



Over to you – February 2009

Staff survey – Headline results

Executive 26 May 09

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Over to You



Background & methodology

- **City of York Council's all staff survey is a self-completion questionnaire which pre-2008/9 has been carried out every 18 months since March 2001. In 2008/09 it was decided that the survey will be conducted bi-annually.**
 - **All permanent council employees were invited to take part in the survey with the exception of teaching staff.**
 - **Questionnaires were sent out in February 2009 by a combination of web-based questionnaires (link to questionnaire send via email) and hard copies to employees' home addresses (non-office-based staff).**
 - **The marketing and communications team developed the questionnaire in conjunction with human resources and various council departments with specific research requirements.**
 - **The data-processing was conducted by NWA Social Research.**
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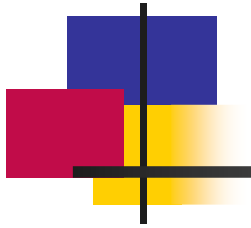


Background & methodology

- **A total of 1847 questionnaires were returned: 1386 online and 461 paper. This represents a response rate of 37% which is a decrease of 13% on the previous survey:**

Date of survey	No. of questionnaires	% response rate
February 2009	1847	37%
April 2007	2171	50%
October 2005	1288	31%
April 2004	1510	41%
September 2002	1365	38%
March 2001 (included teaching staff)	2301	35%

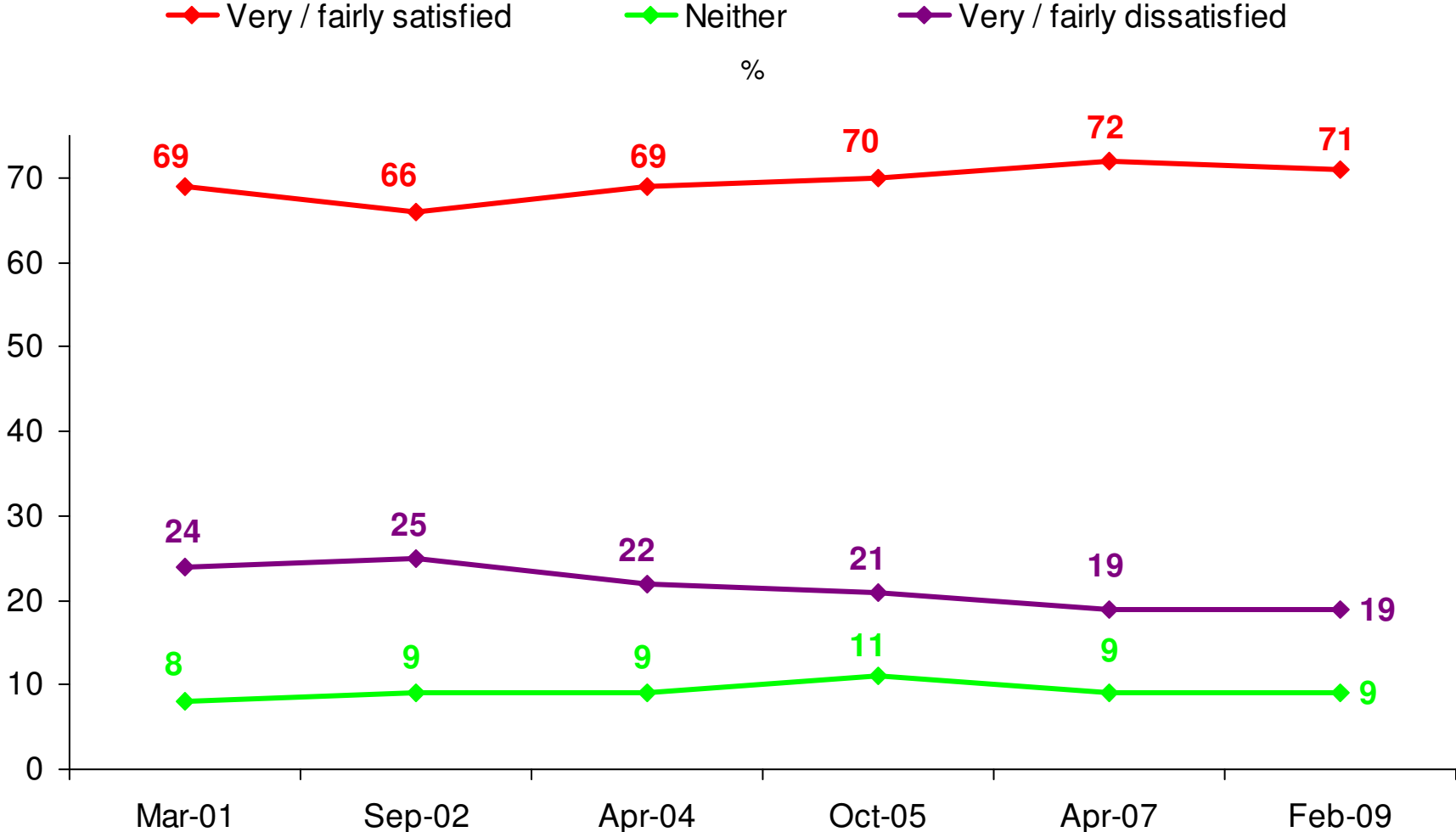
- **Results are accurate to within +/- 1.9% with 95% confidence. Where %s do not sum to 100%, this is either due to multiple responses or computer rounding.**



Overall findings

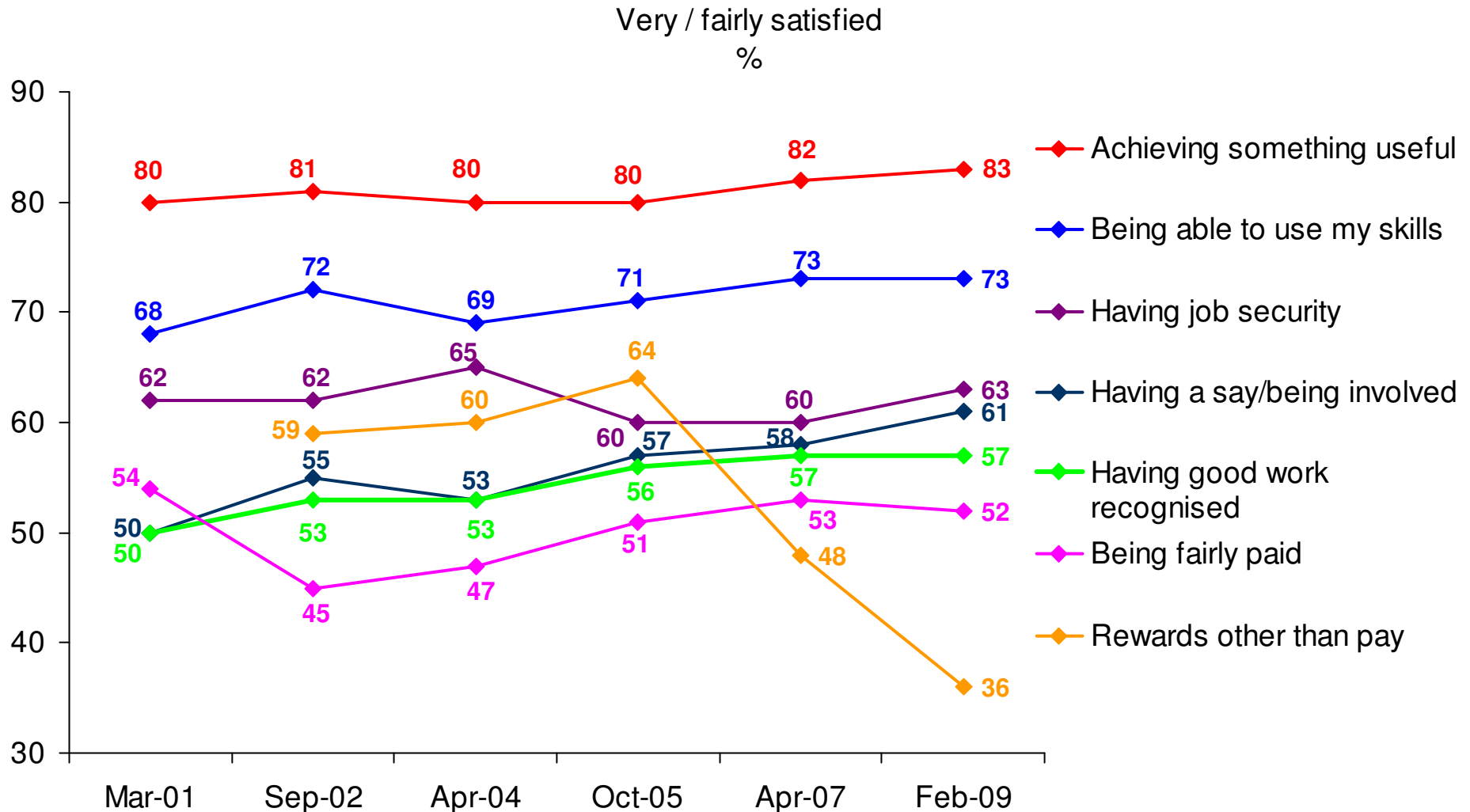
Overall satisfaction with present job has remained stable.

Q1: Taking everything into consideration, how satisfied or dissatisfied are you with your present job?



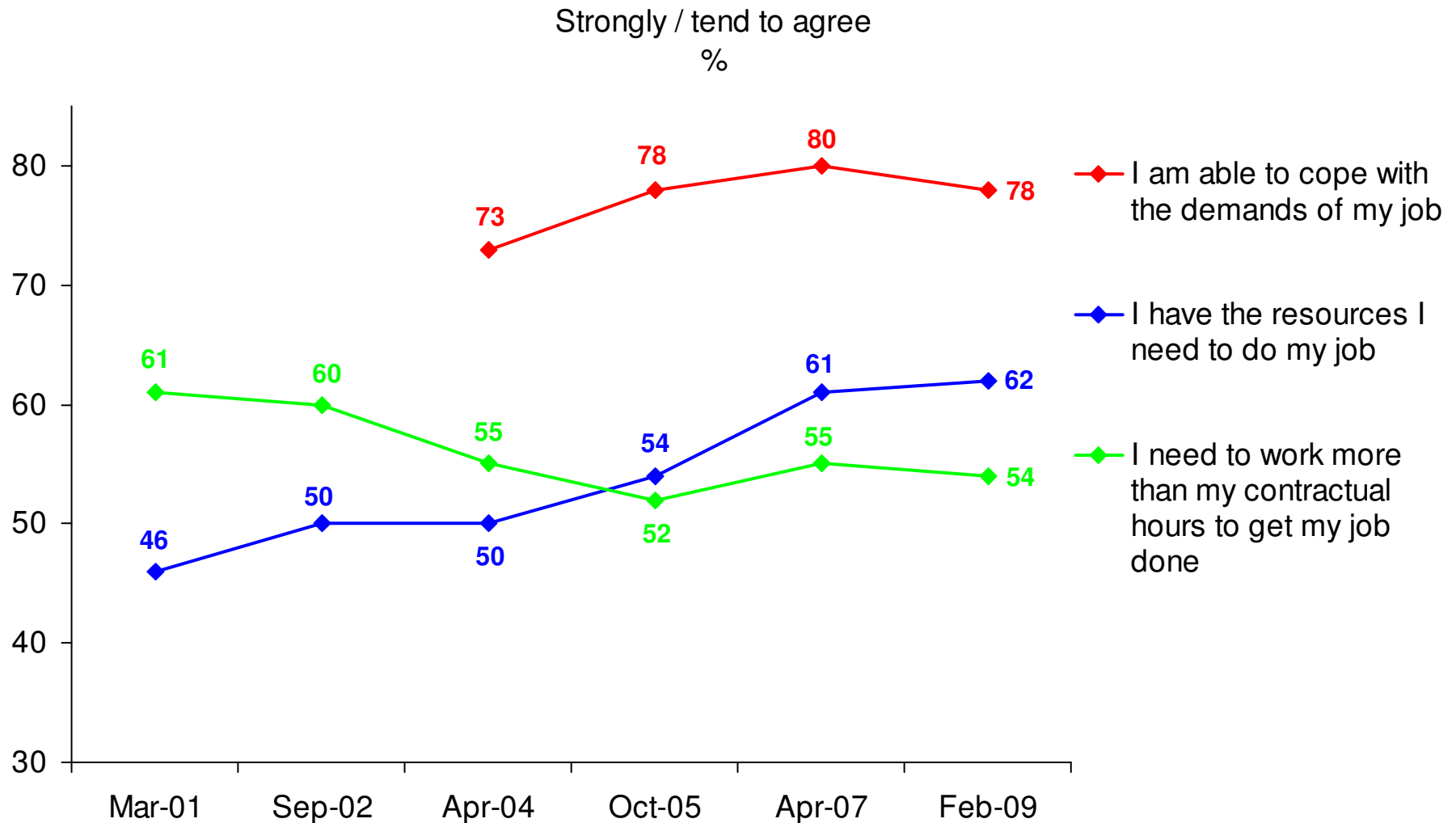
Satisfaction levels have remained consistent for all aspects, with the exception of rewards other than pay.

Q2: How satisfied or dissatisfied are you with the following aspects of your present job?



Agreement with statements about doing your job have levelled out in the latest survey.

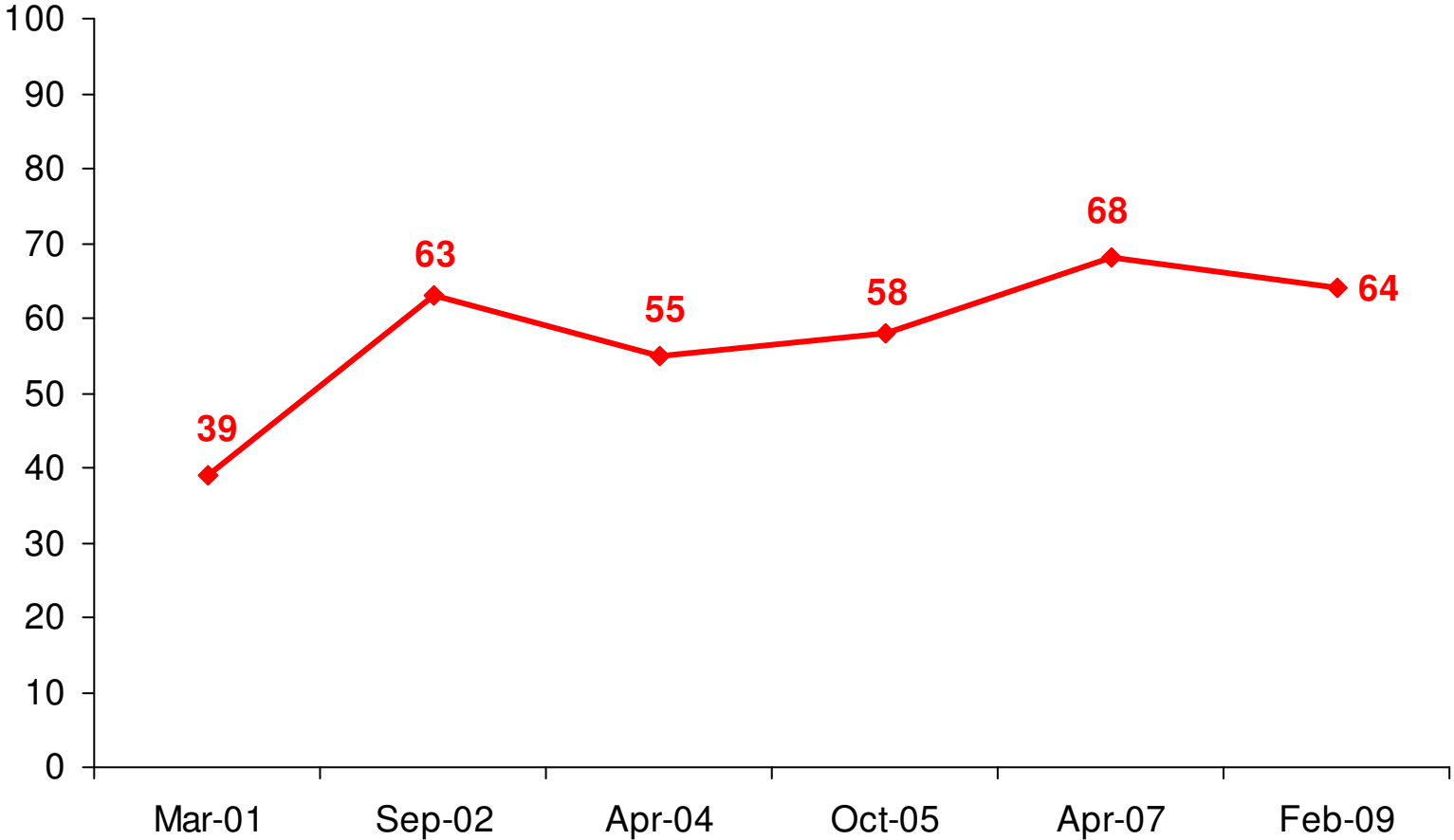
Q5: How much do you agree or disagree with the following statements about doing your job?



Around two-thirds of staff have received a PDR in the last twelve months, which is a decrease of 4%.

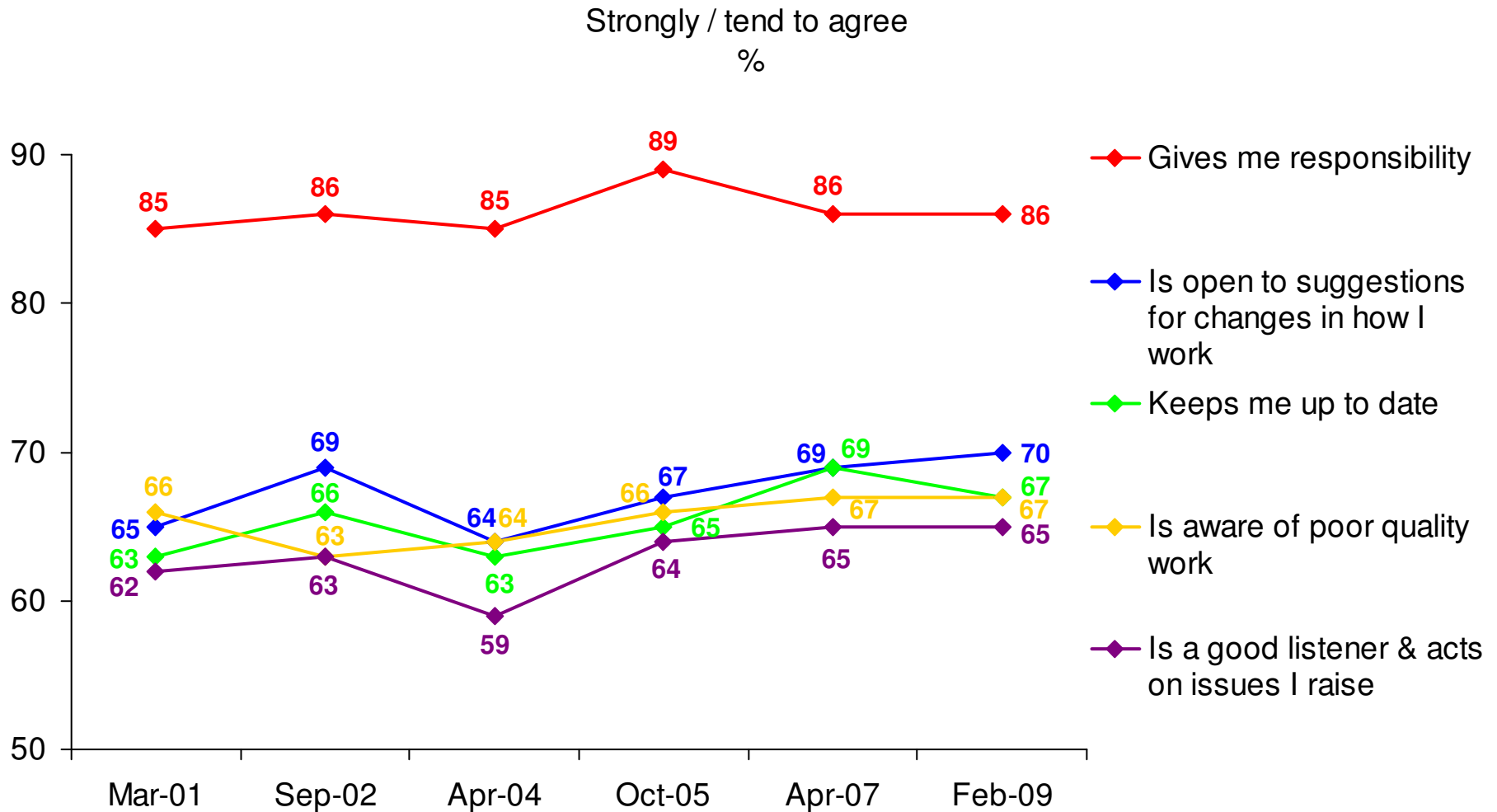
Q11: Have you had a Performance & Development Review (PDR/appraisal) in the last 12 months?

Yes, I have received a performance review in the last 12 months
%



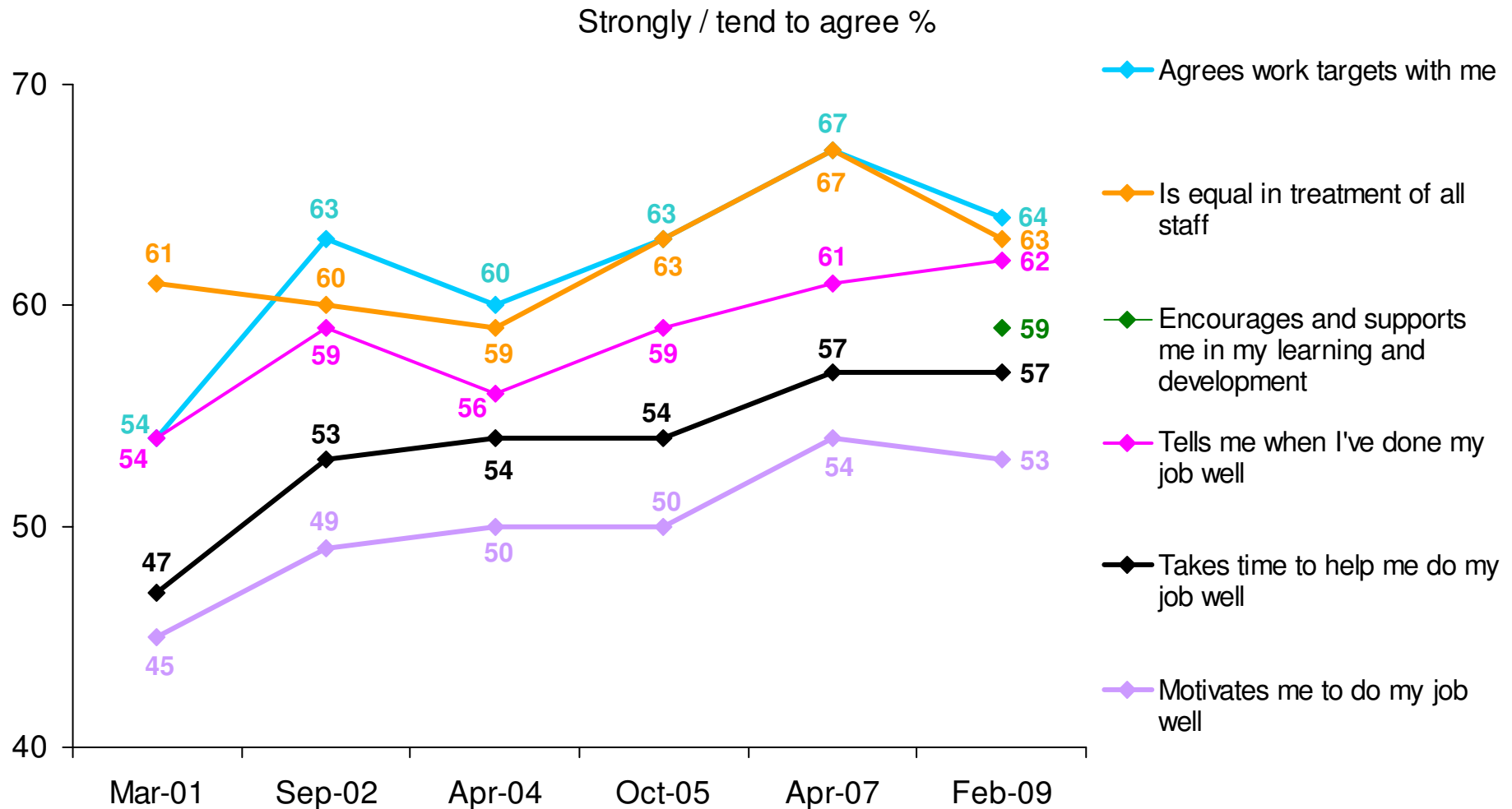
Agreement with statements regarding managers have remained consistent.

Q13: How much do you agree or disagree with the following statements about how you are managed/supervised? My manager/supervisor...



Staff agreement has decreased for managers treating staff equally and agreeing work targets.

Q13: How much do you agree or disagree with the following statements about how you are managed/supervised? My manager/supervisor...



Levels of bullying have remained consistently low.

Q24: Are you being bullied or harassed in your work at present?

'Yes' answers %

