
PEOPLE MATTER 2016

NSW Public Sector Employee Survey



Health

Far West Local Health District

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RESPONSE RATE

48%

**393 RESPONSES
OUT OF 818 EMPLOYEES**

ENGAGEMENT INDEX

67%

PMES 2016
SECTOR SCORE **65%**

PMES 2014
SECTOR SCORE **65%**

PMES 2016 CLUSTER
SCORE **65%**



ENGAGEMENT

Engaged employees have a sense of personal attachment to their work and organisation; they are motivated and able to give their best to help the organisation succeed.

The complete list of questions which are used to calculate the Engagement Index are listed in the All Questions pages.

RESPONSE RATE

Due to the size of the NSW public sector, even comparatively low levels of response to People Matter can be statistically representative and an accurate reflection of perceptions. Any parts of the sector where the response rate is too low for data to be fully reliable have been flagged in reports.

Some entities exceeded 100% where responses were greater than the employee headcount. This is thought to be primarily due to employees selecting the wrong work location in the survey.

QUESTION HEADLINES

+ HIGHEST AGREEMENT SCORING QUESTIONS

2016
AGREEMENT
%

1h.	I look for ways to perform my job more effectively	96%
1a.	I understand what is expected of me to do well in my role	92%
1d.	I feel I make a contribution to achieving the organisation's objectives	88%
2a.	My workgroup strives to achieve customer/client satisfaction	86%
8i.	Diversity and inclusion in the workplace can contribute to better business outcomes	86%
2i.	People in my workgroup treat customers/clients with respect	86%
7c.	My organisation strives to earn and sustain a high level of public trust	83%
7b.	My organisation strives to match services to customer/client needs	83%
7a.	My organisation provides high quality services	82%
1g.	My job gives me a feeling of personal accomplishment	81%

- LOWEST AGREEMENT SCORING QUESTIONS

2016
AGREEMENT
%

7l.	My organisation's processes for recruiting employees are efficient	33%
3k.	I would like to work in another agency within the NSW Public Sector during my career	34%
6h.	I feel that senior managers listen to employees	38%
6g.	I feel that senior managers keep employees informed about what's going on	42%
7m.	Recruitment and promotion decisions in this organisation are generally fair	44%
6c.	I feel that senior managers model the values of my organisation	45%
6b.	I feel that senior leaders effectively lead and manage change	45%
9b.	I have confidence in the ways my organisation resolves grievances	45%
7h.	People in my organisation take responsibility for their own actions	46%
7n.	My organisation generally selects capable people to do the job	47%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are your highest and lowest scoring questions from the survey, based on respondents who have selected 'Strongly Agree' and 'Agree'.

BUSINESS UNIT COMPARISON



COMPARISON OF BUSINESS UNITS

This page provides the scores for each of the business units below Far West Local Health District, using the same key question groups.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Far West Local Health District	Balranald	Broken Hill	Dareton	Local Health District Services	Wentworth
NUMBER OF RESPONDENTS	393	25	267	26	20	25
ENGAGEMENT	67%	72%	66%	62%	69%	79%
SENIOR MANAGERS	48%	62%	44%	43%	47%	67%
COMMUNICATION	60%	72%	57%	63%	62%	72%
HIGH PERFORMANCE	70%	75%	68%	74%	77%	82%
PUBLIC SECTOR VALUES	66%	75%	62%	75%	72%	74%
DIVERSITY & INCLUSION	68%	75%	66%	74%	72%	76%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT
OFF LIMIT OF 10 RESPONDENTS



EXPLORE THE FULL SURVEY RESULTS

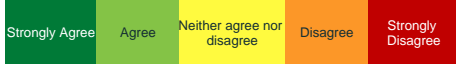
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Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

ENGAGEMENT	67% RESPONSE SCALE	AGREEMENT %	PMES 2014	HEALTH	SECTOR
Q7o. I would recommend my organisation as a great place to work		62%	62%	60%	60%
Q7p. I am proud to tell others I work for my organisation		69%	72%	68%	68%
Q7q. I feel a strong personal attachment to my organisation		64%	68%	62%	64%
Q7r. My organisation motivates me to help it achieve its objectives		57%	56%	54%	55%
Q7s. My organisation inspires me to do the best in my job		57%	58%	55%	55%

KEY





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ENGAGEMENT WITH WORK 81% RESPONSE SCALE	AGREEMENT %	HEALTH	SECTOR	
Q1g. My job gives me a feeling of personal accomplishment		81%	78%	76%
Q1h. I look for ways to perform my job more effectively		96%	94%	95%
Q1i. I feel motivated to contribute more than what is normally required at work		79%	75%	76%
Q1j. I am satisfied with my job at the present time		67%	63%	63%

KEY





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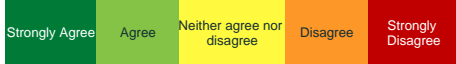
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SENIOR MANAGERS	48% RESPONSE SCALE	AGREEMENT %	HEALTH	SECTOR
Q6a. I believe senior managers provide clear direction for the future of the organisation	13 37 26 17	50%	45%	47%
Q6b. I feel that senior leaders effectively lead and manage change	13 32 28 20 8	45%	42%	43%
Q6c. I feel that senior managers model the values of my organisation	12 32 27 18 10	45%	45%	48%
Q6d. Senior managers encourage innovation by employees	16 37 30 14	52%	47%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with	14 39 31 13	52%	49%	52%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	17 41 29 9	58%	55%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	14 28 30 20 9	42%	42%	44%
Q6h. I feel that senior managers listen to employees	12 26 31 20 11	38%	37%	39%
Q7f. I feel that change is handled well in my organisation	11 38 27 19	48%	43%	41%

KEY





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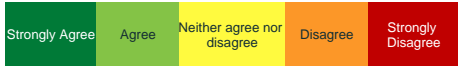
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COMMUNICATION	60% RESPONSE SCALE	AGREEMENT %	HEALTH	SECTOR
Q5e. My manager communicates effectively with me		69%	66%	69%
Q5f. My manager encourages and values employee input		72%	66%	69%
Q5g. My manager involves my workgroup in decisions about our work		68%	62%	64%
Q6g. I feel that senior managers keep employees informed about what's going on		42%	42%	44%
Q6h. I feel that senior managers listen to employees		38%	37%	39%
Q8h. I am able to speak up and share a different view to my colleagues and manager		70%	67%	69%

KEY





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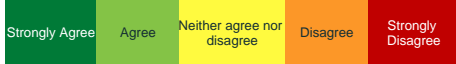
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Some key comparisons are provided.

	HIGH PERFORMANCE				70% RESPONSE SCALE	AGREEMENT %	HEALTH	SECTOR
Q1a. I understand what is expected of me to do well in my role	43	50				92%	91%	90%
Q1b. I have the tools I need to do my job effectively	21	53	15	9		74%	72%	70%
Q1c. I get the information I need to do my job well	18	54	18	8		72%	69%	67%
Q1d. I feel I make a contribution to achieving the organisation's objectives	33	55	7			88%	86%	86%
Q1e. I feel I am able to suggest ideas to improve our way of doing things	28	47	11	10		75%	70%	69%
Q2b. People in my workgroup use time and resources efficiently	24	44	19	10		69%	68%	70%
Q2c. My team works collaboratively to achieve its objectives	29	43	18	8		72%	74%	75%
Q2d. People in my workgroup have the appropriate skills to do the job well	29	46	17			74%	77%	76%
Q3h. I have received appropriate training and development to do my job well	23	48	18	8		71%	69%	63%

KEY





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Some key comparisons are provided.

	HIGH PERFORMANCE				70% RESPONSE SCALE	AGREEMENT %	HEALTH	SECTOR
Q5a. My manager encourages people in my workgroup to improve the quality of what they do	27	45	18		72%	70%	72%	
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims	28	43	20		71%	65%	64%	
Q5c. My manager assigns work to people in my workgroup based on their skills and expertise	21	48	19	9	69%	63%	65%	
Q5j. I have confidence in the decisions my line manager makes	24	43	20	10	67%	64%	67%	
Q6d. Senior managers encourage innovation by employees	16	37	30	14	52%	47%	49%	
Q6e. Senior managers promote collaboration between my organisation and others we work with	14	39	31	13	52%	49%	52%	
Q7d. My organisation focuses on improving the work we do	27	51	15		79%	76%	76%	
Q7e. My organisation is making the necessary improvements to meet our future challenges	22	47	20	9	69%	61%	62%	
Q7g. There is good co-operation between teams across our organisation	16	39	27	13	55%	50%	48%	

KEY





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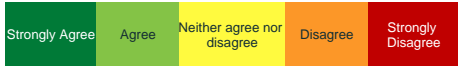
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	HIGH PERFORMANCE					70% RESPONSE SCALE	AGREEMENT %	HEALTH	SECTOR
Q7n. My organisation generally selects capable people to do the job	11	37	30	16			47%	53%	51%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	19	51	23				71%	67%	67%
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	30	56	12				86%	84%	85%

KEY





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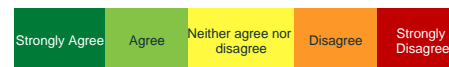
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Some key comparisons are provided.

PUBLIC SECTOR VALUES	66% RESPONSE SCALE				AGREEMENT %	HEALTH	SECTOR
	Strongly Agree	Agree	Neither agree nor disagree	Disagree			
Q2a. My workgroup strives to achieve customer/client satisfaction	42	45	9		86%	85%	85%
Q2b. People in my workgroup use time and resources efficiently	24	44	19	10	69%	68%	70%
Q2g. People in my workgroup are honest, open and transparent in their dealings	25	36	23	11	60%	64%	67%
Q2h. People in my workgroup treat each other with respect	27	37	21	10	64%	68%	72%
Q2i. People in my workgroup treat customers/clients with respect	43	43	10		86%	86%	86%
Q5a. My manager encourages people in my workgroup to improve the quality of what they do	27	45	18		72%	70%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims	28	43	20		71%	65%	64%
Q5d. My manager listens to what I have to say	28	45	17		74%	70%	73%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased	23	39	24	10	62%	61%	64%

KEY





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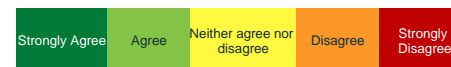
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Some key comparisons are provided.

PUBLIC SECTOR VALUES	66% RESPONSE SCALE				AGREEMENT %	HEALTH	SECTOR	
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree			
Q5k. My manager treats employees with dignity and respect	32	43	17			74%	72%	76%
Q5l. My manager talks to me about how the values apply to my work	25	40	22	10		65%	58%	58%
Q6a. I believe senior managers provide clear direction for the future of the organisation	13	37	26	17		50%	45%	47%
Q6c. I feel that senior managers model the values of my organisation	12	32	27	18	10	45%	45%	48%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	17	41	29	9		58%	55%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	14	28	30	20	9	42%	42%	44%
Q6h. I feel that senior managers listen to employees	12	26	31	20	11	38%	37%	39%
Q7a. My organisation provides high quality services	28	55	13			82%	81%	80%
Q7b. My organisation strives to match services to customer/client needs	31	52	13			83%	80%	80%

KEY





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This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

PUBLIC SECTOR VALUES	66% RESPONSE SCALE					AGREEMENT %	HEALTH	SECTOR
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree			
Q7c. My organisation strives to earn and sustain a high level of public trust	31	53	12			83%	82%	83%
Q7d. My organisation focuses on improving the work we do	27	51	15			79%	76%	76%
Q7h. People in my organisation take responsibility for their own actions	12	34	30	18		46%	48%	48%
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest	16	39	30	11		55%	58%	63%

KEY





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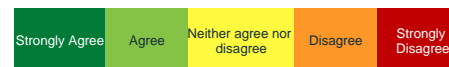
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Some key comparisons are provided.

DIVERSITY & INCLUSION	68% RESPONSE SCALE				AGREEMENT %	HEALTH	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work	20	45	15	14	65%	60%	59%
Q5d. My manager listens to what I have to say	28	45	17	10	74%	70%	73%
Q5f. My manager encourages and values employee input	30	42	17	7	72%	66%	69%
Q5h. My manager takes into account the differing needs and circumstances of employees when making decisions	25	42	19	10	67%	63%	65%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased	23	39	24	10	62%	61%	64%
Q6i. Senior managers in my organisation genuinely support the career advancement of women	20	33	36	11	52%	49%	54%
Q8a. My organisation respects individual differences (e.g cultures, working styles, backgrounds, ideas)	21	49	21	9	70%	73%	75%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	19	51	23	7	71%	67%	67%
Q8h. I am able to speak up and share a different view to my colleagues and manager	22	48	16	10	70%	67%	69%

KEY





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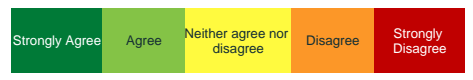
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DIVERSITY & INCLUSION	68% RESPONSE SCALE				AGREEMENT %	HEALTH	SECTOR
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	30	56	12		86%	84%	85%
Q8j. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	22	44	24		66%	55%	58%

KEY





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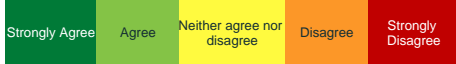
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Some key comparisons are provided.

RECRUITMENT	41% RESPONSE SCALE					AGREEMENT %	HEALTH	SECTOR
Q7l. My organisation's processes for recruiting employees are efficient	8	25	24	28	15	33%	32%	33%
Q7m. Recruitment and promotion decisions in this organisation are generally fair	11	33	31	19	7	44%	43%	41%
Q7n. My organisation generally selects capable people to do the job	11	37	30	16		47%	53%	51%

KEY





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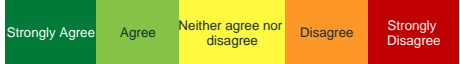
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Some key comparisons are provided.

EMPLOYEE VALUE PROPOSITION	57%	RESPONSE SCALE	AGREEMENT %	HEALTH	SECTOR		
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	25	37	24	9	62%	58%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	21	33	32	10	53%	51%	53%
Q7g. There is good co-operation between teams across our organisation	16	39	27	13	55%	50%	48%

KEY





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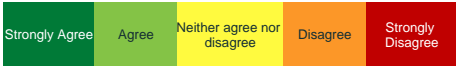
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Some key comparisons are provided.

PERFORMANCE FRAMEWORK & DEVELOPMENT	63% RESPONSE SCALE	AGREEMENT %	HEALTH	SECTOR
Q3a. I have a current performance plan that sets out my individual objectives		67%	62%	62%
Q3b. I have informal feedback conversations with my manager throughout the year		76%	68%	70%
Q3c. I have scheduled feedback conversations with my manager throughout the year		66%	58%	58%
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		68%	59%	59%
Q3e. My performance is assessed against clear criteria		62%	56%	53%
Q3f. I feel I can have open, honest conversations with my manager about the quality of work required		74%	69%	71%
Q3g. I am able to access the right learning and development opportunities as required		70%	66%	60%
Q3h. I have received appropriate training and development to do my job well		71%	69%	63%
Q3i. I have a strong desire to advance my career		74%	69%	69%

KEY





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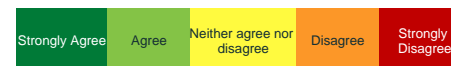
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PERFORMANCE FRAMEWORK & DEVELOPMENT	63% RESPONSE SCALE	AGREEMENT %	HEALTH	SECTOR
Q3j. I am satisfied with the opportunities available for career development in my organisation	16 40 26 14	55%	48%	45%
Q3k. I would like to work in another agency within the NSW Public Sector during my career	15 18 35 20 10	34%	40%	41%
Q5m. My manager provides acknowledgement or other recognition for the work I do	27 43 17 9	70%	64%	67%
Q5n. My manager appropriately deals with employees who perform poorly	17 31 29 15 8	48%	44%	44%
Q5o. My manager ensures fair access to developmental opportunities for people in my workgroup	24 43 21 7	67%	61%	62%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	25 37 24 9	62%	58%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	21 33 32 10	53%	51%	53%
Q7j. My organisation is committed to developing its employees	16 43 28 9	59%	53%	53%

KEY





EXPLORE THE FULL SURVEY RESULTS

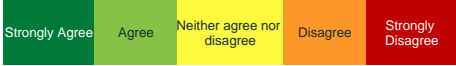
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MOBILITY	50% RESPONSE SCALE					AGREEMENT %	HEALTH	SECTOR
Q3k. I would like to work in another agency within the NSW Public Sector during my career	15	18	35	20	10	34%	40%	41%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	25	37	24	9		62%	58%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	21	33	32	10		53%	51%	53%

KEY





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Some key comparisons are provided.

PAY & BENEFITS 68% RESPONSE SCALE	AGREEMENT %	HEALTH	SECTOR
Q4a. I am paid fairly for the work I do	65%	55%	60%
Q4b. I am satisfied with my total benefits package (incl. superannuation, leave entitlements etc)	70%	60%	60%

KEY





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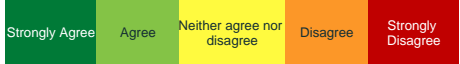
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Some key comparisons are provided.

DIVERSITY GROUPS	76% RESPONSE SCALE				AGREEMENT %	HEALTH	SECTOR
Q8b. Cultural background is not a barrier to success in my organisation	25	53	16		78%	77%	77%
Q8c. Age is not a barrier to success in my organisation	25	51	19		75%	73%	71%
Q8d. Disability is not a barrier to success in my organisation	20	50	27		70%	66%	67%
Q8e. Sexual orientation is not a barrier to success in my organisation	26	53	20		78%	76%	76%
Q8f. Gender is not a barrier to success in my organisation	26	53	19		79%	75%	74%

KEY





EXPLORE THE FULL SURVEY RESULTS

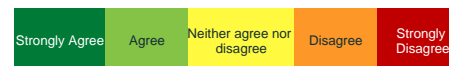
This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

WORKPLACE SUPPORT	65% RESPONSE SCALE	AGREEMENT %	HEALTH	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work		65%	60%	59%
Q1k. I am able to keep my work stress at an acceptable level		64%	60%	58%
Q1l. My workload is acceptable		63%	54%	55%
Q2e. I receive help and support from other members of my workgroup		79%	78%	80%
Q2f. There is good team spirit in my workgroup		61%	64%	67%
Q7k. My organisation offers practical employment arrangements and conditions to help employees achieve a work-life balance		58%	52%	56%

KEY





EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

ACTION ABOUT SURVEY RESULTS

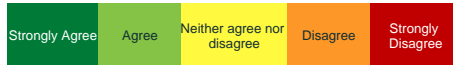
47% RESPONSE SCALE

Q15. I believe action will be taken on the results from this survey by my organisation



	AGREEMENT %	HEALTH	SECTOR
Q15. I believe action will be taken on the results from this survey by my organisation	47%	34%	32%

KEY





EXPLORE THE FULL SURVEY RESULTS

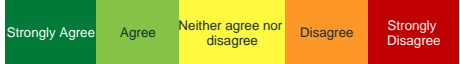
This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

WORKPLACE CONDUCT	50% RESPONSE SCALE	AGREEMENT %	HEALTH	SECTOR
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest	16 39 30 11	55%	58%	63%
Q9b. I have confidence in the ways my organisation resolves grievances	13 33 30 18	45%	43%	43%
Q9c. I am confident that I would be protected from reprisal for reporting misconduct/wrongdoing	15 34 27 16	49%	48%	49%

KEY





EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

MOTIVATION TO STAY	RESPONSE SCALE	AGREEMENT%	HEALTH	SECTOR
Q13. What factors would motivate you to stay in the NSW public sector?				
More interesting and challenging work		38%	42%	46%
Better skills in my workgroup		28%	28%	27%
Improved career opportunities		42%	47%	52%
Improved learning and development opportunities		51%	49%	50%
Greater involvement in decision making		33%	32%	33%
Better pay and benefits		50%	58%	58%
Greater recognition for the work I do		45%	44%	45%
Better leadership from senior managers		35%	37%	39%



EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

MOTIVATION TO STAY	RESPONSE SCALE	AGREEMENT%	HEALTH	SECTOR
Q13. What factors would motivate you to stay in the NSW public sector?				
Better leadership from my manager		25%	29%	27%
Better accountability for performance		24%	24%	25%
A better location		19%	19%	20%
More flexible working conditions		26%	38%	38%
Better work/life balance		38%	43%	46%
Improved facilities		34%	32%	30%
Improved technology and systems		33%	33%	38%
Better job security		26%	33%	43%



EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

WORKPLACE CONDUCT	RESPONSE SCALE	AGREEMENT%	HEALTH	SECTOR
Q9a. In the last 12 months I have read or referred to my organisation's code of conduct				
Yes		81%	77%	72%
No		15%	19%	24%
Don't Know		3%	3%	4%



EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	AGREEMENT%	HEALTH	SECTOR
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work				
Yes		35%	31%	25%
No		57%	59%	64%
Don't Know		8%	10%	11%
Q10b. Have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		72%	65%	63%
No		28%	33%	35%



EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	AGREEMENT%	HEALTH	SECTOR
Q10c. In the last 12 months I have witnessed bullying at work				
Yes		42%	43%	35%
No		55%	50%	58%
Don't Know		4%	6%	7%
Q10d. In the last 12 months I have been the subjected to bullying at work				
Yes		17%	24%	20%
No		79%	71%	75%
Don't Know		4%	5%	5%



EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	AGREEMENT%	HEALTH	SECTOR
Q10e. Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months.				
A senior manager		18%	20%	23%
Your Immediate Manager/Supervisor		13%	26%	26%
A fellow worker at your level		36%	29%	25%
A subordinate		10%	7%	8%
Other		11%	5%	4%
Prefer not to say		11%	11%	13%



EXPLORE THE FULL SURVEY RESULTS

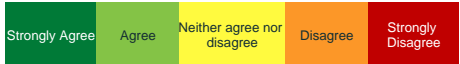
This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

HEALTH QUESTIONS	RESPONSE SCALE				AGREEMENT %	HEALTH
Q1. Morale is good in my team	19	45	18	15	64%	59%
Q2. I believe I am valued for what I can offer at my workplace	24	49	17	9	73%	69%
Q3. In my workplace, we recognise our successes and innovations	22	51	18	8	73%	64%
Q4. Staff are treated respectfully regardless of their job	23	44	18	12	67%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	17	36	25	16	52%	49%
Q6. Overall, I have confidence in the decisions made by my senior managers	16	40	25	13	55%	50%

KEY





EXPLORE THE FULL SURVEY RESULTS

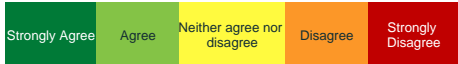
This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

HEALTH QUESTIONS	RESPONSE SCALE					AGREEMENT %	HEALTH
Q7. I have a say in decisions which affect my work	17	41	21	14		59%	50%
Q8. Where I work, we share the lessons learnt when mistakes are made	20	48	20	9		68%	64%
Q9. My team's objectives/work plans are clearly outlined	19	48	19	11		67%	64%
Q10. Our objectives/work plans help us to deliver a quality service	21	49	21			70%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	17	35	30	11	8	51%	41%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

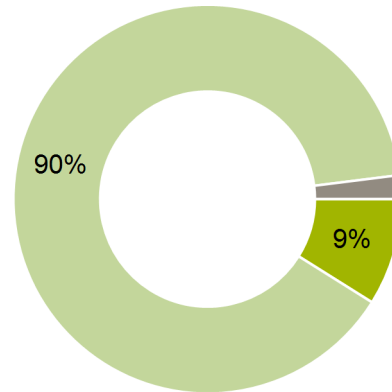
	RESPONSE SCALE	PERCENTAGE%
Gender		
Male		21%
Female		79%
Other		1%
Age		
<35		23%
35 - 54		49%
> 54		28%

PROFILE OF RESPONDENTS

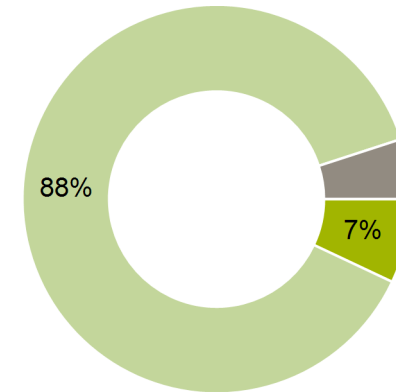


PERSONAL PROFILES

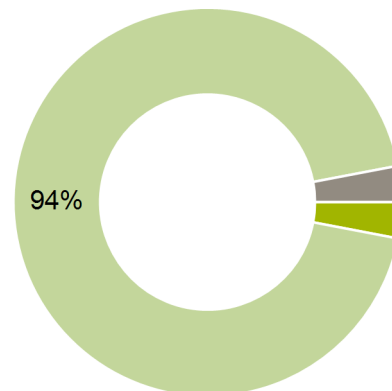
DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME?



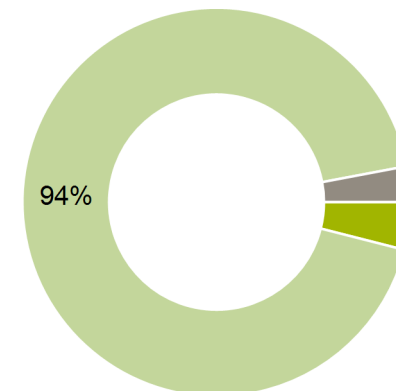
ARE YOU OF ABORIGINAL AND/OR TORRES STRAIT ISLANDER ORIGIN?



DO YOU HAVE A DISABILITY?



DO YOU IDENTIFY AS LGBTI?



KEY



PROFILE OF RESPONDENTS



WORK PROFILES

TENURE IN ORGANISATION	RESPONSE SCALE	PERCENTAGE%
Less than 1 year		12%
1 - 2 years		13%
2 - 5 years		21%
5 - 10 years		18%
10 - 20 years		19%
More than 20 years		17%

PROFILE OF RESPONDENTS



WORK PROFILES

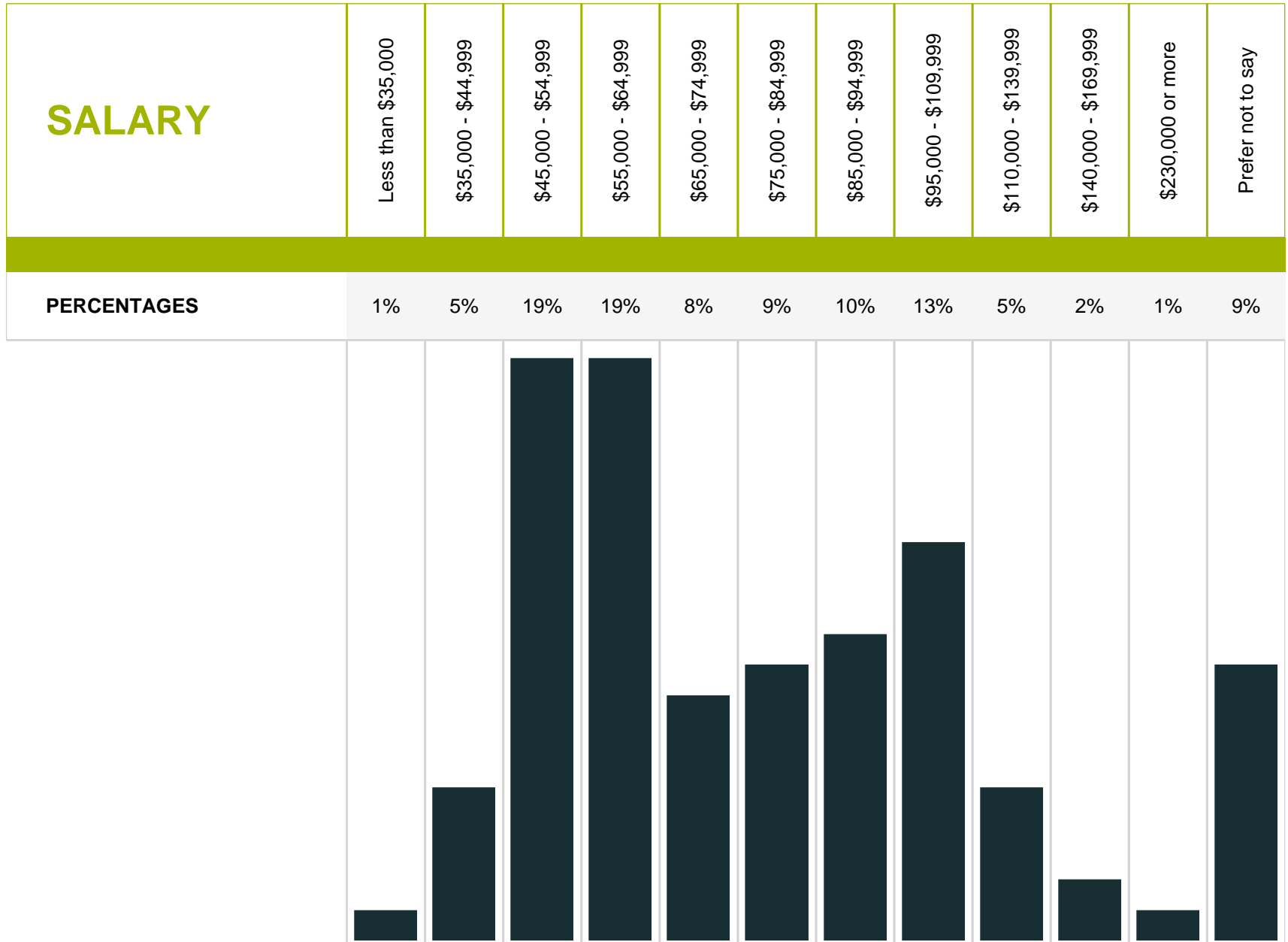
TYPE OF WORK	RESPONSE SCALE	PERCENTAGE%
Service delivery involving direct contact with the general public		58%
Other service delivery work		9%
Administrative support		13%
Corporate services		5%
Policy		0%
Program and project management support		2%
Legal (including developing and/or reviewing legislation)		0%
Other		12%

PROFILE OF RESPONDENTS



WORK PROFILES

SALARY



RESULTS BY TYPE OF WORK



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Far West Local Health District	Service delivery involving direct contact with the general public	Other service delivery work	Administrative support	Corporate services	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	393	208	31	45	19	1	0	8	1	43
ENGAGEMENT	67%	66%	71%	71%	(r)	(r)	(r)	(r)	(r)	65%
SENIOR MANAGERS	48%	48%	56%	53%	(r)	(r)	(r)	(r)	(r)	45%
COMMUNICATION	60%	59%	69%	69%	(r)	(r)	(r)	(r)	(r)	53%
HIGH PERFORMANCE	70%	71%	74%	74%	(r)	(r)	(r)	(r)	(r)	63%
PUBLIC SECTOR VALUES	66%	66%	73%	72%	(r)	(r)	(r)	(r)	(r)	60%
DIVERSITY & INCLUSION	68%	67%	75%	77%	(r)	(r)	(r)	(r)	(r)	63%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

RESULTS BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Far West Local Health District	Less than \$35,000	\$35,000 - \$44,999	\$45,000 - \$54,999	\$55,000 - \$64,999	\$65,000 - \$74,999	\$75,000 - \$84,999	\$85,000 - \$94,999	\$95,000 - \$109,999	\$110,000 - \$139,999	\$140,000 - \$169,999	\$170,000 - \$229,999	\$230,000 or more	Prefer not to say
NUMBER OF RESPONDENTS	393	5	17	67	67	28	33	35	45	18	6	0	2	33
ENGAGEMENT	67%	(r)	(r)	66%	67%	(r)	63%	65%	70%	(r)	(r)	(r)	(r)	62%
SENIOR MANAGERS	48%	(r)	(r)	53%	50%	(r)	35%	43%	54%	(r)	(r)	(r)	(r)	40%
COMMUNICATION	60%	(r)	(r)	63%	61%	(r)	55%	55%	65%	(r)	(r)	(r)	(r)	51%
HIGH PERFORMANCE	70%	(r)	(r)	69%	70%	(r)	66%	69%	74%	(r)	(r)	(r)	(r)	66%
PUBLIC SECTOR VALUES	66%	(r)	(r)	66%	65%	(r)	59%	64%	71%	(r)	(r)	(r)	(r)	61%
DIVERSITY & INCLUSION	68%	(r)	(r)	69%	68%	(r)	64%	63%	74%	(r)	(r)	(r)	(r)	62%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

RESULTS BY TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Far West Local Health District	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	393	42	44	75	65	67	59
ENGAGEMENT	67%	71%	67%	66%	66%	67%	69%
SENIOR MANAGERS	48%	62%	54%	52%	44%	43%	49%
COMMUNICATION	60%	69%	69%	61%	57%	53%	62%
HIGH PERFORMANCE	70%	76%	74%	69%	68%	69%	71%
PUBLIC SECTOR VALUES	66%	72%	71%	66%	62%	63%	68%
DIVERSITY & INCLUSION	68%	72%	74%	70%	68%	63%	71%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT
OFF LIMIT OF 30 RESPONDENTS

RESULTS BY AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Far West Local Health District	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	393	2	19	43	17	20	28	62	60	55	30	12
ENGAGEMENT	67%	(r)	(r)	67%	(r)	(r)	(r)	62%	68%	71%	81%	(r)
SENIOR MANAGERS	48%	(r)	(r)	47%	(r)	(r)	(r)	39%	52%	54%	69%	(r)
COMMUNICATION	60%	(r)	(r)	64%	(r)	(r)	(r)	53%	64%	62%	74%	(r)
HIGH PERFORMANCE	70%	(r)	(r)	73%	(r)	(r)	(r)	64%	75%	73%	82%	(r)
PUBLIC SECTOR VALUES	66%	(r)	(r)	67%	(r)	(r)	(r)	61%	71%	69%	80%	(r)
DIVERSITY & INCLUSION	68%	(r)	(r)	71%	(r)	(r)	(r)	63%	71%	70%	80%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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OFF LIMIT OF 30 RESPONDENTS

RESULTS BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Far West Local Health District	Male	Female	Other
NUMBER OF RESPONDENTS	393	72	274	3
ENGAGEMENT	67%	60%	69%	(r)
SENIOR MANAGERS	48%	40%	51%	(r)
COMMUNICATION	60%	59%	61%	(r)
HIGH PERFORMANCE	70%	63%	73%	(r)
PUBLIC SECTOR VALUES	66%	62%	68%	(r)
DIVERSITY & INCLUSION	68%	64%	71%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

RESULTS BY CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Far West Local Health District	Junior Medical Officer	Career Medical Officer, Hospitalist	Staff Specialist	Visiting Medical Officer	Clinical Academic	Assistant in Nursing	Enrolled Nurse	Registered Nurse/Midwife, Clinical Nurse/Midwife Specialist/Consultant, Practitioner	Nurse/Midwifery Educator and Clinical Nurse/Midwifery Educator	Nurse/Midwifery Manager	Support Officers	Information Management	Clinical Support Executive
NUMBER OF RESPONDENTS	393	1	0	3	1	1	0	13	82	4	23	22	3	0
ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	64%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	42%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	57%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	70%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	66%	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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RESULTS BY CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Far West Local Health District	Administrative and Executive Assistant	Corporate Services	Senior Manager/Executive	Allied Health Professional	Allied Health Assistant	Health Education, Health Promotion and Health Protection	Counsellor, Welfare Support	Interpreters and Liaison Officer	Aboriginal Health Workers and Aboriginal Education Officers	Technician/Technologist	Hospital Scientist/Biomedical Engineers	Researchers	Data Analyst
NUMBER OF RESPONDENTS	393	21	17	6	22	7	2	8	0	6	2	0	0	0
ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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RESULTS BY CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Far West Local Health District	Technical Officers/Technical Assistant	Dental Officer, Therapists and Hygienist	Dental Specialist	Dental Assistant	Trainee Dental Assistant	Operational Ambulance Officers	Operational Ambulance Managers	Project Director	Project Manager	Project Officer	Cleaning, Linen and Food	Motor Vehicle, Patient Transport	Security Services, Fire Safety
NUMBER OF RESPONDENTS	393	1	0	0	2	0	0	0	1	7	1	7	3	1
ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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RESULTS BY CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Far West Local Health District	Residential Care Attendant, Patient Care Assistant, Patient Services, Wardsperson	Warehouse staff	Tradesperson	Apprentice Trade Worker and Trade Assistant	Trainee	Volunteer	Other job role	Prefer not to say
NUMBER OF RESPONDENTS	393	5	2	3	0	6	3	18	22
ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS



WHAT'S NEXT?

Sector employees have now given their feedback and these results show where actions and improvements are required.

Research has shown that a key reason why employees can become disengaged is if they are asked their opinion and then no action takes place as a result.

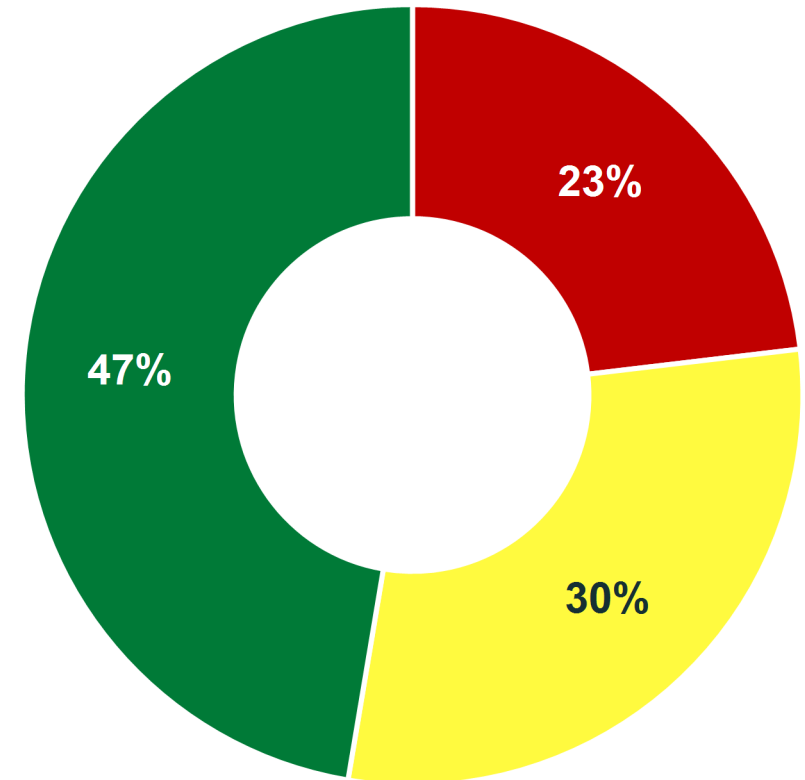
47%

of employees replied favourably to:

'I believe action will be taken on the results from this survey by my organisation.'

32%
SECTOR

34%
CLUSTER



GUIDE TO THIS REPORT

ANONYMITY RULES

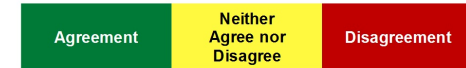
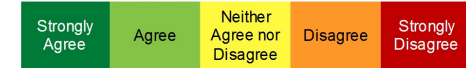
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of workgroups that can be reported (10 or more employees) and responses from demographic groups (30 or more employees). Where people work in small teams, the results are merged with larger business units and results are not available. Where this happens an 'r' is shown in reports.

HOW TO READ THIS REPORT

The majority of questions have a 5-point answer scale. In reports, the Strongly Agree and Agree scores are combined to create an agreement (or positive) score which is shown as a rounded percentage.

Previous surveys had a 4-point answer scale, which means that comparisons are limited for this year only. Some scales, such as those used for the Engagement Index, are unchanged.



HOW THE DRIVERS AND INFLUENCERS ARE DERIVED

ORC International employs SPSS software to fully interrogate the results and perform appropriate calculations. Our statisticians need a minimum of **30 responses** from a team to perform the analysis to determine the top influences of engagement, leadership and other key question groups.

Statistical techniques applied for this analysis include **Factor Analysis** which identifies patterns in data and allows the statistician to assess whether the attitude questions are measuring the same underlying theme or characteristic.

Regression Analysis then involves building a statistical model based on research that employee engagement is affected by various elements of the workplace such as line manager, learning & development, reward and recognition, job role, etc. This analysis assigns importance weights to the attributes that have been measured. It relies on certain assumptions, one of which is that the variables used in the model should, by definition, not be strongly related to each other. The outcome of these techniques is a list of questions which we can say have the highest association with the engagement index, or more simply, are the most significant influencers of employee engagement

ROUNDING

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of the calculation for maximum accuracy.

Values from .00 to .49 are rounded down, whereas values from .50 to .99 are rounded up. Therefore, in some instances the data will not add up to 100%. Example below:

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
NUMBER OF RESPONSES	151	166	176	96	24	613
PERCENTAGE	24.63%	27.08%	28.71%	15.66%	3.92%	100%
ROUNDED PERCENTAGE	25%	27%	29%	16%	4%	101%