

The
Happiness
Index

HAVE YOUR SAY

Leadership and Development Results
Public Sector Pensions Authority

OVERVIEW



- Respondents were asked 14 questions in total
- Response from across IOMG based on all questions was 1703
- Response to the survey based on all questions for Public Sector Pensions Authority was 19

Survey Summary

HAVE YOUR SAY

Response Rate

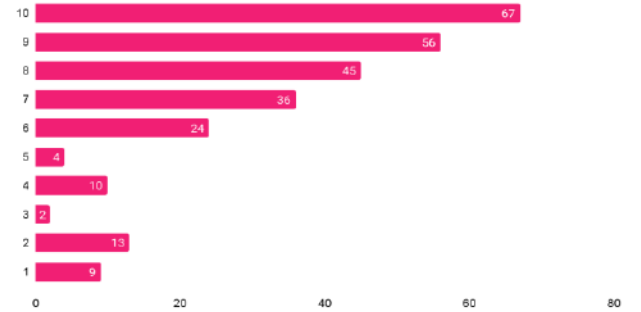
Average

Score Spread

PSPA

118.8%

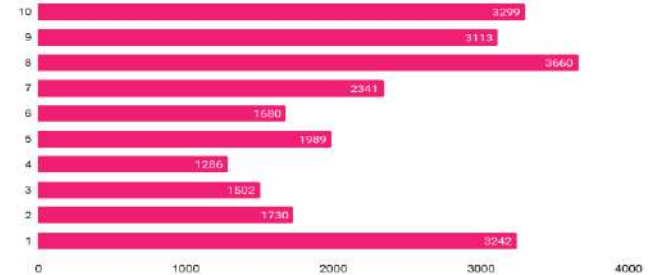
7.6



IOMG

18.7%

6.0



Question Breakdown

A red speech bubble containing the text "HAVE YOUR SAY" in white capital letters.

Question	Average	Std.Dev.
My Supervisor/Manager tells me when I have done a good job	8	2.2
My Supervisor/Manager communicates effectively	8.1	2
My Supervisor/Manager listens to me and considers my views	8.1	2.2
My Supervisor/Manager motivates and inspires me to be more effective in my job	7.8	1.9
My Supervisor/Manager is open to my ideas	8.5	1.3
My Supervisor/Manager deals with poor performance effectively	7.3	2.6
I have confidence in the decisions made by my supervisor/manager	8.4	1.5

*Std. Dev - Standard Deviation

Question Breakdown

A red speech bubble containing the text "HAVE YOUR SAY" in white capital letters.

Question	Average	Std.Dev.
My team is well managed	8.5	2
I think it is safe to challenge the way things are done in my Department	7.4	2.5
Senior managers in my Department are sufficiently visible	7.2	2.8
Senior management are open and honest in their communication with staff	6.9	2.9
Senior managers are aware of the challenges we face in our team	7	3.2
Overall, I have confidence in the decisions made by my senior managers	6.8	3.2
Overall, how happy are you at work?	6.9	2.8

Highs

Type	Question	Average
High	My Supervisor/Manager is open to my ideas	8.5
High	My team is well managed	8.5
High	I have confidence in the decisions made by my supervisor/manager	8.4
High	My Supervisor/Manager communicates effectively	8.1
High	My Supervisor/Manager listens to me and considers my views	8.1

Lows

Type	Question	Average
Low	Overall, I have confidence in the decisions made by my senior managers	6.8
Low	Overall, how happy are you at work?	6.9
Low	Senior management are open and honest in their communication with staff	6.9
Low	Senior managers are aware of the challenges we face in our team	7
Low	Senior managers in my Department are sufficiently visible	7.2

Heatmap

HAVE YOUR SAY

Question	Public Sector Pensions Authority
My Supervisor/Manager is open to my ideas	8.5
My team is well managed	8.5
I have confidence in the decisions made by my supervisor/manager	8.4
My Supervisor/Manager communicates effectively	8.1
My Supervisor/Manager listens to me and considers my views	8.1
My Supervisor/Manager tells me when I have done a good job	8
My Supervisor/Manager motivates and inspires me to be more effective in my job	7.8

Heatmap

HAVE YOUR SAY

Question	Public Sector Pensions Authority
I think it is safe to challenge the way things are done in my Department	7.4
My Supervisor/Manager deals with poor performance effectively	7.3
Senior managers in my Department are sufficiently visible	7.2
Senior managers are aware of the challenges we face in our team	7
Senior management are open and honest in their communication with staff	6.9
Overall, how happy are you at work?	6.9
Overall, I have confidence in the decisions made by my senior managers	6.8

Heatmap

HAVE YOUR SAY

Question

Public Sector Pensions
Authority

Average

7.6

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