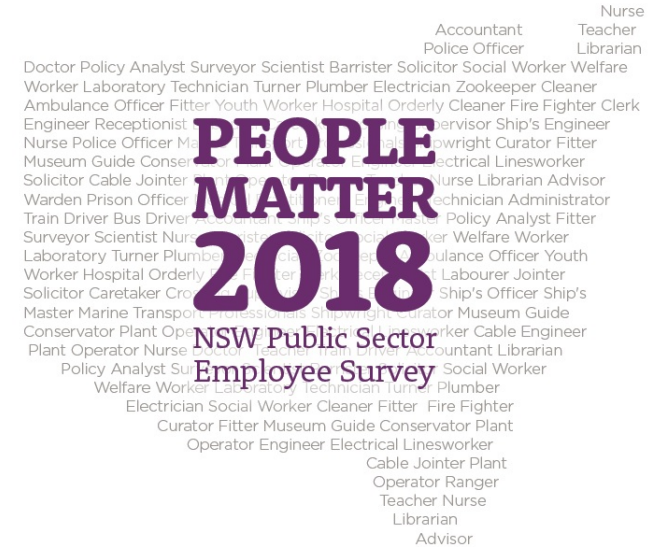

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Health

eHealth NSW

RESPONSE RATE

93%

1,001 OF 1,076 RESPONDENTS

EMPLOYEE ENGAGEMENT

70%

DIFFERENCE FROM 2017 0
DIFFERENCE FROM CLUSTER +5
DIFFERENCE FROM PUBLIC SECTOR +5

ENGAGEMENT WITH WORK

75%

DIFFERENCE FROM 2017 0
DIFFERENCE FROM CLUSTER +2
DIFFERENCE FROM PUBLIC SECTOR +2

SENIOR MANAGERS

61%

DIFFERENCE FROM 2017 -2
DIFFERENCE FROM CLUSTER +15
DIFFERENCE FROM PUBLIC SECTOR +12

COMMUNICATION

71%

DIFFERENCE FROM 2017 +1
DIFFERENCE FROM CLUSTER +12
DIFFERENCE FROM PUBLIC SECTOR +10

HIGH PERFORMANCE

70%

DIFFERENCE FROM 2017 -1
DIFFERENCE FROM CLUSTER +7
DIFFERENCE FROM PUBLIC SECTOR +6

PUBLIC SECTOR VALUES

71%

DIFFERENCE FROM 2017 -1
DIFFERENCE FROM CLUSTER +12
DIFFERENCE FROM PUBLIC SECTOR +9

DIVERSITY & INCLUSION

76%

DIFFERENCE FROM CLUSTER +10
DIFFERENCE FROM PUBLIC SECTOR +8

FLEXIBLE WORKING SATISFACTION

70%

DIFFERENCE FROM 2017 +3
DIFFERENCE FROM CLUSTER +12
DIFFERENCE FROM PUBLIC SECTOR +11

ACTION ON RESULTS

55%

DIFFERENCE FROM 2017 +2
DIFFERENCE FROM CLUSTER +19
DIFFERENCE FROM PUBLIC SECTOR +19



QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

This page compares the aggregate or individual scores for key topics. The individual questions in each group are listed in the All Questions section.

The Employee Engagement index 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

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
2a. My workgroup strives to achieve customer/client satisfaction	89%	91%
1a. I understand what is expected of me to do well in my role	88%	87%
2c. I receive help and support from other members of my workgroup	87%	86%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	84%	86%
2b. My workgroup works collaboratively to achieve its objectives	83%	86%
5b. My manager listens to what I have to say	83%	81%
2e. People in my workgroup treat each other with respect	83%	85%
1g. I know how to address a health and safety issue I have identified	81%	-
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	80%	82%
5a. My manager encourages people in my workgroup to keep improving the work they do	80%	80%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
7g. I have confidence in the way recruitment decisions are made	50%	49%
9a. I have confidence in the ways my organisation resolves grievances	52%	52%
7c. I feel that change is managed well in my organisation	52%	53%
5h. My manager appropriately deals with employees who perform poorly	52%	50%
3e. My performance is assessed against clear criteria	53%	53%
3g. I am satisfied with the opportunities available for career development in my organisation	53%	54%
14. I believe action will be taken on the results from this survey by my organisation	55%	53%
7d. There is good co-operation between teams across our organisation	56%	55%
6h. I feel that senior managers listen to employees	56%	56%
7e. People in my organisation take responsibility for their own actions	57%	58%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

MOST AND LEAST IMPROVED QUESTIONS

+ MOST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
6i. Senior managers in my organisation support the career advancement of women	62%	56%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	70%	67%
5e. My manager involves my workgroup in decisions about our work	75%	73%
5h. My manager appropriately deals with employees who perform poorly	52%	50%
5c. My manager communicates effectively with me	79%	76%
5b. My manager listens to what I have to say	83%	81%
14. I believe action will be taken on the results from this survey by my organisation	55%	53%
1a. I understand what is expected of me to do well in my role	88%	87%
1c. My job gives me a feeling of personal accomplishment	76%	74%
7g. I have confidence in the way recruitment decisions are made	50%	49%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
7b. My organisation is making the necessary improvements to meet our future challenges	68%	73%
3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	67%	72%
6c. I feel that senior managers model the values of my organisation	61%	65%
7a. My organisation focuses on improving the work we do	75%	79%
3f. I have received appropriate training and development to do my job well	59%	62%
2e. People in my workgroup treat each other with respect	83%	85%
5g. My manager provides acknowledgement or other recognition for the work I do	76%	79%
7i. I would recommend my organisation as a great place to work	69%	72%
6b. I feel that senior managers effectively lead and manage change	60%	63%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	63%	65%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are the questions that have shown the greatest percentage increase and decrease in agreement, based on respondents who have selected 'Strongly agree' and 'Agree'.

HIGHEST NEUTRAL SCORING QUESTIONS

AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

Q9a. I have confidence in the ways my organisation resolves grievances



Q11. Overall, I believe the culture at my workplace has improved in the last 12 months



Q5h. My manager appropriately deals with employees who perform poorly



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



Q7g. I have confidence in the way recruitment decisions are made



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

Q9a. I have confidence in the ways my organisation resolves grievances



Q11. Overall, I believe the culture at my workplace has improved in the last 12 months



Q5h. My manager appropriately deals with employees who perform poorly



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



Q7g. I have confidence in the way recruitment decisions are made



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

Q9a. I have confidence in the ways my organisation resolves grievances



Q11. Overall, I believe the culture at my workplace has improved in the last 12 months



Q5h. My manager appropriately deals with employees who perform poorly



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



Q7g. I have confidence in the way recruitment decisions are made



FIND YOUR HIGHEST NEUTRAL SCORES

THESE ARE YOUR HIGHEST NEUTRAL SCORING QUESTIONS

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT?
(STRENGTHS)

- WHAT ARE EMPLOYEES MOST NEUTRAL ABOUT? WHERE A LOT OF EMPLOYEES ARE RESPONDING 'NEITHER AGREE NOR DISAGREE' (% NEUTRAL), THIS MAY INDICATE MIXED VIEWS OR INCONSISTENT EXPERIENCES.
(AREAS OF POTENTIAL)

- WHAT ARE EMPLOYEES MOST NEGATIVE ABOUT?
(AREAS OF CONCERN)



WHAT'S NEXT?

Sector employees have 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.

55%

of employees replied favourably to:

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

37%

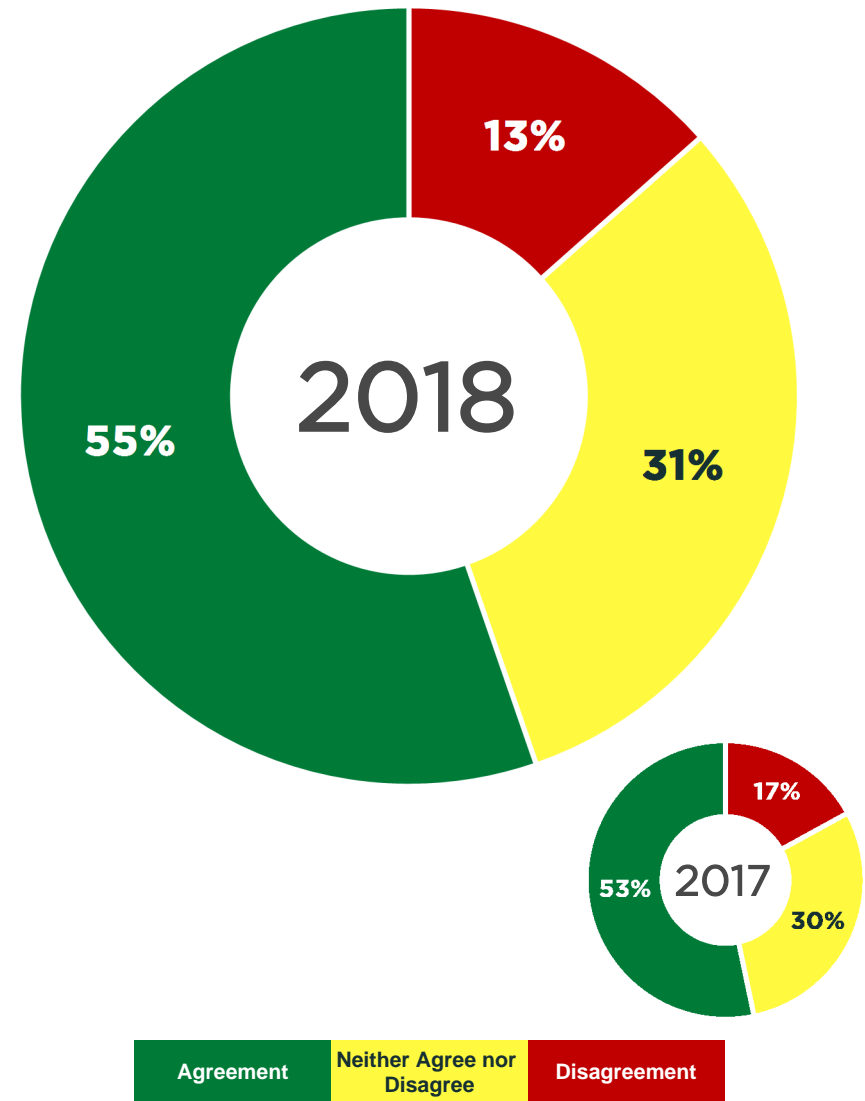
SECTOR

36%

CLUSTER

53%

2017



KEY DRIVERS OF ENGAGEMENT



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 level.

The questions are ranked in order of influence. In prioritising areas for action, it is common to focus on items with a low agreement score but higher in the ranked list of drivers, as they have higher impact. Variation of drivers within the organisation and business priorities should be considered.

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

RANK

		% AGREEMENT 2018	% AGREEMENT 2017	% AGREEMENT PARENT*	% AGREEMENT PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	61%	61%	51%	52%
2	Q7a. My organisation focuses on improving the work we do	75%	79%	68%	69%
3	Q7b. My organisation is making the necessary improvements to meet our future challenges	68%	73%	56%	57%
4	Q6c. I feel that senior managers model the values of my organisation	61%	65%	47%	50%
5	Q6b. I feel that senior managers effectively lead and manage change	60%	63%	44%	46%
6	Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	63%	65%	48%	52%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for eHealth NSW

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	eHealth NSW	Clinical Engagement and Patient Safety & OCE	Customer Engagement & Service Transitions	Investment, Strategy and Architecture	Program Delivery	Service Delivery
NUMBER OF RESPONDENTS	1001	20	30	22	249	637
EMPLOYEE ENGAGEMENT	70%	70%	58%	71%	69%	71%
ENGAGEMENT WITH WORK	75%	83%	51%	67%	77%	75%
SENIOR MANAGERS	61%	69%	45%	66%	59%	63%
COMMUNICATION	71%	77%	47%	72%	74%	71%
HIGH PERFORMANCE	70%	76%	53%	67%	69%	72%
PUBLIC SECTOR VALUES	71%	78%	60%	75%	71%	72%
DIVERSITY & INCLUSION	76%	84%	52%	75%	79%	76%

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 topics 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	70% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q7i. I would recommend my organisation as a great place to work	25	44	22	69%	72%	61%	61%	
Q7j. I am proud to tell others I work for my organisation	31	45	18	76%	78%	69%	69%	
Q7k. I feel a strong personal attachment to my organisation	24	40	26	64%	66%	62%	63%	
Q7l. My organisation motivates me to help it achieve its objectives	21	43	25	8	65%	65%	54%	55%
Q7m. My organisation inspires me to do the best in my job	23	40	26	7	63%	64%	55%	55%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics 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.

ENGAGEMENT WITH WORK	75% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q1c. My job gives me a feeling of personal accomplishment	27	48	14	76%	74%	77%	76%	
Q1d. I feel motivated to contribute more than what is normally required at work	31	45	16	76%	76%	72%	72%	
Q1e. I am satisfied with my job	24	49	16	8	73%	72%	70%	69%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics 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.

SENIOR MANAGERS	61% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	20	44	21	10	64%	66%	46%	49%
Q6b. I feel that senior managers effectively lead and manage change	19	41	25	10	60%	63%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	20	41	26	9	61%	65%	47%	50%
Q6d. Senior managers encourage innovation by employees	18	44	28	8	62%	62%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	18	45	27		63%	65%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	24	49	20		73%	75%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	18	43	24	10	61%	60%	44%	47%
Q6h. I feel that senior managers listen to employees	18	38	29	10	56%	56%	40%	43%
Q7c. I feel that change is managed well in my organisation	14	38	28	15	52%	53%	42%	40%

KEY





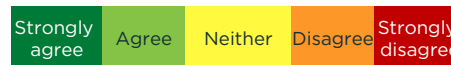
EXPLORE THE FULL RESULTS

Questions are grouped by topics 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.

COMMUNICATION	71% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q5c. My manager communicates effectively with me	38	40	12	79%	76%	70%	72%	
Q5d. My manager encourages and values employee input	39	39	14	78%	79%	70%	72%	
Q5e. My manager involves my workgroup in decisions about our work	35	40	14	7	75%	73%	65%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	18	43	24	10	61%	60%	44%	47%
Q6h. I feel that senior managers listen to employees	18	38	29	10	56%	56%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	29	49	14		78%	78%	66%	67%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics 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.

	70% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1a. I understand what is expected of me to do well in my role	37	52	88%	87%	92%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	40	43	83%	86%	79%	79%
Q3f. I have received appropriate training and development to do my job well	20	39	59%	62%	70%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	34	46	80%	80%	71%	74%
Q5f. I have confidence in the decisions my manager makes	37	39	76%	74%	65%	68%
Q6d. Senior managers encourage innovation by employees	18	44	62%	62%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	18	45	63%	65%	48%	52%
Q7a. My organisation focuses on improving the work we do	22	53	75%	79%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	23	46	68%	73%	56%	57%

KEY

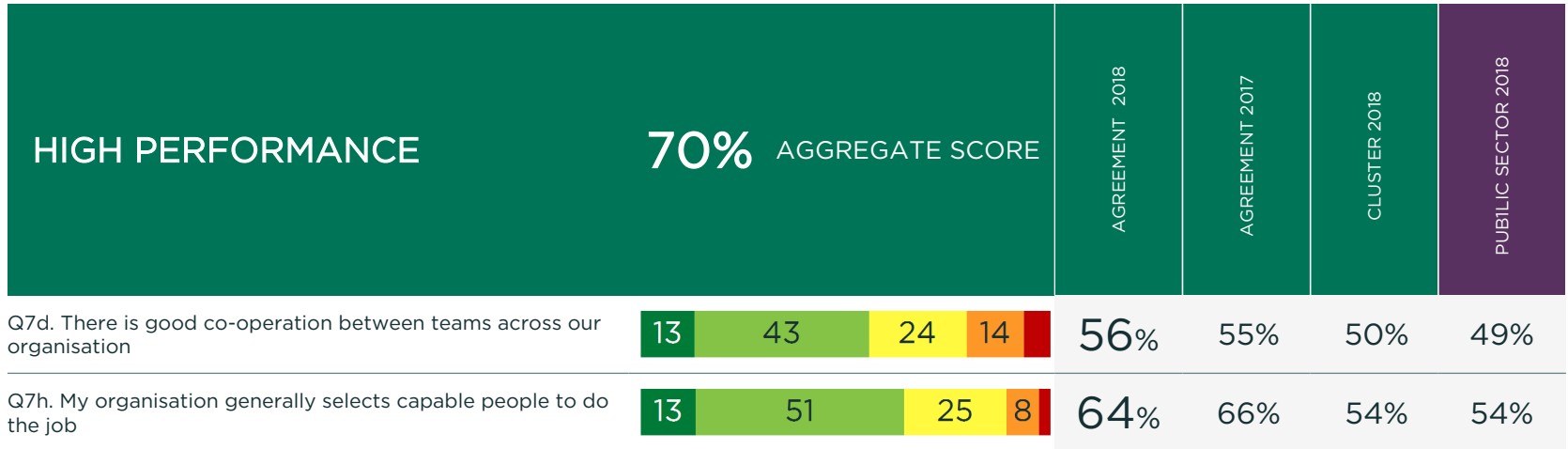




EXPLORE THE FULL RESULTS

Questions are grouped by topics 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 topics 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	71% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q2a. My workgroup strives to achieve customer/client satisfaction	45	44	8	89%	91%	87%	86%	
Q2e. People in my workgroup treat each other with respect	41	42	11	83%	85%	71%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	34	46	13	80%	80%	71%	74%	
Q5b. My manager listens to what I have to say	40	43	10	83%	81%	73%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	20	44	21	10	64%	66%	46%	49%
Q6c. I feel that senior managers model the values of my organisation	20	41	26	9	61%	65%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	24	49	20		73%	75%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	18	43	24	10	61%	60%	44%	47%
Q6h. I feel that senior managers listen to employees	18	38	29	10	56%	56%	40%	43%

KEY





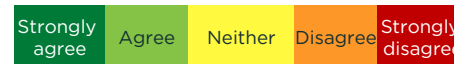
EXPLORE THE FULL RESULTS

Questions are grouped by topics 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		71% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do				75%	79%	68%	69%
Q7e. People in my organisation take responsibility for their own actions				57%	58%	49%	49%

KEY





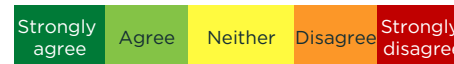
EXPLORE THE FULL RESULTS

Questions are grouped by topics 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.

DIVERSITY & INCLUSION	76% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	27	49	13	8	76%	76%	66%	65%
Q5b. My manager listens to what I have to say	40	43	10	7	83%	81%	73%	76%
Q5d. My manager encourages and values employee input	39	39	14	9	78%	79%	70%	72%
Q6i. Senior managers in my organisation support the career advancement of women	24	38	29	9	62%	56%	54%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	34	50	12	6	84%	86%	74%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	34	46	12	8	80%	82%	75%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	29	49	14	8	78%	78%	66%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	31	39	17	9	70%	67%	58%	59%
Q8e. My manager supports flexible working in my team	34	40	16	10	74%	-	61%	63%

KEY

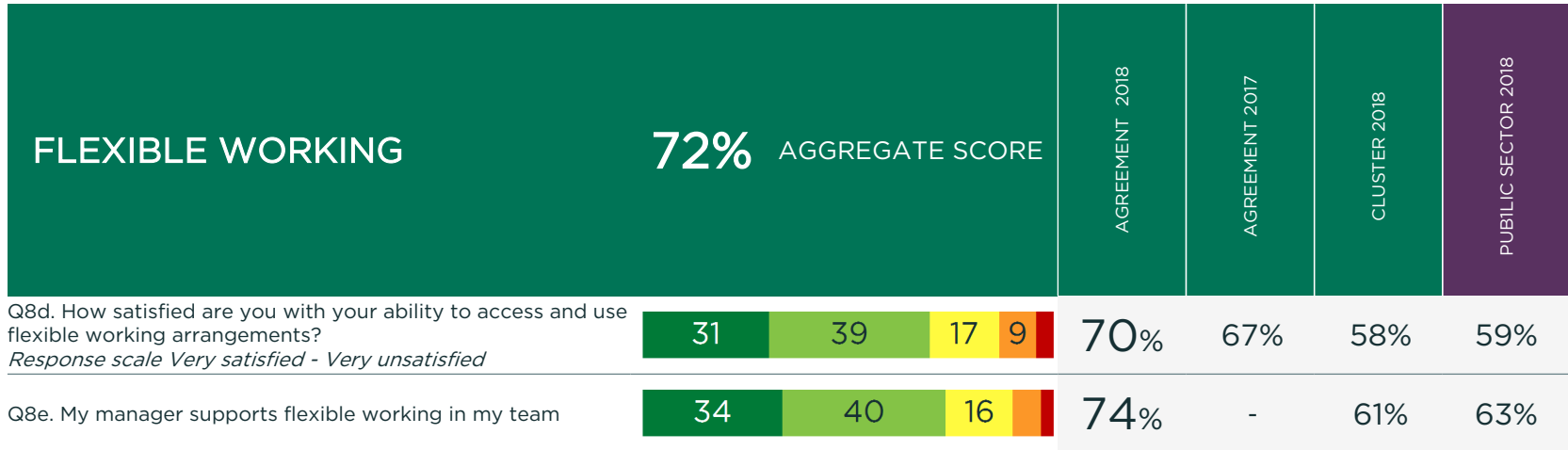




EXPLORE THE FULL RESULTS

Questions are grouped by topics 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

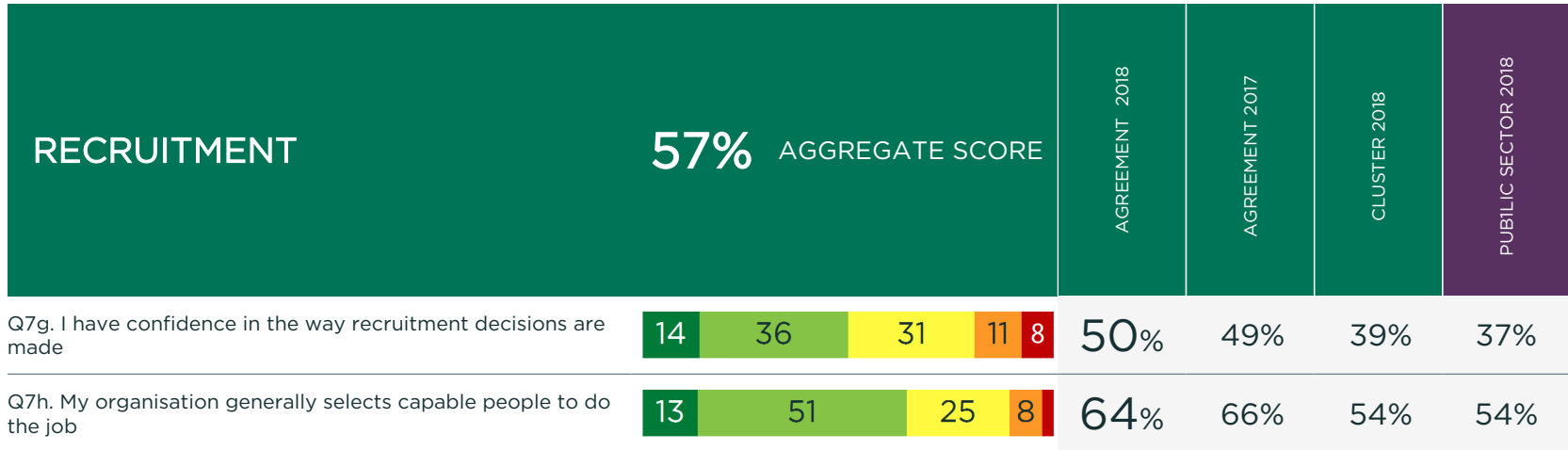




EXPLORE THE FULL RESULTS

Questions are grouped by topics 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 topics in this report.

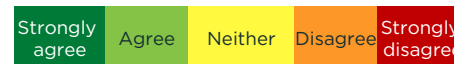
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT

60% AGGREGATE SCORE

		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	24 43 21 9	67%	72%	65%	65%
Q3e. My performance is assessed against clear criteria	18 35 30 13	53%	53%	60%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	17 36 26 14 7	53%	54%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	37 39 14	76%	79%	66%	69%
Q5h. My manager appropriately deals with employees who perform poorly	21 31 33 9	52%	50%	46%	46%
Q7f. My organisation is committed to developing its employees	16 45 27 7	61%	61%	51%	52%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics 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	78% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	27	49	13	8	76%	76%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	21	51	16	8	72%	73%	62%	60%
Q2c. I receive help and support from other members of my workgroup	42	45	8		87%	86%	80%	81%
Q2d. There is good team spirit in my workgroup	39	39	12		78%	79%	68%	70%

KEY

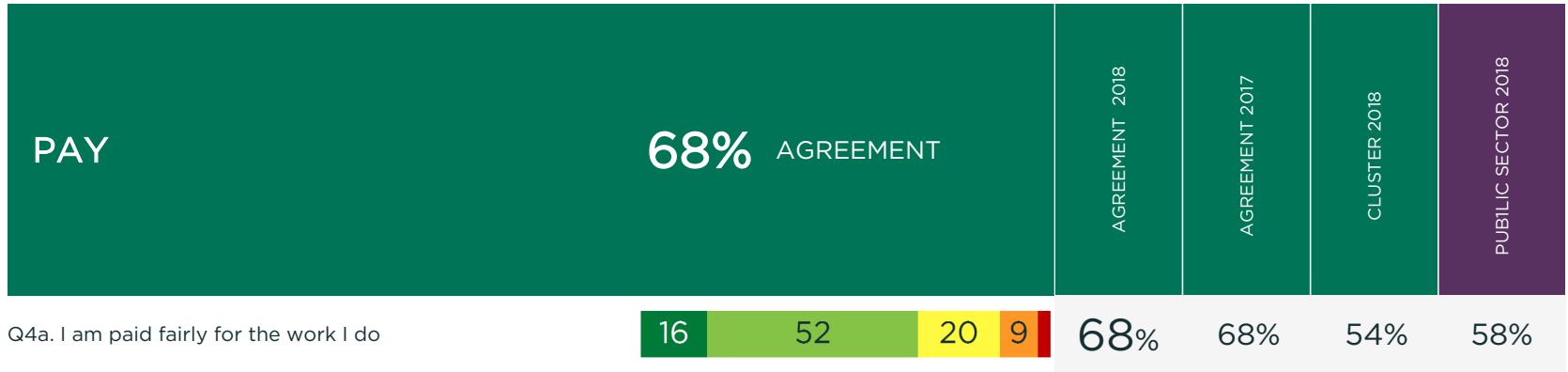




EXPLORE THE FULL RESULTS

Questions are grouped by topics 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

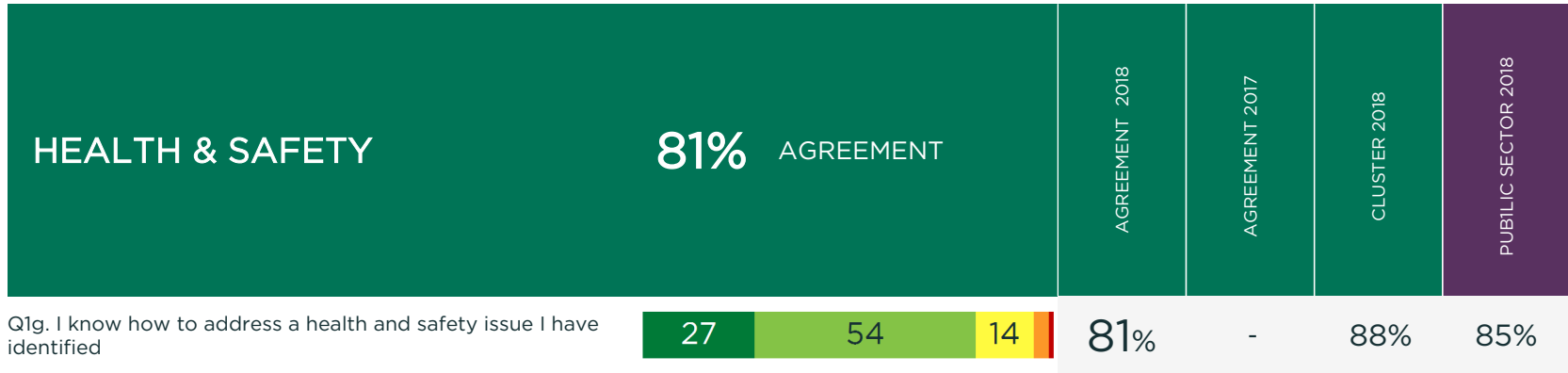




EXPLORE THE FULL RESULTS

Questions are grouped by topics 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

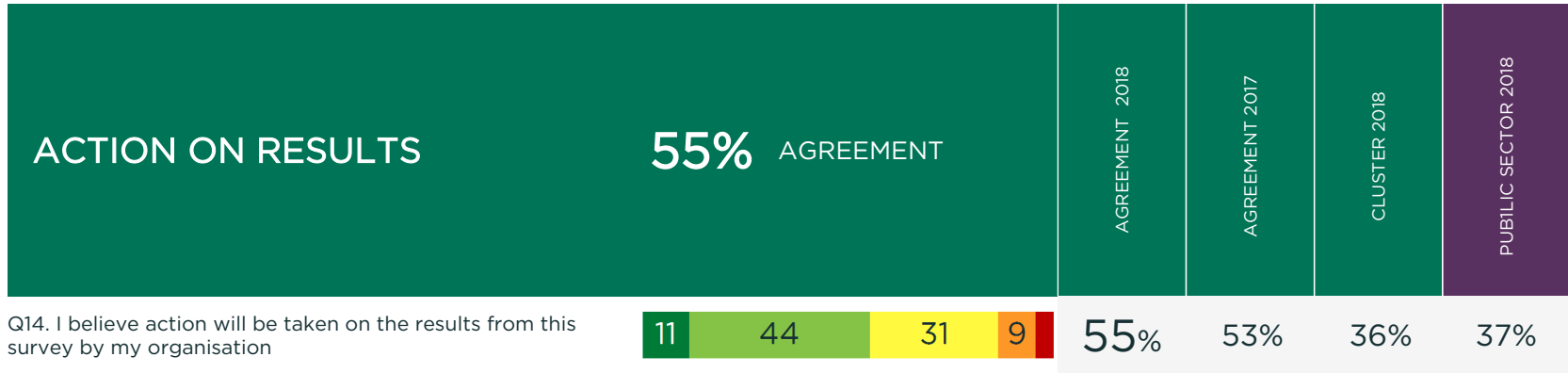




EXPLORE THE FULL RESULTS

Questions are grouped by topics 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

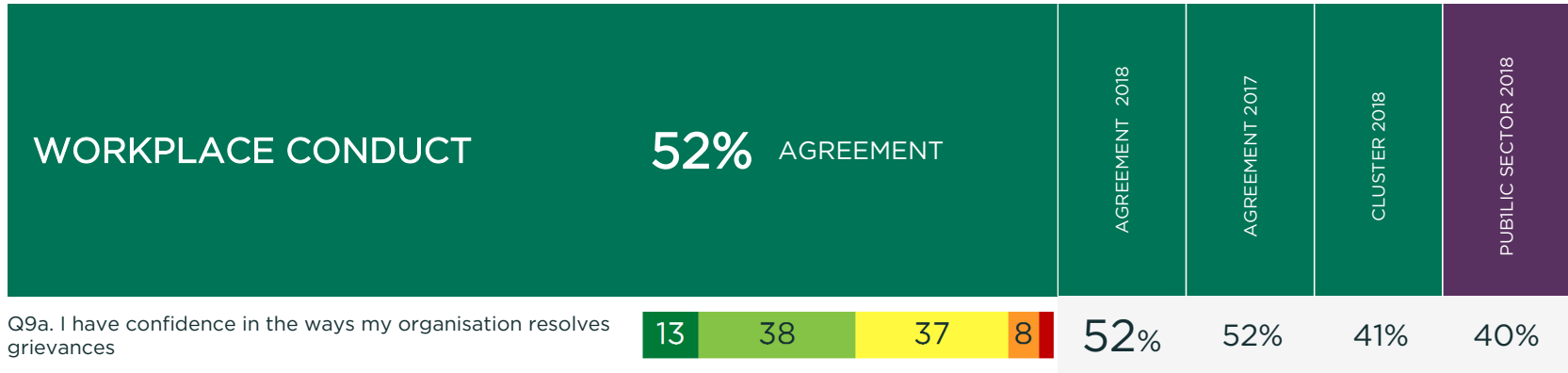




EXPLORE THE FULL RESULTS

Questions are grouped by topics 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 topics in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		53%	55%	69%	71%
No		47%	45%	31%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		79%	79%	74%	76%
No		21%	21%	26%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		56%	57%	57%	58%
No		44%	43%	43%	42%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

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?

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		42%	44%	40%	41%
No		58%	56%	60%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

Q3i. Are there barriers preventing you from moving to another role?

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
There are no major barriers to my career progression		42%	43%	34%	32%
Lack of visible opportunities		28%	26%	29%	30%
Lack of promotion opportunities		25%	28%	27%	29%
Geographic location considerations		21%	22%	23%	26%
Personal/family considerations		19%	20%	29%	30%
Insufficient training and development		16%	13%	15%	16%
The application/recruitment process is too cumbersome or time consuming		15%	14%	18%	23%
Lack of required capabilities or experience		13%	11%	10%	11%
Lack of support for temporary assignments/secondments		13%	10%	14%	15%
Lack of support from my manager/supervisor		11%	11%	15%	14%
Other		11%	8%	9%	9%

% are calculated with the number of unique respondents (N = 957 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		15%	15%	28%	24%
No		63%	71%	54%	58%
Don't know		22%	14%	17%	18%

Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?

Yes		55%	49%	69%	66%
No		43%	49%	29%	32%
Don't know		2%	2%	2%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q11a. In the last 12 months I have witnessed bullying at work					
Yes		17%	21%	39%	33%
No		72%	70%	52%	57%
Don't know		12%	10%	9%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		10%	13%	21%	18%
No		83%	82%	73%	76%
Don't know		7%	6%	6%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

Q11c. 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 fellow worker at your level		27%	35%	32%	27%
A senior manager		26%	15%	18%	21%
Your Immediate Manager/Supervisor		25%	27%	23%	23%
Prefer not to say		16%	15%	13%	14%
Other		3%	7%	6%	4%
A subordinate		2%	2%	6%	7%
A client or customer		1%	-	2%	2%
A member of the public other than a client or customer	(r)				



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

Q12a. In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work

	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	1%	-	5%	3%
No	97%	-	93%	94%
Don't know	3%	-	2%	2%

Q12b. If yes to 12a, please indicate the role of the person who has been the source of the most serious physical harm and/or sexual harassment or abuse you have been subjected to in the last 12 months

A person at work	(r)
A member of the public	(r)
Other	(r)
Prefer not to say	(r)



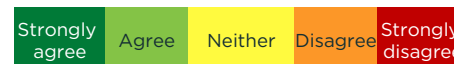
EXPLORE THE FULL RESULTS

Questions are grouped by topics 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 CUSTOMISED QUESTIONS					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q1. Morale is good in my team	26	52	12	8	77%	75%	62%
Q2. I believe I am valued for what I can offer at my workplace	29	50	12		79%	78%	70%
Q3. In my workplace, we recognise our successes and innovations	26	50	17		76%	76%	66%
Q4. Staff are treated respectfully regardless of their job	30	52	11		82%	82%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	23	46	20		68%	70%	53%

KEY





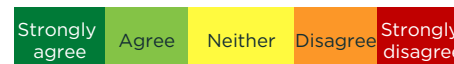
EXPLORE THE FULL RESULTS

Questions are grouped by topics 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 CUSTOMISED QUESTIONS					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q6. Overall, I have confidence in the decisions made by my senior managers	22	46	22		68%	71%	52%
Q7. I have a say in decisions which affect my work	18	50	19	10	68%	68%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made	23	53	15		76%	73%	68%
Q9. My team's objectives/work plans are clearly outlined	21	49	19	9	70%	71%	66%
Q10. Our objectives/work plans help us to deliver a quality service	24	49	20		73%	72%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	19	35	33	9	54%	56%	44%

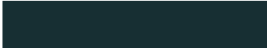
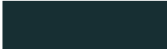

KEY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		61%
Female		38%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		1%
20 - 24	█	4%
25 -29	█	10%
30 - 34	█	14%
35 - 39	█	19%
40 - 44	█	17%
45 - 49	█	16%
50 - 54	█	9%
55 - 59	█	7%
60 - 64	█	4%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

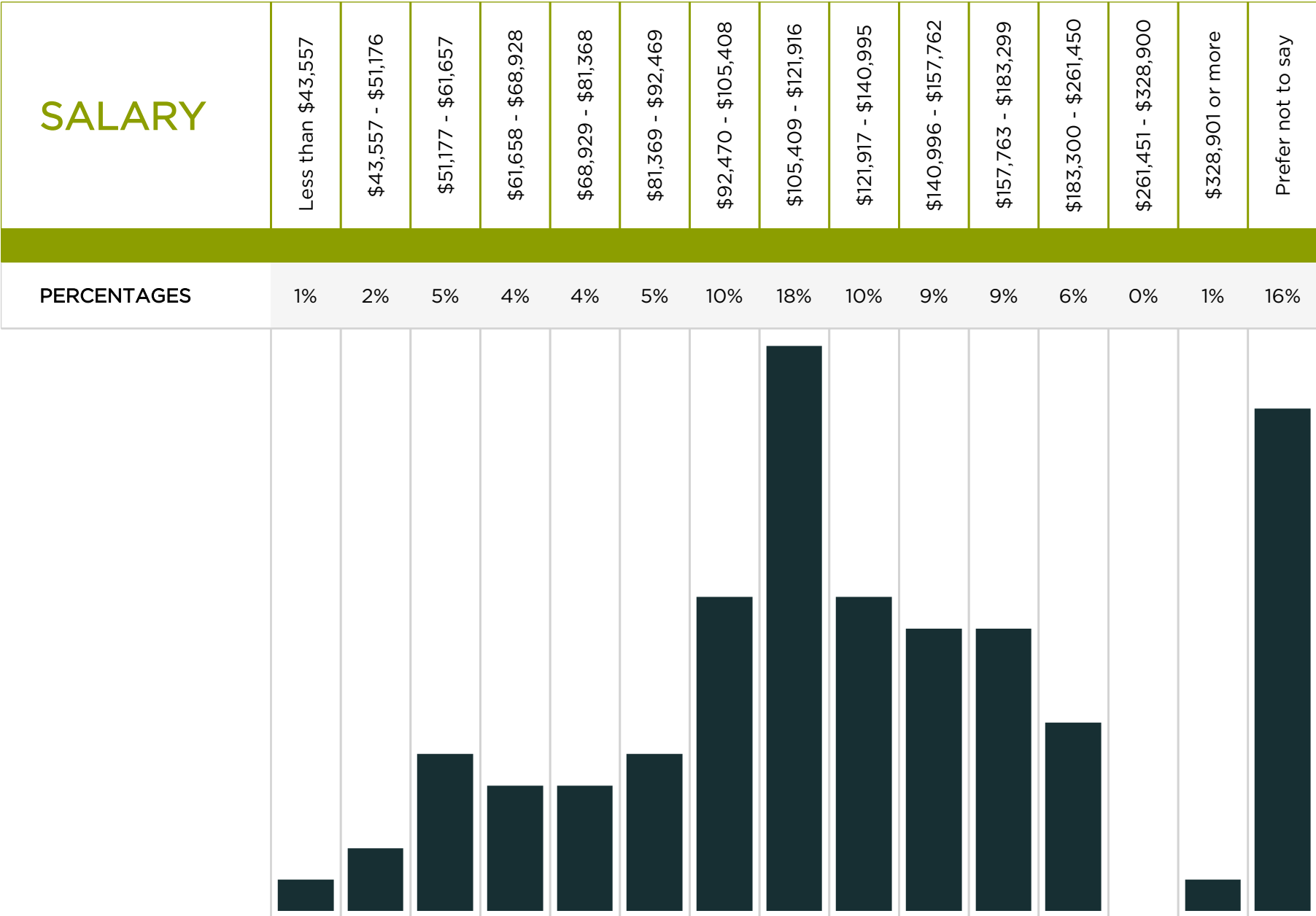
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	5%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	26%
Administrative support (e.g. executive/personal assistant, receptionist)	3%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	38%
Policy	0%
Research	0%
Program and project management support	22%
Legal (including developing and/or reviewing legislation)	-
Other	7%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		27%
1 - 2 years		21%
2 - 5 years		28%
5 - 10 years		16%
10 - 20 years		6%
More than 20 years		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
Flexible start and finish times		53%
Working from home		42%
None of the above		27%
Working from different locations		23%
Working additional hours to make up for time off		19%
Leave without pay		8%
Working more hours over fewer days		5%

% are calculated with the number of unique respondents (N = 927 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Part-time work	4%
Study leave	3%
Flexible scheduling for rostered workers	3%
Other	2%
Job sharing	0%
Purchasing annual leave	0%

% are calculated with the number of unique respondents (N = 927 to this question)

RESULT BY TYPE OF WORK



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	eHealth NSW	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing)	Other service delivery work (work that does not involve contact with the public, but it is critical to the	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	1001	48	243	26	357	2	1	203	0	62
EMPLOYEE ENGAGEMENT	70%	74%	71%	(r)	71%	(r)	(r)	69%	(r)	70%
ENGAGEMENT WITH WORK	75%	81%	76%	(r)	74%	(r)	(r)	76%	(r)	69%
SENIOR MANAGERS	61%	62%	63%	(r)	64%	(r)	(r)	57%	(r)	59%
COMMUNICATION	71%	69%	73%	(r)	72%	(r)	(r)	70%	(r)	65%
HIGH PERFORMANCE	70%	73%	73%	(r)	71%	(r)	(r)	68%	(r)	67%
PUBLIC SECTOR VALUES	71%	73%	73%	(r)	72%	(r)	(r)	69%	(r)	68%
DIVERSITY & INCLUSION	76%	75%	78%	(r)	77%	(r)	(r)	77%	(r)	69%

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 Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	eHealth NSW	Less than \$43,557	\$43,557 - \$51,176	\$51,177 - \$61,657	\$61,658 - \$68,928	\$68,929 - \$81,368	\$81,369 - \$92,469	\$92,470 - \$105,408	\$105,409 - \$121,916	\$121,917 - \$140,995	\$140,996 - \$157,762	\$157,763 - \$183,299	\$183,300 - \$261,450	\$261,451 - \$328,900
NUMBER OF RESPONDENTS	1001	9	20	42	35	40	47	89	170	93	86	87	54	4
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	73%	73%	73%	81%	69%	69%	71%	74%	67%	71%	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	68%	72%	73%	84%	73%	75%	80%	75%	69%	81%	(r)
SENIOR MANAGERS	61%	(r)	(r)	67%	61%	71%	74%	62%	60%	63%	65%	56%	64%	(r)
COMMUNICATION	71%	(r)	(r)	70%	70%	74%	79%	73%	71%	73%	73%	68%	76%	(r)
HIGH PERFORMANCE	70%	(r)	(r)	75%	69%	79%	82%	70%	70%	72%	75%	67%	70%	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	75%	70%	78%	81%	72%	71%	72%	74%	67%	74%	(r)
DIVERSITY & INCLUSION	76%	(r)	(r)	76%	71%	79%	84%	77%	75%	78%	79%	75%	83%	(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

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	eHealth NSW	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	1001	6	148
EMPLOYEE ENGAGEMENT	70%	(r)	68%
ENGAGEMENT WITH WORK	75%	(r)	75%
SENIOR MANAGERS	61%	(r)	55%
COMMUNICATION	71%	(r)	69%
HIGH PERFORMANCE	70%	(r)	67%
PUBLIC SECTOR VALUES	71%	(r)	68%
DIVERSITY & INCLUSION	76%	(r)	75%

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 Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	eHealth NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	1001	255	197	256	148	59	14
EMPLOYEE ENGAGEMENT	70%	72%	70%	71%	69%	69%	(r)
ENGAGEMENT WITH WORK	75%	75%	71%	77%	76%	77%	(r)
SENIOR MANAGERS	61%	68%	60%	61%	59%	57%	(r)
COMMUNICATION	71%	77%	68%	71%	70%	72%	(r)
HIGH PERFORMANCE	70%	74%	69%	71%	69%	73%	(r)
PUBLIC SECTOR VALUES	71%	77%	70%	71%	68%	71%	(r)
DIVERSITY & INCLUSION	76%	79%	75%	75%	76%	81%	(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

RESULTS BY TYPES OF FLEXIBLE WORKING



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	eHealth NSW	Flexible start and finish times	Working more hours over fewer days	Working additional hours to make up for time off	Flexible scheduling for rostered workers	Part-time work	Job sharing	Working from different locations	Working from home	Purchasing annual leave	Leave without pay	Study leave	Other	None of the above
NUMBER OF RESPONDENTS	1001	493	50	175	24	39	4	212	393	2	71	31	14	248
EMPLOYEE ENGAGEMENT	70%	72%	70%	72%	(r)	71%	(r)	73%	73%	(r)	69%	75%	(r)	69%
ENGAGEMENT WITH WORK	75%	79%	69%	79%	(r)	76%	(r)	81%	80%	(r)	75%	82%	(r)	69%
SENIOR MANAGERS	61%	63%	60%	64%	(r)	72%	(r)	65%	64%	(r)	59%	63%	(r)	61%
COMMUNICATION	71%	75%	73%	75%	(r)	83%	(r)	76%	76%	(r)	72%	80%	(r)	69%
HIGH PERFORMANCE	70%	73%	71%	73%	(r)	77%	(r)	73%	74%	(r)	71%	75%	(r)	68%
PUBLIC SECTOR VALUES	71%	74%	71%	73%	(r)	81%	(r)	74%	74%	(r)	71%	78%	(r)	70%
DIVERSITY & INCLUSION	76%	81%	81%	81%	(r)	84%	(r)	82%	82%	(r)	82%	79%	(r)	70%

*multiple types may be chosen.

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

RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	eHealth NSW	Sydney East	Sydney - North Sydney and Hornsby	Sydney West	Sydney - Parramatta	Sydney - Ryde	Newcastle and Lake Macquarie	Sydney - City and Inner South	Sydney - Eastern Suburbs	Sydney - South West	Sydney - Inner South West	Sydney - Inner West	Central West
NUMBER OF RESPONDENTS	1001	586	472	211	202	95	47	5	5	5	4	4	3
EMPLOYEE ENGAGEMENT	70%	70%	71%	72%	72%	68%	76%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	75%	76%	77%	76%	74%	77%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	61%	62%	62%	60%	59%	62%	74%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	71%	73%	73%	72%	71%	74%	74%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	71%	71%	73%	73%	71%	80%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	73%	73%	71%	71%	72%	81%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	76%	77%	78%	79%	79%	75%	79%	(r)	(r)	(r)	(r)	(r)	(r)

*Sydney East and Sydney West are higher level results for the Sydney sub-regions.

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

RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	eHealth NSW	Capital Region	New England and North West	OUTSIDE NSW	Richmond - Tweed	Sydney - Baulkham Hills and Hawkesbury	Coffs Harbour - Grafton	Hunter Valley exc Newcastle	Illawarra	Mid North Coast	Murray	Sydney - Blacktown	Sydney - Outer South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	1001	3	2	2	2	2	1	1	1	1	1	1	1	1
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

*Sydney East and Sydney West are higher level results for the Sydney sub-regions.

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

RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	eHealth NSW	Central Coast	Far West and Orana	Riverina	Southern Highlands and Shoalhaven	Sydney - Northern Beaches	Sydney - Outer West and Blue Mountains
NUMBER OF RESPONDENTS	1001	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	61%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	71%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	76%	(r)	(r)	(r)	(r)	(r)	(r)

*Sydney East and Sydney West are higher level results for the Sydney sub-regions.

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 AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	eHealth NSW	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	1001	5	35	92	131	173	154	144	83	64	33	14
EMPLOYEE ENGAGEMENT	70%	(r)	72%	73%	72%	70%	71%	69%	72%	64%	69%	(r)
ENGAGEMENT WITH WORK	75%	(r)	72%	73%	72%	79%	70%	78%	82%	72%	79%	(r)
SENIOR MANAGERS	61%	(r)	66%	70%	61%	61%	62%	61%	68%	46%	64%	(r)
COMMUNICATION	71%	(r)	75%	71%	73%	73%	74%	71%	76%	60%	71%	(r)
HIGH PERFORMANCE	70%	(r)	77%	76%	71%	71%	70%	70%	75%	63%	74%	(r)
PUBLIC SECTOR VALUES	71%	(r)	75%	77%	72%	71%	72%	71%	76%	61%	75%	(r)
DIVERSITY & INCLUSION	76%	(r)	80%	76%	77%	77%	79%	75%	80%	71%	78%	(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

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	eHealth NSW	Male	Female	Other
NUMBER OF RESPONDENTS	1001	570	352	13
EMPLOYEE ENGAGEMENT	70%	72%	68%	(r)
ENGAGEMENT WITH WORK	75%	77%	74%	(r)
SENIOR MANAGERS	61%	63%	60%	(r)
COMMUNICATION	71%	74%	70%	(r)
HIGH PERFORMANCE	70%	72%	71%	(r)
PUBLIC SECTOR VALUES	71%	73%	71%	(r)
DIVERSITY & INCLUSION	76%	79%	74%	(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 Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	eHealth NSW	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	1001	1	0	8	1	0	3	1	1	0	1	88	30	1
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	73%	65%	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	73%	76%	(r)
SENIOR MANAGERS	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	67%	56%	(r)
COMMUNICATION	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	73%	73%	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	73%	68%	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74%	71%	(r)
DIVERSITY & INCLUSION	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	78%	75%	(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 Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	eHealth NSW	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	1001	16	83	28	6	0	3	0	0	1	71	1	0	57
EMPLOYEE ENGAGEMENT	70%	(r)	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74%	(r)	(r)	71%
ENGAGEMENT WITH WORK	75%	(r)	79%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	77%	(r)	(r)	68%
SENIOR MANAGERS	61%	(r)	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	67%	(r)	(r)	58%
COMMUNICATION	71%	(r)	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	81%	(r)	(r)	69%
HIGH PERFORMANCE	70%	(r)	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	75%	(r)	(r)	69%
PUBLIC SECTOR VALUES	71%	(r)	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	78%	(r)	(r)	68%
DIVERSITY & INCLUSION	76%	(r)	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	82%	(r)	(r)	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 Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	eHealth NSW	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	1001	63	0	0	1	0	0	0	11	98	53	3	0	1
EMPLOYEE ENGAGEMENT	70%	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	65%	73%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	71%	86%	(r)	(r)	(r)
SENIOR MANAGERS	61%	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	51%	71%	(r)	(r)	(r)
COMMUNICATION	71%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	67%	83%	(r)	(r)	(r)
HIGH PERFORMANCE	70%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	65%	78%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	65%	80%	(r)	(r)	(r)
DIVERSITY & INCLUSION	76%	79%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	73%	85%	(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



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	eHealth NSW	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	1001	0	0	1	0	5	0	220	85
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	(r)	(r)	(r)	(r)	71%	58%
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)	78%	57%
SENIOR MANAGERS	61%	(r)	(r)	(r)	(r)	(r)	(r)	64%	44%
COMMUNICATION	71%	(r)	(r)	(r)	(r)	(r)	(r)	71%	48%
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)	73%	53%
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)	73%	54%
DIVERSITY & INCLUSION	76%	(r)	(r)	(r)	(r)	(r)	(r)	77%	57%

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

GUIDE TO THIS REPORT

i SURVEY TIME FRAME

This report contains results from the 2018 People Matter Employee Survey which was open from 1 June to 2 July 2018.

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 work teams 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.