# people matter

## 2019 | NSW Public Sector Employee Survey

### AGENCY REPORT

Health

## eHealth NSW

NSW GOVERNMENT | Public Service Commission

ORC INTERNATIONAL

# Contents

# HEADLINES

**RESPONSE RATE**

## >100%

1,360 OF 1,305 RESPONDENTS

RESPONSE RATE 2018: >100%

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**EMPLOYEE ENGAGEMENT**

## 71% ⬆

| | |
|---|---|
| DIFFERENCE FROM 2018 | +1 (70%) |
| DIFFERENCE FROM CLUSTER | +6 (65%) |
| DIFFERENCE FROM PUBLIC SECTOR | +5 (66%) |

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**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

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**ENGAGEMENT WITH WORK**

## 74% –

| | |
|---|---|
| DIFFERENCE FROM 2018 | 0 (75%) |
| DIFFERENCE FROM CLUSTER | +2 (73%) |
| DIFFERENCE FROM PUBLIC SECTOR | +2 (73%) |

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**SENIOR MANAGERS**

## 60% ⬇

| | |
|---|---|
| DIFFERENCE FROM 2018 | -1 (61%) |
| DIFFERENCE FROM CLUSTER | +14 (46%) |
| DIFFERENCE FROM PUBLIC SECTOR | +10 (50%) |

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**COMMUNICATION**

## 70% ⬇

| | |
|---|---|
| DIFFERENCE FROM 2018 | -1 (71%) |
| DIFFERENCE FROM CLUSTER | +11 (60%) |
| DIFFERENCE FROM PUBLIC SECTOR | +8 (62%) |

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**HIGH PERFORMANCE**

## 71% ⬆

| | |
|---|---|
| DIFFERENCE FROM 2018 | +1 (70%) |
| DIFFERENCE FROM CLUSTER | +7 (64%) |
| DIFFERENCE FROM PUBLIC SECTOR | +6 (65%) |

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**PUBLIC SECTOR VALUES**

## 71% –

| | |
|---|---|
| DIFFERENCE FROM 2018 | 0 (71%) |
| DIFFERENCE FROM CLUSTER | +11 (60%) |
| DIFFERENCE FROM PUBLIC SECTOR | +8 (62%) |

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**DIVERSITY & INCLUSION**

## 79% ⬆

| | |
|---|---|
| DIFFERENCE FROM 2018 | +3 (76%) |
| DIFFERENCE FROM CLUSTER | +12 (67%) |
| DIFFERENCE FROM PUBLIC SECTOR | +10 (69%) |

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**FLEXIBLE WORKING SATISFACTION**

## 78% ⬆

| | |
|---|---|
| DIFFERENCE FROM 2018 | +8 (70%) |
| DIFFERENCE FROM CLUSTER | +21 (58%) |
| DIFFERENCE FROM PUBLIC SECTOR | +19 (59%) |

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**ACTION ON RESULTS**

## 59% ⬆

| | |
|---|---|
| DIFFERENCE FROM 2018 | +3 (55%) |
| DIFFERENCE FROM CLUSTER | +19 (40%) |
| DIFFERENCE FROM PUBLIC SECTOR | +19 (39%) |

# HIGHEST AND LOWEST QUESTIONS

| | HIGHEST SCORING AGREEMENT QUESTIONS | AGREEMENT 2019 | AGREEMENT 2018 |
|---|---|---|---|
| 1h. | I am comfortable notifying my manager if I become aware of any risks at work | 93% | - |
| 2a. | My workgroup strives to achieve customer/client satisfaction | 89% | 89% |
| 1a. | I understand what is expected of me to do well in my role | 89% | 88% |
| 2c. | I receive help and support from other members of my workgroup | 87% | 87% |
| 8a. | My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas) | 85% | 84% |
| 1g. | I know how to address a health and safety issue I have identified | 85% | 81% |
| 2e. | People in my workgroup treat each other with respect | 84% | 83% |
| 2b. | My workgroup works collaboratively to achieve its objectives | 83% | 83% |
| 5b. | My manager listens to what I have to say | 82% | 83% |
| 8b. | Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.) | 81% | 80% |

| | LOWEST SCORING AGREEMENT QUESTIONS | AGREEMENT 2019 | AGREEMENT 2018 |
|---|---|---|---|
| 7g. | I have confidence in the way recruitment decisions are made | 49% | 50% |
| 3e. | My performance is assessed against clear criteria | 51% | 53% |
| 7c. | I feel that change is managed well in my organisation | 52% | 52% |
| 3g. | I am satisfied with the opportunities available for career development in my organisation | 53% | 53% |
| 11a. | I have confidence in the ways my organisation resolves grievances | 53% | 52% |
| 6h. | I feel that senior managers listen to employees | 54% | 56% |
| 5h. | My manager deals appropriately with employees who perform poorly | 55% | 52% |
| 7d. | There is good co-operation between teams across our organisation | 56% | 56% |
| 3f. | I have received appropriate training and development to do my job well | 58% | 59% |
| 7e. | People in my organisation take responsibility for their own actions | 58% | 57% |

**YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE**

The highest and lowest scoring agreement questions based on respondents who have selected 'Strongly agree' and 'Agree'.

# MOST AND LEAST IMPROVED QUESTIONS

| + MOST IMPROVED AGREEMENT QUESTIONS | AGREEMENT 2019 | AGREEMENT 2018 |
|---|---|---|
| 8d. How satisfied are you with your ability to access and use flexible working arrangements? | 78% | 70% |
| 8e. My manager supports flexible working in my team | 81% | 74% |
| 6i. Senior managers in my organisation support the career advancement of women | 67% | 62% |
| 7i. I would recommend my organisation as a great place to work | 74% | 69% |
| 7b. My organisation is making the necessary improvements to meet our future challenges | 73% | 68% |
| 1g. I know how to address a health and safety issue I have identified | 85% | 81% |
| 7j. I am proud to tell others I work for my organisation | 80% | 76% |
| 10a. I believe action will be taken on the results from this survey by my organisation | 59% | 55% |
| 7k. I feel a strong personal attachment to my organisation | 67% | 64% |
| 7h. My organisation generally selects capable people to do the job | 67% | 64% |

| − LEAST IMPROVED AGREEMENT QUESTIONS | AGREEMENT 2019 | AGREEMENT 2018 |
|---|---|---|
| 6f. Senior managers communicate the importance of customers/clients in achieving our business objectives | 70% | 73% |
| 6h. I feel that senior managers listen to employees | 54% | 56% |
| 6d. Senior managers encourage innovation by employees | 60% | 62% |
| 6b. I feel that senior managers effectively lead and manage change | 58% | 60% |
| 6a. I believe senior managers provide clear direction for the future of the organisation | 63% | 64% |
| 5b. My manager listens to what I have to say | 82% | 83% |
| 3e. My performance is assessed against clear criteria | 51% | 53% |
| 1c. My job gives me a feeling of personal accomplishment | 74% | 76% |
| 5c. My manager communicates effectively with me | 77% | 79% |
| 3f. I have received appropriate training and development to do my job well | 58% | 59% |

**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 |
|---|---|
| **Q11a.** I have confidence in the ways my organisation resolves grievances | **53**% |
| **Q7g.** I have confidence in the way recruitment decisions are made | **49**% |
| **Q6h.** I feel that senior managers listen to employees | **54**% |
| **Q5h.** My manager deals appropriately with employees who perform poorly | **55**% |
| **Q3e.** My performance is assessed against clear criteria | **51**% |

| HIGHEST NEUTRAL SCORING QUESTIONS | % NEUTRAL |
|---|---|
| **Q11a.** I have confidence in the ways my organisation resolves grievances | **36**% |
| **Q7g.** I have confidence in the way recruitment decisions are made | **33**% |
| **Q6h.** I feel that senior managers listen to employees | **30**% |
| **Q5h.** My manager deals appropriately with employees who perform poorly | **30**% |
| **Q3e.** My performance is assessed against clear criteria | **28**% |

| DISAGREEMENT SCORES FOR HIGHEST NEUTRAL | % NEGATIVE |
|---|---|
| **Q11a.** I have confidence in the ways my organisation resolves grievances | **11**% |
| **Q7g.** I have confidence in the way recruitment decisions are made | **18**% |
| **Q6h.** I feel that senior managers listen to employees | **16**% |
| **Q5h.** My manager deals appropriately with employees who perform poorly | **15**% |
| **Q3e.** My performance is assessed against clear criteria | **21**% |

## FIND YOUR HIGHEST NEUTRAL SCORES

Results are rounded and may not add up to 100%

**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)**

This data shows the proportion of people who completed the survey.

**Survey responses: 1360**

| Gender | Survey % |
|---|---|
| Male | 62 |
| Female | 36 |
| Other | 3 |

| Age | Survey % |
|---|---|
| 15 - 34 years | 27 |
| 35 - 54 years | 62 |
| 55+ years | 11 |

| LOTE spoken at home | Survey % |
|---|---|
| Yes | 46 |
| No | 47 |
| Prefer not to say | 7 |

| Aboriginal and/or Torres Strait Islanders | Survey % |
|---|---|
| Yes | 1 |
| No | 95 |
| Prefer not to say | 3 |

| Disability | Survey % |
|---|---|
| Yes | 2 |
| No | 95 |
| Prefer not to say | 2 |

| LGBTI | Survey % |
|---|---|
| Yes | 3 |
| No | 93 |
| Prefer not to say | 3 |

| Employment Status | Survey % |
|---|---|
| Senior Executive (ongoing/permanent or term) | 1 |
| Ongoing/Permanent (other than senior executive) | 45 |
| Temporary (including temporary teachers and graduates) | 12 |
| Casual | 1 |
| Contract – Non Executive | 26 |
| Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term) | 10 |
| Other | 1 |
| Don't know | 4 |

| Manager of managers | Survey % |
|---|---|
| Yes | 8 |
| No | 92 |

| Supervisors | Survey % |
|---|---|
| Yes | 25 |
| No | 75 |

| Working arrangement | Survey % |
|---|---|
| Full-time | 96 |
| Part-time | 4 |

| Type of work | Survey % |
|---|---|
| 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) | 24 |
| Administrative support (e.g. executive/personal assistant, receptionist) | 2 |
| Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes) | 39 |
| Policy | 0 |
| Research | 0 |
| Program and project management support | 21 |
| Legal (including developing and/or reviewing legislation) | 0 |
| Other | 8 |

| Organisation Tenure | Survey % |
|---|---|
| Less than 1 year | 23 |
| 1 - 2 years | 23 |
| 2 - 5 years | 29 |
| 5 - 10 years | 14 |
| 10 - 20 years | 9 |
| More than 20 years | 2 |

| Salary | Survey % |
|---|---|
| $83,402 and below | 14 |
| $83,403 - $108,043 | 14 |
| $108,044 - $144,520 | 32 |
| $144,521 and above | 23 |
| Prefer not to say | 18 |

Results are rounded and may not add up to 100%

## 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.
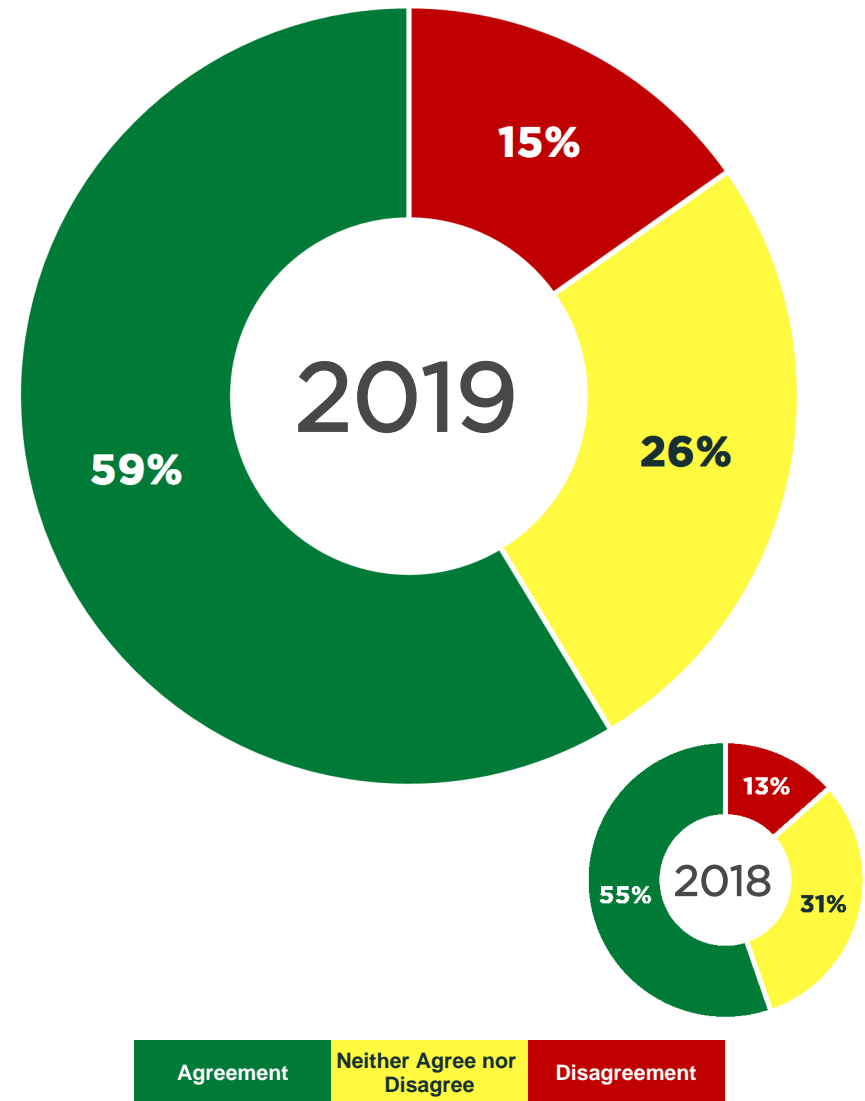
Results are rounded and may not add up to 100%

# 59%

of employees replied favourably to:

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

| 39% | 40% | 55% |
|-----|-----|-----|
| SECTOR | CLUSTER | 2018 |



2019: 59% / 26% / 15%
2018: 55% / 31% / 13%

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 2019 | % AGREEMENT 2018 | AGREEMENT CLUSTER | % AGREEMENT PUBLIC SECTOR |
|---|---|---|---|---|---|
| 1 | **Q7a.** My organisation focuses on improving the work we do | 78% | 75% | 67% | 69% |
| 2 | **Q7f.** My organisation is committed to developing its employees | 62% | 61% | 51% | 53% |
| 3 | **Q6a.** I believe senior managers provide clear direction for the future of the organisation | 63% | 64% | 47% | 51% |
| 4 | **Q7g.** I have confidence in the way recruitment decisions are made | 49% | 50% | 41% | 39% |
| 5 | **Q7b.** My organisation is making the necessary improvements to meet our future challenges | 73% | 68% | 54% | 57% |
| 6 | **Q6c.** I feel that senior managers model the values of my organisation | 61% | 61% | 48% | 52% |

**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 & Office of the Chief Executive | Customer Engagement & Service Transitions | Investment, Strategy and Architecture | Program Delivery | Service Delivery |
|---|---|---|---|---|---|---|
| NUMBER OF RESPONDENTS | 1360 | 25 | 36 | 42 | 294 | 927 |
| EMPLOYEE ENGAGEMENT | 71% | 73% | 63% | 68% | 69% | 72% |
| ENGAGEMENT WITH WORK | 74% | 73% | 69% | 60% | 80% | 74% |
| SENIOR MANAGERS | 60% | 67% | 48% | 55% | 54% | 63% |
| COMMUNICATION | 70% | 69% | 65% | 66% | 68% | 72% |
| HIGH PERFORMANCE | 71% | 70% | 66% | 65% | 69% | 73% |
| PUBLIC SECTOR VALUES | 71% | 73% | 64% | 66% | 69% | 72% |
| DIVERSITY & INCLUSION | 79% | 74% | 74% | 79% | 80% | 79% |

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 10 RESPONDENTS

## 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.

Results are rounded and may not add up to 100%

### EMPLOYEE ENGAGEMENT — 71% AGGREGATE SCORE

| | Responses | AGREEMENT 2019 | AGREEMENT 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|
| Q7i. I would recommend my organisation as a great place to work | 26 / 48 / 18 | 74% | 69% | 61% | 62% |
| Q7j. I am proud to tell others I work for my organisation | 32 / 48 / 14 | 80% | 76% | 69% | 70% |
| Q7k. I feel a strong personal attachment to my organisation | 25 / 42 / 23 / 7 | 67% | 64% | 61% | 64% |
| Q7l. My organisation motivates me to help it achieve its objectives | 21 / 45 / 24 | 65% | 65% | 54% | 56% |
| Q7m. My organisation inspires me to do the best in my job | 22 / 44 / 23 / 8 | 66% | 63% | 55% | 56% |

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree
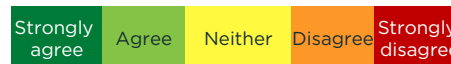
**EXPLORE THE FULL RESULTS**

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Results are rounded and may not add up to 100%

| ENGAGEMENT WITH WORK  74% AGGREGATE SCORE | | AGREEMENT 2019 | AGREEMENT 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|
| Q1c. My job gives me a feeling of personal accomplishment | 28 / 46 / 17 | 74% | 76% | 77% | 76% |
| Q1d. I feel motivated to contribute more than what is normally required at work | 31 / 45 / 14 | 76% | 76% | 72% | 72% |
| Q1e. I am satisfied with my job | 24 / 49 / 17 | 72% | 73% | 70% | 69% |

KEY

| Strongly agree | Agree | Neither | Disagree | Strongly disagree |
|---|---|---|---|---|

## SENIOR MANAGERS — 60% AGGREGATE SCORE

| | Strongly agree | Agree | Neither | Disagree | AGREEMENT 2019 | AGREEMENT 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|---|---|---|
| Q6a. I believe senior managers provide clear direction for the future of the organisation | 18 | 45 | 22 | 11 | 63% | 64% | 47% | 51% |
| Q6b. I feel that senior managers effectively lead and manage change | 16 | 42 | 26 | 11 | 58% | 60% | 44% | 47% |
| Q6c. I feel that senior managers model the values of my organisation | 18 | 43 | 25 | 8 | 61% | 61% | 48% | 52% |
| Q6d. Senior managers encourage innovation by employees | 17 | 43 | 27 | 9 | 60% | 62% | 47% | 51% |
| Q6e. Senior managers promote collaboration between my organisation and other organisations we work with | 17 | 48 | 24 | | 65% | 63% | 48% | 53% |
| Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives | 21 | 49 | 21 | | 70% | 73% | 56% | 61% |
| Q6g. I feel that senior managers keep employees informed about what's going on | 16 | 44 | 23 | 12 | 60% | 61% | 44% | 48% |
| Q6h. I feel that senior managers listen to employees | 15 | 39 | 30 | 10 | 54% | 56% | 40% | 44% |
| Q7c. I feel that change is managed well in my organisation | 13 | 39 | 27 | 15 | 52% | 52% | 43% | 42% |

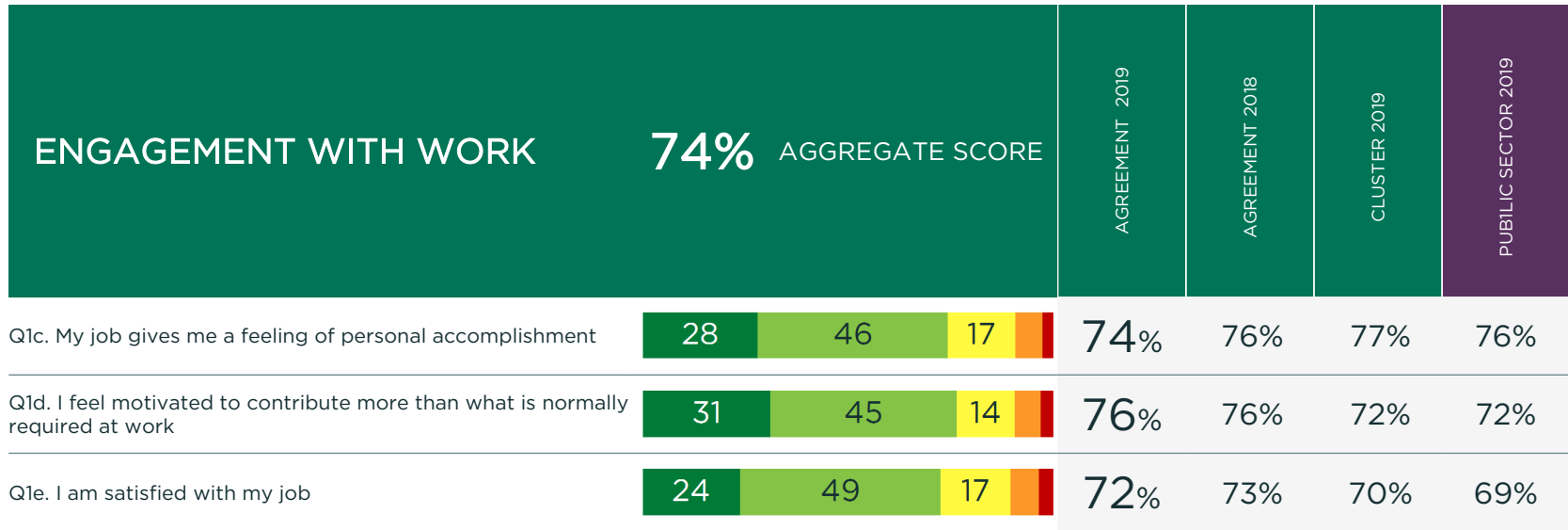KEY: Strongly agree / Agree / Neither / Disagree / Strongly disagree
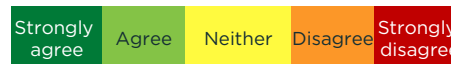
## EXPLORE THE FULL RESULTS

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.

Results are rounded and may not add up to 100%

### COMMUNICATION — 70% AGGREGATE SCORE

| | Distribution | AGREEMENT 2019 | AGREEMENT 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|
| Q5c. My manager communicates effectively with me | 35 / 43 / 12 | 77% | 79% | 70% | 72% |
| Q5d. My manager encourages and values employee input | 36 / 43 / 11 | 79% | 78% | 70% | 73% |
| Q5e. My manager involves my workgroup in decisions about our work | 32 / 42 / 14 | 74% | 75% | 66% | 68% |
| Q6g. I feel that senior managers keep employees informed about what's going on | 16 / 44 / 23 / 12 | 60% | 61% | 44% | 48% |
| Q6h. I feel that senior managers listen to employees | 15 / 39 / 30 / 10 | 54% | 56% | 40% | 44% |
| Q8c. I am able to speak up and share a different view to my colleagues and manager | 28 / 49 / 14 | 78% | 78% | 68% | 69% |

KEY

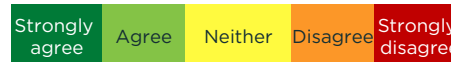| Strongly agree | Agree | Neither | Disagree | Strongly disagree |
|---|---|---|---|---|

## 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.

Results are rounded and may not add up to 100%

### HIGH PERFORMANCE — 71% AGGREGATE SCORE

| Question | Chart | AGREEMENT 2019 | AGREEMENT 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|
| Q1a. I understand what is expected of me to do well in my role | 37 / 52 | 89% | 88% | 92% | 90% |
| Q2b. My workgroup works collaboratively to achieve its objectives | 41 / 42 / 9 | 83% | 83% | 79% | 79% |
| Q3f. I have received appropriate training and development to do my job well | 16 / 42 / 27 / 11 | 58% | 59% | 70% | 66% |
| Q5a. My manager encourages people in my workgroup to keep improving the work they do | 32 / 49 / 12 | 80% | 80% | 72% | 75% |
| Q5f. I have confidence in the decisions my manager makes | 34 / 42 / 15 | 76% | 76% | 66% | 69% |
| Q6d. Senior managers encourage innovation by employees | 17 / 43 / 27 / 9 | 60% | 62% | 47% | 51% |
| Q6e. Senior managers promote collaboration between my organisation and other organisations we work with | 17 / 48 / 24 | 65% | 63% | 48% | 53% |
| Q7a. My organisation focuses on improving the work we do | 21 / 57 / 14 | 78% | 75% | 67% | 69% |
| Q7b. My organisation is making the necessary improvements to meet our future challenges | 20 / 53 / 18 | 73% | 68% | 54% | 57% |

KEY

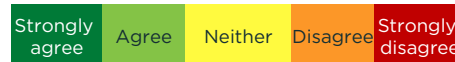| Strongly agree | Agree | Neither | Disagree | Strongly disagree |
|---|---|---|---|---|

## 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.

Results are rounded and may not add up to 100%

| HIGH PERFORMANCE | 71% AGGREGATE SCORE | | AGREEMENT 2019 | AGREEMENT 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|---|
| Q7d. There is good co-operation between teams across our organisation | | 13 / 43 / 24 / 15 | 56% | 56% | 50% | 50% |
| Q7h. My organisation generally selects capable people to do the job | | 14 / 53 / 22 / 8 | 67% | 64% | 55% | 54% |

KEY

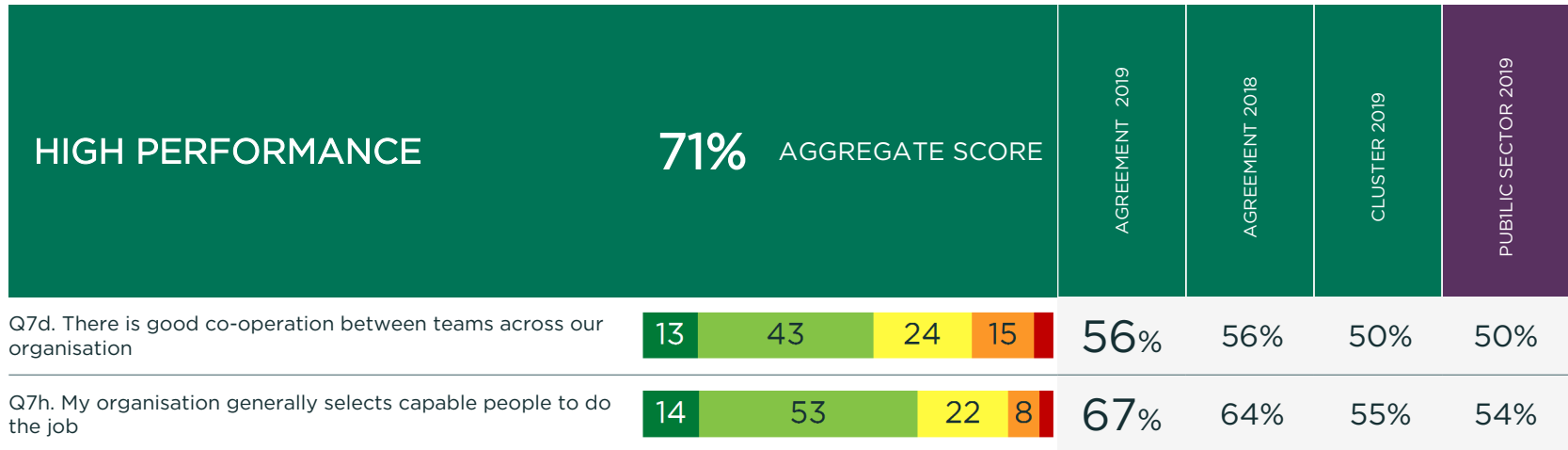| Strongly agree | Agree | Neither | Disagree | Strongly disagree |
|---|---|---|---|---|

**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.

Results are rounded and may not add up to 100%

## PUBLIC SECTOR VALUES    71% AGGREGATE SCORE

| Question | Distribution | AGREEMENT 2019 | AGREEMENT 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|
| Q2a. My workgroup strives to achieve customer/client satisfaction | 45 / 44 | 89% | 89% | 87% | 86% |
| Q2e. People in my workgroup treat each other with respect | 43 / 41 / 10 | 84% | 83% | 72% | 75% |
| Q5a. My manager encourages people in my workgroup to keep improving the work they do | 32 / 49 / 12 | 80% | 80% | 72% | 75% |
| Q5b. My manager listens to what I have to say | 37 / 44 / 10 | 82% | 83% | 74% | 76% |
| Q6a. I believe senior managers provide clear direction for the future of the organisation | 18 / 45 / 22 / 11 | 63% | 64% | 47% | 51% |
| Q6c. I feel that senior managers model the values of my organisation | 18 / 43 / 25 / 8 | 61% | 61% | 48% | 52% |
| Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives | 21 / 49 / 21 | 70% | 73% | 56% | 61% |
| Q6g. I feel that senior managers keep employees informed about what's going on | 16 / 44 / 23 / 12 | 60% | 61% | 44% | 48% |
| Q6h. I feel that senior managers listen to employees | 15 / 39 / 30 / 10 | 54% | 56% | 40% | 44% |

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.

Results are rounded and may not add up to 100%

## PUBLIC SECTOR VALUES — 71% AGGREGATE SCORE

| | | AGREEMENT 2019 | AGREEMENT 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|
| Q7a. My organisation focuses on improving the work we do | 21 / 57 / 14 | 78% | 75% | 67% | 69% |
| Q7e. People in my organisation take responsibility for their own actions | 13 / 45 / 26 / 12 | 58% | 57% | 48% | 48% |

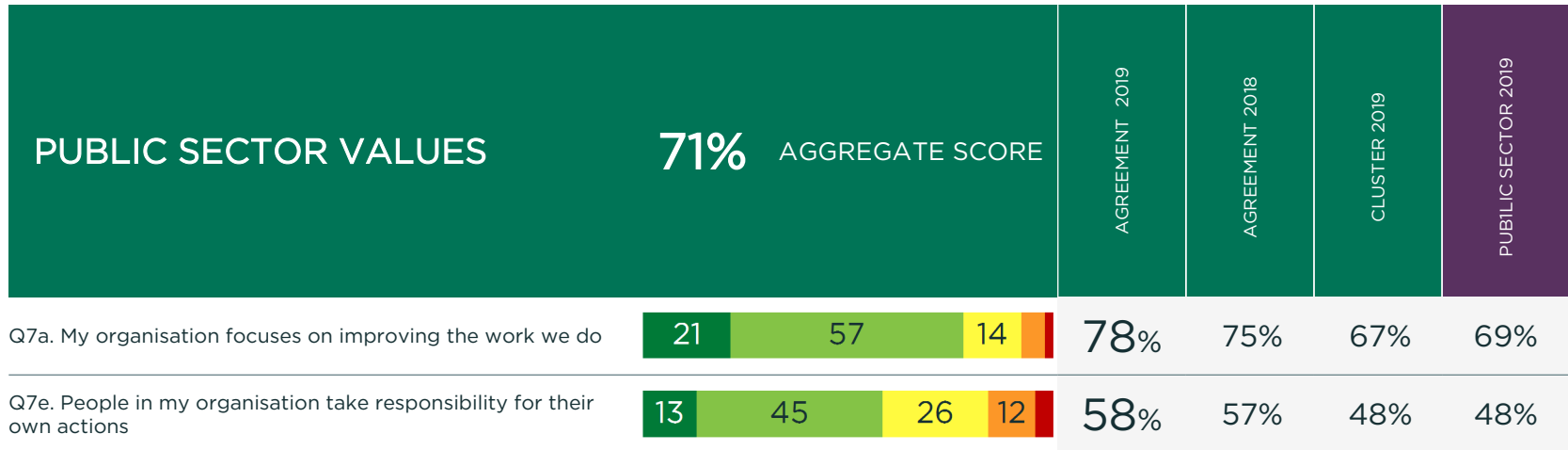**KEY:** Strongly agree | Agree | Neither | Disagree | Strongly disagree
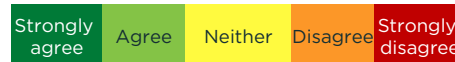
## EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%

## DIVERSITY & INCLUSION

**79%** AGGREGATE SCORE

| | Responses | AGREEMENT 2019 | AGREEMENT 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|
| Q1b. I am provided with the support I need to do my best at work | 27 / 50 / 13 / 7 | 77% | 76% | 66% | 67% |
| Q5b. My manager listens to what I have to say | 37 / 44 / 10 | 82% | 83% | 74% | 76% |
| Q5d. My manager encourages and values employee input | 36 / 43 / 11 | 79% | 78% | 70% | 73% |
| Q6i. Senior managers in my organisation support the career advancement of women | 23 / 44 / 27 | 67% | 62% | 54% | 61% |
| Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas) | 36 / 50 / 10 | 85% | 84% | 75% | 77% |
| Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.) | 35 / 46 / 12 | 81% | 80% | 75% | 76% |
| Q8c. I am able to speak up and share a different view to my colleagues and manager | 28 / 49 / 14 | 78% | 78% | 68% | 69% |
| Q8d. How satisfied are you with your ability to access and use flexible working arrangements? *Response scale Very satisfied - Very unsatisfied* | 37 / 41 / 13 | 78% | 70% | 58% | 59% |
| Q8e. My manager supports flexible working in my team | 41 / 39 / 11 | 81% | 74% | 61% | 63% |

KEY

Strongly agree | Agree | Neither | Disagree | Strongly disagree

**EXPLORE THE FULL RESULTS**

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Results are rounded and may not add up to 100%

| FLEXIBLE WORKING | 79% AGGREGATE SCORE | | AGREEMENT 2019 | AGREEMENT 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|---|
| Q8d. How satisfied are you with your ability to access and use flexible working arrangements? *Response scale Very satisfied - Very unsatisfied* | 37 | 41 | 13 | 78% | 70% | 58% | 59% |
| Q8e. My manager supports flexible working in my team | 41 | 39 | 11 | 81% | 74% | 61% | 63% |

KEY

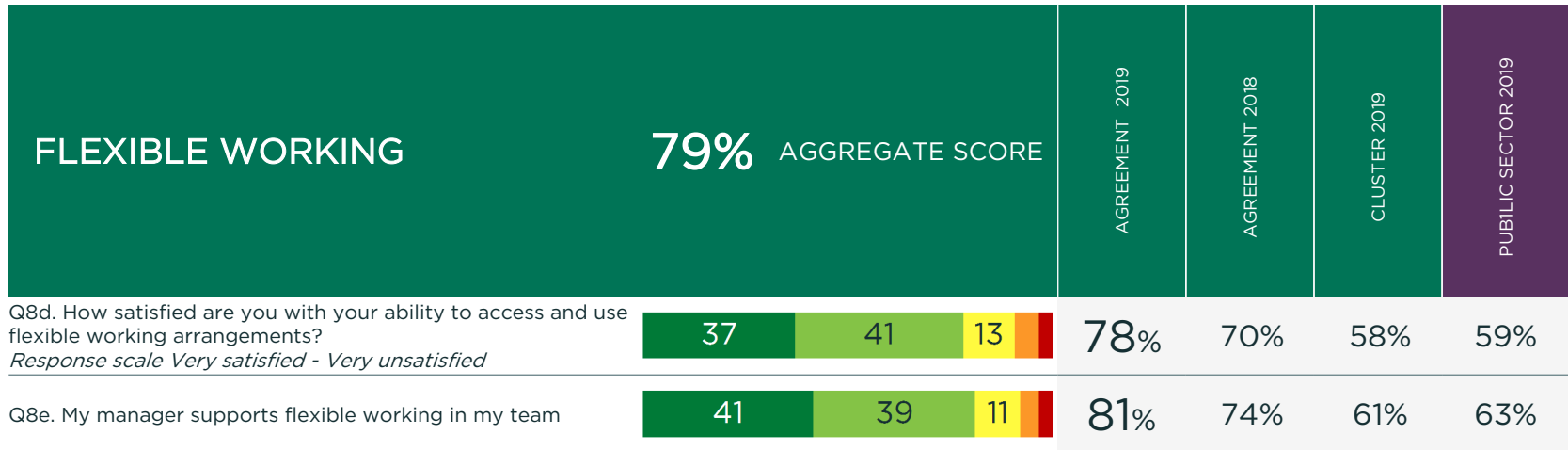| Strongly agree | Agree | Neither | Disagree | Strongly disagree |
|---|---|---|---|---|

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| RECRUITMENT | 58% AGGREGATE SCORE | | AGREEMENT 2019 | AGREEMENT 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|---|
| Q7g. I have confidence in the way recruitment decisions are made | 12 | 37 | 33 | 10 | 8 | 49% | 50% | 41% | 39% |
| Q7h. My organisation generally selects capable people to do the job | 14 | 53 | 22 | 8 | 67% | 64% | 55% | 54% |

KEY

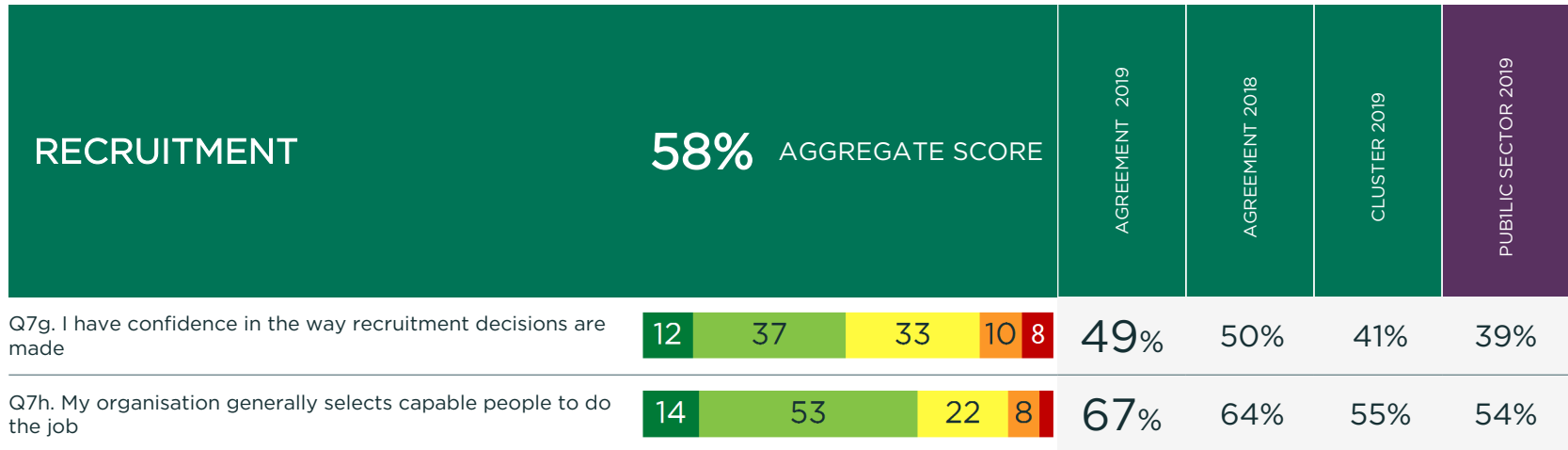| Strongly agree | Agree | Neither | Disagree | Strongly disagree |
|---|---|---|---|---|

## EXPLORE THE FULL RESULTS

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## PERFORMANCE FRAMEWORK & DEVELOPMENT

**61% AGGREGATE SCORE**

| | | AGREEMENT 2019 | AGREEMENT 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|
| Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results | 23 / 45 / 20 / 8 | 68% | 67% | 65% | 66% |
| Q3e. My performance is assessed against clear criteria | 16 / 35 / 28 / 15 | 51% | 53% | 60% | 57% |
| Q3g. I am satisfied with the opportunities available for career development in my organisation | 15 / 37 / 26 / 13 / 8 | 53% | 53% | 53% | 51% |
| Q5g. My manager provides acknowledgement or other recognition for the work I do | 34 / 42 / 13 | 76% | 76% | 66% | 69% |
| Q5h. My manager deals appropriately with employees who perform poorly | 21 / 33 / 30 / 9 | 55% | 52% | 47% | 48% |
| Q7f. My organisation is committed to developing its employees | 15 / 47 / 25 / 9 | 62% | 61% | 51% | 53% |

**KEY**

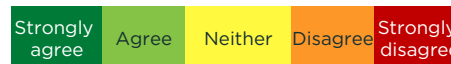| Strongly agree | Agree | Neither | Disagree | Strongly disagree |
|---|---|---|---|---|

**EXPLORE THE FULL RESULTS**

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## WORKPLACE SUPPORT

**79%** AGGREGATE SCORE

| | | AGREEMENT 2019 | AGREEMENT 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|
| Q1b. I am provided with the support I need to do my best at work | 27 / 50 / 13 / 7 | 77% | 76% | 66% | 67% |
| Q1f. I am able to keep my work stress at an acceptable level | 21 / 52 / 16 / 8 | 73% | 72% | 62% | 61% |
| Q2c. I receive help and support from other members of my workgroup | 42 / 45 / 8 | 87% | 87% | 80% | 81% |
| Q2d. There is good team spirit in my workgroup | 41 / 37 / 12 | 78% | 78% | 68% | 70% |

KEY

| Strongly agree | Agree | Neither | Disagree | Strongly disagree |
|---|---|---|---|---|

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| PAY | 70% AGREEMENT | | AGREEMENT 2019 | AGREEMENT 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|---|
| Q4a. I am paid fairly for the work I do | 16 | 54 | 19 | 9 | 70% | 68% | 55% | 59% |

KEY

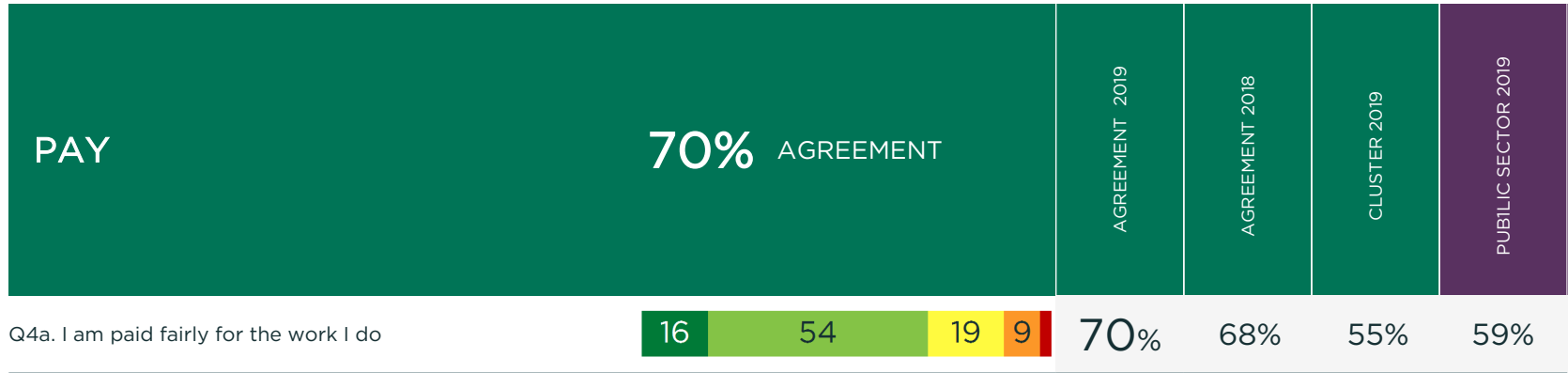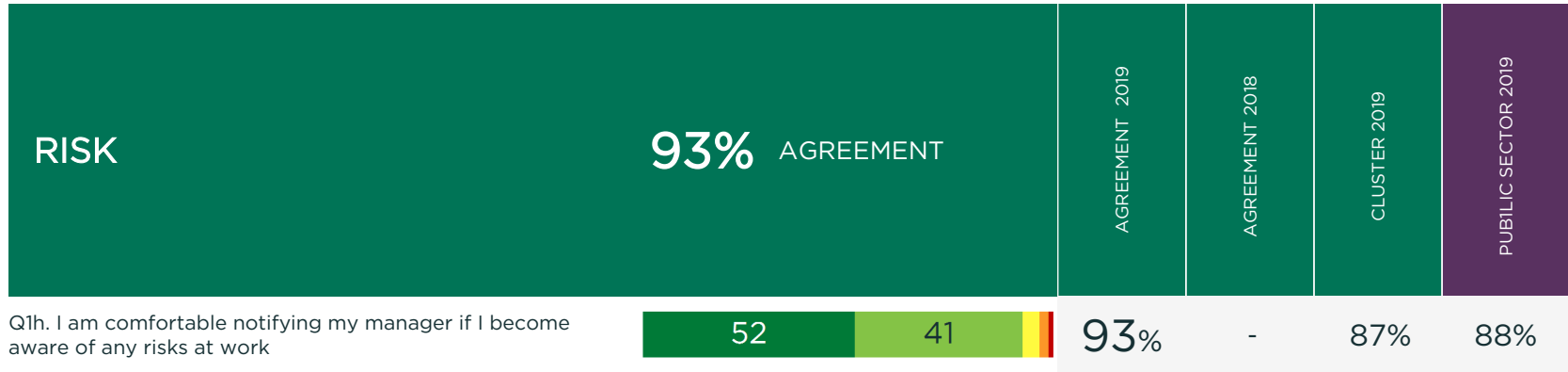| Strongly agree | Agree | Neither | Disagree | Strongly disagree |
|---|---|---|---|---|

**EXPLORE THE FULL RESULTS**

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Results are rounded and may not add up to 100%

| RISK | 93% AGREEMENT | | AGREEMENT 2019 | AGREEMENT 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|------|------|------|------|------|------|------|
| Q1h. I am comfortable notifying my manager if I become aware of any risks at work | 52 | 41 | 93% | - | 87% | 88% |

KEY

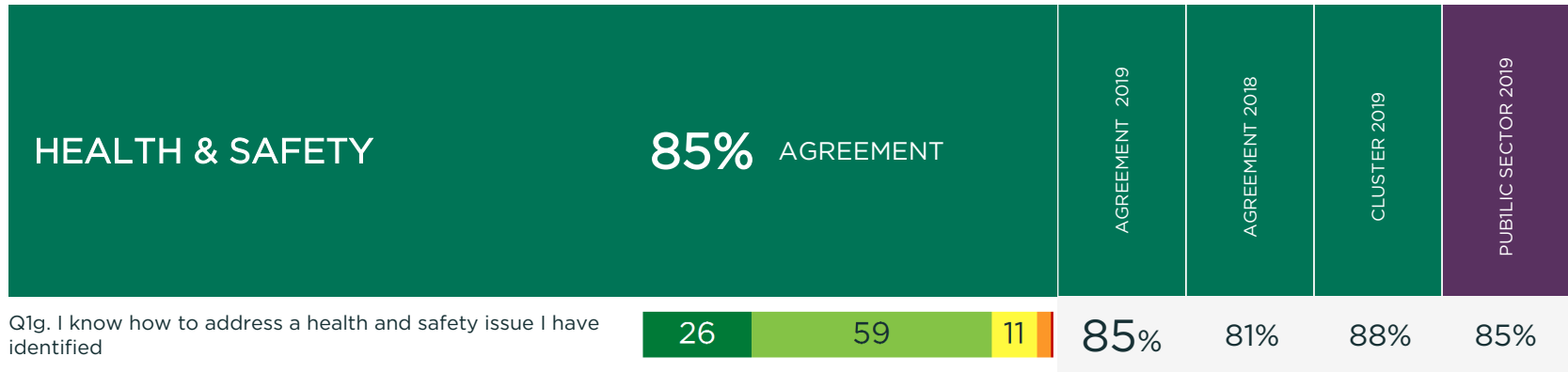| Strongly agree | Agree | Neither | Disagree | Strongly disagree |
|------|------|------|------|------|

**EXPLORE THE FULL RESULTS**

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Results are rounded and may not add up to 100%

## HEALTH & SAFETY — 85% AGREEMENT

| | | AGREEMENT 2019 | AGREEMENT 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|
| Q1g. I know how to address a health and safety issue I have identified | 26 / 59 / 11 | 85% | 81% | 88% | 85% |

KEY

| Strongly agree | Agree | Neither | Disagree | Strongly disagree |
|---|---|---|---|---|

## EXPLORE THE FULL RESULTS

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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.
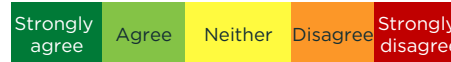
Results are rounded and may not add up to 100%

### ACTION ON RESULTS — 59% AGREEMENT

| | Strongly agree | Agree | Neither | Disagree | Strongly disagree | AGREEMENT 2019 | AGREEMENT 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|---|---|---|---|
| Q10a. I believe action will be taken on the results from this survey by my organisation | 16 | 43 | 26 | 9 | | 59% | 55% | 40% | 39% |

KEY

| Strongly agree | Agree | Neither | Disagree | Strongly disagree |
|---|---|---|---|---|

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Results are rounded and may not add up to 100%

| WORKPLACE CONDUCT | 53% AGREEMENT | AGREEMENT 2019 | AGREEMENT 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|
| Q11a. I have confidence in the ways my organisation resolves grievances | 14 / 39 / 36 / 7 | 53% | 52% | 41% | 41% |

**KEY**

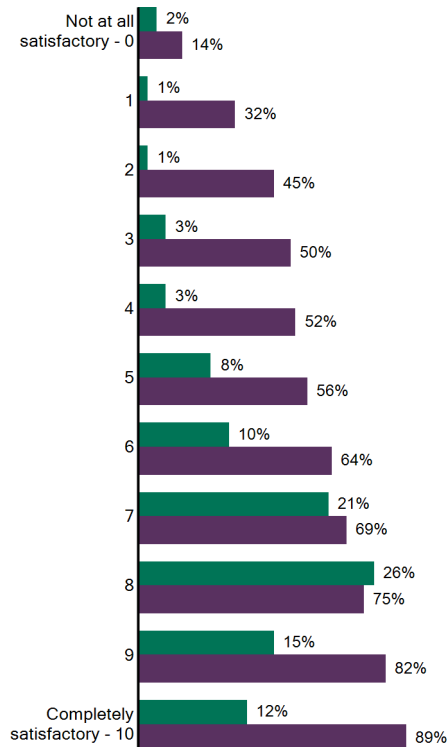| Strongly agree | Agree | Neither | Disagree | Strongly disagree |
|---|---|---|---|---|
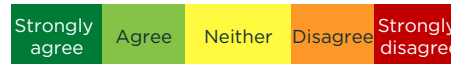
## WELLBEING AND ENGAGEMENT

**EXPLORE THE FULL RESULTS**

Questions are grouped by topics in this report.
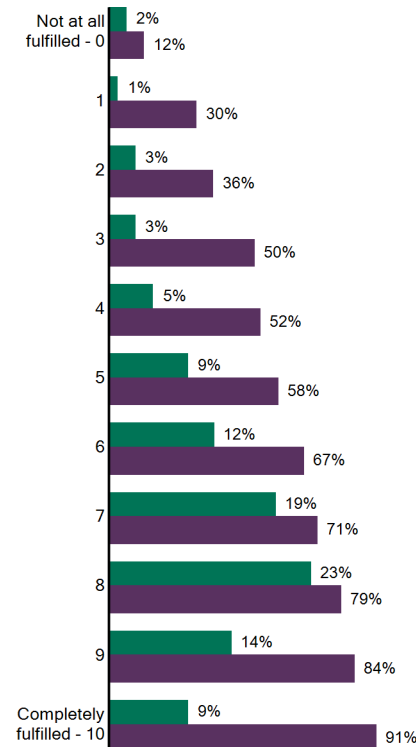
Results are rounded and may not add up to 100%

This compares Wellbeing to Engagement.

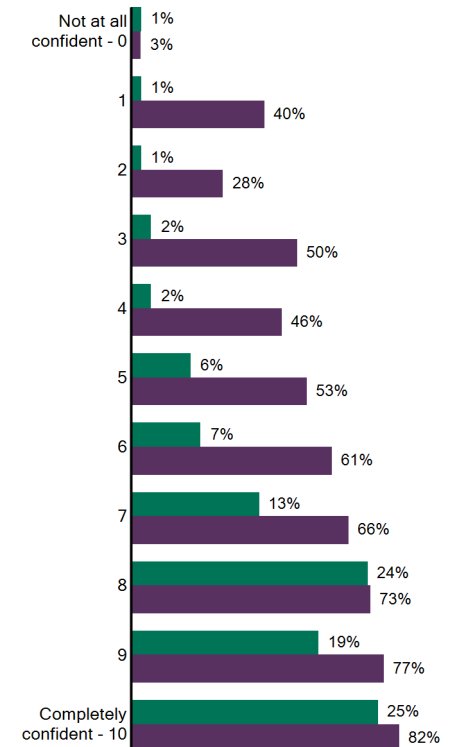**Q1i.** In general, my sense of wellbeing is.....

| | Proportion of respondents | Employee engagement score |
|---|---|---|
| Not at all satisfactory - 0 | 2% | 14% |
| 1 | 1% | 32% |
| 2 | 1% | 45% |
| 3 | 3% | 50% |
| 4 | 3% | 52% |
| 5 | 8% | 56% |
| 6 | 10% | 64% |
| 7 | 21% | 69% |
| 8 | 26% | 75% |
| 9 | 15% | 82% |
| Completely satisfactory - 10 | 12% | 89% |

**Q1j.** I find my life at work fulfilling

| | Proportion of respondents | Employee engagement score |
|---|---|---|
| Not at all fulfilled - 0 | 2% | 12% |
| 1 | 1% | 30% |
| 2 | 3% | 36% |
| 3 | 3% | 50% |
| 4 | 5% | 52% |
| 5 | 9% | 58% |
| 6 | 12% | 67% |
| 7 | 19% | 71% |
| 8 | 23% | 79% |
| 9 | 14% | 84% |
| Completely fulfilled - 10 | 9% | 91% |

**Q1k.** I am confident that I am contributing my best at work

| | Proportion of respondents | Employee engagement score |
|---|---|---|
| Not at all confident - 0 | 1% | 3% |
| 1 | 1% | 40% |
| 2 | 1% | 28% |
| 3 | 2% | 50% |
| 4 | 2% | 46% |
| 5 | 6% | 53% |
| 6 | 7% | 61% |
| 7 | 13% | 66% |
| 8 | 24% | 73% |
| 9 | 19% | 77% |
| Completely confident - 10 | 25% | 82% |

Proportion of respondents answering each response option ▉ (green)

Employee engagement score ▉ (purple)

**EXPLORE THE FULL RESULTS**

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## PERFORMANCE FRAMEWORK & DEVELOPMENT

| | | 2019 | 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|
| **Q3a.** I have a current performance and development plan that sets out my individual objectives | | | | | |
| Yes | | 51% | 53% | 71% | 71% |
| No | | 49% | 47% | 29% | 29% |
| **Q3b.** I have informal feedback conversations with my manager | | | | | |
| Yes | | 78% | 79% | 74% | 76% |
| No | | 22% | 21% | 26% | 24% |
| **Q3c.** I have scheduled feedback conversations with my manager | | | | | |
| Yes | | 58% | 56% | 58% | 60% |
| No | | 42% | 44% | 42% | 40% |

**EXPLORE THE FULL RESULTS**

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## MOBILITY

| | | 2019 | 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|
| **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 | | 41% | 42% | 40% | 41% |
| No | | 59% | 58% | 60% | 59% |

**EXPLORE THE FULL RESULTS**

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## MOBILITY

| | 2019 | 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|
| **Q3i.** Are there barriers preventing you from moving to another role? If so, what are they? (select all that apply) | | | | |
| There are no major barriers to my career progression | 37% | 42% | 31% | 29% |
| Lack of visible opportunities | 28% | 28% | 29% | 29% |
| Lack of promotion opportunities | 27% | 25% | 26% | 28% |
| Personal/family considerations | 17% | 19% | 28% | 29% |
| Geographic location considerations | 17% | 21% | 22% | 25% |
| Insufficient training and development | 15% | 16% | 15% | 15% |
| The application/recruitment process is too cumbersome or time consuming | 15% | 15% | 17% | 22% |
| Lack of required capabilities or experience | 13% | 13% | 10% | 11% |
| Lack of support for temporary assignments/secondments | 12% | 13% | 14% | 15% |
| Lack of support from my manager/supervisor | 11% | 11% | 14% | 13% |
| Other | 11% | 11% | 8% | 9% |

% are calculated with the number of unique respondents (N = 1,293 to this question)

## EXPLORE THE FULL RESULTS

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| UNACCEPTABLE CONDUCT | 2019 | 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|
| **Q12a.** In the last 12 months I have witnessed misconduct/wrongdoing at work | | | | |
| Yes | 18% | 15% | 32% | 27% |
| No | 62% | 63% | 51% | 56% |
| Don't know | 21% | 22% | 17% | 17% |
| **Q12b.** If yes to 12a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months? | | | | |
| Yes | 51% | 55% | 67% | 65% |
| No | 47% | 43% | 30% | 32% |
| Don't know | 2% | 2% | 4% | 4% |

## EXPLORE THE FULL RESULTS

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### UNACCEPTABLE CONDUCT

| | | 2019 | 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|
| **Q13a.** In the last 12 months I have witnessed bullying at work | | | | | |
| Yes | | 19% | 17% | 39% | 33% |
| No | | 69% | 72% | 52% | 57% |
| Don't know | | 13% | 12% | 10% | 10% |
| **Q13b.** In the last 12 months I have been subjected to bullying at work | | | | | |
| Yes | | 11% | 10% | 21% | 18% |
| No | | 80% | 83% | 72% | 75% |
| Don't know | | 9% | 7% | 7% | 7% |

## EXPLORE THE FULL RESULTS

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## UNACCEPTABLE CONDUCT

| | 2019 | 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|
| **Q13c.** 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 | | | | |
| Your immediate manager/supervisor | 24% | 25% | 23% | 23% |
| A fellow worker at your level | 24% | 27% | 31% | 27% |
| A senior manager | 19% | 26% | 18% | 21% |
| Prefer not to say | 15% | 16% | 12% | 13% |
| Other | 9% | 3% | 6% | 5% |
| A subordinate | 5% | 2% | 6% | 7% |
| A client or customer | 3% | 1% | 2% | 3% |
| A member of the public other than a client or customer | 0% | - | 1% | 1% |

**EXPLORE THE FULL RESULTS**

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## UNACCEPTABLE CONDUCT

| | | 2019 | 2018 | CLUSTER 2019 | PUBLIC SECTOR 2019 |
|---|---|---|---|---|---|
| **Q14a.** In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work | | | | | |
| Yes | | 1% | 1% | 6% | 4% |
| No | | 96% | 97% | 92% | 94% |
| Don't know | | 3% | 3% | 2% | 2% |
| **Q14b.** If yes to 14a, 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 | | 73% | 100% | 29% | 38% |
| A member of the public | | 9% | - | 51% | 36% |
| Other | | 0% | - | 15% | 19% |
| Prefer not to say | | 18% | - | 6% | 7% |

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## HEALTH

## CUSTOMISED QUESTIONS

| Question | Strongly agree | Agree | Neither | Disagree | Strongly disagree | AGREEMENT 2019 | AGREEMENT 2018 | CLUSTER 2019 |
|---|---|---|---|---|---|---|---|---|
| Q1. I believe I am valued for what I can offer at my workplace | 22 | 55 | 13 | | | 78% | 79% | 71% |
| Q2. In my workplace, we recognise our successes and innovations | 21 | 55 | 16 | | | 76% | 76% | 66% |
| Q3. Overall, I have confidence in the decisions made by my senior managers | 17 | 50 | 21 | 7 | | 68% | 68% | 54% |
| Q4. I have a say in decisions which affect my work | 16 | 50 | 20 | 10 | | 66% | 68% | 53% |
| Q5. Where I work, we share the lessons learnt when mistakes are made | 19 | 54 | 16 | 8 | | 73% | 76% | 67% |
| Q6. My team's objectives/work plans are clearly outlined | 18 | 52 | 17 | 9 | | 71% | 70% | 66% |
| Q7. Our objectives/work plans help us to deliver a quality service | 19 | 54 | 18 | | | 73% | 73% | 67% |
| Q8. Overall, I believe the culture at my workplace has improved in the last 12 months | 16 | 41 | 30 | 8 | | 56% | 54% | 45% |

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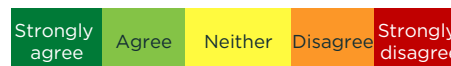
| Strongly agree | Agree | Neither | Disagree | Strongly disagree |
|---|---|---|---|---|

**EXPLORE THE FULL SURVEY RESULTS**

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## HEALTH

### CUSTOMISED QUESTIONS

| | | 2019 | CLUSTER 2019 |
|---|---|---|---|
| **Q9.** How often do you feel culturally safe in the workplace? | | | |
| Always | | 67% | 63% |
| Often | | 24% | 25% |
| About half the time | | 5% | 7% |
| Seldom | | 3% | 3% |
| Never | | 1% | 2% |
| **Q10.** In the past 12 months have you experienced racism in the workplace? | | | |
| Yes | | 6% | 11% |
| No | | 94% | 89% |

**EXPLORE THE FULL SURVEY RESULTS**

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Results are rounded and may not add up to 100%

## HEALTH

## CUSTOMISED QUESTIONS

| | 2019 | CLUSTER 2019 |
|---|---|---|
| **Q10a.** Please indicate the role of the person who was the source of most of the racist behaviour in the workplace. | | |
| A senior manager | 14% | 8% |
| Your immediate manager / supervisor | 5% | 10% |
| A fellow worker at your level | 26% | 25% |
| A subordinate / worker below your level | 3% | 6% |
| A client or patient | 5% | 25% |
| A member of the public other than a client or patient | 0% | 4% |
| Other | 14% | 5% |
| Prefer not to say | 33% | 16% |

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**EXPLORE THE FULL SURVEY RESULTS**

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

| HEALTH<br><br>CUSTOMISED QUESTIONS | 2019 | CLUSTER 2019 |
|---|---|---|
| **Q10b1.** Verbal abuse or harassment | | |
| Never | 59% | 36% |
| Once | 18% | 15% |
| Twice | 5% | 13% |
| 3-5 times | 8% | 16% |
| More than 5 times | 9% | 20% |

ℹ️

**EXPLORE THE FULL SURVEY RESULTS**

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## HEALTH

### CUSTOMISED QUESTIONS

| | | 2019 | CLUSTER 2019 |
|---|---|---|---|
| **Q10b2.** Other abuse or harassment | | | |
| Never | | 60% | 50% |
| Once | | 10% | 13% |
| Twice | | 10% | 10% |
| 3-5 times | | 11% | 12% |
| More than 5 times | | 10% | 15% |

## EXPLORE THE FULL SURVEY RESULTS

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| HEALTH<br><br>CUSTOMISED QUESTIONS | | 2019 | CLUSTER 2019 |
|---|---|---|---|
| **Q10b3.** Racial jokes or slurs, imitating accent | | | |
| Never | | 39% | 30% |
| Once | | 15% | 15% |
| Twice | | 12% | 15% |
| 3-5 times | | 20% | 19% |
| More than 5 times | | 15% | 21% |

**EXPLORE THE FULL SURVEY RESULTS**

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## HEALTH

### CUSTOMISED QUESTIONS

| | | 2019 | CLUSTER 2019 |
|---|---|---|---|
| **Q10b4.** Exclusion or avoidance in the workplace | | | |
| Never | | 33% | 50% |
| Once | | 15% | 11% |
| Twice | | 11% | 10% |
| 3-5 times | | 20% | 13% |
| More than 5 times | | 21% | 16% |

**EXPLORE THE FULL SURVEY RESULTS**

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## HEALTH

## CUSTOMISED QUESTIONS

| | | 2019 | CLUSTER 2019 |
|---|---|---|---|
| **Q10b5.** Exclusion from employment opportunities | | | |
| Never | | 55% | 65% |
| Once | | 15% | 10% |
| Twice | | 4% | 8% |
| 3-5 times | | 16% | 8% |
| More than 5 times | | 10% | 10% |

**EXPLORE THE FULL SURVEY RESULTS**

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## HEALTH

## CUSTOMISED QUESTIONS

| | | 2019 | CLUSTER 2019 |
|---|---|---|---|
| **Q10b6.** Racist material displayed in the workplace | | | |
| Never | | 88% | 86% |
| Once | | 3% | 5% |
| Twice | | 4% | 3% |
| 3-5 times | | 1% | 2% |
| More than 5 times | | 4% | 4% |

**EXPLORE THE FULL SURVEY RESULTS**

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## HEALTH

### CUSTOMISED QUESTIONS

| | 2019 | CLUSTER 2019 |
|---|---|---|
| **Q11.** Which of the following best describes your current role? Please select the most appropriate response from the list below. | | |
| Junior Medical Officer | 0% | 2% |
| Career Medical Officer, Hospitalist | 0% | 0% |
| Staff Specialist | 1% | 2% |
| Visiting Medical Officer | 0% | 0% |
| Clinical Academic | 0% | 0% |
| Assistant in Nursing | 0% | 1% |
| Enrolled Nurse | 0% | 3% |
| Registered Nurse/Midwife, Clinical Nurse/Midwife Specialist, Clinical Nurse/Midwife Consultant, Practitioner | 0% | 23% |
| Nurse/Midwifery Educator and Clinical Nurse/Midwifery Educator | 0% | 2% |
| Nurse/Midwifery Manager | 0% | 3% |

**EXPLORE THE FULL SURVEY RESULTS**

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

## HEALTH

## CUSTOMISED QUESTIONS

| | | 2019 | CLUSTER 2019 |
|---|---|---|---|
| **Q11.** Which of the following best describes your current role? Please select the most appropriate response from the list below. | | | |
| Support Officers | | 8% | 2% |
| Information Management (eg. Librarian, Medical Records and Data Manager) | | 3% | 1% |
| Clinical Support Executive (eg. Hospital Executive, Local Health Network Executive) | | 0% | 0% |
| Administrative and Executive Assistant | | 1% | 9% |
| Corporate Services | | 11% | 3% |
| Senior Manager/Executive | | 3% | 2% |
| Allied Health Professional | | 0% | 11% |
| Allied Health Assistant | | 0% | 1% |
| Health Education, Health Promotion and Health Protection | | 0% | 1% |
| Counsellor, Welfare Support | | 0% | 0% |

**EXPLORE THE FULL SURVEY RESULTS**

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

## HEALTH

## CUSTOMISED QUESTIONS

| | 2019 | CLUSTER 2019 |
|---|---|---|
| **Q11.** Which of the following best describes your current role? Please select the most appropriate response from the list below. | | |
| Interpreters and Liaison Officer | 0% | 0% |
| Aboriginal Health Workers and Aboriginal Education Officers | 0% | 0% |
| Technician/Technologist | 9% | 1% |
| Hospital Scientist/Biomedical Engineers | 0% | 1% |
| Researchers | 0% | 0% |
| Data Analyst | 5% | 1% |
| Technical Officers/Technical Assistant | 8% | 2% |
| Dental Officer, Therapists and Hygienist | 0% | 0% |
| Dental Specialist | 0% | 0% |
| Dental Assistant | 0% | 1% |

**EXPLORE THE FULL SURVEY RESULTS**

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

## HEALTH

## CUSTOMISED QUESTIONS

| | 2019 | CLUSTER 2019 |
|---|---|---|
| **Q11.** Which of the following best describes your current role? Please select the most appropriate response from the list below. | | |
| Trainee Dental Assistant | 0% | 0% |
| Operational Ambulance Officers (including Educators, DOM, DOCO, Paramedic, AOOC, OCO, SOCO, SO, PTO) | 0% | 3% |
| Operational Ambulance Managers (incl Zone Managers, Deputy Director Operations, Control Centre Manager) | 0% | 0% |
| Project Director | 1% | 0% |
| Project Manager | 10% | 1% |
| Project Officer | 5% | 1% |
| Cleaning, Linen and Food | 0% | 5% |
| Motor Vehicle, Patient Transport | 0% | 0% |
| Security Services, Fire Safety | 0% | 1% |
| Residential Care Attendant, Patient Care Assistant, Patient Services, Wardsperson | 0% | 1% |

**EXPLORE THE FULL SURVEY RESULTS**

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

## HEALTH

## CUSTOMISED QUESTIONS

| | 2019 | CLUSTER 2019 |
|---|---|---|
| **Q11.** Which of the following best describes your current role? Please select the most appropriate response from the list below. | | |
| Warehouse staff | 0% | 0% |
| Tradesperson | 0% | 1% |
| Apprentice Trade Worker and Trade Assistant | 0% | 0% |
| Trainee | 1% | 0% |
| Volunteer | 0% | 0% |
| Other job role | 21% | 5% |
| Prefer not to say | 13% | 7% |

**PERSONAL AND WORK PROFILES**

62%

36%

3%

Results are rounded and may not add up to 100%

| | PERCENTAGE |
|---|---|
| **GENDER** | |
| Male | 62% |
| Female | 36% |
| Other | 3% |

## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

| AGE | PERCENTAGE |
|-----|------------|
| 15-19 | 1% |
| 20-24 | 4% |
| 25-29 | 8% |
| 30-34 | 15% |
| 35-39 | 19% |
| 40-44 | 18% |
| 45-49 | 14% |
| 50-54 | 10% |
| 55-59 | 6% |
| 60-64 | 4% |
| 65+ | 1% |

## PERSONAL AND WORK PROFILES

5%

24%

2%

39%

Results are rounded and may not add up to 100%
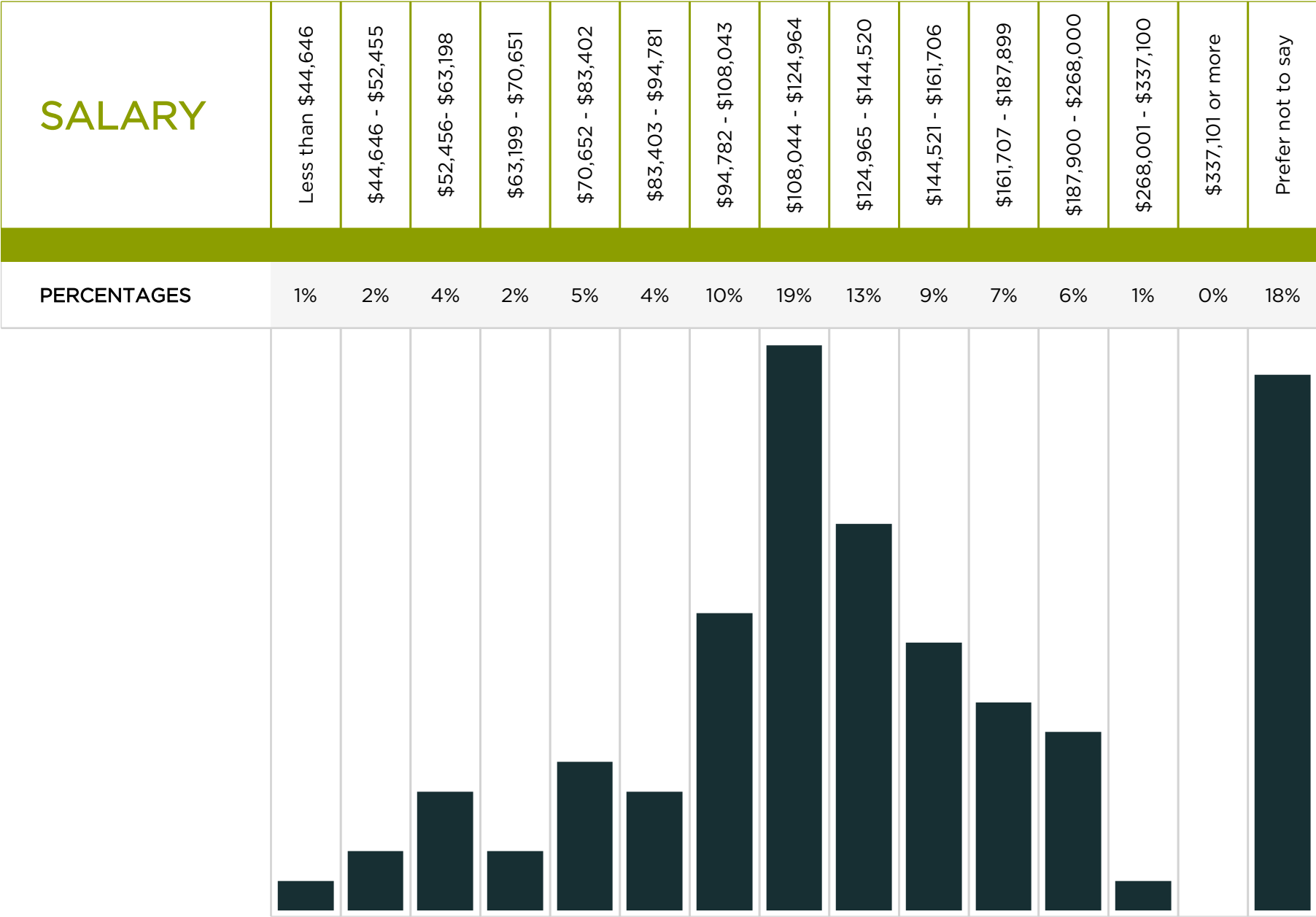
0%

8%

| TYPE OF WORK | PERCENTAGE |
|---|---|
| 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) | 24% |
| Administrative support (e.g. executive/personal assistant, receptionist) | 2% |
| Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes) | 39% |
| Policy | 0% |
| Research | 0% |
| Program and project management support | 21% |
| Legal (including developing and/or reviewing legislation) | 0% |
| Other | 8% |

**PERSONAL AND WORK PROFILES**

Results are rounded and may not add up to 100%

| SALARY | Less than $44,646 | $44,646 - $52,455 | $52,456- $63,198 | $63,199 - $70,651 | $70,652 - $83,402 | $83,403 - $94,781 | $94,782 - $108,043 | $108,044 - $124,964 | $124,965 - $144,520 | $144,521 - $161,706 | $161,707 - $187,899 | $187,900 - $268,000 | $268,001 - $337,100 | $337,101 or more | Prefer not to say |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| PERCENTAGES | 1% | 2% | 4% | 2% | 5% | 4% | 10% | 19% | 13% | 9% | 7% | 6% | 1% | 0% | 18% |

**PERSONAL AND WORK PROFILES**

Results are rounded and may not add up to 100%

PERCENTAGE

## TENURE IN ORGANISATION

| | PERCENTAGE |
|---|---|
| Less than 1 year | 23% |
| 1 - 2 years | 23% |
| 2 - 5 years | 29% |
| 5 - 10 years | 14% |
| 10 - 20 years | 9% |
| More than 20 years | 2% |

**PERSONAL AND WORK PROFILES**

66%

61%

37%

23%

Results are rounded and may not add up to 100%

8%

| | PERCENTAGE |
|---|---|

## FLEXIBLE WORKING

| | PERCENTAGE |
|---|---|
| Working from home | 66% |
| Flexible start and finish times | 61% |
| Working from different locations | 37% |
| Working additional hours to make up for time off | 23% |
| None of the above | 13% |
| Leave without pay | 11% |
| Working more hours over fewer days | 8% |

% are calculated with the number of unique respondents (N = 1,276 to this question)

## PERSONAL AND WORK PROFILES

4%

3%

3%

2%

Results are rounded and may not add up to 100%

| | | PERCENTAGE |
|---|---|---|
| **FLEXIBLE WORKING** | | |
| Part-time work | | 4% |
| Flexible scheduling for rostered workers | | 3% |
| Study leave | | 3% |
| Other | | 2% |
| Job sharing | | 1% |
| Purchasing annual leave | | 0% |

% are calculated with the number of unique respondents (N = 1,276 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.

Results are rounded and may not add up to 100%

| | 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 | 1360 | 68 | 305 | 25 | 502 | 5 | 2 | 274 | 2 | 105 |
| EMPLOYEE ENGAGEMENT | 71% | 71% | 70% | (r) | 72% | (r) | (r) | 72% | (r) | 68% |
| ENGAGEMENT WITH WORK | 74% | 75% | 73% | (r) | 73% | (r) | (r) | 79% | (r) | 75% |
| SENIOR MANAGERS | 60% | 58% | 61% | (r) | 63% | (r) | (r) | 61% | (r) | 53% |
| COMMUNICATION | 70% | 68% | 69% | (r) | 72% | (r) | (r) | 72% | (r) | 65% |
| HIGH PERFORMANCE | 71% | 70% | 71% | (r) | 72% | (r) | (r) | 74% | (r) | 69% |
| PUBLIC SECTOR VALUES | 71% | 68% | 70% | (r) | 73% | (r) | (r) | 73% | (r) | 66% |
| DIVERSITY & INCLUSION | 79% | 69% | 77% | (r) | 81% | (r) | (r) | 82% | (r) | 74% |

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.

Results are rounded and may not add up to 100%

| | eHealth NSW | Less than $44,646 | $44,646 - $52,455 | $52,456- $63,198 | $63,199 - $70,651 | $70,652 - $83,402 | $83,403 - $94,781 | $94,782 - $108,043 | $108,044 - $124,964 | $124,965 - $144,520 | $144,521 - $161,706 | $161,707 - $187,899 | $187,900 - $268,000 | $268,001 - $337,100 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **NUMBER OF RESPONDENTS** | 1360 | 15 | 29 | 53 | 21 | 59 | 51 | 125 | 241 | 162 | 114 | 85 | 75 | 8 |
| EMPLOYEE ENGAGEMENT | 71% | (r) | (r) | 63% | (r) | 73% | 76% | 73% | 72% | 71% | 74% | 71% | 73% | (r) |
| ENGAGEMENT WITH WORK | 74% | (r) | (r) | 53% | (r) | 81% | 81% | 73% | 77% | 77% | 83% | 76% | 79% | (r) |
| SENIOR MANAGERS | 60% | (r) | (r) | 54% | (r) | 68% | 67% | 63% | 62% | 65% | 67% | 58% | 61% | (r) |
| COMMUNICATION | 70% | (r) | (r) | 64% | (r) | 73% | 74% | 72% | 72% | 75% | 78% | 69% | 73% | (r) |
| HIGH PERFORMANCE | 71% | (r) | (r) | 69% | (r) | 77% | 78% | 73% | 73% | 74% | 76% | 69% | 73% | (r) |
| PUBLIC SECTOR VALUES | 71% | (r) | (r) | 67% | (r) | 75% | 76% | 73% | 71% | 74% | 77% | 68% | 74% | (r) |
| DIVERSITY & INCLUSION | 79% | (r) | (r) | 71% | (r) | 82% | 79% | 78% | 80% | 83% | 85% | 80% | 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

**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.

Results are rounded and may not add up to 100%

| | eHealth NSW | $337,101 or more | Prefer not to say |
|---|---|---|---|
| NUMBER OF RESPONDENTS | 1360 | 6 | 233 |
| EMPLOYEE ENGAGEMENT | 71% | (r) | 66% |
| ENGAGEMENT WITH WORK | 74% | (r) | 70% |
| SENIOR MANAGERS | 60% | (r) | 52% |
| COMMUNICATION | 70% | (r) | 64% |
| HIGH PERFORMANCE | 71% | (r) | 64% |
| PUBLIC SECTOR VALUES | 71% | (r) | 65% |
| DIVERSITY & INCLUSION | 79% | (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

**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.

Results are rounded and may not add up to 100%

| | 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 | 1360 | 292 | 285 | 364 | 183 | 110 | 29 |
| EMPLOYEE ENGAGEMENT | 71% | 74% | 68% | 71% | 72% | 69% | (r) |
| ENGAGEMENT WITH WORK | 74% | 76% | 73% | 76% | 76% | 75% | (r) |
| SENIOR MANAGERS | 60% | 65% | 60% | 60% | 60% | 59% | (r) |
| COMMUNICATION | 70% | 75% | 69% | 69% | 71% | 68% | (r) |
| HIGH PERFORMANCE | 71% | 76% | 70% | 71% | 70% | 71% | (r) |
| PUBLIC SECTOR VALUES | 71% | 75% | 71% | 70% | 70% | 69% | (r) |
| DIVERSITY & INCLUSION | 79% | 80% | 78% | 79% | 80% | 77% | (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.

Results are rounded and may not add up to 100%

| | 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 | 1360 | 777 | 104 | 294 | 37 | 55 | 9 | 475 | 842 | 2 | 136 | 32 | 26 | 169 |
| EMPLOYEE ENGAGEMENT | 71% | 72% | 73% | 71% | 72% | 66% | (r) | 71% | 72% | (r) | 72% | 75% | (r) | 71% |
| ENGAGEMENT WITH WORK | 74% | 78% | 79% | 73% | 76% | 72% | (r) | 78% | 78% | (r) | 75% | 80% | (r) | 68% |
| SENIOR MANAGERS | 60% | 63% | 59% | 57% | 65% | 54% | (r) | 61% | 62% | (r) | 62% | 66% | (r) | 59% |
| COMMUNICATION | 70% | 73% | 71% | 69% | 75% | 70% | (r) | 71% | 72% | (r) | 75% | 80% | (r) | 64% |
| HIGH PERFORMANCE | 71% | 74% | 73% | 70% | 73% | 66% | (r) | 72% | 73% | (r) | 75% | 76% | (r) | 68% |
| PUBLIC SECTOR VALUES | 71% | 73% | 70% | 68% | 74% | 66% | (r) | 71% | 72% | (r) | 74% | 75% | (r) | 67% |
| DIVERSITY & INCLUSION | 79% | 83% | 82% | 80% | 82% | 77% | (r) | 81% | 83% | (r) | 82% | 85% | (r) | 68% |

*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

## 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.

Results are rounded and may not add up to 100%

| | eHealth NSW | Sydney East | Sydney West | Sydney – North Sydney and Hornsby | Sydney – Parramatta | Newcastle and Lake Macquarie | Sydney – Inner West | Sydney – Ryde | Sydney – City and Inner South | Sydney – Blacktown | Sydney – Inner South West | Sydney – Outer South West | Sydney – South West | Capital Region |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| NUMBER OF RESPONDENTS | 1360 | 777 | 296 | 731 | 278 | 66 | 21 | 9 | 8 | 5 | 5 | 4 | 4 | 3 |
| EMPLOYEE ENGAGEMENT | 71% | 72% | 70% | 72% | 70% | 76% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) |
| ENGAGEMENT WITH WORK | 74% | 77% | 73% | 77% | 73% | 75% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) |
| SENIOR MANAGERS | 60% | 63% | 57% | 63% | 57% | 70% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) |
| COMMUNICATION | 70% | 72% | 69% | 73% | 69% | 78% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) |
| HIGH PERFORMANCE | 71% | 73% | 71% | 73% | 71% | 81% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) |
| PUBLIC SECTOR VALUES | 71% | 73% | 68% | 73% | 68% | 79% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) |
| DIVERSITY & INCLUSION | 79% | 81% | 78% | 81% | 78% | 85% | (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.

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Results are rounded and may not add up to 100%

| | eHealth NSW | Illawarra | New England and North West | Sydney - Eastern Suburbs | Sydney - Outer West and Blue Mountains | Sydney - Baulkham Hills and Hawkesbury | Central Coast | Central West | Coffs Harbour - Grafton | Far West and Orana | Mid North Coast | Outside NSW | Richmond - Tweed | Southern Highlands and Shoalhaven |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| NUMBER OF RESPONDENTS | 1360 | 3 | 3 | 3 | 3 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| EMPLOYEE ENGAGEMENT | 71% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) |
| ENGAGEMENT WITH WORK | 74% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) |
| SENIOR MANAGERS | 60% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) |
| COMMUNICATION | 70% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) |
| HIGH PERFORMANCE | 71% | (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 | 79% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) |

KEY — AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE — AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE — r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

**EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES**

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Results are rounded and may not add up to 100%

| | eHealth NSW | Hunter Valley exc Newcastle | Murray | Riverina | Sydney - Northern Beaches | Sydney - Sutherland |
|---|---|---|---|---|---|---|
| NUMBER OF RESPONDENTS | 1360 | 0 | 0 | 0 | 0 | 0 |
| EMPLOYEE ENGAGEMENT | 71% | (r) | (r) | (r) | (r) | (r) |
| ENGAGEMENT WITH WORK | 74% | (r) | (r) | (r) | (r) | (r) |
| SENIOR MANAGERS | 60% | (r) | (r) | (r) | (r) | (r) |
| COMMUNICATION | 70% | (r) | (r) | (r) | (r) | (r) |
| HIGH PERFORMANCE | 71% | (r) | (r) | (r) | (r) | (r) |
| PUBLIC SECTOR VALUES | 71% | (r) | (r) | (r) | (r) | (r) |
| DIVERSITY & INCLUSION | 79% | (r) | (r) | (r) | (r) | (r) |

KEY    AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE    AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE    r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

## 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.

Results are rounded and may not add up to 100%

| | 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 | 1360 | 7 | 50 | 99 | 185 | 242 | 231 | 184 | 128 | 79 | 48 | 17 |
| EMPLOYEE ENGAGEMENT | 71% | (r) | 73% | 74% | 72% | 71% | 68% | 71% | 71% | 71% | 73% | (r) |
| ENGAGEMENT WITH WORK | 74% | (r) | 75% | 77% | 71% | 72% | 70% | 77% | 79% | 82% | 84% | (r) |
| SENIOR MANAGERS | 60% | (r) | 66% | 64% | 63% | 59% | 56% | 59% | 63% | 62% | 61% | (r) |
| COMMUNICATION | 70% | (r) | 71% | 75% | 70% | 70% | 69% | 70% | 71% | 72% | 73% | (r) |
| HIGH PERFORMANCE | 71% | (r) | 77% | 75% | 72% | 71% | 67% | 71% | 72% | 74% | 76% | (r) |
| PUBLIC SECTOR VALUES | 71% | (r) | 74% | 74% | 71% | 71% | 67% | 70% | 72% | 74% | 74% | (r) |
| DIVERSITY & INCLUSION | 79% | (r) | 77% | 80% | 77% | 79% | 78% | 81% | 78% | 81% | 82% | (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.

Results are rounded and may not add up to 100%

| | eHealth NSW | Male | Female | Other |
|---|---|---|---|---|
| NUMBER OF RESPONDENTS | 1360 | 797 | 458 | 33 |
| EMPLOYEE ENGAGEMENT | 71% | 71% | 71% | 68% |
| ENGAGEMENT WITH WORK | 74% | 75% | 75% | 69% |
| SENIOR MANAGERS | 60% | 62% | 60% | 49% |
| COMMUNICATION | 70% | 72% | 69% | 57% |
| HIGH PERFORMANCE | 71% | 72% | 71% | 63% |
| PUBLIC SECTOR VALUES | 71% | 72% | 70% | 61% |
| DIVERSITY & INCLUSION | 79% | 81% | 77% | 66% |

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.

Results are rounded and may not add up to 100%

| | 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 | 1360 | 1 | 0 | 7 | 0 | 1 | 0 | 0 | 6 | 0 | 1 | 107 | 35 | 2 |
| EMPLOYEE ENGAGEMENT | 71% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | 73% | 71% | (r) |
| ENGAGEMENT WITH WORK | 74% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | 74% | 69% | (r) |
| SENIOR MANAGERS | 60% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | 64% | 55% | (r) |
| COMMUNICATION | 70% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | 73% | 67% | (r) |
| HIGH PERFORMANCE | 71% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | 75% | 69% | (r) |
| PUBLIC SECTOR VALUES | 71% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | 74% | 69% | (r) |
| DIVERSITY & INCLUSION | 79% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | (r) | 79% | 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

## 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.

Results are rounded and may not add up to 100%

| | 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 | 1360 | 18 | 143 | 36 | 3 | 0 | 5 | 0 | 0 | 0 | 110 | 0 | 2 | 64 |
| EMPLOYEE ENGAGEMENT | 71% | (r) | 76% | 79% | (r) | (r) | (r) | (r) | (r) | (r) | 72% | (r) | (r) | 72% |
| ENGAGEMENT WITH WORK | 74% | (r) | 81% | 82% | (r) | (r) | (r) | (r) | (r) | (r) | 79% | (r) | (r) | 68% |
| SENIOR MANAGERS | 60% | (r) | 68% | 74% | (r) | (r) | (r) | (r) | (r) | (r) | 66% | (r) | (r) | 68% |
| COMMUNICATION | 70% | (r) | 78% | 79% | (r) | (r) | (r) | (r) | (r) | (r) | 77% | (r) | (r) | 77% |
| HIGH PERFORMANCE | 71% | (r) | 78% | 77% | (r) | (r) | (r) | (r) | (r) | (r) | 75% | (r) | (r) | 78% |
| PUBLIC SECTOR VALUES | 71% | (r) | 77% | 80% | (r) | (r) | (r) | (r) | (r) | (r) | 76% | (r) | (r) | 77% |
| DIVERSITY & INCLUSION | 79% | (r) | 84% | 84% | (r) | (r) | (r) | (r) | (r) | (r) | 84% | (r) | (r) | 83% |

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.

Results are rounded and may not add up to 100%

| | 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 | 1360 | 107 | 0 | 0 | 0 | 0 | 1 | 0 | 12 | 126 | 59 | 5 | 0 | 0 |
| EMPLOYEE ENGAGEMENT | 71% | 71% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | 70% | 74% | (r) | (r) | (r) |
| ENGAGEMENT WITH WORK | 74% | 76% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | 81% | 81% | (r) | (r) | (r) |
| SENIOR MANAGERS | 60% | 65% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | 56% | 65% | (r) | (r) | (r) |
| COMMUNICATION | 70% | 71% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | 69% | 77% | (r) | (r) | (r) |
| HIGH PERFORMANCE | 71% | 73% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | 70% | 81% | (r) | (r) | (r) |
| PUBLIC SECTOR VALUES | 71% | 72% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | 69% | 76% | (r) | (r) | (r) |
| DIVERSITY & INCLUSION | 79% | 78% | (r) | (r) | (r) | (r) | (r) | (r) | (r) | 82% | 87% | (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.

Results are rounded and may not add up to 100%

| | 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 | 1360 | 1 | 0 | 0 | 0 | 7 | 2 | 265 | 165 |
| EMPLOYEE ENGAGEMENT | 71% | (r) | (r) | (r) | (r) | (r) | (r) | 72% | 60% |
| ENGAGEMENT WITH WORK | 74% | (r) | (r) | (r) | (r) | (r) | (r) | 75% | 57% |
| SENIOR MANAGERS | 60% | (r) | (r) | (r) | (r) | (r) | (r) | 62% | 40% |
| COMMUNICATION | 70% | (r) | (r) | (r) | (r) | (r) | (r) | 73% | 48% |
| HIGH PERFORMANCE | 71% | (r) | (r) | (r) | (r) | (r) | (r) | 73% | 52% |
| PUBLIC SECTOR VALUES | 71% | (r) | (r) | (r) | (r) | (r) | (r) | 73% | 53% |
| DIVERSITY & INCLUSION | 79% | (r) | (r) | (r) | (r) | (r) | (r) | 80% | 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

# GUIDE TO THIS REPORT

## SURVEY TIME FRAME

This report contains results from the 2019 People Matter Employee Survey which was open from 30 May to 28 June 2019.

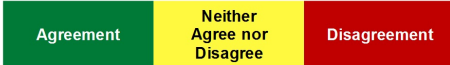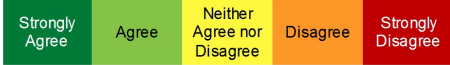## HOW TO READ THIS REPORT

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 |
|---|---|---|

## 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.

## 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%.

## MORE DETAILS ABOUT METHODOLOGY

See the 2018 Main Findings report on the Public Service Commission web site.