

68%

2013: 67%

ENGAGEMENT INDEX

53%

2013: 52%

WORKPLACE CULTURE INDEX

2,871

2013: 2360

ACTUAL RESPONSES

33%

2013: 23%
1% Confidence Interval

ESTIMATED RESPONSE RATE

Employee Engagement Index

Say		% Positive	Variance from 2013
44.	Overall I am proud to be a part of this workplace	73	+1
45.	I would recommend my workplace as a good place to work	63	0
Stay			
47.	I have a strong sense of belonging to my workplace	66	+1
48.	Overall I am satisfied to be working here at the present time	68	+1
Strive			
3.	Working here makes me want to do the best job I can	71	0
46.	I feel motivated to contribute more than what is normally required at work	67	+1

Key Questions to focus on

Questions which have been identified by statistical analysis as the most important for your team

	% Positive	Variance from 2013	
50.	There is a positive culture in my workplace	54	-
36.	My workplace enables strong professional leadership	52	-
18c.	The senior managers at my workplace lead by example in creating a positive workplace	42	0
19.	There is a positive relationship between senior management and staff in my workplace	41	-1
31.	I have confidence in the processes that my workplace uses to resolve staff conflict	44	+1
24.	I have a say in decisions which affect my work	44	-1

In this report

HEADLINES

A top line summary of key insights

COMPARISONS

Score summary against selected comparators

ALL QUESTIONS

Detailed results for the entire question set

GUIDE

A guide on how to interpret the results

ACTION

Initiatives for maintaining and improving engagement

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	70
Your Job	65
Your Line Manager	64

Questions	% Positive
1. My job makes good use of my skills and abilities	79
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	76
15d. My line manager treats me with respect	76
44. Overall I am proud to be a part of this workplace	73
3. Working here makes me want to do the best job I can	71

Lowlights

Sections	% Positive
Senior Managers	41
Communication	52
Work Environment	57

Questions	% Positive
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36
21. Senior managers in my organisation are honest, open and transparent in their dealings with staff	37
22. My organisation is making the necessary decisions to meet our future challenges	40
19. There is a positive relationship between senior management and staff in my workplace	41
18b. The senior managers at my workplace have a clear direction for the future	42

Most Improved and Least Improved since 2013

This section shows the three most improved sections and five most improved questions since 2013. It also shows the three sections and five questions that have least improved since 2013.

Most improved

Sections	% Positive	Variance from 2013
Your Line Manager	64	+2
Being Valued	62	+2
Service Delivery	62	+1

Questions	% Positive	Variance from 2013
16. I receive regular and constructive feedback on my performance	51	+6
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	+3
40. In my workplace patient safety is at the centre of all decision making	69	+3
15a. My line manager recognises and acknowledges when I have done my job well	66	+3
13. In my workplace, we recognise our successes and innovations	58	+3

Least improved

Sections	% Positive	Variance from 2013
Training and Development Opportunities	70	-1
Senior Managers	41	-1
Communication	52	-1

Questions	% Positive	Variance from 2013
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	76	-7
23. I am kept well informed about what is happening in my workplace	49	-2
25. I think it is safe to speak up and challenge the way things are done	49	-2
5. I have sufficient control over my work so I can do my job well	62	-2
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	-1

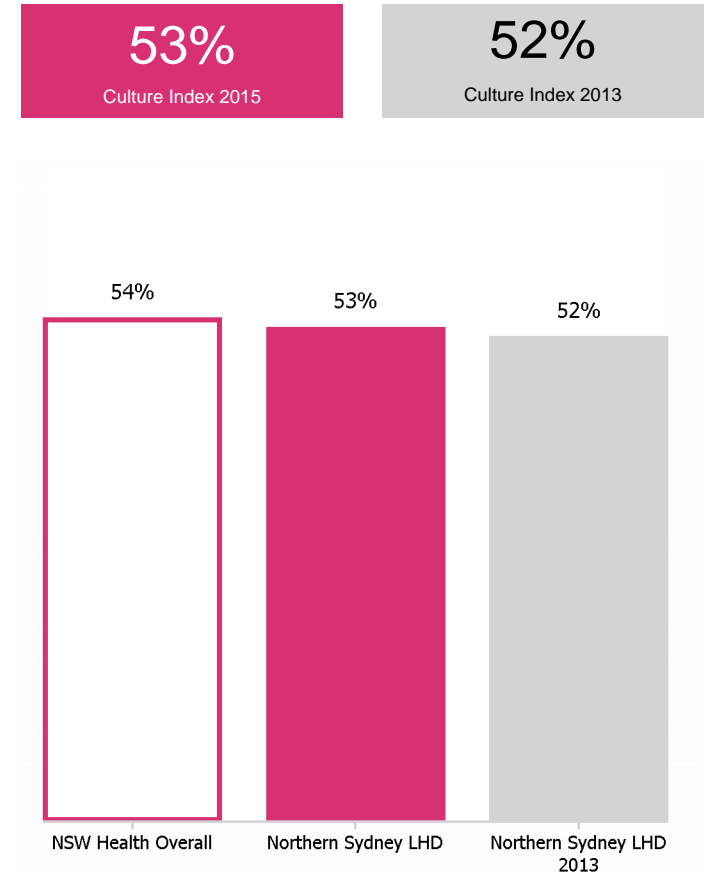
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

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 is an average of the following scores:

	KEY	% Positive response	% Neutral response	% Negative response	Variance from 2013
11. Morale is good in my team		55	19	26	+1
12. I believe I am valued for what I can offer at my workplace		64	16	20	+1
13. In my workplace, we recognise our successes and innovations		58	21	20	+3
14. Staff are treated respectfully regardless of their job		63	16	21	+2
17. Overall, I have confidence in the decisions made by my line manager		64	18	19	+2
18b. The senior managers at my workplace have a clear direction for the future		42	32	26	0
18c. The senior managers at my workplace lead by example in creating a positive workplace		42	29	29	0
20. Overall, I have confidence in the decisions made by my senior managers		44	29	28	+1
24. I have a say in decisions which affect my work		44	25	31	-1
25. I think it is safe to speak up and challenge the way things are done		49	21	30	-2
26. Where I work, we share the lessons learnt when mistakes are made		59	22	19	+1
31. I have confidence in the processes that my workplace uses to resolve staff conflict		44	27	29	+1
41. My team's objectives/ work plans are clearly outlined		63	24	13	-1
42. Our objectives/work plans help us to deliver a quality service		65	23	12	+1
51. Overall, I believe the culture at my workplace has improved in the last 12 months		36	35	30	+3



Trend Comparison

This section shows comparisons between Northern Sydney LHD and the 2013 survey results for Northern Sydney Local Health District



- 65% ■ Proportion of questions above 2013 scores by 1 or more percentage points
- 16% ■ Proportion of questions in line with 2013 scores
- 20% ■ Proportion of questions below 2013 scores by 1 or more percentage points

NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	<i>% Positive</i>	<i>Variance from 2013</i>
16. I receive regular and constructive feedback on my performance	51	■ +6
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	■ +3
40. In my workplace patient safety is at the centre of all decision making	69	■ +3
15a. My line manager recognises and acknowledges when I have done my job well	66	■ +3
13. In my workplace, we recognise our successes and innovations	58	■ +3
30. I am encouraged to take opportunities to learn new skills and have new experiences	63	■ +3
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	■ +3
17. Overall, I have confidence in the decisions made by my line manager	64	■ +2
10. My team resolves conflict quickly when it arises	55	■ +2
4. The right amount of approvals are required for routine decisions	48	■ +2
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	62	■ +2
39. My work environment allows me to deliver the best possible services (patient care or support services)	60	■ +2

Trend Comparison

This section shows comparisons between Northern Sydney LHD and the 2013 survey results for Northern Sydney Local Health District



65% ■ Proportion of questions above 2013 scores by 1 or more percentage points

16% ■ Proportion of questions in line with 2013 scores

20% ■ Proportion of questions below 2013 scores by 1 or more percentage points

NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% Positive	Variance from 2013
15b. My line manager treats all staff in my team fairly	64	■ +2
32. I am able to achieve a healthy work/life balance most of the time	65	■ +2
33. There are mechanisms in place to support me if I experience stress or pressure	55	■ +2
14. Staff are treated respectfully regardless of their job	63	■ +2
26. Where I work, we share the lessons learnt when mistakes are made	59	■ +1
47. I have a strong sense of belonging to my workplace	66	■ +1
42. Our objectives/work plans help us to deliver a quality service	65	■ +1
28. I have received the appropriate training and development to do my job effectively	71	■ +1
31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	■ +1
18a. The senior managers at my workplace are aware of the issues I face in my job	44	■ +1
20. Overall, I have confidence in the decisions made by my senior managers	44	■ +1
44. Overall I am proud to be a part of this workplace	73	■ +1
48. Overall I am satisfied to be working here at the present time	68	■ +1

Trend Comparison

This section shows comparisons between Northern Sydney LHD and the 2013 survey results for Northern Sydney Local Health District



65% ■ Proportion of questions above 2013 scores by 1 or more percentage points

16% ■ Proportion of questions in line with 2013 scores

20% ■ Proportion of questions below 2013 scores by 1 or more percentage points

NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% Positive	Variance from 2013
15d. My line manager treats me with respect	76	+1
7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	+1
46. I feel motivated to contribute more than what is normally required at work	67	+1
12. I believe I am valued for what I can offer at my workplace	64	+1
9. People in my team are honest and open	67	+1
11. Morale is good in my team	55	+1
8. In my team we generally acknowledge one another's efforts and achievements	71	+1
2. I feel I am able to suggest ideas to improve our ways of doing things	69	+1
43. At my workplace there is a good balance between delivering services and monitoring service delivery	52	0
3. Working here makes me want to do the best job I can	71	0
27b. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	0
15c. My line manager ensures that when issues are raised in the team, they are addressed	63	0
18b. The senior managers at my workplace have a clear direction for the future	42	0

Trend Comparison

This section shows comparisons between Northern Sydney LHD and the 2013 survey results for Northern Sydney Local Health District



65% ■ Proportion of questions above 2013 scores by 1 or more percentage points

16% ■ Proportion of questions in line with 2013 scores

20% ■ Proportion of questions below 2013 scores by 1 or more percentage points

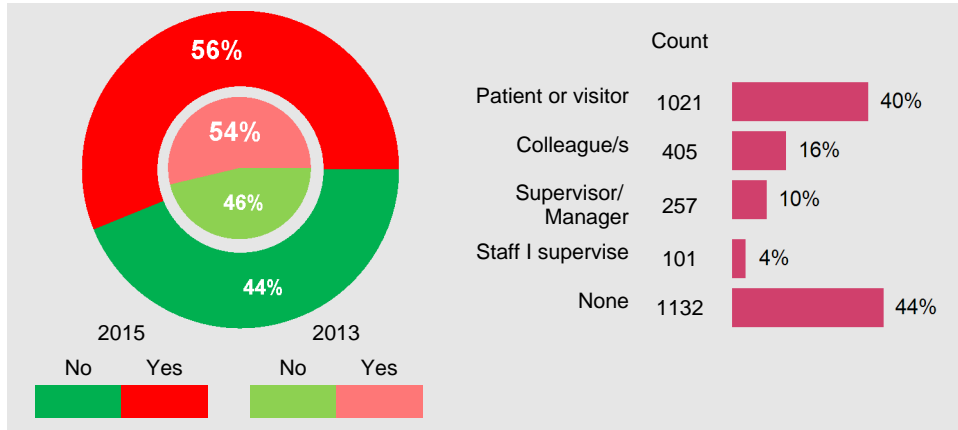
NOTE: The unacceptable behaviour section and all local questions have been excluded from this list

	% Positive	Variance from 2013
45. I would recommend my workplace as a good place to work	63	0
18c. The senior managers at my workplace lead by example in creating a positive workplace	42	0
1. My job makes good use of my skills and abilities	79	0
19. There is a positive relationship between senior management and staff in my workplace	41	-1
24. I have a say in decisions which affect my work	44	-1
34. Reasonable expectations are placed on staff according to their position	56	-1
41. My team's objectives/ work plans are clearly outlined	63	-1
35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	-1
27a. I am aware of the strategic objectives and direction of the organisation I work for	54	-1
5. I have sufficient control over my work so I can do my job well	62	-2
25. I think it is safe to speak up and challenge the way things are done	49	-2
23. I am kept well informed about what is happening in my workplace	49	-2
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of my every day work	76	-7

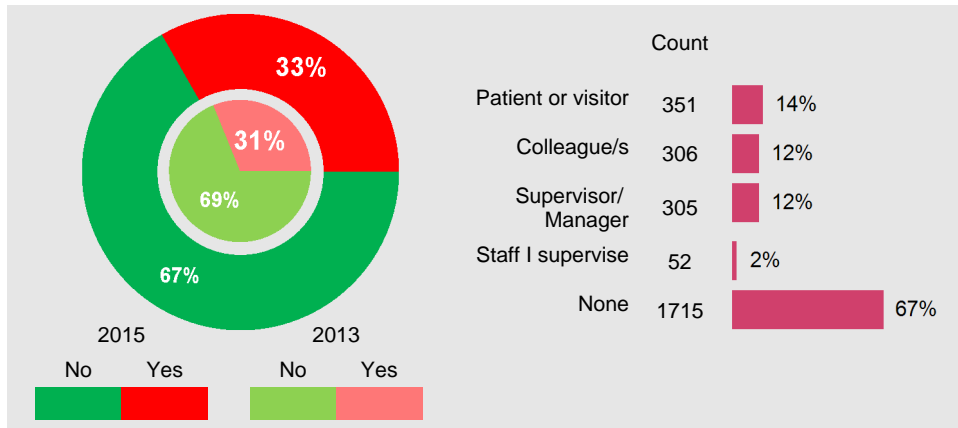
Unacceptable Behaviour

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

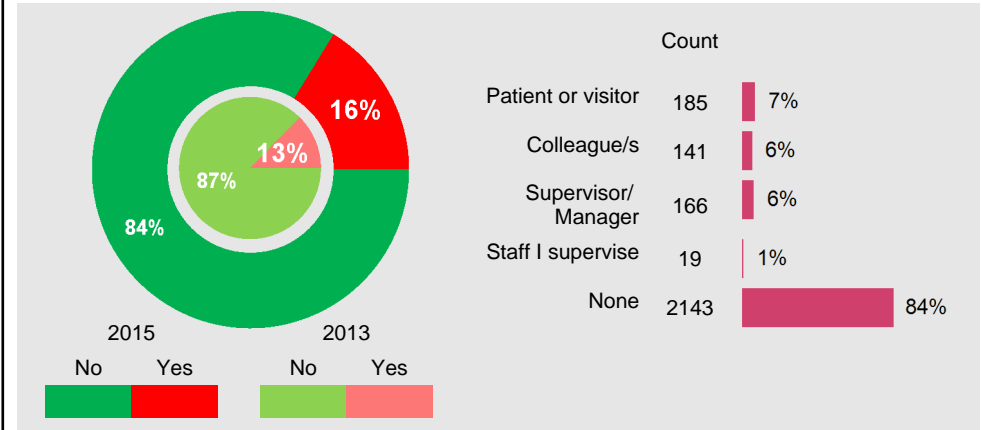
37a. In the last 12 months, I have been verbally abused by a ...



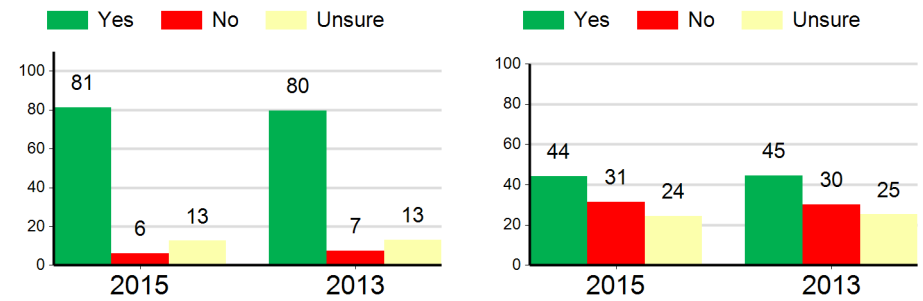
37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



37c. 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 ...



38. Do you currently ...



a) know how to report occurrences of these types of behaviour?

b) have confidence that if you report these behaviours they will be responded to appropriately?

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

Your Job

	% Positive response	% Neutral response	% Negative response	% Positive	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall
1. My job makes good use of my skills and abilities	79	10	11	79	80	78	81
2. I feel I am able to suggest ideas to improve our ways of doing things	69	13	18	69	69	68	69
3. Working here makes me want to do the best job I can	71	16	13	71	71	69	72
4. The right amount of approvals are required for routine decisions	48	23	29	48	46	-	52
5. I have sufficient control over my work so I can do my job well	62	19	19	62	64	61	65
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	62	19	19	62	60	58	62

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

Your Team

	% Positive response	% Neutral response	% Negative response	% Positive	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall
7. The people I work with are willing to help each other even if this means doing something outside their usual job	69	15	16	69	69	69	69
8. In my team we generally acknowledge one another's efforts and achievements	71	14	15	71	70	69	70
9. People in my team are honest and open	67	19	15	67	66	65	64
10. My team resolves conflict quickly when it arises	55	24	21	55	53	53	53
11. Morale is good in my team	55	19	26	55	54	53	53

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

Being Valued

	% Positive response	% Neutral response	% Negative response	% Positive	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall
12. I believe I am valued for what I can offer at my workplace	64	16	20	64	63	62	63
13. In my workplace, we recognise our successes and innovations	58	21	20	58	56	53	57
14. Staff are treated respectfully regardless of their job	63	16	21	63	61	59	62

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

Your Line Manager

	% Positive response	% Neutral response	% Negative response	% Positive	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall
15a. My line manager recognises and acknowledges when I have done my job well	66	16	18	66	63	66	65
15b. My line manager treats all staff in my team fairly	64	16	21	64	62	63	62
15c. My line manager ensures that when issues are raised in the team, they are addressed	63	17	20	63	63	62	61
15d. My line manager treats me with respect	76	12	12	76	75	77	76
16. I receive regular and constructive feedback on my performance	51	22	26	51	46	49	52
17. Overall, I have confidence in the decisions made by my line manager	64	18	19	64	62	63	63

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

Senior Managers

		% Positive response	% Neutral response	% Negative response	% Positive	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall
18a.	The senior managers at my workplace are aware of the issues I face in my job	44	24	32	44	43	38	46
18b.	The senior managers at my workplace have a clear direction for the future	42	32	26	42	42	30	45
K 18c.	The senior managers at my workplace lead by example in creating a positive workplace	42	29	29	42	43	34	45
K 19.	There is a positive relationship between senior management and staff in my workplace	41	28	32	41	41	33	42
20.	Overall, I have confidence in the decisions made by my senior managers	44	29	28	44	43	36	46
21.	Senior managers in my organisation are honest, open and transparent in their dealings with staff	37	32	32	37	-	-	39
22.	My organisation is making the necessary decisions to meet our future challenges	40	34	26	40	-	-	43

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

Communication

		% Positive response	% Neutral response	% Negative response	% Positive	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall	
	23.	I am kept well informed about what is happening in my workplace	49	22	29	49	51	48	50
K	24.	I have a say in decisions which affect my work	44	25	31	44	45	43	46
	25.	I think it is safe to speak up and challenge the way things are done	49	21	30	49	51	50	51
	26.	Where I work, we share the lessons learnt when mistakes are made	59	22	19	59	58	56	59
	27a.	I am aware of the strategic objectives and direction of the organisation I work for	54	25	21	54	55	-	58
	27b.	I am aware of how my work contributes to the overall strategic objectives of my organisation	59	24	18	59	58	-	62

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

Training and Development Opportunities

	% Positive response	% Neutral response	% Negative response	% Positive	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall
28. I have received the appropriate training and development to do my job effectively	71	18	12	71	70	71	73
29. I am given the opportunity to complete my annual mandatory training requirements e.g. Fire safety, DETECT (Between the Flags) as a part of	76	12	12	76	84	84	68
30. I am encouraged to take opportunities to learn new skills and have new experiences	63	19	19	63	60	60	60

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

		% Positive response	% Neutral response	% Negative response	% Positive	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall
Work Environment								
K	31. I have confidence in the processes that my workplace uses to resolve staff conflict	44	27	29	44	42	41	44
	32. I am able to achieve a healthy work/life balance most of the time	65	17	18	65	63	62	65
	33. There are mechanisms in place to support me if I experience stress or pressure	55	23	22	55	54	53	56
	34. Reasonable expectations are placed on staff according to their position	56	22	23	56	56	54	57
	35. My workplace is proactive in minimising potential violence/ abuse from patients or visitors	68	19	12	68	69	66	69
K	36. My workplace enables strong professional leadership	52	27	21	52	-	-	52

All Questions

This section shows the breakdown of the responses to each question.

Northern Sydney Local Health District 2013

Unacceptable Behaviour

Question	Response	Count	Percentage	Overall Percentage
37a. In the last 12 months, I have been verbally abused by a...	Patient or visitor	1021	40%	37%
	Colleague/s	405	16%	17%
	Supervisor/ Manager	257	10%	10%
	Staff I supervise	101	4%	4%
	None	1132	44%	46%
	37b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a...	Patient or visitor	351	14%
Colleague/s		306	12%	11%
Supervisor/ Manager		305	12%	11%
Staff I supervise		52	2%	2%
None		1715	67%	69%
37c. In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, gender, homosexuality, transgender or carers' responsibilities by a...		Patient or visitor	185	7%
	Colleague/s	141	6%	5%
	Supervisor/ Manager	166	6%	5%
	Staff I supervise	19	1%	1%
	None	2143	84%	87%

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

Unacceptable Behaviour

	% Yes	% Unsure	% No	% Positive	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall
38a. Do you currently know how to report occurrences of these types of behaviour?	81	13	6	81	80	82	85
38b. Do you currently have confidence that if you report these behaviours they will be responded to appropriately?	44	24	31	44	45	45	47

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

Service Delivery

	% Positive response	% Neutral response	% Negative response	% Positive	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall
39. My work environment allows me to deliver the best possible services (patient care or support services)	60	21	19	60	58	50	62
40. In my workplace patient safety is at the centre of all decision making	69	19	12	69	66	64	69
41. My team's objectives/ work plans are clearly outlined	63	24	13	63	64	64	66
42. Our objectives/work plans help us to deliver a quality service	65	23	12	65	64	63	66
43. At my workplace there is a good balance between delivering services and monitoring service delivery	52	29	19	52	51	-	54

All Questions

This section shows the breakdown of the responses to each question.

Key **K** Key Driver Question

■ At least 1 percentage point greater than comparator
■ At least 1 percentage point less than comparator

Your Workplace

	% Positive response	% Neutral response	% Negative response	% Positive	Northern Sydney Local Health District 2013	Northern Sydney Local Health District 2011	NSW Health Overall
44. Overall I am proud to be a part of this workplace	73	16	11	73	72	69	73
45. I would recommend my workplace as a good place to work	63	19	18	63	64	59	64
46. I feel motivated to contribute more than what is normally required at work	67	18	16	67	66	65	67
47. I have a strong sense of belonging to my workplace	66	18	16	66	65	64	65
48. Overall I am satisfied to be working here at the present time	68	15	17	68	67	66	69
49. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	61	24	16	61	57	-	59
K 50. There is a positive culture in my workplace	54	22	24	54	-	-	53
51. Overall, I believe the culture at my workplace has improved in the last 12 months	36	35	30	36	33	30	39

Guide to 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 30th March to 24th April 2015. Paper surveys were accepted until the 1st of May 2015. 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.

Comparative data

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

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%.

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 fifty respondents from each demographic.

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.

Rounding

The Estimated Response Rate quoted in this report is an estimate only, based on Full Time Equivalent (FTE) staff as at April 2015. 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).

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

Responses:	Count	Calculation
Permanent Full time (1)	18750	$\frac{18750}{18750 + 7753} \times 1661 = 1175$ Full time
Permanent Part time (2)	7753	
Fixed term or temporary contract (3)	1661	$\frac{7753}{18750 + 7753} \times 1661 = 486$ 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.

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

Action Planning

Asking our employees for their feedback is the first step towards improving the employee experience. The next step is to implement changes. Please use the information in this report to help decide what you and your team need to change.

This simple form is one way you can record the actions and changes you plan to make within your team.

Top 3 areas to focus on

Celebrate!

What three things are working well?

1. _____ _____
2. _____ _____
3. _____ _____

What
needs to be improved?

How
will this be achieved?

Who
is going to make this happen?

When
will this be achieved?

