

Legal Practitioners Liability Committee 2022 people matter survey results report



Victorian Public Sector Commission



# People matter survey

# wellbeing check 2022

# Have your say

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Job and manager

Manager leadership

Manager support







#### About your report

The results in this report help your organisation build a positive workplace culture with integrity that live the public sector values.

#### **Report contents**

The visual on the right shows you what sections we've included in this report for your organisation's survey results.

#### Comparing data in this report

Your organisation took part in the survey in 2021 but not 2020.

This means you'll be able to compare about 68% of this year's survey with your previous results.

#### Rounding of percentages

In this report, we round numbers up or down to their nearest whole percentage.

This means some percentages may not add up to 100%.

#### Survey questions and definitions

Download Survey questions: People matter survey 2022 (DOCX, 55 pages) to see how we asked questions and defined concepts in the 2022 survey

# **Result summary**

#### People outcomes

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**Key differences Taking action** 

Highest scoring

Lowest scoring

Most improved

Most declined

comparator

comparator

Biggest positive

difference from

Biggest negative

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Intention to stay

# **Detailed results**

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- Job enrichment
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- Scorecard
- Responsiveness
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Public sector

- Accountability
- Respect
- Leadership
- Human rights
- Flexible working





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values

#### Privacy and anonymity

To protect you, we:

- use an anonymous survey link and everyone in your organisation receives the same survey link
- de-identify all survey response data provided to your organisation
- don't collect your name, date of birth or employee ID
- don't release results when fewer than 10 people in a work group have responded to the survey
- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total
- don't link the free-text comment reporting to any other survey information

Read more in our privacy policy.





#### Survey's theoretical framework

#### What this is

The framework provides an overview of the workplace factors and outcomes that the survey measures.

#### Why this is important

Based on theory and research, the framework focuses on core themes that help guide organisations in creating better workplaces.

We developed the framework in consultation with stakeholders from the public sector and Deakin University.

#### Our public sector values

The public sector values inform the professional and ethical conduct of everyone who works in the public sector.

As such, these values underpin the theoretical framework of the survey.

There's a strong link between workplace culture and how staff perceive their organisation lives the public sector values.

Senior leadership		ganisation nate	-	Workgroup climate	-	Job and manager	-	Outcomes
<ul> <li>Lead the organisation</li> <li>Set the culture</li> <li>Lead by example</li> <li>Actions influence outcomes</li> </ul>	inte • Safe • Pati clim	anisational egrity ety climate ient safety nate laboration		<ul> <li>Quality service delivery</li> <li>Innovation</li> <li>Workgroup support</li> <li>Safe to speak up</li> </ul>		<ul> <li>Manager leadership</li> <li>Manager support</li> <li>Workload</li> <li>Learning and development</li> <li>Job enrichment</li> <li>Meaningful work</li> <li>Flexible working</li> </ul>		<ul> <li>Engagement</li> <li>Satisfaction</li> <li>Wellbeing – work-related stress</li> <li>Wellbeing – job-related affect</li> <li>Intention to stay</li> <li>Acting on negative behaviours</li> </ul>

Inclusion

# The public sector values that underpin the framework and all public sector organisations



Responsiveness



Integrity



Impartiality



Accountability



Respect



Leadership











#### Your comparator group

#### What this is

This is a list of similar organisations to yours.

We try to make sure they're in the same industry your organisation is in.

Some organisations may not have taken part in the survey previously. This means your comparator group may be different to previous years.

How we use this in your report

In this report, we compare your organisation's survey results to your comparator group's results.

This is so you can compare how your organisation is doing in your industry or to similar organisations.

We refer to your comparator group in this report as 'comparator'.

**Transport Accident Commission** 

**Treasury Corporation of Victoria** 

Victorian Funds Management Corporation

Victorian WorkCover Authority





#### Your response rate

#### What this is

This is how many staff in your organisation did the survey in 2022.

#### Why this is important

The higher the response rate, the more your results will reflect how staff feel.

If less than 100 completed the survey, consider how much one person could change your results.

For example, if only 25 people did the survey, 1 person would account for 4% of any result.

In this example, if your survey result and comparator group result or previous survey result are within 4% of each other, there is very little difference in the results.

#### How to read this

The number in the brackets () shows how many staff completed the survey this year. We've also expressed this as a percentage of all the staff who work in your organisation.

2021	
52% (12)	
Comparator	11%

39%

Public Sector

2022

# 87% (20)

Comparator 47% **Public Sector** 52%







# People matter survey

# wellbeing check 2022

# Have your say

# **V** Overview

## Result summary

People outcomes

engagement index

satisfaction, stress,

intention to stay,

· Scorecard:

Engagement

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Satisfaction

#### **Report overview**

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- Your response rate
- Work-related stress
   levels
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  - Intention to stay

#### Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declinedBiggest positive
- difference from comparator
- Biggest negative difference from comparator

Public sector

Responsiveness

Scorecard

Integrity

Respect

Impartiality

Leadership

Human rights

Accountability

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# **Detailed results**

#### Senior leadership

 Senior leadership questions

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#### Workgroup climate

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# factors

Inclusion

Scorecard:

Bullving

Scorecard: emotional

negative behaviour

Sexual harassment

Discrimination

Violence and

aggression

effects of work

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- Manager leadership

Job and manager

- Manager supportWorkload
- Learning and
- development
- Job enrichment
- Meaningful work
- Flexible working

Victorian Public Sector Commission





Scorecard: employee engagement index

#### What this is

Engaged employees are committed to their organisation's goals and values, and motivated to contribute to organisational success.

The employee engagement index is a score out of 100. It is a weighting of all engagement question responses.

The weightings for each engagement response are:

- strongly agree is 100 points
- agree is 75 points
- neither agree nor disagree is 50 points
- disagree is 25 points
- strongly disagree is 0 points

#### Why this is important

High engagement may lead to greater satisfaction and lower absences, turnover and workplace stress.

2021		2022
74		69
Comparator	79	Comparator
Public Sector	70	Public Sector

74



#### **People matter survey** | results

## People outcomes

#### Engagement question results 1 of 2 $\,$

#### What this is

This is the overall sense of pride, attachment, inspiration, motivation and advocacy your employees have for your organisation.

Your organisation's engagement index Your 2022 index is 69

#### Why this is important

High engagement drives greater productivity, employee wellbeing and lower absences, turnover and workplace stress.

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

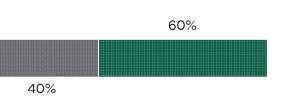
#### Example

70% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.



My organisation inspires me to do the

best in my job



#### Benchmark agree results

bu	c	omparato	tor			
2022	Lowest	Average	Highest			
70 %	70 %	80 %	97 %			
65 %	74 %	75 %	97 %			
60 %	71 %	72 %	94 %			
	70 % 70 % 65 %	70 %       79 %         70 %       70 %         65 %       74 %	Du         Comparate           2022         Lowest         Average           70 %         79 %         80 %           70 %         70 %         80 %           65 %         74 %         75 %           60 %         71 %         72 %			



#### Engagement question results 2 of 2

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Your organisation's engagement index

Your 2022 index is 69.

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#### Example

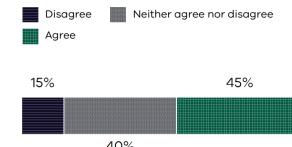
45% of your staff who did the survey agreed or strongly agreed with 'I feel a strong personal attachment to my organisation'.

#### Survey question

I feel a strong personal attachment to

my organisation

#### Your results



40%

#### Benchmark agree results

Yo	bu	c	omparato	or
2021	2022	Lowest	Average	Highest
58 %	45 %	62 %	67 %	89 %



# Scorecard: satisfaction, stress, intention to stay, inclusion

#### What this is

This scorecard provides overall results for satisfaction, high to severe work-related stress, intention to stay and inclusion.

There are more people outcomes scorecards throughout this report.

#### Why this is important

This page shows which outcomes are performing well and which outcomes you can look to improve.

#### How to read this

Each label represents a group of questions in the survey about people outcomes.

Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

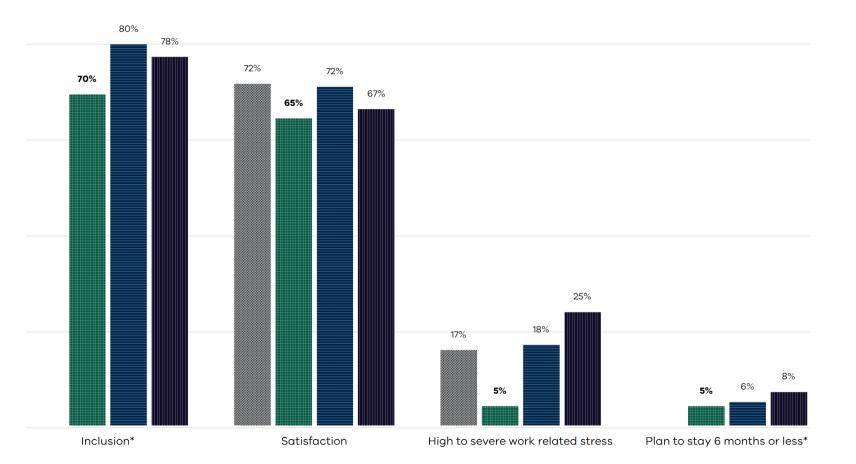
#### Example

In 2022:

• 70% of your staff who did the survey responded positively to questions about Inclusion.

Compared to:

• 80% of staff at your comparator and 78% of staff across the public sector.



\*We can't compare some data here because one or more questions were not asked in a previous survey

You 2021 You 2022 Comparator 2022 Public sector 2022











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# **People outcomes**

#### Satisfaction question results

#### What this is

This is how satisfied staff are with their jobs, work-life balance and career development.

#### Why this is important

High satisfaction may lead to improved engagement, performance and lower absences and turnover.

#### How to read this

Under 'Your results', see results for each auestion in descending order by most satisfied.

'Satisfied' combines responses for satisfied and very satisfied and 'Dissatisfied' combines responses for dissatisfied and very dissatisfied.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

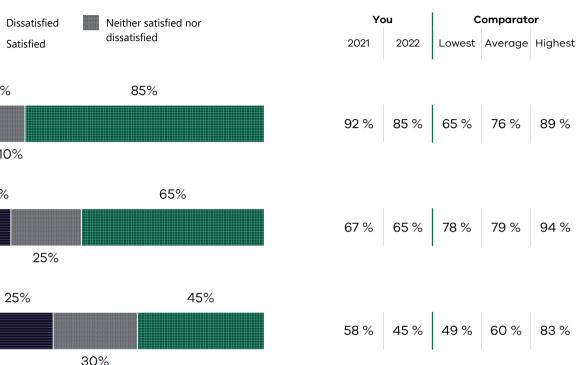
#### Example

85% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.

# Dissatisfied Satisfied 5% Considering everything, how satisfied are you with your current job 10% 10% How satisfied are you with the work/life balance in your current job

How satisfied are you with your career development within your current organisation

Survey question



Your results

## Benchmark satisfied results

Comparator

76 %

89 %

94 %

83 %

#### Work-related stress levels

#### What this is

This is the level of stress experienced by employees in response to work-related factors.

#### Why this is important

Stress can negatively affect peoples health and wellbeing as well as their performance and behaviour.

#### How to read this

In this survey we asked staff to tell us their stress level.

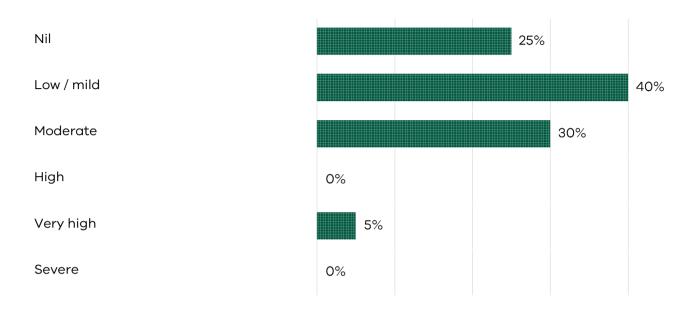
The graph at the top shows how staff in your organisation rated their current levels of work-related stress.

The numbers below show the percentage of staff in your organisation who said they experienced high to severe stress in 2022 compared to 2021 and your comparator.

#### Example

5% of your staff who did the survey said they had high to severe stress in 2022. This is compared to 18% of staff in your comparator group and 25% of staff across the public sector.

# How would you rate your current level of work-related stress? (You 2022)



#### Reported levels of high to severe stress

2021		2022	
17%		5%	
Comparator Public Sector	23% 26%	Comparator Public Sector	18% 25%





#### Work-related stress causes

#### What this is

This is the main work-related causes of stress reported by staff.

#### Why this is important

Stress can negatively affect peoples health and wellbeing as well as their performance and behaviour.

#### How to read this

In the survey, we ask staff to tell us if they have experienced mild to severe stress at work, as shown in the visual above the table.

If they answer yes, we ask them to tell us what caused the stress. They can select more than one cause.

In descending order, the table shows the top 10 causes.

#### Example

75% of your staff who did the survey said they experienced mild to severe stress.

Of that 75%, 40% said the top reason was 'Workload'.

Of those that experienced work related stress it was from	You 2021	You 2022	Comparator 2022	Public sector 2022
Workload	50%	40%	41%	51%
Dealing with clients, patients or stakeholders	17%	33%	17%	15%
Social environment (e.g. relationships with colleagues, manager and/or senior leaders)	8%	27%	7%	10%
Time pressure	33%	27%	37%	44%
Competing home and work responsibilities	8%	20%	20%	14%
Content, variety, or difficulty of work	8%	13%	14%	11%
Incivility, bullying, harassment or discrimination	0%	13%	5%	5%
Management of work (e.g. supervision, training, information, support)	8%	13%	13%	12%
Other changes due to COVID-19	42%	13%	10%	7%
Organisation or workplace change	8%	7%	12%	13%



15

 15
 5

 75%
 25%

Experienced some work-related stress

Did not experience some work-related stress

#### Intention to stay

#### What this is

This is what your staff intend to do with their careers in the near future.

#### Why this is important

In the public sector, we want to attract, keep, motivate and engage staff.

#### How to read this

In the survey, we ask staff to tell us how long they intend to work at their organisation.

#### Example

5% of your staff who did the survey said they intended to work for your organisation for 6 months or less.

Employees plan to work at your organisation for	You 2022	Comparator 2022	Public sector 2022
6 months or less	5%	6%	8%
Over 6 months and up to 1 year	5%	8%	10%
Over 1 year and up to 3 years	15%	20%	25%
Over 3 years and up to 5 years	35%	16%	16%
Over 5 years	40%	50%	41%





#### Inclusion question results

#### What this is

This is how included staff feel in their workplace.

#### Why this is important

When people feel like they belong, they can bring their true selves and lived experience to their work and workplace. This leads to increased productivity, wellbeing and better outcomes for the community.

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

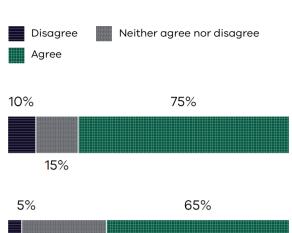
#### Example

75% of your staff who did the survey agreed or strongly agreed with 'I can be myself at work'.

# Survey question

I feel as if I belong at this organisation

I can be myself at work



Your results

30%

#### Benchmark agree results

You		c	omparato	or
2021	2022	Lowest	Average	Highest
Not asked	75 %	78 %	84 %	94 %
Not asked	65 %	76 %	77 %	94 %





#### Inclusion - Barriers to success

#### What this is

This is a list of things that staff felt were barriers to their success at work.

#### Why this is important

These results can show areas of focus for improvement to enable employee success in the workplace.

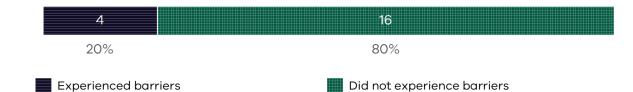
#### How to read this

In the survey, we ask staff to tell us if they have experienced any barriers to their success at work and what those barriers were. They can select more than one barrier.

In descending order, the table shows to top 10 answers.

#### Example

5% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'My age'. Staff who experienced one or more barriers to success at work



During the last 12 months, employees experienced barriers to their Comparator Public You success due to ... 2022 2022 sector 2022 5% 6% 8% My age My caring responsibilities 5% 7% 7% My disability 5% 1% 1% Other 5% 4% 4%



## Scorecard: emotional effects of work

#### What this is

This is the level of positive and negative feelings experienced by staff in the 3 months before the survey.

#### Why this is important

Positive feelings can lead to higher wellbeing and job satisfaction and a lower chance of burnout.

#### How to read this

Each label represents a question in the survey about emotional effects of work.

Each result is the percentage of staff who said they often, very often or always felt happy, enthusiastic, worried or miserable in the past 3 months.

You can compare these with your comparator and the public sector.

#### Example

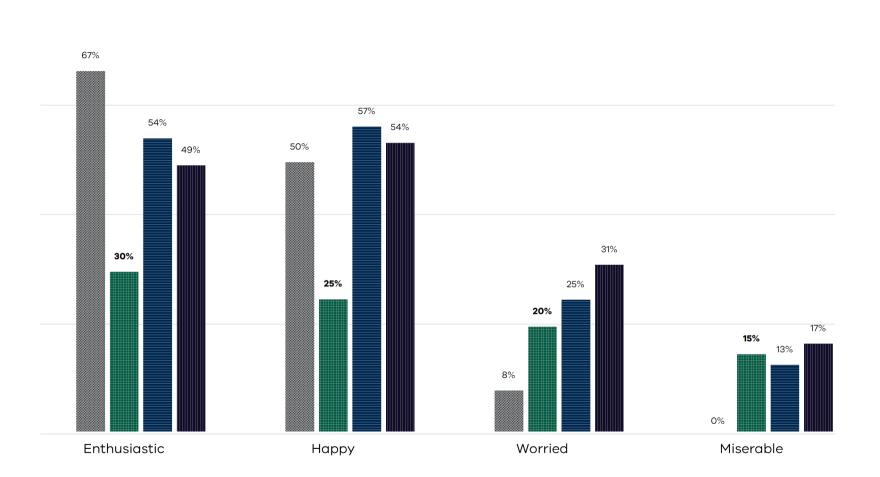
In 2022:

 25% of your staff who did the survey said work made them feel happy in 2022, which is down from 50% in 2021

Compared to:

• 57% of staff at your comparator and 54% of staff across the public sector.

# Thinking about the last three months, how often has work made you feel ...



You 2021 📕 You 2022 📕 Comparator 2022 📗 Public sector 2022





#### Scorecard: negative behaviours

#### What this is

This is how many staff have experienced negative behaviours at work in the past 12 months.

#### Why this is important

Negative behaviours can be detrimental to health and wellbeing as well as performance and behaviour.

#### How to read this

Each label represents a question in the survey about negative behaviour.

Each result is the percentage of staff who said they experienced bullying, sexual harassment, discrimination or violence and aggression in the past 12 months.

You can compare these with your comparator and the public sector.

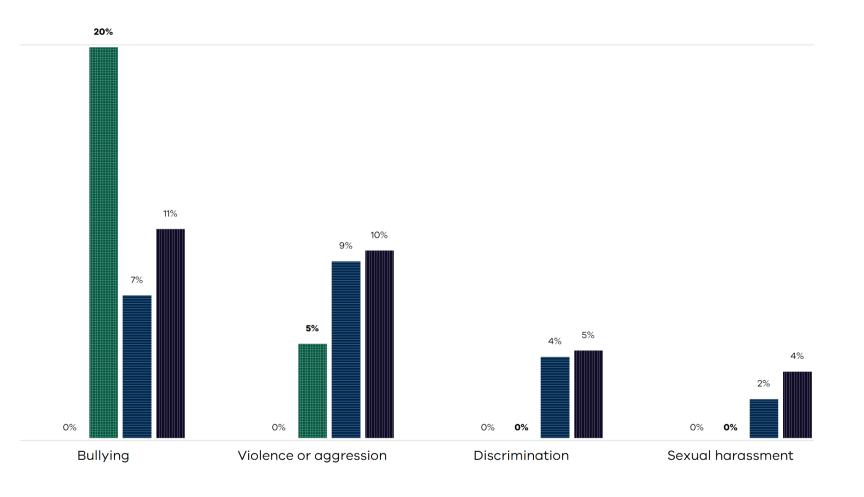
#### Example

In 2022:

20% of your staff who did the survey • stated they experienced 'Bullying' in the last 12 months which is up from 0% in 2021.

Compared to:

• 7% of staff at your comparator and 11% of staff across the public sector.



You 2021 You 2022 Comparator 2022 Public sector 2022







#### Bullying

#### What this is

This is repeated unreasonable behaviour directed at an employee that creates a risk to their health and safety.

#### Why this is important

Bullying can have an immediate and longterm negative impact on those involved, including those who witness bullying.

#### Why there is no data here

We've not published the results for this section because less than 10 people said they experienced bullying.

We do this to protect the respondents.



#### Violence and aggression

#### What this is

This is when staff are abused, threatened or assaulted in a situation related to their work.

#### Why this is important

Violence and aggression can have an immediate and long-term negative impact of those involved, including those who witness violence and aggression.

#### Why there is no data here

We've not published the results for this section because less than 10 people said they experienced violence or aggression. We do this to protect the respondents.





# People matter survey

# wellbeing check 2022

# Have your say

# Overview

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  - Intention to stay

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- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from comparator
- Sexual harassment Biggest negative
  - difference from comparator

- **Taking action**
- Taking action questions

**Detailed results** 

#### Senior leadership

 Senior leadership auestions

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#### Workgroup climate

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  - delivery
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Inclusion

Scorecard:

Bullying

Scorecard: emotional

negative behaviour

effects of work

Discrimination

Violence and

aggression

#### Public sector values

- Scorecard
- Responsiveness
  - Integrity
  - Impartiality
  - Accountability
- Human rights



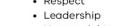




- Learning and
- development
- Flexible working
- Manager support
- Job enrichment
- Meaningful work

- Workload

- - Respect
- - Leadership



- Scorecard Manager leadership

 Engagement Scorecard: satisfaction, stress, intention to stay,

People outcomes

engagement index

- Satisfaction
- - inclusion

Scorecard:

#### Highest scoring questions

#### What this is

These are the questions your organisation had the highest agreement or satisfaction with in 2022. -

#### How to read this

Use this data to see where your organisation has the highest agreement or satisfaction with questions from the 2022 survey.

In this table, your score for this year is shown in the 'you 2022 column'.

You can also compare your 2022 scores against your 2021 scores and your 2022 comparator group.

#### Example

On the first row 'Manager leadership', the 'You 2022' column shows 95% of your staff agreed with 'My manager demonstrates honesty and integrity'.

In the 'Change from 2021' column, you have a 3% increase, which is a positive trend.

Question group	Highest scoring questions	You 2022	Change from 2021	Comparator 2022
Manager leadership	My manager demonstrates honesty and integrity	95%	+3%	90%
Organisational integrity	My organisation is committed to earning a high level of public trust	95%	-5%	88%
Safety climate	My organisation provides a physically safe work environment	95%	-5%	91%
Job enrichment	I understand how my job helps my organisation achieve it's goals	90%	Not asked in 2021	93%
Manager leadership	My manager models my organisation's values	90%	+7%	88%
Meaningful work	I get a sense of accomplishment from my work	90%	-2%	86%
Quality service delivery	My workgroup provides high quality advice and services	90%	Not asked in 2021	90%
Flexible working	My manager supports working flexibly	85%	Not asked in 2021	92%
Job enrichment	I clearly understand what I am expected to do in this job	85%	+2%	87%
Job enrichment	I have the authority to do my job effectively	85%	+2%	80%





Lowest scoring questions

#### What this is

These are the questions your organisation had the lowest agreement or satisfaction with in 2022.

#### How to read this

Use this data to see where your organisation has the lowest agreement or satisfaction with questions from the 2022 survey.

In this table, your score for this year is shown in the 'you 2022 column'.

You can also compare your 2022 scores against your 2021 scores and your 2022 comparator group.

#### Example

On the first row 'Learning and development', the 'You 2022' column shows 25% of your staff agreed with 'I am satisfied with the opportunities to progress in my organisation'.

This question was not asked in 2021.

Question subgroup	Lowest scoring questions	You 2022	Change from 2021	Comparator 2022
Learning and development	I am satisfied with the opportunities to progress in my organisation	25%	Not asked in 2021	52%
Organisational integrity	I have an equal chance at promotion in my organisation	30%	Not asked in 2021	52%
Organisational integrity	I believe the promotion processes in my organisation are fair	35%	Not asked in 2021	48%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	35%	-23%	66%
Taking action	My organisation has made improvements based on the survey results from last year	35%	Not asked in 2021	37%
Learning and development	My organisation places a high priority on the learning and development of staff	40%	-18%	56%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	45%	-22%	88%
Engagement	I feel a strong personal attachment to my organisation	45%	-13%	67%
Satisfaction	How satisfied are you with your career development within your current organisation	45%	-13%	60%
Innovation	My workgroup encourages employee creativity	45%	-22%	75%





#### Most improved

#### What this is

This is where staff feel their organisation has most improved.

#### How to read this

Use this data to see if your organisation has a developing or changing trend. In this table, your trend is shown in the 'Increase from 2021' column.

When you use this data, focus on the increase instead of individual numbers.

This is because the increase from 2021 shows you where the most positive changes are happening in your organisation.

#### Example

On the first row 'Safe to speak up', the 'You 2022' column shows 80% of your staff agreed with 'I feel culturally safe at work'. In the 'Increase from 2021' column, you have a 22% increase, which is a positive trend.

Question group	Most improved from last year	You 2022	Increase from 2021	Comparator 2022
Safe to speak up	I feel culturally safe at work	80%	+22%	86%
Manager support	My manager provides me with enough support when I need it	80%	+13%	87%
Meaningful work	I achieve something important through my work	85%	+10%	92%
Manager leadership	My manager models my organisation's values	90%	+7%	88%
Manager leadership	My manager demonstrates honesty and integrity	95%	+3%	90%
Senior leadership	Senior leaders provide clear strategy and direction	70%	+3%	64%
Job enrichment	I clearly understand what I am expected to do in this job	85%	+2%	87%
Job enrichment	I have the authority to do my job effectively	85%	+2%	80%
Workgroup support	People in my workgroup are politically impartial in their work	60%	+2%	83%
Collaboration	Workgroups across my organisation willingly share information with each other	60%	+2%	61%





#### Most declined

#### What this is

This is where staff feel their organisation has most declined.

#### How to read this

Use this data to see if your organisation has a developing or changing trend. In this table, your trend is shown in the 'Decrease from 2021' column.

When you use this data, focus on the decrease instead of individual numbers.

This is because the decrease from 2021 shows you where the most negative changes are happening in your organisation.

#### Example

On the first row 'Innovation', the 'You 2022' column shows 45% of your staff agreed with 'My workgroup is quick to respond to opportunities to do things better'. In the 'Decrease from 2021' column, you have a 38% decrease, which is a negative trend.

Question subgroup	Largest decline from last year	You 2022	Decrease from 2021	Comparator 2022
Innovation	My workgroup is quick to respond to opportunities to do things better	45%	-38%	78%
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	50%	-33%	73%
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	65%	-27%	81%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	50%	-25%	62%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	35%	-23%	66%
Organisational integrity	My organisation does not tolerate improper conduct	60%	-23%	72%
Workload	I have enough time to do my job effectively	70%	-22%	67%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	45%	-22%	88%
Innovation	My workgroup encourages employee creativity	45%	-22%	75%
Learning and development	My organisation places a high priority on the learning and development of staff	40%	-18%	56%





Biggest positive difference from comparator

#### What this is

This is where your staff have agreed more to a question compared to staff at similar organisations.

#### How to read this

Use this data to see where your organisation has the biggest positive difference with questions from the 2022 survey compared to your comparator group.

In this table, the difference to your comparator is shown in the 'difference' column.

#### Example

On the first row 'Satisfaction', the 'You 2022' column shows 85% of your staff were satisfied with 'Considering everything, how satisfied are you with your current job'.

The 'difference' column, shows that agreement for this question was 9 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2022	Difference	Comparator 2022
Satisfaction	Considering everything, how satisfied are you with your current job	85%	+9%	76%
Organisational integrity	My organisation is committed to earning a high level of public trust	95%	+7%	88%
Senior leadership	Senior leaders demonstrate honesty and integrity	75%	+7%	68%
Senior leadership	Senior leaders provide clear strategy and direction	70%	+6%	64%
Manager support	My manager gives me feedback that helps me improve my performance	85%	+5%	80%
Manager leadership	My manager demonstrates honesty and integrity	95%	+5%	90%
Job enrichment	I have the authority to do my job effectively	85%	+5%	80%
Safety climate	My organisation provides a physically safe work environment	95%	+4%	91%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	60%	+4%	56%
Meaningful work	I get a sense of accomplishment from my work	90%	+4%	86%



Biggest negative difference from comparator

#### What this is

This is where your staff have agreed less to a question compared to staff at similar organisations.

#### How to read this

Use this data to see where your organisation has the biggest negative difference with questions from the 2022 survey compared to your comparator group.

In this table, the difference to your comparator is shown in the 'difference' column.

#### Example

On the first row 'Human rights', the 'You 2022' column shows 45% of your staff agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'.

The 'difference' column, shows that agreement for this question was 43 percentage points lower in your organisation than in your comparator.

Question subgroup	Biggest negative difference from comparator	You 2022	Difference	Comparator 2022
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	45%	-43%	88%
Innovation	My workgroup is quick to respond to opportunities to do things better	45%	-33%	78%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	35%	-31%	66%
Innovation	My workgroup encourages employee creativity	45%	-30%	75%
Learning and development	I am satisfied with the opportunities to progress in my organisation	25%	-27%	52%
Safe to speak up	I feel safe to challenge inappropriate behaviour at work	50%	-24%	74%
Quality service delivery	My workgroup uses its resources well	50%	-24%	74%
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	50%	-23%	73%
Workgroup support	People in my workgroup are honest, open and transparent in their dealings	60%	-23%	83%
Workgroup support	People in my workgroup are politically impartial in their work	60%	-23%	83%





# People matter survey

# wellbeing check 2022

# Have your say

# Overview

## **Result summary**

People outcomes

engagement index

satisfaction, stress,

intention to stay,

Scorecard:

Scorecard:

inclusion

Satisfaction

Engagement

#### **Report overview**

- About your report
- Privacy and anonymity
- Survey's theoretical
- framework Your comparator group
- Your response rate
  - Work-related stress levels
    - Work-related stress causes
    - Intention to stay

#### **Key differences**

Biggest positive

comparator

difference from

Biggest negative

- Highest scoring
- Scorecard: emotional
- effects of work Most improved Scorecard: Most declined
- negative behaviour
- Bullying
- Sexual harassment
- Discrimination Violence and aggression

Inclusion

- **Taking action** 
  - Taking action questions

# **Detailed results**

#### Senior leadership

 Senior leadership auestions

#### Organisational

- climate
- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

#### Workgroup climate

- Scorecard • Quality service
- delivery
- Innovation
- Workgroup support
- Safe to speak up

#### Job and manager factors

- - Scorecard
  - Responsiveness
    - Integrity
    - Impartiality
    - Accountability
  - Respect
  - Leadership
  - Human rights







- Manager support
- Workload
- Job enrichment
- Learning and development
- Meaningful work
- Flexible working

 Scorecard Manager leadership

- values
- Public sector
- difference from comparator

Lowest scoring

# Taking action

#### What this is

This is how well staff feel their organisation takes action and makes improvements from your survey results.

#### Why this is important

If your organisation takes action as a result of survey results, your staff may feel their feedback is valuable.

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

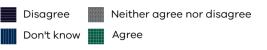
50% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will make improvements based on the results of this survey'.

#### Survey question

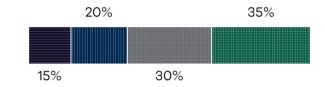
I believe my organisation will make improvements based on the results of this survey

My organisation has made improvements based on the survey results from last year





# 10% 50%



#### Benchmark agree results

You		Comparator		
2021	2022	Lowest	Average	Highest
Not asked	50 %	27 %	50 %	94 %
Not asked	35 %	24 %	37 %	89 %



# People matter survey

# wellbeing check 2022

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## **Result summary**

#### **Report overview**

- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate
- levels
  - causes
  - Intention to stay

#### People outcomes

Inclusion

Scorecard:

Violence and

aggression

Bullying

Scorecard: emotional

negative behaviour

effects of work

- Scorecard:
- engagement index Engagement
- Scorecard:
- satisfaction, stress, intention to stay,
- inclusion
- Satisfaction
  - Work-related stress
  - Work-related stress

#### **Key differences**

- Highest scoring
- Lowest scoring
- Most improved
- Most declined Biggest positive
- difference from
- Sexual harassment comparator Discrimination
  - Biggest negative
    - difference from comparator

- **Taking action**
- Taking action questions

- **Detailed results**
- Senior leadership Senior leadership auestions

# Organisational

- climate
- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

- Workgroup climate
- Scorecard • Quality service
- delivery
- Innovation
- Workgroup support
- Safe to speak up
- Job and manager factors

#### Public sector values

- Scorecard
- Responsiveness
  - Integrity
  - Impartiality
  - Accountability
- Leadership
- Human rights





- Scorecard
  - Manager leadership
  - Manager support
- - Workload

  - Meaningful work
  - Flexible working
- Learning and
  - development
  - Job enrichment
- Respect

## **Senior leadership**

#### Senior leadership

#### What this is

This is how supported staff feel by senior leaders in their organisation and how well they believe senior leaders communicate.

#### Why this is important

Supportive senior leaders who communicate well mean staff may feel more connected to their work and organisation.

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

75% of your staff who did the survey agreed or strongly agreed with 'Senior leaders demonstrate honesty and integrity'.

#### Survey question

Senior leaders demonstrate honesty

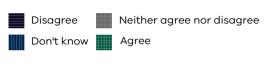
Senior leaders provide clear strategy

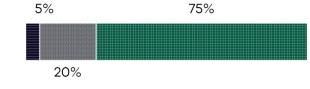
and integrity

and direction

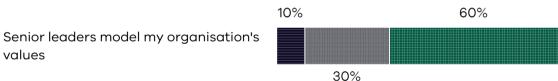
values











# Benchmark agree results

You		Comparator Lowest Average Highest			
2021	2022	Lowest	Average	Highest	
			68 %		
67 %	70 %	43 %	64 %	94 %	

67 %	60 %	51 %	67 %	94 %





# People matter survey

# wellbeing check 2022

# Have your say

# Overview

## **Result summary**

engagement index

satisfaction, stress,

intention to stay,

#### **Report overview**

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- Your comparator group
- Your response rate
- Work-related stress levels

Scorecard:

Scorecard:

inclusion

Satisfaction

Engagement

- Work-related stress causes
- Intention to stay

- People outcomes
  - Inclusion
    - Scorecard: emotional effects of work
      - Scorecard:
    - negative behaviour
    - Bullying
    - Sexual harassment Discrimination
    - Violence and aggression

- **Key differences**
- Highest scoring
- Lowest scoring
- Most improved
- Most declined Biggest positive
- difference from comparator
- Biggest negative
  - difference from comparator

Public sector

values

- **Taking action**
- Taking action questions

**Detailed results** 

#### Senior leadership

 Senior leadership questions

# Organisational

- climate
- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

- Workgroup climate
- Scorecard • Quality service
- delivery
- Innovation
- Workgroup support
- Safe to speak up

#### Job and manager factors

Scorecard

- - Scorecard Responsiveness
- Manager leadership
- Job enrichment





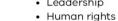


Manager support

- development

#### Workload Learning and

- Respect
  - Leadership

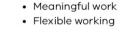


Integrity

Impartiality

Accountability





# **Organisational climate**

#### Scorecard

#### What this is

This scorecard provides overall results for each factor in the organisation climate part of the survey's theoretical framework.

#### Why this is important

This page shows which factors are performing well and which factors you can look to improve.

#### How to read this

Each label represents a group of questions in the survey about organisational climate. Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

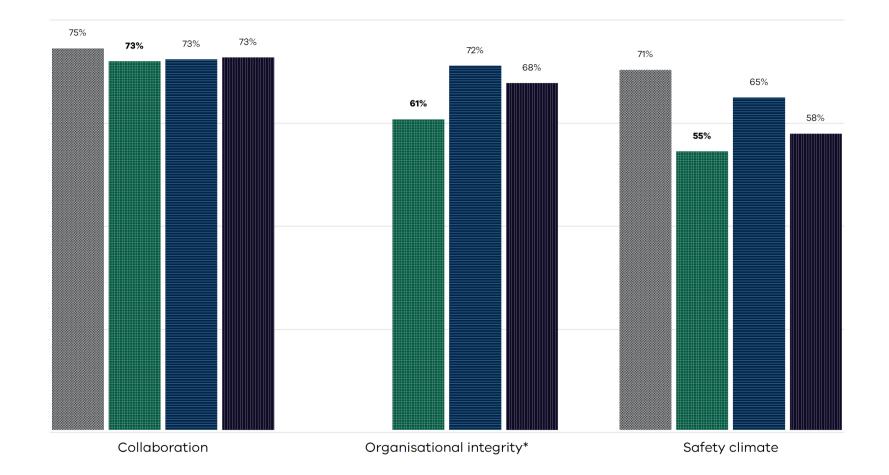
#### Example

In 2022:

73% of your staff who did the survey • responded positively to questions about Collaboration which is down from 75% in 2021.

#### Compared to:

• 73% of staff at your comparator and 73% of staff across the public sector.



\*We can't compare some data here because one or more questions were not asked in a previous survey

You 2022 Comparator 2022 Public sector 2022 You 2021





'Agree' combines responses for agree and

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

95% of your staff who did the survey agreed or strongly agreed with 'My organisation is committed to earning a high level of public trust'.

# **Organisational climate**

#### Organisational integrity 1 of 2

#### What this is

This is how much trust staff have in your organisation's ability to operate, implement policy and deliver services for Victorians.

#### Why this is important

We need the community to have high trust in how we work and what we do.

#### How to read this

Under 'Your results', see results for each auestion in descending order by most agreed.

strongly agree and 'Disagree' combines responses for disagree and strongly disagree.



Disaaree

5%

20%

20%

10%

5%

Don't know

Agree

95%

80%

75%

65%

My organisation encourages respectful workplace behaviours

Survey question

I believe the recruitment processes in my organisation are fair



#### Benchmark agree results

You		Comparator Lowest Average Highest		
2021	2022	Lowest	Average	Highest
		-	88 %	
92 %	80 %	84 %	88 %	97 %
92 %	75 %	87 %	88 %	100 %
Not asked	65 %	59 %	64 %	91 %



# 50% 35%

# 10% 35%

Your results

Agree

Disagree

10%

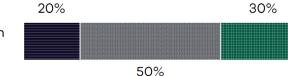
15%

Don't know

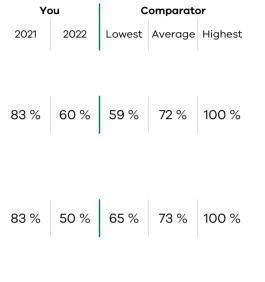
30%

Neither agree nor disagree

60%



#### Benchmark agree results



Not         35 %         35 %         48 %         83 %           Isked         35 %         35 %         48 %         83 %	Not Isked	35 %	35 %	48 %	83 %
---	--------------	------	------	------	------

#### Not asked 30 % 35 % 52 % 74 %

#### Victorian Public Sector Commission

a



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# My organisation does not tolerate improper conduct

My organisation takes steps to eliminate bullying, harassment and discrimination

Survey question

I believe the promotion processes in my organisation are fair

I have an equal chance at promotion in my organisation

#### Organisational climate

#### Organisational integrity 2 of 2

#### What this is

This is how much trust staff have in your organisation's ability to operate, implement policy and deliver services for Victorians.

#### Why this is important

We need the community to have high trust in how we work and what we do.

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

60% of your staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.

#### **Organisational climate**

#### Collaboration

#### What this is

This shows how well the workgroups in your organisation work together and share information.

#### Why this is important

Improving these results can improve the cohesiveness of your organisation and allow for greater intra-organisational collaboration.

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

85% of your staff who did the survey agreed or strongly agreed with " am able to work effectively with others outside my immediate workgroup'.

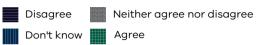


outside my immediate workgroup

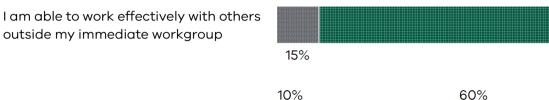
Workgroups across my organisation willingly share information with each

other

#### Your results









30%

Yo	bu	c	omparato	or
2021	2022	Lowest	<b>omparato</b> Average	Highest
			85 %	
58 %	60 %	54 %	61 %	97 %





#### Organisational climate

#### Safety climate 1 of 2

#### What this is

This is how well staff feel your organisation supports safety at work.

#### Why this is important

A safe workplace is a key outcome of Leading the way and the Victorian public sector mental health and wellbeing charter.

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

95% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

#### Survey question Your results Neither agree nor disagree Disaaree Don't know Agree 95% My organisation provides a physically safe work environment 5% 10% 50% All levels of my organisation are involved in the prevention of stress 40% 50% 10% My organisation has effective procedures in place to support employees who may experience stress 40% 15% 50% Senior leaders consider the psychological health of employees to be as important as productivity 35%

#### Benchmark agree results

You		Comparator Lowest Average Highest		
2021	2022	Lowest	Average	Highest
			91 %	
58 %	50 %	35 %	55 %	80 %
75 %	50 %	43 %	62 %	80 %
67 %	50 %	46 %	63 %	94 %





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#### **Organisational climate**

#### Safety climate 2 of 2

#### What this is

This is how well staff feel your organisation supports safety at work.

#### Why this is important

A safe workplace is a key outcome of Leading the way and the Victorian public sector mental health and wellbeing charter.

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

50% of your staff who did the survey agreed or strongly agreed with 'Senior leaders show support for stress prevention through involvement and commitment'.

#### Survey question

prevention through involvement and

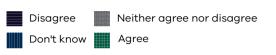
communication about psychological

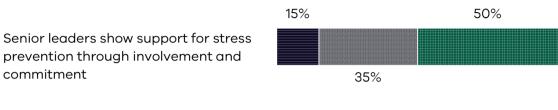
In my workplace, there is good

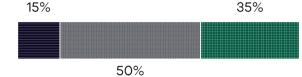
safety issues that affect me

commitment









Yo	bu	с	omparato	or
2021	2022	Lowest	<b>omparato</b> Average	Highest
			56 %	
58 %	35 %	41 %	66 %	80 %





# People matter survey

# wellbeing check 2022

#### Have your say

#### Overview

#### **Result summary**

People outcomes

engagement index

satisfaction, stress,

intention to stay,

Scorecard:

Scorecard:

Engagement

#### **Report overview**

- About your report
- Privacy and
- anonymity Survey's theoretical
- framework
- Your comparator group
- Your response rate
- Work-related stress levels
  - Work-related stress causes
  - Intention to stay

#### **Key differences**

Highest scoring

Most declined

Biggest positive

comparator

comparator

Public sector

Responsiveness

values

Scorecard

Integrity

Impartiality

Accountability

difference from

Biggest negative

difference from

- Scorecard: emotional Lowest scoring Most improved
- effects of work Scorecard:
- negative behaviour
- Bullying

Inclusion

- Sexual harassment
- Discrimination Violence and

- - Taking action
    - questions

**Taking action** 

- inclusion Satisfaction

# aggression

#### **Detailed results**

#### Senior leadership

 Senior leadership auestions

#### Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

#### Workgroup climate

- Scorecard • Quality service
- delivery
- Innovation
- Workgroup support • Safe to speak up

#### Learning and

factors

- development

- Flexible working

Victorian **Public Sector** Commission



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- Respect Leadership
- Human rights

- Scorecard Manager leadership
- Manager support

Job and manager

- Workload
- Job enrichment
- Meaningful work

#### Workgroup climate

#### Scorecard

#### What this is

This scorecard provides overall results for each factor in the workgroup climate part of the survey's theoretical framework.

#### Why this is important

This page shows which factors are performing well and which factors you can look to improve.

#### How to read this

Each label represents a group of questions in the survey about workgroup climate. Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

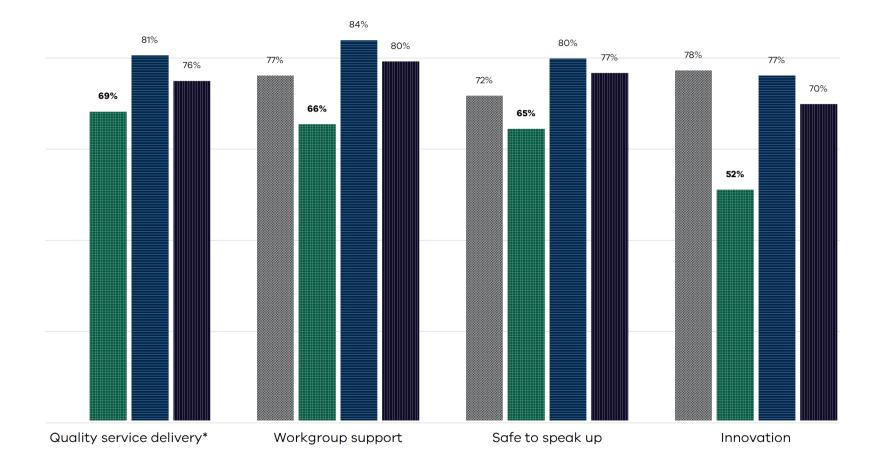
#### Example

In 2022:

• 69% of your staff who did the survey responded positively to questions about Quality service delivery.

Compared to:

• 81% of staff at your comparator and 76% of staff across the public sector.



\*We can't compare some data here because one or more questions were not asked in a previous survey

You 2021 You 2022 Comparator 2022 Public sector 2022





#### Workgroup climate

#### Quality service delivery

#### What this is

This is how well workgroups in your organisation operate to deliver quality services.

#### Why this is important

The public sector must provide highquality services in a timely way to meet the needs of Victorians.

Workgroups need to be motivated, make impartial decisions and have clear accountabilities.

#### How to read this

Under 'Your results', see results for each auestion in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

90% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

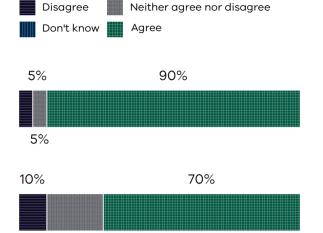
#### Survey question

My workgroup provides high quality advice and services

My workgroup has clear lines of responsibility

My workgroup acts fairly and without bias

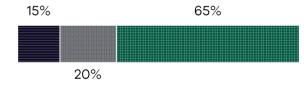
My workgroup uses its resources well

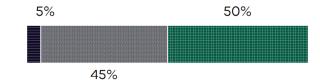


Your results

#### 20%

Disaaree





Yo	bu	c	omparato	or
2021	2022	Lowest	<b>omparato</b> Average	Highest
			90 %	
75 %	70 %	76 %	79 %	100 %

Not asked	65 %	70 %	82 %	97 %

Not asked	50 %	68 %	74 %	91 %





#### Workgroup climate

#### Innovation

#### What this is

This is how well staff feel their workgroup innovates its operations.

#### Why this is important

Innovation can reduce costs, create public value and lead to higher engagement.

#### How to read this

Under 'Your results', see results for each auestion in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

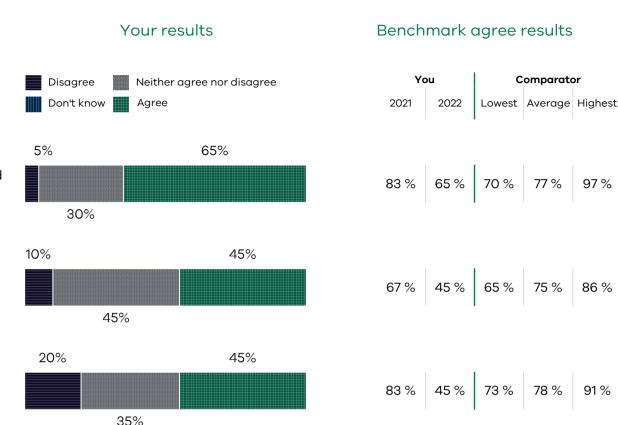
65% of your staff who did the survey agreed or strongly agreed with 'My workgroup learns from failures and mistakes'.



Survey question

My workgroup encourages employee creativity

My workgroup is quick to respond to opportunities to do things better





86 %



#### Workgroup climate

#### Workgroup support 1 of 2

#### What this is

This is how well staff feel people work together and support each other in your organisation.

#### Why this is important

Collaboration can lead to higher team satisfaction, performance and effectiveness.

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

70% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

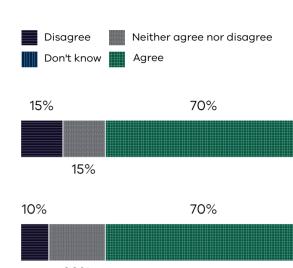
# People in my workgroup appropriately manage conflicts of interest

Survey question

People in my workgroup treat each other with respect

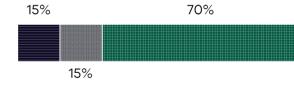
People in my workgroup work together effectively to get the job done

People in my workgroup are honest, open and transparent in their dealings



Your results

#### 20%





#### Benchmark agree results

Yo	bu	c	Lowest Average Highest		
2021	2022	Lowest	Average	Highest	
			81 %		
83 %	70 %	88 %	89 %	100 %	
83 %	70 %	86 %	86 %	94 %	
75 %	60 %	73 %	83 %	100 %	

Victorian

Public Sector Commission

## together and support each other in your organisation.

What this is

Why this is important

Workgroup climate

Workgroup support 2 of 2

Collaboration can lead to higher team satisfaction, performance and effectiveness.

This is how well staff feel people work

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

60% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.

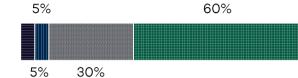
#### Survey question

People in my workgroup are politically

impartial in their work



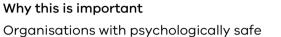
# Disagree Neither agree nor disagree Don't know Agree



You		c	omparato	or
2021	2022	Lowest	Average	Highest
58 %	60 %	76 %	83 %	100 %







Organisations with psychologically safe cultures empower staff to report negative behaviour and integrity issues.

This is how freely and confidently staff feel

they can talk about issues without fear of

#### How to read this

Workgroup climate

Safe to speak up

What this is

retribution.

Under 'Your results', see results for each question in descending order by most agreed.

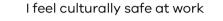
'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

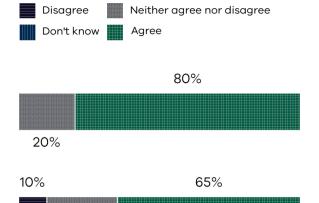
80% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

#### Survey question



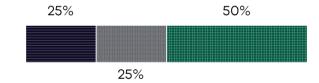
People in my workgroup are able to bring up problems and tough issues

I feel safe to challenge inappropriate behaviour at work



Your results





#### Benchmark agree results

<b>You</b> 2021 2022		c	omparato	or
2021	2022	Lowest	Average	Highest
			86 %	
92 %	65 %	73 %	81 %	94 %
67 %	50 %	62 %	74 %	97 %



47

# People matter survey

# wellbeing check 2022

#### Have your say

#### Overview

#### **Result summary**

People outcomes

engagement index

satisfaction, stress,

intention to stay,

Scorecard:

#### **Report overview**

- About your report
- Privacy and anonymity
  - Engagement Scorecard:
- Survey's theoretical framework
- Your comparator group
- Your response rate
- Satisfaction Work-related stress levels

inclusion

- Work-related stress causes
- Intention to stay

#### **Key differences**

Highest scoring

Biggest positive

comparator

comparator

difference from

Biggest negative

difference from

- Scorecard: emotional Lowest scoring
- effects of work Most improved Most declined
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination Violence and aggression

Inclusion

- **Taking action** 
  - Taking action questions

**Detailed results** 

#### Senior leadership

 Senior leadership auestions

#### Organisational

- climate
- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

- Workgroup climate
- Scorecard • Quality service
- delivery
- Innovation
- Workgroup support
- Safe to speak up
- Manager support Workload

Scorecard

factors

Learning and

Job and manager

Manager leadership

- development
- Job enrichment
- Meaningful work Flexible working

- Public sector values
- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights







#### Scorecard 1 of 2

#### What this is

This scorecard provides overall results for each job and manager factor in the survey's theoretical framework.

#### Why this is important

This page shows which factors are performing well and which factors you can look to improve.

#### How to read this

Each label represents a group of questions in the survey about job and manager factors.

Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

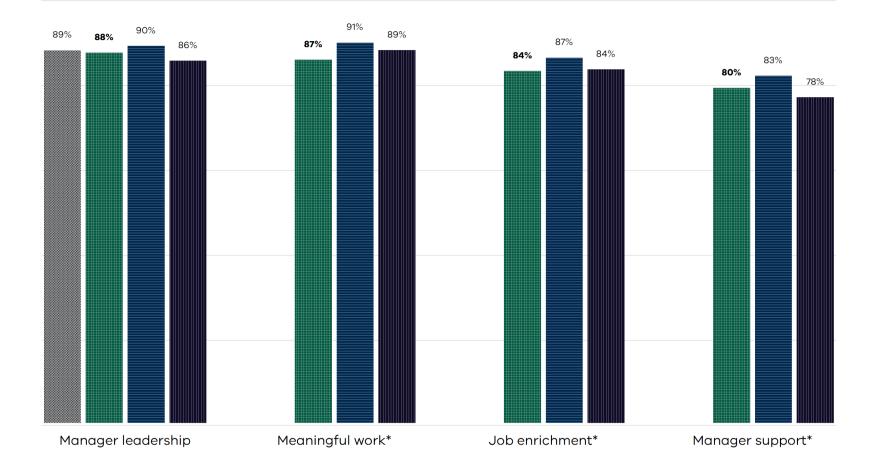
#### Example

In 2022:

88% of your staff who did the survey • responded positively to questions about Manager leadership.

#### Compared to:

• 90% of staff at your comparator and 86% of staff across the public sector.



\*We can't compare some data here because one or more questions were not asked in a previous survey

You 2022 Comparator 2022 Public sector 2022 You 2021







#### Scorecard 2 of 2

#### What this is

This scorecard provides overall results for each job and manager factor in the survey's theoretical framework.

#### Why this is important

This page shows which factors are performing well and which factors you can look to improve.

#### How to read this

Each label represents a group of questions in the survey about job and manager factors.

Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

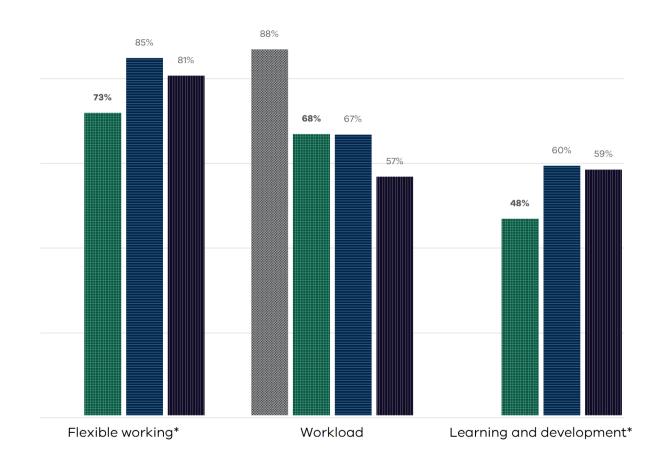
#### Example

In 2022:

73% of your staff who did the survey • responded positively to questions about Flexible working.

#### Compared to:

• 85% of staff at your comparator and 81% of staff across the public sector.



\*We can't compare some data here because one or more questions were not asked in a previous survey

You 2022 Comparator 2022 Public sector 2022 You 2021







#### Manager leadership

#### What this is

This is how well staff perceive their direct managers lead.

integrity

values

#### Why this is important

Great managers can foster the right environment for staff engagement. They can act as role models for your

organisation's strategy and values.

#### How to read this

Under 'Your results', see results for each auestion in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

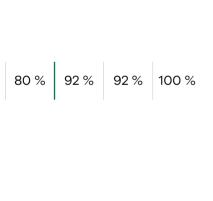
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

95% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

#### Survey question Your results Benchmark agree results You Neither agree nor disagree Disagree Don't know Agree 2021 95% My manager demonstrates honesty and 92 % 5% 90% My manager models my organisation's 83 % 10% 80% My manager treats employees with 92 % dignity and respect

20%



Comparator

Lowest Average Highest

90 %

88 %

97 %

97 %

2022

95 %

90 %

84 %







#### Manager support 1 of 2

#### What this is

This is how supported staff feel by their direct manager.

#### Why this is important

Supportive managers can give staff clarity, appreciation and positive feedback and coaching.

This can lead to higher satisfaction, performance and capacity to do work.

#### How to read this

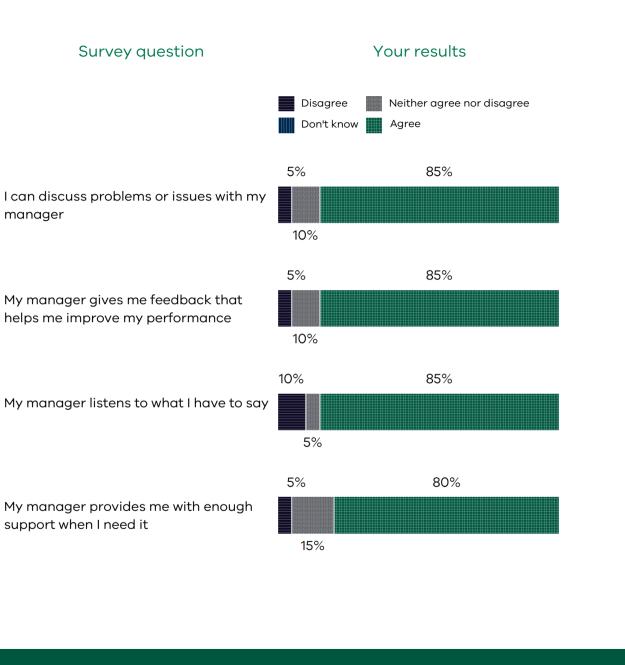
Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

85% of your staff who did the survey agreed or strongly agreed with 'I can discuss problems or issues with my manager'.



Yo	ou	c	omparato	or
2021	2022	Lowest	<b>omparato</b> Average	Highest
			89 %	
Not			80 %	04.0/
asked	85 %	65 %	80 %	94 %
92 %	85 %	86 %	88 %	97 %
67 %	80 %	73 %	87 %	94 %



#### Manager support 2 of 2

#### What this is

This is how supported staff feel by their direct manager.

#### Why this is important

Supportive managers can give staff clarity, appreciation and positive feedback and coaching.

do good work

This can lead to higher satisfaction, performance and capacity to do work.

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

65% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.

# Survey question Your results Disagree Disagree Don't know Don't know Agree 10% 65%

25%

You		c	omparato	or
2021	2022	Lowest	Average	Highest
		I		
Not asked	65 %	57 %	71 %	91 %





#### Workload

#### What this is

This is how staff feel about workload and time pressure.

#### Why this is important

Workload and time pressure are the most prominent causes of work-related stress.

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

the job that I do

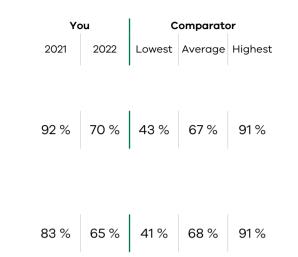
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

70% of your staff who did the survey agreed or strongly agreed with "I have enough time to do my job effectively'.

#### Survey question Your results Neither agree nor disagree Disagree Agree 70% I have enough time to do my job effectively 30% 65% The workload I have is appropriate for

35%









#### Learning and development

#### What this is

This is how well staff feel they can learn and grow in your organisation.

#### Why this is important

Good learning and career development can build engagement, efficiency and capability in organisations. It may also help staff retention.

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

65% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

# Survey question

I am satisfied with the way my learning

My organisation places a high priority

I am satisfied with the opportunities to

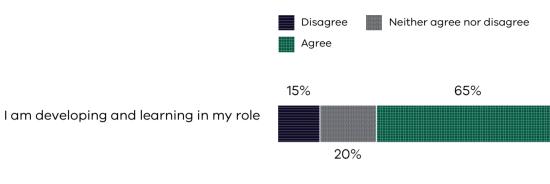
progress in my organisation

on the learning and development of

staff

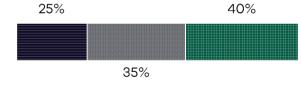
and development needs have been

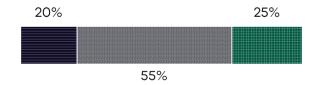
addressed in the last 12 months

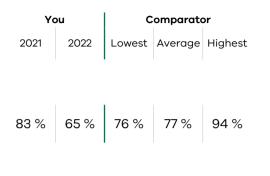


Your results

# 15% 60%

















#### Job enrichment 1 of 2

#### What this is

This is how staff feel about their autonomy at work and role clarity.

#### Why this is important

Job enrichment is one of the main drivers of employee engagement and workplace wellbeing.

#### How to read this

Under 'Your results', see results for each auestion in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

90% of your staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve it's goals'.

#### Survey question Your results Neither agree nor disagree Disagree Agree 90% I understand how my job helps my organisation achieve it's goals 10% 85% I clearly understand what I am expected to do in this job 15% 5% 85% I have the authority to do my job effectively 10% 10% 80% I can use my skills and knowledge in my job

10%

You		Comparator Lowest Average Highest		
2021	2022	Lowest	Average	Highest
			93 %	
83 %	85 %	78 %	87 %	100 %
83 %	85 %	73 %	80 %	100 %
Not asked	80 %	93 %	93 %	100 %



#### Job enrichment 2 of 2

#### What this is

This is how staff feel about their autonomy at work and role clarity.

#### Why this is important

Job enrichment is one of the main drivers of employee engagement and workplace wellbeing.

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

80% of your staff who did the survey agreed or strongly agreed with 'I have a say in how I do my work'.

#### Survey question

I have a say in how I do my work



#### Neither agree nor disagree Disagree 📕 Agree 80% 10%

10%

#### Benchmark agree results You Comparator

2021	2022	Lowest	Average	Highest
Not asked	80 %	78 %	83 %	97 %





#### Meaningful work

#### What this is

This is how staff feel about their contribution and how worthwhile their work is.

#### Why this is important

Staff who feel their work is meaningful can help achieve individual, team and organisational outcomes.

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

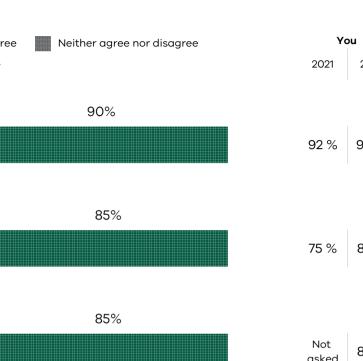
#### Example

90% of your staff who did the survey agreed or strongly agreed with 'I get a sense of accomplishment from my work'.

# Survey question Your results Disagree Neither agree nor of Agree I get a sense of accomplishment from my work 5% System 5% System 5% System 5% System 85% Jachieve something important through my work 10%

I can make a worthwhile contribution at work

15%



You		Comparator Lowest Average Highest			
2021	2022	Lowest	Average	Highest	
			86 %		
75 %	85 %	89 %	92 %	100 %	
Not asked	85 %	94 %	94 %	99 %	





#### Flexible working

#### What this is

This is how well you organisation supports staff to work flexibly.

#### Why this is important

Supporting flexible working can improve employee wellbeing.

#### How to read this

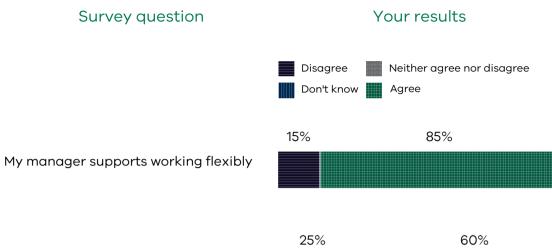
Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

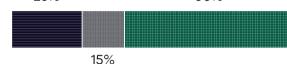
85% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.



I am confident that if I requested a

given due consideration

flexible work arrangement, it would be



#### Benchmark agree results

You		Comparator Lowest Average Highest		
2021	2022	Lowest	Average	Highest
			92 %	
67 %	60 %	73 %	79 %	94 %

#### Victorian Public Sector Commission





# People matter survey

# wellbeing check 2022

#### Have your say

#### Overview

#### **Result summary**

People outcomes

engagement index

satisfaction, stress,

intention to stay,

Scorecard:

#### **Report overview**

- About your report
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- Engagement Scorecard: Survey's theoretical
- framework
- Your comparator group
- Your response rate
- Satisfaction Work-related stress levels

inclusion

- Work-related stress causes
- Intention to stay

#### **Key differences**

Highest scoring

Biggest positive

comparator

comparator

difference from

Biggest negative

difference from

- Scorecard: emotional Lowest scoring
- effects of work Most improved Scorecard: Most declined
- negative behaviour
- Bullying
- Sexual harassment
- Discrimination Violence and aggression

Inclusion

- **Taking action** 
  - Taking action questions

**Detailed results** 

#### Senior leadership

 Senior leadership auestions

#### Organisational

- climate
- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

#### Workgroup climate

- Scorecard • Quality service
  - delivery
- Innovation
- Workgroup support
- Safe to speak up

#### Job and manager factors

- Manager support
- Workload

#### Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights







- Scorecard Manager leadership
- Learning and

- development
- Job enrichment
- Meaningful work

- Flexible working

#### Scorecard 1 of 2 $\,$

#### What this is

This is a set of 7 values that form the basis for the professional and ethical conduct of everyone who works in the public sector.

#### Why this is important

There's a strong link between workplace culture and how staff perceive their organisation lives the public sector values.

#### How to read this

Each label represents a group of questions in the survey about public sector values. Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

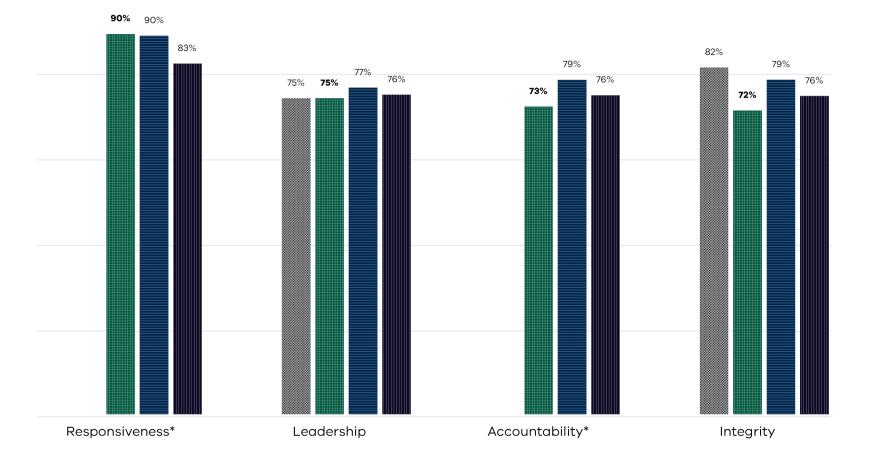
#### Example

In 2022:

• 90% of your staff who did the survey responded positively to questions about Responsiveness.

Compared to:

• 90% of staff at your comparator and 83% of staff across the public sector.



\*We can't compare some data here because one or more questions were not asked in a previous survey

You 2021 You 2022 Comparator 2022 Public sector 2022





#### Scorecard 2 of 2

#### What this is

This is a set of 7 values that form the basis for the professional and ethical conduct of everyone who works in the public sector.

#### Why this is important

There's a strong link between workplace culture and how staff perceive their organisation lives the public sector values.

#### How to read this

Each label represents a group of questions in the survey about public sector values. Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

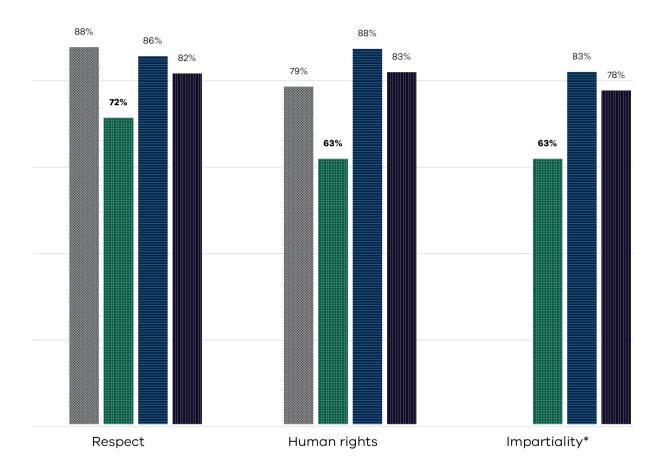
#### Example

In 2022:

• 72% of your staff who did the survey responded positively to questions about Respect , which is down 16% in 2021.

Compared to:

• 86% of staff at your comparator and 82% of staff across the public sector.



\*We can't compare some data here because one or more questions were not asked in a previous survey

You 2021 You 2022 Comparator 2022 Public sector 2022





#### Public sector values

#### Responsiveness

#### What this is

This is how responsive your staff feel they are to the community.

#### Why this is important

Staff need to feel they can adapt to the changing demands and circumstances of our clients and stakeholders.

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

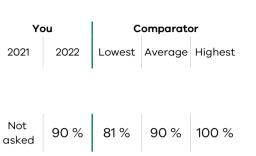
90% of staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

#### Survey question

My workgroup provides high quality advice and services

Your results

#### Neither agree nor disagree Disaaree Don't know Agree 5% 90% 5%









#### Public sector values

#### Integrity 1 of 2

#### What this is

Integrity is being honest and transparent, conducting ourselves properly and using our powers responsibly.

#### Why this is important

The Victorian community need high trust in how everyone in the public sector works and what they do.

#### How to read this

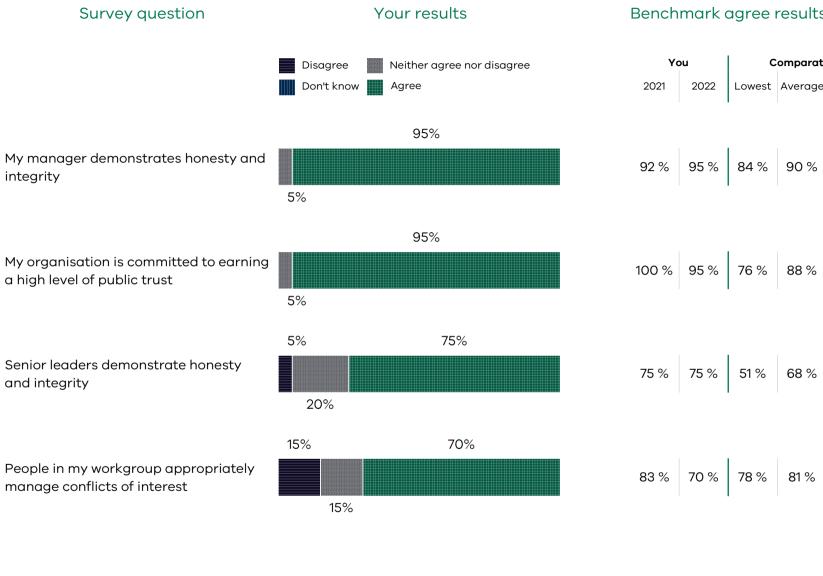
Under 'Your results', see results for each auestion in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

95% of staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.







Benchmark agree results

84 %

2022

95 %

75 %

Comparator

Lowest Average Highest

90 %

51 % 68 % 100 %

78 % 81 %

97 %

97 %

#### agreed.

Public sector values

our powers responsibly.

Why this is important

and what they do. How to read this

Integrity 2 of 2 What this is

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Integrity is being honest and transparent,

conducting ourselves properly and using

The Victorian community need high trust

in how everyone in the public sector works

Under 'Your results', see results for each question in descending order by most

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

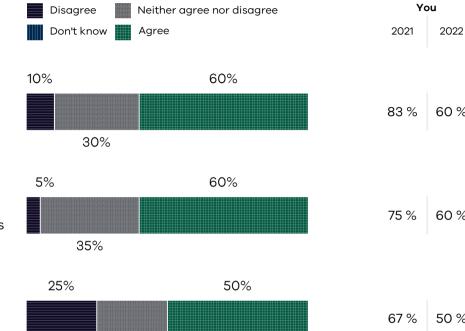
60% of staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.

#### Survey question

My organisation does not tolerate improper conduct

People in my workgroup are honest, open and transparent in their dealings

I feel safe to challenge inappropriate behaviour at work



Your results



You		Comparator Lowest Average Highest		
2021	2022	Lowest	Average	Highest
			72 %	
75 %	60 %	73 %	83 %	100 %
67 %	50 %	62 %	74 %	97 %





#### **Public sector values**

#### Impartiality

#### What this is

Impartiality is how your staff feel an organisation makes informed decisions and provides stable advice on merit, without bias, favouritism or self interest.

#### Why this is important

We all have an obligation to be impartial and make objective and fair decisions that are open to scrutiny.

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

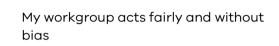
'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

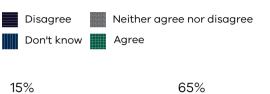
#### Example

65% of staff who did the survey agreed or strongly agreed with 'My workgroup acts fairly and without bias'.

#### Survey question

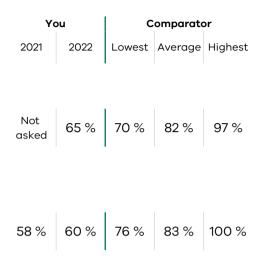


People in my workgroup are politically impartial in their work













Your results



90% of staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve it's goals'.

#### Public sector values

#### Accountability 1 of 2

#### What this is

Accountability is if your staff feel they work to clear objectives in a transparent manner and can accept responsibility for decisions.

#### Why this is important

As we all make decisions on behalf of Victorians, we must be accountable in the resources we use.

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

Survey question

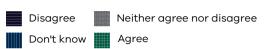
I understand how my job helps my organisation achieve it's goals

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

My workgroup has clear lines of responsibility

Senior leaders provide clear strategy and direction



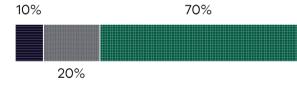


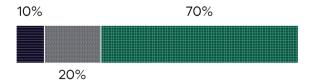
#### 90%











#### Not 90 % 92 % 93 % 100 % asked

Comparator

Lowest Average Highest

Benchmark agree results

You

2022

2021

83 %	85 %	78 %	87 %	100 %





Victorian

**Public Sector** Commission

#### Accountability 2 of 2

#### What this is

Accountability is if your staff feel they work to clear objectives in a transparent manner and can accept responsibility for decisions.

#### Why this is important

As we all make decisions on behalf of Victorians, we must be accountable in the resources we use.

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

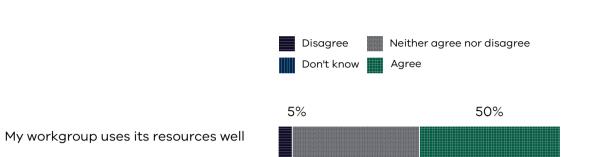
'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

50% of staff who did the survey agreed or strongly agreed with 'My workgroup uses its resources well'.

#### Survey question



Your results

45%

You		Comparator		
2021	2022	Lowest	Average	Highest
		I		
Not asked	50 %	68 %	74 %	91 %





#### Respect 1 of 2

#### What this is

Respect is how your staff feel they're treated in the workplace and community.

#### Why this is important

All staff need to treat their colleagues and Victorians with respect.

#### How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

85% of staff who did the survey agreed or strongly agreed with 'My manager listens to what I have to say'.



You		<b>Comparator</b> Lowest Average Highest		
2021	2022	Lowest	Average	Highest
			88 %	
92 %	80 %	92 %	92 %	100 %
92 %	75 %	87 %	88 %	100 %
83 %	70 %	88 %	89 %	100 %



#### Respect 2 of 2

#### What this is

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#### Why this is important

All staff need to treat their colleagues and Victorians with respect.

#### How to read this

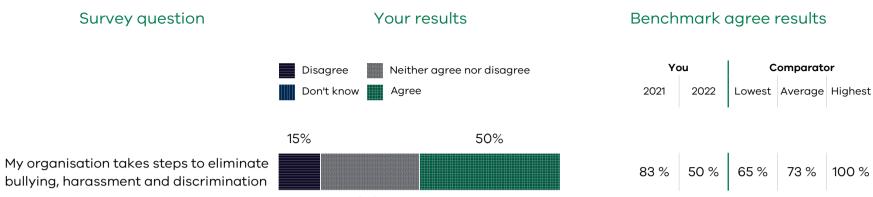
Under 'Your results', see results for each question in descending order by most agreed.

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#### Example

50% of staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.







#### | results

# **A** 71

#### Public sector values

#### Leadership

#### What this is

Leadership is how your staff feel an organisation implements and promotes the public sector values.

#### Why this is important

Good leadership plays a role in the development of workplace culture.

It also gives Victorians confidence that staff in the public sector behave to a high standard.

#### How to read this

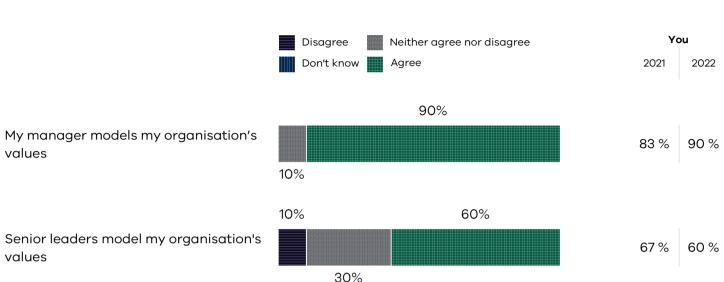
Under 'Your results', see results for each question in descending order by most agreed.

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Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

90% of staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.



Your results

Survey question





Benchmark agree results

87 %

51 %

Comparator

Lowest Average Highest

88 %

67 %

97 %





#### Human rights

#### What this is

Human rights is how your staff feel their organisation upholds basic human rights.

#### Why this is important

Using the Victorian Charter of Human Rights, organisations must consider human rights in how they work and act.

#### How to read this

Under 'Your results', see results for each auestion in descending order by most agreed.

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Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

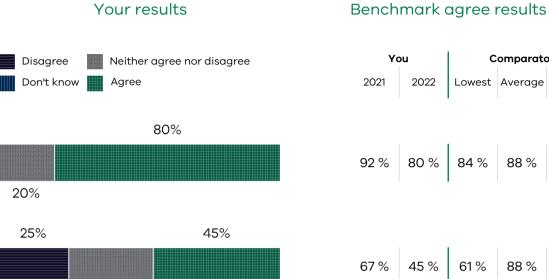
#### Example

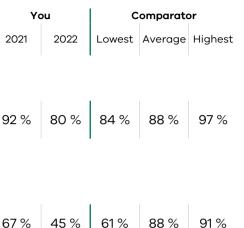
80% of staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

### My organisation encourages employees to act in ways that are consistent with human rights

Survey question

I understand how the Charter of Human Rights and Responsibilities applies to my work











Victorian Public Sector Commission



vpsc.vic.gov.au/peoplemattersurvey







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**People matter survey** | results