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# SURVEY RESULTS 2018 EMPLOYEE SATISFACTION

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Compiled by P Driver

FEBRUARY 1, 2019  
SERJEANT SECURITY LTD

## Q1

### How effectively do we communicate?

Answered: 49

- Skipped: 0

ANSWER CHOICES-	RESPONSES-
Excellent	48.98%
Good	40.82%
Adequate	8.16%
Poor	2.04%
Unacceptable	0.00%

### Summary

We have achieved a score of 88% good and above with the highest proportion being excellent at 48%, just under 11% scored us adequate or below.

This must be considered a very good result and we need to work hard to achieve this again next year.

## Q2

### How often do Serjeant Security give you feed back about your work?

- Answered: 49
- Skipped: 0

ANSWER CHOICES-	RESPONSES-
Regularly	73.47%
Occasionally	12.24%
Rarely	10.20%
Never	4.08%

### Summary

73% of employees have said we have regular contact, which is a good score yet we have 15% that have commented rarely or below so we could aim to achieve a better score in the 2 low categories.

## Q3

### Do you feel you have been provided with adequate training for your role?

- Answered: 49
- Skipped: 0

ANSWER CHOICES-	RESPONSES-
Yes	89.80%
No	6.12%
Unsure	4.08%

### Summary

89% Have answered yes, this is an exceptionally good result with only 6% saying no and 4% unsure, this shows a good understanding.

#### Q4

#### Have we discussed your role in protecting the public ?

- Answered: 49
- Skipped: 0

ANSWER CHOICES-	RESPONSES-
Yes	79.59%
No	8.16%
Unsure	12.24%

#### Summary

79.59% have said yes 8.16% no and 12.24 unsure. This would be considered a good result and pleasing that the employees in general have this understanding, however we could improve next year.

#### Q5

#### How would you rate our leadership skills ?

- Answered: 49
- Skipped: 0

ANSWER CHOICES-	RESPONSES-
Excellent	40.82%
Good	40.82%
Adequate	16.33%
Poor	2.04%
Unacceptable	0.00%

#### Summary

: 40% Good 40% excellent 16% adequate 2% Poor. Good result generally all but 2% feel adequate or above with 80% being good or above very pleasing and shows the leaders of the company are working hard on their roles.

#### Q6

#### Do you feel that you are dealt with in an ethical manner ?

- Answered: 49
- Skipped: 0

ANSWER CHOICES-	RESPONSES-
Yes	79.59%
No	14.29%
Unsure	6.12%

#### Summary

79.59% yes 14.29 no 6.12 Unsure. Good to see a reasonable high result in the yes category yet 20 % no and unsure combined is a little worry so maybe we should look at this more closely in our next analysis.

#### Q7

### Do you feel that Serjeant Security run an Open Door Policy ?

- Answered: 49
- Skipped: 0

ANSWER CHOICES-	RESPONSES-
Yes	81.63%
No	2.04%
Unsure	16.33%

#### Summary

: 81.63% Yes 2.04% No 16.33 unsure. Very good result with high score feeling the open door policy is in place, maybe need to communicate this a little better to ensure the unsure section understand our policy better.

### Q8

#### How effective do you feel Serjeant Security Management team are ?

- Answered: 49
- Skipped: 0

ANSWER CHOICES-	RESPONSES-
Extremely Effective	32.65
Very Effective	40.82%
Moderately Effective	18.37%
Slightly Effective	8.16%
Not at All Effective	0.00%

#### Summary

32.65% Extremely effective 40.82 % very effective 18.37% Moderate Slightly Effective and 0% Not effect. This leads to 73% very effective and above which we as a company must be satisfied congratulations to our management team as they also got a 0% not effective an only 8.16% below moderate.

### Q9

#### Are you aware that Serjeant Security support and encourage training and development ?

- Answered: 49
- Skipped: 0

ANSWER CHOICES-	RESPONSES-
Yes	81.63%
No	14.29%
Unsure	4.08%

#### Summary

With 81.63 answering yes and only 7% answering no we must be more than pleased with this result as this is a vitally important part of keeping standards high.

### Q10

## Do you feel the managers of Serjeant Security act as good role models?

- Answered: 49
- Skipped: 0

ANSWER CHOICES-	RESPONSES-
Yes	81.63%
No	0.00%
Unsure	14.29%

Total Respondents: 49

### Summary

With 81.63 answering YES and only 0% answering NO we must once again be more than pleased with this result. This is a great sign of recognition for the management team.

### Overview Summary

There are some very good high quality results this year with extra credit being given to the management team the number of responses is excellent this year and this is largely due to the duty managers taking the time to encourage the officers to take 5 minutes by using the duty manager's mobile devices. Some very high percentages in all categories and over all senior management applaud the hard work from the team in helping to strive to keep standards and moral on a high.



7<sup>th</sup> February 2019