



SAMPLE
EMPLOYEE
GROUP REPORT

PEOPLE MATTER SURVEY
2016

ORGANISATION

EMPLOYEE GROUP

VPSC

Victorian Public Sector Commission



Purpose

This report provides your 2016 People Matter Survey results for: Employee group

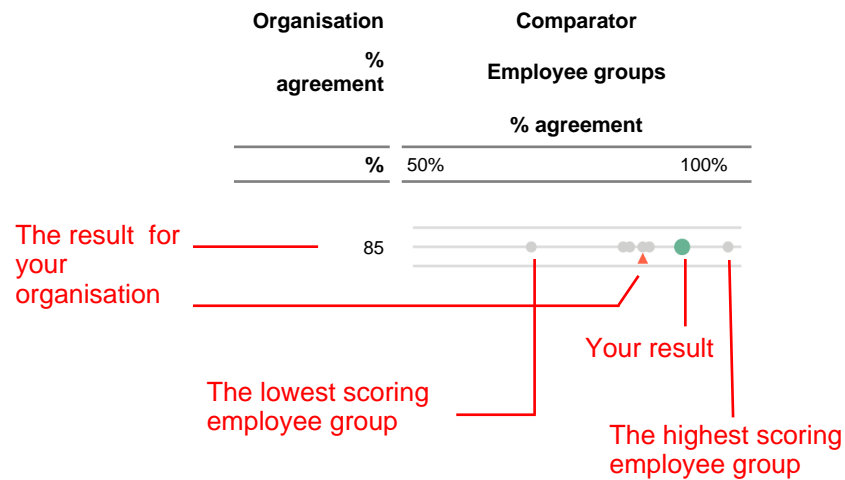
Number of responses: x

Chart descriptors

The chart below shows where your employee group's score for each question sits in comparison with the scores of your organisation's other employee groups.

Organisation % agreement Is the percentage agreement for each question for your organisation.

Percentage agreement This line presents the range of results across all employee groups on each question. The green dot shows the result for your employee group. Each grey dot represents the result for another employee group. Employee groups will only be represented on this line if their result falls within the chart's range (ie excludes outliers).



Order of results

Public Sector Values

Responsiveness

Providing high quality services to the community, working toward best practice.

Integrity

Striving to sustain public trust by being open, honest and transparent, using powers responsibly, reporting unethical conduct and avoiding any real or apparent conflicts of interest.

Impartiality

Decisions based on merit without bias or self-interest and acting fairly and objectively.

Accountability

Working to clear objectives, accepting responsibility for decisions and actions, seeking to achieve best use of resources and being open to scrutiny.

Respect

Treating colleagues, other public officials and members of Victorian community fairly and objectively, ensuring freedom from bullying and harassment and using opinions to improve outcomes.

Leadership

Demonstrating leadership by actively implementing, promoting and supporting these values.

Human rights

Making decisions and providing advice consistent with human rights and actively implementing, promoting and supporting human rights.

Effective promotion of policies and processes

Measures employee awareness of organisation's efforts to promote the public sector values and Code of Conduct and other key policies and procedures over the previous year.

Employment principles

Merit

Employment decisions based on proper assessment of work-related qualities, abilities and potential against the requirements of the employment opportunities.

Equal employment opportunity

Decisions and actions affecting employees are not influenced by irrelevant personal characteristics. Organisations support equal employment opportunity and diversity.

Fair and reasonable treatment

Decisions affecting employees are fair, consistent and objective, and are documented so as to be transparent and capable of review.

Avenues of redress

Employees are provided with opportunities and avenues to have grievances addressed in a reasonable, effective and timely manner.

Supporting measures

Job satisfaction

The extent to which an employee is satisfied with key aspects of their job and organisation.

Employee engagement

An employee's sense of pride, attachment, inspiration, motivation and advocacy as it relates to their employing organisation.

Intention to leave

How often employees think about leaving your organisation.

Supporting measures

Feedback

The level of informal and formal performance feedback.

Effective promotion of policies and processes

Measures employee awareness of organisation's efforts to promote the public sector values and Code of Conduct and other key policies and procedures over the previous year.

Leading change

How well senior managers lead change.

Role clarity

An employee's sense of clarity about the work they are required to do in their role, and how their work fits with the goals of the organisation.

Role enablers

An employee's sense that they have the skills and authority to perform their role effectively.

Intrinsic reward

An employee's personal sense of reward that they get from the work they do.

Discrimination

The incidence of discriminatory behaviours.

Bullying

The incidence of bullying behaviours.

Patient safety

How the culture and practices of the organisation support patient safety.

Additional Modules

Your highest scoring results

Question	Value or employment principle	Percentage agreement
My organisation provides high quality services to the Victorian community	Responsiveness	95
My workgroup strives to achieve customer satisfaction	Responsiveness	94
In my organisation, earning and sustaining a high level of public trust is seen as important	Integrity	92
My manager is committed to ensuring customers receive a high standard of service	Responsiveness	90
In my workgroup, work is undertaken using best practice approaches	Responsiveness	87
In my workgroup, human rights are valued	Human rights	85
My organisation encourages employees to act in ways that are consistent with human rights	Human rights	85
My workgroup always tries to improve its performance	Accountability	84
People in my workgroup demonstrate objectivity in decision-making	Impartiality	84
Sexual orientation is not a barrier to success in my organisation	Equal employment opportunity	82

Your lowest scoring results

Question	Value or employment principle	Percentage agreement
I am confident that I would be protected from reprisal for reporting improper conduct	Integrity	48
I am confident that if I lodge a grievance in my organisation, it would be investigated in a thorough and objective manner	Avenues of redress	48
I understand how the Charter of Human Rights and Responsibilities affects me as an employee	Human rights	50
My work performance is assessed against clear criteria	Merit	53
Senior managers model the public sector values	Leadership	55
In my organisation, employees are recruited on the basis of merit	Merit	55
Bullying is not tolerated in my organisation	Respect	56
My manager keeps me informed about what's going on	Respect	56
My manager sees avoiding conflicts of interest as being important	Integrity	58
I understand how the Charter of Human Rights and Responsibilities applies to my work	Human rights	58

RESULTS

Percentage agreement sums the 'Agree' and 'Strongly agree' responses as a percentage of all responses. All percentages have been rounded throughout the report. This may mean that some percentage breakdowns do not add to exactly 100 per cent.

	Employee group							% agreement	Organisation % agreement	Comparator Employee groups % agreement
	Response distribution									
	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	Don't know %	%			
Public sector values										
Responsiveness										
My workgroup strives to achieve customer satisfaction	0	2	5	39	55	0	94	92		
My manager is committed to ensuring customers receive a high standard of service	2	2	6	48	42	0	90	88		
My organisation provides high quality services to the Victorian community	0	2	3	39	56	0	95	95		
In my workgroup, work is undertaken using best practice approaches	3	0	6	44	44	3	87	85		
Integrity										
People in my workgroup are honest, open and transparent in their dealings	2	11	8	53	24	2	77	74		
I am confident that I would be protected from reprisal for reporting improper conduct	10	18	24	35	13	-	48	56		
In my organisation, earning and sustaining a high level of public trust is seen as important	0	2	6	39	53	0	92	94		
In my organisation, avoiding conflict of interest is seen as important	0	3	19	52	19	6	71	70		
In my organisation, engaging in improper conduct is not tolerated	2	10	15	45	27	2	73	78		
My manager sees avoiding conflicts of interest as being important	3	6	16	34	24	16	58	69		
Impartiality										
My manager demonstrates objectivity in decision-making	6	18	13	35	26	2	61	69		
In my organisation, behaving impartially is seen as important	2	5	15	58	16	5	74	69		
People in my workgroup demonstrate objectivity in decision-making	3	2	10	63	21	2	84	76		
Accountability										
My workgroup always tries to improve its performance	2	6	8	44	40	0	84	85		
Senior managers provide clear strategy and direction	5	13	16	42	18	6	60	62		
People in my workgroup use their time and resources efficiently	2	15	10	50	23	2	73	74		

	Employee group							Organisation	Comparator
	Response distribution							% agreement	Employee groups
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	% agreement	% agreement	
%	%	%	%	%	%	%	%	50% 100%	
Respect									
People in my workgroup treat each other with respect	3	2	13	55	26	2	81	77	
Bullying is not tolerated in my organisation	5	13	24	34	23	2	56	69	
My manager listens to what I have to say	6	6	16	39	32	-	71	76	
My manager keeps me informed about what's going on	6	26	11	31	26	-	56	70	
Leadership									
Senior managers model the public sector values	2	6	26	35	19	11	55	58	
In my organisation, behaviour consistent with the public sector values is acknowledged	0	5	23	34	27	11	61	73	
My manager encourages behaviours that are consistent with the public sector values	2	2	16	48	32	-	81	77	
Human rights									
I understand how the Charter of Human Rights and Responsibilities applies to my work	6	13	23	39	19	-	58	58	
I understand how the Charter of Human Rights and Responsibilities affects me as an employee	6	13	31	35	15	-	50	55	
In my workgroup, human rights are valued	2	3	8	47	39	2	85	83	
My organisation encourages employees to act in ways that are consistent with human rights	0	0	15	53	32	0	85	85	

Employment principles

Merit

My work performance is assessed against clear criteria

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	% agreement	Organisation % agreement	Comparator Employee groups % agreement
%	%	%	%	%	%	%	%	50% 100%
10	10	27	40	13	-	53	61	
3	11	24	39	16	6	55	65	
6	10	23	44	18	0	61	72	

In my organisation, employees are recruited on the basis of merit

People recruited to my organisation seem to have the right skills for the job

Fair and reasonable treatment

My manager involves me in decisions about my work

6	18	11	44	21	-	65	68	
11	11	13	40	24	-	65	69	
6	5	11	44	34	-	77	79	

In my organisation, there are opportunities for me to develop my skills and knowledge

My manager treats employees with dignity and respect

Equal employment opportunity

Equal Employment Opportunity is provided in my organisation

3	8	8	47	24	10	71	72	
2	8	11	39	32	8	71	76	
2	2	16	44	18	19	61	64	
2	6	10	53	23	6	76	71	
3	3	6	45	35	6	81	81	
0	2	8	44	39	8	82	82	
0	5	13	45	26	11	71	71	

Gender identity is not a barrier to success in my organisation

Disability is not a barrier to success in my organisation

Age is not a barrier to success in my organisation

Cultural background is not a barrier to success in my organisation

Sexual orientation is not a barrier to success in my organisation

My organisation is committed to creating a diverse workforce (e.g. age, gender, disability, cultural background)

Avenues of redress

In my organisation, there are clear procedures and processes for resolving grievances

2	11	13	56	15	3	71	70	
11	8	13	39	29	-	68	75	
10	15	27	32	16	-	48	60	

I would be confident in approaching my manager to discuss concerns and grievances

I am confident that if I lodge a grievance in my organisation, it would be investigated in a thorough and objective manner

Supporting measures

Job satisfaction

	Employee group					% satisfied	Organisation % satisfied	Comparator Employee groups
	Response distribution							
	Very dissatisfied %	Dissatisfied %	Neither satisfied or dissatisfied %	Satisfied %	Very satisfied %	%		Percentage satisfied
Frequency of feedback provided	18	16	23	35	8	44	56	
Level of autonomy in my job	2	8	18	47	26	73	76	
Chance to be creative/ innovative	6	15	19	44	16	60	61	
Overall job satisfaction	5	16	11	48	19	68	74	
Considering everything, how would you rate your overall satisfaction with your organisation as an employer?	5	15	10	55	16	71	76	

Engagement

	Employee group					Engagement score	Organisation Engagement score	Engagement score
	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %			
I would recommend my organisation as a good place to work	3	6	16	44	31	73	74	
I am proud to tell others I work for my organisation	2	2	15	40	42	80	80	
I feel a strong personal attachment to my organisation	2	5	23	42	29	73	72	
My organisation motivates me to help achieve its objectives	2	8	32	35	23	67	69	
My organisation inspires me to do the best in my job	3	10	23	39	26	69	70	
Engagement index						72	73	

The Engagement Index: Each respondent is given a score for each engagement question where strongly agree equates to 100 points, agree equates to 75 points, neither agree nor disagree equates to 50 points, disagree equates to 25 points and strongly disagree equates to 0 points. The engagement index is the average score of the five engagement questions.

Intention to leave

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	Don't know %	% agreement	Organisation % agreement	% agreement
I rarely think about leaving this organisation	10	15	21	35	19	-	55	57	

Supporting measures

	Employee group			Organisation	Comparator
	Response distribution			% yes	Employee groups
	Yes %	No %	Not applicable %	%	Percentage yes 50% 100%
Feedback					
I have received formal feedback on individual performance	58	42	-	73	
I have received informal feedback on individual performance	73	27	-	82	
Effective promotion of policies and process					
Have you seen/heard communication about the following in the past 12 months?					
The Code of Conduct for Victorian public sector employees	44	56	-	45	
The Public Sector Values	32	68	-	37	
My organisation's values (if different from the public sector values)	89	10	2	83	
My organisation's processes for reporting improper employee conduct	79	21	0	73	
My organisation's processes in place to support the Protected Disclosures Act(2012)	27	69	3	32	
My organisation's policy regarding the giving and receiving of gifts or benefits	44	56	0	46	
My organisation's policies and procedures to assist employees avoid conflicts of interest	48	50	2	51	
The Charter of Human Rights and Responsibilities	60	40	-	58	

Supporting measures

Leading change

Communications about change from senior managers are timely

Employee group							% agreement	Organisation % agreement	Comparator Employee groups % agreement
Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	Don't know %	%			
6	13	21	37	18	5	55	50		
8	13	21	31	19	8	50	54		

In times of change, senior managers provide sufficient information about the purpose of the change

Role clarity

I have a clear understanding of how my own job contributes to my workgroup's role

0	0	8	56	35	-	92	91	
0	6	10	45	39	-	84	86	
0	0	8	56	35	-	92	89	

I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes

I clearly understand what I am expected to do in this job

Role enablers

I have the authority to do my job effectively (e.g. the necessary delegation(s), autonomy, level of responsibility)

2	11	19	39	29	-	68	75	
2	8	8	47	35	-	82	83	
2	8	18	52	21	-	73	75	

My job allows me to utilise my skills, knowledge and abilities

My job gives me the opportunity to work on the tasks I do best

Intrinsic reward

I believe the work that I do is important

0	0	2	37	61	-	98	96	
2	6	5	61	26	-	87	86	
2	3	13	56	26	-	82	85	
15	21	19	34	11	-	45	55	

I enjoy the work in my current job

I get a sense of accomplishment from my work

I receive adequate recognition for my contributions and accomplishments

Patient safety

Patient care errors are handled appropriately in my work area

0	6	5	53	32	3	85	76	
8	10	15	48	18	2	66	69	
2	8	10	45	35	-	81	81	
3	6	18	48	24	-	73	69	
3	10	11	47	24	5	71	69	
8	3	13	40	35	-	76	73	
3	6	18	50	23	-	73	76	
2	3	15	42	39	-	81	87	

This health service does a good job of training new and existing staff

I am encouraged by my colleagues to report any patient safety concerns I may have

The culture in my work area makes it easy to learn from the errors of others

Trainees in my discipline are adequately supervised

My suggestions about patient safety would be acted upon if I expressed them to my manager

Management is driving us to be a safety-centred organisation

I would recommend a friend or relative to be treated as a patient here

Discrimination

	Employee group			Organisation	
	Response distribution			Yes	
	Yes %	No %	Not sure %	%	
Experienced discrimination					
In the last 12 months have you experienced discrimination in your workplace	13	84	3	6	
	<hr/>			<hr/>	
	Yes %			Yes %	
What type of discrimination did you experience					
Pay or conditions offered by employer	13			26	
Opportunities for promotion	75			39	
Opportunities for transfer/secondment	0			14	
Opportunities for training	38			41	
Employment security - threats of dismissal or termination	0			15	
Access to leave	25			22	
Other detriment	13			35	

Bullying

	Employee group						Organisation
	Response distribution						Yes
	Yes still experiencing %	Yes but not currently experiencing %	Total yes %	No %	Not sure %	Don't know %	%
Personally <u>experienced</u> bullying at work in the last 12 months:	3	16	19	77	3	-	18
Percent of those that experienced bullying							
Submitted a formal complaint:	-	-	8	92	-	-	14
Percent of those that submitted a complaint							
Satisfied with the way the formal complaint was handled:	-	-	0	100	-	0	33

Additional Modules

Change management

	Employee group					Organisation	
	Yes %	No %				Yes %	
In the past 12 months, has your current workgroup been directly affected by significant workplace change	40	60				50	
	Yes %					Yes %	
Percent of those affected by significant workplace change							
What were the main changes that affected your workgroup in the last 12 months							
Substantial change in your work priorities	12					29	
Substantial change in your type of work	20					22	
Organisational restructure	24					39	
Change in management above your direct line manager	24					25	
Change in direct line manager	24					28	
Increase in employee numbers	12					22	
Decrease in employee numbers	40					30	
Change in physical workplace (e.g. moved to a new building, existing workplace renovated)	28					21	
Machinery of government change	24					21	
	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% agreement	% agreement
My workgroup was provided with sufficient information on how the change would impact on the team	12	24	28	24	12	36	47
My workgroup was provided with adequate support during the change process	8	20	28	32	12	44	42
My workgroup was kept well informed throughout the change process	8	24	36	24	8	32	45
People in my workgroup generally coped well with the change	4	16	20	56	4	60	51
The change was managed well in my workgroup	4	16	24	52	4	56	48
My organisation's leadership supports staff to work in an environment of change	8	16	32	40	4	44	48

Diversity and inclusion

Working in your organisation

	Employee group					% agreement	Organisation % agreement	
	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %			
My organisation fosters an environment where all staff are treated fairly and with respect	0	21	10	55	15	69	72	
My organisation fosters an environment of inclusiveness	2	16	18	55	10	65	66	
	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	Don't Know %	% agreement	% agreement
There is a positive culture within my organisation in relation to employees from varied cultural backgrounds	0	5	8	52	34	2	85	86
There is a positive culture within my organisation in relation to employees with a disability	2	5	24	37	11	21	48	60
There is a positive culture within my organisation in relation to employees who are Aboriginal and/or Torres Strait Islander	2	3	18	39	16	23	55	53
There is a positive culture within my organisation in relation to employees who identify as LGBTI (lesbian, gay, bisexual, transgender and intersex)	0	2	18	45	26	10	71	73
There is a positive culture within my organisation in relation to employees who have caring responsibilities	2	10	18	44	24	3	68	75
There is a positive culture within my organisation in relation to employees who work part-time	2	11	6	52	27	2	79	81
There is a positive culture within my organisation in relation to employees who use flexible work practices	3	13	16	32	24	11	56	64
There is a positive culture within my organisation in relation to employees of different age groups	0	5	11	50	32	2	82	81
	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %		% agreement	% agreement
How colleagues and managers support diversity								
Senior managers actively support diversity in the workplace	0	5	29	50	16		66	68
My supervisor works effectively with people from diverse backgrounds	0	0	15	68	18		85	79
My supervisor actively supports diversity in the workplace	0	2	24	56	18		74	73
My work colleagues actively support diversity in the workplace	0	3	15	65	18		82	80
The people in my work group and colleagues have a positive attitude towards employees with diverse backgrounds	0	5	8	68	19		87	85

Learning and development

	Employee group					Organisation	
	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% agreement	% agreement
My organisation places a high priority on the learning and development of staff	8	13	15	39	26	65	73
When people start in new jobs in the organisation, they are given enough guidance and training	6	6	29	47	11	58	64
My manager encourages and supports my participation in learning and development opportunities	10	3	11	50	26	76	75
Working in the organisation provides me with the opportunity to maintain or increase my professional knowledge and skills	6	10	11	50	23	73	75
	Yes %	No %	Not sure %				Yes %
In the past 12 months, have your learning and development needs been identified and agreed with your supervisor	65	32	3				67
	Yes, fully %	Yes, partially %	No %				Yes %
Percent of those whose learning and development needs have been identified and agreed							
To date, have your learning and development needs been addressed in the agreed timeframe	55	28	18				92
	Yes %						Yes %
Percent of those whose learning and development needs have not been addressed							
What is the reason(s) why the agreed learning and development did not take place in the agreed timeframe							
My supervisor hasn't had the time	29						25
I haven't had the time	14						27
There is no money in the budget	29						30
Appropriate learning and development opportunities have not occurred	57						51
I've changed work areas or jobs	0						7
Other things have taken priority	57						49
Other	0						18

Learning and development

In the past 12 months, have you undertaken any skills development activities? Examples could include attending a course, online learning, or mentoring/coaching

	Employee group					Organisation	
	Yes %	No %	Not sure %			Yes %	
	71	27	2			78	
	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% agreement	% agreement
Percent of those who undertook skills development							
The skills development activities you have undertaken in the last 12 months have: Helped you do your job better	0	2	9	66	23	89	86
The skills development activities you have undertaken in the last 12 months have: Help you advance your career development	5	16	30	34	16	50	54
	Very dissatisfied %	Dissatisfied %	Neither satisfied nor dissatisfied %	Satisfied %	Very satisfied %	% satisfied	% satisfied
Percent of all respondents							
Overall, how satisfied are you with your own access to learning and development opportunities within your organisation	8	6	29	42	15	56	60

Sexual harassment

	Employee group					Organisation
	Yes %					Yes %
In the last year, have you experienced any of the following behaviours in this organisation						
Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)	10					5
Intrusive questions about your private life or comments about your physical appearance	10					6
Unwelcome touching, hugging, cornering or kissing	2					2
Inappropriate physical contact (including momentary or brief physical contact)	6					2
Repeated or inappropriate invitations to go out on dates	0					0
Sexual gestures, indecent exposure or inappropriate display of the body	2					1
Any other unwelcome conduct of a sexual nature	2					1
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	0					0
Request or pressure for sex or other sexual acts	0					0
Sexually explicit posts or messages on social media (including Facebook, Snapchat, Instagram etc)	0					0
Inappropriate staring or leering that made you feel intimidated	2					2
No, I have not experienced any of the above behaviours	87					89
		Not intimidated at all %	2 %	3 %	4 %	Extremely intimidated %
Percent of those who experienced the above behaviours						
On a scale of 1 to 5, overall how intimidated did the behaviour/s make you feel	0	38	50	13	0	
		Not offended at all %	2 %	3 %	4 %	Extremely offended %
On a scale of 1 to 5, overall how offended did the behaviour/s make you feel	13	38	13	38	0	

Sexual harassment

	Employee group			Organisation
	Yes %	No %	Not sure %	Yes %
When the harassment happened to you, did you respond in any of the following ways				
Tried to laugh it off or forget about it	63			41
Pretended it didn't bother you	50			41
Avoided the person(s) by staying away from them	38			32
Told the person the behaviour was not OK	50			38
Avoided locations where the behaviour might occur	0			18
Took time off work	0			4
Sought a transfer to another role/location/roster	0			4
Told someone else about what happened	13			39
Submitted a formal complaint	13			5
Other	13			9
Percent of those that did not submit a formal complaint				
Please tell us why you did not submit a formal complaint				
I believed there would be negative consequences for my reputation	14			20
I believed there would be negative consequences for my career	14			16
I didn't think it would make a difference	71			48
I believed there would be negative consequences for the person I was going to complain about	29			11
I didn't need to because I made the harassment stop	29			23
I didn't need to because I no longer had contact with the harasser(s)	14			14
I didn't know who to talk to or how to make a complaint	0			3
I was advised not to by a colleague or colleagues	0			3
I was advised not to by family or friend/s	0			1
Other	29			23
				Yes
				%
Percent of those who submitted a formal complaint				
Were you satisfied with the way your formal complaint was handled	0	100	0	56

Wellbeing

	Employee group					% agreement	Organisation % agreement
	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %		
Support from your organisation							
My organisation provides a safe work environment	3	2	15	63	18	81	83
My organisation encourages and supports employees to have a good work/life balance	10	13	21	40	16	56	62
My organisation has effective procedures in place to support employees who may experience stress	6	11	32	40	10	50	55
	Yes %	No %	Not sure %				Yes %
	42	58	0				33
	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% agreement	% agreement
Your team leader/managerial responsibilities							
Do you currently have direct team leader / managerial responsibility for any employee(s)	42	58	0				
	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %		
Percent of those with team leader / managerial responsibilities							
My organisation provides me with appropriate training and guidance to manage employees	0	12	27	46	15	62	63
My organisation has good procedures in place to support team leader / managers who may experience stress in managing employees	0	15	31	42	12	54	48
My organisation has good procedures in place to support team leader / managers managing staff absences	4	23	19	46	8	54	44
	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% disagreement	% disagreement
I often have to manage difficult / problematic employee behaviour	4	38	12	31	15	42	33
Managing employees has a negative effect on my other work responsibilities	19	58	12	12	0	77	53
Managing employees has a negative effect on my personal life (e.g. causing stress)	19	50	19	12	0	69	53

Wellbeing

Dealing with customers

In the past 6 months, have you been directly involved in engaging with customers

	Employee group					Organisation	
	Yes %	No %				Yes %	
	89	11				85	
	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% agreement	% agreement

Percent of those that have had direct engagement with customers

I have the ability and skills to deal with difficult customers

	2	4	4	64	27	91	92
--	---	---	---	----	----	----	----

My organisation provides me with appropriate training and guidance to manage customers

	2	20	16	56	5	62	59
--	---	----	----	----	---	----	----

My organisation has appropriate systems and procedures in place to deal with difficult customers

	4	7	20	62	7	69	67
--	---	---	----	----	---	----	----

My organisation has good procedures in place to support staff who may experience stress in dealing with customers

	7	15	27	45	5	51	56
--	---	----	----	----	---	----	----

Percent of all respondents

Your workgroup

My workgroup encourages and supports employees to have a good work/life balance

	10	11	16	48	15	63	65
--	----	----	----	----	----	----	----

Unplanned leave (e.g. sick leave, carer's leave, etc) is very common in my workgroup

	6	26	18	29	21	50	45
--	---	----	----	----	----	----	----

Your workload

The workload I have is appropriate for the job that I do

	5	21	13	55	6	61	59
--	---	----	----	----	---	----	----

In times of high workload, my manager provides the support I need to get the job done

	15	13	26	39	8	47	52
--	----	----	----	----	---	----	----

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% disagreement	% disagreement
--	---------------------	------------	------------------------------	---------	------------------	----------------	----------------

I am often unable to take breaks during work hours due to my workload

	8	45	8	24	15	53	43
--	---	----	---	----	----	----	----

Dealing with stress

I often feel my work is mentally and emotionally draining

	3	27	15	40	15	31	29
--	---	----	----	----	----	----	----

I often think about taking time out from work

	6	37	23	21	13	44	47
--	---	----	----	----	----	----	----

I often feel anxious and stressed about the prospect of going in to work

	24	44	15	11	6	68	62
--	----	----	----	----	---	----	----

	Nil %	Low / mild %	Moderate %	High %	Very high %	Severe %	High to severe %	High to severe %
--	-------	--------------	------------	--------	-------------	----------	------------------	------------------

How would you rate your current, overall stress level in relation to personal / non-work-related stress

	31	47	18	3	2	0	5	9
--	----	----	----	---	---	---	---	---

Wellbeing

	Employee group						High to severe	Organisation
	Nil %	Low / mild %	Moderate %	High %	Very high %	Severe %	%	High to severe %
How would you rate your current, overall stress level in relation to work-related stress	10	40	27	15	5	3	23	18
	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %		% agreement	% agreement
I have control over the workplace issues that cause me stress	18	34	19	21	8		29	39
I have control over the personal issues that cause me stress	0	5	13	55	27		82	73
	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %		% disagreement	% disagreement
Non-work related stress regularly has a negative impact on my ability to do my job	32	47	15	3	3		79	74
Work related stress regularly has a negative impact on my personal life	11	26	29	21	13		37	43
	Never %	Rarely %	Sometimes %	Often %	Always %		Often & always %	Often & always %
How often do you use each of the following approaches when dealing with stressful situations at work								
Debrief informally with other work colleagues	2	3	32	48	15		63	53
Debrief informally with your Manager	16	27	29	26	2		27	24
Discuss with your Manager/ supervisor/ mentor/coach during scheduled activities/meetings	29	24	32	11	3		15	24
Employee Assistance Program (EAP)	94	5	2	0	0		0	2
Seek support from family / friends	11	18	32	27	11		39	41
	Very dissatisfied %	Dissatisfied %	Neither satisfied nor dissatisfied %	Satisfied %	Very satisfied %		% satisfied	% satisfied
Work/Life balance								
Considering your work and life priorities, how satisfied are you with the work/life balance in your current job	5	18	21	45	11		56	62

Organisation Specific

Custom question text

Which of the following categories best describes your current position?

PM response text

% responses

	Area 2	8
	Area 3	11
	Area 4	3
	Area 5	21
Which of the following best describes the primary operational area in which you work?	Operation area 1	100
Please select your division	Division 1	100
Please select the site you currently work at	Site 1	21
	Site 2	79
Please select your unit	Unit 1	10
	Unit 2	2
	Unit 3	3
	Unit 4	3
	Unit 5	11
	Unit 6	10
	Unit 7	6
	Unit 8	13
	Unit 9	3
	Unit 10	2
	Unit 11	10
	Unit 12	3
	Unit 13	10
	Unit 14	10
	Unit 15	5