PEOPLE MATTER 2018

NSW Public Sector Employee Survey

AGENCY REPORT

Health

NSW Health Pathology

HEADLINES

RESPONSE RATE

36%

1,661 OF 4,654 RESPONDENTS

EMPLOYEE ENGAGEMENT

61%

DIFFERENCE FROM 2017	+1
DIFFERENCE FROM CLUSTER	-4
DIFFERENCE FROM PUBLIC SECTOR	-5

ℹ

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

ENGAGEMENT WITH WORK

69%

DIFFERENCE FROM 2017	+1
DIFFERENCE FROM CLUSTER	-4
DIFFERENCE FROM PUBLIC SECTOR	-3

SENIOR MANAGERS

42%

DIFFERENCE FROM 2017	+4
DIFFERENCE FROM CLUSTER	-5
DIFFERENCE FROM PUBLIC SECTOR	-7

COMMUNICATION

55%

DIFFERENCE FROM 2017	+2
DIFFERENCE FROM CLUSTER	-4
DIFFERENCE FROM PUBLIC SECTOR	-7

HIGH PERFORMANCE

59%

DIFFERENCE FROM 2017	+2
DIFFERENCE FROM CLUSTER	-5
DIFFERENCE FROM PUBLIC SECTOR	-5

PUBLIC SECTOR VALUES

55%

DIFFERENCE FROM 2017	+2
DIFFERENCE FROM CLUSTER	-5
DIFFERENCE FROM PUBLIC SECTOR	-7

DIVERSITY & INCLUSION

63%

DIFFERENCE FROM CLUSTER	-4
DIFFERENCE FROM PUBLIC SECTOR	-5

FLEXIBLE WORKING SATISFACTION

54%

DIFFERENCE FROM 2017	+1
DIFFERENCE FROM CLUSTER	-4
DIFFERENCE FROM PUBLIC SECTOR	-5

ACTION ON RESULTS

32%

DIFFERENCE FROM 2017	+2
DIFFERENCE FROM CLUSTER	-5
DIFFERENCE FROM PUBLIC SECTOR	-5

HIGHEST AND LOWEST QUESTIONS

	HIGHEST SCORING AGREEMENT QUESTIONS	AGREEMENT 2018	AGREEMENT 2017
1a.	I understand what is expected of me to do well in my role	91%	89%
1g.	I know how to address a health and safety issue I have identified	87%	-
2a.	My workgroup strives to achieve customer/client satisfaction	84%	84%
2c.	I receive help and support from other members of my workgroup	77%	76%
2b.	My workgroup works collaboratively to achieve its objectives	73%	73%
1c.	My job gives me a feeling of personal accomplishment	73%	72%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	73%	72%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	72%	69%
1d.	I feel motivated to contribute more than what is normally required at work	70%	68%
5b.	My manager listens to what I have to say	68%	69%

	LOWEST SCORING AGREEMENT QUESTIONS	AGREEMENT 2018	AGREEMENT 2017
14.	I believe action will be taken on the results from this survey by my organisation	32%	30%
7c.	I feel that change is managed well in my organisation	34%	33%
9a.	I have confidence in the ways my organisation resolves grievances	35%	34%
7g.	I have confidence in the way recruitment decisions are made	36%	34%
6h.	I feel that senior managers listen to employees	36%	32%
5h.	My manager appropriately deals with employees who perform poorly	37%	36%
7f.	My organisation is committed to developing its employees	38%	36%
6b.	I feel that senior managers effectively lead and manage change	39%	36%
6g.	I feel that senior managers keep employees informed about what's going on	39%	35%
7d.	There is good co-operation between teams across our organisation	41%	38%

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
6d.	Senior managers encourage innovation by employees	41%	35%
6i.	Senior managers in my organisation support the career advancement of women	49%	44%
6c.	I feel that senior managers model the values of my organisation	44%	39%
6g.	I feel that senior managers keep employees informed about what's going on	39%	35%
3g.	I am satisfied with the opportunities available for career development in my organisation	42%	38%
6h.	I feel that senior managers listen to employees	36%	32%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	72%	69%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	56%	53%
3e.	My performance is assessed against clear criteria	54%	51%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	42%	39%

-	LEAST IMPROVED AGREEMENT QUESTIONS	AGREEMENT 2018	AGREEMENT 2017
4a.	I am paid fairly for the work I do	49%	52%
5b.	My manager listens to what I have to say	68%	69%

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
Q6i. Senior managers in my organisation support the career advancement of women	**49**%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	**42**%
Q14. I believe action will be taken on the results from this survey by my organisation	**32**%
Q7d. There is good co-operation between teams across our organisation	**41**%
Q9a. I have confidence in the ways my organisation resolves grievances	**35**%

HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL
Q6i. Senior managers in my organisation support the career advancement of women	**37**%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	**36**%
Q14. I believe action will be taken on the results from this survey by my organisation	**35**%
Q7d. There is good co-operation between teams across our organisation	**35**%
Q9a. I have confidence in the ways my organisation resolves grievances	**33**%

DISAGREEMENT SCORES FOR HIGHEST NEUTRAL	% NEGATIVE
Q6i. Senior managers in my organisation support the career advancement of women	**14**%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	**22**%
Q14. I believe action will be taken on the results from this survey by my organisation	**33**%
Q7d. There is good co-operation between teams across our organisation	**25**%
Q9a. I have confidence in the ways my organisation resolves grievances	**32**%

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.

33%

37%

32%

of employees replied favourably to:

'I believe action will be taken on the results from this survey by my organisation.'
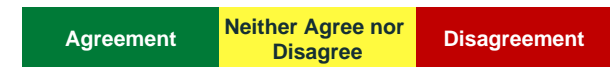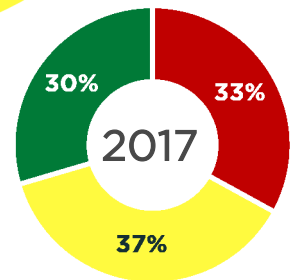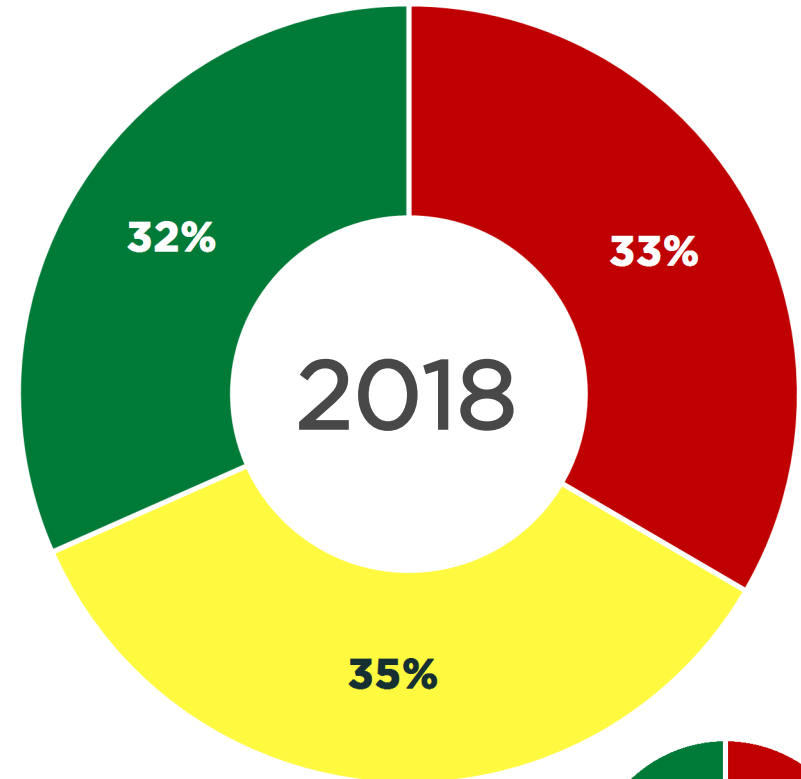
37%	36%	30%
SECTOR	CLUSTER	2017

2018

32% 33% 35%

2017

30% 33% 37%

Agreement	Neither Agree nor Disagree	Disagreement

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

Rank		% AGREEMENT 2018	% AGREEMENT 2017	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	**Q7f.** My organisation is committed to developing its employees	38%	36%	51%	52%
2	**Q7c.** I feel that change is managed well in my organisation	34%	33%	42%	40%
3	**Q6c.** I feel that senior managers model the values of my organisation	44%	39%	47%	50%
4	**Q6b.** I feel that senior managers effectively lead and manage change	39%	36%	44%	46%
5	**Q6h.** I feel that senior managers listen to employees	36%	32%	40%	43%
6	**Q7a.** My organisation focuses on improving the work we do	64%	63%	68%	69%

COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for NSW Health Pathology

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.

	NSW Health Pathology	Corporate Office	East	Forensic & Analytical Science Service	North	Rural & Regional	South	West
NUMBER OF RESPONDENTS	1661	100	222	200	481	157	197	255
EMPLOYEE ENGAGEMENT	61%	79%	61%	56%	60%	60%	63%	55%
ENGAGEMENT WITH WORK	69%	82%	72%	59%	68%	66%	74%	65%
SENIOR MANAGERS	42%	68%	41%	42%	35%	44%	42%	42%
COMMUNICATION	55%	72%	59%	55%	49%	56%	54%	55%
HIGH PERFORMANCE	59%	76%	60%	58%	54%	61%	61%	58%
PUBLIC SECTOR VALUES	55%	75%	55%	57%	49%	56%	55%	55%
DIVERSITY & INCLUSION	63%	80%	65%	60%	60%	61%	64%	60%

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

61% AGGREGATE SCORE

		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	14 / 37 / 29 / 12 / 8	51%	49%	61%	61%
Q7j. I am proud to tell others I work for my organisation	20 / 44 / 25	64%	61%	69%	69%
Q7k. I feel a strong personal attachment to my organisation	17 / 39 / 27 / 10	56%	55%	62%	63%
Q7l. My organisation motivates me to help it achieve its objectives	12 / 35 / 32 / 14 / 8	46%	44%	54%	55%
Q7m. My organisation inspires me to do the best in my job	13 / 35 / 31 / 13 / 8	48%	45%	55%	55%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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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 — 69% AGGREGATE SCORE

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	25	48	15	8		73%	72%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	28	42	16	10		70%	68%	72%	72%
Q1e. I am satisfied with my job	18	46	18	13		64%	63%	70%	69%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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   42% AGGREGATE SCORE

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	10	32	29	17	12	42%	39%	46%	49%
Q6b. I feel that senior managers effectively lead and manage change	9	30	29	19	13	39%	36%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	11	33	30	13	13	44%	39%	47%	50%
Q6d. Senior managers encourage innovation by employees	10	31	32	16	11	41%	35%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	10	32	36	13	9	42%	39%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	13	43	26	11	7	56%	53%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	9	30	28	18	15	39%	35%	44%	47%
Q6h. I feel that senior managers listen to employees	9	27	29	19	16	36%	32%	40%	43%
Q7c. I feel that change is managed well in my organisation	7	27	32	22	12	34%	33%	42%	40%

KEY

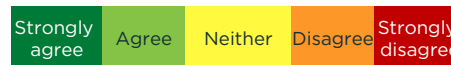| Strongly agree	Agree	Neither	Disagree	Strongly disagree

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 — 55% AGGREGATE SCORE

		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	24 / 40 / 19 / 10 / 7	64%	64%	70%	72%
Q5d. My manager encourages and values employee input	24 / 40 / 18 / 11	64%	63%	70%	72%
Q5e. My manager involves my workgroup in decisions about our work	21 / 38 / 21 / 13 / 7	59%	57%	65%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	9 / 30 / 28 / 18 / 15	39%	35%	44%	47%
Q6h. I feel that senior managers listen to employees	9 / 27 / 29 / 19 / 16	36%	32%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	18 / 48 / 17 / 10	66%	64%	66%	67%

KEY

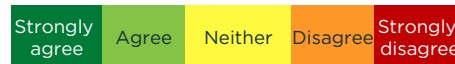| Strongly agree	Agree	Neither	Disagree	Strongly disagree

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.

HIGH PERFORMANCE

59% AGGREGATE SCORE

Question	Distribution	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1a. I understand what is expected of me to do well in my role	39 / 52	91%	89%	92%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	26 / 47 / 15 / 8	73%	73%	79%	79%
Q3f. I have received appropriate training and development to do my job well	17 / 48 / 20 / 11	65%	63%	70%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	21 / 44 / 20 / 10	65%	63%	71%	74%
Q5f. I have confidence in the decisions my manager makes	23 / 36 / 23 / 11 / 8	58%	58%	65%	68%
Q6d. Senior managers encourage innovation by employees	10 / 31 / 32 / 16 / 11	41%	35%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	10 / 32 / 36 / 13 / 9	42%	39%	48%	52%
Q7a. My organisation focuses on improving the work we do	16 / 49 / 23 / 9	64%	63%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	12 / 40 / 27 / 13 / 7	53%	52%	56%	57%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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.

HIGH PERFORMANCE — 59% AGGREGATE SCORE

		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7d. There is good co-operation between teams across our organisation	7 / 33 / 35 / 17 / 7	41%	38%	50%	49%
Q7h. My organisation generally selects capable people to do the job	8 / 44 / 26 / 14 / 8	52%	51%	54%	54%

KEY

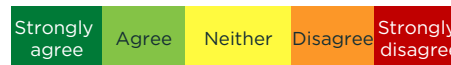| Strongly agree	Agree	Neither	Disagree	Strongly disagree

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   55% AGGREGATE SCORE

		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q2a. My workgroup strives to achieve customer/client satisfaction	33 / 50 / 10	84%	84%	87%	86%
Q2e. People in my workgroup treat each other with respect	22 / 42 / 19 / 12	64%	62%	71%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	21 / 44 / 20 / 10	65%	63%	71%	74%
Q5b. My manager listens to what I have to say	25 / 43 / 16 / 10	68%	69%	73%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	10 / 32 / 29 / 17 / 12	42%	39%	46%	49%
Q6c. I feel that senior managers model the values of my organisation	11 / 33 / 30 / 13 / 13	44%	39%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	13 / 43 / 26 / 11 / 7	56%	53%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	9 / 30 / 28 / 18 / 15	39%	35%	44%	47%
Q6h. I feel that senior managers listen to employees	9 / 27 / 29 / 19 / 16	36%	32%	40%	43%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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 — 55% AGGREGATE SCORE

	Distribution	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do	16 / 49 / 23 / 9	64%	63%	68%	69%
Q7e. People in my organisation take responsibility for their own actions	34 / 32 / 19 / 8	41%	38%	49%	49%

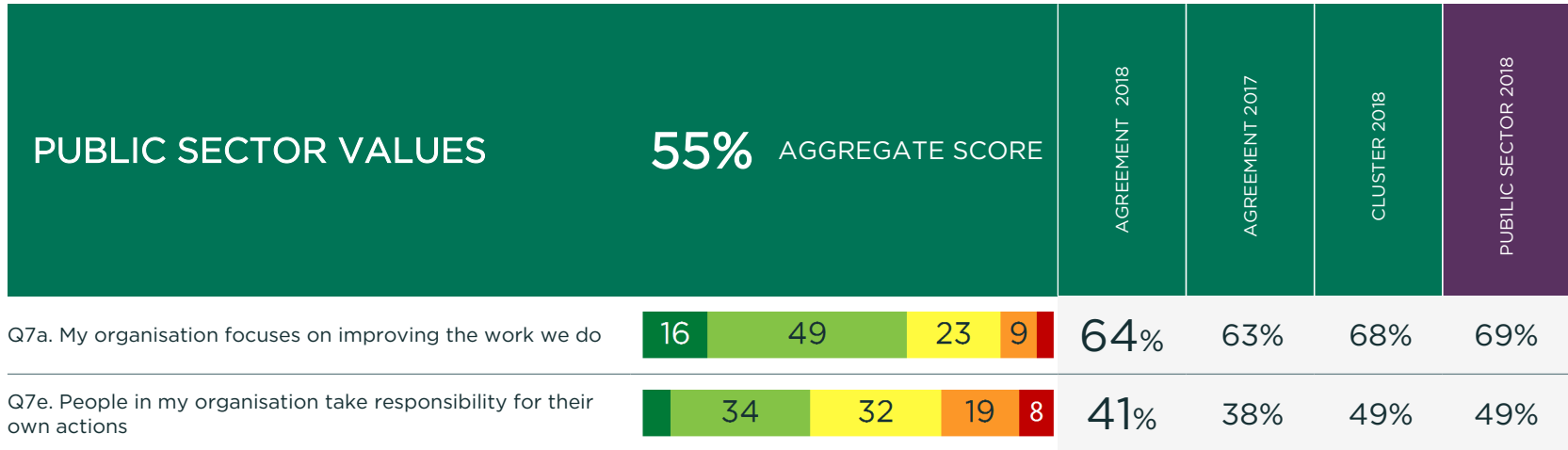KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

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 — 63% AGGREGATE SCORE

Question	Response distribution	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	19 / 42 / 18 / 16	61%	59%	66%	65%
Q5b. My manager listens to what I have to say	25 / 43 / 16 / 10	68%	69%	73%	76%
Q5d. My manager encourages and values employee input	24 / 40 / 18 / 11	64%	63%	70%	72%
Q6i. Senior managers in my organisation support the career advancement of women	15 / 33 / 37 / 7	49%	44%	54%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	20 / 52 / 20	72%	69%	74%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	23 / 50 / 18	73%	72%	75%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	18 / 48 / 17 / 10	66%	64%	66%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? _Response scale Very satisfied - Very unsatisfied_	15 / 38 / 24 / 12 / 10	54%	52%	58%	59%
Q8e. My manager supports flexible working in my team	18 / 39 / 23 / 11 / 9	57%	-	61%	63%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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.

FLEXIBLE WORKING   55% AGGREGATE SCORE

		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? *Response scale Very satisfied - Very unsatisfied*	15 / 38 / 24 / 12 / 10	54%	52%	58%	59%
Q8e. My manager supports flexible working in my team	18 / 39 / 23 / 11 / 9	57%	-	61%	63%

KEY

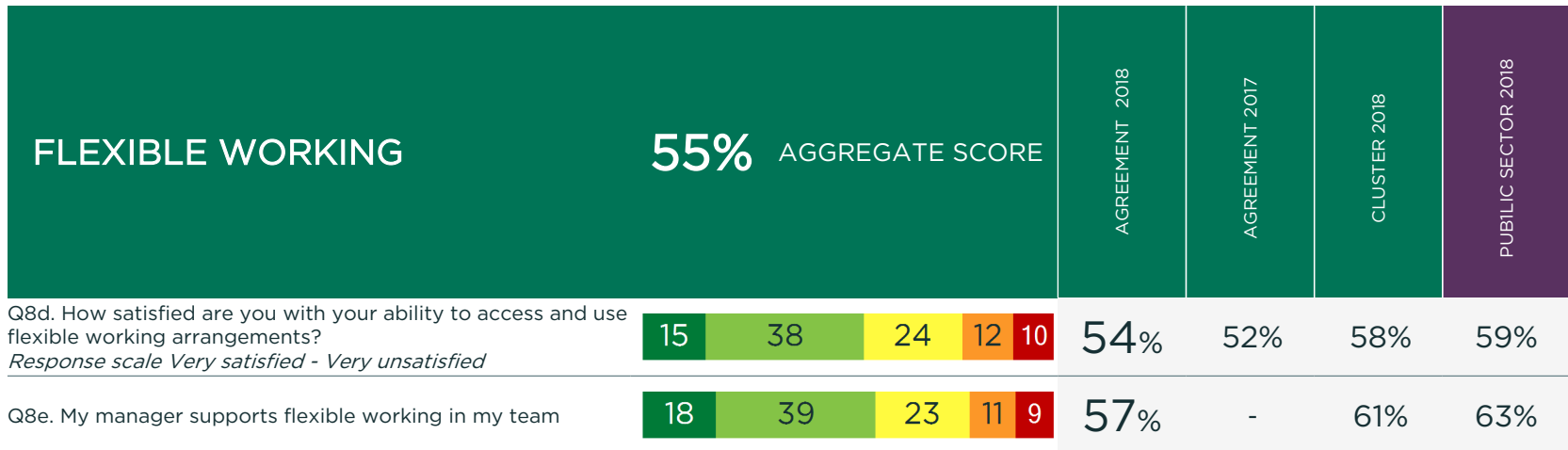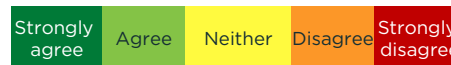| Strongly agree	Agree	Neither	Disagree	Strongly disagree

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.
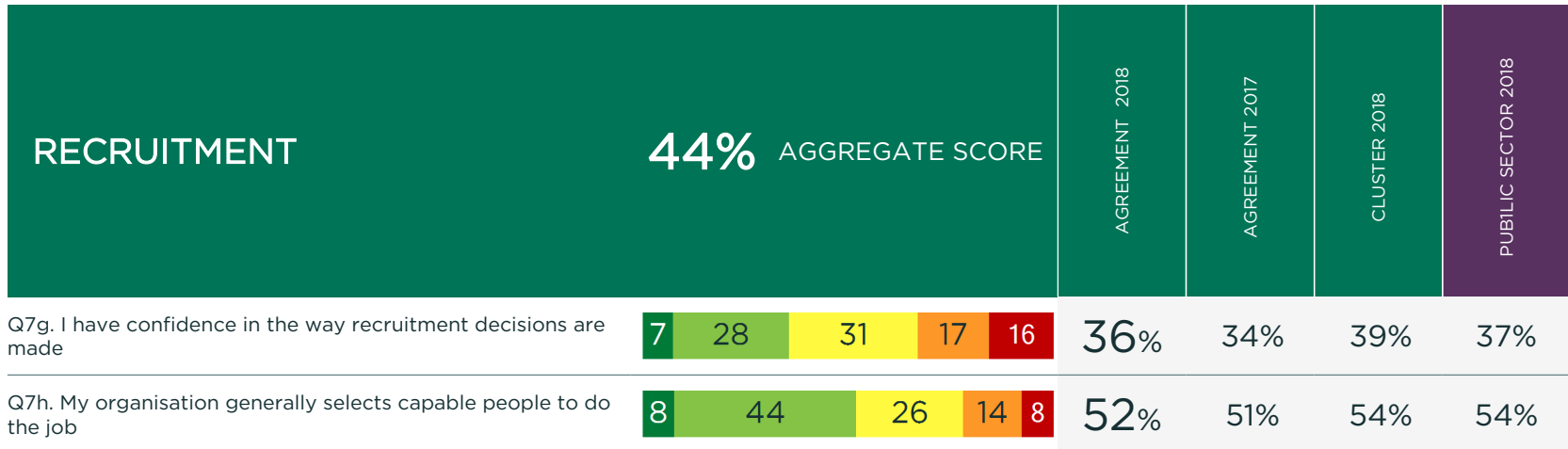
RECRUITMENT — 44% AGGREGATE SCORE

		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7g. I have confidence in the way recruitment decisions are made	7 / 28 / 31 / 17 / 16	36%	34%	39%	37%
Q7h. My organisation generally selects capable people to do the job	8 / 44 / 26 / 14 / 8	52%	51%	54%	54%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

EXPLORE THE FULL RESULTS
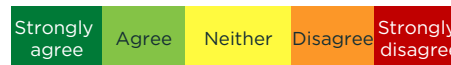
Questions are grouped by topics in this report.

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

49% 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	17 / 44 / 19 / 14	61%	58%	65%	65%
Q3e. My performance is assessed against clear criteria	13 / 41 / 24 / 15	54%	51%	60%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	11 / 31 / 24 / 18 / 16	42%	38%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	23 / 38 / 20 / 12 / 8	61%	60%	66%	69%
Q5h. My manager appropriately deals with employees who perform poorly	13 / 24 / 30 / 17 / 16	37%	36%	46%	46%
Q7f. My organisation is committed to developing its employees	8 / 30 / 32 / 19 / 11	38%	36%	51%	52%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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 — 63% AGGREGATE SCORE

	Distribution	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	19 / 42 / 18 / 16	61%	59%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	10 / 45 / 20 / 17 / 8	55%	55%	62%	60%
Q2c. I receive help and support from other members of my workgroup	25 / 52 / 13 / 7	77%	76%	80%	81%
Q2d. There is good team spirit in my workgroup	22 / 38 / 19 / 14 / 8	60%	58%	68%	70%

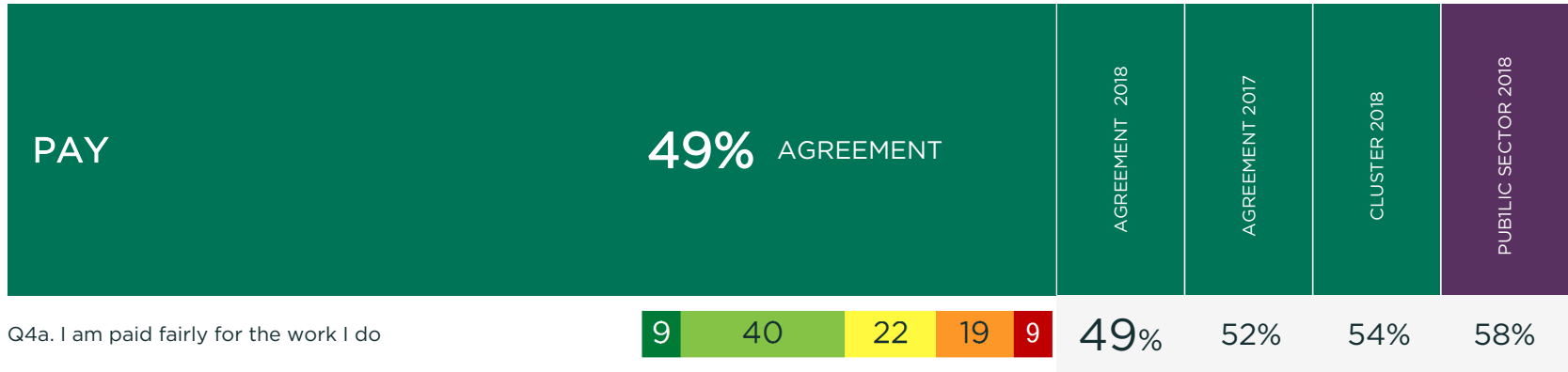KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

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.

PAY	49% AGREEMENT		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBILIC SECTOR 2018
Q4a. I am paid fairly for the work I do	9 40 22 19 9		49%	52%	54%	58%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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.
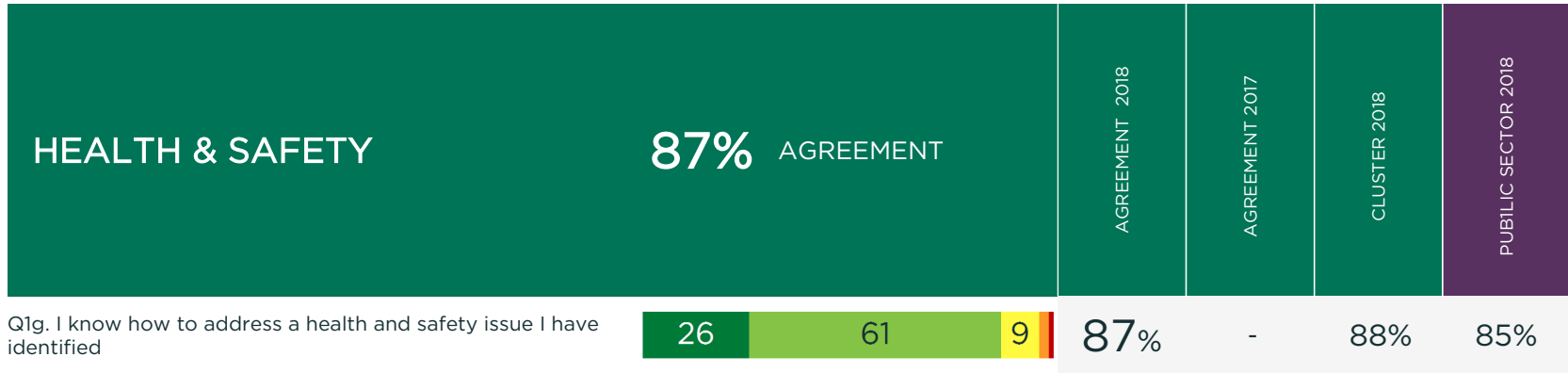
HEALTH & SAFETY   87% AGREEMENT

				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1g. I know how to address a health and safety issue I have identified	26	61	9	87%	-	88%	85%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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.
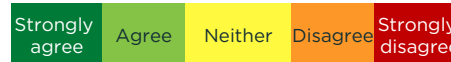
ACTION ON RESULTS — 32% AGREEMENT

					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBILIC SECTOR 2018
Q14. I believe action will be taken on the results from this survey by my organisation	26	35	19	14	32%	30%	36%	37%

KEY

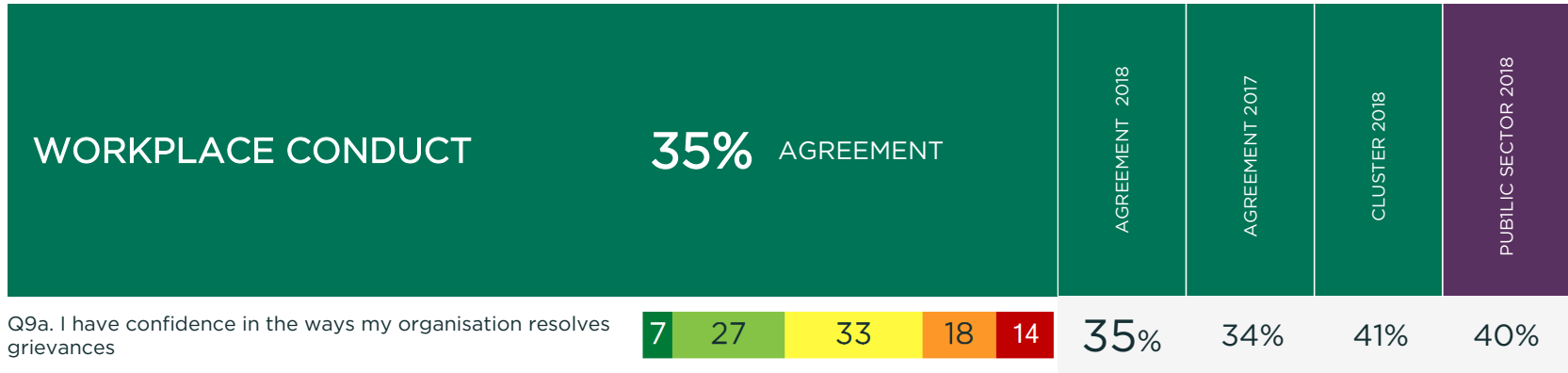| Strongly agree	Agree	Neither	Disagree	Strongly disagree

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 CONDUCT   35% AGREEMENT

		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q9a. I have confidence in the ways my organisation resolves grievances	7 · 27 · 33 · 18 · 14	35%	34%	41%	40%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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	63%	59%	69%	71%
No	37%	41%	31%	29%
Q3b. I have informal feedback conversations with my manager				
Yes	71%	67%	74%	76%
No	29%	33%	26%	24%
Q3c. I have scheduled feedback conversations with my manager				
Yes	48%	46%	57%	58%
No	52%	54%	43%	42%

EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
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		39%	41%	40%	41%
No		61%	59%	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
Lack of promotion opportunities	42%	42%	27%	29%
Lack of visible opportunities	39%	42%	29%	30%
Personal/family considerations	29%	32%	29%	30%
Geographic location considerations	28%	28%	23%	26%
There are no major barriers to my career progression	27%	27%	34%	32%
The application/recruitment process is too cumbersome or time consuming	19%	15%	18%	23%
Insufficient training and development	19%	19%	15%	16%
Lack of support from my manager/supervisor	18%	19%	15%	14%
Lack of support for temporary assignments/secondments	15%	15%	14%	15%
Lack of required capabilities or experience	13%	13%	10%	11%
Other	9%	7%	9%	9%

% are calculated with the number of unique respondents (N = 1,616 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				
Yes	33%	30%	28%	24%
No	48%	55%	54%	58%
Don't know	19%	15%	17%	18%
Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes	66%	62%	69%	66%
No	32%	37%	29%	32%
Don't know	2%	1%	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		39%	38%	39%	33%
No		50%	51%	52%	57%
Don't know		10%	10%	9%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		21%	19%	21%	18%
No		72%	73%	73%	76%
Don't know		8%	8%	6%	6%

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	37%	30%	32%	27%
Your Immediate Manager/Supervisor	27%	27%	23%	23%
A senior manager	15%	19%	18%	21%
A subordinate	9%	9%	6%	7%
Prefer not to say	7%	11%	13%	14%
Other	4%	3%	6%	4%
A client or customer	0%	1%	2%	2%
A member of the public other than a client or customer (r)				

UNACCEPTABLE CONDUCT

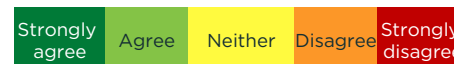|	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q12a. In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work				
Yes	1%	-	5%	3%
No	97%	-	93%	94%
Don't know	2%	-	2%	2%
Q12b. If yes to 12a, please indicate the role of the person who has been the source of the most serious physical harm and/or sexual harassment or abuse you have been subjected to in the last 12 months				
A person at work	48%	-	28%	39%
A member of the public	24%	-	52%	37%
Other	14%	-	15%	19%
Prefer not to say	14%	-	5%	6%

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	11 / 44 / 19 / 18 / 9	55%	51%	62%
Q2. I believe I am valued for what I can offer at my workplace	15 / 50 / 17 / 12	65%	63%	70%
Q3. In my workplace, we recognise our successes and innovations	13 / 45 / 24 / 12	58%	54%	66%
Q4. Staff are treated respectfully regardless of their job	16 / 51 / 17 / 10	67%	65%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	13 / 35 / 27 / 13 / 11	48%	44%	53%

KEY

| Strongly agree	Agree	Neither	Disagree	Strongly disagree

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

	Responses	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q6. Overall, I have confidence in the decisions made by my senior managers	13 35 27 14 11	48%	44%	52%
Q7. I have a say in decisions which affect my work	10 41 26 16	51%	51%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made	13 55 18 10	69%	69%	68%
Q9. My team's objectives/work plans are clearly outlined	12 50 24 10	62%	62%	66%
Q10. Our objectives/work plans help us to deliver a quality service	13 50 26	63%	64%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	10 28 32 17 13	38%	37%	44%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree
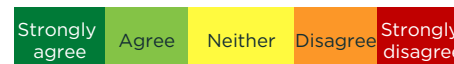
PERSONAL AND WORK PROFILES

	PERCENTAGE
GENDER	
Male	28%
Female	70%
Other	2%

PERSONAL AND WORK PROFILES

AGE		PERCENTAGE
15 - 19		0%
20 - 24		3%
25 - 29		9%
30 - 34		12%
35 - 39		13%
40 - 44		13%
45 - 49		13%
50 - 54		13%
55 - 59		12%
60 - 64		8%
65+		2%

PERSONAL AND WORK PROFILES

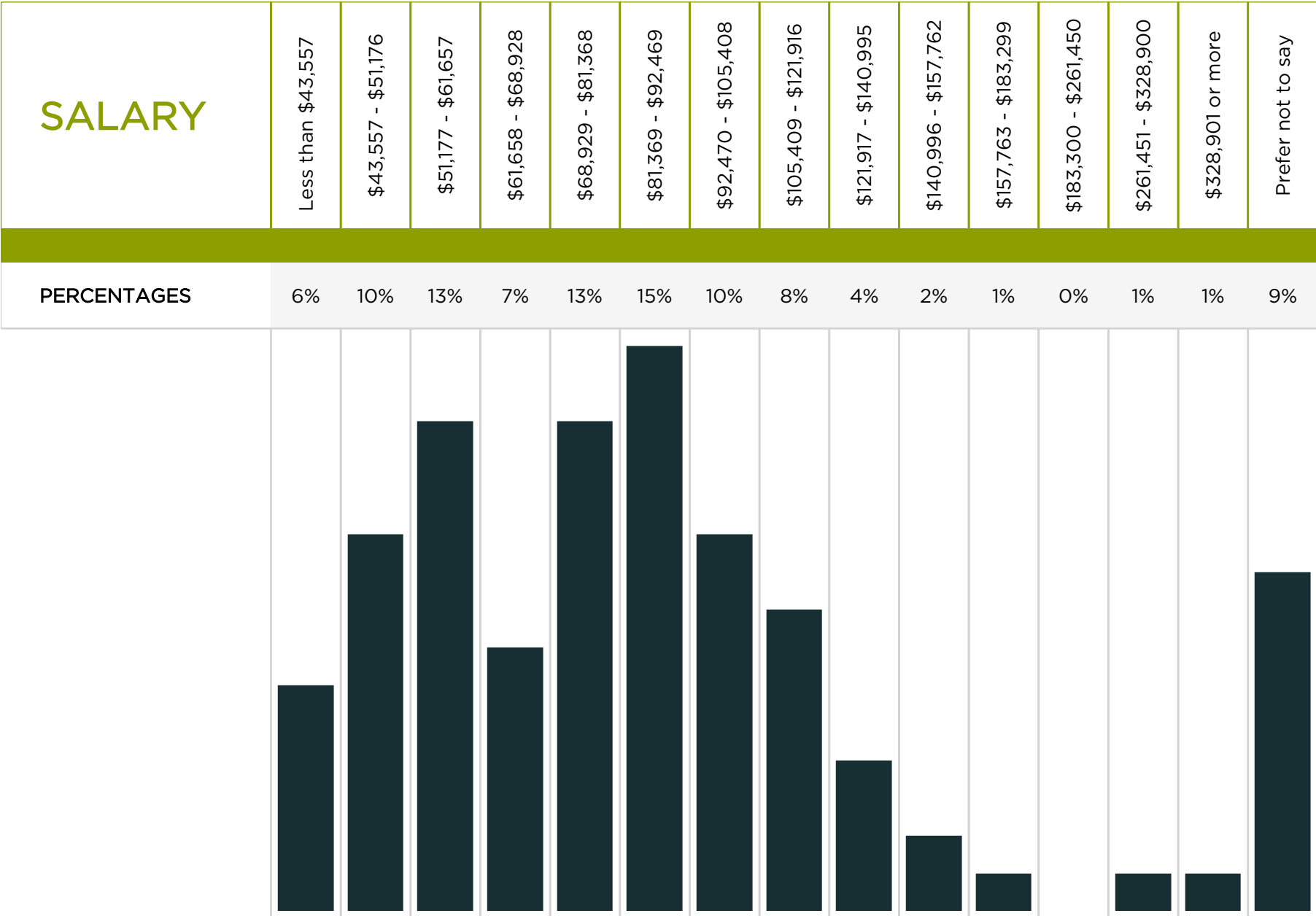|	PERCENTAGE

TYPE OF WORK

	PERCENTAGE
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	21%
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)	36%
Administrative support (e.g. executive/personal assistant, receptionist)	8%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	7%
Policy	0%
Research	1%
Program and project management support	1%
Legal (including developing and/or reviewing legislation)	-
Other	25%

PERSONAL AND WORK PROFILES

SALARY

	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	$328,901 or more	Prefer not to say
PERCENTAGES	6%	10%	13%	7%	13%	15%	10%	8%	4%	2%	1%	0%	1%	1%	9%

PERSONAL AND WORK PROFILES

	PERCENTAGE

TENURE IN ORGANISATION

		PERCENTAGE
Less than 1 year		8%
1 - 2 years		8%
2 - 5 years		21%
5 - 10 years		20%
10 - 20 years		25%
More than 20 years		18%

PERSONAL AND WORK PROFILES

FLEXIBLE WORKING	PERCENTAGE
None of the above	45%
Flexible start and finish times	27%
Part-time work	15%
Working additional hours to make up for time off	14%
Flexible scheduling for rostered workers	8%
Working from different locations	7%
Working from home	5%

% are calculated with the number of unique respondents (N = 1,546 to this question)

PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Working more hours over fewer days	5%
Study leave	4%
Leave without pay	3%
Other	2%
Job sharing	2%
Purchasing annual leave	0%

% are calculated with the number of unique respondents (N = 1,546 to this question)

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.

	NSW Health Pathology	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	1661	325	560	130	110	2	21	19	0	390
EMPLOYEE ENGAGEMENT	61%	61%	57%	64%	73%	(r)	(r)	(r)	(r)	60%
ENGAGEMENT WITH WORK	69%	71%	63%	75%	78%	(r)	(r)	(r)	(r)	67%
SENIOR MANAGERS	42%	39%	36%	54%	61%	(r)	(r)	(r)	(r)	40%
COMMUNICATION	55%	52%	50%	64%	71%	(r)	(r)	(r)	(r)	54%
HIGH PERFORMANCE	59%	58%	56%	64%	73%	(r)	(r)	(r)	(r)	57%
PUBLIC SECTOR VALUES	55%	53%	51%	62%	72%	(r)	(r)	(r)	(r)	53%
DIVERSITY & INCLUSION	63%	62%	58%	71%	78%	(r)	(r)	(r)	(r)	60%

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.

	NSW Health Pathology	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	1661	100	152	205	102	203	230	154	121	63	24	20	6	8
EMPLOYEE ENGAGEMENT	61%	68%	61%	63%	59%	58%	56%	58%	65%	61%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	80%	70%	69%	70%	65%	67%	65%	72%	69%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	42%	46%	46%	45%	42%	38%	32%	41%	50%	49%	(r)	(r)	(r)	(r)
COMMUNICATION	55%	61%	56%	55%	56%	52%	49%	57%	62%	57%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	59%	65%	61%	61%	58%	57%	54%	59%	64%	58%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	55%	59%	56%	57%	54%	52%	49%	56%	62%	60%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	70%	67%	63%	62%	59%	57%	65%	67%	65%	(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

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.

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	NSW Health Pathology	$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	1661	18	146
EMPLOYEE ENGAGEMENT	61%	(r)	57%
ENGAGEMENT WITH WORK	69%	(r)	60%
SENIOR MANAGERS	42%	(r)	34%
COMMUNICATION	55%	(r)	46%
HIGH PERFORMANCE	59%	(r)	50%
PUBLIC SECTOR VALUES	55%	(r)	48%
DIVERSITY & INCLUSION	63%	(r)	54%

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.

	NSW Health Pathology	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	1661	119	126	321	305	389	280
EMPLOYEE ENGAGEMENT	61%	74%	69%	63%	58%	57%	55%
ENGAGEMENT WITH WORK	69%	81%	77%	70%	66%	65%	64%
SENIOR MANAGERS	42%	66%	56%	45%	39%	34%	36%
COMMUNICATION	55%	76%	69%	59%	51%	50%	46%
HIGH PERFORMANCE	59%	74%	70%	63%	58%	53%	52%
PUBLIC SECTOR VALUES	55%	75%	67%	60%	52%	49%	48%
DIVERSITY & INCLUSION	63%	81%	74%	68%	59%	58%	54%

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.

	NSW Health Pathology	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	1661	424	72	218	122	235	31	105	74	5	54	64	36	699
EMPLOYEE ENGAGEMENT	61%	65%	59%	65%	67%	64%	65%	73%	77%	(r)	65%	69%	58%	56%
ENGAGEMENT WITH WORK	69%	74%	63%	74%	76%	78%	83%	83%	88%	(r)	80%	74%	69%	61%
SENIOR MANAGERS	42%	49%	46%	49%	48%	42%	46%	65%	70%	(r)	49%	52%	33%	35%
COMMUNICATION	55%	63%	63%	63%	64%	54%	65%	73%	75%	(r)	69%	68%	48%	49%
HIGH PERFORMANCE	59%	65%	61%	66%	67%	61%	62%	75%	77%	(r)	66%	69%	53%	53%
PUBLIC SECTOR VALUES	55%	63%	60%	63%	63%	56%	59%	73%	79%	(r)	67%	68%	46%	48%
DIVERSITY & INCLUSION	63%	74%	69%	75%	74%	66%	74%	78%	84%	(r)	78%	74%	53%	53%

*multiple types may be choosen.

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.

	NSW Health Pathology	Sydney West	Sydney East	Sydney - Parramatta	Newcastle and Lake Macquarie	Sydney - North Sydney and Hornsby	Sydney - South West	Sydney - City and Inner South	Sydney - Eastern Suburbs	Illawarra	Riverina	Far West and Orana	Sydney - Inner South West
NUMBER OF RESPONDENTS	1661	455	402	275	246	114	113	107	58	55	48	45	42
EMPLOYEE ENGAGEMENT	61%	57%	60%	53%	67%	57%	60%	63%	56%	67%	61%	71%	61%
ENGAGEMENT WITH WORK	69%	66%	70%	61%	72%	68%	72%	69%	67%	76%	66%	88%	75%
SENIOR MANAGERS	42%	42%	38%	38%	50%	32%	43%	41%	32%	39%	46%	66%	44%
COMMUNICATION	55%	55%	55%	53%	61%	48%	55%	59%	53%	57%	55%	72%	51%
HIGH PERFORMANCE	59%	59%	57%	56%	63%	54%	60%	59%	54%	63%	62%	76%	54%
PUBLIC SECTOR VALUES	55%	57%	52%	55%	61%	48%	56%	55%	48%	56%	55%	73%	52%
DIVERSITY & INCLUSION	63%	62%	62%	60%	69%	60%	63%	65%	61%	68%	60%	77%	57%

*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

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.

	NSW Health Pathology	Sydney - Inner West	New England and North West	Sydney - Outer West and Blue Mountains	Richmond - Tweed	Central Coast	Central West	Capital Region	Mid North Coast	Coffs Harbour - Grafton	Sydney - Blacktown	Sydney - Sutherland	Sydney - Ryde	Sydney - Northern Beaches
NUMBER OF RESPONDENTS	1661	40	39	38	34	27	21	20	19	18	17	17	13	11
EMPLOYEE ENGAGEMENT	61%	71%	65%	64%	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	75%	70%	73%	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	42%	53%	45%	52%	32%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	55%	73%	50%	62%	41%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	59%	70%	62%	66%	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	55%	65%	54%	62%	47%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	76%	63%	65%	57%	(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

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.

	NSW Health Pathology	Sydney - Outer South West	Hunter Valley exc Newcastle	Southern Highlands and Shoalhaven	Murray	OUTSIDE NSW	Sydney - Baulkham Hills and Hawkesbury
NUMBER OF RESPONDENTS	1661	12	11	3	2	0	0
EMPLOYEE ENGAGEMENT	61%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	42%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	55%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	59%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	55%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	(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

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.

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	NSW Health Pathology	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	1661	1	47	144	192	196	207	203	203	190	122	35
EMPLOYEE ENGAGEMENT	61%	(r)	68%	64%	65%	60%	57%	61%	60%	61%	54%	64%
ENGAGEMENT WITH WORK	69%	(r)	72%	67%	70%	68%	64%	72%	69%	72%	64%	71%
SENIOR MANAGERS	42%	(r)	49%	45%	50%	42%	38%	41%	39%	40%	36%	43%
COMMUNICATION	55%	(r)	72%	58%	63%	59%	51%	54%	51%	51%	49%	57%
HIGH PERFORMANCE	59%	(r)	71%	61%	66%	63%	55%	59%	56%	57%	53%	60%
PUBLIC SECTOR VALUES	55%	(r)	65%	57%	63%	57%	51%	55%	52%	52%	50%	57%
DIVERSITY & INCLUSION	63%	(r)	78%	66%	70%	67%	58%	63%	58%	59%	56%	64%

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 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.

	NSW Health Pathology	Male	Female	Other
NUMBER OF RESPONDENTS	1661	433	1090	28
EMPLOYEE ENGAGEMENT	61%	60%	61%	(r)
ENGAGEMENT WITH WORK	69%	65%	70%	(r)
SENIOR MANAGERS	42%	44%	41%	(r)
COMMUNICATION	55%	59%	54%	(r)
HIGH PERFORMANCE	59%	60%	59%	(r)
PUBLIC SECTOR VALUES	55%	58%	54%	(r)
DIVERSITY & INCLUSION	63%	65%	62%	(r)

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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.

	NSW Health Pathology	Junior Medical Officer	Career Medical Officer, Hospitalist	Staff Specialist	Visiting Medical Officer	Clinical Academic	Assistant in Nursing	Enrolled Nurse	Registered Nurse/Midwife, Clinical Nurse/Midwife Specialist, Clinical Nurse/Midwife Consultant,	Nurse/Midwifery Educator and Clinical Nurse/Midwifery Educator	Nurse/Midwifery Manager	Support Officers	Information Management (eg. Librarian, Medical Records and Data Manager)	Clinical Support Executive (eg. Hospital Executive, Local Health Network Executive)
NUMBER OF RESPONDENTS	1661	9	0	51	0	0	0	7	12	0	4	13	5	1
EMPLOYEE ENGAGEMENT	61%	(r)	(r)	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	42%	(r)	(r)	40%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	55%	(r)	(r)	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	59%	(r)	(r)	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	55%	(r)	(r)	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	(r)	(r)	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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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.

	NSW Health Pathology	Administrative and Executive Assistant	Corporate Services	Senior Manager/Executive	Allied Health Professional	Allied Health Assistant	Health Education, Health Promotion and Health Protection	Counsellor, Welfare Support	Interpreters and Liaison Officer	Aboriginal Health Workers and Aboriginal Education Officers	Technician/Technologist	Hospital Scientist/Biomedical Engineers	Researchers	Data Analyst
NUMBER OF RESPONDENTS	1661	119	33	49	29	17	1	0	0	0	123	446	3	10
EMPLOYEE ENGAGEMENT	61%	68%	72%	74%	(r)	(r)	(r)	(r)	(r)	(r)	59%	56%	(r)	(r)
ENGAGEMENT WITH WORK	69%	79%	76%	85%	(r)	(r)	(r)	(r)	(r)	(r)	68%	65%	(r)	(r)
SENIOR MANAGERS	42%	56%	50%	70%	(r)	(r)	(r)	(r)	(r)	(r)	41%	36%	(r)	(r)
COMMUNICATION	55%	63%	69%	77%	(r)	(r)	(r)	(r)	(r)	(r)	54%	51%	(r)	(r)
HIGH PERFORMANCE	59%	67%	67%	76%	(r)	(r)	(r)	(r)	(r)	(r)	58%	55%	(r)	(r)
PUBLIC SECTOR VALUES	55%	64%	67%	79%	(r)	(r)	(r)	(r)	(r)	(r)	53%	51%	(r)	(r)
DIVERSITY & INCLUSION	63%	71%	78%	82%	(r)	(r)	(r)	(r)	(r)	(r)	62%	58%	(r)	(r)

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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.

	NSW Health Pathology	Technical Officers/Technical Assistant	Dental Officer, Therapists and Hygienist	Dental Specialist	Dental Assistant	Trainee Dental Assistant	Operational Ambulance Officers (including Educators, DOM, DOCO, Paramedic, AOOC, OCO, SOCO, SO,	Operational Ambulance Managers (incl Zone Managers, Deputy Director Operations, Control Centre	Project Director	Project Manager	Project Officer	Cleaning, Linen and Food	Motor Vehicle, Patient Transport	Security Services, Fire Safety
NUMBER OF RESPONDENTS	1661	400	0	0	0	0	0	0	0	4	11	1	11	0
EMPLOYEE ENGAGEMENT	61%	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	42%	40%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	55%	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	59%	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	55%	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

	NSW Health Pathology	Residential Care Attendant, Patient Care Assistant, Patient Services, Wardsperson	Warehouse staff	Tradesperson	Apprentice Trade Worker and Trade Assistant	Trainee	Volunteer	Other job role	Prefer not to say
NUMBER OF RESPONDENTS	1661	0	0	1	0	3	0	78	122
EMPLOYEE ENGAGEMENT	61%	(r)	(r)	(r)	(r)	(r)	(r)	69%	54%
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	72%	56%
SENIOR MANAGERS	42%	(r)	(r)	(r)	(r)	(r)	(r)	53%	29%
COMMUNICATION	55%	(r)	(r)	(r)	(r)	(r)	(r)	64%	43%
HIGH PERFORMANCE	59%	(r)	(r)	(r)	(r)	(r)	(r)	66%	48%
PUBLIC SECTOR VALUES	55%	(r)	(r)	(r)	(r)	(r)	(r)	64%	43%
DIVERSITY & INCLUSION	63%	(r)	(r)	(r)	(r)	(r)	(r)	72%	53%

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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 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.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree

Agreement	Neither Agree nor Disagree	Disagreement

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 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.