

Committee Report: Staff Survey Data Report

Date: Nov 27th, 2024

To: Full Council

From: Andrew Briggs – Ops Manager

Subject: Staff Survey Data Report

Council Priority: Promote Inclusivity

1.0 Recommendation

- 1.1 To NOTE the positive feedback received.
- 1.2 To CONSIDER the recommendations as detailed in point 6.

2.0 Introduction

- 2.1 This report summarises the findings of the CSNPC staff engagement and support survey conducted in October 2024. The survey aimed to gather feedback on employee satisfaction, workplace challenges, and opportunities for professional growth. A total of 17 staff members participated, sharing their perspectives on their roles, engagement with council projects, and overall support from the council and colleagues.
- 2.2 The insights gained from this survey provide a foundation for understanding staff needs and identifying areas for improvement to enhance workplace satisfaction, productivity, and engagement.

3.0 Detail

- 3.1 The survey consisted of 14 questions covering key aspects of job satisfaction, council support, engagement, challenges, and development opportunities. Responses were a mix of quantitative data, using multiple-choice scales, and qualitative feedback from open-ended questions.

3.2 **Response Breakdown:**

- Participants: 17
- Completion Rate: 70% (17 out of 24 participants completed the survey).
- Survey Themes:
 - Overall satisfaction with roles.
 - Perceptions of support from colleagues and management.
 - Challenges and barriers to effective work.
 - Motivation and professional development.
 - Work-life balance and communication.

This mixed-methods approach provided a comprehensive view of staff experiences, blending measurable trends with personal insights.

3.3 Key Findings

Job Satisfaction and Support

- Overall Job Satisfaction:
 - 29.4% reported being "Extremely Satisfied."
 - 58.8% felt "Satisfied."
 - 11.8% were neutral, with no dissatisfaction reported.
- Support from Council and Colleagues:
 - 47.1% felt "Very Supported."
 - 41.2% indicated they were "Supported."
 - Staff noted positive management experiences, though onboarding processes and inter-departmental support could be improved.

Challenges in Roles

- Key challenges included:
 - Low pay, which impacted staff retention.
 - Communication gaps, particularly aligning work hours across departments.
 - System inefficiencies, such as outdated financial processes.

Engagement with Council Projects

- Engagement Levels:
 - 23.5% felt "Very Engaged."
 - 58.8% felt "Engaged."
 - Some staff expressed a desire to contribute more to community-focused projects, like the Penhill Bowls Project.

Motivation and Council Support:

- Motivators included:
 - Contributing to community well-being.
 - Role variety and flexibility.
 - Positive reinforcement from management.
- Suggestions for improvement:
 - Enhanced training opportunities.
 - Additional resources, including upgraded systems and office tools.

Communication and Feedback

- Staff generally felt their opinions were valued.
- Suggested improvements included:
 - More in-person discussions over email.
 - Regular updates on council projects.

Professional Growth and Development

- Interests included:
 - Cross-departmental shadowing.
 - Expanding roles, such as HR responsibilities.
 - Enhanced training budgets.

Work-Life Balance

- Most respondents were satisfied, citing flexibility as a key factor.
- Suggested improvements:
 - Consider remote work options.
 - Better alignment between pay and job responsibilities.

4.0 Recommendations

1. Enhance Training and Development:
 - Broaden training programs and provide cross-departmental learning opportunities.
 - Increase training budgets to support skill enhancement.
2. Improve Communication:
 - Establish regular team meetings to share updates and foster collaboration.
 - Streamline communication for inclusivity and efficiency.
3. Address System and Resource Gaps:
 - Modernise financial and operational systems for improved efficiency.
 - Evaluate pay structures to ensure alignment with industry standards.
4. Foster Greater Engagement:
 - Organise team-building activities.
 - Use periodic surveys to monitor and address ongoing concerns.
5. Recognise Staff Contributions:
 - Create formal recognition programs to celebrate individual and team achievements.
 - Highlight staff efforts in improving community outcomes.