

Catholic Education Ballarat 2024 CEB Staff Pulse Survey Insights

Why a pulse survey?

2023 engagement survey focus areas

Communication –

3 focus areas -

- Crucial conversations
- Communicating – the flow of communication and connection to information at a team level
- Spirit of communication

Survey summary

Pulse Survey – a single statement was posed to measure engagement in the pulse survey.

We asked staff to rate the following statement:

I would recommend CEB as a great place to work.

Engagement score

Engagement is a measure of how positive people feel about their work



How is your score calculated?

The percentage of the team that has responded favorably to engagement related questions.



Based on a participation rate of 84% or 103 of 122 responses.

How we compared to previous surveys:

Engagement Survey November
2020

61%

CEB Staff Engagement Survey
Mar 2023

72%

Promoters



Strongly agree/agree

- ✓ Employees who are highly satisfied and loyal to the organization.
- ✓ They actively promote it.
- ✓ Enthusiastic brand advocates who contribute to positive word-of-mouth and attract potential talent.

Passive/Neutral



Neither agree or disagree

- ✓ Employees who are moderately satisfied but not actively engaged or enthusiastic about the company.
- ✓ While they may not actively harm the company, they also may not contribute significantly to its growth or actively promote it.

Detractors



Strongly disagree/disagree

- ✓ They are dissatisfied and unhappy with the company.
- ✓ They may actively criticize it.
- ✓ Pose a risk to the organization as they are unhappy employees who may spread negative sentiments both internally and externally.

Factor comparisons

In addition to Engagement, we asked about other areas of our workplace and culture.

A “factor” score is the average score of all questions within that area or “factor”.

We continue to see positive, upward movement in most areas, although a few have dipped.

This could relate to staff or workplace changes, such as uncertainty regarding the DOBCEL strategy process.

It is likely different from team to team, so we need to avoid making assumptions.

Factor	Nov 2020	March 2023	May 2024	+/-	↓ ↑
Leadership: Team Leader	78	84	89	+5	↑
Engagement	61	72	82	+10	↑
Alignment & Involvement	80	83	82	-1	↓
Leadership: Directorate	49	68	72	+4	↑
Collaboration & Communication	58	71	68	-3	↓
Feedback & Recognition	49	61	67	+6	↑
Action	54	39	60	+21	↑

Our Strengths – things to celebrate!

Highest 3 Scores

My Team Leader keeps me informed about what is happening across Catholic Education Ballarat

89%

Most people here make a good effort to engage with other staff where appropriate

88%

I have sufficient opportunities to voice my opinions and concerns.

83%

Highest 3 Scores vs. Previous

My Team Leader, or someone else, has communicated some clear actions based on recent employee survey results

+27

64%

I have seen positive changes taking place based on recent employee survey results

+24

55%

At Catholic Education Ballarat there is open and honest two-way communication with everyone

+11

64%

These are the key areas we are excelling in, and most improved areas compared to our last survey (2023).

Our Opportunities – things to keep an eye on for improvement

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Factor	Question	<div> <div></div> <div></div> <div></div> </div>		
		May 2024	Nov 2020	March 2023
Feedback & Recognition	Generally, the right people are rewarded and recognised at Catholic Education Ballarat	57%	+18	+6
Collaboration & Communication	At Catholic Education Ballarat there is open and honest two-way communication with everyone	64%	+22	+11
Collaboration & Communication	Communication at Catholic Education Ballarat within and across teams is transparent	50%	Based on feedback from the March 2023 Survey, this custom question was introduced for the pulse survey.	

These are the key areas with opportunities to improve overall, compared to our last survey (2023).

Our Opportunities across teams

High-impact focus areas identified in May 2024 Pulse Survey / Team included as Top 3 + score	Communication at CEB within and across teams is transparent	Generally, the right people are reward and recognised at CEB	At CEB there is open and honest two-way communication with everyone
Office of the Director (includes Directorate, Admin and Marketing)	67%		67%
Business Services (excluding payroll, including ICT)	38%	63%	63%
Business Services - Payroll	57%	29%	
SIMON team	57%	71%	
Catholic Education Team (inclcd: direct reports to Deputy Director Catholic Education)	71%		
Catholic Identity and Mission		43%	
Wellbeing team	24%	38%	33%
Learning & Teaching	33%	27%	40%
People and Development	71%		
Stewardship (inclcd: reports to Deputy Director Stewardship, excl People and Development)	33%	27%	40%
Number of teams (out of 10) who included this focus area in their top three areas for improvement	9	7	5
ALL CEB staff (average score)	50%	57%	64%
Variation from Engagement Survey March 2023	N/A	+6	+11

Our focus for improvement:



**Communication at CEB
within and across
teams is transparent**

Uplift sentiment:

Promoter: 50%
Neutral: 34%
Detractor: 16%

Next steps -

Teams

Teams to consider what they can influence or lead bottom-up or horizontally to drive positive change.

Leadership

The wider Leadership Team to consider what can be influenced or led top-down to drive positive change.

Set actions by:
30 September 2024

Implement & Take action:
Now to end Feb 2025

continue actions :
Into March/April 2025

Review actions : Next full CEB Staff Engagement Survey proposed: March/April 2025