

PEOPLE MATTER 2017

NSW Public Sector Employee Survey

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 Welder Curator 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 Cross Bench Engineer 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 Supervisor 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

AGENCY REPORT

Health

Cancer Institute NSW

RESPONSE RATE

81%

190 OF 236 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

67%

DIFFERENCE FROM 2016 -9

DIFFERENCE FROM CLUSTER +3

DIFFERENCE FROM PUBLIC SECTOR +2

SENIOR MANAGERS

53%

DIFFERENCE FROM 2016 -14

DIFFERENCE FROM CLUSTER +8

DIFFERENCE FROM PUBLIC SECTOR +6

COMMUNICATION

64%

DIFFERENCE FROM 2016 -10

DIFFERENCE FROM CLUSTER +7

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

69%

DIFFERENCE FROM CLUSTER -3

DIFFERENCE FROM PUBLIC SECTOR -2

HIGH PERFORMANCE

72%

DIFFERENCE FROM CLUSTER +9

DIFFERENCE FROM PUBLIC SECTOR +9

PUBLIC SECTOR VALUES

67%

DIFFERENCE FROM CLUSTER +9

DIFFERENCE FROM PUBLIC SECTOR +7

DIVERSITY & INCLUSION

72%

DIFFERENCE FROM CLUSTER +7

DIFFERENCE FROM PUBLIC SECTOR +5

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 CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q6h. I feel that senior managers listen to employees	44%	58%	38%	41%
2	Q8c. I am able to speak up and share a different view to my colleagues and manager	65%	82%	65%	66%
3	Q1b. I am provided with the support I need to do my best at work	72%	80%	64%	63%
4	Q6a. I believe senior managers provide clear direction for the future of the organisation	52%	77%	45%	48%
5	Q6c. I feel that senior managers model the values of my organisation	57%	72%	45%	48%
6	Q7b. My organisation is making the necessary improvements to meet our future challenges	68%	80%	55%	57%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

2a.	My workgroup strives to achieve customer/client satisfaction	88%
1a.	I understand what is expected of me to do well in my role	88%
2b.	My workgroup works collaboratively to achieve its objectives	86%
2e.	People in my workgroup treat each other with respect	85%
2c.	I receive help and support from other members of my workgroup	85%
7a.	My organisation focuses on improving the work we do	85%
8b.	Personal background is not a barrier to success in my organisation	82%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	81%
7j.	I am proud to tell others I work for my organisation	81%
5b.	My manager listens to what I have to say	81%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

9a.	I have confidence in the ways my organisation resolves grievances	35%
7c.	I feel that change is managed well in my organisation	36%
7g.	I have confidence in the way recruitment decisions are made	38%
14.	I believe action will be taken on the results from this survey by my organisation	44%
6h.	I feel that senior managers listen to employees	44%
3g.	I am satisfied with the opportunities available for career development in my organisation	46%
6b.	I feel that senior managers effectively lead and manage change	46%
6g.	I feel that senior managers keep employees informed about what's going on	48%
5h.	My manager appropriately deals with employees who perform poorly	51%
6a.	I believe senior managers provide clear direction for the future of the organisation	52%



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	86%	82%
7d. There is good co-operation between teams across our organisation	52%	51%

- LEAST IMPROVED QUESTIONS

	AGREEMENT 2017	AGREEMENT 2016
6a. I believe senior managers provide clear direction for the future of the organisation	52%	77%
9a. I have confidence in the ways my organisation resolves grievances	35%	58%
6b. I feel that senior managers effectively lead and manage change	46%	67%
7c. I feel that change is managed well in my organisation	36%	54%
8c. I am able to speak up and share a different view to my colleagues and manager	65%	82%
7e. People in my organisation take responsibility for their own actions	54%	69%
7m. My organisation inspires me to do the best in my job	64%	78%
6c. I feel that senior managers model the values of my organisation	57%	72%
3e. My performance is assessed against clear criteria	60%	74%
1e. I am satisfied with my job	63%	77%



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'.

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Cancer Institute NSW

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

Significant differences have been highlighted to demonstrate best practice and areas that require attention.

	Cancer Institute NSW	Cancer Prevention & Cancer Screening	Cancer Services and Information & Strategic Research Investment	Corporate Services & Information Technology
NUMBER OF RESPONDENTS	190	59	79	44
EMPLOYEE ENGAGEMENT	67%	68%	70%	62%
ENGAGEMENT WITH WORK	69%	69%	74%	65%
SENIOR MANAGERS	53%	53%	54%	51%
COMMUNICATION	64%	63%	67%	63%
HIGH PERFORMANCE	72%	75%	74%	67%
PUBLIC SECTOR VALUES	67%	68%	69%	64%
DIVERSITY & INCLUSION	72%	70%	77%	70%

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 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	67% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	14	51	20	7	65%	77%	59%	60%
Q7j. I am proud to tell others I work for my organisation	23	58	11		81%	87%	67%	68%
Q7k. I feel a strong personal attachment to my organisation	16	47	25	9	63%	70%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives	16	52	19	9	68%	79%	52%	53%
Q7m. My organisation inspires me to do the best in my job	16	48	24	8	64%	78%	53%	53%

KEY





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ENGAGEMENT WITH WORK	69% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	22	52	13	11	74%	84%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	28	44	14	9	72%	79%	72%	72%
Q1e. I am satisfied with my job	19	44	16	15	63%	77%	68%	68%

KEY





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SENIOR MANAGERS	53% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	11	41	25	15	8	52%	77%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	8	37	23	22	10	46%	67%	43%	44%
Q6c. I feel that senior managers model the values of my organisation	12	45	22	13	8	57%	72%	45%	48%
Q6d. Senior managers encourage innovation by employees	12	48	19	12	8	61%	67%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	14	53	22			67%	72%	47%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	12	54	21			67%	79%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	10	38	25	19	9	48%	59%	42%	45%
Q6h. I feel that senior managers listen to employees	9	35	30	17	8	44%	58%	38%	41%
Q7c. I feel that change is managed well in my organisation		29	31	21	12	36%	54%	41%	39%

KEY





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COMMUNICATION	64% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	28	51	7	8	78%	81%	68%	70%	
Q5d. My manager encourages and values employee input	33	44	11	7	77%	87%	68%	71%	
Q5e. My manager involves my workgroup in decisions about our work	26	46	14	8	72%	80%	63%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	10	38	25	19	9	48%	59%	42%	45%
Q6h. I feel that senior managers listen to employees	9	35	30	17	8	44%	58%	38%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	14	51	21	9	65%	82%	65%	66%	

KEY





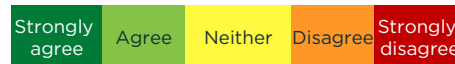
EXPLORE THE FULL RESULTS

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HIGH PERFORMANCE	72% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	32	55	88%	95%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	38	48	86%	82%	77%	78%
Q3f. I have received appropriate training and development to do my job well	16	51	67%	75%	68%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	24	52	76%	89%	70%	72%
Q5f. I have confidence in the decisions my manager makes	30	43	73%	84%	64%	67%
Q6d. Senior managers encourage innovation by employees	12	48	61%	67%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	14	53	67%	72%	47%	51%
Q7a. My organisation focuses on improving the work we do	19	66	85%	90%	67%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	12	56	68%	80%	55%	57%

KEY





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	72% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC LIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation		46	28	15	52%	51%	48%	47%
Q7h. My organisation generally selects capable people to do the job		61	18	11	68%	77%	53%	52%

KEY





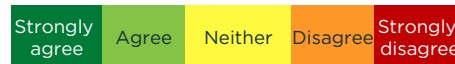
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PUBLIC SECTOR VALUES		67% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q2a. My workgroup strives to achieve customer/client satisfaction		43	45	88%	93%	86%	85%
Q2e. People in my workgroup treat each other with respect		43	42	85%	87%	70%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		24	52	76%	89%	70%	72%
Q5b. My manager listens to what I have to say		36	45	81%	86%	71%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		11	41	52%	77%	45%	48%
Q6c. I feel that senior managers model the values of my organisation		12	45	57%	72%	45%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		12	54	67%	79%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		10	38	48%	59%	42%	45%
Q6h. I feel that senior managers listen to employees		9	35	44%	58%	38%	41%

KEY





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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.

PUBLIC SECTOR VALUES		67% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q7a. My organisation focuses on improving the work we do		19	66	9	85%	90%	67%	69%	
Q7e. People in my organisation take responsibility for their own actions		8	46	28	15	54%	69%	47%	47%

KEY





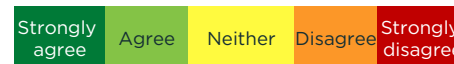
EXPLORE THE FULL RESULTS

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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.

DIVERSITY & INCLUSION		72% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		72%	80%	64%	63%				
Q5b. My manager listens to what I have to say		81%	86%	71%	75%				
Q5d. My manager encourages and values employee input		77%	87%	68%	71%				
Q6i. Senior managers in my organisation support the career advancement of women		63%	74%	52%	58%				
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		81%	85%	72%	74%				
Q8b. Personal background is not a barrier to success in my organisation		82%	-	73%	74%				
Q8c. I am able to speak up and share a different view to my colleagues and manager		65%	82%	65%	66%				
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>		56%	65%	55%	57%				

KEY





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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.

RECRUITMENT	53% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q7g. I have confidence in the way recruitment decisions are made		33	33	19	10	38%	-	38%	35%
Q7h. My organisation generally selects capable people to do the job		61	18	11	0	68%	77%	53%	52%

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.

PERFORMANCE FRAMEWORK & DEVELOPMENT	59% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	21	46	19	9	67%	80%	63%	63%	
Q3e. My performance is assessed against clear criteria	16	44	22	14	60%	74%	57%	54%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	10	35	23	18	13	46%	56%	51%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	32	43	8	12	75%	81%	64%	67%	
Q5h. My manager appropriately deals with employees who perform poorly	15	36	28	12	9	51%	59%	44%	44%
Q7f. My organisation is committed to developing its employees	11	44	24	13	7	56%	69%	49%	50%

KEY

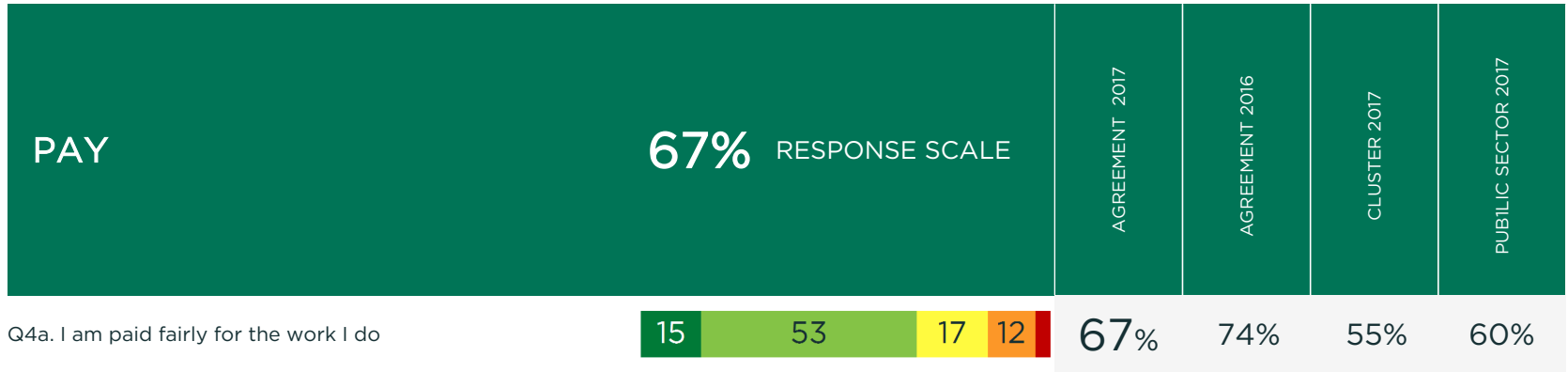




EXPLORE THE FULL RESULTS

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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.



KEY





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WORKPLACE SUPPORT		75% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		72%	80%	64%	63%				
Q1f. I am able to keep my work stress at an acceptable level		67%	76%	61%	59%				
Q2c. I receive help and support from other members of my workgroup		85%	89%	79%	81%				
Q2d. There is good team spirit in my workgroup		77%	85%	66%	69%				

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.

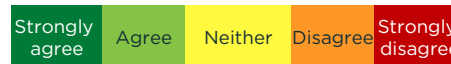
ACTION ABOUT SURVEY RESULTS

44% RESPONSE SCALE

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



KEY

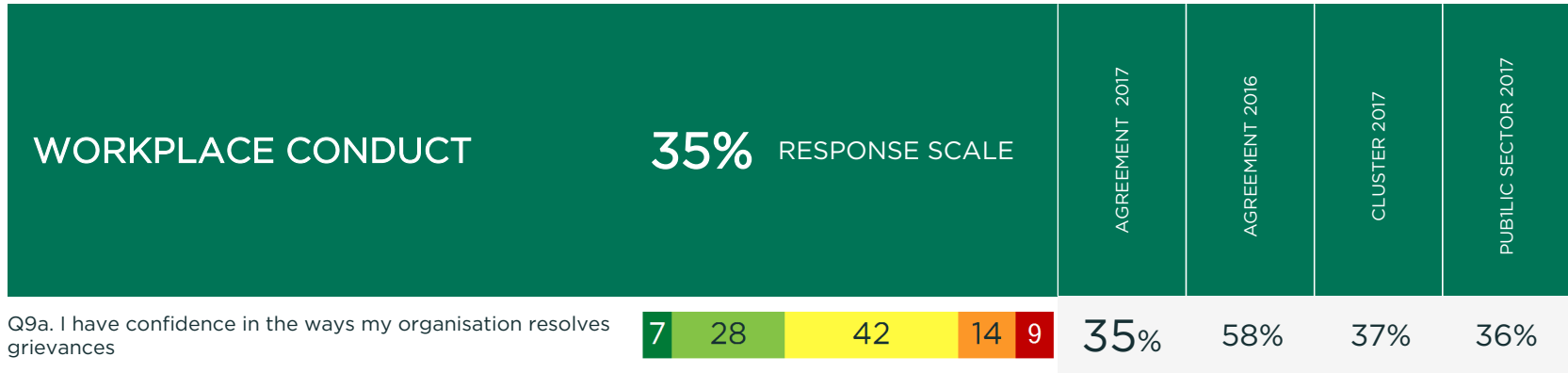




EXPLORE THE FULL RESULTS

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.



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT		RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes			78%	67%	67%
No			22%	33%	33%
Q3b. I have informal feedback conversations with my manager					
Yes			82%	73%	75%
No			18%	27%	25%
Q3c. I have scheduled feedback conversations with my manager					
Yes			76%	56%	57%
No			24%	44%	43%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY

RESPONSE SCALE

2017

CLUSTER 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?

Yes		44%	40%	41%
No		56%	60%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q3i. Are there any barriers preventing you from moving to another role?				
There are no major barriers to my career progression		30%	32%	30%
Lack of visible opportunities		34%	30%	31%
Lack of promotion opportunities		37%	27%	30%
Lack of support from my manager / supervisor		12%	15%	14%
Geographic location considerations		19%	24%	28%
Personal / family considerations		22%	32%	33%
Insufficient training and development		11%	14%	16%
Lack of required capabilities or experience		9%	10%	11%
Lack of support for temporary assignments/secondments		18%	14%	15%
The application/recruitment process is too cumbersome or time consuming		13%	16%	23%
Other		10%	8%	9%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work				
Yes		17%	30%	25%
No		68%	57%	62%
Don't know		15%	13%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		38%	66%	63%
No		52%	33%	35%
Don't know		10%	2%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q10c. In the last 12 months I have witnessed bullying at work				
Yes		21%	40%	33%
No		70%	51%	58%
Don't know		9%	9%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		12%	22%	18%
No		84%	72%	76%
Don't know		4%	6%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 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.				
A senior manager		50%	19%	22%
Your immediate manager/supervisor		23%	24%	24%
A fellow worker at your level		5%	31%	27%
A subordinate		5%	6%	8%
A client or customer	(r)			
A member of the public other than a client or customer	(r)			
Other		9%	5%	4%
Prefer not to say		9%	12%	13%



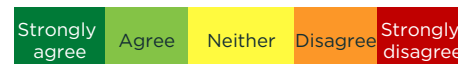
EXPLORE THE FULL RESULTS

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HEALTH QUESTIONS	RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q1. Morale is good in my team	18	56	16	8	74%	84%	60%
Q2. I believe I am valued for what I can offer at my workplace	18	57	15	9	75%	85%	69%
Q3. In my workplace, we recognise our successes and innovations	20	56	16		75%	82%	64%
Q4. Staff are treated respectfully regardless of their job	18	57	13	9	75%	82%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	12	49	23	9	61%	70%	51%
Q6. Overall, I have confidence in the decisions made by my senior managers	13	45	24	10	58%	77%	51%

KEY





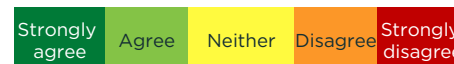
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Questions are grouped by themes in this report.

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

HEALTH QUESTIONS	RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q7. I have a say in decisions which affect my work	11	50	19	14		62%	71%	54%
Q8. Where I work, we share the lessons learnt when mistakes are made	15	47	16	16		63%	75%	67%
Q9. My team's objectives/work plans are clearly outlined	13	57	16	11		69%	79%	64%
Q10. Our objectives/work plans help us to deliver a quality service	14	57	20			71%	82%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	8	29	37	13	14	37%	44%	41%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		19%
Female		81%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		%
25 -29		10%
30 - 34		20%
35 - 39		21%
40 - 44		16%
45 - 49		9%
50 - 54		11%
55 - 59		8%
60 - 64		1%
65+		4%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		16%
No		76%
Prefer not to say		8%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		1%
No		95%
Prefer not to say		4%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

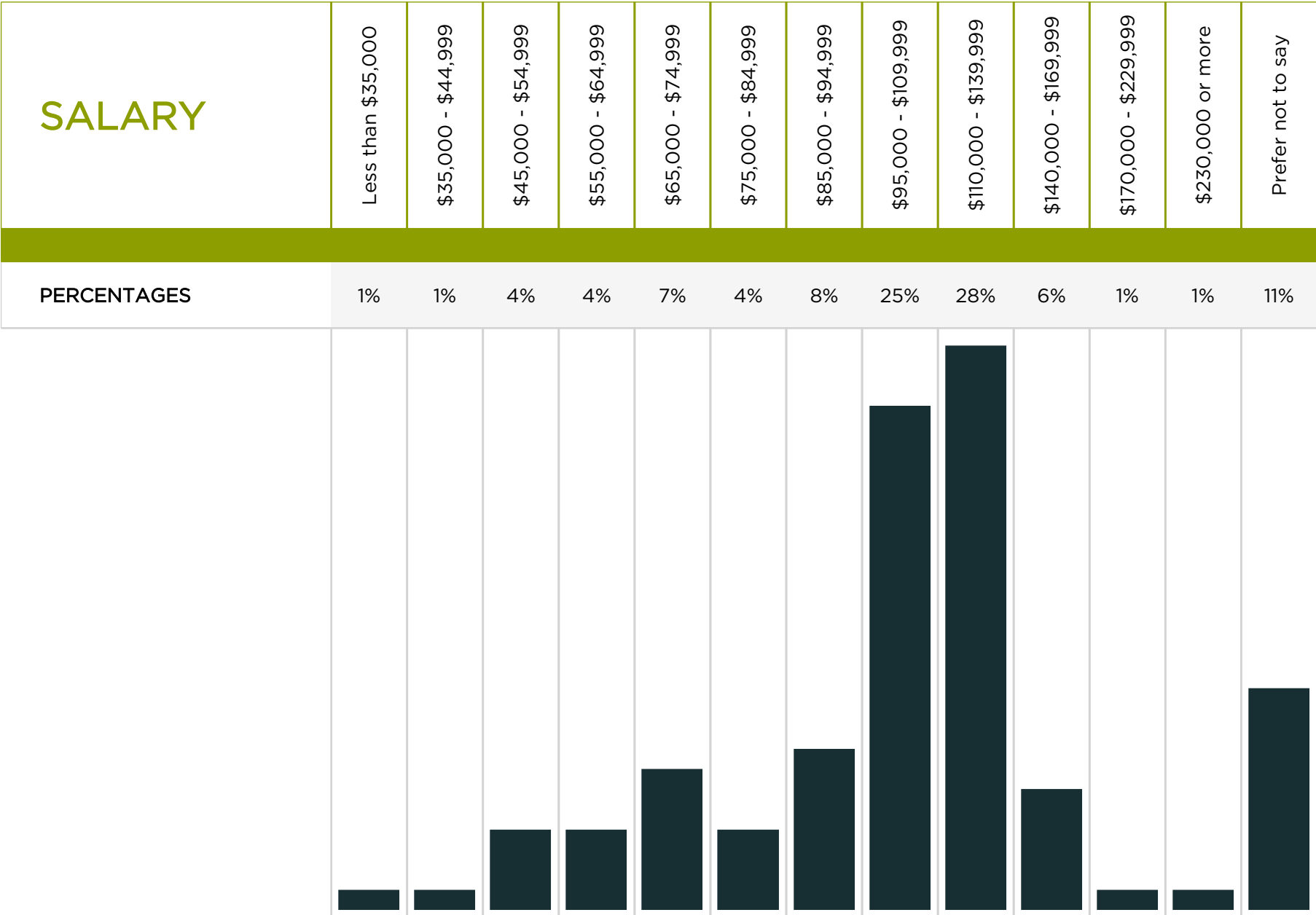
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		4%
No		94%
Prefer not to say		2%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		7%
No		89%
Prefer not to say		4%

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.

	Cancer Institute NSW	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
NUMBER OF RESPONDENTS	190	7	13	18	40	2	15	61	0	26
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	63%	(r)	(r)	73%	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	74%	(r)	(r)	79%	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	50%	(r)	(r)	63%	(r)	(r)
COMMUNICATION	64%	(r)	(r)	(r)	66%	(r)	(r)	73%	(r)	(r)
HIGH PERFORMANCE	72%	(r)	(r)	(r)	68%	(r)	(r)	81%	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	66%	(r)	(r)	75%	(r)	(r)
DIVERSITY & INCLUSION	72%	(r)	(r)	(r)	71%	(r)	(r)	78%	(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.

	Cancer Institute NSW	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	190	2	1	8	7	12	7	14	46	52	11	1	1	21
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	65%	66%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	66%	72%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	54%	56%	(r)	(r)	(r)	(r)
COMMUNICATION	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	65%	65%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	73%	71%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68%	68%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	73%	71%	(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.

	Cancer Institute NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	190	45	42	48	32	11	2
EMPLOYEE ENGAGEMENT	67%	71%	68%	61%	68%	(r)	(r)
ENGAGEMENT WITH WORK	69%	69%	75%	66%	71%	(r)	(r)
SENIOR MANAGERS	53%	65%	63%	40%	48%	(r)	(r)
COMMUNICATION	64%	71%	75%	57%	60%	(r)	(r)
HIGH PERFORMANCE	72%	75%	81%	64%	71%	(r)	(r)
PUBLIC SECTOR VALUES	67%	75%	75%	58%	64%	(r)	(r)
DIVERSITY & INCLUSION	72%	79%	78%	67%	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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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.

	Cancer Institute NSW	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	190	0	0	17	36	37	28	15	20	14	2	7
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	62%	64%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	61%	77%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	48%	47%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	64%	(r)	(r)	(r)	61%	61%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	72%	(r)	(r)	(r)	66%	72%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	63%	61%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	72%	(r)	(r)	(r)	69%	68%	(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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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.

	Cancer Institute NSW	Male	Female	Other
NUMBER OF RESPONDENTS	190	34	146	1
EMPLOYEE ENGAGEMENT	67%	70%	66%	(r)
ENGAGEMENT WITH WORK	69%	73%	68%	(r)
SENIOR MANAGERS	53%	56%	54%	(r)
COMMUNICATION	64%	68%	64%	(r)
HIGH PERFORMANCE	72%	70%	73%	(r)
PUBLIC SECTOR VALUES	67%	70%	68%	(r)
DIVERSITY & INCLUSION	72%	78%	71%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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CURRENT ROLE



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.

	Cancer Institute NSW	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, Clinical Nurse/Midwife Consultant,	Nurse/Midwifery Educator and Clinical Nurse/Midwifery Educator	Nurse/Midwifery Manager	Support Officers	Information Management (eg. Librarian, Medical Records and Data Manager)	Clinical Support Executive (eg. Hospital Executive, Local Health Network Executive)
NUMBER OF RESPONDENTS	190	1	0	1	0	1	0	0	1	0	0	7	11	0
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	72%	(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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CURRENT ROLE



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.

	Cancer Institute NSW	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	190	11	22	9	4	1	3	0	0	0	1	0	1	10
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	72%	(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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CURRENT ROLE



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.

	Cancer Institute NSW	Technical Officers/Technical Assistant	Dental Officer, Therapists and Hygienist	Dental Specialist	Dental Assistant	Trainee Dental Assistant	Operational Ambulance Officers (including Educators, DOM, DOCO, Paramedic, AOOC, OCO, SOCO, SO,	Operational Ambulance Managers (incl Zone Managers, Deputy Director Operations, Control Centre	Project Director	Project Manager	Project Officer	Cleaning, Linen and Food	Motor Vehicle, Patient Transport	Security Services, Fire Safety
NUMBER OF RESPONDENTS	190	0	0	0	0	0	0	0	1	24	24	0	0	0
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	72%	(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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CURRENT ROLE



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.

	Cancer Institute NSW	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	190	0	0	0	0	0	0	13	34
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	60%
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	66%
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	45%
COMMUNICATION	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	56%
HIGH PERFORMANCE	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	64%
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	61%
DIVERSITY & INCLUSION	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	64%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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.

44%

of employees replied favourably to:

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

34%

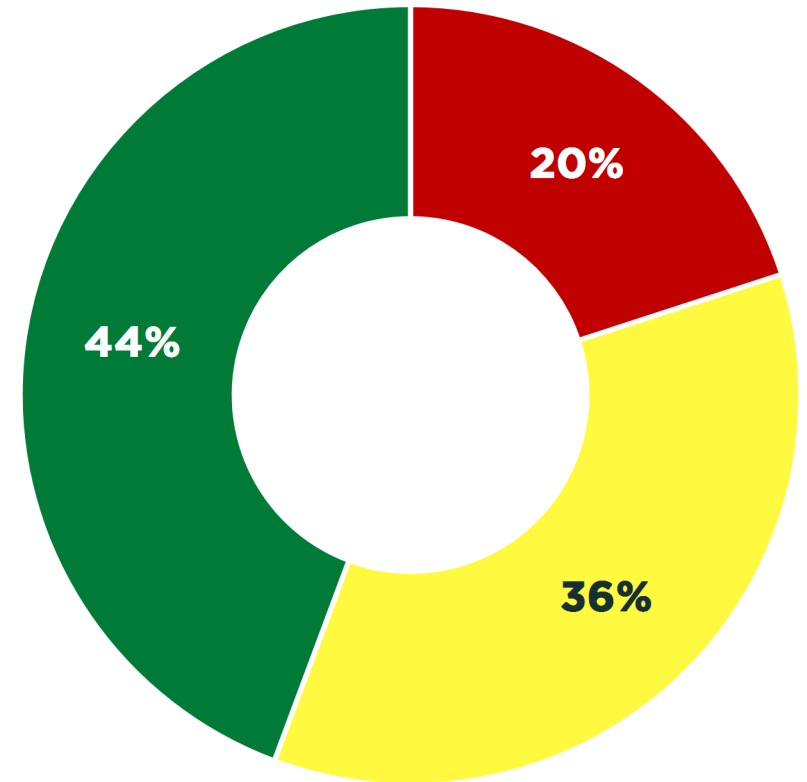
SECTOR

35%

CLUSTER

54%

2016



Agreement

Neither Agree nor Disagree

Disagreement

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

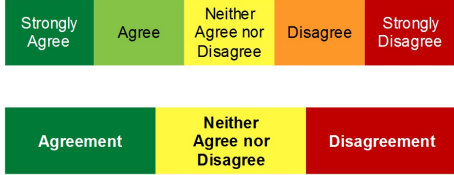
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.