
PEOPLE MATTER 2016

NSW Public Sector Employee Survey



Health

Far West Local Health District

Local Health District Services

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

RESPONSE RATE

16%

20 RESPONSES
OUT OF 127 EMPLOYEES

ENGAGEMENT INDEX

69%

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	95%
2b.	People in my workgroup use time and resources efficiently	95%
8i.	Diversity and inclusion in the workplace can contribute to better business outcomes	95%
1d.	I feel I make a contribution to achieving the organisation's objectives	90%
1a.	I understand what is expected of me to do well in my role	90%
2c.	My team works collaboratively to achieve its objectives	90%
2d.	People in my workgroup have the appropriate skills to do the job well	90%
3b.	I have informal feedback conversations with my manager throughout the year	90%
5c.	My manager assigns work to people in my workgroup based on their skills and expertise	90%

- LOWEST AGREEMENT SCORING QUESTIONS

2016
AGREEMENT
%

6b.	I feel that senior leaders effectively lead and manage change	40%
6c.	I feel that senior managers model the values of my organisation	40%
6g.	I feel that senior managers keep employees informed about what's going on	40%
6h.	I feel that senior managers listen to employees	40%
7f.	I feel that change is handled well in my organisation	40%
9b.	I have confidence in the ways my organisation resolves grievances	40%
3k.	I would like to work in another agency within the NSW Public Sector during my career	45%
7n.	My organisation generally selects capable people to do the job	45%
7g.	There is good co-operation between teams across our organisation	50%
7l.	My organisation's processes for recruiting employees are efficient	50%



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	69% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q7o. I would recommend my organisation as a great place to work		75%	62%	60%
Q7p. I am proud to tell others I work for my organisation		65%	69%	68%
Q7q. I feel a strong personal attachment to my organisation		55%	64%	64%
Q7r. My organisation motivates me to help it achieve its objectives		55%	57%	55%
Q7s. My organisation inspires me to do the best in my job		50%	57%	55%

KEY





EXPLORE THE FULL SURVEY RESULTS

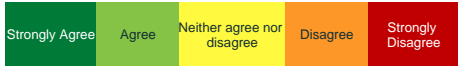
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ENGAGEMENT WITH WORK 80% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR	
Q1g. My job gives me a feeling of personal accomplishment		80%	81%	76%
Q1h. I look for ways to perform my job more effectively		100%	96%	95%
Q1i. I feel motivated to contribute more than what is normally required at work		68%	79%	76%
Q1j. I am satisfied with my job at the present time		70%	67%	63%

KEY





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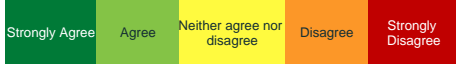
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SENIOR MANAGERS	47% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q6a. I believe senior managers provide clear direction for the future of the organisation		55%	50%	47%
Q6b. I feel that senior leaders effectively lead and manage change		40%	45%	43%
Q6c. I feel that senior managers model the values of my organisation		40%	45%	48%
Q6d. Senior managers encourage innovation by employees		55%	52%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with		55%	52%	52%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives		60%	58%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		40%	42%	44%
Q6h. I feel that senior managers listen to employees		40%	38%	39%
Q7f. I feel that change is handled well in my organisation		40%	48%	41%

KEY





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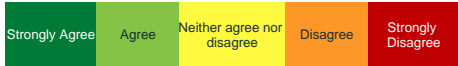
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Some key comparisons are provided.

COMMUNICATION	62% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q5e. My manager communicates effectively with me		75%	69%	69%
Q5f. My manager encourages and values employee input		75%	72%	69%
Q5g. My manager involves my workgroup in decisions about our work		70%	68%	64%
Q6g. I feel that senior managers keep employees informed about what's going on		40%	42%	44%
Q6h. I feel that senior managers listen to employees		40%	38%	39%
Q8h. I am able to speak up and share a different view to my colleagues and manager		70%	70%	69%

KEY





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HIGH PERFORMANCE	77% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q1a. I understand what is expected of me to do well in my role		90%	92%	90%
Q1b. I have the tools I need to do my job effectively		80%	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		90%	88%	86%
Q1e. I feel I am able to suggest ideas to improve our way of doing things		80%	75%	69%
Q2b. People in my workgroup use time and resources efficiently		95%	69%	70%
Q2c. My team works collaboratively to achieve its objectives		90%	72%	75%
Q2d. People in my workgroup have the appropriate skills to do the job well		90%	74%	76%
Q3h. I have received appropriate training and development to do my job well		80%	71%	63%

KEY





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HIGH PERFORMANCE	77% 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		85%	72%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims		84%	71%	64%
Q5c. My manager assigns work to people in my workgroup based on their skills and expertise		90%	69%	65%
Q5j. I have confidence in the decisions my line manager makes		80%	67%	67%
Q6d. Senior managers encourage innovation by employees		55%	52%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with		55%	52%	52%
Q7d. My organisation focuses on improving the work we do		80%	79%	76%
Q7e. My organisation is making the necessary improvements to meet our future challenges		70%	69%	62%
Q7g. There is good co-operation between teams across our organisation		50%	55%	48%

KEY





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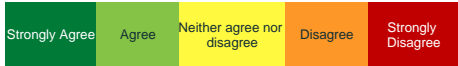
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	77% RESPONSE SCALE					AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q7n. My organisation generally selects capable people to do the job						45%	47%	51%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions						75%	71%	67%
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes						95%	86%	85%

KEY





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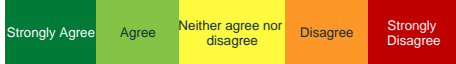
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Some key comparisons are provided.

PUBLIC SECTOR VALUES	72% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q2a. My workgroup strives to achieve customer/client satisfaction		95%	86%	85%
Q2b. People in my workgroup use time and resources efficiently		95%	69%	70%
Q2g. People in my workgroup are honest, open and transparent in their dealings		75%	60%	67%
Q2h. People in my workgroup treat each other with respect		80%	64%	72%
Q2i. People in my workgroup treat customers/clients with respect		85%	86%	86%
Q5a. My manager encourages people in my workgroup to improve the quality of what they do		85%	72%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims		84%	71%	64%
Q5d. My manager listens to what I have to say		85%	74%	73%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased		65%	62%	64%

KEY





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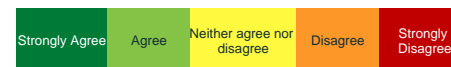
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PUBLIC SECTOR VALUES		72% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR			
Q5k. My manager treats employees with dignity and respect	40	45	85%	74%	76%			
Q5l. My manager talks to me about how the values apply to my work	25	45	20	70%	65%	58%		
Q6a. I believe senior managers provide clear direction for the future of the organisation	25	30	20	15	10	55%	50%	47%
Q6c. I feel that senior managers model the values of my organisation	20	20	25	20	15	40%	45%	48%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	25	35	30	10		60%	58%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	25	15	20	30	10	40%	42%	44%
Q6h. I feel that senior managers listen to employees	30	10	20	30	10	40%	38%	39%
Q7a. My organisation provides high quality services	35	45	10	10		80%	82%	80%
Q7b. My organisation strives to match services to customer/client needs	35	45	15			80%	83%	80%

KEY





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Some key comparisons are provided.

PUBLIC SECTOR VALUES	72% RESPONSE SCALE			AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR	
Q7c. My organisation strives to earn and sustain a high level of public trust	35	55	10	90%	83%	83%	
Q7d. My organisation focuses on improving the work we do	35	45	15	80%	79%	76%	
Q7h. People in my organisation take responsibility for their own actions	50	15	25	55%	46%	48%	
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest	30	35	15	15	65%	55%	63%

KEY





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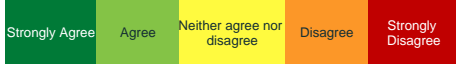
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Some key comparisons are provided.

DIVERSITY & INCLUSION	72% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work		60%	65%	59%
Q5d. My manager listens to what I have to say		85%	74%	73%
Q5f. My manager encourages and values employee input		75%	72%	69%
Q5h. My manager takes into account the differing needs and circumstances of employees when making decisions		60%	67%	65%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased		65%	62%	64%
Q6i. Senior managers in my organisation genuinely support the career advancement of women		60%	52%	54%
Q8a. My organisation respects individual differences (e.g cultures, working styles, backgrounds, ideas)		65%	70%	75%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions		75%	71%	67%
Q8h. I am able to speak up and share a different view to my colleagues and manager		70%	70%	69%

KEY





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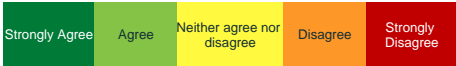
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DIVERSITY & INCLUSION

72% RESPONSE SCALE

	AGREEMENT %		FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	50	45	95%	86%
Q8j. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	20	65	85%	58%

KEY





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Some key comparisons are provided.

RECRUITMENT	48% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q7l. My organisation's processes for recruiting employees are efficient		50%	33%	33%
Q7m. Recruitment and promotion decisions in this organisation are generally fair		50%	44%	41%
Q7n. My organisation generally selects capable people to do the job		45%	47%	51%

KEY





EXPLORE THE FULL SURVEY RESULTS

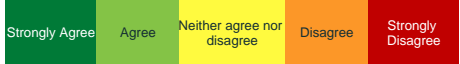
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Some key comparisons are provided.

EMPLOYEE VALUE PROPOSITION	62%	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	35	35	25	70%	62%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	30	35	30	65%	53%	53%
Q7g. There is good co-operation between teams across our organisation	20	30	40	50%	55%	48%

KEY





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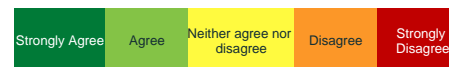
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Some key comparisons are provided.

PERFORMANCE FRAMEWORK & DEVELOPMENT	73% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q3a. I have a current performance plan that sets out my individual objectives		80%	67%	62%
Q3b. I have informal feedback conversations with my manager throughout the year		90%	76%	70%
Q3c. I have scheduled feedback conversations with my manager throughout the year		80%	66%	58%
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		75%	68%	59%
Q3e. My performance is assessed against clear criteria		70%	62%	53%
Q3f. I feel I can have open, honest conversations with my manager about the quality of work required		75%	74%	71%
Q3g. I am able to access the right learning and development opportunities as required		80%	70%	60%
Q3h. I have received appropriate training and development to do my job well		80%	71%	63%
Q3i. I have a strong desire to advance my career		80%	74%	69%

KEY





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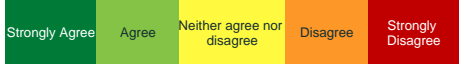
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PERFORMANCE FRAMEWORK & DEVELOPMENT	73% RESPONSE SCALE				AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q3j. I am satisfied with the opportunities available for career development in my organisation	30	35	20	10	65%	55%	45%
Q3k. I would like to work in another agency within the NSW Public Sector during my career	15	30	45	10	45%	34%	41%
Q5m. My manager provides acknowledgement or other recognition for the work I do	35	40	15	10	75%	70%	67%
Q5n. My manager appropriately deals with employees who perform poorly	25	40	25	10	65%	48%	44%
Q5o. My manager ensures fair access to developmental opportunities for people in my workgroup	35	50	10	5	85%	67%	62%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	35	35	25	5	70%	62%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	30	35	30	5	65%	53%	53%
Q7j. My organisation is committed to developing its employees	35	30	30	5	65%	59%	53%

KEY





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Some key comparisons are provided.

MOBILITY	60% 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	15 30 45 10	45%	34%	41%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	35 35 25	70%	62%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	30 35 30	65%	53%	53%

KEY





EXPLORE THE FULL SURVEY RESULTS

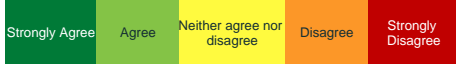
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PAY & BENEFITS 63% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q4a. I am paid fairly for the work I do <div style="display: flex; justify-content: space-between; width: 100%; margin-top: 5px;"> 20 40 10 30 </div>	60%	65%	60%
Q4b. I am satisfied with my total benefits package (incl. superannuation, leave entitlements etc) <div style="display: flex; justify-content: space-between; width: 100%; margin-top: 5px;"> 30 35 30 5 </div>	65%	70%	60%

KEY





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DIVERSITY GROUPS	77% RESPONSE SCALE			AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q8b. Cultural background is not a barrier to success in my organisation	30	55	15	85%	78%	77%
Q8c. Age is not a barrier to success in my organisation	30	50	20	80%	75%	71%
Q8d. Disability is not a barrier to success in my organisation	25	35	40	60%	70%	67%
Q8e. Sexual orientation is not a barrier to success in my organisation	35	40	25	75%	78%	76%
Q8f. Gender is not a barrier to success in my organisation	35	50	15	85%	79%	74%

KEY





EXPLORE THE FULL SURVEY RESULTS

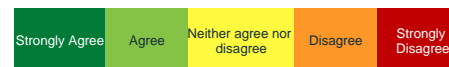
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WORKPLACE SUPPORT	69% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work		60%	65%	59%
Q1k. I am able to keep my work stress at an acceptable level		75%	64%	58%
Q1l. My workload is acceptable		55%	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		75%	61%	67%
Q7k. My organisation offers practical employment arrangements and conditions to help employees achieve a work-life balance		65%	58%	56%

KEY





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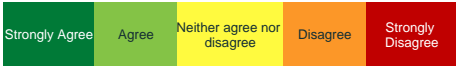
ACTION ABOUT SURVEY RESULTS

60% RESPONSE SCALE

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



KEY





EXPLORE THE FULL SURVEY RESULTS

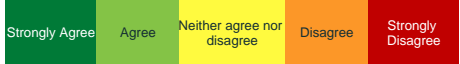
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Some key comparisons are provided.

WORKPLACE CONDUCT	52% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest		65%	55%	63%
Q9b. I have confidence in the ways my organisation resolves grievances		40%	45%	43%
Q9c. I am confident that I would be protected from reprisal for reporting misconduct/wrongdoing		50%	49%	49%

KEY





EXPLORE THE FULL SURVEY RESULTS

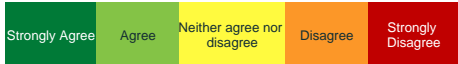
This section shows results for all the survey questions grouped by key themes.

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	30	45	20			75%	64%
Q2. I believe I am valued for what I can offer at my workplace	35	35	20			70%	72%
Q3. In my workplace, we recognise our successes and innovations	45	40	10			85%	73%
Q4. Staff are treated respectfully regardless of their job	40	40	10	10		80%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	15	40	20	10	15	55%	52%
Q6. Overall, I have confidence in the decisions made by my senior managers	15	40	20	15	10	55%	55%

KEY





EXPLORE THE FULL SURVEY RESULTS

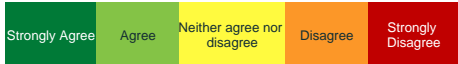
This section shows results for all the survey questions grouped by key themes.

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	30	45	15	10	0	75%	59%
Q8. Where I work, we share the lessons learnt when mistakes are made	16	47	21	11	5	63%	68%
Q9. My team's objectives/work plans are clearly outlined	30	40	20	10	0	70%	67%
Q10. Our objectives/work plans help us to deliver a quality service	35	35	20	10	0	70%	70%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	30	30	20	10	10	60%	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.

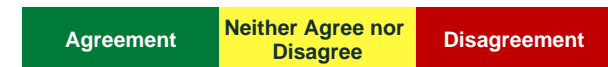
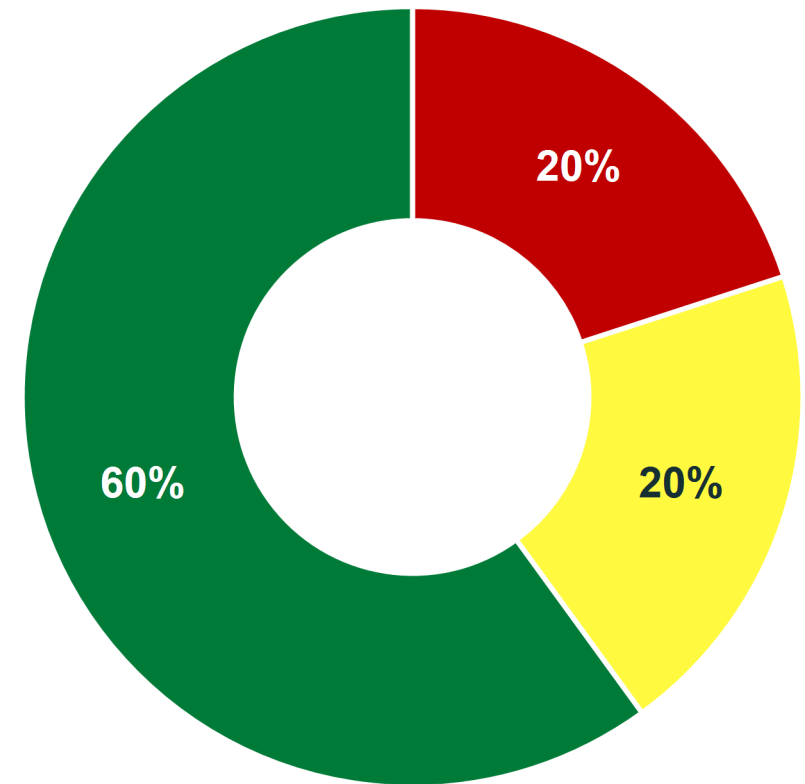
60%

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

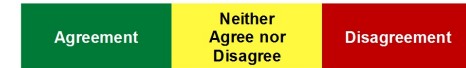
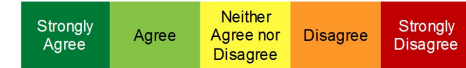
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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%