

Employee Engagement Index

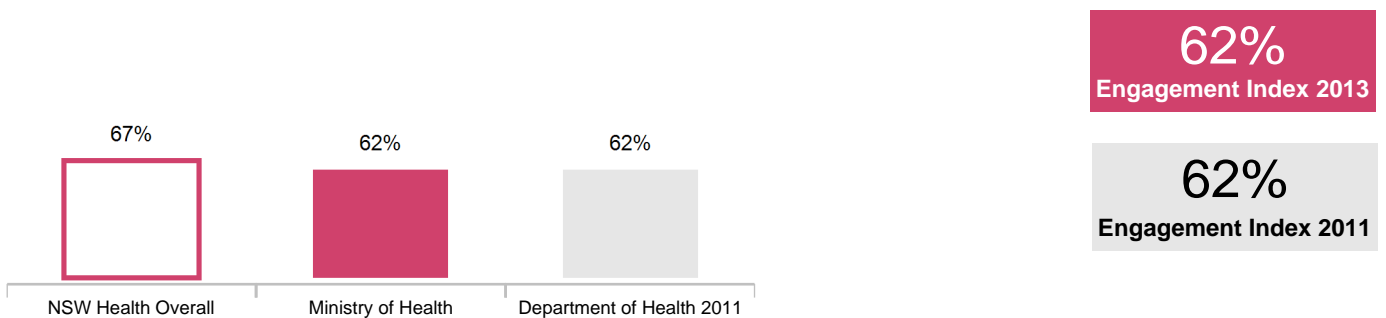
The Engagement Index is a measure of respondents commitment to the organisation they work for. Engagement goes beyond satisfaction and can be defined as employees' willingness to invest their personal effort in the success of the organisation.

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 2011
Key					
40.	Overall I am proud to be a part of this workplace	67	21	12	+1
41.	I would recommend my workplace as a good place to work	58	22	20	+1
43.	I have a strong sense of belonging to my workplace	56	24	21	0
44.	Overall I am satisfied to be working here at the present time	65	17	18	-1
3.	Working here makes me want to do the best job I can	66	19	16	-1
42.	I feel motivated to contribute more than what is normally required at work	61	21	18	0

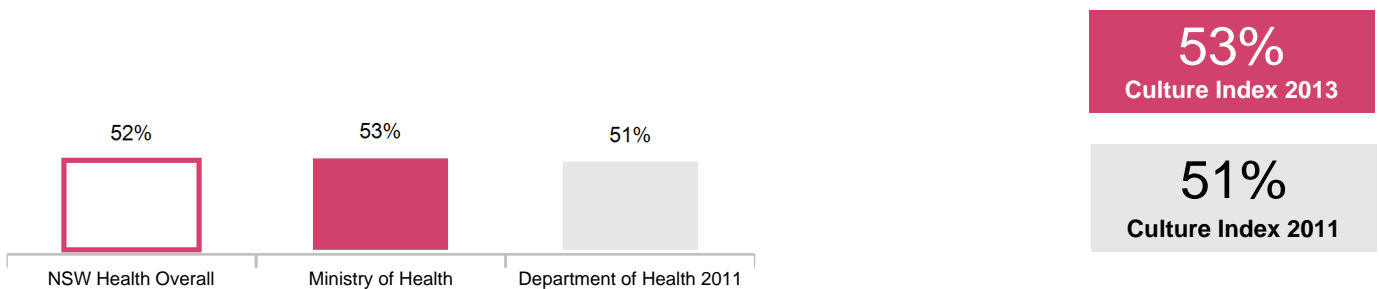


Employee Workplace Culture Index

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 2011
	% Positive response	% Neutral response	% Negative response	
11. Morale is good in my team	56	16	28	+2
12. I believe I am valued for what I can offer at my workplace	62	16	22	0
13. In my workplace, we recognise our successes and innovations	55	22	22	-1
14. Staff are treated respectfully regardless of their job	66	13	21	+2
17. Overall, I have confidence in the decisions made by my line manager	69	16	15	+3
18b. The senior managers at my workplace ... have a clear direction for the future	50	24	26	+6
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	49	24	27	0
20. Overall, I have confidence in the decisions made by my senior managers	55	24	21	+2
22. I have a say in decisions which affect my work	44	24	32	0
23. I think it is safe to speak up and challenge the way things are done	52	20	29	+3
24a. Where I work, we share the lessons learnt when mistakes are made	47	28	25	-2
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	35	28	+2
37. My team's objectives/work plans are clearly outlined	58	21	21	-1
38. Our objectives/work plans help us to deliver a quality service	57	26	17	+1
46. Overall, I believe the culture at my workplace has improved in the last 12 months	28	41	31	+7



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 Ministry of Health. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Ministry of Health 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	Department of Health 2011 % positive score
	<i>Greatest</i>			
46. Overall, I believe the culture at my workplace has improved in the last 12 months		28	36	21
35. My work environment allows me to deliver the best possible services (patient care or support services)		47	59	52
13. In my workplace, we recognise our successes and innovations		55	55	56
28. I have confidence in the processes that my workplace uses to resolve staff conflict		37	42	35
39. At my workplace there is a good balance between delivering services and monitoring service delivery		45	52	
11. Morale is good in my team		56	51	54

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	69
Your Line Manager	67
Being valued	61

Questions

	% Positive
15d. My line manager ... treats me with respect	79
8. In my team we generally acknowledge one another's efforts and achievements	78
9. People in my team are honest and open	78
7. The people I work with are willing to help each other even if this means doing something outside their usual job	76
1. My job makes good use of my skills and abilities	73

Lowlights

Sections

	% Positive
Service Delivery	48
Work Environment	51
Senior Managers	51




Questions






	% Positive
46. Overall, I believe the culture at my workplace has improved in the last 12 months	28
36. In my workplace patient safety is at the centre of all decision making	32
4. The right amount of approvals are required for routine decisions	36
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37
22. I have a say in decisions which affect my work	44

Most Improved and Least Improved since 2011

This section shows the three most improved sections and five most improved questions since 2011. It also shows the three sections and five questions that have least improved since 2011.






Most improved

Sections	% Positive	Variance from 2011
Communication	53	 +6
Your Team	69	 +3
Your Workplace	56	 +2

Questions	% Positive	Variance from 2011
8. In my team we generally acknowledge one another's efforts and achievements	78	 +7
46. Overall, I believe the culture at my workplace has improved in the last 12 months	28	 +7
9. People in my team are honest and open	78	 +6
18b. The senior managers at my workplace ... have a clear direction for the future	50	 +6
30. There are mechanisms in place to support me if I experience stress or pressure	47	 +5

Least improved

Sections	% Positive	Variance from 2011
There are no scores below		

Questions	% Positive	Variance from 2011
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	47	-11 
35. My work environment allows me to deliver the best possible services (patient care or support services)	47	-5 
36. In my workplace patient safety is at the centre of all decision making	32	-4 
18a. The senior managers at my workplace ... are aware of the issues I face in my job	51	-3 
15a. My line manager ... recognises and acknowledges when I have done my job well	70	-2 

Trend Comparison

This section shows comparisons between Ministry of Health and the 2011 survey results for Department of Health.



- 61% ■ Proportion of questions above 2011 scores by 1 or more percentage points
- 11% ■ Proportion of questions inline with the 2011 scores
- 28% ■ Proportion of questions below the 2011 scores by 1 or more percentage points

	% Positive	Variance from 2011
8. In my team we generally acknowledge one another's efforts and achievements	78	+7
46. Overall, I believe the culture at my workplace has improved in the last 12 months	28	+7
9. People in my team are honest and open	78	+6
18b. The senior managers at my workplace ... have a clear direction for the future	50	+6
30. There are mechanisms in place to support me if I experience stress or pressure	47	+5
1. My job makes good use of my skills and abilities	73	+4
31. Reasonable expectations are placed on staff according to their position	55	+4
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	60	+3
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	66	+3
17. Overall, I have confidence in the decisions made by my line manager	69	+3
21. I am kept well informed about what is happening in my workplace	47	+3
23. I think it is safe to speak up and challenge the way things are done	52	+3
2. I feel I am able to suggest ideas to improve our ways of doing things	70	+2
10. My team resolves conflict quickly when it arises	59	+2
11. Morale is good in my team	56	+2
14. Staff are treated respectfully regardless of their job	66	+2

Trend Comparison

This section shows comparisons between Ministry of Health and the 2011 survey results for Department of Health.



- 61% ■ Proportion of questions above 2011 scores by 1 or more percentage points
- 11% ■ Proportion of questions inline with the 2011 scores
- 28% ■ Proportion of questions below the 2011 scores by 1 or more percentage points

	% Positive	Variance from 2011
20. Overall, I have confidence in the decisions made by my senior managers	55	+2
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	48	+2
27. I am encouraged to take opportunities to learn new skills and have new experiences	56	+2
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	+2
29. I am able to achieve a healthy work/life balance most of the time	67	+2
7. The people I work with are willing to help each other even if this means doing something outside their usual job	76	+1
15b. My line manager ... treats all staff in my team fairly	70	+1
15d. My line manager ... treats me with respect	79	+1
16. I receive regular and constructive feedback on my performance	50	+1
38. Our objectives/work plans help us to deliver a quality service	57	+1
40. Overall I am proud to be a part of this workplace	67	+1
41. I would recommend my workplace as a good place to work	58	+1
12. I believe I am valued for what I can offer at my workplace	62	0
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	49	0
22. I have a say in decisions which affect my work	44	0
42. I feel motivated to contribute more than what is normally required at work	61	0

Trend Comparison

This section shows comparisons between Ministry of Health and the 2011 survey results for Department of Health.



- 61% ■ Proportion of questions above 2011 scores by 1 or more percentage points
- 11% ■ Proportion of questions inline with the 2011 scores
- 28% ■ Proportion of questions below the 2011 scores by 1 or more percentage points

	% Positive	Variance from 2011
43. I have a strong sense of belonging to my workplace	56	0
3. Working here makes me want to do the best job I can	66	-1
5. I have sufficient control over my work so I can do my job well	57	-1
13. In my workplace, we recognise our successes and innovations	55	-1
37. My team's objectives/work plans are clearly outlined	58	-1
44. Overall I am satisfied to be working here at the present time	65	-1
15a. My line manager ... recognises and acknowledges when I have done my job well	70	-2
19. There is a positive relationship between senior management and staff in my workplace	50	-2
24a. Where I work, we share the lessons learnt when mistakes are made	47	-2
25. I have received the appropriate training and development to do my job effectively	60	-2
18a. The senior managers at my workplace ... are aware of the issues I face in my job	51	-3
36. In my workplace patient safety is at the centre of all decision making	32	-4
35. My work environment allows me to deliver the best possible services (patient care or support services)	47	-5
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	47	-11

External Comparison

This section shows comparisons between Ministry of Health 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.



- 35% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 4% ■ Proportion of questions inline with the benchmark
- 61% ■ 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	55	■ +15
19. There is a positive relationship between senior management and staff in my workplace	50	■ +14
15b. My line manager ... treats all staff in my team fairly	70	■ +12
9. People in my team are honest and open	78	■ +11
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	49	■ +11
17. Overall, I have confidence in the decisions made by my line manager	69	■ +10
7. The people I work with are willing to help each other even if this means doing something outside their usual job	76	■ +8
15a. My line manager ... recognises and acknowledges when I have done my job well	70	■ +8
18a. The senior managers at my workplace ... are aware of the issues I face in my job	51	■ +7
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	66	■ +6
18b. The senior managers at my workplace ... have a clear direction for the future	50	■ +6
15d. My line manager ... treats me with respect	79	■ +5
8. In my team we generally acknowledge one another's efforts and achievements	78	■ +4
10. My team resolves conflict quickly when it arises	59	■ +3
14. Staff are treated respectfully regardless of their job	66	■ +3
22. I have a say in decisions which affect my work	44	■ +2
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	■ +2

External Comparison

This section shows comparisons between Ministry of Health 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.



- 35% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 4% ■ Proportion of questions inline with the benchmark
- 61% ■ 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	50	+1
11. Morale is good in my team	56	0
24b. I am aware of the strategic objectives and direction of the organisation I work for	61	0
23. I think it is safe to speak up and challenge the way things are done	52	-1
29. I am able to achieve a healthy work/life balance most of the time	67	-1
21. I am kept well informed about what is happening in my workplace	47	-2
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	56	-2
2. I feel I am able to suggest ideas to improve our ways of doing things	70	-3
42. I feel motivated to contribute more than what is normally required at work	61	-3
12. I believe I am valued for what I can offer at my workplace	62	-4
13. In my workplace, we recognise our successes and innovations	55	-4
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	60	-5
41. I would recommend my workplace as a good place to work	58	-5
31. Reasonable expectations are placed on staff according to their position	55	-6
40. Overall I am proud to be a part of this workplace	67	-6
44. Overall I am satisfied to be working here at the present time	65	-6
27. I am encouraged to take opportunities to learn new skills and have new experiences	56	-7

External Comparison

This section shows comparisons between Ministry of Health 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.



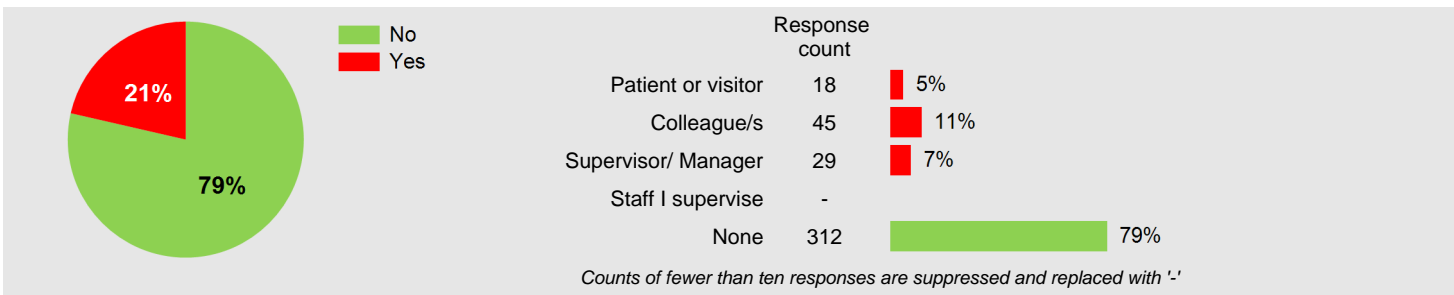
- 35% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 4% ■ Proportion of questions inline with the benchmark
- 61% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
28. I have confidence in the processes that my workplace uses to resolve staff conflict	37	-9 ■
1. My job makes good use of my skills and abilities	73	-10 ■
43. I have a strong sense of belonging to my workplace	56	-10 ■
46. Overall, I believe the culture at my workplace has improved in the last 12 months	28	-10 ■
3. Working here makes me want to do the best job I can	66	-12 ■
30. There are mechanisms in place to support me if I experience stress or pressure	47	-12 ■
24a. Where I work, we share the lessons learnt when mistakes are made	47	-13 ■
37. My team's objectives/work plans are clearly outlined	58	-13 ■
38. Our objectives/work plans help us to deliver a quality service	57	-13 ■
39. At my workplace there is a good balance between delivering services and monitoring service delivery	45	-13 ■
5. I have sufficient control over my work so I can do my job well	57	-15 ■
25. I have received the appropriate training and development to do my job effectively	60	-18 ■
35. My work environment allows me to deliver the best possible services (patient care or support services)	47	-19 ■
4. The right amount of approvals are required for routine decisions	36	-21 ■
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	47	-22 ■
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	48	-29 ■
36. In my workplace patient safety is at the centre of all decision making	32	-41 ■

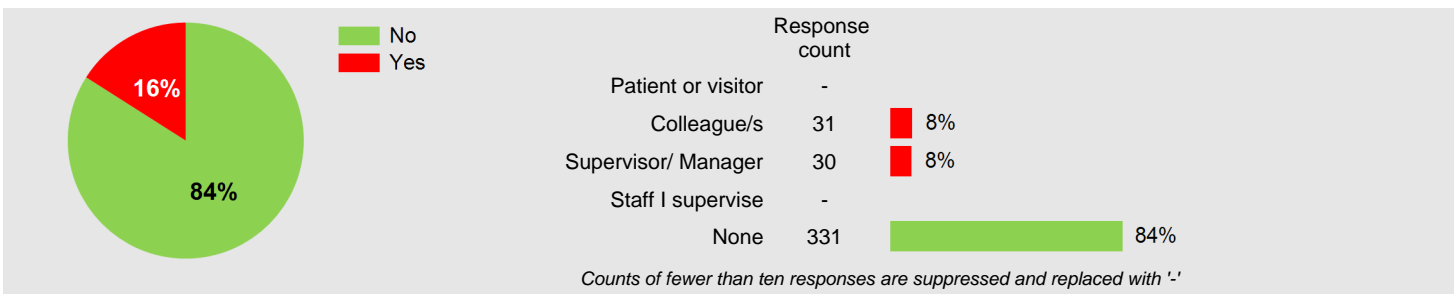
Unacceptable Behaviour

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

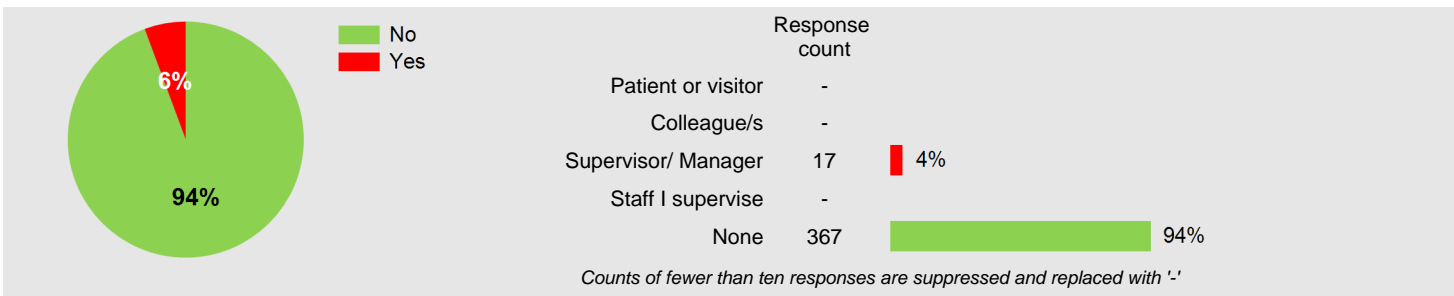
33a. In the last 12 months, I have been verbally abused by a ...



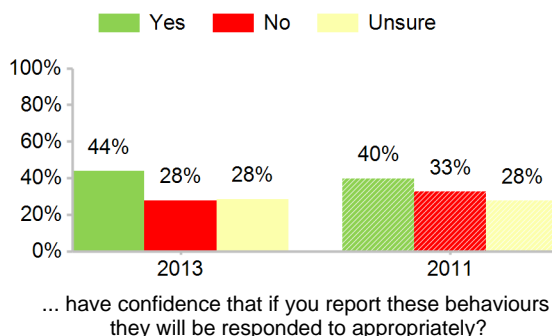
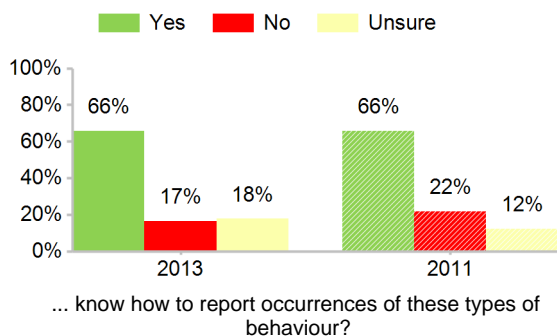
33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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

* This question was negatively worded in 2011 and is not directly comparable to 2013 results

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 Job

	% positive response	% neutral response	% negative response	% Positive Score	Department of Health 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
1. My job makes good use of my skills and abilities	73	9	17	73	69	79	83
2. I feel I am able to suggest ideas to improve our ways of doing things	70	12	18	70	68	68	73
3. Working here makes me want to do the best job I can	66	19	16	66	67	71	78
4. The right amount of approvals are required for routine decisions *	36	23	41	36		48	57
5. I have sufficient control over my work so I can do my job well	57	18	25	57	58	64	72
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	60	18	21	60	57	60	65

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 Team

					% Positive Score	Department of Health 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
					69	66	60	64
7.	The people I work with are willing to help each other even if this means doing something outside their usual job	76	12	12	76	75	68	68
8.	In my team we generally acknowledge one another's efforts and achievements	78	11	11	78	71	69	74
9.	People in my team are honest and open	78	12	10	78	72	63	67
10.	My team resolves conflict quickly when it arises	59	26	15	59	57	51	56
11.	Morale is good in my team	56	16	28	56	54	51	56

All Questions

This section shows the breakdown of responses to each question

		% positive response	% neutral response	% negative response				
Key	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	Department of Health 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Being valued								
	12. I believe I am valued for what I can offer at my workplace				62	61	59	63
K	13. In my workplace, we recognise our successes and innovations				55	56	55	59
	14. Staff are treated respectfully regardless of their job				66	64	60	63

All Questions

This section shows the breakdown of responses to each question

	Response Breakdown			% Positive Score	Comparators		
	% positive response	% neutral response	% negative response		Department of Health 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Key A question identified as being a key driver of employee engagement							
Your Line Manager							
15a. My line manager ... recognises and acknowledges when I have done my job well	70	15	15	70	72	64	62
15b. My line manager ... treats all staff in my team fairly	70	14	16	70	69	62	58
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	66	16	17	66	63	60	60
15d. My line manager ... treats me with respect	79	12	9	79	78	75	74
16. I receive regular and constructive feedback on my performance	50	23	27	50	49	49	49
17. Overall, I have confidence in the decisions made by my line manager	69	16	15	69	66	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 response	% neutral response	% negative response	% Positive Score	Department of Health 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
18a. The senior managers at my workplace ... are aware of the issues I face in my job	51	22	27	51	54	46	44
18b. The senior managers at my workplace ... have a clear direction for the future	50	24	26	50	44	40	44
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	49	24	27	49	49	41	38
19. There is a positive relationship between senior management and staff in my workplace	50	23	27	50	52	40	36
20. Overall, I have confidence in the decisions made by my senior managers	55	24	21	55	53	42	40

All Questions

This section shows the breakdown of responses to each question

				% Positive Score	Department of Health 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
	% positive response	% neutral response	% negative response				
Key A question identified as being a key driver of employee engagement							At least 1% greater than comparator At least 1% less than comparator
Communication							
21. I am kept well informed about what is happening in my workplace	47	21	32	47	44	50	49
22. I have a say in decisions which affect my work	44	24	32	44	44	46	42
23. I think it is safe to speak up and challenge the way things are done	52	20	29	52	49	51	53
24a. Where I work, we share the lessons learnt when mistakes are made	47	28	25	47	49	58	60
24b. I am aware of the strategic objectives and direction of the organisation I work for	61	19	21	61		56	61
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	65	18	17	65		59	63

All Questions

This section shows the breakdown of responses to each question

	Response Breakdown			Key	At least 1% greater than comparator	At least 1% less than comparator		
	% positive response	% neutral response	% negative response					
Training and Development Opportunities								
					% Positive Score	Department of Health 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
25. I have received the appropriate training and development to do my job effectively	60	23	17		60	62	71	78
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	48	35	17		48	46	76	77
27. I am encouraged to take opportunities to learn new skills and have new experiences	56	20	24		56	54	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	Department of Health 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
K	28. I have confidence in the processes that my workplace uses to resolve staff conflict		37	50	61
	29. I am able to achieve a healthy work/life balance most of the time		67	65	68
	30. There are mechanisms in place to support me if I experience stress or pressure		47	42	59
	31. Reasonable expectations are placed on staff according to their position		55	51	61
	32. My workplace is proactive in minimising potential violence/abuse from patients or visitors		47	58	69

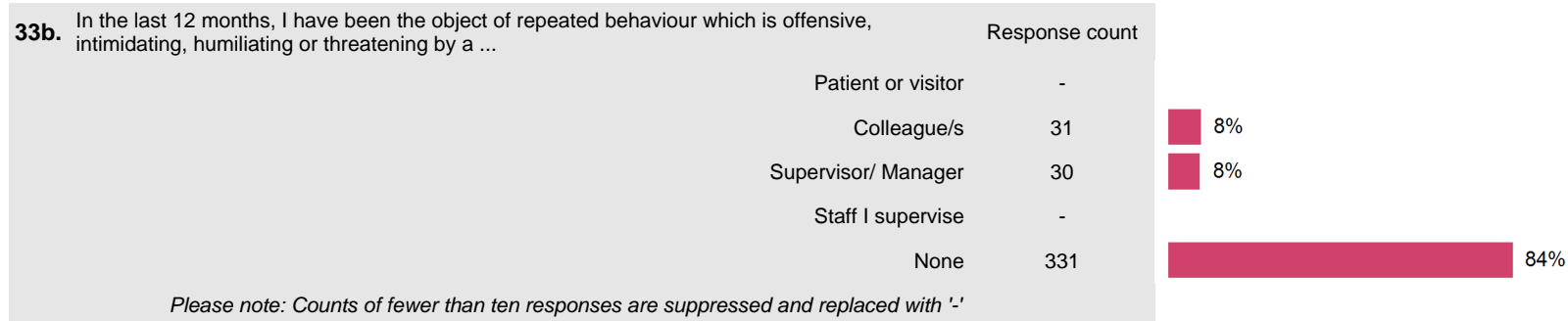
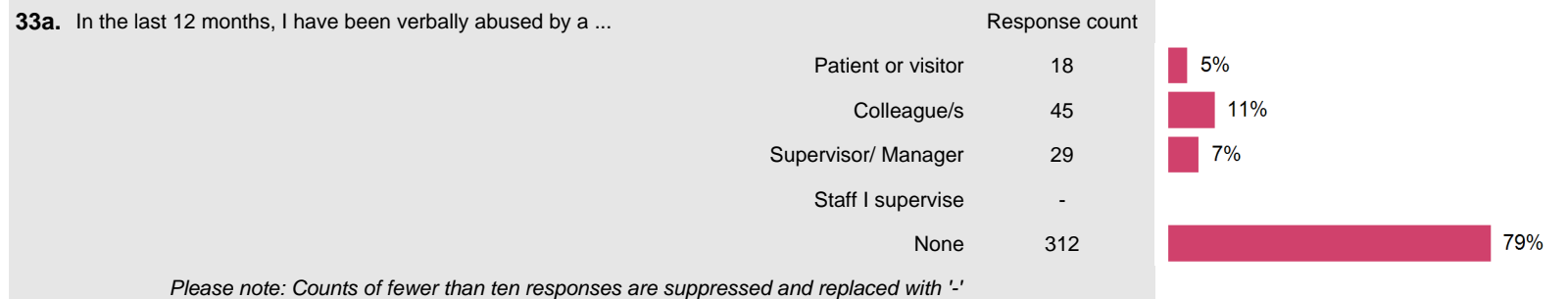
All Questions

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



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

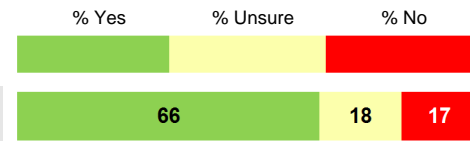
33c. In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, homosexuality, transgender or carers responsibilities by a ...

	Response count
Patient or visitor	-
Colleague/s	-
Supervisor/ Manager	17
Staff I supervise	-
None	367



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
Department of Health 2011
NSW Health Overall 2013
Australian Health Sector Benchmark

66	66	83	88
44	40	45	52






All Questions

This section shows the breakdown of responses to each question

* This question was negatively worded in 2011 and is not directly comparable to 2013 results

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
						

Service Delivery

		% Positive Score	Department of Health 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
K	35. My work environment allows me to deliver the best possible services (patient care or support services)		47	52	66
	36. In my workplace patient safety is at the centre of all decision making		32	36	73
	37. My team's objectives/work plans are clearly outlined		58	59	71
	38. Our objectives/work plans help us to deliver a quality service		57	56	70
K	39. At my workplace there is a good balance between delivering services and monitoring service delivery *		45	52	58

All Questions

This section shows the breakdown of responses to each question

	Key	A question identified as being a key driver of employee engagement	Response Breakdown			% Positive Score	Comparators		
			% positive response	% neutral response	% negative response		Department of Health 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Your Workplace						56	54	60	62
40.		Overall I am proud to be a part of this workplace	67	21	12	67	66	71	73
41.		I would recommend my workplace as a good place to work	58	22	20	58	57	62	63
42.		I feel motivated to contribute more than what is normally required at work	61	21	18	61	61	65	64
43.		I have a strong sense of belonging to my workplace	56	24	21	56	56	64	66
44.		Overall I am satisfied to be working here at the present time	65	17	18	65	66	67	71
45.		Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	56	28	16	56		56	58
K		46. Overall, I believe the culture at my workplace has improved in the last 12 months	28	41	31	28	21	36	38

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:

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

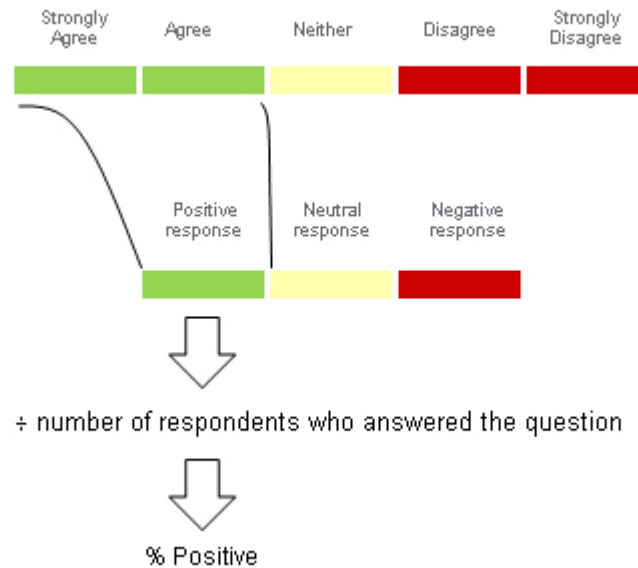
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

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%	

Trend data

Comparisons to the previous survey relate to the results from the 2011 YourSay Workplace Survey. Questions 4 and 39 were negatively worded in 2011 and so are not directly comparable to 2013 results. Questions 33a and 33b specifically excluded patients and visitors from the inappropriate behaviour and are not directly comparable to 2013 results. Questions 24b, 24c and 33c were introduced to the survey in 2013 and therefore do not have trend data.

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.