

Arawak Walton Employee Survey Results 2020



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1. Introduction

Employee surveys are a useful measurement tool in understanding the current views of your employees. They provide grounds from which changes can be made to make the working environment in your organisation as effective and productive as possible, helping your organisation become somewhere people *want* to work rather than *have* to work.

However, employee surveys can also be a very demoralising experience for staff if nothing is done with the results. There is little point in running a survey unless meaningful changes will be made from the results.

It is important to take each result in the following report seriously. Celebrate those that have come out positively. Use these results to sell your organisation to both new employees and your customers. Recognise the achievements of those that have led to this positivity. Thank all your staff for making Arawak Walton a great place to work.

Just as importantly, look at where areas can be improved. All negative results need to be considered seriously. If nothing is done in these areas, the results will only get worse, and there will be a direct effect on productivity and performance. Don't feel defensive about negative results. Often, the same areas will show weakness in the surveys of many organisations due to the way employees think. However, to rise above these areas, you do need to address them. Try to understand the factors that may have led to such a result.

Work on an action plan to overcome these problems. Include staff in this. If they think there is a problem, ask them how they think it can be overcome. What would they do in your position? If changes can't be made, talk through why this is not feasible and ask for their feedback. You may find you get someone coming up with a great idea for how an area can be improved.




Your main objective should be year-on-year improvement. Each annual survey acts as a benchmark for the next year's survey. If your action plan has been successful, this benchmarking should show improvement.

The employee survey should be a positive experience. If you have any problems understanding the following results, please contact the Personnel Surveys team.

2. How This Report Works

This report gives a clear, visual presentation of your results to highlight both strengths and weaknesses within your organisation. Our action planning section then allows you to make sense of the results and how future actions should be prioritised. We summarise the full survey findings at the end of the report.

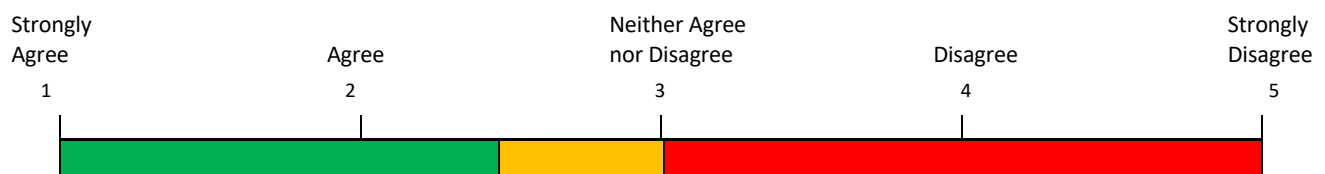
Throughout this report we use a traffic light system for clear interpretation:

-  Areas that need immediate attention
-  Areas with room for improvement
-  Areas that are currently working well

Questions 1 to 43 are based on a five-point response scale, from strongly agree (1) through to strongly disagree (5). For each question strongly agree is at the positive end of the scale while strongly disagree indicates a negative response.

For each question or area we will look at the average response between 1 and 5. Average responses from 1 - 2.4 are  responses, 2.5 - 3.0 are  responses and 3.1 - 5  responses.

We will present this on a scale as below, identifying where in the traffic light system this response lays.



+

All responses, including percentages for each response to each question and their mean, can be found in the summary at the end of this report.

You will find the responses to open text questions towards the end of this report.

There is also a comparison to previous surveys included at the end of the report.

And the results of additional questions relating to mental health are included within the report.

3. Response Rate

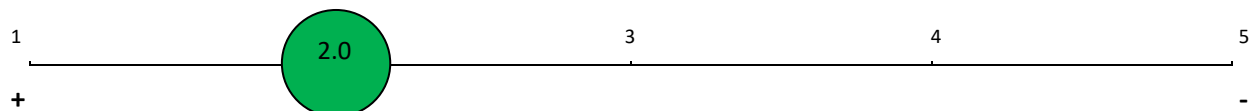
This Staff Survey was completed in October 2020 for Arawak Walton Housing Association. The response rate for the survey was **85%**. 34 employees were given the opportunity to complete the survey and 29 responses were received.

This is an excellent response rate, giving credible results. Credible results allow for accurate analysis and conclusions.

NOTE: The low number of employees at Arawak Walton will create somewhat skewed results. For example, 1 employee accounts for 3% and, as a result, a small number of individual responses can have a large effect on the overall results. This should be taken into account when considering the results.

4. Executive Summary

The overall mean response to the survey is **2.0**. On the scale, this is on the positive end of the scale. We would class this as green and a very good result. Each annual survey should strive to improve on this overall mean with continual growth. The overall mean for last year's survey was 2.1, so this shows a slight decline in overall results. Next year's survey should strive to improve this.



Key Strengths

- Role Satisfaction
- Organisational Commitment
- Pay and Benefits
- Communication
- Working Environment
- Fair Treatment
- Training and Development
- Teamwork
- Line Management
- Innovation
- Upper Management
- Recent or Upcoming Changes

Key Weaknesses

None

Areas for Improvement

- Stress
- Decision Making

5. Detailed Analysis

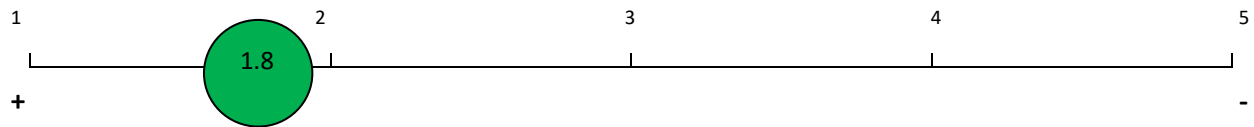
The survey questions are summarised into different areas. The overall mean for each area can be considered to allow us to analyse areas that are working well, those that require some improvement and those that require immediate attention. Each question will also be looked at individually within these areas. Some questions will naturally fall in to more than one area.

The following areas will be considered:

1. Role Satisfaction
2. Organisational Commitment
3. Pay and Benefits
4. Communication
5. Working Environment
6. Fair Treatment
7. Training and Development
8. Stress
9. Teamwork
10. Line Management
11. Decision Making
12. Innovation
13. Upper Management
14. Recent and Upcoming Changes

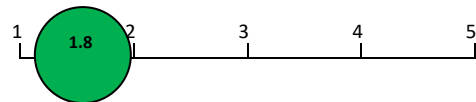
5.1 Role Satisfaction

This area outlines the extent to which employees are satisfied with their role. The mean response for this factor is **1.8** and can be seen on the scale below:

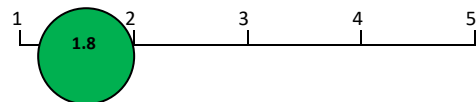


Individual Question Responses

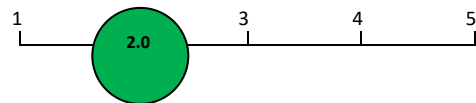
1. My work is rewarding.



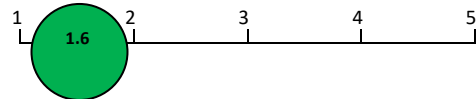
2. I have the opportunity to use my abilities, skills and qualifications in my everyday work.



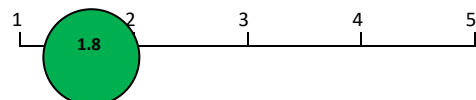
3. I have the right responsibility in my role.



5. My role is important at Arawak Walton.

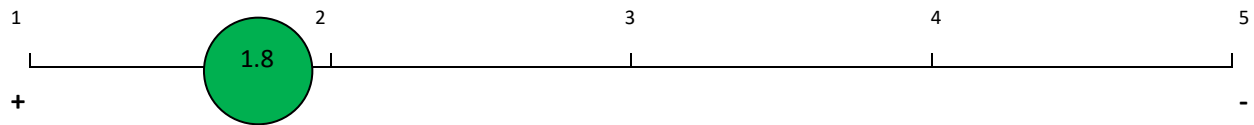


7. I know what is expected of me at work.



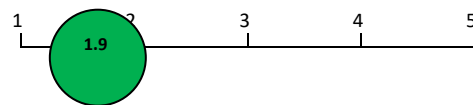
5.2 Organisational Commitment

This area outlines the extent to which employees are committed to the association. The mean response for this factor is **1.8** and can be seen on the scale below:

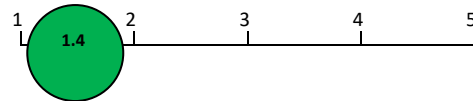


Individual Question Responses

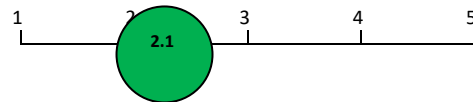
4. I am willing to do work that does not fall within my role.



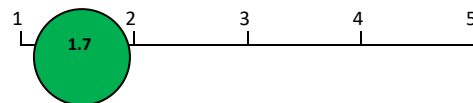
41. I am interested in the future success of Arawak Walton.



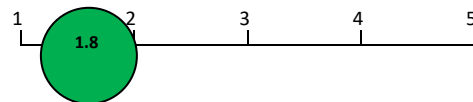
42. I see myself working at Arawak Walton for the long-term future.



43. I enjoy working at Arawak Walton.

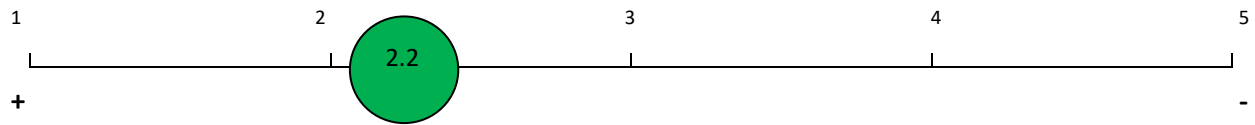


44. I am satisfied with my employer.



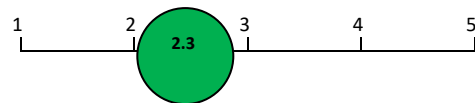
5.3 Pay and Benefits

This area outlines the extent to which employees are happy with the pay and benefits they receive. The mean response for this factor is **2.2** and can be seen on the scale below:

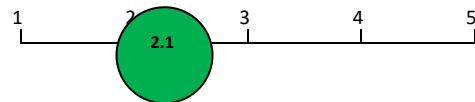


Individual Question Responses

8. The pay I receive is fair for the job I do.

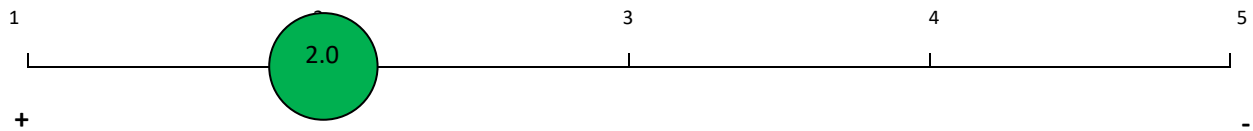


9. I am satisfied with the benefits available at Arawak Walton.



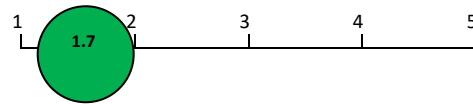
5.4 Communication

This area outlines how good employees think communication at Arawak Walton is. The mean response for this factor is **2.0** and can be seen on the scale below:

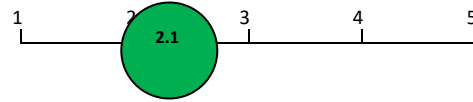


Individual Question Responses

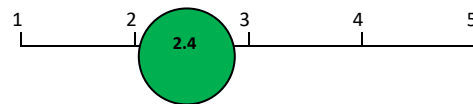
10. I understand Arawak Walton's strategic goals and how my work contributes towards these.



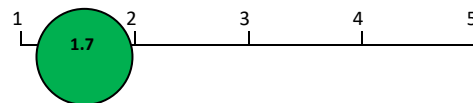
11. I could explain the association's strategy to a new employee.



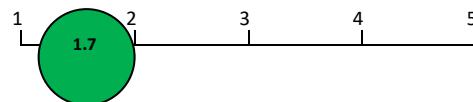
15. Important decisions within Arawak Walton are quickly communicated to all employees.



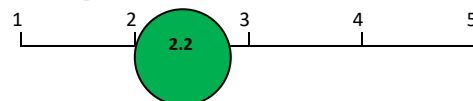
31. My line manager regularly communicates with me.



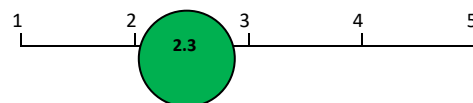
34. I am happy to raise issues with my line manager.



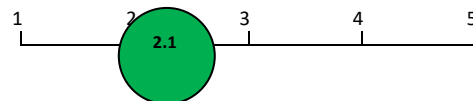
35. I would feel confident in raising an issue with another line manager.



37. The management team listen to employees' concerns.

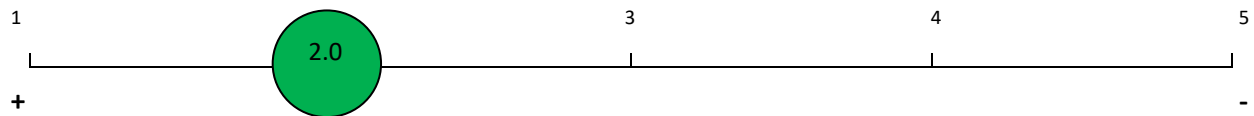


38. The management team are open to all employees.



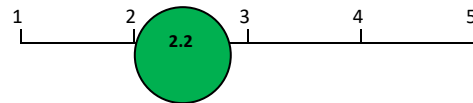
5.5 Working Environment

This area outlines opinions on the working environment and culture at Arawak Walton. The mean response for this factor is **2.0** and can be seen on the scale below:

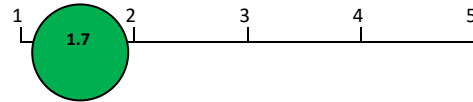


Individual Question Responses

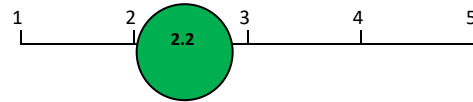
12. There is a positive feeling about the future at Arawak Walton.



13. I have the materials and equipment I need to do my work right.

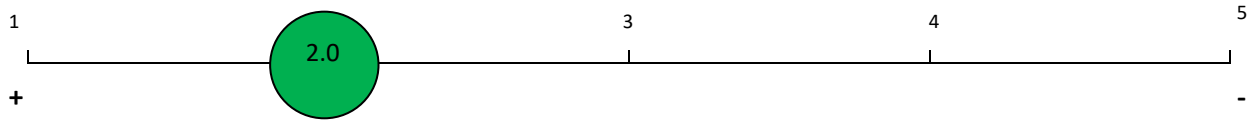


19. My working environment is secure and safe.



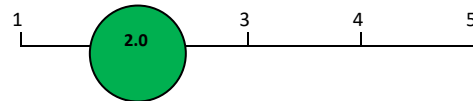
5.6 Fair Treatment

This area outlines opinions on equal opportunities, policies and procedures and bullying and harassment at Arawak Walton. The mean response for this factor is **2.0** and can be seen on the scale below:

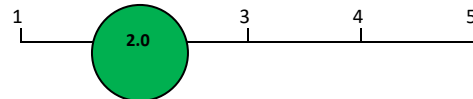


Individual Question Responses

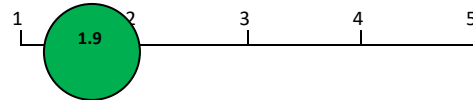
16. Arawak Walton encourages equal opportunities for all employees.



17. Policies and procedures are followed consistently.

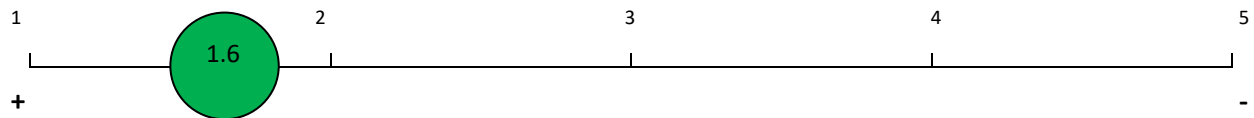


18. Bullying and harassment is rare at Arawak Walton.



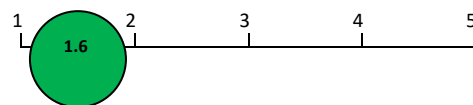
5.7 Training and Development

This area outlines how good training and development is at Arawak Walton. The mean response for this factor is **1.6** and can be seen on the scale below:

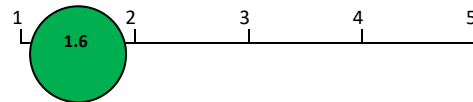


Individual Question Responses

20. I receive training and opportunities to enable me to learn and grow in my role.

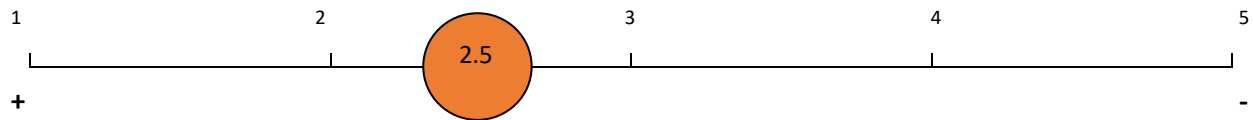


33. My line manager encourages my development.



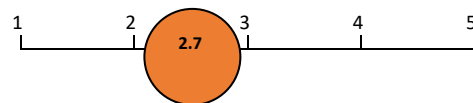
5.8 Stress

This area outlines whether employees at Arawak Walton are stressed or under pressure. The mean response for this factor is **2.5** and can be seen on the scale below:

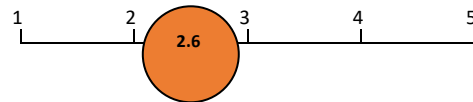


Individual Question Responses

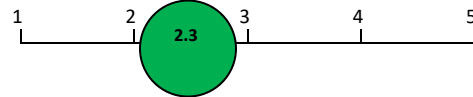
22. I rarely feel under undue pressure at work.



23. I rarely suffer from work-related stress.

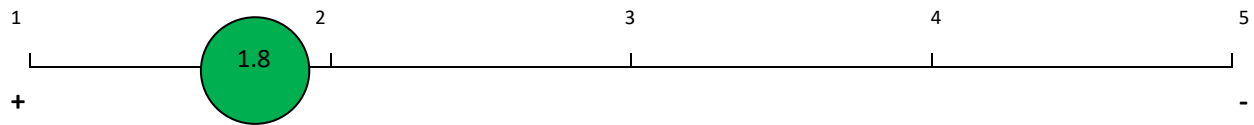


24. I am satisfied with the balance I have between work life and personal life.



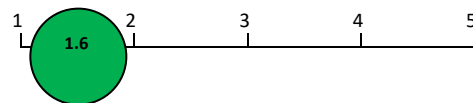
5.9 Teamwork

This area outlines how good teamwork within and between teams is. The mean response for this factor is **1.8** and can be seen on the scale below:

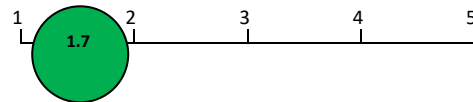


Individual Question Responses

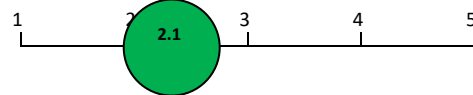
25. I know that other members of my team will help me if I need it.



26. All members of my team are committed to achieving our goals.

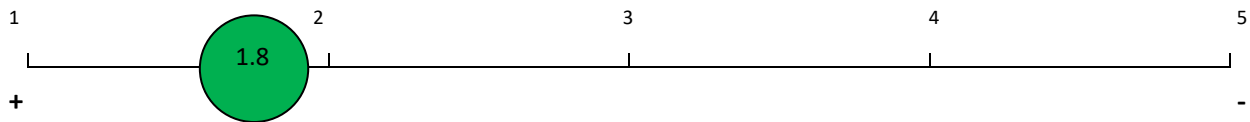


27. I feel supported by other teams within the association.



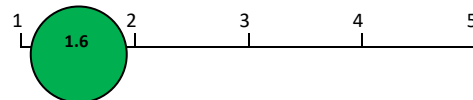
5.10 Line Management

This area outlines views on line managers. The mean response for this factor is **1.8** and can be seen on the scale below:

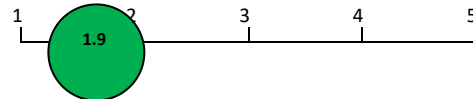


Individual Question Responses

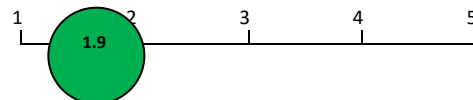
21. My line manager, or someone at work, cares about me as a person.



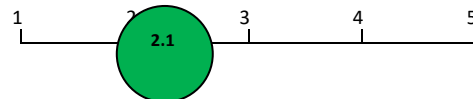
28. My line manager is fair to every member of the team.



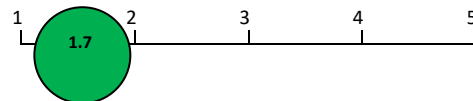
29. I receive feedback from my line manager about my performance and progress



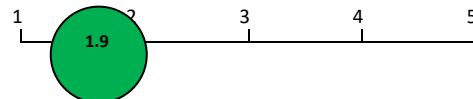
30. I receive recognition for work well done.



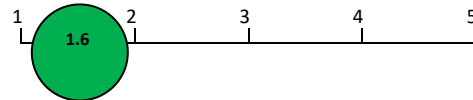
31. My line manager regularly communicates with me.



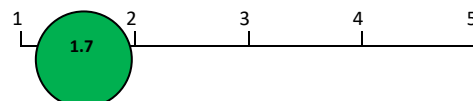
32. I think my line manager is an inspirational leader.



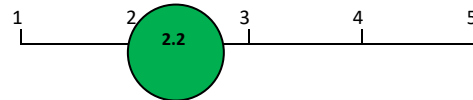
33. My line manager encourages my development.



34. I am happy to raise issues with my line manager.

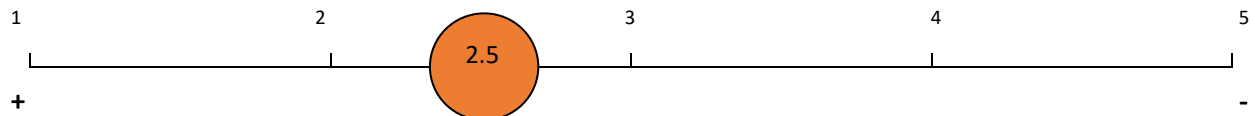


35. I would feel confident in raising an issue with another line manager.



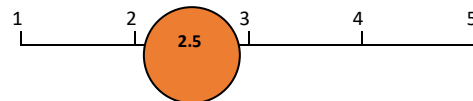
5.11 Decision Making

This area outlines how effective decision making is and to what extent innovation is encouraged. The mean response for this factor is **2.5** and can be seen on the scale below:

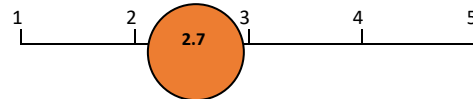


Individual Question Responses

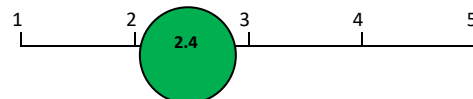
39. I agree with management team decisions.



40. My opinion counts when important decisions are made.

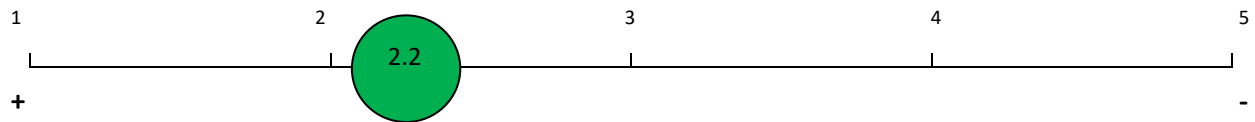


15. Important decisions within Arawak Walton are quickly communicated to all employees.



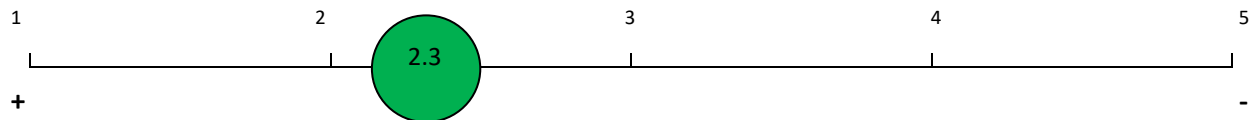
5.12 Innovation

Only one question was included in this area – “36. Arawak Walton encourage innovation and new ideas”. The response for this question can be seen on the scale below:



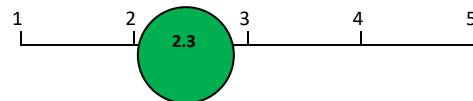
5.13 Upper Management

This area outlines how upper management are perceived. The mean response for this factor is **2.3** and can be seen on the scale below:

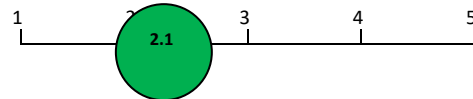


Individual Question Responses

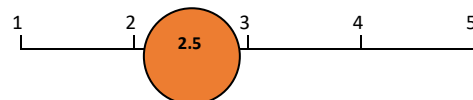
37. The management team listen to employees' concerns.



38. The management team are open to all employees.

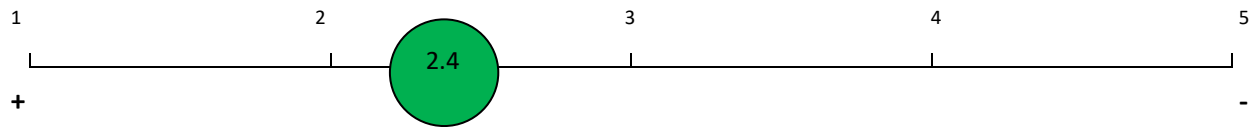


39. I agree with management team decisions.



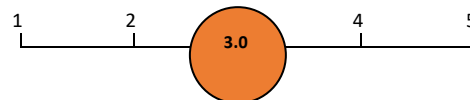
5.14 Recent or upcoming changes

This area outlines how employees feel about recent changes or those that will be taking place in the future. The mean response for this factor is **2.4** and can be seen on the scale below:

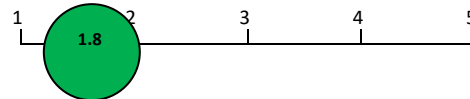


Individual Question Responses

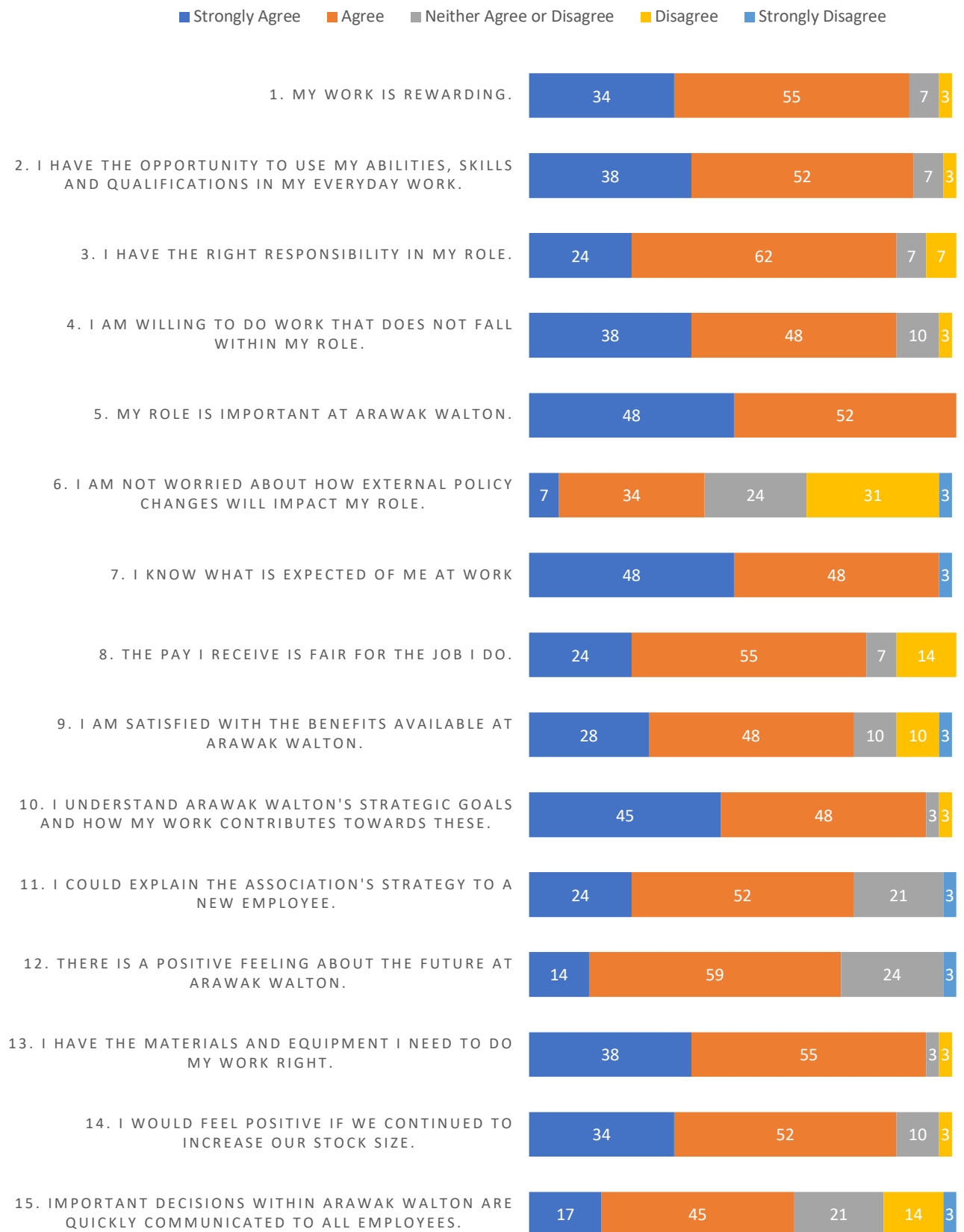
6. I am not worried how external policy changes will impact on my role.



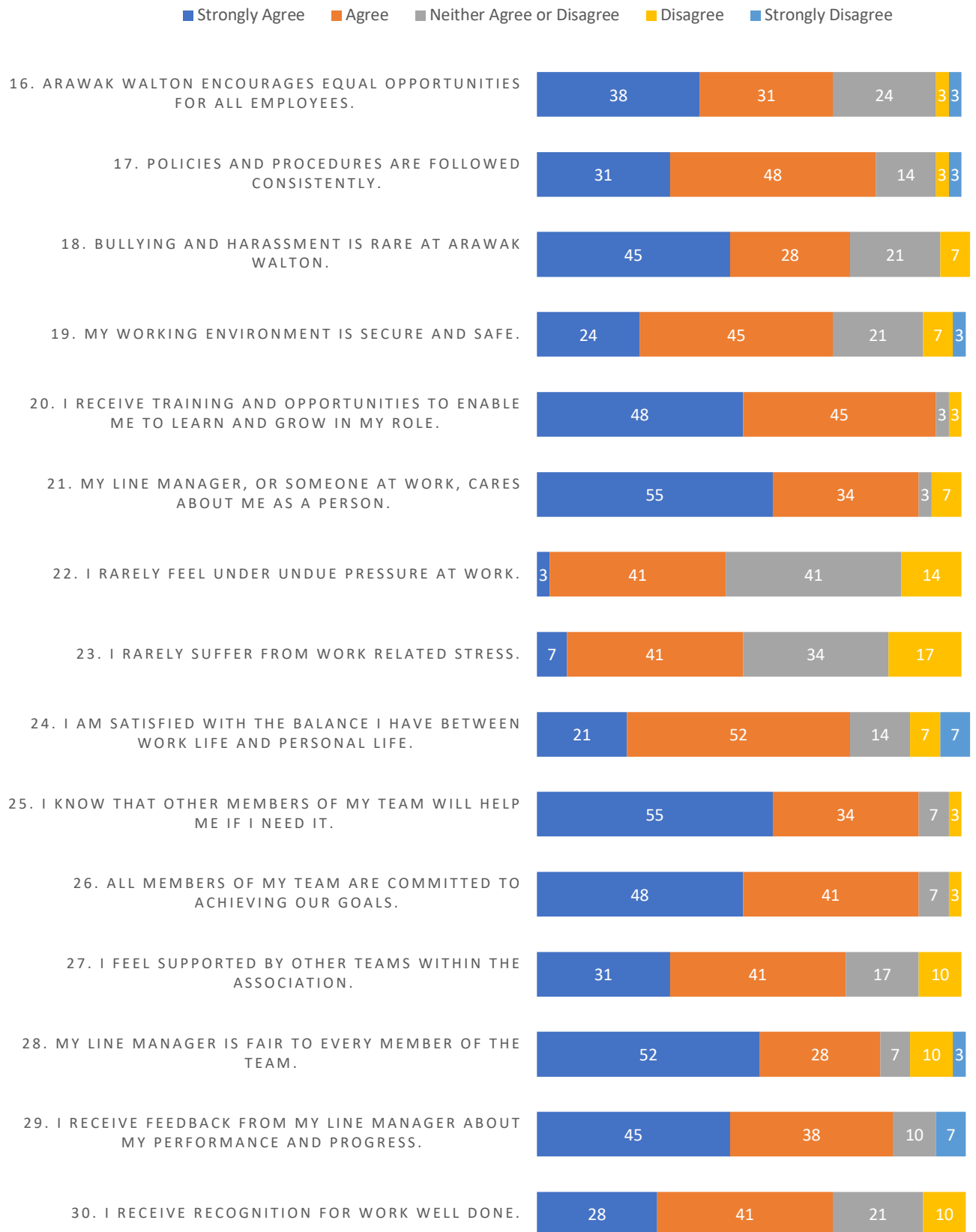
14. I would feel positive if we continued to increase our stock size.



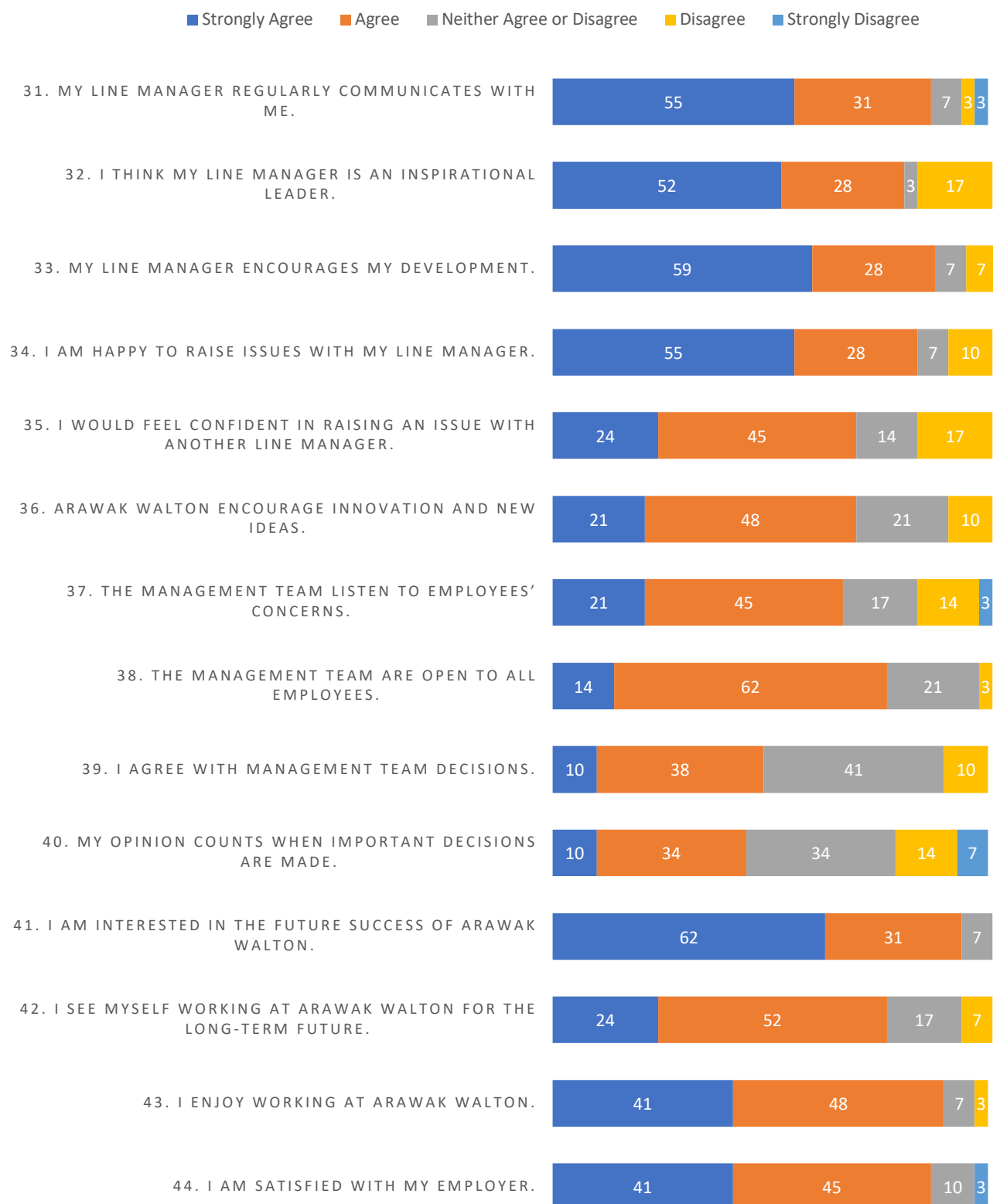
6. Percentage Results



6. Percentage Results (cont)



6. Percentage Results (cont)



7. Previous Survey Comparison – General Areas

The following shows the difference in average results between the 2019 and 2020 Arawak Walton Employee Survey. The results are also displayed for surveys from 2010 onwards. Each year the survey should see improved results as changes are made. Negative differences imply an improvement on the results of the previous year.

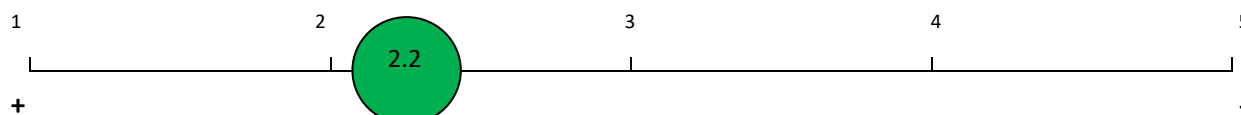
Area	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Difference (2019-2020)
Role Satisfaction	1.8	1.7	1.7	1.7	1.6	1.7	1.7	1.8	1.7	1.5	1.8	+0.3
Organisational Commitment	1.8	1.8	1.5	1.6	1.6	1.7	1.8	1.9	1.7	1.6	1.8	+0.2
Pay and Benefits	2.1	2.2	2.1	2.0	2.2	2.2	2.3	2.4	2.2	2.1	2.2	+0.1
Communication	2.2	2.3	2.2	2.2	1.9	2.0	2.1	2.3	2.1	1.9	2.0	+0.1
Working Environment	2.3	2.1	1.9	2.0	1.7	2.2	2.2	2.2	1.8	1.7	2.0	+0.3
Fair Treatment	2.5	2.5	2.1	2.0	1.8	1.9	2.1	2.3	2.1	1.9	2.0	+0.1
Training and Development	2.3	2.1	2.0	1.9	1.6	1.8	1.8	2.0	1.6	1.6	1.6	0
Stress	3.1	2.8	2.7	2.7	2.5	2.4	2.4	2.6	2.2	2.3	2.5	+0.2
Teamwork	2.4	2.3	2.2	1.9	1.7	1.8	1.9	2.1	1.8	1.7	1.8	+0.1
Line Management	2.2	2.2	2.0	2.0	1.7	1.9	2.0	2.3	1.7	1.8	1.8	0
Decision Making	2.5	2.7	2.2	2.2	2.1	2.2	2.3	2.5	2.3	2.1	2.5	+0.3
Innovation	2.0	2.4	2.0	2.1	1.8	1.8	2.0	2.3	2.2	1.9	2.2	+0.3
Upper Management	2.6	2.5	2.2	2.2	1.9	2.1	2.2	2.5	2.1	2.0	2.3	+0.3
Recent or Upcoming Changes	n/a	n/a	2.3	2	2.1	2.4	2.8	2.5	2.3	2.4	2.4	0
Overall	2.2	2.2	2.0	2.0	1.8	2.0	2.1	2.2	1.9	1.8	2.0	+0.2

8. Previous Survey Comparison – Individual Questions

Questions	2017	2018	2019	2020	Difference 2019-2020
1. My work is rewarding.	1.8	1.7	1.4	1.8	+0.4
2. I have the opportunity to use my abilities, skills and qualifications in my everyday work.	1.9	1.8	1.4	1.8	+0.4
3. I have the right responsibility in my role.	2.1	1.7	1.7	2.0	+0.3
4. I am willing to do work that does not fall within my role.	1.7	1.6	1.7	1.9	+0.2
5. My role is important at Arawak Walton.	1.5	1.5	1.3	1.6	+0.3
6. I am not worried how external policy changes will impact on my role.	2.7	2.7	2.8	3.0	+0.2
7. I know what is expected of me at work	1.8	1.6	1.5	1.8	+0.3
8. The pay I receive is fair for the job I do.	2.7	2.4	2.1	2.3	+0.2
9. I am satisfied with the benefits available at Arawak Walton	2.1	1.9	2.1	2.1	0
10. I understand Arawak Walton's strategic goals and how my work contributes towards these.	2.3	1.7	1.4	1.7	+0.3
11. I could explain the association strategy to a new employee.	2.0	2.0	1.7	2.1	+0.4
12. There is a positive feeling about the future at Arawak Walton.	2.5	1.9	1.9	2.2	+0.3
13. I have the materials and equipment I need to do my work right	2.1	1.8	1.8	1.7	-0.1
14. I would feel positive if we continued to increase our stock size	2.2	1.9	1.9	1.8	-0.1
15. Important decisions within Arawak Walton are quickly communicated to all employees.	2.2	2.2	1.8	2.4	+0.6
16. Arawak Walton encourages equal opportunities for all employees.	2.1	2.2	1.9	2.0	+0.1
17. Policies and procedures are followed consistently.	2.6	2.1	2.0	2.0	0
18. Bullying and harassment is rare at Arawak Walton.	2.2	1.9	1.9	1.9	0
19. My working environment is secure and safe.	2.0	1.8	1.5	2.2	+0.7
20. I receive training and opportunities to enable me to learn and grow in my role	1.8	1.6	1.5	1.6	+0.1
21. My line manager, or someone at work, cares about me as a person	2.3	1.6	1.5	1.6	+0.1
22. I rarely feel under pressure at work.	3.0	2.4	2.5	2.7	+0.2
23. I rarely suffer from work-related stress.	2.6	2.4	2.4	2.6	+0.2
24. I am satisfied with the balance I have between work life and personal life.	2.2	1.9	2.0	2.3	+0.3
25. I know that other members of my team will help me if I need it.	2.0	1.7	1.6	1.6	0
26. All members of my team are committed to achieving our goals	2.0	1.8	1.4	1.7	+0.3
27. I feel supported by other teams within the association.	2.3	1.9	2.1	2.1	0
28. My line manager is fair to every member of the team.	2.4	1.6	1.6	1.9	+0.3
29. I receive feedback from my line manager about my performance and progress	2.2	1.5	1.5	1.9	+0.4
30. I receive recognition for work well done.	2.6	2.1	2.0	2.1	+0.1
31. My line manager regularly communicates with me.	2.1	1.5	1.6	1.7	+0.1
32. I think my line manager is an inspirational leader.	2.4	1.8	1.8	1.9	+0.1
33. My line manager encourages my development.	2.1	1.6	1.6	1.6	0
34. I am happy to raise issues with my line manager.	2.1	1.6	1.8	1.7	-0.1
35. I would feel confident in raising an issue with another line manager.	2.5	2.1	2.5	2.2	-0.3
36. Arawak Walton encourages innovation and new ideas.	2.3	2.2	1.9	2.2	+0.3
37. The management team listen to employees' concerns.	2.6	2.0	2.0	2.3	+0.3
38. The management team are open to all employees.	2.4	2.1	2.1	2.1	0
39. I agree with management team decisions.	2.4	2.3	2.0	2.5	+0.5
40. My opinion counts when important decisions are made	2.8	2.5	2.4	2.7	+0.3
41. I am interested in the future success of Arawak Walton.	1.6	1.5	1.4	1.4	0
42. I see myself working at Arawak Walton for the long-term future.	2.4	1.9	1.7	2.1	+0.4
43. I enjoy working at Arawak Walton.	1.9	1.6	1.5	1.7	+0.2
44. I am satisfied with my employer.	2.0	1.7	1.6	1.8	+0.2

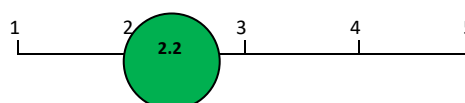
9. Mental Health (additional survey questions)

This section asks questions around mental health in the workplace. The mean response for relevant questions for this factor is **2.2** and can be seen on the scale below:

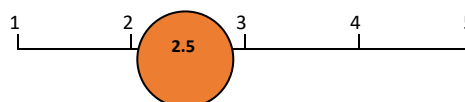


Individual Question Responses

1. I would feel comfortable speaking to my line manager about my mental health.



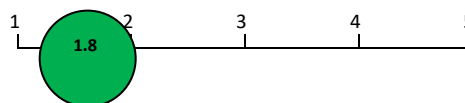
2. I would feel comfortable speaking to a colleague about my mental health.



3. If you have called in sick due to a mental health problem in the last year, did you tell your manager the real reason or give another reason for your absence?

YES	NO	NOT ABLE TO ANSWER
3	4	22

4. There is support available for issues connected to mental health at AWAH.



COMPARISON TO LAST YEAR'S RESULTS

	2019	2020	DIFF
1. I would feel comfortable speaking to my line manager about my mental health.	2.0	2.2	+0.2
2. I would feel comfortable speaking to a colleague about my mental health.	2.4	2.5	+0.1
3. If you have called in sick due to a mental health problem in the last year, did you tell your manager the real reason or give another reason for your absence?	Y N NATA 2 4 22	Y N NATA 3 4 22	Y N NATA +1 0 0
4. There is support available for issues connected to mental health at AWAH.	2.6	1.8	-1.8

10. Summary

- ✓ The survey results are good and are once again towards the positive end of the scale, which is definitely something to be proud of as an organisation. However, there has been a slight decline from last year's survey results.
- ✓ Of the main areas, three areas had the same mean score as last year's survey, and the rest showed a decline in mean response.
- ✓ The majority of the main areas showed positive results at the green end of the scale, apart from Stress and Decision Making.
- ✓ Once again, no areas were found to be 'red' overall or needing immediate attention.
- ✓ The overall survey mean declined from 1.8 to 2.0 from last year's survey. An improvement in results should always be aimed for. This result is still, however, a great result, being more towards the positive end of the scale.
- ✓ When looking at the individual questions, 4 questions showed an improvement on last year's survey, 8 questions had the same score as last year, and 32 questions increased in mean score.
- ✓ The majority of the questions still showed positive results at the green end of the scale, with 5 showing amber and none red.
- ✓ The questions showing the biggest decline in result from last year's survey are:
 - My work is rewarding.
 - I have the opportunity to use my abilities, skills and qualifications in my everyday work.
 - I could explain the association strategy to a new employee.
 - Important decisions within Arawak Walton are quickly communicated to all employees.
 - My working environment is secure and safe.
 - I receive feedback from my line manager about my performance and progress
 - I agree with management team decisions.
 - I see myself working at Arawak Walton for the long-term future.
- ✓ The question showing the biggest improvement in result is:
 - I would feel confident in raising an issue with another line manager.
- ✓ Overall, the majority of the results are once again positive. The areas to focus on are those showing the biggest decline and those with an amber result.
- ✓ It is important to note that only 29 people completed the survey. This means the responses of only one or two people can have a relatively big impact on the overall results.