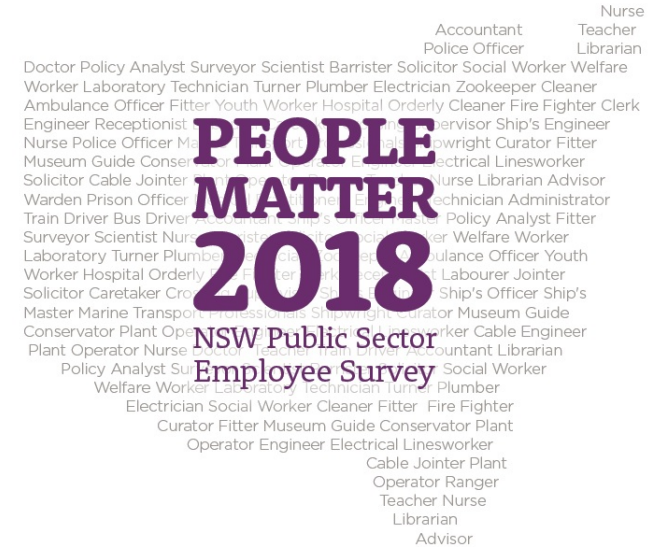


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# PEOPLE MATTER 2018

NSW Public Sector Employee Survey



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## DEPARTMENT REPORT

Health

Ministry of Health

## RESPONSE RATE

**97%**

1,049 OF 1,087 RESPONDENTS

## EMPLOYEE ENGAGEMENT

**69%**

DIFFERENCE FROM 2017 **+3**  
 DIFFERENCE FROM CLUSTER **+4**  
 DIFFERENCE FROM PUBLIC SECTOR **+4**

## ENGAGEMENT WITH WORK

**76%**

DIFFERENCE FROM 2017 **+2**  
 DIFFERENCE FROM CLUSTER **+3**  
 DIFFERENCE FROM PUBLIC SECTOR **+3**

## SENIOR MANAGERS

**62%**

DIFFERENCE FROM 2017 **+7**  
 DIFFERENCE FROM CLUSTER **+16**  
 DIFFERENCE FROM PUBLIC SECTOR **+13**

## COMMUNICATION

**72%**

DIFFERENCE FROM 2017 **+6**  
 DIFFERENCE FROM CLUSTER **+13**  
 DIFFERENCE FROM PUBLIC SECTOR **+11**

## HIGH PERFORMANCE

**72%**

DIFFERENCE FROM 2017 **+5**  
 DIFFERENCE FROM CLUSTER **+8**  
 DIFFERENCE FROM PUBLIC SECTOR **+7**

## PUBLIC SECTOR VALUES

**73%**

DIFFERENCE FROM 2017 **+5**  
 DIFFERENCE FROM CLUSTER **+13**  
 DIFFERENCE FROM PUBLIC SECTOR **+11**

## DIVERSITY & INCLUSION

**74%**

DIFFERENCE FROM CLUSTER **+8**  
 DIFFERENCE FROM PUBLIC SECTOR **+6**

## FLEXIBLE WORKING SATISFACTION

**59%**

DIFFERENCE FROM 2017 **-2**  
 DIFFERENCE FROM CLUSTER **+1**  
 DIFFERENCE FROM PUBLIC SECTOR **0**

## ACTION ON RESULTS

**55%**

DIFFERENCE FROM 2017 **+4**  
 DIFFERENCE FROM CLUSTER **+19**  
 DIFFERENCE FROM PUBLIC SECTOR **+19**



## QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

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

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

Response Rate: some entities exceed 100% where responses were greater than the employee headcount. This is thought to be primarily due to employees selecting the wrong work location in the survey

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
2a. My workgroup strives to achieve customer/client satisfaction	89%	87%
1a. I understand what is expected of me to do well in my role	88%	86%
2c. I receive help and support from other members of my workgroup	85%	82%
2e. People in my workgroup treat each other with respect	84%	80%
5b. My manager listens to what I have to say	84%	81%
1g. I know how to address a health and safety issue I have identified	83%	-
2b. My workgroup works collaboratively to achieve its objectives	82%	78%
5d. My manager encourages and values employee input	81%	78%
5a. My manager encourages people in my workgroup to keep improving the work they do	80%	77%
7a. My organisation focuses on improving the work we do	79%	75%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
9a. I have confidence in the ways my organisation resolves grievances	40%	31%
7c. I feel that change is managed well in my organisation	47%	40%
5h. My manager appropriately deals with employees who perform poorly	48%	42%
7g. I have confidence in the way recruitment decisions are made	52%	45%
3g. I am satisfied with the opportunities available for career development in my organisation	53%	51%
7d. There is good co-operation between teams across our organisation	55%	49%
14. I believe action will be taken on the results from this survey by my organisation	55%	51%
6d. Senior managers encourage innovation by employees	56%	47%
7e. People in my organisation take responsibility for their own actions	57%	51%
3e. My performance is assessed against clear criteria	58%	55%



### 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

6h.	I feel that senior managers listen to employees	60%	51%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	73%	64%
6g.	I feel that senior managers keep employees informed about what's going on	62%	53%
6d.	Senior managers encourage innovation by employees	56%	47%
9a.	I have confidence in the ways my organisation resolves grievances	40%	31%
7c.	I feel that change is managed well in my organisation	47%	40%
7e.	People in my organisation take responsibility for their own actions	57%	51%
7g.	I have confidence in the way recruitment decisions are made	52%	45%
7l.	My organisation motivates me to help it achieve its objectives	65%	59%
7f.	My organisation is committed to developing its employees	59%	53%

## - LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

8d.	How satisfied are you with your ability to access and use flexible working arrangements?	59%	61%
4a.	I am paid fairly for the work I do	75%	77%



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

# HIGHEST NEUTRAL SCORING QUESTIONS

## AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

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



**Q5h.** My manager appropriately deals with employees who perform poorly



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



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



**Q7c.** I feel that change is managed well in my organisation



## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



**Q5h.** My manager appropriately deals with employees who perform poorly



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



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



**Q7c.** I feel that change is managed well in my organisation



## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



**Q5h.** My manager appropriately deals with employees who perform poorly



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



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



**Q7c.** I feel that change is managed well in my organisation



## FIND YOUR HIGHEST NEUTRAL SCORES

### THESE ARE YOUR HIGHEST NEUTRAL SCORING QUESTIONS

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT?  
**(STRENGTHS)**

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

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



## WHAT'S NEXT?

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

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

# 55%

of employees replied favourably to:

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

## 37%

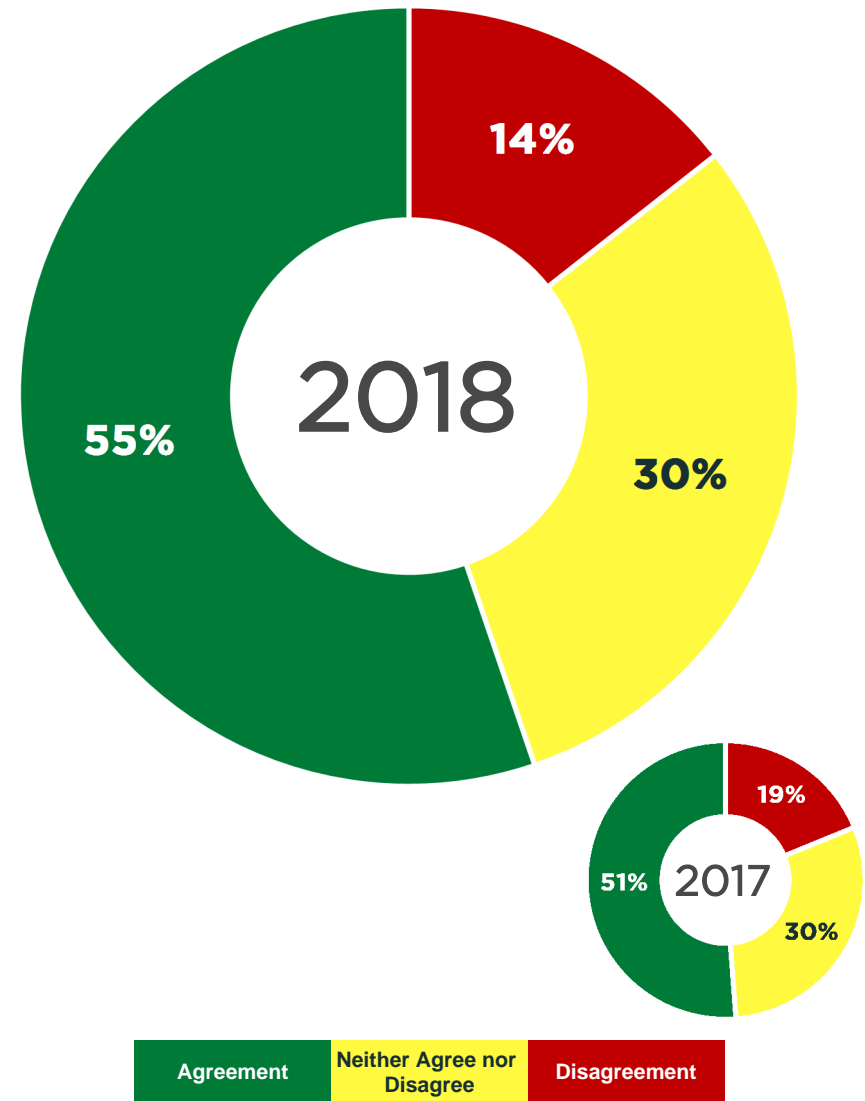
SECTOR

## 36%

CLUSTER

## 51%

2017



# KEY DRIVERS OF ENGAGEMENT



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

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

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

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

## RANK

		% AGREEMENT 2018	% AGREEMENT 2017	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
<b>1</b>	<b>Q7f.</b> My organisation is committed to developing its employees	<b>59%</b>	53%	51%	52%
<b>2</b>	<b>Q6h.</b> I feel that senior managers listen to employees	<b>60%</b>	51%	40%	43%
<b>3</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>79%</b>	75%	68%	69%
<b>4</b>	<b>Q7g.</b> I have confidence in the way recruitment decisions are made	<b>52%</b>	45%	39%	37%
<b>5</b>	<b>Q6c.</b> I feel that senior managers model the values of my organisation	<b>66%</b>	60%	47%	50%
<b>6</b>	<b>Q6a.</b> I believe senior managers provide clear direction for the future of the organisation	<b>66%</b>	62%	46%	49%

# BUSINESS UNIT COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Ministry of Health

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.

	Ministry of Health	Financial Services & Asset Management Division	Health System Support Group	People, Culture & Governance Division	Population & Public Health Division	Strategy & Resources Division	System Purchasing & Performance Division	Units reporting to the Secretary
NUMBER OF RESPONDENTS	1049	107	65	229	240	224	128	35
EMPLOYEE ENGAGEMENT	69%	66%	69%	70%	71%	70%	68%	63%
ENGAGEMENT WITH WORK	76%	70%	73%	76%	78%	75%	81%	69%
SENIOR MANAGERS	62%	57%	59%	61%	65%	62%	68%	56%
COMMUNICATION	72%	68%	70%	71%	74%	73%	75%	67%
HIGH PERFORMANCE	72%	67%	71%	70%	75%	74%	71%	66%
PUBLIC SECTOR VALUES	73%	67%	70%	71%	76%	75%	75%	68%
DIVERSITY & INCLUSION	74%	70%	73%	75%	74%	74%	78%	69%

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 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	69% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	20	47	22	7	68%	63%	61%	61%
Q7j. I am proud to tell others I work for my organisation	28	50	17	5	78%	73%	69%	69%
Q7k. I feel a strong personal attachment to my organisation	22	41	26	8	63%	60%	62%	63%
Q7l. My organisation motivates me to help it achieve its objectives	20	45	25	8	65%	59%	54%	55%
Q7m. My organisation inspires me to do the best in my job	20	43	26	9	63%	60%	55%	55%

KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

ENGAGEMENT WITH WORK	76% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q1c. My job gives me a feeling of personal accomplishment	28	48	14	77%	75%	77%	76%	
Q1d. I feel motivated to contribute more than what is normally required at work	35	44	13	78%	77%	72%	72%	
Q1e. I am satisfied with my job	25	47	16	10	72%	68%	70%	69%

KEY





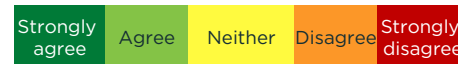
## EXPLORE THE FULL RESULTS

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

SENIOR MANAGERS	62% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	20	46	21	9	66%	62%	46%	49%
Q6b. I feel that senior managers effectively lead and manage change	20	41	22	11	61%	56%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	23	43	20	9	66%	60%	47%	50%
Q6d. Senior managers encourage innovation by employees	14	42	27	12	56%	47%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	20	47	21	9	67%	63%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	23	50	18		73%	64%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	18	44	21	11	62%	53%	44%	47%
Q6h. I feel that senior managers listen to employees	17	43	23	12	60%	51%	40%	43%
Q7c. I feel that change is managed well in my organisation	11	36	30	18	47%	40%	42%	40%

KEY





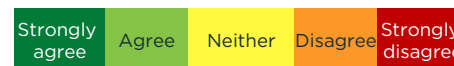
## EXPLORE THE FULL RESULTS

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

COMMUNICATION	72% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q5c. My manager communicates effectively with me	37	41	10	9	78%	73%	70%	72%
Q5d. My manager encourages and values employee input	41	40	10		81%	78%	70%	72%
Q5e. My manager involves my workgroup in decisions about our work	36	39	13	8	75%	70%	65%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	18	44	21	11	62%	53%	44%	47%
Q6h. I feel that senior managers listen to employees	17	43	23	12	60%	51%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	26	51	12	8	77%	74%	66%	67%

KEY





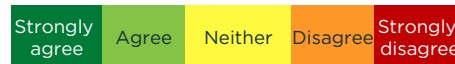
## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

	HIGH PERFORMANCE		72% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q1a. I understand what is expected of me to do well in my role	33	55		88%	86%	92%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	41	41	10	82%	78%	79%	79%	
Q3f. I have received appropriate training and development to do my job well	20	46	23	8	66%	60%	70%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	34	47	12		80%	77%	71%	74%
Q5f. I have confidence in the decisions my manager makes	39	38	14		78%	74%	65%	68%
Q6d. Senior managers encourage innovation by employees	14	42	27	12	56%	47%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	20	47	21	9	67%	63%	48%	52%
Q7a. My organisation focuses on improving the work we do	24	56	15		79%	75%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	18	49	24	8	66%	61%	56%	57%

KEY

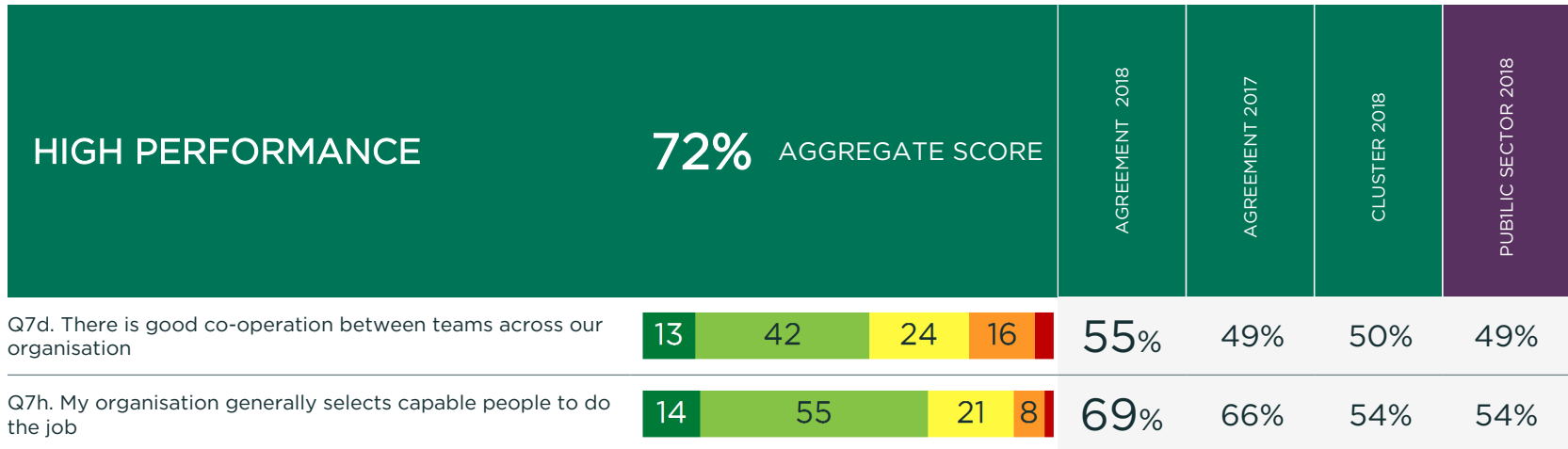




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

PUBLIC SECTOR VALUES	73% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
	Q2a. My workgroup strives to achieve customer/client satisfaction	45	44	8	89%	87%	87%	86%
Q2e. People in my workgroup treat each other with respect	46	38	9	84%	80%	71%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	34	47	12	80%	77%	71%	74%	
Q5b. My manager listens to what I have to say	42	42	8	84%	81%	73%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	20	46	21	9	66%	62%	46%	49%
Q6c. I feel that senior managers model the values of my organisation	23	43	20	9	66%	60%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	23	50	18		73%	64%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	18	44	21	11	62%	53%	44%	47%
Q6h. I feel that senior managers listen to employees	17	43	23	12	60%	51%	40%	43%

KEY





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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.

PUBLIC SECTOR VALUES		73% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q7a. My organisation focuses on improving the work we do		24	56	15	79%	75%	68%	69%	
Q7e. People in my organisation take responsibility for their own actions		12	45	26	13	57%	51%	49%	49%

### KEY







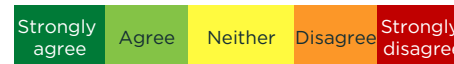
## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

DIVERSITY & INCLUSION	74% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	24	48	15	10	72%	69%	66%	65%
Q5b. My manager listens to what I have to say	42	42	8		84%	81%	73%	76%
Q5d. My manager encourages and values employee input	41	40	10		81%	78%	70%	72%
Q6i. Senior managers in my organisation support the career advancement of women	32	39	23		71%	68%	54%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	28	51	14		79%	76%	74%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	31	46	15		78%	77%	75%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	26	51	12	8	77%	74%	66%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	21	38	20	15	59%	61%	58%	59%
Q8e. My manager supports flexible working in my team	27	40	19	10	66%	-	61%	63%

KEY

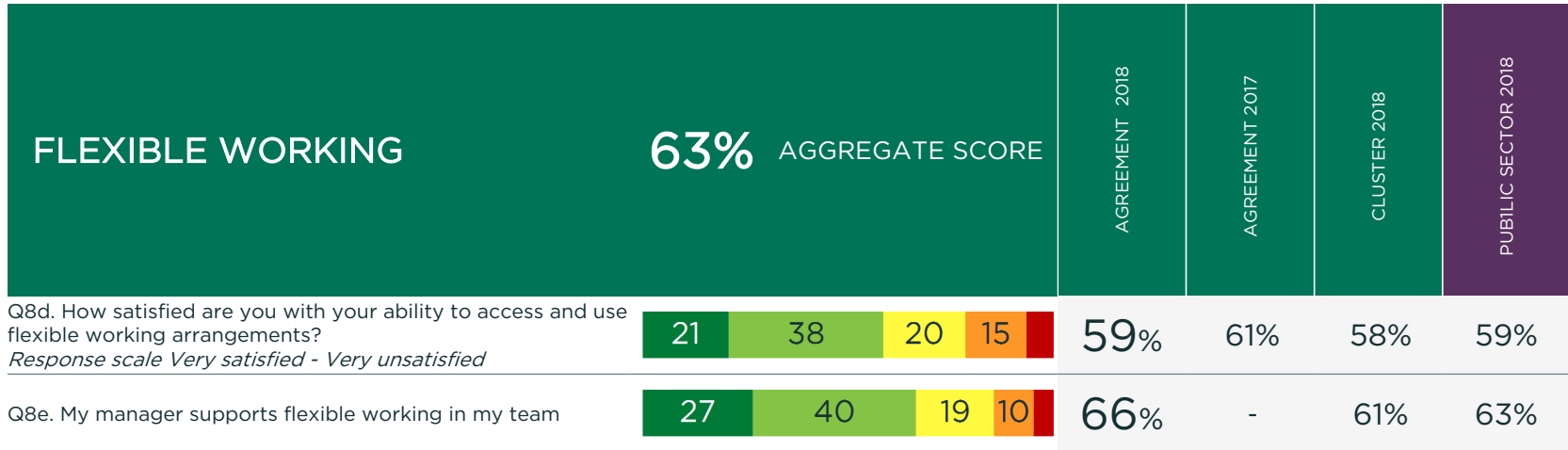




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

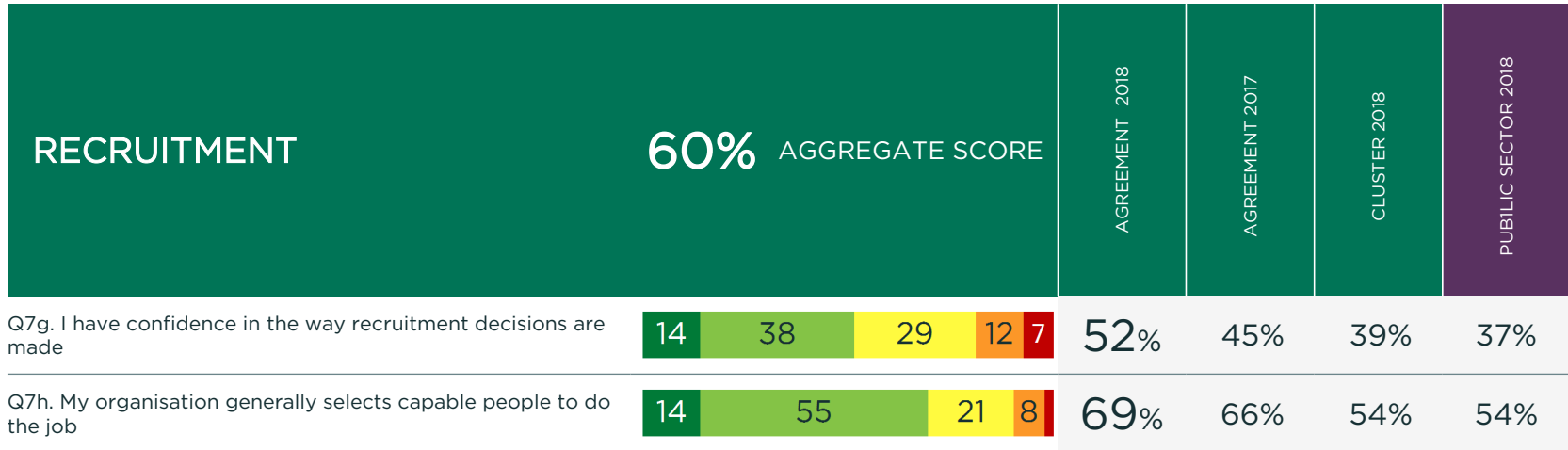




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Questions are grouped by topics in this report.

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



KEY





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

PERFORMANCE FRAMEWORK & DEVELOPMENT	61% 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	26	47	17	7	73%	69%	65%	65%	
Q3e. My performance is assessed against clear criteria	18	40	24	14	58%	55%	60%	56%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	18	35	26	13	9	53%	51%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	41	37	11		78%	78%	66%	69%	
Q5h. My manager appropriately deals with employees who perform poorly	20	28	35	11	48%	42%	46%	46%	
Q7f. My organisation is committed to developing its employees	14	45	29	9	59%	53%	51%	52%	

KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

WORKPLACE SUPPORT	76% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q1b. I am provided with the support I need to do my best at work	24	48	15	10	72%	69%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	17	54	15	11	71%	67%	62%	60%
Q2c. I receive help and support from other members of my workgroup	43	42	10		85%	82%	80%	81%
Q2d. There is good team spirit in my workgroup	41	36	12	7	77%	74%	68%	70%

KEY

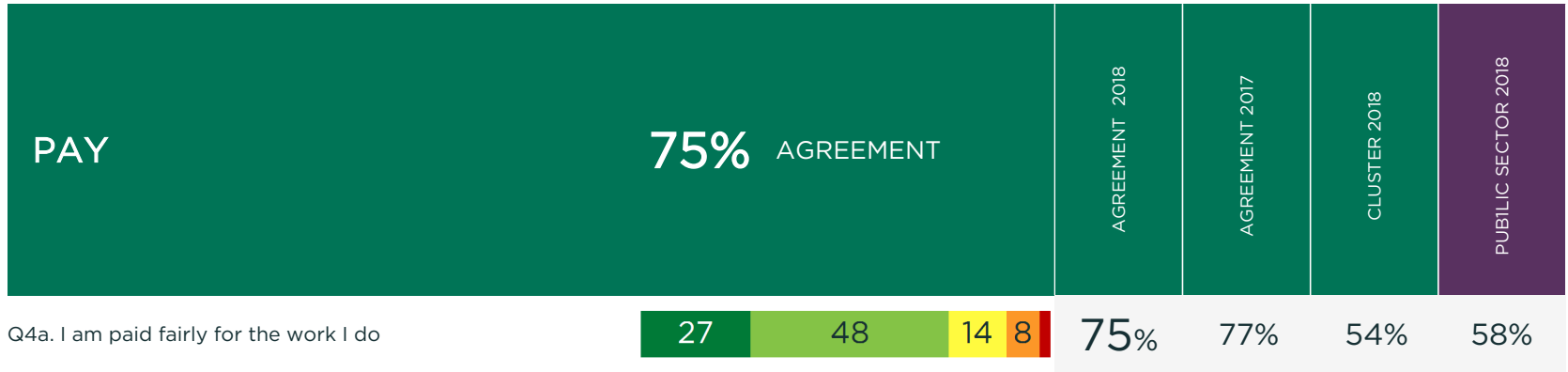




## EXPLORE THE FULL RESULTS

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### KEY

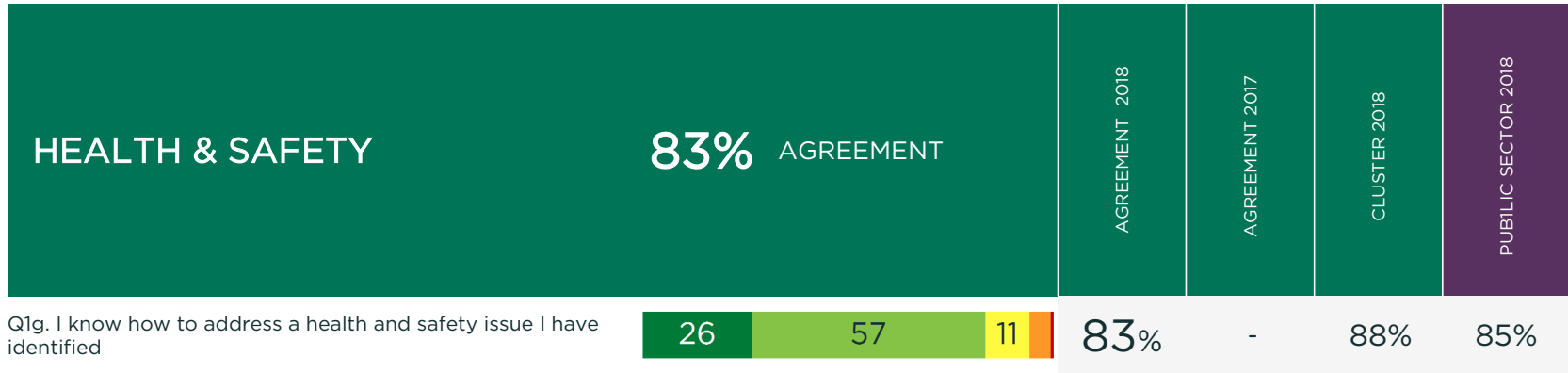




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### KEY

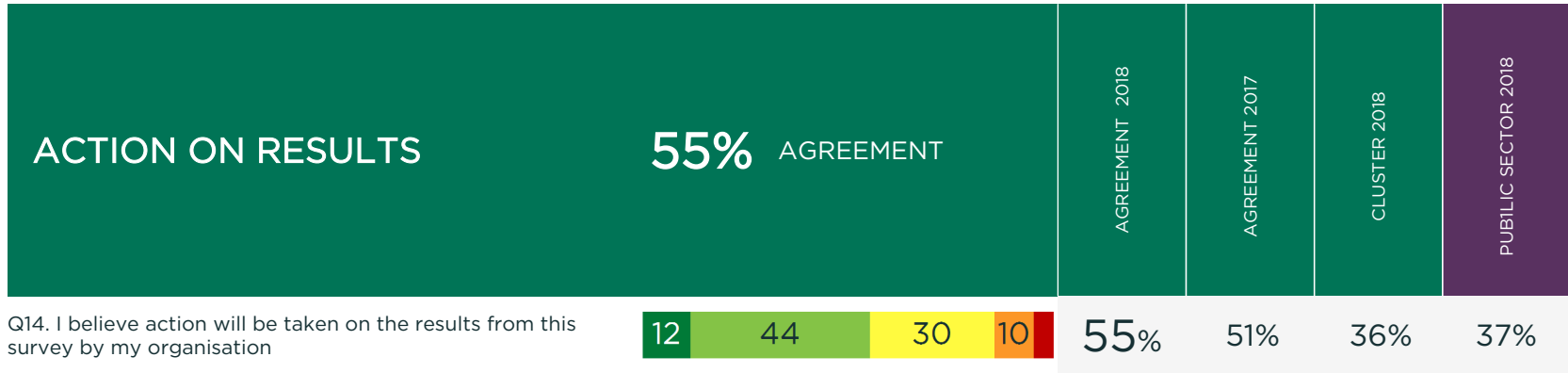




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Questions are grouped by topics in this report.

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



### KEY



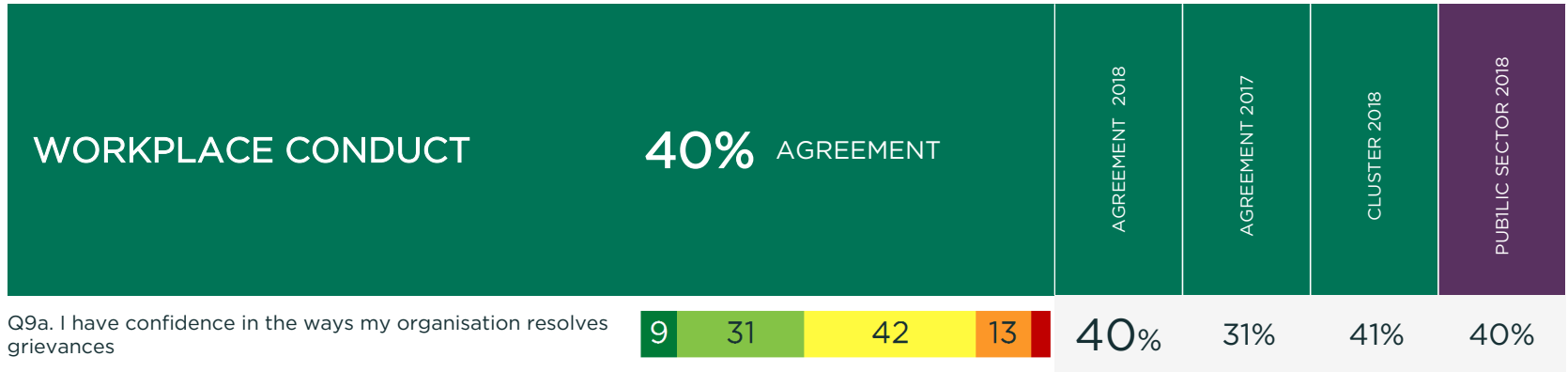




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### PERFORMANCE FRAMEWORK & DEVELOPMENT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives					
Yes		68%	72%	69%	71%
No		32%	28%	31%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		83%	78%	74%	76%
No		17%	22%	26%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		69%	63%	57%	58%
No		31%	37%	43%	42%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### MOBILITY

**Q3h.** Are you currently looking, or thinking about looking, for a new role within the NSW Public Sector but outside of your current workplace in order to broaden your experience?

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		48%	49%	40%	41%
No		52%	51%	60%	59%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## MOBILITY

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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
There are no major barriers to my career progression		35%	34%	34%	32%
Lack of visible opportunities		34%	33%	29%	30%
Lack of promotion opportunities		31%	29%	27%	29%
Personal/family considerations		22%	23%	29%	30%
The application/recruitment process is too cumbersome or time consuming		18%	19%	18%	23%
Geographic location considerations		16%	17%	23%	26%
Lack of support for temporary assignments/secondments		15%	14%	14%	15%
Lack of required capabilities or experience		12%	11%	10%	11%
Lack of support from my manager/supervisor		10%	13%	15%	14%
Insufficient training and development		10%	12%	15%	16%
Other		9%	8%	9%	9%

% are calculated with the number of unique respondents (N = 1,005 to this question)



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		14%	19%	28%	24%
No		71%	69%	54%	58%
Don't know		15%	12%	17%	18%

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





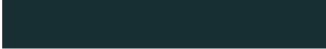

Yes		54%	56%	69%	66%
No		43%	42%	29%	32%
Don't know		3%	2%	2%	2%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q11a. In the last 12 months I have witnessed bullying at work</b>					
Yes		25%	28%	39%	33%
No		67%	63%	52%	57%
Don't know		9%	9%	9%	10%
<b>Q11b. In the last 12 months I have been subjected to bullying at work</b>					
Yes		13%	16%	21%	18%
No		81%	79%	73%	76%
Don't know		6%	5%	6%	6%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

**Q11c.** Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
A senior manager		26%	28%	18%	21%
Your Immediate Manager/Supervisor		26%	28%	23%	23%
Prefer not to say		20%	6%	13%	14%
A fellow worker at your level		20%	28%	32%	27%
Other		5%	3%	6%	4%
A subordinate		3%	6%	6%	7%
A client or customer		1%	1%	2%	2%
A member of the public other than a client or customer	(r)				



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

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

	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	1%	-	5%	3%
No	98%	-	93%	94%
Don't know	1%	-	2%	2%

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

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





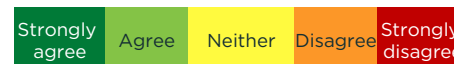
## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

HEALTH CUSTOMISED QUESTIONS		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q1. Morale is good in my team		72%	67%	62%
Q2. I believe I am valued for what I can offer at my workplace		80%	76%	70%
Q3. In my workplace, we recognise our successes and innovations		75%	70%	66%
Q4. Staff are treated respectfully regardless of their job		80%	73%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace		67%	62%	53%

KEY





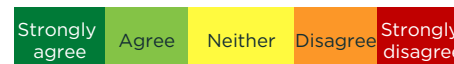
## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

HEALTH CUSTOMISED QUESTIONS					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q6. Overall, I have confidence in the decisions made by my senior managers	25	46	19		70%	68%	52%
Q7. I have a say in decisions which affect my work	19	51	18	9	70%	65%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made	19	49	20	11	68%	63%	68%
Q9. My team's objectives/work plans are clearly outlined	21	47	18	10	68%	64%	66%
Q10. Our objectives/work plans help us to deliver a quality service	20	48	22	7	68%	64%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	18	33	34	10	50%	42%	44%

KEY



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>GENDER</b>		
Male		33%
Female		67%
Other		1%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		1%
20 - 24		2%
25 -29	■	9%
30 - 34	■	16%
35 - 39	■	16%
40 - 44	■	14%
45 - 49	■	13%
50 - 54	■	12%
55 - 59	■	12%
60 - 64	■	5%
65+		1%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

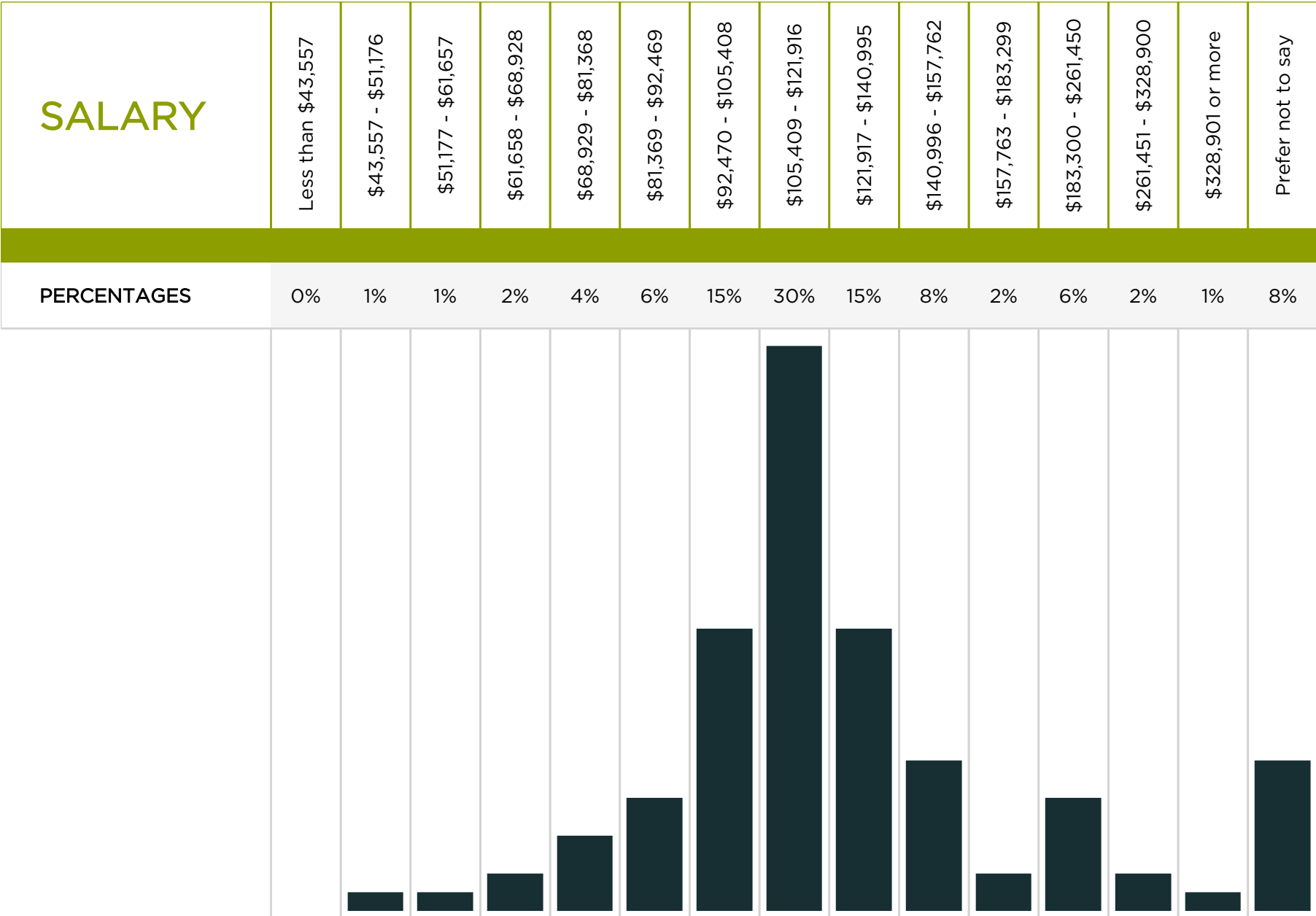
	PERCENTAGE
<b>TYPE OF WORK</b>	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	2%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	4%
Administrative support (e.g. executive/personal assistant, receptionist)	7%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	21%
Policy	30%
Research	3%
Program and project management support	21%
Legal (including developing and/or reviewing legislation)	2%
Other	10%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

### SALARY



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>TENURE IN ORGANISATION</b>		
Less than 1 year		22%
1 - 2 years		16%
2 - 5 years		23%
5 - 10 years		18%
10 - 20 years		14%
More than 20 years		8%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>FLEXIBLE WORKING</b>		
Flexible start and finish times		65%
None of the above		21%
Working additional hours to make up for time off		19%
Working from home		16%
Part-time work		12%
Working from different locations		8%
Leave without pay		7%

% are calculated with the number of unique respondents (N = 990 to this question)



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>FLEXIBLE WORKING</b>		
Working more hours over fewer days		7%
Study leave		6%
Job sharing		2%
Flexible scheduling for rostered workers		2%
Other		1%
Purchasing annual leave		0%

% are calculated with the number of unique respondents (N = 990 to this question)

# RESULT BY TYPE OF WORK



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Ministry of Health	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	1049	17	36	72	213	302	27	213	23	98
EMPLOYEE ENGAGEMENT	69%	(r)	72%	75%	67%	69%	(r)	69%	(r)	72%
ENGAGEMENT WITH WORK	76%	(r)	79%	77%	72%	75%	(r)	78%	(r)	81%
SENIOR MANAGERS	62%	(r)	59%	65%	60%	60%	(r)	65%	(r)	66%
COMMUNICATION	72%	(r)	74%	73%	70%	70%	(r)	76%	(r)	76%
HIGH PERFORMANCE	72%	(r)	70%	75%	68%	71%	(r)	74%	(r)	77%
PUBLIC SECTOR VALUES	73%	(r)	75%	73%	70%	71%	(r)	76%	(r)	76%
DIVERSITY & INCLUSION	74%	(r)	76%	78%	73%	71%	(r)	76%	(r)	77%

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# RESULT BY SALARY



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Ministry of Health	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	1049	4	8	14	20	38	59	150	296	147	75	21	59	15
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	67%	70%	70%	67%	67%	76%	(r)	78%	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	67%	78%	74%	72%	80%	84%	(r)	85%	(r)
SENIOR MANAGERS	62%	(r)	(r)	(r)	(r)	65%	64%	68%	57%	60%	70%	(r)	76%	(r)
COMMUNICATION	72%	(r)	(r)	(r)	(r)	70%	76%	77%	69%	70%	81%	(r)	82%	(r)
HIGH PERFORMANCE	72%	(r)	(r)	(r)	(r)	74%	74%	76%	67%	70%	78%	(r)	81%	(r)
PUBLIC SECTOR VALUES	73%	(r)	(r)	(r)	(r)	71%	77%	77%	69%	71%	80%	(r)	84%	(r)
DIVERSITY & INCLUSION	74%	(r)	(r)	(r)	(r)	76%	77%	80%	70%	72%	81%	(r)	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

# RESULT BY SALARY



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Ministry of Health	\$328,901 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>1049</b>	<b>8</b>	<b>83</b>
<b>EMPLOYEE ENGAGEMENT</b>	69%	(r)	61%
ENGAGEMENT WITH WORK	76%	(r)	70%
SENIOR MANAGERS	62%	(r)	48%
COMMUNICATION	72%	(r)	62%
HIGH PERFORMANCE	72%	(r)	63%
PUBLIC SECTOR VALUES	73%	(r)	63%
DIVERSITY & INCLUSION	74%	(r)	67%

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# RESULT BY TENURE IN ORGANISATION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Ministry of Health	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
<b>NUMBER OF RESPONDENTS</b>	1049	215	155	223	179	140	75
<b>EMPLOYEE ENGAGEMENT</b>	69%	73%	68%	69%	68%	68%	72%
ENGAGEMENT WITH WORK	76%	75%	76%	79%	75%	72%	79%
SENIOR MANAGERS	62%	69%	62%	61%	58%	59%	67%
COMMUNICATION	72%	80%	70%	73%	70%	68%	72%
HIGH PERFORMANCE	72%	77%	70%	72%	70%	68%	73%
PUBLIC SECTOR VALUES	73%	80%	72%	72%	70%	69%	74%
DIVERSITY & INCLUSION	74%	79%	73%	74%	74%	70%	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

# 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.

	Ministry of Health	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
<b>NUMBER OF RESPONDENTS</b>	1049	639	67	184	16	115	20	81	156	4	70	63	12	208
<b>EMPLOYEE ENGAGEMENT</b>	69%	70%	69%	69%	(r)	65%	(r)	76%	72%	(r)	67%	75%	(r)	69%
<b>ENGAGEMENT WITH WORK</b>	76%	76%	79%	77%	(r)	76%	(r)	88%	85%	(r)	71%	88%	(r)	74%
<b>SENIOR MANAGERS</b>	62%	62%	65%	61%	(r)	57%	(r)	76%	70%	(r)	65%	75%	(r)	62%
<b>COMMUNICATION</b>	72%	73%	74%	76%	(r)	73%	(r)	85%	80%	(r)	74%	86%	(r)	68%
<b>HIGH PERFORMANCE</b>	72%	72%	73%	74%	(r)	70%	(r)	81%	78%	(r)	72%	82%	(r)	70%
<b>PUBLIC SECTOR VALUES</b>	73%	73%	73%	74%	(r)	72%	(r)	83%	78%	(r)	75%	84%	(r)	72%
<b>DIVERSITY &amp; INCLUSION</b>	74%	77%	78%	79%	(r)	78%	(r)	88%	82%	(r)	76%	83%	(r)	66%

\*multiple types may be chosen.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# RESULTS BY REGION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Ministry of Health	Sydney East	Sydney - North Sydney and Hornsby	Sydney - City and Inner South	Sydney - Ryde	Sydney West	Sydney - Inner West	Sydney - Blacktown	Sydney - Parramatta	Sydney - Baulkham Hills and Hawkesbury	Central Coast	Sydney - Eastern Suburbs	Central West
NUMBER OF RESPONDENTS	1049	917	863	21	19	16	7	5	5	4	3	3	2
EMPLOYEE ENGAGEMENT	69%	70%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	76%	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	62%	63%	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	73%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	72%	72%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	73%	74%	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	74%	75%	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# RESULTS BY REGION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Ministry of Health	Riverina	Sydney - Northern Beaches	Sydney - South West	Sydney - Sutherland	Capital Region	Hunter Valley exc Newcastle	Mid North Coast	Illawarra	Murray	New England and North West	Newcastle and Lake Macquarie	OUTSIDE NSW	Richmond - Tweed
NUMBER OF RESPONDENTS	1049	2	2	2	2	1	1	1	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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



# RESULTS BY REGION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Ministry of Health	Coffs Harbour - Grafton	Far West and Orana	Southern Highlands and Shoalhaven	Sydney - Inner South West	Sydney - Outer South West	Sydney - Outer West and Blue Mountains
<b>NUMBER OF RESPONDENTS</b>	1049	0	0	0	0	0	0
<b>EMPLOYEE ENGAGEMENT</b>	69%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	62%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	72%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	73%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	74%	(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

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# RESULT BY AGE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Ministry of Health	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	1049	5	18	84	159	153	135	131	116	119	52	10
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	69%	73%	71%	68%	69%	68%	70%	69%	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	76%	81%	78%	70%	77%	78%	76%	78%	(r)
SENIOR MANAGERS	62%	(r)	(r)	65%	67%	62%	58%	60%	64%	63%	64%	(r)
COMMUNICATION	72%	(r)	(r)	77%	75%	74%	72%	73%	72%	67%	70%	(r)
HIGH PERFORMANCE	72%	(r)	(r)	73%	76%	72%	68%	70%	73%	71%	75%	(r)
PUBLIC SECTOR VALUES	73%	(r)	(r)	75%	77%	73%	70%	72%	73%	72%	74%	(r)
DIVERSITY & INCLUSION	74%	(r)	(r)	76%	77%	74%	75%	75%	72%	74%	71%	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# RESULT BY GENDER



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Ministry of Health	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	1049	326	665	9
<b>EMPLOYEE ENGAGEMENT</b>	69%	71%	69%	(r)
ENGAGEMENT WITH WORK	76%	78%	76%	(r)
SENIOR MANAGERS	62%	64%	62%	(r)
COMMUNICATION	72%	74%	72%	(r)
HIGH PERFORMANCE	72%	72%	72%	(r)
PUBLIC SECTOR VALUES	73%	74%	73%	(r)
DIVERSITY & INCLUSION	74%	76%	74%	(r)

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement 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.

	Ministry of Health	Junior Medical Officer	Career Medical Officer, Hospitalist	Staff Specialist	Visiting Medical Officer	Clinical Academic	Assistant in Nursing	Enrolled Nurse	Registered Nurse/Midwife, Clinical Nurse/Midwife Specialist, Clinical Nurse/Midwife Consultant,	Nurse/Midwifery Educator and Clinical Nurse/Midwifery Educator	Nurse/Midwifery Manager	Support Officers	Information Management (eg. Librarian, Medical Records and Data Manager)	Clinical Support Executive (eg. Hospital Executive, Local Health Network Executive)
<b>NUMBER OF RESPONDENTS</b>	1049	2	0	5	0	0	0	0	3	0	8	30	22	1
<b>EMPLOYEE ENGAGEMENT</b>	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	66%	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)	(r)
<b>SENIOR MANAGERS</b>	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	58%	(r)	(r)
<b>COMMUNICATION</b>	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68%	(r)	(r)
<b>HIGH PERFORMANCE</b>	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	71%	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement 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.

	Ministry of Health	Administrative and Executive Assistant	Corporate Services	Senior Manager/Executive	Allied Health Professional	Allied Health Assistant	Health Education, Health Promotion and Health Protection	Counsellor, Welfare Support	Interpreters and Liaison Officer	Aboriginal Health Workers and Aboriginal Education Officers	Technician/Technologist	Hospital Scientist/Biomedical Engineers	Researchers	Data Analyst
<b>NUMBER OF RESPONDENTS</b>	1049	72	71	98	3	0	13	0	1	0	7	0	5	61
<b>EMPLOYEE ENGAGEMENT</b>	69%	74%	65%	82%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%
<b>ENGAGEMENT WITH WORK</b>	76%	79%	72%	92%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	80%
<b>SENIOR MANAGERS</b>	62%	66%	54%	83%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62%
<b>COMMUNICATION</b>	72%	76%	67%	87%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%
<b>HIGH PERFORMANCE</b>	72%	77%	66%	88%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%
<b>PUBLIC SECTOR VALUES</b>	73%	76%	69%	89%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74%
<b>DIVERSITY &amp; INCLUSION</b>	74%	82%	71%	84%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	75%

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

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# CURRENT ROLE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement 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.

	Ministry of Health	Technical Officers/Technical Assistant	Dental Officer, Therapists and Hygienist	Dental Specialist	Dental Assistant	Trainee Dental Assistant	Operational Ambulance Officers (including Educators, DOM, DOCO, Paramedic, AOOC, OCO, SOCO, SO,	Operational Ambulance Managers (incl Zone Managers, Deputy Director Operations, Control Centre	Project Director	Project Manager	Project Officer	Cleaning, Linen and Food	Motor Vehicle, Patient Transport	Security Services, Fire Safety
<b>NUMBER OF RESPONDENTS</b>	1049	2	0	0	0	0	0	0	8	95	193	2	0	0
<b>EMPLOYEE ENGAGEMENT</b>	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%	64%	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	84%	67%	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	65%	62%	(r)	(r)	(r)
<b>COMMUNICATION</b>	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79%	71%	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	75%	69%	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	76%	72%	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	78%	71%	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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## 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.

	Ministry of Health	Residential Care Attendant, Patient Care Assistant, Patient Services, Wardsperson	Warehouse staff	Tradesperson	Apprentice Trade Worker and Trade Assistant	Trainee	Volunteer	Other job role	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	1049	0	0	0	0	15	0	194	95
<b>EMPLOYEE ENGAGEMENT</b>	69%	(r)	(r)	(r)	(r)	(r)	(r)	71%	61%
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)	81%	60%
SENIOR MANAGERS	62%	(r)	(r)	(r)	(r)	(r)	(r)	61%	46%
COMMUNICATION	72%	(r)	(r)	(r)	(r)	(r)	(r)	73%	55%
HIGH PERFORMANCE	72%	(r)	(r)	(r)	(r)	(r)	(r)	72%	58%
PUBLIC SECTOR VALUES	73%	(r)	(r)	(r)	(r)	(r)	(r)	73%	58%
DIVERSITY & INCLUSION	74%	(r)	(r)	(r)	(r)	(r)	(r)	76%	62%

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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# GUIDE TO THIS REPORT

## **i** SURVEY TIME FRAME

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

## **i** PRIVACY

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

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

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

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

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



## **i** ROUNDING

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

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

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

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