Has your service ever been brave enough to seek feedback from staff & act on it?

Staff surveys are a useful way of gaining the opinion of your staff and provide staff with the opportunity to make their views known. If you have a staff appraisal process in place, this will be one way to raise individual needs and concerns, but a survey can help you find out about the general aspects of how you, as an employer, operate on a day-to-day basis.

Educator’s attitudes and behavior are often affected by the quality of their work environment. Their positive interactions with other staff, management, children, families and the wider community lead to increased satisfaction, retention and ultimately happier work environment. This has a ripple effect on their day-to-day work. Equally, a negative work environment can impact greatly on quality of service provided. A staff survey is a simple way to analyse the relationship between work environment quality, employees, children, families & wider community. It will help identify strengths and areas for improvement at your service.

TREAT INFORMATION SENSITIVELY

All information collated should be treated in confidence and not identified individuals. Surveys should be anonymous and a summary of the staff responses documented & shared.

IF YOU DECIDE TO CONDUCT A STAFF SURVEY TRY TO FIND OUT:

- How they feel about Professional Development opportunities available to them.

IN ADDITION, YOU MAY WANT TO FIND OUT:

- How well they feel supported in their role and if they have adequate resources to do their job
- If the current staff roster are working
- Does their job description reflect their role
- What they believe you could offer to give them for a more effective work environment
- What difficulties, if any, employees have with balancing their work and family needs
- What suggestions they have to make the Service more effective

YOU SHOULD BEAR IN MIND, HOWEVER, THAT THIS EXERCISE:

- may be time consuming
- may raise expectations
- should not be controversial
- should be confidential
- is an evaluation tool

Be prepared then, that if you ask for your employees’ opinions, you should be prepared to act upon them and provide the team with the group feedback.

If you would like some specialist help with this process please call the Resource & Support Team at Network for further assistance.

There are a number of services currently receiving support with this on a fee for service basis.