

# 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 Teacher Train Driver Bus Driver  
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 Receptionist Labourer Jointer  
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 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

## South Eastern Sydney Local Health District

## RESPONSE RATE

# 20%

2,552 OF 12,575 TOTAL RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 65%

DIFFERENCE FROM 2016 +1

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR +1

## SENIOR MANAGERS

# 46%

DIFFERENCE FROM 2016 +3

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR -1

## COMMUNICATION

# 59%

DIFFERENCE FROM 2016 +2

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR -1



## 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

# 73%

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR +1

## HIGH PERFORMANCE

# 64%

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR +1

## PUBLIC SECTOR VALUES

# 60%

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR -1

## DIVERSITY & INCLUSION

# 66%

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR -2

# KEY DRIVERS OF ENGAGEMENT



## WHAT TO FOCUS ON?

Employee Engagement scores at different levels are shown in earlier and following pages.

These results show the issues that are the most significant influencers of employee engagement in the workplace at this reporting level.

If engagement scores are high, other scores are often high as well.

		AGREEMENT	% AGREEMENT 2016	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	<b>Q7f.</b> My organisation is committed to developing its employees	<b>50%</b>	53%	49%	50%
2	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>70%</b>	77%	67%	69%
3	<b>Q6h.</b> I feel that senior managers listen to employees	<b>39%</b>	35%	38%	41%
4	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>40%</b>	39%	41%	39%
5	<b>Q6c.</b> I feel that senior managers model the values of my organisation	<b>46%</b>	41%	45%	48%
6	<b>Q8a.</b> My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	<b>74%</b>	74%	72%	74%

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

1a.	I understand what is expected of me to do well in my role	91%
2a.	My workgroup strives to achieve customer/client satisfaction	87%
2c.	I receive help and support from other members of my workgroup	79%
1c.	My job gives me a feeling of personal accomplishment	78%
2b.	My workgroup works collaboratively to achieve its objectives	78%
8b.	Personal background is not a barrier to success in my organisation	76%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	74%
1d.	I feel motivated to contribute more than what is normally required at work	73%
5b.	My manager listens to what I have to say	73%
2e.	People in my workgroup treat each other with respect	72%

## - LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

14.	I believe action will be taken on the results from this survey by my organisation	36%
9a.	I have confidence in the ways my organisation resolves grievances	36%
6h.	I feel that senior managers listen to employees	39%
7c.	I feel that change is managed well in my organisation	40%
7g.	I have confidence in the way recruitment decisions are made	41%
5h.	My manager appropriately deals with employees who perform poorly	42%
6b.	I feel that senior managers effectively lead and manage change	43%
6g.	I feel that senior managers keep employees informed about what's going on	45%
6c.	I feel that senior managers model the values of my organisation	46%
6a.	I believe senior managers provide clear direction for the future of the organisation	47%



### 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
1b. I am provided with the support I need to do my best at work	64%	56%
14. I believe action will be taken on the results from this survey by my organisation	36%	30%
1e. I am satisfied with my job	68%	62%
3g. I am satisfied with the opportunities available for career development in my organisation	50%	44%
6c. I feel that senior managers model the values of my organisation	46%	41%
3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	60%	55%
6h. I feel that senior managers listen to employees	39%	35%
6a. I believe senior managers provide clear direction for the future of the organisation	47%	43%
6b. I feel that senior managers effectively lead and manage change	43%	39%
2b. My workgroup works collaboratively to achieve its objectives	78%	75%

## - LEAST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

	AGREEMENT 2017	AGREEMENT 2016
7a. My organisation focuses on improving the work we do	70%	77%
7b. My organisation is making the necessary improvements to meet our future challenges	57%	61%
9a. I have confidence in the ways my organisation resolves grievances	36%	40%
7f. My organisation is committed to developing its employees	50%	53%
8c. I am able to speak up and share a different view to my colleagues and manager	67%	68%
4a. I am paid fairly for the work I do	53%	55%
5g. My manager provides acknowledgement or other recognition for the work I do	64%	65%
7e. People in my organisation take responsibility for their own actions	48%	49%
3f. I have received appropriate training and development to do my job well	68%	69%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	50%	50%



### 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 South Eastern Sydney 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.

	South Eastern Sydney Local Health District	Albion Centre	CE Office and District teams	Drug & Alcohol Services	Financial Services, including District and Facility Finance Departments	Garrawarra Centre	Kirketon Road Centre	Mental Health Services - Randwick & Eastern Suburbs, Sutherland and St George	Oral Health Services	Planning, Population Health & Equity	Primary and Integrated Health	Prince of Wales Hospital	Royal Hospital for Women	St George Hospital & Community Health Services
NUMBER OF RESPONDENTS	2552	49	21	49	20	45	46	119	38	63	32	486	176	459
EMPLOYEE ENGAGEMENT	65%	65%	74%	67%	59%	55%	95%	68%	70%	71%	72%	61%	69%	64%
ENGAGEMENT WITH WORK	73%	68%	79%	80%	62%	71%	95%	82%	89%	82%	89%	70%	72%	74%
SENIOR MANAGERS	46%	46%	49%	54%	48%	43%	91%	51%	75%	62%	67%	38%	41%	46%
COMMUNICATION	59%	61%	59%	59%	61%	58%	86%	65%	74%	72%	75%	53%	55%	58%
HIGH PERFORMANCE	64%	68%	72%	66%	60%	58%	94%	70%	84%	80%	80%	57%	60%	64%
PUBLIC SECTOR VALUES	60%	60%	62%	65%	55%	56%	93%	65%	78%	73%	73%	53%	56%	59%
DIVERSITY & INCLUSION	66%	69%	67%	69%	75%	65%	89%	72%	78%	76%	81%	59%	63%	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

# BUSINESS UNIT COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for South Eastern Sydney Local Health District

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Significant differences have been highlighted to demonstrate best practice and areas that require attention.

	South Eastern Sydney Local Health District	Calvary Hospital	District Nursing & Midwifery	iiHub including, CGU, OD&L, NIHRACS, Healthcare Improvement Analytics	IMSD	Medical Executive Directorate, including, DDMS, SMO, Research Support Office	Programs & Performance, including PMO, BIEU, ES, Risk	Sutherland Hospital & Community Health Services	Sydney and Sydney Eye Hospital	Sydney Sexual Health Centre & Short St Centre	War Memorial Hospital	Workforce Services, including, WH&S, Health Safety & Wellbeing
NUMBER OF RESPONDENTS	2552	64	23	22	88	23	10	403	117	34	51	76
EMPLOYEE ENGAGEMENT	65%	60%	80%	81%	64%	70%	64%	63%	63%	82%	75%	62%
ENGAGEMENT WITH WORK	73%	64%	88%	95%	72%	78%	63%	68%	63%	82%	78%	66%
SENIOR MANAGERS	46%	34%	74%	66%	51%	62%	54%	40%	39%	59%	71%	46%
COMMUNICATION	59%	51%	88%	81%	67%	75%	72%	52%	48%	75%	77%	59%
HIGH PERFORMANCE	64%	57%	86%	87%	61%	75%	64%	60%	57%	81%	83%	65%
PUBLIC SECTOR VALUES	60%	53%	84%	79%	63%	71%	67%	55%	53%	76%	79%	59%
DIVERSITY & INCLUSION	66%	61%	90%	88%	71%	82%	71%	60%	54%	79%	83%	67%

### 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



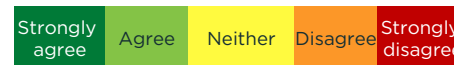
## EXPLORE THE FULL RESULTS

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	65% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	18	43	24	9	62%	60%	59%	60%
Q7j. I am proud to tell others I work for my organisation	24	46	21		70%	69%	67%	68%
Q7k. I feel a strong personal attachment to my organisation	24	40	23	9	64%	63%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives	16	38	30	11	53%	53%	52%	53%
Q7m. My organisation inspires me to do the best in my job	17	37	29	12	54%	53%	53%	53%

KEY







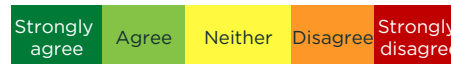
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ENGAGEMENT WITH WORK	73% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	30	48	12		78%	79%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	32	42	14	9	73%	74%	72%	72%
Q1e. I am satisfied with my job	21	46	18	11	68%	62%	68%	68%

KEY





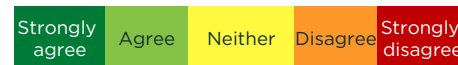
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SENIOR MANAGERS	46% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	13	34	29	14	10	47%	43%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	12	31	30	15	12	43%	39%	43%	44%
Q6c. I feel that senior managers model the values of my organisation	13	33	31	12	11	46%	41%	45%	48%
Q6d. Senior managers encourage innovation by employees	14	38	28	13	8	52%	49%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	35	34	11	8	48%	49%	47%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	15	42	28	9		57%	55%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	12	34	28	15	11	45%	43%	42%	45%
Q6h. I feel that senior managers listen to employees	11	29	32	16	13	39%	35%	38%	41%
Q7c. I feel that change is managed well in my organisation	9	31	31	20	9	40%	39%	41%	39%

KEY





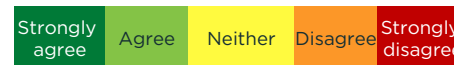
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COMMUNICATION	59% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me	28	41	15	10	68%	66%	68%	70%
Q5d. My manager encourages and values employee input	29	39	16	9	68%	67%	68%	71%
Q5e. My manager involves my workgroup in decisions about our work	26	38	18	10	64%	64%	63%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	12	34	28	15	45%	43%	42%	45%
Q6h. I feel that senior managers listen to employees	11	29	32	16	39%	35%	38%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	47	16	10	67%	68%	65%	66%

KEY





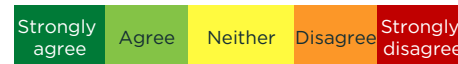
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	64% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	41	50			91%	90%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	32	46	12		78%	75%	77%	78%
Q3f. I have received appropriate training and development to do my job well	20	48	18	9	68%	69%	68%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	25	46	17	8	71%	70%	70%	72%
Q5f. I have confidence in the decisions my manager makes	27	38	19	9	64%	63%	64%	67%
Q6d. Senior managers encourage innovation by employees	14	38	28	13	52%	49%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	35	34	11	48%	49%	47%	51%
Q7a. My organisation focuses on improving the work we do	18	51	19	8	70%	77%	67%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	15	42	26	12	57%	61%	55%	57%

KEY





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	64% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	10	40	26	17	51%	51%	48%	47%
Q7h. My organisation generally selects capable people to do the job	10	47	23	13	57%	57%	53%	52%

KEY





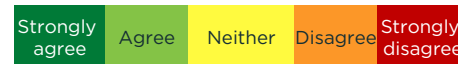
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PUBLIC SECTOR VALUES		60% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q2a. My workgroup strives to achieve customer/client satisfaction		40	47	8	3	2	87%	86%	86%	85%
Q2e. People in my workgroup treat each other with respect		30	42	15	8	5	72%	70%	70%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		25	46	17	8	4	71%	70%	70%	72%
Q5b. My manager listens to what I have to say		30	43	13	8	6	73%	71%	71%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		13	34	29	14	10	47%	43%	45%	48%
Q6c. I feel that senior managers model the values of my organisation		13	33	31	12	11	46%	41%	45%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		15	42	28	9	6	57%	55%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		12	34	28	15	11	45%	43%	42%	45%
Q6h. I feel that senior managers listen to employees		11	29	32	16	13	39%	35%	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		60% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		70%	77%	67%	69%				
Q7e. People in my organisation take responsibility for their own actions		48%	49%	47%	47%				

KEY





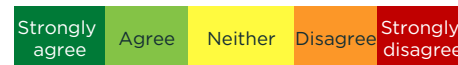
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DIVERSITY & INCLUSION	66% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	20	44	17	14	64%	56%	64%	63%
Q5b. My manager listens to what I have to say	30	43	13	8	73%	71%	71%	75%
Q5d. My manager encourages and values employee input	29	39	16	9	68%	67%	68%	71%
Q6i. Senior managers in my organisation support the career advancement of women	18	35	35		53%	50%	52%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	24	50	17		74%	74%	72%	74%
Q8b. Personal background is not a barrier to success in my organisation	27	49	16		76%	-	73%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	47	16	10	67%	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>	17	33	25	16	50%	50%	55%	57%

KEY







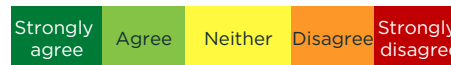
## EXPLORE THE FULL RESULTS

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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.

RECRUITMENT	49% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	9	32	32	15	12	41%	-	38%	35%
Q7h. My organisation generally selects capable people to do the job	10	47	23	13		57%	57%	53%	52%

KEY





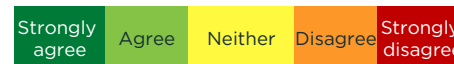
## EXPLORE THE FULL RESULTS

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	53% 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	19	41	20	14		60%	55%	63%	63%
Q3e. My performance is assessed against clear criteria	15	39	24	17		54%	51%	57%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	16	34	23	16	11	50%	44%	51%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	27	37	18	11	7	64%	65%	64%	67%
Q5h. My manager appropriately deals with employees who perform poorly	15	27	32	15	11	42%	41%	44%	44%
Q7f. My organisation is committed to developing its employees	11	39	30	14		50%	53%	49%	50%

KEY

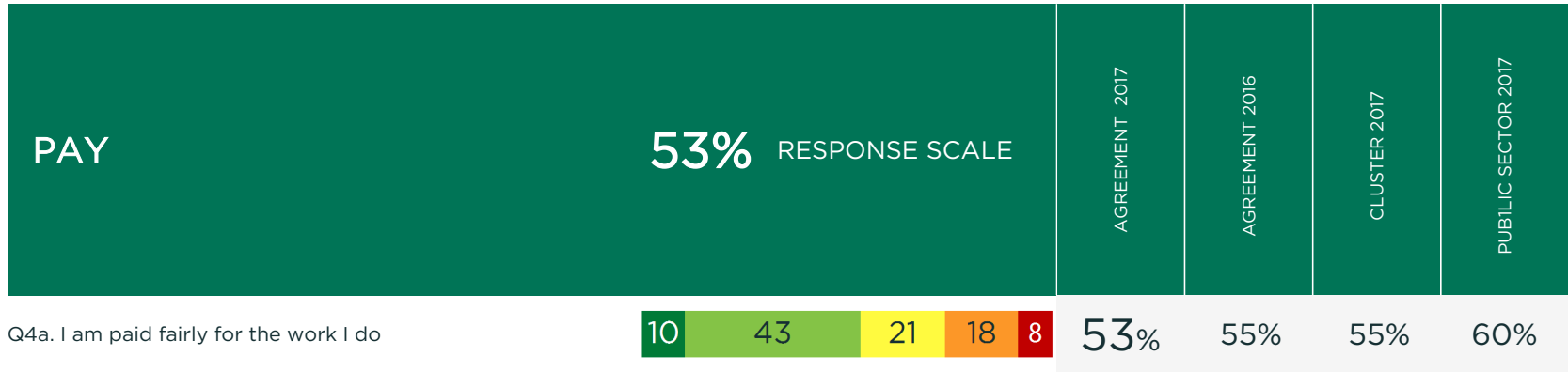




## EXPLORE THE FULL RESULTS

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		68% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		64%	56%	64%	63%				
Q1f. I am able to keep my work stress at an acceptable level		61%	60%	61%	59%				
Q2c. I receive help and support from other members of my workgroup		79%	77%	79%	81%				
Q2d. There is good team spirit in my workgroup		68%	66%	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.

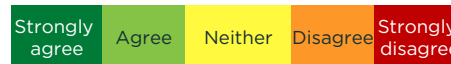
## ACTION ABOUT SURVEY RESULTS

**36%** RESPONSE SCALE

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



KEY

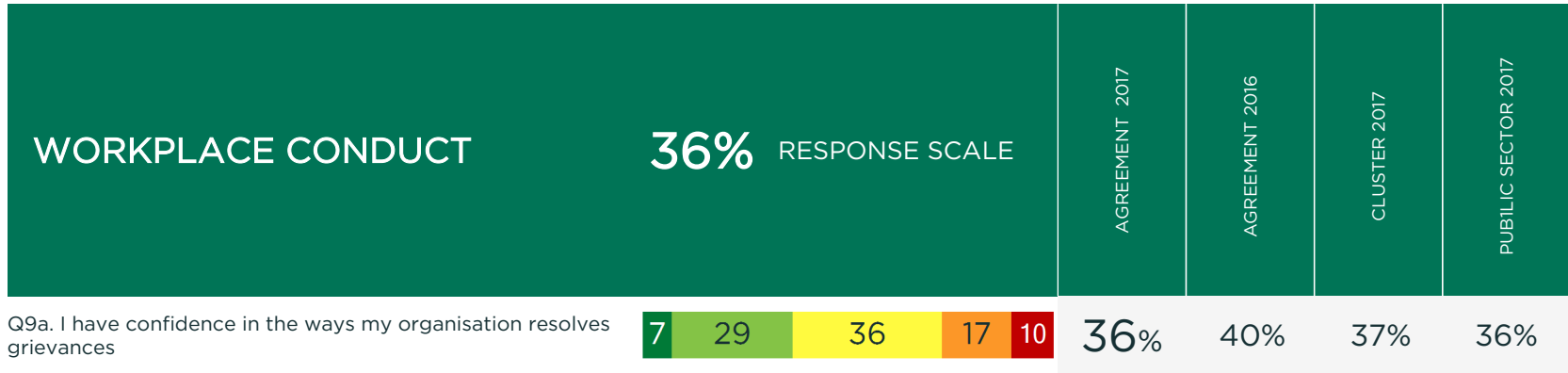




## EXPLORE THE FULL RESULTS

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		65%	67%	67%
No		35%	33%	33%
<b>Q3b.</b> I have informal feedback conversations with my manager				
Yes		73%	73%	75%
No		27%	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
<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		43%	40%	41%
No		57%	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		32%	30%	31%
Lack of promotion opportunities		29%	27%	30%
Lack of support from my manager / supervisor		15%	15%	14%
Geographic location considerations		22%	24%	28%
Personal / family considerations		30%	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		15%	14%	15%
The application/recruitment process is too cumbersome or time consuming		14%	16%	23%
Other		9%	8%	9%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
<b>Q10a.</b> In the last 12 months I have witnessed misconduct/wrongdoing at work				
Yes		27%	30%	25%
No		60%	57%	62%
Don't know		12%	13%	13%
<b>Q10b.</b> If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		63%	66%	63%
No		35%	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		38%	40%	33%
No		54%	51%	58%
Don't know		8%	9%	9%
<b>Q10d.</b> In the last 12 months I have been subjected to bullying at work				
Yes		19%	22%	18%
No		75%	72%	76%
Don't know		6%	6%	6%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
<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		23%	19%	22%
Your immediate manager/supervisor		22%	24%	24%
A fellow worker at your level		28%	31%	27%
A subordinate		8%	6%	8%
A client or customer		2%	2%	2%
A member of the public other than a client or customer		1%	1%	1%
Other		6%	5%	4%
Prefer not to say		10%	12%	13%



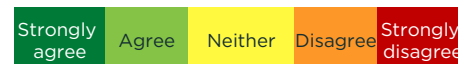
## EXPLORE THE FULL RESULTS

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	17	45	17	15		62%	58%	60%
Q2. I believe I am valued for what I can offer at my workplace	22	49	14	10		71%	68%	69%
Q3. In my workplace, we recognise our successes and innovations	19	47	21	8		66%	66%	64%
Q4. Staff are treated respectfully regardless of their job	21	49	15	10		70%	68%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	16	37	25	14	9	52%	46%	51%
Q6. Overall, I have confidence in the decisions made by my senior managers	15	37	25	13	9	52%	46%	51%

KEY





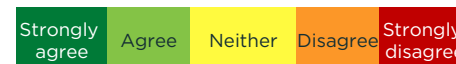
## EXPLORE THE FULL RESULTS

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	13	43	22	15		56%	49%	54%
Q8. Where I work, we share the lessons learnt when mistakes are made	16	53	17	10		69%	65%	67%
Q9. My team's objectives/work plans are clearly outlined	15	49	22	10		64%	63%	64%
Q10. Our objectives/work plans help us to deliver a quality service	16	49	24	8		65%	67%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	12	27	34	16	11	40%	36%	41%

KEY



# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		20%
Female		79%
Other		1%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

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



# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you speak a language other than English at home?</b>		
Yes		20%
No		75%
Prefer not to say		5%
<b>Are you of Aboriginal and/or Torres Strait Islander origin?</b>		
Yes		1%
No		96%
Prefer not to say		3%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

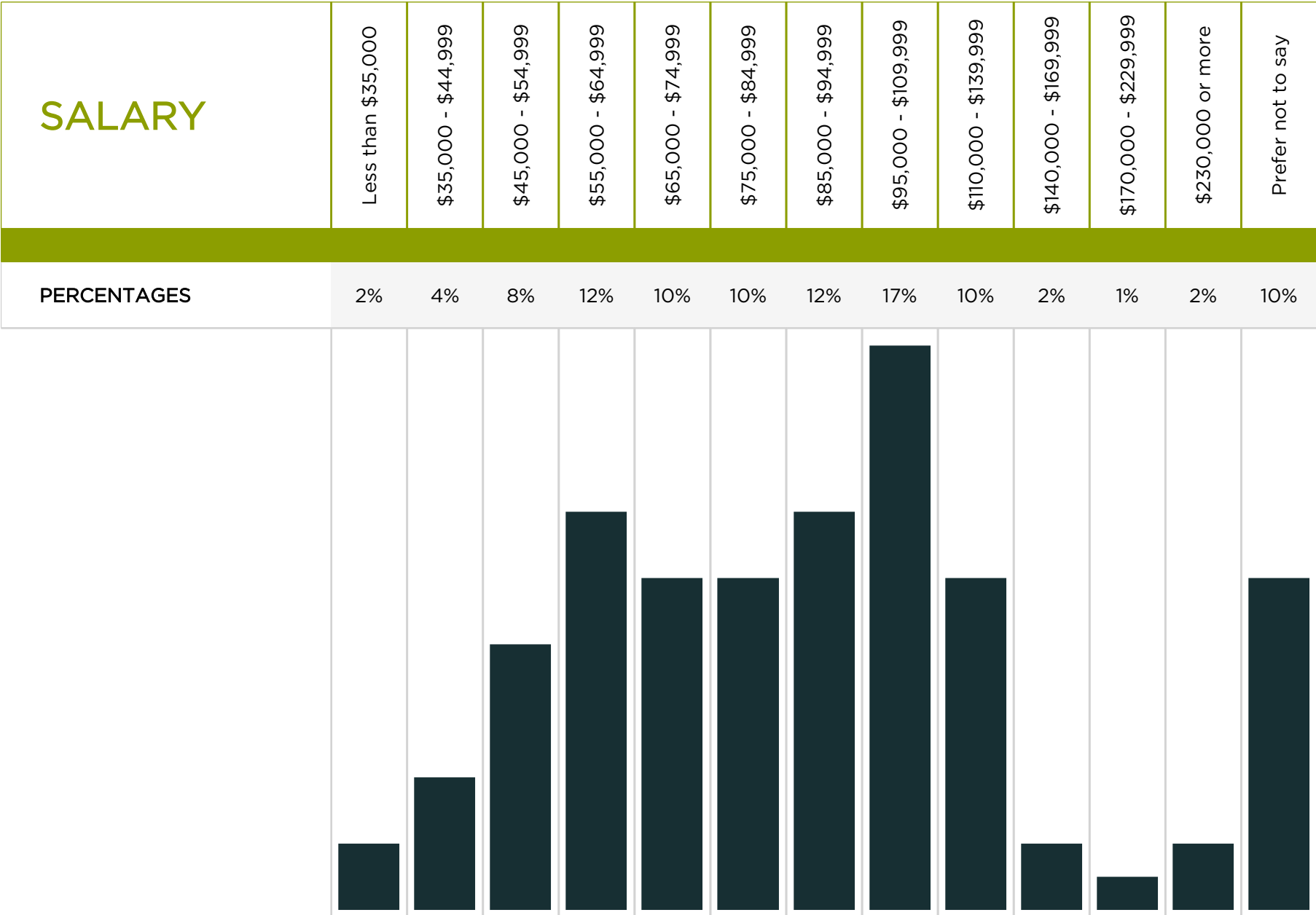
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		3%
No		94%
Prefer not to say		4%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		7%
No		90%
Prefer not to say		4%

# 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.

	South Eastern Sydney 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
NUMBER OF RESPONDENTS	2552	1457	123	261	209	7	23	80	3	184
EMPLOYEE ENGAGEMENT	65%	66%	64%	67%	63%	(r)	(r)	73%	(r)	63%
ENGAGEMENT WITH WORK	73%	75%	65%	71%	71%	(r)	(r)	78%	(r)	72%
SENIOR MANAGERS	46%	45%	46%	46%	51%	(r)	(r)	62%	(r)	47%
COMMUNICATION	59%	58%	55%	57%	64%	(r)	(r)	74%	(r)	57%
HIGH PERFORMANCE	64%	65%	61%	62%	64%	(r)	(r)	76%	(r)	63%
PUBLIC SECTOR VALUES	60%	60%	58%	58%	62%	(r)	(r)	72%	(r)	58%
DIVERSITY & INCLUSION	66%	65%	66%	66%	71%	(r)	(r)	79%	(r)	62%

### 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.

	South Eastern Sydney 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	2552	53	86	187	283	244	226	276	390	241	54	20	41	239
EMPLOYEE ENGAGEMENT	65%	69%	66%	67%	67%	66%	66%	67%	64%	67%	71%	(r)	65%	61%
ENGAGEMENT WITH WORK	73%	82%	66%	71%	72%	74%	73%	77%	75%	75%	81%	(r)	77%	68%
SENIOR MANAGERS	46%	49%	44%	40%	47%	48%	47%	47%	47%	54%	61%	(r)	50%	39%
COMMUNICATION	59%	65%	58%	55%	58%	61%	59%	59%	59%	65%	67%	(r)	61%	53%
HIGH PERFORMANCE	64%	69%	64%	60%	64%	67%	65%	66%	65%	69%	70%	(r)	62%	57%
PUBLIC SECTOR VALUES	60%	67%	58%	55%	59%	62%	60%	61%	60%	65%	67%	(r)	59%	53%
DIVERSITY & INCLUSION	66%	74%	68%	65%	66%	67%	64%	67%	65%	70%	70%	(r)	64%	59%

### 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.

	South Eastern Sydney 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	2552	270	241	430	474	597	309
EMPLOYEE ENGAGEMENT	65%	76%	67%	67%	63%	61%	66%
ENGAGEMENT WITH WORK	73%	83%	73%	75%	72%	68%	76%
SENIOR MANAGERS	46%	61%	53%	48%	41%	41%	47%
COMMUNICATION	59%	73%	65%	63%	55%	51%	59%
HIGH PERFORMANCE	64%	76%	69%	67%	61%	59%	64%
PUBLIC SECTOR VALUES	60%	72%	65%	62%	55%	54%	60%
DIVERSITY & INCLUSION	66%	78%	72%	69%	63%	59%	65%

### 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 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.

	South Eastern Sydney 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	2552	1	67	250	276	269	304	328	320	303	151	47
EMPLOYEE ENGAGEMENT	65%	(r)	76%	69%	68%	64%	65%	64%	62%	65%	67%	71%
ENGAGEMENT WITH WORK	73%	(r)	80%	77%	75%	73%	74%	69%	71%	74%	77%	82%
SENIOR MANAGERS	46%	(r)	54%	51%	51%	44%	46%	44%	45%	44%	47%	52%
COMMUNICATION	59%	(r)	72%	64%	65%	57%	60%	55%	57%	57%	57%	66%
HIGH PERFORMANCE	64%	(r)	78%	71%	68%	63%	64%	61%	61%	64%	64%	67%
PUBLIC SECTOR VALUES	60%	(r)	70%	65%	64%	59%	60%	57%	58%	57%	60%	63%
DIVERSITY & INCLUSION	66%	(r)	81%	72%	70%	63%	67%	62%	64%	65%	64%	70%

### 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.

	South Eastern Sydney Local Health District	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>2552</b>	<b>474</b>	<b>1833</b>	<b>26</b>
<b>EMPLOYEE ENGAGEMENT</b>	65%	65%	66%	(r)
ENGAGEMENT WITH WORK	73%	73%	74%	(r)
SENIOR MANAGERS	46%	50%	46%	(r)
COMMUNICATION	59%	61%	59%	(r)
HIGH PERFORMANCE	64%	64%	65%	(r)
PUBLIC SECTOR VALUES	60%	61%	60%	(r)
DIVERSITY & INCLUSION	66%	67%	66%	(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



# 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.

	South Eastern Sydney 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	2552	41	9	73	5	3	7	25	566	70	146	85	38	3
EMPLOYEE ENGAGEMENT	65%	64%	(r)	58%	(r)	(r)	(r)	(r)	65%	64%	66%	65%	65%	(r)
ENGAGEMENT WITH WORK	73%	80%	(r)	68%	(r)	(r)	(r)	(r)	74%	73%	74%	67%	77%	(r)
SENIOR MANAGERS	46%	48%	(r)	37%	(r)	(r)	(r)	(r)	41%	50%	56%	40%	54%	(r)
COMMUNICATION	59%	62%	(r)	51%	(r)	(r)	(r)	(r)	56%	54%	64%	51%	63%	(r)
HIGH PERFORMANCE	64%	69%	(r)	55%	(r)	(r)	(r)	(r)	62%	63%	69%	59%	65%	(r)
PUBLIC SECTOR VALUES	60%	63%	(r)	51%	(r)	(r)	(r)	(r)	57%	59%	65%	53%	65%	(r)
DIVERSITY & INCLUSION	66%	62%	(r)	56%	(r)	(r)	(r)	(r)	62%	64%	65%	60%	67%	(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.

	South Eastern Sydney 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	2552	200	143	60	359	21	36	10	0	6	12	18	12	11
EMPLOYEE ENGAGEMENT	65%	65%	64%	77%	69%	(r)	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	70%	70%	88%	80%	(r)	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	46%	46%	47%	73%	49%	(r)	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	59%	57%	61%	80%	64%	(r)	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	64%	62%	66%	79%	71%	(r)	82%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	58%	60%	78%	65%	(r)	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	66%	66%	70%	84%	72%	(r)	80%	(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.

	South Eastern Sydney 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	2552	20	17	0	14	0	0	0	0	24	24	28	2	12
EMPLOYEE ENGAGEMENT	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	46%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	South Eastern Sydney 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>2552</b>	<b>6</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>106</b>	<b>143</b>
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)	65%	55%
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)	75%	56%
SENIOR MANAGERS	46%	(r)	(r)	(r)	(r)	(r)	(r)	49%	31%
COMMUNICATION	59%	(r)	(r)	(r)	(r)	(r)	(r)	61%	42%
HIGH PERFORMANCE	64%	(r)	(r)	(r)	(r)	(r)	(r)	63%	50%
PUBLIC SECTOR VALUES	60%	(r)	(r)	(r)	(r)	(r)	(r)	60%	45%
DIVERSITY & INCLUSION	66%	(r)	(r)	(r)	(r)	(r)	(r)	68%	51%

### 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.

# 36%

of employees replied favourably to:

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

## 34%

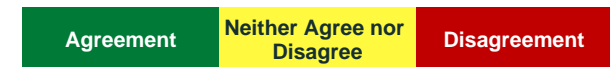
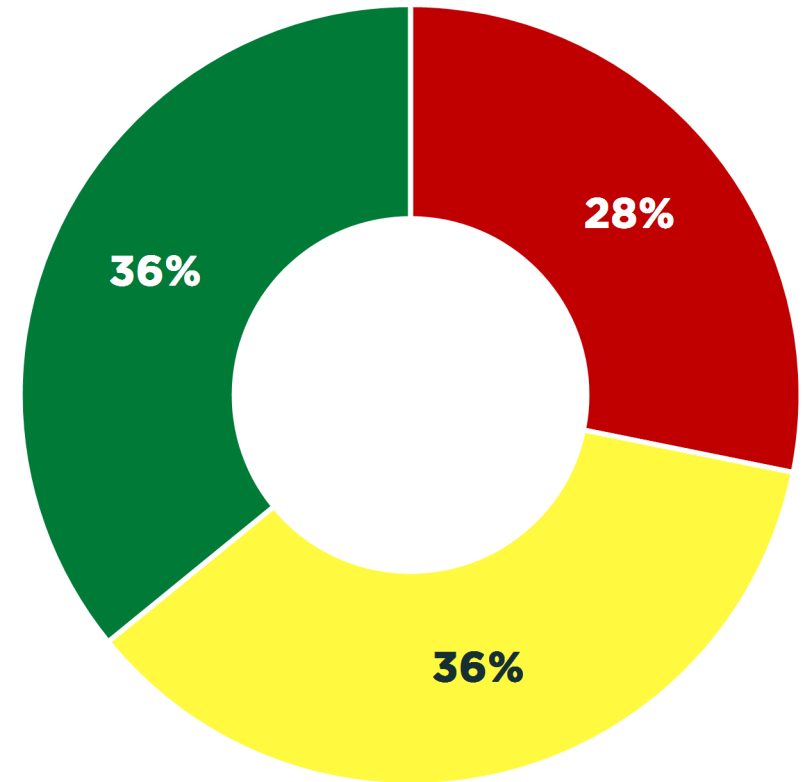
SECTOR

## 35%

CLUSTER

## 30%

2016



# 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

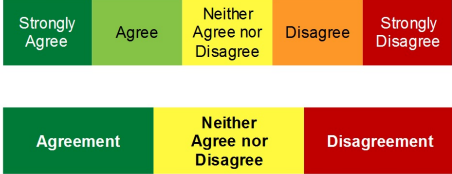
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.