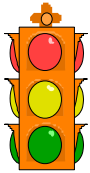


**DCMS  
Have Your Say  
Staff Opinion Survey  
2005**

**Staff Summary Report**



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# HAVE YOUR SAY - STAFF OPINION SURVEY 2005 RESULTS SUMMARY



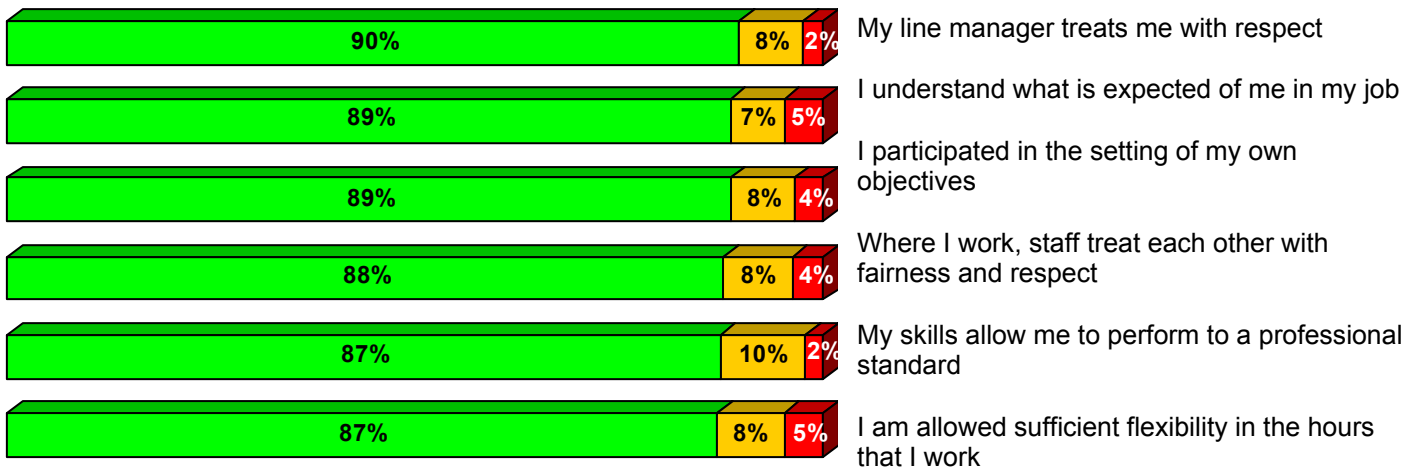
This summary outlines what ORC International see as the key findings of the Department of Culture, Media and Sport's (DCMS) Staff Opinion Survey 2005.

## Who responded?

Overall, a total of 424 surveys were submitted from the DCMS, which gives a response rate of 83%. This is above the average response rate of 62% for general staff surveys conducted in other central government organisations and above the 2003 response rate (76%).

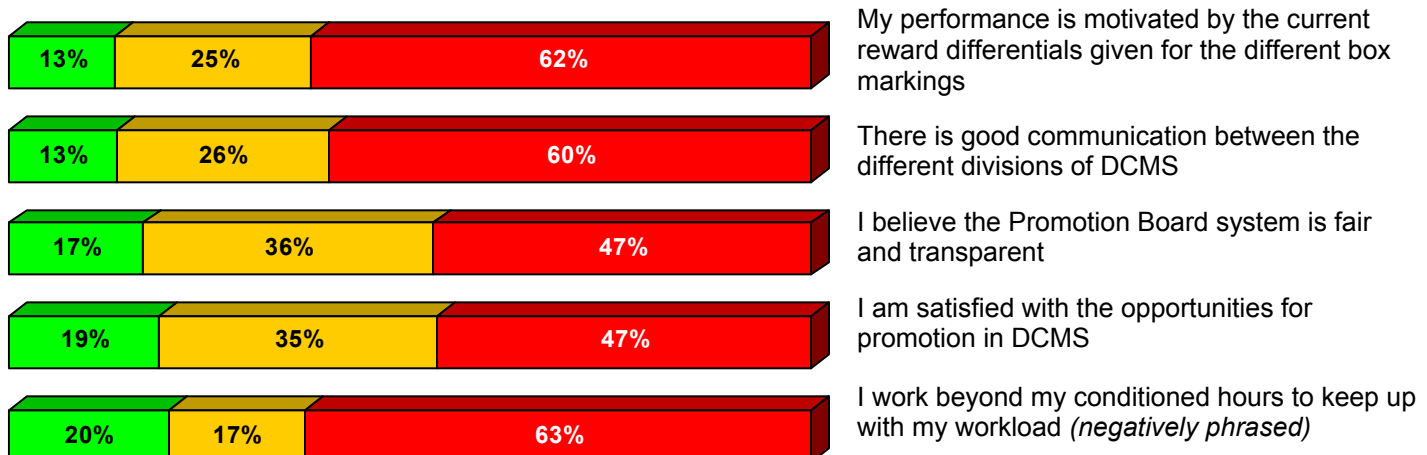
## Key Strengths

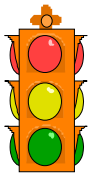
The statements respondents agreed with most strongly from DCMS overall are shown in the graph below.



## Areas for Improvement

The statements respondents agreed with least from DCMS overall are shown in the graph below.





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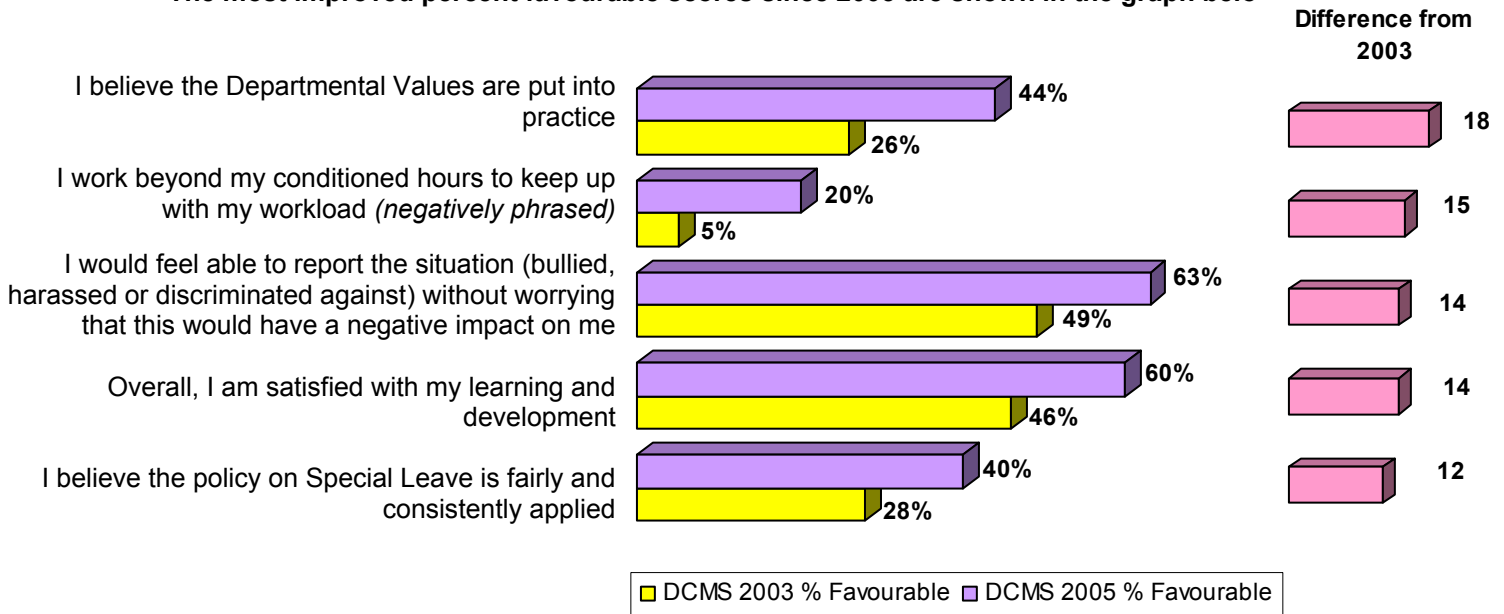
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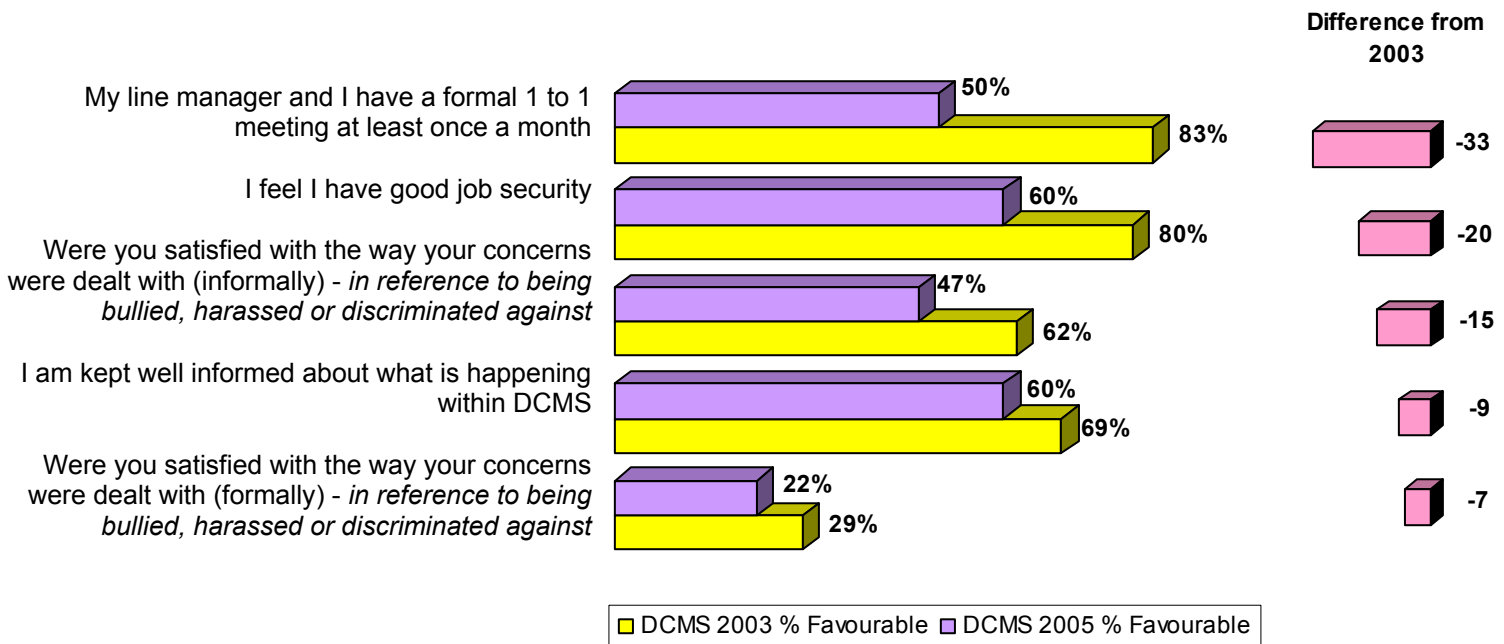
## Most Improved Since 2003

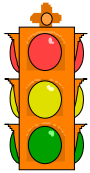
The most improved percent favourable scores since 2003 are shown in the graph below.



## Least Improved Since 2003

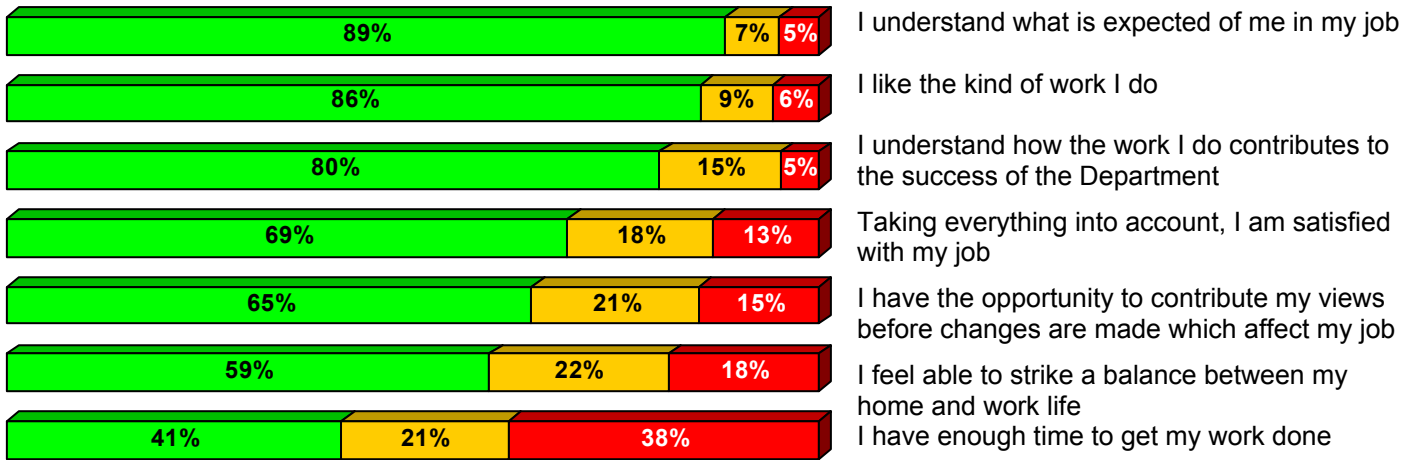
The least improved percent favourable scores since 2003 are shown in the graph below.





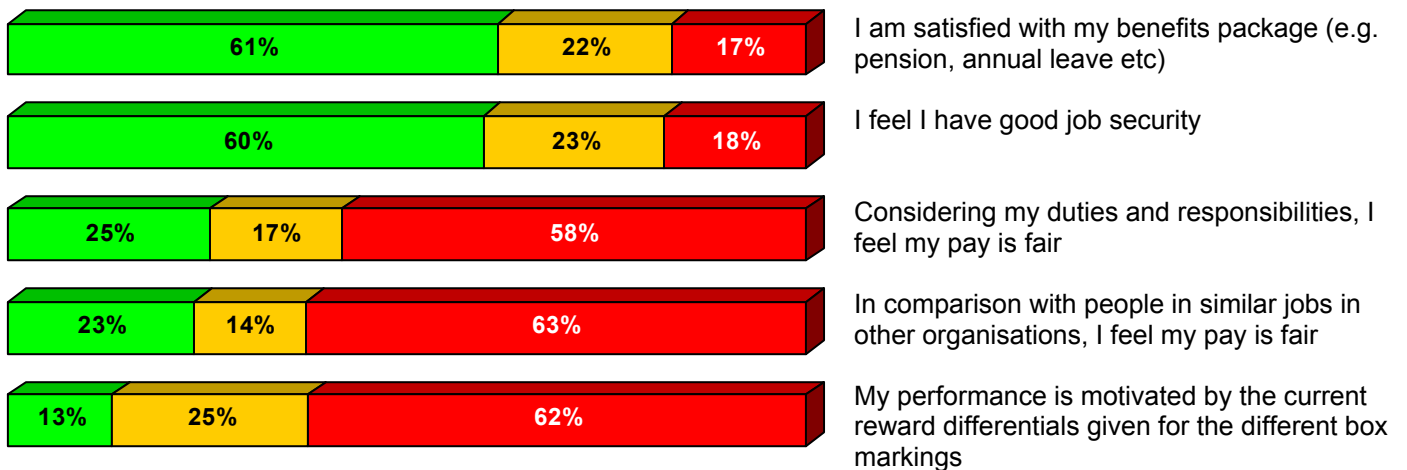
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## Your Job

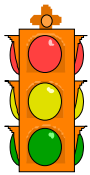


Overall, most respondents like the work they do, more so than other central government organisations. Respondents also understand what is expected of them in their job and how their work contributes to the success of the Department. Similar to 2003, 87% feel they are allowed sufficient flexibility in the hours they work, while considerably fewer have enough time to get the work done. This is interesting, considering that 59% feel able to strike the right balance between their home and work life. Like other central government organisations, 69% of respondents are satisfied with their job and it is encouraging to note that 65% have the opportunity to contribute their views before changes are made which affect their job, 20 percentage points above the central government norm.

## Pay & Conditions

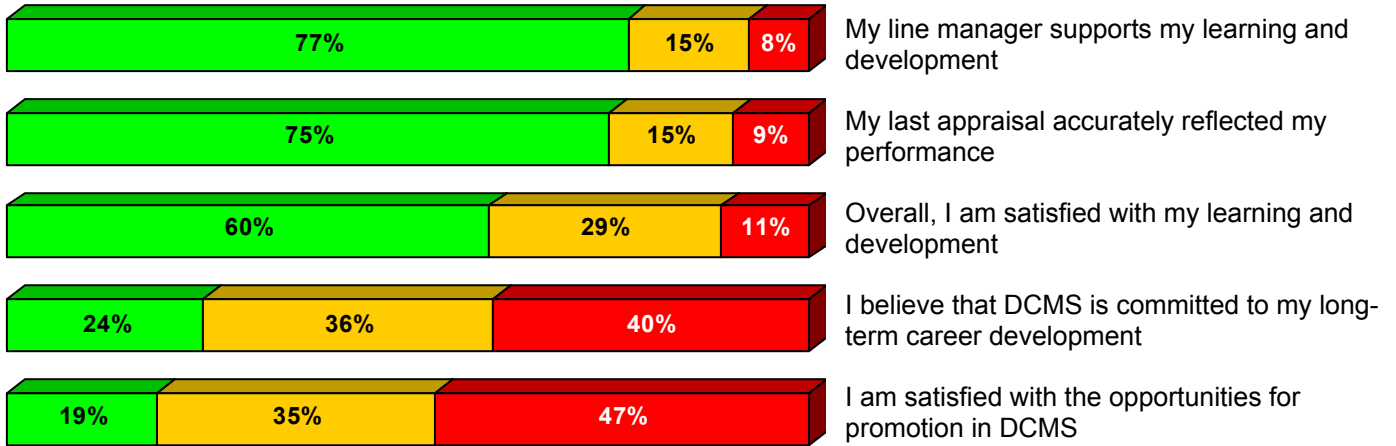


While improving since 2003, few respondents still feel their pay is fair considering their duties and responsibilities (14 percentage points below the central government norm) or compared to people in similar jobs in other organisations (in line with the central government norm). However a higher proportion of respondents are satisfied with their benefits package, which is above the central government norm. The perception of job security has declined by 20 percentage points since 2003 and is also 6 percentage points below the central government norm. Just 13% of respondents feel their performance is motivated by the current reward differentials given for the different box markings, with 62% who disagree this is the case.



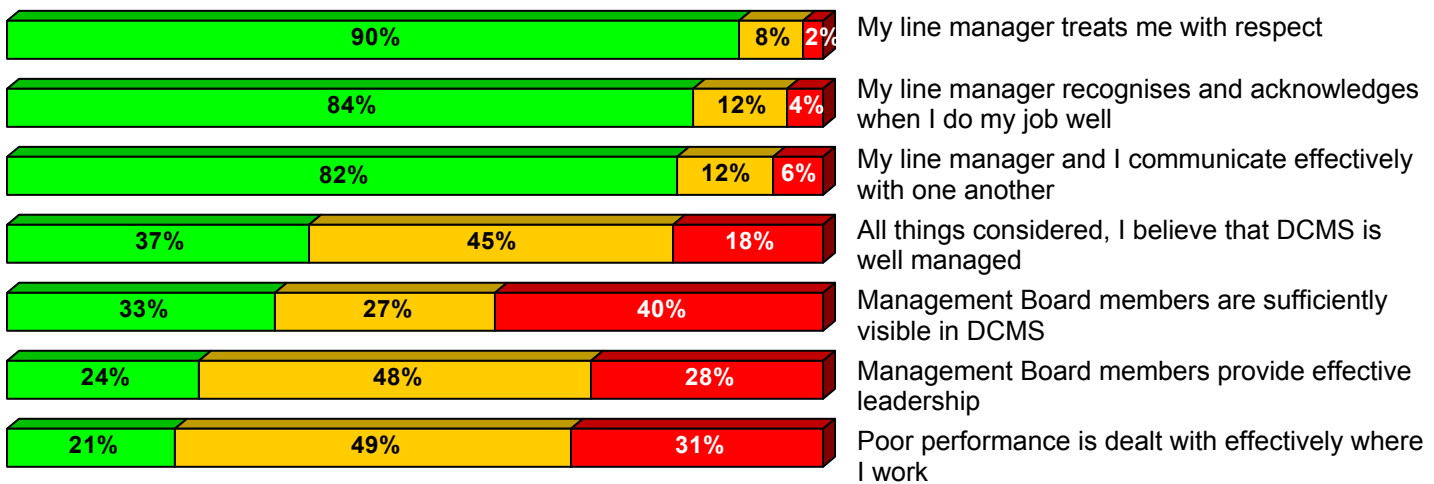
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## Learning & Development

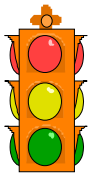


It is positive to note that over three quarters of respondents feel their line manager supports their learning and development and overall satisfaction with learning and development has increased by 14 percentage points since 2003. Exceeding the central government norm, 75% of respondents feel their last appraisal accurately reflected their performance. However, views of promotion in the organisation are less favourable, with less than a fifth of respondents who are satisfied with the promotion opportunities (below the central government benchmark norm of 32% and a decline since 2003). Similarly, only 17% of respondents feel the Promotion Board system is fair and transparent, declining from 2003. Therefore, perhaps it is unsurprising that few respondents feel DCMS is committed to employee's long term career development.

## Management



Overall, respondents appear to have good working relationships with their line manager. It is encouraging that the majority of respondents feel their line manager treats them with respect, recognises and acknowledges them when they do their job well and communicate effectively with them, all above the central government norms and in line with 2003. However, only half the respondents agree to having a formal 1 to 1 with their line manager, a considerable decline from 2003. Respondents' views of senior management are less favourable than line management, a common finding in many organisations, often due to lack of contact. Overall, only a third feel the Management Board members are sufficiently visible in DCMS, perhaps explaining the lower favourable scores for questions about this tier of management and the high neutral scores suggesting a lack of awareness of what management are doing.

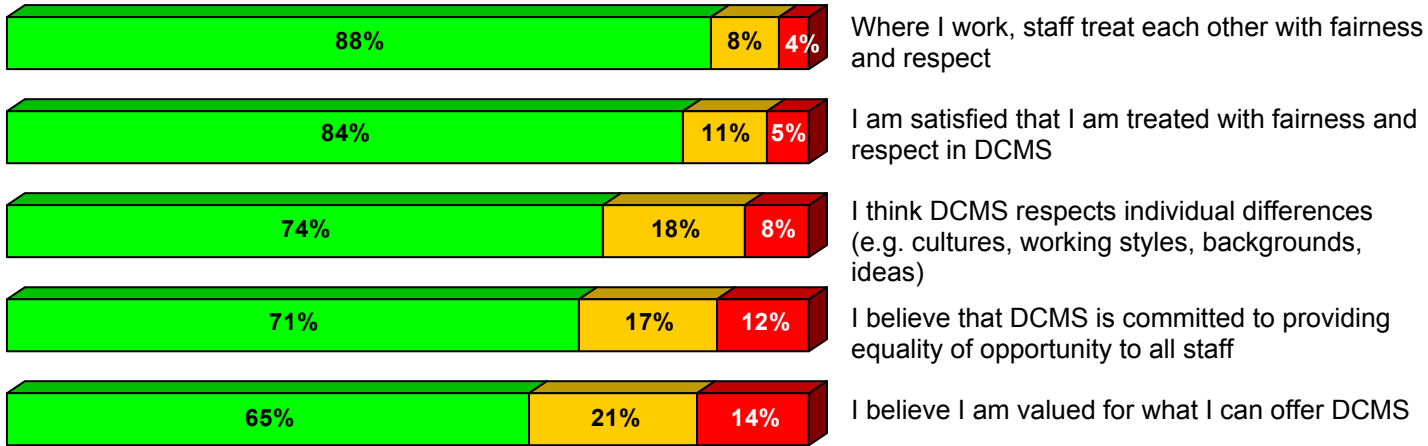


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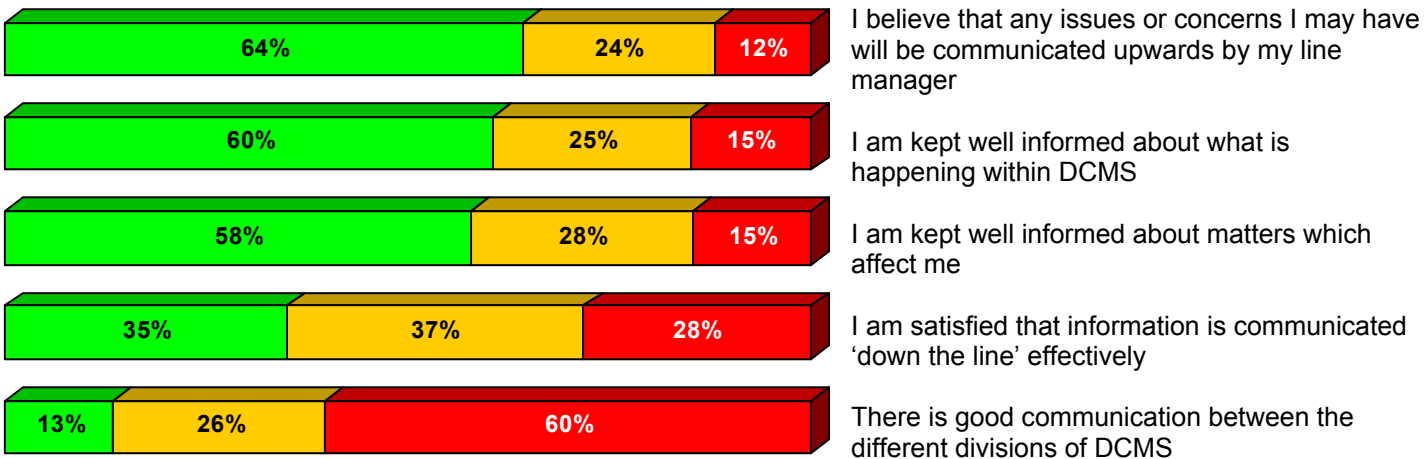
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# Equal Opportunities & Diversity

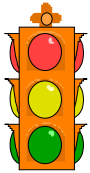


Overall perceptions of equal opportunities and diversity have improved since 2003 and are above the central government norms. Most respondents appear satisfied that DCMS is an organisation committed to providing equality of opportunity and that staff treat each other with fairness. Nearly two thirds of respondents believe they are valued for what they can offer DCMS, above the central government norm of 44% and 6 percentage points above 2003. It is also positive to note that 74% believe DCMS respects individual differences, 8 percentage points above the central government norm. Perhaps linked to this, 84% are satisfied that they are treated with fairness and respect in DCMS, 11 percentage points above the central government norm.

# Communication



The perception of bottom up communication is above other central government organisations and an improvement since 2003, with 64% of respondents who believe that any issues or concerns they may have will be communicated upwards by their line manager. One in six respondents feel they are kept well informed about what is happening in DCMS, which has declined since 2003, though is still above the central government norm, however only 46% feel the strategic direction of DCMS is clearly communicated to them. In addition, information being filtered 'down the line' effectively has also declined by 5 percentage points since 2003. Similar to 2003 and as is the case in many organisations, few respondents feel there is good communication between the different divisions of DCMS.



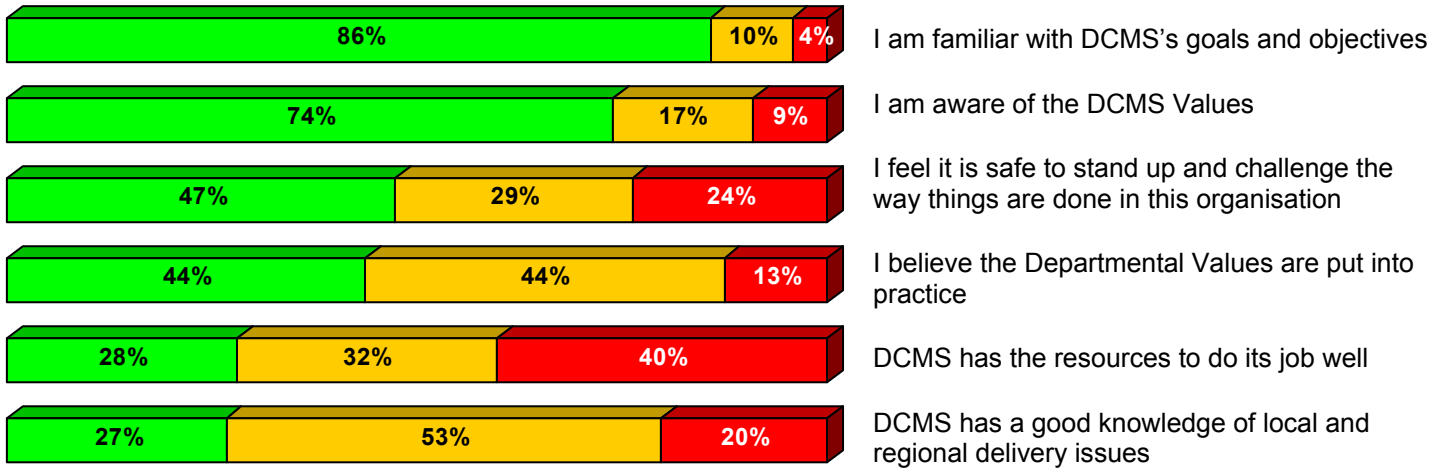
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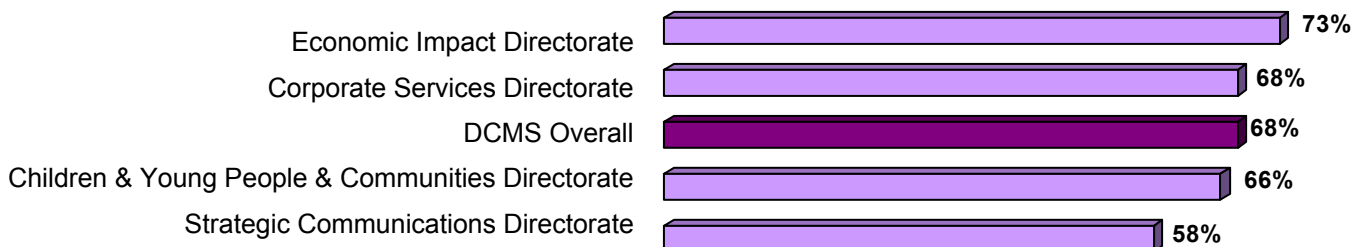
## Perceptions of DCMS

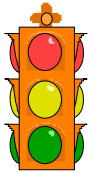


The majority of respondents are aware of the DCMS Values and familiar with DCMS's goals and objectives, but just 48% feel the organisation is doing the right things to achieve them and 44% believe the Departmental Values are put into practice, though this has improved since 2003. Both the perceptions of change management and respondents feeling it is safe to stand up and challenge the way things are done in the organisation have substantially improved since 2003. It is also interesting to note that the belief that change is managed effectively by DCMS (34% favourable) also exceeds the central government norm by 16 percentage points. Respondents appear unsure whether DCMS has a good knowledge of local and regional delivery issues, with 27% answering favourably and over half the respondents selecting a neutral response.

## Overall Satisfaction

Considering everything 68% of respondents are satisfied with DCMS as an employer, which varies within Directorates. Respondents from Economic Impact respond most favourably, with 78% who are satisfied with DCMS as an employer, while only 58% of respondents from Strategic Communications are satisfied with DCMS as employee.





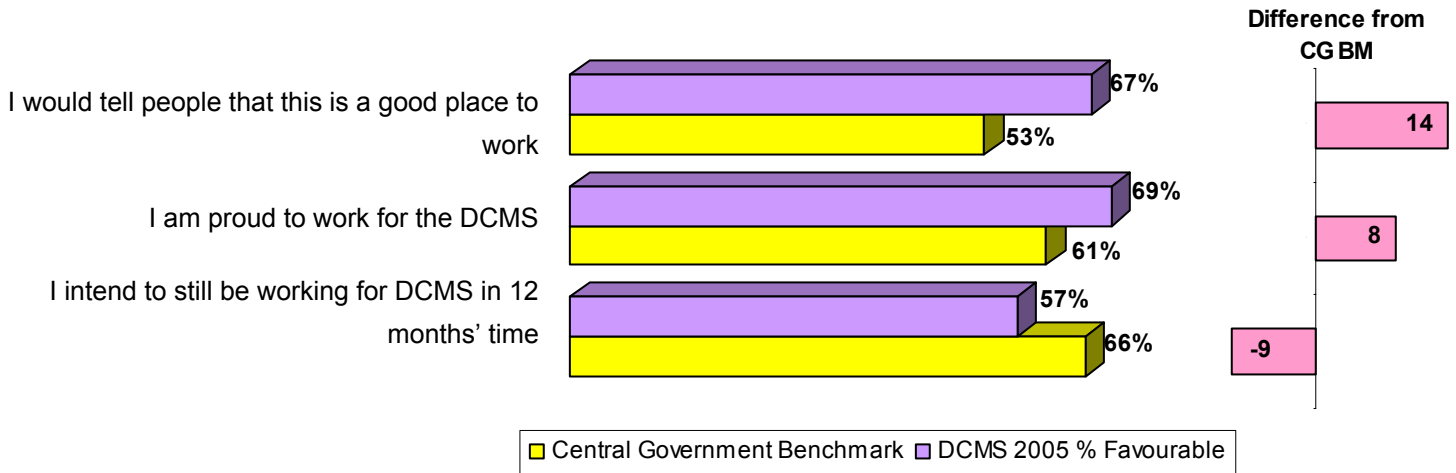
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## Employee Engagement Statements



It is positive that over two thirds of respondents are proud to work for the DCMS (8 percentage points above the central government norm). Also above other central government organisations, two thirds of DCMS respondents would tell people that DCMS is a good place to work. Over half the respondents (57% favourable) intend to still be working for DCMS in 12 months time, which is below the central government benchmark norm, 66% favourable.