

# 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 Electrician Linesworker  
Solicitor Cable Joints 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 Joints 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 Joints Plant  
Operator Ranger  
Teacher Nurse  
Librarian  
Advisor

### AGENCY REPORT

Health

Health Infrastructure

## RESPONSE RATE

# 88%

114 OF 130 TOTAL RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 70%

DIFFERENCE FROM 2016 +7

DIFFERENCE FROM CLUSTER +6

DIFFERENCE FROM PUBLIC SECTOR +5

## SENIOR MANAGERS

# 57%

DIFFERENCE FROM 2016 +10

DIFFERENCE FROM CLUSTER +12

DIFFERENCE FROM PUBLIC SECTOR +10

## COMMUNICATION

# 63%

DIFFERENCE FROM 2016 +5

DIFFERENCE FROM CLUSTER +6

DIFFERENCE FROM PUBLIC SECTOR +3



## 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

# 66%

DIFFERENCE FROM CLUSTER +3

DIFFERENCE FROM PUBLIC SECTOR +3

## PUBLIC SECTOR VALUES

# 69%

DIFFERENCE FROM CLUSTER +11

DIFFERENCE FROM PUBLIC SECTOR +9

## DIVERSITY & INCLUSION

# 66%

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR -2

# 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
<b>1</b>	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>54%</b>	43%	43%	44%
<b>2</b>	<b>Q6h.</b> I feel that senior managers listen to employees	<b>55%</b>	42%	38%	41%
<b>3</b>	<b>Q6c.</b> I feel that senior managers model the values of my organisation	<b>52%</b>	45%	45%	48%
<b>4</b>	<b>Q8c.</b> I am able to speak up and share a different view to my colleagues and manager	<b>63%</b>	69%	65%	66%
<b>5</b>	<b>Q7f.</b> My organisation is committed to developing its employees	<b>50%</b>	52%	49%	50%
<b>6</b>	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>49%</b>	48%	41%	39%

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

2a. My workgroup strives to achieve customer/client satisfaction	91%
2c. I receive help and support from other members of my workgroup	83%
7a. My organisation focuses on improving the work we do	82%
2e. People in my workgroup treat each other with respect	81%
1a. I understand what is expected of me to do well in my role	81%
1c. My job gives me a feeling of personal accomplishment	79%
2b. My workgroup works collaboratively to achieve its objectives	78%
7j. I am proud to tell others I work for my organisation	77%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	76%
5b. My manager listens to what I have to say	75%

## - LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

3e. My performance is assessed against clear criteria	36%
3g. I am satisfied with the opportunities available for career development in my organisation	36%
7g. I have confidence in the way recruitment decisions are made	38%
9a. I have confidence in the ways my organisation resolves grievances	39%
3f. I have received appropriate training and development to do my job well	41%
5h. My manager appropriately deals with employees who perform poorly	43%
7c. I feel that change is managed well in my organisation	49%
6d. Senior managers encourage innovation by employees	50%
7f. My organisation is committed to developing its employees	50%
7d. There is good co-operation between teams across our organisation	51%



### 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

	AGREEMENT 2017	AGREEMENT 2016
14. I believe action will be taken on the results from this survey by my organisation	69%	42%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	76%	52%
6a. I believe senior managers provide clear direction for the future of the organisation	65%	49%
6h. I feel that senior managers listen to employees	55%	42%
2e. People in my workgroup treat each other with respect	81%	68%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	60%	49%
6b. I feel that senior managers effectively lead and manage change	54%	43%
7l. My organisation motivates me to help it achieve its objectives	63%	53%
7d. There is good co-operation between teams across our organisation	51%	42%
5e. My manager involves my workgroup in decisions about our work	66%	57%

## - LEAST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

	AGREEMENT 2017	AGREEMENT 2016
8d. How satisfied are you with your ability to access and use flexible working arrangements?	58%	80%
3f. I have received appropriate training and development to do my job well	41%	57%
3e. My performance is assessed against clear criteria	36%	49%
5h. My manager appropriately deals with employees who perform poorly	43%	54%
1a. I understand what is expected of me to do well in my role	81%	90%
1d. I feel motivated to contribute more than what is normally required at work	72%	80%
4a. I am paid fairly for the work I do	65%	72%
7e. People in my organisation take responsibility for their own actions	56%	63%
8c. I am able to speak up and share a different view to my colleagues and manager	63%	69%
3g. I am satisfied with the opportunities available for career development in my organisation	36%	41%



### 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	70% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	21	42	26	8	63%	56%	59%	60%
Q7j. I am proud to tell others I work for my organisation	32	45	18		77%	69%	67%	68%
Q7k. I feel a strong personal attachment to my organisation	26	40	28		66%	59%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives	26	36	27	7	63%	53%	52%	53%
Q7m. My organisation inspires me to do the best in my job	24	35	31	7	58%	53%	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	33	46	17	79%	83%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	36	35	16	9	72%	80%	72%
Q1e. I am satisfied with my job	28	43	18	8	71%	63%	68%

KEY





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SENIOR MANAGERS		57% 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		65%	49%	45%	48%				
Q6b. I feel that senior managers effectively lead and manage change		54%	43%	43%	44%				
Q6c. I feel that senior managers model the values of my organisation		52%	45%	45%	48%				
Q6d. Senior managers encourage innovation by employees		50%	49%	46%	48%				
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		60%	49%	47%	51%				
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		76%	52%	56%	60%				
Q6g. I feel that senior managers keep employees informed about what's going on		55%	49%	42%	45%				
Q6h. I feel that senior managers listen to employees		55%	42%	38%	41%				
Q7c. I feel that change is managed well in my organisation		49%	48%	41%	39%				

KEY







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COMMUNICATION	63% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	21	48	17	11	69%	65%	68%	70%	
Q5d. My manager encourages and values employee input	23	46	19	8	69%	68%	68%	71%	
Q5e. My manager involves my workgroup in decisions about our work	20	46	18	11	66%	57%	63%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	14	41	27	12	55%	49%	42%	45%	
Q6h. I feel that senior managers listen to employees	14	41	27	11	7	55%	42%	38%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	19	44	24	9	63%	69%	65%	66%	

KEY





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HIGH PERFORMANCE	66% 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	29	52	13	81%	90%	91%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	27	51	17	78%	73%	77%	78%		
Q3f. I have received appropriate training and development to do my job well	12	29	28	21	10	41%	57%	68%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	18	54	18	72%	68%	70%	72%		
Q5f. I have confidence in the decisions my manager makes	23	46	23	69%	69%	64%	67%		
Q6d. Senior managers encourage innovation by employees	13	37	32	11	7	50%	49%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	14	46	24	9	60%	49%	47%	51%	
Q7a. My organisation focuses on improving the work we do	30	52	13	82%	83%	67%	69%		
Q7b. My organisation is making the necessary improvements to meet our future challenges	27	41	22	9	68%	65%	55%	57%	

KEY





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	66% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	9	42	24	23	51%	42%	48%	47%
Q7h. My organisation generally selects capable people to do the job	11	57	23		68%	66%	53%	52%

### KEY





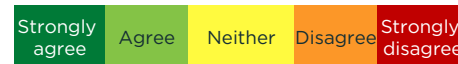
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PUBLIC SECTOR VALUES		69% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q2a. My workgroup strives to achieve customer/client satisfaction		34	58	7	91%	90%	86%	85%
Q2e. People in my workgroup treat each other with respect		28	53	13	81%	68%	70%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		18	54	18	72%	68%	70%	72%
Q5b. My manager listens to what I have to say		26	49	16	75%	71%	71%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		19	46	21	65%	49%	45%	48%
Q6c. I feel that senior managers model the values of my organisation		15	37	26	52%	45%	45%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		23	52	14	76%	52%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		14	41	27	55%	49%	42%	45%
Q6h. I feel that senior managers listen to employees		14	41	27	55%	42%	38%	41%

### KEY





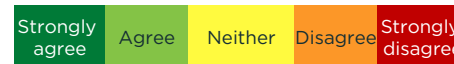
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PUBLIC SECTOR VALUES		69% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q7a. My organisation focuses on improving the work we do		30	52	13	82%	83%	67%	69%
Q7e. People in my organisation take responsibility for their own actions		9	47	27	14	56%	63%	47%

KEY





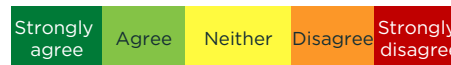
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

DIVERSITY & INCLUSION	66% 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	17	47	20	12	64%	57%	64%	63%
Q5b. My manager listens to what I have to say	26	49	16	8	75%	71%	71%	75%
Q5d. My manager encourages and values employee input	23	46	19	8	69%	68%	68%	71%
Q6i. Senior managers in my organisation support the career advancement of women	18	38	30	9	56%	55%	52%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	17	53	19	8	71%	67%	72%	74%
Q8b. Personal background is not a barrier to success in my organisation	25	44	22	7	69%	-	73%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	19	44	24	9	63%	69%	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>	22	36	24	13	58%	80%	55%	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.

RECRUITMENT	53% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	8	30	40	15	7	38%	-	38%	35%
Q7h. My organisation generally selects capable people to do the job	11	57	23			68%	66%	53%	52%

KEY





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PERFORMANCE FRAMEWORK & DEVELOPMENT	49% 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	36	21	17		57%	57%	63%	63%
Q3e. My performance is assessed against clear criteria	10	26	31	24	10	36%	49%	57%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	9	27	33	21	10	36%	41%	51%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	22	47	17	8		69%	71%	64%	67%
Q5h. My manager appropriately deals with employees who perform poorly	10	34	39	15		43%	54%	44%	44%
Q7f. My organisation is committed to developing its employees	16	34	30	15		50%	52%	49%	50%

KEY



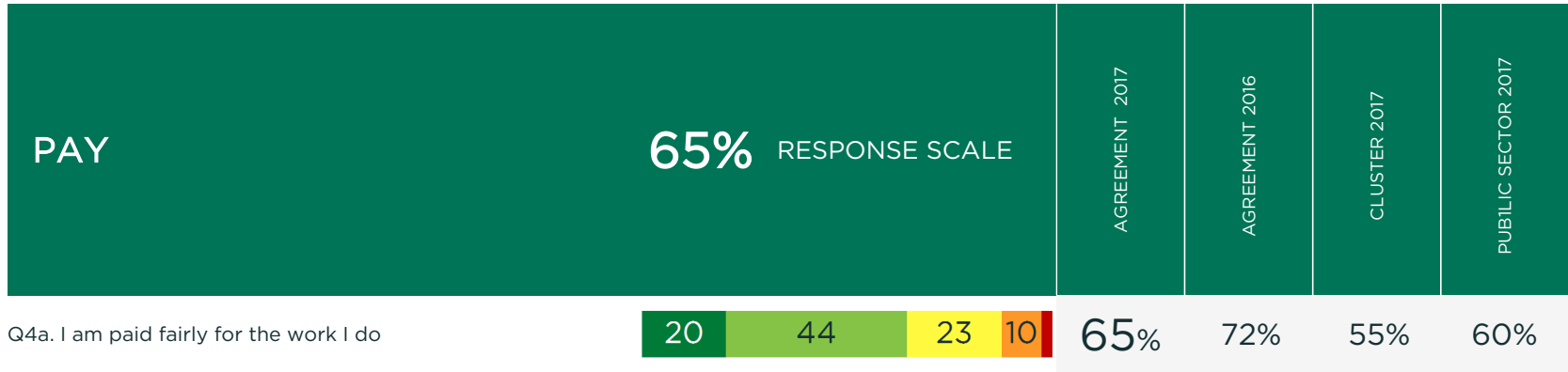




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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY





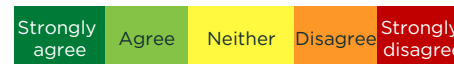
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WORKPLACE SUPPORT		71% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		64%	57%	64%	63%				
Q1f. I am able to keep my work stress at an acceptable level		63%	65%	61%	59%				
Q2c. I receive help and support from other members of my workgroup		83%	80%	79%	81%				
Q2d. There is good team spirit in my workgroup		72%	65%	66%	69%				

KEY





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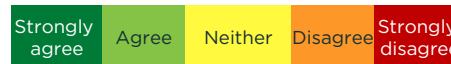
## ACTION ABOUT SURVEY RESULTS

69% RESPONSE SCALE

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



KEY

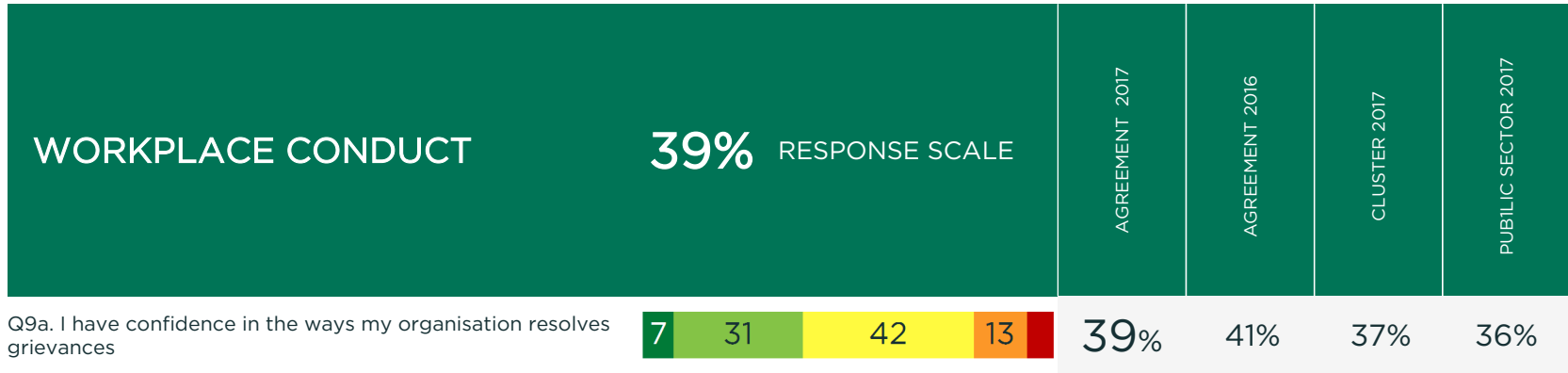




## EXPLORE THE FULL RESULTS

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
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives					
Yes			42%	67%	67%
No			58%	33%	33%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes			70%	73%	75%
No			30%	27%	25%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes			36%	56%	57%
No			64%	44%	43%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

#Error	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
<b>Q3h.</b> 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		31%	40%	41%
No		69%	60%	59%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	CLUSTER 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		34%	32%	30%
Lack of visible opportunities		38%	30%	31%
Lack of promotion opportunities		36%	27%	30%
Lack of support from my manager / supervisor		20%	15%	14%
Geographic location considerations		6%	24%	28%
Personal / family considerations		16%	32%	33%
Insufficient training and development		17%	14%	16%
Lack of required capabilities or experience		7%	10%	11%
Lack of support for temporary assignments/secondments		6%	14%	15%
The application/recruitment process is too cumbersome or time consuming		6%	16%	23%
Other		9%	8%	9%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
<b>Q10a.</b> In the last 12 months I have witnessed misconduct/wrongdoing at work				
Yes		21%	30%	25%
No		63%	57%	62%
Don't know		17%	13%	13%
<b>Q10b.</b> If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		40%	66%	63%
No		60%	33%	35%
Don't know	(r)			





## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
<b>Q10c.</b> In the last 12 months I have witnessed bullying at work				
Yes		35%	40%	33%
No		49%	51%	58%
Don't know		16%	9%	9%
<b>Q10d.</b> In the last 12 months I have been subjected to bullying at work				
Yes		14%	22%	18%
No		72%	72%	76%
Don't know		14%	6%	6%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
<b>Q10e.</b> 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		53%	19%	22%
Your immediate manager/supervisor	(r)			
A fellow worker at your level	(r)			
A subordinate		7%	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		33%	12%	13%



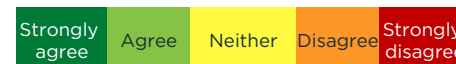
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HEALTH QUESTIONS	RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q1. Morale is good in my team	14	61	18	7	75%	66%	60%
Q2. I believe I am valued for what I can offer at my workplace	25	42	21	9	67%	70%	69%
Q3. In my workplace, we recognise our successes and innovations	20	44	23	10	64%	66%	64%
Q4. Staff are treated respectfully regardless of their job	17	53	18	7	70%	67%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	15	41	24	11	56%	45%	51%
Q6. Overall, I have confidence in the decisions made by my senior managers	19	43	25	8	62%	52%	51%

KEY





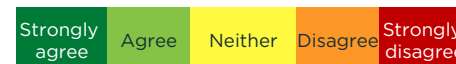
## EXPLORE THE FULL RESULTS

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	20	40	27	11	60%	59%	54%
Q8. Where I work, we share the lessons learnt when mistakes are made	19	44	22	13	63%	70%	67%
Q9. My team's objectives/work plans are clearly outlined	15	47	26	10	62%	66%	64%
Q10. Our objectives/work plans help us to deliver a quality service	17	46	27	9	63%	69%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	35	32	24	8	68%	36%	41%

KEY



# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		57%
Female		38%
Other		5%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		1%
25 -29	█	5%
30 - 34	█	12%
35 - 39	█	18%
40 - 44	█	15%
45 - 49	█	22%
50 - 54	█	11%
55 - 59	█	12%
60 - 64		2%
65+		2%

# PROFILE OF RESPONDENTS








## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you speak a language other than English at home?</b>		
Yes		16%
No		77%
Prefer not to say		7%
<b>Are you of Aboriginal and/or Torres Strait Islander origin?</b>		
Yes		2%
No		98%
Prefer not to say		0%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		%
No		98%
Prefer not to say		2%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		4%
No		92%
Prefer not to say		4%

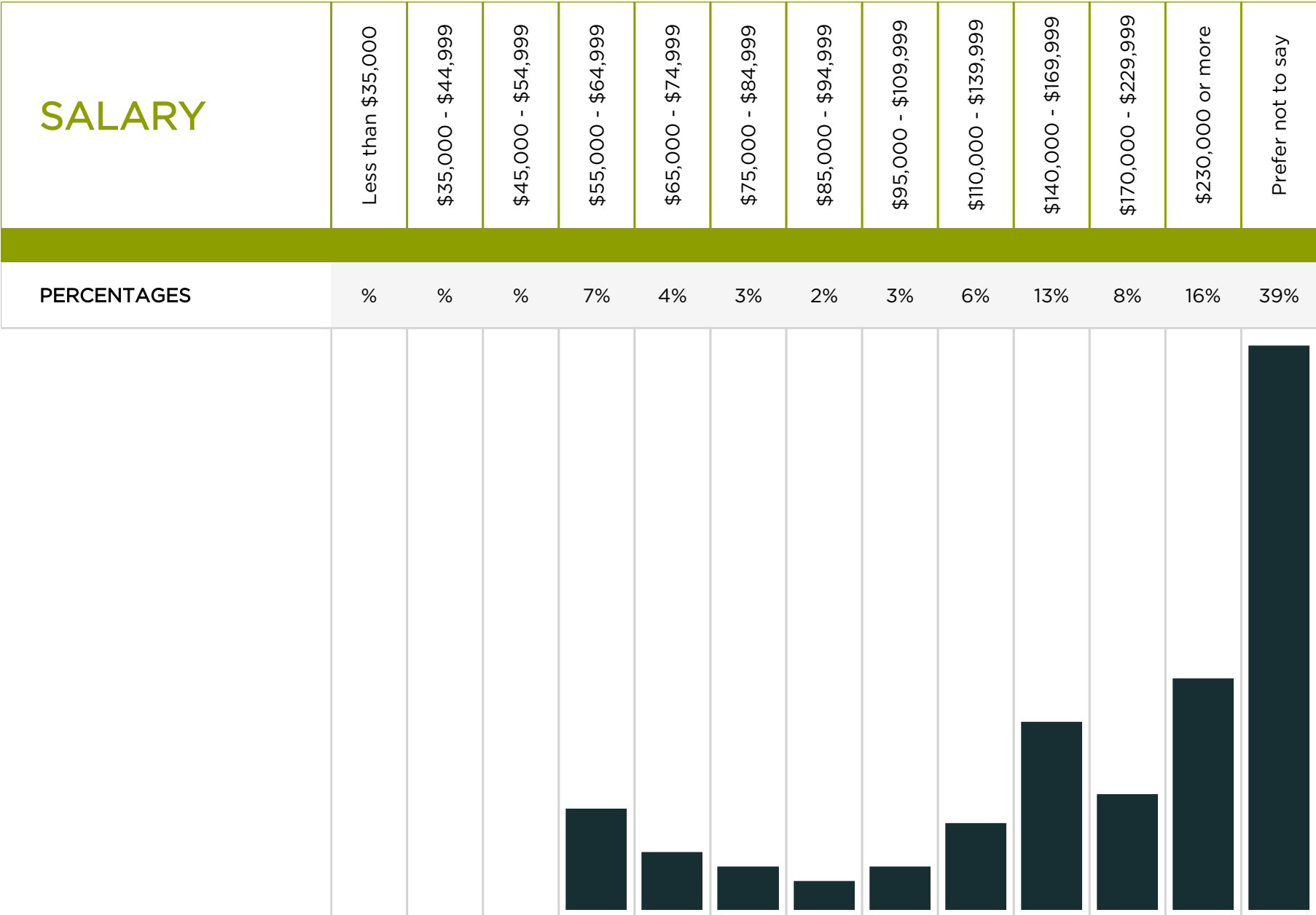


# PROFILE OF RESPONDENTS



## 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.

	Health Infrastructure	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>	114	0	8	8	21	0	0	51	0	17
<b>EMPLOYEE ENGAGEMENT</b>	70%	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	74%	(r)	(r)	(r)	(r)	(r)	(r)	78%	(r)	(r)
<b>SENIOR MANAGERS</b>	57%	(r)	(r)	(r)	(r)	(r)	(r)	59%	(r)	(r)
<b>COMMUNICATION</b>	63%	(r)	(r)	(r)	(r)	(r)	(r)	65%	(r)	(r)
<b>HIGH PERFORMANCE</b>	66%	(r)	(r)	(r)	(r)	(r)	(r)	68%	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	69%	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	66%	(r)	(r)	(r)	(r)	(r)	(r)	68%	(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 Infrastructure	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>	114	0	0	0	7	4	3	2	3	6	13	8	16	40
<b>EMPLOYEE ENGAGEMENT</b>	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	66%
<b>ENGAGEMENT WITH WORK</b>	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	73%
<b>SENIOR MANAGERS</b>	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	49%
<b>COMMUNICATION</b>	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	59%
<b>HIGH PERFORMANCE</b>	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	61%
<b>PUBLIC SECTOR VALUES</b>	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%
<b>DIVERSITY &amp; INCLUSION</b>	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	60%

### 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 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 Infrastructure	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>	114	26	17	37	25	0	0
<b>EMPLOYEE ENGAGEMENT</b>	70%	(r)	(r)	69%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	69%	(r)	(r)	(r)
SENIOR MANAGERS	57%	(r)	(r)	54%	(r)	(r)	(r)
COMMUNICATION	63%	(r)	(r)	61%	(r)	(r)	(r)
HIGH PERFORMANCE	66%	(r)	(r)	62%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)	69%	(r)	(r)	(r)
DIVERSITY & INCLUSION	66%	(r)	(r)	65%	(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 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 Infrastructure	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
<b>NUMBER OF RESPONDENTS</b>	114	0	1	5	12	18	15	22	11	12	2	2
<b>EMPLOYEE ENGAGEMENT</b>	70%	(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)
SENIOR MANAGERS	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	66%	(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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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 Infrastructure	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	114	59	40	5
<b>EMPLOYEE ENGAGEMENT</b>	70%	71%	72%	(r)
ENGAGEMENT WITH WORK	74%	79%	76%	(r)
SENIOR MANAGERS	57%	61%	58%	(r)
COMMUNICATION	63%	65%	67%	(r)
HIGH PERFORMANCE	66%	67%	68%	(r)
PUBLIC SECTOR VALUES	69%	71%	72%	(r)
DIVERSITY & INCLUSION	66%	69%	69%	(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.

	Health Infrastructure	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	114	0	0	0	0	0	0	0	0	0	0	0	1	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	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	66%	(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.

	Health Infrastructure	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	114	8	16	8	0	0	0	0	0	0	1	0	0	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	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	66%	(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.

	Health Infrastructure	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	114	0	0	0	0	0	0	0	34	3	5	0	0	0
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	70%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	86%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	55%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	64%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	70%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	66%	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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# 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.

	Health Infrastructure	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
<b>NUMBER OF RESPONDENTS</b>	114	0	0	1	0	0	0	13	15
<b>EMPLOYEE ENGAGEMENT</b>	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER 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.

# 69%

of employees replied favourably to:

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

## 34%

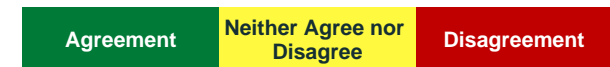
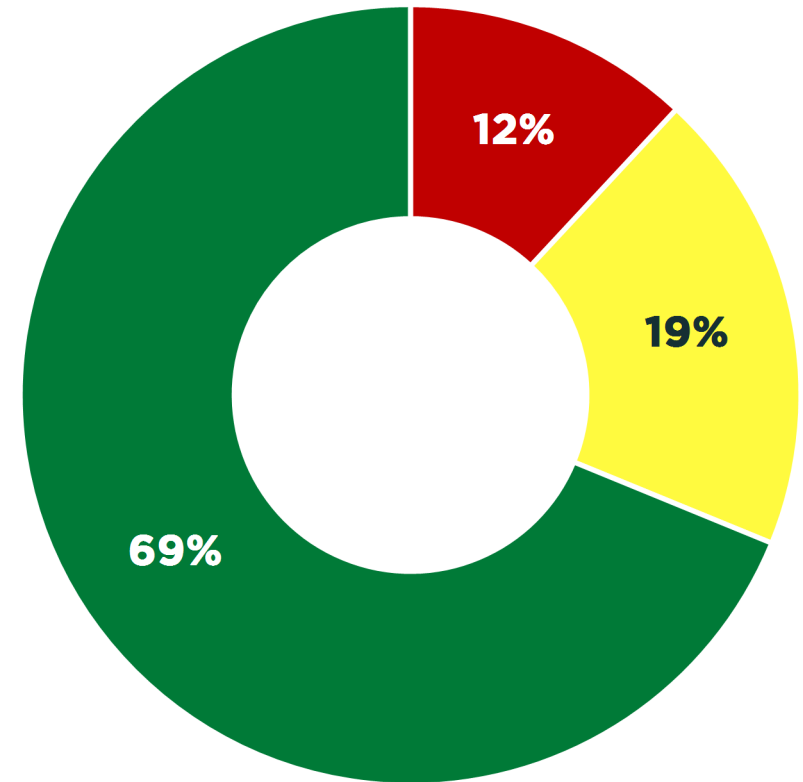
SECTOR

## 35%

CLUSTER

## 42%

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

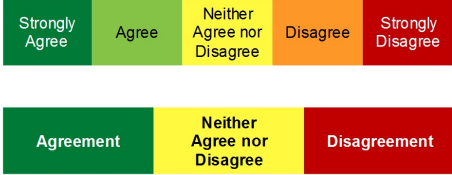
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.