



The Scottish Parliament
Pàrlamaid na h-Alba

Scottish Parliament Staff Engagement Survey 2021

Annex A - Scottish Parliament Staff Engagement Survey Results 2021

Number of respondents	409	Response rate percentage:	72%	Comparison to previous survey:	-10%
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Theme	Average Score	Difference to previous survey
Happiness Index	71	-4
Reward and Recognition	72	-3
Information Sharing	68	-4
Empowerment	71	-2
Wellbeing	65	-5
Instilling Pride	77	-6
Job Satisfaction	72	-4
My Manager	74	+3
Leadership and Managing Change	60	-6
Learning and Development	54	-7
The Scottish Parliament and its Culture		
My Team	79	0
Fairness	67	-7
Covid-19 and Your Wellbeing		
Dignity and Mutual Respect	72	X

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Happiness Index	All questions by theme
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		Strongly disagree (0-1)	Disagree (2-4)	Neither agree nor disagree (5)	Agree (6-8)	Strongly agree (9-10)	2020 Average %	2021 Average %	Difference to previous survey
Reward and Recognition							75	72	-3
1	I am fairly paid	0.7%	8.8%	8.0%	47.2%	35.2%	81	75	-6
2	I am happy with the hours I work	2.7%	8.8%	9.8%	43.5%	35.2%	76	73	-3
3	I am recognised when I do something well	2.9%	13.2%	12.2%	46.5%	25.2%	68	67	-1
Information Sharing							72	68	-4
4	I have enough information to do my job well	2.0%	10.8%	8.8%	51.8%	26.7%	74	71	-3
5	Information is freely and openly shared with me	5.1%	13.7%	10.5%	46.2%	24.4%	70	66	-4
6	My views are heard at work	6.1%	11.2%	8.6%	48.7%	25.4%	71	68	-3
Empowerment							73	71	-2

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7	I have what I need to do my job well	2.0%	9.8%	8.8%	55.5 %	24.0%	73	70	-3
8	I am allowed to make decisions	2.7%	10.3%	10.0%	49.4 %	27.6%	72	70	-2
9	I am trusted to make decisions	2.4%	9.5%	8.8%	48.9 %	3.3%	73	72	-1

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Wellbeing							70	65	-5
10	My employer cares for my wellbeing	6.1%	10.5%	8.6%	39.1%	35.7%	80	70	-10
11	I rarely feel anxious about work	8.6%	25.2%	12.2%	40.6%	13.4%	58	56	-2
12	I am happy with my current working environment	4.2%	13.0%	11.0%	44.7%	27.1%	69	68	-1
13	I am happy at work	2.7%	13.7%	9.5%	50.9%	23.2%	72	67	-5
Instilling Pride							83	77	-6
14	I do something worthwhile	1.0%	4.4%	8.6%	46.7%	39.4%	81	78	-3
15	I feel proud to work for my organisation	1.7%	4.4%	6.8%	40.3%	46.7%	86	80	-6

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16	I would recommend my friends and family to work for my organisation.	4.6%	6.8%	9.5%	41.1%	37.9%	82	73	-9
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		Strongly disagree (0-1)	Disagree (2-4)	Neither agree nor disagree (5)	Agree (6-8)	Strongly agree (9-10)	2020 Average %	2021 Average %	Difference to previous survey
Job satisfaction							76	72	-4
17	I am treated with respect	2.9%	10.3%	5.4%	45.7%	35.7%	78	74	-4
18	I enjoy my job	2.4%	7.6%	10.0%	49.9%	30.1%	79	73	-6
19	I have a good relationship with my manager	0.7%	3.7%	5.4%	36.4%	53.8%	83	83	0
20	I am being developed	8.3%	17.1%	12.0%	40.6%	22.0%	65	61	-4
21	What three changes would improve your workplace happiness?								

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		Strongly disagree (0-1)	Disagree (2-4)	Neither agree nor disagree (5)	Agree (6-8)	Strongly agree (9-10)	2020 Average %	2021 Average %	Difference to previous survey
My Manager							71	74	+3
22	My manager motivates me to be more effective in my job	3.4%	7.1%	11.2%	48.7%	29.6%	70	71	+1
23	My manager helps me to understand my objectives and how I contribute to the Parliament's priorities	2.9%	9.3%	11.2%	46.0%	30.6%		71	
24	My manager listens to my views	2.4%	4.4%	5.6%	35.0%	52.6%	78	80	+2
25	I can give my manager feedback	2.2%	7.1%	7.3%	35.2%	48.2%	72	77	+5
26	My manager takes a positive interest in my health and wellbeing	2.4%	4.4%	5.6%	31.1%	56.5%		81	
27	Overall, I have confidence in the decisions made by my manager	2.0%	5.9%	6.8%	37.2%	48.2%	79	79	0

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28	Individual and team contributions are noted and celebrated by my manager	3.2%	6.1%	8.1%	39.9%	42.8%	75	76	+1
29	I receive regular feedback on my performance that helps me improve	6.6%	13.0%	11.7%	42.1%	26.7%	66	66	0
30	My manager is interested in listening to me when I describe the challenges I face	2.9%	5.1%	5.9%	36.4%	49.6%		79	
31	Poor performance is dealt with effectively in my team	9.8%	16.1%	15.2%	41.6%	17.4%	59	59	0
32	I can approach my manager to talk openly about flexible working	4.4%	4.4%	6.4%	30.8%	54.0%		79	

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		Strongly disagree (0-1)	Disagree (2-4)	Neither agree nor disagree (5)	Agree (6-8)	Strongly agree (9-10)	2020 Average %	2021 Average %	Difference to previous survey
Leadership and Managing Change							66	60	-6
33	I feel the SCPB as a whole is managed well	5.9%	14.2%	11.7%	50.9%	17.4%		63	

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34	Leadership Group actions are consistent with the Parliament's values and behaviours	7.6%	17.1%	15.2%	44.7%	15.4%	66	60	-6
35	I believe that Leadership Group have a clear strategy for the future	6.1%	14.7%	17.1%	46.0%	16.1%		62	
36	Overall, I have confidence in the decisions made by the Leadership Group	7.6%	15.6%	13.9%	47.9%	14.9%	68	60	-8
37	When changes are made in the Parliament they are usually for the better	5.9%	16.4%	17.8%	46.0%	13.9%	68	60	-8
38	It is safe to challenge the way things are done in the Parliament	8.8%	22.2%	13.2%	46.5%	9.3%	63	55	-8

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		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	2020 Average %	2021 Average %	Difference to previous survey
		(0-1)	(2-4)	(5)	(6-8)	(9-10)			
Learning and Development							61	54	-7
39	I can access the right learning and development opportunities when I need to	10.3%	18.8%	15.6%	40.8%	14.4%	65	57	-8
40	I have used the learning and development opportunities completed in the last 12 months to expand my knowledge and performance.	18.6%	18.1%	16.4%	30.3%	16.6%	59	51	-8
41	Learning and development activities I have completed while working for the Parliament are helping me to develop my career	10.0%	19.3%	19.1%	38.1%	13.4%	59	55	-4

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		(0-1)	(2-4)	(5)	(6-8)	(9-10)			
The Scottish Parliament and its Culture								X	X
42	The Parliament respects individual differences (e.g. culture, working styles, backgrounds, ideas, etc.)	1.2%	6.1%	9.3%	48.2%	35.2%	79	75	-4
43	The Parliament is committed to creating a diverse and inclusive workplace	1.5%	4.9%	8.1%	42.5%	43.0%	82	78	-4
44	There is good cooperation and collaboration across teams	3.9%	18.6%	13.9%	52.3%	11.2%	63	60	-3
45	What else could the SPCB do to promote and advance inclusion?								
46	Do you feel sufficiently secure and comfortable to be yourself in work?								

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		Yes
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		(0-1)	(2-4)	(5)	(6-8)	(9-10)			
My Team							79	79	0
47	I feel supported and connected to my team	2.4%	3.9%	6.1%	54.8%	32.8%	77	75	-2
48	People in my team can be relied upon to help when things get difficult in my job	1.7%	2.7%	5.9%	41.6%	48.2%	82	81	-1
49	The people in my team work together to find ways to improve the service we provide	1.0%	3.2%	4.6%	42.8%	48.4%		82	

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50	People in my team are encouraged to work together to come up with new and better ways of doing things	2.0%	6.4%	7.1%	40.3%	44.3%	77	78	+1
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Fairness							74	67	-7
51	Our employment policies and procedures are fair	3.2%	9.5%	12.0%	42.5%	32.8%	78	71	-7
52	Our employment policies are applied in a consistent manner	8.6%	19.6%	16.9%	38.9%	16.1%	66	58	-8
53	I have fair and equal access to our employment policies and provisions	2.9%	6.8%	11.7%	42.3%	36.2%	79	73	-6

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		(0-1)	(2-4)	(5)	(6-8)	(9-10)			
Covid-19 and your wellbeing							X	69	X
54	I feel confident that my employer has made the right decisions to keep me safe whilst carrying out my role at this time	3.2%	10.8%	5.4%	35.7%	45.0%	83	75	-8
55	I feel my employer cares about my health and wellbeing at this time.	5.1%	11.7%	7.1%	38.1%	37.9%	83	71	-12
56	I have enough energy for family and friends during leisure time	5.9%	18.3%	10.8%	47.4%	17.6%		62	
		Very Poor	Poor	Good	Very Good	Excellent	2020 Average %	2021 Average %	Difference to previous survey
57	How would you rate your physical wellbeing? (On a five-point scale from very poor to excellent)	1%	7%	45%	36%	12%			
		1%	16%	53%	24%	6%			

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58	How would you rate your mental wellbeing? (On a five-point scale from very poor to excellent)	1%	7%	52%	25%	6%			
		2%	22%	52%	20%	3%			

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Dignity and mutual respect		Current survey score
		Yes
59	I am confident there is adequate support and policies in place to deal with all forms of harassment, bullying and discrimination at work	70
60	I know how to access advice on inappropriate behaviour in the workplace	75
61	I know how to report inappropriate behaviour in the workplace	76
62	I am confident about challenging inappropriate behaviour in the workplace	66

