



The
Happiness
Index

HAVE YOUR SAY

SHARED PURPOSE RESULTS
Manx Utilities Authority

OVERVIEW

- 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 MUA was 100

Survey Summary

HAVE YOUR SAY

Response Rate

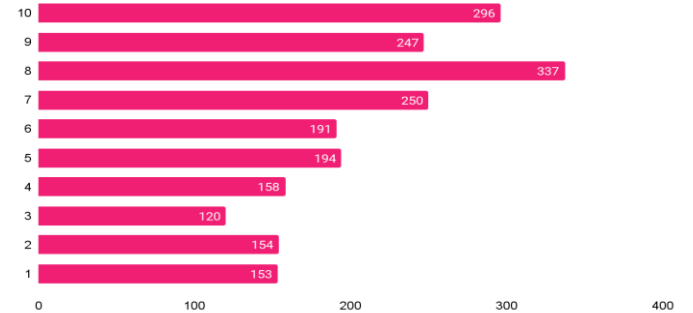
Average

Score Spread

MUA

27.2%

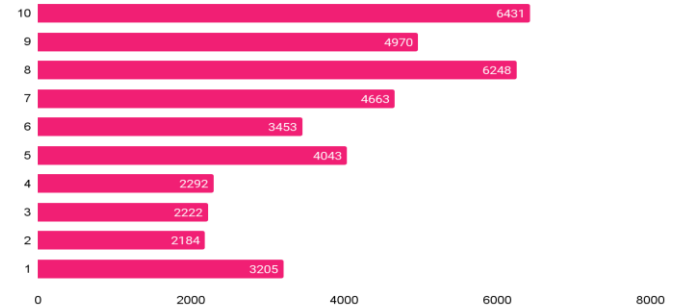
6.3



IOMG

21.3%

6.4



Question Breakdown

HAVEYOUR SAY

Question	Average	Std.Dev.
I have the information I need to do my work well	7.2	2
My work makes good use of my skills and abilities	6.9	2.4
We are committed to delivering a good / satisfactory customer service	8.1	2.2
We act on the feedback we receive in order to serve our customers better	7.2	2.6
When I talk about my Department I say 'we' rather than 'they'	7.9	2.4
At work, we are good at learning from our mistakes	6.3	2.8
I feel that change is managed well	5	2.5

*Std. Dev - Standard Deviation

Question Breakdown

HAVEYOUR SAY

Question	Average	Std.Dev.
The reasons for change are clearly communicated to me	5.3	2.6
I know what the IOM Government is trying to achieve	4.7	2.5
I believe the Chief Officers have a clear vision for the future of the IOM Government	4.4	2.3
When I talk about the IOM Government I say 'we' rather than 'they'	3.6	2.5
Departments work well together across the IOM Government	3.6	2
I am proud to work for my Department	7.3	2.6
I would recommend my Department as a great place to work	6.8	2.7

*Std. Dev - Standard Deviation

Question Breakdown

HAVEYOUR SAY

Question	Average	Std.Dev.
I feel a strong sense of belonging to my Department	6.8	2.8
I work beyond what is required in my job to help my Department to achieve its objectives	8.1	2.2
I am proud to work for the IOM Government	5.9	2.7
I would recommend the IOM Government as a great place to work	5.7	2.6
I work beyond what is required in my job to help the IOM Government to deliver its services	7.3	2.5
I am motivated by the work I do	7.2	2.5
Overall, how happy are you at work?	6.6	2.6

*Std. Dev - Standard Deviation

Highs

HAVEYOUR SAY

Type	Question	Average
High	We are committed to delivering a good / satisfactory customer service	8.1
High	I work beyond what is required in my job to help my Department to achieve its objectives	8.1
High	When I talk about my Department I say 'we' rather than 'they'	7.9
High	I am proud to work for my Department	7.3
High	I work beyond what is required in my job to help the IOM Government to deliver its services	7.3

*Std. Dev - Standard Deviation

Lows

HAVEYOUR SAY

Type	Question	Average
Low	Departments work well together across the IOM Government	3.6
Low	When I talk about the IOM Government I say 'we' rather than 'they'	3.6
Low	I believe the Chief Officers have a clear vision for the future of the IOM Government	4.4
Low	I know what the IOM Government is trying to achieve	4.7
Low	I feel that change is managed well	5

*Std. Dev - Standard Deviation

Heatmap

HAVE YOUR SAY

Question	Support Services (Inc IT/E - LLAN/ Finance/Procurement/HR/HSE)	Sewerage	Water	Electricity
We are committed to delivering a good / satisfactory customer service	9.2	8.8	7.8	7.1
I work beyond what is required in my job to help my Department to achieve its objectives	8.8	8.7	6.8	7.6
When I talk about my Department I say 'we' rather than 'they'	9.2	8.9	6.5	6.8
I work beyond what is required in my job to help the IOM Government to deliver its services	7.7	8.3	7.3	6.5
I have the information I need to do my work well	8.4	7.9	6.8	6.2
I am proud to work for my Department	8.7	8.3	5.9	6.3
We act on the feedback we receive in order to serve our customers better	8.3	7.9	6.9	6.2

Heatmap

HAVEYOUR SAY

Question	Support Services (Inc IT/E - LLAN/ Finance/Procurement/ HR/HSE)	Sewerage	Water	Electricity
I am motivated by the work I do	8.1	8.1	6.7	6.3
My work makes good use of my skills and abilities	8	7.7	6.6	5.8
I feel a strong sense of belonging to my Department	8.3	7.5	5.1	5.9
I would recommend my Department as a great place to work	8.5	7.7	5.3	5.4
Overall, how happy are you at work?	8.1	7.7	5.8	5.3
At work, we are good at learning from our mistakes	8.2	7.2	5.7	4.7
I am proud to work for the IOM Government	6.8	7.3	3.9	5.2

Heatmap

HAVEYOUR SAY

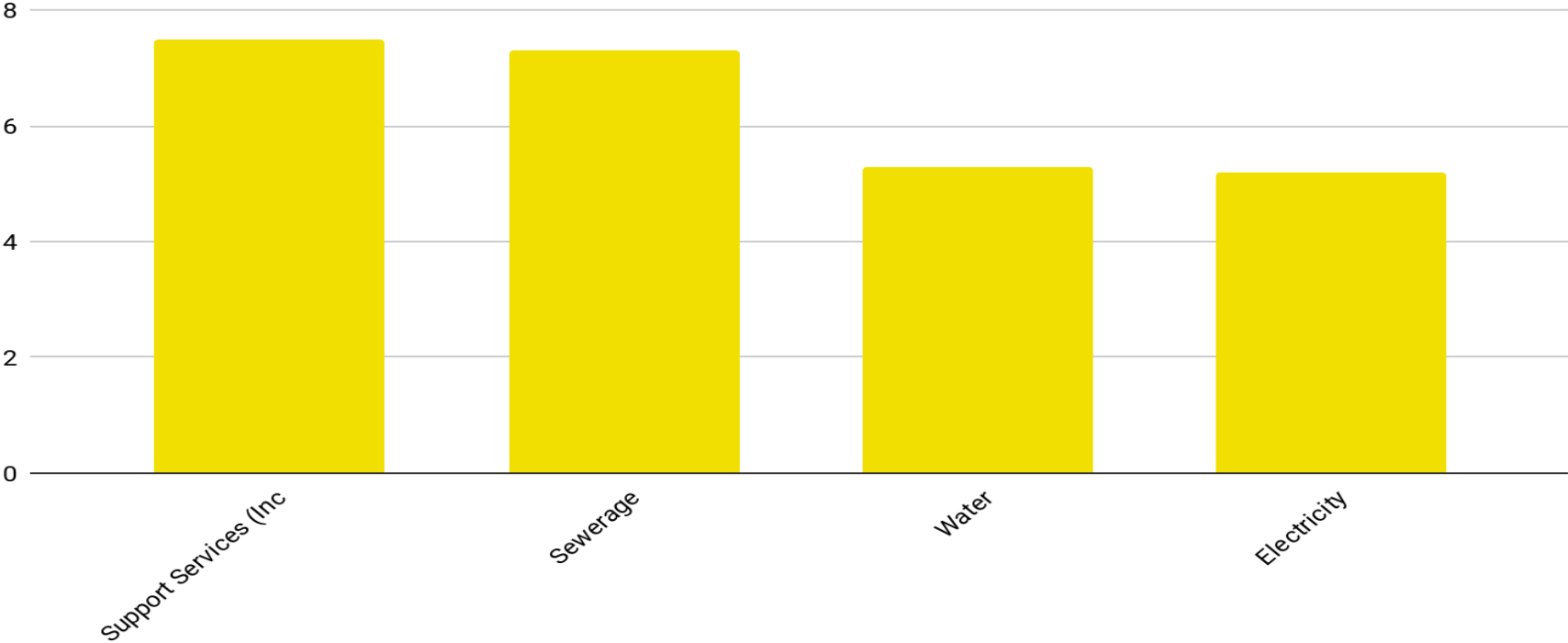
Question	Support Services (Inc IT/E - LLAN/ Finance/Procurement/HR /HSE)	Sewerage	Water	Electricity
I would recommend the IOM Government as a great place to work	6.7	7.1	4.1	5
The reasons for change are clearly communicated to me	7.1	6.2	3.7	3.9
I feel that change is managed well	6.5	6.3	3.4	3.8
I know what the IOM Government is trying to achieve	6.1	6.6	3.4	3.4
I believe the Chief Officers have a clear vision for the future of the IOM Government	5.9	5.7	3.2	3.1
Departments work well together across the IOM Government	4.7	4.2	3.5	2.6
When I talk about the IOM Government I say 'we' rather than 'they'	4	4.7	2.9	2.8

Heatmap

HAVEYOUR SAY

Question	Support Services (Inc IT/E - LLAN/ Finance/Procurement/HR/HSE)	Sewerage	Water	Electricity
Average	7.5	7.3	5.3	5.2

Our Divisional Happiness



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:

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?

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:

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

Next Steps

HAVEYOUR SAY

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

Call: 685724