PEOPLE MATTER 2016

NSW Public Sector Employee Survey

Health

Western NSW Local Health District

CONTENTS

CONTENTS OF REPORT

HEADLINES

RESPONSE RATE

50%

3,223 RESPONSES OUT OF 6,464 EMPLOYEES

ENGAGEMENT INDEX

65%

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	**95%**
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	**87%**
2a.	My workgroup strives to achieve customer/client satisfaction	**86%**
2i.	People in my workgroup treat customers/clients with respect	**84%**
8i.	Diversity and inclusion in the workplace can contribute to better business outcomes	**83%**
7a.	My organisation provides high quality services	**83%**
7c.	My organisation strives to earn and sustain a high level of public trust	**82%**
7b.	My organisation strives to match services to customer/client needs	**82%**
1g.	My job gives me a feeling of personal accomplishment	**78%**

	LOWEST AGREEMENT SCORING QUESTIONS	2016 AGREEMENT %
7l.	My organisation's processes for recruiting employees are efficient	**31%**
15.	I believe action will be taken on the results from this survey by my organisation	**33%**
3k.	I would like to work in another agency within the NSW Public Sector during my career	**37%**
6h.	I feel that senior managers listen to employees	**37%**
6g.	I feel that senior managers keep employees informed about what's going on	**39%**
7m.	Recruitment and promotion decisions in this organisation are generally fair	**44%**
6b.	I feel that senior leaders effectively lead and manage change	**44%**
5n.	My manager appropriately deals with employees who perform poorly	**44%**
9b.	I have confidence in the ways my organisation resolves grievances	**45%**
6c.	I feel that senior managers model the values of my organisation	**45%**

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 Western NSW 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.

	Western NSW Local Health District	Baradine	Bathurst - Acute/Primary & Community Health	Blayney	Bourke	Brewarrina	Canowindra	Cobar	Collarenebri	Condobolin	Coolah	Coonabarabran	Coonamble	Cowra
NUMBER OF RESPONDENTS	3223	27	258	49	32	39	44	32	22	37	41	37	54	74
ENGAGEMENT	65%	57%	63%	79%	57%	55%	76%	82%	66%	75%	73%	56%	65%	63%
SENIOR MANAGERS	46%	45%	38%	70%	44%	44%	68%	77%	70%	40%	67%	25%	65%	37%
COMMUNICATION	57%	53%	55%	74%	51%	45%	79%	82%	68%	61%	69%	42%	67%	46%
HIGH PERFORMANCE	69%	65%	66%	80%	62%	61%	85%	86%	75%	74%	81%	53%	74%	63%
PUBLIC SECTOR VALUES	64%	60%	61%	76%	59%	53%	81%	85%	75%	68%	77%	50%	70%	57%
DIVERSITY & INCLUSION	66%	59%	63%	78%	59%	56%	82%	87%	68%	75%	80%	52%	68%	57%

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

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This page provides the scores for each of the business units below Western NSW 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.

	Western NSW Local Health District	Directorate - Corporate Services	Directorate - Finance Accounting, Revenue, Strategy	Directorate - Population Health	Directorate - Workforce & Culture	Directorate - Other	Dubbo - Acute/Primary & Community Health	Dunedoo	Eugowra	Forbes	Gilgandra	Grenfell	Gulargambone	Gulgong
NUMBER OF RESPONDENTS	3223	46	36	39	51	53	368	24	16	74	48	48	14	30
ENGAGEMENT	65%	61%	65%	62%	72%	72%	61%	63%	70%	72%	65%	71%	72%	74%
SENIOR MANAGERS	46%	48%	51%	33%	57%	63%	34%	51%	39%	62%	38%	51%	37%	58%
COMMUNICATION	57%	60%	54%	57%	68%	70%	49%	62%	47%	67%	52%	56%	67%	68%
HIGH PERFORMANCE	69%	67%	69%	70%	76%	78%	62%	71%	62%	77%	68%	76%	77%	74%
PUBLIC SECTOR VALUES	64%	63%	65%	65%	73%	76%	58%	65%	48%	75%	58%	67%	69%	70%
DIVERSITY & INCLUSION	66%	67%	66%	69%	77%	76%	59%	65%	62%	75%	63%	68%	80%	75%

KEY

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

	Western NSW Local Health District	Lightning Ridge/Goodooga	Medical Imaging	Mental Health/Drug & Alcohol	Molong/Cudal	Mudgee	Narromine	Nyngan	Oberon	Orange Health Service - (Acute/ Primary & Community Health)	Parkes	Peak Hill	Rylstone	Tottenham
NUMBER OF RESPONDENTS	3223	32	62	188	40	98	43	48	33	566	94	20	23	16
ENGAGEMENT	65%	43%	72%	57%	74%	68%	68%	76%	70%	63%	68%	72%	78%	53%
SENIOR MANAGERS	46%	32%	61%	30%	58%	50%	53%	84%	49%	43%	57%	53%	71%	26%
COMMUNICATION	57%	32%	72%	49%	68%	57%	73%	80%	59%	56%	65%	54%	68%	33%
HIGH PERFORMANCE	69%	44%	78%	62%	75%	73%	80%	84%	70%	67%	74%	81%	84%	56%
PUBLIC SECTOR VALUES	64%	37%	77%	57%	72%	70%	73%	82%	64%	63%	73%	69%	77%	39%
DIVERSITY & INCLUSION	66%	38%	77%	61%	77%	68%	79%	83%	67%	64%	73%	69%	74%	50%

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

BUSINESS UNIT COMPARISON

COMPARISON OF BUSINESS UNITS

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	Western NSW Local Health District	Trangie	Trundle	Tullamore	Walgett	Warren	Wellington	Directorate - Integrated Primary Care & Partnerships	Directorate - Operations
NUMBER OF RESPONDENTS	3223	33	14	22	26	30	33	91	84
ENGAGEMENT	65%	69%	68%	60%	67%	63%	49%	72%	59%
SENIOR MANAGERS	46%	66%	38%	31%	51%	31%	28%	64%	39%
COMMUNICATION	57%	72%	45%	40%	63%	41%	34%	71%	48%
HIGH PERFORMANCE	69%	80%	66%	69%	69%	55%	48%	79%	61%
PUBLIC SECTOR VALUES	64%	75%	57%	57%	61%	49%	41%	75%	60%
DIVERSITY & INCLUSION	66%	75%	64%	59%	67%	53%	44%	78%	59%

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
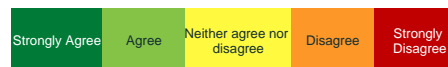
EXPLORE THE FULL SURVEY RESULTS

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.

ENGAGEMENT — 65% RESPONSE SCALE

Question	Responses	AGREEMENT %	PMES 2014	HEALTH	SECTOR
Q7o. I would recommend my organisation as a great place to work	16 / 44 / 25 / 9	60%	54%	60%	60%
Q7p. I am proud to tell others I work for my organisation	21 / 46 / 22	67%	68%	68%	68%
Q7q. I feel a strong personal attachment to my organisation	20 / 43 / 25 / 8	63%	64%	62%	64%
Q7r. My organisation motivates me to help it achieve its objectives	16 / 40 / 28 / 11	56%	49%	54%	55%
Q7s. My organisation inspires me to do the best in my job	17 / 40 / 28 / 10	57%	52%	55%	55%

KEY

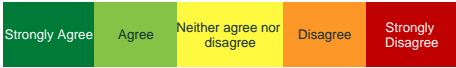| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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Some key comparisons are provided.

ENGAGEMENT WITH WORK   **78%** RESPONSE SCALE

		AGREEMENT %	HEALTH	SECTOR
Q1g. My job gives me a feeling of personal accomplishment	28 / 50 / 13	78%	78%	76%
Q1h. I look for ways to perform my job more effectively	41 / 54	95%	94%	95%
Q1i. I feel motivated to contribute more than what is normally required at work	31 / 44 / 15	76%	75%	76%
Q1j. I am satisfied with my job at the present time	21 / 43 / 19 / 12	64%	63%	63%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

ALL QUESTIONS

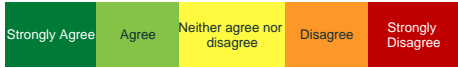## EXPLORE THE FULL SURVEY RESULTS

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Some key comparisons are provided.

SENIOR MANAGERS — 46% RESPONSE SCALE

Question	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	AGREEMENT %	HEALTH	SECTOR
Q6a. I believe senior managers provide clear direction for the future of the organisation	11	36	28	15	11	47%	45%	47%
Q6b. I feel that senior leaders effectively lead and manage change	10	34	28	17	11	44%	42%	43%
Q6c. I feel that senior managers model the values of my organisation	11	34	29	15	11	45%	45%	48%
Q6d. Senior managers encourage innovation by employees	11	39	29	13	8	49%	47%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with	11	40	30	12	8	51%	49%	52%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	13	44	27	9	7	57%	55%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	9	30	27	20	14	39%	42%	44%
Q6h. I feel that senior managers listen to employees	9	28	28	19	15	37%	37%	39%
Q7f. I feel that change is handled well in my organisation	12	34	29	18	8	45%	43%	41%

KEY: Strongly Agree | Agree | Neither agree nor disagree | Disagree | Strongly Disagree

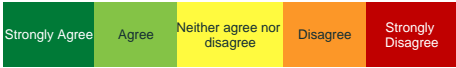**EXPLORE THE FULL SURVEY RESULTS**

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Some key comparisons are provided.

COMMUNICATION — 57% RESPONSE SCALE

Question	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	AGREEMENT %	HEALTH	SECTOR
Q5e. My manager communicates effectively with me	27	41	15	10	8	68%	66%	69%
Q5f. My manager encourages and values employee input	27	40	16	9	8	67%	66%	69%
Q5g. My manager involves my workgroup in decisions about our work	24	41	18	10	8	64%	62%	64%
Q6g. I feel that senior managers keep employees informed about what's going on	9	30	27	20	14	39%	42%	44%
Q6h. I feel that senior managers listen to employees	9	28	28	19	15	37%	37%	39%
Q8h. I am able to speak up and share a different view to my colleagues and manager	18	50	17	9		68%	67%	69%

KEY

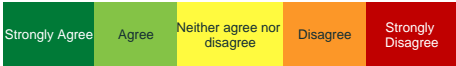| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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Some key comparisons are provided.

HIGH PERFORMANCE — 69% RESPONSE SCALE

	Response distribution	AGREEMENT %	HEALTH	SECTOR
Q1a. I understand what is expected of me to do well in my role	41 / 51	92%	91%	90%
Q1b. I have the tools I need to do my job effectively	18 / 53 / 15 / 12	71%	72%	70%
Q1c. I get the information I need to do my job well	17 / 52 / 17 / 11	69%	69%	67%
Q1d. I feel I make a contribution to achieving the organisation's objectives	31 / 56 / 9	87%	86%	86%
Q1e. I feel I am able to suggest ideas to improve our way of doing things	23 / 48 / 15 / 10	71%	70%	69%
Q2b. People in my workgroup use time and resources efficiently	20 / 47 / 19 / 12	67%	68%	70%
Q2c. My team works collaboratively to achieve its objectives	24 / 48 / 17 / 9	72%	74%	75%
Q2d. People in my workgroup have the appropriate skills to do the job well	24 / 53 / 14 / 8	76%	77%	76%
Q3h. I have received appropriate training and development to do my job well	19 / 49 / 19 / 9	68%	69%	63%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

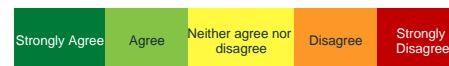## EXPLORE THE FULL SURVEY RESULTS

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Some key comparisons are provided.

HIGH PERFORMANCE   69% RESPONSE SCALE

Question	Response Scale	AGREEMENT %	HEALTH	SECTOR
Q5a. My manager encourages people in my workgroup to improve the quality of what they do	24 / 47 / 16 / 8	71%	70%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims	22 / 44 / 19 / 10	67%	65%	64%
Q5c. My manager assigns work to people in my workgroup based on their skills and expertise	20 / 44 / 21 / 10	63%	63%	65%
Q5j. I have confidence in the decisions my line manager makes	23 / 43 / 19 / 9	66%	64%	67%
Q6d. Senior managers encourage innovation by employees	11 / 39 / 29 / 13 / 8	49%	47%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with	11 / 40 / 30 / 12 / 8	51%	49%	52%
Q7d. My organisation focuses on improving the work we do	25 / 53 / 16	78%	76%	76%
Q7e. My organisation is making the necessary improvements to meet our future challenges	19 / 46 / 22 / 9	65%	61%	62%
Q7g. There is good co-operation between teams across our organisation	13 / 39 / 23 / 18	52%	50%	48%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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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.

HIGH PERFORMANCE   69% RESPONSE SCALE

		AGREEMENT %	HEALTH	SECTOR
Q7n. My organisation generally selects capable people to do the job	9 | 45 | 26 | 12 | 8	54%	53%	51%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	16 | 52 | 23	68%	67%	67%
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	28 | 55 | 14	83%	84%	85%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

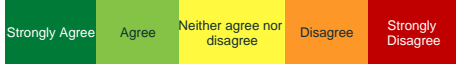**EXPLORE THE FULL SURVEY RESULTS**

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Some key comparisons are provided.

PUBLIC SECTOR VALUES	64% RESPONSE SCALE	AGREEMENT %	HEALTH	SECTOR
Q2a. My workgroup strives to achieve customer/client satisfaction	36 / 50 / 9	86%	85%	85%
Q2b. People in my workgroup use time and resources efficiently	20 / 47 / 19 / 12	67%	68%	70%
Q2g. People in my workgroup are honest, open and transparent in their dealings	20 / 41 / 21 / 13	61%	64%	67%
Q2h. People in my workgroup treat each other with respect	22 / 41 / 19 / 13	63%	68%	72%
Q2i. People in my workgroup treat customers/clients with respect	33 / 50 / 11	84%	86%	86%
Q5a. My manager encourages people in my workgroup to improve the quality of what they do	24 / 47 / 16 / 8	71%	70%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims	22 / 44 / 19 / 10	67%	65%	64%
Q5d. My manager listens to what I have to say	28 / 42 / 15 / 8 / 7	70%	70%	73%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased	24 / 38 / 21 / 9 / 8	62%	61%	64%

KEY

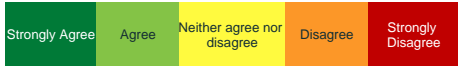| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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Some key comparisons are provided.

PUBLIC SECTOR VALUES — 64% RESPONSE SCALE

	AGREEMENT %	HEALTH	SECTOR
Q5k. My manager treats employees with dignity and respect — 31 / 41 / 14 / 8	71%	72%	76%
Q5l. My manager talks to me about how the values apply to my work — 22 / 38 / 22 / 12	60%	58%	58%
Q6a. I believe senior managers provide clear direction for the future of the organisation — 11 / 36 / 28 / 15 / 11	47%	45%	47%
Q6c. I feel that senior managers model the values of my organisation — 11 / 34 / 29 / 15 / 11	45%	45%	48%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives — 13 / 44 / 27 / 9 / 7	57%	55%	60%
Q6g. I feel that senior managers keep employees informed about what's going on — 9 / 30 / 27 / 20 / 14	39%	42%	44%
Q6h. I feel that senior managers listen to employees — 9 / 28 / 28 / 19 / 15	37%	37%	39%
Q7a. My organisation provides high quality services — 25 / 57 / 13	83%	81%	80%
Q7b. My organisation strives to match services to customer/client needs — 27 / 55 / 12	82%	80%	80%

KEY

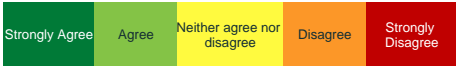| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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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.

PUBLIC SECTOR VALUES

64% RESPONSE SCALE

		AGREEMENT %	HEALTH	SECTOR
Q7c. My organisation strives to earn and sustain a high level of public trust	28 / 54 / 13	82%	82%	83%
Q7d. My organisation focuses on improving the work we do	25 / 53 / 16	78%	76%	76%
Q7h. People in my organisation take responsibility for their own actions	10 / 36 / 30 / 16 / 8	47%	48%	48%
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest	12 / 44 / 26 / 11	57%	58%	63%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

ALL QUESTIONS

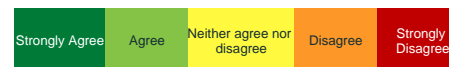## EXPLORE THE FULL SURVEY RESULTS

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Some key comparisons are provided.

DIVERSITY & INCLUSION — 66% RESPONSE SCALE

Question	Response distribution	AGREEMENT %	HEALTH	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work	18 / 43 / 19 / 14	61%	60%	59%
Q5d. My manager listens to what I have to say	28 / 42 / 15 / 8 / 7	70%	70%	73%
Q5f. My manager encourages and values employee input	27 / 40 / 16 / 9 / 8	67%	66%	69%
Q5h. My manager takes into account the differing needs and circumstances of employees when making decisions	24 / 40 / 18 / 10 / 7	64%	63%	65%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased	24 / 38 / 21 / 9 / 8	62%	61%	64%
Q6i. Senior managers in my organisation genuinely support the career advancement of women	14 / 37 / 34 / 7 / 8	51%	49%	54%
Q8a. My organisation respects individual differences (e.g cultures, working styles, backgrounds, ideas)	20 / 53 / 18	73%	73%	75%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	16 / 52 / 23	68%	67%	67%
Q8h. I am able to speak up and share a different view to my colleagues and manager	18 / 50 / 17 / 9	68%	67%	69%

KEY: Strongly Agree | Agree | Neither agree nor disagree | Disagree | Strongly Disagree

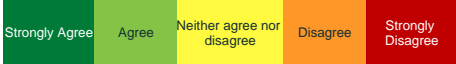**EXPLORE THE FULL SURVEY RESULTS**

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DIVERSITY & INCLUSION   66% RESPONSE SCALE

		AGREEMENT %	HEALTH	SECTOR
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	28 / 55 / 14	83%	84%	85%
Q8j. How satisfied are you with your ability to access and use flexible working arrangements? *Response scale Very satisfied - Very unsatisfied*	20 / 40 / 22 / 12	59%	55%	58%

KEY

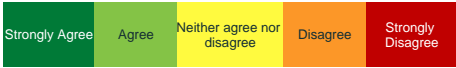| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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.

RECRUITMENT

43% RESPONSE SCALE

		AGREEMENT %	HEALTH	SECTOR
Q7l. My organisation's processes for recruiting employees are efficient	24 / 23 / 26 / 21	31%	32%	33%
Q7m. Recruitment and promotion decisions in this organisation are generally fair	8 / 36 / 30 / 15 / 11	44%	43%	41%
Q7n. My organisation generally selects capable people to do the job	9 / 45 / 26 / 12 / 8	54%	53%	51%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

EXPLORE THE FULL SURVEY RESULTS

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

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Some key comparisons are provided.

EMPLOYEE VALUE PROPOSITION 55% RESPONSE SCALE

	Graph	AGREEMENT %	HEALTH	SECTOR
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	20 / 40 / 25 / 8	60%	58%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	18 / 36 / 33 / 8	53%	51%	53%
Q7g. There is good co-operation between teams across our organisation	13 / 39 / 23 / 18	52%	50%	48%

KEY

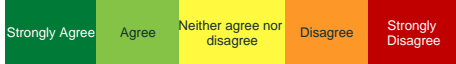| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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.

PERFORMANCE FRAMEWORK & DEVELOPMENT 59% RESPONSE SCALE

Question	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	AGREEMENT %	HEALTH	SECTOR
Q3a. I have a current performance plan that sets out my individual objectives	14	47	20	15		61%	62%	62%
Q3b. I have informal feedback conversations with my manager throughout the year	21	49	13	11		70%	68%	70%
Q3c. I have scheduled feedback conversations with my manager throughout the year	18	41	17	17	8	59%	58%	58%
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	16	44	18	15		61%	59%	59%
Q3e. My performance is assessed against clear criteria	15	41	24	15		56%	56%	53%
Q3f. I feel I can have open, honest conversations with my manager about the quality of work required	26	44	12	10	8	70%	69%	71%
Q3g. I am able to access the right learning and development opportunities as required	18	48	18	11		66%	66%	60%
Q3h. I have received appropriate training and development to do my job well	19	49	19	9		68%	69%	63%
Q3i. I have a strong desire to advance my career	31	37	23			68%	69%	69%

KEY: Strongly Agree | Agree | Neither agree nor disagree | Disagree | Strongly Disagree

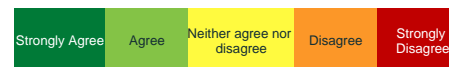**EXPLORE THE FULL SURVEY RESULTS**

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.

PERFORMANCE FRAMEWORK & DEVELOPMENT — 59% RESPONSE SCALE

Question	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	AGREEMENT %	HEALTH	SECTOR
Q3j. I am satisfied with the opportunities available for career development in my organisation	13	38	26	15	8	51%	48%	45%
Q3k. I would like to work in another agency within the NSW Public Sector during my career	13	24	35	19	9	37%	40%	41%
Q5m. My manager provides acknowledgement or other recognition for the work I do	25	40	17	10	8	65%	64%	67%
Q5n. My manager appropriately deals with employees who perform poorly	14	31	28	15	12	44%	44%	44%
Q5o. My manager ensures fair access to developmental opportunities for people in my workgroup	20	43	21	9	7	63%	61%	62%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	20	40	25	8		60%	58%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	18	36	33	8		53%	51%	53%
Q7j. My organisation is committed to developing its employees	12	41	28	12		53%	53%	53%

KEY: Strongly Agree | Agree | Neither agree nor disagree | Disagree | Strongly Disagree
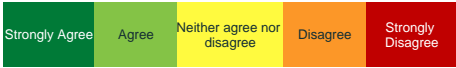
EXPLORE THE FULL SURVEY RESULTS

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.

MOBILITY

50% RESPONSE SCALE

		AGREEMENT %	HEALTH	SECTOR
Q3k. I would like to work in another agency within the NSW Public Sector during my career	13 / 24 / 35 / 19 / 9	37%	40%	41%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	20 / 40 / 25 / 8	60%	58%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	18 / 36 / 33 / 8	53%	51%	53%

KEY

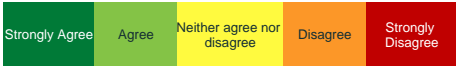| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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.

PAY & BENEFITS — 63% RESPONSE SCALE

		AGREEMENT %	HEALTH	SECTOR
Q4a. I am paid fairly for the work I do	12 / 49 / 18 / 15	61%	55%	60%
Q4b. I am satisfied with my total benefits package (incl. superannuation, leave entitlements etc)	13 / 52 / 20 / 10	66%	60%	60%

KEY

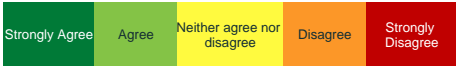| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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.

DIVERSITY GROUPS

75% RESPONSE SCALE

	Strongly Agree	Agree	Neither	AGREEMENT %	HEALTH	SECTOR
Q8b. Cultural background is not a barrier to success in my organisation	23	55	17	78%	77%	77%
Q8c. Age is not a barrier to success in my organisation	22	54	16	76%	73%	71%
Q8d. Disability is not a barrier to success in my organisation	18	50	27	68%	66%	67%
Q8e. Sexual orientation is not a barrier to success in my organisation	22	56	19	78%	76%	76%
Q8f. Gender is not a barrier to success in my organisation	22	54	18	76%	75%	74%

KEY

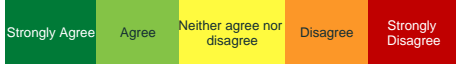| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

EXPLORE THE FULL SURVEY RESULTS

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Some key comparisons are provided.

WORKPLACE SUPPORT   **62%** RESPONSE SCALE

Question	Response Scale	AGREEMENT %	HEALTH	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work	18 / 43 / 19 / 14	61%	60%	59%
Q1k. I am able to keep my work stress at an acceptable level	14 / 46 / 20 / 15	59%	60%	58%
Q1l. My workload is acceptable	12 / 43 / 19 / 18 / 8	55%	54%	55%
Q2e. I receive help and support from other members of my workgroup	26 / 51 / 14	78%	78%	80%
Q2f. There is good team spirit in my workgroup	23 / 39 / 17 / 14 / 7	61%	64%	67%
Q7k. My organisation offers practical employment arrangements and conditions to help employees achieve a work-life balance	12 / 44 / 24 / 14 / 7	56%	52%	56%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

EXPLORE THE FULL SURVEY RESULTS

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

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Some key comparisons are provided.

ACTION ABOUT SURVEY RESULTS

33% RESPONSE SCALE

				AGREEMENT %	HEALTH	SECTOR
Q15. I believe action will be taken on the results from this survey by my organisation	28	35	19	12	33%	34%	32%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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.
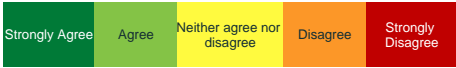
WORKPLACE CONDUCT

50% RESPONSE SCALE

	AGREEMENT %	HEALTH	SECTOR
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest — 12 / 44 / 26 / 11	57%	58%	63%
Q9b. I have confidence in the ways my organisation resolves grievances — 11 / 34 / 29 / 17 / 10	45%	43%	43%
Q9c. I am confident that I would be protected from reprisal for reporting misconduct/wrongdoing — 13 / 35 / 28 / 14 / 10	47%	48%	49%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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		37%	42%	46%
Better skills in my workgroup		29%	28%	27%
Improved career opportunities		41%	47%	52%
Improved learning and development opportunities		49%	49%	50%
Greater involvement in decision making		28%	32%	33%
Better pay and benefits		56%	58%	58%
Greater recognition for the work I do		43%	44%	45%
Better leadership from senior managers		36%	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		27%	29%	27%
Better accountability for performance		24%	24%	25%
A better location		14%	19%	20%
More flexible working conditions		31%	38%	38%
Better work/life balance		38%	43%	46%
Improved facilities		29%	32%	30%
Improved technology and systems		29%	33%	38%
Better job security		32%	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		85%	77%	72%
No		12%	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		33%	31%	25%
No		56%	59%	64%
Don't Know		11%	10%	11%
Q10b. Have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		68%	65%	63%
No		30%	33%	35%
Don't Know		1%	1%	2%

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		47%	43%	35%
No		46%	50%	58%
Don't Know		7%	6%	7%
Q10d. In the last 12 months I have been the subjected to bullying at work				
Yes		25%	24%	20%
No		69%	71%	75%
Don't Know		6%	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		19%	20%	23%
Your Immediate Manager/Supervisor		19%	26%	26%
A fellow worker at your level		32%	29%	25%
A subordinate		6%	7%	8%
A client or customer		1%	2%	2%
A member of the public other than a client or customer		1%	1%	0%
Other		7%	5%	4%
Prefer not to say		15%	11%	13%

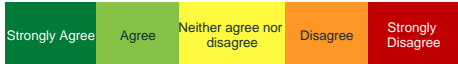## EXPLORE THE FULL SURVEY RESULTS

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	14	43	18	18	8	57%	59%
Q2. I believe I am valued for what I can offer at my workplace	18	51	17	10		68%	69%
Q3. In my workplace, we recognise our successes and innovations	16	49	22	10		65%	64%
Q4. Staff are treated respectfully regardless of their job	18	48	17	12		66%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	14	36	24	15	11	49%	49%
Q6. Overall, I have confidence in the decisions made by my senior managers	12	38	25	14	10	50%	50%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

**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	12 / 39 / 26 / 16 / 7	51%	50%
Q8. Where I work, we share the lessons learnt when mistakes are made	15 / 49 / 21 / 11	64%	64%
Q9. My team's objectives/work plans are clearly outlined	14 / 51 / 22 / 10	64%	64%
Q10. Our objectives/work plans help us to deliver a quality service	15 / 51 / 24	66%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	11 / 31 / 31 / 15 / 13	42%	41%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
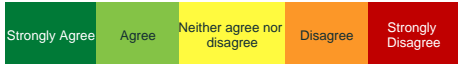
PROFILE OF RESPONDENTS

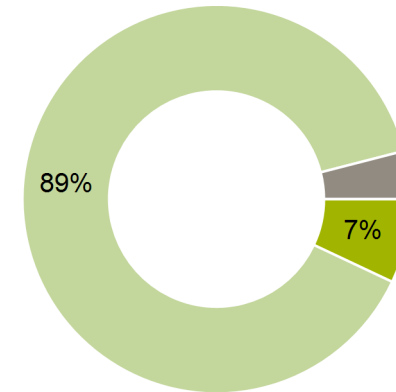| RESPONSE SCALE	PERCENTAGE%
Gender	
Male	16%
Female	83%
Other	1%
Age	
<35	22%
35 - 54	51%
> 54	26%

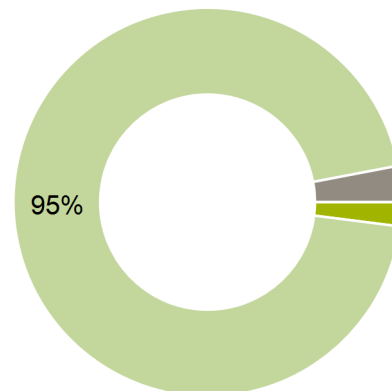**PERSONAL PROFILES**

7%

DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME?

87%

11%
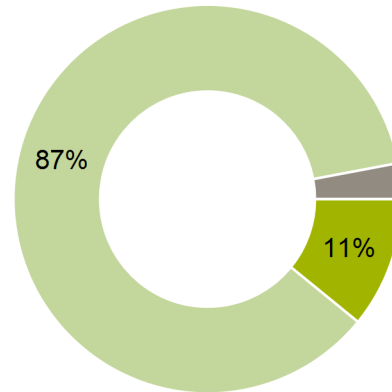
ARE YOU OF ABORIGINAL AND/OR TORRES STRAIT ISLANDER ORIGIN?

89%

7%

DO YOU HAVE A DISABILITY?

95%

DO YOU IDENTIFY AS LGBTI?

94%
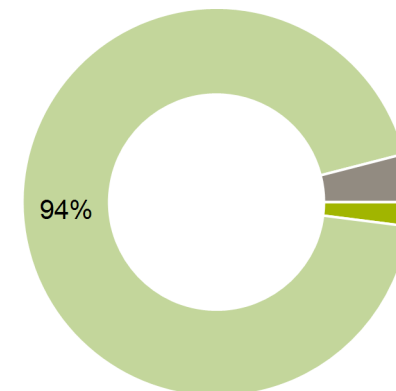
KEY | YES | NO | PREFER NOT TO SAY

PROFILE OF RESPONDENTS

WORK PROFILES

TENURE IN ORGANISATION	RESPONSE SCALE	PERCENTAGE%
Less than 1 year		9%
1 - 2 years		9%
2 - 5 years		17%
5 - 10 years		23%
10 - 20 years		25%
More than 20 years		17%

WORK PROFILES

TYPE OF WORK

	RESPONSE SCALE	PERCENTAGE%
Service delivery involving direct contact with the general public		67%
Other service delivery work		9%
Administrative support		10%
Corporate services		4%
Policy		0%
Research		0%
Program and project management support		2%
Other		7%

WORK PROFILES

SALARY	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
PERCENTAGES	6%	9%	16%	13%	9%	10%	10%	10%	5%	1%	0%	1%	11%
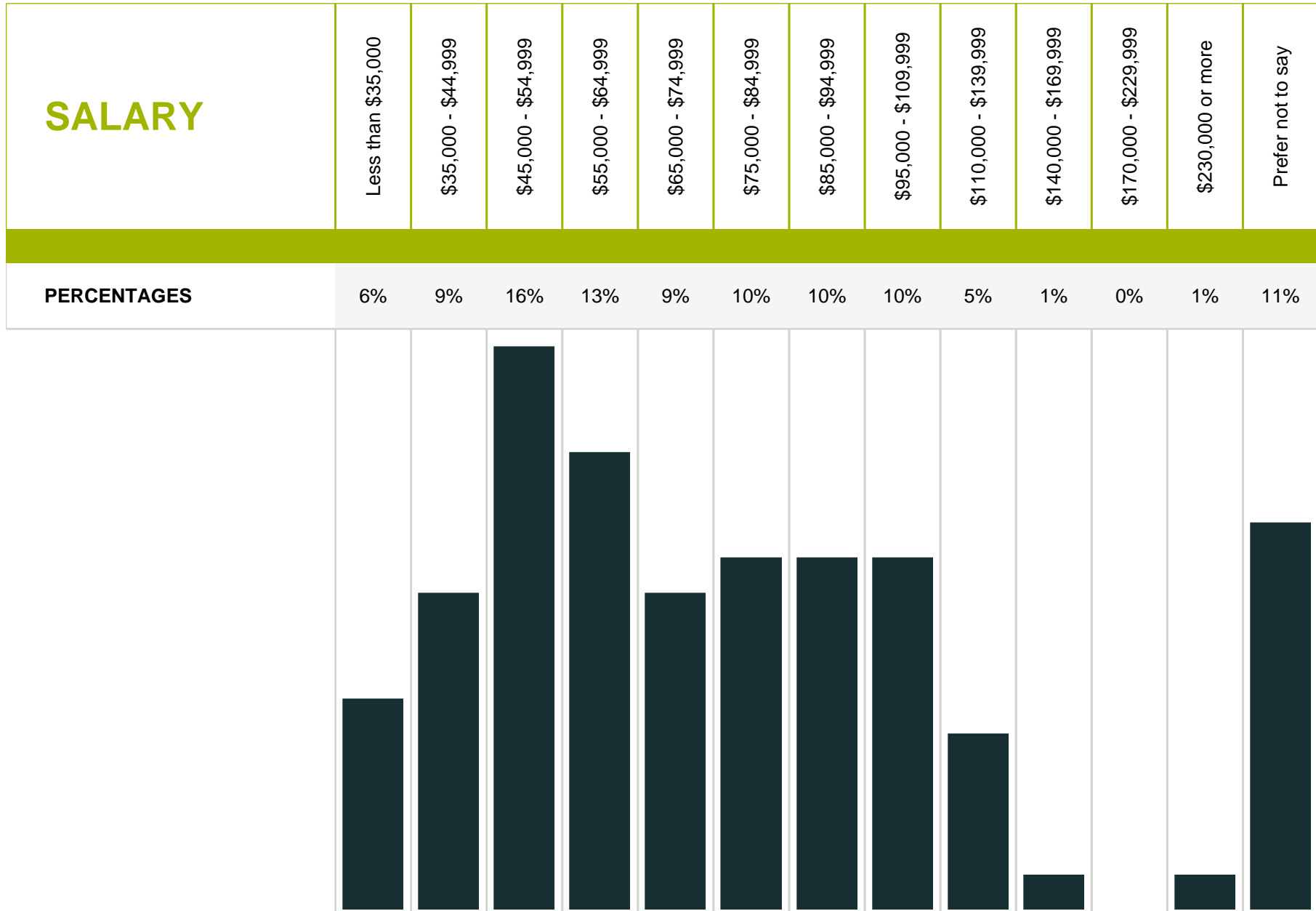
RESULTS BY TYPE OF WORK

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.

	Western NSW 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	3223	1962	265	289	121	7	7	70	0	193
ENGAGEMENT	65%	64%	66%	69%	66%	(r)	(r)	70%	(r)	63%
SENIOR MANAGERS	46%	44%	54%	51%	55%	(r)	(r)	55%	(r)	44%
COMMUNICATION	57%	56%	61%	60%	63%	(r)	(r)	68%	(r)	53%
HIGH PERFORMANCE	69%	68%	70%	71%	72%	(r)	(r)	78%	(r)	65%
PUBLIC SECTOR VALUES	64%	64%	66%	67%	70%	(r)	(r)	72%	(r)	58%
DIVERSITY & INCLUSION	66%	65%	68%	71%	71%	(r)	(r)	81%	(r)	60%

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

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.

	Western NSW 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	3223	179	260	465	383	265	290	281	283	151	28	7	15	312
ENGAGEMENT	65%	72%	68%	66%	66%	63%	63%	63%	65%	69%	(r)	(r)	(r)	59%
SENIOR MANAGERS	46%	58%	53%	46%	47%	42%	41%	45%	46%	58%	(r)	(r)	(r)	37%
COMMUNICATION	57%	66%	61%	55%	59%	55%	54%	57%	58%	69%	(r)	(r)	(r)	48%
HIGH PERFORMANCE	69%	76%	71%	68%	69%	67%	67%	69%	70%	77%	(r)	(r)	(r)	61%
PUBLIC SECTOR VALUES	64%	72%	67%	63%	65%	62%	61%	65%	66%	74%	(r)	(r)	(r)	56%
DIVERSITY & INCLUSION	66%	74%	70%	65%	67%	65%	64%	66%	67%	77%	(r)	(r)	(r)	56%

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.

	Western NSW 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	3223	271	249	480	676	720	502
ENGAGEMENT	65%	73%	70%	65%	62%	63%	66%
SENIOR MANAGERS	46%	59%	54%	47%	41%	42%	48%
COMMUNICATION	57%	71%	67%	57%	53%	53%	58%
HIGH PERFORMANCE	69%	78%	74%	70%	64%	67%	70%
PUBLIC SECTOR VALUES	64%	75%	71%	65%	60%	62%	65%
DIVERSITY & INCLUSION	66%	77%	73%	67%	62%	64%	66%

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.

	Western NSW 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	3223	8	127	238	267	244	368	392	474	447	233	77
ENGAGEMENT	65%	(r)	72%	68%	66%	61%	64%	66%	64%	65%	66%	69%
SENIOR MANAGERS	46%	(r)	52%	54%	50%	43%	46%	48%	43%	47%	43%	51%
COMMUNICATION	57%	(r)	68%	64%	62%	51%	57%	58%	54%	57%	56%	64%
HIGH PERFORMANCE	69%	(r)	76%	74%	71%	62%	68%	69%	67%	70%	69%	74%
PUBLIC SECTOR VALUES	64%	(r)	72%	70%	67%	59%	65%	65%	61%	66%	64%	69%
DIVERSITY & INCLUSION	66%	(r)	75%	71%	71%	60%	66%	67%	63%	66%	66%	72%

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 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.

	Western NSW Local Health District	Male	Female	Other
NUMBER OF RESPONDENTS	3223	460	2398	37
ENGAGEMENT	65%	64%	66%	48%
SENIOR MANAGERS	46%	48%	47%	21%
COMMUNICATION	57%	59%	58%	25%
HIGH PERFORMANCE	69%	69%	70%	39%
PUBLIC SECTOR VALUES	64%	65%	65%	38%
DIVERSITY & INCLUSION	66%	67%	67%	34%

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

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.

	Western NSW 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	3223	9	1	13	11	1	71	240	738	27	117	94	15	4
ENGAGEMENT	65%	(r)	(r)	(r)	(r)	(r)	76%	67%	62%	(r)	68%	69%	(r)	(r)
SENIOR MANAGERS	46%	(r)	(r)	(r)	(r)	(r)	64%	45%	41%	(r)	54%	48%	(r)	(r)
COMMUNICATION	57%	(r)	(r)	(r)	(r)	(r)	71%	55%	55%	(r)	62%	55%	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	80%	70%	66%	(r)	73%	69%	(r)	(r)
PUBLIC SECTOR VALUES	64%	(r)	(r)	(r)	(r)	(r)	76%	63%	61%	(r)	71%	65%	(r)	(r)
DIVERSITY & INCLUSION	66%	(r)	(r)	(r)	(r)	(r)	79%	64%	63%	(r)	70%	68%	(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.

	Western NSW 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	3223	127	74	25	211	41	19	13	0	25	16	7	1	5
ENGAGEMENT	65%	72%	66%	(r)	64%	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	46%	52%	54%	(r)	45%	49%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	57%	64%	61%	(r)	62%	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	75%	71%	(r)	71%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	64%	71%	69%	(r)	68%	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	66%	75%	70%	(r)	71%	67%	(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.

	Western NSW 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	3223	13	19	0	18	0	2	0	2	24	12	147	14	16
ENGAGEMENT	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68%	(r)	(r)
SENIOR MANAGERS	46%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	54%	(r)	(r)
COMMUNICATION	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	61%	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)	(r)
PUBLIC SECTOR VALUES	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	65%	(r)	(r)
DIVERSITY & INCLUSION	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	70%	(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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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.

	Western NSW 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	3223	14	0	26	5	9	1	39	131
ENGAGEMENT	65%	(r)	(r)	(r)	(r)	(r)	(r)	69%	51%
SENIOR MANAGERS	46%	(r)	(r)	(r)	(r)	(r)	(r)	56%	24%
COMMUNICATION	57%	(r)	(r)	(r)	(r)	(r)	(r)	67%	29%
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	74%	44%
PUBLIC SECTOR VALUES	64%	(r)	(r)	(r)	(r)	(r)	(r)	72%	38%
DIVERSITY & INCLUSION	66%	(r)	(r)	(r)	(r)	(r)	(r)	72%	39%

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.
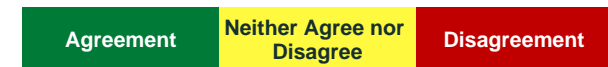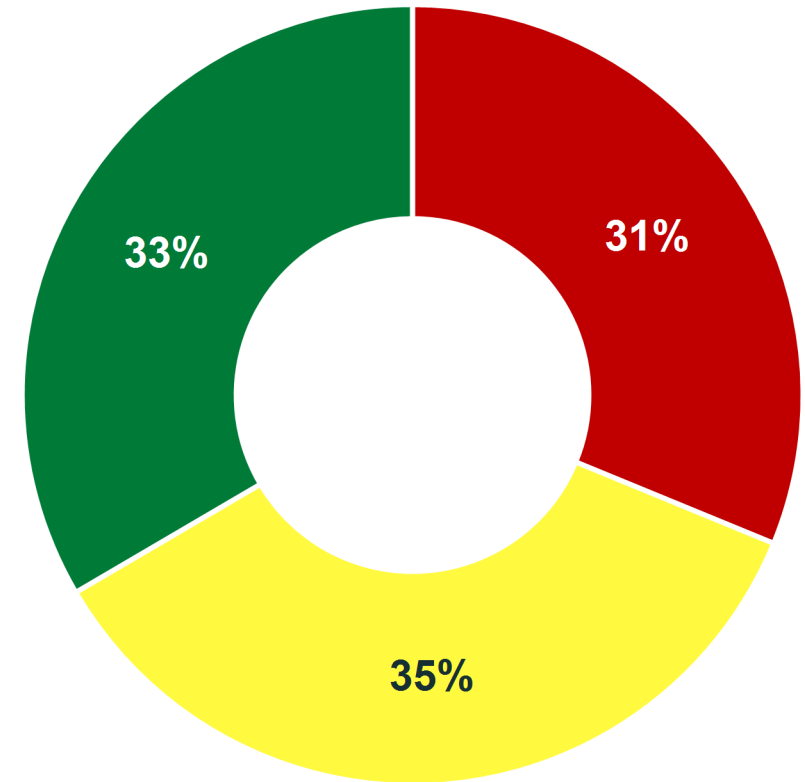
33%

of employees replied favourably to:

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

32%	34%
SECTOR	CLUSTER

33%

31%

35%

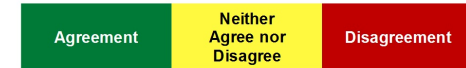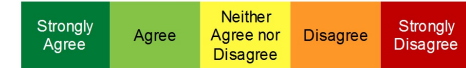| Agreement | Neither Agree nor Disagree | Disagreement |

GUIDE TO THIS REPORT

ℹ 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.

ℹ 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.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree

Agreement	Neither Agree nor Disagree	Disagreement

ℹ 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

ℹ 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%