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Scottish Natural Heritage
Dualchas Nàdair na h-Alba

All of nature for all of Scotland
Nàdar air fad airson Alba air fad

Employee Survey September 2013 Corporate Findings

October 2013 reporting

Methodology

- Online / paper survey sent to all SNH 823 employees
- Fieldwork conducted between 2nd and 27th September, 2013
- This is the only wave for 2013, following main wave for 2012
- Findings shown in this document are the **overall Corporate results**
 - A total of 617 interviews received gives a 74.9% response rate in line with 2012 (71.4%)
- Further documents show Directorate figures
- Due to changes in questionnaire design we are not able to compare all of this year's findings to previous waves of research
- Margins of error for this wave (base 617) are: $\pm 0.39\%$ to $\pm 1.98\%$

Sample: By Directorate

	Headcount per Directorate	Directorate staff as a % of workforce	Number returned surveys	% of Directorate staff	% of all responses
Chief Execs group	82	10%	67	82%	11%
Corporate Services	127	15%	114	90%	18%
Operations	430	52%	292	68%	47%
Policy and Advice	175	21%	144	82%	23%
Total sample	823	100%	617	75%	100%

75 % response rate overall
Shows a robust measure of staff views for all departments

Sample: Job Grade

Job Grade	Abs	%
A	40	6%
B	74	12%
C	120	19%
D	240	39%
E	89	14%
F	30	5%
Other	24	4%
Total base:	617	100%

Sample: Demographics

Position Status	Abs	%
Permanent	553	90%
Fixed term	39	6%
Prefer not to say	25	4%

Working hours	Abs	%
Full time	463	75%
Part time	123	20%
Prefer not to say	31	5%

Length of service	Abs	%
Less than 1 year	39	6%
1-5 years	131	21%
6-10 years	142	23%
11+ years	269	44%
Prefer not to say	39	6%

Age	Abs	%
16 - 24	9	1%
25 - 34	91	15%
35 - 44	165	27%
45 - 54	182	29%
55 - 64	65	11%
65 and over	10	2%
Prefer not to say	95	15%

Sample: Demographics

Sexual Orientation	Abs	%
Heterosexual	498	81%
Bisexual	3	0%
Gay man/woman	7	1%
Prefer not to say	109	18%

Transsexual	Abs	%
Yes	5	1%
No	526	85%
Prefer not to say	86	14%

Disability	Abs	%
Yes	19	3%
No	531	86%
Prefer not to say	67	11%

Gender	Abs	%
Male	318	52%
Female	230	37%
Prefer not to say	69	11%

Type of Disability	Abs	%
Deafness	3	16%
Blindness	2	11%
Learning disability	1	5%
Physical disability	6	32%
Mental health condition	1	5%
Long term illness, disease or condition	8	42%
Other	1	5%
Prefer not to say	1	5%

Caring Responsibilities	Abs	%
Dependant child (under 16) (includes parental responsibility)	188	30%
Dependant disabled child	7	1%
Dependant adult who has long-term physical or mental illness, or problems relating to old age	54	9%
No caring responsibilities	288	47%
Prefer not to say	96	16%

Sample: Demographics

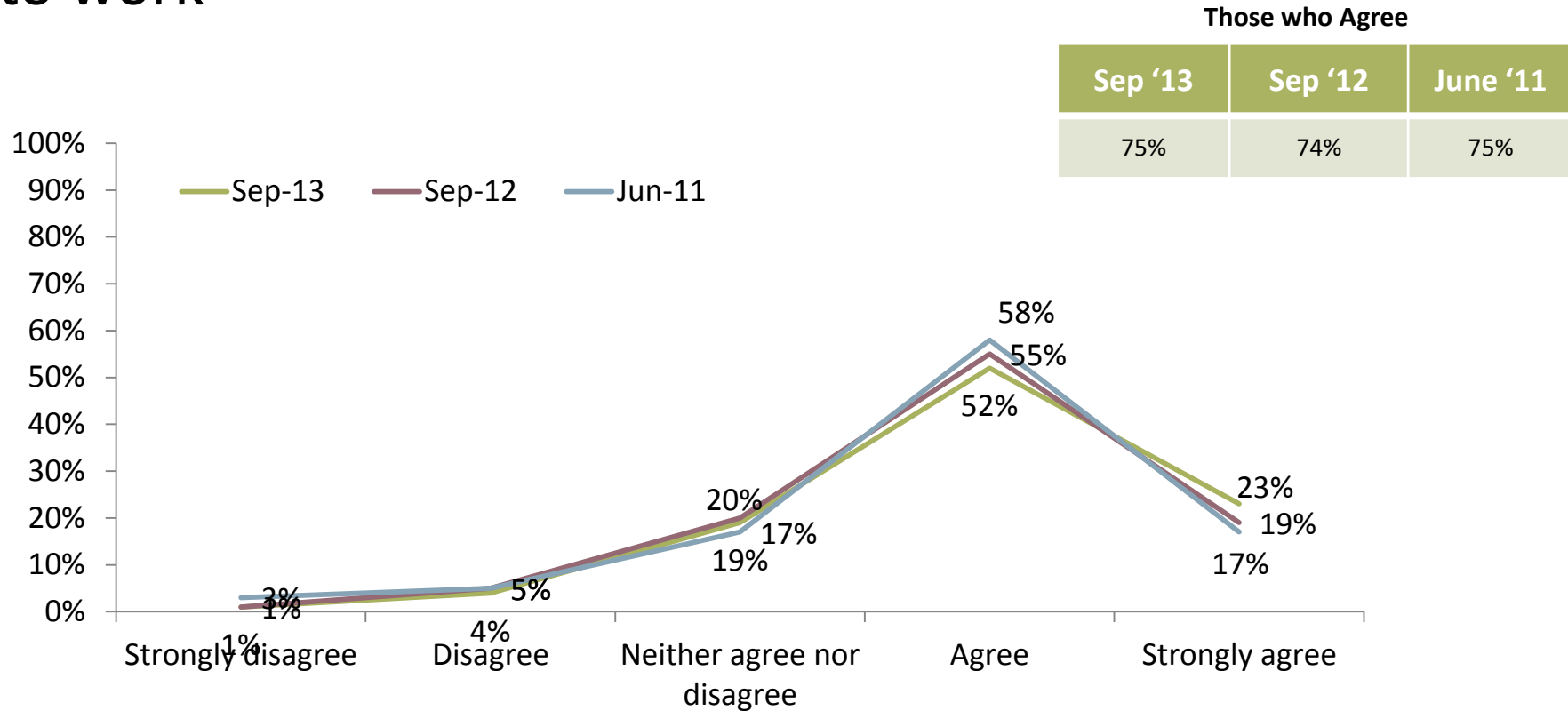
Religion and Belief	Abs	%
No religion	259	42%
Christian	173	28%
Buddhist	1	0%
Hindu	-	-
Jewish	2	0%
Muslim	-	-
Sikh	-	-
Atheist	39	6%
Other	18	3%
Prefer not to say	125	20%

Ethnic Group	Abs	%
British/English/Welsh/Scottish/Northern Irish	531	86%
Other white background	20	3%
Irish	3	0%
White and Asian	2	0%
White and Black Caribbean	1	0%
Indian	1	0%
Other ethnic group	1	0%
Prefer not to say	58	9%

Headlines for this wave

Trends over time

→ I would recommend SNH as a good place to work



Overall levels of agreement to recommend SNH as a place to work are very similar to those seen in the September 2012 and June 2011 surveys. There is a slight increase in strength of feeling with 23% saying they strongly agree .

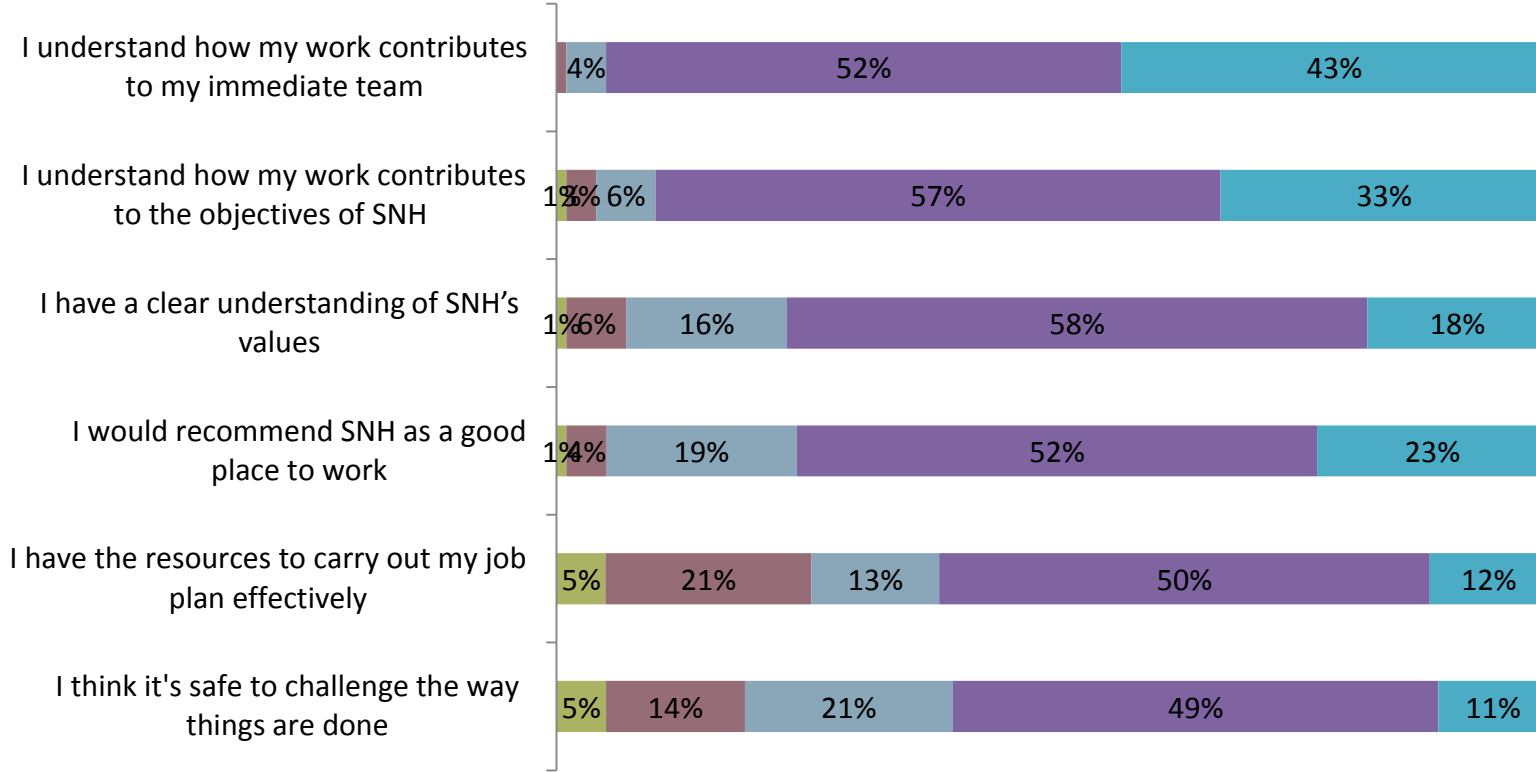
Main Findings

Working for SNH

Strongly agree / Agree

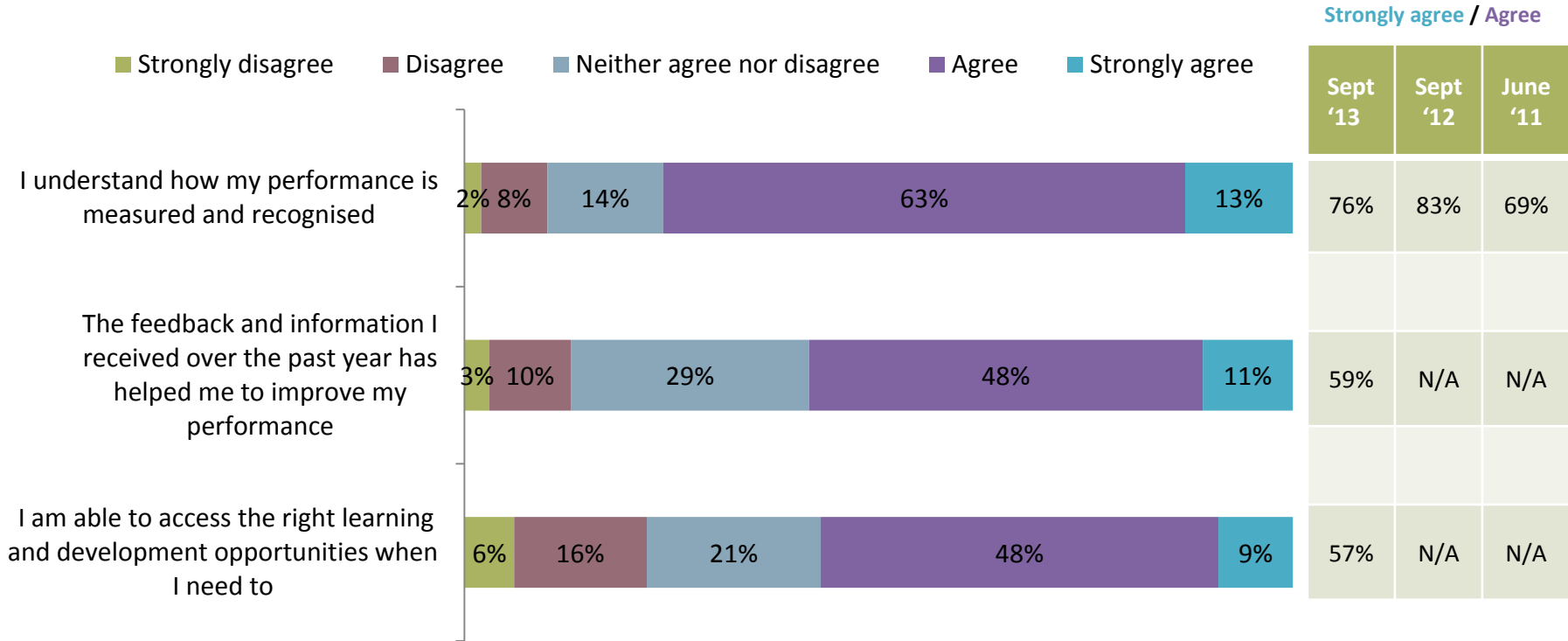
■ Strongly disagree
 ■ Disagree
 ■ Neither agree nor disagree
 ■ Agree
 ■ Strongly agree

	Sept 13	Sept 12	June 11
I understand how my work contributes to my immediate team	95%	94%	93%
I understand how my work contributes to the objectives of SNH	90%	90%	90%
I have a clear understanding of SNH's values	76%	72%	N/A
I would recommend SNH as a good place to work	75%	N/A	N/A
I have the resources to carry out my job plan effectively	62%	65%	73%
I think it's safe to challenge the way things are done	60%	59%	N/A



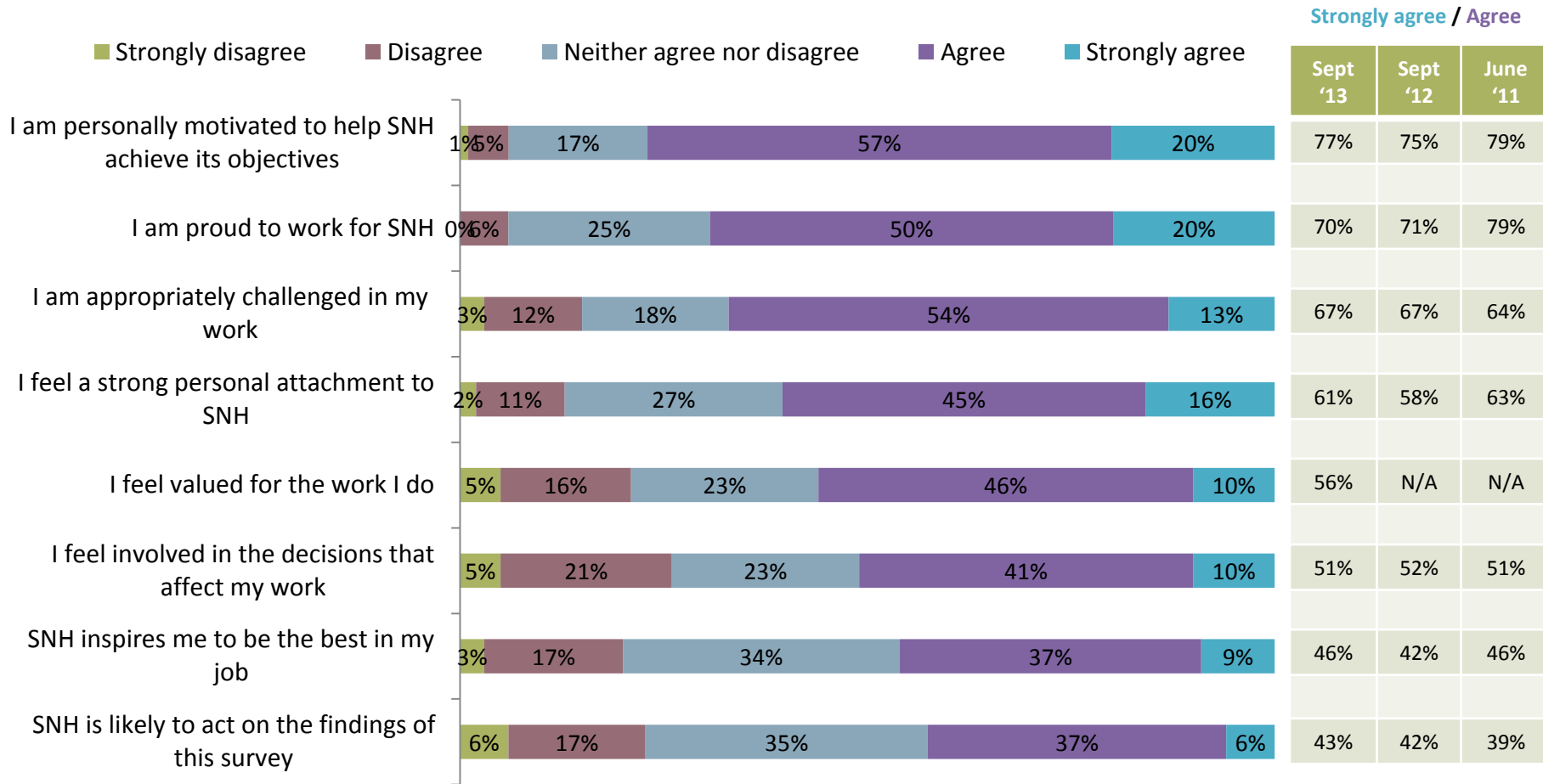
Performance Management

Employee Performance



Base Total Sample: Sept 13: 617 Sept 12: 577, June 11: 642

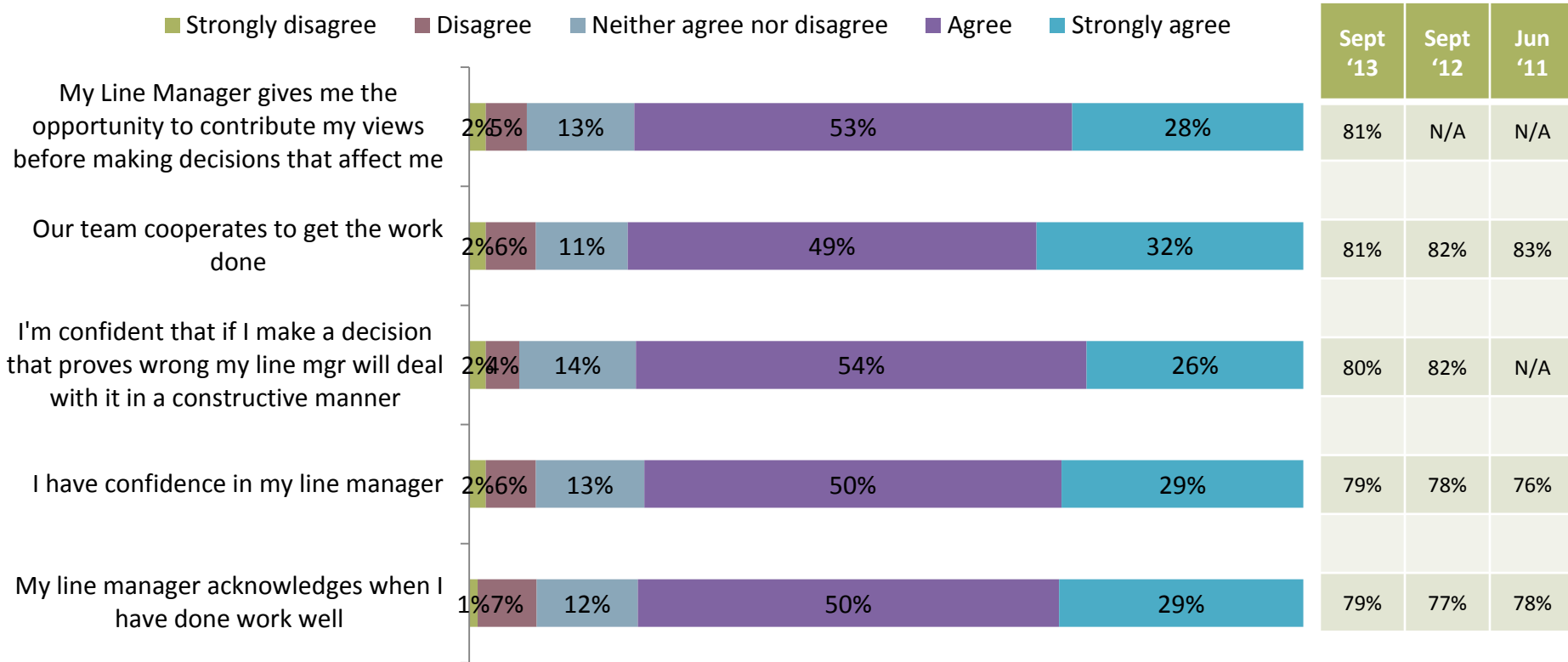
Engagement / Morale



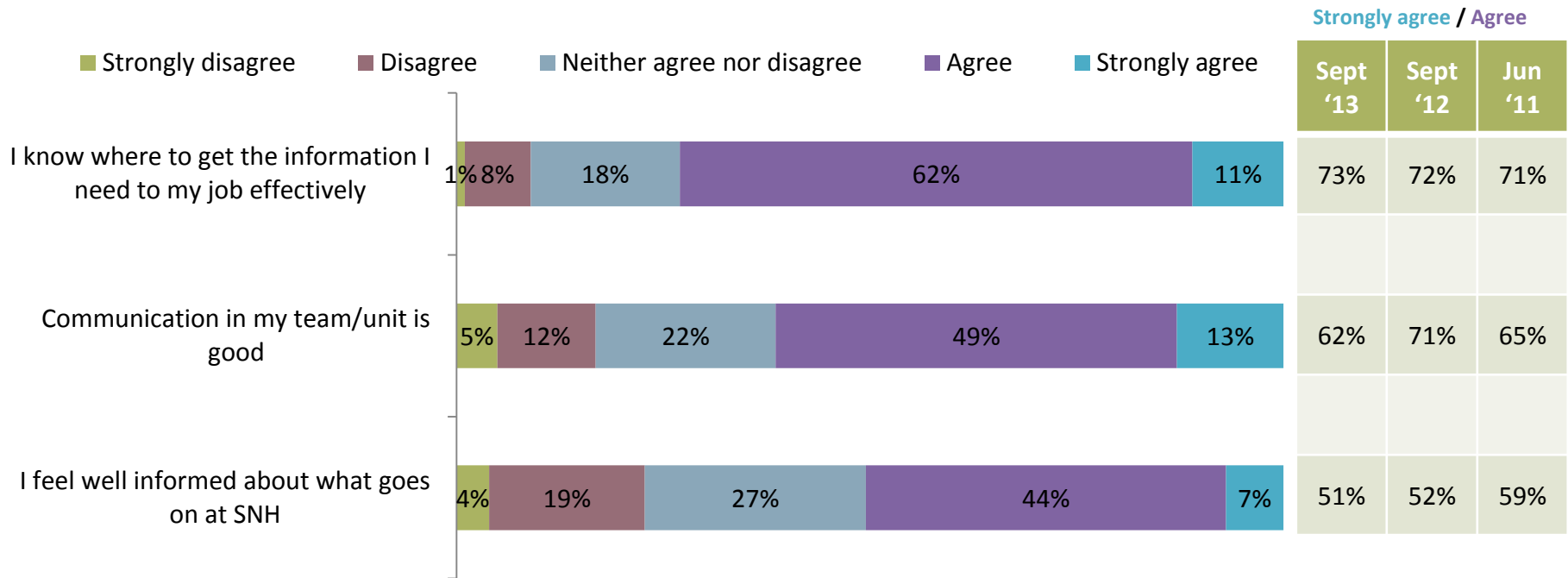
Line Manager

■ Strongly disagree
 ■ Disagree
 ■ Neither agree nor disagree
 ■ Agree
 ■ Strongly agree

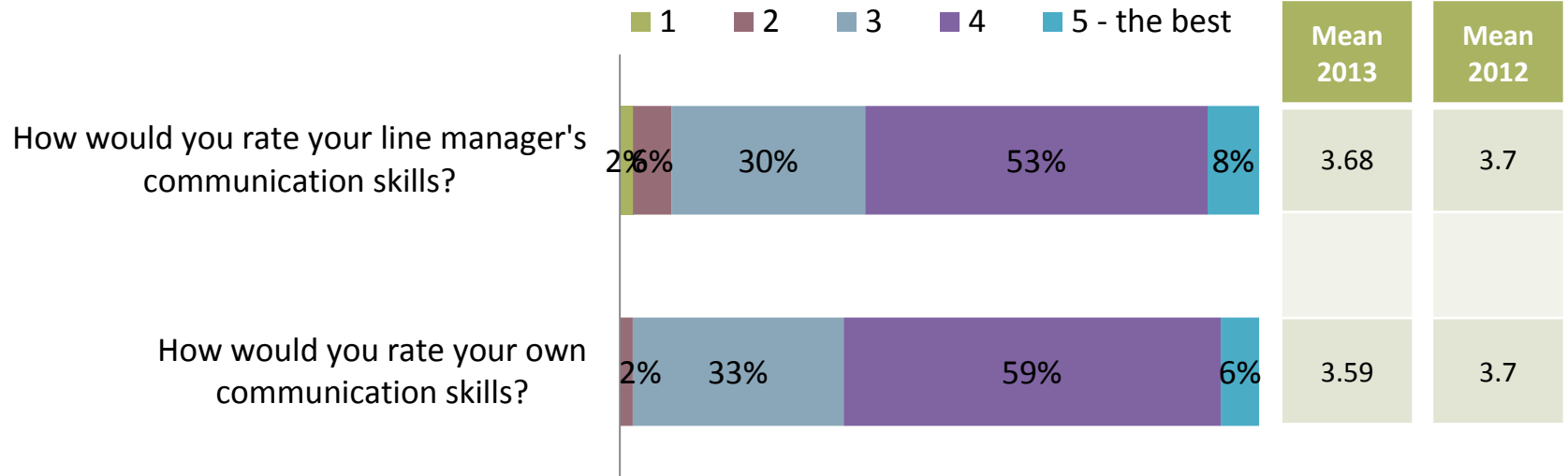
Strongly agree / Agree



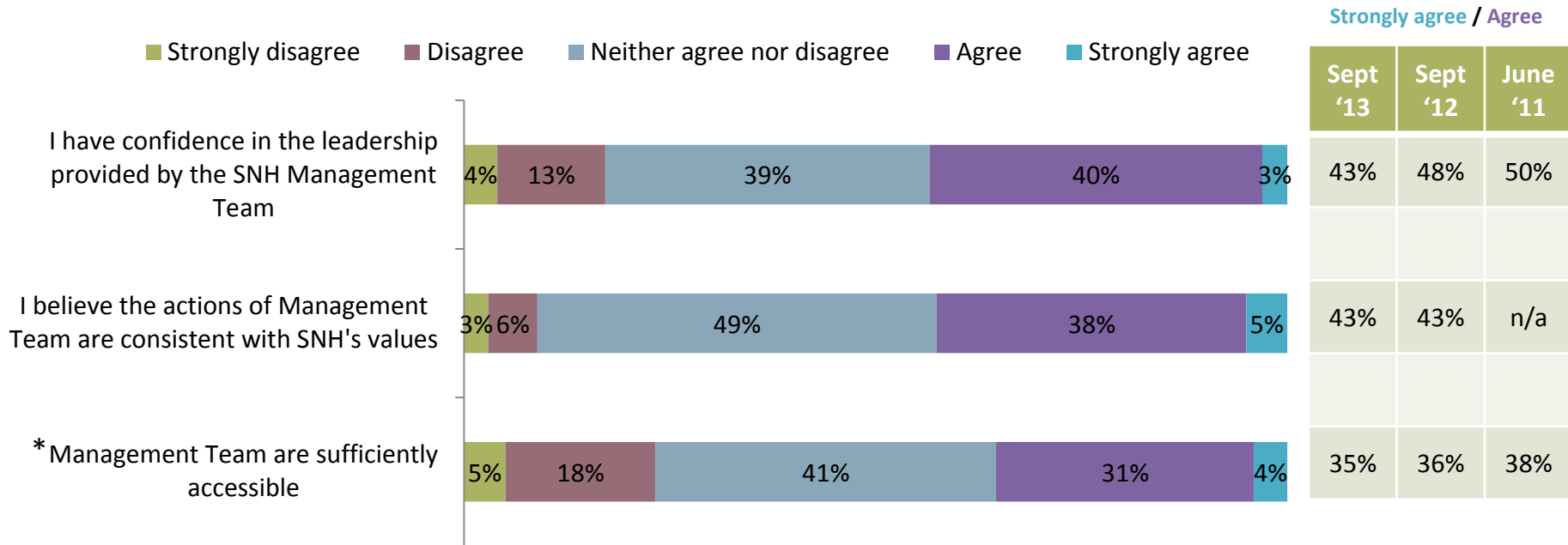
Communication in SNH



Communication in SNH



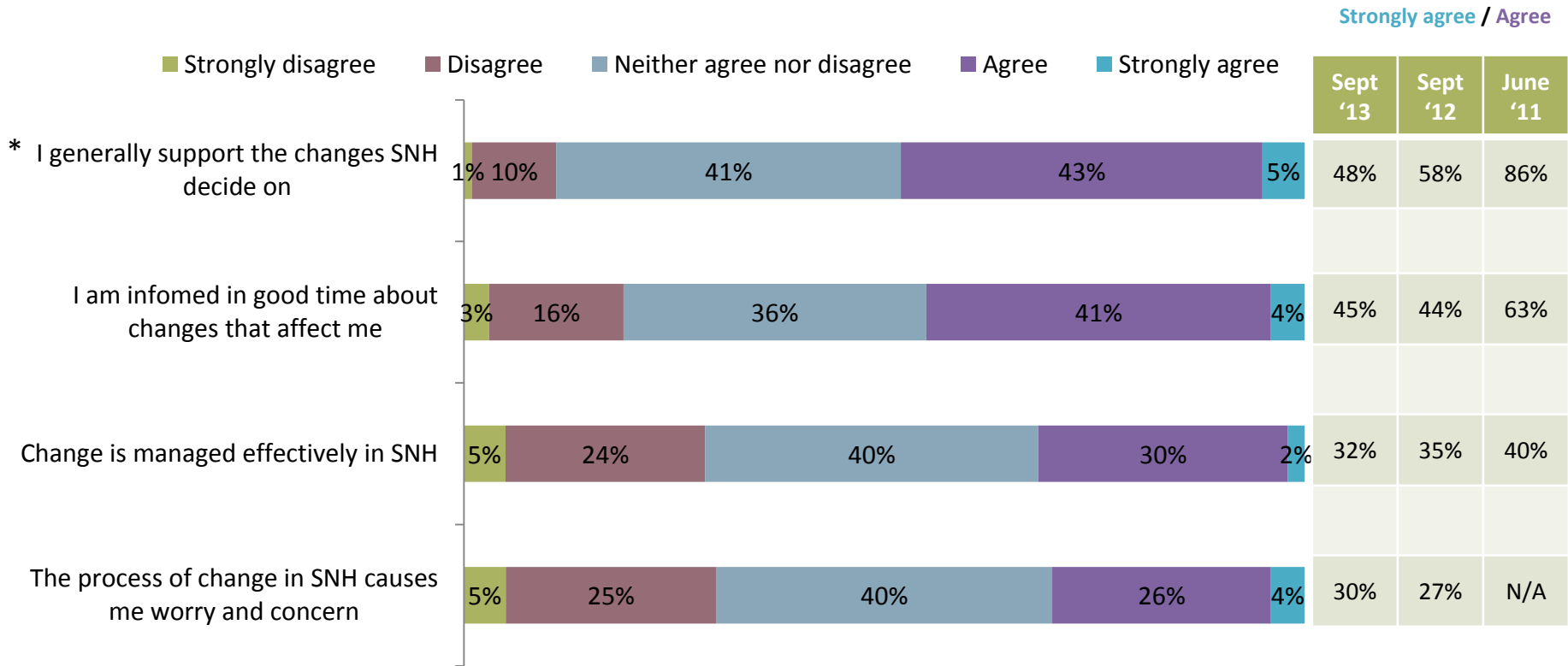
Leadership



slight change in wording, was *Management Team are sufficiently visible

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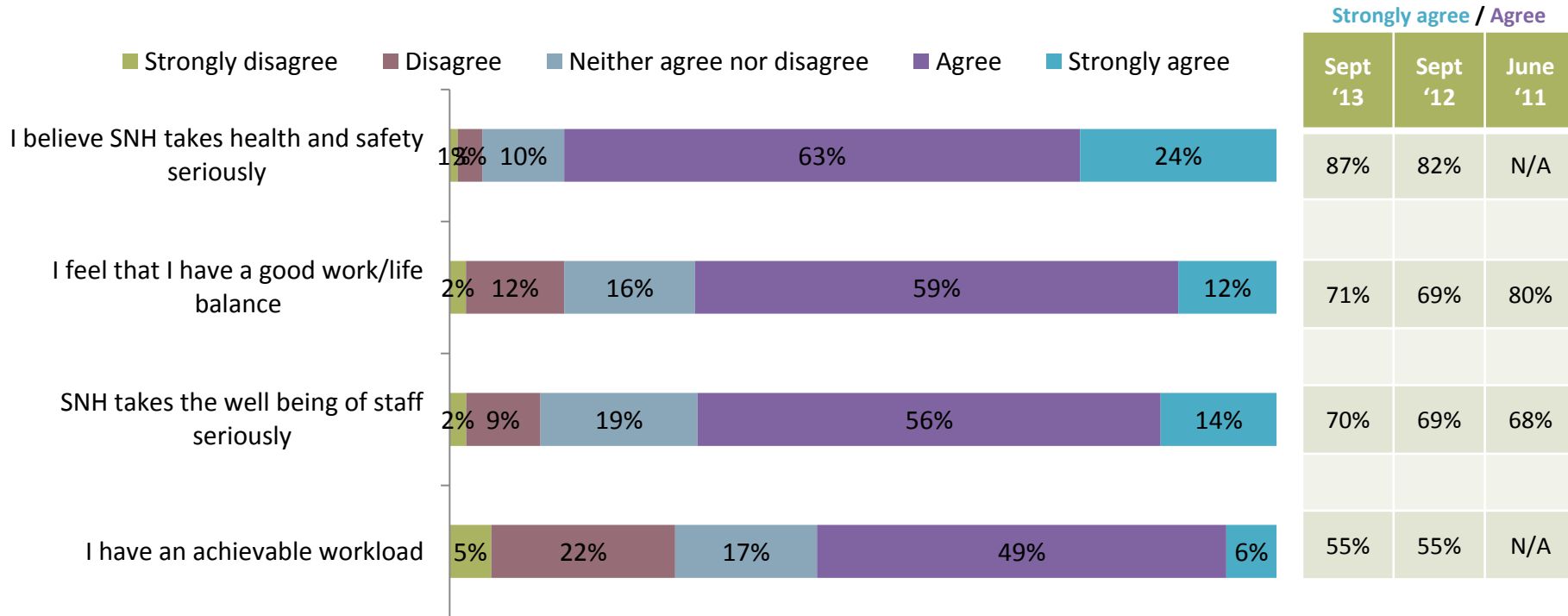
Change



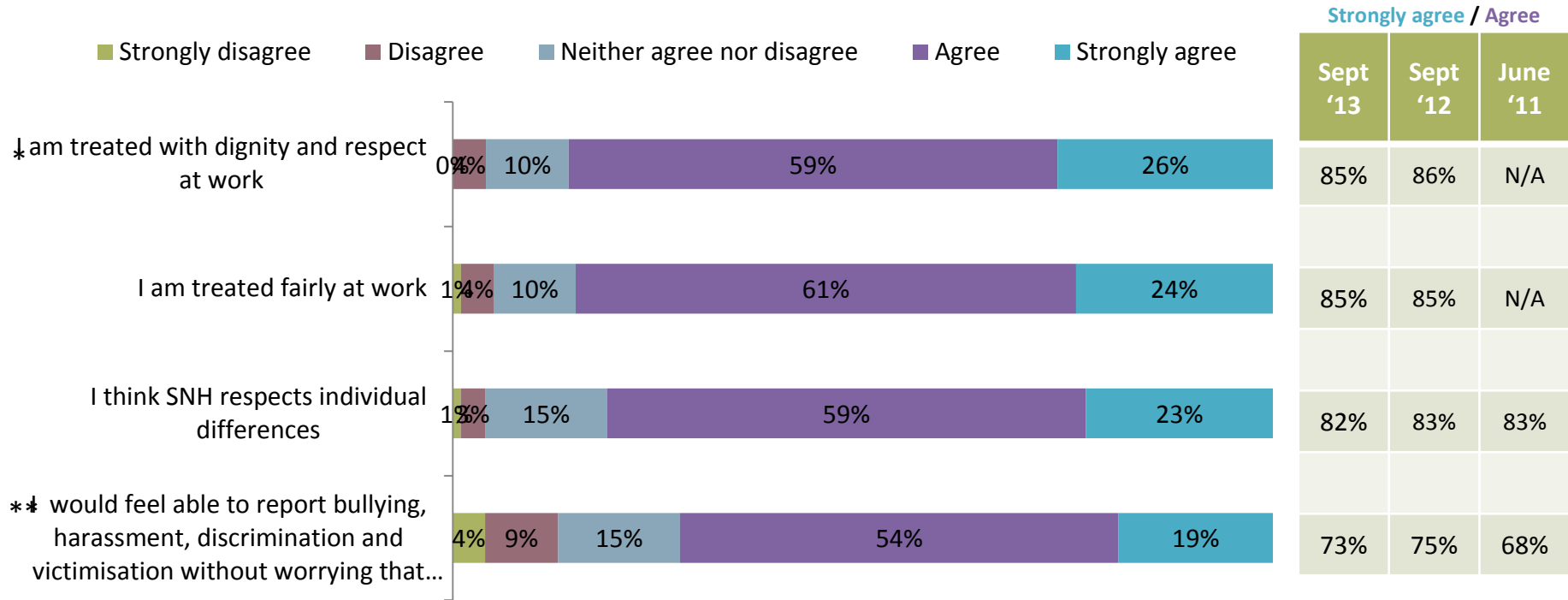
Slight change in wording, was * I generally support SNH in its efforts to introduce change

Base Total Sample: Sept 13: 617, Sept 12: 577, June 11: 642

Work / Life Balance



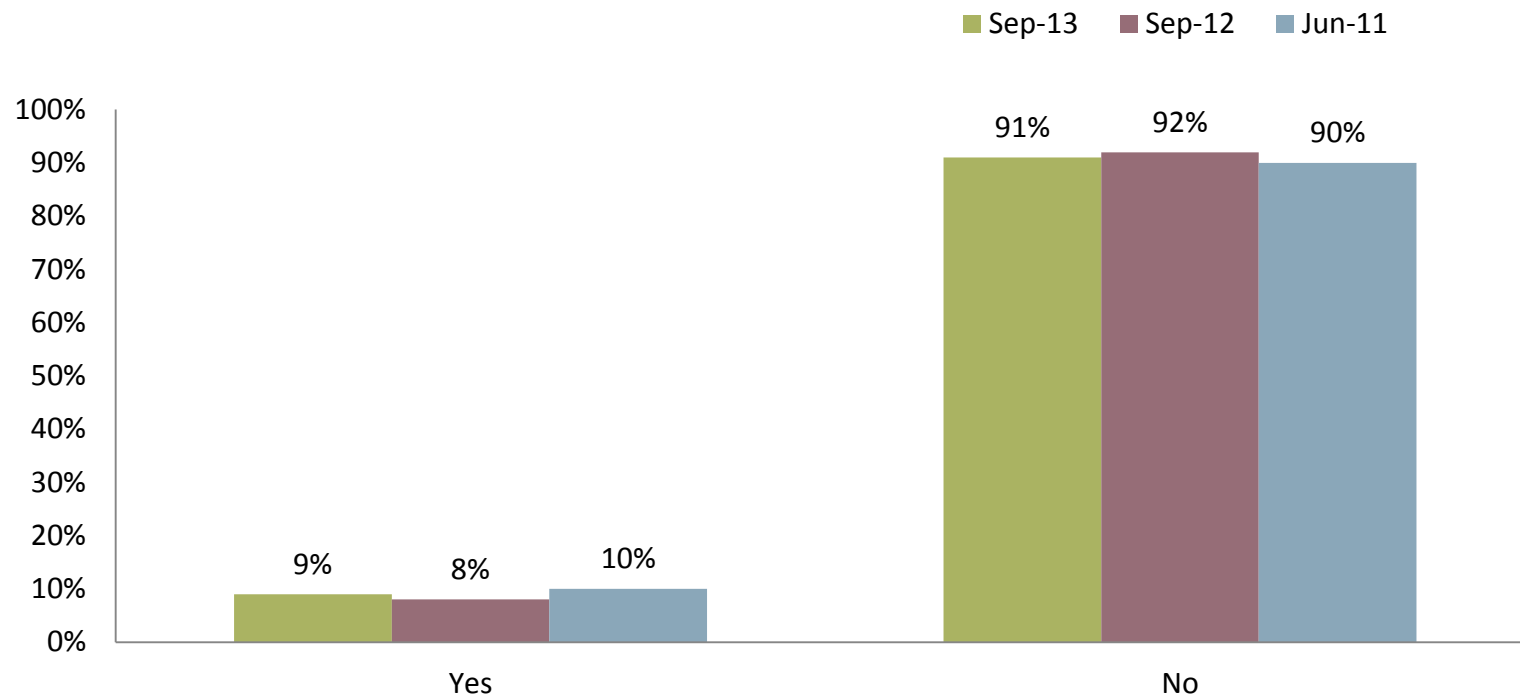
Inclusion and Fair Treatment



Slight change in wording, was * I am treated with dignity and respect by the people I work with
 ** I believe I would feel able...

Base Total Sample: Sept 13: 617, Sept 12: 577 June 11: 642

Personal experience of bullying and harassment



No change in the number of staff experiencing bullying, harassment or discrimination in the workplace in the last two years

Thank You

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Technical Appendix

Quantitative

Methodology:

- The data was collected by online and paper questionnaires and all SNH staff were sent a questionnaire (by email or post) and invited to take part.
- Fieldwork was undertaken between 2nd September and 27th September 2012.
- The target group for this research was all 823 SNH staff, and the final achieved sample size was 617, a response rate of 75%.
- Data gathered using self-completion methodologies are validated using the following techniques:
 - Internet surveys using client lists use a cookie system to ensure that duplicate surveys are not submitted. The sample listing is also de-duplicated prior to the survey launch.
 - Where profiling information is provided on the sample list, this is also checked off against responses where possible to validate the data.
 - Where a self-completion survey is returned anonymously there is not any opportunity for validation. However, all questionnaires returned undergo rigorous editing and quality checks and any thought to be invalid are removed from further processing.
- All research projects undertaken by Progressive comply fully with the requirements of ISO 20252.

Data Processing and Analysis:

- The final data set was not weighted.
- The overall sample size of 617 provides a dataset with a margin of error of between $\pm 0.39\%$ to $\pm 1.98\%$, calculated at the 95% confidence level (market research industry standard).
- Our data processing department undertakes a number of quality checks on the data to ensure its validity and integrity. These checks include:
 - All questionnaires are checked for completeness and sense.
 - Data is entered into our analysis package, SNAP, which includes facilities for the verification of punched data (e.g. double data entry).
 - A computer edit of the data is carried out prior to analysis, involving both range and inter-field checks. Any further inconsistencies identified at this stage are investigated by reference back to the raw data on the questionnaire.
- Our analysis package is used and a programme set up with the aim of providing the client with useable and comprehensive data. Cross breaks to be imposed on the data are discussed with the client in order to ensure that all informational needs are being met.