

2013 YourSay Workplace Survey

Overall Report



NSW Health Overall

This Report

This report provides NSW Health Overall 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.

The estimated response rates for individual facilities cannot be provided where the actual number of surveys received exceeded the nominated FTE for that facility. This error could be from an incorrect FTE value being used and/or errors in self selection when completing the survey.

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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43,324

2011: 31,493

ACTUAL RESPONSES

32%

2011: 25%

0% Confidence Interval

ESTIMATED RESPONSE RATE

67%

2011: 63%

ENGAGEMENT INDEX

52%

2011: 46%

WORKPLACE CULTURE INDEX

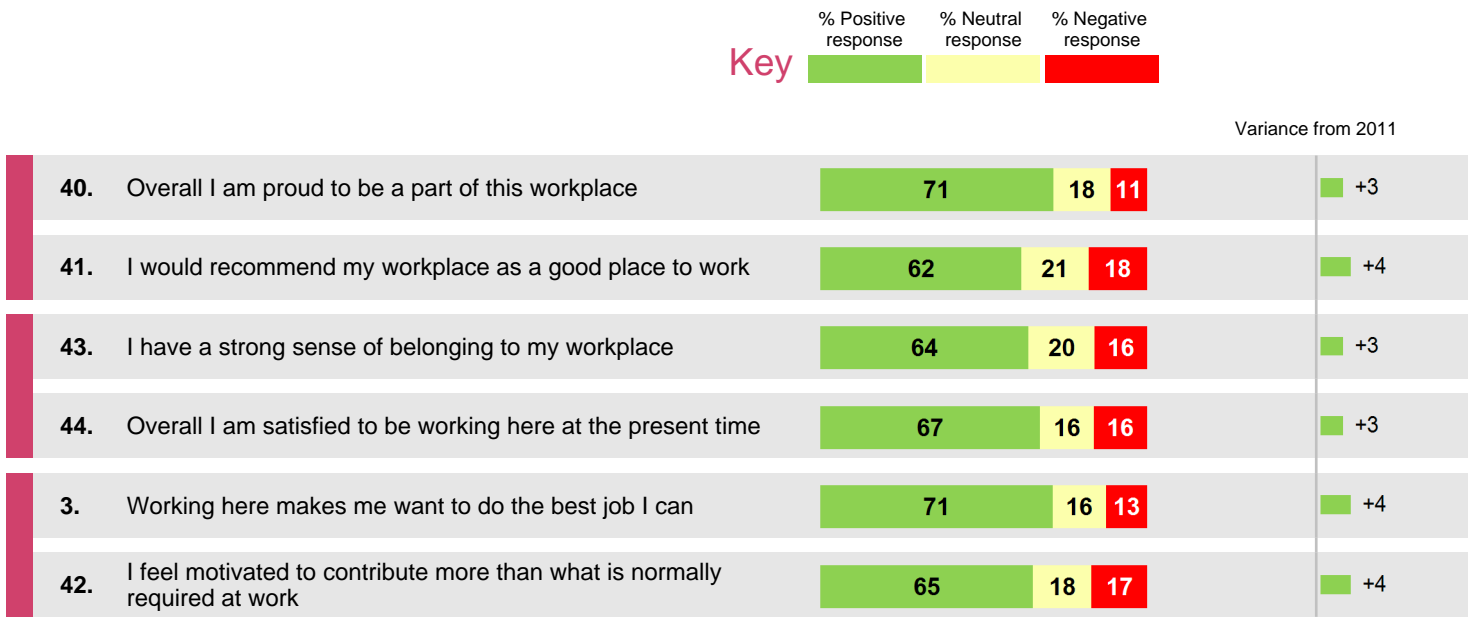
Employee Engagement Index

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:

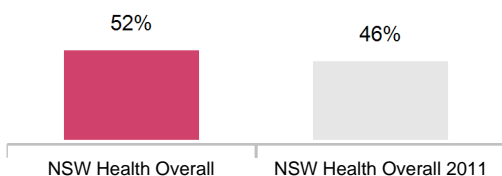


Employee Workplace Culture Index

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	51	20	29	+5
12. I believe I am valued for what I can offer at my workplace	61	17	22	+3
13. In my workplace, we recognise our successes and innovations	55	23	22	+5
14. Staff are treated respectfully regardless of their job	60	17	23	+5
17. Overall, I have confidence in the decisions made by my line manager	62	19	19	+4
18b. The senior managers at my workplace ... have a clear direction for the future	40	32	28	+8
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	41	27	31	+7
20. Overall, I have confidence in the decisions made by my senior managers	42	28	30	+6
22. I have a say in decisions which affect my work	46	23	31	+5
23. I think it is safe to speak up and challenge the way things are done	51	19	30	+5
24a. Where I work, we share the lessons learnt when mistakes are made	58	22	20	+5
28. I have confidence in the processes that my workplace uses to resolve staff conflict	42	27	32	+5
37. My team's objectives/work plans are clearly outlined	65	21	14	+5
38. Our objectives/work plans help us to deliver a quality service	64	22	13	+4
46. Overall, I believe the culture at my workplace has improved in the last 12 months	36	34	30	+7



52%
Culture Index 2013

46%
Culture Index 2011

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 NSW Health Overall. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for NSW Health Overall 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 2011 % positive score
		<i>Greatest</i>		
46.	Overall, I believe the culture at my workplace has improved in the last 12 months		36	29
19.	There is a positive relationship between senior management and staff in my workplace		40	34
28.	I have confidence in the processes that my workplace uses to resolve staff conflict		42	37
20.	Overall, I have confidence in the decisions made by my senior managers		42	36
18c.	The senior managers at my workplace ... lead by example in creating a positive workplace		41	34
22.	I have a say in decisions which affect my work		46	41

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
Training and Development Opportunities	69
Your Job	65
Your Line Manager	62

Questions

	% Positive
1. My job makes good use of my skills and abilities	79
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	76
15d. My line manager ... treats me with respect	75
25. I have received the appropriate training and development to do my job effectively	71
40. Overall I am proud to be a part of this workplace	71

Lowlights

Sections

	% Positive
Senior Managers	42
Communication	53
Work Environment	57

Questions


	% Positive
46. Overall, I believe the culture at my workplace has improved in the last 12 months	36
19. There is a positive relationship between senior management and staff in my workplace	40
18b. The senior managers at my workplace ... have a clear direction for the future	40
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	41
28. I have confidence in the processes that my workplace uses to resolve staff conflict	42

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
Senior Managers	42	 +7
Communication	53	 +7
Being valued	59	 +5

Questions

	% Positive	Variance from 2011
18b. The senior managers at my workplace ... have a clear direction for the future	40	 +8
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	41	 +7
46. Overall, I believe the culture at my workplace has improved in the last 12 months	36	 +7
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	 +6
18a. The senior managers at my workplace ... are aware of the issues I face in my job	46	 +6

Least improved

Sections

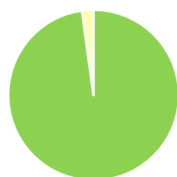
	% Positive	Variance from 2011
There are no scores below		

Questions

	% Positive	Variance from 2011
There are no scores below		

Trend Comparison

This section shows comparisons between NSW Health Overall and the 2011 survey results for NSW Health Overall.

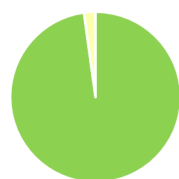


- 98% ■ Proportion of questions above 2011 scores by 1 or more percentage points
- 2% ■ Proportion of questions inline with the 2011 scores
- 0% ■ Proportion of questions below the 2011 scores by 1 or more percentage points

	% Positive	Variance from 2011
18b. The senior managers at my workplace ... have a clear direction for the future	40	■ +8
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	41	■ +7
46. Overall, I believe the culture at my workplace has improved in the last 12 months	36	■ +7
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	■ +6
18a. The senior managers at my workplace ... are aware of the issues I face in my job	46	■ +6
19. There is a positive relationship between senior management and staff in my workplace	40	■ +6
20. Overall, I have confidence in the decisions made by my senior managers	42	■ +6
11. Morale is good in my team	51	■ +5
13. In my workplace, we recognise our successes and innovations	55	■ +5
14. Staff are treated respectfully regardless of their job	60	■ +5
16. I receive regular and constructive feedback on my performance	49	■ +5
21. I am kept well informed about what is happening in my workplace	50	■ +5
22. I have a say in decisions which affect my work	46	■ +5
23. I think it is safe to speak up and challenge the way things are done	51	■ +5
24a. Where I work, we share the lessons learnt when mistakes are made	58	■ +5
28. I have confidence in the processes that my workplace uses to resolve staff conflict	42	■ +5

Trend Comparison

This section shows comparisons between NSW Health Overall and the 2011 survey results for NSW Health Overall.

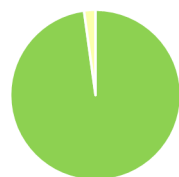


- 98% ■ Proportion of questions above 2011 scores by 1 or more percentage points
- 2% ■ Proportion of questions inline with the 2011 scores
- 0% ■ Proportion of questions below the 2011 scores by 1 or more percentage points

	% Positive	Variance from 2011
29. I am able to achieve a healthy work/life balance most of the time	65	+5
30. There are mechanisms in place to support me if I experience stress or pressure	54	+5
35. My work environment allows me to deliver the best possible services (patient care or support services)	59	+5
37. My team's objectives/work plans are clearly outlined	65	+5
3. Working here makes me want to do the best job I can	71	+4
5. I have sufficient control over my work so I can do my job well	64	+4
10. My team resolves conflict quickly when it arises	51	+4
15a. My line manager ... recognises and acknowledges when I have done my job well	64	+4
15b. My line manager ... treats all staff in my team fairly	62	+4
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	60	+4
17. Overall, I have confidence in the decisions made by my line manager	62	+4
27. I am encouraged to take opportunities to learn new skills and have new experiences	59	+4
31. Reasonable expectations are placed on staff according to their position	56	+4
38. Our objectives/work plans help us to deliver a quality service	64	+4
41. I would recommend my workplace as a good place to work	62	+4
42. I feel motivated to contribute more than what is normally required at work	65	+4

Trend Comparison

This section shows comparisons between NSW Health Overall and the 2011 survey results for NSW Health Overall.



- 98% ■ Proportion of questions above 2011 scores by 1 or more percentage points
- 2% ■ Proportion of questions inline with the 2011 scores
- 0% ■ Proportion of questions below the 2011 scores by 1 or more percentage points

	% Positive	Variance from 2011
1. My job makes good use of my skills and abilities	79	+3
2. I feel I am able to suggest ideas to improve our ways of doing things	68	+3
7. The people I work with are willing to help each other even if this means doing something outside their usual job	68	+3
8. In my team we generally acknowledge one another's efforts and achievements	69	+3
9. People in my team are honest and open	63	+3
12. I believe I am valued for what I can offer at my workplace	61	+3
25. I have received the appropriate training and development to do my job effectively	71	+3
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	68	+3
36. In my workplace patient safety is at the centre of all decision making	67	+3
40. Overall I am proud to be a part of this workplace	71	+3
43. I have a strong sense of belonging to my workplace	64	+3
44. Overall I am satisfied to be working here at the present time	67	+3
15d. My line manager ... treats me with respect	75	+2
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	76	0

External Comparison

This section shows comparisons between NSW Health Overall 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.



- 22% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 6% ■ Proportion of questions inline with the benchmark
- 73% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
15b. My line manager ... treats all staff in my team fairly	62	+4
19. There is a positive relationship between senior management and staff in my workplace	40	+4
22. I have a say in decisions which affect my work	46	+4
17. Overall, I have confidence in the decisions made by my line manager	62	+3
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	41	+3
15a. My line manager ... recognises and acknowledges when I have done my job well	64	+2
18a. The senior managers at my workplace ... are aware of the issues I face in my job	46	+2
20. Overall, I have confidence in the decisions made by my senior managers	42	+2
15d. My line manager ... treats me with respect	75	+1
21. I am kept well informed about what is happening in my workplace	50	+1
42. I feel motivated to contribute more than what is normally required at work	65	+1
7. The people I work with are willing to help each other even if this means doing something outside their usual job	68	0
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	60	0
16. I receive regular and constructive feedback on my performance	49	0
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	76	-1
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	68	-1
41. I would recommend my workplace as a good place to work	62	-1

External Comparison

This section shows comparisons between NSW Health Overall 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.



- 22% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 6% ■ Proportion of questions inline with the benchmark
- 73% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
23. I think it is safe to speak up and challenge the way things are done	51	-2 ■
24a. Where I work, we share the lessons learnt when mistakes are made	58	-2 ■
40. Overall I am proud to be a part of this workplace	71	-2 ■
43. I have a strong sense of belonging to my workplace	64	-2 ■
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	56	-2 ■
46. Overall, I believe the culture at my workplace has improved in the last 12 months	36	-2 ■
14. Staff are treated respectfully regardless of their job	60	-3 ■
29. I am able to achieve a healthy work/life balance most of the time	65	-3 ■
1. My job makes good use of my skills and abilities	79	-4 ■
9. People in my team are honest and open	63	-4 ■
13. In my workplace, we recognise our successes and innovations	55	-4 ■
18b. The senior managers at my workplace ... have a clear direction for the future	40	-4 ■
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	-4 ■
27. I am encouraged to take opportunities to learn new skills and have new experiences	59	-4 ■
28. I have confidence in the processes that my workplace uses to resolve staff conflict	42	-4 ■
44. Overall I am satisfied to be working here at the present time	67	-4 ■
2. I feel I am able to suggest ideas to improve our ways of doing things	68	-5 ■

External Comparison

This section shows comparisons between NSW Health Overall 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.



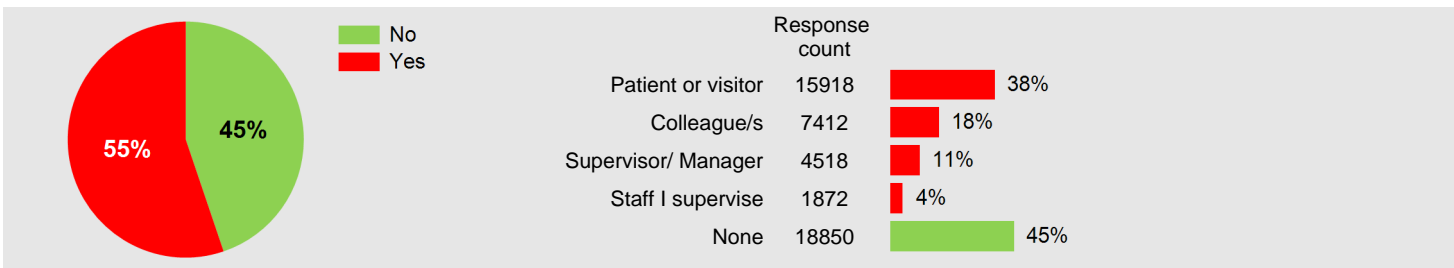
- 22% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 6% ■ Proportion of questions inline with the benchmark
- 73% ■ Proportion of questions below the benchmark by 1 or more percentage points

		% Positive	Variance from benchmark
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 ■
8.	In my team we generally acknowledge one another's efforts and achievements	69	-5 ■
10.	My team resolves conflict quickly when it arises	51	-5 ■
11.	Morale is good in my team	51	-5 ■
12.	I believe I am valued for what I can offer at my workplace	61	-5 ■
24b.	I am aware of the strategic objectives and direction of the organisation I work for	56	-5 ■
30.	There are mechanisms in place to support me if I experience stress or pressure	54	-5 ■
31.	Reasonable expectations are placed on staff according to their position	56	-5 ■
36.	In my workplace patient safety is at the centre of all decision making	67	-6 ■
37.	My team's objectives/work plans are clearly outlined	65	-6 ■
38.	Our objectives/work plans help us to deliver a quality service	64	-6 ■
39.	At my workplace there is a good balance between delivering services and monitoring service delivery	52	-6 ■
3.	Working here makes me want to do the best job I can	71	-7 ■
25.	I have received the appropriate training and development to do my job effectively	71	-7 ■
35.	My work environment allows me to deliver the best possible services (patient care or support services)	59	-7 ■
5.	I have sufficient control over my work so I can do my job well	64	-8 ■
4.	The right amount of approvals are required for routine decisions	48	-9 ■

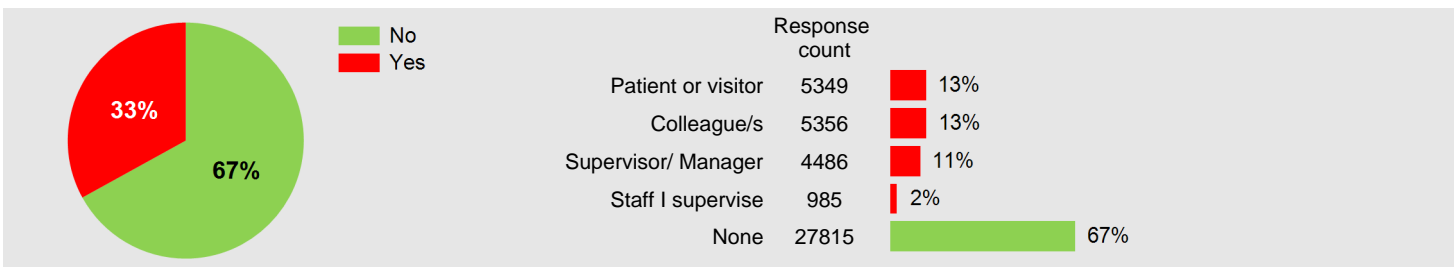
Unacceptable Behaviour

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

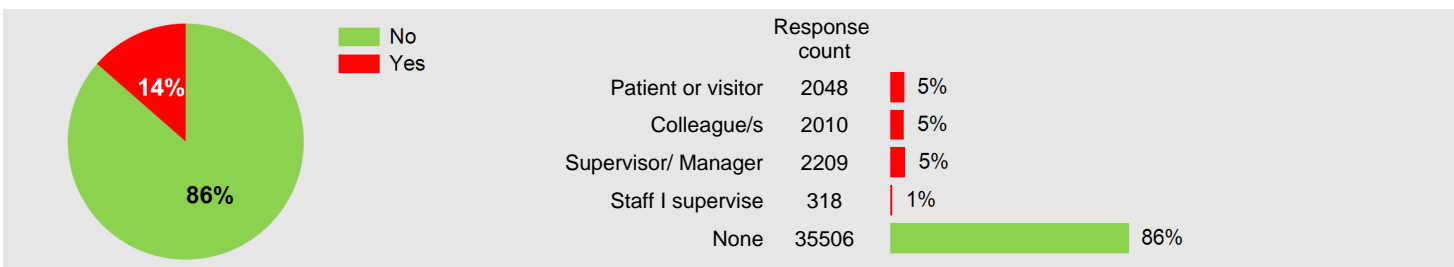
33a. In the last 12 months, I have been verbally abused by a ...



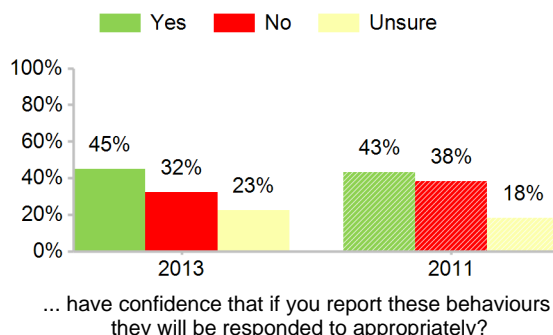
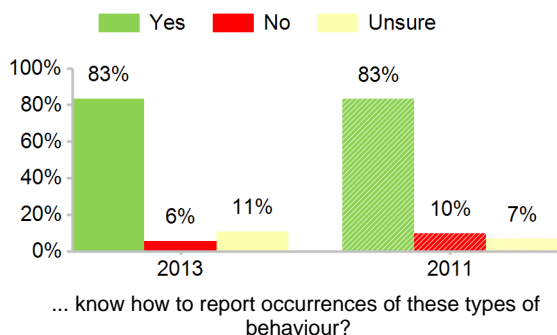
33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



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 Score	NSW Health Overall 2011	Australian Health Sector Benchmark
				65		71
1. My job makes good use of my skills and abilities	79	9	12	79	76	83
2. I feel I am able to suggest ideas to improve our ways of doing things	68	13	19	68	65	73
3. Working here makes me want to do the best job I can	71	16	13	71	67	78
4. The right amount of approvals are required for routine decisions *	48	24	27	48		57
5. I have sufficient control over my work so I can do my job well	64	16	20	64	60	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	19	21	60	54	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

Question	% positive response	% neutral response	% negative response	% Positive Score	NSW Health Overall 2011	Australian Health Sector Benchmark
7. The people I work with are willing to help each other even if this means doing something outside their usual job	68	15	17	68	65	68
8. In my team we generally acknowledge one another's efforts and achievements	69	15	16	69	66	74
9. People in my team are honest and open	63	20	16	63	60	67
10. My team resolves conflict quickly when it arises	51	25	24	51	47	56
11. Morale is good in my team	51	20	29	51	46	56

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			
Being valued						
12. I believe I am valued for what I can offer at my workplace	61	17	22			
13. In my workplace, we recognise our successes and innovations	55	23	22			
14. Staff are treated respectfully regardless of their job	60	17	23			
	59	54	63			
	61	58	66			
	55	50	59			
	60	55	63			

All Questions

This section shows the breakdown of responses to each question

				% Positive Score	NSW Health Overall 2011	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
Your Line Manager						
15a. My line manager ... recognises and acknowledges when I have done my job well	64	17	19	64	60	62
15b. My line manager ... treats all staff in my team fairly	62	16	22	62	58	58
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	60	18	22	60	56	60
15d. My line manager ... treats me with respect	75	13	12	75	73	74
16. I receive regular and constructive feedback on my performance	49	23	28	49	44	49
17. Overall, I have confidence in the decisions made by my line manager	62	19	19	62	58	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 2011	Australian Health Sector Benchmark
				42	35	40
18a.	The senior managers at my workplace ... are aware of the issues I face in my job			46	40	44
18b.	The senior managers at my workplace ... have a clear direction for the future			40	32	44
K 18c.	The senior managers at my workplace ... lead by example in creating a positive workplace			41	34	38
K 19.	There is a positive relationship between senior management and staff in my workplace			40	34	36
K 20.	Overall, I have confidence in the decisions made by my senior managers			42	36	40

All Questions

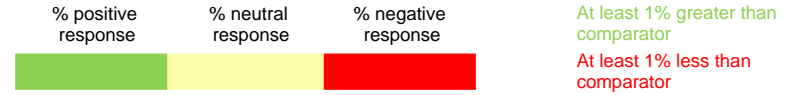
This section shows the breakdown of responses to each question

	Response Breakdown			% Positive Score	NSW Health Overall 2011	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	50	21	29	50	45	49
22. I have a say in decisions which affect my work	46	23	31	46	41	42
23. I think it is safe to speak up and challenge the way things are done	51	19	30	51	46	53
24a. Where I work, we share the lessons learnt when mistakes are made	58	22	20	58	53	60
24b. I am aware of the strategic objectives and direction of the organisation I work for	56	23	21	56		61
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	23	18	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

	% positive response	% neutral response	% negative response	% Positive Score	NSW Health Overall 2011	Australian Health Sector Benchmark
25. I have received the appropriate training and development to do my job effectively	71	15	13	71	68	78
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	76	11	13	76	76	77
27. I am encouraged to take opportunities to learn new skills and have new experiences	59	20	21	59	55	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 2011	Australian Health Sector Benchmark	
K	28. I have confidence in the processes that my workplace uses to resolve staff conflict		42	37	46
	29. I am able to achieve a healthy work/life balance most of the time		65	60	68
	30. There are mechanisms in place to support me if I experience stress or pressure		54	49	59
	31. Reasonable expectations are placed on staff according to their position		56	52	61
	32. My workplace is proactive in minimising potential violence/abuse from patients or visitors		68	65	69

All Questions

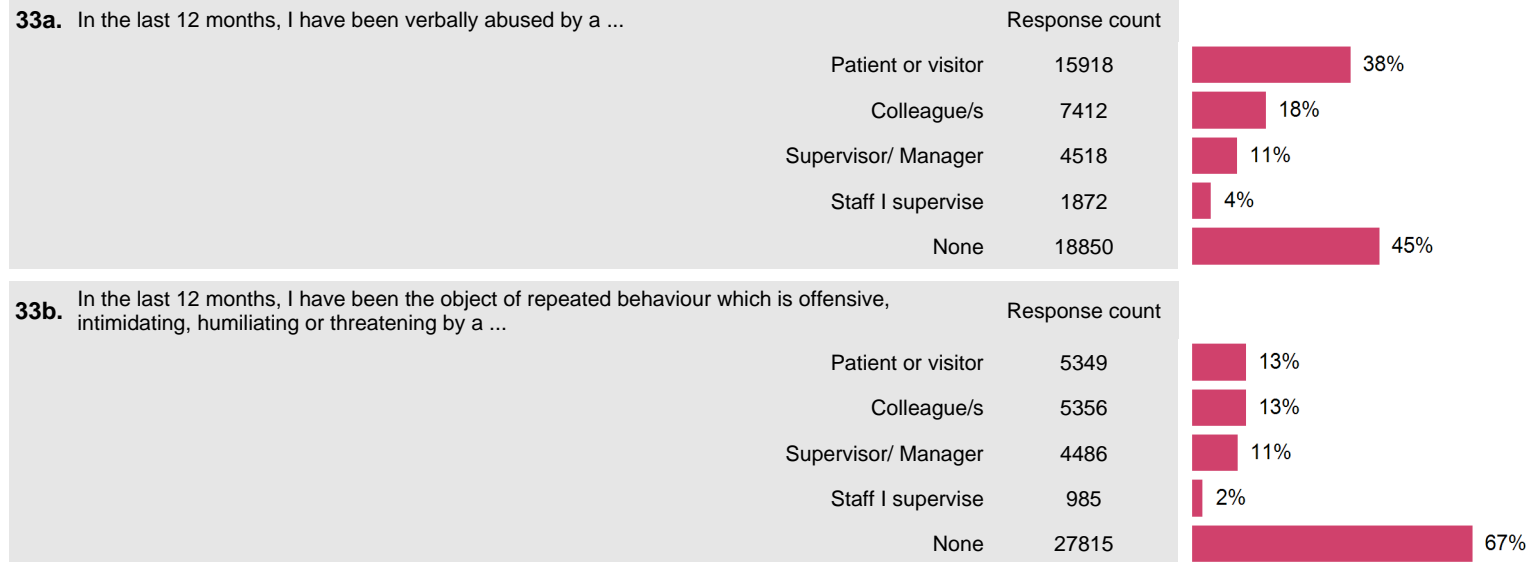
This section shows the breakdown of responses to each question

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

Key

A question identified as being a key driver of employee engagement

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

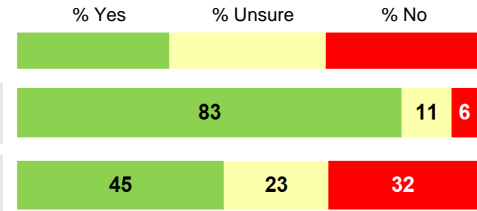
33c. In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, homosexuality, transgender or carers responsibilities by a ...

Response	Response count
Patient or visitor	2048
Colleague/s	2010
Supervisor/ Manager	2209
Staff I supervise	318
None	35506



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 2011
Australian Health Sector Benchmark

83 **83** **88**
45 **43** **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 response	% neutral response	% negative response	% Positive Score	NSW Health Overall 2011	Australian Health Sector Benchmark
35. My work environment allows me to deliver the best possible services (patient care or support services)	59	20	21	59	54	66
36. In my workplace patient safety is at the centre of all decision making	67	20	12	67	64	73
37. My team's objectives/work plans are clearly outlined	65	21	14	65	60	71
38. Our objectives/work plans help us to deliver a quality service	64	22	13	64	60	70
39. At my workplace there is a good balance between delivering services and monitoring service delivery *	52	28	20	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	NSW Health Overall 2011	Australian Health Sector Benchmark
			% positive response	% neutral response	% negative response			
Your Workplace						60	57	62
40.		Overall I am proud to be a part of this workplace	71	18	11	71	68	73
41.		I would recommend my workplace as a good place to work	62	21	18	62	58	63
42.		I feel motivated to contribute more than what is normally required at work	65	18	17	65	61	64
43.		I have a strong sense of belonging to my workplace	64	20	16	64	61	66
44.		Overall I am satisfied to be working here at the present time	67	16	16	67	64	71
45.		Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	56	26	18	56		58
K		46. Overall, I believe the culture at my workplace has improved in the last 12 months	36	34	30	36	29	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:

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

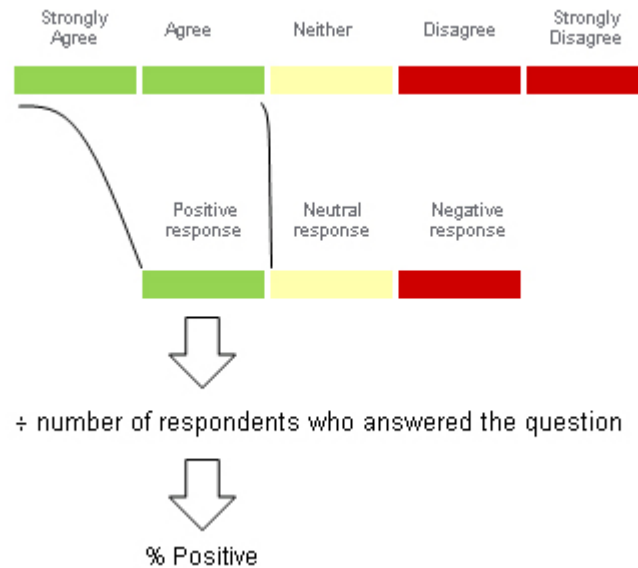
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

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

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.