

**EMPLOYEE SURVEY 2008**

The survey was distributed to 4,657 employees for completion on a voluntary basis either electronically or by hard copy. School based staff, Xentrall Shared Services, Tees Active, casual/temporary staff and Tristar employees were all excluded from the survey. An overall response rate of 40% was achieved with 1,840 surveys returned. This compares to a 30% response rate in 2005.

**KEY FINDINGS**

<b>Employee Survey 2008 Questions</b>	<b>Total Agree (%)</b>	<b>Total Disagree (%)</b>	<b>Net Agreement (%)</b>	<b>Modal Score</b>	<b>Mean Score <sup>1</sup></b>
<b>COMMUNICATION</b>					
Q11.12: Employees are encouraged to make suggestions to improve the way things are done around here	72.1	16.3	56	Agree	Slightly agree
Q11.13: Communication between departments is good in this organisation	54.2	30.6	24	Agree	Neither agree nor disagree
Q11.25: I am kept informed about matters that affect me	69.9	18.9	51	Agree	Slightly agree
Q11.26: I receive regular feedback on satisfaction levels from users of our services	61.6	19.4	42	Agree	Slightly agree
Q11.27: The organisation keeps employees informed	69.4	17.9	52	Agree	Slightly agree
Q11.51: The reasons for change are well communicated to me	63	19.4	44	Agree	Slightly agree

Question Posed	Benchmarking Comparisons	% Total Agree
This organisation does a good job of keeping me informed about matters affecting me	Stockton on Tees Borough Council	70
	Financial	56
	Central Government	54
	Charities / Not for Profit	54
	FMCG/Manufacturing	54
	Perspectives	54
	Local Government	50
	<b>MEDIAN SCORE</b>	<b>50</b>
Where I work we get feedback on how satisfied our customers are with the work we perform	Stockton on Tees Borough Council	62
	<b>UPPER QUARTILE</b>	<b>55</b>
	Central Government	53
	Hi-Tech/IT Telecoms	50
	Perspectives	50
	Local Government	49
	<b>MEDIAN SCORE</b>	<b>49</b>
	Financial	48
<b>LOWER QUARTILE</b>	<b>42</b>	