



Historic Environment Scotland

November Colleague Engagement Survey

11 November 2020 - 4 December 2020

Background



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33 Questions

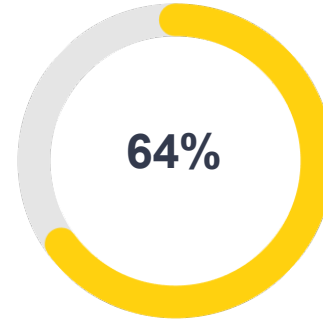
Question Types:

29 x Scaled

1 x Employee Net Promoter Score (eNPS)

3 x Multiple Choice

Response Rate



eNPS

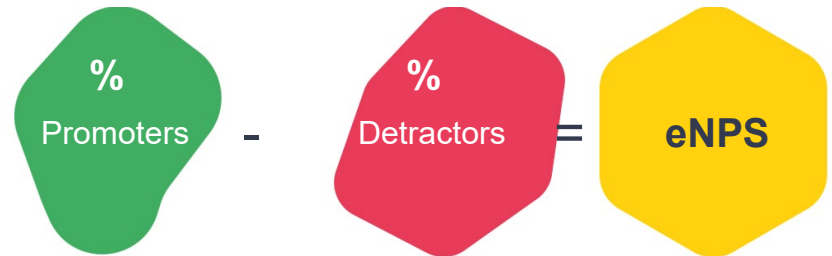
Employee Net Promoter Score (eNPS) is a great way to quickly gauge employee advocacy. Many organisations now rely on it as the primary metric to track employee engagement.

Calculating eNPS

On a scale of 0-10, employees were asked:

'How likely are you to recommend this organisation as a good place to work?'

Your eNPS is calculated by subtracting the percentage of detractors (those scoring 0-6) from the percentage of promoters (those scoring 9 or 10). People who score a 7 or 8 aren't included in the calculation.



eNPS

What's a good eNPS?

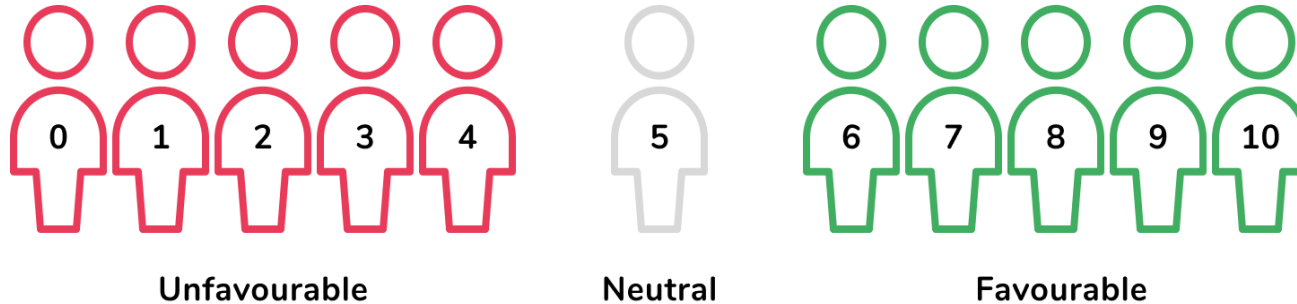
Your eNPS can vary from -100 to +100. A good score is anything positive, and if you're able to get a score anywhere between 10 and 30 you're in a good position as an organisation. **In 2018 HES eNPS score was -10**

HES eNPS score for 2020 is 10 *(break down below of calculation below)*



Favourable Scores

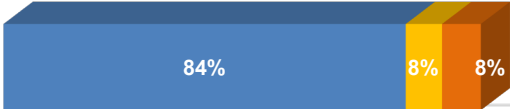
Representing survey responses in this format provides an indication of how many employees scored favourably for each scale question. Using Hive's standard 0-10 scale, a favourable response is defined as a score between 6 and 10. A score between 0 and 4 is defined as unfavourable and 5 is defined as neutral.



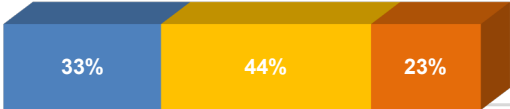
ENGAGEMENT QUESTIONS

■ Positive ■ Neutral ■ Negative

I FEEL PROUD TO WORK FOR THIS ORGANISATION

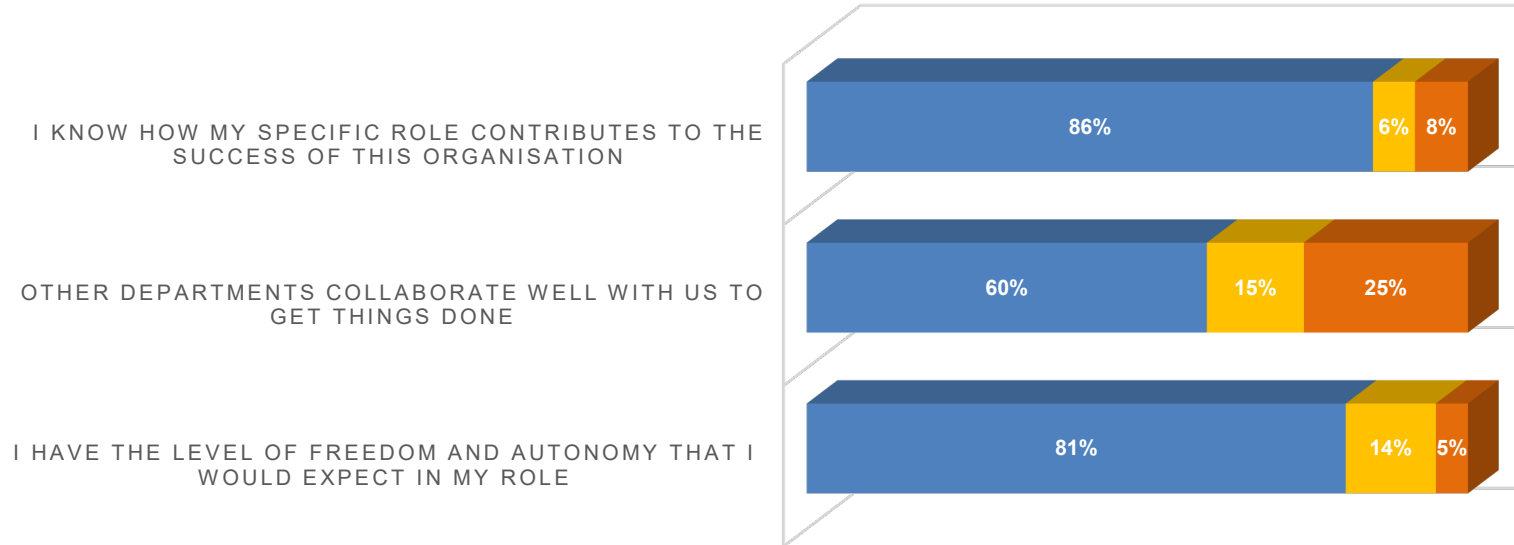


HOW LIKELY ARE YOU TO RECOMMEND OUR ORGANISATION AS A GOOD PLACE TO WORK?



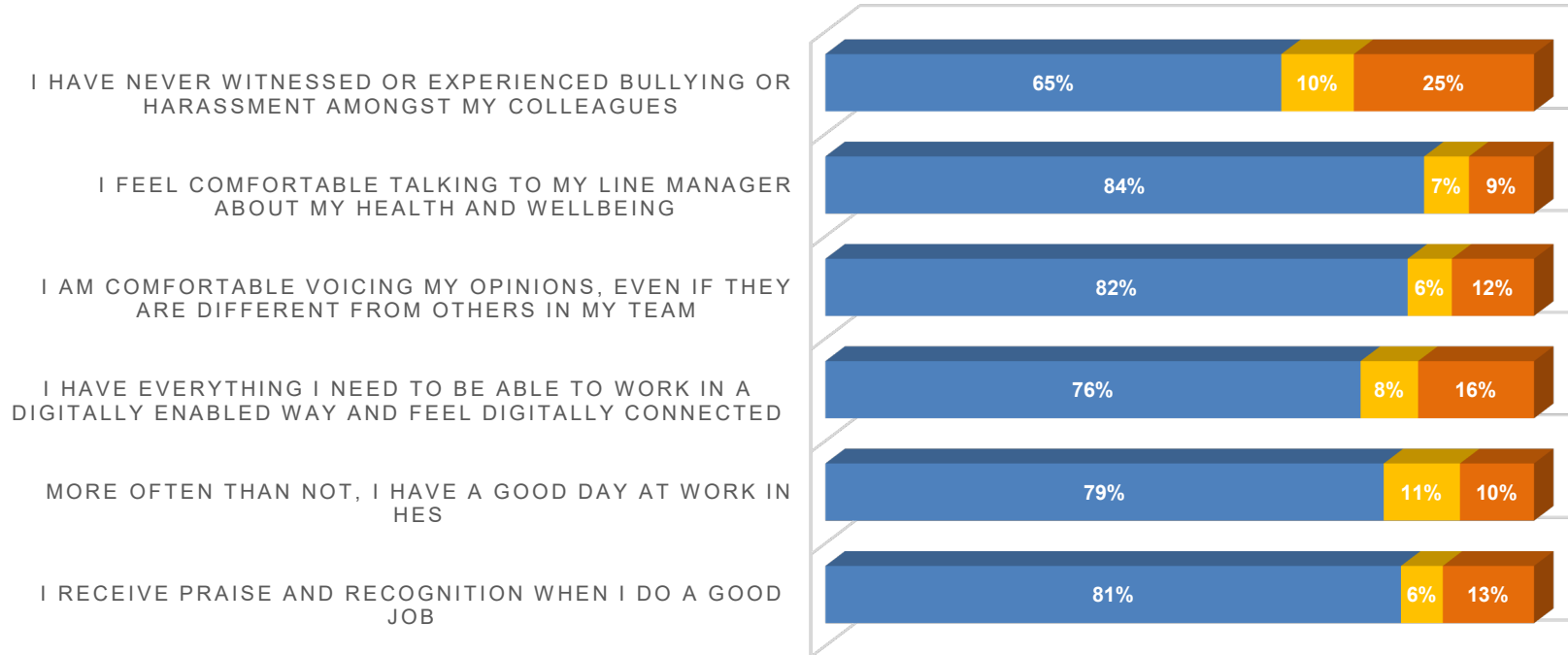
PILLAR 1: ENGAGE OUR PEOPLE

■ Positive ■ Neutral ■ Negative



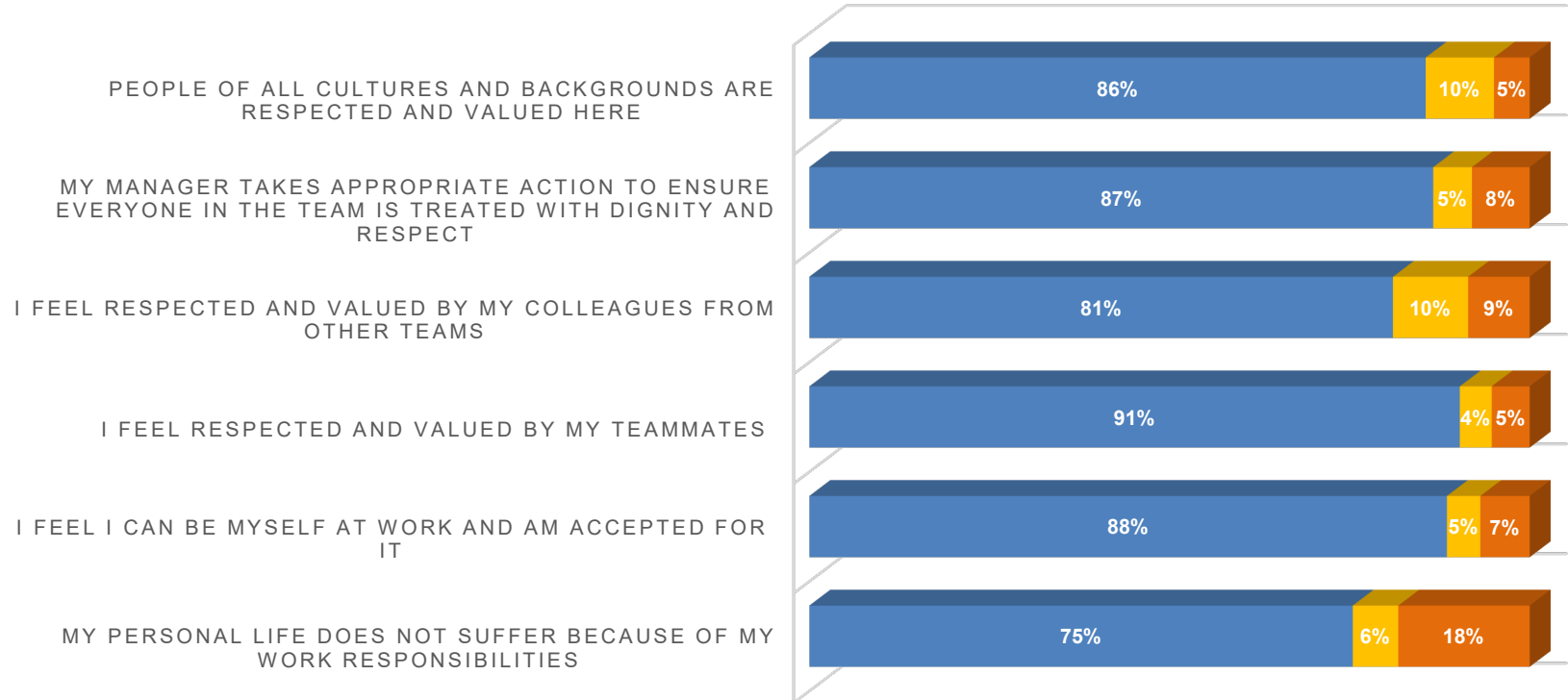
PILLAR 2: EMPLOYEE EXPERIENCE

■ Positive ■ Neutral ■ Negative



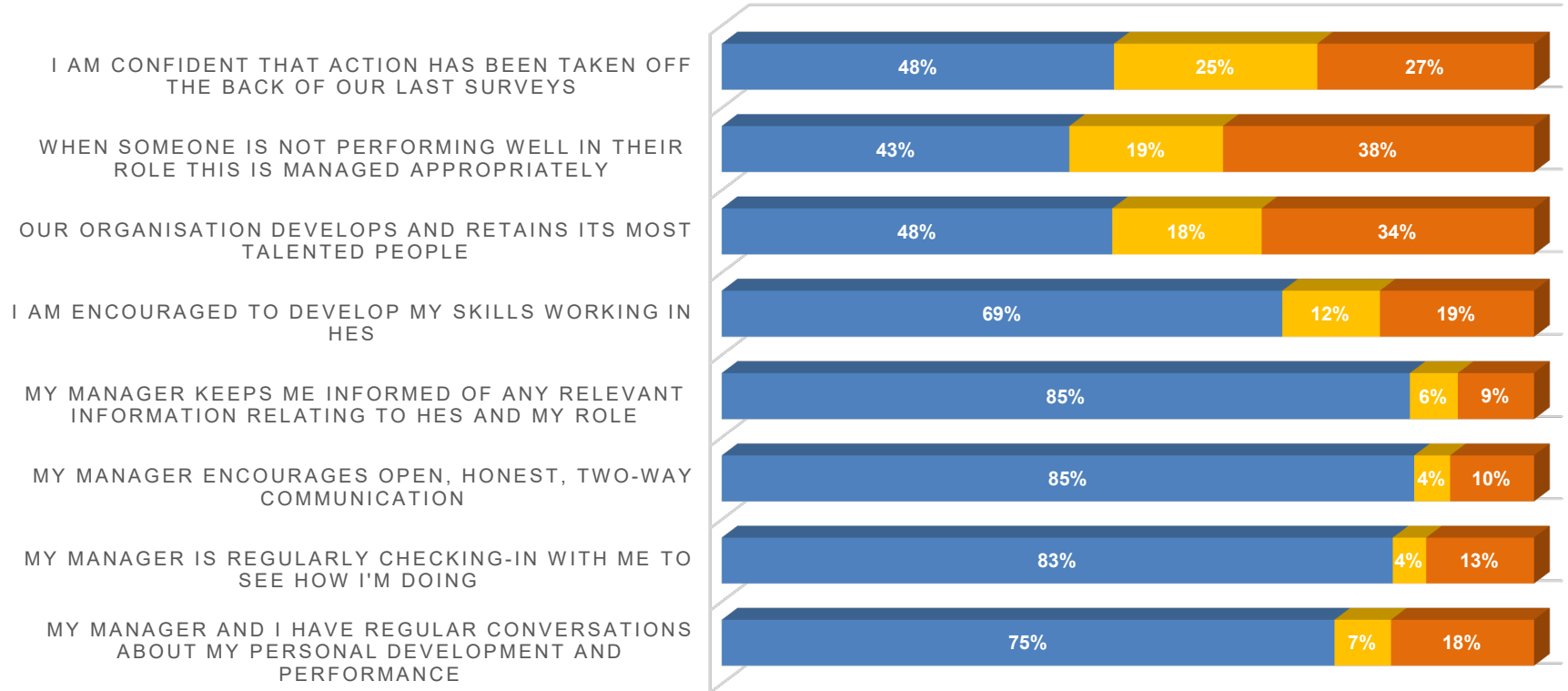
PLLIAR 2: EMPLOYEE EXPERIENCE

■ Positive ■ Neutral ■ Negative

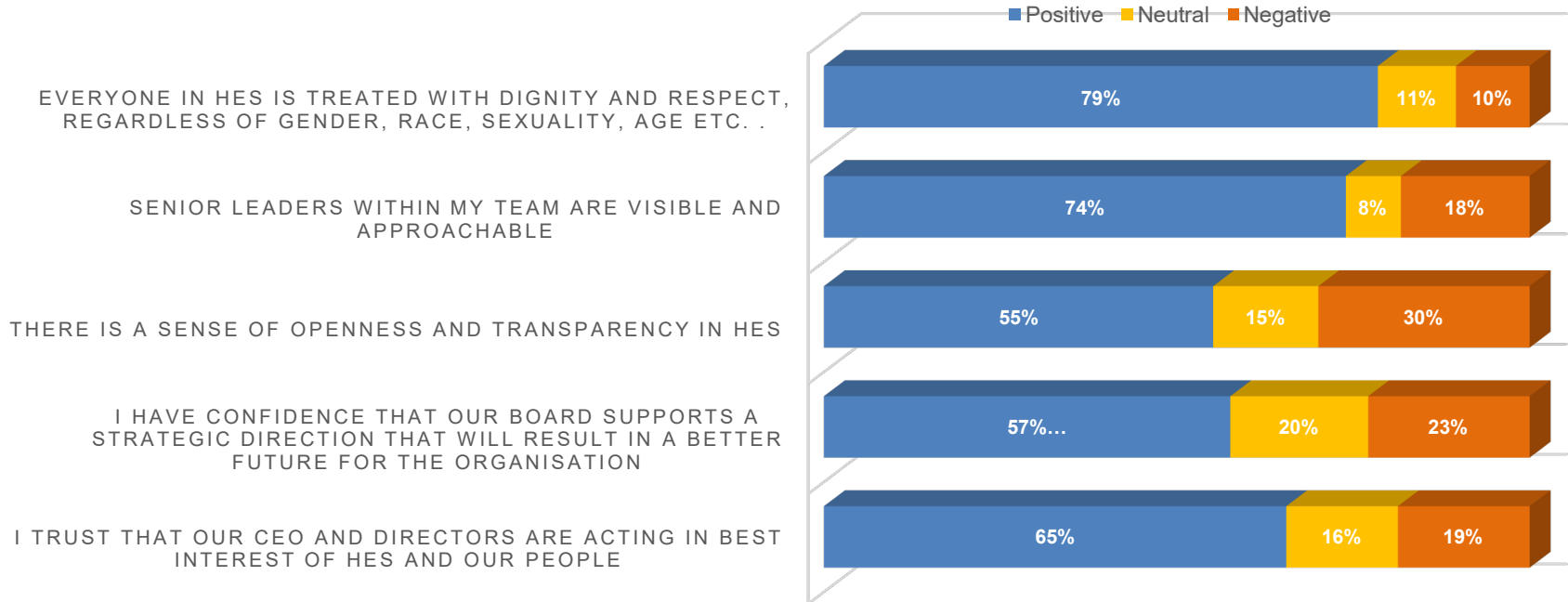


PILLAR 3: RELEASE POTENTIAL

■ Positive ■ Neutral ■ Negative



PILLAR 4: LEAD INTO THE FUTURE



Which 3 aspects of our culture at HES would you like us to prioritise in the coming year?



CARER ACREDITATION QUESTION

