

## PHSO Employee Survey 2017

### My work

**Q1** To what extent do you agree or disagree with the following statements concerning your work at PHSO? **Please click one box per row**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I am interested in my work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am sufficiently challenged by my work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My work gives me a sense of personal accomplishment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel involved in the decisions that affect my work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have a choice in deciding how I do my work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My job makes the best use of the skills and abilities I have	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Considering everything, I am happy with my job at PHSO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Organisational objectives

**Q2** To what extent do you agree or disagree with the following statements concerning PHSO's organisational objectives? **Please click one box per row**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I have a clear understanding of PHSO's objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understand how my work contributes to PHSO's objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## My manager

**Q3** To what extent do you agree or disagree with the following statements concerning your manager? Your manager is defined as your current, immediate line manager. **Please click one box per row**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My manager motivates me to be more effective in my job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My manager is considerate of my life outside work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My manager is open to my ideas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My manager helps me to understand how I contribute to PHSO's objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I have confidence in the decisions made by my manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My manager recognises when I have done my job well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I receive regular feedback on my performance from my manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The feedback I receive from my manager helps me to improve my performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I think that my performance is evaluated fairly by my manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poor performance is dealt with effectively in my team by my manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The reasons for change are well communicated to me by my manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My manager keeps me informed about matters that affect me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I believe the actions of my manager are consistent with PHSO's values	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am treated fairly at work by my manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Senior management

- Q4** To what extent do you agree or disagree with the following statements about senior management? Senior management is defined as Staff (Grades 1-2), who are not in the Executive Team (for example Directors, Assistant Directors and Heads of). **Please click one box per row**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Overall, I have confidence in the decisions made by PHSO's senior management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The reasons for change are well communicated to me by senior management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior management keep me informed about matters that affect me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I believe the actions of senior management are consistent with PHSO's values	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior management are open to my ideas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am treated fairly at work by senior management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## My team

- Q5** To what extent do you agree or disagree with the following statements concerning your team? **Please click one box per row**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
The people in my team can be relied upon to help when things get difficult in my job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The people in my team work together to find ways to improve the service we provide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The people in my team are encouraged to come up with new and better ways of doing things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Learning and development

**Q6** To what extent do you agree or disagree with the following statements concerning learning and development at PHSO? **Please click one box per row**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I am able to access the right learning and development opportunities when I need to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning and development activities I have completed in the past 12 months have helped to improve my performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are opportunities for me to develop my career at PHSO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Inclusion and fair treatment

**Q7** To what extent do you agree or disagree with the following statements concerning inclusion and fair treatment at PHSO? **Please click one box per row**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I am treated with respect by the people I work with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel valued for the work I do	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I think that PHSO respects individual differences (for example cultures, working styles, backgrounds, ideas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Our customers

**Q8** To what extent do you agree or disagree with the following statements concerning customers of PHSO? By customers we mean complainants, the organisations we investigate and other external stakeholders. **Please click one box per row**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Staff have a clear focus on customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PHSO is improving the accessibility of its service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Resources and workload

**Q9** To what extent do you agree or disagree with the following statements concerning resources and workload at PHSO? **Please click one box per row.**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
In my job, I am clear what is expected of me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have the skills I need to do my job effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have the tools I need to do my job effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have an acceptable workload	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I achieve a good balance between my work life and my private life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I get the information I need to do my job well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Pay and benefits

**Q10** To what extent do you agree or disagree with the following statements concerning your pay and benefits? **Please click one box per row**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I feel that my pay adequately reflects my performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied with the total benefits package	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compared to people doing a similar job in other organisations I feel my pay is reasonable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Leadership and managing change

- Q11** To what extent do you agree or disagree with the following statements about PHSO's leadership? PHSO's leadership is defined as the Ombudsman, CEO and Executive Team.  
**Please click one box per row**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I feel that PHSO as a whole is managed well by leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership are sufficiently visible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I believe the actions of leadership are consistent with PHSO's values	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I believe that leadership have a clear vision for the future of PHSO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I have confidence in the decisions made by leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The reasons for change are well communicated to me by leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership keeps me informed about matters that affect me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership are open to my ideas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am treated fairly at work by leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When changes are made in PHSO they are usually for the better	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am starting to see a positive impact as a result of the changes that have occurred at PHSO over the last year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Q12** To what extent do you agree or disagree with the statement: 'I feel that change is managed well in PHSO'? **Please click one box.**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Q13** Why do you [*strongly agree/agree/neither agree nor disagree/disagree/strongly disagree*] that change is managed well in PHSO? **Please type in below.**

## Employee engagement

- Q14** To what extent do you agree or disagree with the following statements concerning your engagement at PHSO? **Please click one box per row.**

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
I am proud when I tell others I am part of PHSO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend PHSO as a great place to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel a strong personal attachment to PHSO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PHSO inspires me to do the best in my job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PHSO motivates me to help it achieve its objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Taking action

- Q15** To what extent do you agree or disagree with the following statements concerning taking action on the results of this survey, and the previous survey in 2016? **Please click one box per row.**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I believe that senior managers at PHSO will take action on the results from this survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Where I work, I think effective action has been taken on the results of the 2016 survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Organisational culture

**Q16** To what extent do you agree or disagree with the following statements concerning organisational culture at PHSO? **Please click one box per row.**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I am trusted to carry out my job effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I believe I would be supported if I try a new idea, even if it may not work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When I talk about PHSO I say "we" rather than "they"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have some really good friendships at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have the opportunity to contribute my views before decisions are made that affect me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I think it is safe to challenge the way things are done at PHSO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Discrimination

**Q17** To what extent do you agree or disagree with the statement: 'Discrimination is not tolerated at PHSO'? **Please click one box.**

Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q18** During the past 12 months have you personally experienced discrimination at work? **Please click one box.**

Yes	No	Prefer not to say
<input type="checkbox"/> Go to Q19	<input type="checkbox"/> Go to Q20	<input type="checkbox"/> Go to Q20



**Q19** On which of the following grounds have you personally experienced discrimination at work in the past 12 months? **Please click as many boxes as applies**

Age.....	<input type="checkbox"/>	Main spoken/written language or language ability.....	<input type="checkbox"/>
Caring responsibilities .....	<input type="checkbox"/>	Religion or belief.....	<input type="checkbox"/>
Disability .....	<input type="checkbox"/>	Sexual orientation.....	<input type="checkbox"/>
Ethnic background .....	<input type="checkbox"/>	Social or educational background.....	<input type="checkbox"/>
Gender .....	<input type="checkbox"/>	Working location.....	<input type="checkbox"/>
Gender reassignment or perceived gender .....	<input type="checkbox"/>	Working pattern.....	<input type="checkbox"/>
Grade, pay band or responsibility level ...	<input type="checkbox"/>	Any other grounds .....	<input type="checkbox"/>
		Prefer not to say .....	<input type="checkbox"/>

## Bullying and harassment

**Q20** To what extent do you agree or disagree with the statement: 'Bullying and harassment is not tolerated at PHSO'? **Please click one box.**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q21** During the past 12 months have you personally experienced bullying or harassment at work? **Please click one box.**

Yes	No	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Go to Q22	Go to Q25	Go to Q25

**Q22** Who were you bullied or harassed by at work in the past 12 months? **Please click as many boxes as applies.**

A colleague.....	<input type="checkbox"/>
Your manager .....	<input type="checkbox"/>
Another manager in your part of PHSO.....	<input type="checkbox"/>
Someone you manage .....	<input type="checkbox"/>
Someone who works for another part of PHSO .....	<input type="checkbox"/>
A member of the public.....	<input type="checkbox"/>
Someone else .....	<input type="checkbox"/>
Prefer not to say .....	<input type="checkbox"/>

**Q23** Did you report the bullying and harassment you experienced to PHSO? **Please click one box.**

Yes

☐

No

☐

Prefer not to say

☐

**Q24** In your opinion, has this bullying and harassment issue been resolved? **Please click one box.**

Yes

☐

No

☐

Prefer not to say

☐

## About you

This section asks you for some information that will help us analyse the results of the survey - these details will not be linked to you individually and will be kept strictly confidential. BMG Research is a member of the Market Research Society and is bound by its Code of Conduct not to analyse any profile information which would identify individuals. As such, they work to an industry standard not to report on any results based on groups fewer than 10 people. The survey is looking to pull out trends in views, not to highlight those of individuals or small groups of employees.

**Q25** Is your job...? **Please click one box.**

Full time

☐

Part time

☐

Other

☐

Prefer not to say

☐

**Q26** Do you have line management responsibilities? **Please click one box.**

Yes

☐

No

☐

Prefer not to say

☐

**Q27** Please indicate your Grade. **Please click one box.**

Grade 0 ..... ☐Grade 4 ..... ☐Grade 8 ..... ☐Grade 1 ..... ☐Grade 5 ..... ☐Prefer not to say ..... ☐Grade 2 ..... ☐Grade 6 ..... ☐Grade 3 ..... ☐Grade 7 ..... ☐

**Q28** How long have you worked for PHSO? **Please click one box.**

Less than 1  
year☐

1-2 years

☐

3-5 years

☐

6-10 years

☐

11-20 years

☐

21+ years

☐Prefer not to  
say☐

**Q29** What is your gender? **Please click one box.**

Male

☐

Female

☐

Other

☐

Prefer not to say

☐

**Q30** What age group do you fall into? **Please click one box.**

16-24	25-34	35-44	45-54	55-60	61+	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q31** Do you consider yourself to have a disability or long term limiting condition that affects your daily activities? **Please click one box.**

Yes	No	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q32** Which of these best describes your sexual orientation? **Please click one box.**

Heterosexual / straight	Lesbian / gay man / bisexual	Other	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q33** To which of these groups do you consider you belong? **Please click one box.**

**White**

British .....	<input type="checkbox"/>	Other White .....	<input type="checkbox"/>
Irish.....	<input type="checkbox"/>		

**Mixed race**

White and Black Caribbean.....	<input type="checkbox"/>	White and Asian.....	<input type="checkbox"/>
White and Black African .....	<input type="checkbox"/>	Any other mixed background .....	<input type="checkbox"/>

**Black or Black British**

Caribbean .....	<input type="checkbox"/>	Any other Black background .....	<input type="checkbox"/>
African.....	<input type="checkbox"/>		

**Asian or Asian British**

Indian.....	<input type="checkbox"/>	Chinese .....	<input type="checkbox"/>
Pakistani .....	<input type="checkbox"/>	Any other Asian background .....	<input type="checkbox"/>
Bangladeshi.....	<input type="checkbox"/>		

**Other ethnic group**

Other.....	<input type="checkbox"/>	Traveller (from travelling community) ...	<input type="checkbox"/>
Arab .....	<input type="checkbox"/>	Prefer not to say .....	<input type="checkbox"/>

**Q34** Which of the following religious groups, if any, do you identify with? **Please click one box.**

Christian .....	<input type="checkbox"/>	Jewish.....	<input type="checkbox"/>	None.....	<input type="checkbox"/>
Buddhist.....	<input type="checkbox"/>	Muslim .....	<input type="checkbox"/>	Other .....	<input type="checkbox"/>
Hindu .....	<input type="checkbox"/>	Sikh.....	<input type="checkbox"/>	Prefer not to say.....	<input type="checkbox"/>