

# 2013 YourSay Workplace Survey

## LHD Report



## Health Infrastructure

### This Report

This report provides Health Infrastructure with data from the 2013 YourSay Workplace Survey. It summarises staff views and presents comparative data to help put the results into perspective.

### Response Rates

The Actual Responses gives the total number of valid surveys that were returned for this facility.

The Estimated Response Rate quoted in this report is an estimate only, based on Full Time Equivalent (FTE) staff as at 2 April 2013. This figure does not include contractors, agency staff and volunteers, nor does it account for staff on secondment or extended leave, hence the estimated response rate is not accurate.

The final estimated response rates have been weighted to account for our part-time and temporary staff.

^ Due to the high proportion of contractors in this organisational unit they have been excluded from the estimated response rate calculation.

### Confidence Intervals

Confidence intervals have been calculated on the total facility responses (within a 5% error rating). If the CI is less than 5% these responses are a representative sample of this facility population.

If the CI is greater than 5% these responses are a snapshot of the views of staff at this facility, as opposed to being a representative sample.

### Results

Where results are shown as positive percentages (% Positive), these are calculated by adding together positive responses ("Strongly Agree" + "Agree") and dividing by the number of respondents which answered the question.

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Therefore in some instances, results may not total 100%.

### Comparative data

Comparative data is the average % positive score achieved from all NSW Health organisations that participated in the 2013 Workplace Survey.

### Anonymity

It is ORC International's practice not to allow the breakdown of groups to the extent where the anonymity of individuals may be compromised. Results for teams with less than ten will not receive an individual report. However, their data will still contribute to the scores for their group and the organisation overall.

Summary responses for each question by demographic data is not provided where there are less than ten respondents from each demographic.

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82

ACTUAL RESPONSES

92%^

2% Confidence Interval

ESTIMATED RESPONSE RATE

83%

ENGAGEMENT INDEX

73%

WORKPLACE CULTURE INDEX

# Employee Engagement Index

The Engagement Index is a measure of respondents commitment to the organisation they work for. Engagement goes beyond satisfaction and can be defined as employees' willingness to invest their personal effort in the success of the organisation.

The three elements of Employee Engagement

- Say** Strongly advocating the organisation
- Stay** An emotional commitment to the organisation and a desire to stay
- Strive** Providing sustained additional effort in line with organisational goals

The following six questions have been identified as being most aligned to Employee Engagement. The Engagement Index is an average of the following scores:

		% Positive response	% Neutral response	% Negative response	Variance from NSW Health Overall 2013
<b>40.</b>	Overall I am proud to be a part of this workplace	88	9	4	+17
<b>41.</b>	I would recommend my workplace as a good place to work	79	14	7	+17
<b>43.</b>	I have a strong sense of belonging to my workplace	77	15	9	+13
<b>44.</b>	Overall I am satisfied to be working here at the present time	83	11	6	+16
<b>3.</b>	Working here makes me want to do the best job I can	83	7	10	+12
<b>42.</b>	I feel motivated to contribute more than what is normally required at work	88	7	5	+23



# Employee Workplace Culture Index

The Workplace Culture Index is a measure statistically constructed based on the NSW Health Workplace Culture Framework.

The following fifteen questions have been identified as being most aligned to Workplace Culture. The Workplace Culture Index is an average of the following scores:

	Key			Variance from NSW Health Overall 2013
	% Positive response	% Neutral response	% Negative response	
11. Morale is good in my team	78	10	12	+27
12. I believe I am valued for what I can offer at my workplace	75	9	16	+14
13. In my workplace, we recognise our successes and innovations	80	12	7	+25
14. Staff are treated respectfully regardless of their job	78	9	14	+18
17. Overall, I have confidence in the decisions made by my line manager	83	12	5	+21
18b. The senior managers at my workplace ... have a clear direction for the future	68	19	13	+28
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	76	16	8	+35
20. Overall, I have confidence in the decisions made by my senior managers	80	14	6	+38
22. I have a say in decisions which affect my work	64	25	11	+18
23. I think it is safe to speak up and challenge the way things are done	74	16	10	+23
24a. Where I work, we share the lessons learnt when mistakes are made	73	15	11	+15
28. I have confidence in the processes that my workplace uses to resolve staff conflict	59	27	14	+17
37. My team's objectives/work plans are clearly outlined	85	5	10	+20
38. Our objectives/work plans help us to deliver a quality service	79	17	4	+15
46. Overall, I believe the culture at my workplace has improved in the last 12 months	44	43	14	+8



# Drivers of Engagement

The impact analysis below identifies the areas that have the potential to improve and maintain the engagement of your employees. The dashboard below shows the questions with the greatest impact on Employee Engagement for Health Infrastructure. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Health Infrastructure as a whole.

The questions derived from the impact analysis should be used to guide the action planning process following the survey, as taking effective action in these areas should have a positive impact on Employee Engagement. This information should also be used in conjunction with the rest of the questions included in the survey.

The questions are listed below in descending order of greatest impact on engagement.

## Drivers of Employee Engagement

	Impact (on Employee Engagement)	% Positive	NSW Health Overall % positive score
	<i>Greatest</i>		
46. Overall, I believe the culture at my workplace has improved in the last 12 months		44	36
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave		65	60
28. I have confidence in the processes that my workplace uses to resolve staff conflict		59	42
39. At my workplace there is a good balance between delivering services and monitoring service delivery		69	52
11. Morale is good in my team		78	51
22. I have a say in decisions which affect my work		64	46

## Highlights and lowlights

This section shows the three highest scoring sections and five highest scoring questions (Highlights). It also shows the three lowest scoring sections and the five lowest scoring questions (Lowlights).

### Highlights

#### Sections

	% Positive
Your Team	80
Your Line Manager	80
Your Job	78

#### Questions

	% Positive
15d. My line manager ... treats me with respect	89
40. Overall I am proud to be a part of this workplace	88
42. I feel motivated to contribute more than what is normally required at work	88
7. The people I work with are willing to help each other even if this means doing something outside their usual job	87
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	86

### Lowlights

#### Sections

	% Positive
Training and Development Opportunities	57
Work Environment	64
Service Delivery	71

#### Questions

	% Positive
46. Overall, I believe the culture at my workplace has improved in the last 12 months	44
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	53
30. There are mechanisms in place to support me if I experience stress or pressure	53
36. In my workplace patient safety is at the centre of all decision making	53
27. I am encouraged to take opportunities to learn new skills and have new experiences	57

## External Comparison

This section shows comparisons between Health Infrastructure and the Australian Health Sector comparisons. The comparative data has been drawn from random sampling of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public and private health sector.



- 86% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 2% ■ Proportion of questions inline with the benchmark
- 12% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
20. Overall, I have confidence in the decisions made by my senior managers	80	+40
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	76	+38
19. There is a positive relationship between senior management and staff in my workplace	74	+38
18a. The senior managers at my workplace ... are aware of the issues I face in my job	81	+37
17. Overall, I have confidence in the decisions made by my line manager	83	+24
18b. The senior managers at my workplace ... have a clear direction for the future	68	+24
42. I feel motivated to contribute more than what is normally required at work	88	+24
15b. My line manager ... treats all staff in my team fairly	81	+23
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	86	+23
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	81	+23
10. My team resolves conflict quickly when it arises	78	+22
11. Morale is good in my team	78	+22
22. I have a say in decisions which affect my work	64	+22
13. In my workplace, we recognise our successes and innovations	80	+21
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	81	+21
23. I think it is safe to speak up and challenge the way things are done	74	+21
7. The people I work with are willing to help each other even if this means doing something outside their usual job	87	+19

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- 2% ■ Proportion of questions inline with the benchmark
- 12% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
16. I receive regular and constructive feedback on my performance	68	+19
21. I am kept well informed about what is happening in my workplace	68	+19
24b. I am aware of the strategic objectives and direction of the organisation I work for	80	+19
15a. My line manager ... recognises and acknowledges when I have done my job well	79	+17
31. Reasonable expectations are placed on staff according to their position	78	+17
41. I would recommend my workplace as a good place to work	79	+16
4. The right amount of approvals are required for routine decisions	72	+15
14. Staff are treated respectfully regardless of their job	78	+15
15d. My line manager ... treats me with respect	89	+15
40. Overall I am proud to be a part of this workplace	88	+15
37. My team's objectives/work plans are clearly outlined	85	+14
9. People in my team are honest and open	80	+13
24a. Where I work, we share the lessons learnt when mistakes are made	73	+13
28. I have confidence in the processes that my workplace uses to resolve staff conflict	59	+13
44. Overall I am satisfied to be working here at the present time	83	+12
5. I have sufficient control over my work so I can do my job well	83	+11
39. At my workplace there is a good balance between delivering services and monitoring service delivery	69	+11

## External Comparison

This section shows comparisons between Health Infrastructure and the Australian Health Sector comparisons. The comparative data has been drawn from random sampling of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public and private health sector.



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- 2% ■ Proportion of questions inline with the benchmark
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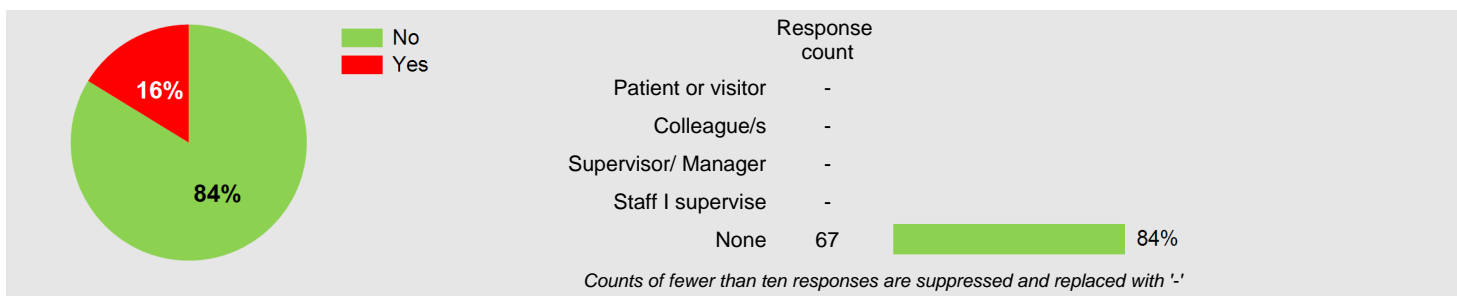
	% Positive	Variance from benchmark
43. I have a strong sense of belonging to my workplace	77	+11 <span style="color: green;">■</span>
12. I believe I am valued for what I can offer at my workplace	75	+9 <span style="color: green;">■</span>
38. Our objectives/work plans help us to deliver a quality service	79	+9 <span style="color: green;">■</span>
2. I feel I am able to suggest ideas to improve our ways of doing things	79	+6 <span style="color: green;">■</span>
46. Overall, I believe the culture at my workplace has improved in the last 12 months	44	+6 <span style="color: green;">■</span>
3. Working here makes me want to do the best job I can	83	+5 <span style="color: green;">■</span>
8. In my team we generally acknowledge one another's efforts and achievements	79	+5 <span style="color: green;">■</span>
29. I am able to achieve a healthy work/life balance most of the time	72	+4 <span style="color: green;">■</span>
35. My work environment allows me to deliver the best possible services (patient care or support services)	69	+3 <span style="color: green;">■</span>
1. My job makes good use of my skills and abilities	84	+1 <span style="color: green;">■</span>
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	65	0
27. I am encouraged to take opportunities to learn new skills and have new experiences	57	-6 <span style="color: red;">■</span>
30. There are mechanisms in place to support me if I experience stress or pressure	53	-6 <span style="color: red;">■</span>
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	60	-9 <span style="color: red;">■</span>
25. I have received the appropriate training and development to do my job effectively	63	-15 <span style="color: red;">■</span>
36. In my workplace patient safety is at the centre of all decision making	53	-20 <span style="color: red;">■</span>
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	53	-24 <span style="color: red;">■</span>



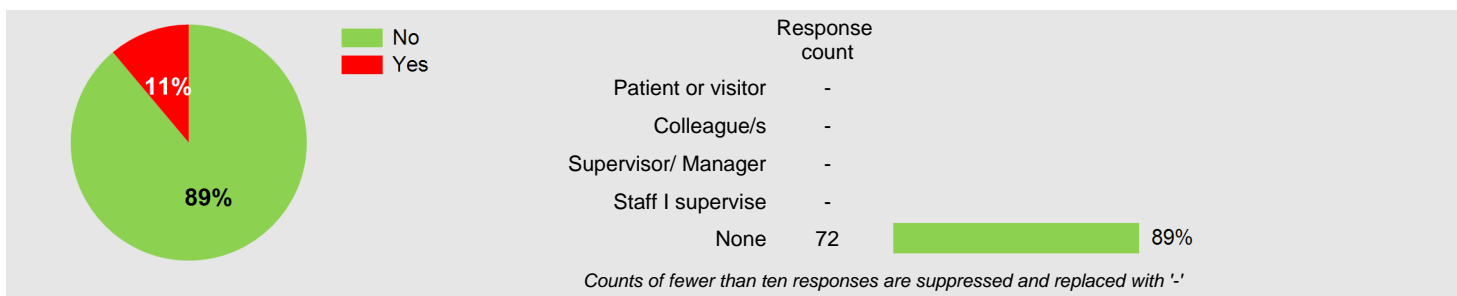
# Unacceptable Behaviour

This section shows the results to questions asked regarding unacceptable behaviour.

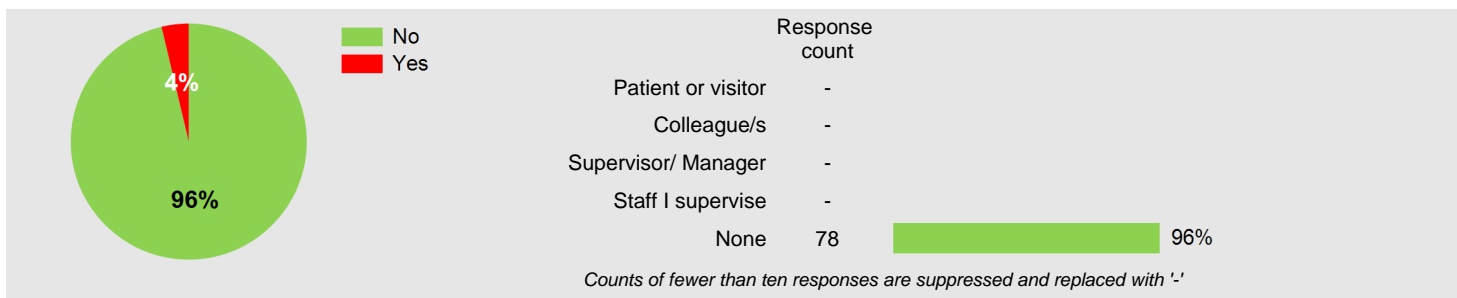
## 33a. In the last 12 months, I have been verbally abused by a ...



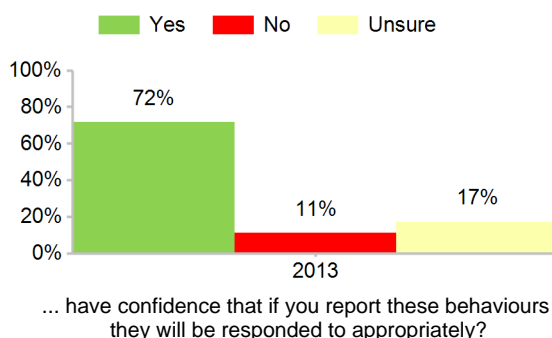
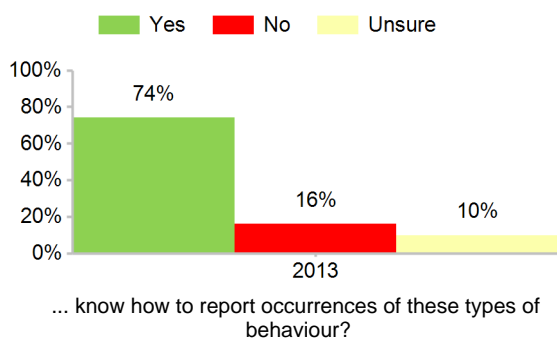
## 33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



## 33c. In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, homosexuality, transgender or carers responsibilities by a ...



## 34. Do you currently ...



# All Questions

This section shows the breakdown of responses to each question

		% positive response	% neutral response	% negative response			
<b>Key</b> A question identified as being a key driver of employee engagement						At least 1% greater than comparator	At least 1% less than comparator
					% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
<b>Your Job</b>					<b>78</b>	<b>65</b>	<b>71</b>
<b>1.</b>	My job makes good use of my skills and abilities	84	7	9	<b>84</b>	<b>79</b>	<b>83</b>
<b>2.</b>	I feel I am able to suggest ideas to improve our ways of doing things	79	9	12	<b>79</b>	<b>68</b>	<b>73</b>
<b>3.</b>	Working here makes me want to do the best job I can	83	7	10	<b>83</b>	<b>71</b>	<b>78</b>
<b>4.</b>	The right amount of approvals are required for routine decisions	72	16	12	<b>72</b>	<b>48</b>	<b>57</b>
<b>5.</b>	I have sufficient control over my work so I can do my job well	83	7	10	<b>83</b>	<b>64</b>	<b>72</b>
<b>K</b>	<b>6.</b> At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	65	22	12	<b>65</b>	<b>60</b>	<b>65</b>

# All Questions

This section shows the breakdown of responses to each question

		% positive response	% neutral response	% negative response			
<b>Key</b> A question identified as being a key driver of employee engagement					At least 1% greater than comparator At least 1% less than comparator		
					% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
<b>Your Team</b>					<b>80</b>	<b>60</b>	<b>64</b>
<b>7.</b>	The people I work with are willing to help each other even if this means doing something outside their usual job				<b>87</b>	<b>68</b>	<b>68</b>
<b>8.</b>	In my team we generally acknowledge one another's efforts and achievements				<b>79</b>	<b>69</b>	<b>74</b>
<b>9.</b>	People in my team are honest and open				<b>80</b>	<b>63</b>	<b>67</b>
<b>10.</b>	My team resolves conflict quickly when it arises				<b>78</b>	<b>51</b>	<b>56</b>
<b>K</b>	<b>11.</b> Morale is good in my team				<b>78</b>	<b>51</b>	<b>56</b>

# All Questions

This section shows the breakdown of responses to each question

	Response Breakdown			% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
	% positive response	% neutral response	% negative response			
<b>Key</b> A question identified as being a key driver of employee engagement						
					At least 1% greater than comparator	At least 1% less than comparator
<b>Being valued</b>				<b>78</b>	<b>59</b>	<b>63</b>
12. I believe I am valued for what I can offer at my workplace	75	9	16	75	61	66
13. In my workplace, we recognise our successes and innovations	80	12	7	80	55	59
14. Staff are treated respectfully regardless of their job	78	9	14	78	60	63

# All Questions

This section shows the breakdown of responses to each question

Key	A question identified as being a key driver of employee engagement	% positive response	% neutral response	% negative response	At least 1% greater than comparator	At least 1% less than comparator

## Your Line Manager

				% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark	
<b>15a.</b> My line manager ... recognises and acknowledges when I have done my job well		79	14	7	79	64	62
<b>15b.</b> My line manager ... treats all staff in my team fairly		81	12	6	81	62	58
<b>15c.</b> My line manager ... ensures that when issues are raised in the team, they are addressed		81	12	6	81	60	60
<b>15d.</b> My line manager ... treats me with respect		89	5	6	89	75	74
<b>16.</b> I receive regular and constructive feedback on my performance		68	19	14	68	49	49
<b>17.</b> Overall, I have confidence in the decisions made by my line manager		83	12	5	83	62	59

# All Questions

This section shows the breakdown of responses to each question

Key	A question identified as being a key driver of employee engagement	% positive response	% neutral response	% negative response	At least 1% greater than comparator	At least 1% less than comparator

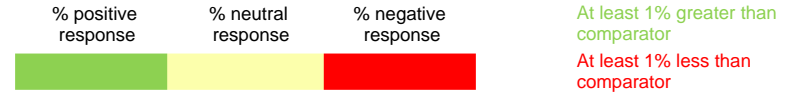
## Senior Managers

				% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark	
<b>18a.</b> The senior managers at my workplace ... are aware of the issues I face in my job		81	11	8	81	46	44
<b>18b.</b> The senior managers at my workplace ... have a clear direction for the future		68	19	13	68	40	44
<b>18c.</b> The senior managers at my workplace ... lead by example in creating a positive workplace		76	16	8	76	41	38
<b>19.</b> There is a positive relationship between senior management and staff in my workplace		74	16	10	74	40	36
<b>20.</b> Overall, I have confidence in the decisions made by my senior managers		80	14	6	80	42	40

# All Questions

This section shows the breakdown of responses to each question

**Key** A question identified as being a key driver of employee engagement



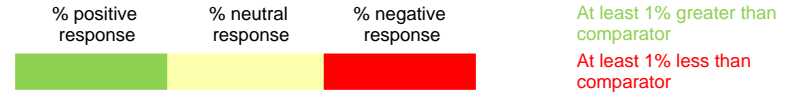
## Communication

	% positive response	% neutral response	% negative response	% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
<b>21.</b> I am kept well informed about what is happening in my workplace	68	20	12	68	50	49
<b>22.</b> I have a say in decisions which affect my work	64	25	11	64	46	42
<b>23.</b> I think it is safe to speak up and challenge the way things are done	74	16	10	74	51	53
<b>24a.</b> Where I work, we share the lessons learnt when mistakes are made	73	15	11	73	58	60
<b>24b.</b> I am aware of the strategic objectives and direction of the organisation I work for	80	11	9	80	56	61
<b>24c.</b> I am aware of how my work contributes to the overall strategic objectives of my organisation	86	10	4	86	59	63

# All Questions

This section shows the breakdown of responses to each question

**Key** A question identified as being a key driver of employee engagement



## Training and Development Opportunities

Question	% positive response	% neutral response	% negative response	% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
<b>25.</b> I have received the appropriate training and development to do my job effectively	63	27	10	63	71	78
<b>26.</b> I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	53	39	9	53	76	77
<b>27.</b> I am encouraged to take opportunities to learn new skills and have new experiences	57	32	11	57	59	63



# All Questions

This section shows the breakdown of responses to each question

Key	A question identified as being a key driver of employee engagement	% positive response	% neutral response	% negative response	At least 1% greater than comparator	At least 1% less than comparator

## Work Environment

				% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark		
<b>K</b>	28. I have confidence in the processes that my workplace uses to resolve staff conflict		59	27	14	59	42	46
	29. I am able to achieve a healthy work/life balance most of the time		72	16	12	72	65	68
	30. There are mechanisms in place to support me if I experience stress or pressure		53	36	11	53	54	59
	31. Reasonable expectations are placed on staff according to their position		78	12	10	78	56	61
	32. My workplace is proactive in minimising potential violence/abuse from patients or visitors		60	36	4	60	68	69

# All Questions

This section shows the breakdown of responses to each question

**Key** A question identified as being a key driver of employee engagement

At least 1% greater than comparator

At least 1% less than comparator

## Unacceptable Behaviour

33a. In the last 12 months, I have been verbally abused by a ...	Response count
Patient or visitor	-
Colleague/s	-
Supervisor/ Manager	-
Staff I supervise	-
None	67

*Please note: Counts of fewer than ten responses are suppressed and replaced with '-'*



33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...	Response count
Patient or visitor	-
Colleague/s	-
Supervisor/ Manager	-
Staff I supervise	-
None	72

*Please note: Counts of fewer than ten responses are suppressed and replaced with '-'*



# All Questions

This section shows the breakdown of responses to each question

**Key** A question identified as being a key driver of employee engagement

At least 1% greater than comparator  
At least 1% less than comparator

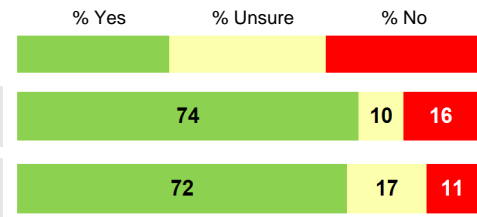
## Unacceptable Behaviour

33c.	In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, homosexuality, transgender or carers responsibilities by a ...	Response count
	Patient or visitor	-
	Colleague/s	-
	Supervisor/ Manager	-
	Staff I supervise	-
	None	78

*Please note: Counts of fewer than ten responses are suppressed and replaced with '-'*



34a.	Do you currently ... know how to report occurrences of these types of behaviour?
34b.	Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?




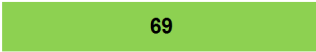



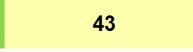




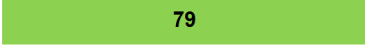



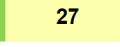



% Positive Score  
NSW Health Overall 2013  
Australian Health Sector Benchmark

74 83 88  
72 45 52

# All Questions

This section shows the breakdown of responses to each question

		% positive response	% neutral response	% negative response			
<b>Key</b> A question identified as being a key driver of employee engagement					At least 1% greater than comparator At least 1% less than comparator		
					% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
<b>Service Delivery</b>					<b>71</b>	<b>61</b>	<b>68</b>
<b>35.</b>	My work environment allows me to deliver the best possible services (patient care or support services)				<b>69</b>	<b>59</b>	<b>66</b>
<b>36.</b>	In my workplace patient safety is at the centre of all decision making				<b>53</b>	<b>67</b>	<b>73</b>
<b>37.</b>	My team's objectives/work plans are clearly outlined				<b>85</b>	<b>65</b>	<b>71</b>
<b>38.</b>	Our objectives/work plans help us to deliver a quality service				<b>79</b>	<b>64</b>	<b>70</b>
<b>K</b>	<b>39.</b> At my workplace there is a good balance between delivering services and monitoring service delivery				<b>69</b>	<b>52</b>	<b>58</b>

# All Questions

This section shows the breakdown of responses to each question

		% positive response	% neutral response	% negative response			
<b>Key</b>	A question identified as being a key driver of employee engagement				At least 1% greater than comparator		
					At least 1% less than comparator		
					% Positive Score	NSW Health Overall 2013	Australian Health Sector Benchmark
<b>Your Workplace</b>					<b>77</b>	<b>60</b>	<b>62</b>
<b>40.</b>	Overall I am proud to be a part of this workplace	88	9	4	<b>88</b>	<b>71</b>	<b>73</b>
<b>41.</b>	I would recommend my workplace as a good place to work	79	14	7	<b>79</b>	<b>62</b>	<b>63</b>
<b>42.</b>	I feel motivated to contribute more than what is normally required at work	88	7	5	<b>88</b>	<b>65</b>	<b>64</b>
<b>43.</b>	I have a strong sense of belonging to my workplace	77	15	9	<b>77</b>	<b>64</b>	<b>66</b>
<b>44.</b>	Overall I am satisfied to be working here at the present time	83	11	6	<b>83</b>	<b>67</b>	<b>71</b>
<b>45.</b>	Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	81	13	6	<b>81</b>	<b>56</b>	<b>58</b>
<b>K</b>	<b>46.</b> Overall, I believe the culture at my workplace has improved in the last 12 months	44	43	14	<b>44</b>	<b>36</b>	<b>38</b>

# Guide to using this report

## Methodology

The YourSay survey was delivered as an online and paper based survey to meet the operational needs of a workforce that operates 24 hours a day, 7 days a week.

### Questionnaire design

The questionnaire was designed by ORC International in conjunction with the NSW Health workplace culture project team, the Department of Health Workplace Culture Survey Reference Group and Chief Executives of all NSW Health organisations. The questionnaire was designed to be succinct and provide actionable results to help inform the organisation and highlight areas for improvement.

### Data collection

The survey used an online methodology with all staff invited to participate however, paper copies of the survey were also made available.

All staff were given the opportunity to complete the survey between 25th March to the 29th April, 2013. Paper surveys were accepted until the 3rd of May, 2013.

ORC International set up and hosted the online survey. Respondents were asked to put in a user name and password unique to them in order to enable the respondent to leave and return the survey.

## Estimated Response Rate Calculation

The Estimated Response Rate quoted in this report is an estimate only, based on Full Time Equivalent (FTE) staff as at 2nd April 2013. This figure does not include contractors, agency staff and volunteers, nor does it account for staff on secondment or extended leave, hence the estimated response rate is not accurate.

The final estimated response rates have been weighted to account for our part-time and temporary staff. The proportion of Full time and Part time staff have been taken from those who responded to "Q5. Which of the following best describes your current employment status?" A Part-time respondent has been weighted by 0.33 (i.e. they are assumed to work one in three days).

### Example calculation for NSW Health Overall:

Q5. Which of the following best describes your current employment status?

	Responses	<i>Fixed term or temporary contract (3) proportioned into Full and Part time based on responses to (1) and (2).</i>	
Permanent Full time (1)	18750	$\frac{18750}{18750 + 7753}$	× 1661 = 1175 Full time
Permanent Part time (2)	7753		
Fixed term or temporary contract (3)	1661	$\frac{7753}{18750 + 7753}$	× 1661 = 486 Part time
Agency (4)	132		
Casual (5)	975		
Contractor (6)	203		
TOTAL answering Q51	29474		
TOTAL number of respondents to the survey	31493		

Total estimated Full time responses as a proportion of all respondents to the survey:

$$\frac{1850 + 1175}{29474} \times 31493 = 21290 \text{ Estimated Full Time responses}$$

Total estimated Part time responses as a proportion of all respondents to the survey:

$$\frac{7753 + 486}{29474} \times 31493 = 8803 \text{ Estimated Part Time responses}$$

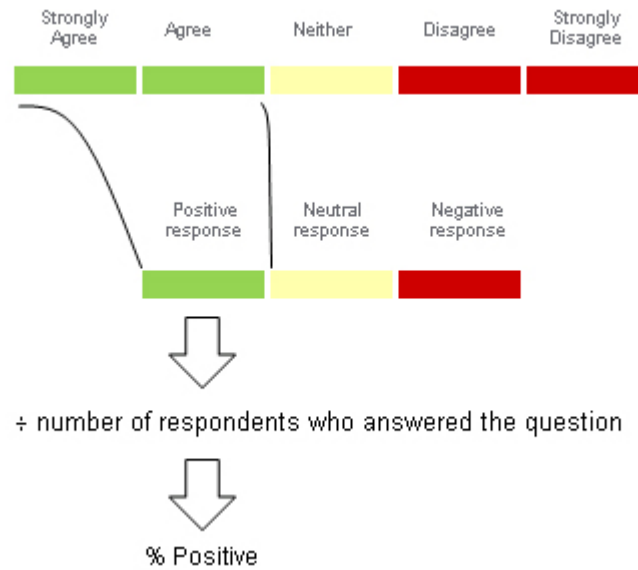
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

$$\frac{21289 + (8803 \times 0.33)}{94882.6} = 25\% \text{ Estimated Response Rate}$$

# Guide to using this report

## % Positive

Where results are shown as positive percentages (% Positive), these are calculated by adding together positive responses ("Strongly Agree" + "Agree") and dividing by the number of respondents which answered the question.



## Index and Section Scores

Index and Section scores are calculated as the sum of positive responses given to all questions in that Index or Section divided by the number of answers to all questions in the group.

## Rounding

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Values from x.00 to x.49 are rounded down and values from x.50 to x.99 are rounded up. Therefore in some instances, results may not total 100%.

	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%	100.00%
Rounded Percentage	25%	27%	29%	16%	4%	101%
Number of positive responses	(151	+ 166)	=		317	
% Positive	317	÷ 613	=		52%	

## Benchmark data

ORC International facilitates a benchmarking programme which allows organisations to benchmark their results against the results of other organisations in their sector. In this report, the external benchmark data is the average % positive score achieved from a recent surveys of a random sample of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public and private health sector.