
PEOPLE MATTER 2016

NSW Public Sector Employee Survey



Health

Far West Local Health District

Dareton

CONTENTS OF REPORT

HEADLINES	3
QUESTION HEADLINES	4
ALL QUESTIONS	5
TAKING ACTION	29
GUIDE TO THIS REPORT	30

NOTE: Profile of Respondents and Demographic Results are not included where there are less than 50 respondents.

RESPONSE RATE

81%

26 RESPONSES
OUT OF 32 EMPLOYEES

ENGAGEMENT INDEX

62%

PMES 2016
SECTOR SCORE **65%**

PMES 2014
SECTOR SCORE **65%**

PMES 2016 CLUSTER
SCORE **65%**



ENGAGEMENT

Engaged employees have a sense of personal attachment to their work and organisation; they are motivated and able to give their best to help the organisation succeed.

The complete list of questions which are used to calculate the Engagement Index are listed in the All Questions pages.

RESPONSE RATE

Due to the size of the NSW public sector, even comparatively low levels of response to People Matter can be statistically representative and an accurate reflection of perceptions. Any parts of the sector where the response rate is too low for data to be fully reliable have been flagged in reports.

Some entities exceeded 100% where responses were greater than the employee headcount.

QUESTION HEADLINES

+ HIGHEST AGREEMENT SCORING QUESTIONS

2016
AGREEMENT
%

1h. I look for ways to perform my job more effectively	100%
2a. My workgroup strives to achieve customer/client satisfaction	96%
7c. My organisation strives to earn and sustain a high level of public trust	96%
2i. People in my workgroup treat customers/clients with respect	92%
5a. My manager encourages people in my workgroup to improve the quality of what they do	92%
7b. My organisation strives to match services to customer/client needs	92%
1a. I understand what is expected of me to do well in my role	88%
2b. People in my workgroup use time and resources efficiently	88%
2c. My team works collaboratively to achieve its objectives	88%
3a. I have a current performance plan that sets out my individual objectives	88%

- LOWEST AGREEMENT SCORING QUESTIONS

2016
AGREEMENT
%

7l. My organisation's processes for recruiting employees are efficient	16%
3k. I would like to work in another agency within the NSW Public Sector during my career	23%
6h. I feel that senior managers listen to employees	23%
6i. Senior managers in my organisation genuinely support the career advancement of women	27%
3j. I am satisfied with the opportunities available for career development in my organisation	35%
6b. I feel that senior leaders effectively lead and manage change	35%
6d. Senior managers encourage innovation by employees	35%
6e. Senior managers promote collaboration between my organisation and others we work with	35%
6g. I feel that senior managers keep employees informed about what's going on	35%
9c. I am confident that I would be protected from reprisal for reporting misconduct/wrongdoing	38%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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



EXPLORE THE FULL SURVEY RESULTS

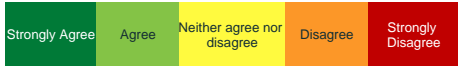
This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

ENGAGEMENT	62% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q7o. I would recommend my organisation as a great place to work		63%	62%	60%
Q7p. I am proud to tell others I work for my organisation		63%	69%	68%
Q7q. I feel a strong personal attachment to my organisation		71%	64%	64%
Q7r. My organisation motivates me to help it achieve its objectives		50%	57%	55%
Q7s. My organisation inspires me to do the best in my job		54%	57%	55%

KEY





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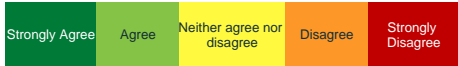
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ENGAGEMENT WITH WORK 81% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR	
Q1g. My job gives me a feeling of personal accomplishment		77%	81%	76%
Q1h. I look for ways to perform my job more effectively		100%	96%	95%
Q1i. I feel motivated to contribute more than what is normally required at work		85%	79%	76%
Q1j. I am satisfied with my job at the present time		62%	67%	63%

KEY





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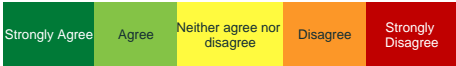
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SENIOR MANAGERS	43% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q6a. I believe senior managers provide clear direction for the future of the organisation		54%	50%	47%
Q6b. I feel that senior leaders effectively lead and manage change		35%	45%	43%
Q6c. I feel that senior managers model the values of my organisation		42%	45%	48%
Q6d. Senior managers encourage innovation by employees		35%	52%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with		35%	52%	52%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives		62%	58%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		35%	42%	44%
Q6h. I feel that senior managers listen to employees		23%	38%	39%
Q7f. I feel that change is handled well in my organisation		69%	48%	41%

KEY





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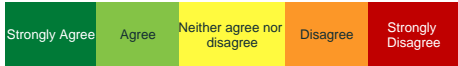
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COMMUNICATION	63% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q5e. My manager communicates effectively with me		81%	69%	69%
Q5f. My manager encourages and values employee input		88%	72%	69%
Q5g. My manager involves my workgroup in decisions about our work		81%	68%	64%
Q6g. I feel that senior managers keep employees informed about what's going on		35%	42%	44%
Q6h. I feel that senior managers listen to employees		23%	38%	39%
Q8h. I am able to speak up and share a different view to my colleagues and manager		71%	70%	69%

KEY





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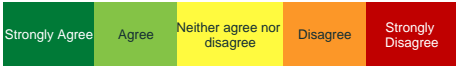
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Some key comparisons are provided.

	HIGH PERFORMANCE				74% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q1a. I understand what is expected of me to do well in my role					88%	92%	90%	
Q1b. I have the tools I need to do my job effectively					58%	74%	70%	
Q1c. I get the information I need to do my job well					65%	72%	67%	
Q1d. I feel I make a contribution to achieving the organisation's objectives					81%	88%	86%	
Q1e. I feel I am able to suggest ideas to improve our way of doing things					81%	75%	69%	
Q2b. People in my workgroup use time and resources efficiently					88%	69%	70%	
Q2c. My team works collaboratively to achieve its objectives					88%	72%	75%	
Q2d. People in my workgroup have the appropriate skills to do the job well					77%	74%	76%	
Q3h. I have received appropriate training and development to do my job well					73%	71%	63%	

KEY





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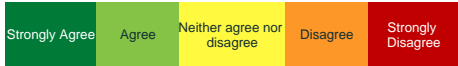
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HIGH PERFORMANCE	74% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q5a. My manager encourages people in my workgroup to improve the quality of what they do		92%	72%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims		88%	71%	64%
Q5c. My manager assigns work to people in my workgroup based on their skills and expertise		77%	69%	65%
Q5j. I have confidence in the decisions my line manager makes		85%	67%	67%
Q6d. Senior managers encourage innovation by employees		35%	52%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with		35%	52%	52%
Q7d. My organisation focuses on improving the work we do		85%	79%	76%
Q7e. My organisation is making the necessary improvements to meet our future challenges		65%	69%	62%
Q7g. There is good co-operation between teams across our organisation		65%	55%	48%

KEY





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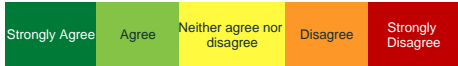
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	74% RESPONSE SCALE					AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q7n. My organisation generally selects capable people to do the job	8	42	29	13	8	50%	47%	51%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	17	67	8	8		83%	71%	67%
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	33	50	13			83%	86%	85%

KEY





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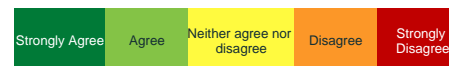
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PUBLIC SECTOR VALUES		75% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q2a. My workgroup strives to achieve customer/client satisfaction		50	96%	86%	85%
Q2b. People in my workgroup use time and resources efficiently		27	88%	69%	70%
Q2g. People in my workgroup are honest, open and transparent in their dealings		27	81%	60%	67%
Q2h. People in my workgroup treat each other with respect		31	77%	64%	72%
Q2i. People in my workgroup treat customers/clients with respect		58	92%	86%	86%
Q5a. My manager encourages people in my workgroup to improve the quality of what they do		35	92%	72%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims		38	88%	71%	64%
Q5d. My manager listens to what I have to say		35	85%	74%	73%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased		31	81%	62%	64%

KEY





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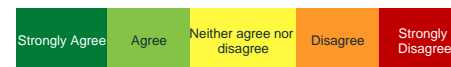
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Some key comparisons are provided.

PUBLIC SECTOR VALUES	75% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q5k. My manager treats employees with dignity and respect		88%	74%	76%
Q5l. My manager talks to me about how the values apply to my work		81%	65%	58%
Q6a. I believe senior managers provide clear direction for the future of the organisation		54%	50%	47%
Q6c. I feel that senior managers model the values of my organisation		42%	45%	48%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives		62%	58%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		35%	42%	44%
Q6h. I feel that senior managers listen to employees		23%	38%	39%
Q7a. My organisation provides high quality services		88%	82%	80%
Q7b. My organisation strives to match services to customer/client needs		92%	83%	80%

KEY





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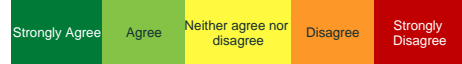
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PUBLIC SECTOR VALUES	75% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q7c. My organisation strives to earn and sustain a high level of public trust		96%	83%	83%
Q7d. My organisation focuses on improving the work we do		85%	79%	76%
Q7h. People in my organisation take responsibility for their own actions		73%	46%	48%
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest		58%	55%	63%

KEY





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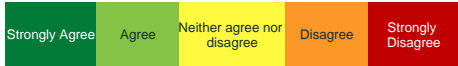
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Some key comparisons are provided.

DIVERSITY & INCLUSION	74% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work		69%	65%	59%
Q5d. My manager listens to what I have to say		85%	74%	73%
Q5f. My manager encourages and values employee input		88%	72%	69%
Q5h. My manager takes into account the differing needs and circumstances of employees when making decisions		85%	67%	65%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased		81%	62%	64%
Q6i. Senior managers in my organisation genuinely support the career advancement of women		27%	52%	54%
Q8a. My organisation respects individual differences (e.g cultures, working styles, backgrounds, ideas)		67%	70%	75%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions		83%	71%	67%
Q8h. I am able to speak up and share a different view to my colleagues and manager		71%	70%	69%

KEY





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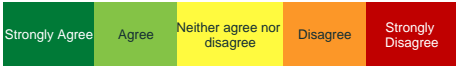
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DIVERSITY & INCLUSION

74% RESPONSE SCALE

	AGREEMENT %				FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	33	50	13		83%	86%
Q8j. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	21	50	25		71%	66%

KEY





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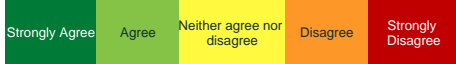
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Some key comparisons are provided.

RECRUITMENT	38% RESPONSE SCALE					AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q7l. My organisation's processes for recruiting employees are efficient	8	8	24	36	24	16%	33%	33%
Q7m. Recruitment and promotion decisions in this organisation are generally fair	8	42	25	21		50%	44%	41%
Q7n. My organisation generally selects capable people to do the job	8	42	29	13	8	50%	47%	51%

KEY





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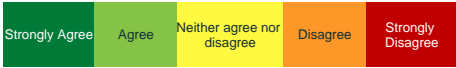
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Some key comparisons are provided.

EMPLOYEE VALUE PROPOSITION	60%	RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	46	19 27	65%	62%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	35	15 42 8	50%	53%	53%
Q7g. There is good co-operation between teams across our organisation	23	42 15 12 8	65%	55%	48%

KEY





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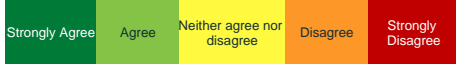
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Some key comparisons are provided.

PERFORMANCE FRAMEWORK & DEVELOPMENT	64% RESPONSE SCALE				AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q3a. I have a current performance plan that sets out my individual objectives	23	65	8		88%	67%	62%
Q3b. I have informal feedback conversations with my manager throughout the year	31	46	12	8	77%	76%	70%
Q3c. I have scheduled feedback conversations with my manager throughout the year	35	42	12	8	77%	66%	58%
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	19	58	8	12	77%	68%	59%
Q3e. My performance is assessed against clear criteria	12	69	8	8	81%	62%	53%
Q3f. I feel I can have open, honest conversations with my manager about the quality of work required	35	54	8		88%	74%	71%
Q3g. I am able to access the right learning and development opportunities as required	15	38	31	8	54%	70%	60%
Q3h. I have received appropriate training and development to do my job well	23	50	23		73%	71%	63%
Q3i. I have a strong desire to advance my career	27	23	38	8	50%	74%	69%

KEY





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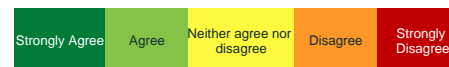
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PERFORMANCE FRAMEWORK & DEVELOPMENT	64% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q3j. I am satisfied with the opportunities available for career development in my organisation		35%	55%	45%
Q3k. I would like to work in another agency within the NSW Public Sector during my career		23%	34%	41%
Q5m. My manager provides acknowledgement or other recognition for the work I do		73%	70%	67%
Q5n. My manager appropriately deals with employees who perform poorly		38%	48%	44%
Q5o. My manager ensures fair access to developmental opportunities for people in my workgroup		77%	67%	62%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role		65%	62%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation		50%	53%	53%
Q7j. My organisation is committed to developing its employees		58%	59%	53%

KEY





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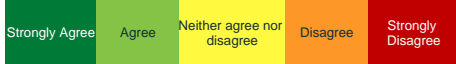
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Some key comparisons are provided.

MOBILITY	46% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q3k. I would like to work in another agency within the NSW Public Sector during my career		23%	34%	41%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role		65%	62%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation		50%	53%	53%

KEY





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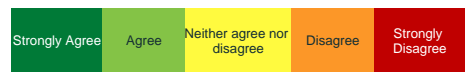
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Some key comparisons are provided.

PAY & BENEFITS 67% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q4a. I am paid fairly for the work I do <div style="display: flex; justify-content: space-between; margin-top: 10px;"> 15 50 19 12 </div>	65%	65%	60%
Q4b. I am satisfied with my total benefits package (incl. superannuation, leave entitlements etc) <div style="display: flex; justify-content: space-between; margin-top: 10px;"> 15 54 27 </div>	69%	70%	60%

KEY





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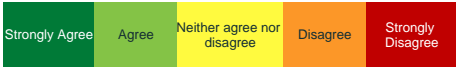
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DIVERSITY GROUPS	65% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q8b. Cultural background is not a barrier to success in my organisation		75%	78%	77%
Q8c. Age is not a barrier to success in my organisation		75%	75%	71%
Q8d. Disability is not a barrier to success in my organisation		46%	70%	67%
Q8e. Sexual orientation is not a barrier to success in my organisation		58%	78%	76%
Q8f. Gender is not a barrier to success in my organisation		71%	79%	74%

KEY





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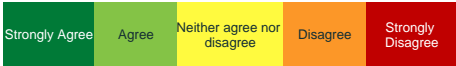
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Some key comparisons are provided.

WORKPLACE SUPPORT	68% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work		69%	65%	59%
Q1k. I am able to keep my work stress at an acceptable level		58%	64%	58%
Q1l. My workload is acceptable		58%	63%	55%
Q2e. I receive help and support from other members of my workgroup		85%	79%	80%
Q2f. There is good team spirit in my workgroup		77%	61%	67%
Q7k. My organisation offers practical employment arrangements and conditions to help employees achieve a work-life balance		64%	58%	56%

KEY





EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

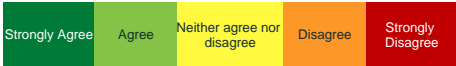
ACTION ABOUT SURVEY RESULTS

50% RESPONSE SCALE

Q15. I believe action will be taken on the results from this survey by my organisation



KEY





EXPLORE THE FULL SURVEY RESULTS

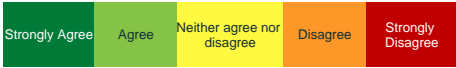
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Some key comparisons are provided.

WORKPLACE CONDUCT	46% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest		58%	55%	63%
Q9b. I have confidence in the ways my organisation resolves grievances		42%	45%	43%
Q9c. I am confident that I would be protected from reprisal for reporting misconduct/wrongdoing		38%	49%	49%

KEY





EXPLORE THE FULL SURVEY RESULTS

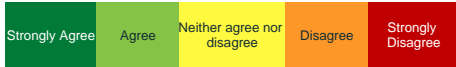
This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

HEALTH QUESTIONS	RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT
Q1. Morale is good in my team	17 50 8 13 13	67%	64%
Q2. I believe I am valued for what I can offer at my workplace	17 54 13 13	71%	72%
Q3. In my workplace, we recognise our successes and innovations	17 67 8	83%	73%
Q4. Staff are treated respectfully regardless of their job	29 38 21 13	67%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	38 25 21 13	42%	52%
Q6. Overall, I have confidence in the decisions made by my senior managers	8 38 17 25 13	46%	55%

KEY





EXPLORE THE FULL SURVEY RESULTS

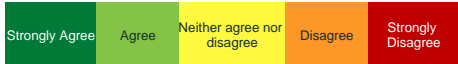
This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

HEALTH QUESTIONS	RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT
Q7. I have a say in decisions which affect my work		50%	59%
Q8. Where I work, we share the lessons learnt when mistakes are made		83%	68%
Q9. My team's objectives/work plans are clearly outlined		67%	67%
Q10. Our objectives/work plans help us to deliver a quality service		71%	70%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months		38%	51%

KEY





WHAT'S NEXT?

Sector employees have now 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.

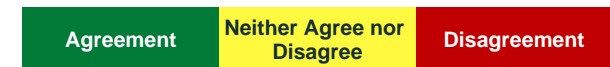
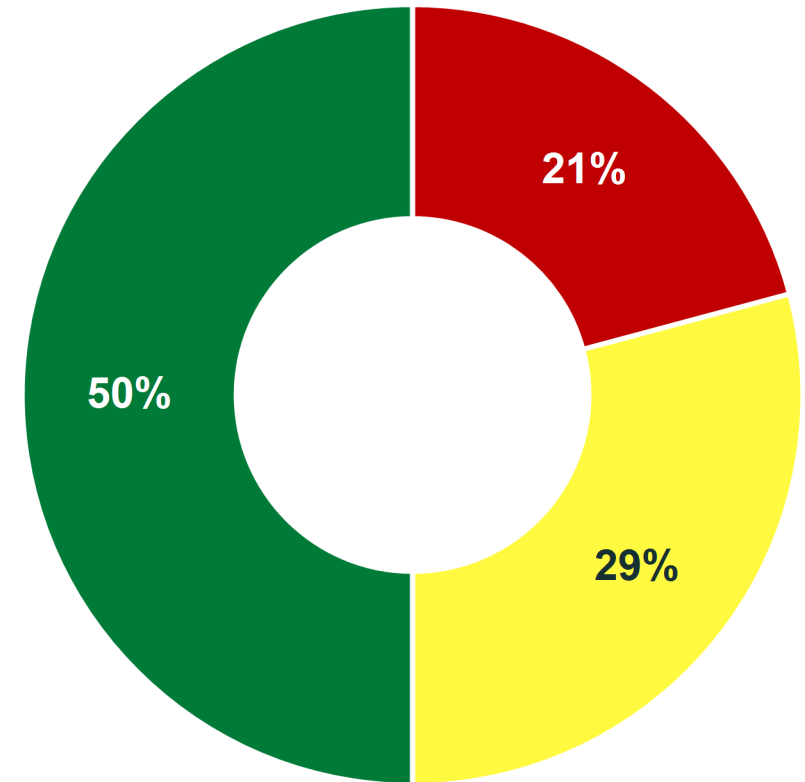
50%

of employees replied favourably to:

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

32%
SECTOR

34%
CLUSTER



GUIDE TO THIS REPORT

ANONYMITY RULES

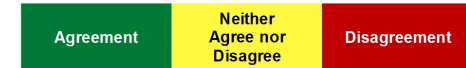
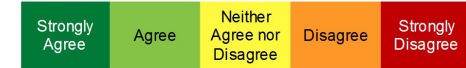
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of workgroups 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.

HOW TO READ THIS REPORT

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

Previous surveys had a 4-point answer scale, which means that comparisons are limited for this year only. Some scales, such as those used for the Engagement Index, are unchanged.



HOW THE DRIVERS AND INFLUENCERS ARE DERIVED

ORC International employs SPSS software to fully interrogate the results and perform appropriate calculations. Our statisticians need a minimum of **30 responses** from a team to perform the analysis to determine the top influences of engagement, leadership and other key question groups.

Statistical techniques applied for this analysis include **Factor Analysis** which identifies patterns in data and allows the statistician to assess whether the attitude questions are measuring the same underlying theme or characteristic.

Regression Analysis then involves building a statistical model based on research that employee engagement is affected by various elements of the workplace such as line manager, learning & development, reward and recognition, job role, etc. This analysis assigns importance weights to the attributes that have been measured. It relies on certain assumptions, one of which is that the variables used in the model should, by definition, not be strongly related to each other. The outcome of these techniques is a list of questions which we can say have the highest association with the engagement index, or more simply, are the most significant influencers of employee engagement

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%. Example below:

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
NUMBER OF RESPONSES	151	166	176	96	24	613
PERCENTAGE	24.63%	27.08%	28.71%	15.66%	3.92%	100%
ROUNDED PERCENTAGE	25%	27%	29%	16%	4%	101%