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# PEOPLE MATTER 2017

## NSW Public Sector Employee Survey

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Nurse  
Teacher  
Librarian  
Accountant  
Police Officer  
Doctor Policy Analyst Surveyor Scientist Barrister Solicitor Social Worker Welfare  
Worker Laboratory Technician Turner Plumber Electrician Zookeeper Cleaner  
Ambulance Officer Fitter Youth Worker Hospital Orderly Cleaner Fire Fighter Clerk  
Engineer Receptionist Supervisor Ship's Engineer  
Nurse Police Officer Museum Guide Conservator Fitter  
Museum Guide Conservator Fitter  
Solicitor Cable Jointer Nurse Librarian Advisor  
Warden Prison Officer Technician Administrator  
Train Driver Bus Driver Policy Analyst Fitter  
Surveyor Scientist Nurse Welfare Worker  
Laboratory Turner Plumber Ambulance Officer Youth  
Worker Hospital Orderly Fitter Receptionist Labourer Jointer  
Solicitor Caretaker Crosser Ship's Officer Ship's  
Master Marine Transport Professional Showright Curator Museum Guide  
Conservator Plant Operator Cable Engineer  
Plant Operator Nurse Doctor Teacher Train Driver Accountant Librarian  
Policy Analyst Surveyor Social Worker  
Welfare Worker Laboratory Technician Turner Plumber  
Electrician Social Worker Cleaner Fitter Fire Fighter  
Curator Fitter Museum Guide Conservator Plant  
Operator Engineer Electrical Linesworker  
Cable Jointer Plant  
Operator Ranger  
Teacher Nurse  
Librarian  
Advisor

# PEOPLE MATTER 2017 NSW Public Sector Employee Survey

AGENCY REPORT

Health Care Complaints Commission

## RESPONSE RATE

**85%**

77 OF 91 TOTAL RESPONDENTS

## EMPLOYEE ENGAGEMENT

**48%**

DIFFERENCE FROM 2016 **-8**

DIFFERENCE FROM PUBLIC SECTOR **-17**

## SENIOR MANAGERS

**21%**

DIFFERENCE FROM 2016 **-23**

DIFFERENCE FROM PUBLIC SECTOR **-27**

## COMMUNICATION

**55%**

DIFFERENCE FROM 2016 **-3**

DIFFERENCE FROM PUBLIC SECTOR **-5**



## QUESTIONS ARE GROUPED INTO THEMES IN THIS REPORT.

This page compares the aggregate scores for key themes. The individual questions in each group are listed in the All Questions section. Comparisons with 2016 are not included where the number of questions were reduced for 2017.

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

Response Rate: some entities exceed 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 or closing a partially completed survey then needing to start a new one if their password is forgotten or lost.

## ENGAGEMENT WITH WORK

**55%**

DIFFERENCE FROM PUBLIC SECTOR **-16**

## HIGH PERFORMANCE

**47%**

DIFFERENCE FROM PUBLIC SECTOR **-16**

## PUBLIC SECTOR VALUES

**48%**

DIFFERENCE FROM PUBLIC SECTOR **-12**

## DIVERSITY & INCLUSION

**59%**

DIFFERENCE FROM PUBLIC SECTOR **-9**

# KEY DRIVERS OF ENGAGEMENT



## WHAT TO FOCUS ON?

Employee Engagement scores at different levels are shown in earlier and following pages.

These results show the issues that are the most significant influencers of employee engagement in the workplace at this reporting level.

If engagement scores are high, other scores are often high as well.

		AGREEMENT	% AGREEMENT 2016	% AGREEMENT PUBLIC SECTOR
1	<b>Q1f.</b> I am able to keep my work stress at an acceptable level	<b>32%</b>	34%	59%
2	<b>Q6a.</b> I believe senior managers provide clear direction for the future of the organisation	<b>19%</b>	35%	48%
3	<b>Q7f.</b> My organisation is committed to developing its employees	<b>16%</b>	25%	50%
4	<b>Q1b.</b> I am provided with the support I need to do my best at work	<b>40%</b>	44%	63%
5	<b>Q6d.</b> Senior managers encourage innovation by employees	<b>17%</b>	40%	48%
6	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>12%</b>	39%	44%

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

2a. My workgroup strives to achieve customer/client satisfaction	87%
1a. I understand what is expected of me to do well in my role	86%
5b. My manager listens to what I have to say	84%
2c. I receive help and support from other members of my workgroup	82%
5d. My manager encourages and values employee input	82%
5a. My manager encourages people in my workgroup to keep improving the work they do	81%
2e. People in my workgroup treat each other with respect	79%
5c. My manager communicates effectively with me	78%
2b. My workgroup works collaboratively to achieve its objectives	75%
5e. My manager involves my workgroup in decisions about our work	74%

## - LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

7c. I feel that change is managed well in my organisation	8%
9a. I have confidence in the ways my organisation resolves grievances	9%
6b. I feel that senior managers effectively lead and manage change	12%
3g. I am satisfied with the opportunities available for career development in my organisation	14%
14. I believe action will be taken on the results from this survey by my organisation	15%
7f. My organisation is committed to developing its employees	16%
6d. Senior managers encourage innovation by employees	17%
6h. I feel that senior managers listen to employees	17%
7g. I have confidence in the way recruitment decisions are made	17%
6g. I feel that senior managers keep employees informed about what's going on	19%



### 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'.

# MOST AND LEAST IMPROVED QUESTIONS

## + MOST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

2b.	My workgroup works collaboratively to achieve its objectives	75%	58%
5e.	My manager involves my workgroup in decisions about our work	74%	58%
5b.	My manager listens to what I have to say	84%	69%
5a.	My manager encourages people in my workgroup to keep improving the work they do	81%	66%
1e.	I am satisfied with my job	51%	37%
5d.	My manager encourages and values employee input	82%	68%
2c.	I receive help and support from other members of my workgroup	82%	69%
5c.	My manager communicates effectively with me	78%	66%
5f.	I have confidence in the decisions my manager makes	73%	61%
2d.	There is good team spirit in my workgroup	66%	55%

## - LEAST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

6e.	Senior managers promote collaboration between my organisation and other organisations we work with	26%	54%
1d.	I feel motivated to contribute more than what is normally required at work	49%	76%
6b.	I feel that senior managers effectively lead and manage change	12%	39%
6h.	I feel that senior managers listen to employees	17%	43%
7a.	My organisation focuses on improving the work we do	45%	71%
7b.	My organisation is making the necessary improvements to meet our future challenges	20%	44%
6d.	Senior managers encourage innovation by employees	17%	40%
6g.	I feel that senior managers keep employees informed about what's going on	19%	43%
14.	I believe action will be taken on the results from this survey by my organisation	15%	38%
6c.	I feel that senior managers model the values of my organisation	19%	42%



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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



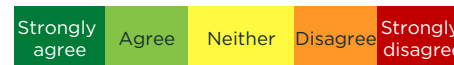
## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

EMPLOYEE ENGAGEMENT	48% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	8 16 22 25 29	24%	38%	60%
Q7j. I am proud to tell others I work for my organisation	18 23 34 10 14	42%	57%	68%
Q7k. I feel a strong personal attachment to my organisation	19 32 27 8 13	52%	57%	63%
Q7l. My organisation motivates me to help it achieve its objectives	12 17 29 17 26	29%	47%	53%
Q7m. My organisation inspires me to do the best in my job	13 14 26 21 26	27%	42%	53%

KEY





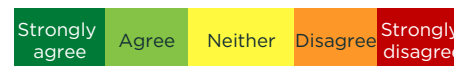
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ENGAGEMENT WITH WORK	55% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	22	44	16	10	8	66%	75%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	18	30	20	20	12	49%	76%	72%
Q1e. I am satisfied with my job	12	39	16	20	13	51%	37%	68%

KEY





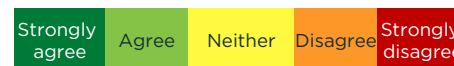
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SENIOR MANAGERS	21% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation		19%	35%	48%
Q6b. I feel that senior managers effectively lead and manage change		12%	39%	44%
Q6c. I feel that senior managers model the values of my organisation		19%	42%	48%
Q6d. Senior managers encourage innovation by employees		17%	40%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		26%	54%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		48%	62%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		19%	43%	45%
Q6h. I feel that senior managers listen to employees		17%	43%	41%
Q7c. I feel that change is managed well in my organisation		8%	30%	39%

KEY







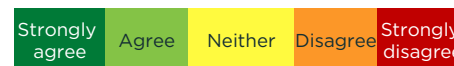
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COMMUNICATION	55% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q5c. My manager communicates effectively with me	31	47	9	8		78%	66%	70%
Q5d. My manager encourages and values employee input	38	44		8		82%	68%	71%
Q5e. My manager involves my workgroup in decisions about our work	30	43	12	9		74%	58%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	8	12	21	21	39	19%	43%	45%
Q6h. I feel that senior managers listen to employees	10	17	21	45		17%	43%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	9	49	19	12	10	58%	70%	66%

KEY





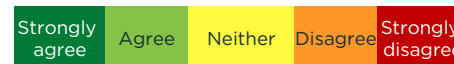
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HIGH PERFORMANCE	47% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	25	61	9		86%	77%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	32	43	14		75%	58%	78%
Q3f. I have received appropriate training and development to do my job well	22	31	22	19	27%	43%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	22	58	8		81%	66%	72%
Q5f. I have confidence in the decisions my manager makes	32	40	12	8	73%	61%	67%
Q6d. Senior managers encourage innovation by employees	12	21	32	30	17%	40%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	8	18	23	27	26%	54%	51%
Q7a. My organisation focuses on improving the work we do	12	34	18	22	45%	71%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	8	12	25	26	20%	44%	57%

KEY





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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

HIGH PERFORMANCE		47% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation		23	22	32	18	27%	34%	47%
Q7h. My organisation generally selects capable people to do the job		38	18	18	22	42%	53%	52%

### KEY





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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PUBLIC SECTOR VALUES		48% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q2a. My workgroup strives to achieve customer/client satisfaction		36	51	10	87%	77%	85%
Q2e. People in my workgroup treat each other with respect		22	57	13	79%	69%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		22	58	8	81%	66%	72%
Q5b. My manager listens to what I have to say		34	51	8	84%	69%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		14	14	19	19%	35%	48%
Q6c. I feel that senior managers model the values of my organisation		14	17	16	19%	42%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		10	38	19	48%	62%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		8	12	21	19%	43%	45%
Q6h. I feel that senior managers listen to employees		10	17	21	17%	43%	41%

KEY





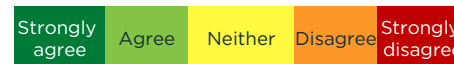
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PUBLIC SECTOR VALUES		48% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		45%	71%	69%					
Q7e. People in my organisation take responsibility for their own actions		29%	32%	47%					

KEY





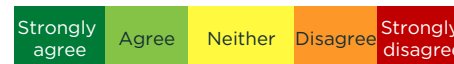
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

DIVERSITY & INCLUSION	59% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		40%	44%	63%
Q5b. My manager listens to what I have to say		84%	69%	75%
Q5d. My manager encourages and values employee input		82%	68%	71%
Q6i. Senior managers in my organisation support the career advancement of women		47%	55%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		52%	53%	74%
Q8b. Personal background is not a barrier to success in my organisation		58%	-	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager		58%	70%	66%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>		48%	60%	57%

KEY





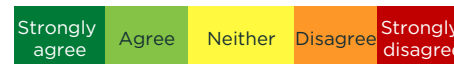
## EXPLORE THE FULL RESULTS

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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

RECRUITMENT	29% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made		17%	-	35%
Q7h. My organisation generally selects capable people to do the job		42%	53%	52%

KEY





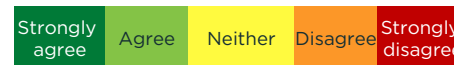
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PERFORMANCE FRAMEWORK & DEVELOPMENT	34% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	13	30	27	22	8	43%	57%	63%
Q3e. My performance is assessed against clear criteria	9	22	23	26	19	31%	43%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	12	17	30	39		14%	23%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	35	38	12	9		73%	73%	67%
Q5h. My manager appropriately deals with employees who perform poorly	18	45	17	13		25%	36%	44%
Q7f. My organisation is committed to developing its employees	12	29	24	32		16%	25%	50%

KEY



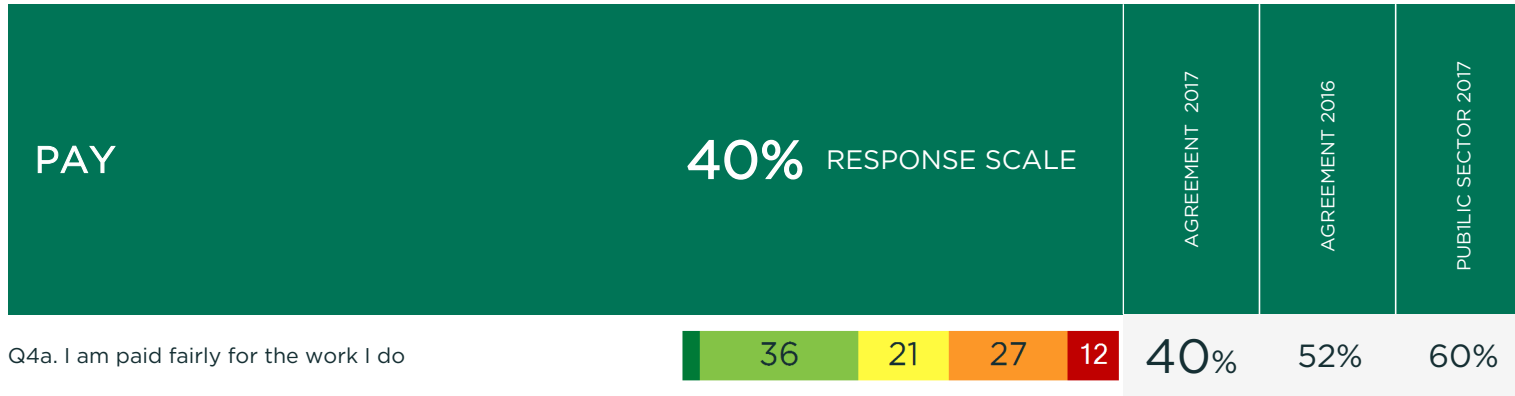




## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



### KEY





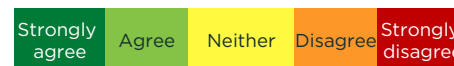
## EXPLORE THE FULL RESULTS

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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

WORKPLACE SUPPORT		55% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		40%	44%	63%					
Q1f. I am able to keep my work stress at an acceptable level		32%	34%	59%					
Q2c. I receive help and support from other members of my workgroup		82%	69%	81%					
Q2d. There is good team spirit in my workgroup		66%	55%	69%					

KEY





## EXPLORE THE FULL RESULTS

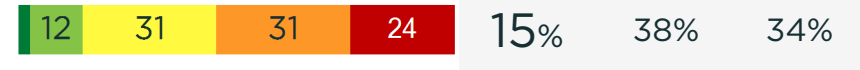
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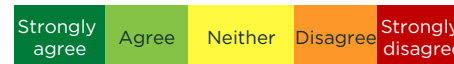
## ACTION ABOUT SURVEY RESULTS

15% RESPONSE SCALE

Q14. I believe action will be taken on the results from this survey by my organisation



KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

## WORKPLACE CONDUCT

9% RESPONSE SCALE

Q9a. I have confidence in the ways my organisation resolves grievances



AGREEMENT 2017

AGREEMENT 2016

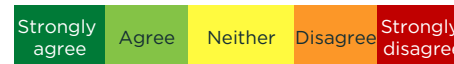
PUBLIC LIC SECTOR 2017

9%

26%

36%

KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT		RESPONSE SCALE	2017	PUBLIC SECTOR 2017
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives				
Yes			27%	67%
No			73%	33%
<b>Q3b.</b> I have informal feedback conversations with my manager				
Yes			78%	75%
No			22%	25%
<b>Q3c.</b> I have scheduled feedback conversations with my manager				
Yes			45%	57%
No			55%	43%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

### MOBILITY

### RESPONSE SCALE

2017

PUBLIC SECTOR 2017

**Q3h.** Are you currently looking, or thinking about looking, for a new role within the NSW Public Sector but outside of your current workplace in order to broaden your experience?

		2017	PUBLIC SECTOR 2017
Yes		70%	41%
No		30%	59%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	PUBLIC SECTOR 2017
<b>Q3i. Are there any barriers preventing you from moving to another role?</b>			
There are no major barriers to my career progression		10%	30%
Lack of visible opportunities		54%	31%
Lack of promotion opportunities		57%	30%
Lack of support from my manager / supervisor		15%	14%
Geographic location considerations		11%	28%
Personal / family considerations		32%	33%
Insufficient training and development		36%	16%
Lack of required capabilities or experience		10%	11%
Lack of support for temporary assignments/secondments		47%	15%
The application/recruitment process is too cumbersome or time consuming		22%	23%
Other		10%	9%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	PUBLIC SECTOR 2017
<b>Q10a.</b> In the last 12 months I have witnessed misconduct/wrongdoing at work			
Yes		44%	25%
No		45%	62%
Don't know		11%	13%
<b>Q10b.</b> If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?			
Yes		27%	63%
No		73%	35%
Don't know	(r)		





## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

### UNACCEPTABLE CONDUCT

### RESPONSE SCALE

2017

PUBLIC SECTOR 2017

**Q10c.** In the last 12 months I have witnessed bullying at work

Yes		53%	33%
No		36%	58%
Don't know		10%	9%

**Q10d.** In the last 12 months I have been subjected to bullying at work

Yes		17%	18%
No		78%	76%
Don't know		5%	6%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

### UNACCEPTABLE CONDUCT

### RESPONSE SCALE

2017

PUBLIC SECTOR 2017

**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.

Role	Response Scale	2017	Public Sector 2017
A senior manager		77%	22%
Your immediate manager/supervisor		15%	24%
A fellow worker at your level	(r)		
A subordinate	(r)		
A client or customer	(r)		
A member of the public other than a client or customer	(r)		
Other	(r)		
Prefer not to say		8%	13%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		21%
Female		77%
Other		1%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		%
25 -29		8%
30 - 34		17%
35 - 39		17%
40 - 44		18%
45 - 49		15%
50 - 54		8%
55 - 59		11%
60 - 64		3%
65+		1%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you speak a language other than English at home?</b>		
Yes		8%
No		84%
Prefer not to say		8%
<b>Are you of Aboriginal and/or Torres Strait Islander origin?</b>		
Yes		%
No		96%
Prefer not to say		4%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

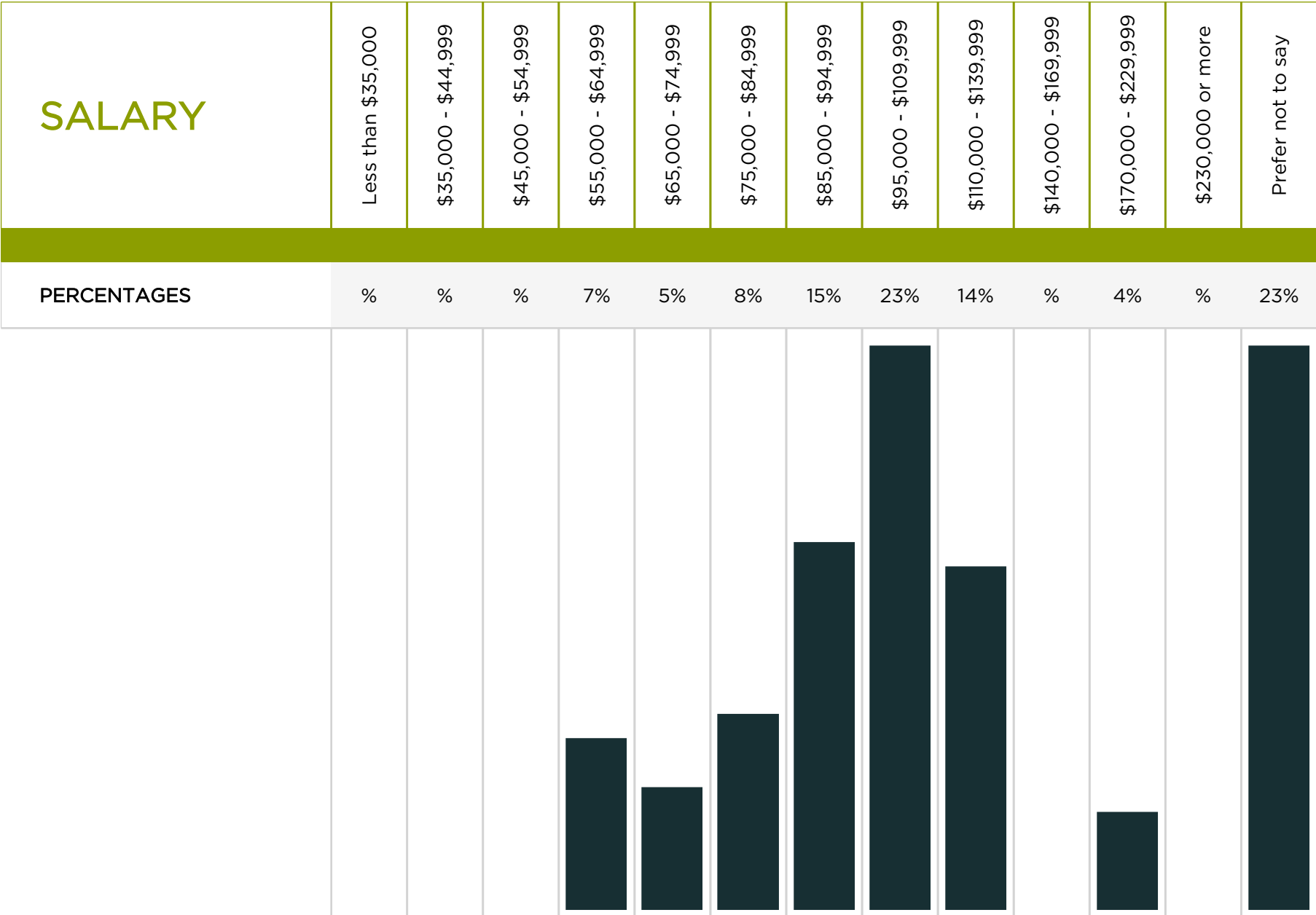
	RESPONSE SCALE	PERCENTAGE
<b>Do you have a disability?</b>		
Yes		3%
No		89%
Prefer not to say		8%
<b>Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?</b>		
Yes		8%
No		81%
Prefer not to say		11%

# PROFILE OF RESPONDENTS



## WORK PROFILES

### SALARY



# RESULT BY TYPE OF WORK



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

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

	Health Care Complaints Commission	Service delivery involving direct contact with the general public	Other service delivery work	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
<b>NUMBER OF RESPONDENTS</b>	77	25	2	6	4	0	0	2	11	26
<b>EMPLOYEE ENGAGEMENT</b>	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	21%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	47%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	59%	(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

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



# RESULT BY SALARY



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

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

	Health Care Complaints Commission	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
<b>NUMBER OF RESPONDENTS</b>	77	0	0	0	5	4	6	11	17	10	0	3	0	17
<b>EMPLOYEE ENGAGEMENT</b>	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	21%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	47%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	59%	(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

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

# RESULT BY TENURE IN ORGANISATION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

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

	Health Care Complaints Commission	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
<b>NUMBER OF RESPONDENTS</b>	77	17	11	14	12	16	1
<b>EMPLOYEE ENGAGEMENT</b>	48%	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	55%	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	21%	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	55%	(r)	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	47%	(r)	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	48%	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	59%	(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

# RESULT BY AGE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

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

	Health Care Complaints Commission	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	77	0	0	6	12	12	13	11	6	8	2	1
EMPLOYEE ENGAGEMENT	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	21%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	47%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	59%	(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

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

# RESULT BY GENDER



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

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

	Health Care Complaints Commission	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>77</b>	<b>16</b>	<b>58</b>	<b>1</b>
<b>EMPLOYEE ENGAGEMENT</b>	48%	(r)	47%	(r)
ENGAGEMENT WITH WORK	55%	(r)	57%	(r)
SENIOR MANAGERS	21%	(r)	17%	(r)
COMMUNICATION	55%	(r)	52%	(r)
HIGH PERFORMANCE	47%	(r)	45%	(r)
PUBLIC SECTOR VALUES	48%	(r)	46%	(r)
DIVERSITY & INCLUSION	59%	(r)	57%	(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.

# 15%

of employees replied favourably to:

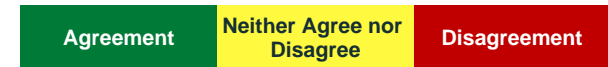
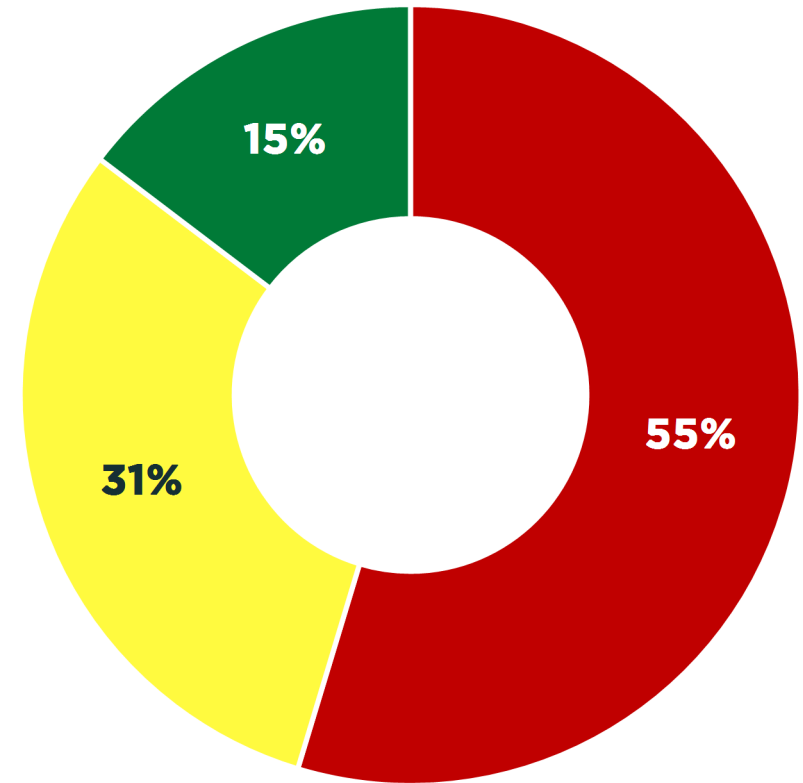
**'I believe action will be taken on the results from this survey by my organisation.'**

## 34%

SECTOR

## 38%

2016



# GUIDE TO THIS REPORT

## **i** SURVEY TIME FRAME

This report contains results from the 2017 People Matter Employee Survey which was open from 1 to 30 June 2017.

## **i** PRIVACY

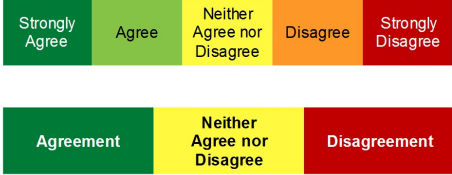
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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. The Strongly Agree and Agree scores are combined to create an agreement (or positive) score which is shown as a rounded percentage.



## **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%.

## **i** MORE DETAILS ABOUT THE SURVEY AND ITS METHODOLOGY

See the Main Findings report on the Public Service Commission web site.