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# PEOPLE MATTER 2017

## NSW Public Sector Employee Survey

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Nurse  
Teacher  
Librarian  
Accountant  
Police Officer  
Doctor Policy Analyst Surveyor Scientist Barrister Solicitor Social Worker Welfare  
Worker Laboratory Technician Turner Plumber Electrician Zookeeper Cleaner  
Ambulance Officer Fitter Youth Worker Hospital Orderly Cleaner Fire Fighter Clerk  
Engineer Receptionist Supervisor Ship's Engineer  
Nurse Police Officer Museum Guide Conservator Fitter Electrician Linesworker  
Solicitor Cable Joints Nurse Librarian Advisor  
Warden Prison Officer Technician Administrator  
Train Driver Bus Driver Policy Analyst Fitter  
Surveyor Scientist Nurse Welfare Worker  
Laboratory Turner Plumber Ambulance Officer Youth  
Worker Hospital Orderly Fitter Receptionist Labourer Jointer  
Solicitor Caretaker Cross 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 Joints Plant  
Operator Ranger  
Teacher Nurse  
Librarian  
Advisor

### CLUSTER REPORT

## Health

## RESPONSE RATE

# 36%

48,839 OF 137,166 TOTAL RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 64%

DIFFERENCE FROM 2016 -1

DIFFERENCE FROM PUBLIC SECTOR -1

## SENIOR MANAGERS

# 45%

DIFFERENCE FROM 2016 0

DIFFERENCE FROM PUBLIC SECTOR -2

## COMMUNICATION

# 57%

DIFFERENCE FROM 2016 +1

DIFFERENCE FROM PUBLIC SECTOR -2



## 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 PUBLIC SECTOR 0

## HIGH PERFORMANCE

# 63%

DIFFERENCE FROM PUBLIC SECTOR 0

## PUBLIC SECTOR VALUES

# 58%

DIFFERENCE FROM PUBLIC SECTOR -2

## DIVERSITY & INCLUSION

# 65%

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 PUBLIC SECTOR
1	<b>Q7f.</b> My organisation is committed to developing its employees	<b>49%</b>	53%	50%
2	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>41%</b>	43%	39%
3	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>67%</b>	76%	69%
4	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	<b>55%</b>	61%	57%
5	<b>Q1c.</b> My job gives me a feeling of personal accomplishment	<b>76%</b>	78%	75%
6	<b>Q3g.</b> I am satisfied with the opportunities available for career development in my organisation	<b>51%</b>	48%	48%

# 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	86%
2c.	I receive help and support from other members of my workgroup	79%
2b.	My workgroup works collaboratively to achieve its objectives	77%
1c.	My job gives me a feeling of personal accomplishment	76%
8b.	Personal background is not a barrier to success in my organisation	73%
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%
5b.	My manager listens to what I have to say	71%
2e.	People in my workgroup treat each other with respect	70%

## - LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

14.	I believe action will be taken on the results from this survey by my organisation	35%
9a.	I have confidence in the ways my organisation resolves grievances	37%
6h.	I feel that senior managers listen to employees	38%
7g.	I have confidence in the way recruitment decisions are made	38%
7c.	I feel that change is managed well in my organisation	41%
6g.	I feel that senior managers keep employees informed about what's going on	42%
6b.	I feel that senior managers effectively lead and manage change	43%
5h.	My manager appropriately deals with employees who perform poorly	44%
6c.	I feel that senior managers model the values of my organisation	45%
6a.	I believe senior managers provide clear direction for the future of the organisation	45%



### 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

1e.	I am satisfied with my job	68%	63%
1b.	I am provided with the support I need to do my best at work	64%	60%
2b.	My workgroup works collaboratively to achieve its objectives	77%	74%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	63%	59%
3g.	I am satisfied with the opportunities available for career development in my organisation	51%	48%
2e.	People in my workgroup treat each other with respect	70%	68%
6i.	Senior managers in my organisation support the career advancement of women	52%	49%
2d.	There is good team spirit in my workgroup	66%	65%
5b.	My manager listens to what I have to say	71%	70%
5d.	My manager encourages and values employee input	68%	66%

## - LEAST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

7a.	My organisation focuses on improving the work we do	67%	76%
7b.	My organisation is making the necessary improvements to meet our future challenges	55%	61%
9a.	I have confidence in the ways my organisation resolves grievances	37%	43%
7f.	My organisation is committed to developing its employees	49%	53%
1d.	I feel motivated to contribute more than what is normally required at work	72%	75%
7c.	I feel that change is managed well in my organisation	41%	43%
8c.	I am able to speak up and share a different view to my colleagues and manager	65%	67%
7m.	My organisation inspires me to do the best in my job	53%	55%
7l.	My organisation motivates me to help it achieve its objectives	52%	54%
7d.	There is good co-operation between teams across our organisation	48%	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'.

# CLUSTER COMPARISON



## COMPARISON OF CLUSTERS

This page compares key question group scores for Health

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 Public Sector	Health	Education	Family and Community Services	Finance and Services	Industry	Justice	Planning and Environment	Premier and Cabinet	Transport	Treasury
NUMBER OF RESPONDENTS	140063	48839	30920	6354	6747	4583	17068	6273	756	12427	1353
EMPLOYEE ENGAGEMENT	65%	64%	67%	61%	65%	65%	62%	68%	73%	63%	72%
ENGAGEMENT WITH WORK	72%	72%	75%	70%	70%	72%	67%	73%	77%	68%	77%
SENIOR MANAGERS	47%	45%	53%	43%	54%	50%	39%	46%	67%	46%	66%
COMMUNICATION	60%	57%	63%	60%	66%	66%	53%	63%	73%	61%	75%
HIGH PERFORMANCE	63%	63%	67%	60%	67%	65%	55%	64%	75%	61%	75%
PUBLIC SECTOR VALUES	60%	58%	65%	59%	67%	65%	53%	62%	76%	60%	76%
DIVERSITY & INCLUSION	67%	65%	68%	69%	73%	73%	62%	73%	79%	69%	79%

**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

# AGENCY COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Health

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.

	Health	Agency for Clinical Innovation	Bureau of Health Information	Cancer Institute NSW	Central Coast Local Health District	Clinical Excellence Commission	eHealth NSW	Far West Local Health District	Health Education & Training Institute	Health Infrastructure	Health Professional Councils Authority	Health System Support Group	HealthShare NSW	NSW Ambulance
NUMBER OF RESPONDENTS	48839	145	42	190	2001	97	469	429	162	114	104	59	2563	1326
EMPLOYEE ENGAGEMENT	64%	71%	63%	67%	62%	68%	70%	67%	64%	70%	65%	67%	64%	57%
ENGAGEMENT WITH WORK	72%	78%	71%	69%	69%	73%	74%	76%	73%	74%	69%	75%	71%	63%
SENIOR MANAGERS	45%	59%	59%	53%	38%	59%	63%	47%	51%	57%	52%	52%	55%	26%
COMMUNICATION	57%	68%	63%	64%	53%	71%	70%	62%	66%	63%	63%	69%	62%	44%
HIGH PERFORMANCE	63%	74%	76%	72%	59%	71%	72%	66%	67%	66%	68%	68%	66%	46%
PUBLIC SECTOR VALUES	58%	70%	70%	67%	54%	71%	72%	60%	67%	69%	67%	65%	63%	44%
DIVERSITY & INCLUSION	65%	71%	70%	72%	62%	75%	76%	70%	73%	66%	69%	73%	68%	52%

### KEY

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# AGENCY COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Health

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.

	Health	Hunter New England Local Health District	Illawarra Shoalhaven Local Health District	Justice Health & Forensic Mental Health Network	Mental Health Commission	Mid North Coast Local Health District	Ministry of Health	Murrumbidgee Local Health District	Nepean Blue Mountains Local Health District	Northern NSW Local Health District	Northern Sydney Local Health District	NSW Health Pathology	South Eastern Sydney Local Health District	South Western Sydney Local Health District
NUMBER OF RESPONDENTS	48839	6042	2491	491	28	2103	705	2188	1744	931	2599	1667	2552	4233
EMPLOYEE ENGAGEMENT	64%	64%	63%	59%	69%	61%	66%	65%	60%	57%	65%	60%	65%	64%
ENGAGEMENT WITH WORK	72%	72%	74%	69%	76%	70%	73%	74%	69%	67%	73%	68%	73%	72%
SENIOR MANAGERS	45%	44%	42%	36%	58%	37%	55%	44%	37%	32%	43%	38%	46%	48%
COMMUNICATION	57%	56%	58%	52%	65%	52%	66%	57%	52%	47%	58%	53%	59%	59%
HIGH PERFORMANCE	63%	63%	62%	58%	68%	59%	67%	63%	58%	54%	63%	57%	64%	64%
PUBLIC SECTOR VALUES	58%	58%	57%	50%	68%	53%	67%	57%	52%	49%	59%	53%	60%	59%
DIVERSITY & INCLUSION	65%	65%	67%	60%	76%	62%	73%	66%	61%	56%	65%	61%	66%	65%

### KEY

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# AGENCY COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Health

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.

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	Health	Southern NSW Local Health District	Sydney Children's Hospitals Network	Sydney Local Health District	Western NSW Local Health District	Western Sydney Local Health District
NUMBER OF RESPONDENTS	48839	1695	1372	4504	3188	2605
EMPLOYEE ENGAGEMENT	64%	62%	72%	67%	65%	60%
ENGAGEMENT WITH WORK	72%	72%	79%	75%	75%	70%
SENIOR MANAGERS	45%	42%	51%	54%	49%	40%
COMMUNICATION	57%	56%	62%	62%	59%	54%
HIGH PERFORMANCE	63%	60%	69%	68%	65%	59%
PUBLIC SECTOR VALUES	58%	56%	64%	64%	59%	54%
DIVERSITY & INCLUSION	65%	65%	71%	68%	67%	61%

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

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## 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	PUBLIC LIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	16	43	25	9	59%	60%	60%
Q7j. I am proud to tell others I work for my organisation	22	45	22		67%	68%	68%
Q7k. I feel a strong personal attachment to my organisation	20	40	25	9	61%	62%	63%
Q7l. My organisation motivates me to help it achieve its objectives	15	37	29	12	52%	54%	53%
Q7m. My organisation inspires me to do the best in my job	16	37	29	11	53%	55%	53%

KEY





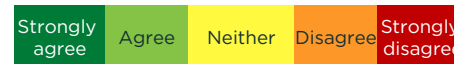
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ENGAGEMENT WITH WORK	72% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	29	48	13		76%	78%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	30	42	15	9	72%	75%	72%
Q1e. I am satisfied with my job	22	46	17	10	68%	63%	68%

KEY





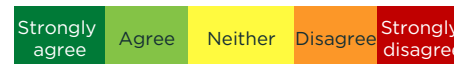
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SENIOR MANAGERS	45% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	12	34	28	15	11	45%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	11	31	29	16	12	43%	42%	44%
Q6c. I feel that senior managers model the values of my organisation	12	33	29	14	12	45%	45%	48%
Q6d. Senior managers encourage innovation by employees	11	35	31	14	9	46%	47%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	11	36	33	12	8	47%	49%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	14	42	27	10	7	56%	55%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	10	32	27	18	13	42%	42%	45%
Q6h. I feel that senior managers listen to employees	9	28	30	18	15	38%	37%	41%
Q7c. I feel that change is managed well in my organisation	9	31	30	20	10	41%	43%	39%

KEY





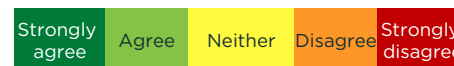
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

COMMUNICATION	57% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q5c. My manager communicates effectively with me	26	41	16	10		68%	66%	70%
Q5d. My manager encourages and values employee input	27	40	17	9		68%	66%	71%
Q5e. My manager involves my workgroup in decisions about our work	24	39	19	11	7	63%	62%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	10	32	27	18	13	42%	42%	45%
Q6h. I feel that senior managers listen to employees	9	28	30	18	15	38%	37%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	18	46	18	10	7	65%	67%	66%

KEY





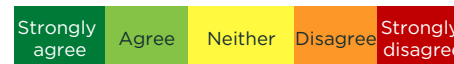
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

	HIGH PERFORMANCE				63% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	42	49				91%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	30	47	13	7		77%	74%	78%
Q3f. I have received appropriate training and development to do my job well	20	48	18	10		68%	69%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	24	45	17	9		70%	70%	72%
Q5f. I have confidence in the decisions my manager makes	25	39	20	9	7	64%	64%	67%
Q6d. Senior managers encourage innovation by employees	11	35	31	14	9	46%	47%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	11	36	33	12	8	47%	49%	51%
Q7a. My organisation focuses on improving the work we do	17	51	20	8		67%	76%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	14	41	26	13		55%	61%	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.

	63% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	10	38	27	17	8	48%	50%	47%
Q7h. My organisation generally selects capable people to do the job	9	44	25	14	7	53%	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.

PUBLIC SECTOR VALUES		58% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017	
Q2a. My workgroup strives to achieve customer/client satisfaction	37	48	9		86%	85%	85%	
Q2e. People in my workgroup treat each other with respect	28	43	16	9	70%	68%	74%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	24	45	17	9	70%	70%	72%	
Q5b. My manager listens to what I have to say	28	43	14	8	71%	70%	75%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	12	34	28	15	11	45%	45%	48%
Q6c. I feel that senior managers model the values of my organisation	12	33	29	14	12	45%	45%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	14	42	27	10	7	56%	55%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	10	32	27	18	13	42%	42%	45%
Q6h. I feel that senior managers listen to employees	9	28	30	18	15	38%	37%	41%

KEY







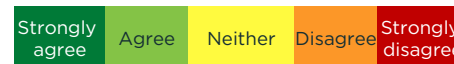
## EXPLORE THE FULL RESULTS

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.

PUBLIC SECTOR VALUES		58% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do				67%	76%	69%
Q7e. People in my organisation take responsibility for their own actions				47%	48%	47%

### KEY





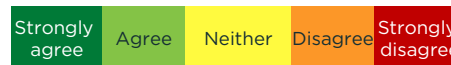
## EXPLORE THE FULL RESULTS

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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.

DIVERSITY & INCLUSION	65% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	21	43	17	14	64%	60%	63%
Q5b. My manager listens to what I have to say	28	43	14	8	71%	70%	75%
Q5d. My manager encourages and values employee input	27	40	17	9	68%	66%	71%
Q6i. Senior managers in my organisation support the career advancement of women	16	36	35		52%	49%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	21	51	18		72%	73%	74%
Q8b. Personal background is not a barrier to success in my organisation	23	50	17		73%	-	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	18	46	18	10	65%	67%	66%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	18	37	23	13	55%	55%	57%

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.

RECRUITMENT	46% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	9	30	31	17	14	38%	-	35%
Q7h. My organisation generally selects capable people to do the job	9	44	25	14	7	53%	53%	52%

KEY





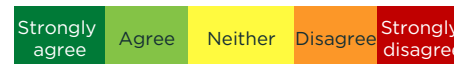
## EXPLORE THE FULL RESULTS

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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.

PERFORMANCE FRAMEWORK & DEVELOPMENT	55% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017	
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	20	43	18	13	63%	59%	63%	
Q3e. My performance is assessed against clear criteria	16	41	23	14	57%	56%	54%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	15	36	23	16	10	51%	48%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	25	39	17	11	8	64%	64%	67%
Q5h. My manager appropriately deals with employees who perform poorly	15	29	30	14	12	44%	44%	44%
Q7f. My organisation is committed to developing its employees	11	38	29	14	8	49%	53%	50%

KEY

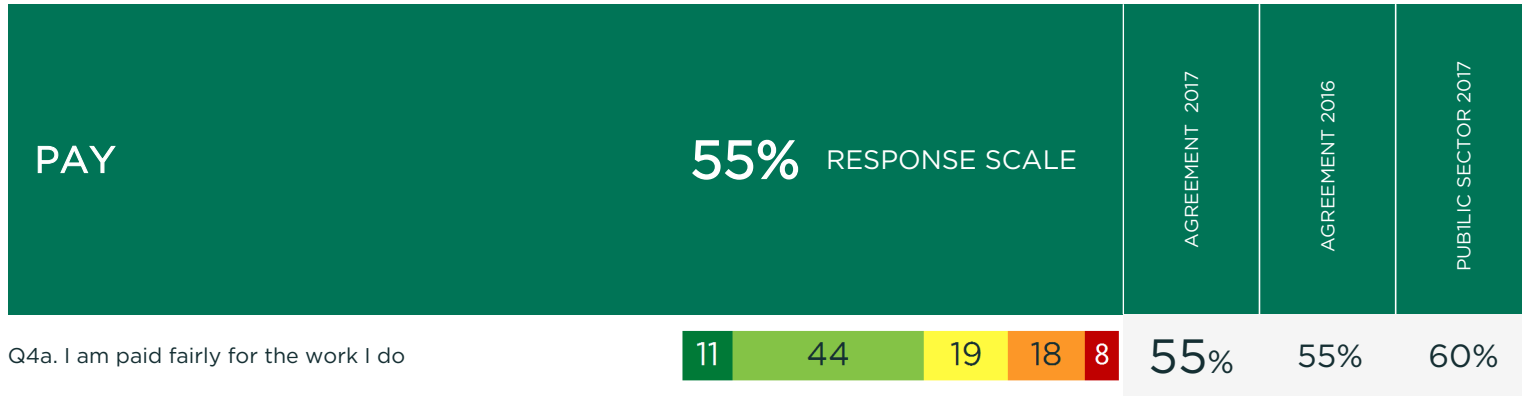




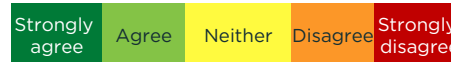
## EXPLORE THE FULL RESULTS

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





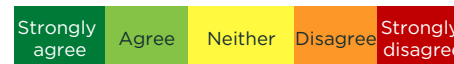
## EXPLORE THE FULL RESULTS

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.

	68% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	21	43	17	14	64%	60%	63%
Q1f. I am able to keep my work stress at an acceptable level	14	47	19	14	61%	60%	59%
Q2c. I receive help and support from other members of my workgroup	31	49	13		79%	78%	81%
Q2d. There is good team spirit in my workgroup	27	39	16	11	66%	64%	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

**35%** RESPONSE SCALE

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



	AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q14. I believe action will be taken on the results from this survey by my organisation	35%	34%	34%

KEY

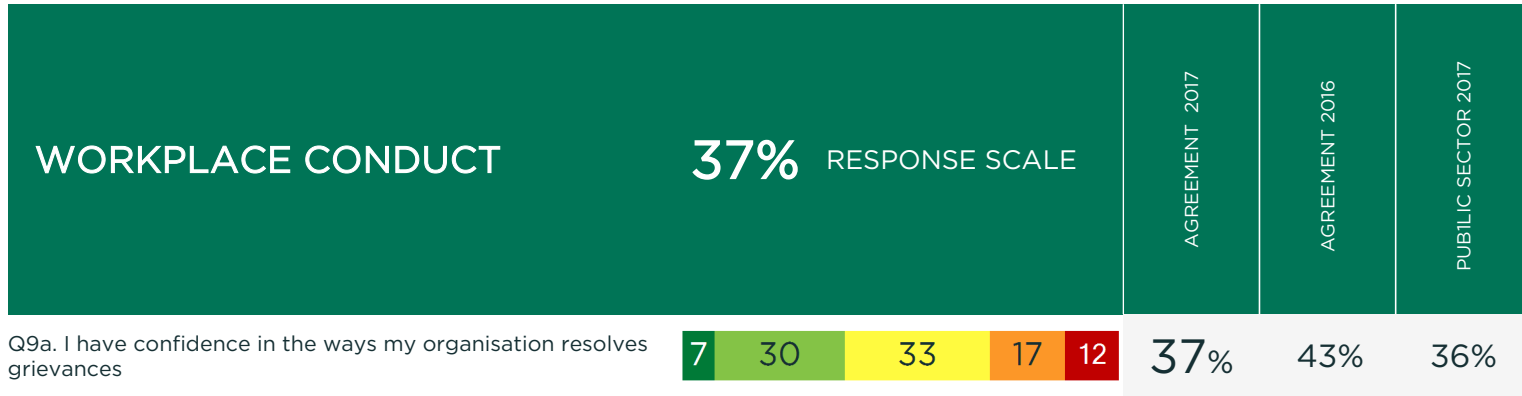




## EXPLORE THE FULL RESULTS

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	PUBLIC SECTOR 2017
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives				
Yes			67%	67%
No			33%	33%
<b>Q3b.</b> I have informal feedback conversations with my manager				
Yes			73%	75%
No			27%	25%
<b>Q3c.</b> I have scheduled feedback conversations with my manager				
Yes			56%	57%
No			44%	43%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

### MOBILITY

### RESPONSE SCALE

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		40%	41%
No		60%	59%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

### UNACCEPTABLE CONDUCT

### RESPONSE SCALE

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.

Role	2017	Public Sector 2017
A senior manager	19%	22%
Your immediate manager/supervisor	24%	24%
A fellow worker at your level	31%	27%
A subordinate	6%	8%
A client or customer	2%	2%
A member of the public other than a client or customer	1%	1%
Other	5%	4%
Prefer not to say	12%	13%



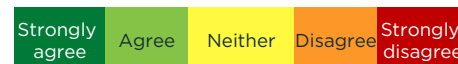
## EXPLORE THE FULL RESULTS

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
Q1. Morale is good in my team	16	45	18	15		60%	59%
Q2. I believe I am valued for what I can offer at my workplace	19	49	16	10		69%	69%
Q3. In my workplace, we recognise our successes and innovations	17	47	22	10		64%	64%
Q4. Staff are treated respectfully regardless of their job	19	48	17	10		67%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	15	36	25	14	11	51%	49%
Q6. Overall, I have confidence in the decisions made by my senior managers	14	37	25	13	11	51%	50%

KEY





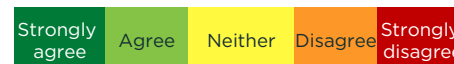
## EXPLORE THE FULL RESULTS

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.

HEALTH QUESTIONS	RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016
Q7. I have a say in decisions which affect my work	12	42	23	16	7	54%	50%
Q8. Where I work, we share the lessons learnt when mistakes are made	15	52	19	10		67%	64%
Q9. My team's objectives/work plans are clearly outlined	14	50	21	10		64%	64%
Q10. Our objectives/work plans help us to deliver a quality service	15	50	23	8		66%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	12	29	32	15	12	41%	41%

KEY





# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		22%
Female		77%
Other		1%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		0%
20 - 24		4%
25 -29		9%
30 - 34		11%
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		19%
No		77%
Prefer not to say		4%
<b>Are you of Aboriginal and/or Torres Strait Islander origin?</b>		
Yes		3%
No		94%
Prefer not to say		3%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

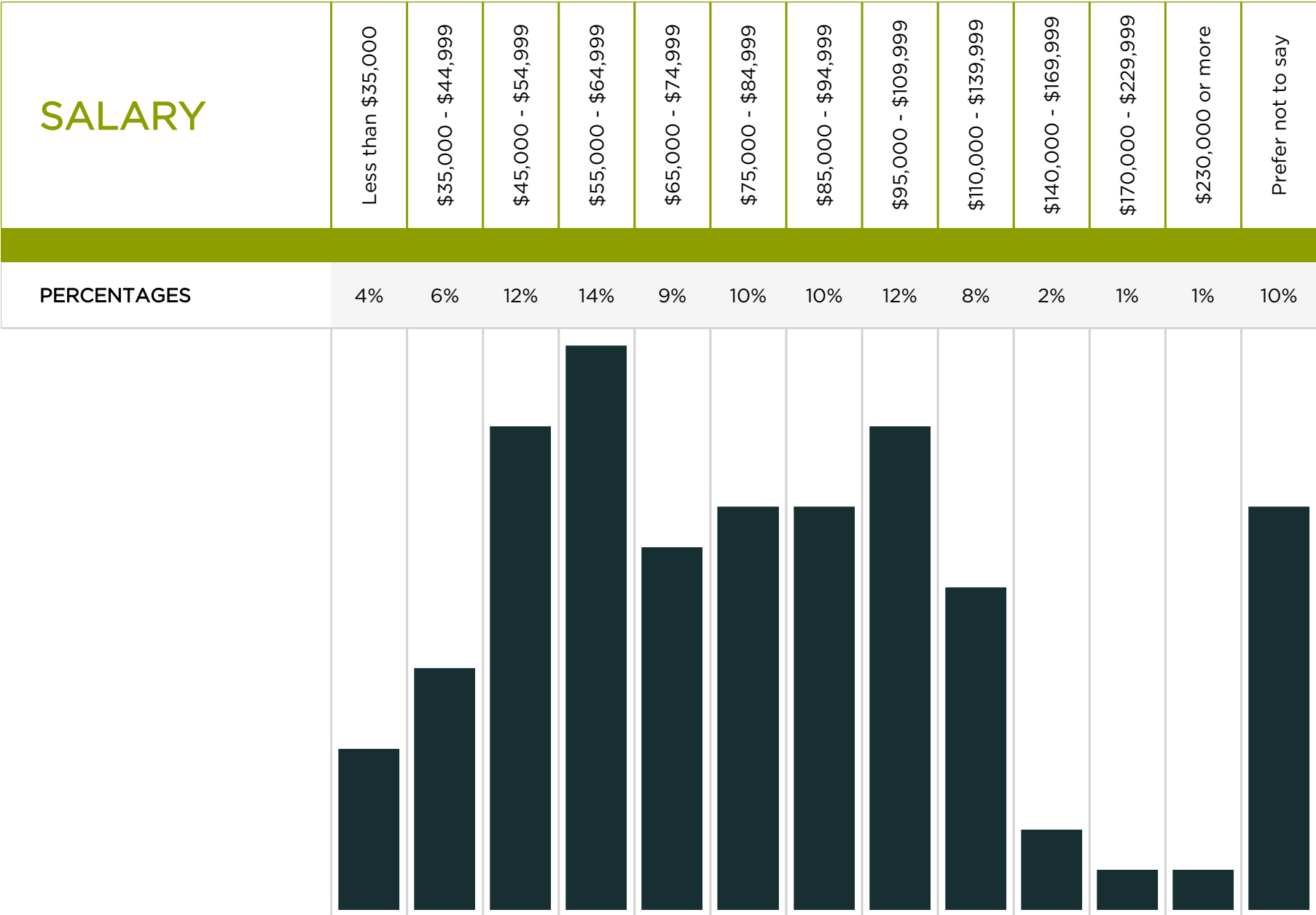
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		2%
No		94%
Prefer not to say		4%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		4%
No		92%
Prefer not to say		4%

# 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.

	Health	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>	48839	26490	3565	5390	3365	394	440	1579	59	4300
<b>EMPLOYEE ENGAGEMENT</b>	64%	63%	62%	67%	68%	65%	68%	68%	66%	63%
ENGAGEMENT WITH WORK	72%	72%	70%	74%	74%	73%	76%	78%	72%	71%
SENIOR MANAGERS	45%	41%	47%	48%	56%	57%	52%	56%	55%	46%
COMMUNICATION	57%	55%	57%	59%	67%	67%	66%	68%	65%	56%
HIGH PERFORMANCE	63%	61%	62%	64%	68%	68%	69%	70%	65%	61%
PUBLIC SECTOR VALUES	58%	56%	57%	60%	67%	68%	66%	68%	64%	57%
DIVERSITY & INCLUSION	65%	63%	65%	69%	74%	73%	74%	74%	73%	63%

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# RESULT BY SALARY



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Health	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	48839	1715	2595	5472	6286	4309	4667	4731	5611	3784	920	406	565	4389
EMPLOYEE ENGAGEMENT	64%	70%	65%	65%	65%	64%	62%	62%	63%	66%	70%	68%	68%	58%
ENGAGEMENT WITH WORK	72%	79%	73%	73%	72%	72%	70%	71%	74%	76%	80%	80%	82%	64%
SENIOR MANAGERS	45%	53%	45%	45%	47%	44%	41%	42%	46%	51%	59%	52%	53%	37%
COMMUNICATION	57%	65%	56%	56%	58%	58%	55%	56%	59%	62%	68%	64%	67%	50%
HIGH PERFORMANCE	63%	69%	62%	62%	64%	63%	61%	61%	64%	66%	72%	68%	69%	56%
PUBLIC SECTOR VALUES	58%	65%	56%	57%	59%	58%	56%	57%	60%	63%	69%	66%	66%	51%
DIVERSITY & INCLUSION	65%	73%	65%	65%	67%	66%	63%	64%	66%	69%	73%	71%	71%	58%

### 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.

	Health	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
<b>NUMBER OF RESPONDENTS</b>	48839	5025	4591	8488	9523	10832	6642
<b>EMPLOYEE ENGAGEMENT</b>	64%	73%	68%	64%	61%	60%	63%
ENGAGEMENT WITH WORK	72%	82%	77%	72%	69%	69%	72%
SENIOR MANAGERS	45%	61%	51%	46%	42%	39%	41%
COMMUNICATION	57%	73%	64%	58%	54%	52%	54%
HIGH PERFORMANCE	63%	75%	67%	64%	60%	58%	60%
PUBLIC SECTOR VALUES	58%	72%	63%	59%	55%	53%	55%
DIVERSITY & INCLUSION	65%	78%	71%	66%	62%	60%	63%

### 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.

	Health	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	48839	131	1690	4251	5181	5225	5860	6156	6287	6084	3268	1093
EMPLOYEE ENGAGEMENT	64%	80%	74%	67%	65%	63%	63%	63%	62%	63%	65%	67%
ENGAGEMENT WITH WORK	72%	85%	82%	73%	71%	70%	71%	71%	72%	73%	77%	81%
SENIOR MANAGERS	45%	69%	61%	50%	48%	45%	44%	43%	42%	42%	44%	46%
COMMUNICATION	57%	75%	72%	63%	61%	58%	57%	55%	54%	55%	57%	59%
HIGH PERFORMANCE	63%	81%	77%	68%	65%	62%	62%	61%	60%	61%	63%	64%
PUBLIC SECTOR VALUES	58%	76%	72%	63%	61%	58%	57%	56%	56%	56%	58%	60%
DIVERSITY & INCLUSION	65%	81%	79%	70%	69%	65%	65%	63%	63%	63%	65%	68%

### 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.

	Health	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>48839</b>	<b>9930</b>	<b>34815</b>	<b>648</b>
<b>EMPLOYEE ENGAGEMENT</b>	64%	63%	65%	44%
ENGAGEMENT WITH WORK	72%	71%	73%	45%
SENIOR MANAGERS	45%	45%	45%	22%
COMMUNICATION	57%	58%	58%	30%
HIGH PERFORMANCE	63%	61%	64%	38%
PUBLIC SECTOR VALUES	58%	58%	59%	34%
DIVERSITY & INCLUSION	65%	65%	66%	36%

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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# ABORIGINAL OR TORRES STRAIT ISLANDER



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Health	Yes	No	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>48839</b>	<b>1352</b>	<b>42956</b>	<b>1605</b>
<b>EMPLOYEE ENGAGEMENT</b>	64%	66%	64%	47%
ENGAGEMENT WITH WORK	72%	74%	73%	49%
SENIOR MANAGERS	45%	49%	46%	23%
COMMUNICATION	57%	59%	58%	34%
HIGH PERFORMANCE	63%	64%	63%	40%
PUBLIC SECTOR VALUES	58%	59%	59%	36%
DIVERSITY & INCLUSION	65%	65%	66%	39%

KEY

AT LEAST 5 PERCENTAGE POINTS  
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AT LEAST 5 PERCENTAGE POINTS  
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# LANGUAGE OTHER THAN ENGLISH



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Health	Yes	No	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>48839</b>	<b>8917</b>	<b>35321</b>	<b>1763</b>
<b>EMPLOYEE ENGAGEMENT</b>	64%	67%	64%	49%
ENGAGEMENT WITH WORK	72%	76%	72%	50%
SENIOR MANAGERS	45%	54%	43%	27%
COMMUNICATION	57%	64%	57%	36%
HIGH PERFORMANCE	63%	68%	62%	43%
PUBLIC SECTOR VALUES	58%	65%	57%	39%
DIVERSITY & INCLUSION	65%	69%	65%	41%

KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
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## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Health	Yes	No	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>48839</b>	<b>1127</b>	<b>43052</b>	<b>1651</b>
<b>EMPLOYEE ENGAGEMENT</b>	64%	59%	65%	49%
ENGAGEMENT WITH WORK	72%	63%	73%	52%
SENIOR MANAGERS	45%	38%	46%	26%
COMMUNICATION	57%	50%	58%	37%
HIGH PERFORMANCE	63%	56%	64%	43%
PUBLIC SECTOR VALUES	58%	52%	59%	39%
DIVERSITY & INCLUSION	65%	56%	66%	42%

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Health	Yes	No	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>48839</b>	<b>2674</b>	<b>41445</b>	<b>1730</b>
<b>EMPLOYEE ENGAGEMENT</b>	64%	58%	65%	51%
ENGAGEMENT WITH WORK	72%	62%	74%	52%
SENIOR MANAGERS	45%	37%	46%	28%
COMMUNICATION	57%	49%	59%	39%
HIGH PERFORMANCE	63%	55%	64%	45%
PUBLIC SECTOR VALUES	58%	51%	59%	41%
DIVERSITY & INCLUSION	65%	57%	67%	45%

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
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**EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES**

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

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

	Health	Yes	No	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>48839</b>	<b>1819</b>	<b>42169</b>	<b>1852</b>
<b>EMPLOYEE ENGAGEMENT</b>	64%	63%	64%	51%
ENGAGEMENT WITH WORK	72%	70%	73%	55%
SENIOR MANAGERS	45%	45%	46%	28%
COMMUNICATION	57%	57%	58%	39%
HIGH PERFORMANCE	63%	62%	63%	46%
PUBLIC SECTOR VALUES	58%	58%	59%	41%
DIVERSITY & INCLUSION	65%	64%	66%	45%

**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.

	Health	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	48839	581	105	847	206	48	595	1749	10737	720	1748	1854	640	142
EMPLOYEE ENGAGEMENT	64%	65%	67%	62%	56%	61%	72%	66%	61%	65%	68%	65%	66%	72%
ENGAGEMENT WITH WORK	72%	76%	80%	76%	70%	74%	80%	71%	70%	77%	77%	73%	75%	83%
SENIOR MANAGERS	45%	49%	54%	42%	30%	51%	58%	43%	39%	48%	53%	43%	53%	67%
COMMUNICATION	57%	63%	64%	59%	46%	61%	65%	56%	53%	60%	63%	56%	63%	75%
HIGH PERFORMANCE	63%	69%	71%	62%	53%	60%	71%	62%	60%	65%	69%	60%	67%	76%
PUBLIC SECTOR VALUES	58%	64%	66%	58%	47%	60%	65%	56%	54%	61%	65%	56%	64%	74%
DIVERSITY & INCLUSION	65%	65%	70%	64%	54%	61%	71%	64%	61%	69%	69%	65%	71%	77%

### 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.

	Health	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	48839	3846	2390	938	4811	510	425	133	46	153	448	656	158	255
EMPLOYEE ENGAGEMENT	64%	67%	68%	78%	65%	68%	68%	68%	66%	71%	62%	57%	69%	69%
ENGAGEMENT WITH WORK	72%	74%	75%	89%	77%	74%	77%	84%	77%	80%	70%	64%	74%	75%
SENIOR MANAGERS	45%	49%	55%	76%	46%	50%	53%	50%	55%	56%	42%	34%	54%	58%
COMMUNICATION	57%	60%	68%	81%	61%	61%	67%	63%	68%	68%	52%	50%	68%	69%
HIGH PERFORMANCE	63%	65%	69%	82%	67%	66%	70%	69%	68%	71%	59%	55%	69%	70%
PUBLIC SECTOR VALUES	58%	61%	67%	81%	62%	61%	66%	64%	67%	66%	54%	50%	67%	68%
DIVERSITY & INCLUSION	65%	69%	75%	84%	69%	68%	74%	71%	75%	71%	62%	59%	75%	75%

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# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Health	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	48839	781	293	26	393	11	990	51	59	492	535	1392	223	252
EMPLOYEE ENGAGEMENT	64%	62%	68%	(r)	66%	(r)	55%	78%	70%	71%	68%	63%	64%	56%
ENGAGEMENT WITH WORK	72%	70%	78%	(r)	72%	(r)	62%	82%	84%	83%	75%	74%	80%	63%
SENIOR MANAGERS	45%	41%	56%	(r)	51%	(r)	23%	60%	54%	59%	57%	53%	40%	29%
COMMUNICATION	57%	54%	61%	(r)	57%	(r)	40%	71%	64%	71%	69%	60%	51%	42%
HIGH PERFORMANCE	63%	60%	69%	(r)	65%	(r)	44%	72%	67%	73%	71%	64%	58%	44%
PUBLIC SECTOR VALUES	58%	54%	66%	(r)	60%	(r)	41%	69%	68%	71%	69%	59%	53%	39%
DIVERSITY & INCLUSION	65%	64%	69%	(r)	64%	(r)	49%	78%	68%	76%	75%	67%	62%	52%

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

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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.

	Health	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	48839	191	56	214	16	160	56	2007	3141
EMPLOYEE ENGAGEMENT	64%	64%	68%	57%	(r)	75%	82%	65%	54%
ENGAGEMENT WITH WORK	72%	74%	80%	60%	(r)	85%	96%	74%	56%
SENIOR MANAGERS	45%	47%	47%	37%	(r)	68%	73%	50%	30%
COMMUNICATION	57%	55%	59%	54%	(r)	78%	82%	60%	41%
HIGH PERFORMANCE	63%	60%	65%	52%	(r)	79%	83%	64%	48%
PUBLIC SECTOR VALUES	58%	56%	58%	49%	(r)	77%	82%	61%	44%
DIVERSITY & INCLUSION	65%	64%	66%	61%	(r)	80%	83%	68%	50%

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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# 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

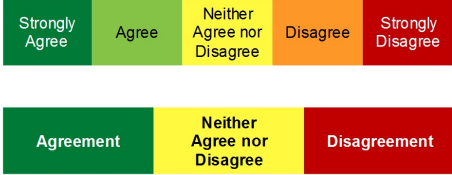
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.