The Office for National Statistics (UK)People Analytics

Session 2 - UNECE workshop on Culture Evolution

Wednesday 11 September 2019

Office for National Statistics

Welcome to the Office for National Statistics

The UK's largest independent producer of official statistics and the recognised national statistical institute of the UK.

A to Z of statistical bulletins
A B C D E F G
H I J K L M N
O P Q R S T U
V W X Y Z

Unemployment rate (aged 16 and over, seasonally adjusted)

4.3 %

2017 MAY-JUL

1971 JAN–MAR   2017 MAY–JUL

Gross Domestic Product: Quarter on Quarter growth: CVM SA %

0.3 %

2017 Q2

1955 Q2   2017 Q2

UK Statistics Authority

Better Statistics, Better Decisions

Strategy for UK statistics, 2015 to 2020

Government Statistical Service   Office for National Statistics
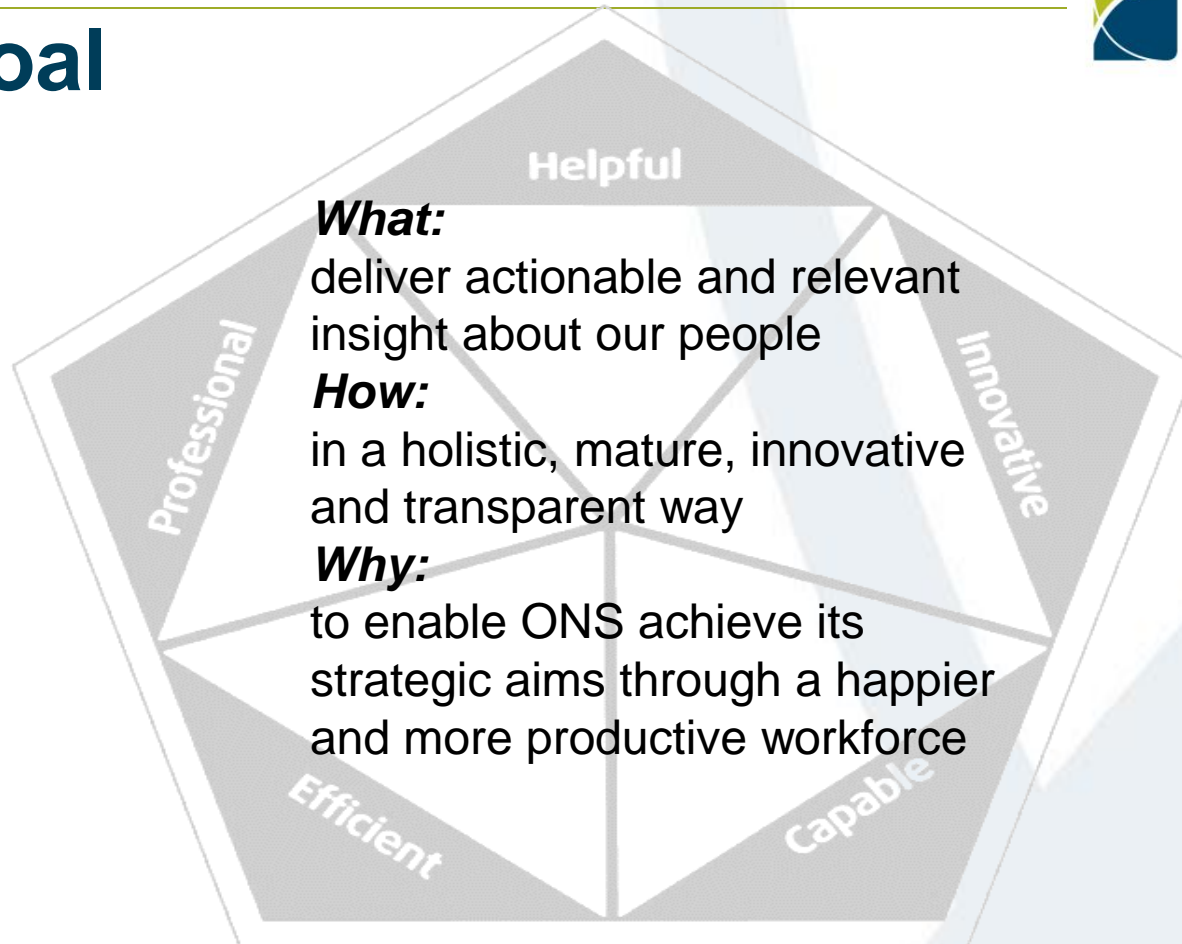
census

Data Science Campus

4592
3438 in our main offices
1154 across the nation

Economists
Statisticians
Researchers
Data Scientists
Administrators
Enabling functions

Our Goal

What:
deliver actionable and relevant insight about our people
How:
in a holistic, mature, innovative and transparent way
Why:
to enable ONS achieve its strategic aims through a happier and more productive workforce

People Analytics in ONS November 2018

Our Approach

Office for
National Statistics
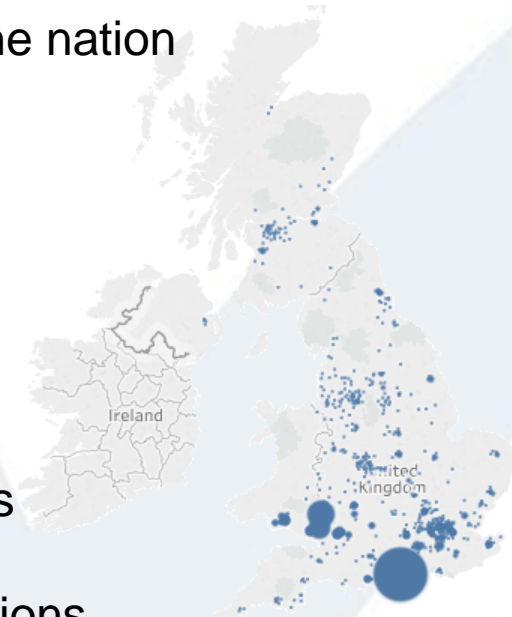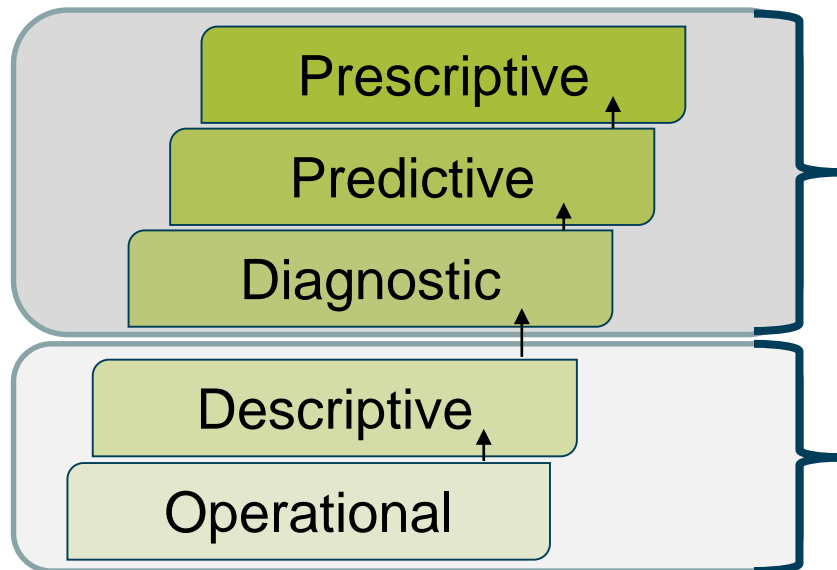
People Analytics

Investigating why something has happened – root cause

Taking a data-driven view of what may happen next

Suggesting how the business can mitigate risk – or maximise opportunity
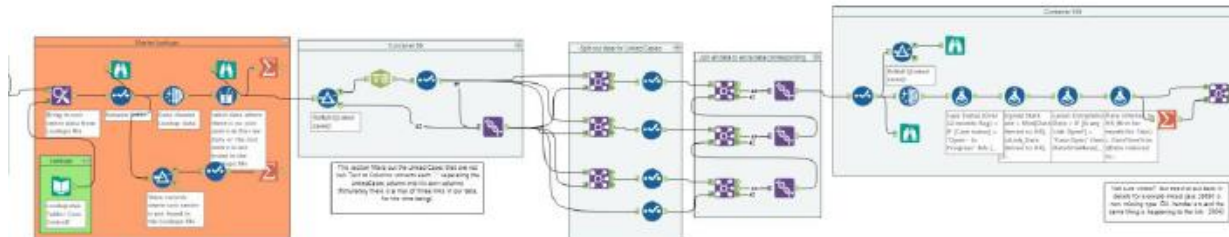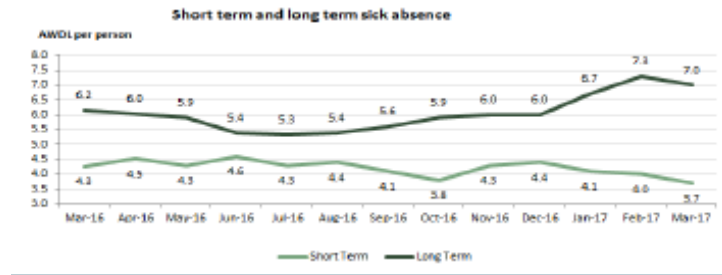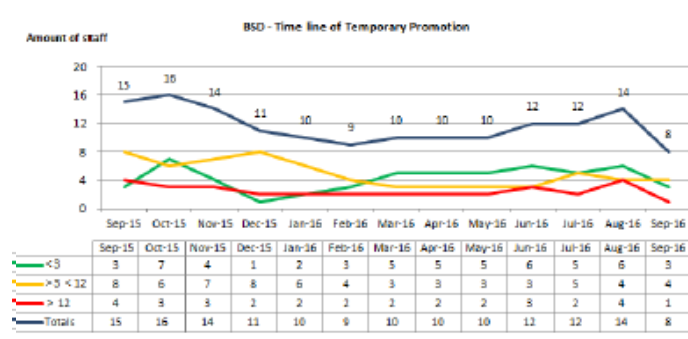
Predominately: **Project Based**

Prescriptive

Predictive

Diagnostic

Descriptive

Operational

Workforce Reporting

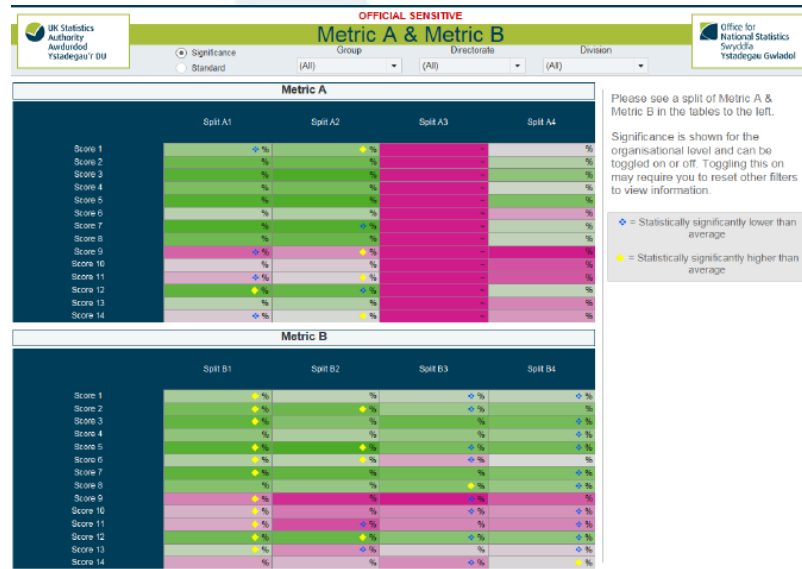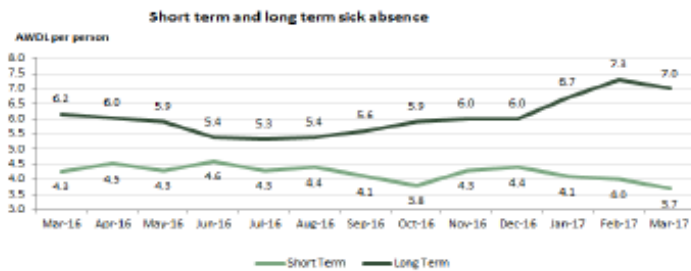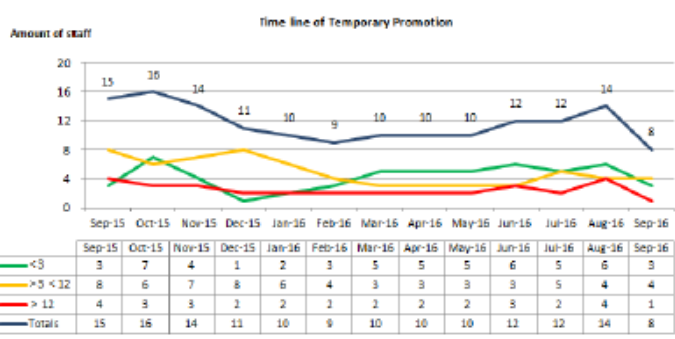Offering the current position – workforce profiles

Explaining what's happened in the past – trend reporting

Predominately: **Business as Usual**
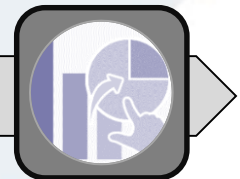
People Analytics in ONS November 2018

From Manual Reporting to Automated Reporting

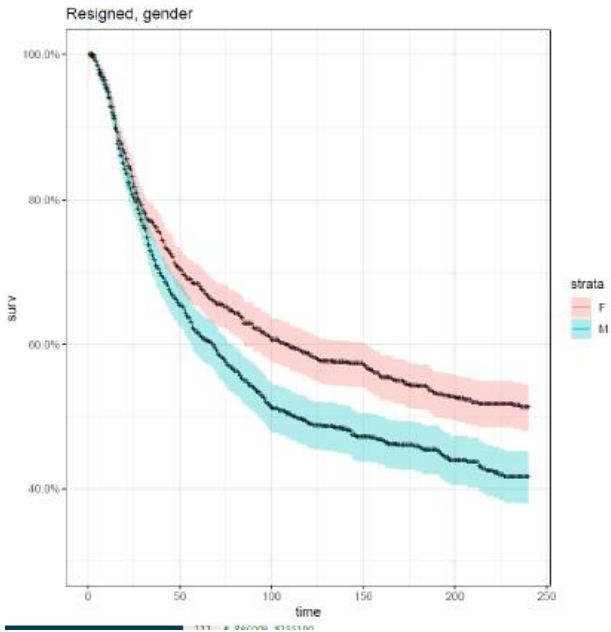# From Static and Manual Dashboards to Accessible and Interactive Dashboards
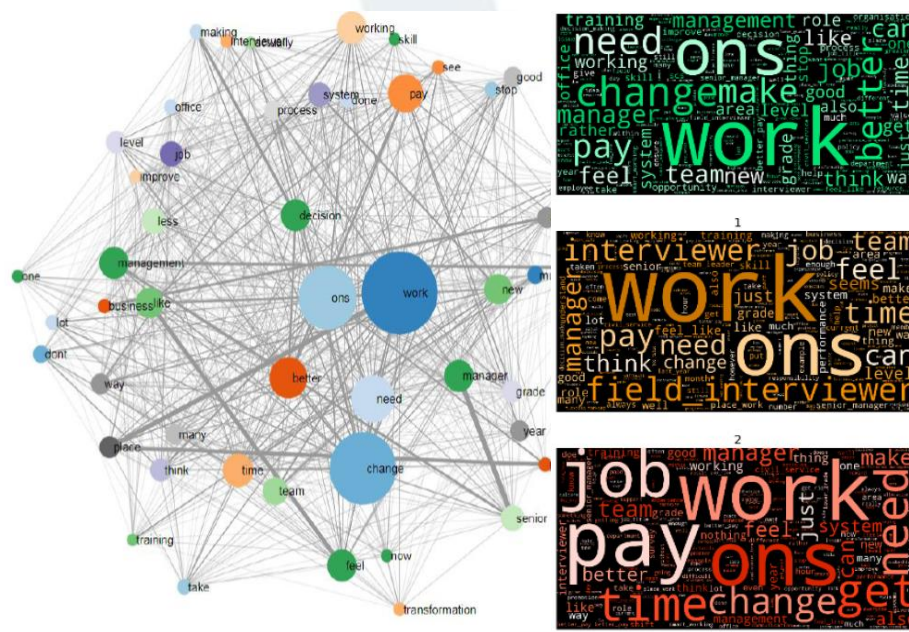

Excel

tableau

2. Modernise

From Reporting to Statistical and Predictive Analytics

Survival analysis

Word association and sentiment analysis
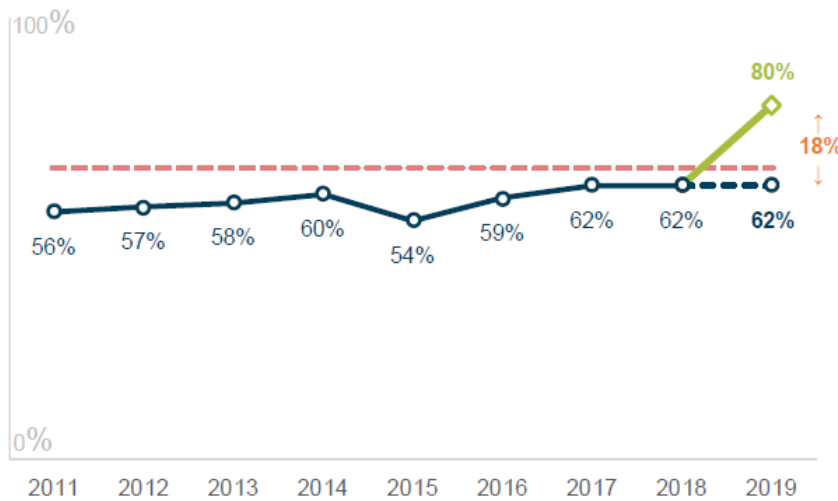
Excel

3. Mature
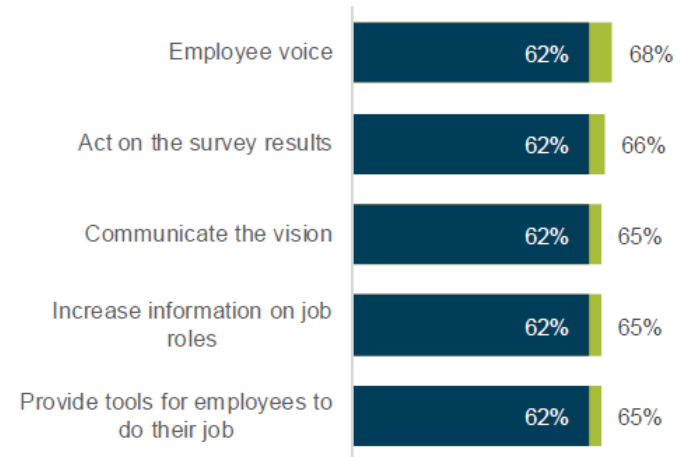
Example of Predictive Analytics

Action Impact on predicted EES for 2019

Employee voice	62%	68%
Act on the survey results	62%	66%
Communicate the vision	62%	65%
Increase information on job roles	62%	65%
Provide tools for employees to do their job	62%	65%

---- Civil Service High Performers —○— Current EES (2019 predicted as dashed) — Predicted EES

Predicted EES with ideal scores in 2019 is 80% which is 18% above the predicted EES in 2019 of 62% and 14% above the civil service high performers benchmark score of 66%. Please note that the 18% predicted change is a result of all actions being applied.
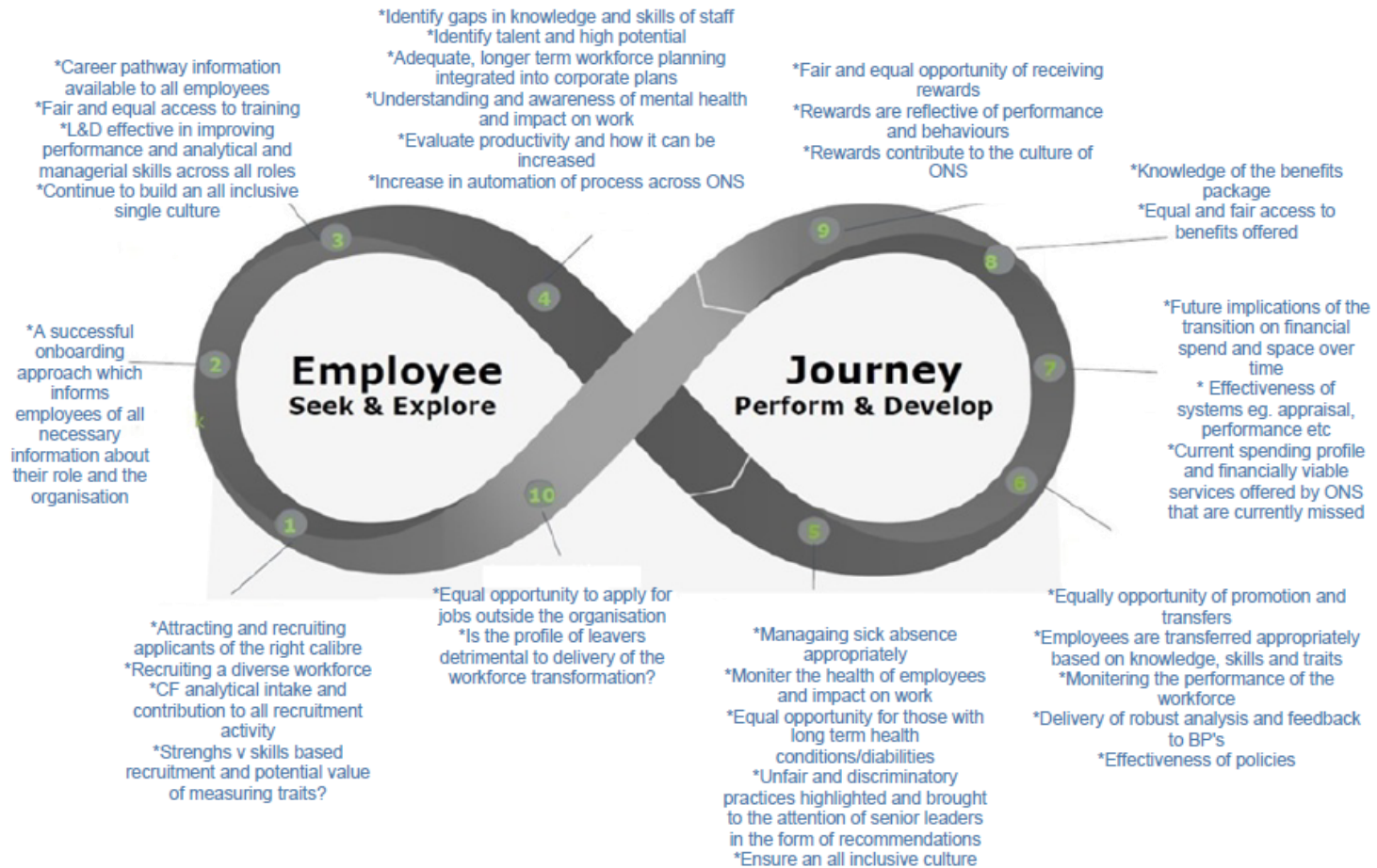
Organisational health

Taxonomy of workforce capabilities and HR practices

Key Performance Drivers	Workforce Capabilities	People Processes	
High performing culture Flexible, capable workforce Innovative, competitive employer	Employee engagement Workforce performance Human capital efficiency Leadership capability Talent management Workforce adaptability Ability to change Cultural Alignment	Recruitment Workforce planning Learning management Career development Knowledge management Employee relations	Succession planning Competency management Rewards and recognition Performance appraisal Organisational culture (to come)

Driving Evidence- the employee lifecycle

Next steps

- Analyse the employee lifecycle to identify key indicators

- Compile ten year trends and predictions

- Develop a rag status and heatmap of the health of the organisation

Summary

- Invest in building People Analytics capability

- Develop a planned approach

- Collaborate with Finance colleagues to purchase tools required

- Build analytical capability within HR Business Partner teams

- This has allowed us to talk the language of the business and guide people discussions and decisions

Summary

- Use predictive analytics to guide HR activities
- Once you achieve this level of maturity you can look to develop indicators to measure organisational effectiveness and health

For further information

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