People matter survey 2023

Have your say

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2023

Have your say

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Report overview

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 and 2022.

This means you'll be able to compare about 87% 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: Survey questions: People matter survey 2023 (DOCX, 83 pages) to see how we asked questions and defined concepts in the 2023 survey

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Report overview

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 employee experience results when fewer than 10 people in a work group have responded to the survey
- don't release employee experience 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.

Report overview

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 → **Organisation climate** → **Workgroup climate** → **Job and manager** → **Outcomes**

- Lead the organisation
- Set the culture
- Lead by example
- Actions influence outcomes

- Organisational integrity
- Safety climate
- Patient safety climate
- Collaboration

- Quality service delivery
- Innovation
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- Safe to speak up

- Manager leadership
- Manager support
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- Flexible working

- Engagement
- Satisfaction
- Wellbeing – work-related stress
- Wellbeing – job-related affect
- Intention to stay
- Acting on negative behaviours
- Inclusion

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

Report overview

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'.

Launch Victoria

Melbourne Market Authority

Parliament of Victoria

Ports Victoria

State Trustees Limited

V/Line Corporation

VETASSESS

Victoria Legal Aid

Victorian Institute of Teaching

Victorian Managed Insurance Authority

Victorian Rail Track Corporation

VITS LanguageLink

Report overview

Your response rate

What this is

This is how many staff in your organisation did the survey in 2023.

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.

2022		2023	
76% (19)		100% (13)	
Comparator	55%	Comparator	60%
Public Sector	42%	Public Sector	57%

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People outcomes

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.

2022	
81	
Comparator	68
Public Sector	68

2023	
83	
Comparator	70
Public Sector	67

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 2023 index is 83.

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

100% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.

Survey question	Your results	You			Comparator		
	Disagree / Neither agree nor disagree / Agree	2021	2022	2023	Lowest	Average	Highest
I am proud to tell others I work for my organisation	100%	93 %	84 %	100 %	67 %	75 %	93 %
My organisation motivates me to help achieve its objectives	92%, 8%	93 %	89 %	92 %	57 %	66 %	87 %
I would recommend my organisation as a good place to work	8%, 85%, 8%	100 %	95 %	85 %	61 %	71 %	89 %
My organisation inspires me to do the best in my job	85%, 15%	86 %	84 %	85 %	52 %	65 %	87 %

People outcomes

Engagement question results 2 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 2023 index is 83.

Why this is important

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

How to read this

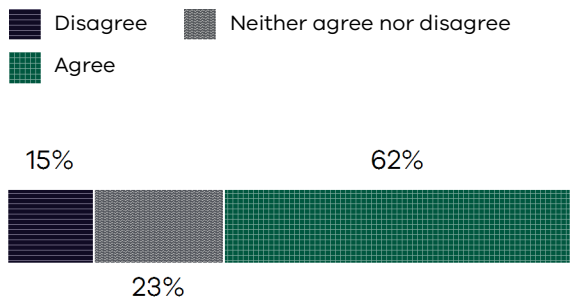
Under 'Your results', see results for each question in descending order by most agreed.

'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

62% of your staff who did the survey agreed or strongly agreed with 'I feel a strong personal attachment to my organisation'.

Survey question	Your results	Benchmark agree results					
		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I feel a strong personal attachment to my organisation		64 %	63 %	62 %	54 %	62 %	80 %

People outcomes

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.

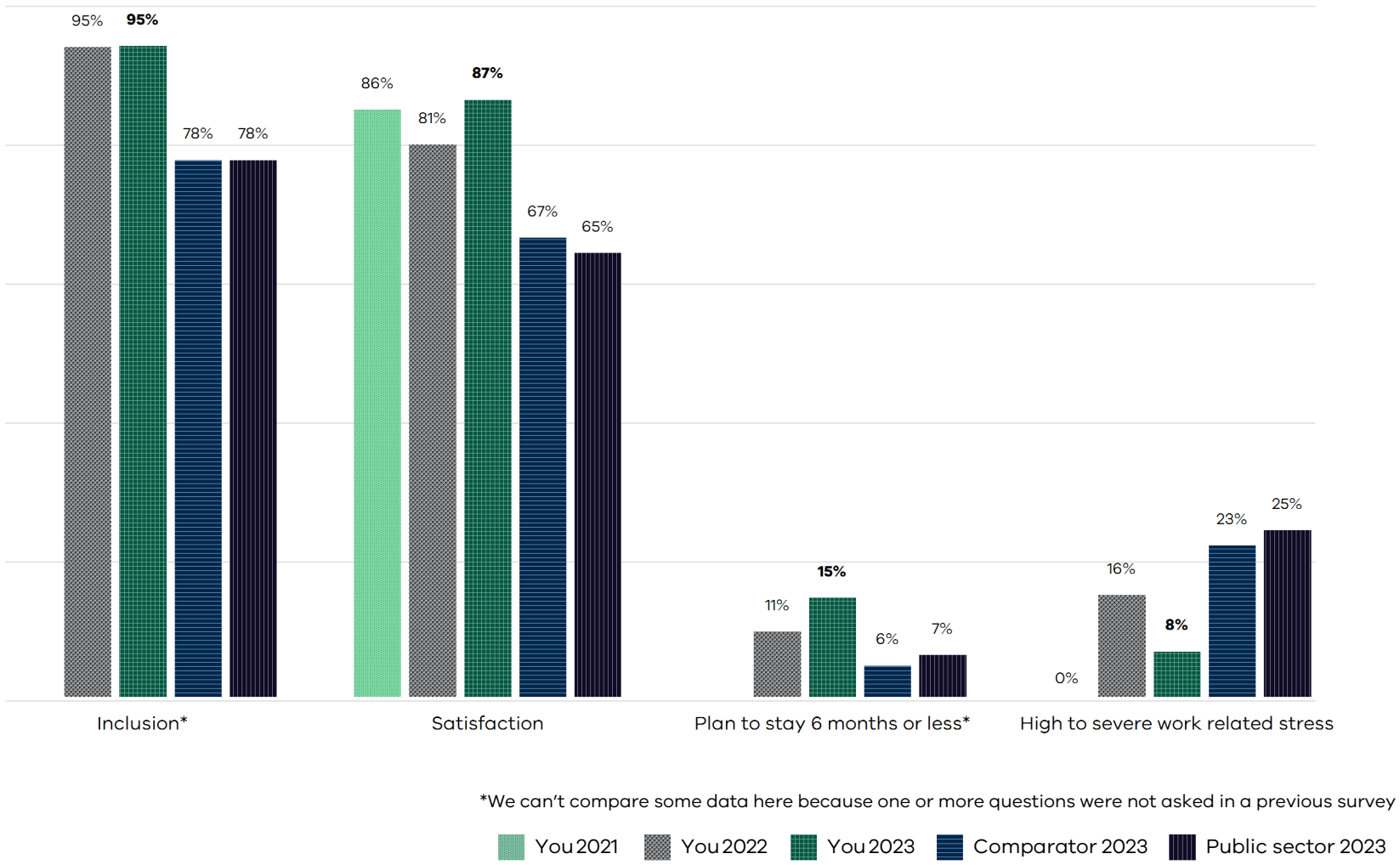
Example

In 2023:

- 95% of your staff who did the survey responded positively to questions about Inclusion which is up from 95% in 2022.

Compared to:

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



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

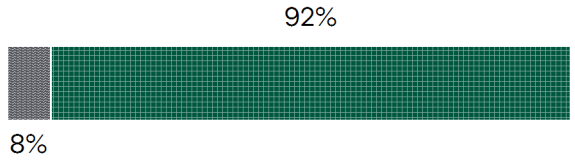
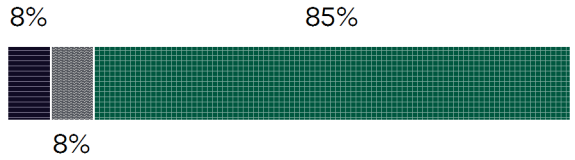
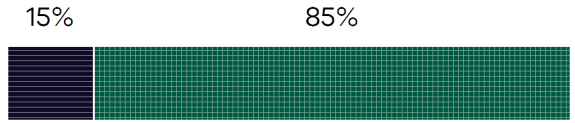
Under 'Your results', see results for each question in descending order by most satisfied.

'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

92% of your staff who did the survey were satisfied or very satisfied with 'How satisfied are you with the work/life balance in your current job'.

Survey question	Your results	You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
How satisfied are you with the work/life balance in your current job		93 %	84 %	92 %	61 %	71 %	87 %
Considering everything, how satisfied are you with your current job		100 %	89 %	85 %	71 %	75 %	87 %
How satisfied are you with your career development within your current organisation		64 %	68 %	85 %	50 %	56 %	72 %

People outcomes

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.

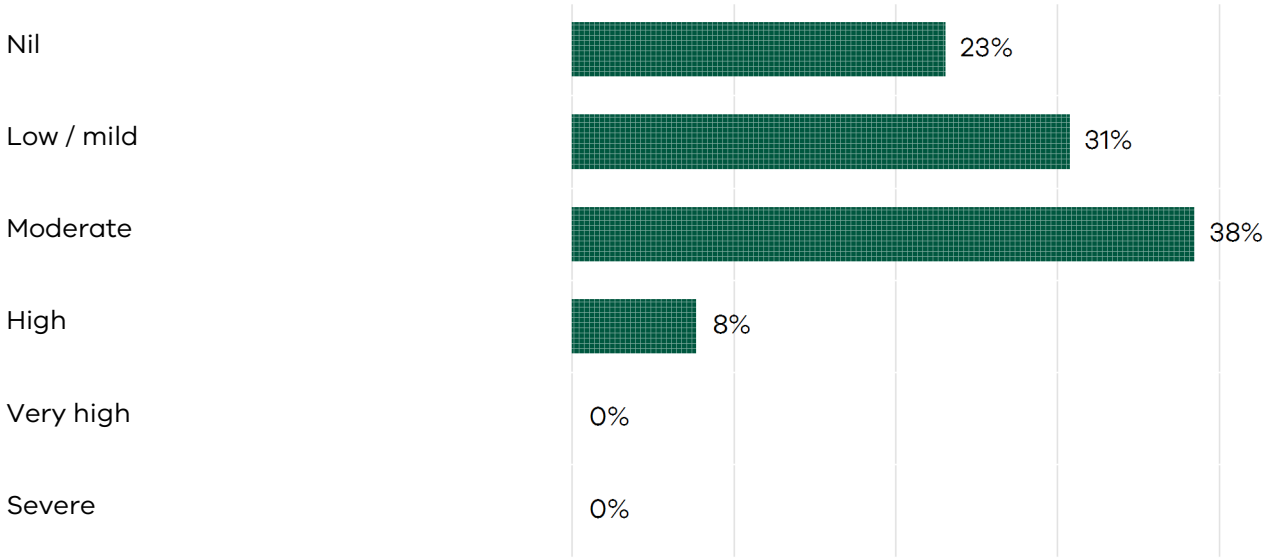
The graph at the top shows how staff in your organisation rated their current levels of work-related stress.

The numbers below show the percentage of staff in your organisation who said they experienced high to severe stress in 2023 compared to 2022 and your comparator.

Example

8% of your staff who did the survey said they had high to severe stress in 2023. This is compared to 23% 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 2023)



Reported levels of high to severe stress

2022		2023	
16%		8%	
Comparator	22%	Comparator	23%
Public Sector	25%	Public Sector	25%

People outcomes

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

77% of your staff who did the survey said they experienced mild to severe stress.

Of that 77%, 60% said the top reason was 'Time pressure'.

Of those that experienced work related stress it was from ...	You 2022	You 2023	Comparator 2023	Public sector 2023
Time pressure	44%	60%	43%	41%
Workload	31%	60%	46%	49%
Content, variety, or difficulty of work	25%	30%	13%	11%
Organisation or workplace change	0%	20%	9%	12%
Competing home and work responsibilities	13%	10%	12%	14%
Dealing with clients, patients or stakeholders	6%	10%	20%	15%
Job security	25%	10%	7%	11%
Other	6%	10%	11%	12%

People outcomes

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

23% of your staff who did the survey said they intended to work for your organisation for Over 6 months and up to 1 year.

Leaving your organisation Leaving the sector Staying

Employees plan to work at your organisation for ...	You 2022	You 2023	Comparator 2023	Public sector 2023
6 months or less	11%	15%	6%	7%
Over 6 months and up to 1 year	58%	23%	8%	10%
Over 1 year and up to 3 years	16%	31%	22%	24%
Over 3 years and up to 5 years	16%	15%	14%	15%
Over 5 years	0%	15%	50%	45%

People outcomes

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

100% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

Survey question	Your results	Benchmark agree results					
	Disagree / Neither agree nor disagree / Agree	You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I feel culturally safe at work	100%	93 %	95 %	100 %	77 %	82 %	92 %
I can be myself at work	8% / 92%	Not asked	95 %	92 %	73 %	80 %	93 %
I feel as if I belong at this organisation	92% / 8%	Not asked	95 %	92 %	64 %	73 %	86 %

People outcomes

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.

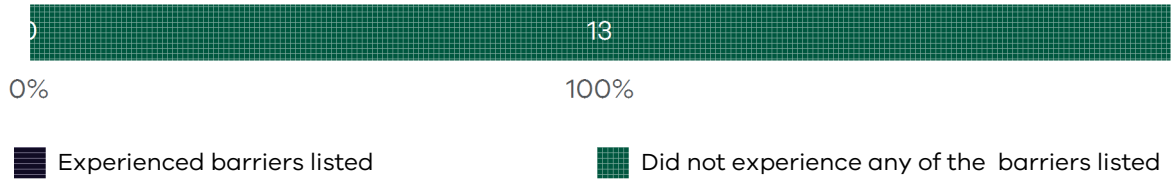
How to read this

In the survey, we ask staff to select from a list, any barriers they have experienced and believe to have hindered their success at work. They can select more than one option.

Why there are no further details

We've not published the results for individual response options because the number of respondents from your organisation is fewer than 30 individuals. We do this to protect participant anonymity.

Staff who experienced one or more barriers to success at work



People outcomes

Inclusion - Witnessed barriers to success

What this is

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

Why this is important

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

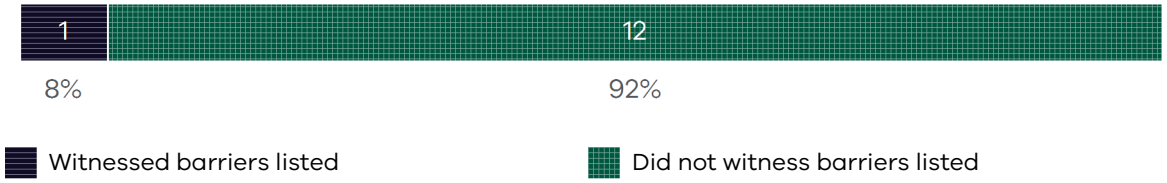
How to read this

n the survey, we ask staff to choose from a list, any barriers that they may have witnessed that hinder the success of other employees at work. They can select more than one option.

Why there are no further details

We've not published the results for individual response options because the number of respondents from your organisation is fewer than 30 individuals. We do this to protect participant anonymity.

Staff who witnessed one or more barriers to success at work



People outcomes

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

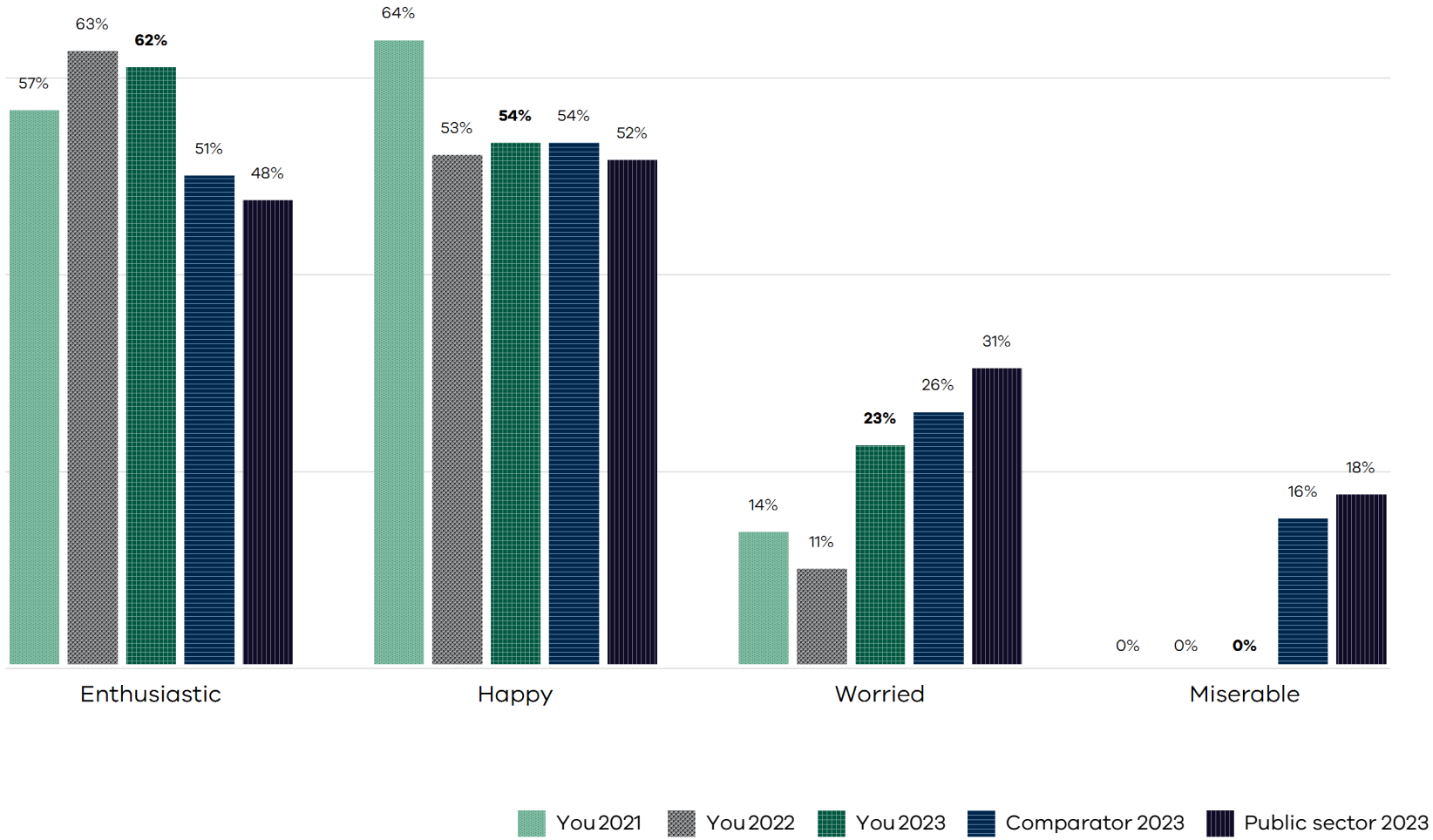
In 2023:

- 54% of your staff who did the survey said work made them feel happy in 2023, which is up from 53% in 2022

Compared to:

- 54% of staff at your comparator and 52% of staff across the public sector.

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



People outcomes

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.

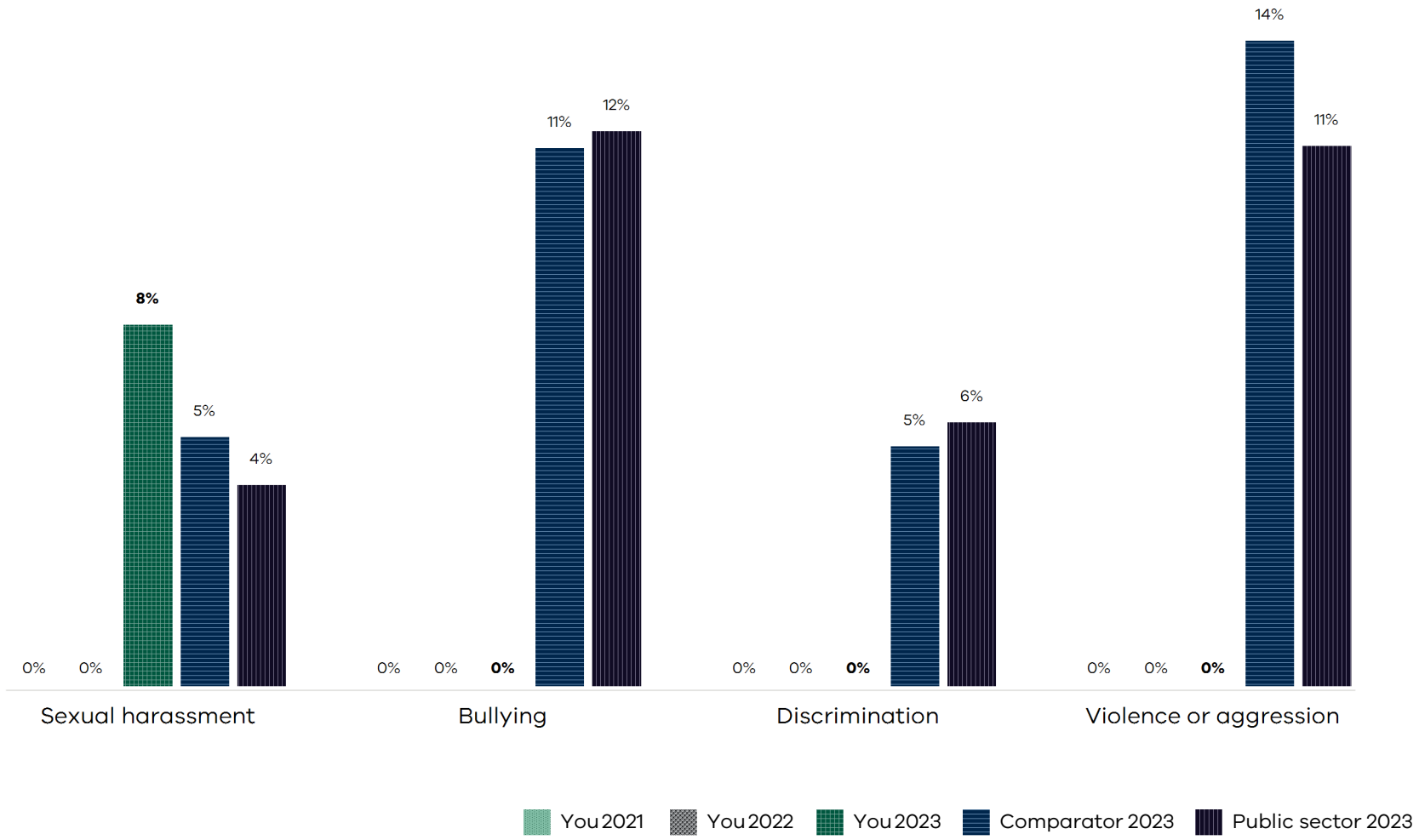
Example

In 2023:

- 8% of your staff who did the survey stated they experienced ' Sexual harassment' in the last 12 months which is up from 0% in 2022.

Compared to:

- 5% of staff at your comparator and 4% of staff across the public sector.



People outcomes

Sexual harassment

What this is

This is non-consensual or unwelcome sexual behaviour that could cause an employee to feel offended, humiliated or intimidated.

Why this is important

Sexual harassment can have an immediate and long-term negative impact on those involved, including those who witness sexual harassment.

Why there is no data here

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

We do this to protect the respondents.

Negative behaviour

Witnessing negative behaviours

What this is

This is where staff witnessed people acting in a negative way against a colleague.

Why this is important

Witnessing negative behaviour can still have a negative impact on the person, as it does on the victim.

How to read this

In the survey, we asked staff to tell us if they'd witnessed any negative behaviour at work.

They could tell us with one or more answers if they witnessed negative behaviour and what type they witnessed.

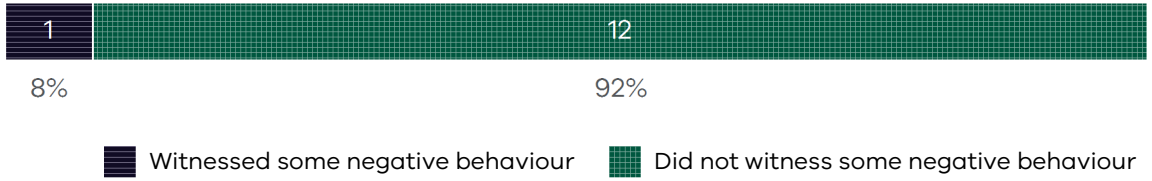
In descending order, the table shows the answers.

Example

8% of your staff who did the survey said they witnessed some negative behaviour at work.

92% said they witnessed No, I have not witnessed any of the situations above'.

Have you witnessed any negative behaviour at work in the last 12 months?



During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?	You 2023	Comparator 2023	Public sector 2023
No, I have not witnessed any of the situations above	92%	82%	81%
Sexual harassment of a colleague	8%	2%	1%

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Key differences

Highest scoring questions

What this is

These are the questions your organisation had the highest agreement or satisfaction with in 2023.

How to read this

Use this data to see where your organisation has the highest agreement or satisfaction with questions from the 2023 survey.

In this table, your score for this year is shown in the 'you 2023 column'.

You can also compare your 2023 scores against your 2022 scores and your 2023 comparator group.

Example

On the first row 'Flexible working', the 'You 2023' column shows 100% of your staff agreed with 'I am confident that if I requested a flexible work arrangement, it would be given due consideration'.
In the 'Change from 2022' column, you have a 0% decrease, which is a negative trend.

Question group	Highest scoring questions	You 2023	Change from 2022	Comparator 2023
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	100%	0%	72%
Flexible working	My manager supports working flexibly	100%	+5%	82%
Job enrichment	I can use my skills and knowledge in my job	100%	0%	91%
Job enrichment	I understand how my job helps my organisation achieve its goals	100%	0%	93%
Learning and development	I am developing and learning in my role	100%	+21%	73%
Manager leadership	My manager treats employees with dignity and respect	100%	0%	86%
Manager support	I receive meaningful recognition when I do good work	100%	+5%	62%
Meaningful work	I achieve something important through my work	100%	+5%	89%
Meaningful work	I can make a worthwhile contribution at work	100%	+5%	92%
Meaningful work	I get a sense of accomplishment from my work	100%	+11%	82%

Key differences

Lowest scoring questions

What this is

These are the questions your organisation had the lowest agreement or satisfaction with in 2023.

How to read this

Use this data to see where your organisation has the lowest agreement or satisfaction with questions from the 2023 survey.

In this table, your score for this year is shown in the 'you 2023 column'.

You can also compare your 2023 scores against your 2022 scores and your 2023 comparator group.

Example

On the first row 'Learning and development', the 'You 2023' column shows 54% of your staff agreed with 'I am satisfied with the opportunities to progress in my organisation'.
In the 'Change from 2022' column, you have a 28% increase, which is a positive trend.

Question subgroup	Lowest scoring questions	You 2023	Change from 2022	Comparator 2023
Learning and development	I am satisfied with the opportunities to progress in my organisation	54%	+28%	50%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	54%	+1%	54%
Taking action	My organisation has made improvements based on the survey results from last year	54%	+38%	38%
Workload	The workload I have is appropriate for the job that I do	62%	-12%	64%
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	62%	-7%	73%
Safety climate	All levels of my organisation are involved in the prevention of stress	62%	-12%	50%
Engagement	I feel a strong personal attachment to my organisation	62%	-2%	62%
Innovation	My workgroup encourages employee creativity	62%	-12%	65%
Workload	I have enough time to do my job effectively	69%	+1%	60%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	69%	+17%	56%

Key differences

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 2022' column.

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

This is because the increase from 2022 shows you where the most positive changes are happening in your organisation.

Example

On the first row 'Organisational integrity', the 'You 2023' column shows 92% of your staff agreed with 'I have an equal chance at promotion in my organisation'.
In the 'Increase from 2022' column, you have a 40% increase, which is a positive trend.

Question group	Most improved from last year	You 2023	Increase from 2022	Comparator 2023
Organisational integrity	I have an equal chance at promotion in my organisation	92%	+40%	49%
Taking action	My organisation has made improvements based on the survey results from last year	54%	+38%	38%
Organisational integrity	I believe the promotion processes in my organisation are fair	92%	+34%	45%
Learning and development	I am satisfied with the opportunities to progress in my organisation	54%	+28%	50%
Innovation	My workgroup learns from failures and mistakes	92%	+24%	71%
Learning and development	I am developing and learning in my role	100%	+21%	73%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	69%	+17%	56%
Satisfaction	How satisfied are you with your career development within your current organisation	85%	+16%	56%
Engagement	I am proud to tell others I work for my organisation	100%	+16%	75%
Organisational integrity	My organisation does not tolerate improper conduct	100%	+16%	74%

Key differences

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 2022' column.

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

This is because the decrease from 2022 shows you where the most negative changes are happening in your organisation.

Example

On the first row 'Safe to speak up', the 'You 2023' column shows 85% of your staff agreed with 'People in my workgroup are able to bring up problems and tough issues'.
In the 'Decrease from 2022' column, you have a 15% decrease, which is a negative trend.

Question subgroup	Largest decline from last year	You 2023	Decrease from 2022	Comparator 2023
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	85%	-15%	75%
Workgroup support	People in my workgroup treat each other with respect	85%	-15%	85%
Safety climate	All levels of my organisation are involved in the prevention of stress	62%	-12%	50%
Innovation	My workgroup encourages employee creativity	62%	-12%	65%
Workload	The workload I have is appropriate for the job that I do	62%	-12%	64%
Engagement	I would recommend my organisation as a good place to work	85%	-10%	71%
Collaboration	I am able to work effectively with others outside my immediate workgroup	92%	-8%	84%
Manager leadership	My manager demonstrates honesty and integrity	92%	-8%	84%
Manager leadership	My manager models my organisation's values	92%	-8%	83%
Workgroup support	People in my workgroup appropriately manage conflicts of interest	92%	-8%	75%

Key differences

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 2023 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 'Organisational integrity', the 'You 2023' column shows 92% of your staff agreed with 'I believe the promotion processes in my organisation are fair'.

The 'difference' column, shows that agreement for this question was 48 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2023	Difference	Comparator 2023
Organisational integrity	I believe the promotion processes in my organisation are fair	92%	+48%	45%
Other questions	My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	100%	+46%	54%
Organisational integrity	I have an equal chance at promotion in my organisation	92%	+43%	49%
Organisational integrity	I believe the recruitment processes in my organisation are fair	100%	+41%	59%
Collaboration	Workgroups across my organisation willingly share information with each other	100%	+40%	60%
Manager support	I receive meaningful recognition when I do good work	100%	+38%	62%
Senior leadership	Senior leaders model my organisation's values	100%	+35%	65%
Senior leadership	Senior leaders provide clear strategy and direction	92%	+33%	59%
Innovation	My workgroup is quick to respond to opportunities to do things better	100%	+30%	70%
Learning and development	My organisation places a high priority on the learning and development of staff	85%	+29%	56%

Key differences

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 2023 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 'Organisational integrity', the 'You 2023' column shows 62% of your staff agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

The 'difference' column, shows that agreement for this question was 12 percentage points lower in your organisation than in your comparator.

Question subgroup	Biggest negative difference from comparator	You 2023	Difference	Comparator 2023
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	62%	-12%	73%
Innovation	My workgroup encourages employee creativity	62%	-3%	65%
Workload	The workload I have is appropriate for the job that I do	62%	-2%	64%
Engagement	I feel a strong personal attachment to my organisation	62%	-1%	62%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	54%	-1%	54%
Workgroup support	People in my workgroup treat each other with respect	85%	0%	85%

People matter survey

2023

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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

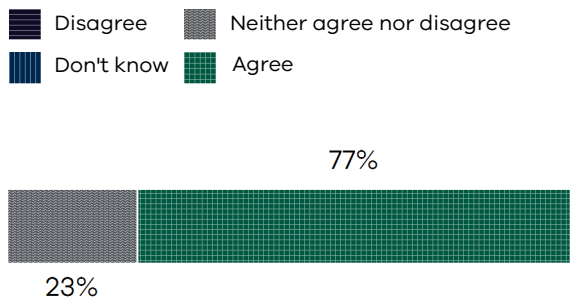
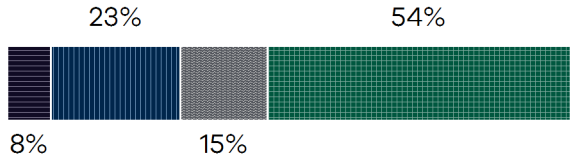
Under 'Your results', see results for each question in descending order by most agreed.

'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

77% 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	Your results	Benchmark agree results					
		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I believe my organisation will make improvements based on the results of this survey		Not asked	79 %	77 %	42 %	53 %	87 %
My organisation has made improvements based on the survey results from last year		Not asked	16 %	54 %	26 %	38 %	80 %

People matter survey

2023

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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

100% of your staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

Survey question	Your results	Benchmark agree results					
	Disagree, Neither agree nor disagree, Don't know, Agree	You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
Senior leaders model my organisation's values	100%	100 %	100 %	100 %	43 %	65 %	87 %
Senior leaders demonstrate honesty and integrity	92% / 8%	100 %	100 %	92 %	43 %	65 %	87 %
Senior leaders provide clear strategy and direction	92% / 8%	93 %	95 %	92 %	48 %	59 %	93 %

People matter survey 2023

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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.

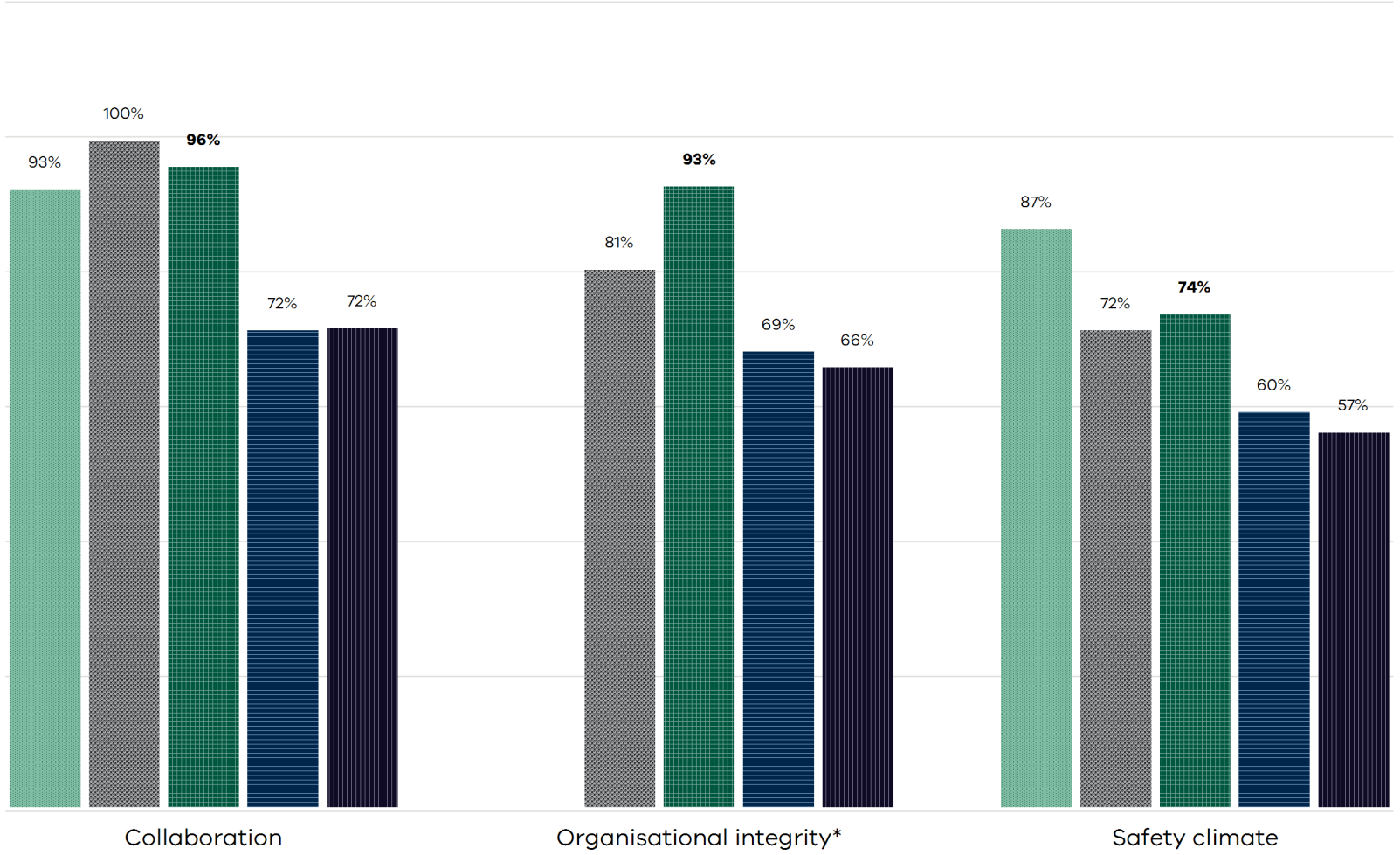
Example

In 2023:

- 96% of your staff who did the survey responded positively to questions about Collaboration which is down from 100% in 2022.

Compared to:

- 72% of staff at your comparator and 72% of staff across the public sector.



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

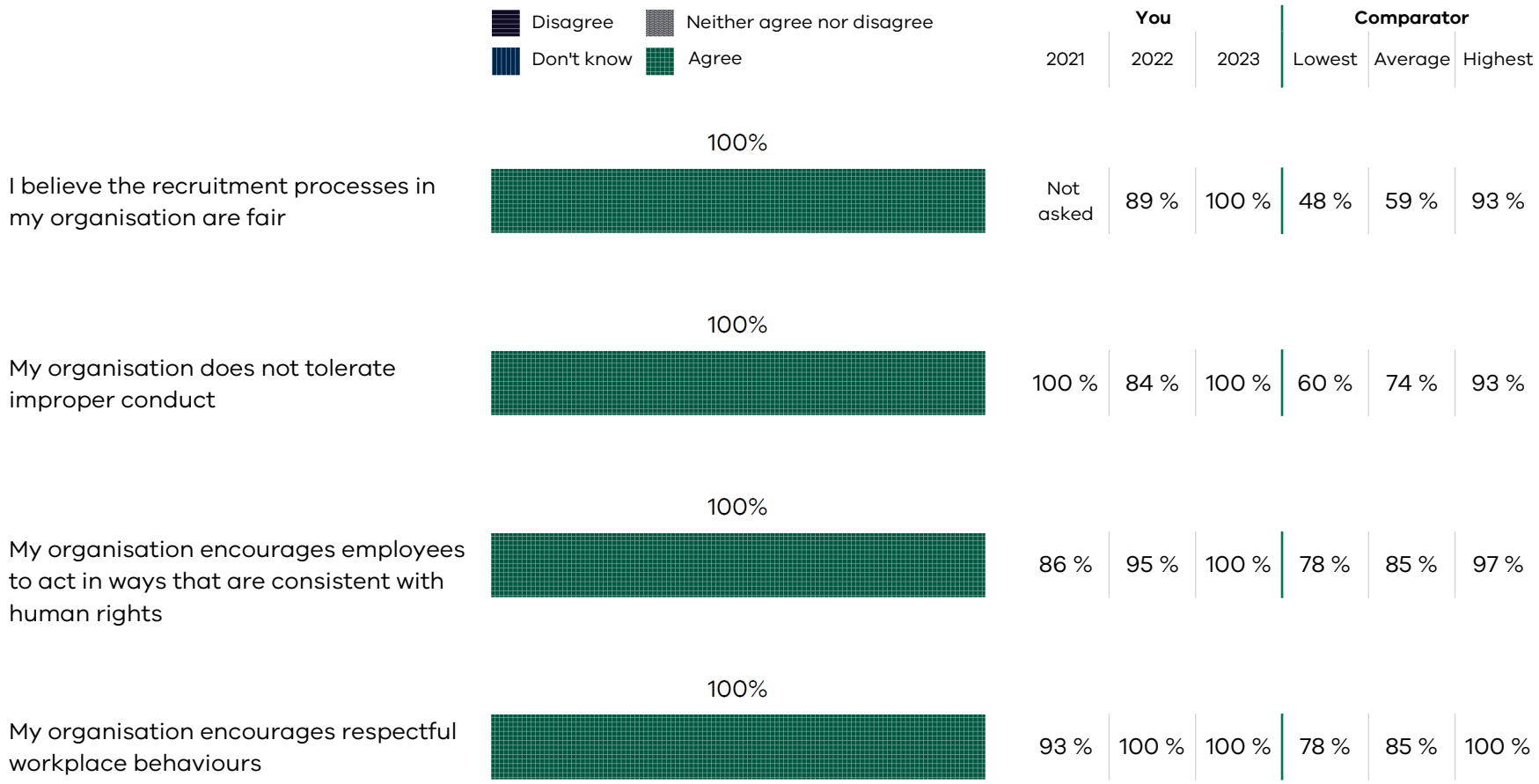
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of your staff who did the survey agreed or strongly agreed with 'I believe the recruitment processes in my organisation are fair'.



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

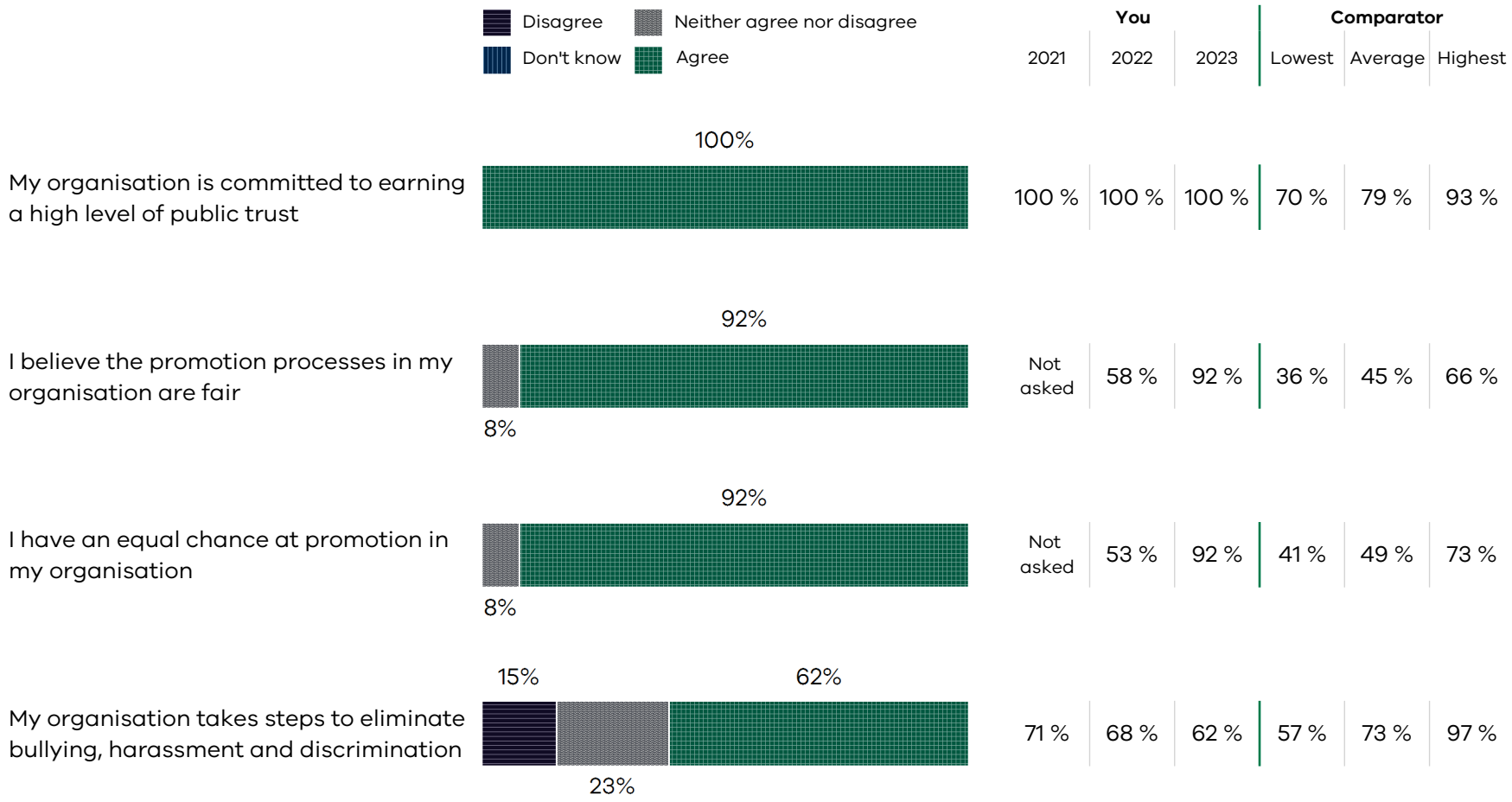
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% 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

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

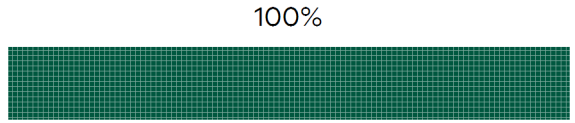
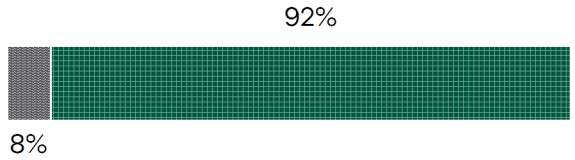
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of your staff who did the survey agreed or strongly agreed with 'Workgroups across my organisation willingly share information with each other'.

Survey question	Your results	Benchmark agree results					
	Disagree, Neither agree nor disagree, Don't know, Agree	You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
Workgroups across my organisation willingly share information with each other		86 %	100 %	100 %	52 %	60 %	87 %
I am able to work effectively with others outside my immediate workgroup		100 %	100 %	92 %	80 %	84 %	94 %

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

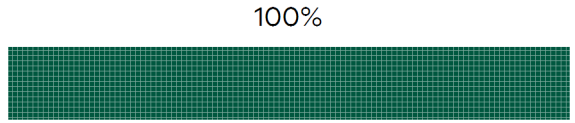
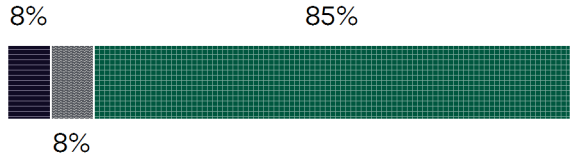
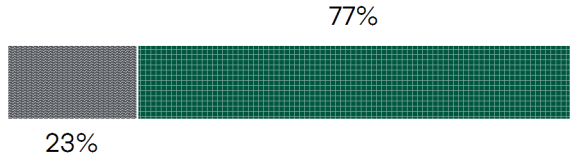
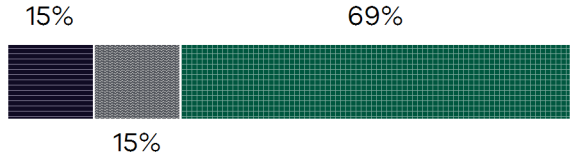
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

Survey question	Your results	You			Comparator		
	Disagree, Neither agree nor disagree, Don't know, Agree	2021	2022	2023	Lowest	Average	Highest
My organisation provides a physically safe work environment		100 %	95 %	100 %	81 %	87 %	100 %
Senior leaders consider the psychological health of employees to be as important as productivity		79 %	79 %	85 %	47 %	59 %	83 %
Senior leaders show support for stress prevention through involvement and commitment		93 %	79 %	77 %	42 %	52 %	87 %
In my workplace, there is good communication about psychological safety issues that affect me		86 %	53 %	69 %	43 %	56 %	80 %

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

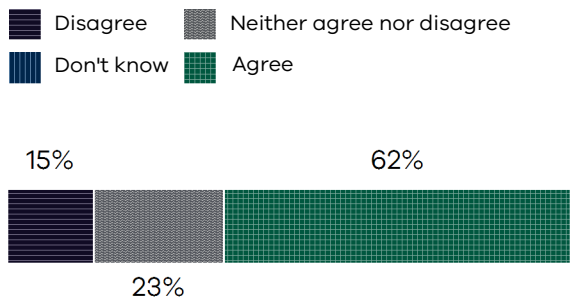
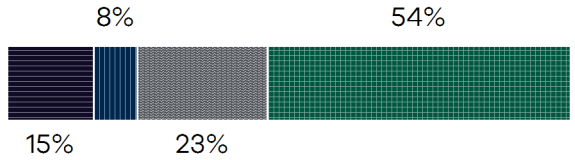
Under 'Your results', see results for each question in descending order by most agreed.

'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

62% of your staff who did the survey agreed or strongly agreed with 'All levels of my organisation are involved in the prevention of stress'.

Survey question	Your results	Benchmark agree results					
		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
All levels of my organisation are involved in the prevention of stress		71 %	74 %	62 %	39 %	50 %	80 %
My organisation has effective procedures in place to support employees who may experience stress		93 %	53 %	54 %	45 %	54 %	74 %

People matter survey

2023

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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.

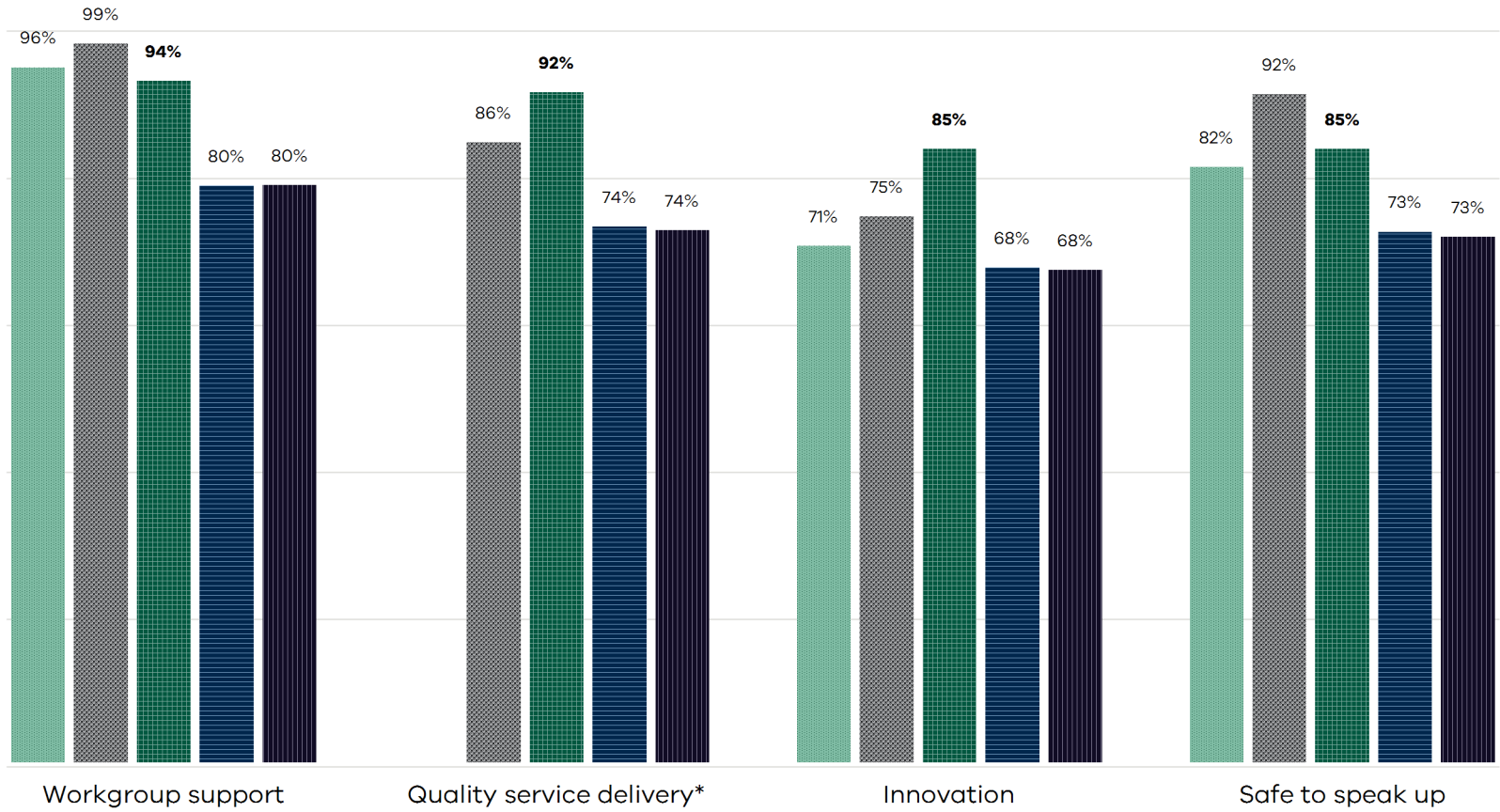
Example

In 2023:

- 94% of your staff who did the survey responded positively to questions about Workgroup support which is down from 99% in 2022.

Compared to:

- 80% of staff at your comparator and 80% 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 | You 2023 | Comparator 2023 | Public sector 2023

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 high-quality 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

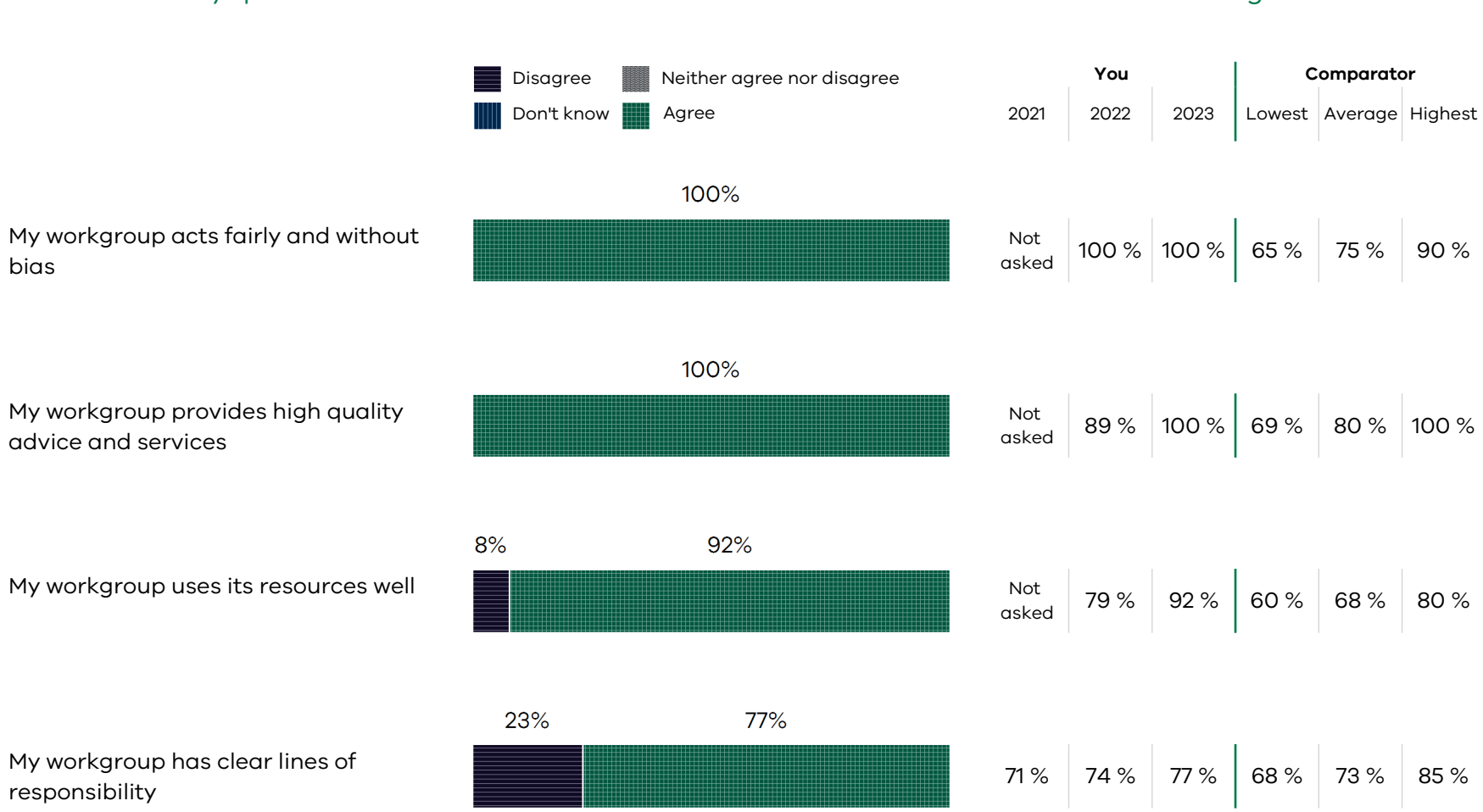
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of your staff who did the survey agreed or strongly agreed with 'My workgroup acts fairly and without bias'.



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

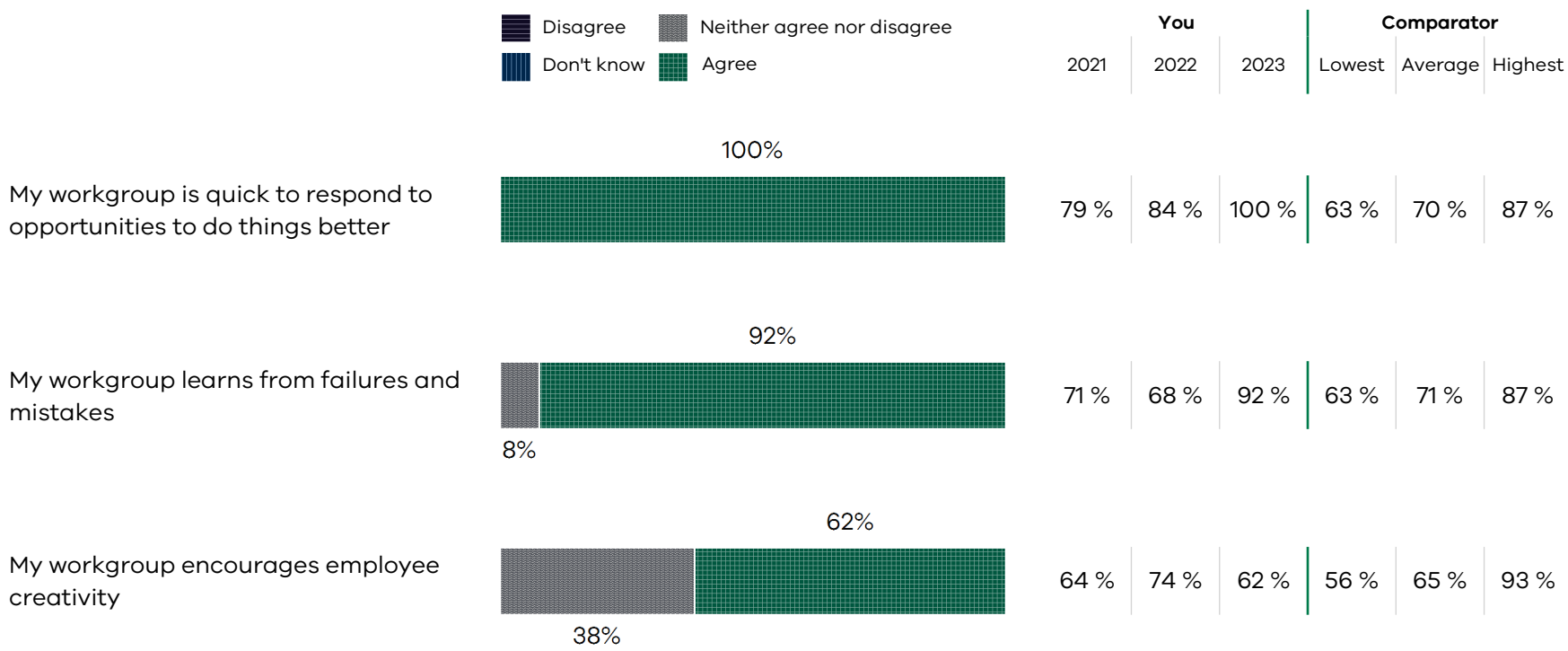
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of your staff who did the survey agreed or strongly agreed with 'My workgroup is quick to respond to opportunities to do things better'.



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

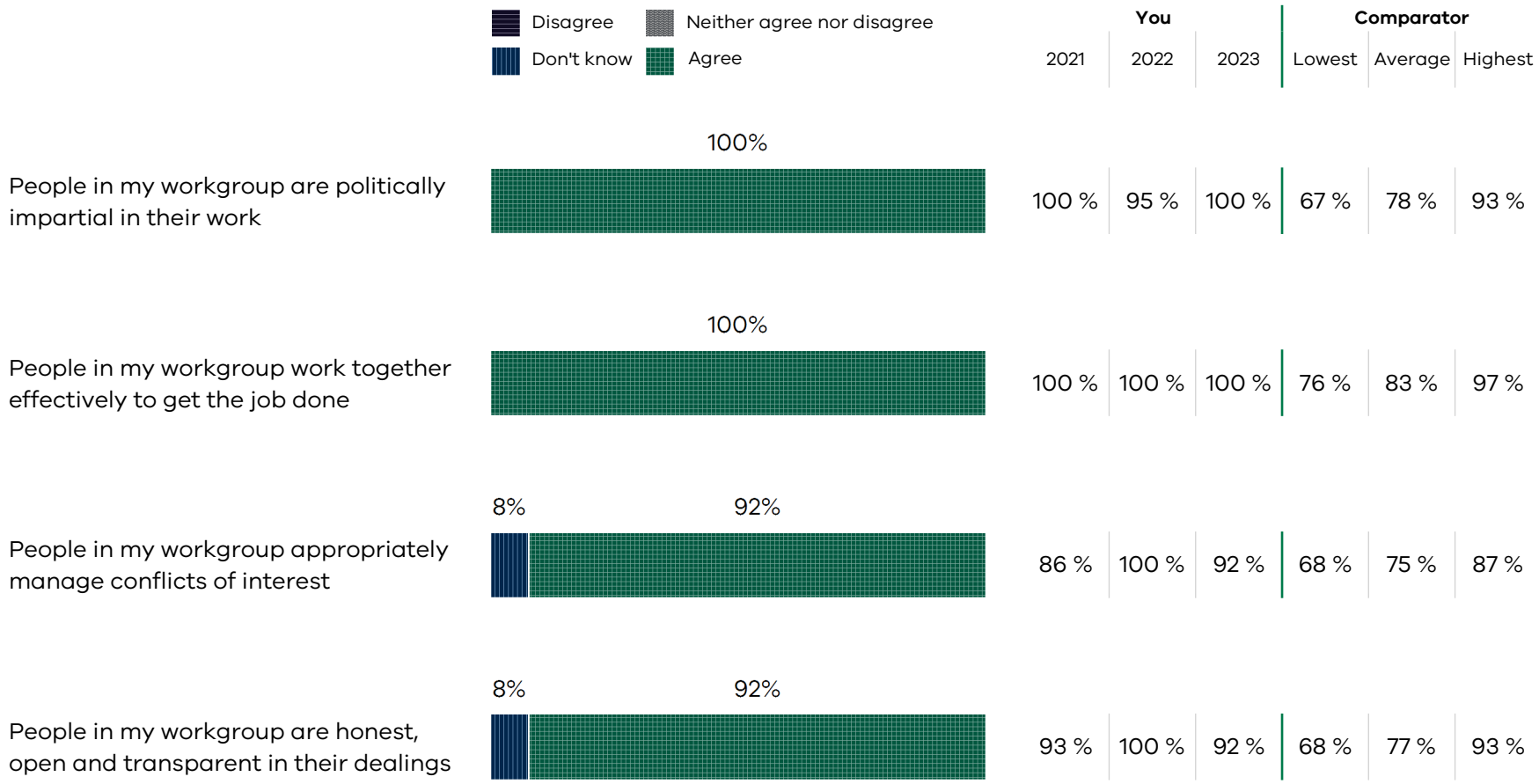
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.



Workgroup climate

Workgroup support 2 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

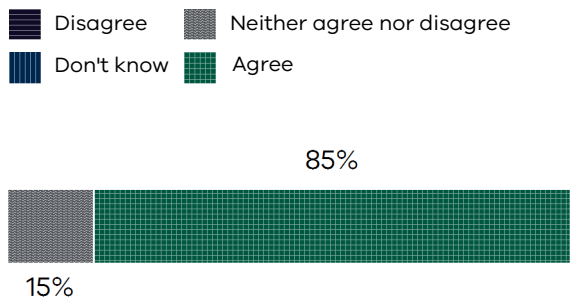
Under 'Your results', see results for each question in descending order by most agreed.

'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

85% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup treat each other with respect'.

Survey question	Your results	Benchmark agree results					
		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
People in my workgroup treat each other with respect		100 %	100 %	85 %	78 %	85 %	95 %

Workgroup climate

Safe to speak up

What this is

This is how freely and confidently staff feel they can talk about issues without fear of retribution.

Why this is important

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

How to read this

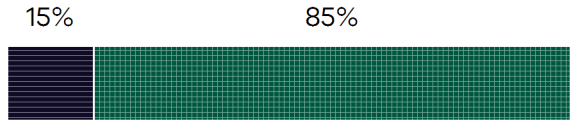
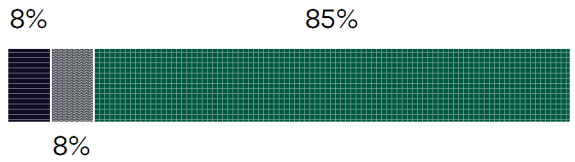
Under 'Your results', see results for each question in descending order by most agreed.

'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 feel safe to challenge inappropriate behaviour at work'.

Survey question	Your results	You			Comparator		
	Disagree, Neither agree nor disagree, Don't know, Agree	2021	2022	2023	Lowest	Average	Highest
I feel safe to challenge inappropriate behaviour at work		86 %	84 %	85 %	64 %	72 %	93 %
People in my workgroup are able to bring up problems and tough issues		79 %	100 %	85 %	68 %	75 %	87 %

People matter survey 2023

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Job and manager factors

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.

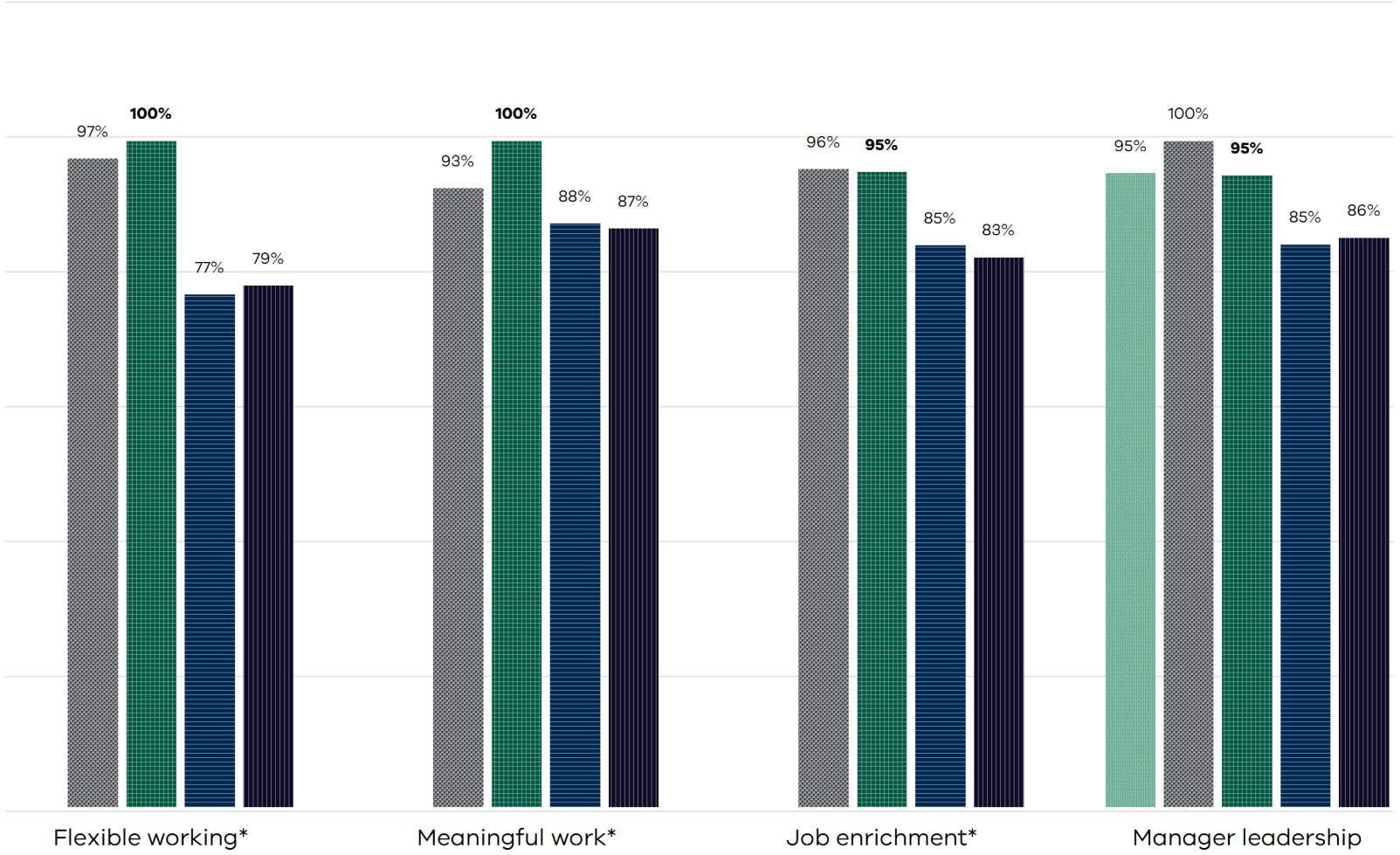
Example

In 2023:

- 100% of your staff who did the survey responded positively to questions about Flexible working.

Compared to:

- 77% of staff at your comparator and 79% 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 | You 2023 | Comparator 2023 | Public sector 2023

Job and manager factors

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.

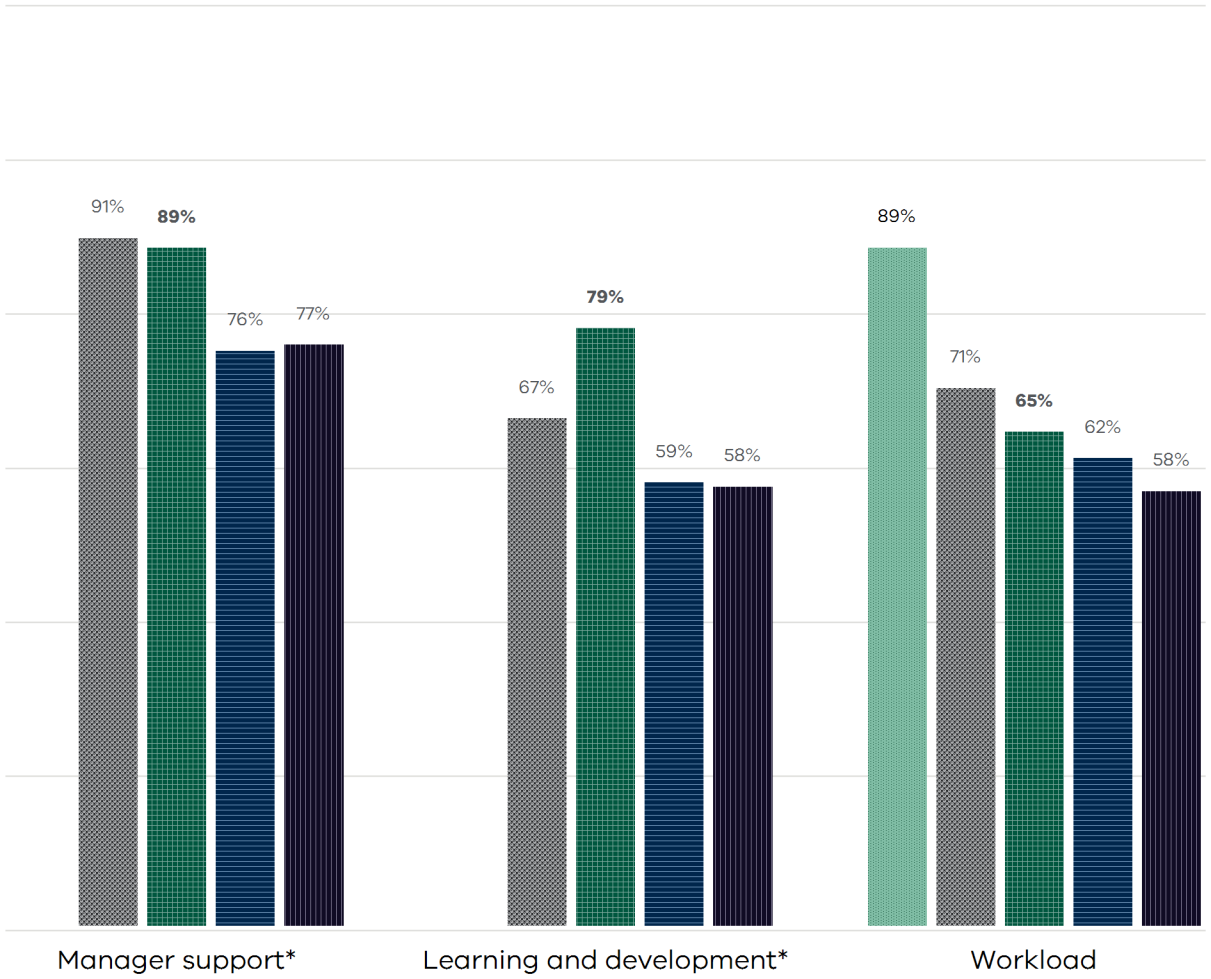
Example

In 2023:

- 89% of your staff who did the survey responded positively to questions about Manager support.

Compared to:

- 76% of staff at your comparator and 77% 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 | You 2023 | Comparator 2023 | Public sector 2023

Job and manager factors

Manager leadership

What this is

This is how well staff perceive their direct managers lead.

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

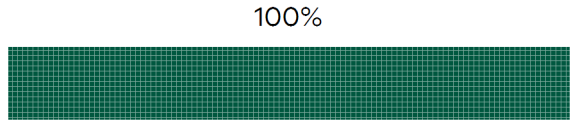
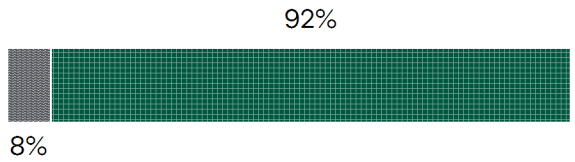
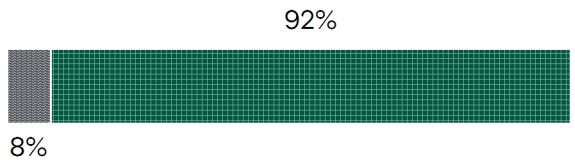
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Survey question	Your results	Benchmark agree results					
		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My manager treats employees with dignity and respect		93 %	100 %	100 %	80 %	86 %	100 %
My manager demonstrates honesty and integrity		93 %	100 %	92 %	77 %	84 %	97 %
My manager models my organisation's values		100 %	100 %	92 %	77 %	83 %	93 %

Job and manager factors

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

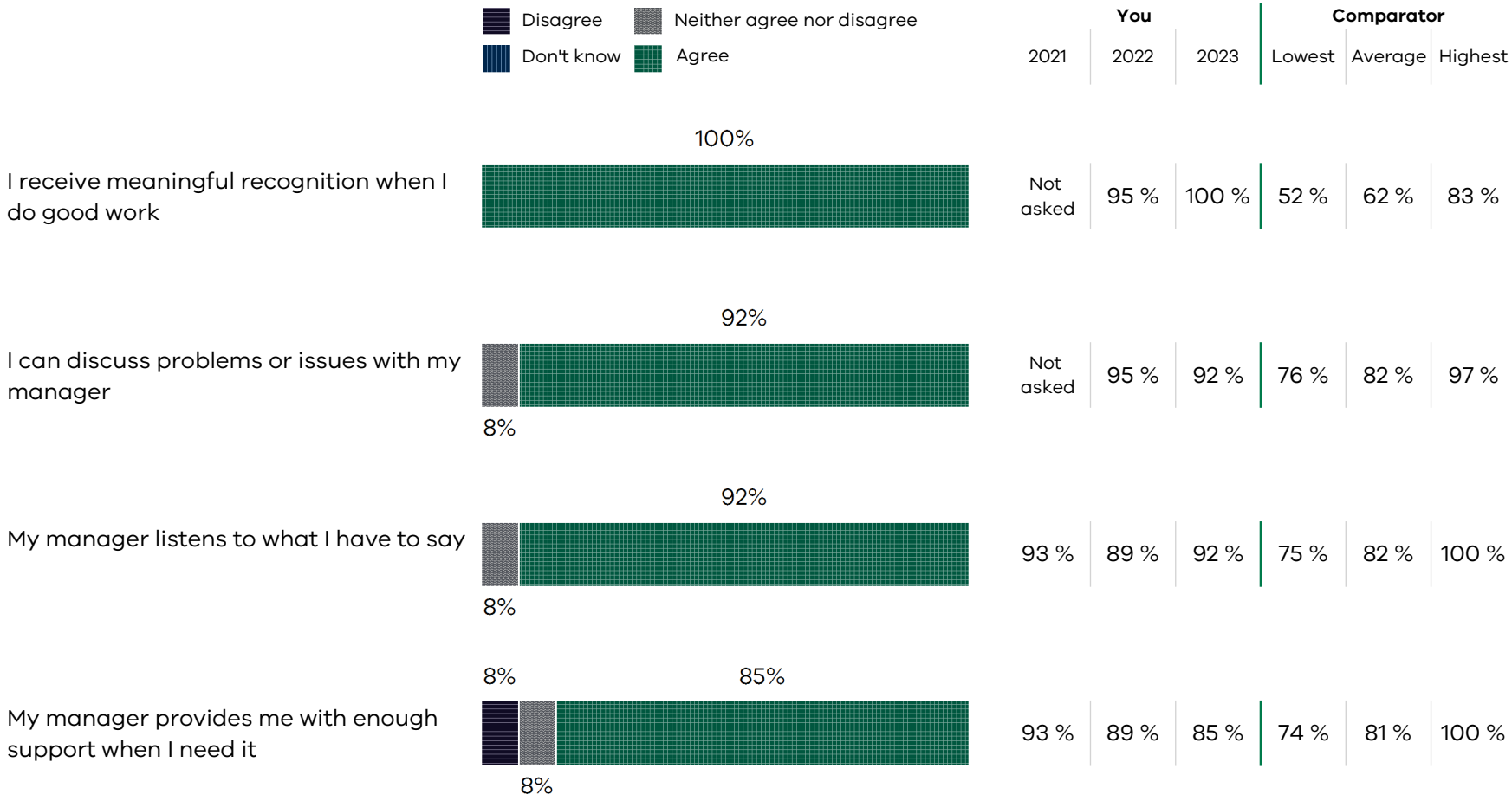
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.



Job and manager factors

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.

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

How to read this

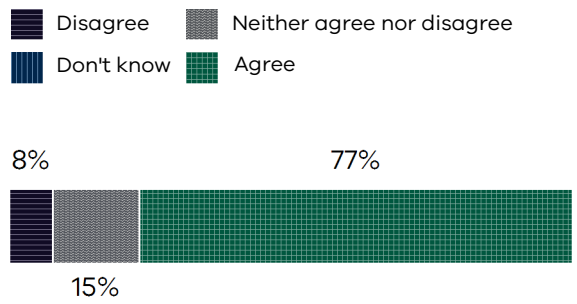
Under 'Your results', see results for each question in descending order by most agreed.

'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

77% of your staff who did the survey agreed or strongly agreed with 'My manager gives me feedback that helps me improve my performance'.

Survey question	Your results	Benchmark agree results					
		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My manager gives me feedback that helps me improve my performance		Not asked	84 %	77 %	63 %	72 %	86 %

Job and manager factors

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

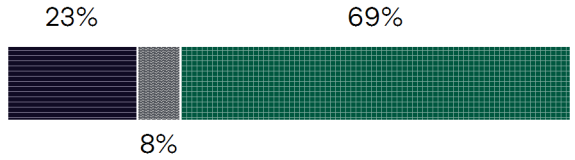
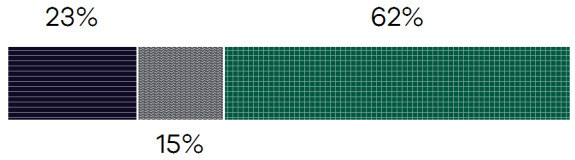
Under 'Your results', see results for each question in descending order by most agreed.

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

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

Example

69% 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	Benchmark agree results					
	Disagree / Neither agree nor disagree / Agree	You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I have enough time to do my job effectively		86 %	68 %	69 %	47 %	60 %	80 %
The workload I have is appropriate for the job that I do		93 %	74 %	62 %	53 %	64 %	74 %

Job and manager factors

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

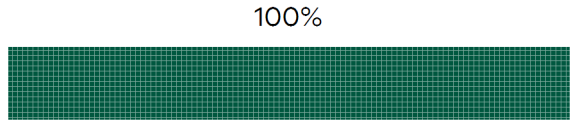
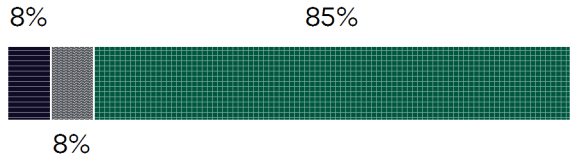
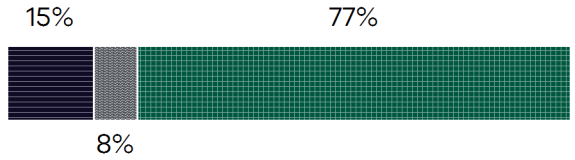
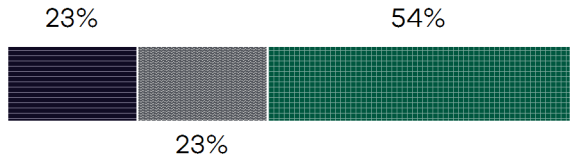
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Survey question	Your results	You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I am developing and learning in my role		100 %	79 %	100 %	60 %	73 %	85 %
My organisation places a high priority on the learning and development of staff		93 %	89 %	85 %	44 %	56 %	74 %
I am satisfied with the way my learning and development needs have been addressed in the last 12 months		71 %	74 %	77 %	46 %	57 %	78 %
I am satisfied with the opportunities to progress in my organisation		Not asked	26 %	54 %	39 %	50 %	66 %

Job and manager factors

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

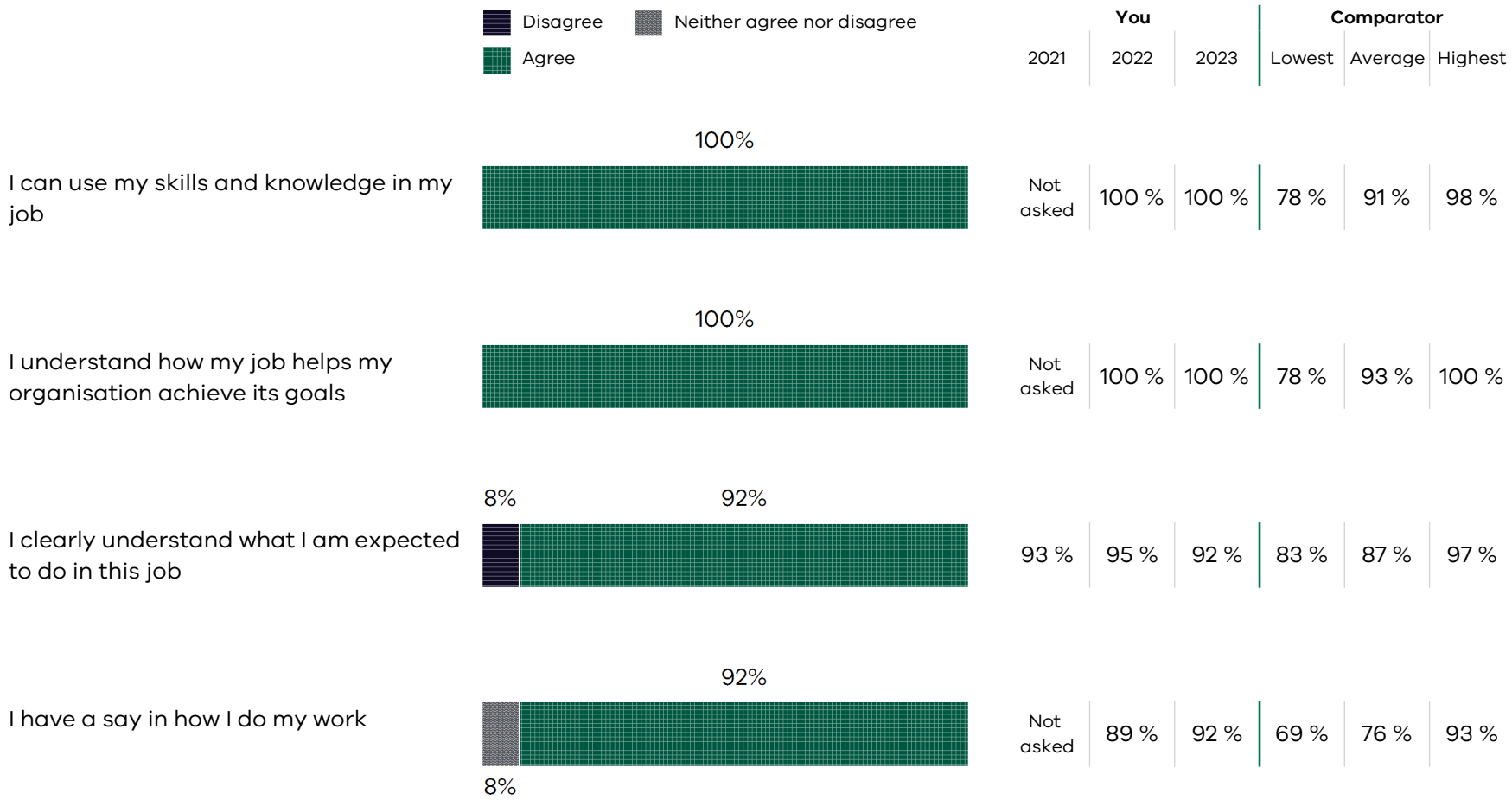
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of your staff who did the survey agreed or strongly agreed with 'I can use my skills and knowledge in my job'.



Job and manager factors

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

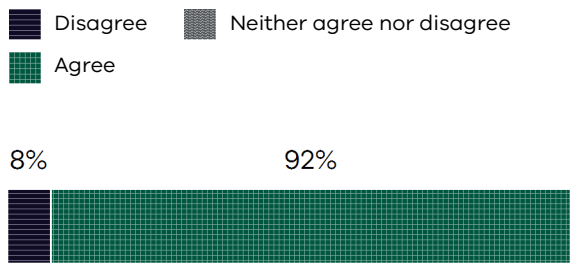
Under 'Your results', see results for each question in descending order by most agreed.

'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

92% of your staff who did the survey agreed or strongly agreed with 'I have the authority to do my job effectively'.

Survey question	Your results	Benchmark agree results					
		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I have the authority to do my job effectively		100 %	95 %	92 %	64 %	75 %	90 %

Job and manager factors

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

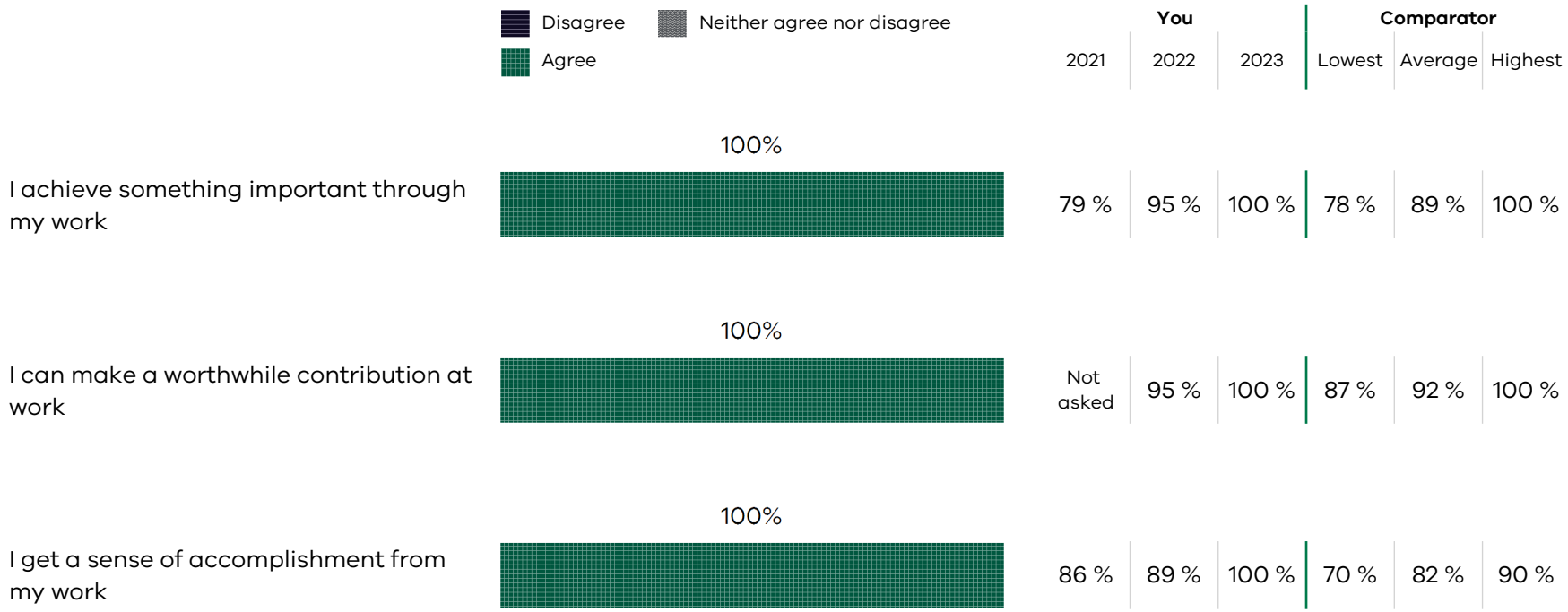
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of your staff who did the survey agreed or strongly agreed with 'I achieve something important through my work'.



Job and manager factors

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

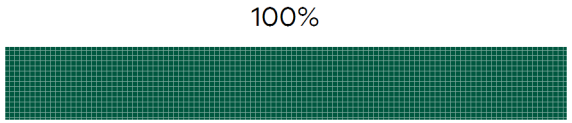
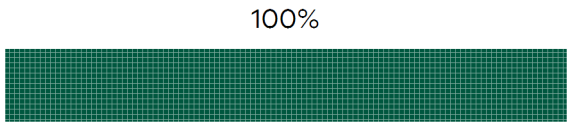
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of your staff who did the survey agreed or strongly agreed with 'I am confident that if I requested a flexible work arrangement, it would be given due consideration'.

Survey question	Your results	Benchmark agree results					
	Disagree, Neither agree nor disagree, Don't know, Agree	You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I am confident that if I requested a flexible work arrangement, it would be given due consideration		93 %	100 %	100 %	57 %	72 %	90 %
My manager supports working flexibly		Not asked	95 %	100 %	71 %	82 %	100 %

People matter survey

2023

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Key differences

- Highest scoring
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- Biggest negative difference from comparator

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

Public sector values

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.

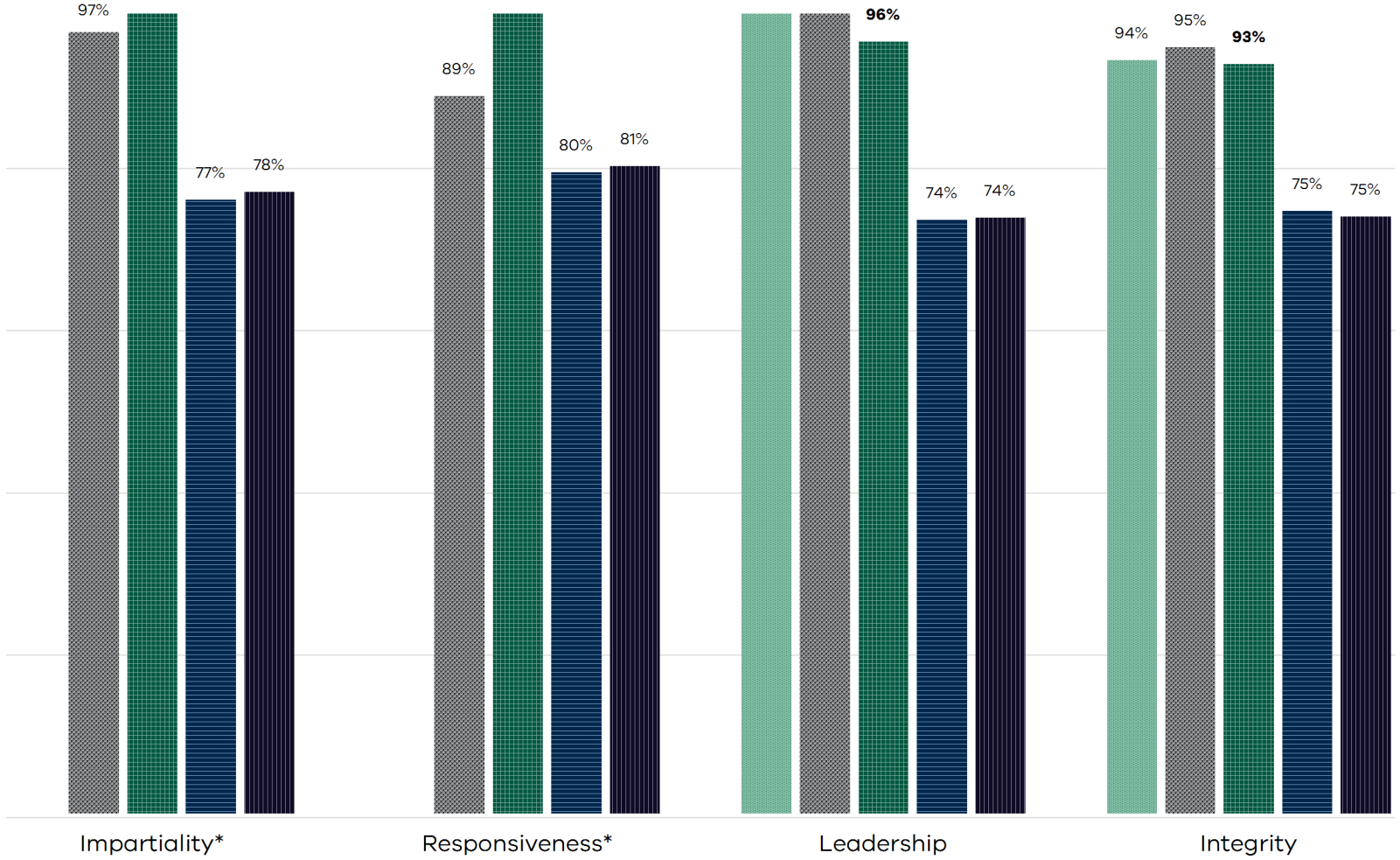
Example

In 2023:

- 100% of your staff who did the survey responded positively to questions about Impartiality , which is up 3% in 2022.

Compared to:

- 77% 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 | You 2023 | Comparator 2023 | Public sector 2023

Public sector values

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.

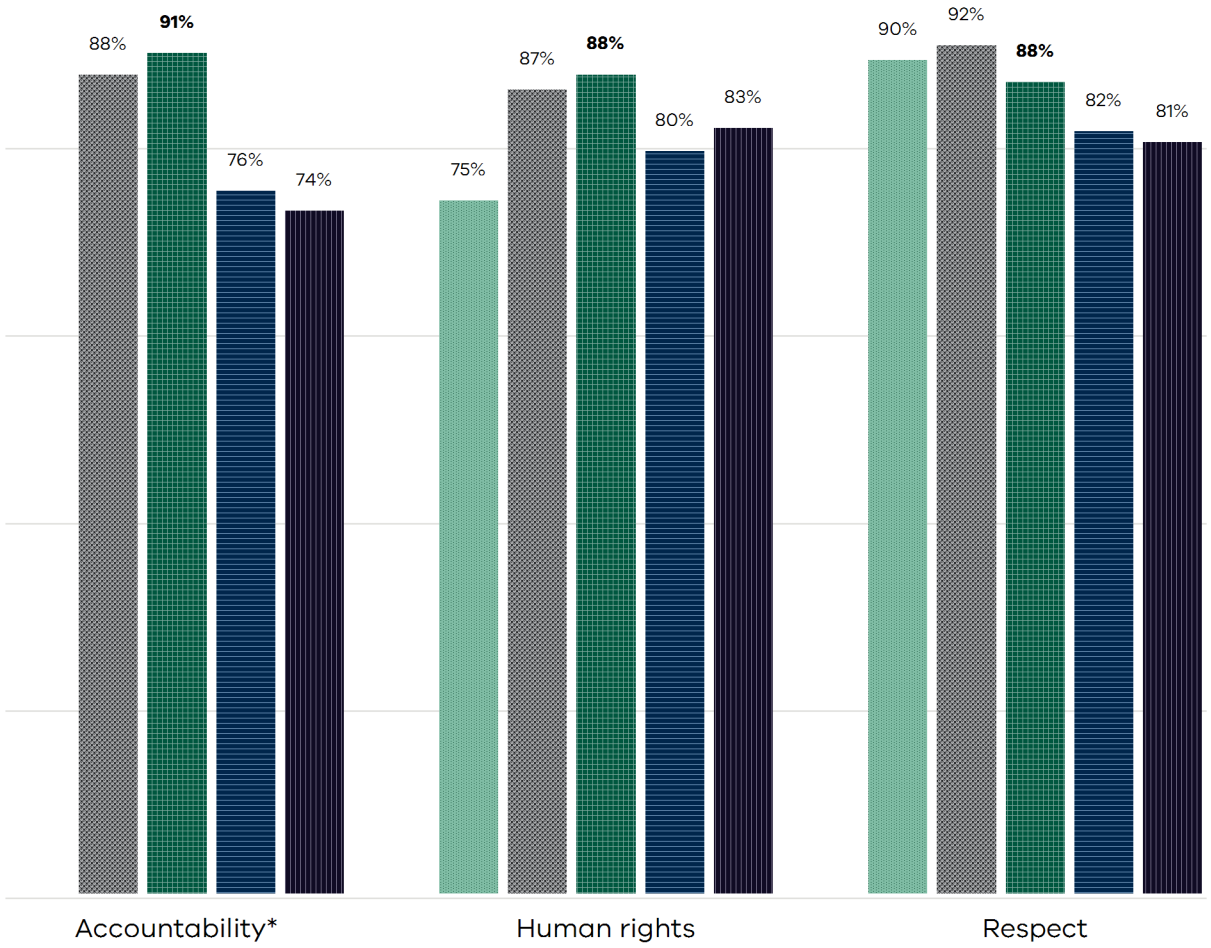
Example

In 2023:

- 91% of your staff who did the survey responded positively to questions about Accountability , which is up 2% in 2022.

Compared to:

- 76% of staff at your comparator and 74% 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 | You 2023 | Comparator 2023 | Public sector 2023

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

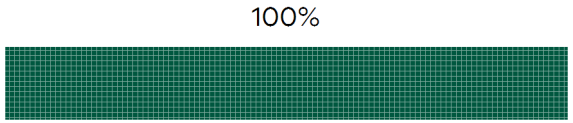
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

Survey question	Your results	Benchmark agree results					
	Disagree, Neither agree nor disagree, Don't know, Agree	You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My workgroup provides high quality advice and services		Not asked	89 %	100 %	69 %	80 %	100 %

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

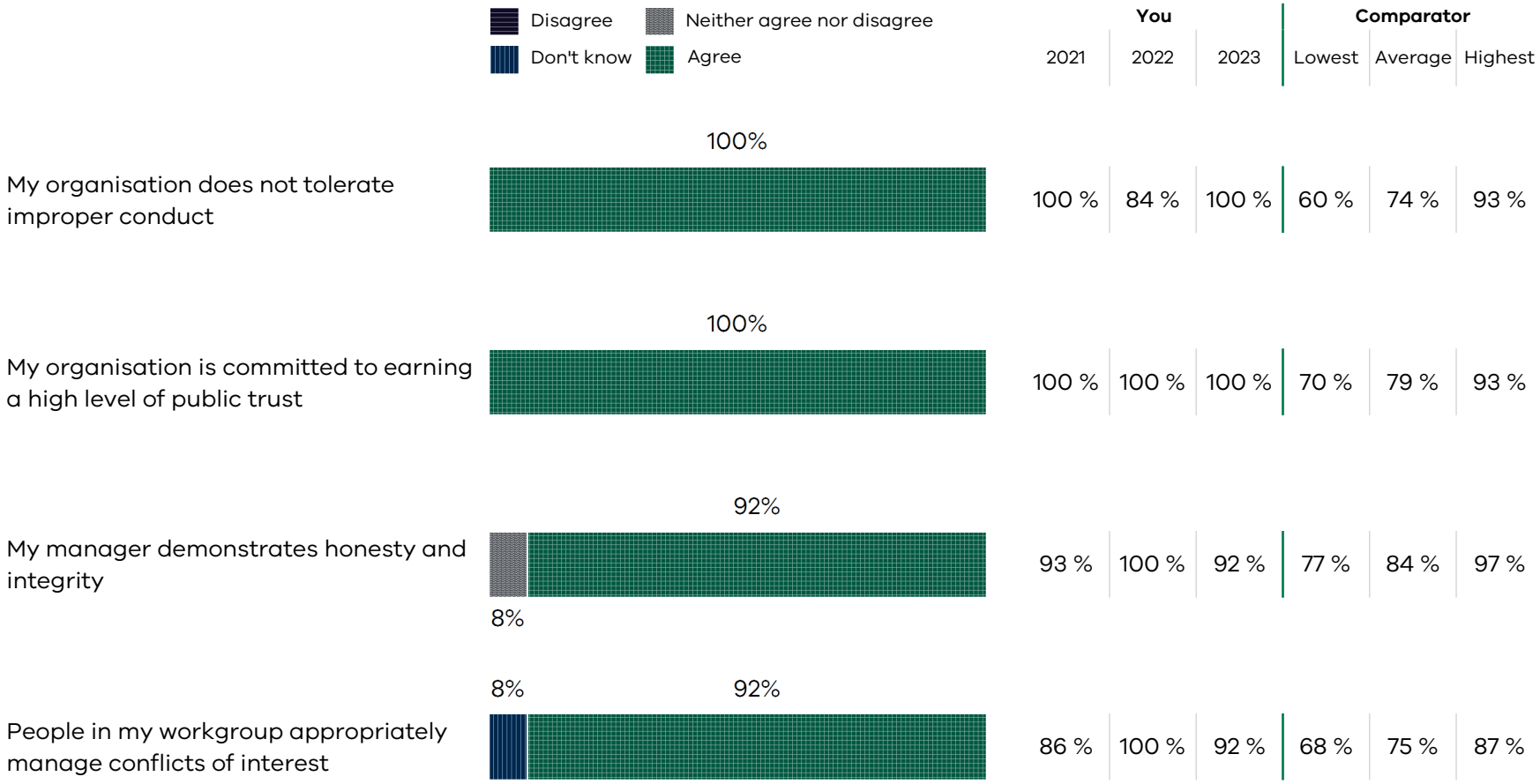
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.



Public sector values

Integrity 2 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

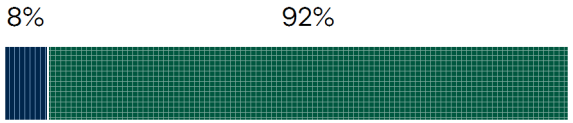
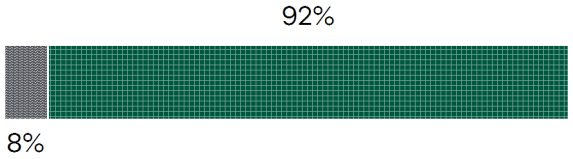
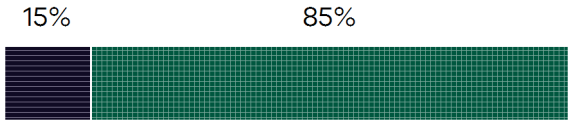
Under 'Your results', see results for each question in descending order by most agreed.

'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

92% of staff who did the survey agreed or strongly agreed with 'People in my workgroup are honest, open and transparent in their dealings'.

Survey question	Your results	You			Comparator		
	Disagree / Neither agree nor disagree / Don't know / Agree	2021	2022	2023	Lowest	Average	Highest
People in my workgroup are honest, open and transparent in their dealings		93 %	100 %	92 %	68 %	77 %	93 %
Senior leaders demonstrate honesty and integrity		100 %	100 %	92 %	43 %	65 %	87 %
I feel safe to challenge inappropriate behaviour at work		86 %	84 %	85 %	64 %	72 %	93 %

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

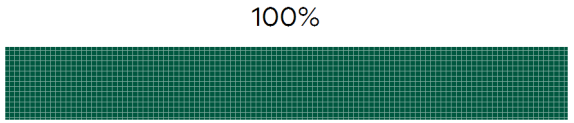
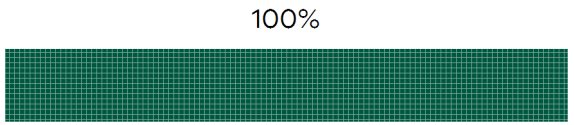
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of staff who did the survey agreed or strongly agreed with 'My workgroup acts fairly and without bias'.

Survey question	Your results	Benchmark agree results					
	Disagree, Neither agree nor disagree, Don't know, Agree	You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My workgroup acts fairly and without bias		Not asked	100 %	100 %	65 %	75 %	90 %
People in my workgroup are politically impartial in their work		100 %	95 %	100 %	67 %	78 %	93 %

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

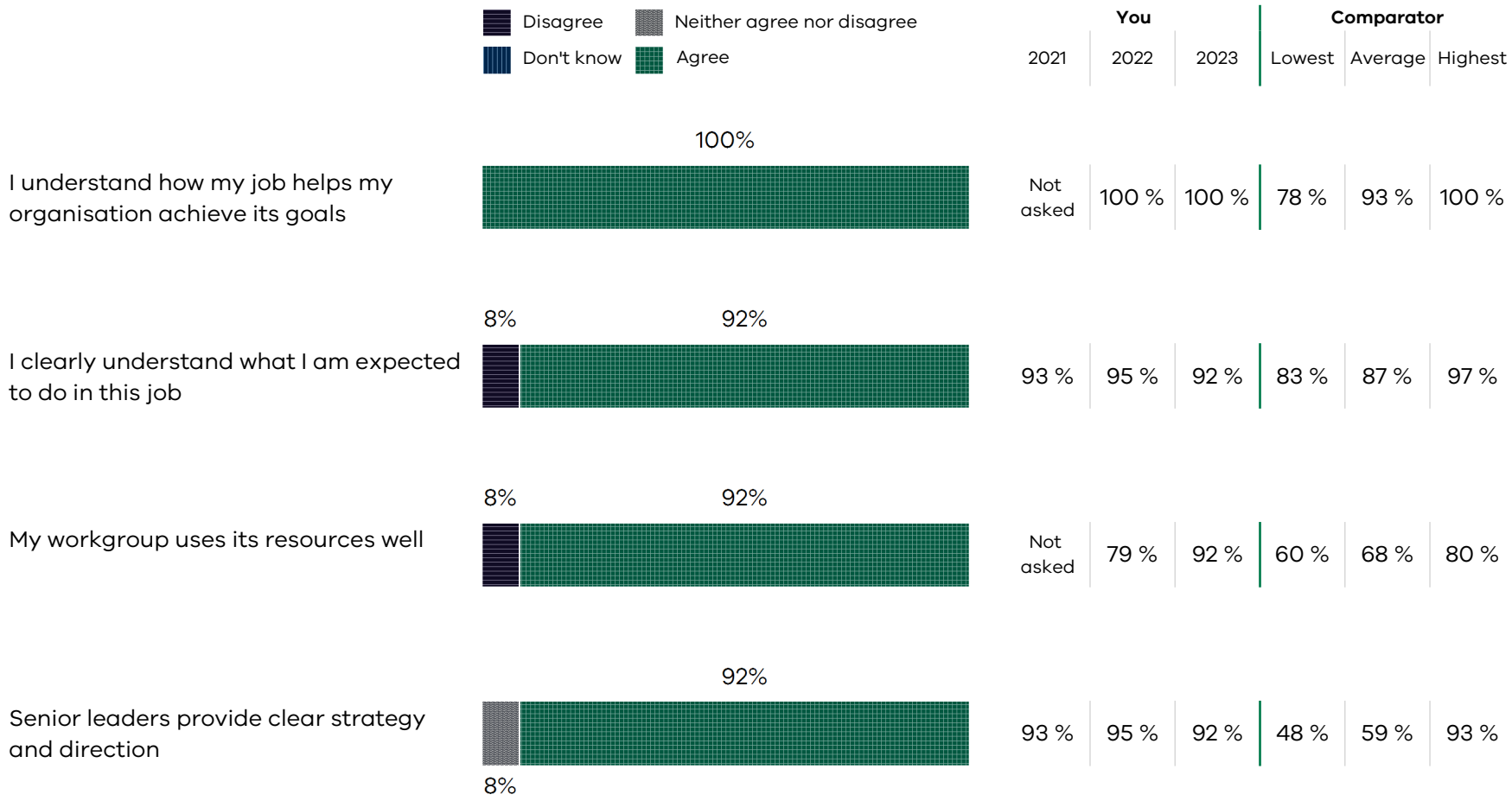
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.



Public sector values

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

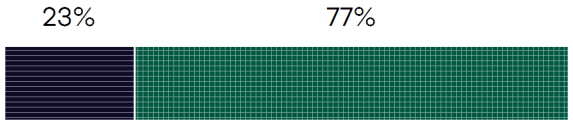
Under 'Your results', see results for each question in descending order by most agreed.

'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

77% of staff who did the survey agreed or strongly agreed with 'My workgroup has clear lines of responsibility'.

Survey question	Your results	Benchmark agree results					
	Disagree, Neither agree nor disagree, Don't know, Agree	You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My workgroup has clear lines of responsibility		71 %	74 %	77 %	68 %	73 %	85 %

Public sector values

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

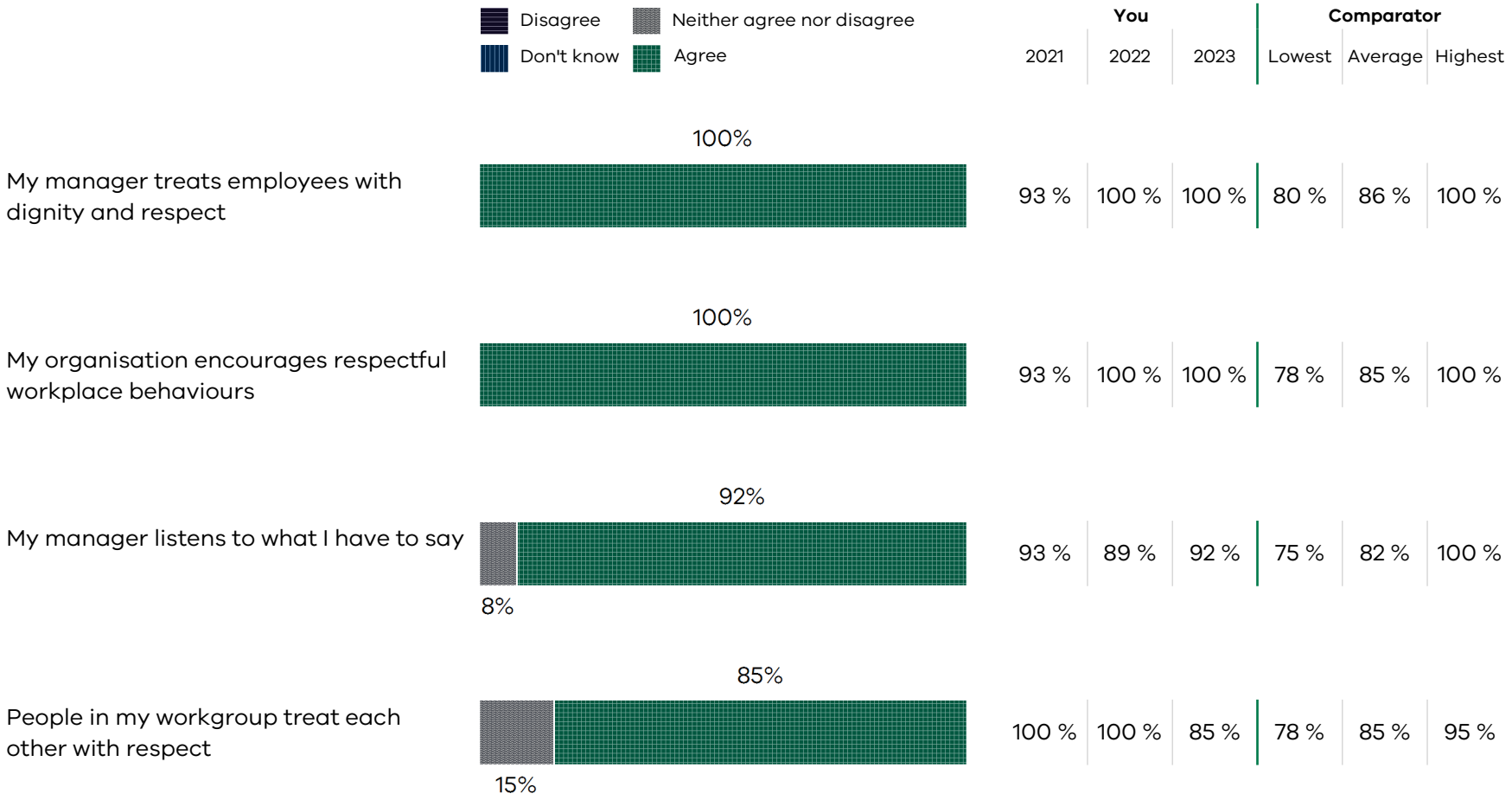
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.



Public sector values

Respect 2 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

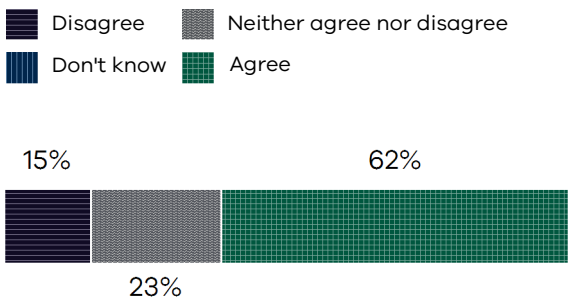
Under 'Your results', see results for each question in descending order by most agreed.

'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

62% of staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

Survey question	Your results	Benchmark agree results					
		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My organisation takes steps to eliminate bullying, harassment and discrimination		71 %	68 %	62 %	57 %	73 %	97 %

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.

'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

100% of staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

Survey question	Your results	Benchmark agree results					
	Disagree, Neither agree nor disagree, Don't know, Agree	You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
Senior leaders model my organisation's values	100%	100 %	100 %	100 %	43 %	65 %	87 %
My manager models my organisation's values	92% (8%)	100 %	100 %	92 %	77 %	83 %	93 %

Public sector values

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 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

100% 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'.

Survey question	Your results	Benchmark agree results					
	Disagree, Neither agree nor disagree, Don't know, Agree	You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My organisation encourages employees to act in ways that are consistent with human rights	100%	86 %	95 %	100 %	78 %	85 %	97 %
I understand how the Charter of Human Rights and Responsibilities applies to my work	15%, 8%, 77%	64 %	79 %	77 %	60 %	75 %	90 %

People matter survey 2023

Have your say

Overview

Report overview

- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

Result summary

People outcomes

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

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

Public sector values

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

Topical questions

- Questions on topical issues, includes additional questions that support the Gender Equality Act 2020

Custom questions

- Questions requested by your organisation

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring

Topical questions

What this is

These are additional questions to support Workplace Gender Audits, in addition to existing survey questions on gender equality.

Detailed results for all gender equality questions are provided to your Human Resources area in separate Excel reports..

Why this is important

Under the Gender Equality Act 2020, organisations have obligations to promote gender equality in the workplace.

How to read this

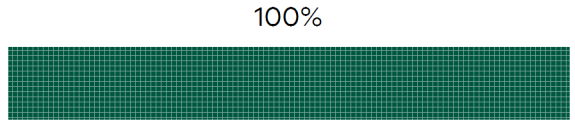
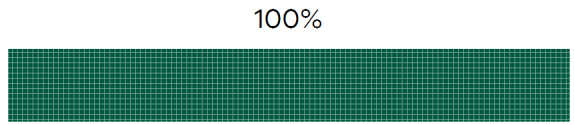
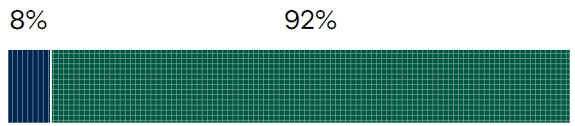
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of your staff who did the survey agreed or strongly agreed with 'In my workgroup work is allocated fairly, regardless of gender'.

Survey question	Your results	Benchmark agree results					
	Disagree, Neither agree nor disagree, Don't know, Agree	You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
In my workgroup work is allocated fairly, regardless of gender		86 %	Not asked	100 %	74 %	82 %	91 %
My organisation uses inclusive and respectful images and language		86 %	Not asked	100 %	79 %	84 %	100 %
My organisation would support me if I needed to take family violence leave		93 %	Not asked	92 %	72 %	80 %	92 %

Topical questions

What this is

Results for additional questions that gather data on whole of Government sector issues.

Why this is important

The People matter survey is an efficient way to gather data on public sector issues, avoiding additional surveys.

How to read this

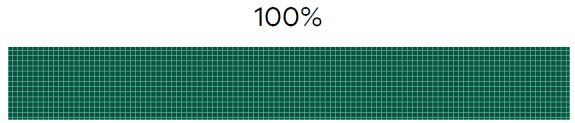
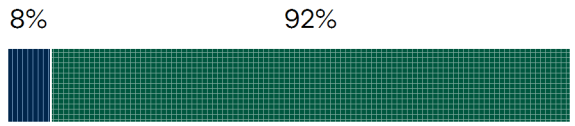
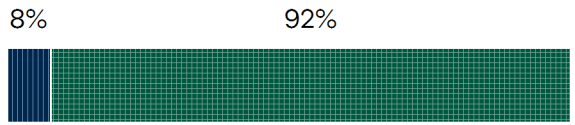
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of your staff who did the survey agreed or strongly agreed with 'My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)'.

Survey question	Your results	Benchmark agree results					
	Disagree, Neither agree nor disagree, Don't know, Agree	You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)		Not asked	Not asked	100 %	35 %	54 %	87 %
I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration		Not asked	Not asked	92 %	48 %	65 %	79 %
I understand how the Code of Conduct for Victorian public sector employees applies to my work		Not asked	Not asked	92 %	61 %	85 %	97 %

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