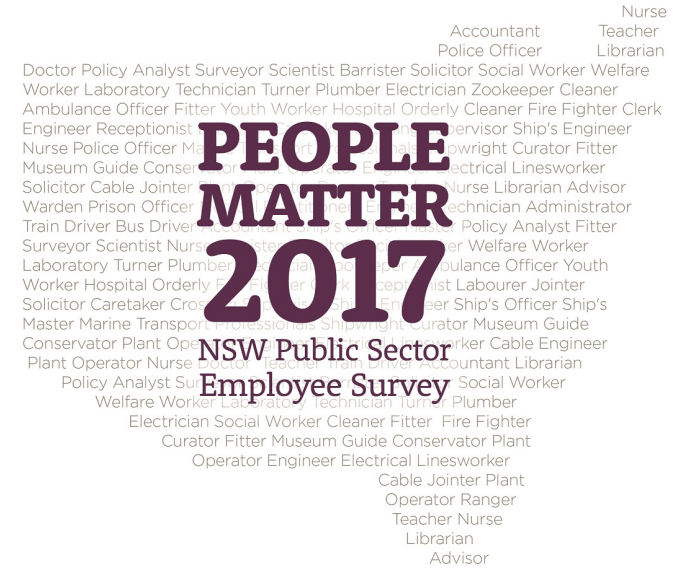


# PEOPLE MATTER 2017

## NSW Public Sector Employee Survey



### DEPARTMENT REPORT

Health

## Ministry of Health

## RESPONSE RATE

# 93%

705 OF 762 TOTAL RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 66%

DIFFERENCE FROM 2016 +5

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR +1

## SENIOR MANAGERS

# 55%

DIFFERENCE FROM 2016 +10

DIFFERENCE FROM CLUSTER +10

DIFFERENCE FROM PUBLIC SECTOR +8

## COMMUNICATION

# 66%

DIFFERENCE FROM 2016 +6

DIFFERENCE FROM CLUSTER +9

DIFFERENCE FROM PUBLIC SECTOR +7



## QUESTIONS ARE GROUPED INTO THEMES IN THIS REPORT.

This page compares the aggregate scores for key themes. The individual questions in each group are listed in the All Questions section. Comparisons with 2016 are not included where the number of questions were reduced for 2017.

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

Response Rate: some entities exceed 100% where responses were greater than the employee headcount. This is thought to be primarily due to employees selecting the wrong work location in the survey or closing a partially completed survey then needing to start a new one if their password is forgotten or lost.

## ENGAGEMENT WITH WORK

# 73%

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR +1

## HIGH PERFORMANCE

# 67%

DIFFERENCE FROM CLUSTER +4

DIFFERENCE FROM PUBLIC SECTOR +4

## PUBLIC SECTOR VALUES

# 67%

DIFFERENCE FROM CLUSTER +9

DIFFERENCE FROM PUBLIC SECTOR +7

## DIVERSITY & INCLUSION

# 73%

DIFFERENCE FROM CLUSTER +8

DIFFERENCE FROM PUBLIC SECTOR +6

# KEY DRIVERS OF ENGAGEMENT



## WHAT TO FOCUS ON?

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

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

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

		AGREEMENT	% AGREEMENT 2016	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	<b>Q7f.</b> My organisation is committed to developing its employees	<b>53%</b>	55%	49%	50%
2	<b>Q6h.</b> I feel that senior managers listen to employees	<b>51%</b>	37%	38%	41%
3	<b>Q1c.</b> My job gives me a feeling of personal accomplishment	<b>75%</b>	67%	76%	75%
4	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>75%</b>	72%	67%	69%
5	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>56%</b>	42%	43%	44%
6	<b>Q3g.</b> I am satisfied with the opportunities available for career development in my organisation	<b>51%</b>	45%	51%	48%

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

2a.	My workgroup strives to achieve customer/client satisfaction	87%
1a.	I understand what is expected of me to do well in my role	86%
2c.	I receive help and support from other members of my workgroup	82%
5b.	My manager listens to what I have to say	81%
2e.	People in my workgroup treat each other with respect	80%
2b.	My workgroup works collaboratively to achieve its objectives	78%
5d.	My manager encourages and values employee input	78%
5g.	My manager provides acknowledgement or other recognition for the work I do	78%
4a.	I am paid fairly for the work I do	77%
8b.	Personal background is not a barrier to success in my organisation	77%

## - LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

9a.	I have confidence in the ways my organisation resolves grievances	31%
7c.	I feel that change is managed well in my organisation	40%
5h.	My manager appropriately deals with employees who perform poorly	42%
7g.	I have confidence in the way recruitment decisions are made	45%
6d.	Senior managers encourage innovation by employees	47%
7d.	There is good co-operation between teams across our organisation	49%
6h.	I feel that senior managers listen to employees	51%
7e.	People in my organisation take responsibility for their own actions	51%
3g.	I am satisfied with the opportunities available for career development in my organisation	51%
14.	I believe action will be taken on the results from this survey by my organisation	51%



### 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
6b. I feel that senior managers effectively lead and manage change	56%	42%
6c. I feel that senior managers model the values of my organisation	60%	47%
6a. I believe senior managers provide clear direction for the future of the organisation	62%	48%
6h. I feel that senior managers listen to employees	51%	37%
1e. I am satisfied with my job	68%	56%
7m. My organisation inspires me to do the best in my job	60%	49%
1b. I am provided with the support I need to do my best at work	69%	58%
7i. I would recommend my organisation as a great place to work	63%	53%
14. I believe action will be taken on the results from this survey by my organisation	51%	42%
7k. I feel a strong personal attachment to my organisation	60%	51%

## - LEAST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

	AGREEMENT 2017	AGREEMENT 2016
9a. I have confidence in the ways my organisation resolves grievances	31%	36%
7f. My organisation is committed to developing its employees	53%	55%
4a. I am paid fairly for the work I do	77%	78%



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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



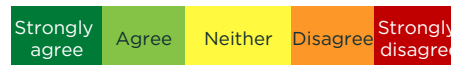
## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

EMPLOYEE ENGAGEMENT	66%	RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q7i. I would recommend my organisation as a great place to work	16	47	25	8	63%	53%	59%	60%
Q7j. I am proud to tell others I work for my organisation	24	49	19		73%	64%	67%	68%
Q7k. I feel a strong personal attachment to my organisation	19	41	26	10	60%	51%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives	14	45	27	10	59%	53%	52%	53%
Q7m. My organisation inspires me to do the best in my job	16	45	25	10	60%	49%	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	27	48	13	9	75%	67%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	31	46	12	8	77%	72%	72%	72%
Q1e. I am satisfied with my job	20	48	17	11	68%	56%	68%	68%

KEY





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SENIOR MANAGERS	55% 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	16	45	20	13	62%	48%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	14	42	25	12	56%	42%	43%	44%
Q6c. I feel that senior managers model the values of my organisation	16	44	23	11	60%	47%	45%	48%
Q6d. Senior managers encourage innovation by employees	9	38	33	14	47%	41%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	49	25	8	63%	55%	47%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	15	49	24	9	64%	55%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	11	42	24	16	53%	45%	42%	45%
Q6h. I feel that senior managers listen to employees	11	40	30	13	51%	37%	38%	41%
Q7c. I feel that change is managed well in my organisation	8	32	30	21	40%	34%	41%	39%

KEY







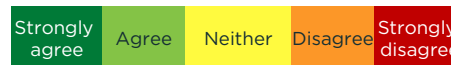
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COMMUNICATION	66% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	31	42	13	9	73%	70%	68%	70%	
Q5d. My manager encourages and values employee input	34	44	12		78%	73%	68%	71%	
Q5e. My manager involves my workgroup in decisions about our work	28	42	16	11	70%	66%	63%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	11	42	24	16	7	53%	45%	42%	45%
Q6h. I feel that senior managers listen to employees	11	40	30	13		51%	37%	38%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	54	14			74%	71%	65%	66%

KEY





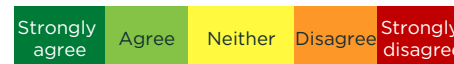
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HIGH PERFORMANCE	67% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	31	55	7		86%	79%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	32	47	11	9	78%	74%	77%	78%
Q3f. I have received appropriate training and development to do my job well	18	42	23	12	60%	57%	68%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	29	48	13	8	77%	73%	70%	72%
Q5f. I have confidence in the decisions my manager makes	33	41	14		74%	67%	64%	67%
Q6d. Senior managers encourage innovation by employees	9	38	33	14	47%	41%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	49	25	8	63%	55%	47%	51%
Q7a. My organisation focuses on improving the work we do	19	56	18		75%	72%	67%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	14	47	28	8	61%	60%	55%	57%

KEY





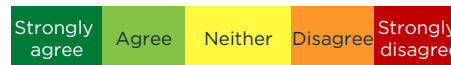
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	HIGH PERFORMANCE				67% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	8	41	27	18	49%	45%	48%	47%				
Q7h. My organisation generally selects capable people to do the job	9	57	25		66%	61%	53%	52%				

KEY





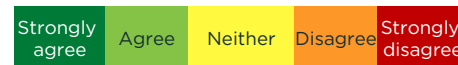
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PUBLIC SECTOR VALUES		67% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q2a. My workgroup strives to achieve customer/client satisfaction		39	49	8	0	0	87%	81%	86%	85%
Q2e. People in my workgroup treat each other with respect		37	43	10	0	0	80%	79%	70%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		29	48	13	8	0	77%	73%	70%	72%
Q5b. My manager listens to what I have to say		35	46	10	0	0	81%	74%	71%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		16	45	20	13	0	62%	48%	45%	48%
Q6c. I feel that senior managers model the values of my organisation		16	44	23	11	0	60%	47%	45%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		15	49	24	9	0	64%	55%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		11	42	24	16	7	53%	45%	42%	45%
Q6h. I feel that senior managers listen to employees		11	40	30	13	0	51%	37%	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		67% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do				75%	72%	67%	69%
Q7e. People in my organisation take responsibility for their own actions				51%	47%	47%	47%

### KEY





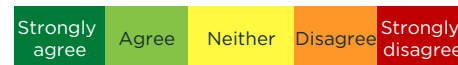
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DIVERSITY & INCLUSION		73% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		69%	58%	64%	63%				
Q5b. My manager listens to what I have to say		81%	74%	71%	75%				
Q5d. My manager encourages and values employee input		78%	73%	68%	71%				
Q6i. Senior managers in my organisation support the career advancement of women		68%	60%	52%	58%				
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		76%	71%	72%	74%				
Q8b. Personal background is not a barrier to success in my organisation		77%	-	73%	74%				
Q8c. I am able to speak up and share a different view to my colleagues and manager		74%	71%	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>		61%	61%	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	55% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	9	36	32	14	8	45%	-	38%	35%
Q7h. My organisation generally selects capable people to do the job	9	57	25			66%	61%	53%	52%

KEY





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PERFORMANCE FRAMEWORK & DEVELOPMENT	58% 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		69%	63%	63%	63%
Q3e. My performance is assessed against clear criteria		55%	49%	57%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation		51%	45%	51%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do		78%	72%	64%	67%
Q5h. My manager appropriately deals with employees who perform poorly		42%	36%	44%	44%
Q7f. My organisation is committed to developing its employees		53%	55%	49%	50%

KEY



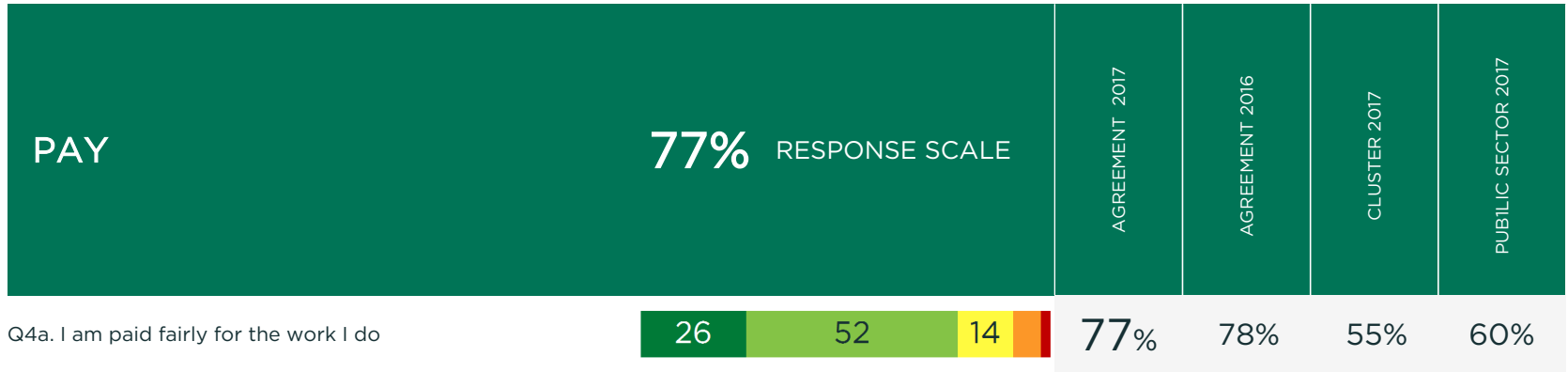




## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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



### KEY





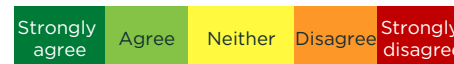
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WORKPLACE SUPPORT		73% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		69%	58%	64%	63%				
Q1f. I am able to keep my work stress at an acceptable level		67%	65%	61%	59%				
Q2c. I receive help and support from other members of my workgroup		82%	82%	79%	81%				
Q2d. There is good team spirit in my workgroup		74%	67%	66%	69%				

KEY





## EXPLORE THE FULL RESULTS

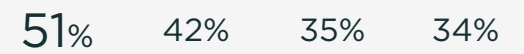
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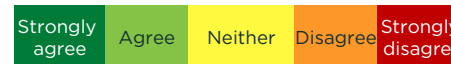
## ACTION ABOUT SURVEY RESULTS

**51%** RESPONSE SCALE

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



KEY

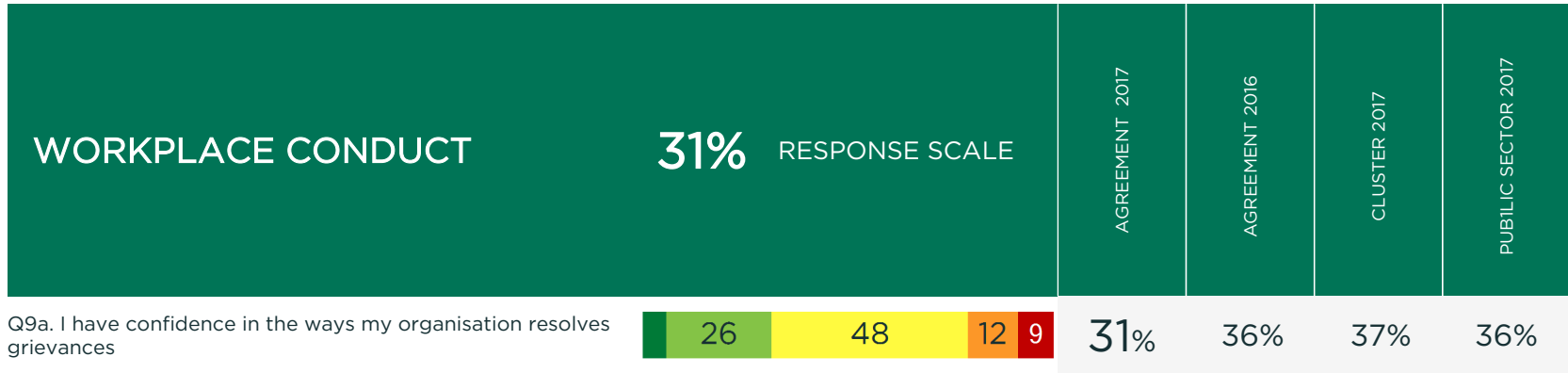




## EXPLORE THE FULL RESULTS

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		72%	67%	67%
No		28%	33%	33%
<b>Q3b.</b> I have informal feedback conversations with my manager				
Yes		78%	73%	75%
No		22%	27%	25%
<b>Q3c.</b> I have scheduled feedback conversations with my manager				
Yes		63%	56%	57%
No		37%	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		49%	40%	41%
No		51%	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		34%	32%	30%
Lack of visible opportunities		33%	30%	31%
Lack of promotion opportunities		29%	27%	30%
Lack of support from my manager / supervisor		13%	15%	14%
Geographic location considerations		17%	24%	28%
Personal / family considerations		23%	32%	33%
Insufficient training and development		12%	14%	16%
Lack of required capabilities or experience		11%	10%	11%
Lack of support for temporary assignments/secondments		14%	14%	15%
The application/recruitment process is too cumbersome or time consuming		19%	16%	23%
Other		8%	8%	9%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
<b>Q10a.</b> In the last 12 months I have witnessed misconduct/wrongdoing at work				
Yes		19%	30%	25%
No		69%	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		56%	66%	63%
No		42%	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		28%	40%	33%
No		63%	51%	58%
Don't know		9%	9%	9%
<b>Q10d.</b> In the last 12 months I have been subjected to bullying at work				
Yes		16%	22%	18%
No		79%	72%	76%
Don't know		5%	6%	6%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
<b>Q10e.</b> Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months.				
A senior manager		28%	19%	22%
Your immediate manager/supervisor		28%	24%	24%
A fellow worker at your level		28%	31%	27%
A subordinate		6%	6%	8%
A client or customer		1%	2%	2%
A member of the public other than a client or customer		1%	1%	1%
Other		3%	5%	4%
Prefer not to say		6%	12%	13%



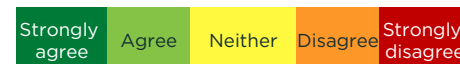
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HEALTH QUESTIONS	RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q1. Morale is good in my team	18	49	16	12	67%	60%	60%
Q2. I believe I am valued for what I can offer at my workplace	22	54	11	8	76%	72%	69%
Q3. In my workplace, we recognise our successes and innovations	18	52	18	8	70%	65%	64%
Q4. Staff are treated respectfully regardless of their job	22	51	15	8	73%	72%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	18	44	22	9	62%	51%	51%
Q6. Overall, I have confidence in the decisions made by my senior managers	18	51	20	7	68%	59%	51%

KEY





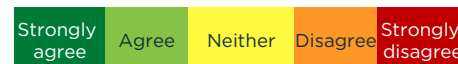
## EXPLORE THE FULL RESULTS

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	14	51	19	11	65%	52%	54%
Q8. Where I work, we share the lessons learnt when mistakes are made	12	50	21	12	63%	56%	67%
Q9. My team's objectives/work plans are clearly outlined	15	49	20	11	64%	60%	64%
Q10. Our objectives/work plans help us to deliver a quality service	15	49	23	9	64%	59%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	11	30	37	14	42%	37%	41%

KEY



# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		29%
Female		70%
Other		1%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		2%
25 -29	■	10%
30 - 34	■	16%
35 - 39	■	14%
40 - 44	■	13%
45 - 49	■	12%
50 - 54	■	13%
55 - 59	■	13%
60 - 64	■	6%
65+		2%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you speak a language other than English at home?</b>		
Yes		22%
No		75%
Prefer not to say		3%
<b>Are you of Aboriginal and/or Torres Strait Islander origin?</b>		
Yes		2%
No		95%
Prefer not to say		3%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		4%
No		93%
Prefer not to say		3%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		11%
No		87%
Prefer not to say		2%

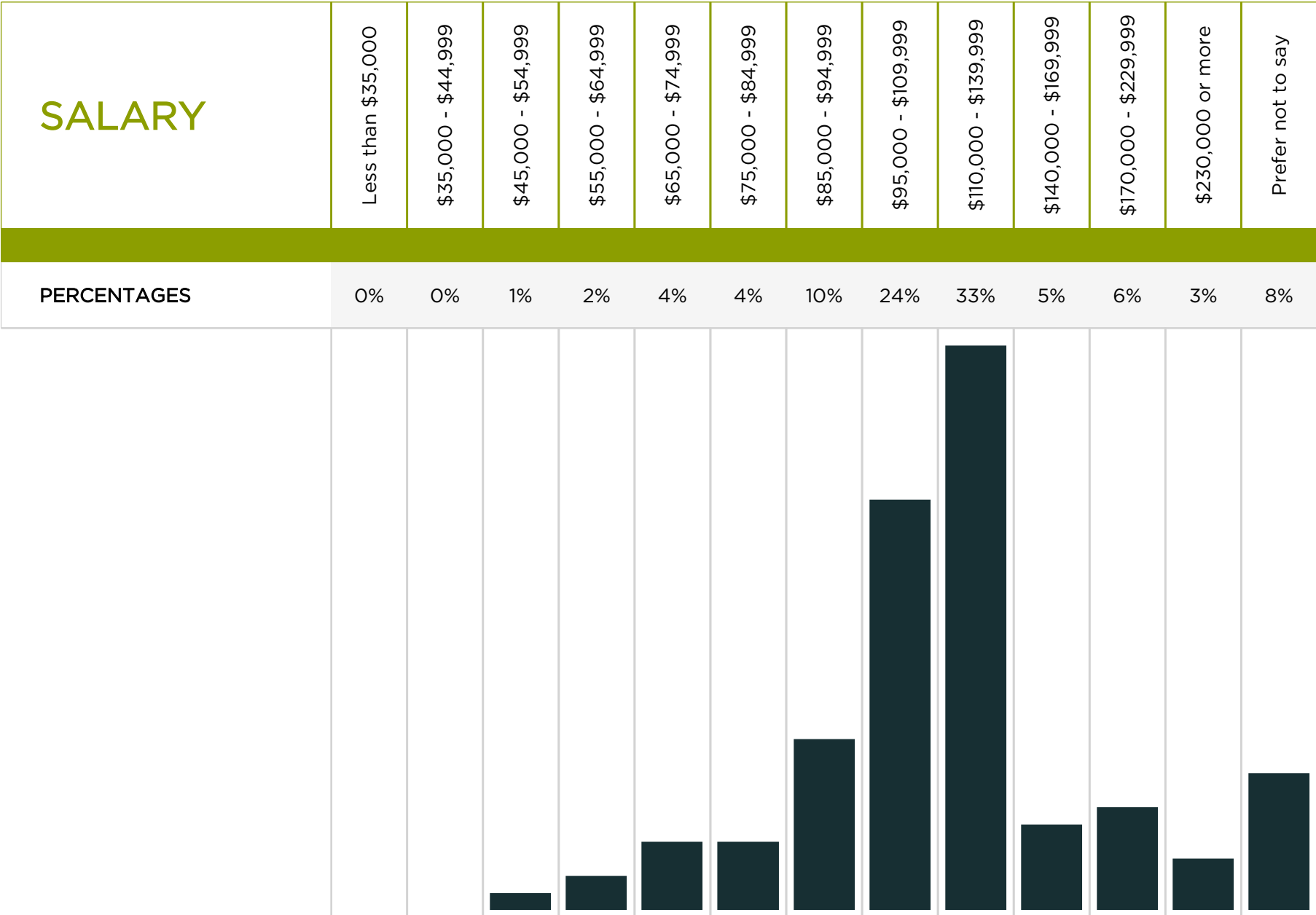


# PROFILE OF RESPONDENTS



## 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.

	Ministry of 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
NUMBER OF RESPONDENTS	705	20	16	46	125	264	16	120	14	51
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	69%	67%	64%	(r)	67%	(r)	69%
ENGAGEMENT WITH WORK	73%	(r)	(r)	72%	71%	72%	(r)	77%	(r)	82%
SENIOR MANAGERS	55%	(r)	(r)	63%	53%	57%	(r)	53%	(r)	55%
COMMUNICATION	66%	(r)	(r)	64%	67%	68%	(r)	69%	(r)	66%
HIGH PERFORMANCE	67%	(r)	(r)	68%	64%	68%	(r)	67%	(r)	69%
PUBLIC SECTOR VALUES	67%	(r)	(r)	67%	65%	69%	(r)	69%	(r)	65%
DIVERSITY & INCLUSION	73%	(r)	(r)	71%	72%	73%	(r)	74%	(r)	72%

### 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.

	Ministry of 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	705	1	2	6	15	24	24	67	161	221	36	42	21	51
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	(r)	(r)	(r)	(r)	66%	66%	63%	66%	76%	(r)	70%
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)	70%	71%	70%	77%	94%	(r)	80%
SENIOR MANAGERS	55%	(r)	(r)	(r)	(r)	(r)	(r)	60%	52%	49%	59%	65%	(r)	56%
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)	73%	65%	63%	71%	75%	(r)	68%
HIGH PERFORMANCE	67%	(r)	(r)	(r)	(r)	(r)	(r)	72%	65%	63%	69%	78%	(r)	68%
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	70%	65%	63%	70%	80%	(r)	70%
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)	(r)	(r)	(r)	76%	73%	70%	79%	81%	(r)	74%

### 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.

	Ministry of 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>	705	140	71	156	135	103	60
<b>EMPLOYEE ENGAGEMENT</b>	66%	69%	71%	64%	63%	63%	68%
ENGAGEMENT WITH WORK	73%	77%	81%	73%	67%	70%	77%
SENIOR MANAGERS	55%	69%	55%	54%	47%	50%	55%
COMMUNICATION	66%	75%	71%	66%	61%	61%	62%
HIGH PERFORMANCE	67%	75%	71%	66%	61%	62%	67%
PUBLIC SECTOR VALUES	67%	76%	70%	67%	60%	62%	67%
DIVERSITY & INCLUSION	73%	80%	77%	73%	68%	67%	72%

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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CUT OFF LIMIT OF 30 RESPONDENTS

# RESULT BY AGE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Ministry of 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	705	0	10	64	107	91	87	79	87	84	43	11
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	73%	68%	67%	63%	64%	62%	67%	65%	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	79%	75%	76%	67%	74%	75%	73%	72%	(r)
SENIOR MANAGERS	55%	(r)	(r)	66%	62%	56%	47%	55%	52%	53%	49%	(r)
COMMUNICATION	66%	(r)	(r)	79%	73%	69%	61%	69%	61%	64%	60%	(r)
HIGH PERFORMANCE	67%	(r)	(r)	75%	72%	70%	61%	65%	64%	67%	63%	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	76%	73%	68%	61%	66%	64%	68%	63%	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	84%	78%	72%	70%	73%	66%	72%	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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CUT OFF LIMIT OF 30 RESPONDENTS

# RESULT BY GENDER



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Ministry of Health	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>705</b>	<b>197</b>	<b>466</b>	<b>6</b>
<b>EMPLOYEE ENGAGEMENT</b>	66%	66%	66%	(r)
ENGAGEMENT WITH WORK	73%	75%	74%	(r)
SENIOR MANAGERS	55%	56%	55%	(r)
COMMUNICATION	66%	68%	66%	(r)
HIGH PERFORMANCE	67%	69%	67%	(r)
PUBLIC SECTOR VALUES	67%	68%	67%	(r)
DIVERSITY & INCLUSION	73%	74%	73%	(r)

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER 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.

	Ministry of 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	705	5	0	5	1	0	0	0	6	0	4	6	12	2
EMPLOYEE ENGAGEMENT	66%	(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	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Ministry of 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	705	54	171	61	4	0	6	0	0	0	5	1	0	28
EMPLOYEE ENGAGEMENT	66%	69%	63%	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	72%	71%	93%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	55%	65%	48%	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	69%	66%	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	67%	71%	63%	82%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	71%	64%	83%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	73%	72%	83%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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



# 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.

	Ministry of 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	705	2	0	0	0	0	0	0	3	56	116	0	0	0
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	71%	61%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	84%	64%	(r)	(r)	(r)
SENIOR MANAGERS	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	61%	58%	(r)	(r)	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74%	67%	(r)	(r)	(r)
HIGH PERFORMANCE	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	71%	67%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%	69%	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	76%	71%	(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.

	Ministry of 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
<b>NUMBER OF RESPONDENTS</b>	705	0	0	0	0	15	0	65	46
<b>EMPLOYEE ENGAGEMENT</b>	66%	(r)	(r)	(r)	(r)	(r)	(r)	67%	63%
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)	74%	62%
SENIOR MANAGERS	55%	(r)	(r)	(r)	(r)	(r)	(r)	55%	36%
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)	63%	52%
HIGH PERFORMANCE	67%	(r)	(r)	(r)	(r)	(r)	(r)	66%	54%
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	67%	51%
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)	(r)	(r)	(r)	73%	59%

### KEY

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## WHAT'S NEXT?

Sector employees have now given their feedback and these results show where actions and improvements are required.

Research has shown that a key reason why employees can become disengaged is if they are asked their opinion and then no action takes place as a result.

# 51%

of employees replied favourably to:

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

## 34%

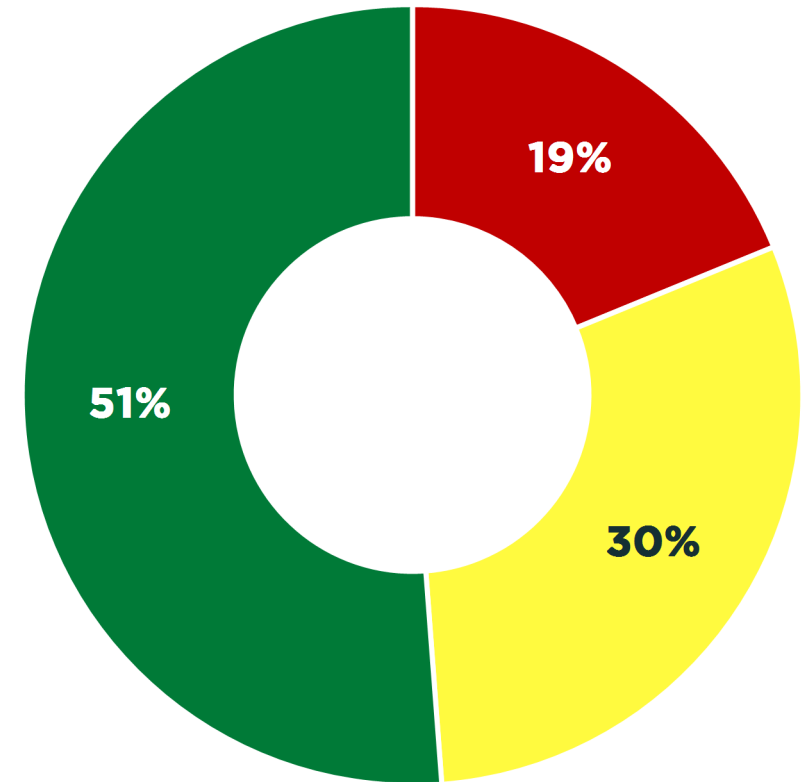
SECTOR

## 35%

CLUSTER

## 42%

2016



Agreement

Neither Agree nor Disagree

Disagreement

# GUIDE TO THIS REPORT

## **i** SURVEY TIME FRAME

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

## **i** PRIVACY

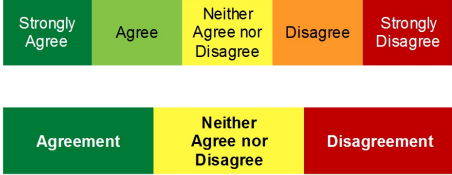
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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

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

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

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



## **i** ROUNDING

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

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

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

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