 

SQA People Survey 2021: Report for SQA Overall

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| Responses | 794 of 965 |
| Response Rate | 82% |
| YOUR EMPLOYEE ENGAGEMENT SCORE | 69% |
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Your Employee Engagement Score is 69%

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| Question | STRONGLY AGREE | AGREE | NEITHER AGREE NOR DISAGREE | DISAGREE | STRONGLY DISAGREE |
| I would recommend SQA as a great place to work | 18% | 39% | 26% | 13% | 5% |
| I am proud when I tell others I am part of SQA | 13% | 30% | 32% | 18% | 8% |
| Overall, I am satisfied to be working at SQA | 27% | 44% | 18% | 7% | 4% |
| I am committed to helping SQA achieve its strategic goals. | 37% | 52% | 10% | 1% | 1% |
| I intend to still be working for SQA in a year’s time | 35% | 37% | 19% | 5% | 4% |
| I feel confident to suggest ideas to improve our ways of doing things | 39% | 47% | 8% | 5% | 1% |

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| Question | STRONGLY AGREE | AGREE | NEITHER AGREE NOR DISAGREE | DISAGREE | STRONGLY DISAGREE |
| I am interested in my work | 43% | 49% | 6% | 2% | 1% |
| I feel confident to suggest ideas to improve our ways of doing things | 39% | 47% | 8% | 5% | 1% |
| I am sufficiently challenged by my work | 31% | 49% | 12% | 6% | 2% |
| My work gives me a sense of personal accomplishment | 28% | 47% | 15% | 8% | 2% |
| I feel involved in the decisions that affect my work | 21% | 41% | 20% | 13% | 6% |
| I have a choice in deciding how I do my work | 33% | 52% | 11% | 3% | 1% |

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| Question | STRONGLY AGREE | AGREE | NEITHER AGREE NOR DISAGREE | DISAGREE | STRONGLY DISAGREE |
| I have a clear understanding of SQA's objectives | 23% | 52% | 15% | 7% | 3% |
| I am committed to helping SQA achieve its strategic goals. | 37% | 52% | 10% | 1% | 1% |
| I understand how my work contributes to SQA's objectives | 30% | 51% | 13% | 4% | 2% |

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| Question | STRONGLY AGREE | AGREE | NEITHER AGREE NOR DISAGREE | DISAGREE | STRONGLY DISAGREE |
| My manager motivates me to be more effective in my job | 38% | 42% | 13% | 4% | 3% |
| My manager is considerate of my life outside work | 62% | 29% | 7% | 2% | 1% |
| My manager is open to my ideas | 53% | 38% | 6% | 2% | 1% |
| My manager helps me to understand how I contribute to SQA's objectives | 33% | 39% | 21% | 5% | 2% |
| Overall, I have confidence in the decisions made by my manager | 46% | 39% | 11% | 2% | 2% |
| My manager recognises when I have done my job well | 51% | 36% | 9% | 2% | 1% |

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| Question | STRONGLY AGREE | AGREE | NEITHER AGREE NOR DISAGREE | DISAGREE | STRONGLY DISAGREE |
| I receive regular feedback on my performance | 40% | 37% | 14% | 7% | 2% |
| The feedback I receive helps me to improve my performance | 36% | 38% | 19% | 5% | 2% |
| Poor performance is dealt with effectively in my team | 19% | 28% | 39% | 8% | 6% |

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| Question | STRONGLY AGREE | AGREE | NEITHER AGREE NOR DISAGREE | DISAGREE | STRONGLY DISAGREE |
| The people in my team can be relied upon to help when things get difficult in my job | 54% | 37% | 6% | 2% | 1% |
| The people in my team work together to find ways to improve the service we provide | 50% | 39% | 6% | 3% | 1% |
| The people in my team are encouraged to come up with new and better ways of doing things | 47% | 40% | 9% | 3% | 1% |

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| Question | YES | NO |
| I have had a development conversation with my line manager in the past 12 months | 89% | 11% |

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| Question | STRONGLY AGREE | AGREE | NEITHER AGREE NOR DISAGREE | DISAGREE | STRONGLY DISAGREE |
| I am able to access the right learning and development opportunities when I need to | 16% | 49% | 22% | 10% | 3% |
| Learning and development activities I have completed in the past 12 months have helped to improve my performance | 14% | 37% | 37% | 9% | 3% |
| There are opportunities for me to develop my career in SQA | 12% | 34% | 31% | 15% | 9% |
| Learning and development activities I have completed while working for SQA are helping me to develop my career | 13% | 36% | 33% | 12% | 6% |

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| Question | STRONGLY AGREE | AGREE | NEITHER AGREE NOR DISAGREE | DISAGREE | STRONGLY DISAGREE |
| I am treated fairly at work | 44% | 45% | 6% | 3% | 2% |
| I am treated with respect by the people I work with | 46% | 44% | 6% | 3% | 1% |
| I feel valued for the work I do | 34% | 40% | 14% | 9% | 4% |
| I think that SQA respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc) | 38% | 46% | 11% | 3% | 2% |

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| Question | STRONGLY AGREE | AGREE | NEITHER AGREE NOR DISAGREE | DISAGREE | STRONGLY DISAGREE |
| I get the information I need to do my job well | 19% | 56% | 14% | 8% | 2% |
| I have clear work objectives | 28% | 56% | 11% | 4% | 1% |
| I have the skills to do my job effectively | 42% | 52% | 4% | 1% | 0% |
| I see evidence that SQA is committed to reducing its impact on the environment | 23% | 49% | 21% | 5% | 1% |
| I see evidence that Health & Safety is taken seriously at SQA | 28% | 52% | 17% | 3% | 1% |
| Overall, I am satisfied with my working environment | 31% | 53% | 11% | 3% | 2% |

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| Question | STRONGLY AGREE | AGREE | NEITHER AGREE NOR DISAGREE | DISAGREE | STRONGLY DISAGREE |
| I have the tools I need to do my job effectively | 28% | 55% | 10% | 5% | 2% |
| I have an acceptable workload | 21% | 58% | 11% | 8% | 3% |
| I achieve a good balance between my work life and my private life | 32% | 53% | 8% | 5% | 2% |
| SQA provides effective support for my wellbeing at work – NEW QUESTION 2021 | 29% | 51% | 15% | 3% | 2% |

# ALL QUESTIONS

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| Question | STRONGLY AGREE | AGREE | NEITHER AGREE NOR DISAGREE | DISAGREE | STRONGLY DISAGREE |
| Senior managers in SQA are sufficiently visible | 16% | 48% | 20% | 12% | 5% |
| I believe the actions of senior managers are consistent with SQA's values | 12% | 38% | 31% | 12% | 6% |
| My Directorate has effective leadership | 21% | 43% | 20% | 10% | 6% |
| My Business Area has effective leadership | 29% | 44% | 17% | 6% | 4% |
| Overall, I have confidence in the decisions made by SQA's senior managers | 12% | 35% | 29% | 15% | 9% |
| I feel that change is managed well in SQA | 9% | 25% | 31% | 23% | 12% |

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| Question | STRONGLY AGREE | AGREE | NEITHER AGREE NOR DISAGREE | DISAGREE | STRONGLY DISAGREE |
| When changes are made in SQA they are usually for the better | 7% | 26% | 42% | 19% | 7% |
| SQA keeps me informed about matters that affect me | 17% | 54% | 17% | 8% | 3% |
| I have the opportunity to contribute my views before decisions are made that affect me | 10% | 37% | 30% | 17% | 6% |
| I think it is safe to challenge the way things are done in SQA | 12% | 40% | 28% | 13% | 7% |

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| Question | STRONGLY AGREE | AGREE | NEITHER AGREE NOR DISAGREE | DISAGREE | STRONGLY DISAGREE |
| SQA's staff policies and procedures are effectively communicated | 13% | 53% | 18% | 13% | 3% |
| SQA's staff policies and procedures are effectively applied | 10% | 43% | 29% | 13% | 5% |
| SQA Values are demonstrated in my Business Area | 20% | 54% | 19% | 4% | 3% |
| I have opportunities to get involved in corporate social responsibility activities | 20% | 55% | 21% | 3% | 1% |
| SQA supports its staff to support charity activities and good causes | 31% | 55% | 12% | 1% | 1% |

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| Question | STRONGLY AGREE | AGREE | NEITHER AGREE NOR DISAGREE | DISAGREE | STRONGLY DISAGREE |
| I am proud when I tell others I am part of SQA | 13% | 30% | 32% | 18% | 8% |
| I would recommend SQA as a great place to work | 18% | 39% | 26% | 13% | 5% |
| I feel a strong personal attachment to SQA | 20% | 35% | 29% | 11% | 4% |
| SQA inspires me to do the best in my job | 15% | 38% | 31% | 11% | 5% |
| SQA motivates me to help it achieve its objectives | 13% | 38% | 33% | 12% | 5% |

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| Question | STRONGLY AGREE | AGREE | NEITHER AGREE NOR DISAGREE | DISAGREE | STRONGLY DISAGREE |
| I am trusted to carry out my job effectively | 46% | 46% | 5% | 2% | 1% |
| I believe I would be supported if I try a new idea, even if it may not work | 30% | 49% | 13% | 6% | 2% |
| In SQA, people are encouraged to speak up when they identify a serious policy or delivery risk | 22% | 46% | 21% | 8% | 4% |
| I feel able to challenge inappropriate behaviour in the workplace | 17% | 45% | 26% | 8% | 4% |

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| Question | STRONGLY AGREE | AGREE | NEITHER AGREE NOR DISAGREE | DISAGREE | STRONGLY DISAGREE |
| SQA is committed to creating a diverse and inclusive workplace | 26% | 54% | 16% | 2% | 2% |

Leadership Statement

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| LEADERSHIP STATEMENT | ALWAYS | MOST OF THE TIME | SOMETIMES | RARELY | NEVER |
| Managers in SQA actively role model the behaviours set out in the SQA Leadership Statement | 17% | 44% | 32% | 6% | 2% |

Discrimination, Bullying and Harassment

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| Question | YES | NO | PREFER NOT TO SAY |
| Have you been discriminated against at work, in the past 12 months? | 4% | 91% | 4% |
| Have you been bullied or harassed at work, in the past 12 months? | 4% | 91% | 4% |
| Did you report your experience of bullying or harassment? | 50% | 44% | 6% |
| Was appropriate action taken to address the behaviour you experienced? | 6% | 82% | 12% |

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| Question | STRONGLY AGREE | AGREE | NEITHER AGREE NOR DISAGREE | DISAGREE | STRONGLY DISAGREE |
| I intend to still be working for SQA in a years' time - N | 35% | 37% | 19% | 5% | 4% |
| Overall, I am satisfied to be  working at SQA | 27% | 44% | 18% | 7% | 4% |
| I believe that senior managers in SQA will take action on the results from this survey | 14% | 37% | 25% | 14% | 10% |
| Where I work, I think effective action has been taken on the results of the last survey | 15% | 31% | 40% | 8% | 7% |