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# PEOPLE MATTER 2017

## NSW Public Sector Employee Survey

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Nurse  
Teacher  
Librarian  
Accountant  
Police Officer  
Doctor Policy Analyst Surveyor Scientist Barrister Solicitor Social Worker Welfare  
Worker Laboratory Technician Turner Plumber Electrician Zookeeper Cleaner  
Ambulance Officer Fitter Youth Worker Hospital Orderly Cleaner Fire Fighter Clerk  
Engineer Receptionist Supervisor Ship's Engineer  
Nurse Police Officer Museum Guide Conservator Fitter  
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

## Health System Support Group

## RESPONSE RATE

# 46%

59 OF 129 TOTAL RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 67%

DIFFERENCE FROM 2016 +4

DIFFERENCE FROM CLUSTER +4

DIFFERENCE FROM PUBLIC SECTOR +3

## SENIOR MANAGERS

# 52%

DIFFERENCE FROM 2016 0

DIFFERENCE FROM CLUSTER +8

DIFFERENCE FROM PUBLIC SECTOR +5

## COMMUNICATION

# 69%

DIFFERENCE FROM 2016 +7

DIFFERENCE FROM CLUSTER +12

DIFFERENCE FROM PUBLIC SECTOR +10



## 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

# 75%

DIFFERENCE FROM CLUSTER +3

DIFFERENCE FROM PUBLIC SECTOR +3

## HIGH PERFORMANCE

# 68%

DIFFERENCE FROM CLUSTER +5

DIFFERENCE FROM PUBLIC SECTOR +5

## PUBLIC SECTOR VALUES

# 65%

DIFFERENCE FROM CLUSTER +7

DIFFERENCE FROM PUBLIC SECTOR +5

## DIVERSITY & INCLUSION

# 73%

DIFFERENCE FROM CLUSTER +8

DIFFERENCE FROM PUBLIC SECTOR +6

# 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	<b>Q8c.</b> I am able to speak up and share a different view to my colleagues and manager	<b>75%</b>	83%	65%	66%
2	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>44%</b>	60%	43%	44%
3	<b>Q3d.</b> In the last 12 months I received useful feedback on my work to enable me to deliver required results	<b>69%</b>	58%	63%	63%
4	<b>Q1c.</b> My job gives me a feeling of personal accomplishment	<b>74%</b>	73%	76%	75%
5	<b>Q5h.</b> My manager appropriately deals with employees who perform poorly	<b>44%</b>	27%	44%	44%
6	<b>Q5c.</b> My manager communicates effectively with me	<b>78%</b>	60%	68%	70%

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

2a. My workgroup strives to achieve customer/client satisfaction	<b>88%</b>
5d. My manager encourages and values employee input	<b>86%</b>
1a. I understand what is expected of me to do well in my role	<b>86%</b>
2c. I receive help and support from other members of my workgroup	<b>86%</b>
2b. My workgroup works collaboratively to achieve its objectives	<b>84%</b>
5f. I have confidence in the decisions my manager makes	<b>81%</b>
2d. There is good team spirit in my workgroup	<b>81%</b>
1d. I feel motivated to contribute more than what is normally required at work	<b>79%</b>
2e. People in my workgroup treat each other with respect	<b>78%</b>
5c. My manager communicates effectively with me	<b>78%</b>

## - LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

3e. My performance is assessed against clear criteria	<b>41%</b>
7c. I feel that change is managed well in my organisation	<b>43%</b>
5h. My manager appropriately deals with employees who perform poorly	<b>44%</b>
6b. I feel that senior managers effectively lead and manage change	<b>44%</b>
9a. I have confidence in the ways my organisation resolves grievances	<b>44%</b>
14. I believe action will be taken on the results from this survey by my organisation	<b>44%</b>
7d. There is good co-operation between teams across our organisation	<b>46%</b>
6h. I feel that senior managers listen to employees	<b>51%</b>
6d. Senior managers encourage innovation by employees	<b>51%</b>
6a. I believe senior managers provide clear direction for the future of the organisation	<b>51%</b>



### 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

9a.	I have confidence in the ways my organisation resolves grievances	44%	14%
5c.	My manager communicates effectively with me	78%	60%
5h.	My manager appropriately deals with employees who perform poorly	44%	27%
5d.	My manager encourages and values employee input	86%	70%
5g.	My manager provides acknowledgement or other recognition for the work I do	76%	60%
5f.	I have confidence in the decisions my manager makes	81%	67%
1b.	I am provided with the support I need to do my best at work	76%	61%
4a.	I am paid fairly for the work I do	71%	58%
2c.	I receive help and support from other members of my workgroup	86%	74%
7k.	I feel a strong personal attachment to my organisation	61%	50%

## - LEAST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

6b.	I feel that senior managers effectively lead and manage change	44%	60%
7b.	My organisation is making the necessary improvements to meet our future challenges	55%	69%
7f.	My organisation is committed to developing its employees	55%	67%
7a.	My organisation focuses on improving the work we do	75%	87%
8c.	I am able to speak up and share a different view to my colleagues and manager	75%	83%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	51%	59%
7c.	I feel that change is managed well in my organisation	43%	50%
1a.	I understand what is expected of me to do well in my role	86%	90%
1f.	I am able to keep my work stress at an acceptable level	57%	60%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	77%	79%



### 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	67% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	28	35	25	7	63%	63%	59%	60%
Q7j. I am proud to tell others I work for my organisation	26	49	19		75%	67%	67%	68%
Q7k. I feel a strong personal attachment to my organisation	21	40	28	9	61%	50%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives	23	37	25	9	60%	50%	52%	53%
Q7m. My organisation inspires me to do the best in my job	19	42	26	9	61%	53%	53%	53%

KEY





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ENGAGEMENT WITH WORK	75% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	33	41	12	10	74%	73%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	34	45	10	9	79%	77%	72%	72%
Q1e. I am satisfied with my job	26	45	12	14	71%	70%	68%	68%

### KEY





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SENIOR MANAGERS	52% 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	14	37	29	10	10	51%	53%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	14	31	32	10	14	44%	60%	43%	44%
Q6c. I feel that senior managers model the values of my organisation	17	36	29	10		53%	53%	45%	48%
Q6d. Senior managers encourage innovation by employees	12	39	19	25		51%	47%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	47	22	12		64%	63%	47%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	17	44	32			61%	53%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	16	38	19	19	9	53%	50%	42%	45%
Q6h. I feel that senior managers listen to employees	14	37	25	15	8	51%	43%	38%	41%
Q7c. I feel that change is managed well in my organisation	9	34	36	9	12	43%	50%	41%	39%

KEY







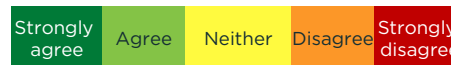
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COMMUNICATION	69% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	36	42	8		78%	60%	68%	70%	
Q5d. My manager encourages and values employee input	44	42			86%	70%	68%	71%	
Q5e. My manager involves my workgroup in decisions about our work	39	34	10	15	73%	67%	63%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	16	38	19	19	9	53%	50%	42%	45%
Q6h. I feel that senior managers listen to employees	14	37	25	15	8	51%	43%	38%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	50	13	9		75%	83%	65%	66%

KEY





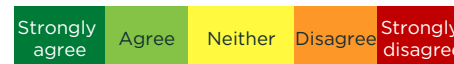
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	HIGH PERFORMANCE		68% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q1a. I understand what is expected of me to do well in my role	31	56		86%	90%	91%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	26	59	9	84%	81%	77%	78%	
Q3f. I have received appropriate training and development to do my job well	29	36	22	12	64%	55%	68%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	27	44	15	14	71%	70%	70%	72%
Q5f. I have confidence in the decisions my manager makes	42	39			81%	67%	64%	67%
Q6d. Senior managers encourage innovation by employees	12	39	19	25	51%	47%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	47	22	12	64%	63%	47%	51%
Q7a. My organisation focuses on improving the work we do	23	53	16		75%	87%	67%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	17	38	29	10	55%	69%	55%	57%

KEY





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	HIGH PERFORMANCE				68% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	11	35	33	19		46%	37%	48%	47%
Q7h. My organisation generally selects capable people to do the job	11	58	19	7		68%	67%	53%	52%

KEY





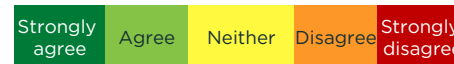
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PUBLIC SECTOR VALUES		65% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q2a. My workgroup strives to achieve customer/client satisfaction		40	48	10	2	2	88%	77%	86%	85%
Q2e. People in my workgroup treat each other with respect		44	34	12	8	2	78%	71%	70%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		27	44	15	14	0	71%	70%	70%	72%
Q5b. My manager listens to what I have to say		39	37	14	10	0	76%	70%	71%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		14	37	29	10	10	51%	53%	45%	48%
Q6c. I feel that senior managers model the values of my organisation		17	36	29	10	8	53%	53%	45%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		17	44	32	7	0	61%	53%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		16	38	19	19	9	53%	50%	42%	45%
Q6h. I feel that senior managers listen to employees		14	37	25	15	9	51%	43%	38%	41%

KEY





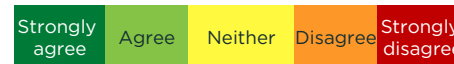
## EXPLORE THE FULL RESULTS

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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.

PUBLIC SECTOR VALUES		65% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q7a. My organisation focuses on improving the work we do		23	53	16	8	2	75%	87%	67%	69%
Q7e. People in my organisation take responsibility for their own actions		10	52	19	16	3	62%	57%	47%	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	73% 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	59	12	76%	61%	64%	63%
Q5b. My manager listens to what I have to say	39	37	14	76%	70%	71%	75%
Q5d. My manager encourages and values employee input	44	42		86%	70%	68%	71%
Q6i. Senior managers in my organisation support the career advancement of women	25	39	31	64%	60%	52%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	30	46	14	77%	79%	72%	74%
Q8b. Personal background is not a barrier to success in my organisation	29	47	16	76%	-	73%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	50	13	75%	83%	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>	20	31	24	51%	59%	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	60% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	10	41	40		52%	-	38%	35%
Q7h. My organisation generally selects capable people to do the job	11	58	19	7	68%	67%	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.

PERFORMANCE FRAMEWORK & DEVELOPMENT	56% 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	38	31	19	9	69%	58%	63%	63%
Q3e. My performance is assessed against clear criteria	21	21	36	17	41%	35%	57%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	16	36	22	19	52%	42%	51%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	47	29	8	8	76%	60%	64%	67%
Q5h. My manager appropriately deals with employees who perform poorly	20	24	41	12	44%	27%	44%	44%
Q7f. My organisation is committed to developing its employees	9	47	34	9	55%	67%	49%	50%

KEY



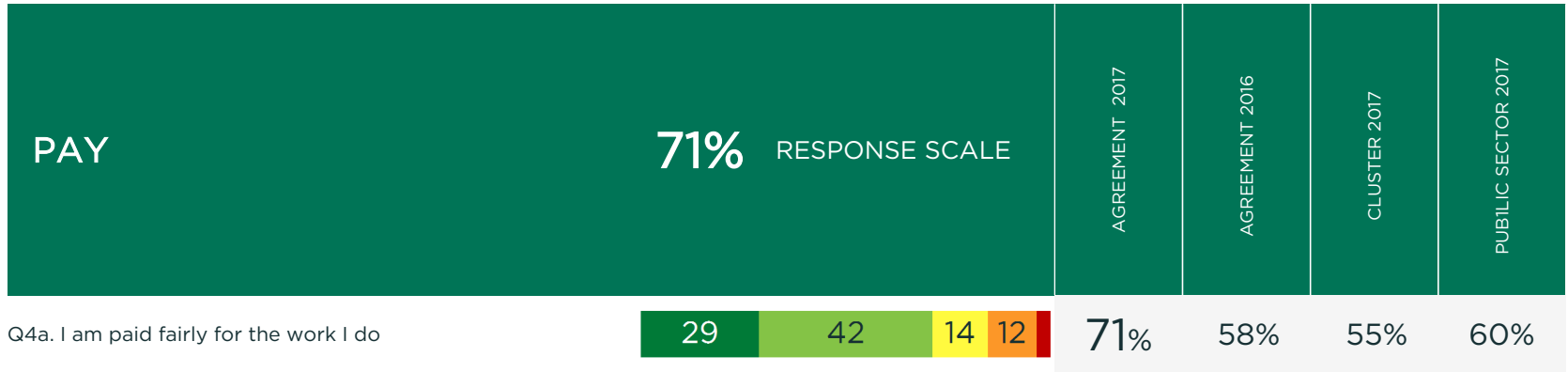




## EXPLORE THE FULL RESULTS

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

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	17	59	12	76%	61%	64%	63%	
Q1f. I am able to keep my work stress at an acceptable level	14	43	21	16	57%	60%	61%	59%
Q2c. I receive help and support from other members of my workgroup	36	50		86%	74%	79%	81%	
Q2d. There is good team spirit in my workgroup	38	43	10	81%	71%	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.

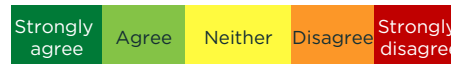
## ACTION ABOUT SURVEY RESULTS

44% RESPONSE SCALE

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



KEY

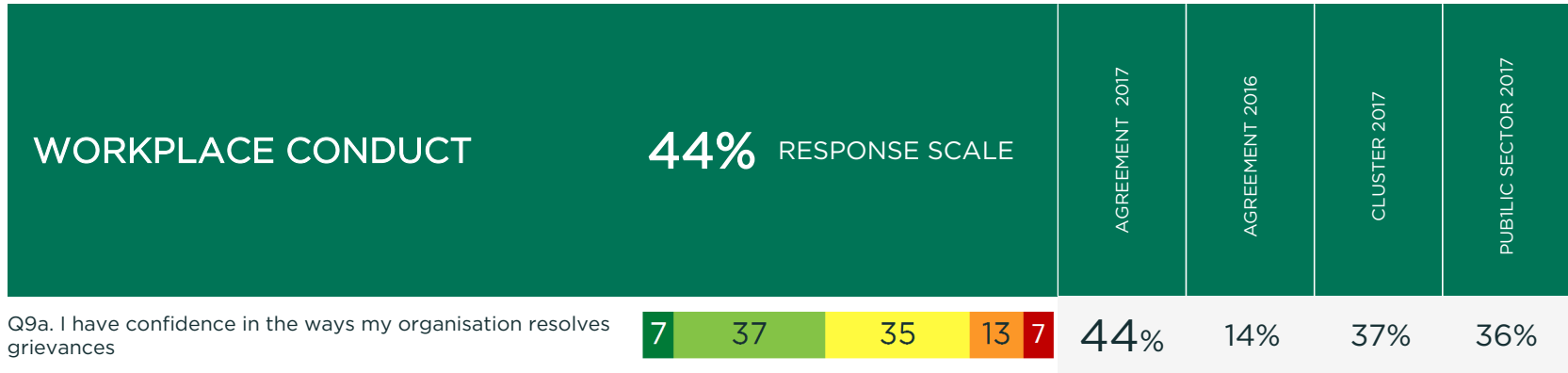




## EXPLORE THE FULL RESULTS

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
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives					
Yes			66%	67%	67%
No			34%	33%	33%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes			78%	73%	75%
No			22%	27%	25%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes			54%	56%	57%
No			46%	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?

		2017	CLUSTER 2017	PUBLIC SECTOR 2017
Yes		39%	40%	41%
No		61%	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		31%	32%	30%
Lack of visible opportunities		27%	30%	31%
Lack of promotion opportunities		29%	27%	30%
Lack of support from my manager / supervisor		10%	15%	14%
Geographic location considerations		24%	24%	28%
Personal / family considerations		27%	32%	33%
Insufficient training and development		12%	14%	16%
Lack of required capabilities or experience		10%	10%	11%
Lack of support for temporary assignments/secondments		10%	14%	15%
The application/recruitment process is too cumbersome or time consuming		20%	16%	23%
Other		19%	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		17%	30%	25%
No		63%	57%	62%
Don't know		19%	13%	13%
<b>Q10b.</b> If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes	(r)			
No	(r)			
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		20%	40%	33%
No		69%	51%	58%
Don't know		11%	9%	9%
<b>Q10d.</b> In the last 12 months I have been subjected to bullying at work				
Yes		9%	22%	18%
No		83%	72%	76%
Don't know		7%	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	(r)			
Your immediate manager/supervisor	(r)			
A fellow worker at your level	(r)			
A subordinate	(r)			
A client or customer	(r)			
A member of the public other than a client or customer	(r)			
Other	(r)			
Prefer not to say	(r)			



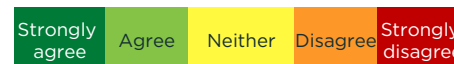
## EXPLORE THE FULL RESULTS

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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.

HEALTH QUESTIONS	RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	
Q1. Morale is good in my team	26	43	17	11	69%	62%	60%	
Q2. I believe I am valued for what I can offer at my workplace	26	56	9		81%	69%	69%	
Q3. In my workplace, we recognise our successes and innovations	28	43	19	9	70%	55%	64%	
Q4. Staff are treated respectfully regardless of their job	43	37	7	11	80%	76%	67%	
Q5. The senior managers at my workplace lead by example in creating a positive workplace	28	31	19	15	7	59%	54%	51%
Q6. Overall, I have confidence in the decisions made by my senior managers	28	42	17	8		70%	66%	51%

KEY





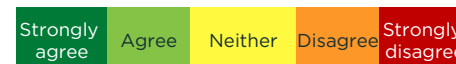
## EXPLORE THE FULL RESULTS

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	25	38	13	19	62%	66%	54%
Q8. Where I work, we share the lessons learnt when mistakes are made	28	40	17	13	68%	62%	67%
Q9. My team's objectives/work plans are clearly outlined	26	45	15	8	72%	72%	64%
Q10. Our objectives/work plans help us to deliver a quality service	28	40	21		68%	72%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	25	17	32	21	42%	41%	41%

KEY



# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

RESPONSE SCALE		PERCENTAGE
Gender		
Male		44%
Female		56%
Other		%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		2%
20 - 24		2%
25 -29		10%
30 - 34		8%
35 - 39		16%
40 - 44		16%
45 - 49		16%
50 - 54		16%
55 - 59		8%
60 - 64		%
65+		4%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you speak a language other than English at home?</b>		
Yes		20%
No		76%
Prefer not to say		4%
<b>Are you of Aboriginal and/or Torres Strait Islander origin?</b>		
Yes		2%
No		96%
Prefer not to say		2%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

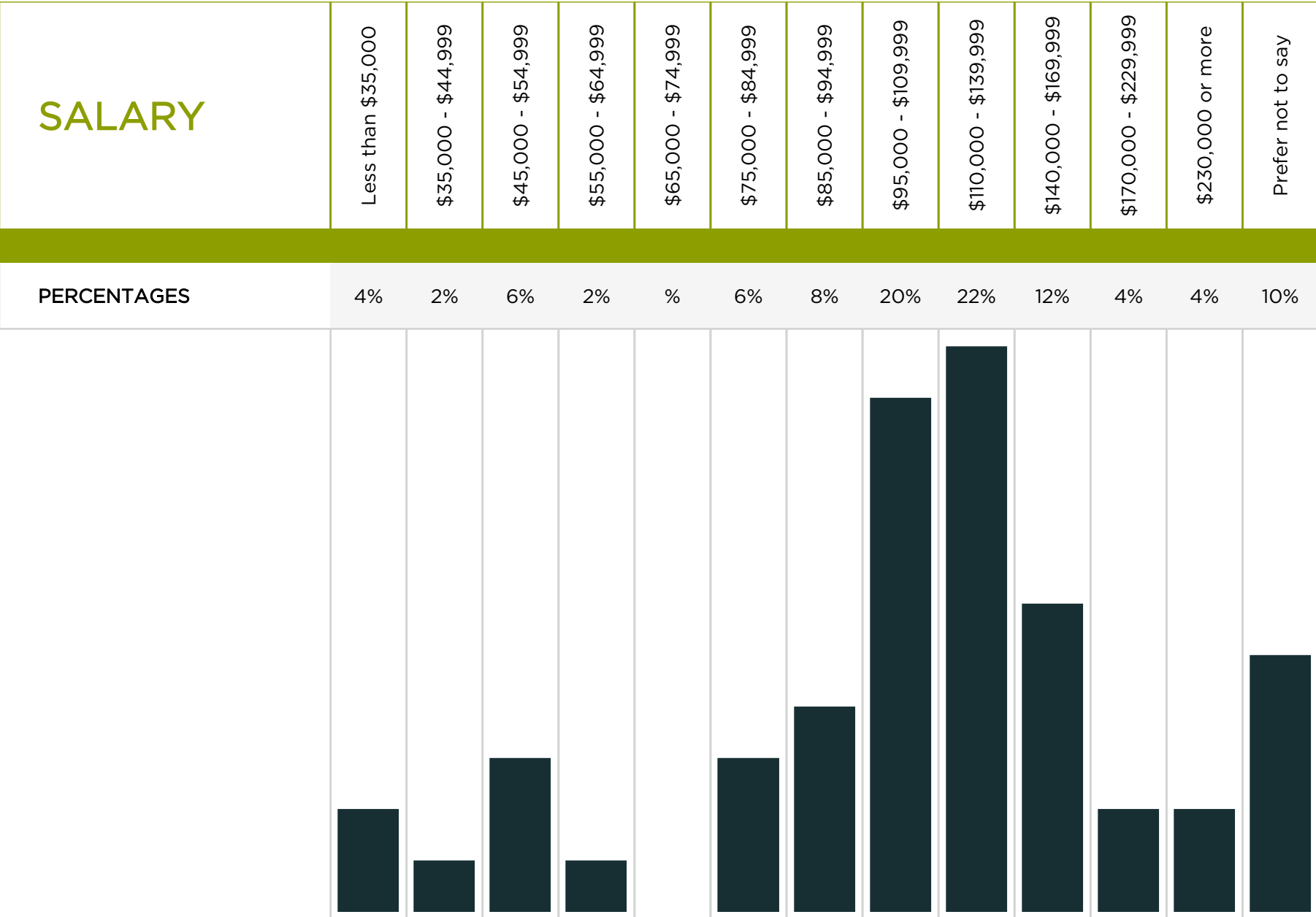
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		2%
No		96%
Prefer not to say		2%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		6%
No		94%
Prefer not to say		%



# PROFILE OF RESPONDENTS

**i**

**WORK PROFILES**



# 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 System Support Group	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>	59	0	4	6	5	12	0	14	1	7
<b>EMPLOYEE ENGAGEMENT</b>	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# RESULT BY SALARY



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Health System Support Group	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>	59	2	1	3	1	0	3	4	10	11	6	2	2	5
<b>EMPLOYEE ENGAGEMENT</b>	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# RESULT BY TENURE IN ORGANISATION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Health System Support Group	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>	<b>59</b>	<b>5</b>	<b>8</b>	<b>18</b>	<b>9</b>	<b>6</b>	<b>2</b>
<b>EMPLOYEE ENGAGEMENT</b>	67%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	68%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	65%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(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 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 System Support Group	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>	59	1	1	5	4	8	8	8	8	4	0	2
<b>EMPLOYEE ENGAGEMENT</b>	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(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 System Support Group	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>59</b>	<b>22</b>	<b>28</b>	<b>0</b>
<b>EMPLOYEE ENGAGEMENT</b>	67%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)
HIGH PERFORMANCE	68%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	65%	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(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 System Support Group	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	59	0	2	1	0	0	0	0	0	0	0	2	0	0
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(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 System Support Group	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	59	3	4	6	0	1	10	0	0	0	0	0	0	3
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(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 System Support Group	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	59	1	0	0	0	0	0	0	1	4	5	2	0	0
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(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 System Support Group	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>	59	0	0	0	0	1	0	5	2
<b>EMPLOYEE ENGAGEMENT</b>	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(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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## 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%

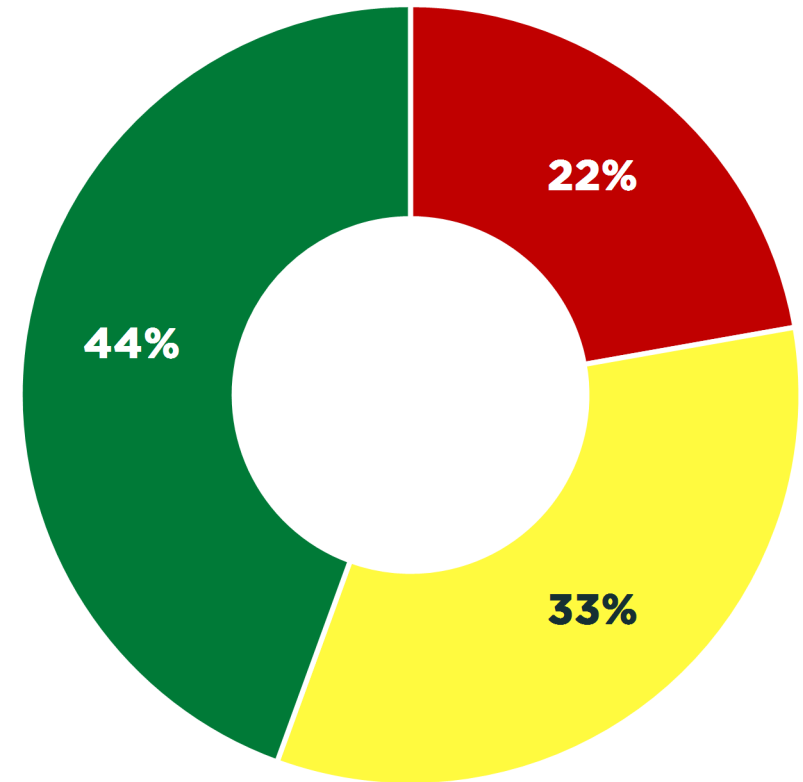
SECTOR

## 35%

CLUSTER

## 46%

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

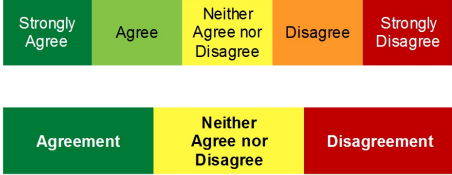
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.