

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
Museum Guide Conservator Fitter Electrical Linesworker
Solicitor Cable Joiner 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 Joiner
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 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 Joiner Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

AGENCY REPORT

Health

eHealth NSW

RESPONSE RATE

81%

469 OF 576 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

70%

DIFFERENCE FROM 2016 +4

DIFFERENCE FROM CLUSTER +6

DIFFERENCE FROM PUBLIC SECTOR +5

SENIOR MANAGERS

63%

DIFFERENCE FROM 2016 +5

DIFFERENCE FROM CLUSTER +18

DIFFERENCE FROM PUBLIC SECTOR +16

COMMUNICATION

70%

DIFFERENCE FROM 2016 +3

DIFFERENCE FROM CLUSTER +13

DIFFERENCE FROM PUBLIC SECTOR +11



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

74%

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR +2

HIGH PERFORMANCE

72%

DIFFERENCE FROM CLUSTER +9

DIFFERENCE FROM PUBLIC SECTOR +9

PUBLIC SECTOR VALUES

72%

DIFFERENCE FROM CLUSTER +14

DIFFERENCE FROM PUBLIC SECTOR +12

DIVERSITY & INCLUSION

76%

DIFFERENCE FROM CLUSTER +11

DIFFERENCE FROM PUBLIC SECTOR +8

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	Q7c. I feel that change is managed well in my organisation	53%	54%	41%	39%
2	Q7f. My organisation is committed to developing its employees	61%	56%	49%	50%
3	Q7a. My organisation focuses on improving the work we do	79%	76%	67%	69%
4	Q7h. My organisation generally selects capable people to do the job	66%	55%	53%	52%
5	Q7g. I have confidence in the way recruitment decisions are made	49%	%	38%	35%
6	Q7b. My organisation is making the necessary improvements to meet our future challenges	73%	70%	55%	57%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

2a.	My workgroup strives to achieve customer/client satisfaction	91%
1a.	I understand what is expected of me to do well in my role	87%
2c.	I receive help and support from other members of my workgroup	86%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	86%
2b.	My workgroup works collaboratively to achieve its objectives	86%
2e.	People in my workgroup treat each other with respect	85%
8b.	Personal background is not a barrier to success in my organisation	82%
5b.	My manager listens to what I have to say	81%
5a.	My manager encourages people in my workgroup to keep improving the work they do	80%
5d.	My manager encourages and values employee input	79%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

7g.	I have confidence in the way recruitment decisions are made	49%
5h.	My manager appropriately deals with employees who perform poorly	50%
9a.	I have confidence in the ways my organisation resolves grievances	52%
14.	I believe action will be taken on the results from this survey by my organisation	53%
7c.	I feel that change is managed well in my organisation	53%
3e.	My performance is assessed against clear criteria	53%
3g.	I am satisfied with the opportunities available for career development in my organisation	54%
7d.	There is good co-operation between teams across our organisation	55%
6h.	I feel that senior managers listen to employees	56%
6i.	Senior managers in my organisation support the career advancement of women	56%



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

1b.	I am provided with the support I need to do my best at work	76%	63%
9a.	I have confidence in the ways my organisation resolves grievances	52%	40%
7h.	My organisation generally selects capable people to do the job	66%	55%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	67%	56%
7i.	I would recommend my organisation as a great place to work	72%	62%
6a.	I believe senior managers provide clear direction for the future of the organisation	66%	56%
6b.	I feel that senior managers effectively lead and manage change	63%	53%
1f.	I am able to keep my work stress at an acceptable level	73%	63%
3e.	My performance is assessed against clear criteria	53%	44%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	72%	63%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

1d.	I feel motivated to contribute more than what is normally required at work	76%	80%
1c.	My job gives me a feeling of personal accomplishment	74%	75%
8c.	I am able to speak up and share a different view to my colleagues and manager	78%	78%
7c.	I feel that change is managed well in my organisation	53%	54%



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 eHealth 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.

	eHealth NSW	Chief Clinical Information Office	Corporate IT	Information Services	Investment, Strategy and Architecture	Program Delivery
NUMBER OF RESPONDENTS	469	11	104	250	15	61
EMPLOYEE ENGAGEMENT	70%	70%	74%	67%	68%	70%
ENGAGEMENT WITH WORK	74%	55%	79%	72%	67%	79%
SENIOR MANAGERS	63%	63%	69%	58%	68%	64%
COMMUNICATION	70%	61%	74%	69%	60%	69%
HIGH PERFORMANCE	72%	62%	77%	70%	68%	71%
PUBLIC SECTOR VALUES	72%	68%	76%	70%	73%	74%
DIVERSITY & INCLUSION	76%	62%	79%	74%	70%	77%

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



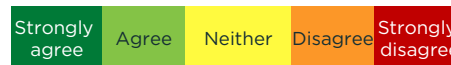
EXPLORE THE FULL RESULTS

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	70% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	23	49	20		72%	62%	59%	60%
Q7j. I am proud to tell others I work for my organisation	30	48	17		78%	72%	67%	68%
Q7k. I feel a strong personal attachment to my organisation	21	45	24	7	66%	61%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives	18	46	23	9	65%	56%	52%	53%
Q7m. My organisation inspires me to do the best in my job	20	44	24	8	64%	56%	53%	53%

KEY





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ENGAGEMENT WITH WORK	74% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	30	44	15		74%	75%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	33	43	14		76%	80%	72%	72%
Q1e. I am satisfied with my job	27	45	17		72%	67%	68%	68%

KEY





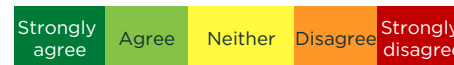
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SENIOR MANAGERS	63% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	19	47	21	9	66%	56%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	16	46	23	9	63%	53%	43%	44%
Q6c. I feel that senior managers model the values of my organisation	17	49	23	7	65%	59%	45%	48%
Q6d. Senior managers encourage innovation by employees	15	47	28	8	62%	55%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	48	26		65%	63%	47%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	21	54	18		75%	70%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	16	44	25	10	60%	59%	42%	45%
Q6h. I feel that senior managers listen to employees	12	44	30	10	56%	50%	38%	41%
Q7c. I feel that change is managed well in my organisation	13	40	27	15	53%	54%	41%	39%

KEY





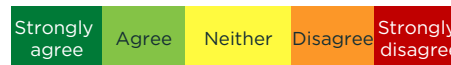
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COMMUNICATION	70% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me	31	46	13		76%	75%	68%	70%
Q5d. My manager encourages and values employee input	33	46	14		79%	72%	68%	71%
Q5e. My manager involves my workgroup in decisions about our work	28	44	17		73%	70%	63%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	16	44	25	10	60%	59%	42%	45%
Q6h. I feel that senior managers listen to employees	12	44	30	10	56%	50%	38%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	26	51	12		78%	78%	65%	66%

KEY





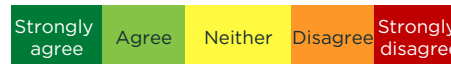
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HIGH PERFORMANCE	72% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	38	49	8	87%	84%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	39	47	7	86%	85%	77%	78%
Q3f. I have received appropriate training and development to do my job well	16	46	26	62%	54%	68%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	27	52	13	80%	75%	70%	72%
Q5f. I have confidence in the decisions my manager makes	31	43	16	74%	74%	64%	67%
Q6d. Senior managers encourage innovation by employees	15	47	28	62%	55%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	48	26	65%	63%	47%	51%
Q7a. My organisation focuses on improving the work we do	21	58	14	79%	76%	67%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	19	54	19	73%	70%	55%	57%

KEY





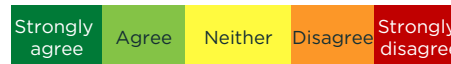
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	72% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	13	42	25	14	55%	51%	48%	47%
Q7h. My organisation generally selects capable people to do the job	11	55	22	10	66%	55%	53%	52%

KEY





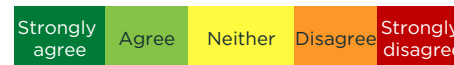
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PUBLIC SECTOR VALUES		72% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q2a. My workgroup strives to achieve customer/client satisfaction		45	46	91%	88%	86%	85%
Q2e. People in my workgroup treat each other with respect		40	46	85%	82%	70%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		27	52	80%	75%	70%	72%
Q5b. My manager listens to what I have to say		33	48	81%	78%	71%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		19	47	66%	56%	45%	48%
Q6c. I feel that senior managers model the values of my organisation		17	49	65%	59%	45%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		21	54	75%	70%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		16	44	60%	59%	42%	45%
Q6h. I feel that senior managers listen to employees		12	44	56%	50%	38%	41%

KEY





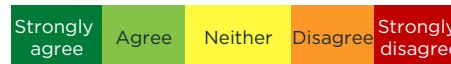
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PUBLIC SECTOR VALUES		72% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do				79%	76%	67%	69%
Q7e. People in my organisation take responsibility for their own actions				58%	57%	47%	47%

KEY





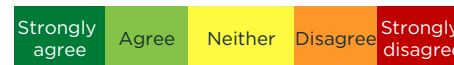
EXPLORE THE FULL RESULTS

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DIVERSITY & INCLUSION	76% 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	28	48	11	10	76%	63%	64%	63%
Q5b. My manager listens to what I have to say	33	48	11		81%	78%	71%	75%
Q5d. My manager encourages and values employee input	33	46	14		79%	72%	68%	71%
Q6i. Senior managers in my organisation support the career advancement of women	18	39	34		56%	53%	52%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	33	53	9		86%	79%	72%	74%
Q8b. Personal background is not a barrier to success in my organisation	34	47	10		82%	-	73%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	26	51	12		78%	78%	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>	27	39	17	10	67%	56%	55%	57%

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.

RECRUITMENT	57% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	10	38	33	11	7	49%	-	38%	35%
Q7h. My organisation generally selects capable people to do the job	11	55	22	10		66%	55%	53%	52%

KEY





EXPLORE THE FULL RESULTS

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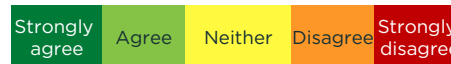
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT

62% 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	20 52 18 7	72%	63%	63%	63%
Q3e. My performance is assessed against clear criteria	14 39 26 16	53%	44%	57%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	15 40 27 11 7	54%	47%	51%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	29 50 12	79%	72%	64%	67%
Q5h. My manager appropriately deals with employees who perform poorly	14 36 35 10	50%	47%	44%	44%
Q7f. My organisation is committed to developing its employees	15 46 27 8	61%	56%	49%	50%

KEY

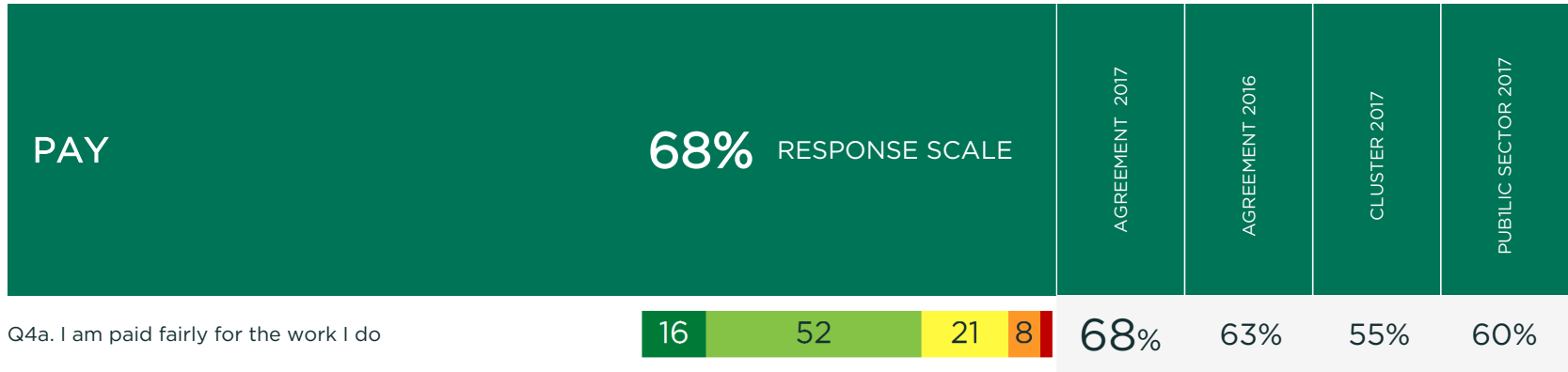




EXPLORE THE FULL RESULTS

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





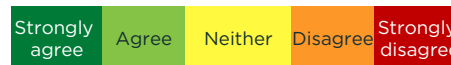
EXPLORE THE FULL RESULTS

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 SUPPORT	79% 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	28	48	11	10	76%	63%	64%	63%
Q1f. I am able to keep my work stress at an acceptable level	21	52	15	9	73%	63%	61%	59%
Q2c. I receive help and support from other members of my workgroup	39	47	8		86%	85%	79%	81%
Q2d. There is good team spirit in my workgroup	38	41	13		79%	74%	66%	69%

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.

ACTION ABOUT SURVEY RESULTS

53% RESPONSE SCALE

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



	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q14. I believe action will be taken on the results from this survey by my organisation	53%	47%	35%	34%

KEY

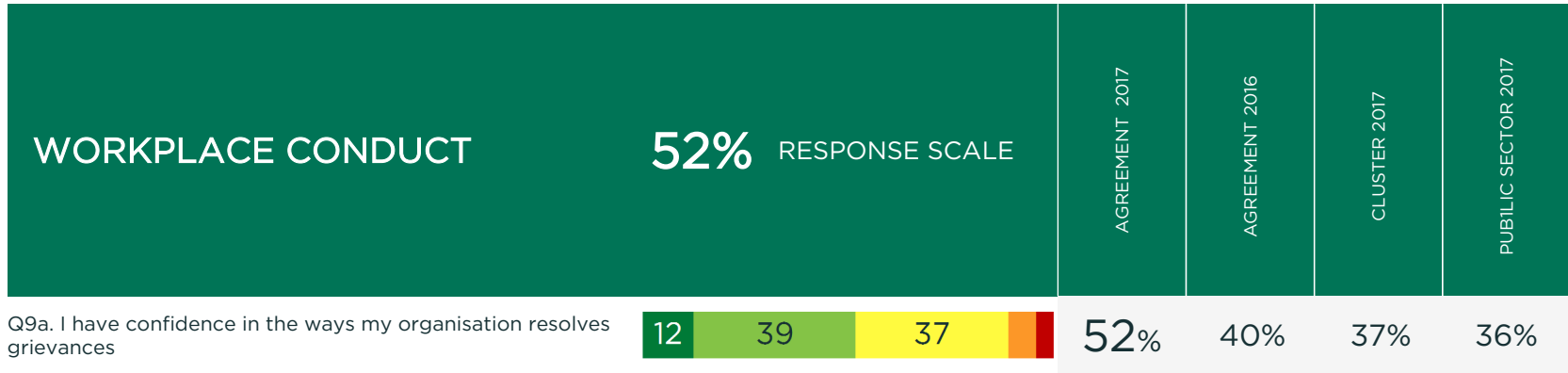




EXPLORE THE FULL RESULTS

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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





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		55%	67%	67%
No		45%	33%	33%
Q3b. I have informal feedback conversations with my manager				
Yes		79%	73%	75%
No		21%	27%	25%
Q3c. I have scheduled feedback conversations with my manager				
Yes		57%	56%	57%
No		43%	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		43%	32%	30%
Lack of visible opportunities		26%	30%	31%
Lack of promotion opportunities		28%	27%	30%
Lack of support from my manager / supervisor		11%	15%	14%
Geographic location considerations		22%	24%	28%
Personal / family considerations		20%	32%	33%
Insufficient training and development		13%	14%	16%
Lack of required capabilities or experience		11%	10%	11%
Lack of support for temporary assignments/secondments		10%	14%	15%
The application/recruitment process is too cumbersome or time consuming		14%	16%	23%
Other		8%	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		15%	30%	25%
No		71%	57%	62%
Don't know		14%	13%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		49%	66%	63%
No		49%	33%	35%
Don't know		2%	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		10%	9%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		13%	22%	18%
No		82%	72%	76%
Don't know		6%	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		15%	19%	22%
Your immediate manager/supervisor		27%	24%	24%
A fellow worker at your level		35%	31%	27%
A subordinate		2%	6%	8%
A client or customer	(r)			
A member of the public other than a client or customer	(r)			
Other		7%	5%	4%
Prefer not to say		15%	12%	13%



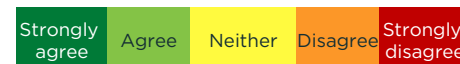
EXPLORE THE FULL RESULTS

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.

HEALTH QUESTIONS	RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q1. Morale is good in my team	23	52	14	8	75%	75%	60%
Q2. I believe I am valued for what I can offer at my workplace	24	54	12	8	78%	77%	69%
Q3. In my workplace, we recognise our successes and innovations	22	53	16		76%	74%	64%
Q4. Staff are treated respectfully regardless of their job	28	54	13		82%	79%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	23	48	18	8	70%	59%	51%
Q6. Overall, I have confidence in the decisions made by my senior managers	21	49	20		71%	61%	51%

KEY





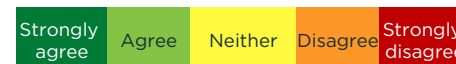
EXPLORE THE FULL RESULTS

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.

HEALTH QUESTIONS	RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q7. I have a say in decisions which affect my work	18	50	20	9	68%	62%	54%
Q8. Where I work, we share the lessons learnt when mistakes are made	20	53	15	9	73%	69%	67%
Q9. My team's objectives/work plans are clearly outlined	17	54	16	10	71%	64%	64%
Q10. Our objectives/work plans help us to deliver a quality service	20	52	18	8	72%	65%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	18	38	31	9	56%	46%	41%

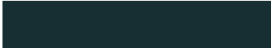


KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

RESPONSE SCALE		PERCENTAGE
Gender		
Male		62%
Female		36%
Other		3%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		5%
25 -29		11%
30 - 34		15%
35 - 39		17%
40 - 44		16%
45 - 49		13%
50 - 54		10%
55 - 59		8%
60 - 64		5%
65+		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		40%
No		54%
Prefer not to say		6%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		0%
No		95%
Prefer not to say		5%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

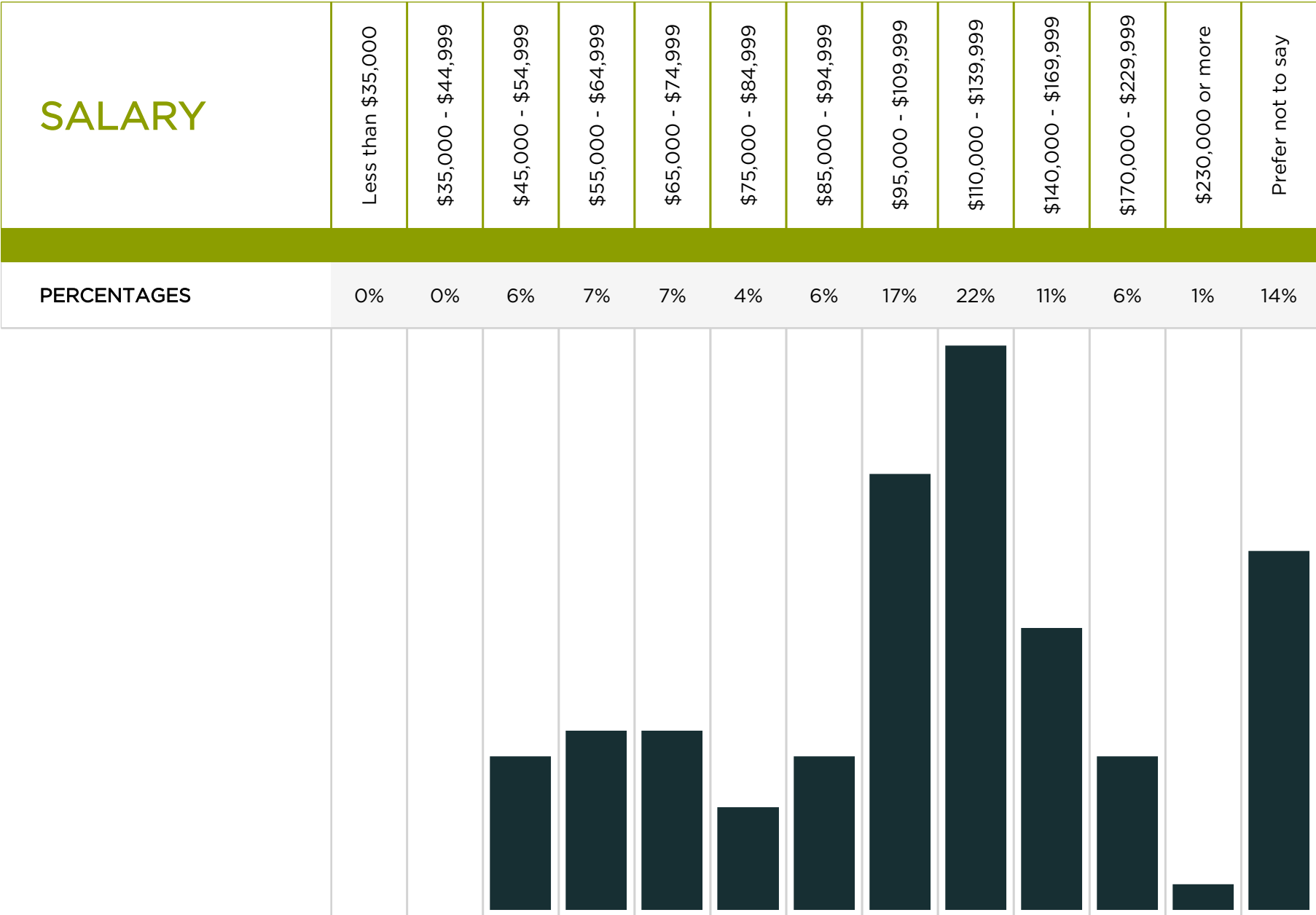
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		4%
No		93%
Prefer not to say		3%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		3%
No		91%
Prefer not to say		5%

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.

	eHealth 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	469	14	94	12	206	1	1	74	0	36
EMPLOYEE ENGAGEMENT	70%	(r)	67%	(r)	72%	(r)	(r)	70%	(r)	61%
ENGAGEMENT WITH WORK	74%	(r)	72%	(r)	77%	(r)	(r)	74%	(r)	66%
SENIOR MANAGERS	63%	(r)	62%	(r)	65%	(r)	(r)	62%	(r)	50%
COMMUNICATION	70%	(r)	69%	(r)	73%	(r)	(r)	70%	(r)	56%
HIGH PERFORMANCE	72%	(r)	69%	(r)	75%	(r)	(r)	74%	(r)	58%
PUBLIC SECTOR VALUES	72%	(r)	71%	(r)	74%	(r)	(r)	74%	(r)	59%
DIVERSITY & INCLUSION	76%	(r)	72%	(r)	79%	(r)	(r)	78%	(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

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.

	eHealth 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	469	1	1	25	29	29	17	25	74	94	49	25	6	59
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68%	68%	73%	(r)	(r)	64%
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74%	73%	77%	(r)	(r)	71%
SENIOR MANAGERS	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%	60%	70%	(r)	(r)	53%
COMMUNICATION	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	73%	69%	76%	(r)	(r)	64%
HIGH PERFORMANCE	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	73%	71%	78%	(r)	(r)	63%
PUBLIC SECTOR VALUES	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74%	72%	78%	(r)	(r)	65%
DIVERSITY & INCLUSION	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	76%	75%	83%	(r)	(r)	67%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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.

	eHealth NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	469	128	76	116	59	42	12
EMPLOYEE ENGAGEMENT	70%	74%	70%	72%	61%	67%	(r)
ENGAGEMENT WITH WORK	74%	81%	68%	79%	65%	68%	(r)
SENIOR MANAGERS	63%	71%	63%	65%	52%	60%	(r)
COMMUNICATION	70%	78%	70%	70%	63%	69%	(r)
HIGH PERFORMANCE	72%	78%	69%	75%	62%	73%	(r)
PUBLIC SECTOR VALUES	72%	80%	72%	75%	62%	69%	(r)
DIVERSITY & INCLUSION	76%	82%	73%	77%	68%	76%	(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.

	eHealth 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	469	0	20	48	64	73	69	56	43	34	23	6
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	74%	74%	70%	66%	69%	66%	63%	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	79%	75%	73%	74%	75%	78%	62%	(r)	(r)
SENIOR MANAGERS	63%	(r)	(r)	66%	72%	66%	58%	65%	61%	44%	(r)	(r)
COMMUNICATION	70%	(r)	(r)	76%	76%	74%	67%	70%	70%	56%	(r)	(r)
HIGH PERFORMANCE	72%	(r)	(r)	75%	78%	74%	69%	71%	69%	59%	(r)	(r)
PUBLIC SECTOR VALUES	72%	(r)	(r)	77%	78%	74%	68%	73%	71%	59%	(r)	(r)
DIVERSITY & INCLUSION	76%	(r)	(r)	79%	79%	77%	74%	71%	77%	67%	(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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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.

	eHealth NSW	Male	Female	Other
NUMBER OF RESPONDENTS	469	270	157	12
EMPLOYEE ENGAGEMENT	70%	70%	70%	(r)
ENGAGEMENT WITH WORK	74%	77%	73%	(r)
SENIOR MANAGERS	63%	65%	63%	(r)
COMMUNICATION	70%	73%	69%	(r)
HIGH PERFORMANCE	72%	73%	73%	(r)
PUBLIC SECTOR VALUES	72%	75%	72%	(r)
DIVERSITY & INCLUSION	76%	79%	74%	(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.

	eHealth 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	469	0	0	1	0	0	1	0	2	0	1	6	20	0
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(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	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER 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.

	eHealth 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	469	11	136	15	2	0	1	0	0	0	20	0	0	25
EMPLOYEE ENGAGEMENT	70%	(r)	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	63%	(r)	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(r)	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	72%	(r)	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	72%	(r)	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	76%	(r)	80%	(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.

	eHealth 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	469	34	0	0	0	0	0	0	2	38	21	0	0	1
EMPLOYEE ENGAGEMENT	70%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	71%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	83%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	63%	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	61%	(r)	(r)	(r)	(r)
COMMUNICATION	70%	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	71%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	72%	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	72%	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	76%	83%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	80%	(r)	(r)	(r)	(r)

KEY

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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.

	eHealth 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	469	0	1	0	0	0	0	60	43
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	(r)	(r)	(r)	(r)	73%	60%
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)	75%	59%
SENIOR MANAGERS	63%	(r)	(r)	(r)	(r)	(r)	(r)	62%	55%
COMMUNICATION	70%	(r)	(r)	(r)	(r)	(r)	(r)	71%	55%
HIGH PERFORMANCE	72%	(r)	(r)	(r)	(r)	(r)	(r)	72%	57%
PUBLIC SECTOR VALUES	72%	(r)	(r)	(r)	(r)	(r)	(r)	72%	62%
DIVERSITY & INCLUSION	76%	(r)	(r)	(r)	(r)	(r)	(r)	77%	57%

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.

53%

of employees replied favourably to:

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

34%

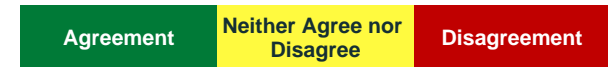
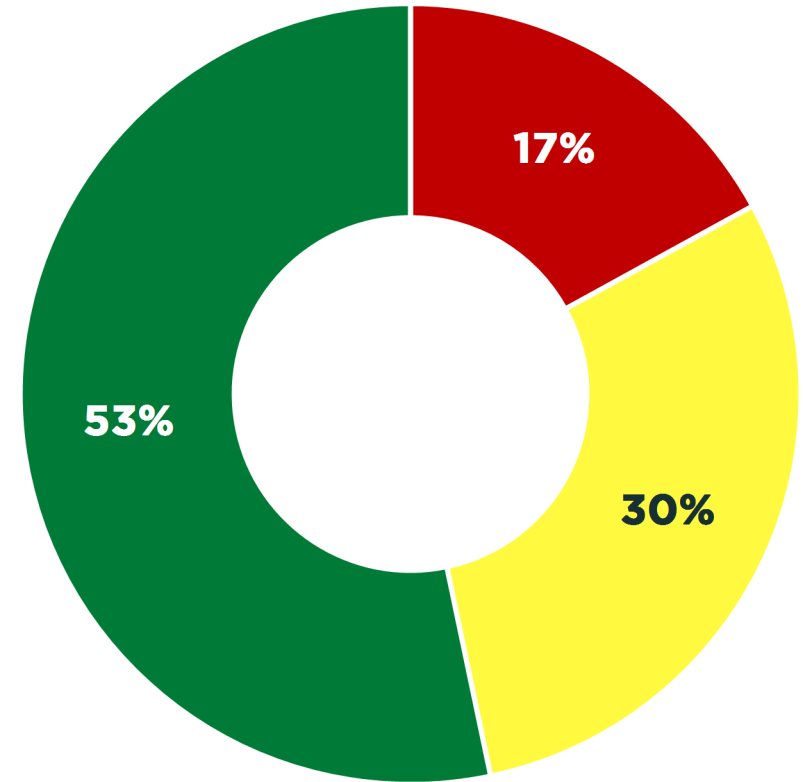
SECTOR

35%

CLUSTER

47%

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

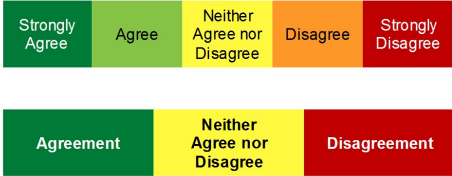
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.