

The  
Happiness  
Index

HAVE YOUR SAY

SHARED PURPOSE RESULTS  
Department of Infrastructure

FEEDBACK

# OVERVIEW

The logo consists of a red speech bubble shape pointing downwards, with the text "HAVE YOUR SAY" written in white, uppercase letters inside the top part of the bubble.

HAVE YOUR SAY

- Respondents were asked 21 questions in total
- Response from across IOMG based on all questions was 1891
- Response to the survey based on all questions for DOI was 216

# Survey Summary

## Response Rate

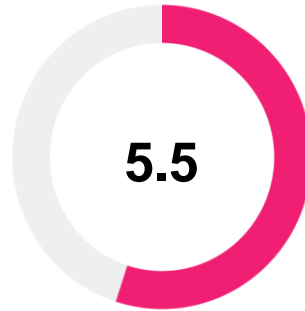
## Average

## Score Spread

DOI

23.2%

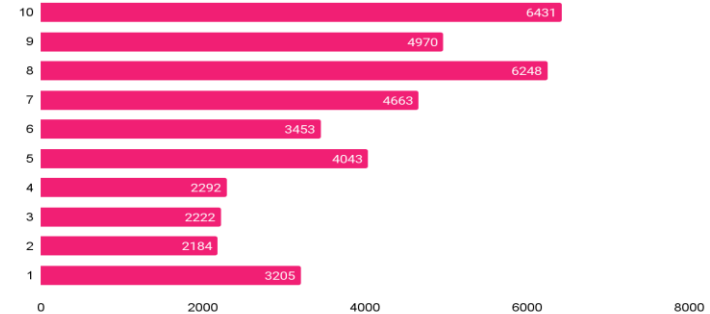
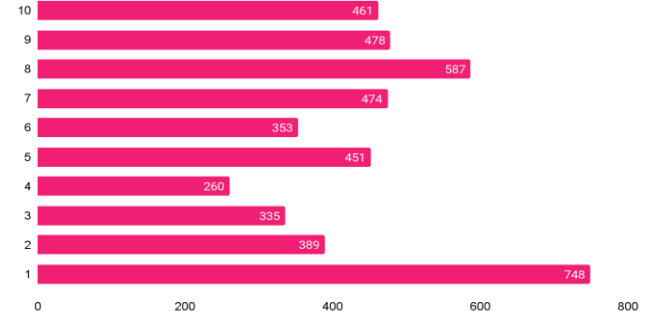
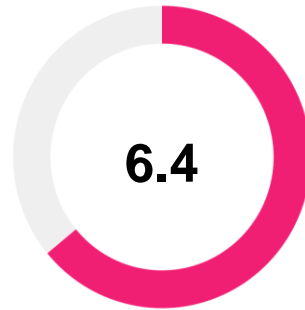
5.5



IOMG

21.3%

6.4



# Question Breakdown

HAVEYOUR SAY

| Question   | Average | Std.Dev. |
|--|---------|----------|
| I have the information I need to do my work well                         | 5.7     | 2.5      |
| My work makes good use of my skills and abilities                        | 6.6     | 2.8      |
| We are committed to delivering a good / satisfactory customer service    | 7.2     | 2.8      |
| We act on the feedback we receive in order to serve our customers better | 6.1     | 3        |
| When I talk about my Department I say 'we' rather than 'they'            | 6.1     | 3.3      |
| At work, we are good at learning from our mistakes                       | 5.3     | 3.1      |
| I feel that change is managed well                                       | 4.3     | 2.7      |

\*Std. Dev - Standard Deviation

# Question Breakdown

HAVEYOUR SAY

| Question  | Average | Std.Dev. |
|---|---------|----------|
| The reasons for change are clearly communicated to me                                 | 4.2     | 2.7      |
| I know what the IOM Government is trying to achieve                                   | 4.2     | 2.7      |
| I believe the Chief Officers have a clear vision for the future of the IOM Government | 4       | 2.7      |
| When I talk about the IOM Government I say 'we' rather than 'they'                    | 4.3     | 3        |
| Departments work well together across the IOM Government                              | 3.6     | 2.5      |
| I am proud to work for my Department  | 6       | 3.1      |
| I would recommend my Department as a great place to work                              | 5.1     | 3.1      |

\*Std. Dev - Standard Deviation

# Question Breakdown

HAVEYOUR SAY

| Question  | Average | Std.Dev. |
|---|---------|----------|
| I feel a strong sense of belonging to my Department   | 5.3     | 3.1      |
| I work beyond what is required in my job to help my Department to achieve its objectives    | 7.5     | 2.7      |
| I am proud to work for the IOM Government   | 5.6     | 2.9      |
| I would recommend the IOM Government as a great place to work                               | 4.9     | 2.8      |
| I work beyond what is required in my job to help the IOM Government to deliver its services | 7.4     | 2.7      |
| I am motivated by the work I do   | 6.3     | 2.9      |
| Overall, how happy are you at work?   | 5.4     | 2.8      |

\*Std. Dev - Standard Deviation

# Highs

HAVE YOUR SAY

| Type | Question  | Average |
|------|---|---------|
| High | I work beyond what is required in my job to help my Department to achieve its objectives    | 7.5     |
| High | I work beyond what is required in my job to help the IOM Government to deliver its services | 7.4     |
| High | We are committed to delivering a good / satisfactory customer service                       | 7.2     |
| High | My work makes good use of my skills and abilities   | 6.6     |
| High | I am motivated by the work I do   | 6.3     |

# Lows

HAVE YOUR SAY

| Type | Question  | Average |
|------|---|---------|
| Low  | Departments work well together across the IOM Government                              | 3.6     |
| Low  | I believe the Chief Officers have a clear vision for the future of the IOM Government | 4       |
| Low  | I know what the IOM Government is trying to achieve                                   | 4.2     |
| Low  | The reasons for change are clearly communicated to me                                 | 4.2     |
| Low  | When I talk about the IOM Government I say 'we' rather than 'they'                    | 4.3     |



# Heatmap

HAVEYOUR SAY

| Question  | Central Support & Change | Highway Services | Flood Management Division | Airport | Transport Services | Harbour and Marine Operations | Other | Public Estates and Housing |
|---|--------------------------|------------------|---------------------------|---------|--------------------|-------------------------------|-------|----------------------------|
| We are committed to delivering a good / satisfactory customer service                       | 9.4                      | 8.5              | 8.6                       | 7.3     | 7.7                | 5.7                           | 6.9   | 6.2                        |
| I work beyond what is required in my job to help my Department to achieve its objectives    | 8.3                      | 8.5              | 8.3                       | 8.5     | 7.8                | 6.7                           | 5.4   | 6.7                        |
| I work beyond what is required in my job to help the IOM Government to deliver its services | 7.9                      | 8.5              | 7.3                       | 8.7     | 7.6                | 6.5                           | 5.4   | 6.8                        |
| I am motivated by the work I do   | 8.6                      | 7.8              | 7                         | 7       | 6.7                | 4.8                           | 6.3   | 5.1                        |
| My work makes good use of my skills and abilities   | 8.6                      | 7.9              | 7.4                       | 6.2     | 6.7                | 5.1                           | 6.1   | 5.9                        |
| When I talk about my Department I say 'we' rather than 'they'                               | 9.1                      | 7.8              | 8.5                       | 7.9     | 6.3                | 4.6                           | 4     | 4.7                        |
| I am proud to work for my Department  | 7.8                      | 7.8              | 7.4                       | 6.7     | 6.7                | 5                             | 5.1   | 4.4                        |

# Heatmap

HAVE YOUR SAY

| Question   | Central Support & Change | Highway Services | Flood Management Division | Airport | Transport Services | Harbour and Marine Operations | Other | Public Estates and Housing |
|--|--------------------------|------------------|---------------------------|---------|--------------------|-------------------------------|-------|----------------------------|
| We act on the feedback we receive in order to serve our customers better | 9                        | 7.7              | 8                         | 6.4     | 6.5                | 4.4                           | 4.3   | 4.8                        |
| I have the information I need to do my work well                         | 8.4                      | 6.7              | 6.4                       | 6.4     | 5.9                | 5.1                           | 5.6   | 4.7                        |
| I am proud to work for the IOM Government                                | 7.9                      | 7.2              | 5.6                       | 6.6     | 5.7                | 5                             | 4.9   | 4.3                        |
| At work, we are good at learning from our mistakes                       | 7.7                      | 6.4              | 6.5                       | 5.5     | 6.1                | 3.6                           | 6.1   | 4.2                        |
| Overall, how happy are you at work?                                      | 7.7                      | 7                | 6.4                       | 4.8     | 5.6                | 4.1                           | 5.6   | 4.2                        |
| I feel a strong sense of belonging to my Department                      | 8.3                      | 7                | 6.5                       | 5.9     | 5.6                | 4.3                           | 2.4   | 3.9                        |
| I would recommend my Department as a great place to work                 | 6.8                      | 6.9              | 6.1                       | 5.6     | 5.3                | 4.2                           | 4.3   | 3.8                        |

# Heatmap

HAVEYOUR SAY

| Question  | Central Support & Change | Highway Services | Flood Management Division | Airport | Transport Services | Harbour and Marine Operations | Other | Public Estates and Housing |
|---|--------------------------|------------------|---------------------------|---------|--------------------|-------------------------------|-------|----------------------------|
| I would recommend the IOM Government as a great place to work                         | 6.6                      | 6.6              | 5.5                       | 5       | 4.8                | 4.2                           | 4.9   | 3.8                        |
| I feel that change is managed well  | 6.9                      | 5.2              | 5.6                       | 4.1     | 4.7                | 3.9                           | 4     | 3.2                        |
| I know what the IOM Government is trying to achieve                                   | 6                        | 4.9              | 6.3                       | 4.3     | 4.3                | 4.3                           | 3     | 3.3                        |
| The reasons for change are clearly communicated to me                                 | 6.8                      | 5.2              | 5.9                       | 4.2     | 4.2                | 3.5                           | 3.9   | 3.3                        |
| When I talk about the IOM Government I say 'we' rather than 'they'                    | 5.4                      | 5.8              | 4.3                       | 5.1     | 4.4                | 4.3                           | 4     | 3.1                        |
| I believe the Chief Officers have a clear vision for the future of the IOM Government | 6                        | 4.8              | 5.5                       | 4.5     | 4.3                | 4.3                           | 2.9   | 2.9                        |
| Departments work well together across the IOM Government                              | 5.9                      | 4.5              | 4                         | 4.2     | 3.3                | 3.1                           | 2     | 2.9                        |

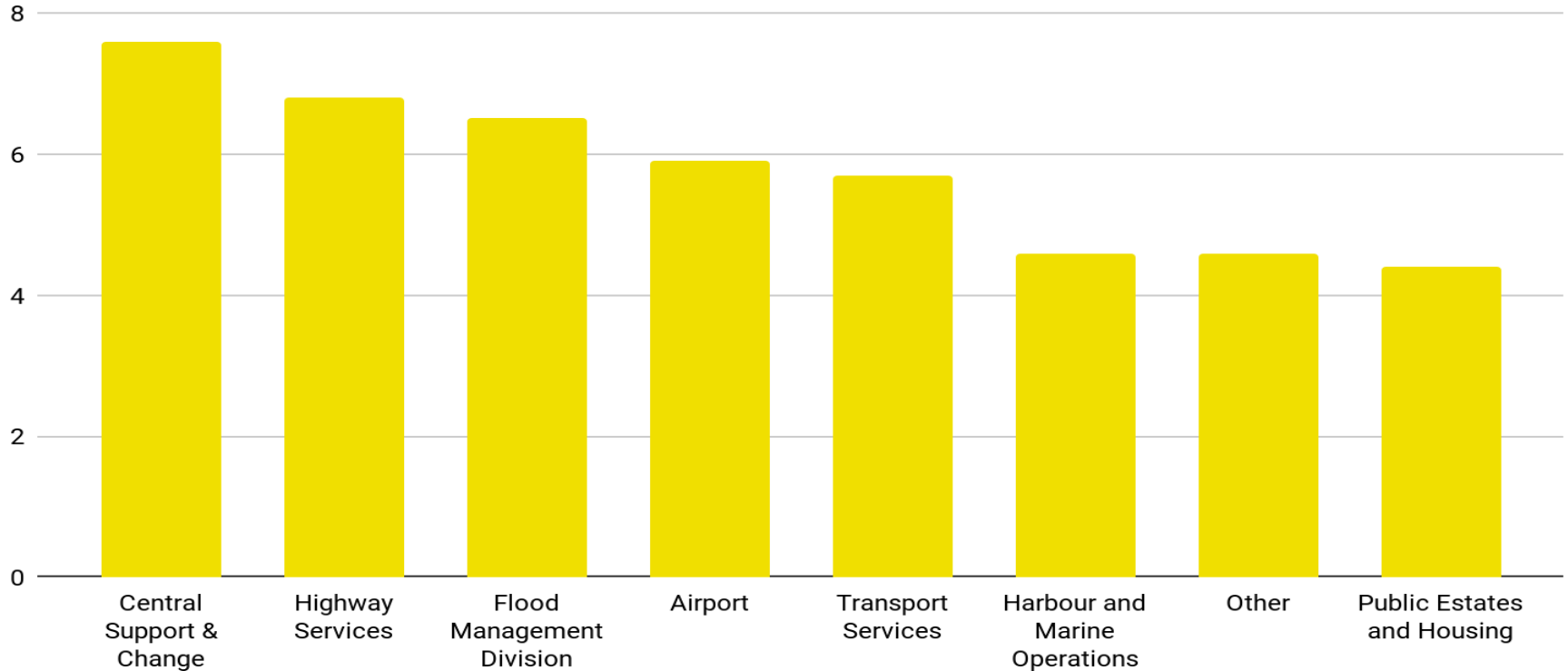
# Heatmap



| Question | Central Support & Change | Highway Services | Flood Management Division | Airport | Transport Services | Harbour and Marine Operations | Other | Public Estates and Housing |
|----------|--------------------------|------------------|---------------------------|---------|--------------------|-------------------------------|-------|----------------------------|
| Average  | 7.6                      | 6.8              | 6.5                       | 5.9     | 5.7                | 4.6                           | 4.6   | 4.4                        |

# Our Divisional Happiness

HAVE YOUR SAY



# Sharing Results

- **Keep it conversational in the meeting** – this is another opportunity to build trust and openness. Ask people to contribute their perspective in the meeting. Check whether the results are consistent with what people think and feel. It is a good opportunity to sense check and create ongoing dialogue which builds trust.
- **Focus** – Be wary of spending too much time comparing results to other areas of your organisation. This is an opportunity to focus on how your team feel and making the environment better for them.
- **Action Plan** – Ensure your action plan aligns with the work taking place to address feedback for the business as a whole. Make sure actions are realistic and avoid a long list of tasks. Create a specific action plan with your team that build on strengths and address areas of concern. You can use the template provided. Attribute jobs / timings / commitments to individuals or groups.
- **Follow Up** – Book in time to follow-up on actions. You'll need to decide whether that is weekly / monthly / quarterly. Everyone should be kept up to date on progress and feel the importance of contributing to improving the culture.
- **Share** – Share your experience with other managers / your programme lead and help improve the impact feedback has on your culture and to improve this programme.

# Next Steps

HAVE YOUR SAY

## CELEBRATE

The things we do well:

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THINK ABOUT HOW WE CAN BUILD ON OUR STRENGTHS AND LEARN WHAT WE ARE GOOD AT.

## INVESTIGATE

Are there any other opportunities coming out of the results that we want to explore further?

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HOW COULD WE INVESTIGATE? THROUGH LOOKING AT THE DATA IN MORE DETAIL OR THROUGH DISCUSSIONS WITH STAFF?

## OPPORTUNITIES

Areas we need to focus on and turn into action plans:

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WHAT ARE THE KEY THINGS WE NEED TO IMPROVE TO MAKE WORKING HERE BETTER?

# Next Steps

Now you have your survey results, what's next?

Visit the LEaD website to explore our new Engagement Toolkits offering you a range of resources and information to assist you with your post-survey plans.

Click [here](#) to access the website.

If you would like more support, LEaD are here to help. Get in touch:

E-Mail: [lead@gov.im](mailto:lead@gov.im)

Call: 685724