

MFRA: Survey questions (by Section)

Goal Clarity	
To what extent do you agree with the following Statements:	
1	I understand the priorities or Missions & Aims of MFRA
2	I am clear about what I am expected to achieve in my job
3	I understand how the work I do helps MFRA to achieve its Mission & Aims
4	Senior Managers provide a clear vision of the overall direction of MFRA

My Job	
To what extent do you agree with the following Statements:	
1	I enjoy my work
2	My job makes the best use of the skills and abilities that I have
3	I get a sense of personal accomplishment from my work
4	I feel that my work contributes to Safer Stronger Communities
5	I feel supported in my role
6	I have a sense of good job security
7	I am satisfied with my physical working conditions (i.e. working environment, space, equipment etc.)

Employee Involvement	
To what extent do you agree with the following Statements:	
(Please select only one answer per statement)	
1	I am able to use my own initiative at work to do my job
2	I am encouraged to suggest new ideas for improvements
3	I am comfortable to speak up and constructively challenge how things are done
4	People communicate openly here regardless of position or level

Teamwork	
To what extent do you agree with the following Statements:	
(Please select only one answer per statement)	
1	Morale in my immediate team/watch/section is generally high
2	We are good at sharing ideas to make things work better
3	Different parts of the service work well together

Learning & Development	
To what extent do you agree with the following Statements:	
(Please select only one answer per statement)	
1	I have received the training and development I need to do my job well and safely
2	I have the right opportunities to learn and grow at work
3	I have the knowledge and skills I need to do my job well

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Learning & Development

To what extent do you agree with the following Statements:

(Please select only one answer per statement)

4	My last Appraisal meeting was useful in helping me improve how I do my job and show where I'm performing well
5	I have good quality equipment to help me do my job

Recognition & Reward

To what extent do you agree with the following Statements:

(Please select only one answer per statement)

1	In the last week, I have received thanks or praise for doing good work
2	I feel valued and recognised for the work that I do by my line manager
3	I feel valued and recognised for the work that I do by other team members
4	I feel valued and recognised for the work that I do by senior managers
5	I receive feedback on my work

Management Effectiveness

Your Manager – by this we mean Line Manager, Watch manager or supervisor

Senior Manager – Station Manager, Functional lead or above

To what extent do you agree with the following Statements:

(Please select only one answer per statement)

1	My manager communicates regularly about issues that affect my work
2	My manager makes time for me
3	My manager treats me fairly and with respect
4	My manager gives me regular feedback on how I am doing
5	Senior managers do what they say they are going to do
6	Employees at my level are able to communicate their concerns to higher management
7	MFRA Members engage well with staff at MFRA
8	I have confidence in the future of MFRA

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Culture & Values

All MFRS employees have the right to work in an environment which is free from bullying and harassment. Everyone has a responsibility to comply with the Bullying and Harassment Policy. All employees should ensure that their behaviour towards colleagues does not cause offence and could not in any way be considered to be bullying and harassment.

Bullying – is described as, offensive, intimidating, malicious and insulting behaviour

Harassment – is defined as, unwanted conduct related to one of the relevant protected characteristics which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for an individual.

To what extent do you agree with the following Statements:

(Please select only one answer per statement)

1	Bullying, harassment and discrimination are not tolerated at MFRA
2	I do not feel I have been bullied, harassed or discriminated against in the last 12 months
3	I feel able to make decisions without fear of being blamed if things go wrong
4	Generally we resolve any differences of opinion amicably
5	Merseyside Fire and Rescue Authority promotes a culture of openness and transparency
6	Merseyside Fire and Rescue Authority is a better place to work than it was 3 years ago
7	I have a good understanding of Merseyside Fire and Rescue Authority values
8	I feel Merseyside Fire and Rescue Authority treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age
9	I feel valued
10	I am able to strike the right balance between my work and home life

Change Management

To what extent do you agree with the following Statements:

(Please select only one answer per statement)

1	I understand the need for change at MFRA given the cuts faced by the Authority
2	I am communicated with about change that affects me in good time
3	Change here is well managed overall
4	Change within my team is well managed
5	I feel that MFRA consider the impact on me and other people when making decisions
6	A lot is done to help staff prepare for and cope with change

Overall

To what extent do you agree with the following Statements:

(Please select only one answer per statement)

1	I am proud to say I work for MFRA
2	Working here makes me want to do the best I can
3	If asked, I would recommend to friends and family that MFRA is a good place to work

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Overall	
To what extent do you agree with the following Statements: (Please select only one answer per statement)	
4	I care about the future of MFRA
5	I would still like to be working at MFRA in two years' time

Free response ('comment') questions
What is the best thing about working for MFRA?
If within your power, what one thing would you change about working for MFRA?
Other (Location)
Other (Function)
Other (Religion)
Has there been an improvement in the way in which we are communicating information throughout the organisation
Name one thing which you feel has changed within the MFRA since the last survey in 2014 which has had a positive impact on you.

The questions below will be included in the new section of the Survey for 2018 called Health and Wellbeing. The points in yellow are responses or actions for each particular question.

New Health and Wellbeing questions

1. In General I would say my health is good (5 point scale)
2. I am aware of the health and wellbeing support services available through the Occupational Health Team (yes/no)
3. I have used the services available through the Occupational Health Team (yes/no)
4. I consider that I benefited from the support I received through the Occupational Health Team (5 point scale) only asked if answered yes to Q. 3