

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 Joiner Nurse Librarian Advisor
Warden Prison Officer Technician Administrator
Train Driver Bus Driver Policy Analyst Fitter
Surveyor Scientist Nurse Welfare Worker
Laboratory Turner Plumber Ambulance Officer Youth
Worker Hospital Orderly Fitter Receptionist Labourer Joiner
Solicitor Caretaker 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 Joiner Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

AGENCY REPORT

Health

NSW Health Pathology

RESPONSE RATE

36%

1,667 OF 4,663 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

60%

DIFFERENCE FROM 2016 0

DIFFERENCE FROM CLUSTER -4

DIFFERENCE FROM PUBLIC SECTOR -5

SENIOR MANAGERS

38%

DIFFERENCE FROM 2016 0

DIFFERENCE FROM CLUSTER -7

DIFFERENCE FROM PUBLIC SECTOR -9

COMMUNICATION

53%

DIFFERENCE FROM 2016 +4

DIFFERENCE FROM CLUSTER -5

DIFFERENCE FROM PUBLIC SECTOR -7



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

68%

DIFFERENCE FROM CLUSTER -4

DIFFERENCE FROM PUBLIC SECTOR -4

HIGH PERFORMANCE

57%

DIFFERENCE FROM CLUSTER -6

DIFFERENCE FROM PUBLIC SECTOR -6

PUBLIC SECTOR VALUES

53%

DIFFERENCE FROM CLUSTER -5

DIFFERENCE FROM PUBLIC SECTOR -8

DIVERSITY & INCLUSION

61%

DIFFERENCE FROM CLUSTER -4

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	Q7f. My organisation is committed to developing its employees	36%	40%	49%	50%
2	Q6h. I feel that senior managers listen to employees	32%	30%	38%	41%
3	Q7a. My organisation focuses on improving the work we do	63%	71%	67%	69%
4	Q6b. I feel that senior managers effectively lead and manage change	36%	35%	43%	44%
5	Q6c. I feel that senior managers model the values of my organisation	39%	38%	45%	48%
6	Q7c. I feel that change is managed well in my organisation	33%	32%	41%	39%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

1a.	I understand what is expected of me to do well in my role	89%
2a.	My workgroup strives to achieve customer/client satisfaction	84%
2c.	I receive help and support from other members of my workgroup	76%
2b.	My workgroup works collaboratively to achieve its objectives	73%
1c.	My job gives me a feeling of personal accomplishment	72%
8b.	Personal background is not a barrier to success in my organisation	72%
5b.	My manager listens to what I have to say	69%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	69%
1d.	I feel motivated to contribute more than what is normally required at work	68%
8c.	I am able to speak up and share a different view to my colleagues and manager	64%

- 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	32%
7c.	I feel that change is managed well in my organisation	33%
7g.	I have confidence in the way recruitment decisions are made	34%
9a.	I have confidence in the ways my organisation resolves grievances	34%
6d.	Senior managers encourage innovation by employees	35%
6g.	I feel that senior managers keep employees informed about what's going on	35%
7f.	My organisation is committed to developing its employees	36%
6b.	I feel that senior managers effectively lead and manage change	36%
5h.	My manager appropriately deals with employees who perform poorly	36%



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
3e. My performance is assessed against clear criteria	51%	37%
3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	58%	44%
1b. I am provided with the support I need to do my best at work	59%	48%
2b. My workgroup works collaboratively to achieve its objectives	73%	63%
5b. My manager listens to what I have to say	69%	60%
5g. My manager provides acknowledgement or other recognition for the work I do	60%	51%
5d. My manager encourages and values employee input	63%	56%
2e. People in my workgroup treat each other with respect	62%	55%
5c. My manager communicates effectively with me	64%	58%
1e. I am satisfied with my job	63%	57%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

	AGREEMENT 2017	AGREEMENT 2016
7a. My organisation focuses on improving the work we do	63%	71%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	39%	44%
7f. My organisation is committed to developing its employees	36%	40%
7b. My organisation is making the necessary improvements to meet our future challenges	52%	55%
1d. I feel motivated to contribute more than what is normally required at work	68%	71%
6d. Senior managers encourage innovation by employees	35%	37%
9a. I have confidence in the ways my organisation resolves grievances	34%	36%
7d. There is good co-operation between teams across our organisation	38%	39%
7e. People in my organisation take responsibility for their own actions	38%	39%



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 NSW Health Pathology

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.

	NSW Health Pathology	Corporate Office	East	Forensic & Analytical Science Service	North	Rural & Regional	South	West
NUMBER OF RESPONDENTS	1667	93	255	170	492	198	144	263
EMPLOYEE ENGAGEMENT	60%	79%	59%	55%	57%	60%	59%	60%
ENGAGEMENT WITH WORK	68%	78%	68%	58%	66%	71%	70%	70%
SENIOR MANAGERS	38%	78%	39%	34%	32%	36%	37%	40%
COMMUNICATION	53%	80%	52%	51%	47%	53%	51%	58%
HIGH PERFORMANCE	57%	81%	56%	54%	53%	56%	55%	60%
PUBLIC SECTOR VALUES	53%	81%	52%	50%	48%	52%	50%	56%
DIVERSITY & INCLUSION	61%	82%	61%	59%	58%	60%	60%	64%

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	60% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	12	37	31	12	8	49%	48%	59%	60%
Q7j. I am proud to tell others I work for my organisation	17	45	27	7		61%	60%	67%	68%
Q7k. I feel a strong personal attachment to my organisation	15	40	29	11		55%	54%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives	11	33	34	14	8	44%	43%	52%	53%
Q7m. My organisation inspires me to do the best in my job	12	33	33	14	8	45%	44%	53%	53%

KEY





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ENGAGEMENT WITH WORK	68% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment		72%	71%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work		68%	71%	72%	72%
Q1e. I am satisfied with my job		63%	57%	68%	68%

KEY





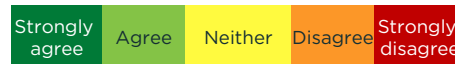
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SENIOR MANAGERS	38% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	9	30	28	19	13	39%	39%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	8	29	31	19	14	36%	35%	43%	44%
Q6c. I feel that senior managers model the values of my organisation	9	30	33	13	14	39%	38%	45%	48%
Q6d. Senior managers encourage innovation by employees		29	35	19	11	35%	37%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	7	32	36	15	9	39%	44%	47%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	12	41	28	11	8	53%	52%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		28	28	22	15	35%	33%	42%	45%
Q6h. I feel that senior managers listen to employees		26	31	21	16	32%	30%	38%	41%
Q7c. I feel that change is managed well in my organisation		27	33	23	12	33%	32%	41%	39%

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.

COMMUNICATION	53% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me	21	43	18	11	7	64%	58%	68%	70%
Q5d. My manager encourages and values employee input	21	42	19	10	8	63%	56%	68%	71%
Q5e. My manager involves my workgroup in decisions about our work	19	39	22	13	8	57%	53%	63%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	28	28	22	15		35%	33%	42%	45%
Q6h. I feel that senior managers listen to employees	26	31	21	16		32%	30%	38%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	16	48	19	10	7	64%	62%	65%	66%

KEY





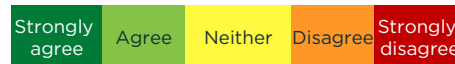
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	HIGH PERFORMANCE				57% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	40	50				89%	88%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	26	47	15	10		73%	63%	77%	78%
Q3f. I have received appropriate training and development to do my job well	16	47	21	12		63%	62%	68%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	19	44	22	10		63%	59%	70%	72%
Q5f. I have confidence in the decisions my manager makes	20	38	22	13	8	58%	52%	64%	67%
Q6d. Senior managers encourage innovation by employees		29	35	19	11	35%	37%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	7	32	36	15	9	39%	44%	47%	51%
Q7a. My organisation focuses on improving the work we do	13	50	23	10		63%	71%	67%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	11	41	28	13		52%	55%	55%	57%

KEY





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	57% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	32	33	20	8	38%	39%	48%	47%
Q7h. My organisation generally selects capable people to do the job	45	27	14		51%	49%	53%	52%

KEY





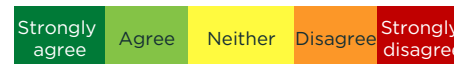
EXPLORE THE FULL RESULTS

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

PUBLIC SECTOR VALUES		53% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q2a. My workgroup strives to achieve customer/client satisfaction		33	51	10	84%	81%	86%	85%		
Q2e. People in my workgroup treat each other with respect		22	40	20	12	62%	55%	70%	74%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do		19	44	22	10	63%	59%	70%	72%	
Q5b. My manager listens to what I have to say		24	45	16	8	69%	60%	71%	75%	
Q6a. I believe senior managers provide clear direction for the future of the organisation		9	30	28	19	13	39%	39%	45%	48%
Q6c. I feel that senior managers model the values of my organisation		9	30	33	13	14	39%	38%	45%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		12	41	28	11	8	53%	52%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		28	28	22	15	35%	33%	42%	45%	
Q6h. I feel that senior managers listen to employees		26	31	21	16	32%	30%	38%	41%	

KEY





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

PUBLIC SECTOR VALUES		53% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		63%	71%	67%	69%				
Q7e. People in my organisation take responsibility for their own actions		38%	39%	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	61% 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	18	41	18	17		59%	48%	64%	63%
Q5b. My manager listens to what I have to say	24	45	16	8		69%	60%	71%	75%
Q5d. My manager encourages and values employee input	21	42	19	10	8	63%	56%	68%	71%
Q6i. Senior managers in my organisation support the career advancement of women	13	31	41	7	9	44%	40%	52%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	18	51	22			69%	67%	72%	74%
Q8b. Personal background is not a barrier to success in my organisation	21	50	19			72%	-	73%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	16	48	19	10	7	64%	62%	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>	15	37	24	15	9	52%	49%	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	43% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	27	34	18	14	34%	-	38%	35%
Q7h. My organisation generally selects capable people to do the job	45	27	14		51%	49%	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		47% 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		58%	44%	63%	63%					
Q3e. My performance is assessed against clear criteria		51%	37%	57%	54%					
Q3g. I am satisfied with the opportunities available for career development in my organisation		38%	32%	51%	48%					
Q5g. My manager provides acknowledgement or other recognition for the work I do		60%	51%	64%	67%					
Q5h. My manager appropriately deals with employees who perform poorly		36%	31%	44%	44%					
Q7f. My organisation is committed to developing its employees		36%	40%	49%	50%					

KEY

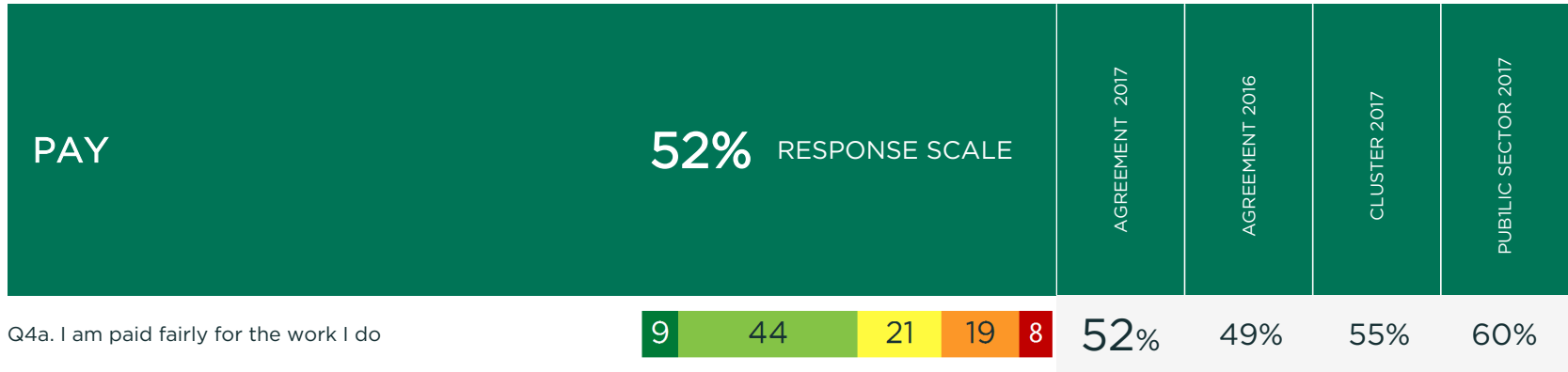




EXPLORE THE FULL RESULTS

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





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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		62% 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		59%	48%	64%	63%					
Q1f. I am able to keep my work stress at an acceptable level		55%	51%	61%	59%					
Q2c. I receive help and support from other members of my workgroup		76%	72%	79%	81%					
Q2d. There is good team spirit in my workgroup		58%	53%	66%	69%					

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.

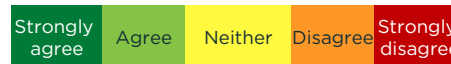
ACTION ABOUT SURVEY RESULTS

30% RESPONSE SCALE

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



KEY

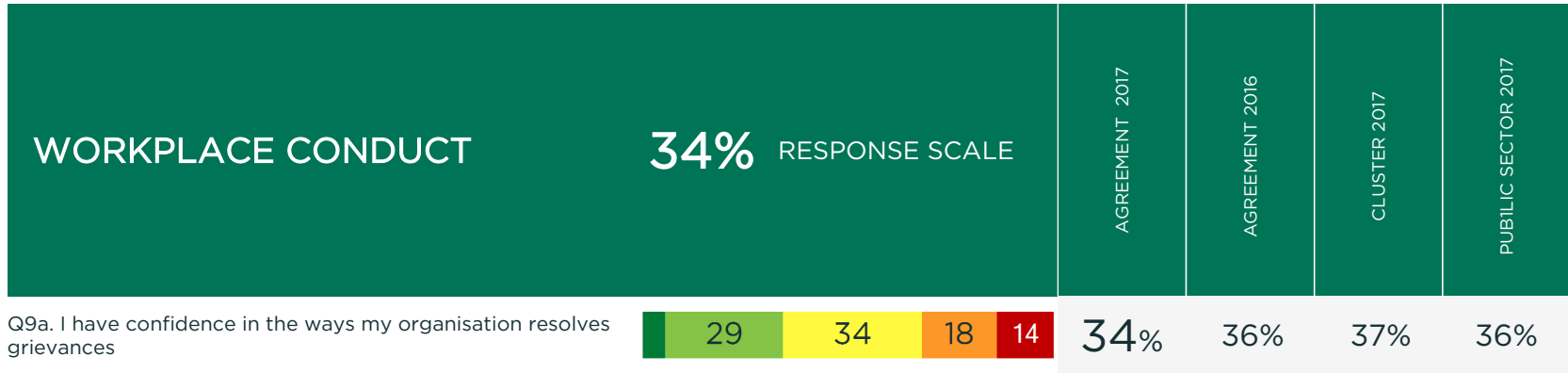




EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q3a. I have a current performance and development plan that sets out my individual objectives				
Yes		59%	67%	67%
No		41%	33%	33%
Q3b. I have informal feedback conversations with my manager				
Yes		67%	73%	75%
No		33%	27%	25%
Q3c. I have scheduled feedback conversations with my manager				
Yes		46%	56%	57%
No		54%	44%	43%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q3h. Are you currently looking, or thinking about looking, for a new role within the NSW Public Sector but outside of your current workplace in order to broaden your experience?				
Yes		41%	40%	41%
No		59%	60%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q3i. Are there any barriers preventing you from moving to another role?				
There are no major barriers to my career progression		27%	32%	30%
Lack of visible opportunities		42%	30%	31%
Lack of promotion opportunities		42%	27%	30%
Lack of support from my manager / supervisor		19%	15%	14%
Geographic location considerations		28%	24%	28%
Personal / family considerations		32%	32%	33%
Insufficient training and development		19%	14%	16%
Lack of required capabilities or experience		13%	10%	11%
Lack of support for temporary assignments/secondments		15%	14%	15%
The application/recruitment process is too cumbersome or time consuming		15%	16%	23%
Other		7%	8%	9%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work				
Yes		30%	30%	25%
No		55%	57%	62%
Don't know		15%	13%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		62%	66%	63%
No		37%	33%	35%
Don't know		1%	2%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q10c. In the last 12 months I have witnessed bullying at work				
Yes		38%	40%	33%
No		51%	51%	58%
Don't know		10%	9%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		19%	22%	18%
No		73%	72%	76%
Don't know		8%	6%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q10e. Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months.				
A senior manager		19%	19%	22%
Your immediate manager/supervisor		27%	24%	24%
A fellow worker at your level		30%	31%	27%
A subordinate		9%	6%	8%
A client or customer		1%	2%	2%
A member of the public other than a client or customer	(r)			
Other		3%	5%	4%
Prefer not to say		11%	12%	13%



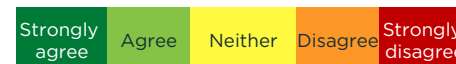
EXPLORE THE FULL RESULTS

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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	11	40	21	20	8	51%	47%	60%
Q2. I believe I am valued for what I can offer at my workplace	16	47	18	12		63%	60%	69%
Q3. In my workplace, we recognise our successes and innovations	12	43	28	13		54%	49%	64%
Q4. Staff are treated respectfully regardless of their job	15	50	19	11		65%	60%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	12	32	29	15	12	44%	40%	51%
Q6. Overall, I have confidence in the decisions made by my senior managers	11	33	30	14	12	44%	42%	51%

KEY





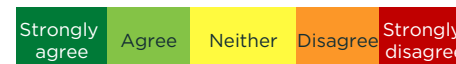
EXPLORE THE FULL RESULTS

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	10	41	24	18		51%	44%	54%
Q8. Where I work, we share the lessons learnt when mistakes are made	14	55	17	10		69%	61%	67%
Q9. My team's objectives/work plans are clearly outlined	11	51	22	12		62%	55%	64%
Q10. Our objectives/work plans help us to deliver a quality service	13	51	24	9		64%	58%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	9	28	33	17	13	37%	31%	41%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

RESPONSE SCALE		PERCENTAGE
Gender		
Male		26%
Female		72%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		0%
20 - 24		3%
25 -29		9%
30 - 34		11%
35 - 39		13%
40 - 44		15%
45 - 49		14%
50 - 54		14%
55 - 59		12%
60 - 64		7%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		27%
No		68%
Prefer not to say		5%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		1%
No		96%
Prefer not to say		3%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

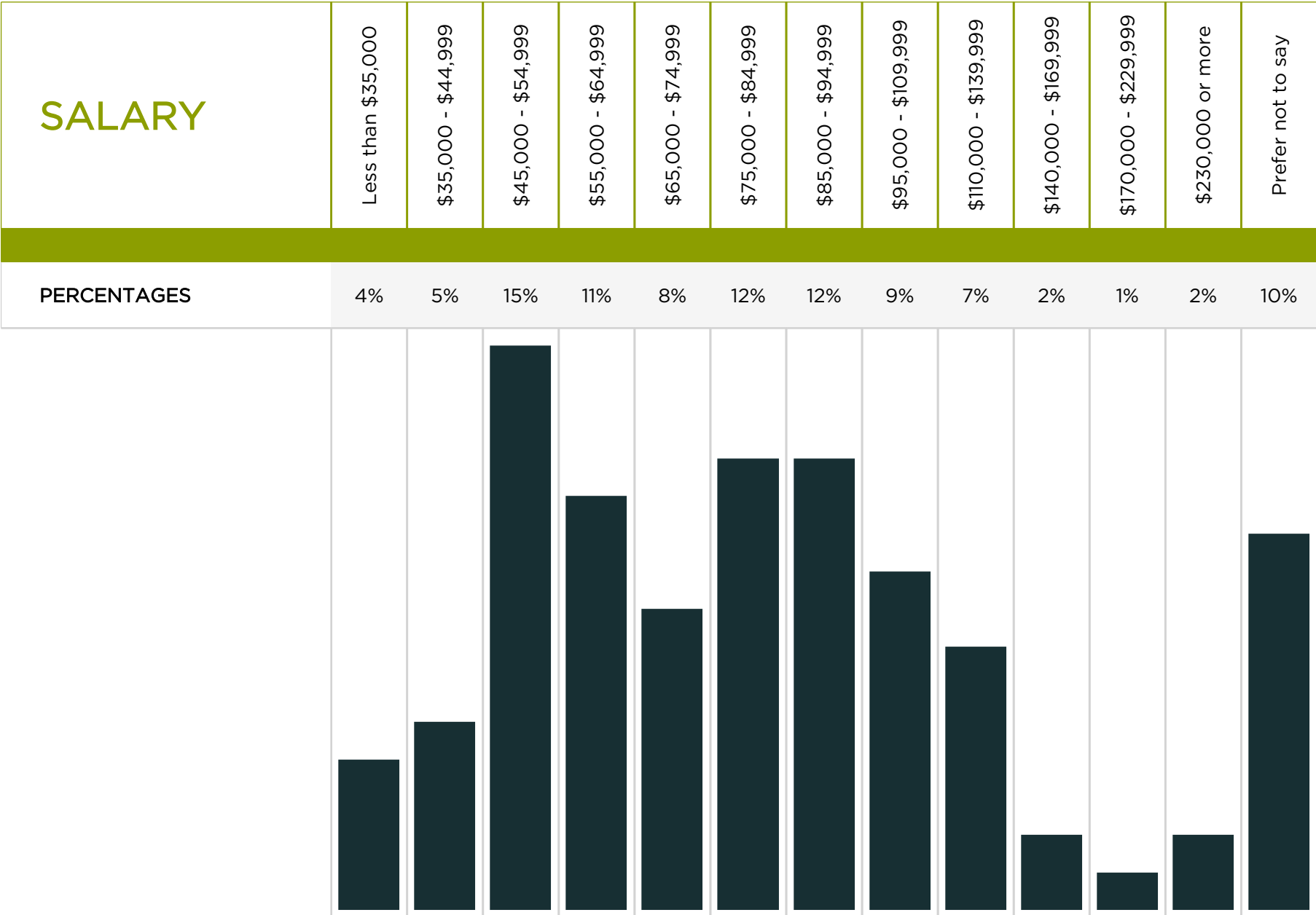
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		1%
No		95%
Prefer not to say		4%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		4%
No		92%
Prefer not to say		4%

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.

	NSW Health Pathology	Service delivery involving direct contact with the general public	Other service delivery work	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	1667	343	529	131	120	3	14	19	3	422
EMPLOYEE ENGAGEMENT	60%	60%	56%	64%	70%	(r)	(r)	(r)	(r)	60%
ENGAGEMENT WITH WORK	68%	71%	63%	76%	71%	(r)	(r)	(r)	(r)	66%
SENIOR MANAGERS	38%	34%	33%	45%	59%	(r)	(r)	(r)	(r)	39%
COMMUNICATION	53%	49%	50%	57%	72%	(r)	(r)	(r)	(r)	53%
HIGH PERFORMANCE	57%	55%	53%	62%	70%	(r)	(r)	(r)	(r)	57%
PUBLIC SECTOR VALUES	53%	50%	49%	58%	69%	(r)	(r)	(r)	(r)	53%
DIVERSITY & INCLUSION	61%	58%	59%	68%	77%	(r)	(r)	(r)	(r)	61%

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.

	NSW Health Pathology	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	1667	66	76	244	181	132	191	196	147	113	26	8	32	164
EMPLOYEE ENGAGEMENT	60%	60%	61%	62%	62%	62%	56%	56%	57%	65%	(r)	(r)	69%	56%
ENGAGEMENT WITH WORK	68%	68%	67%	72%	72%	69%	64%	66%	62%	75%	(r)	(r)	77%	59%
SENIOR MANAGERS	38%	36%	40%	40%	35%	34%	32%	36%	38%	54%	(r)	(r)	61%	33%
COMMUNICATION	53%	45%	53%	55%	53%	51%	49%	51%	56%	63%	(r)	(r)	69%	47%
HIGH PERFORMANCE	57%	57%	59%	60%	56%	56%	54%	54%	56%	65%	(r)	(r)	71%	51%
PUBLIC SECTOR VALUES	53%	50%	55%	54%	52%	49%	48%	50%	53%	65%	(r)	(r)	73%	47%
DIVERSITY & INCLUSION	61%	55%	65%	65%	65%	60%	56%	61%	62%	71%	(r)	(r)	72%	55%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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RESULT BY TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	NSW Health Pathology	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	1667	127	166	308	302	378	285
EMPLOYEE ENGAGEMENT	60%	73%	67%	62%	55%	55%	57%
ENGAGEMENT WITH WORK	68%	82%	77%	69%	61%	62%	67%
SENIOR MANAGERS	38%	58%	46%	42%	33%	30%	34%
COMMUNICATION	53%	71%	63%	56%	47%	48%	48%
HIGH PERFORMANCE	57%	75%	66%	61%	52%	51%	52%
PUBLIC SECTOR VALUES	53%	70%	61%	56%	48%	47%	49%
DIVERSITY & INCLUSION	61%	78%	72%	66%	55%	57%	57%

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.

	NSW Health Pathology	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	1667	1	47	148	176	204	231	216	214	193	103	38
EMPLOYEE ENGAGEMENT	60%	(r)	71%	58%	60%	60%	60%	61%	60%	61%	55%	66%
ENGAGEMENT WITH WORK	68%	(r)	81%	62%	71%	64%	65%	69%	69%	71%	66%	82%
SENIOR MANAGERS	38%	(r)	52%	35%	38%	39%	38%	38%	39%	40%	31%	49%
COMMUNICATION	53%	(r)	67%	55%	57%	54%	51%	54%	52%	53%	43%	64%
HIGH PERFORMANCE	57%	(r)	73%	59%	59%	57%	57%	56%	56%	57%	50%	61%
PUBLIC SECTOR VALUES	53%	(r)	67%	51%	55%	52%	52%	53%	53%	54%	48%	64%
DIVERSITY & INCLUSION	61%	(r)	80%	64%	65%	61%	61%	61%	63%	62%	55%	69%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	NSW Health Pathology	Male	Female	Other
NUMBER OF RESPONDENTS	1667	413	1135	21
EMPLOYEE ENGAGEMENT	60%	60%	60%	(r)
ENGAGEMENT WITH WORK	68%	68%	68%	(r)
SENIOR MANAGERS	38%	41%	37%	(r)
COMMUNICATION	53%	56%	52%	(r)
HIGH PERFORMANCE	57%	60%	56%	(r)
PUBLIC SECTOR VALUES	53%	56%	52%	(r)
DIVERSITY & INCLUSION	61%	64%	61%	(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.

	NSW Health Pathology	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	1667	7	3	50	0	1	1	4	9	0	3	24	2	3
EMPLOYEE ENGAGEMENT	60%	(r)	(r)	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	38%	(r)	(r)	46%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	53%	(r)	(r)	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	57%	(r)	(r)	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	53%	(r)	(r)	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	61%	(r)	(r)	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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.

	NSW Health Pathology	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	1667	101	81	44	29	17	1	0	0	1	108	421	6	10
EMPLOYEE ENGAGEMENT	60%	65%	67%	79%	(r)	(r)	(r)	(r)	(r)	(r)	57%	54%	(r)	(r)
ENGAGEMENT WITH WORK	68%	74%	70%	87%	(r)	(r)	(r)	(r)	(r)	(r)	65%	63%	(r)	(r)
SENIOR MANAGERS	38%	47%	55%	78%	(r)	(r)	(r)	(r)	(r)	(r)	28%	32%	(r)	(r)
COMMUNICATION	53%	59%	67%	82%	(r)	(r)	(r)	(r)	(r)	(r)	44%	49%	(r)	(r)
HIGH PERFORMANCE	57%	64%	65%	82%	(r)	(r)	(r)	(r)	(r)	(r)	50%	52%	(r)	(r)
PUBLIC SECTOR VALUES	53%	60%	65%	83%	(r)	(r)	(r)	(r)	(r)	(r)	44%	49%	(r)	(r)
DIVERSITY & INCLUSION	61%	69%	74%	87%	(r)	(r)	(r)	(r)	(r)	(r)	53%	57%	(r)	(r)

KEY

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AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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CURRENT ROLE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	NSW Health Pathology	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	1667	452	0	0	0	0	0	0	0	6	8	3	3	0
EMPLOYEE ENGAGEMENT	60%	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	38%	36%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	53%	50%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	57%	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	53%	50%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	61%	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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.

	NSW Health Pathology	Residential Care Attendant, Patient Care Assistant, Patient Services, Wardsperson	Warehouse staff	Tradesperson	Apprentice Trade Worker and Trade Assistant	Trainee	Volunteer	Other job role	Prefer not to say
NUMBER OF RESPONDENTS	1667	0	1	1	0	9	0	64	118
EMPLOYEE ENGAGEMENT	60%	(r)	(r)	(r)	(r)	(r)	(r)	70%	56%
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	(r)	73%	59%
SENIOR MANAGERS	38%	(r)	(r)	(r)	(r)	(r)	(r)	46%	32%
COMMUNICATION	53%	(r)	(r)	(r)	(r)	(r)	(r)	67%	44%
HIGH PERFORMANCE	57%	(r)	(r)	(r)	(r)	(r)	(r)	67%	51%
PUBLIC SECTOR VALUES	53%	(r)	(r)	(r)	(r)	(r)	(r)	62%	46%
DIVERSITY & INCLUSION	61%	(r)	(r)	(r)	(r)	(r)	(r)	72%	54%

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.

30%

of employees replied favourably to:

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

34%

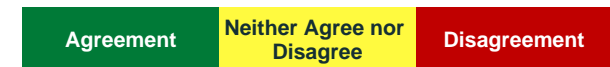
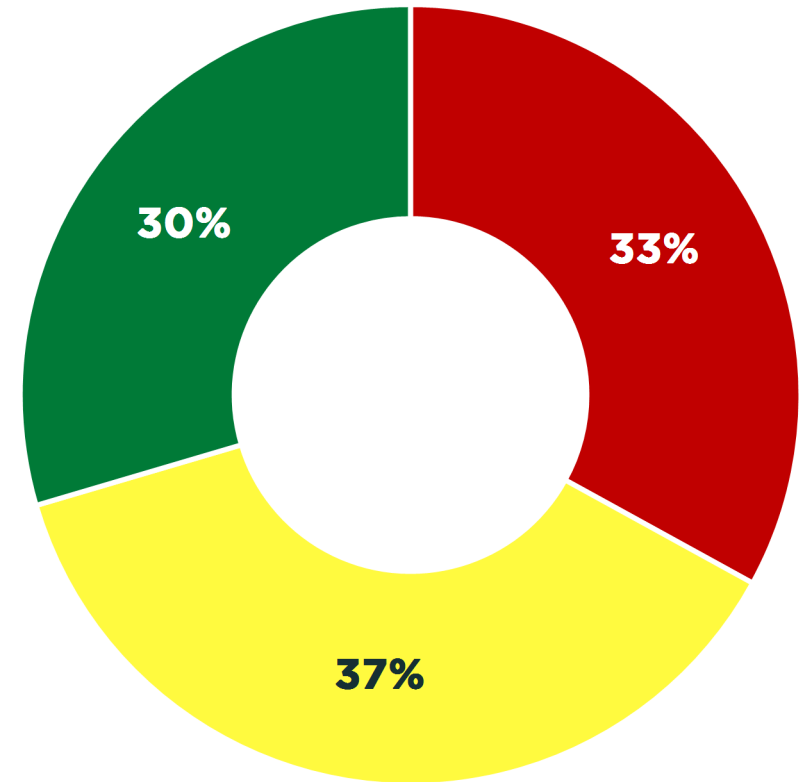
SECTOR

35%

CLUSTER

28%

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

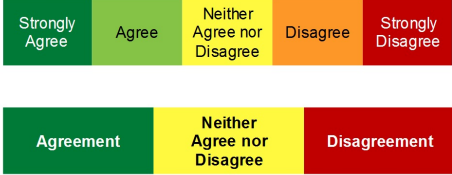
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.