



House of Commons / PICT 2008 Staff Survey

Results – Key Findings

October 2008

Prepared by:



**TOWERS
PERRIN**

ISR INTERNATIONAL SURVEY RESEARCH



- Staff were asked 56 questions, including trend questions for comparison with previous surveys, and benchmarking questions for comparison with external Norms
- All House of Commons/PICT staff were sent either an online or paper version of the survey in June 2008. Over 1800 questionnaires were issued
- 953 staff completed a questionnaire which equated to a 53% response rate
- The results were compared with Towers Perrin-ISR UK National, Public Sector and High Performance Norm of employee opinions
- Guarantee of respondent anonymity



1. Improvements vs. 2007 results were recorded on upward communications, provision of management development, coaching and mentoring and cross Departmental experience
2. Decline vs. 2007 results were recorded on overall internal communications effectiveness, Management Board effectiveness, workload management, and reward and conditions
3. There were mixed views on how change is being managed and on the pace of change
4. Vs. UK National Norm, staff Engagement levels were more positive, on a par with Norm on Work Organisation & Service Quality and Communications and below the Norm on other themes, particularly Leadership, and Involvement & Cooperation
5. Vs. UK Public Sector Norm, staff Engagement and views on Work Organisation & Service Delivery more positive, on a par with Norm on Communications, Training & Development, Leadership, and Performance & Reward, below Norm on Involvement & Cooperation
6. Vs. UK High Performance Norm, below Norm on all categories

Key Messages – what you said



1. **Change** - consult, explain, and actively lead change – show a unified purpose and clear vision and how people can contribute. Think culture change, not just structure change
2. **Leadership** – senior management teams at the House and within Departments should work on stating (business) objectives more clearly, make decisions more promptly, take ownership, be accountable, act with one voice, actively support change, and lead by example
3. **Respect** – for diversity, and for people’s opinions. Work to improve management behaviours on listening, involving, empowering and encouraging staff, and acting on their suggestions. Implement talent management plans quickly and with supportive coaching for managers
4. **Cooperation** – more and better cooperation between teams and across departments is needed and sharing best practice and gaining work experience across departments.
5. **Performance** – hold people, especially all managers, accountable. Deal with under-performers and give everyone a clear understanding of how to improve their performance. Provide staff with staff regular and constructive feedback
6. **IT systems support** – a practical issue to improve

House of Commons 2008 Staff Survey

HOUSE OF COMMONS 2008 OVERALL (953)

Category Scores By Department

A. HOUSE OF COMMONS 2008 OVERALL (953)

E. DEPARTMENT OF RESOURCES 2008 (112)

B. DEPARTMENT OF CHAMBER AND COMMITTEE SERVICES 2008 (263)

F. OFFICE OF THE CHIEF EXECUTIVE (INCL SPEAKER'S OFFICE) 2008 (19)

C. DEPARTMENT OF FACILITIES 2008 (204)

G. PICT 2008 (130)

D. DEPARTMENT OF INFORMATION SERVICES 2008 (205)

Values displayed are based on Total Favourable

Coloured Cells indicate a statistically significant difference

#	Category	A	B	C	D	E	F	G
1	Communications	66	70	59	72	69	73	56
2	Leadership	48	53	45	54	44	61	36
3	Immediate Management	68	68	64	79	70	72	58
4	Involvement and Cooperation	60	62	58	65	61	74	50
5	Work Organisation and Service Quality	68	73	66	70	70	72	58
6	Training and Development	60	60	55	63	60	56	58
7	Performance and Reward	54	61	46	61	54	60	43
8	Engagement	74	78	73	78	74	74	62
9	Change	29	28	25	32	31	46	29

These scores are the percentage of **favourable responses** by department. Thus, for example, 69 per cent of DR staff gave favourable responses on the questions about communications, but only 31 per cent of them responded favourably on the change questions.



House of Commons 2008 Staff Survey

HOUSE OF COMMONS 2008 OVERALL (953)

Category Scores By Pay-band/grade

A. HOUSE OF COMMONS 2008 OVERALL (953)

B. PAY-BAND/GRADE: SCS 2008 (63)

C. PAY-BAND/GRADE: A 2008 (185)

D. PAY-BAND/GRADE: B 2008 (277)

E. PAY-BAND/GRADE: C 2008 (208)

F. PAY-BAND/GRADE: D 2008 (136)

G. PAY-BAND/GRADE: E 2008 (10)

H. PAY-BAND/GRADE: ALL CATERING GRADES 2008 (44)

*Values displayed are based on Total Favourable**Coloured Cells indicate a statistically significant difference*

#	Category	A	B	C	D	E	F	G	H
1	Communications	66	79	71	62	65	63	64	61
2	Leadership	48	65	49	42	49	48	56	50
3	Immediate Management	68	71	69	67	71	66	74	60
4	Involvement and Cooperation	60	76	64	56	59	58	67	60
5	Work Organisation and Service Quality	68	78	70	65	71	68	74	67
6	Training and Development	60	61	61	58	61	59	56	56
7	Performance and Reward	54	76	66	52	48	48	67	44
8	Engagement	74	85	79	70	72	72	85	76
9	Change	29	43	35	27	26	22	28	35

These scores are the percentage of **favourable responses** by payband/grade. Thus, for example, 79 per cent of SCS staff gave favourable responses on the questions about communications, but only 43 per cent of them responded favourably on the change questions.

House of Commons 2008 Staff Survey

HOUSE OF COMMONS 2008 OVERALL (953)

vs. TOWERS PERRIN-ISR UK NATIONAL NORM (156819)



Top 10 Differences From Benchmark

	Total Favourable	Tot Fav Diff	?	Total Unfavourable	
38b. I am proud to work for: The House of Commons	88	19 *	7	5	
2. My team works efficiently.	86	12 *	5	9	
9. There are usually sufficient people in my team to handle the normal workload.	61	9 *	8	30	
44. I would recommend the House of Commons as a good place to work.	79	8 *	10	11	
14a. Recent changes [e.g. restructuring] in the House of Commons: Have been well communicated	58	6 *	14	27	
45. It would take a lot to make me look for another employer.	58	6 *	11	31	
13. I understand how the work I do contributes to the achievement of my Department's goals.	85	4 *	8	7	
3. My job offers me the opportunity to use my skills and abilities.	76	4 *	6	18	
5. There is sufficient contact between management and staff in my Department.	62	3 *	12	26	
		Tot Fav Diff	Adequate	Total Poor	No Opinion
54b. How good a job do you think senior management of your Department are doing on: Working together as a top management team	35	3 *	29	26	10

0 25 50 75 100

* indicates a statistically significant difference

House of Commons 2008 Staff Survey

HOUSE OF COMMONS 2008 OVERALL (953)

vs. TOWERS PERRIN-ISR UK NATIONAL NORM (156819)



Bottom 10 Differences From Benchmark

	Total Favourable	Tot Fav Diff	?	Total Unfavourable	
34. The House of Commons values and supports people from different backgrounds and lifestyles.	68	-18 *	16	16	
26. Managers in my Department actively support equality of opportunity for all staff here.	53	-18 *	22	25	
	About Right	Tot Fav Diff	Too Fast	Too Slow	No Opinion
16. The current pace of change in my Department is:	36	-18 *	17	23	24
	Total Favourable	Tot Fav Diff	?	Total Unfavourable	
24. I am sufficiently informed about my Department's performance against its goals.	60	-17 *	17	22	
25. The management style in my Department encourages employees to give their best.	46	-16 *	16	38	
36. Staff are treated with respect here, whatever job or area they work in.	55	-15 *	12	33	
12b. I have a clear understanding of: What I can do to improve my performance	65	-15 *	12	22	
	Total Good	Tot Fav Diff	Adequate	Total Poor	No Opinion
54a. How good a job do you think senior management of your Department are doing on: Stating objectives clearly	40	-15 *	33	20	7
	Total Favourable	Tot Fav Diff	?	Total Unfavourable	
32b. The House of Commons does a good job of: Developing people to their full potential	40	-14 *	20	41	
48. I think that the results of this survey will be acted on, where possible.	39	-13 *	25	36	

Category 1 - Communications



- 68% of staff said that internal communications are very/ fairly good within the House, but 32% think they are poor
- 76% of staff said they are frequently/occasionally given appropriate opportunities to express their view and 24% said they are rarely/never given the opportunity
- 78% of staff said their job is made harder by lack of information about House or departmental policies or procedures
- 84% of staff said that they have a clear understanding of the overall goals of their department and how their work contributes to this
- 76% of staff said they have a clear understanding of the overall goals of the House of Commons



House of Commons 2008 Staff Survey

HOUSE OF COMMONS 2008 OVERALL (953)



Category 1: Communications Items: Breakdown By Department

A. HOUSE OF COMMONS 2008 OVERALL (953)

B. DEPARTMENT OF CHAMBER AND COMMITTEE SERVICES 2008 (263)

C. DEPARTMENT OF FACILITIES 2008 (204)

D. DEPARTMENT OF INFORMATION SERVICES 2008 (205)

E. DEPARTMENT OF RESOURCES 2008 (112)

F. OFFICE OF THE CHIEF EXECUTIVE (INCL SPEAKER'S OFFICE) 2008 (19)

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#	Item Text	A	B	C	D	E	F	G
4.	My Department does an excellent job of keeping staff informed about matters affecting us.	62	66	53	73	65	79	45
13.	I understand how the work I do contributes to the achievement of my Department's goals.	85	89	83	88	89	84	72
23a.	I have a clear understanding of the overall goals of: My Department.	84	88	74	90	91	84	75
23b.	I have a clear understanding of the overall goals of: The House of Commons as a whole.	76	85	70	78	76	89	65
24.	I am sufficiently informed about my Department's performance against its goals.	60	63	50	69	71	74	44
17.	In general, how good do you think internal communications are within the House of Commons?	68	68	65	68	71	68	66
19.	Do you feel you are given appropriate opportunities to express your views?	76	79	64	89	79	84	71
18.	Do you think your work is made harder by a lack of information about House or Departmental policies or processes?	15	18	13	19	8	21	9

(N) indicates 'Disagreeing' is the Favourable Response



- 81% of staff said that the organisation is doing an ‘adequate’ or ‘good’ job of providing a unified service
- Criticisms arise on: Stating objectives clearly; providing a clear sense of direction and making decisions promptly
- 38% of staff said that the management style in their Department **does not** encourage staff to give their best (46% favourable)
- 25% overall say the management style **does not** actively support equality of opportunity for all staff (53% are favourable).

House of Commons 2008 Staff Survey

HOUSE OF COMMONS 2008 OVERALL (953)

Category 2: Leadership Items: Breakdown By Department

A. HOUSE OF COMMONS 2008 OVERALL (953)

E. DEPARTMENT OF RESOURCES 2008 (112)

B. DEPARTMENT OF CHAMBER AND COMMITTEE SERVICES 2008 (263)

F. OFFICE OF THE CHIEF EXECUTIVE (INCL SPEAKER'S OFFICE) 2008 (19)

C. DEPARTMENT OF FACILITIES 2008 (204)

G. PICT 2008 (130)

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#	Item Text	A	B	C	D	E	F	G
5.	There is sufficient contact between management and staff in my Department.	62	66	56	73	56	84	47
25.	The management style in my Department encourages employees to give their best.	46	48	46	55	45	63	24
26.	Managers in my Department actively support equality of opportunity for all staff here.	53	52	53	57	53	68	42
36.	Staff are treated with respect here, whatever job or area they work in.	55	59	48	57	55	53	54
37a.	The following provide a clear sense of direction: Senior management of my Department	51	55	47	59	49	63	36
37b.	The following provide a clear sense of direction: The House of Commons Management Board	35	38	35	35	30	47	28
20a.	In general, how effective is each of the following: The House of Commons Management Board	39	43	35	38	38	63	33
20b.	In general, how effective is each of the following: Senior Management of your Department	56	64	47	63	53	68	45
54a.	How good a job do you think senior management of your Department are doing on: Stating objectives clearly	40	40	34	51	39	58	26
54b.	How good a job do you think senior management of your Department are doing on: Working together as a top management team	35	37	32	45	28	56	20
54c.	How good a job do you think senior management of your Department are doing on: Making decisions promptly	30	31	28	34	30	53	17
54d.	How good a job do you think senior management of your Department are doing on: Managing change	26	31	25	28	22	37	15
56a.	How good a job do you think the House of Commons is doing in: Providing a unified service to the House, its Members and the public	51	58	55	51	43	42	40
56b.	How good a job do you think the House of Commons is doing in: Supporting the Chamber and the committees	68	87	60	68	53	78	55
56c.	How good a job do you think the House of Commons is doing in: Supporting individual Members and their staff	68	75	63	78	67	74	49
56d.	How good a job do you think the House of Commons is doing in: Providing public information and promoting public knowledge about the work of Parliament	57	60	52	70	51	68	43

(N) indicates 'Disagreeing' is the Favourable Response



- 79% of staff said, in general, their immediate line manager is effective
- 68% of staff said their manager is effective at supporting them to manage their workload and 28% said they were not
- 48% of staff said their manager was effective at managing under performance in the team and 33% said they that their manager was not
- 76% said their manager was effective at communicating and 17% said they their manager was not

House of Commons 2008 Staff Survey

HOUSE OF COMMONS 2008 OVERALL (953)

Category 3: Immediate Management Items: Breakdown By Department

A. HOUSE OF COMMONS 2008 OVERALL (953)

B. DEPARTMENT OF CHAMBER AND COMMITTEE SERVICES 2008 (263)

C. DEPARTMENT OF FACILITIES 2008 (204)

D. DEPARTMENT OF INFORMATION SERVICES 2008 (205)

E. DEPARTMENT OF RESOURCES 2008 (112)

F. OFFICE OF THE CHIEF EXECUTIVE (INCL SPEAKER'S OFFICE) 2008 (19)

G. PICT 2008 (130)

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#	Item Text	A	B	C	D	E	F	G
6.	My immediate line manager/supervisor communicates effectively.	76	76	73	86	75	79	65
20c.	In general, how effective is each of the following: Your immediate line manager/supervisor	79	79	77	89	80	79	68
21a.	How effective is your immediate line manager/supervisor at the following: Helping you improve your performance	71	73	68	80	69	79	60
21b.	How effective is your immediate line manager/supervisor at the following: Informing you about your own team's performance	70	70	64	81	74	68	61
21c.	How effective is your immediate line manager/supervisor at the following: Supporting you to manage your workload	68	70	58	80	71	74	57
21d.	How effective is your immediate line manager/supervisor at the following: Managing any under-performance in your team	48	44	47	57	47	58	40
21e.	How effective is your immediate line manager/supervisor at the following: Promoting a culture of diversity [e.g. taking account of people's different needs and contribution]	65	63	59	77	71	68	57

(N) indicates 'Disagreeing' is the Favourable Response



- 91% of say that they have a very clear understanding of what is expected of them
- 59% of staff are satisfied with involvement in decisions that affect their work, but 31% said they were not
- Co-operation **within** departments is stronger than co-operation **between** departments – although the latter is influenced by a high proportion of ‘don’t knows’
- Almost 40% say best practice **is not** shared across teams in their department

House of Commons 2008 Staff Survey

HOUSE OF COMMONS 2008 OVERALL (953)

Category 4: Involvement and Cooperation Items: Breakdown By Department

A. HOUSE OF COMMONS 2008 OVERALL (953)

B. DEPARTMENT OF CHAMBER AND COMMITTEE SERVICES 2008 (263)

C. DEPARTMENT OF FACILITIES 2008 (204)

D. DEPARTMENT OF INFORMATION SERVICES 2008 (205)

E. DEPARTMENT OF RESOURCES 2008 (112)

F. OFFICE OF THE CHIEF EXECUTIVE (INCL SPEAKER'S OFFICE) 2008 (19)

G. PICT 2008 (130)

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#	Item Text	A	B	C	D	E	F	G
1.	I have a very clear understanding of what is expected of me in my work.	91	96	87	95	91	95	82
7.	I am satisfied with my involvement in decisions that affect my work.	59	66	49	65	59	68	47
8a.	There is good cooperation between: Teams in my Department	65	75	65	70	63	74	37
8b.	There is good cooperation between: My Department and other Departments in the House of Commons	45	41	48	44	47	79	34
27.	In my team we are encouraged to come up with innovative solutions to work-related problems.	62	58	61	70	63	79	57
28.	Best practice is shared effectively across teams in my Department.	39	41	42	39	34	68	26
34.	The House of Commons values and supports people from different backgrounds and lifestyles.	68	61	74	69	67	68	69
40.	I have the opportunity for input before changes are made which will affect my job.	44	44	34	53	48	68	35
41.	I am treated with fairness and respect.	72	74	64	81	76	68	66

(N) indicates 'Disagreeing' is the Favourable Response

Category 5 - Work Organisation and service quality



- 86% of staff think that *at Team level* they work efficiently
- 52% of staff say that overall '*sufficient effort is being made to make their Department more efficient*', 25% say not.
- 83% of staff feel there is *adequate security* at the House
- 70% of staff said that their work schedule allows sufficient time to meet their personal needs
- 63% of staff said that *physical working conditions* are satisfactory, but 30% said they were not satisfied
- 65% of staff said that they *have the IT systems support they need to do their job effectively*, but 25% said they did not

House of Commons 2008 Staff Survey

HOUSE OF COMMONS 2008 OVERALL (953)

Category 5: Work Organisation and Service Quality Items: Breakdown By Department

A. HOUSE OF COMMONS 2008 OVERALL (953)

E. DEPARTMENT OF RESOURCES 2008 (112)

B. DEPARTMENT OF CHAMBER AND COMMITTEE SERVICES 2008 (263)

F. OFFICE OF THE CHIEF EXECUTIVE (INCL SPEAKER'S OFFICE) 2008 (19)

C. DEPARTMENT OF FACILITIES 2008 (204)

G. PICT 2008 (130)

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#	Item Text	A	B	C	D	E	F	G
2.	My team works efficiently.	86	91	89	91	85	84	67
9.	There are usually sufficient people in my team to handle the normal workload.	61	72	56	64	57	79	42
10.	I have the IT systems support I need to do my job effectively.	65	67	61	55	74	63	76
29.	Sufficient effort is being made to make my Department a more efficient organisation.	52	53	46	55	59	68	45
30.	In my opinion, my Department is truly customer-focussed.	67	69	69	71	71	74	47
35.	My work schedule allows sufficient flexibility to meet my personal needs.	70	70	60	83	73	68	62
46.	Overall the physical working conditions at my location are satisfactory [e.g. ventilation, temperature, space to work].	62	75	63	53	58	63	50
47.	There are adequate security measures at my location.	83	85	83	83	85	74	78

(N) indicates 'Disagreeing' is the Favourable Response



- 76% of staff said their job offers them the opportunity to use their skills and abilities
- 40% of staff feel that the House does a good job of developing staff to their full potential and 41% disagree
- 37% of staff said that the House was good at providing staff with experience of working in various departments and 48% said that the House was fairly/very poor at providing opportunities
- On average, 74% of staff feel the House is very/fairly good at providing – induction training, on the job training, providing technical/specialist skills and IT training

House of Commons 2008 Staff Survey

HOUSE OF COMMONS 2008 OVERALL (953)

Category 6: Training and Development Items: Breakdown By Department

A. HOUSE OF COMMONS 2008 OVERALL (953)

E. DEPARTMENT OF RESOURCES 2008 (112)

B. DEPARTMENT OF CHAMBER AND COMMITTEE SERVICES 2008 (263)

F. OFFICE OF THE CHIEF EXECUTIVE (INCL SPEAKER'S OFFICE) 2008 (19)

C. DEPARTMENT OF FACILITIES 2008 (204)

G. PICT 2008 (130)

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#	Item Text	A	B	C	D	E	F	G
3.	My job offers me the opportunity to use my skills and abilities.	76	5	-2	0	-4	-2	-6
11.	I believe I have the opportunity for personal development and growth.	62	0	-7	4	5	-4	-2
32a.	The House of Commons does a good job of: Recruiting the right people for its future needs	43	5	-11	15	-7	-6	-10
32b.	The House of Commons does a good job of: Developing people to their full potential	40	-1	-2	7	-2	8	-7
51a.	How important is each of the following in helping you to develop your career in the House of Commons: More training in technical/specialist skills	85	-6	3	3	-1	-12	4
51b.	How important is each of the following in helping you to develop your career in the House of Commons: Management development	78	-2	1	2	-1	-15	1
51c.	How important is each of the following in helping you to develop your career in the House of Commons: Coaching	75	0	2	-3	3	-22	3
51d.	How important is each of the following in helping you to develop your career in the House of Commons: Mentoring	66	-1	2	-6	4	-2	7
51e.	How important is each of the following in helping you to develop your career in the House of Commons: Secondment opportunities to other Departments in the House of Commons	61	-2	-10	12	3	2	-1
51f.	How important is each of the following in helping you to develop your career in the House of Commons: Secondment opportunities to the House of Lords	46	-6	-10	9	0	-4	11
51g.	How important is each of the following in helping you to develop your career in the House of Commons: Secondment opportunities to PICT	23	-8	2	-4	1	-7	15
51h.	How important is each of the following in helping you to develop your career in the House of Commons: Secondment opportunities to the Civil Service	50	2	-12	4	2	3	6

House of Commons 2008 Staff Survey

HOUSE OF COMMONS 2008 OVERALL (953)

Category 6: Training and Development Items: Breakdown By Department

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E. DEPARTMENT OF RESOURCES 2008 (112)

B. DEPARTMENT OF CHAMBER AND COMMITTEE SERVICES 2008 (263)

F. OFFICE OF THE CHIEF EXECUTIVE (INCL SPEAKER'S OFFICE) 2008 (19)

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G. PICT 2008 (130)

D. DEPARTMENT OF INFORMATION SERVICES 2008 (205)

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#	Item Text	A	B	C	D	E	F	G
51i.	How important is each of the following in helping you to develop your career in the House of Commons: Advice and assistance on how to apply for available roles	74	-3	-3	7	-3	-11	1
51j.	How important is each of the following in helping you to develop your career in the House of Commons: Advice on potential career routes inside the House of Commons	79	-3	-2	4	0	-11	5
51k.	How important is each of the following in helping you to develop your career in the House of Commons: Advice on potential career routes outside the House of Commons	59	-3	-7	1	2	-1	13
52a.	How good do you think the House of Commons is at providing staff with the following: Induction Training	77	1	3	3	-1	-14	-11
52b.	How good do you think the House of Commons is at providing staff with the following: On the job learning	78	2	-6	9	-3	-5	-8
52c.	How good do you think the House of Commons is at providing staff with the following: Technical/specialist skills training	68	2	-6	4	3	11	-4
52d.	How good do you think the House of Commons is at providing staff with the following: IT training	73	1	-13	9	6	-5	0
52e.	How good do you think the House of Commons is at providing staff with the following: Management development	54	0	-8	4	8	10	-4
52f.	How good do you think the House of Commons is at providing staff with the following: Coaching	49	5	-3	3	-1	-2	-11
52g.	How good do you think the House of Commons is at providing staff with the following: Mentoring	48	4	-3	3	-4	5	-8
52h.	How good do you think the House of Commons is at providing staff with the following: Support for professional qualifications	62	5	-10	5	7	-15	-7
52i.	How good do you think the House of Commons is at providing staff with the following: Experience of various Departments	37	5	-7	7	-8	0	-5
52j.	How good do you think the House of Commons is at providing staff with the following: Careers advice	27	-2	1	-2	12	5	-9

(N) indicates 'Disagreeing' is the Favourable Response



- Employees feel poorly paid against every criteria used in the survey
- 74% of staff feel that their performance is evaluated fairly
- 65% of staff said that they know how what they can do to improve their performance
- 58% of staff said that they receive regular and constructive feedback, but 30% said they did not
- Trends analysis show deterioration from 63% to 48% on manager effectiveness at managing underperformance

House of Commons 2008 Staff Survey

HOUSE OF COMMONS 2008 OVERALL (953)

Category 7: Performance and Reward Items: Breakdown By Department

A. HOUSE OF COMMONS 2008 OVERALL (953)

E. DEPARTMENT OF RESOURCES 2008 (112)

B. DEPARTMENT OF CHAMBER AND COMMITTEE SERVICES 2008 (263)

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#	Item Text	A	B	C	D	E	F	G
12a.	I have a clear understanding of: How my performance is evaluated	74	80	68	82	74	68	62
12b.	I have a clear understanding of: What I can do to improve my performance	65	69	63	72	70	63	49
31.	I receive regular and constructive feedback on my performance.	58	59	53	73	55	58	42
33.	I think my performance is evaluated fairly.	68	73	60	77	67	74	53
43.	I feel valued and appreciated for the work I do.	57	59	49	67	60	58	50
22a.	In general, how do you think your overall pay, benefits and employment conditions compare with: Other staff in the House of Commons	48	62	30	54	51	53	40
22b.	In general, how do you think your overall pay, benefits and employment conditions compare with: The Civil Service	44	53	33	46	41	63	37
22c.	In general, how do you think your overall pay, benefits and employment conditions compare with: Other public sector employers	46	57	33	51	40	63	36
22d.	In general, how do you think your overall pay, benefits and employment conditions compare with: Private sector employers	28	33	27	30	26	42	15

(N) indicates 'Disagreeing' is the Favourable Response



- 88 % of staff said that they are proud to work for the House
- 88% of staff are willing to work 'beyond requirement' to help the House be successful
- 79% of staff would recommend the House as a good place to work
- 17% of staff expressed job dissatisfaction
- 26% of staff are considering leaving

House of Commons 2008 Staff Survey

HOUSE OF COMMONS 2008 OVERALL (953)

Category 8: Engagement Items: Breakdown By Department

A. HOUSE OF COMMONS 2008 OVERALL (953)

B. DEPARTMENT OF CHAMBER AND COMMITTEE SERVICES 2008 (263)

C. DEPARTMENT OF FACILITIES 2008 (204)

D. DEPARTMENT OF INFORMATION SERVICES 2008 (205)

E. DEPARTMENT OF RESOURCES 2008 (112)

F. OFFICE OF THE CHIEF EXECUTIVE (INCL SPEAKER'S OFFICE) 2008 (19)

G. PICT 2008 (130)

Values displayed are based on Total Favourable

Coloured Cells indicate a statistically significant difference

#	Item Text	A	B	C	D	E	F	G
38a.	I am proud to work for: My Department	77	81	77	85	77	78	55
38b.	I am proud to work for: The House of Commons	88	90	90	88	90	84	82
39.	I am willing to work beyond what is required in my job in order to help the House of Commons be successful	88	88	89	88	91	89	84
42a.	I believe strongly in the overall aims and objectives of: My Department	77	78	75	83	79	74	63
42b.	I believe strongly in the overall aims and objectives of: The House of Commons as a whole	78	82	75	80	76	79	69
44.	I would recommend the House of Commons as a good place to work.	79	84	73	83	80	74	75
45.	It would take a lot to make me look for another employer.	58	64	58	62	57	58	37
53.	At the present time, are you seriously considering leaving the House of Commons?	60	65	60	63	57	74	48
55.	Overall, how satisfied are you with your job?	62	70	56	66	62	58	46

(N) indicates 'Disagreeing' is the Favourable Response

Category 9 - Change management



- Lowest overall favourable category (29% favourable), but that is not unexpected or surprising given Tebbit restructuring etc.
- SCSs and Band As more positive
- Catering grades also more positive, but generally most departments are having a similar experience of change
- 53% of staff feel that change-related communications have been managed well and 27% say not
- But only 36% are finding the pace of change in their Department about right (17% too fast; 23% too slow; 17% no opinion)
- Staff are split into thirds on whether the changes have been beneficial/ not beneficial/don't know
- 20% think their Department has changed for the better, 48% stayed the same, 19% changed for the worse, 14% no opinion
- 21% think the service to customers has changed for the better, 61% stayed the same, 8% changed for the worse, 10% no opinion.

House of Commons 2008 Staff Survey

HOUSE OF COMMONS 2008 OVERALL (953)

Category 9: Change Items: Breakdown By Department

A. HOUSE OF COMMONS 2008 OVERALL (953)

E. DEPARTMENT OF RESOURCES 2008 (112)

B. DEPARTMENT OF CHAMBER AND COMMITTEE SERVICES 2008 (263)

F. OFFICE OF THE CHIEF EXECUTIVE (INCL SPEAKER'S OFFICE) 2008 (19)

C. DEPARTMENT OF FACILITIES 2008 (204)

G. PICT 2008 (130)

D. DEPARTMENT OF INFORMATION SERVICES 2008 (205)

Values displayed are based on Total Favourable

Coloured Cells indicate a statistically significant difference

#	Item Text	A	B	C	D	E	F	G
14a.	Recent changes [e.g. restructuring] in the House of Commons: Have been well communicated	58	60	48	61	70	63	53
14b.	Recent changes [e.g. restructuring] in the House of Commons: Have been generally beneficial	33	33	31	33	35	53	30
14c.	Recent changes [e.g. restructuring] in the House of Commons: I understand why the changes have been made	50	50	44	52	54	63	47
48.	I think that the results of this survey will be acted on, where possible.	39	35	41	44	34	53	38
16.	The current pace of change in my Department is:	36	33	30	45	42	42	33
15a.	Looking back over the last twelve months, how do you think each of the following has changed? House-wide/corporate communications	26	28	21	31	26	47	25
15b.	Looking back over the last twelve months, how do you think each of the following has changed? Communications within your Department	20	26	13	21	13	37	22
15c.	Looking back over the last twelve months, how do you think each of the following has changed? Organisational structure of the House	28	27	20	33	28	58	31
15d.	Looking back over the last twelve months, how do you think each of the following has changed? Quality of service to your customers	21	13	20	25	21	47	33
15e.	Looking back over the last twelve months, how do you think each of the following has changed? Quality of leadership	10	9	10	11	10	26	6
15f.	Looking back over the last twelve months, how do you think each of the following has changed? Learning and development	19	21	20	15	35	11	11
15g.	Looking back over the last twelve months, how do you think each of the following has changed? Your Department as a whole	20	18	15	25	15	42	23
15h.	Looking back over the last twelve months, how do you think each of the following has changed? The House of Commons as a whole	18	17	15	21	18	53	20

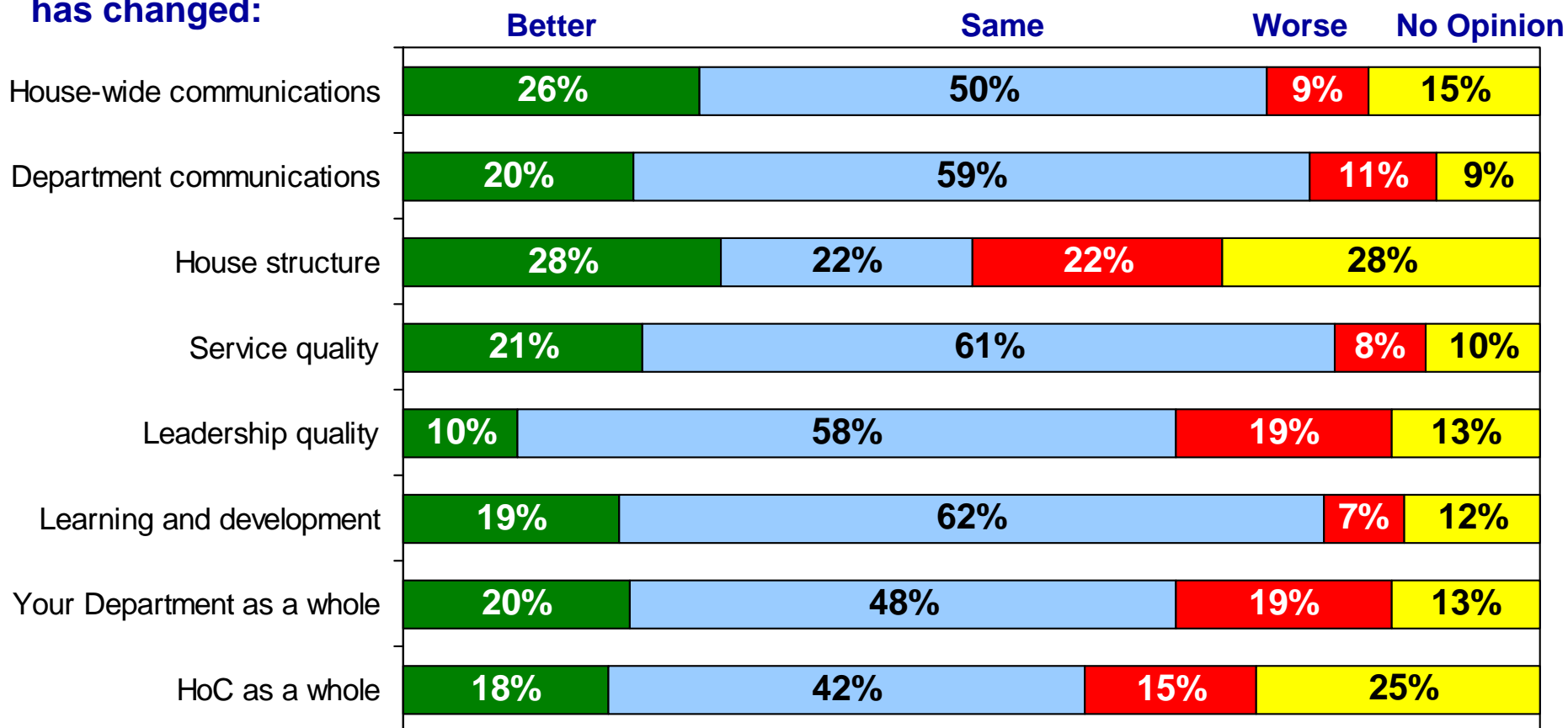
(N) indicates 'Disagreeing' is the Favourable Response

Change in the last 12 months



Many people have not yet seen change. Where change is noted, on balance more positive than negative, although views divided on House structure, and more negative than positive on leadership quality

15. Looking back over the last twelve months, how do you think each of the following has changed:

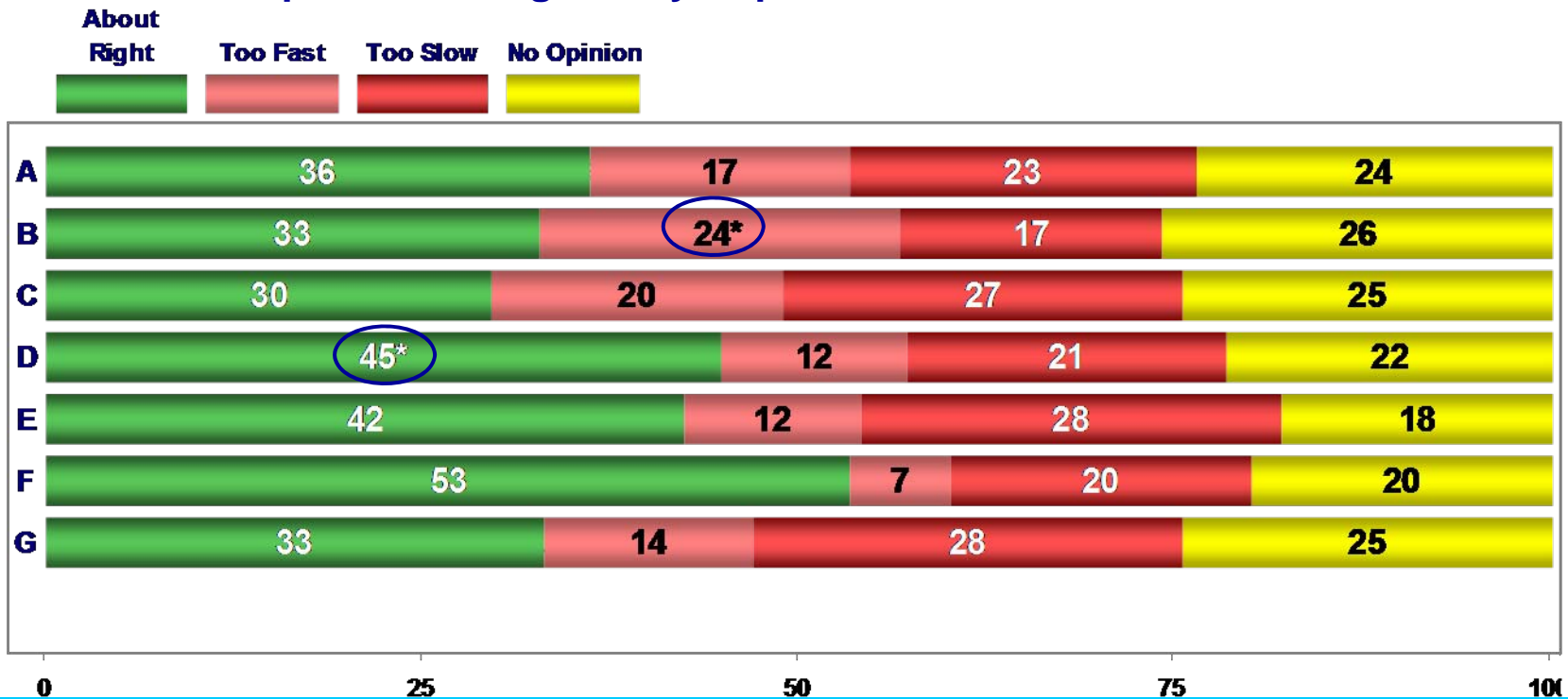


Department pace of change – by Department



36% of all staff say the pace of change is “about right”, but 17% say it is “too fast” and 23% say “too slow”. DIS and OCE office most likely to think pace of change about right, while over 1 in 4 in Facilities, Resources and PICT think the pace is too slow, and 1 in 4 in DCCS say change is too fast

16. The current pace of change in my Department is:



- A. HOUSE OF COMMONS 2008 OVERALL (953)
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- D. DEPARTMENT OF INFORMATION SERVICES 2008 (205)

- E. DEPARTMENT OF RESOURCES 2008 (112)
- F. OFFICE OF THE CHIEF EXECUTIVE 2008 (15)
- G. PICT 2008 (130)

* indicates a statistically significant difference



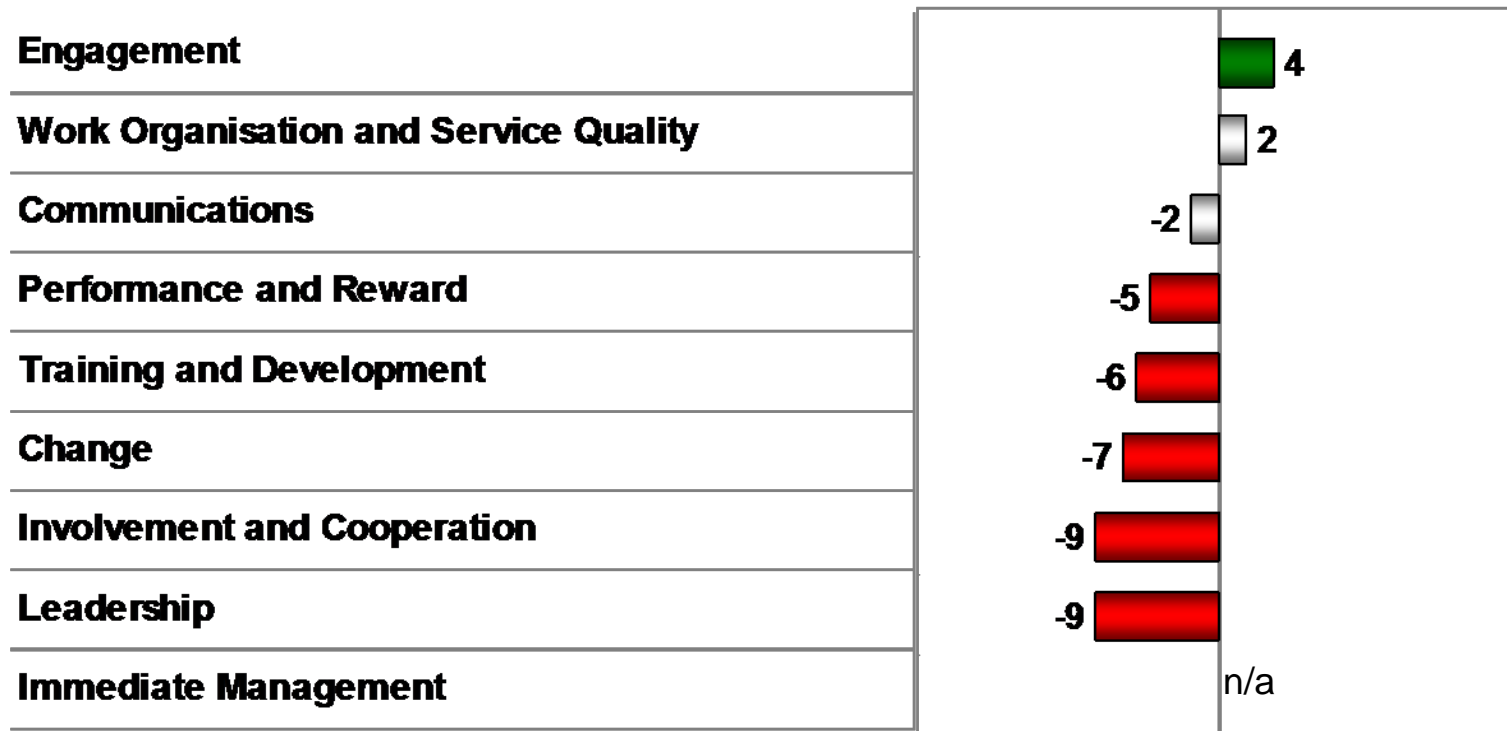
- The **UK National Norm** is a weighted average of employee survey results from client companies across a broad cross-section of industry sectors in the UK.
- The **UK Public Sector Norm** is a weighted sub-set of the National Norm comprising client organisations within the UK Public Sector.
- The **UK High Performance Norm** is a sub-set of the UK National Norm comprising organisations that are market leaders with at least 3 years of financial growth performance and demonstrating above-average levels of employee engagement.

All Norms are updated annually



Staff Engagement in the House of Commons / PICT is more positive than the UK National Norm. Views on Work Organisation & Service Quality and Communications are on a par with the Norm, the rest of the categories below

Differences From Benchmark



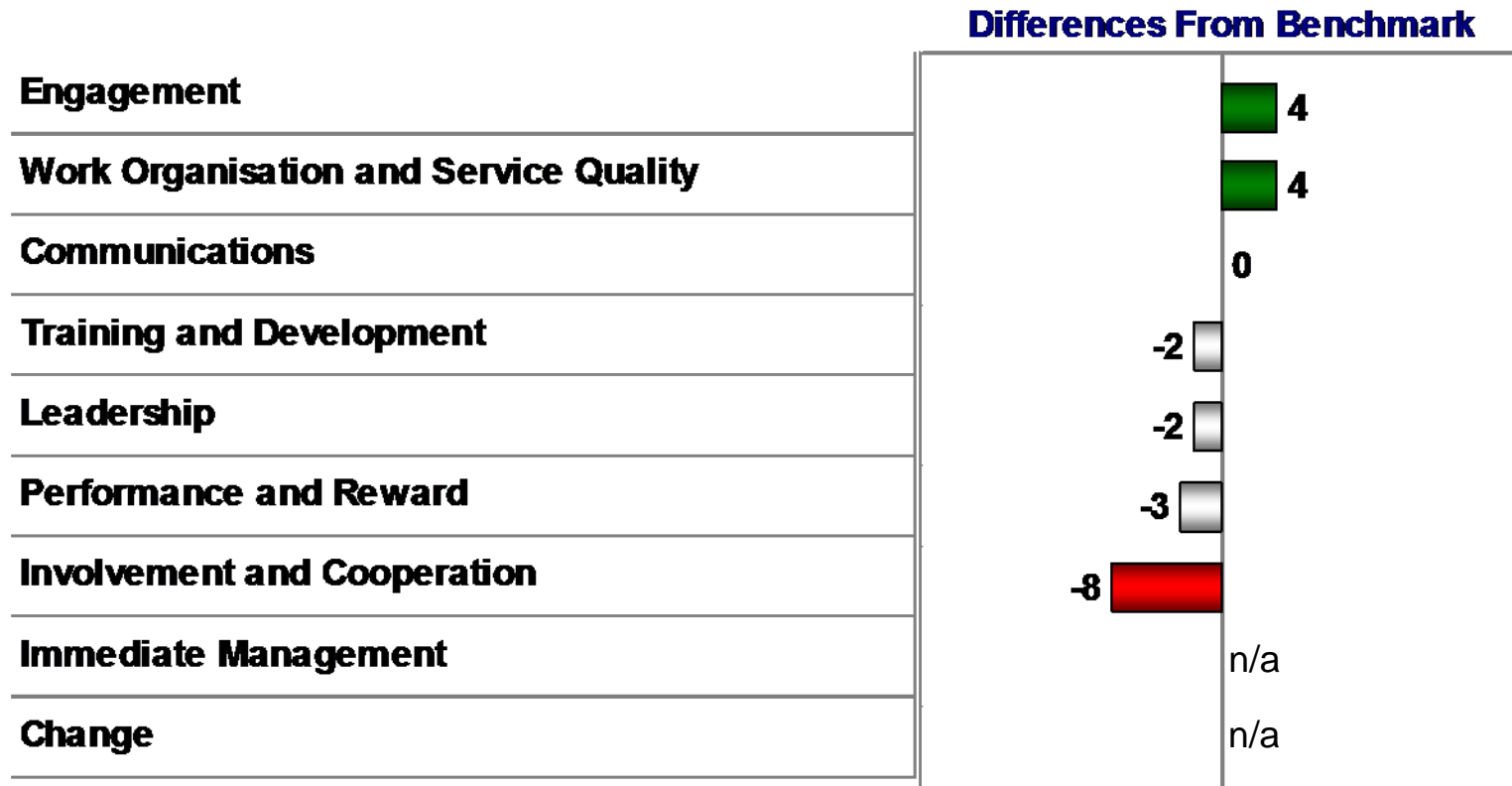
Comparison of benchmark questions only, where available

Coloured Difference Bars indicate a statistically significant difference

Overview vs. UK Public Sector Norm



A similar, but less marked pattern of response vs. the UK Public Sector Norm. Engagement and Work Organisation/Service Quality are perceived strengths, Involvement & Cooperation a distinct 'weak' area



Comparison of benchmark questions only, where available

Coloured Difference Bars indicate a statistically significant difference

Overview vs. UK High Performance Norm



This high performance Norm represents a longer-term 'stretch' benchmark for the House. Leadership, Change management, Communications, a culture of Involvement & Cooperation, and staff Development are key areas for improvement

Work Organisation and Service Quality

Engagement

Performance and Reward

Communications

Training and Development

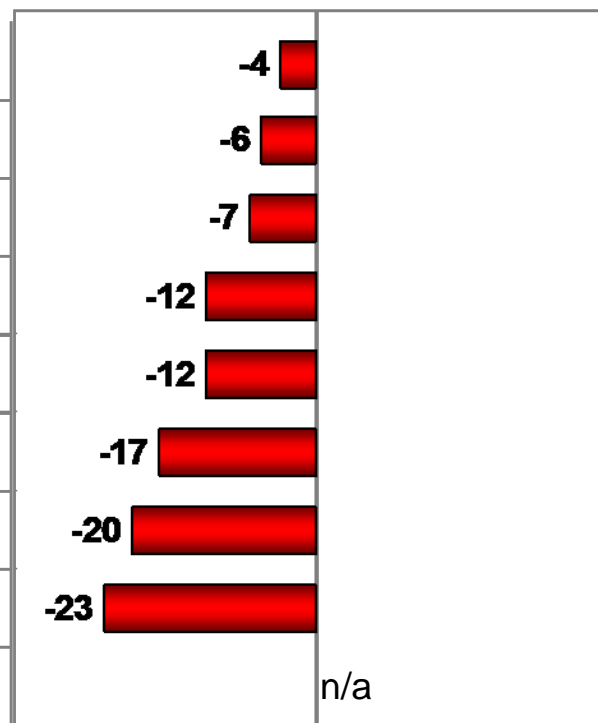
Involvement and Cooperation

Change

Leadership

Immediate Management

Differences From Benchmark



Comparison of benchmark questions only, where available

Coloured Difference Bars indicate a statistically significant difference



Only 39% of staff think that the results from this survey will be acted on

48. I think that the results of this survey will be acted on, where possible.

