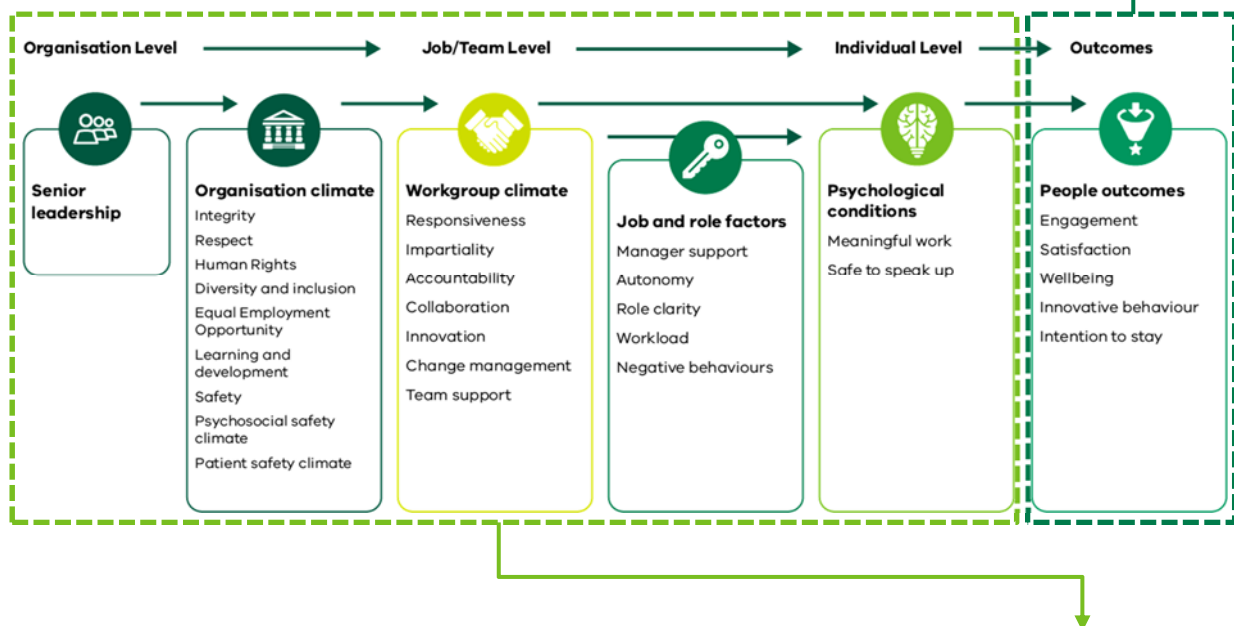


Understanding the People Matter Survey framework

The People Matter Survey has a new theoretical framework that strengthens the survey content and provides data that guides organisations in creating better workplaces.

The framework focuses on concepts that are common to all Victorian public sector organisations. It centres around six **people outcomes** that are key to modern, high-performing workplaces:

- engagement
- satisfaction
- job-related stress
- job-related wellbeing
- innovative behaviour
- intention to stay.



The framework explains how the people outcomes can be influenced by **workplace factors** at all levels, from senior leaders to individual employees. The framework shows that senior leadership influences organisation climate, which in turn shapes team climate and individual experiences. These factors then influence individual psychological conditions, including meaningful work and psychological safety. The combination of these workplace factors drives the **people outcomes**.

Knowing which factors have the greatest effect on people outcomes can help leaders focus on actions that will have a real impact. For example, role clarity affects employee engagement and satisfaction levels. So organisations that take action to communicate a clear strategy and show how each role supports that strategy are more likely to have highly satisfied and engaged employees.

The new framework is backed by theory and research and has been developed with academic experts and organisations across the sector. It helps the survey achieve its goal of providing organisations with relevant, evidence-based survey data, enabling a continuously improving public sector and creating workforces that are healthy, inclusive and engaged.