# PEOPLE MATTER SURVEY 2018

## GUIDE FOR ORGANISATION HEADS AND HUMAN RESOURCE DIRECTORS

VPSC

Victorian Public Sector Commission

VICTORIA State Government

The Victorian Government has vested the Victorian Public Sector Commission with functions designed to enhance the performance of the public sector – fostering the development of an efficient, integrated and responsive public sector which is highly ethical, accountable and professional in the ways it delivers services to the Victorian community.

The key functions of the Commission are to:

- strengthen the efficiency, effectiveness and capability of the public sector in order to meet existing and emerging needs and deliver high quality services; and
- maintain and advocate for public sector professionalism and integrity.

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## Currency

This is People Matter Survey 2018 Guide for Organisation Heads and Human Resource Directors, version 1.1 published in March 2018

Subsequent versions may be published from time to time. Always check for updates at:

**http://www.vpsc.vic.gov.au/people-matter-survey/**

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# 1. INTRODUCTION

Welcome to the 2018 People Matter Survey. This guide is designed to help Heads of organisations and Human Resource Directors complete the survey participation form for the 2018 People Matter Survey.

The guide also provides information on:

- the survey and timelines
- the reporting of results
- how anonymity is protected
- how we recommend promoting the survey within your organisation

**Confirming your participation**

We need to know whether or not you wish your organisation to participate in the survey. You will shortly receive an invitation email from our Commissioner containing a username and password enabling you to access the following web-based participation form:

https://www.orima.com.au/vpsc/organisation/

Please complete this by **Monday 26 February 2018.** Providing your advice by the due date is vital to our proceeding with arrangements to conduct the survey.

**Please note**:

- Health Service participation in the survey is set out in the Statement of Priorities issued by the Department of Health and Human Services.
- Victorian Public Service Departments, Victoria Police and the VPSC committed to participate in the survey for a period of three years from 2016-2018 .
- All other organisations are recommended to participate in the survey at least every two years.

**Contact details**

If have any questions about the survey, please contact us at:

**Phone:** (03) 9651 6200

**Email:** people.matter@vpsc.vic.gov.au

# 2. WHAT IS THE PEOPLE MATTER SURVEY?

The People Matter Survey gives our people the opportunity to express their views on how the public sector values and employment principles are demonstrated within their organisations by colleagues, managers and senior leaders.

As well as a core survey, six additional survey modules are offered for organisations seeking more in-depth information on diversity and inclusion; wellbeing; change management; career intentions; learning and development; and sexual harassment. We encourage all organisations to complete the wellbeing module.

The core survey measures employee engagement, satisfaction, and factors based on the public sector values and employment principles, such as respect, leadership and integrity. It also provides a mechanism to monitor bullying and harassment. A broad suite of demographic questions are asked to understand the employment experience of groups within the workforce, for example, in relation to inclusion and equal employment opportunity etc.

## 2.1 Changes to the survey for 2018

Recent feedback has highlighted the need to shorten the survey to make it easier for employees to complete and to increase participation.

Reductions are being made to the core survey and wellbeing module. All other modules will be unchanged.

The new survey should take no more than 20 minutes to complete.

The finalised questions will be published on the VPSC website by the end of February at https://vpsc.vic.gov.au/resources/people-matter-survey-core-survey-questions/

The changes mean that some questions asked in 2017 will be unavailable in the 2018 survey.

The VPSC is also beginning work to consider survey and addition support options for 2019.

## 2.2 Benefits

The People Matter Survey plays a crucial role in supporting public sector organisations to build positive workplace cultures, founded on our shared public sector values and employment principles. It also provides valuable information to help agencies become model employers that reflect the diversity of the Victorian community.

The survey allows your organisation to:

- understand the extent to which staff perceive that values, codes of conduct, employment principles and standards are demonstrated
- measure the level of staff engagement and job satisfaction
- understand staff views of leadership within your organisation
- better understand the demographic of your workforce
- compare results with like organisations and the broader public sector
- determine key areas where improvement is required
- help make changes to policies, processes and culture within the organisation to improve behaviours and practices

The survey provides the following:

- a suite of result reports (section 5)
- an option for you to add organisation structure/composition questions, enabling you to view results broken down by employee groups within your organisation
- the option for you to undertake survey modules to explore specific workforce topics in more detail
- employee and survey coordinator hotlines for technical support and survey questions
- a tool enabling your nominated survey coordinator to monitor your response rate during the survey to help maximise participation
- the option to personalise survey invitations, links and reminders
- flexibility about when you undertake your survey, in the period between **16 April** and **25 May**

## 2.3 Cost

**Survey participation is free of charge**, however costs may in incurred if your organisation:

- misses deadlines or makes substantive changes after these deadlines. A kit with detailed instructions and timelines will be sent to your nominated survey coordinator providing further guidance.
- seeks additional reporting
- seeks to alter the standard survey services described above

# 3. TIMELINE FOR 2018 SURVEY

Provision of data in advance of the timelines is encouraged and will assist the VPSC in responding to any issues in good time. Any late submissions and/or changes after this date will incur a fee to recover the extra survey programming and resourcing costs resulting from the changes.

| Date | Deliverable |
|---|---|
| **Week beginning 12 February** | Survey invitation sent from VPSC to the head of your organisation and HR director. |
| **26 February** | **Deadline for the submission of your organisation's survey participation form.**<br>*Survey coordinators need to review the form's contents. If survey coordinators need to make changes then please email* people.matter@vpsc.vic.gov.au |
| **9 March** | **Deadline for email submission of organisation composition spreadsheet.** |
| **Four weeks before your survey begins**<br>***(for organisations using personalised survey links only)*** | **Deadline for submission of:**<br>• **A list containing each employee's email address and first name**<br>• **any customised text to be used for survey invitation and reminder emails** |
| **One week before survey** | **Survey coordinator to test the survey link provided in the survey administration portal**<br>*If there are any issues with the survey link, please email* peoplematter@orima.com |
| **16 April** | **Survey window opens.**<br>*Your organisation will have specified a two to three week survey period starting on or after this date.* |
| **25 May** | **Survey window closes.**<br>*Your organisation will have specified a two to three week survey period that ends before or on this date.*<br>**All organisations to have completed their surveys by this date.**<br>***Please Note:*** If you suspect that you may need to extend your survey period in order to achieve an acceptable response rate, we recommend you choose a start date closer to the 16 April.. |
| **22 June** | Your organizations survey results and benchmarking will be provided via the VPSC online storage portal |

# 4. HOW TO COMPLETE YOUR PARTICIPATION FORM

Heads of organisations and Human Resource Directors will receive an invitation email from our Commissioner, providing you with a username and password to access the following web-based participation form:

https://www.orima.com.au/vpsc/organisation/

Please let us know whether or not you wish to participate in the survey by completing the above form.

Once you have logged in please select, via the left-hand navigation pane, the "Complete Participation Form" page to complete the form.

## 4.1 Are you participating?

We recommend participating in the People Matter Survey at least every two years. However, annual participation is mandated for Health Services, Public Service Departments, Victoria Police and the VPSC.

For those not mandated, please provide your reasons for not taking part.

If you elect to participate we will ask you to provide the details of your survey coordinator including survey dates, invitation options, and any modules you wish to undertake.

By participating, you agree that the survey data collected can be used by VPSC and research partners, including other public service departments and contracted service providers, to undertake research to benefit the public sector. The provision of any data to research partners, public service departments, or other parties, will be in accordance with the Privacy and Data Protection Act 2014 and the Health Records Act 2001 Act. To ensure compliance with legislative requirements, the VPSC will only conduct analysis or release data where the identity of individuals is protected and cannot be reasonably ascertained.

## 4.2 Nominate a survey coordinator

Please nominate a survey coordinator for your organisation. The coordinator will be the VPSC's primary point of contact for the duration of the survey and will be responsible for promoting the survey within your organisation.

The role of the survey coordinator is to:

- provide the VPSC and ORIMA Research[1] all necessary information by the due date. This will avoid any additional costs
- prepare survey invitations and reminders according to your chosen method of survey invitation
- promote the survey in your organisation to maximise survey responses and participation
- communicate to staff that the survey and the reporting of results will be conducted in a way that protects the anonymity of respondents
- inform your leaders and management about the survey and encourage their promotion of the survey before and during the survey period
- monitor participation and engage with management throughout the survey period
- become familiar with all tasks required to run the survey, as outlined in this guide, such as providing your organisation composition listings, email invitations, etc.

[1] ORIMA Research is the VPSC's contracted survey provider.

**Optional information session**

The VPSC offers information sessions for survey coordinators. We recommend that you sign up your nominated coordinator for this session if they are new to the People Matter Survey process. If you choose this option, your coordinator will receive an email informing them of the event's details.

**Survey period**

Please nominate a survey start and close date between the **16 April** and **25 May**. Please choose a two to three week period. If you suspect that you may need to extend your survey period to increase your response rate, we recommend you choose a start date closer to the 16 April. Ensuring your survey period does not exceed the survey window VPSC offers will avoid any additional costs.

**Total employee count**

Please provide us with the number of employees in your organisation. This will be used to calculate the response rate of your survey.

## 4.3 Survey invitation preferences

Organisations are given two invitation choices to choose from.

**Invitation by personalised link**

A personalised link is sent to employees' personal email address inviting them to participate. The email is able to be customised including an address to employees by name.

Choosing this option means:

- ORIMA research (our third party provider) can track the status of each individual, emailing a reminder to those that have not completed the survey, further into the survey period
- each participant can pause and resume the survey if interrupted, using the unique survey link provided within their invitation email

The email addresses used in this process will not be stored after the survey period ends, and will not be linked to survey responses, in order to protect the privacy and anonymity of employees.

You will also be provided with a generic survey link. This means you can give employees access to the survey if they have accidentally deleted their personalised email link, or if their correct details were not supplied to VPSC in time. The link can also be broadcasted on your organisation's intranet site for everyone to access.

**Invitation by generic link only**

A generic survey link is provided to the survey coordinator who distributes the link to employees via the survey invitation email. We also recommend broadcasting the generic link on your organisation's intranet.

Choosing this option means:

- survey coordinator will be responsible for sending employees the link with an invitation to participate, via email
- survey coordinator will be responsible for emailing a reminder to staff encouraging them to complete the survey if they have not yet done so
- a survey participant will also be able to use an automatically generated password that will allow them to re-continue the survey at a later time if they are unable to complete the survey in one session.

## 4.4 Choosing modules

For most public sector organisations the survey modules are optional. Please only select modules if you have a strong commitment to acting on the results as they add length to the survey. The VPSC encourages all organisations to undertake the wellbeing module.

Please note that some or all modules are mandatory if your organisation belongs to one of the following groups:

**Health Services**

The Department of Health and Human Services advised VPSC that your organisation's participation in the 2018 survey is mandatory. This includes the core survey as well as the following survey modules:

- wellbeing,
- diversity and inclusion, and
- sexual harassment modules.

A further three optional survey modules are offered for organisations that wish to seek more in-depth information on: change management; career intention; and learning and development.

**Victorian Secretaries Board (VSB) organisations (all Departments, Victoria Police and the Victorian Public Sector Commission)**

VSB organisations are asked to complete all six modules. This follows the Victorian Secretaries Board meeting on 17 February 2016, where it was agreed that all VSB organisations will participate in both the core survey and all six modules in 2016, 2017 and 2018.

# 5. REPORTING

Up to four standard reports (Table 1) will be produced after your survey has closed. These will be made available on the VPSC's online storage portal by 22 June: https://reports.vpsc.vic.gov.au/Online_Storage_Portal/

Nominated report recipients will receive a notification email when the reports are available on the portal.

Samples of these reports are available on the VPSC website.

**Table 1 – VPSC PMS report suite**

| Report Type | Description | Recipients[2] |
|---|---|---|
| **Organisation Results Report** | A detailed breakdown of your results at the organisational level. | Head of organisation<br>Human Resource Directors<br>Survey Coordinators |
| **Benchmark Report/s** | Results at the organisation level compared to the results of like organisations and previous years.<br>Separate reports are produced for the results of each additional module, if used. | Head of organisation<br>Human Resource Directors<br>Survey Coordinators |
| **Free Text Comment Report** | Unedited free text comments from employees who wished to provide further feedback to your organisation. | Head of organisation[3] |
| **Employee Group Report**<br>(Only provided if organisation structure or composition questions are used in survey) | Results at the employee group level, as specified by your organisation's structure and composition.<br>Please note that demographic data is excluded at this level to protect the anonymity of your employees. | Human Resource Directors<br>Survey Coordinators |

To make a request for any additional reports, please contact the VPSC in writing. The production of these non-standard reports may incur a fee.

[2] The circulation details may change if requested by the head of your organisation.
[3] Due to the sensitivity of the content in the free text comment report it will only be sent directly to the head of your organisation

# 6. PROMOTING THE SURVEY

Promoting the survey to managers and employees will help achieve a high response rate.

We recommend that your organisation formulates a communication strategy to help achieve buy in from executives, line managers and employees. This includes letting employees know how the results will be communicated after the survey.

The following suggestions may be used to help you form an effective promotional campaign and communication strategy.

**Before the survey**

- Conduct a promotional campaign one to two weeks before your survey is due to start
- Display promotional posters around the workplace. See: www.vpsc.vic.gov.au/people-matter-survey
- Request that your CEO sends a bulletin to all staff endorsing the survey
- Promote the survey on your intranet page. We recommend broadcasting the generic link to the survey (unless you prefer to use personalised survey links only) and utilising the material available within the VPSC website
- Promote anonymity of the survey to encourage participation

**During the survey**

- Encourage managers to promote participation in the survey
- Encourage people to set aside up to 20 minutes to complete the survey
- Offer linked incentives such as a team morning tea following survey completion
- Use 'pop ups' on employees' computers when they log on as a reminder to complete the survey
- Create a friendly competition to see which team can achieve the best survey response rate.

**After the survey**

- Encourage senior leaders to thank staff for participating in the survey
- Present the results to your employees in a suitable format (audio-visual presentation, email, forum etc.)
- Establish a working group to target a specific theme identified within the survey results, sharing recommendations across the organisation
- Actively engage employees through workshops and planning meetings in developing strategies to address survey results
- Prioritise actions that are achievable and present results in annual reports
- Incorporate actions into strategic, business, divisional, quality, OH&S and HR plans

# 7. ANONYMITY

Survey anonymity is a priority to the VPSC. Responses from individual employees are kept confidential and strict rules are in place to safeguard this at every stage of the survey process. VPSC is committed to responsible privacy practices and is subject to the *Privacy and Data Protection Act 2014* and the *Health Records Act 2001*.

There are several ways anonymity is protected during and after the survey:

- The VPSC only receives de-identified data from ORIMA.
- Individual survey responses will not be provided to your organisation.
- VPSC survey result reports only show summarised results for groups with 10 or more survey responses. For example, if a workgroup has fewer than 10 responses from females, the report will not show the summarised views and opinions of this small group to avoid the potential of identification.
- Participants have the opportunity to write comments at the end of the survey. These free text comments will be supplied to your organisation head via a separate report and not broken down by division, branch and unit. We encourage you to advise participants to avoid including any words that may identify them if they provide comments.