

Total Reward Survey

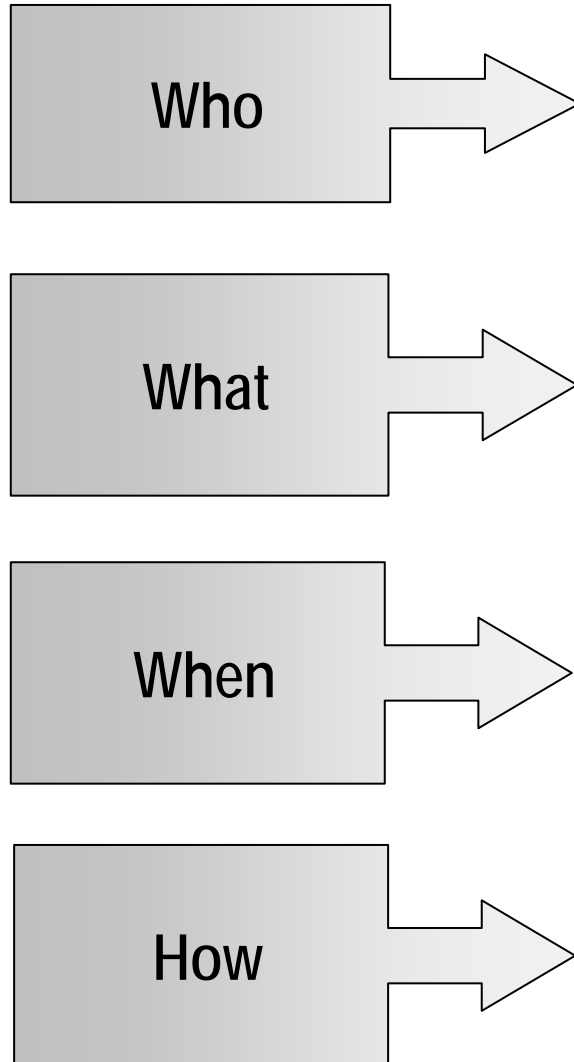
Results Presentation

Sponsored by The Office of Public Sector Reform,
in partnership with

What this presentation will cover

- ❑ Survey background
- ❑ Executive Summary: Key Strengths & Opportunities for the site
- ❑ Review: Total Reward
- ❑ Internal benchmarking Site vs. OPSR participant group overall
- ❑ External benchmarking vs. external norm (tbc)
- ❑ Conclusions
- ❑ Next steps and action planning

Process Overview



- Organisation name
- xx employees invited to take part
- 66 core closed questions
- 6 dimensions - Total Reward Model
- 7 demographic questions
- Priority question
- 1st – 22nd June 2005
- Survey administered on the internet only

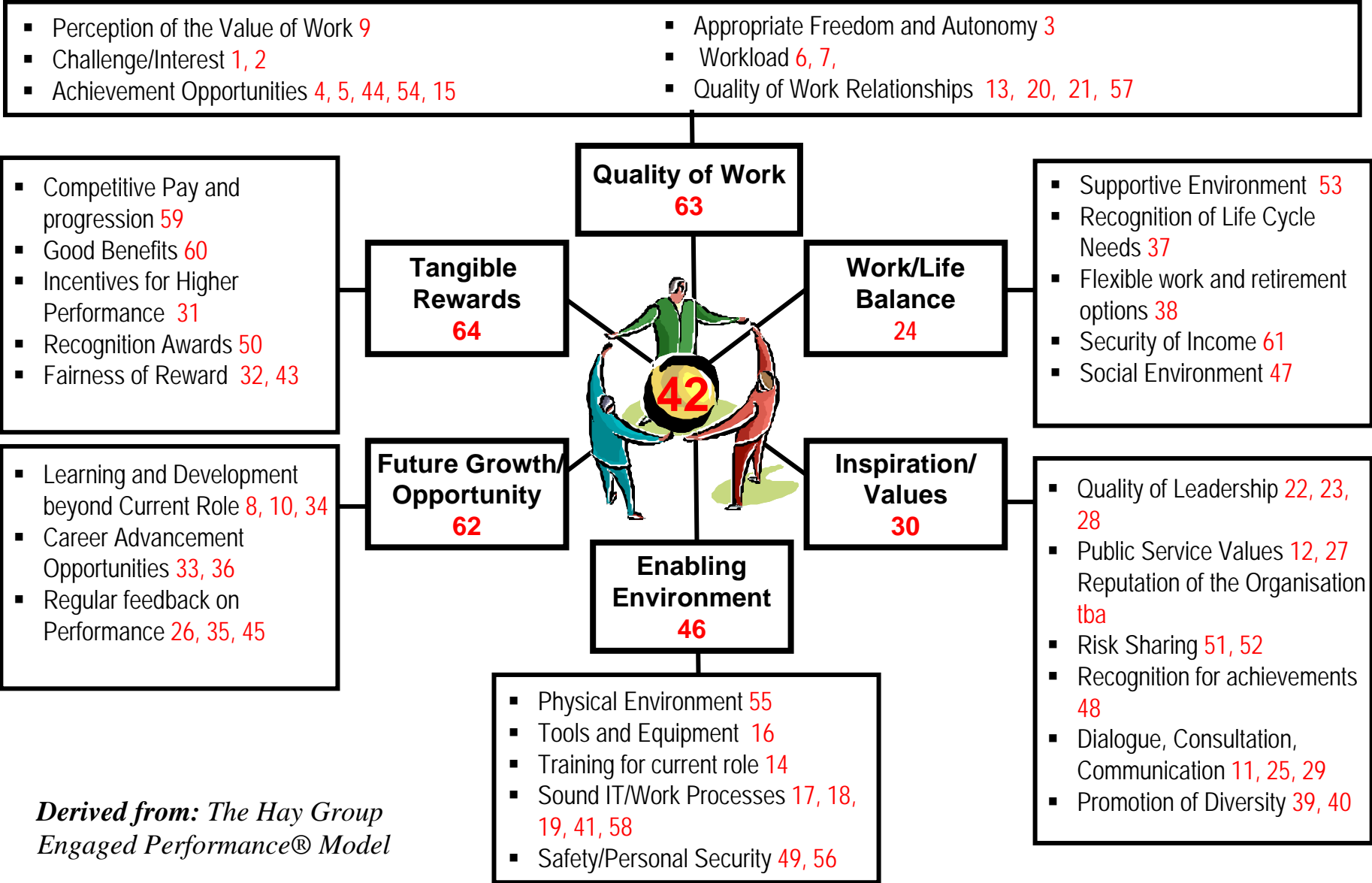
Participation and fieldwork

	Organisation	All sites
Number of eligible employees	300	
*Number of respondents	200	
Percentage responding	66%	

** Number invitees accessing web site often higher than number data sets submitted and used*

Fieldwork conducted by Hay Group : June 2005

Survey Questions Questionnaire - Total Reward Model



Derived from: The Hay Group Engaged Performance® Model

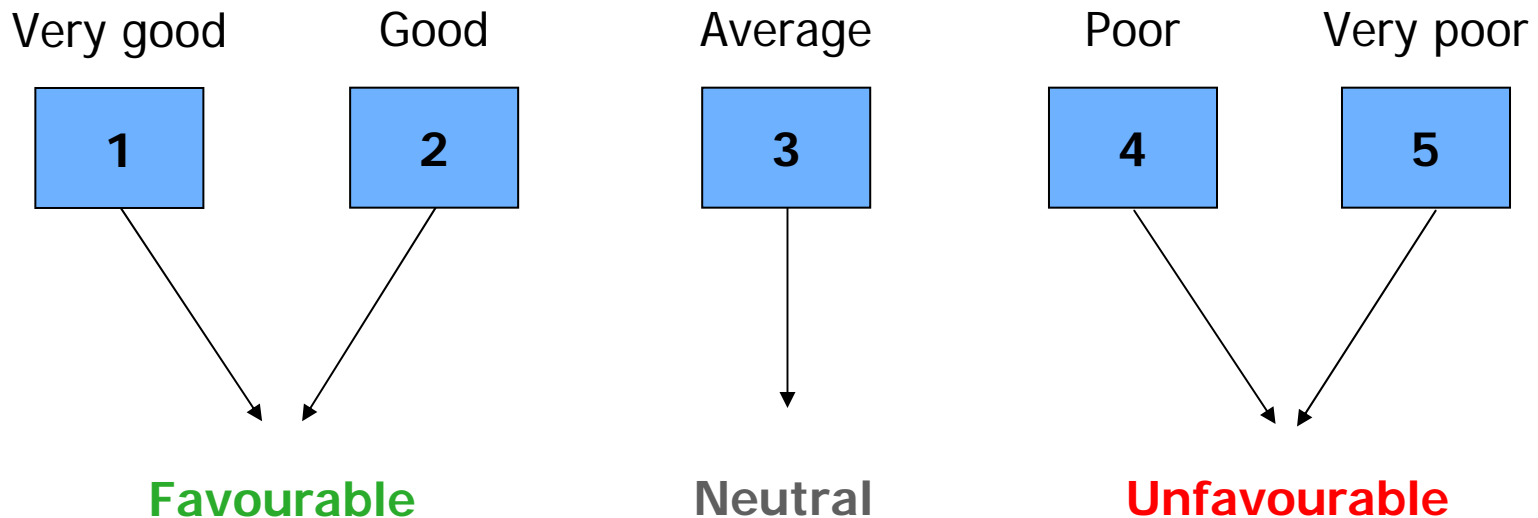
Ways to interpret the survey results

1. **In absolute terms** – level responding favourably:
 - > >75% favourable = Clearly Favourable
 - > >20% unfavourable = ‘Warning Sign’
2. **External benchmarking** – This organisation vs. external norm (tbc)/all participants in the OPSR survey
3. **By issue** – Comparison of Dimensions (e.g. Quality of work vs. Tangible Rewards) or questions (all items in Tangible Reward)
4. **Versus management expectations** – assumptions about employee perceptions vs. actual perceptions

Background: Data Analysis

To help you quickly review results the scales are combined to form favourable, neutral and unfavourable scores.

> *Example: How would you rate co-operation and teamwork within your team?*



Executive Summary: Your organisation

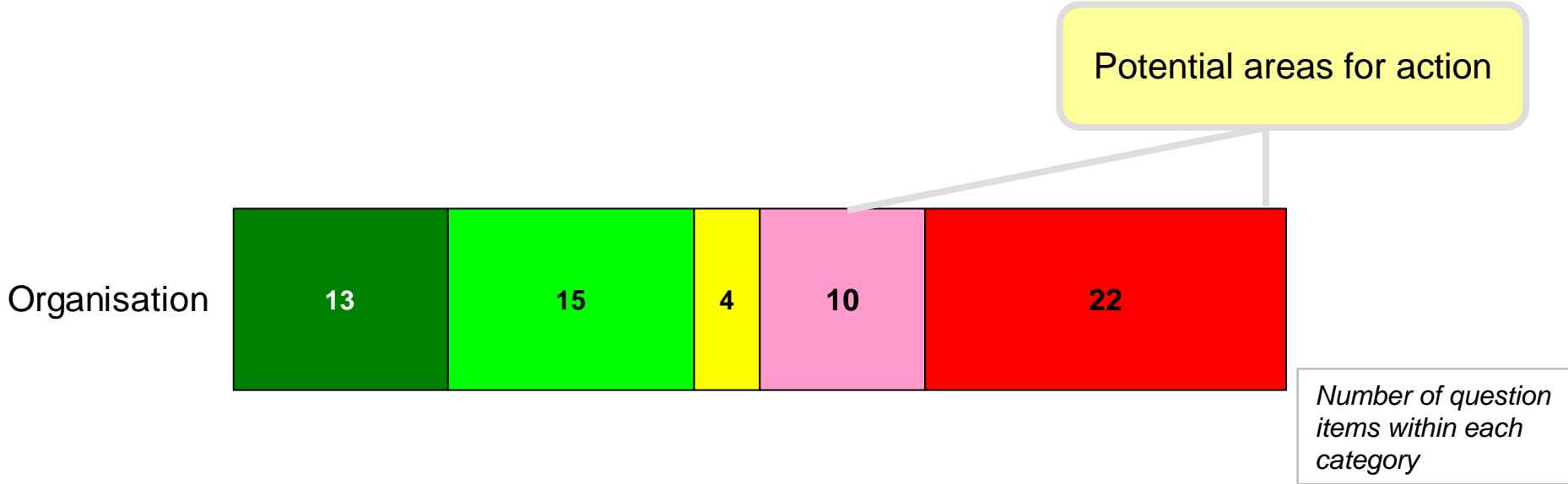
□ Strengths

- > Interesting and challenging work/Sense accomplishment
- > Support from immediate colleagues/socialise with colleagues
- > High performance is expected
- > Know what's expected / Links job & organisation's success
- > Organisation has positive impact on society/public service ethics

□ Key areas for improvement

- > Enough time to do job/amount work/bureaucracy
- > Fairness of reward/ Better performance = better pay
- > Recognition for achievement
- > Opportunity/clarity how to advance
- > Bullying/caring about employees as individuals

Distribution of Responses

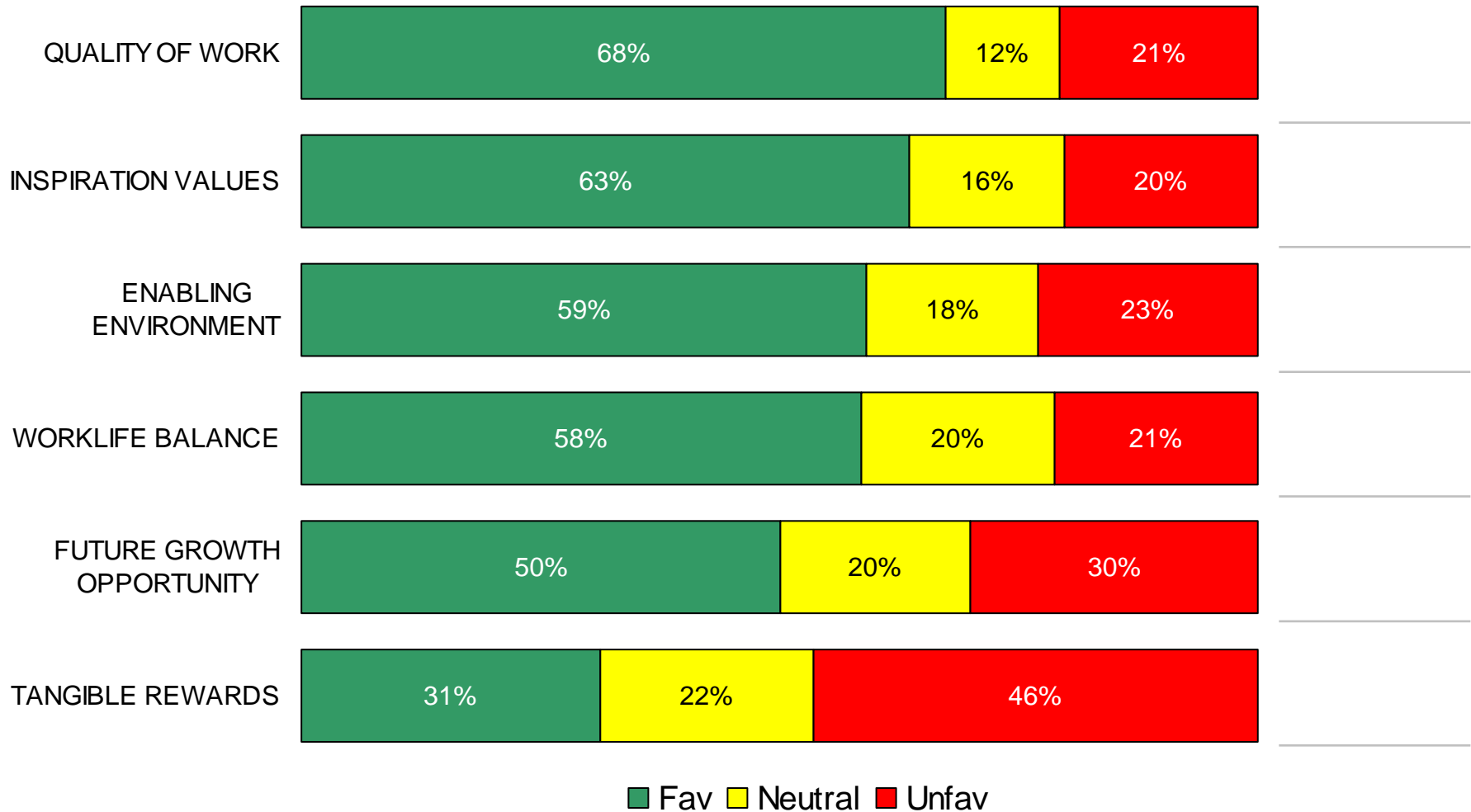


All sites

Rules of thumb	■ Clearly Favourable	(75%+ Fav.)
	■ Moderately Favourable	(65 to 75% Fav.)
	■ Mixed Result	(< 65% Fav. And <20% Unfav.)
	■ Warning Sign	(>20% Unfav.)
	■ Clearly Unfavourable	(>30% Unfav.)

Dimension Summary – Organisation

All sites



Priorities for action – staff views (454 votes)

Quality of Work	#1
Manageable workload	66

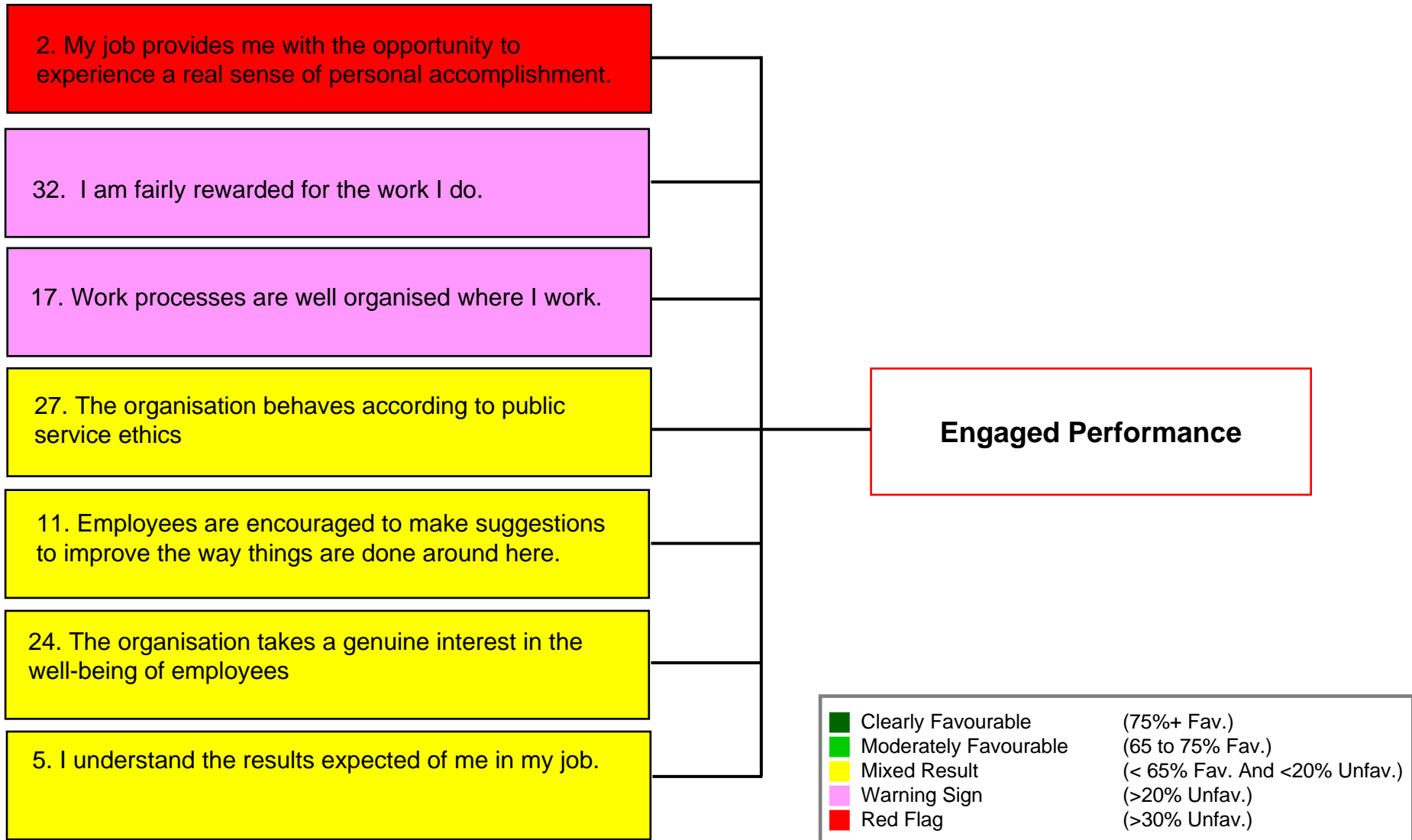
Tangible rewards	#2
Competitiveness of pay	41

Enabling Environment	#3
Physical work environment	27

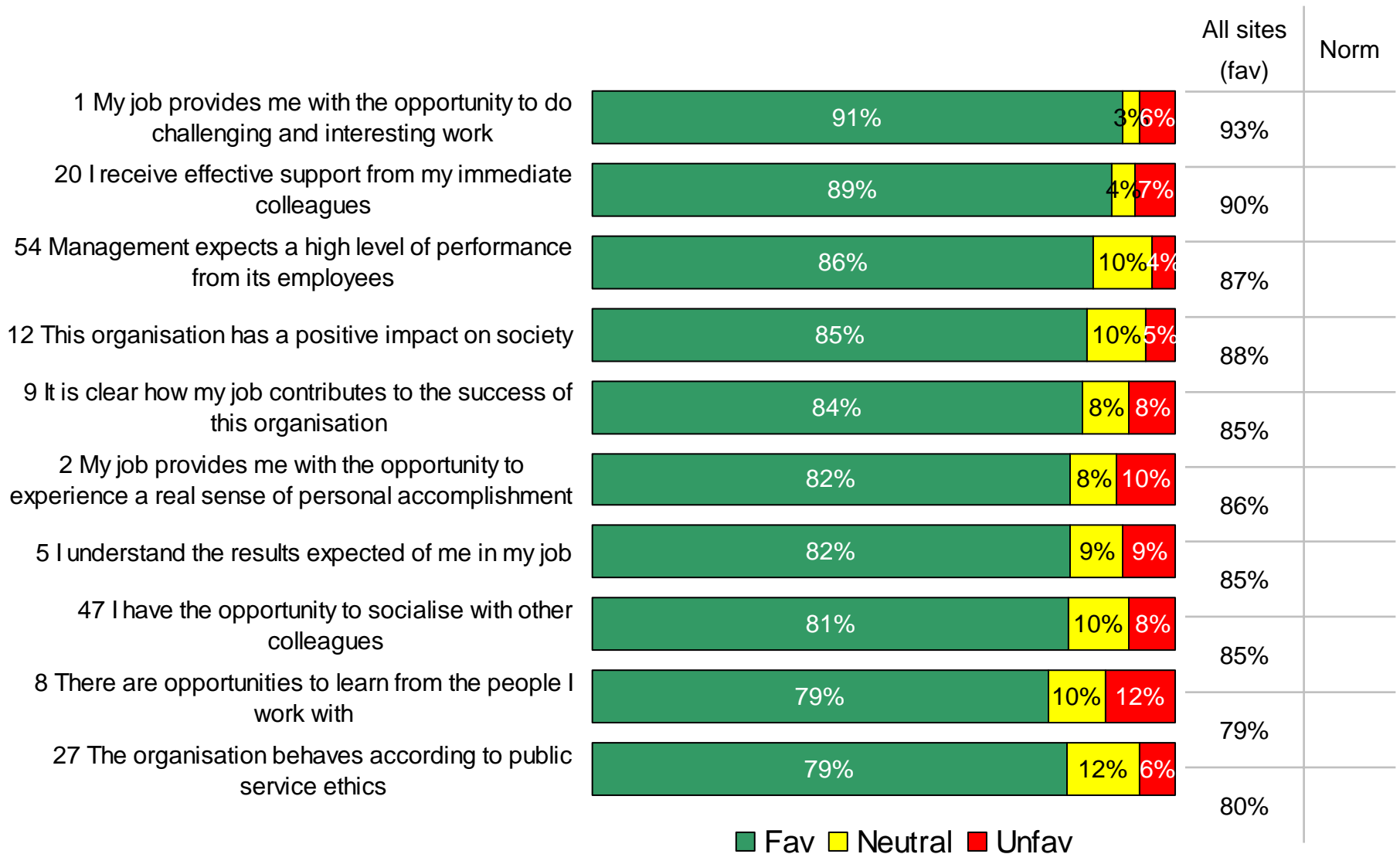
Quality of Work	#3
Feeling my work is valued	27

Dimension	# Votes
Quality of Work	123
Inspiration Values	90
Tangible Rewards	92
Future Growth Opportunity	57
Enabling Environment	47
Work/Life Balance	45
All	454

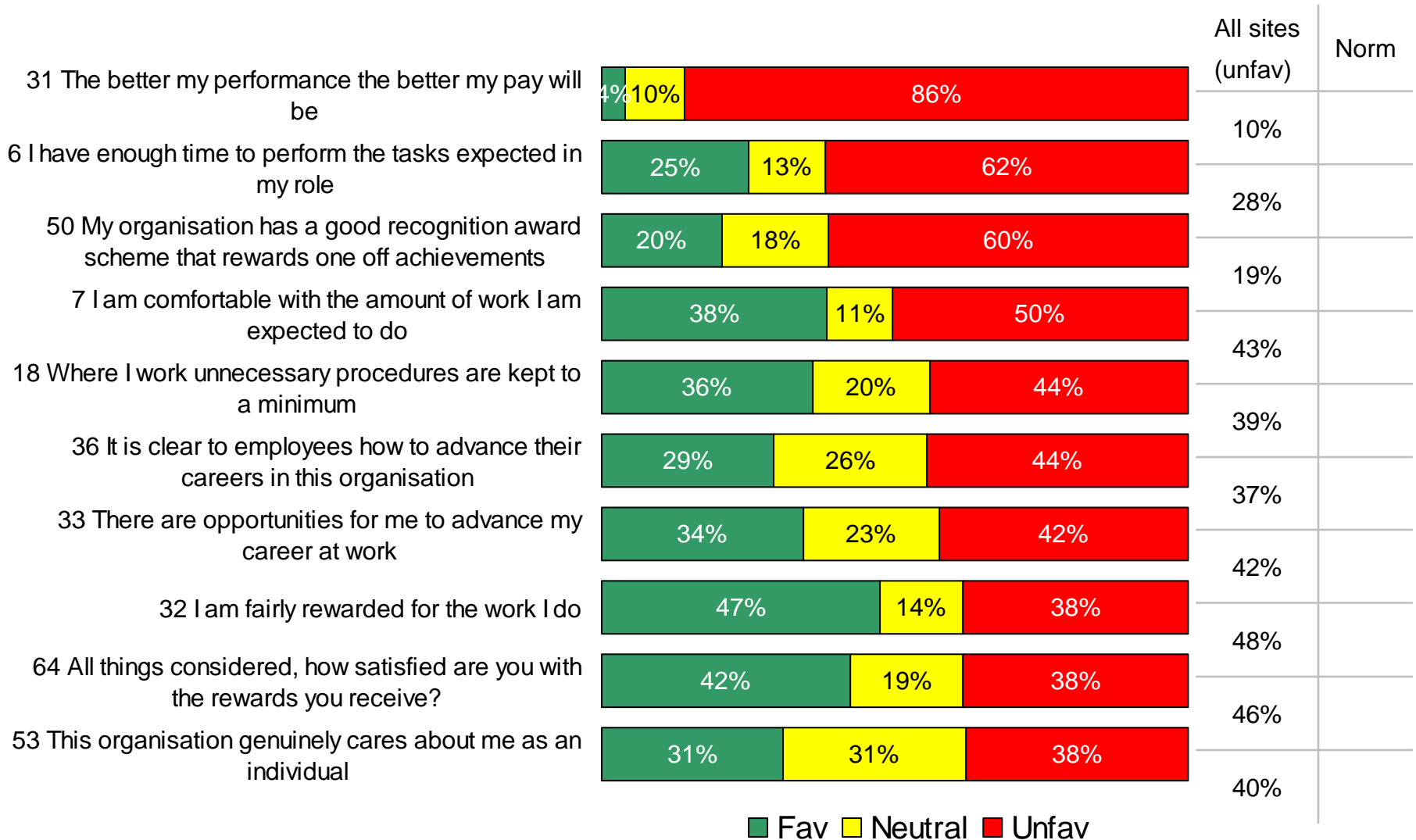
Key drivers items (example)



Most Favourable Questions



Most Unfavourable Questions



Total Reward Survey Scorecard

Response rate		
	%	Base
Organisation	66%	237
All	94%	5003

Total Reward Score out of 100) tbc	
Site	
All	
Norm (tbc)	

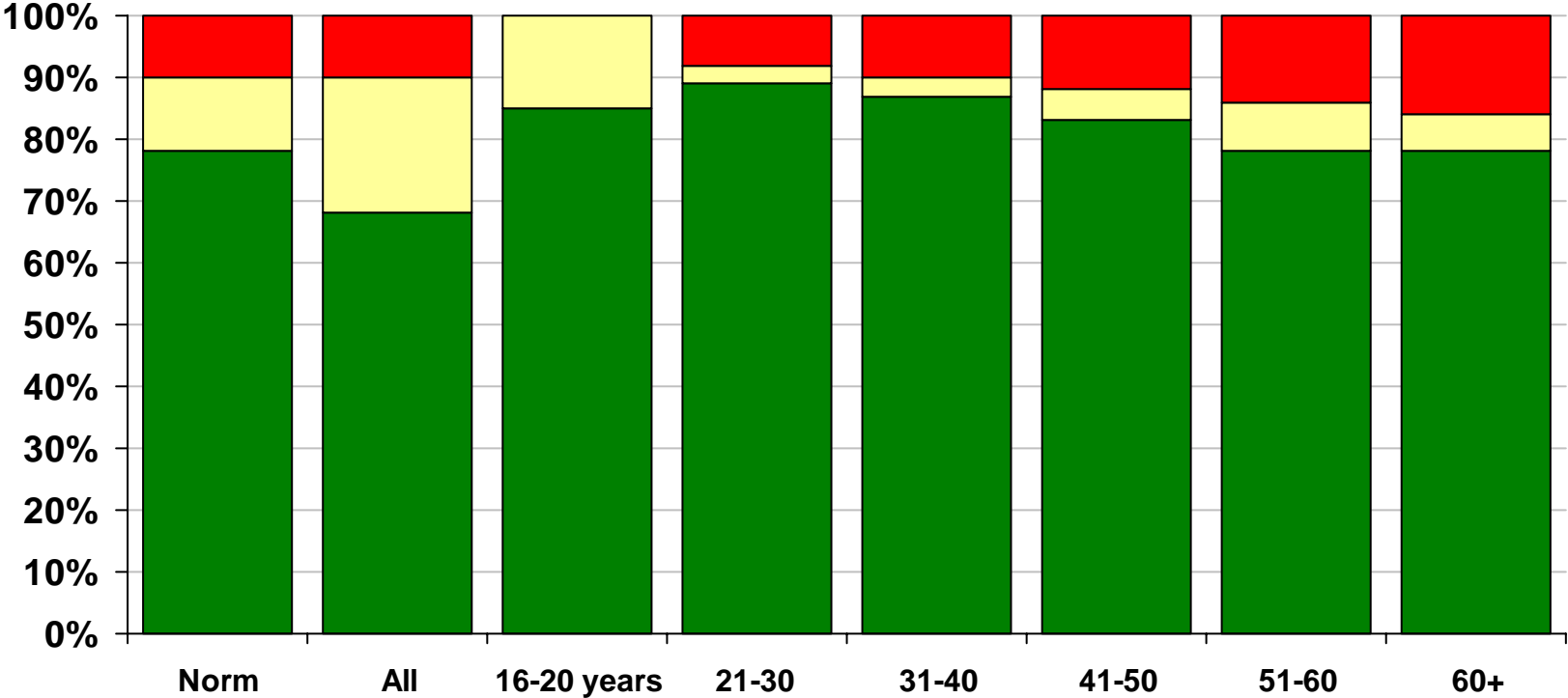
Distribution of responses (no. of items out of 89)		
Category	Org'n	All
■ Clearly Favourable	13	5
■ Moderately Favourable	15	10
■ Mixed Result	4	25
■ Warning Sign	10	10
■ Clearly Unfavourable	22	8

Total reward summary Questions (% favourable score)	Site	All
	57	58
	39	37
	51	51
	57	58
	39	37
	51	51

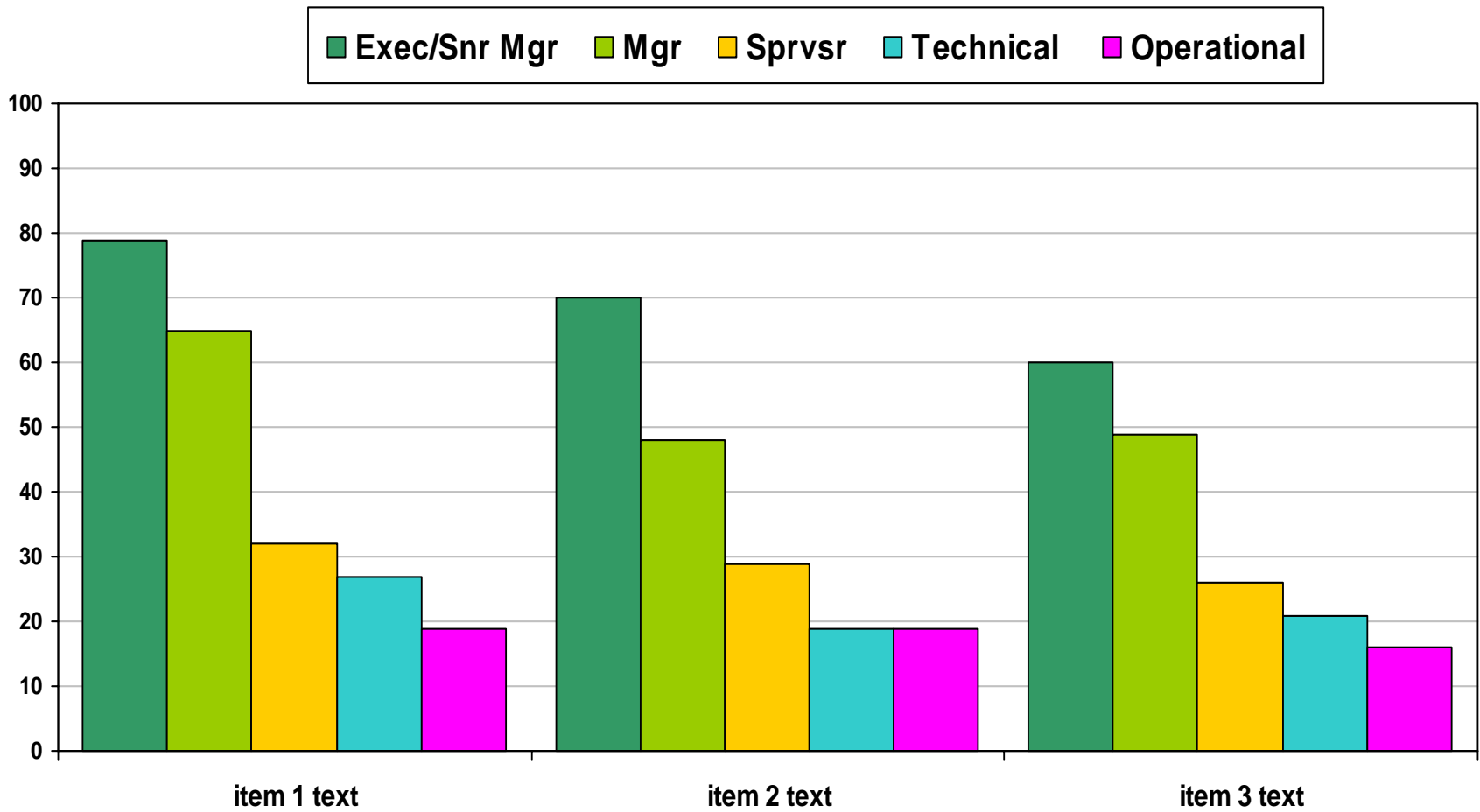
Key strengths	Key opportunities for improvement

**Additional bespoke analysis on
request**

Q item text by age – Example



Some key items by function – Example



Favourable scores by dimension – example

Total Reward / Intention to stay with organisation (cross tab)

Job level / Grade	Pilot Site: Overall	< 1 year	>1 year but < 3 years	3 - 5 years	>5 years not until retirement	Until retirement
Total Reward Summary	65	40	50	60	70	80
Quality of Work	75	40	50	60	68	80
Work Life Balance	70	38	48	58	66	75
Inspiration Values	65	35	45	55	64	76
Enabling Environment	60	30	42	54	58	70
Future Growth Opportunity	50	25	38	50	56	68
Tangible rewards	40	20	36	45	55	65

Hay Group Interactive Reports Option

Hay Group's electronic reports

- Reports present information in increasing levels of detail. Managers can begin with results overviews and then “drill down” in specific areas.
- Graphical displays facilitate presentation of results to employees.
- Action-planning templates can be built into the reports.

