

# 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  
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 Receptionist Labourer Joiner  
Solicitor Caretaker Cross 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 Surveyor Social Worker  
Welfare Worker Laboratory Technician Turner Plumber  
Electrician Social Worker Cleaner Fitter Fire Fighter  
Curator Fitter Museum Guide Conservator Plant  
Operator Engineer Electrical Linesworker  
Cable Joiner Plant  
Operator Ranger  
Teacher Nurse  
Librarian  
Advisor

### AGENCY REPORT

Health

## Hunter New England Local Health District

## RESPONSE RATE

# 43%

6,042 OF 14,130 TOTAL RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 64%

DIFFERENCE FROM 2016 -2

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR -1

## SENIOR MANAGERS

# 44%

DIFFERENCE FROM 2016 -2

DIFFERENCE FROM CLUSTER -1

DIFFERENCE FROM PUBLIC SECTOR -4

## COMMUNICATION

# 56%

DIFFERENCE FROM 2016 -1

DIFFERENCE FROM CLUSTER -1

DIFFERENCE FROM PUBLIC SECTOR -4



## 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

# 72%

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR 0

## HIGH PERFORMANCE

# 63%

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR 0

## PUBLIC SECTOR VALUES

# 58%

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR -2

## DIVERSITY & INCLUSION

# 65%

DIFFERENCE FROM CLUSTER 0

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
1	<b>Q7f.</b> My organisation is committed to developing its employees	<b>47%</b>	55%	49%	50%
2	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>40%</b>	44%	41%	39%
3	<b>Q6h.</b> I feel that senior managers listen to employees	<b>36%</b>	36%	38%	41%
4	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	<b>52%</b>	62%	55%	57%
5	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>69%</b>	79%	67%	69%
6	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>41%</b>	42%	43%	44%

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

1a.	I understand what is expected of me to do well in my role	92%
2a.	My workgroup strives to achieve customer/client satisfaction	88%
2c.	I receive help and support from other members of my workgroup	80%
2b.	My workgroup works collaboratively to achieve its objectives	79%
1c.	My job gives me a feeling of personal accomplishment	77%
8b.	Personal background is not a barrier to success in my organisation	75%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	72%
1d.	I feel motivated to contribute more than what is normally required at work	72%
3f.	I have received appropriate training and development to do my job well	72%
5b.	My manager listens to what I have to say	71%

## - LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

14.	I believe action will be taken on the results from this survey by my organisation	30%
6h.	I feel that senior managers listen to employees	36%
7g.	I have confidence in the way recruitment decisions are made	37%
9a.	I have confidence in the ways my organisation resolves grievances	37%
6g.	I feel that senior managers keep employees informed about what's going on	40%
7c.	I feel that change is managed well in my organisation	40%
6b.	I feel that senior managers effectively lead and manage change	41%
5h.	My manager appropriately deals with employees who perform poorly	42%
6d.	Senior managers encourage innovation by employees	43%
6c.	I feel that senior managers model the values of my organisation	44%



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

# MOST AND LEAST IMPROVED QUESTIONS

## + MOST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

2b.	My workgroup works collaboratively to achieve its objectives	79%	76%
1e.	I am satisfied with my job	68%	65%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	66%	64%
6i.	Senior managers in my organisation support the career advancement of women	52%	50%
3g.	I am satisfied with the opportunities available for career development in my organisation	52%	50%
2e.	People in my workgroup treat each other with respect	69%	68%
1b.	I am provided with the support I need to do my best at work	63%	62%

## - LEAST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

7a.	My organisation focuses on improving the work we do	69%	79%
7b.	My organisation is making the necessary improvements to meet our future challenges	52%	62%
9a.	I have confidence in the ways my organisation resolves grievances	37%	46%
7f.	My organisation is committed to developing its employees	47%	55%
7m.	My organisation inspires me to do the best in my job	53%	58%
7l.	My organisation motivates me to help it achieve its objectives	51%	56%
1d.	I feel motivated to contribute more than what is normally required at work	72%	77%
7c.	I feel that change is managed well in my organisation	40%	44%
8c.	I am able to speak up and share a different view to my colleagues and manager	64%	68%
7i.	I would recommend my organisation as a great place to work	58%	62%



### 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 Hunter New England Local Health District

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.

	Hunter New England Local Health District	Children, Young People and Family Services (CYPFS)	Greater Metropolitan Health Service (GMHS)	HNEH District Services	Mental Health Service (MHS)	Rural & Regional Health Service (RRHS)
NUMBER OF RESPONDENTS	6042	292	1350	2222	564	1129
EMPLOYEE ENGAGEMENT	64%	63%	61%	63%	63%	68%
ENGAGEMENT WITH WORK	72%	74%	71%	71%	73%	77%
SENIOR MANAGERS	44%	37%	39%	44%	49%	50%
COMMUNICATION	56%	51%	54%	56%	56%	62%
HIGH PERFORMANCE	63%	61%	61%	62%	64%	68%
PUBLIC SECTOR VALUES	58%	56%	55%	57%	61%	63%
DIVERSITY & INCLUSION	65%	64%	63%	64%	65%	71%

### 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	64% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	16	42	26	9	58%	62%	59%	60%
Q7j. I am proud to tell others I work for my organisation	21	45	24		66%	69%	67%	68%
Q7k. I feel a strong personal attachment to my organisation	20	39	27	9	59%	61%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives	15	36	31	12	51%	56%	52%	53%
Q7m. My organisation inspires me to do the best in my job	16	37	29	12	53%	58%	53%	53%

KEY





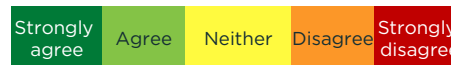
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ENGAGEMENT WITH WORK	72% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	29	48	13	7	77%	80%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	30	43	15	9	72%	77%	72%	72%
Q1e. I am satisfied with my job	22	46	18	11	68%	65%	68%	68%

KEY







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SENIOR MANAGERS	44% 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	12	32	29	17	10	44%	46%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	11	30	29	18	12	41%	42%	43%	44%
Q6c. I feel that senior managers model the values of my organisation	12	31	29	15	12	44%	45%	45%	48%
Q6d. Senior managers encourage innovation by employees	10	33	32	15	9	43%	47%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	11	35	34	12	8	46%	49%	47%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	15	44	25	10		59%	59%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	9	31	26	20	14	40%	40%	42%	45%
Q6h. I feel that senior managers listen to employees	9	27	29	20	16	36%	36%	38%	41%
Q7c. I feel that change is managed well in my organisation	9	31	30	21	10	40%	44%	41%	39%

KEY





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COMMUNICATION	56% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	27	41	16	10	67%	68%	68%	70%	
Q5d. My manager encourages and values employee input	28	40	16	10	68%	68%	68%	71%	
Q5e. My manager involves my workgroup in decisions about our work	24	37	19	13	62%	64%	63%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	9	31	26	20	14	40%	40%	42%	45%
Q6h. I feel that senior managers listen to employees	9	27	29	20	16	36%	36%	38%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	18	46	18	11	7	64%	68%	65%	66%

KEY





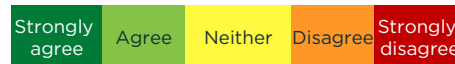
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	HIGH PERFORMANCE		63% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q1a. I understand what is expected of me to do well in my role	44	49		92%	93%	91%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	32	47	12	79%	76%	77%	78%		
Q3f. I have received appropriate training and development to do my job well	21	50	17	9	72%	74%	68%	62%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	25	45	17	8	71%	73%	70%	72%	
Q5f. I have confidence in the decisions my manager makes	26	37	21	10	63%	66%	64%	67%	
Q6d. Senior managers encourage innovation by employees	10	33	32	15	9	43%	47%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	11	35	34	12	8	46%	49%	47%	51%
Q7a. My organisation focuses on improving the work we do	18	51	19	8	69%	79%	67%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	13	39	28	14	52%	62%	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.

	HIGH PERFORMANCE					63% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	10	38	27	17	7	49%	51%	48%	47%				
Q7h. My organisation generally selects capable people to do the job	9	45	25	14		54%	55%	53%	52%				

KEY





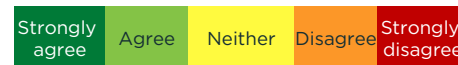
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PUBLIC SECTOR VALUES		58% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q2a. My workgroup strives to achieve customer/client satisfaction				88%	89%	86%	85%
Q2e. People in my workgroup treat each other with respect				69%	68%	70%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do				71%	73%	70%	72%
Q5b. My manager listens to what I have to say				71%	71%	71%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation				44%	46%	45%	48%
Q6c. I feel that senior managers model the values of my organisation				44%	45%	45%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives				59%	59%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on				40%	40%	42%	45%
Q6h. I feel that senior managers listen to employees				36%	36%	38%	41%

KEY





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Questions are grouped by themes in this report.

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

PUBLIC SECTOR VALUES		58% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		69%	79%	67%	69%				
Q7e. People in my organisation take responsibility for their own actions		47%	50%	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	65% 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	20	43	17	15	63%	62%	64%	63%
Q5b. My manager listens to what I have to say	29	43	15	9	71%	71%	71%	75%
Q5d. My manager encourages and values employee input	28	40	16	10	68%	68%	68%	71%
Q6i. Senior managers in my organisation support the career advancement of women	16	36	35		52%	50%	52%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	21	51	19		72%	76%	72%	74%
Q8b. Personal background is not a barrier to success in my organisation	24	51	18		75%	-	73%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	18	46	18	11	64%	68%	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>	21	36	22	13	57%	59%	55%	57%

KEY





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Questions are grouped by themes in this report.

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

RECRUITMENT	46% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	9	29	32	18	13	37%	-	38%	35%
Q7h. My organisation generally selects capable people to do the job	9	45	25	14		54%	55%	53%	52%

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.

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	21	45	18	12	66%	64%	63%	63%	
Q3e. My performance is assessed against clear criteria	18	44	23	11	62%	62%	57%	54%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	16	36	23	16	9	52%	50%	51%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	26	39	17	11	65%	67%	64%	67%	
Q5h. My manager appropriately deals with employees who perform poorly	15	27	30	16	12	42%	45%	44%	44%
Q7f. My organisation is committed to developing its employees	10	37	30	15	8	47%	55%	49%	50%

KEY

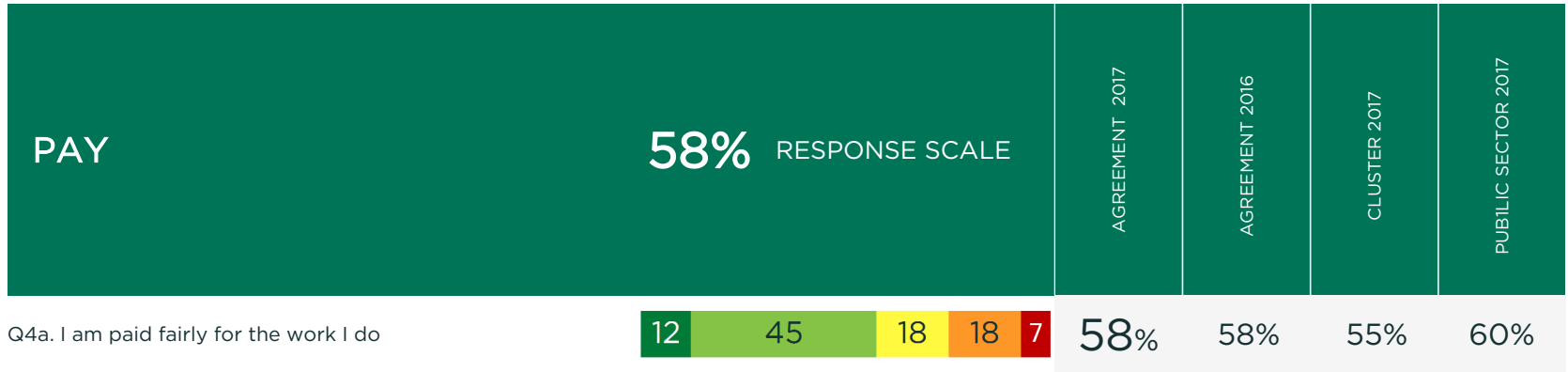




## EXPLORE THE FULL RESULTS

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		67% 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		63%	62%	64%	63%				
Q1f. I am able to keep my work stress at an acceptable level		59%	62%	61%	59%				
Q2c. I receive help and support from other members of my workgroup		80%	81%	79%	81%				
Q2d. There is good team spirit in my workgroup		64%	65%	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

30% 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	30%	30%	35%	34%

KEY

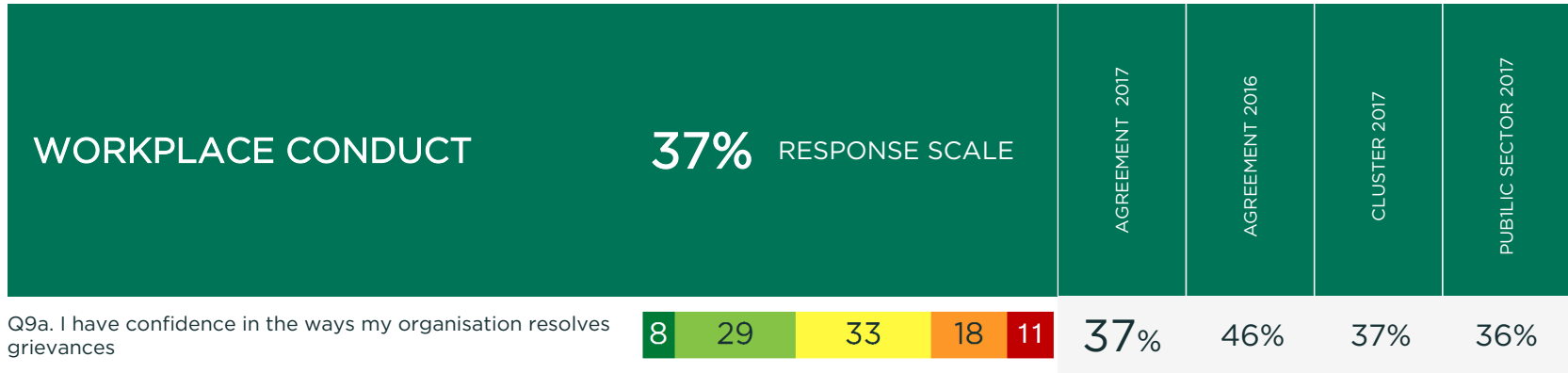




## EXPLORE THE FULL RESULTS

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			73%	67%	67%
No			27%	33%	33%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes			76%	73%	75%
No			24%	27%	25%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes			62%	56%	57%
No			38%	44%	43%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	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		37%	40%	41%
No		63%	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		32%	32%	30%
Lack of visible opportunities		30%	30%	31%
Lack of promotion opportunities		26%	27%	30%
Lack of support from my manager / supervisor		13%	15%	14%
Geographic location considerations		24%	24%	28%
Personal / family considerations		36%	32%	33%
Insufficient training and development		12%	14%	16%
Lack of required capabilities or experience		8%	10%	11%
Lack of support for temporary assignments/secondments		13%	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
<b>Q10a.</b> In the last 12 months I have witnessed misconduct/wrongdoing at work				
Yes		33%	30%	25%
No		56%	57%	62%
Don't know		11%	13%	13%
<b>Q10b.</b> If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		67%	66%	63%
No		31%	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
<b>Q10c.</b> In the last 12 months I have witnessed bullying at work				
Yes		44%	40%	33%
No		49%	51%	58%
Don't know		7%	9%	9%
<b>Q10d.</b> In the last 12 months I have been subjected to bullying at work				
Yes		21%	22%	18%
No		73%	72%	76%
Don't know		5%	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		16%	19%	22%
Your immediate manager/supervisor		22%	24%	24%
A fellow worker at your level		35%	31%	27%
A subordinate		7%	6%	8%
A client or customer		1%	2%	2%
A member of the public other than a client or customer		1%	1%	1%
Other		6%	5%	4%
Prefer not to say		11%	12%	13%



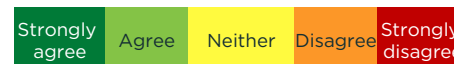
## EXPLORE THE FULL RESULTS

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	15	42	18	17	8	57%	58%	60%
Q2. I believe I am valued for what I can offer at my workplace	19	49	17	10		68%	70%	69%
Q3. In my workplace, we recognise our successes and innovations	17	46	22	10		63%	66%	64%
Q4. Staff are treated respectfully regardless of their job	19	46	18	11		66%	70%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	15	34	25	15	11	49%	51%	51%
Q6. Overall, I have confidence in the decisions made by my senior managers	14	35	26	14	11	50%	51%	51%

KEY





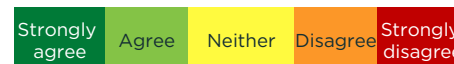
## EXPLORE THE FULL RESULTS

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	12	41	23	17	7	53%	51%	54%
Q8. Where I work, we share the lessons learnt when mistakes are made	15	52	20	10		67%	65%	67%
Q9. My team's objectives/work plans are clearly outlined	15	51	21	10		66%	66%	64%
Q10. Our objectives/work plans help us to deliver a quality service	16	50	23	7		66%	68%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	11	27	33	16	13	38%	40%	41%

KEY



# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		15%
Female		83%
Other		1%

# PROFILE OF RESPONDENTS









## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		1%
20 - 24	█	3%
25 -29	█	8%
30 - 34	█	10%
35 - 39	█	11%
40 - 44	█	13%
45 - 49	█	15%
50 - 54	█	14%
55 - 59	█	15%
60 - 64	█	8%
65+		2%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		7%
No		90%
Prefer not to say		3%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		5%
No		91%
Prefer not to say		4%



# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

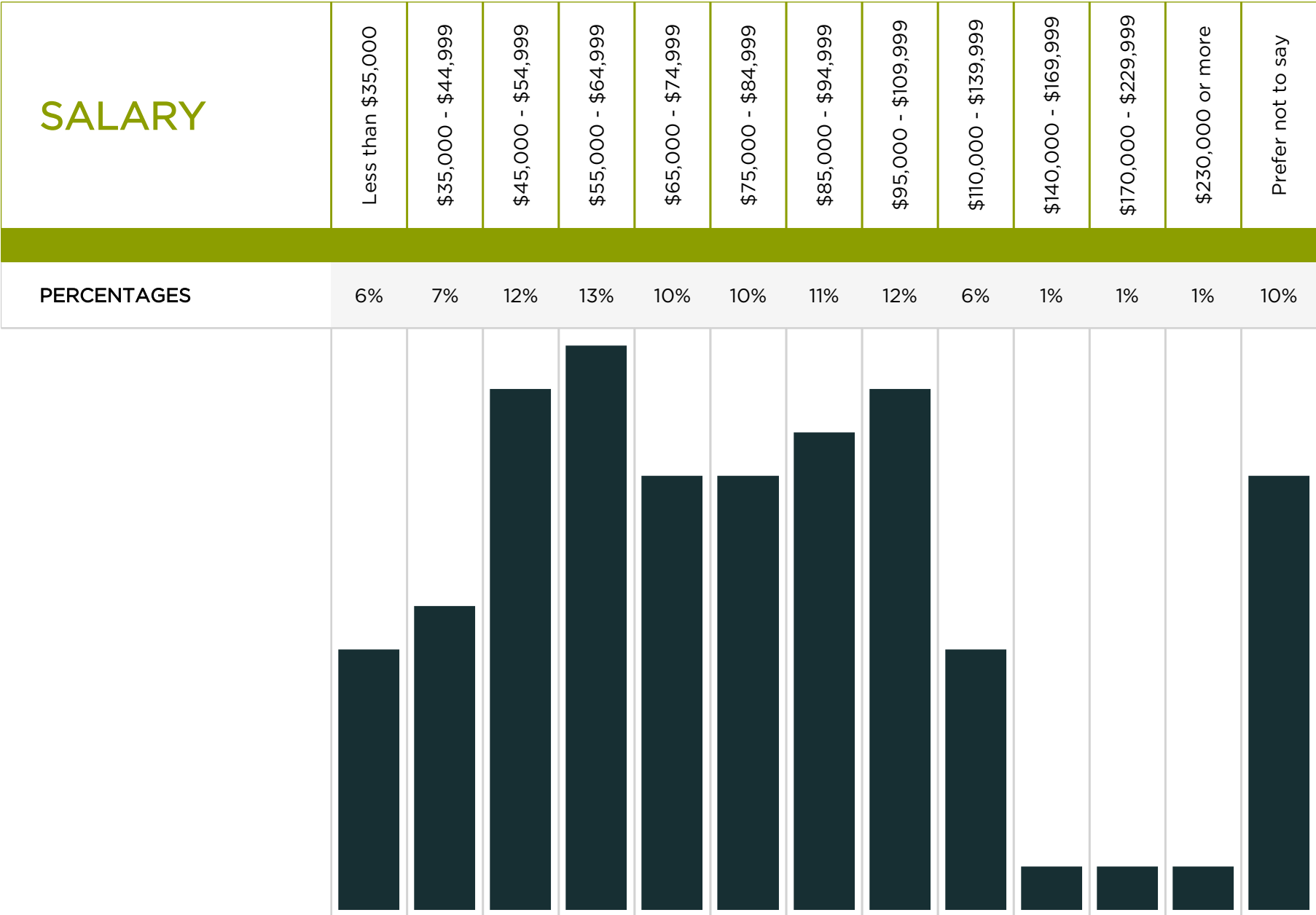
	RESPONSE SCALE	PERCENTAGE
<b>Do you have a disability?</b>		
Yes		2%
No		94%
Prefer not to say		4%
<b>Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?</b>		
Yes		3%
No		93%
Prefer not to say		4%

# 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.

	Hunter New England Local Health District	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>	<b>6042</b>	<b>3904</b>	<b>232</b>	<b>707</b>	<b>247</b>	<b>9</b>	<b>66</b>	<b>133</b>	<b>2</b>	<b>357</b>
<b>EMPLOYEE ENGAGEMENT</b>	64%	62%	65%	66%	71%	(r)	76%	71%	(r)	66%
ENGAGEMENT WITH WORK	72%	71%	70%	74%	78%	(r)	88%	85%	(r)	75%
SENIOR MANAGERS	44%	41%	47%	46%	61%	(r)	73%	61%	(r)	47%
COMMUNICATION	56%	54%	59%	55%	71%	(r)	82%	71%	(r)	57%
HIGH PERFORMANCE	63%	62%	64%	62%	73%	(r)	86%	75%	(r)	65%
PUBLIC SECTOR VALUES	58%	57%	59%	57%	71%	(r)	83%	73%	(r)	59%
DIVERSITY & INCLUSION	65%	63%	68%	67%	79%	(r)	88%	77%	(r)	66%

### 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.

	Hunter New England Local Health District	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	6042	325	372	702	730	549	586	623	694	331	67	39	64	538
EMPLOYEE ENGAGEMENT	64%	72%	67%	66%	63%	61%	61%	62%	65%	69%	68%	65%	66%	57%
ENGAGEMENT WITH WORK	72%	80%	77%	73%	70%	70%	71%	71%	76%	81%	86%	80%	80%	61%
SENIOR MANAGERS	44%	54%	48%	44%	41%	43%	40%	42%	49%	56%	58%	46%	49%	33%
COMMUNICATION	56%	65%	59%	56%	53%	55%	55%	54%	61%	66%	70%	61%	68%	46%
HIGH PERFORMANCE	63%	71%	65%	63%	60%	62%	60%	62%	68%	71%	74%	63%	69%	54%
PUBLIC SECTOR VALUES	58%	66%	60%	57%	55%	57%	56%	57%	64%	68%	70%	59%	66%	49%
DIVERSITY & INCLUSION	65%	74%	68%	65%	64%	63%	63%	64%	70%	74%	73%	68%	71%	55%

### KEY

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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.

	Hunter New England Local Health District	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	6042	452	410	872	1216	1527	1115
EMPLOYEE ENGAGEMENT	64%	74%	71%	66%	61%	61%	63%
ENGAGEMENT WITH WORK	72%	84%	80%	74%	68%	70%	73%
SENIOR MANAGERS	44%	63%	55%	45%	39%	41%	43%
COMMUNICATION	56%	74%	67%	57%	51%	53%	55%
HIGH PERFORMANCE	63%	76%	72%	64%	60%	60%	62%
PUBLIC SECTOR VALUES	58%	73%	68%	59%	54%	55%	57%
DIVERSITY & INCLUSION	65%	79%	75%	66%	62%	62%	64%

### KEY

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# 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.

	Hunter New England Local Health District	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	6042	41	172	456	584	601	699	840	779	815	471	133
EMPLOYEE ENGAGEMENT	64%	83%	74%	67%	64%	63%	62%	62%	64%	62%	66%	70%
ENGAGEMENT WITH WORK	72%	87%	78%	72%	70%	69%	73%	71%	74%	73%	79%	78%
SENIOR MANAGERS	44%	77%	62%	50%	45%	42%	42%	43%	43%	41%	46%	49%
COMMUNICATION	56%	83%	71%	60%	57%	54%	56%	54%	55%	54%	60%	60%
HIGH PERFORMANCE	63%	87%	78%	68%	63%	61%	62%	61%	62%	61%	65%	66%
PUBLIC SECTOR VALUES	58%	83%	71%	62%	59%	56%	58%	57%	57%	56%	60%	61%
DIVERSITY & INCLUSION	65%	91%	78%	68%	66%	64%	65%	63%	65%	63%	68%	69%

### KEY

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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.

	Hunter New England Local Health District	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>6042</b>	<b>853</b>	<b>4708</b>	<b>81</b>
<b>EMPLOYEE ENGAGEMENT</b>	64%	64%	64%	46%
ENGAGEMENT WITH WORK	72%	73%	73%	47%
SENIOR MANAGERS	44%	47%	44%	24%
COMMUNICATION	56%	62%	56%	26%
HIGH PERFORMANCE	63%	64%	63%	38%
PUBLIC SECTOR VALUES	58%	61%	58%	35%
DIVERSITY & INCLUSION	65%	69%	66%	35%

**KEY**

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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.

	Hunter New England Local Health District	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	6042	66	8	132	16	1	109	326	1689	86	212	242	65	13
EMPLOYEE ENGAGEMENT	64%	57%	(r)	58%	(r)	(r)	75%	66%	58%	64%	70%	66%	68%	(r)
ENGAGEMENT WITH WORK	72%	72%	(r)	73%	(r)	(r)	82%	69%	66%	75%	81%	72%	83%	(r)
SENIOR MANAGERS	44%	33%	(r)	35%	(r)	(r)	66%	44%	35%	47%	57%	45%	45%	(r)
COMMUNICATION	56%	48%	(r)	57%	(r)	(r)	73%	56%	49%	61%	67%	54%	52%	(r)
HIGH PERFORMANCE	63%	62%	(r)	59%	(r)	(r)	77%	62%	56%	66%	74%	61%	60%	(r)
PUBLIC SECTOR VALUES	58%	54%	(r)	55%	(r)	(r)	71%	56%	52%	62%	69%	58%	55%	(r)
DIVERSITY & INCLUSION	65%	56%	(r)	62%	(r)	(r)	77%	65%	58%	69%	75%	66%	65%	(r)

### KEY

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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.

	Hunter New England Local Health District	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	6042	530	160	92	778	70	34	16	10	37	38	13	28	17
EMPLOYEE ENGAGEMENT	64%	66%	74%	82%	66%	75%	73%	(r)	(r)	72%	66%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	75%	81%	93%	79%	80%	75%	(r)	(r)	84%	75%	(r)	(r)	(r)
SENIOR MANAGERS	44%	47%	64%	84%	46%	53%	73%	(r)	(r)	54%	48%	(r)	(r)	(r)
COMMUNICATION	56%	56%	74%	87%	60%	64%	76%	(r)	(r)	71%	57%	(r)	(r)	(r)
HIGH PERFORMANCE	63%	64%	76%	88%	68%	74%	75%	(r)	(r)	72%	65%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	59%	73%	87%	63%	67%	78%	(r)	(r)	67%	59%	(r)	(r)	(r)
DIVERSITY & INCLUSION	65%	68%	80%	89%	71%	73%	72%	(r)	(r)	74%	69%	(r)	(r)	(r)

### KEY

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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.

	Hunter New England Local Health District	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	6042	31	41	2	75	3	8	0	2	34	54	4	5	16
EMPLOYEE ENGAGEMENT	64%	62%	73%	(r)	69%	(r)	(r)	(r)	(r)	75%	69%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	82%	80%	(r)	77%	(r)	(r)	(r)	(r)	89%	86%	(r)	(r)	(r)
SENIOR MANAGERS	44%	35%	64%	(r)	50%	(r)	(r)	(r)	(r)	68%	60%	(r)	(r)	(r)
COMMUNICATION	56%	50%	69%	(r)	55%	(r)	(r)	(r)	(r)	73%	73%	(r)	(r)	(r)
HIGH PERFORMANCE	63%	53%	79%	(r)	68%	(r)	(r)	(r)	(r)	81%	79%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	50%	74%	(r)	63%	(r)	(r)	(r)	(r)	79%	73%	(r)	(r)	(r)
DIVERSITY & INCLUSION	65%	59%	74%	(r)	67%	(r)	(r)	(r)	(r)	80%	81%	(r)	(r)	(r)

### KEY

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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.

	Hunter New England Local Health District	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>	<b>6042</b>	<b>12</b>	<b>3</b>	<b>54</b>	<b>6</b>	<b>22</b>	<b>5</b>	<b>179</b>	<b>344</b>
<b>EMPLOYEE ENGAGEMENT</b>	64%	(r)	(r)	62%	(r)	(r)	(r)	68%	52%
ENGAGEMENT WITH WORK	72%	(r)	(r)	63%	(r)	(r)	(r)	77%	54%
SENIOR MANAGERS	44%	(r)	(r)	44%	(r)	(r)	(r)	49%	26%
COMMUNICATION	56%	(r)	(r)	60%	(r)	(r)	(r)	61%	38%
HIGH PERFORMANCE	63%	(r)	(r)	58%	(r)	(r)	(r)	67%	47%
PUBLIC SECTOR VALUES	58%	(r)	(r)	54%	(r)	(r)	(r)	62%	42%
DIVERSITY & INCLUSION	65%	(r)	(r)	69%	(r)	(r)	(r)	70%	50%

### KEY

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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.

# 30%

of employees replied favourably to:

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

## 34%

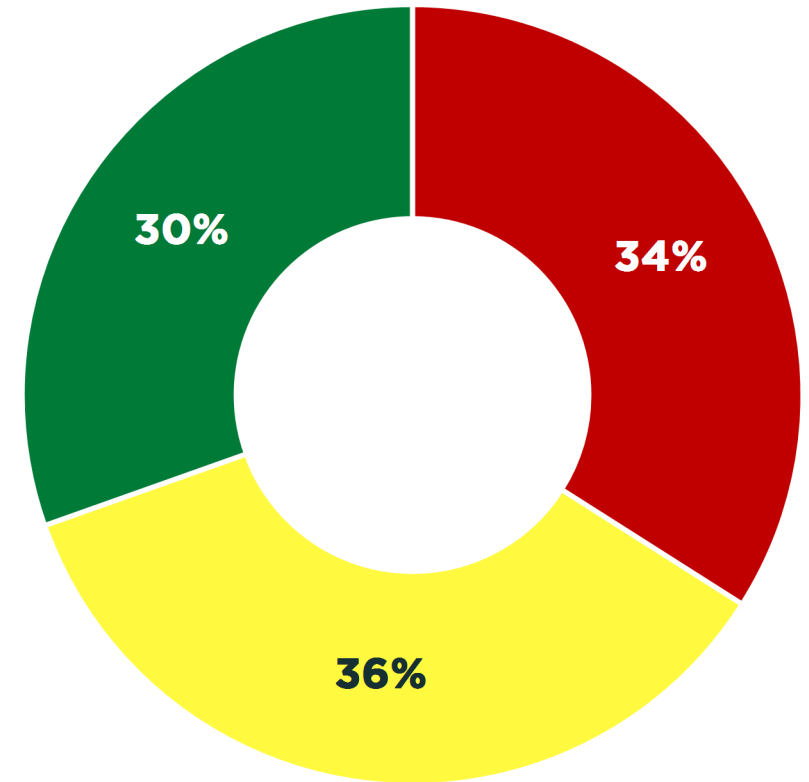
SECTOR

## 35%

CLUSTER

## 30%

2016



Agreement

Neither Agree nor Disagree

Disagreement

# GUIDE TO THIS REPORT

## **i** SURVEY TIME FRAME

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

## **i** PRIVACY

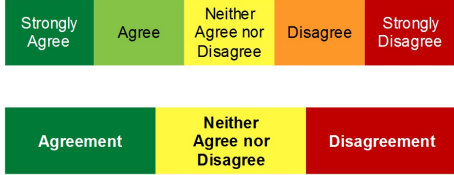
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of workgroups that can be reported (10 or more employees) and responses from demographic groups (30 or more employees).

Where people work in small teams, the results are merged with larger business units and results are not available. Where this happens an 'r' is shown in reports.

## **i** HOW TO READ THIS REPORT

The majority of questions have a 5-point answer scale. The Strongly Agree and Agree scores are combined to create an agreement (or positive) score which is shown as a rounded percentage.



## **i** ROUNDING

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of the calculation for maximum accuracy.

Values from .00 to .49 are rounded down, whereas values from .50 to .99 are rounded up. Therefore, in some instances the data will not add up to 100%.

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

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