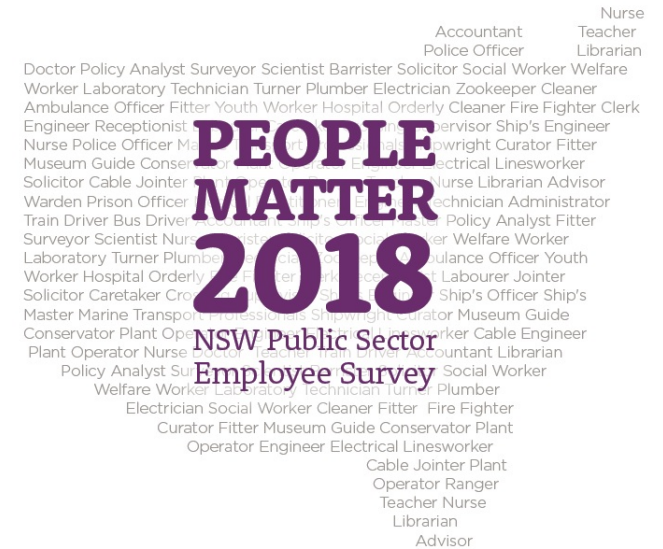


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# PEOPLE MATTER 2018

NSW Public Sector Employee Survey



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## AGENCY REPORT

Health

# Bureau of Health Information

## RESPONSE RATE

**94%**

34 OF 36 RESPONDENTS

## EMPLOYEE ENGAGEMENT

**73%**

DIFFERENCE FROM 2017 +9  
DIFFERENCE FROM CLUSTER +8  
DIFFERENCE FROM PUBLIC SECTOR +7

## ENGAGEMENT WITH WORK

**75%**

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

## SENIOR MANAGERS

**68%**

DIFFERENCE FROM 2017 +9  
DIFFERENCE FROM CLUSTER +22  
DIFFERENCE FROM PUBLIC SECTOR +19

## COMMUNICATION

**75%**

DIFFERENCE FROM 2017 +12  
DIFFERENCE FROM CLUSTER +16  
DIFFERENCE FROM PUBLIC SECTOR +13

## HIGH PERFORMANCE

**78%**

DIFFERENCE FROM 2017 +3  
DIFFERENCE FROM CLUSTER +14  
DIFFERENCE FROM PUBLIC SECTOR +14

## PUBLIC SECTOR VALUES

**75%**

DIFFERENCE FROM 2017 +5  
DIFFERENCE FROM CLUSTER +16  
DIFFERENCE FROM PUBLIC SECTOR +14

## DIVERSITY & INCLUSION

**80%**

DIFFERENCE FROM CLUSTER +14  
DIFFERENCE FROM PUBLIC SECTOR +12

## FLEXIBLE WORKING SATISFACTION

**76%**

DIFFERENCE FROM 2017 +7  
DIFFERENCE FROM CLUSTER +19  
DIFFERENCE FROM PUBLIC SECTOR +18

## ACTION ON RESULTS

**82%**

DIFFERENCE FROM 2017 +34  
DIFFERENCE FROM CLUSTER +46  
DIFFERENCE FROM PUBLIC SECTOR +45



## 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
2c. I receive help and support from other members of my workgroup	94%	88%
1d. I feel motivated to contribute more than what is normally required at work	91%	69%
7a. My organisation focuses on improving the work we do	91%	93%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	91%	79%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	91%	81%
2a. My workgroup strives to achieve customer/client satisfaction	88%	90%
2e. People in my workgroup treat each other with respect	88%	81%
5g. My manager provides acknowledgement or other recognition for the work I do	85%	64%
2b. My workgroup works collaboratively to achieve its objectives	85%	81%
7b. My organisation is making the necessary improvements to meet our future challenges	85%	67%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018  
AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
3g. I am satisfied with the opportunities available for career development in my organisation	47%	55%
7k. I feel a strong personal attachment to my organisation	53%	57%
9a. I have confidence in the ways my organisation resolves grievances	53%	36%
5h. My manager appropriately deals with employees who perform poorly	55%	38%
7c. I feel that change is managed well in my organisation	56%	57%
7e. People in my organisation take responsibility for their own actions	59%	71%
3e. My performance is assessed against clear criteria	59%	52%
6b. I feel that senior managers effectively lead and manage change	59%	52%
6c. I feel that senior managers model the values of my organisation	59%	50%
7m. My organisation inspires me to do the best in my job	62%	62%



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

# MOST AND LEAST IMPROVED QUESTIONS

## + MOST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
14. I believe action will be taken on the results from this survey by my organisation	82%	48%
8c. I am able to speak up and share a different view to my colleagues and manager	82%	60%
1d. I feel motivated to contribute more than what is normally required at work	91%	69%
5g. My manager provides acknowledgement or other recognition for the work I do	85%	64%
7b. My organisation is making the necessary improvements to meet our future challenges	85%	67%
9a. I have confidence in the ways my organisation resolves grievances	53%	36%
6h. I feel that senior managers listen to employees	72%	55%
5h. My manager appropriately deals with employees who perform poorly	55%	38%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	82%	67%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	82%	67%

## - LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
7e. People in my organisation take responsibility for their own actions	59%	71%
1f. I am able to keep my work stress at an acceptable level	68%	79%
1a. I understand what is expected of me to do well in my role	76%	86%
3f. I have received appropriate training and development to do my job well	68%	76%
3g. I am satisfied with the opportunities available for career development in my organisation	47%	55%
1e. I am satisfied with my job	65%	71%
7k. I feel a strong personal attachment to my organisation	53%	57%
1c. My job gives me a feeling of personal accomplishment	68%	71%
2a. My workgroup strives to achieve customer/client satisfaction	88%	90%
6d. Senior managers encourage innovation by employees	65%	67%



### 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



**Q3e.** My performance is assessed against clear criteria



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



**Q7k.** I feel a strong personal attachment to 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



**Q3e.** My performance is assessed against clear criteria



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



**Q7k.** I feel a strong personal attachment to 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



**Q3e.** My performance is assessed against clear criteria



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



**Q7k.** I feel a strong personal attachment to 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.

# 82%

of employees replied favourably to:

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

## 37%

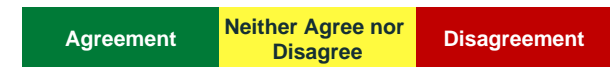
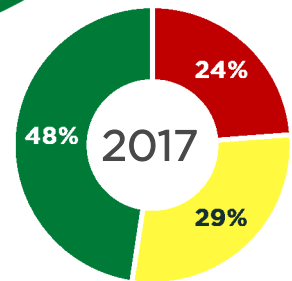
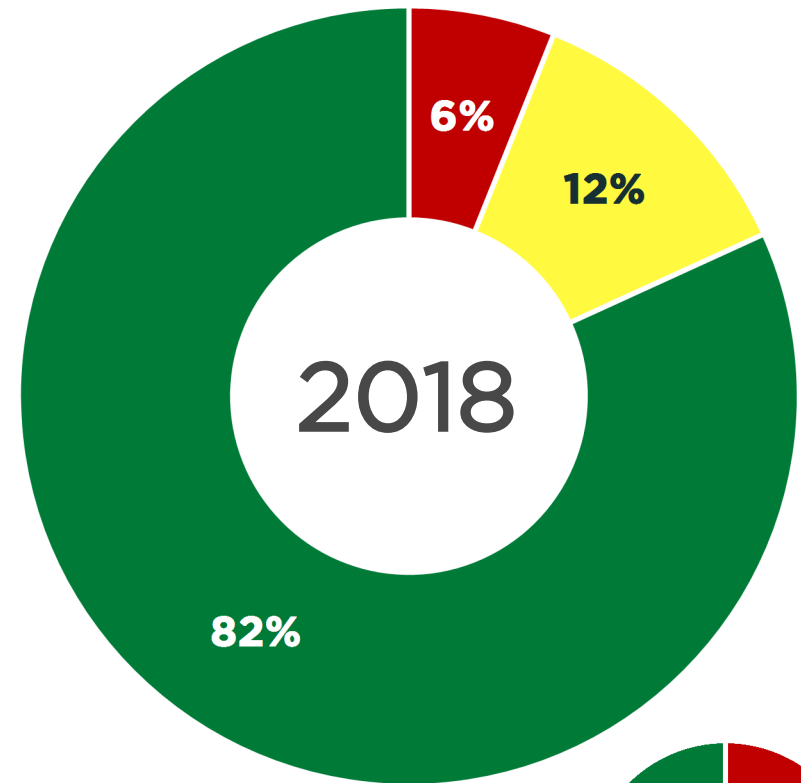
SECTOR

## 36%

CLUSTER

## 48%

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>Q5d.</b> My manager encourages and values employee input	<b>76%</b>	62%	70%	72%
<b>2</b>	<b>Q1b.</b> I am provided with the support I need to do my best at work	<b>70%</b>	67%	66%	65%
<b>3</b>	<b>Q1a.</b> I understand what is expected of me to do well in my role	<b>76%</b>	86%	92%	90%
<b>4</b>	<b>Q5a.</b> My manager encourages people in my workgroup to keep improving the work they do	<b>76%</b>	76%	71%	74%
<b>5</b>	<b>Q5b.</b> My manager listens to what I have to say	<b>76%</b>	74%	73%	76%
<b>6</b>	<b>Q5c.</b> My manager communicates effectively with me	<b>73%</b>	71%	70%	72%



## 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	73% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	32	44	15	9	76%	64%	61%	61%
Q7j. I am proud to tell others I work for my organisation	36	45	15	4	82%	67%	69%	69%
Q7k. I feel a strong personal attachment to my organisation	24	29	29	15	53%	57%	62%	63%
Q7l. My organisation motivates me to help it achieve its objectives	26	41	21	12	68%	62%	54%	55%
Q7m. My organisation inspires me to do the best in my job	26	35	26	12	62%	62%	55%	55%

KEY



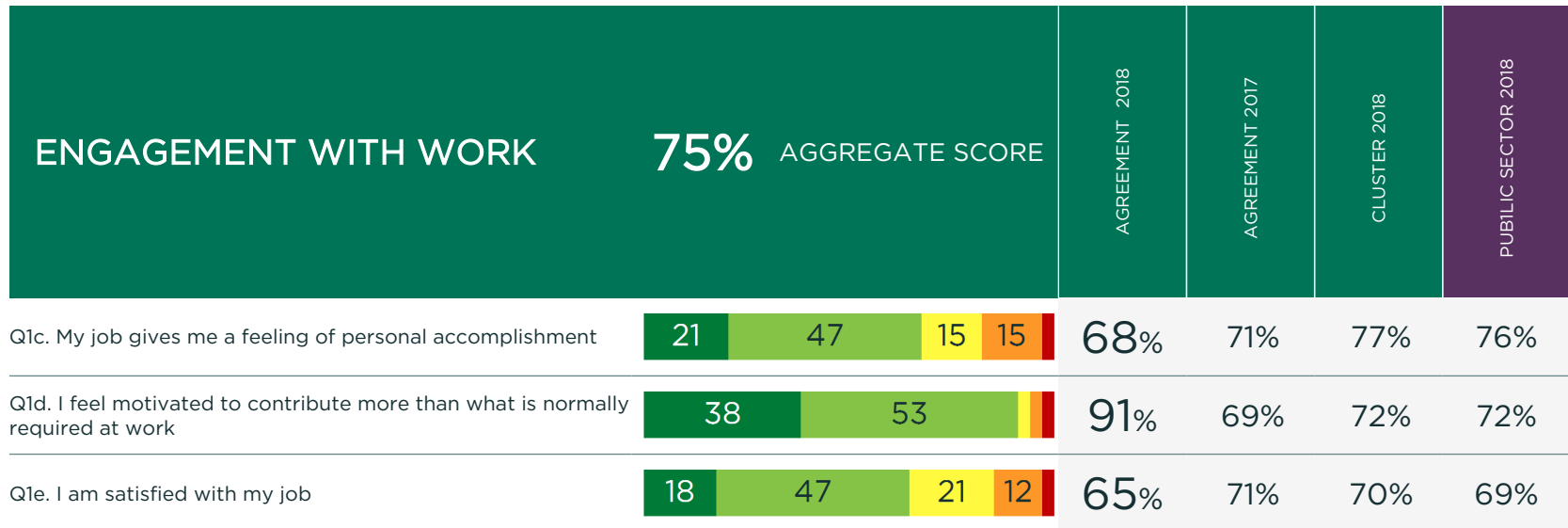




## EXPLORE THE FULL RESULTS

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.



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.

SENIOR MANAGERS	68% 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	29	38	24	9	68%	55%	46%	49%
Q6b. I feel that senior managers effectively lead and manage change	26	32	18	24	59%	52%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	25	34	28	13	59%	50%	47%	50%
Q6d. Senior managers encourage innovation by employees	29	35	24	9	65%	67%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	26	56	18		82%	67%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	42	39	12		82%	67%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	41	28	22	9	69%	60%	44%	47%
Q6h. I feel that senior managers listen to employees	28	44	22		72%	55%	40%	43%
Q7c. I feel that change is managed well in my organisation	21	35	29	12	56%	57%	42%	40%

KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

COMMUNICATION	75% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	36	36	21		73%	71%	70%	72%
Q5d. My manager encourages and values employee input	38	38	21		76%	62%	70%	72%
Q5e. My manager involves my workgroup in decisions about our work	35	41	12	12	76%	69%	65%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	41	28	22	9	69%	60%	44%	47%
Q6h. I feel that senior managers listen to employees	28	44	22		72%	55%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	42	39	9	9	82%	60%	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			78% 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	35	41	21	76%	86%	92%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	38	47	9	85%	81%	79%	79%	
Q3f. I have received appropriate training and development to do my job well	21	47	26	68%	76%	70%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	32	44	21	76%	76%	71%	74%	
Q5f. I have confidence in the decisions my manager makes	30	52	12	82%	71%	65%	68%	
Q6d. Senior managers encourage innovation by employees	29	35	24	9	65%	67%	47%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	26	56	18	82%	67%	48%	52%	
Q7a. My organisation focuses on improving the work we do	50	41		91%	93%	68%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	36	48	9	85%	67%	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.

	78% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7d. There is good co-operation between teams across our organisation	27	42	15	12	70%	69%	50%	49%
Q7h. My organisation generally selects capable people to do the job	29	50	15		79%	79%	54%	54%

### KEY





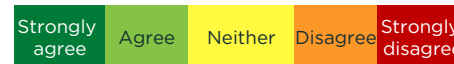
## EXPLORE THE FULL RESULTS

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PUBLIC SECTOR VALUES	75% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
	Q2a. My workgroup strives to achieve customer/client satisfaction	50	38	88%	90%	87%	86%	
Q2e. People in my workgroup treat each other with respect	44	44	88%	81%	71%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	32	44	21	76%	76%	71%	74%	
Q5b. My manager listens to what I have to say	38	38	18	76%	74%	73%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	29	38	24	9	68%	55%	46%	49%
Q6c. I feel that senior managers model the values of my organisation	25	34	28	13	59%	50%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	42	39	12	82%	67%	57%	62%	
Q6g. I feel that senior managers keep employees informed about what's going on	41	28	22	9	69%	60%	44%	47%
Q6h. I feel that senior managers listen to employees	28	44	22	72%	55%	40%	43%	

KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

PUBLIC SECTOR VALUES		75% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do				91%	93%	68%	69%
Q7e. People in my organisation take responsibility for their own actions				59%	71%	49%	49%

KEY





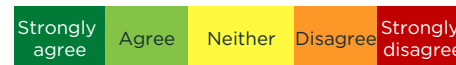
## EXPLORE THE FULL RESULTS

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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.

DIVERSITY & INCLUSION	80% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	27	42	21	9	70%	67%	66%	65%
Q5b. My manager listens to what I have to say	38	38	18	6	76%	74%	73%	76%
Q5d. My manager encourages and values employee input	38	38	21	3	76%	62%	70%	72%
Q6i. Senior managers in my organisation support the career advancement of women	47	32	18	3	79%	69%	54%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	50	41	7	2	91%	79%	74%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	53	38	7	2	91%	81%	75%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	42	39	9	9	82%	60%	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>	29	47	18	6	76%	69%	58%	59%
Q8e. My manager supports flexible working in my team	41	35	21	3	76%	-	61%	63%

KEY



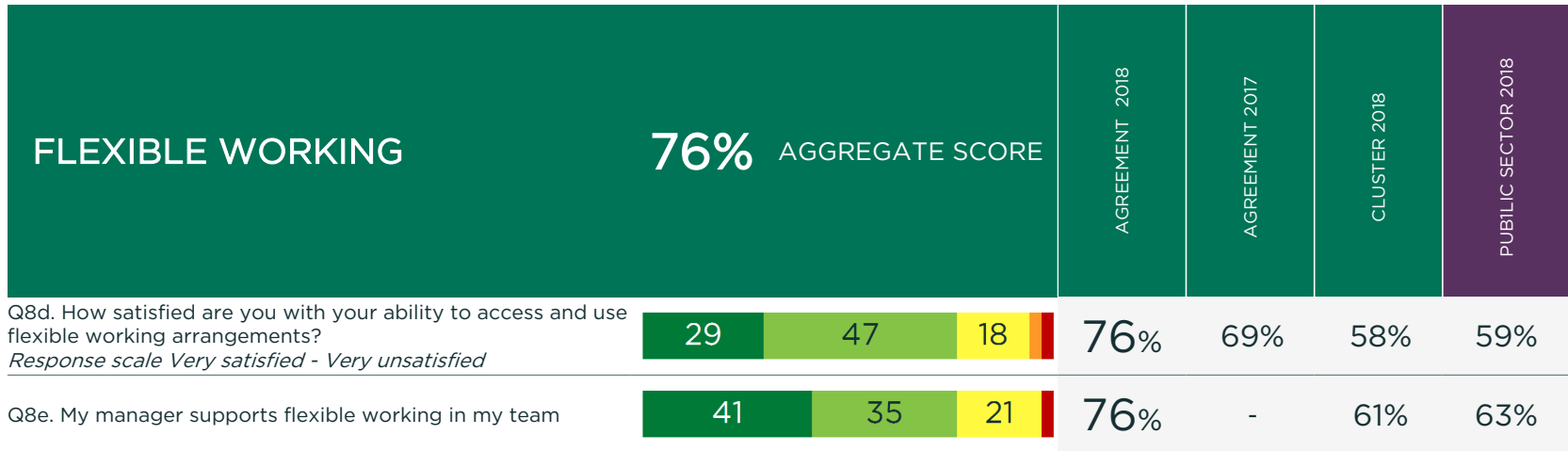




## EXPLORE THE FULL RESULTS

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

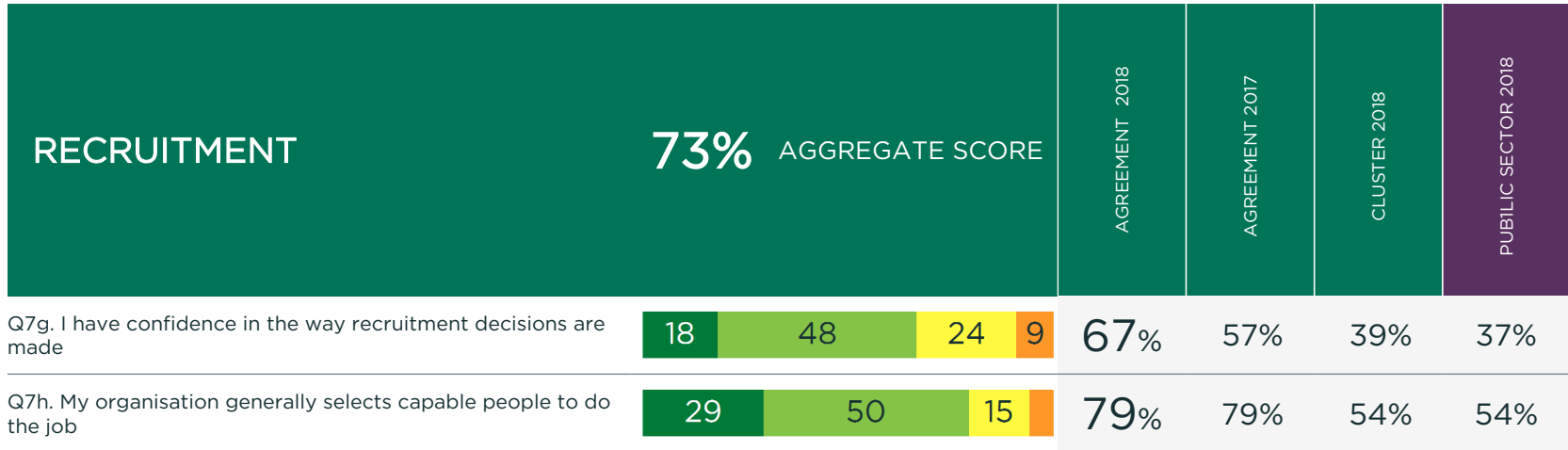




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Questions are grouped by topics in this report.

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



KEY





## EXPLORE THE FULL RESULTS

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PERFORMANCE FRAMEWORK & DEVELOPMENT	65% 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	15	62	15	76%	69%	65%	65%		
Q3e. My performance is assessed against clear criteria	15	44	32	59%	52%	60%	56%		
Q3g. I am satisfied with the opportunities available for career development in my organisation	24	24	26	15	12	47%	55%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	38	47	9	85%	64%	66%	69%		
Q5h. My manager appropriately deals with employees who perform poorly	27	27	36	9	55%	38%	46%	46%	
Q7f. My organisation is committed to developing its employees	18	52	27	70%	57%	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	27	42	21	9	70%	67%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	24	44	24	9	68%	79%	62%	60%
Q2c. I receive help and support from other members of my workgroup	44	50			94%	88%	80%	81%
Q2d. There is good team spirit in my workgroup	34	38	16	13	72%	71%	68%	70%

KEY

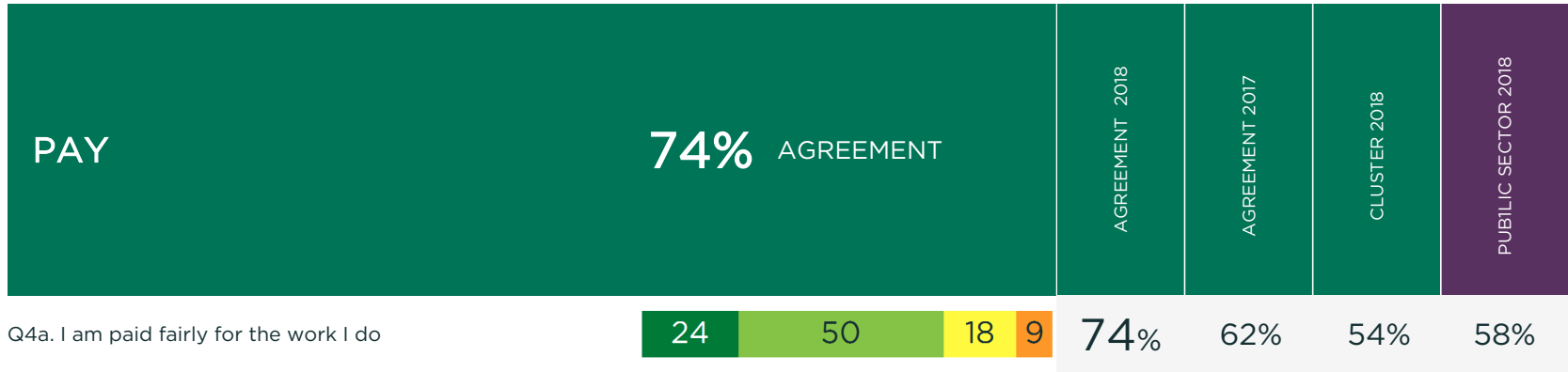




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



### KEY

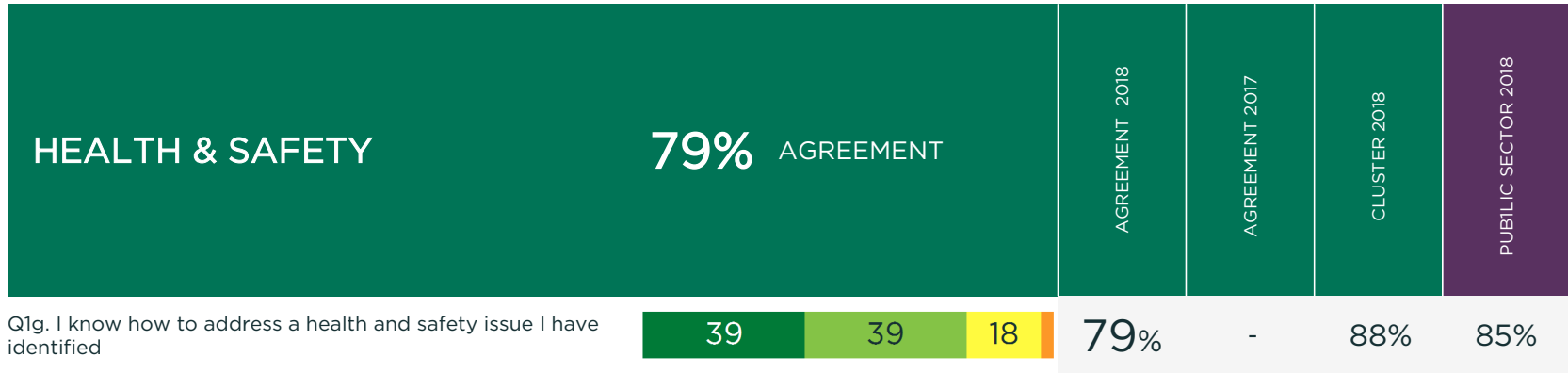




## EXPLORE THE FULL RESULTS

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### KEY

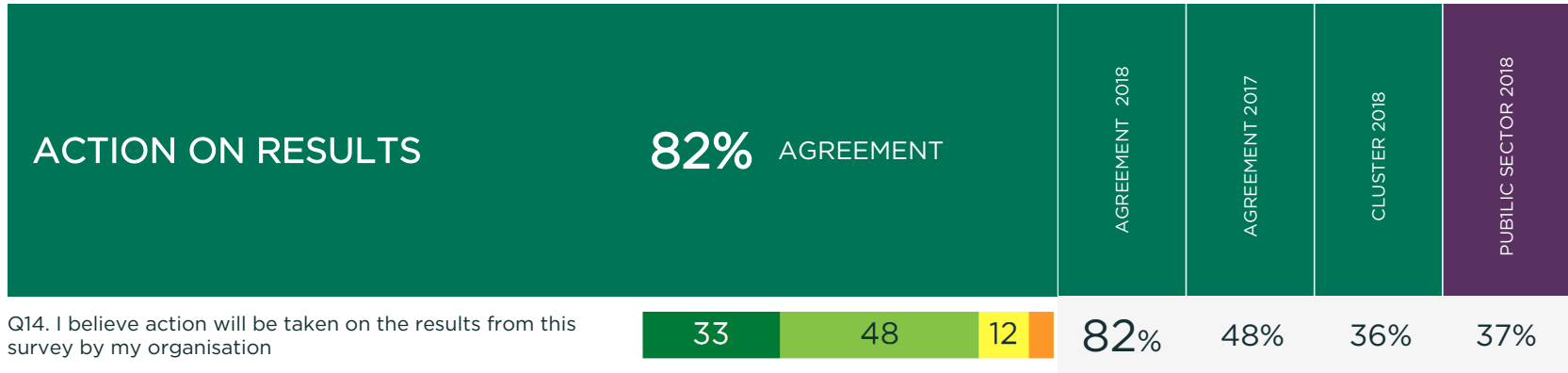




## EXPLORE THE FULL RESULTS

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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.



### KEY

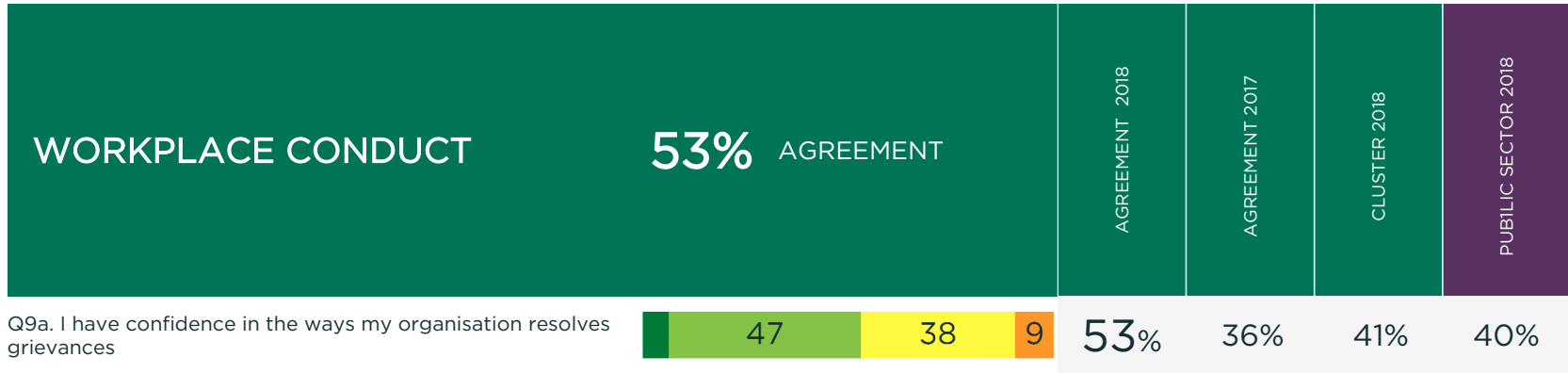




## EXPLORE THE FULL RESULTS

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		94%	71%	69%	71%
No		6%	29%	31%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		85%	71%	74%	76%
No		15%	29%	26%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		74%	62%	57%	58%
No		26%	38%	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		44%	43%	40%	41%
No		56%	57%	60%	59%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## MOBILITY

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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Lack of promotion opportunities		38%	38%	27%	29%
There are no major barriers to my career progression		35%	38%	34%	32%
Lack of visible opportunities		29%	35%	29%	30%
Personal/family considerations		29%	23%	29%	30%
Geographic location considerations		24%	13%	23%	26%
Lack of support for temporary assignments/secondments		12%	20%	14%	15%
Lack of support from my manager/supervisor		6%	30%	15%	14%
Lack of required capabilities or experience		6%	10%	10%	11%
Other		3%	3%	9%	9%

% are calculated with the number of unique respondents (N = 34 to this question)



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q10a.</b> In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		15%	8%	28%	24%
No		65%	75%	54%	58%
Don't know		21%	18%	17%	18%
<b>Q10b.</b> If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes	(r)				
No	(r)				
Don't know	(r)				



## 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		18%	19%	39%	33%
No		67%	67%	52%	57%
Don't know		15%	14%	9%	10%
<b>Q11b. In the last 12 months I have been subjected to bullying at work</b>					
Yes		9%	19%	21%	18%
No		82%	74%	73%	76%
Don't know		9%	7%	6%	6%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

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

A senior manager	(r)
Your Immediate Manager/Supervisor	(r)
A fellow worker at your level	(r)
A subordinate	(r)
A client or customer	(r)
A member of the public other than a client or customer	(r)
Other	(r)
Prefer not to say	(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	0%	-	5%	3%
No	100%	-	93%	94%
Don't know	0%	-	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)



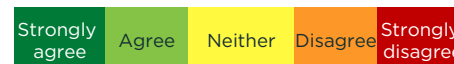
## EXPLORE THE FULL RESULTS

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		75%	69%	62%
Q2. I believe I am valued for what I can offer at my workplace		84%	55%	70%
Q3. In my workplace, we recognise our successes and innovations		81%	64%	66%
Q4. Staff are treated respectfully regardless of their job		82%	71%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace		70%	52%	53%

KEY







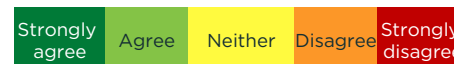
## EXPLORE THE FULL RESULTS

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	30	39	18	12	70%	69%	52%
Q7. I have a say in decisions which affect my work	24	47	18		71%	60%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made	31	47	9	13	78%	64%	68%
Q9. My team's objectives/work plans are clearly outlined	26	48	13	13	74%	71%	66%
Q10. Our objectives/work plans help us to deliver a quality service	25	56	16		81%	73%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	29	38	21	9	68%	39%	44%

KEY



# 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

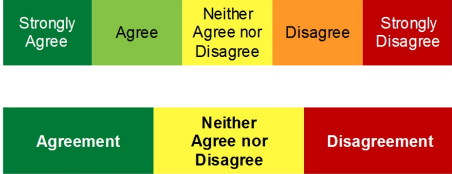
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.