

---

# PEOPLE MATTER 2016

NSW Public Sector Employee Survey



---

Health

Far West Local Health District

Wentworth

## CONTENTS OF REPORT

<b>HEADLINES</b>	<b>3</b>
<b>QUESTION HEADLINES</b>	<b>4</b>
<b>ALL QUESTIONS</b>	<b>5</b>
<b>TAKING ACTION</b>	<b>29</b>
<b>GUIDE TO THIS REPORT</b>	<b>30</b>

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

## RESPONSE RATE

# 81%

25 RESPONSES  
OUT OF 31 EMPLOYEES

## ENGAGEMENT INDEX

# 79%

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  
%

1a.	I understand what is expected of me to do well in my role	100%
1h.	I look for ways to perform my job more effectively	100%
1g.	My job gives me a feeling of personal accomplishment	96%
2i.	People in my workgroup treat customers/clients with respect	96%
7a.	My organisation provides high quality services	96%
7b.	My organisation strives to match services to customer/client needs	96%
7c.	My organisation strives to earn and sustain a high level of public trust	96%
7d.	My organisation focuses on improving the work we do	96%
7e.	My organisation is making the necessary improvements to meet our future challenges	96%
1d.	I feel I make a contribution to achieving the organisation's objectives	92%

## - LOWEST AGREEMENT SCORING QUESTIONS

2016  
AGREEMENT  
%

3k.	I would like to work in another agency within the NSW Public Sector during my career	20%
7l.	My organisation's processes for recruiting employees are efficient	36%
5q.	My manager would help me to broaden my experience by supporting my movement to another organisation	44%
9b.	I have confidence in the ways my organisation resolves grievances	44%
7i.	My organisation provides procedures and systems that ensure employees avoid conflicts of interest	48%
5i.	My manager would take appropriate action if decision-making processes were found to be biased	52%
7n.	My organisation generally selects capable people to do the job	52%
2f.	There is good team spirit in my workgroup	56%
2h.	People in my workgroup treat each other with respect	56%
5n.	My manager appropriately deals with employees who perform poorly	56%



### 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	79% RESPONSE SCALE			AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q7o. I would recommend my organisation as a great place to work	36	44	20	80%	62%	60%
Q7p. I am proud to tell others I work for my organisation	44	48	8	92%	69%	68%
Q7q. I feel a strong personal attachment to my organisation	36	52	12	88%	64%	64%
Q7r. My organisation motivates me to help it achieve its objectives	28	48	20	76%	57%	55%
Q7s. My organisation inspires me to do the best in my job	32	44	20	76%	57%	55%

KEY





## EXPLORE THE FULL SURVEY RESULTS

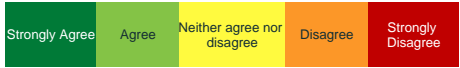
This section shows results for all the survey questions grouped by key themes.

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.

ENGAGEMENT WITH WORK	90% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q1g. My job gives me a feeling of personal accomplishment		96%	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		84%	79%	76%
Q1j. I am satisfied with my job at the present time		80%	67%	63%

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.

SENIOR MANAGERS	67% RESPONSE SCALE				AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q6a. I believe senior managers provide clear direction for the future of the organisation	16	56	16	8	72%	50%	47%
Q6b. I feel that senior leaders effectively lead and manage change	16	56	16	8	72%	45%	43%
Q6c. I feel that senior managers model the values of my organisation	16	52	24		68%	45%	48%
Q6d. Senior managers encourage innovation by employees	28	40	24	8	68%	52%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with	20	56	16		76%	52%	52%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	32	40	20		72%	58%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	24	32	36		56%	42%	44%
Q6h. I feel that senior managers listen to employees	20	40	32		60%	38%	39%
Q7f. I feel that change is handled well in my organisation		54	29	13	58%	48%	41%

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.

COMMUNICATION	72% RESPONSE SCALE				AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q5e. My manager communicates effectively with me	16	60	12	8	76%	69%	69%
Q5f. My manager encourages and values employee input	20	68	8	8	88%	72%	69%
Q5g. My manager involves my workgroup in decisions about our work	16	60	8	12	76%	68%	64%
Q6g. I feel that senior managers keep employees informed about what's going on	24	32	36	8	56%	42%	44%
Q6h. I feel that senior managers listen to employees	20	40	32	8	60%	38%	39%
Q8h. I am able to speak up and share a different view to my colleagues and manager	20	56	20	4	76%	70%	69%

KEY







## EXPLORE THE FULL SURVEY RESULTS

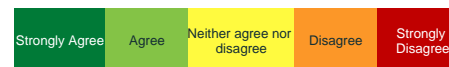
This section shows results for all the survey questions grouped by key themes.

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.

	HIGH PERFORMANCE		82% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR	
Q1a. I understand what is expected of me to do well in my role	60	40		100%	92%	90%	
Q1b. I have the tools I need to do my job effectively	36	56		92%	74%	70%	
Q1c. I get the information I need to do my job well	24	68	8	92%	72%	67%	
Q1d. I feel I make a contribution to achieving the organisation's objectives	44	48		92%	88%	86%	
Q1e. I feel I am able to suggest ideas to improve our way of doing things	36	52	8	88%	75%	69%	
Q2b. People in my workgroup use time and resources efficiently	24	40	20	16	64%	69%	70%
Q2c. My team works collaboratively to achieve its objectives	24	48	16	12	72%	72%	75%
Q2d. People in my workgroup have the appropriate skills to do the job well	28	56	16		84%	74%	76%
Q3h. I have received appropriate training and development to do my job well	28	60	8		88%	71%	63%

### KEY





## EXPLORE THE FULL SURVEY RESULTS

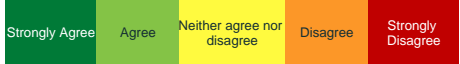
This section shows results for all the survey questions grouped by key themes.

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.

HIGH PERFORMANCE	82% 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		80%	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		64%	69%	65%
Q5j. I have confidence in the decisions my line manager makes		72%	67%	67%
Q6d. Senior managers encourage innovation by employees		68%	52%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with		76%	52%	52%
Q7d. My organisation focuses on improving the work we do		96%	79%	76%
Q7e. My organisation is making the necessary improvements to meet our future challenges		96%	69%	62%
Q7g. There is good co-operation between teams across our organisation		80%	55%	48%

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.

	HIGH PERFORMANCE				82% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q7n. My organisation generally selects capable people to do the job	12	40	40	8	52%	47%	51%	
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	12	76	12		88%	71%	67%	
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	24	60	16		84%	86%	85%	

KEY





## EXPLORE THE FULL SURVEY RESULTS

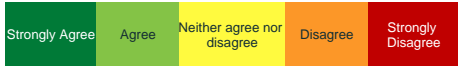
This section shows results for all the survey questions grouped by key themes.

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.

PUBLIC SECTOR VALUES	74% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q2a. My workgroup strives to achieve customer/client satisfaction		92%	86%	85%
Q2b. People in my workgroup use time and resources efficiently		64%	69%	70%
Q2g. People in my workgroup are honest, open and transparent in their dealings		68%	60%	67%
Q2h. People in my workgroup treat each other with respect		56%	64%	72%
Q2i. People in my workgroup treat customers/clients with respect		96%	86%	86%
Q5a. My manager encourages people in my workgroup to improve the quality of what they do		80%	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		72%	74%	73%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased		52%	62%	64%

KEY





## EXPLORE THE FULL SURVEY RESULTS

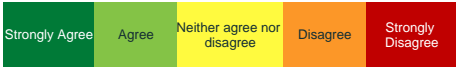
This section shows results for all the survey questions grouped by key themes.

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.

PUBLIC SECTOR VALUES		74% RESPONSE SCALE		AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR		
Q5k. My manager treats employees with dignity and respect		12	72	12	84%	74%	76%	
Q5l. My manager talks to me about how the values apply to my work		20	48	20	8	68%	65%	58%
Q6a. I believe senior managers provide clear direction for the future of the organisation		16	56	16	8	72%	50%	47%
Q6c. I feel that senior managers model the values of my organisation		16	52	24		68%	45%	48%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives		32	40	20		72%	58%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		24	32	36		56%	42%	44%
Q6h. I feel that senior managers listen to employees		20	40	32		60%	38%	39%
Q7a. My organisation provides high quality services		44	52			96%	82%	80%
Q7b. My organisation strives to match services to customer/client needs		52	44			96%	83%	80%

KEY





## EXPLORE THE FULL SURVEY RESULTS

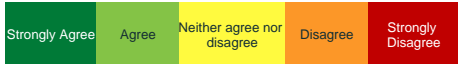
This section shows results for all the survey questions grouped by key themes.

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.

PUBLIC SECTOR VALUES	74% 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		96%	79%	76%
Q7h. People in my organisation take responsibility for their own actions		60%	46%	48%
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest		48%	55%	63%

KEY





## EXPLORE THE FULL SURVEY RESULTS

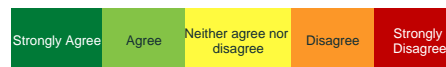
This section shows results for all the survey questions grouped by key themes.

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.

DIVERSITY & INCLUSION	76% RESPONSE SCALE				AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work	21	58	13	8	79%	65%	59%
Q5d. My manager listens to what I have to say	20	52	24	8	72%	74%	73%
Q5f. My manager encourages and values employee input	20	68	8	8	88%	72%	69%
Q5h. My manager takes into account the differing needs and circumstances of employees when making decisions	16	52	20	8	68%	67%	65%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased	12	40	36	8	52%	62%	64%
Q6i. Senior managers in my organisation genuinely support the career advancement of women	32	40	24	8	72%	52%	54%
Q8a. My organisation respects individual differences (e.g cultures, working styles, backgrounds, ideas)	36	52	12	8	88%	70%	75%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	12	76	12	8	88%	71%	67%
Q8h. I am able to speak up and share a different view to my colleagues and manager	20	56	20	8	76%	70%	69%

### 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.

DIVERSITY & INCLUSION	76% RESPONSE SCALE			AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	24	60	16	84%	86%	85%
Q8j. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	24	48	28	72%	66%	58%

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.

RECRUITMENT	51% RESPONSE SCALE				AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q7l. My organisation's processes for recruiting employees are efficient	32	32	28		36%	33%	33%
Q7m. Recruitment and promotion decisions in this organisation are generally fair	17	50	25		67%	44%	41%
Q7n. My organisation generally selects capable people to do the job	12	40	40	8	52%	47%	51%

KEY





## EXPLORE THE FULL SURVEY RESULTS

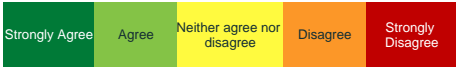
This section shows results for all the survey questions grouped by key themes.

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.

EMPLOYEE VALUE PROPOSITION <b>63%</b> 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		64%	62%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation		44%	53%	53%
Q7g. There is good co-operation between teams across our organisation		80%	55%	48%

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.

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		88%	67%	62%
Q3b. I have informal feedback conversations with my manager throughout the year		88%	76%	70%
Q3c. I have scheduled feedback conversations with my manager throughout the year		84%	66%	58%
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		80%	68%	59%
Q3e. My performance is assessed against clear criteria		84%	62%	53%
Q3f. I feel I can have open, honest conversations with my manager about the quality of work required		84%	74%	71%
Q3g. I am able to access the right learning and development opportunities as required		92%	70%	60%
Q3h. I have received appropriate training and development to do my job well		88%	71%	63%
Q3i. I have a strong desire to advance my career		60%	74%	69%

KEY





## EXPLORE THE FULL SURVEY RESULTS

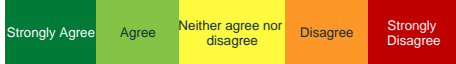
This section shows results for all the survey questions grouped by key themes.

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.

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		76%	55%	45%
Q3k. I would like to work in another agency within the NSW Public Sector during my career		20%	34%	41%
Q5m. My manager provides acknowledgement or other recognition for the work I do		88%	70%	67%
Q5n. My manager appropriately deals with employees who perform poorly		56%	48%	44%
Q5o. My manager ensures fair access to developmental opportunities for people in my workgroup		80%	67%	62%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role		64%	62%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation		44%	53%	53%
Q7j. My organisation is committed to developing its employees		72%	59%	53%

KEY





## EXPLORE THE FULL SURVEY RESULTS

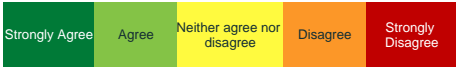
This section shows results for all the survey questions grouped by key themes.

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.

MOBILITY	43% 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		20%	34%	41%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role		64%	62%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation		44%	53%	53%

KEY





## EXPLORE THE FULL SURVEY RESULTS

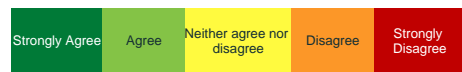
This section shows results for all the survey questions grouped by key themes.

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.

PAY & BENEFITS	76% RESPONSE SCALE				AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q4a. I am paid fairly for the work I do	32	44	16	8	76%	65%	60%
Q4b. I am satisfied with my total benefits package (incl. superannuation, leave entitlements etc)	32	44	16	8	76%	70%	60%

### KEY





## EXPLORE THE FULL SURVEY RESULTS

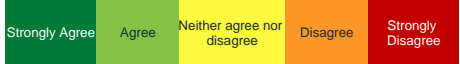
This section shows results for all the survey questions grouped by key themes.

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.

DIVERSITY GROUPS	84% RESPONSE SCALE	AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q8b. Cultural background is not a barrier to success in my organisation		92%	78%	77%
Q8c. Age is not a barrier to success in my organisation		76%	75%	71%
Q8d. Disability is not a barrier to success in my organisation		80%	70%	67%
Q8e. Sexual orientation is not a barrier to success in my organisation		88%	78%	76%
Q8f. Gender is not a barrier to success in my organisation		84%	79%	74%

### KEY





## EXPLORE THE FULL SURVEY RESULTS

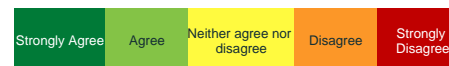
This section shows results for all the survey questions grouped by key themes.

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.

WORKPLACE SUPPORT	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		79%	65%	59%
Q1k. I am able to keep my work stress at an acceptable level		76%	64%	58%
Q1l. My workload is acceptable		64%	63%	55%
Q2e. I receive help and support from other members of my workgroup		80%	79%	80%
Q2f. There is good team spirit in my workgroup		56%	61%	67%
Q7k. My organisation offers practical employment arrangements and conditions to help employees achieve a work-life balance		76%	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

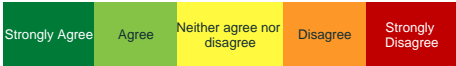
**57%** RESPONSE SCALE

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



AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
57%	47%	32%

### KEY





## EXPLORE THE FULL SURVEY RESULTS

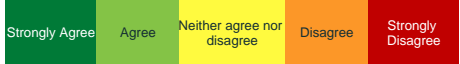
This section shows results for all the survey questions grouped by key themes.

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.

WORKPLACE CONDUCT	51% RESPONSE SCALE				AGREEMENT %	FAR WEST LOCAL HEALTH DISTRICT	SECTOR
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest	24	24	36	16	48%	55%	63%
Q9b. I have confidence in the ways my organisation resolves grievances	12	32	32	20	44%	45%	43%
Q9c. I am confident that I would be protected from reprisal for reporting misconduct/wrongdoing	16	44	16	24	60%	49%	49%

KEY





## EXPLORE THE FULL SURVEY RESULTS

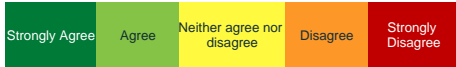
This section shows results for all the survey questions grouped by key themes.

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	8	50	17	21	58%	64%
Q2. I believe I am valued for what I can offer at my workplace	25	67			92%	72%
Q3. In my workplace, we recognise our successes and innovations	17	63	17		79%	73%
Q4. Staff are treated respectfully regardless of their job	17	71	13		88%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	17	54	17	13	71%	52%
Q6. Overall, I have confidence in the decisions made by my senior managers	17	58	17	8	75%	55%

KEY





## EXPLORE THE FULL SURVEY RESULTS

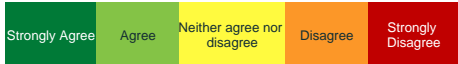
This section shows results for all the survey questions grouped by key themes.

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		75%	59%
Q8. Where I work, we share the lessons learnt when mistakes are made		79%	68%
Q9. My team's objectives/work plans are clearly outlined		83%	67%
Q10. Our objectives/work plans help us to deliver a quality service		88%	70%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months		50%	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.

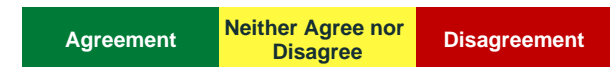
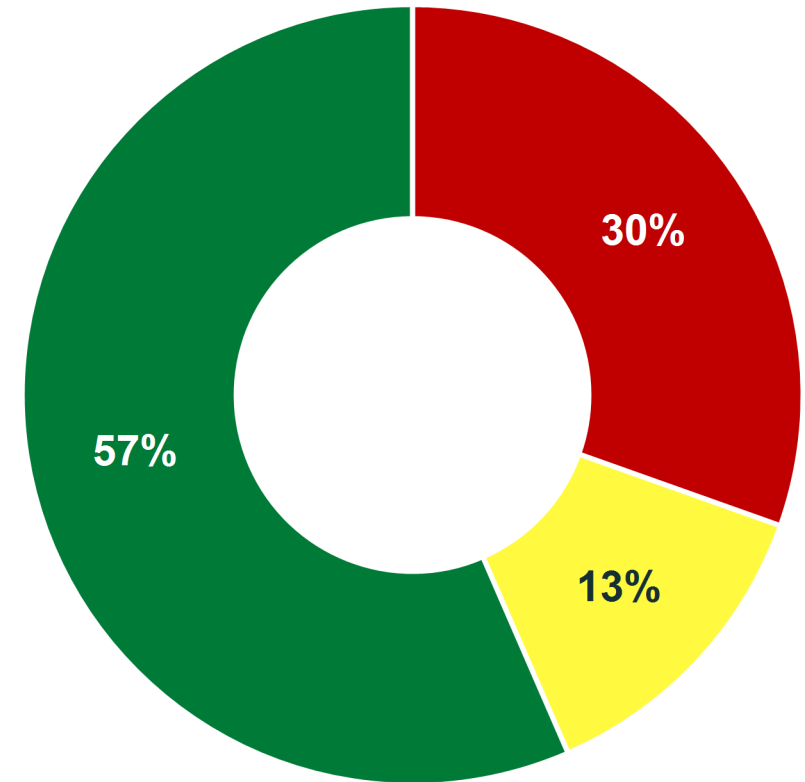
# 57%

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

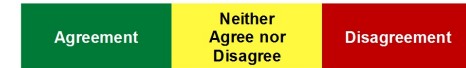
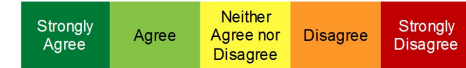
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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%