STOP TB/UNOPS Survey

October 2020

At a Glance

Survey Administration
September 25th - October 5th

96%
response rate

74
employees participated

77 INVITED TO TAKE PART

24 Core Survey Questions

6 Multiselect Questions
Including follow up

2 Open-ended Questions
What one thing could be done to make STBP a more positive place for you to work?

What is the biggest concern or obstacle you are facing in your current role/at STBP?

11 Demographics
FROM THE ROSTER

- o Region
- o Age Group
- o Sex
- o Duty Station Country
- o Employment Type
- o Contract Type

- o ICS Level
- o North/South
- o Tenure Group
- o Country Classification
- o Duty Station City

2 Self-reported Demographics
Gender
Ethnicity

Objectives and Methodology

Objectives

- STOP TB is committed to addressing discrimination and prejudice in the workplace.
- Survey was designed to assess staff experience and identify areas for organizational improvement and change.

Methodology

- An online questionnaire was administered to all 77 staff from 25 September – 2 October 2020
- Employees respond to most survey items using both a 5-point scale (Strongly Agree – Strongly Disagree).
- Reporting uses percent favorable/affirmative statistic (percent of respondents endorsing Agree, Strongly Agree, or Yes)
- For three questions, employees indicated the frequency of witnessing or experiencing racism and the involved entities.
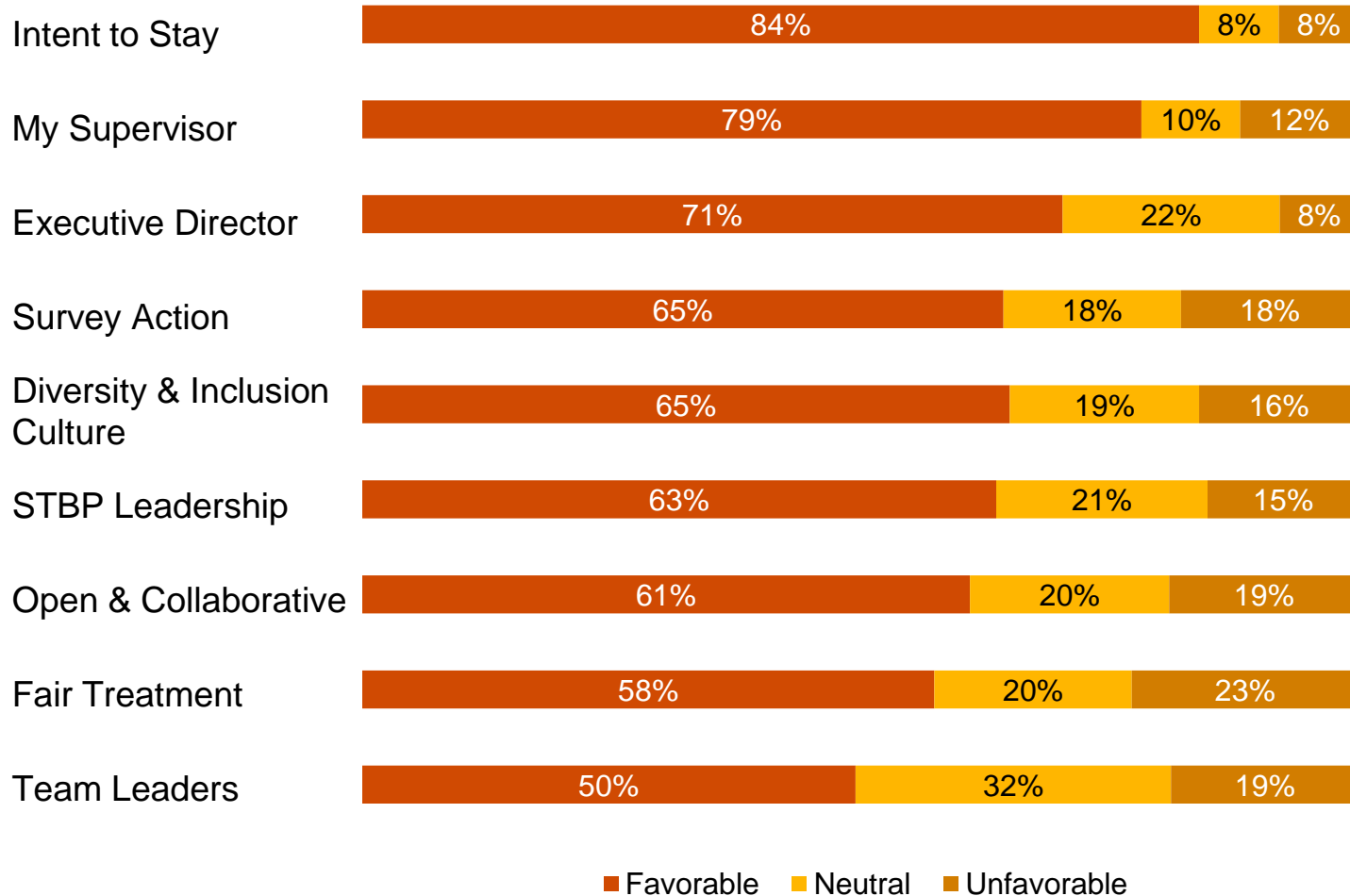
Executive Summary
Foundations for a positive work experience exists, but STBP needs to improve the consistency and visibility of actions to create a more open and trusting work environment

Overall Perceptions

- **People want to be here** at STBP

- Feel **respected by their supervisors and that Executive Director cares** about their well-being

- **Team Leadership can be more inclusive** and actively involve others

- Many feel free to be themselves but there are **specific groups (e.g., younger, of Black or African descent, women) who are not as positive** about how they are treated at STBP

- STBP **Leadership can do more to actively support** the kind of positive, personally safe environment STBP strives to be

- **Need to create greater tolerance for diversity of thought** – both across teams and with leaders

- Although experiencing **racism is relatively infrequent** at STBP, it has occurred
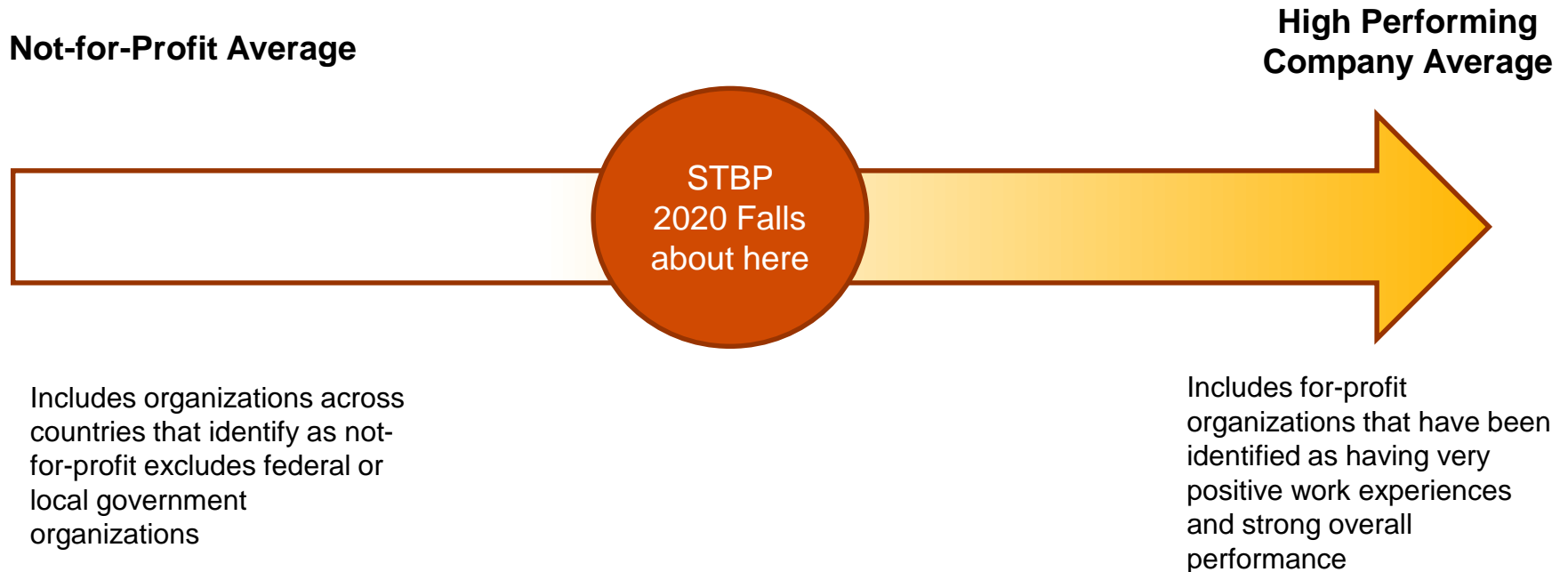
Dimensions Summary
People want to be at STBP but fair treatment and interactions with Team Leaders need improvement

Dimension	Favorable	Neutral	Unfavorable
Intent to Stay	84%	8%	8%
My Supervisor	79%	10%	12%
Executive Director	71%	22%	8%
Survey Action	65%	18%	18%
Diversity & Inclusion Culture	65%	19%	16%
STBP Leadership	63%	21%	15%
Open & Collaborative	61%	20%	19%
Fair Treatment	58%	20%	23%
Team Leaders	50%	32%	19%

■ Favorable   ■ Neutral   ■ Unfavorable

Understanding where STBP Stands
External benchmarks help position where we have the most room to improve relative to other organisations

Not-for-Profit Average

High Performing Company Average

STBP
2020 Falls
about here

Includes organizations across countries that identify as not-for-profit excludes federal or local government organizations

Includes for-profit organizations that have been identified as having very positive work experiences and strong overall performance

Aspire to be like other high performing organisations – so that is the key comparison. In general STBP falls above the not-for-profit range, but has room to continue to match high performing company average

Executive Director and Team Leader
Most show positive or neutral perceptions of Executive Director, while half feel Team Leaders inclusive behaviors can be better

Executive Director

	Diff. From High Perf. Norm

Executive Director at STBP demonstrates a sincere interest in the well-being of our personnel.

72%	20%	8%	-4

Executive Director at STBP is trustworthy.

70%	23%	7%	-6

Team Leader

At STBP, Team leaders seek different points of view before making decisions.

50%	35%	15%	-25

At STBP, Team leaders do a good job of ensuring that all relevant voices and perspectives are considered.

50%	28%	22%	--

■ Favorable ■ Neutral ■ Unfavorable

STBP Leadership and My Supervisor
Leadership can build more sensitivity to challenges being faced

STBP Leadership

Statement	Favorable	Neutral	Unfavorable	Diff. From High Perf. Norm
STBP Leadership (Team Leaders and above) demonstrates through its words and actions inclusion of/ towards people from different ethnic origins, nationalities or races.	72%	16%	12%	--
STBP leadership (Team Leaders and above) is sensitive to barriers faced by people of different ethnic origins, nationalities, or races.	59%	27%	14%	--
STBP leadership (Team Leaders and above) demonstrates personal commitment in supporting integrity, anti-fraud and ethics in their words and actions.	59%	20%	20%	--

My Supervisor

Statement	Favorable	Neutral	Unfavorable	Diff. From High Perf. Norm
My supervisor treats everyone with dignity and respect.	80%	11%	9%	-4
My supervisor does a good job of ensuring that all relevant voices and perspectives are considered.	77%	9%	14%	--

■ Favorable   ■ Neutral   ■ Unfavorable

8

Diversity & Inclusion Culture
Although most feel they can be themselves, there is inconsistency in how well opinions are welcomed and valued

Diff. From High Perf. Norm

I feel I can speak openly without downplaying or masking one or more aspects of my physical, cultural, spiritual or emotional self at work (i.e., be my true self).
- 74% | 8% | 18%
- --

I am appropriately involved in decisions that affect my work.
- 72% | 12% | 16%
- -8

Diverse views and opinions are valued in the decision-making process at STBP.
- 65% | 23% | 12%
- -16

If you disagree with a leader's perspective, it is not held against you.
- 58% | 24% | 18%
- -14

In my team decisions are made without unnecessary levels of approval.
- 58% | 27% | 15%
- -12

■ Favorable   ■ Neutral   ■ Unfavorable

9

Most have not experienced racism, but a small proportion reports it occurs

I have personally witnessed racism against others within STBP within the last 2 years.*

64
5
2
3

Of 7 who witness racism
5 experienced subtle racism
4 experienced racism

I have personally experienced subtle racism within STBP within the last 2 years.

64
5
3
2

Of 8 who experienced subtle racism
4 also experienced racism

I have personally experienced racism within STBP within the last 2 years.*

69
2
2
1

0   20   40   60   80

Number of Respondents

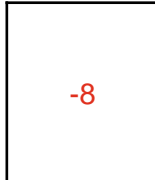■ Never   ■ Somewhat   ■ Frequently   ■ Prefer Not to Answer

Fair Treatment
Many do not feel respected or recognized (and STBP is well below norm); STBP can be more consistent in how it holds people accountable for their actions

Diff. From
High Perf.
Norm

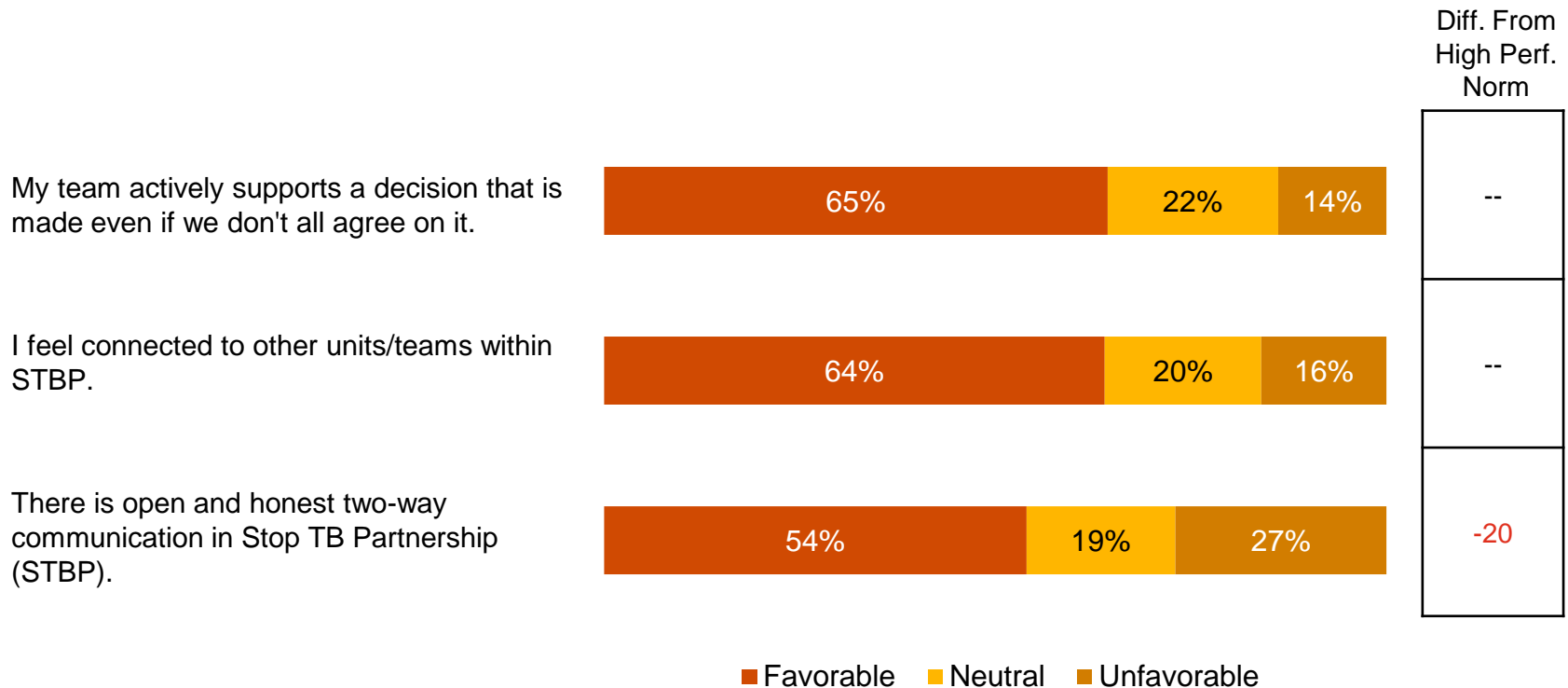| Statement	Favorable	Neutral	Unfavorable	Diff. From High Perf. Norm
People are treated fairly at STBP regardless of differences in race, gender, age, ability, religion, sexual orientation, etc.	74%	11%	15%	-8
At STBP, people are treated with respect, regardless of their job.	61%	18%	22%	-24
Personnel at all levels are held accountable for acting in accordance with rules, regulations and policies.	57%	15%	28%	--
STBP holds managers and staff accountable when they have behaved inappropriately within the context of race and discrimination.	55%	23%	22%	--
At STBP people are rewarded according to their job performance.	41%	32%	27%	-33

■ Favorable ■ Neutral ■ Unfavorable

Open and Collaborative
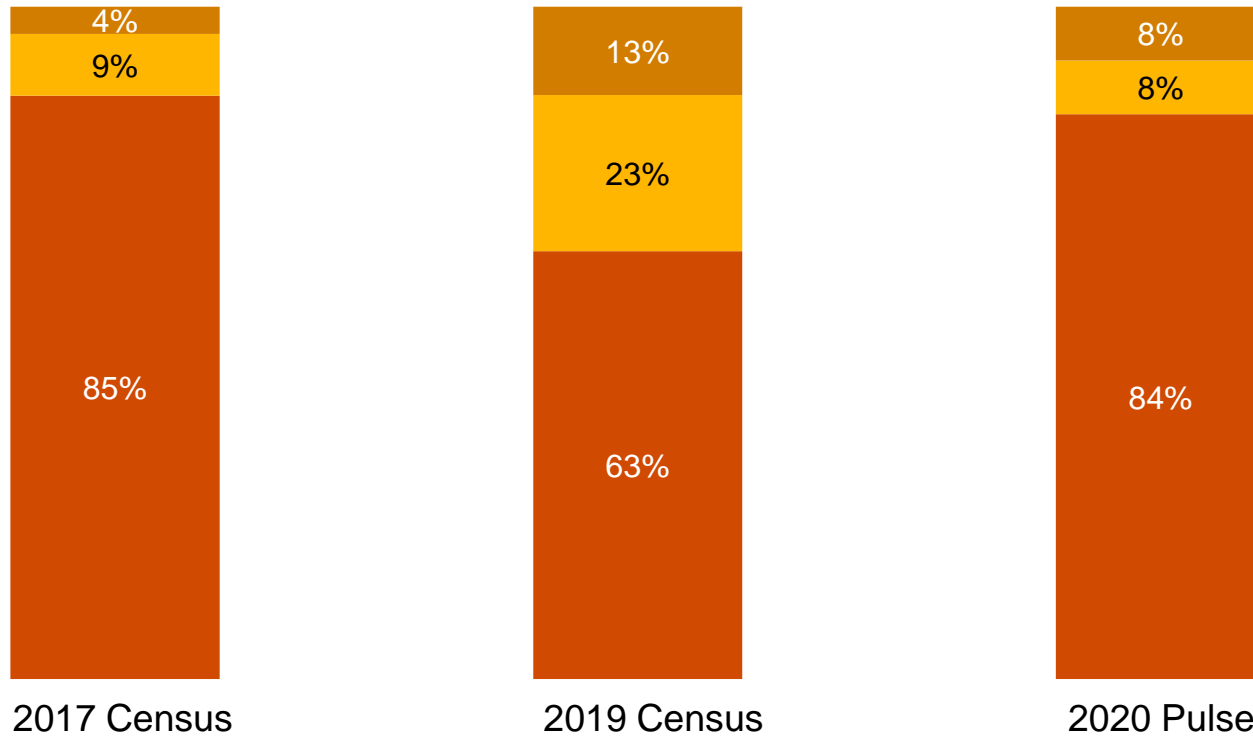## Many feel two-way open communication is lacking at STBP; Teams can be more consistent in how they collaborate or connect

	Diff. From High Perf. Norm

My team actively supports a decision that is made even if we don't all agree on it.

65%	22%	14%	--

I feel connected to other units/teams within STBP.

64%	20%	16%	--

There is open and honest two-way communication in Stop TB Partnership (STBP).

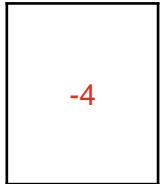| 54%	19%	27%	-20

■ Favorable   ■ Neutral   ■ Unfavorable

Intent to Stay
Most want to be at STBP – improving over 2019 Census

I would like to be working at STBP 12 months from now.

Diff. From
High Perf.
Norm (2020)

-4

2017 Census
- 4%
- 9%
- 85%

2019 Census
- 13%
- 23%
- 63%

2020 Pulse
- 8%
- 8%
- 84%

■ Favorable ■ Neutral ■ Unfavorable

13

Acting on the Survey
Following up on survey is a good first step in being open – build on optimism personnel has that you will use their feedback

I believe STBP will use results from this survey to improve the work experience of its people.

65%	18%	18%

■ Favorable   ■ Neutral   ■ Unfavorable

STBP Should consider how it

- Role models openness and trust from the top of the organization – show trust of people through empowerment and following through on intentions

- Drives consistency of action – across leaders – and across individuals – create greater mindfulness and intentionality of how people are being communicated to and treated

- Acknowledge and recognize individual contributions and feedback – take time to listen first and adjust messaging for audience – meet your people where they are at and what is important to them

- Building trust for open conversation will take time – it will come from sustained effort, willingness to acknowledge any missteps, and sharing actions that have been taken