

Appendix 2

You and Your Job	2008 Strongly Agree/ Agree	2010 Strongly Agree/ Agree	Net Change
At work, I have the opportunity to do what I do best every day	Not asked in 2008	65.3%	NA
I am clear how my job contributes to the success of this organisation	73.2%	86.8%	13.6%
I understand the results expected of me in my job	83.9%	89.7%	5.8%
My job makes good use of my skills and abilities	66.9%	74.1%	7.2%
My job provides me with the opportunity to do challenging work	75.6%	79.2%	NA
My job provides me with the opportunity to do interesting work *	Not asked in 2008	79.4%	NA
My job provides me with the opportunity to experience a sense of personal accomplishment	66.5%	76.5%	10%
Change Management			
I am encouraged to make suggestions to improve the way things are done around here **	53.5%	66.9%	13.4%
I feel able to express concerns I may have at work	57.5%	65.9%	8.4%
I have the opportunity to be involved in discussions where change is being considered	Not asked in 2008	55%	NA
The reasons for change are well communicated to me	43%	53.4%	10.6%
I feel change is managed in a fair way	Not asked in 2008	47.1%	NA
My opinions seems to count	Not asked in 2008	51.3%	NA
When change is being considered my views are listened to	Not asked in 2008	51.5%	NA

* Challenging and interesting split to 2 questions in 2010

** Employees changed to I

Leadership and Management

	2008 Strongly Agree/ Agree	2010 Strongly Agree/ Agree	Net Change
Departments work well together in this organisation	Not asked in 2008	45.3%	NA
I find my appraisal useful	Not asked in 2008	52%	NA
I have had an appraisal in the last year	Not asked in 2008	88.9%	NA
I receive effective support from my immediate manager	71%	79%	8%
I receive regular and helpful feedback on how well I am doing	48.8%	57.3%	8.5%
My immediate manager inspires me to do my best	64.3%	72.3%	8.0%
My manager treats me with respect as an individual*	56.3%	81.8%	25.5%
Our leaders are working together effectively to make the organisation successful	56.3%	81.8%	25.5%
When I do a good job I receive the recognition I deserve	42.3%	53.7%	11.4%

Bullying

I have confidence that the tackling bullying and harassment policy would work if I needed it**	46.4%	60.5%	14.1%
I have experienced bullying by another employee in the last year*	NA	NA	NA
I have experienced bullying from a member of the public in the last year*	NA	3.8%	NA
I understand the processes in place for dealing with bullying and harassment ***	59.9%	71.6%	11.7%

*This organisation changed to my manager

** 2008 question - In the last year I have observed bullying in this organisation (scale for mean reversed as negative)

***Removed word victimisation now bullying and harassment

Learning and Development	2008 Strongly Agree/ Agree	2010 Strongly Agree/ Agree	Net Change
Before I go on any training I agree with my line manager / supervisor what I can expect to learn	44.5%	53.8%	9.3%
I have the opportunities to learn from the people I work with *	67.6%	74.9%	7.3%
I have the opportunity to learn new skills and develop new talents at work **	53.1%	64.5%	11.4%
I receive effective support to develop my skills and talents	50.5%	64.8%	14.3%
I receive help from colleagues to help me improve my performance ****	47.1%	71.8%	24.7%
I receive the training I need to do my job ***	59.9%	71.1%	11.2%
In the last year, I have had the opportunity at work to learn a new task	Not asked in 2008	64.7%	NA
The policies for promotion are fair	Not asked in 2008	44.8%	NA
Communication			
Communication between departments is good in this organisation	32.5%	42.5%	10%
I am kept informed about matters that affect me	49.4%	61.8%	12.4%
I receive regular feedback on satisfaction levels from users of our service	43.4%	53.3%	9.9%
The organisation is good at keeping me informed of the changes which may affect my workplace	Not asked in 2008	50.2%	NA
The organisation keeps employees informed	49.2%	54.5%	5.3%

* Changed from there are to I have

** Removed the word sufficient

*** Removed effectively

**** Coaching replaced with help

The Council	2008 Strongly Agree/ Agree	2010 Strongly Agree/ Agree	Net Change
I am confident with the way the Council runs things	Not asked in 2008	59.4%	NA
I believe this organisation is an equal opportunity employer	Not asked in 2008	79.3%	NA
I enjoy working for Stockton-on-Tees Borough Council	64.4%	74.8%	11.9%
I would recommend this organisation as a good place to work	57.3%	69.9%	12.6%
Stockton-on-Tees Borough Council is a good place to work	62%	73.7%	11.7%
There is support at work for employees to balance their work and personal life	42.4%	57.2%	14.8%
This organisation accommodates the personal circumstances of employees (e.g. child, elder care, disability etc.)	47.1%	67.5%	20.4%
This organisation takes a genuine interest in the well-being of employees	43.4%	57.9%	14.5%
This organisation's services are delivered effectively	57.8%	68.2%	10.4%
Relationships and Resources			
I am comfortable with the amount of work I am expected to do	55.9%	61.3%	5.4%
I have a clear set of performance objectives for my job	71.7%	79.0%	7.3%
I have access to the tools and equipment I need to do my job effectively	68.6%	75.7%	7.1%
I have enough authority to do my job effectively	67.9%	74.5%	6.6%
I have enough time to perform the tasks expected of me in my job	45.4%	48.2%	2.8%

	2008 Strongly Agree/ Agree	2010 Strongly Agree/ Agree	Net Change
I have the information I need to do my job effectively	64.1%	76.2%	12.1%
I have the resources I need to do my job effectively	58.4%	69%	10.6%
I receive effective support from my colleagues	77.5%	83.7%	6.2%
Poor performance is not accepted where I work	60%	63.6%	3.6%