

People matter survey 2021

Have your say

Public Transport Safety Victoria
2021 people matter survey results report



**Victorian
Public Sector
Commission**



VICTORIA
State
Government

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 2020 but not 2019.

This means you'll be able to compare about 37% 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 2021 \(DOCX, 62KB\)](#) to see how we asked questions and defined concepts in the 2021 survey

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- Most declined
- Biggest positive difference from comparator
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Public sector values

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

Demographics

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

People matter

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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](#).

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.

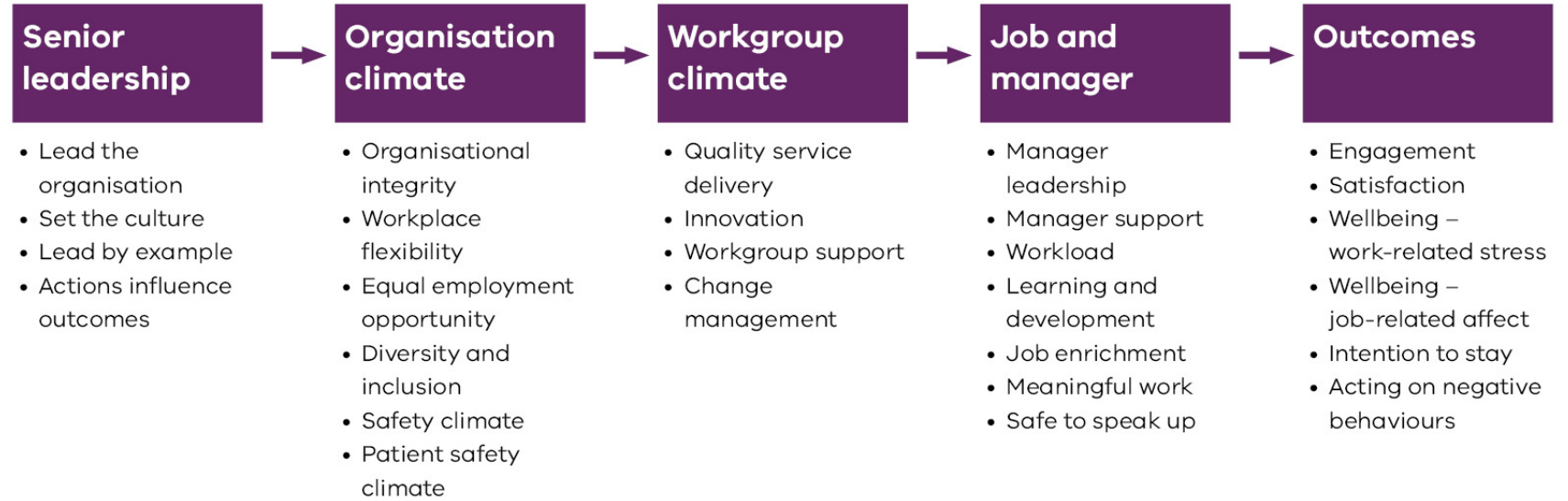
We developed the framework in consultation with stakeholders from the public sector and Deakin University.

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.



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



Responsiveness



Integrity



Impartiality



Accountability



Respect



Leadership



Human Rights

Report overview

Your comparator group 1 of 2

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'.

Bushfire Recovery Victoria

CenITex

Commercial Passenger Vehicles Victoria

Commission for Children and Young People

Court Services Victoria

Emergency Services Superannuation Board

Environment Protection Authority

Essential Services Commission

Family Safety Victoria

Family Violence Prevention Agency

Game Management Authority

Independent Broad-based Anti-corruption Commission

Infrastructure Victoria

Labour Hire Licensing Authority

Latrobe Valley Authority

Major Transport Infrastructure Authority

Office of Public Prosecutions

Office of the Chief Parliamentary Counsel

Office of the Governor Victoria

Office of the Legal Services Commissioner

Office of the Ombudsman Victoria

Office of the Victorian Electoral Commissioner

Office of the Victorian Government Architect

Office of the Victorian Information Commissioner

Office of the Victorian Inspectorate

Portable Long Service Authority

Public Record Office Victoria

Safer Care Victoria

Service Victoria

Suburban Rail Loop Authority

Victorian Auditor-General's Office

Report overview

Your comparator group 2 of 2

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Victorian Commission for
Gambling and Liquor Regulation

Victorian Disability Worker
Commission

Victorian Equal Opportunity and
Human Rights Commission

Victorian Fisheries Authority

Victorian Government Solicitor's
Office

Victorian Public Sector
Commission

Victorian Responsible Gambling
Foundation

Report overview

Your response rate

What this is

This is how many staff in your organisation did the survey in 2021.

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.

2020

65%
(49)

Comparator 70%
Public Sector 49%

2021

80%
(63)

Comparator 49%
Public Sector 39%

People matter

survey 2021

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People outcomes

Scorecard: employee engagement index

What this is

This is the psychological satisfaction staff get from their work.

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.

2020

63

Comparator 69
Public Sector 68

2021

54

Comparator 72
Public Sector 70

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 2021 index is 54.

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.

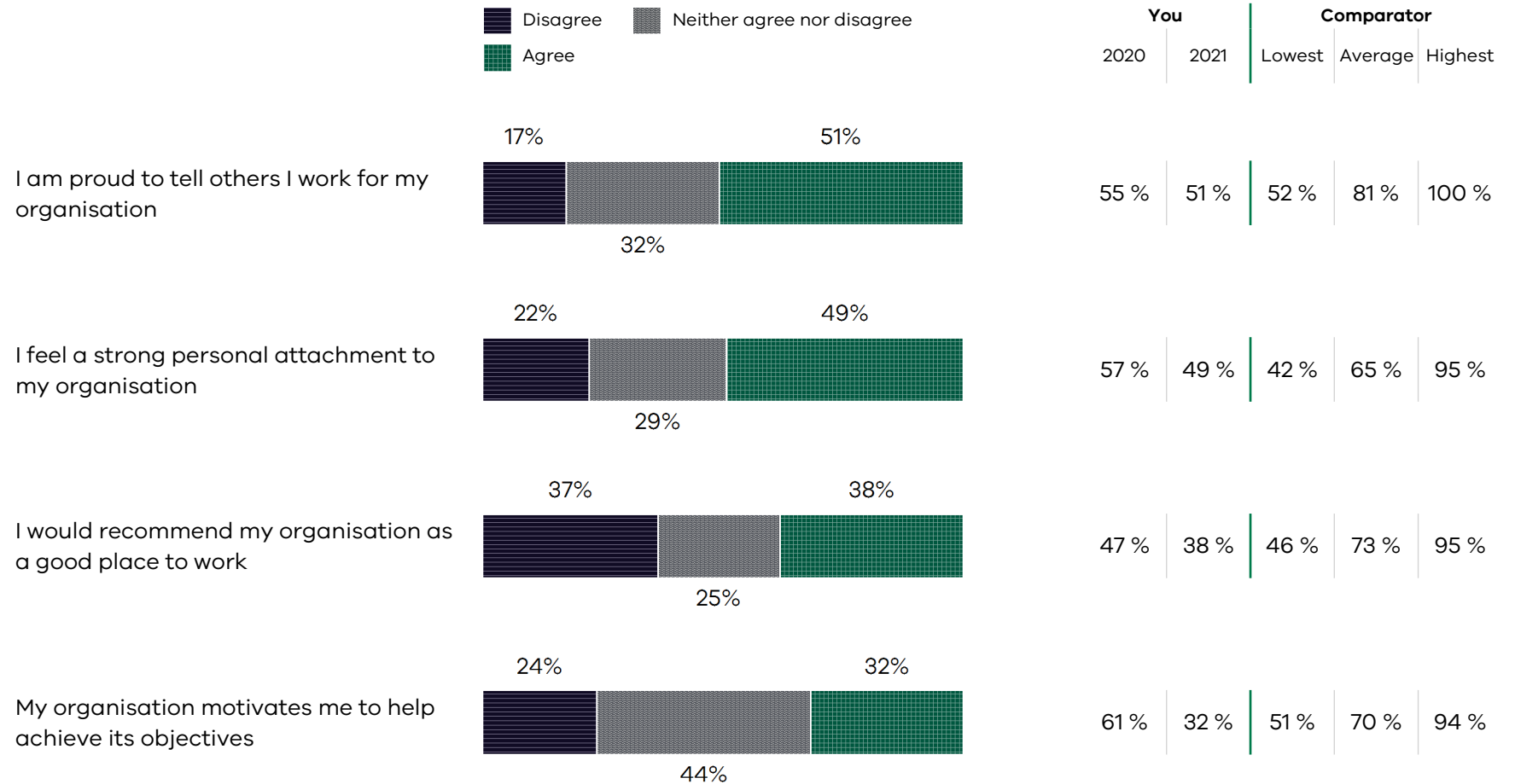
Example

51% 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

Benchmark agree results



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 2021 index is 54.

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.

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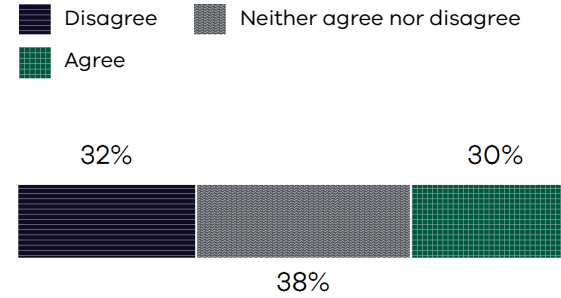
Example

30% of your staff who did the survey agreed or strongly agreed with 'My organisation inspires me to do the best in my job'.

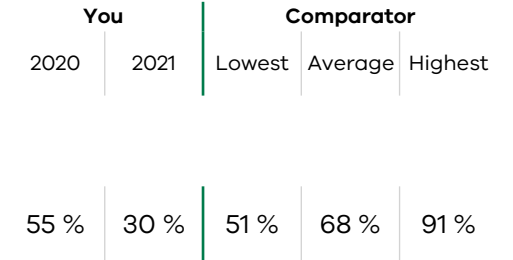
Survey question

My organisation inspires me to do the best in my job

Your results



Benchmark agree results



People outcomes

Scorecard: satisfaction, stress, intention to stay

What this is

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

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.

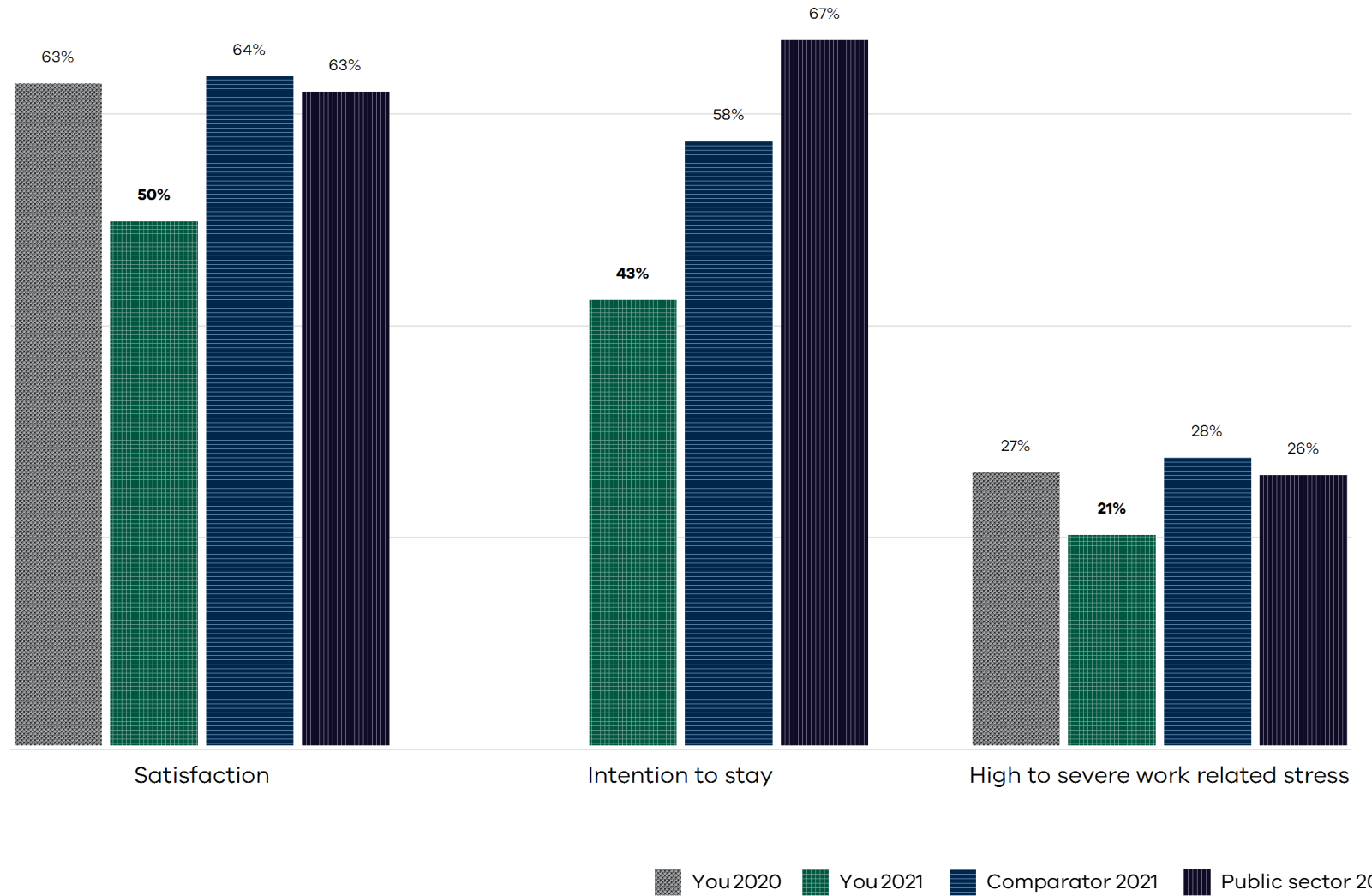
Example

In 2021:

- 50% of your staff who did the survey responded positively to questions about Satisfaction which is down from 63% in 2020.

Compared to:

- 64% of staff at your comparator and 63% of staff across the public sector.



People outcomes

Satisfaction question results 1 of 2

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 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.

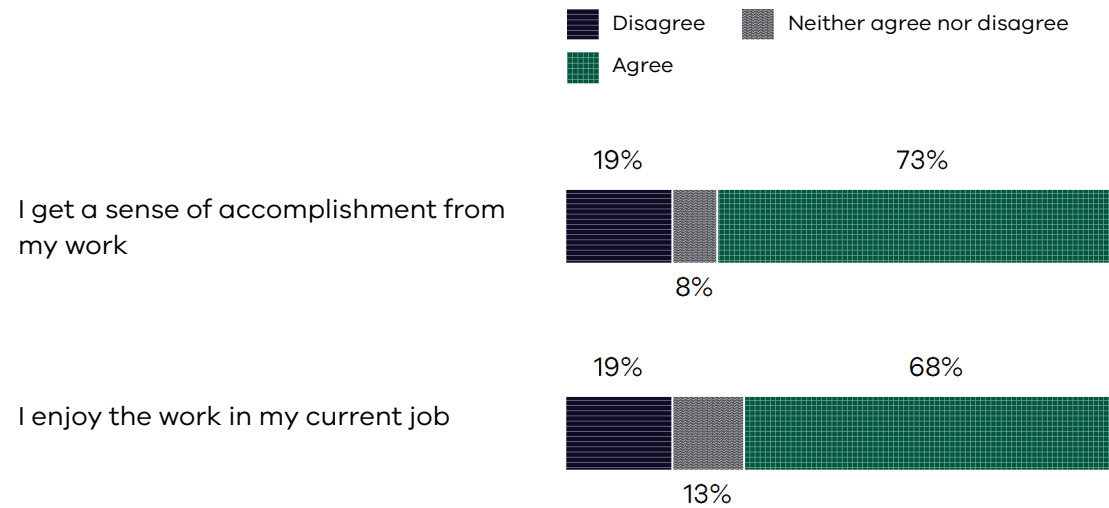
Example

73% 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

Benchmark agree results



	You		Comparator		
	2020	2021	Lowest	Average	Highest
I get a sense of accomplishment from my work	Not asked	73 %	61 %	78 %	96 %
I enjoy the work in my current job	Not asked	68 %	67 %	79 %	100 %

People outcomes

Satisfaction question results 2 of 2

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

59% 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'.

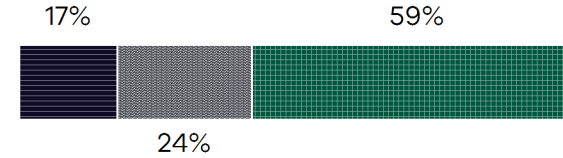
Survey question

Your results

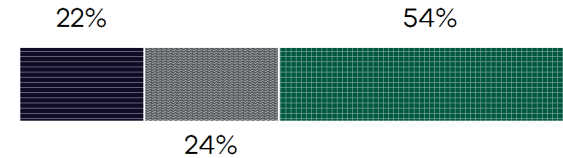
Benchmark satisfied results



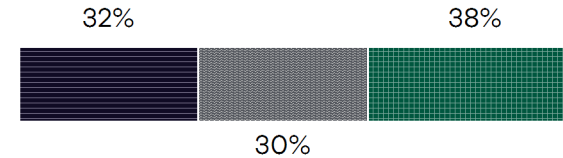
How satisfied are you with the work-life balance in your current job



Considering everything, how satisfied are you with your current job



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



You		Comparator		
2020	2021	Lowest	Average	Highest
80 %	59 %	56 %	69 %	93 %
67 %	54 %	61 %	70 %	93 %
43 %	38 %	43 %	53 %	76 %

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.

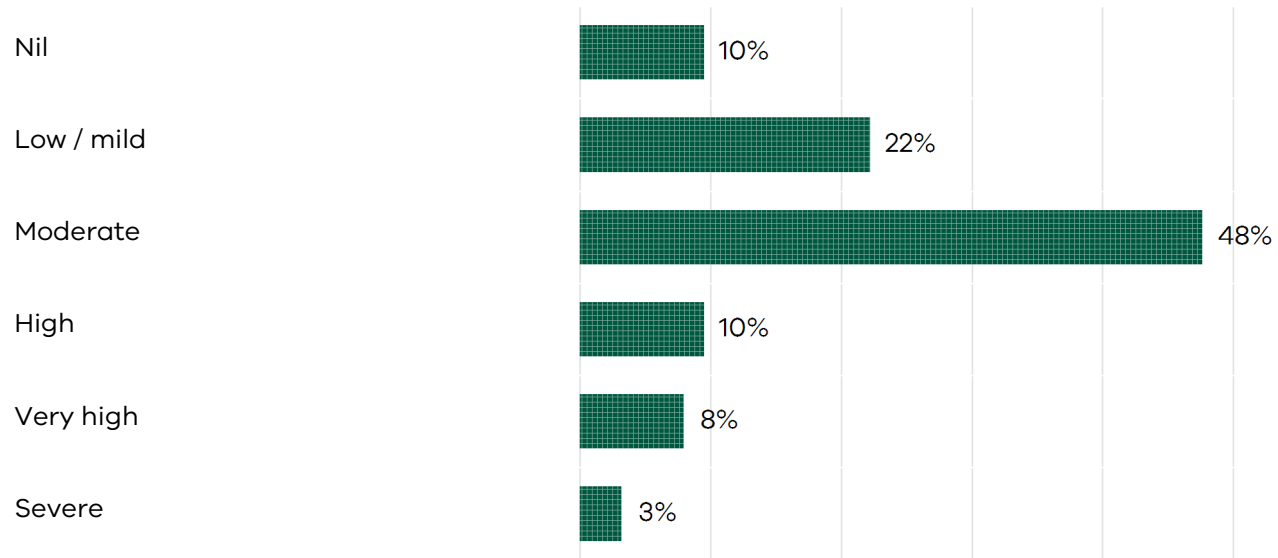
The graph at the top shows how staff in your organisation rated their current levels of work-related stress.

The numbers below show the percentage of staff in your organisation who said they experienced high to severe stress in 2021 compared to 2020 and your comparator.

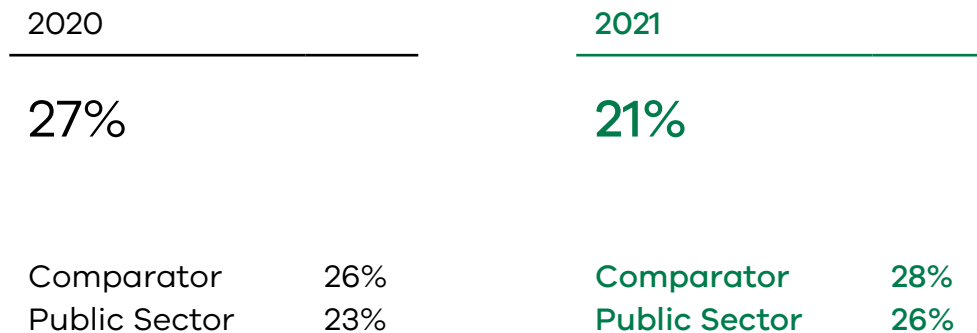
Example

21% of your staff who did the survey said they had high to severe stress in 2021. This is compared to 28% of staff in your comparator group and 26% of staff across the public sector.

How would you rate your current level of work-related stress? (You 2021)



Reported levels of high to severe stress



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.

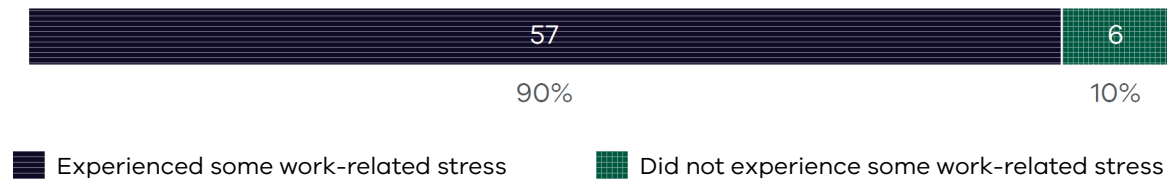
If they answer yes, we ask them to tell us what caused the stress. They can select more than one cause.

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

Example

90% of your staff who did the survey said they experienced mild to severe stress.

Of that 90%, 40% said the top reason was 'Workload'.



Of those that experienced work related stress it was from ...	You 2020	You 2021	Comparator 2021	Public sector 2021
Workload	40%	40%	52%	51%
Time pressure	20%	26%	47%	42%
Management of work (e.g. supervision, training, information, support)	16%	23%	13%	13%
Unclear job expectations	7%	19%	14%	11%
Organisation or workplace change	16%	18%	11%	11%
Social environment (e.g. relationships with colleagues, manager and/or senior leaders)	9%	18%	9%	12%
Other	13%	16%	8%	9%
Competing home and work responsibilities	24%	14%	12%	12%
Job security	9%	14%	9%	9%
Work that doesn't match my skills or experience	9%	14%	9%	7%

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 if they intend to leave their organisation, leave the sector or stay.

If they say they intend to leave, we ask them to tell us why they want to. They can select more than one reason.

In descending order, the table shows the top 10 reasons for leaving.

The bar in the top right may not add up to 100% as it doesn't include people who intend to retire, or those who answered 'don't know'.

Example

41% of your staff who did the survey said they intended to leave.

Of that 41%, 65% said it was from 'Lack of confidence in senior leadership'.

What is your likely career plan for the next 2 years?



Of those who indicated they're leaving your organisation (including leaving the sector) it was for ...

	You 2021	Comparator 2021	Public sector 2021
Lack of confidence in senior leadership	65%	30%	34%
Limited future career opportunities at my organisation	65%	51%	42%
Limited opportunities to gain further experience at my organisation	54%	39%	33%
Opportunity to broaden experience	54%	49%	40%
Limited developmental/educational opportunities at my organisation	46%	23%	24%
Lack of organisational stability	42%	17%	18%
Opportunity to seek/take a promotion elsewhere	42%	44%	33%
Limited recognition for doing a good job	38%	26%	32%
Limited involvement in decisions affecting my job and career	31%	18%	20%
Better remuneration	19%	30%	26%

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

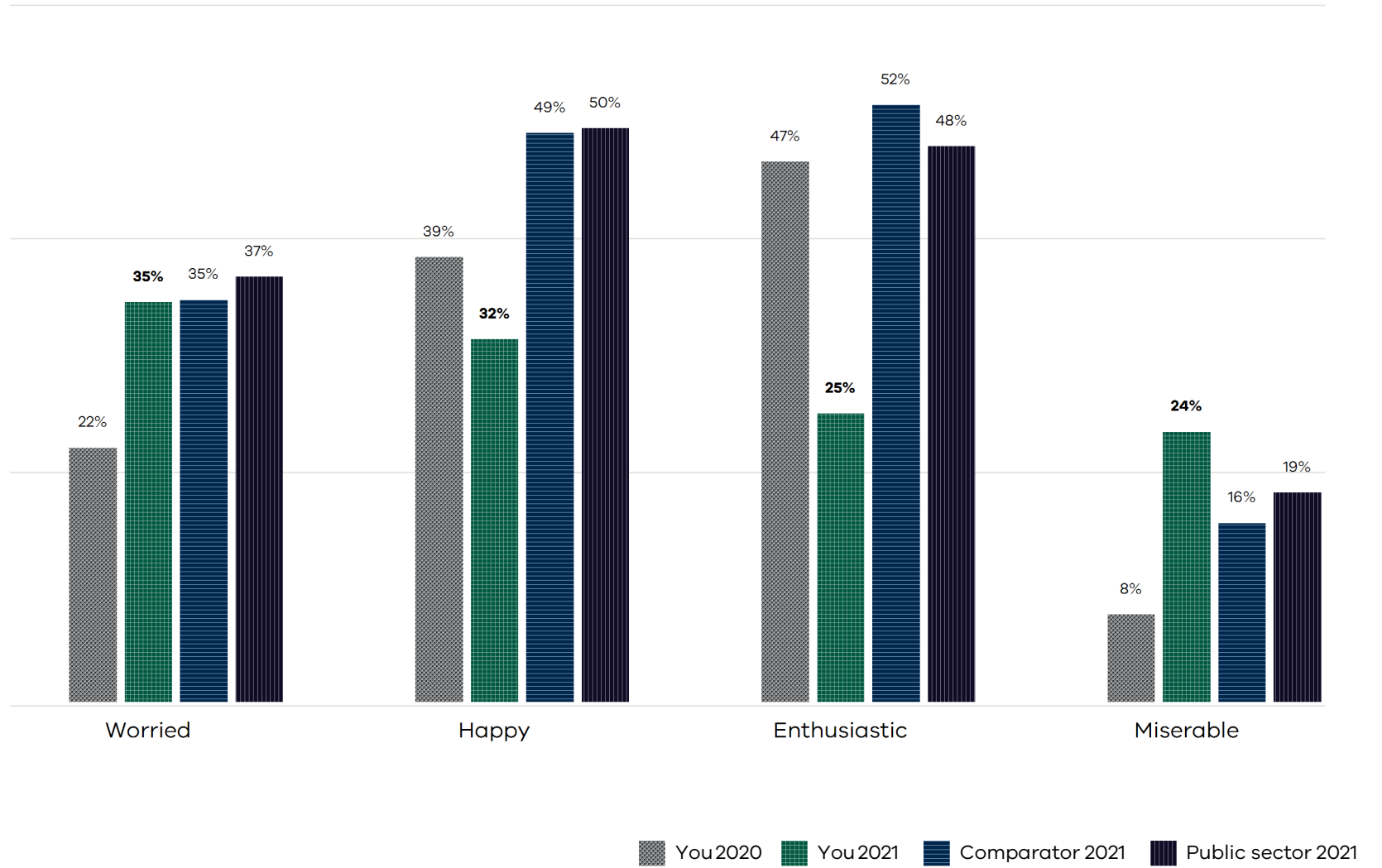
In 2021:

- 32% of your staff who did the survey said work made them feel happy in 2021, which is down from 39% in 2020

Compared to:

- 49% of staff at your comparator and 50% 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.

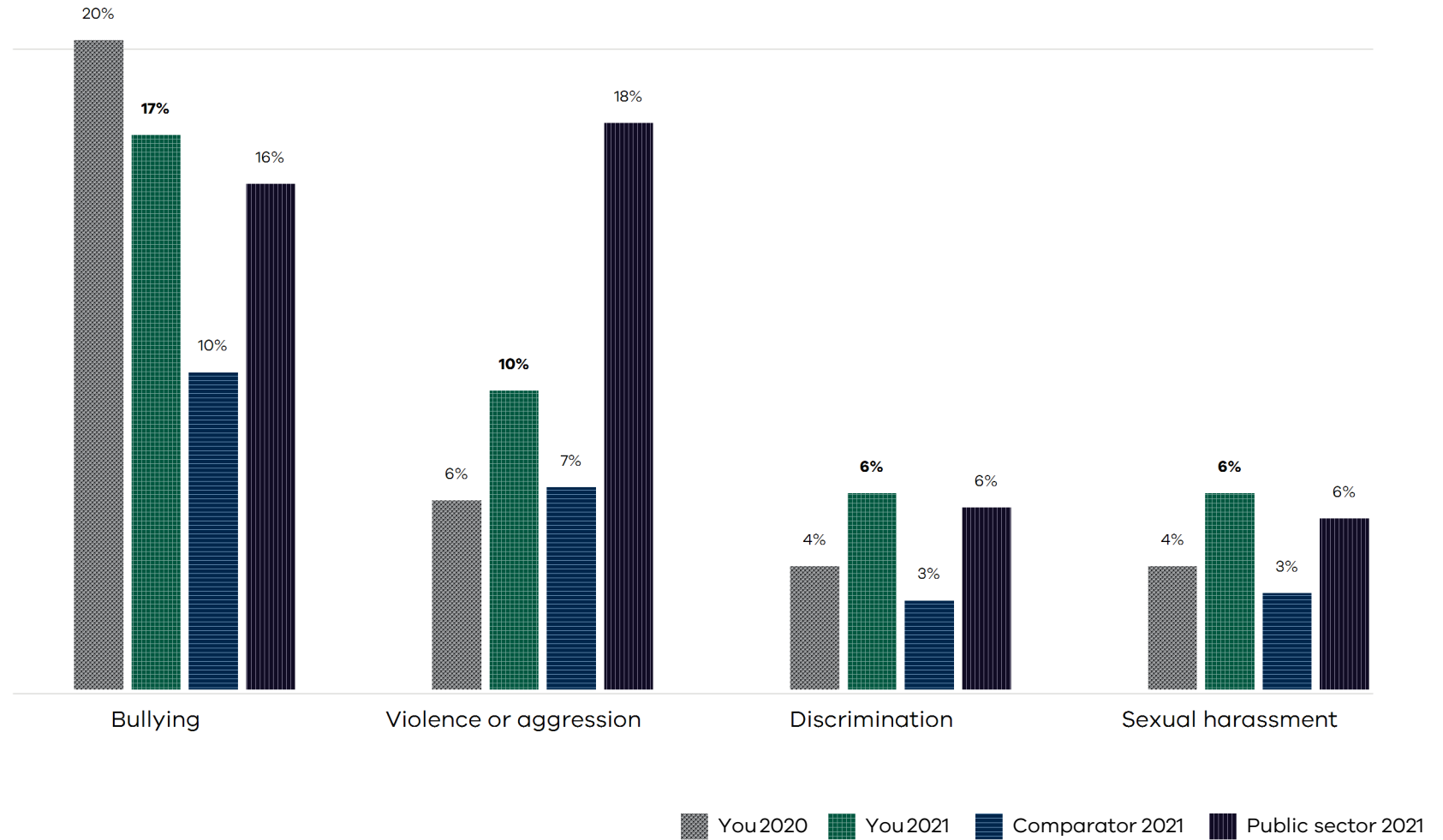
Example

In 2021:

- 17% of your staff who did the survey stated they experienced 'Bullying' in the last 12 months which is down from 20% in 2020.

Compared to:

- 10% of staff at your comparator and 16% of staff across the public sector.



People outcomes

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 long-term negative impact on those involved, including those who witness bullying.

How to read this

In the survey, we asked staff to tell us if they'd experienced bullying at work.

If they did, they could tell us with one or more answers what they experienced.

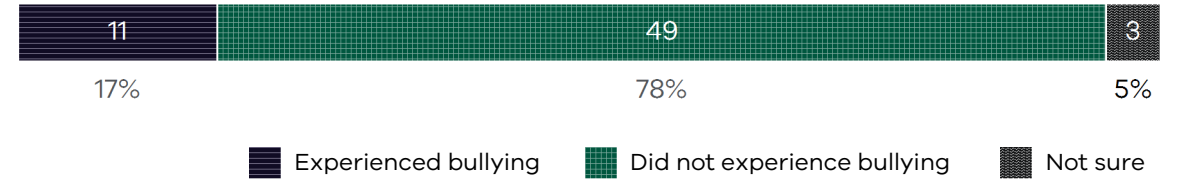
In descending order, the table shows the answers.

Example

17% of your staff who did the survey said they experienced bullying.

Of that 17%, 55% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.
 Of that 17%, 27% said the top type was 'Exclusion or isolation'.
 Of that 17%, 10% said the top type was 'Intimidation and/or threats'.
 Of that 17%, 20% said the top type was 'Being assigned meaningless tasks unrelated to the job'.
 Of that 17%, 0% said the top type was 'Other'.
 Of that 17%, 10% said the top type was 'Verbal abuse'.

Have you experienced bullying at work in the last 12 months?



If you experienced bullying, what type of bullying did you experience?

	You 2020	You 2021	Comparator 2021	Public sector 2021
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	90%	55%	75%	69%
Withholding essential information for me to do my job	40%	45%	36%	27%
Exclusion or isolation	30%	27%	43%	42%
Intimidation and/or threats	10%	27%	26%	32%
Being assigned meaningless tasks unrelated to the job	20%	18%	15%	13%
Other	0%	9%	15%	15%
Verbal abuse	10%	9%	18%	20%

People outcomes

Telling someone about the bullying

What this is

This is if staff told someone when they experienced bullying.

Why this is important

By understanding how staff report bullying, organisations can plan how to support and protect staff.

How to read this

In the survey, we asked staff to tell us if they'd experienced bullying at work.

If they did, they could tell us with one or more answers who they told about it.

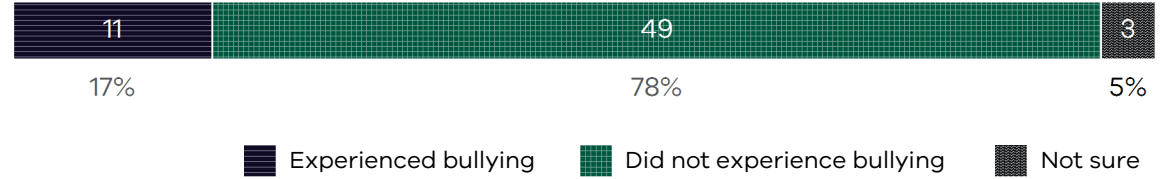
In descending order, the table shows the answers.

Example

17% of your staff who did the survey said they experienced bullying, of which

- 55% said the top way they reported the bullying was 'Told a manager'.
- 91% said they didn't submit a formal complaint.

Have you experienced bullying at work in the last 12 months?



Did you tell anyone about the bullying?

	You 2020	You 2021	Comparator 2021	Public sector 2021
Told a manager	50%	55%	50%	47%
Told a colleague	50%	36%	44%	42%
Told a friend or family member	40%	36%	42%	34%
Told the person the behaviour was not OK	0%	36%	20%	17%
Told employee assistance program (EAP) or peer support	0%	18%	11%	9%
Told Human Resources	30%	18%	20%	12%
Told someone else	10%	18%	13%	12%
I did not tell anyone about the bullying	0%	9%	11%	12%
Submitted a formal complaint	0%	9%	8%	12%

People outcomes

Bullying - reasons for not submitting a formal complaint

What this is

This is why staff who experienced bullying chose not to submit a formal complaint.

Why this is important

By understanding this, organisations can plan how to support staff.

How to read this

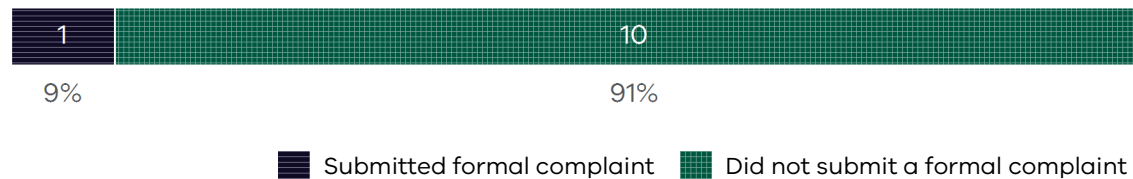
In the survey, we asked staff to tell us if they'd experienced bullying at work. We then asked them if they submitted a formal complaint. If they didn't, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

91% of your staff who experienced bullying did not submit a formal complaint, of which:

- 60% said the top reason was 'I believed there would be negative consequences for my reputation'.

Did you submit a formal complaint?



Please tell us why you did not submit a formal complaint?

	You 2021	Comparator 2021	Public sector 2021
I believed there would be negative consequences for my reputation	60%	59%	53%
I didn't think it would make a difference	50%	50%	50%
I believed there would be negative consequences for my career	30%	50%	40%
I believed there would be negative consequences for the person I was going to complain about	20%	10%	10%
I didn't feel safe to report the incident	20%	21%	19%
I thought the complaint process would be embarrassing or difficult	20%	13%	14%
Other	20%	14%	12%
I didn't think it was serious enough	10%	21%	16%
I was advised not to	10%	5%	5%

People outcomes

Perpetrators of bullying

What this is

This is who staff have said are responsible for bullying.

Why this is important

Understanding where bullying happens means organisations can work out what action to take.

How to read this

In this year's survey, 17% of your staff said they experienced bullying.

If they did, they could tell us with one or more answers who the perpetrator was.

In descending order, the bar chart shows the perpetrators with the largest number of responses.

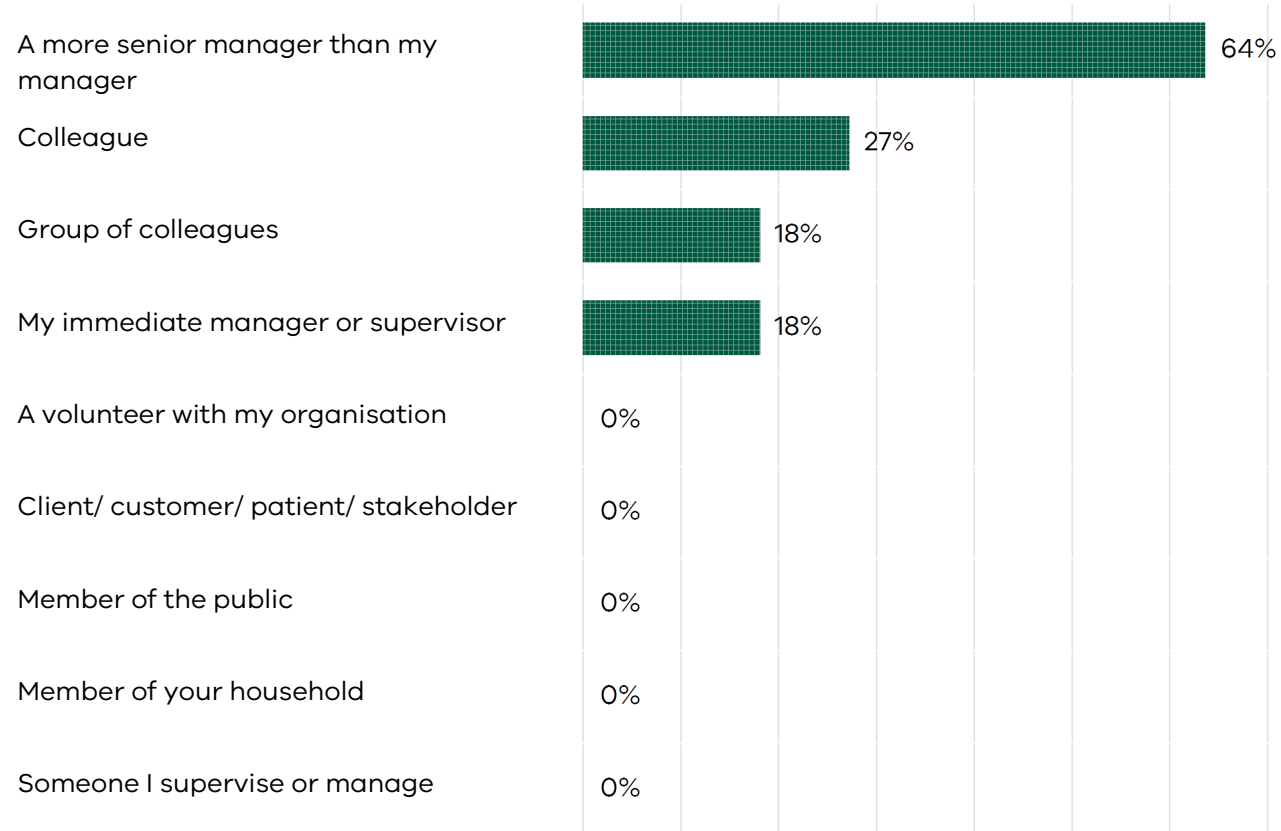
Each row is one perpetrator or group of perpetrators.

Example

17% of your staff who did the survey said they experienced bullying.

Of that 17%, 64% said it was by 'A more senior manager than my manager'.

11 people (17% of staff) experienced bullying (You2021)



People outcomes

Frequency of bullying

What this is

This is how often staff experienced bullying.

Why this is important

Understanding how often bullying happens means organisations can work out what action to take.

How to read this

In this year's survey, 17% of your staff said they experienced bullying.

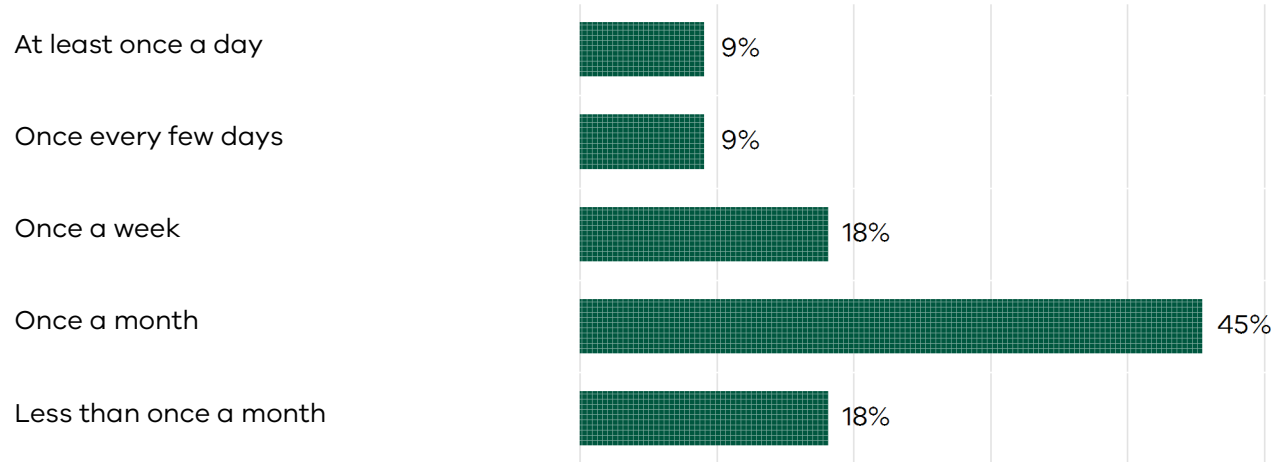
If they did, they could tell us how often they experienced this behaviour.

Example

17% of your staff who did the survey said they experienced bullying.

Of that 17%, 9% said it was 'At least once a day'.

How often have you experienced bullying? (You2021)



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.

People outcomes

Discrimination

What this is

Discrimination is when a person treats, or proposes to treat, a person unfavourably because of their personal characteristics, such as their age or gender, or other attributes.

Why this is important

Staff expect to have a safe and inclusive working environment to work in that is free of discrimination.

Why there is no data here

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

We do this to protect the respondents.

People outcomes

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.

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.

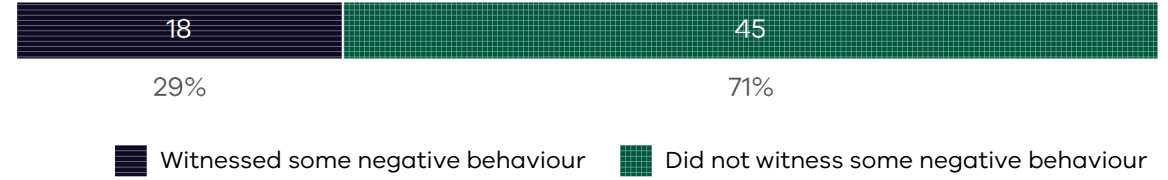
In descending order, the table shows the answers.

Example

29% of your staff who did the survey said they witnessed some negative behaviour at work.

71% 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 2021	Comparator 2021	Public sector 2021
No, I have not witnessed any of the situations above	71%	85%	77%
Bullying of a colleague	19%	11%	16%
Discrimination against a colleague	11%	5%	8%
Sexual harassment of a colleague	8%	1%	1%
Violence or aggression against a colleague	2%	2%	6%

Negative behaviour

Taking action when witnessing negative behaviours

What this is

This is what your staff did when they witnessed negative behaviour at work.

Why this is important

What staff do when they witness negative behaviour may help organisations understand what support their staff need.

How to read this

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

If they did, they could tell us with one or more answers what action they took.

The table shows the answers in descending order.

Example

29% of your staff who did the survey witnessed negative behaviour, of which:

- 67% said the top action they took was 'Spoke to the person who experienced the behaviour'.
- 11% took no action.

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



When you witnessed the above behaviour(s), did you do any of the following?

	You 2021	Comparator 2021	Public sector 2021
Spoke to the person who experienced the behaviour	67%	75%	72%
Told a manager	44%	34%	37%
Spoke to the person who behaved in a negative way	17%	14%	22%
Told the person the behaviour was not OK	17%	18%	25%
Told a colleague	11%	18%	21%
Told Human Resources	11%	12%	6%
Took no action	11%	8%	7%
Other	6%	6%	7%

People outcomes

Negative behaviour — satisfaction with making a formal complaint

What this is

This is how satisfied a staff member was with how your organisation managed their complaint.

Why this is important

When staff submit a formal complaint for negative behaviours, they should feel your organisation will manage it effectively and professionally.

How to read this

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

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

Example

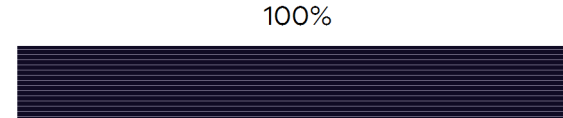
0% of staff who did the survey were satisfied with the way your organisation handled their formal 'Bullying' complaint.

Survey question

Were you satisfied with the way your formal complaint was handled

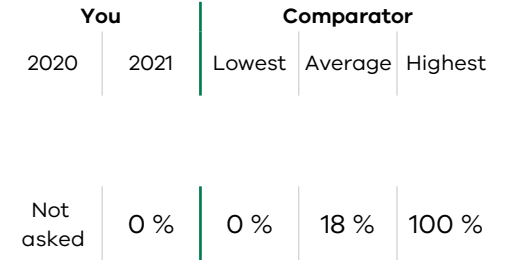


Bullying



Your results

Benchmark satisfied results



People matter

survey 2021

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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 2021.

How to read this

Use this data to see where your organisation has the highest agreement or satisfaction with questions from the 2021 survey.

In this table, your score for this year is shown in the 'you 2021 column'.

You can also compare your 2021 scores against your 2020 scores and your 2021 comparator group.

Example

On the first row 'Workgroup support', the 'You 2021' column shows 89% of your staff agreed with 'I am able to work effectively with others outside my immediate workgroup'.

In the 'Change from 2020' column, you have a 3% increase, which is a positive trend.

Question group	Highest scoring questions	You 2021	Change from 2020	Comparator 2021
Workgroup support	I am able to work effectively with others outside my immediate workgroup	89%	+3%	88%
Workgroup support	I am able to work effectively with others in my workgroup	87%	-5%	93%
Job enrichment	I understand how my job contributes to my organisation's purpose	83%	-11%	91%
Supporting question - gender equality	In my workgroup work is allocated fairly, regardless of gender	83%	Not asked in 2020	85%
Manager leadership	My manager is committed to workplace safety	81%	Not asked in 2020	90%
Manager leadership	My manager works effectively with people from diverse backgrounds	81%	Not asked in 2020	90%
Safety climate	My organisation provides a physically safe work environment	81%	Not asked in 2020	88%
Innovation	My workgroup respectfully consults with clients and stakeholders to improve outcomes	81%	Not asked in 2020	88%
Job enrichment	I understand how the Charter of Human Rights and Responsibilities applies to my work	79%	Not asked in 2020	73%
Manager leadership	My manager treats employees with dignity and respect	79%	Not asked in 2020	90%

Key differences

Lowest scoring questions

What this is

These are the questions your organisation had the lowest agreement or satisfaction with in 2021.

How to read this

Use this data to see where your organisation has the lowest agreement or satisfaction with questions from the 2021 survey.

In this table, your score for this year is shown in the 'you 2021 column'.

You can also compare your 2021 scores against your 2020 scores and your 2021 comparator group.

Example

On the first row 'Taking action', the 'You 2021' column shows 11% of your staff agreed with 'My organisation has taken positive action on the results of last year's survey'.

This question was not asked in 2020.

Question subgroup	Lowest scoring questions	You 2021	Change from 2020	Comparator 2021
Taking action	My organisation has taken positive action on the results of last year's survey	11%	Not asked in 2020	40%
Learning and development	I am satisfied with the availability of opportunities to move between roles within my organisation (e.g. temporary or permanent transfers)	21%	Not asked in 2020	37%
Organisational integrity	My organisation makes fair recruitment and promotion decisions, based on merit	27%	Not asked in 2020	57%
Safety climate	All levels of my organisation are involved in the prevention of stress	27%	-4%	47%
Taking action	I believe my organisation will take positive action on the results of this year's survey	27%	Not asked in 2020	57%
Senior leadership	Senior leaders provide clear strategy and direction	29%	-24%	62%
Learning and development	I am satisfied with the availability of opportunities to take up roles in other organisations (e.g. temporary or permanent transfers or secondments)	30%	Not asked in 2020	30%
Learning and development	I feel I have an equal chance at promotion in my organisation	30%	Not asked in 2020	44%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	30%	-7%	59%
Engagement	My organisation inspires me to do the best in my job	30%	-25%	68%

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 2020' column.

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

This is because the increase from 2020 shows you where the most positive changes are happening in your organisation.

Example

On the first row 'Workload', the 'You 2021' column shows 67% of your staff agreed with 'The workload I have is appropriate for the job that I do'.

In the 'Increase from 2020' column, you have a 5% increase, which is a positive trend.

Question group	Most improved from last year	You 2021	Increase from 2020	Comparator 2021
Workload	The workload I have is appropriate for the job that I do	67%	+5%	59%
Workgroup support	I am able to work effectively with others outside my immediate workgroup	89%	+3%	88%

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 2020' column.

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

This is because the decrease from 2020 shows you where the most negative changes are happening in your organisation.

Example

On the first row 'Engagement', the 'You 2021' column shows 32% of your staff agreed with 'My organisation motivates me to help achieve its objectives'.

In the 'Decrease from 2020' column, you have a 29% decrease, which is a negative trend.

Question subgroup	Largest decline from last year	You 2021	Decrease from 2020	Comparator 2021
Engagement	My organisation motivates me to help achieve its objectives	32%	-29%	70%
Meaningful work	I am achieving something important through my work	62%	-26%	80%
Manager support	My manager provides feedback to me in a way that helps me improve my performance	52%	-25%	73%
Engagement	My organisation inspires me to do the best in my job	30%	-25%	68%
Senior leadership	Senior leaders provide clear strategy and direction	29%	-24%	62%
Job enrichment	My job allows me to utilise my skills, knowledge and abilities	59%	-23%	81%
Workplace flexibility	I am confident that if I requested a flexible work arrangement, it would be given due consideration	63%	-22%	81%
Satisfaction	How satisfied are you with the work-life balance in your current job	59%	-21%	69%
Manager support	My manager keeps me informed about what's going on	67%	-19%	81%
Workgroup support	People in my workgroup treat each other with respect	73%	-19%	90%

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 2021 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 'Workload', the 'You 2021' column shows 67% of your staff agreed with 'The workload I have is appropriate for the job that I do'.

The 'difference' column, shows that agreement for this question was 8 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2021	Difference	Comparator 2021
Workload	The workload I have is appropriate for the job that I do	67%	+8%	59%
Job enrichment	I understand how the Charter of Human Rights and Responsibilities applies to my work	79%	+6%	73%
Workgroup support	I am able to work effectively with others outside my immediate workgroup	89%	+1%	88%
Learning and development	I am satisfied with the availability of opportunities to take up roles in other organisations (e.g. temporary or permanent transfers or secondments)	30%	+0%	30%
Workload	I have enough time to do my job effectively	56%	+0%	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 2021 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 'Engagement', the 'You 2021' column shows 32% of your staff agreed with 'My organisation motivates me to help achieve its objectives'.

The 'difference' column, shows that agreement for this question was 39 percentage points lower in your organisation than in your comparator.

Question subgroup	Biggest negative difference from comparator	You 2021	Difference	Comparator 2021
Engagement	My organisation motivates me to help achieve its objectives	32%	-39%	70%
Engagement	My organisation inspires me to do the best in my job	30%	-38%	68%
Organisational integrity	My organisation is committed to earning a high level of public trust	48%	-36%	84%
Engagement	I would recommend my organisation as a good place to work	38%	-35%	73%
Senior leadership	Senior leaders provide clear strategy and direction	29%	-34%	62%
Diversity and inclusion	There is a positive culture within my organisation in relation to employees who are Aboriginal and / or Torres Strait Islander	35%	-32%	67%
Senior leadership	Senior leaders support staff to work in an environment of change	38%	-31%	69%
Organisational integrity	My organisation does not tolerate improper conduct	40%	-31%	71%
Engagement	I am proud to tell others I work for my organisation	51%	-30%	81%
Organisational integrity	My organisation makes fair recruitment and promotion decisions, based on merit	27%	-30%	57%

People matter

survey 2021

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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

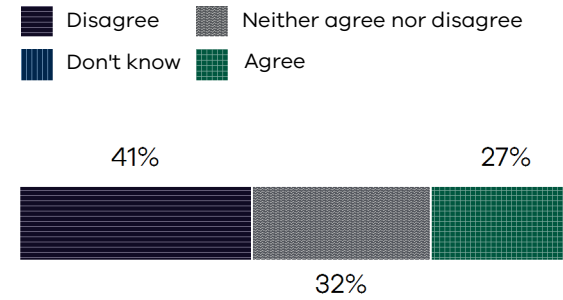
27% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will take positive action on the results of this year's survey'.

Survey question

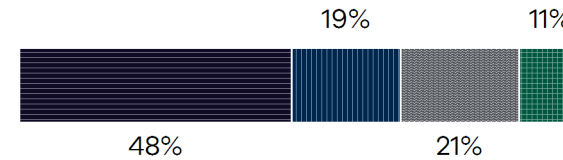
Your results

Benchmark agree results

I believe my organisation will take positive action on the results of this year's survey



My organisation has taken positive action on the results of last year's survey



	You		Comparator		
	2020	2021	Lowest	Average	Highest
I believe my organisation will take positive action on the results of this year's survey	Not asked	27 %	36 %	57 %	96 %
My organisation has taken positive action on the results of last year's survey	Not asked	11 %	14 %	40 %	91 %

People matter

survey 2021

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Senior leadership

Senior leadership 1 of 2

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.

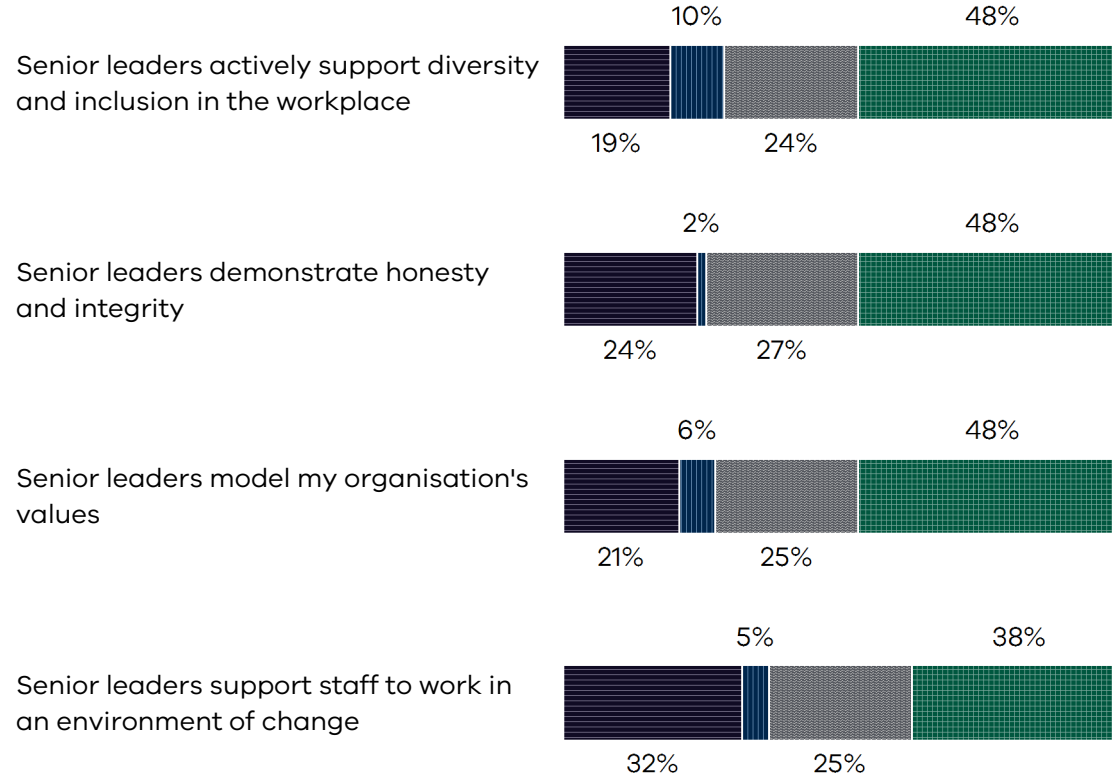
Example

48% of your staff who did the survey agreed or strongly agreed with 'Senior leaders actively support diversity and inclusion in the workplace'.

Survey question

Your results

Benchmark agree results



	You		Comparator		
	2020	2021	Lowest	Average	Highest
Senior leaders actively support diversity and inclusion in the workplace	Not asked	48 %	58 %	77 %	100 %
Senior leaders demonstrate honesty and integrity	Not asked	48 %	44 %	72 %	100 %
Senior leaders model my organisation's values	Not asked	48 %	50 %	71 %	100 %
Senior leaders support staff to work in an environment of change	55 %	38 %	52 %	69 %	100 %

Senior leadership

Senior leadership 2 of 2

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.

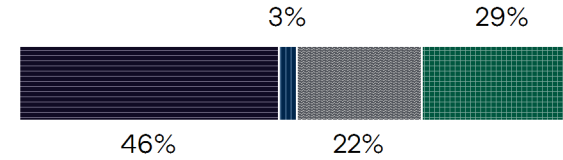
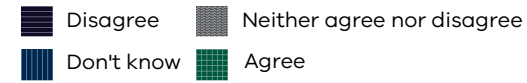
Example

29% of your staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

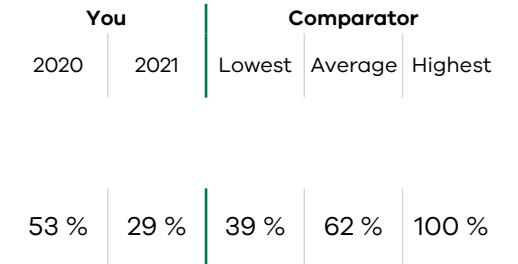
Survey question

Senior leaders provide clear strategy and direction

Your results



Benchmark agree results



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survey 2021

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Organisational climate

Scorecard 1 of 2

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.

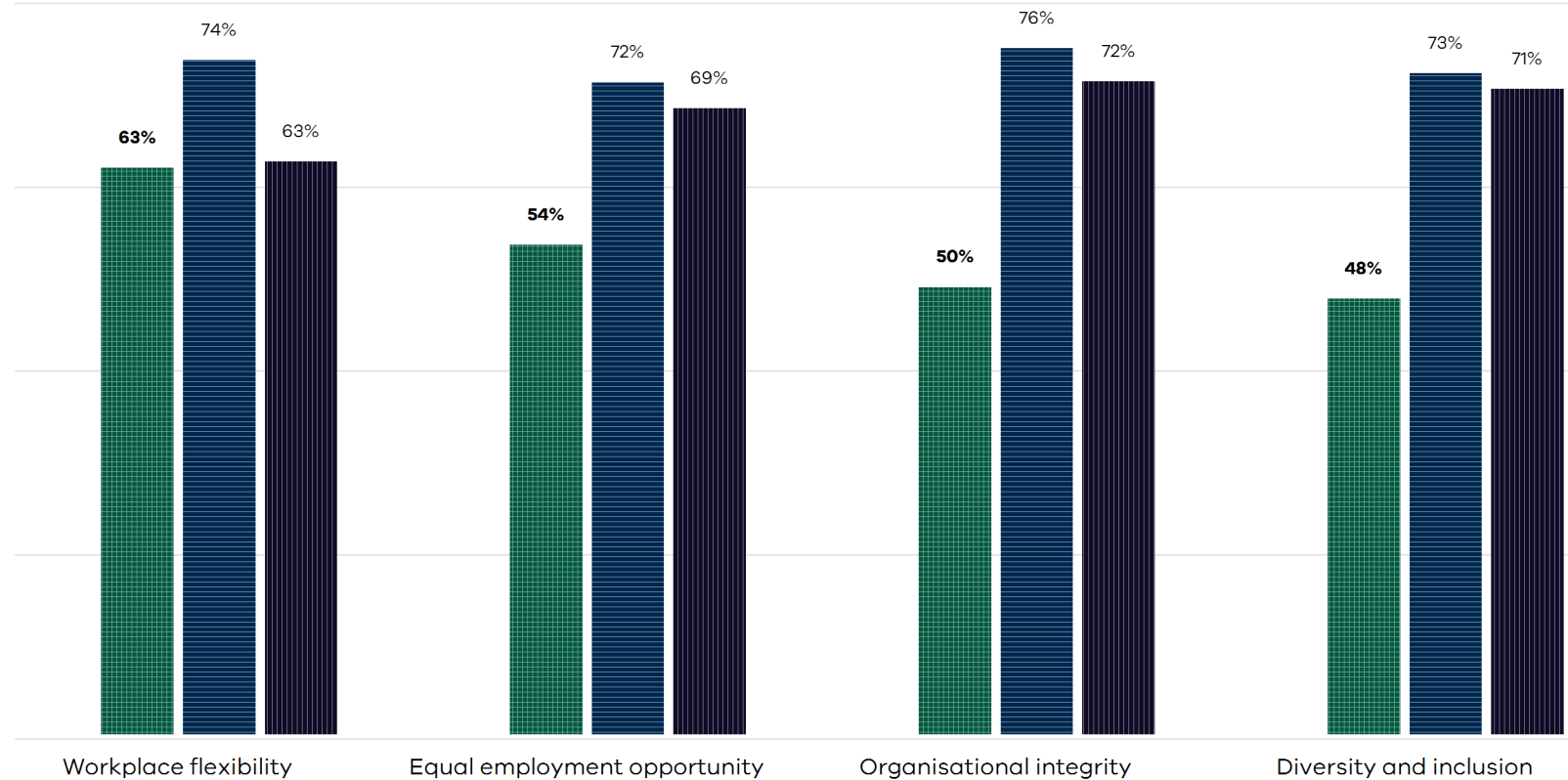
Example

In 2021:

- 63% of your staff who did the survey responded positively to questions about Workplace flexibility.

Compared to:

- 74% of staff at your comparator and 63% of staff across the public sector.



■ You 2020 ■ You 2021 ■ Comparator 2021 ■ Public sector 2021

Organisational climate

Scorecard 2 of 2

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.

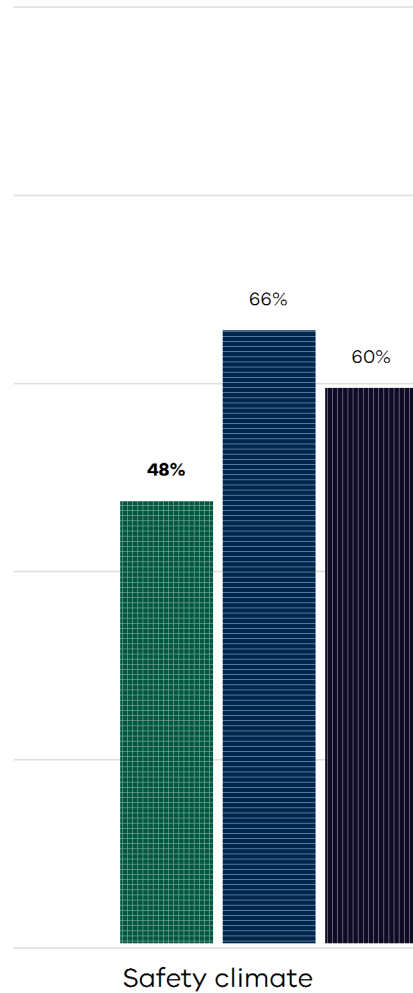
Example

In 2021:

- 48% of your staff who did the survey responded positively to questions about Safety climate.

Compared to:

- 66% of staff at your comparator and 60% of staff across the public sector.



■ You2020 ■ You2021 ■ Comparator 2021 ■ Public sector 2021

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.

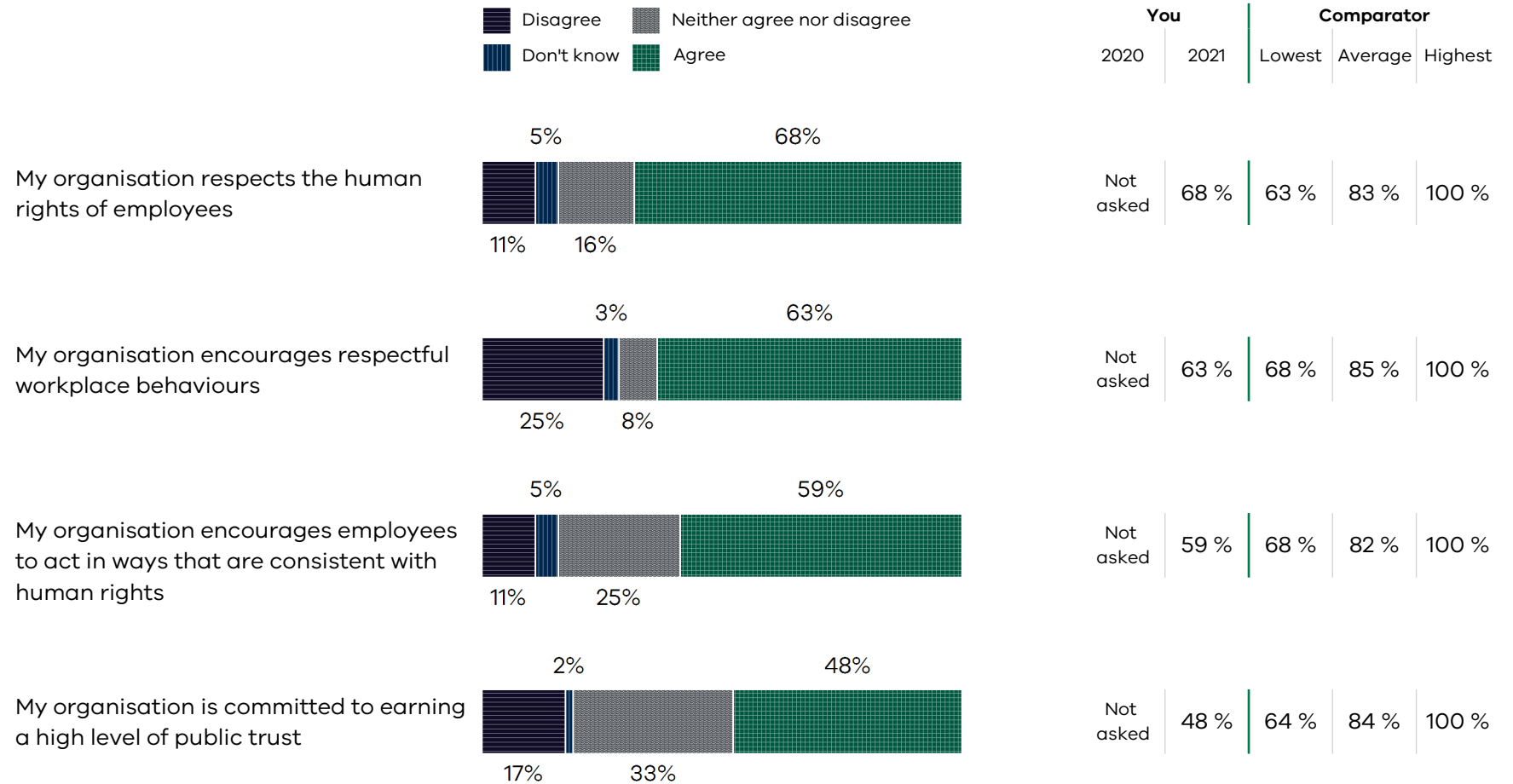
Example

68% of your staff who did the survey agreed or strongly agreed with 'My organisation respects the human rights of employees'.

Survey question

Your results

Benchmark agree results



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

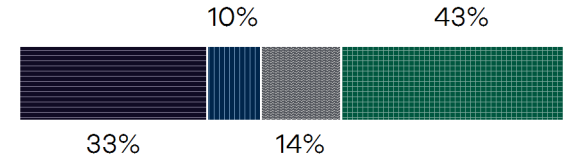
43% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

Survey question

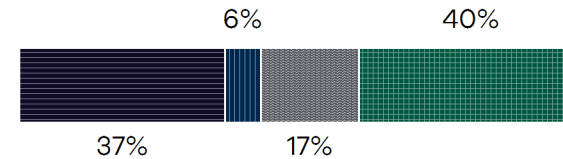
Your results



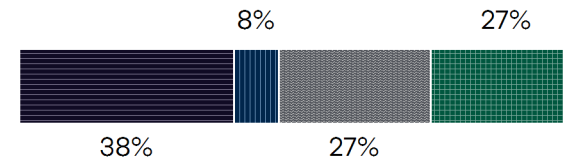
My organisation takes steps to eliminate bullying, harassment and discrimination



My organisation does not tolerate improper conduct



My organisation makes fair recruitment and promotion decisions, based on merit



Benchmark agree results

	You		Comparator		
	2020	2021	Lowest	Average	Highest
My organisation takes steps to eliminate bullying, harassment and discrimination	Not asked	43 %	48 %	67 %	100 %
My organisation does not tolerate improper conduct	Not asked	40 %	47 %	71 %	100 %
My organisation makes fair recruitment and promotion decisions, based on merit	Not asked	27 %	29 %	57 %	94 %

Organisational climate

Workplace flexibility 1 of 4

What this is

This is how well your 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

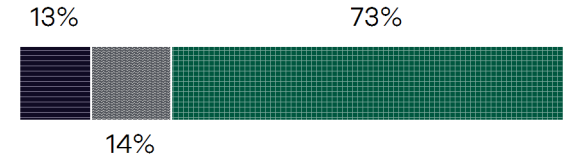
73% of your staff who did the survey agreed or strongly agreed with 'I have the flexibility I need to manage my work and non-work activities and responsibilities'.

Survey question

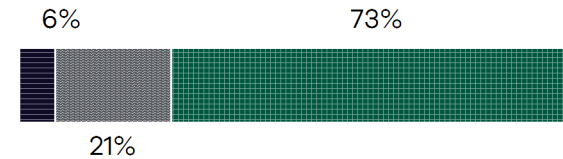
Your results

Benchmark agree results

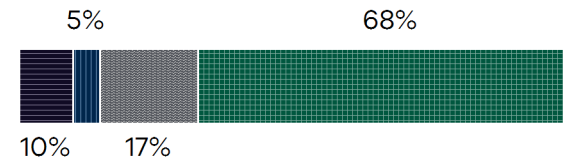
I have the flexibility I need to manage my work and non-work activities and responsibilities



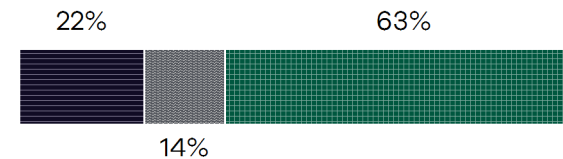
My organisation supports employees with family or other caring responsibilities, regardless of gender



There is a positive culture within my organisation in relation to employees who have family responsibilities



I am confident that if I requested a flexible work arrangement, it would be given due consideration



You	Comparator				
	2020	2021	Lowest	Average	Highest
Not asked	73 %	61 %	80 %	96 %	
Not asked	73 %	63 %	82 %	100 %	
Not asked	68 %	55 %	75 %	96 %	
86 %	63 %	61 %	81 %	98 %	

Organisational climate

Workplace flexibility 2 of 4

What this is

This is how well your 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

59% of your staff who did the survey agreed or strongly agreed with 'There is a positive culture within my organisation in relation to employees who have caring responsibilities'.

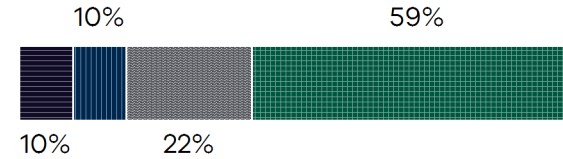
Survey question

Your results

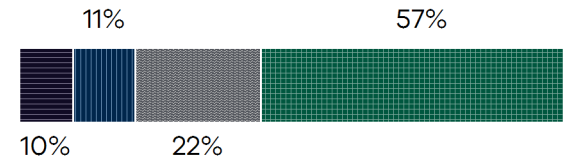
Benchmark agree results



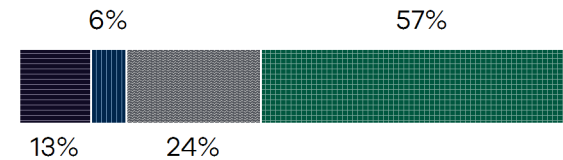
There is a positive culture within my organisation in relation to employees who have caring responsibilities



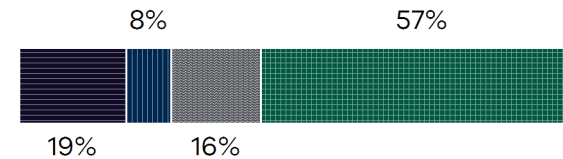
Having caring responsibilities is not a barrier to success in my organisation



Having family responsibilities is not a barrier to success in my organisation



Using flexible work arrangements is not a barrier to success in my organisation



	You		Comparator		
	2020	2021	Lowest	Average	Highest
There is a positive culture within my organisation in relation to employees who have caring responsibilities	Not asked	59 %	52 %	73 %	91 %
Having caring responsibilities is not a barrier to success in my organisation	Not asked	57 %	51 %	67 %	88 %
Having family responsibilities is not a barrier to success in my organisation	Not asked	57 %	52 %	71 %	94 %
Using flexible work arrangements is not a barrier to success in my organisation	Not asked	57 %	50 %	69 %	89 %

Organisational climate

Workplace flexibility 3 of 4

What this is

This is how well your 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.

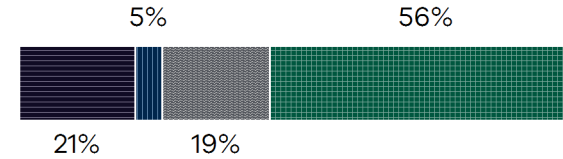
Example

56% of your staff who did the survey agreed or strongly agreed with 'There is a positive culture within my organisation in relation to employees who use flexible work arrangements'.

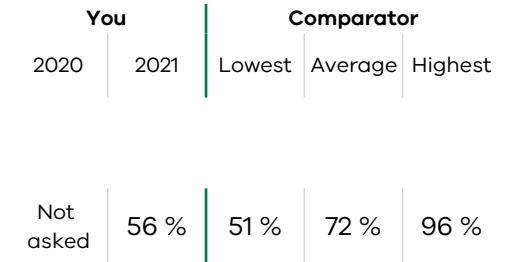
Survey question

There is a positive culture within my organisation in relation to employees who use flexible work arrangements

Your results



Benchmark agree results



Organisational climate

Workplace flexibility 4 of 4

What this is

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

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

The table shows you what flexible work arrangements staff use.

Each row represents one use. Staff can select more than one.

You can compare between your organisation, comparator and the public sector.

Example

49% of staff who did the survey said the flexible work arrangement they used was 'Working from an alternative location (e.g. home, hub/shared work space)'.

Do you use any of the following flexible work arrangements?	You 2021	Comparator 2021	Public sector 2021
Working from an alternative location (e.g. home, hub/shared work space)	49%	42%	24%
No, I do not use any flexible work arrangements	33%	35%	38%
Flexible start and finish times	30%	30%	23%
Using leave to work flexible hours	8%	6%	8%
Part-time	6%	10%	19%
Purchased leave	5%	2%	2%
Working more hours over fewer days	2%	5%	6%
Study leave	2%	2%	4%
Other	2%	2%	2%

Organisational climate

Equal employment opportunity 1 of 2

What this is

This is how well staff feel your organisation supports equal opportunity in the workplace.

Why this is important

This is a Victorian employment principle and is set out in the charter of Human Rights and Responsibilities Act 2006.

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.

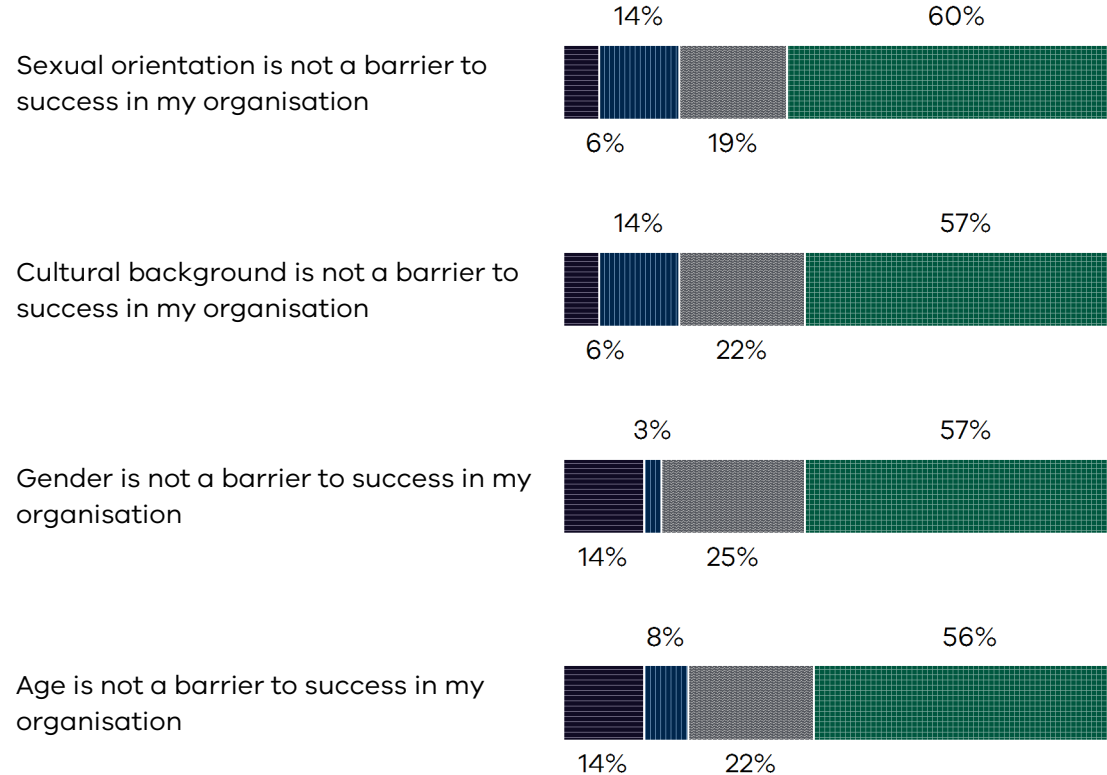
Example

60% of your staff who did the survey agreed or strongly agreed with 'Sexual orientation is not a barrier to success in my organisation'.

Survey question

Your results

Benchmark agree results



	You		Comparator		
	2020	2021	Lowest	Average	Highest
Sexual orientation is not a barrier to success in my organisation	Not asked	60 %	58 %	78 %	97 %
Cultural background is not a barrier to success in my organisation	Not asked	57 %	54 %	75 %	97 %
Gender is not a barrier to success in my organisation	Not asked	57 %	52 %	80 %	100 %
Age is not a barrier to success in my organisation	Not asked	56 %	47 %	71 %	96 %

Organisational climate

Equal employment opportunity 2 of 2

What this is

This is how well staff feel your organisation supports equal opportunity in the workplace.

Why this is important

This is a Victorian employment principle and is set out in the charter of Human Rights and Responsibilities Act 2006.

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

48% of your staff who did the survey agreed or strongly agreed with 'Being Aboriginal and/or Torres Strait Islander is not a barrier to success in my organisation'.

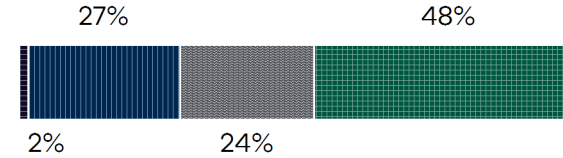
Survey question

Your results

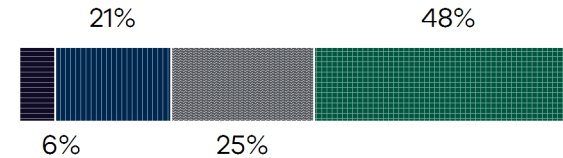
Benchmark agree results



Being Aboriginal and/or Torres Strait Islander is not a barrier to success in my organisation



Disability is not a barrier to success in my organisation



	You		Comparator		
	2020	2021	Lowest	Average	Highest
Being Aboriginal and/or Torres Strait Islander is not a barrier to success in my organisation	Not asked	48 %	50 %	66 %	95 %
Disability is not a barrier to success in my organisation	Not asked	48 %	40 %	62 %	92 %

Organisational climate

Psychosocial and physical safety climate question results 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.

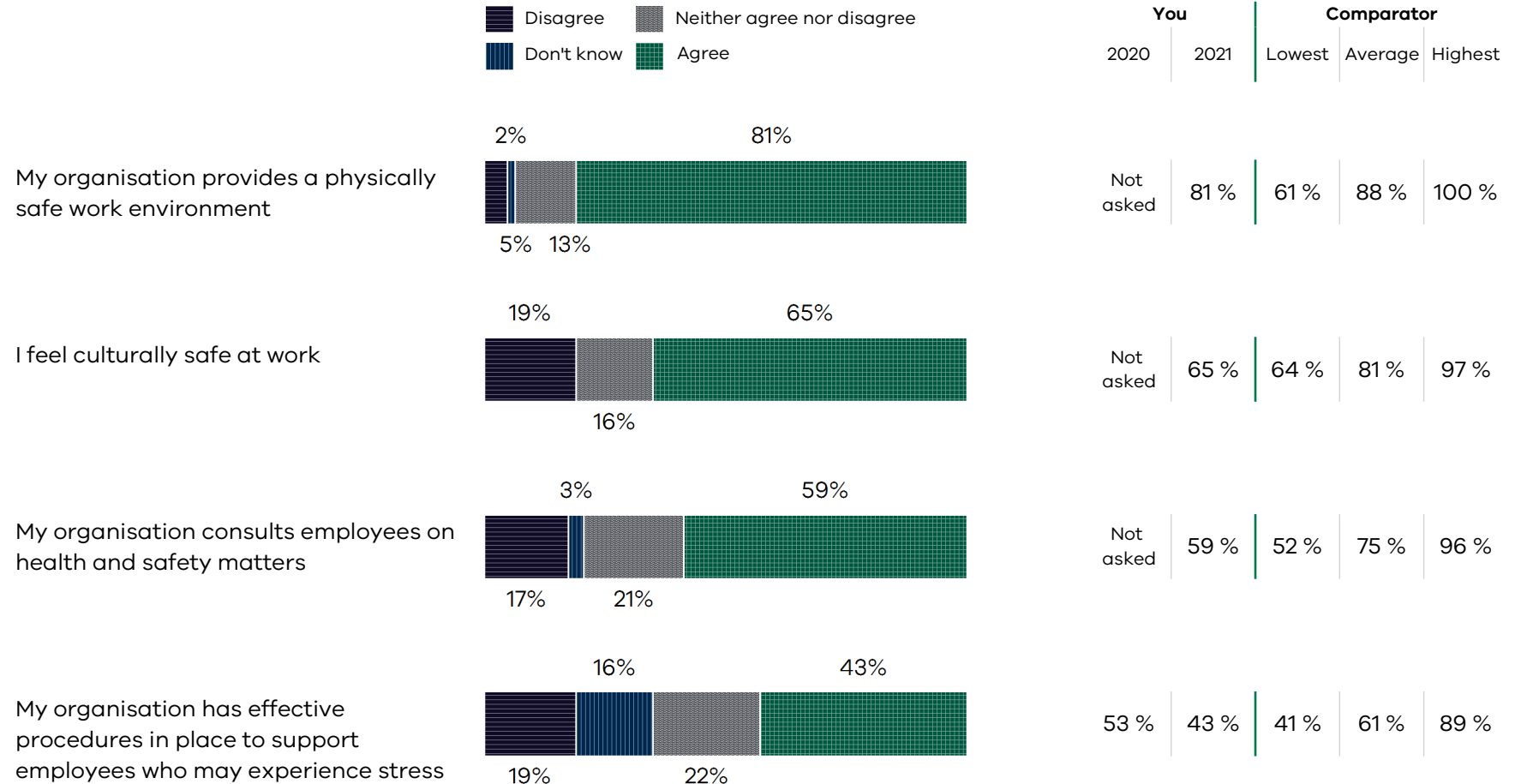
Example

81% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

Survey question

Your results

Benchmark agree results



Organisational climate

Psychosocial and physical safety climate question results 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

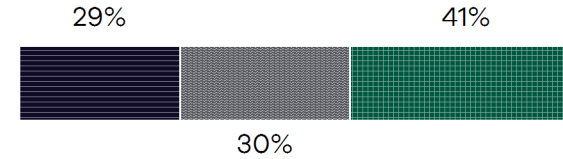
41% of your staff who did the survey agreed or strongly agreed with 'Senior leaders consider the psychological health of employees to be as important as productivity'.

Survey question

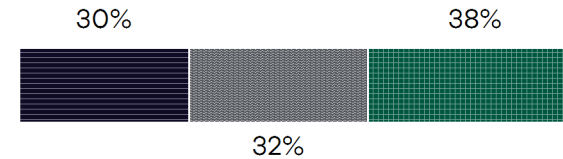
Your results



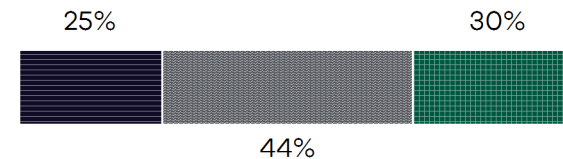
Senior leaders consider the psychological health of employees to be as important as productivity



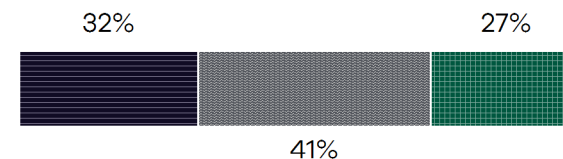
Senior leaders show support for stress prevention through involvement and commitment



In my workplace, there is good communication about psychological safety issues that affect me



All levels of my organisation are involved in the prevention of stress



Benchmark agree results

You		Comparator		
2020	2021	Lowest	Average	Highest
59 %	41 %	40 %	60 %	94 %
51 %	38 %	37 %	58 %	94 %
37 %	30 %	39 %	59 %	89 %
31 %	27 %	29 %	47 %	75 %

Organisational climate

Psychosocial safety climate score

What this is

Psychosocial safety climate score reflects how well your organisation's workplace practices and processes support a climate for good psychological health.

How we work out your score

We work out your score from these 4 questions:

1. In my workplace, there is good communication about psychological safety issues that affect me
2. All levels of my organisation are involved in the prevention of stress
3. Senior leaders consider the psychological health of employees to be as important as productivity
4. Senior leaders show support for stress prevention through involvement and commitment

To work out your score, we rate each response and add them together

- strongly agree is 5
- agree is 4
- neither agree or disagree is 3
- disagree is 2
- strongly disagree is 1

How to interpret your score

Under 'Benchmark results', compare your organisation to your comparator and the highest and lowest score in your comparator group for 2021. We also show the lowest (4) and highest (20) scores possible.

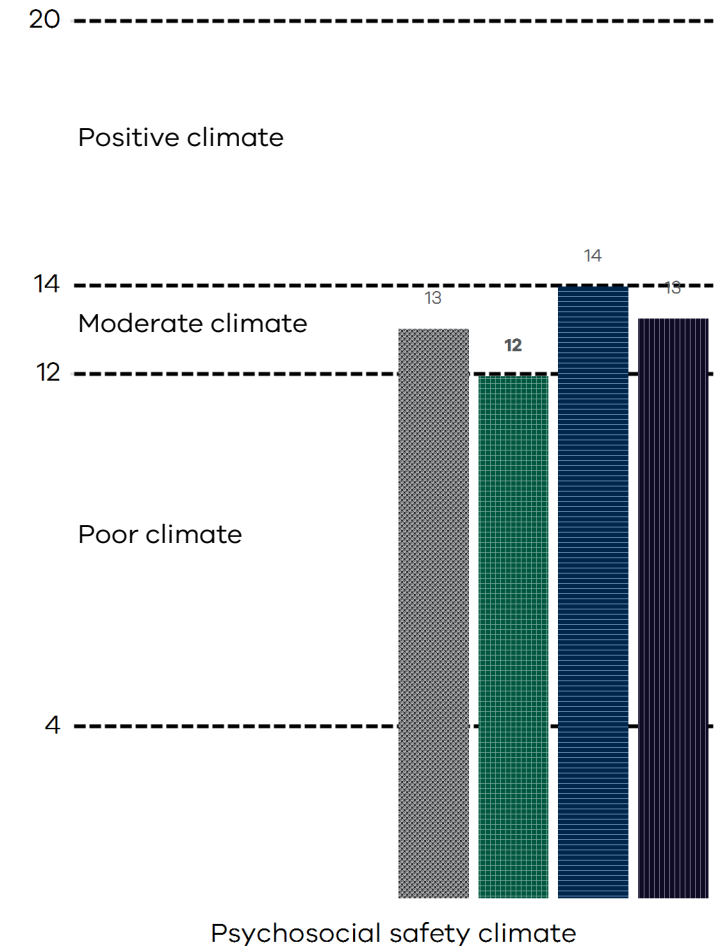
A score of:

- 12 or less indicates a poor climate and a high risk of adverse outcomes
- 13 indicates a moderate climate and medium risk of adverse outcomes
- 14 or more indicates a high climate and low risk of adverse outcomes

Adverse outcomes can include:

- poor work quality
- negative acts such as bullying and harassment
- mental health problems such as depression, distress and emotional exhaustion
- sickness absence
- presenteeism (coming to work when sick)
- worker compensation
- reduced engagement

Benchmark results



■ You 2020 ■ You 2021 ■ Comparator 2021 ■ Public sector 2021

Organisational climate

Diversity and inclusion 1 of 2

What this is

This is how well your organisation's culture supports diversity in the workplace.

Why this is important

If staff feel valued and included, it can lead to a positive work environment and higher engagement and productivity.

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.

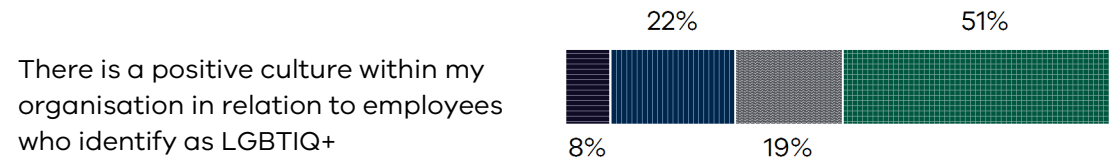
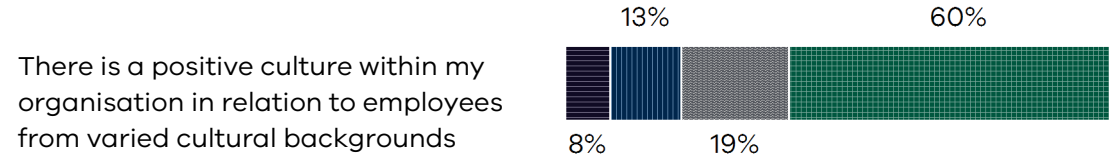
Example

60% of your staff who did the survey agreed or strongly agreed with 'There is a positive culture within my organisation in relation to employees from varied cultural backgrounds'.

Survey question

Your results

Benchmark agree results



	You		Comparator		
	2020	2021	Lowest	Average	Highest
Not asked	60 %	60 %	58 %	79 %	95 %
Not asked	57 %	57 %	65 %	81 %	97 %
Not asked	51 %	51 %	58 %	74 %	97 %
Not asked	51 %	51 %	53 %	75 %	96 %

Organisational climate

Diversity and inclusion 2 of 2

What this is

This is how well your organisation's culture supports diversity in the workplace.

Why this is important

If staff feel valued and included, it can lead to a positive work environment and higher engagement and productivity.

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

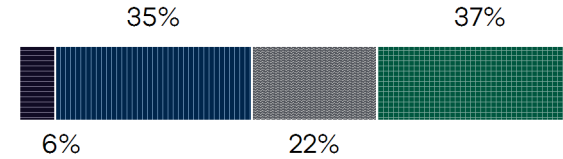
37% of your staff who did the survey agreed or strongly agreed with 'There is a positive culture within my organisation in relation to employees with disability'.

Survey question

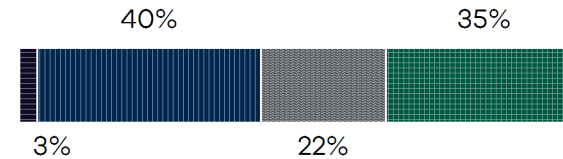
Your results

Benchmark agree results

There is a positive culture within my organisation in relation to employees with disability



There is a positive culture within my organisation in relation to employees who are Aboriginal and / or Torres Strait Islander



	You		Comparator		
	2020	2021	Lowest	Average	Highest
There is a positive culture within my organisation in relation to employees with disability	Not asked	37 %	46 %	61 %	92 %
There is a positive culture within my organisation in relation to employees who are Aboriginal and / or Torres Strait Islander	Not asked	35 %	39 %	67 %	96 %

Organisational climate

Gender equality supporting measures

What this is

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

Your excel files show all of the questions you can use in your workplace gender audits.

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.

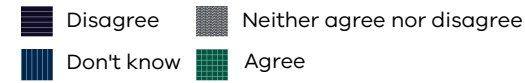
Example

83% of your staff who did the survey agreed or strongly agreed with 'In my workgroup work is allocated fairly, regardless of gender'.

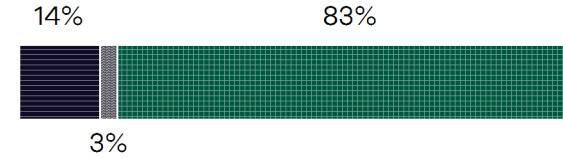
Survey question

Your results

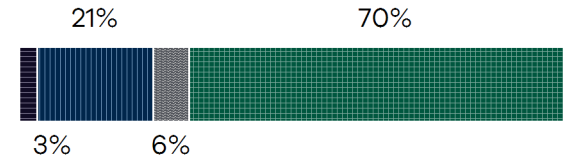
Benchmark agree results



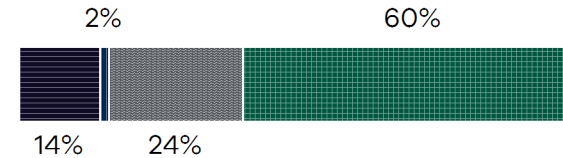
In my workgroup work is allocated fairly, regardless of gender



My organisation would support me if I needed to take family violence leave



My organisation uses inclusive and respectful images and language



	You		Comparator		
	2020	2021	Lowest	Average	Highest
In my workgroup work is allocated fairly, regardless of gender	Not asked	83 %	74 %	85 %	96 %
My organisation would support me if I needed to take family violence leave	Not asked	70 %	54 %	79 %	100 %
My organisation uses inclusive and respectful images and language	Not asked	60 %	64 %	85 %	100 %

People matter

survey 2021

Have your say

Report overview

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

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Intention to stay
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Witnessing negative behaviours

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

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Psychosocial and physical safety climate
- Psychosocial safety climate score
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Workgroup climate

- Scorecard
- Quality service delivery
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Job and manager factors

- Scorecard
- Manager leadership
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- Meaningful work
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Public sector values

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

Demographics

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

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.

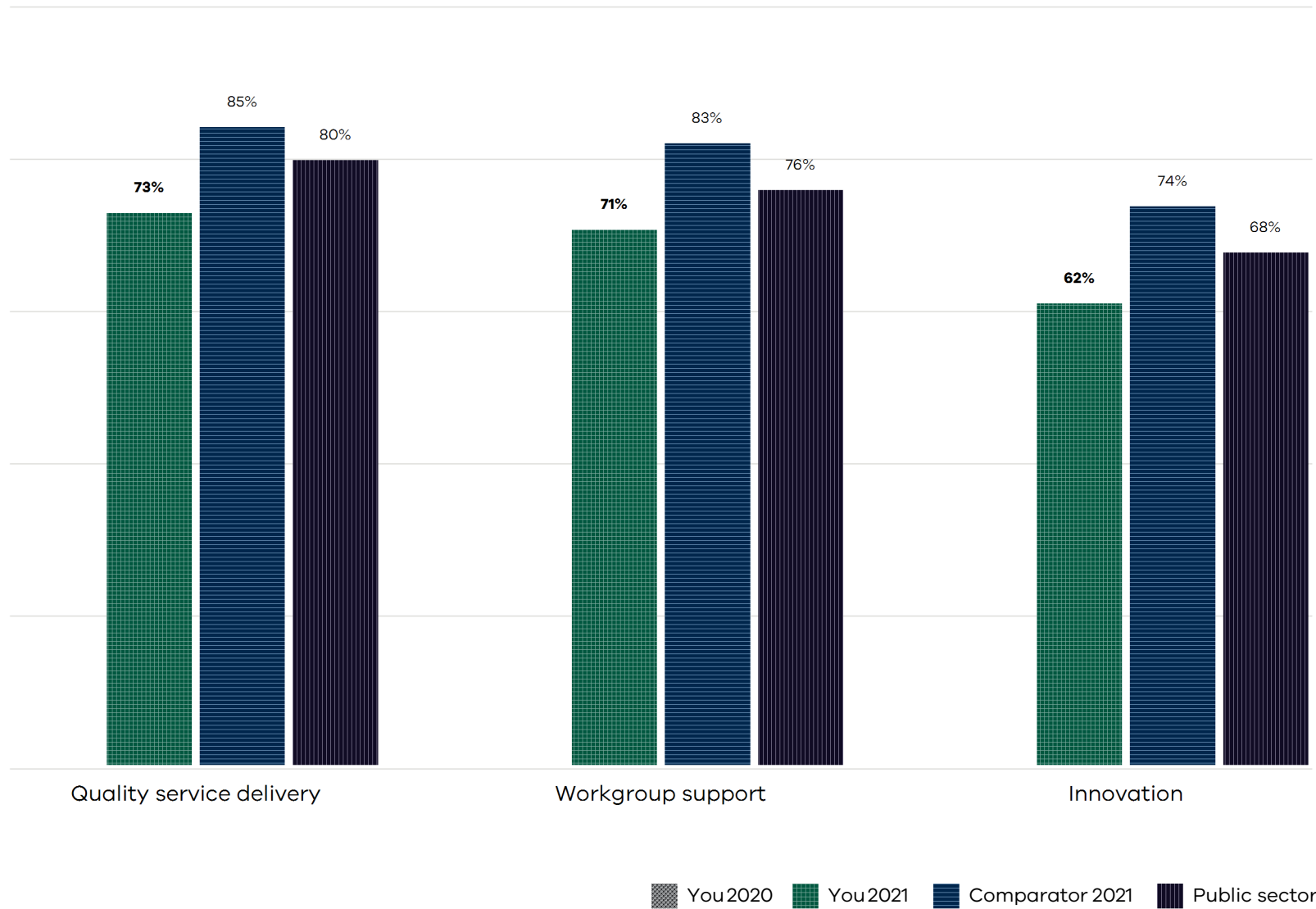
Example

In 2021:

- 73% of your staff who did the survey responded positively to questions about .

Compared to:

- 85% of staff at your comparator and 80% of staff across the public sector.



Workgroup climate

Quality service delivery 1 of 2

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

79% of your staff who did the survey agreed or strongly agreed with 'My workgroup strives to provide high quality advice and services'.

Survey question

Your results

Benchmark agree results



	You		Comparator		
	2020	2021	Lowest	Average	Highest
My workgroup strives to provide high quality advice and services	Not asked	79 %	78 %	93 %	100 %
My workgroup values human rights	Not asked	79 %	75 %	88 %	100 %
My workgroup strives to deliver services in a timely manner	Not asked	78 %	70 %	92 %	100 %
My workgroup places a priority on acting fairly and without bias	Not asked	75 %	68 %	82 %	97 %

Workgroup climate

Quality service delivery 2 of 2

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.

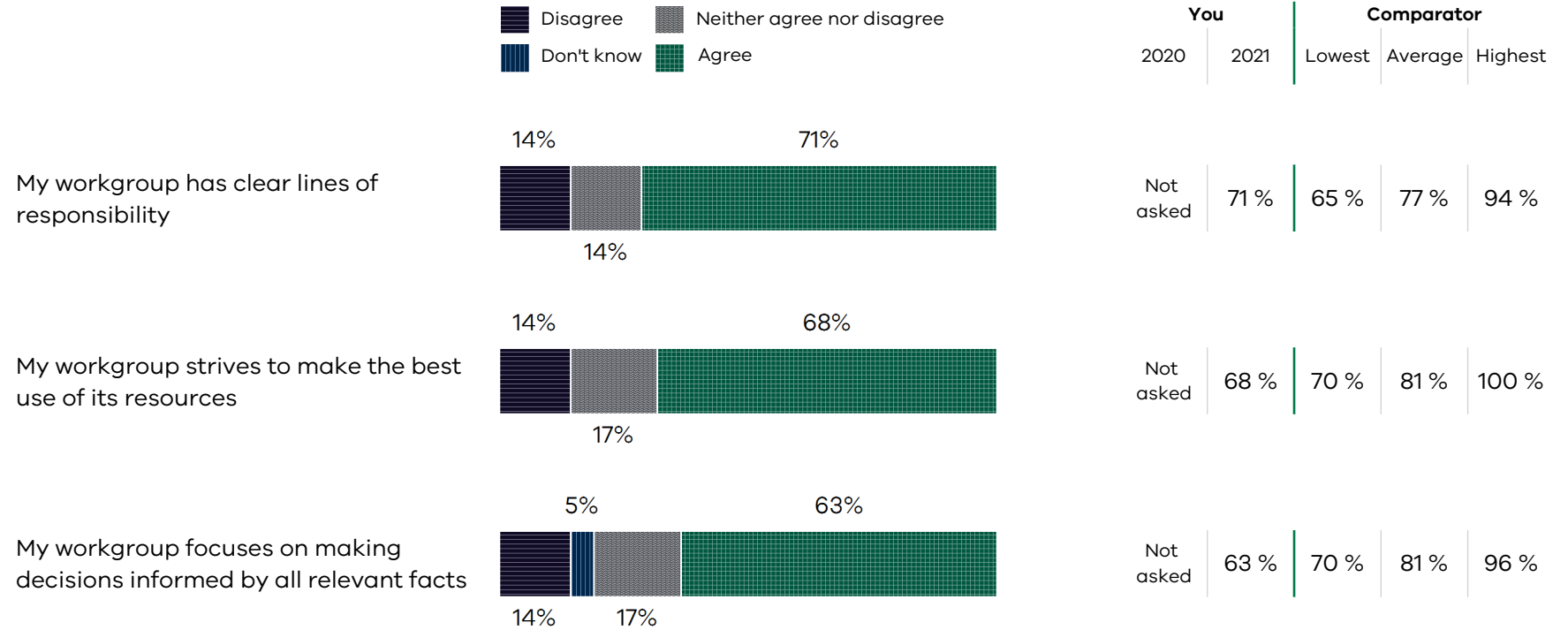
Example

71% of your staff who did the survey agreed or strongly agreed with 'My workgroup has clear lines of responsibility'.

Survey question

Your results

Benchmark agree results



Workgroup climate

Innovation 1 of 2

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

81% of your staff who did the survey agreed or strongly agreed with 'My workgroup respectfully consults with clients and stakeholders to improve outcomes'.

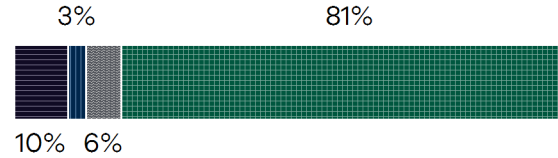
Survey question

Your results

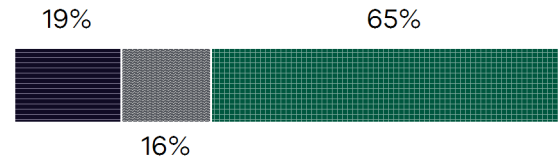
Benchmark agree results



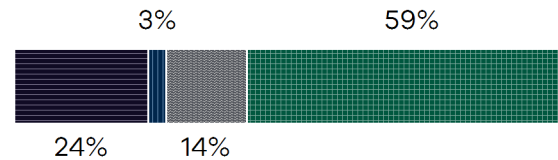
My workgroup respectfully consults with clients and stakeholders to improve outcomes



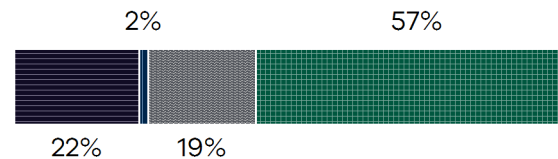
My workgroup is quick to respond to opportunities to do things better



My workgroup learns from failures and mistakes



My workgroup encourages employee creativity



	You		Comparator		
	2020	2021	Lowest	Average	Highest
My workgroup respectfully consults with clients and stakeholders to improve outcomes	Not asked	81 %	73 %	88 %	100 %
My workgroup is quick to respond to opportunities to do things better	Not asked	65 %	64 %	77 %	96 %
My workgroup learns from failures and mistakes	Not asked	59 %	61 %	74 %	96 %
My workgroup encourages employee creativity	Not asked	57 %	50 %	67 %	95 %

Workgroup climate

Innovation 2 of 2

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.

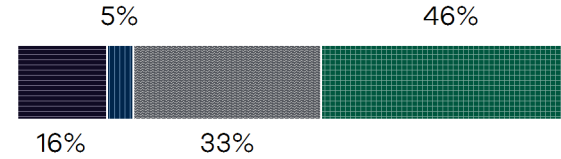
Example

46% of your staff who did the survey agreed or strongly agreed with 'My workgroup takes reasonable risks to improve its services'.

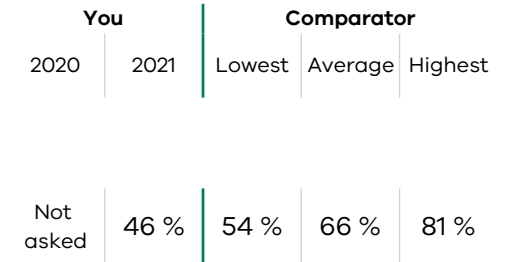
Survey question

My workgroup takes reasonable risks to improve its services

Your results



Benchmark agree results



Workgroup climate

Workgroup support 1 of 3

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.

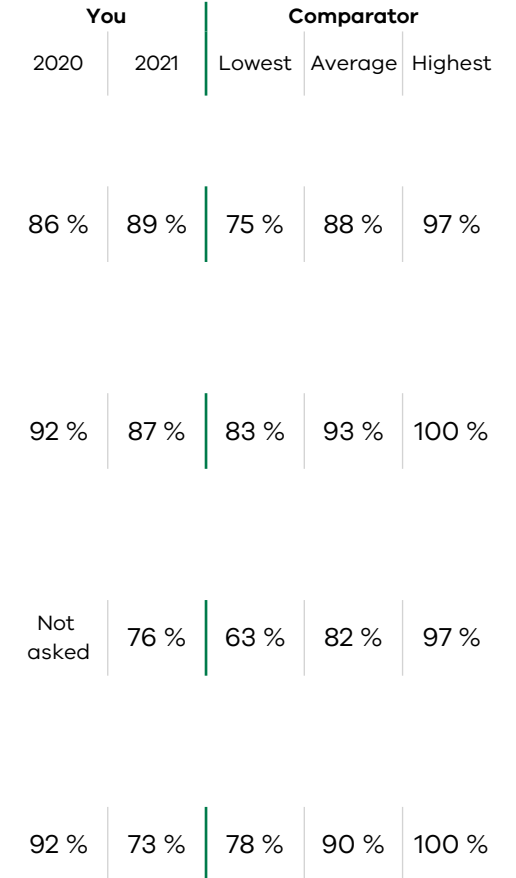
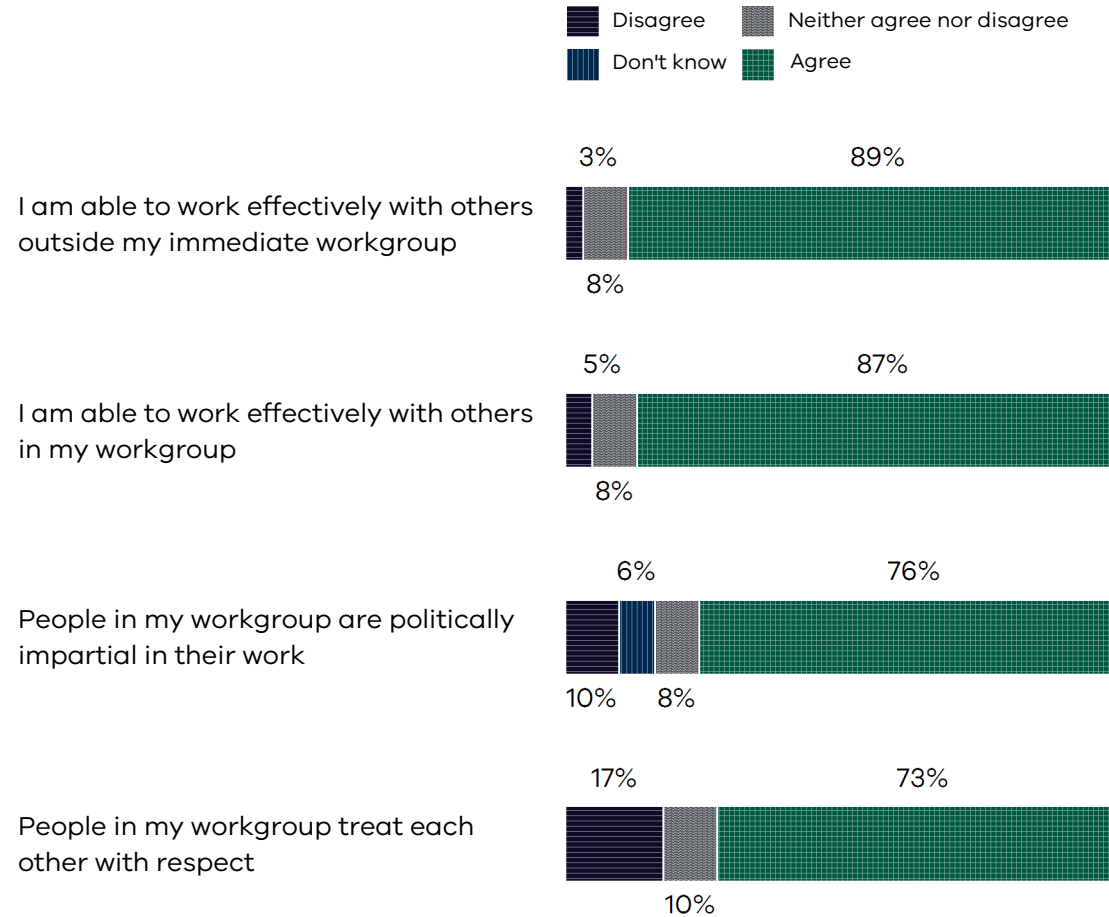
Example

89% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

Survey question

Your results

Benchmark agree results



Workgroup climate

Workgroup support 2 of 3

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.

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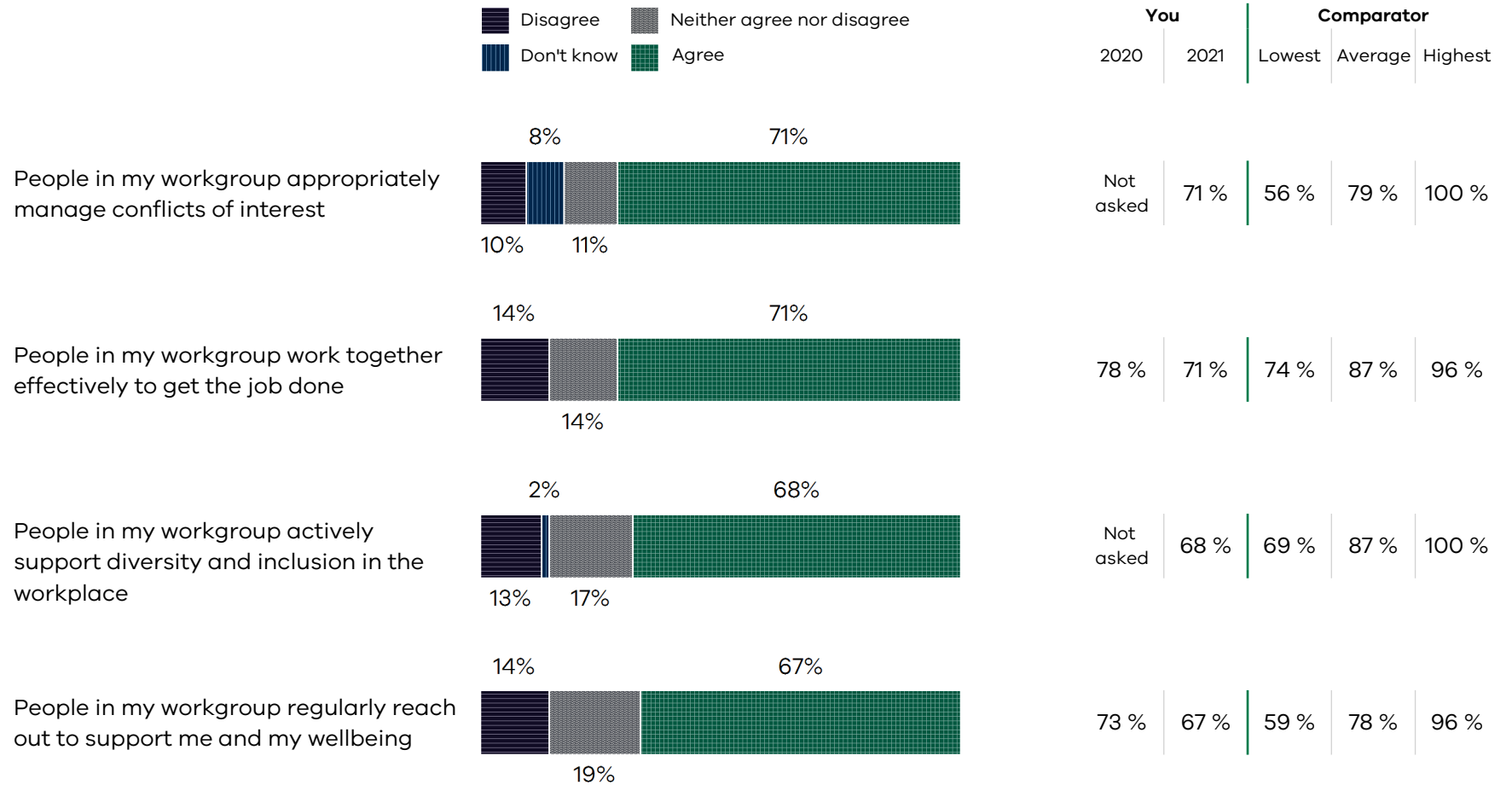
Example

71% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

Survey question

Your results

Benchmark agree results



Workgroup climate

Workgroup support 3 of 3

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.

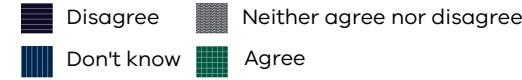
Example

65% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are honest, open and transparent in their dealings'.

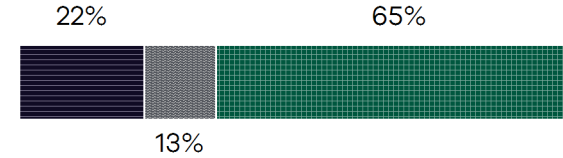
Survey question

Your results

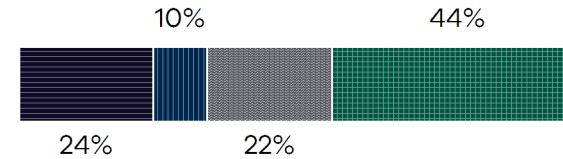
Benchmark agree results



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



Workgroups across my organisation willingly share information with each other



	You		Comparator		
	2020	2021	Lowest	Average	Highest
People in my workgroup are honest, open and transparent in their dealings	Not asked	65 %	66 %	81 %	97 %
Workgroups across my organisation willingly share information with each other	53 %	44 %	37 %	62 %	87 %

People matter

survey 2021

Have your say

Report overview

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

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Intention to stay
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Witnessing negative behaviours

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

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Psychosocial and physical safety climate
- Psychosocial safety climate score
- Diversity and inclusion
- Gender equality supporting measures

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Safe to speak up
- Barriers to optimal work

Public sector values

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

Demographics

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

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.

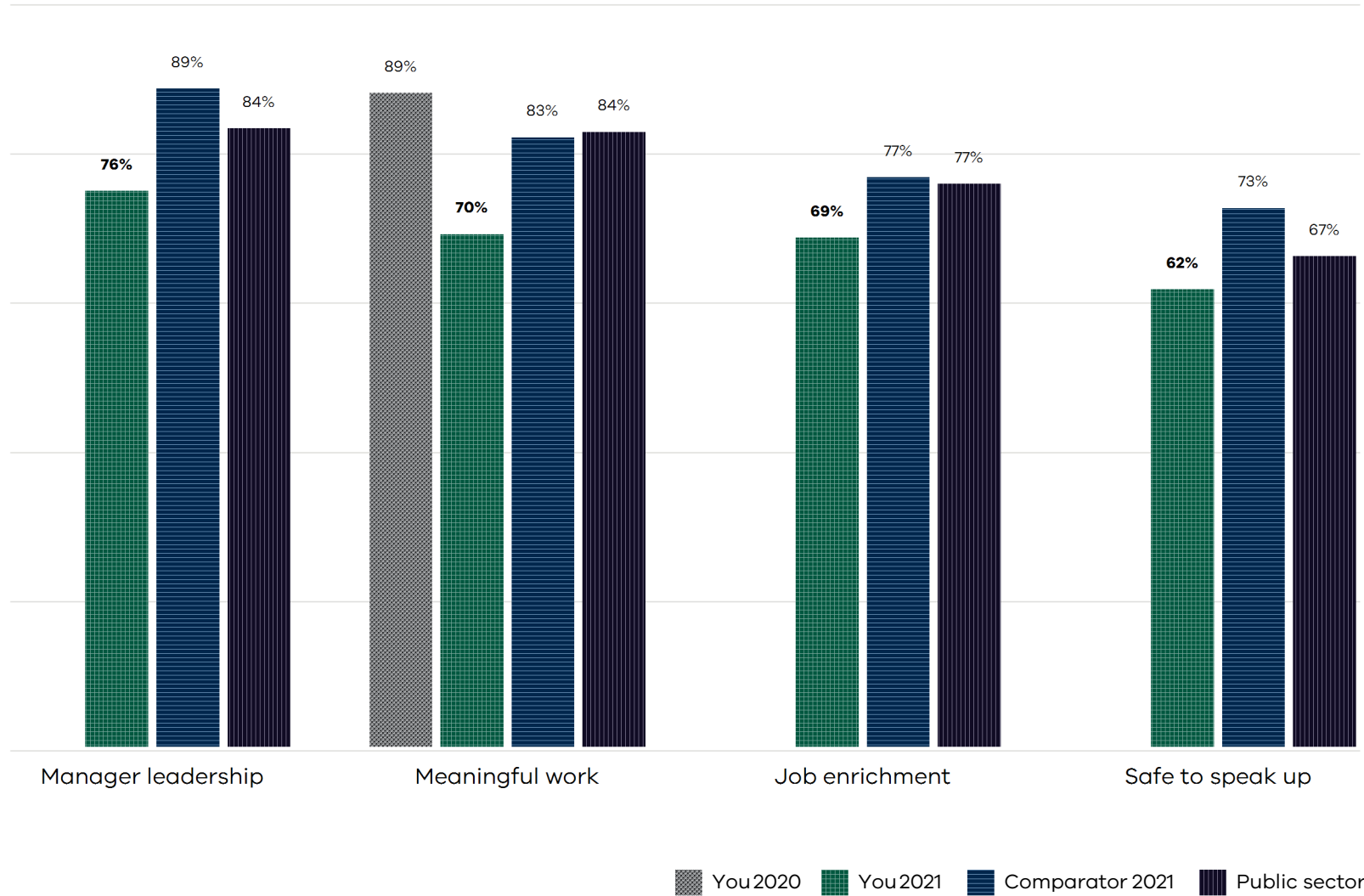
Example

In 2021:

- 76% of your staff who did the survey responded positively to questions about Manager leadership.

Compared to:

- 89% of staff at your comparator and 84% of staff across the public sector.



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.

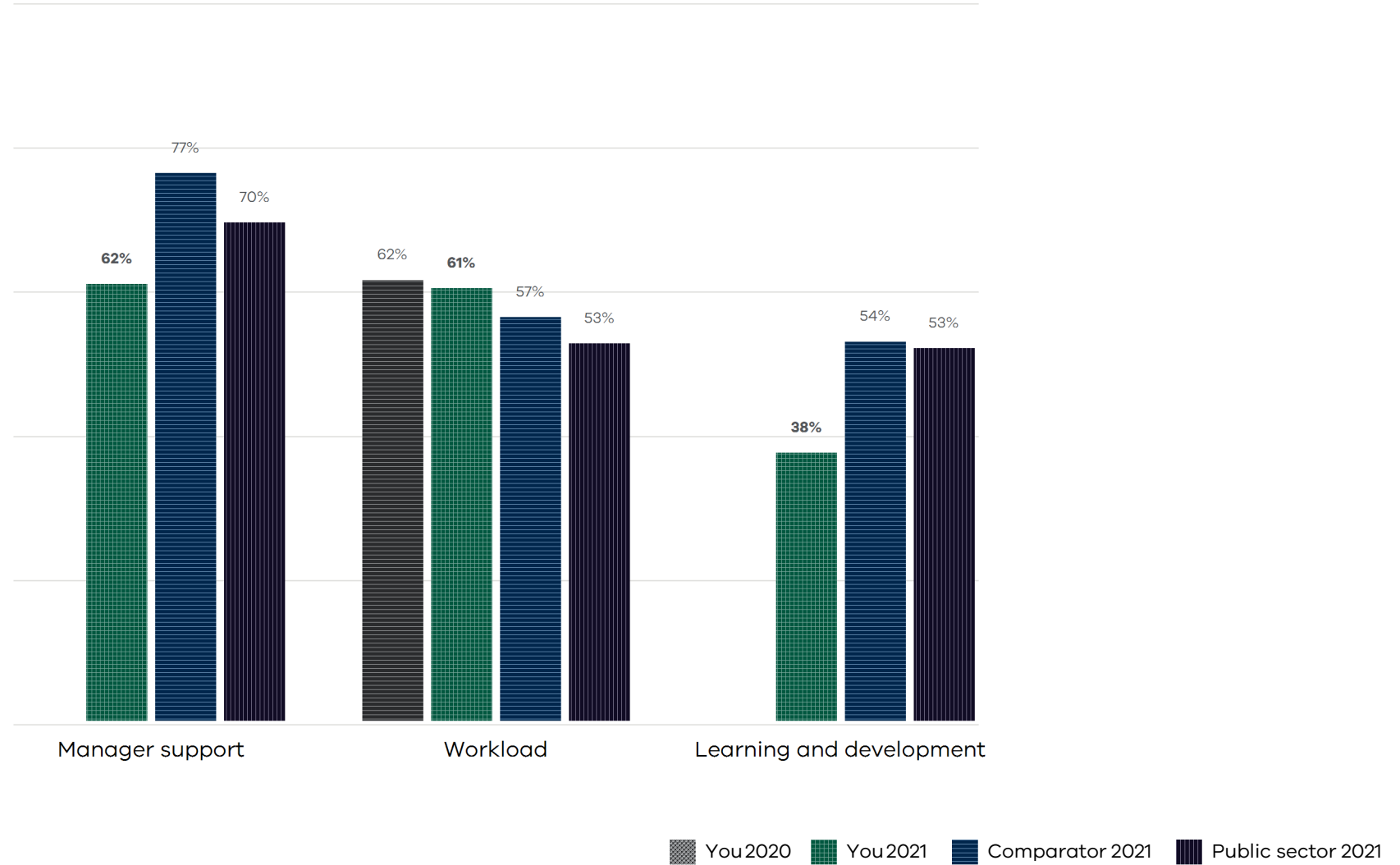
Example

In 2021:

- 62% of your staff who did the survey responded positively to questions about Manager support.

Compared to:

- 77% of staff at your comparator and 70% of staff across the public sector.



Job and manager factors

Manager leadership 1 of 2

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.

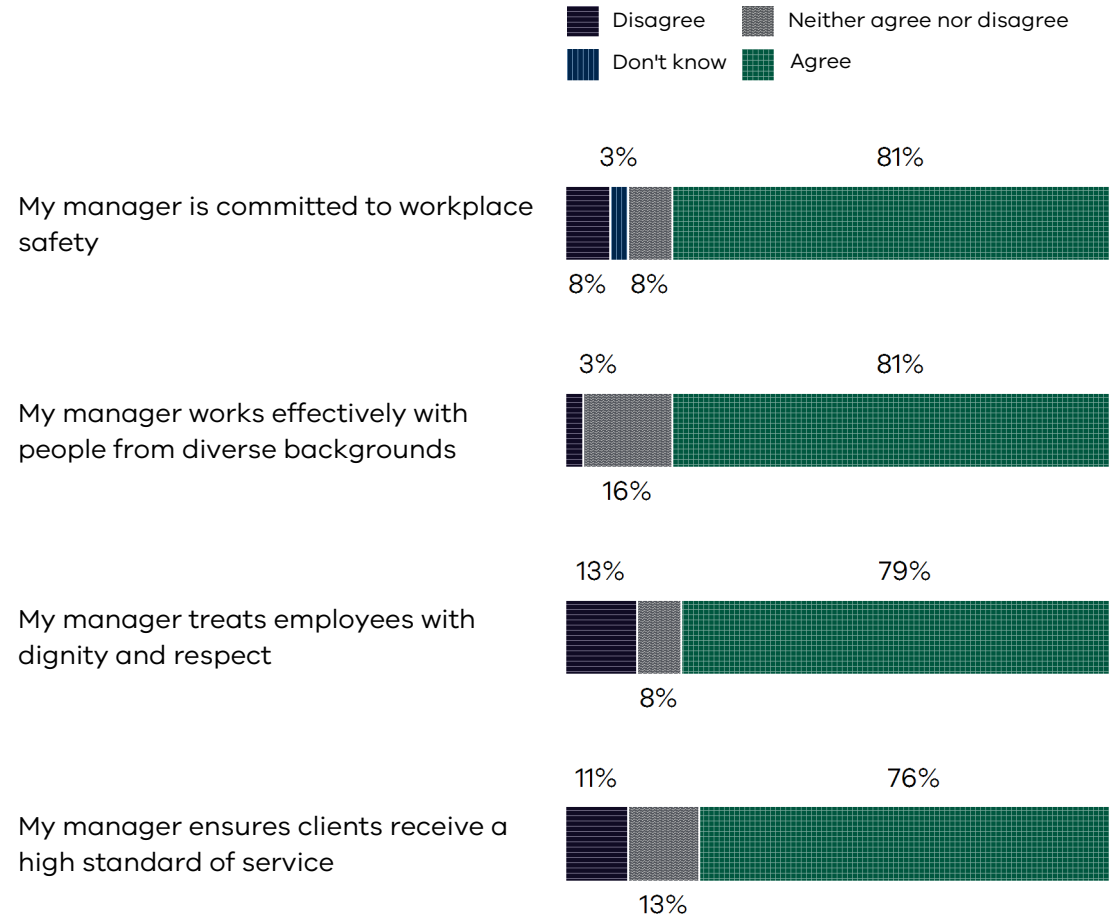
Example

81% of your staff who did the survey agreed or strongly agreed with 'My manager is committed to workplace safety'.

Survey question

Your results

Benchmark agree results



	You		Comparator		
	2020	2021	Lowest	Average	Highest
My manager is committed to workplace safety	Not asked	81 %	77 %	90 %	100 %
My manager works effectively with people from diverse backgrounds	Not asked	81 %	78 %	90 %	100 %
My manager treats employees with dignity and respect	Not asked	79 %	81 %	90 %	100 %
My manager ensures clients receive a high standard of service	Not asked	76 %	76 %	90 %	100 %

Job and manager factors

Manager leadership 2 of 2

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

70% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

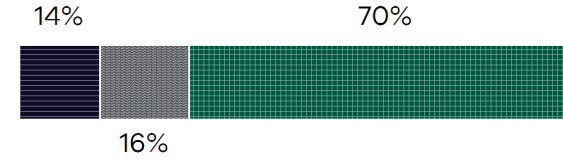
Survey question

Your results

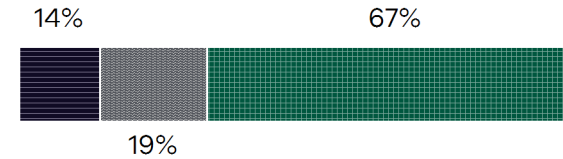
Benchmark agree results



My manager demonstrates honesty and integrity



My manager models my organisation's values



	You		Comparator		
	2020	2021	Lowest	Average	Highest
My manager demonstrates honesty and integrity	Not asked	70 %	79 %	89 %	100 %
My manager models my organisation's values	Not asked	67 %	76 %	86 %	100 %

Job and manager factors

Manager support 1 of 3

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.

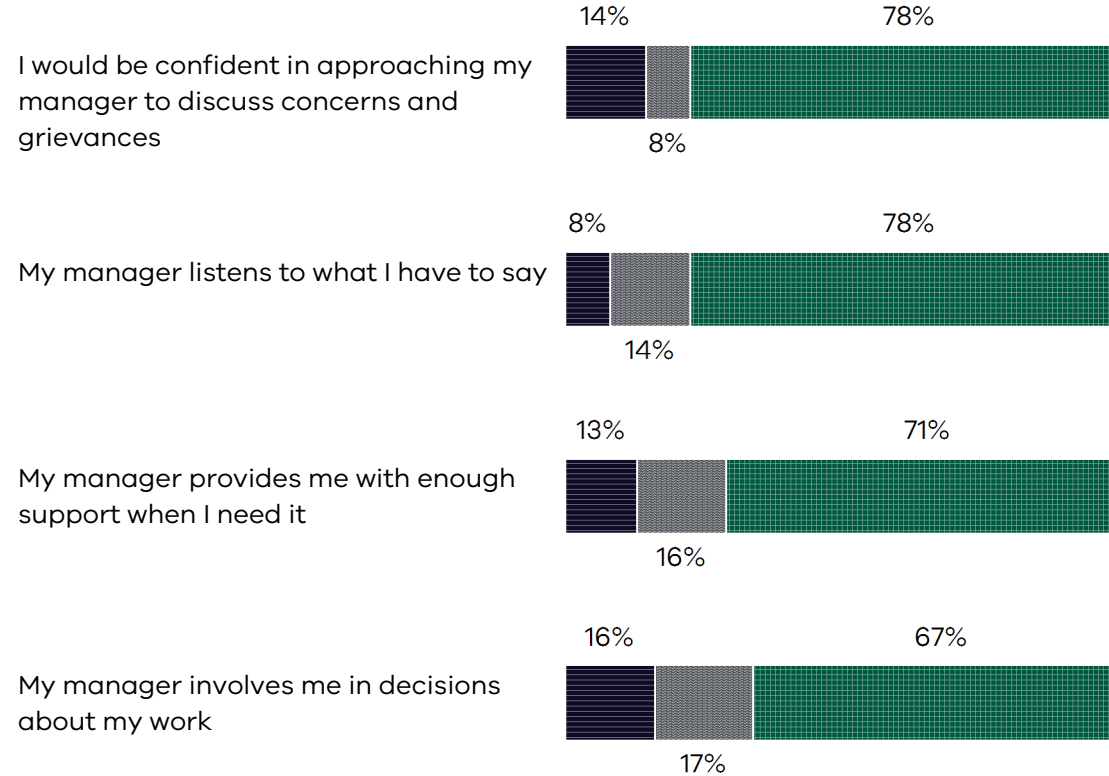
Example

78% of your staff who did the survey agreed or strongly agreed with 'I would be confident in approaching my manager to discuss concerns and grievances'.

Survey question

Your results

Benchmark agree results



	You		Comparator		
	2020	2021	Lowest	Average	Highest
I would be confident in approaching my manager to discuss concerns and grievances	Not asked	78 %	73 %	83 %	100 %
My manager listens to what I have to say	92 %	78 %	79 %	88 %	97 %
My manager provides me with enough support when I need it	84 %	71 %	67 %	81 %	96 %
My manager involves me in decisions about my work	84 %	67 %	72 %	83 %	100 %

Job and manager factors

Manager support 2 of 3

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.

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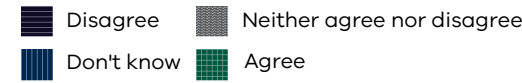
Example

67% of your staff who did the survey agreed or strongly agreed with 'My manager keeps me informed about what's going on'.

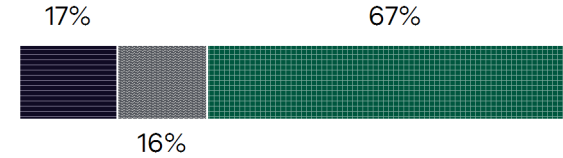
Survey question

Your results

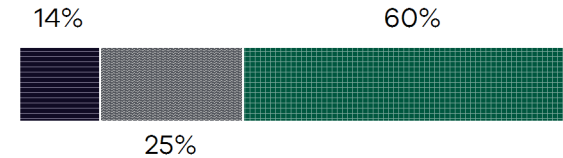
Benchmark agree results



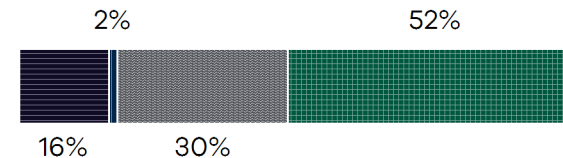
My manager keeps me informed about what's going on



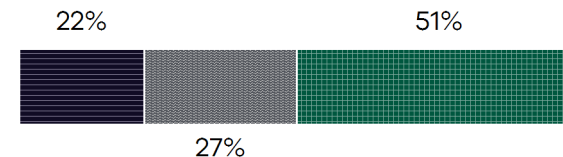
My manager encourages and supports my participation in learning and development opportunities



My manager provides feedback to me in a way that helps me improve my performance



I receive adequate recognition for my contributions and accomplishments



You		Comparator		
2020	2021	Lowest	Average	Highest
86 %	67 %	70 %	81 %	100 %
Not asked	60 %	59 %	80 %	96 %
78 %	52 %	55 %	73 %	94 %
Not asked	51 %	46 %	64 %	90 %

Job and manager factors

Manager support 3 of 3

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.

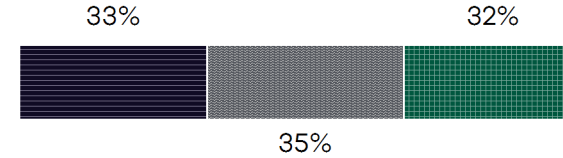
Example

32% of your staff who did the survey agreed or strongly agreed with 'My manager has regular conversations with me about my learning and development'.

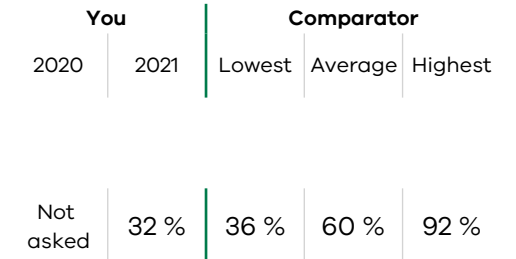
Survey question

My manager has regular conversations with me about my learning and development

Your results



Benchmark agree results



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

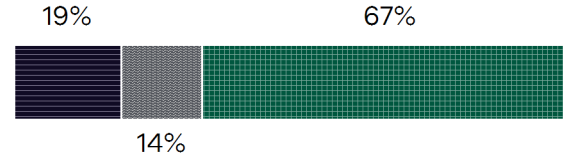
67% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.

Survey question

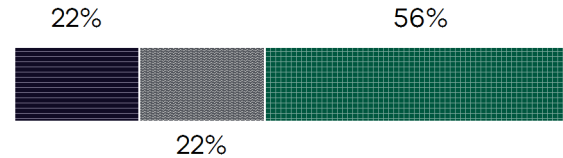
Your results

Benchmark agree results

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



I have enough time to do my job effectively



You		Comparator		
2020	2021	Lowest	Average	Highest
61 %	67 %	39 %	59 %	85 %
63 %	56 %	42 %	56 %	89 %

Job and manager factors

Learning and development 1 of 2

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.

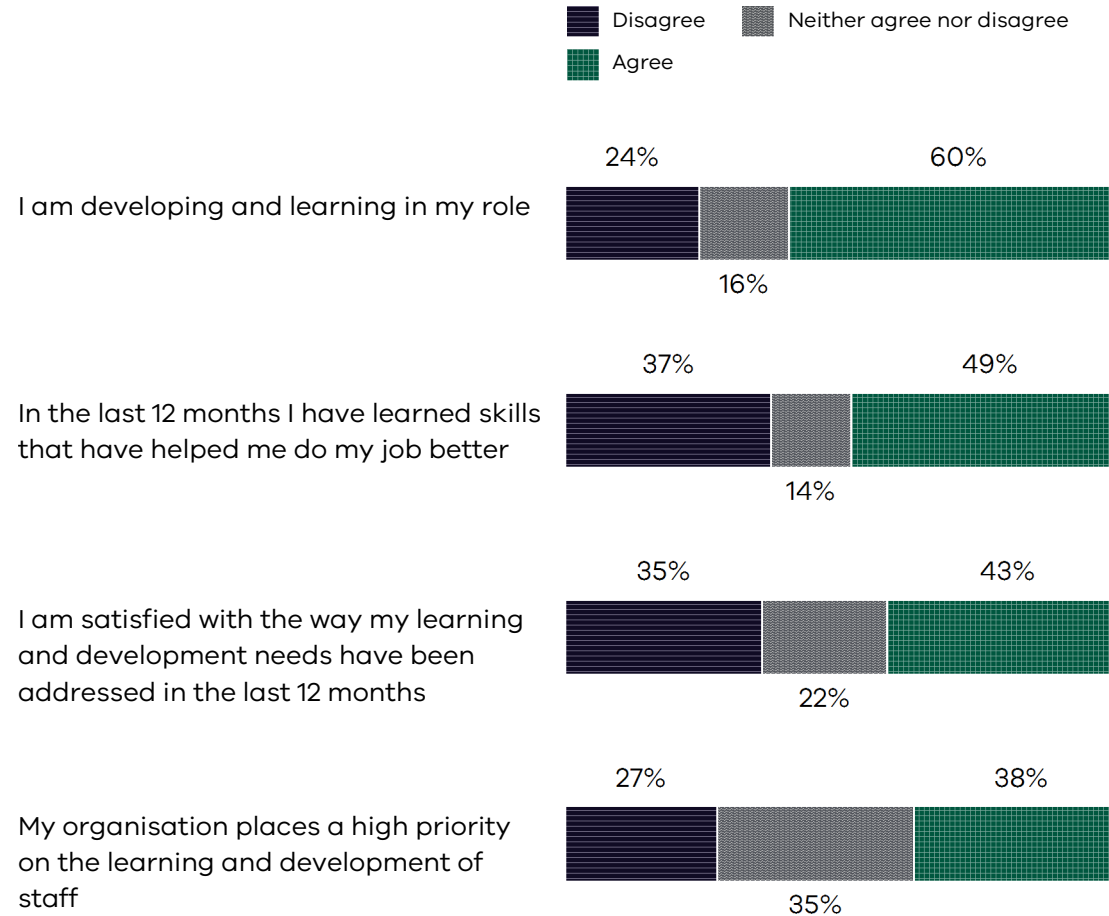
Example

60% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Survey question

Your results

Benchmark agree results



	You		Comparator		
	2020	2021	Lowest	Average	Highest
I am developing and learning in my role	Not asked	60 %	50 %	72 %	96 %
In the last 12 months I have learned skills that have helped me do my job better	Not asked	49 %	52 %	72 %	93 %
I am satisfied with the way my learning and development needs have been addressed in the last 12 months	Not asked	43 %	36 %	56 %	88 %
My organisation places a high priority on the learning and development of staff	Not asked	38 %	34 %	61 %	93 %

Job and manager factors

Learning and development 2 of 2

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

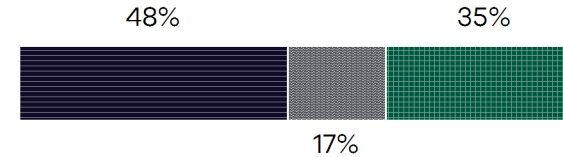
35% of your staff who did the survey agreed or strongly agreed with 'There are adequate opportunities for me to develop skills and experience in my organisation'.

Survey question

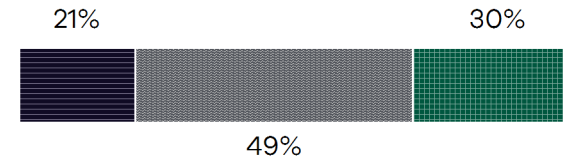
Your results

Benchmark agree results

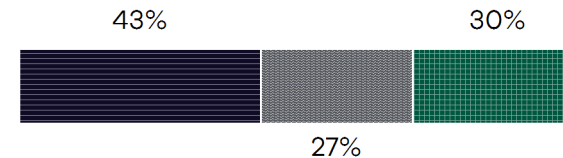
There are adequate opportunities for me to develop skills and experience in my organisation



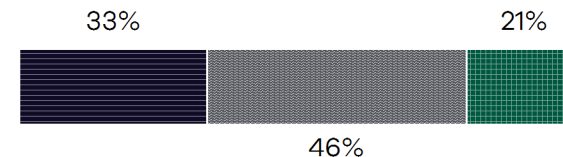
I am satisfied with the availability of opportunities to take up roles in other organisations (e.g. temporary or permanent transfers or secondments)



I feel I have an equal chance at promotion in my organisation



I am satisfied with the availability of opportunities to move between roles within my organisation (e.g. temporary or permanent transfers)



	You		Comparator		
	2020	2021	Lowest	Average	Highest
Not asked	35 %	35 %	35 %	58 %	83 %
Not asked	30 %	13 %	13 %	30 %	57 %
Not asked	30 %	20 %	20 %	44 %	78 %
Not asked	21 %	19 %	19 %	37 %	57 %

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.

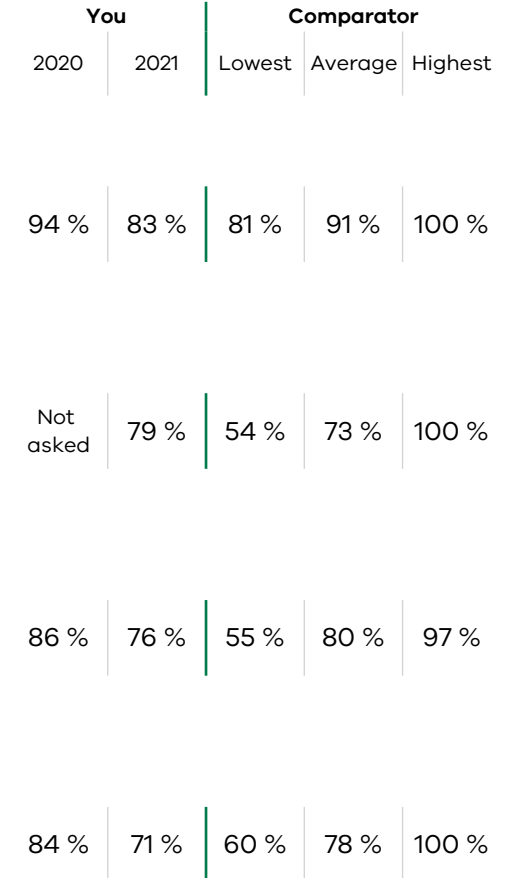
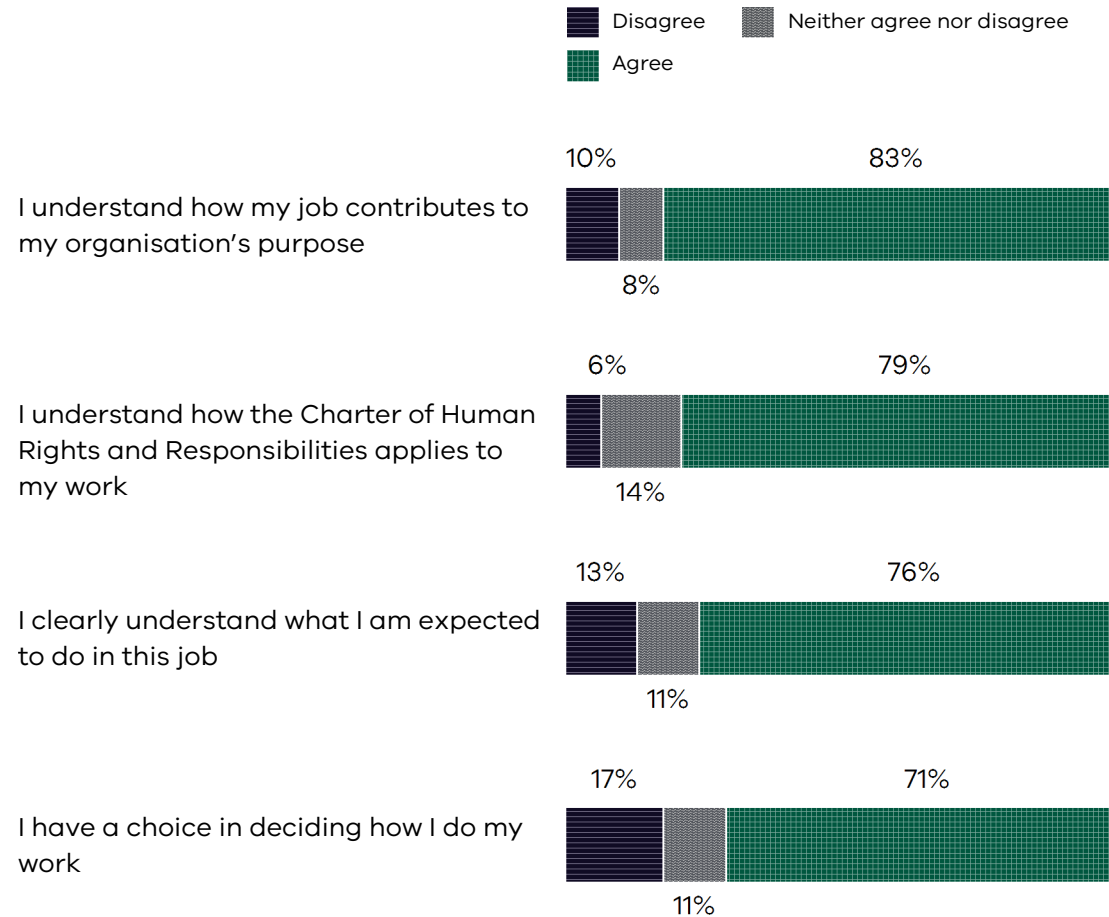
Example

83% of your staff who did the survey agreed or strongly agreed with 'I understand how my job contributes to my organisation's purpose'.

Survey question

Your results

Benchmark agree results



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

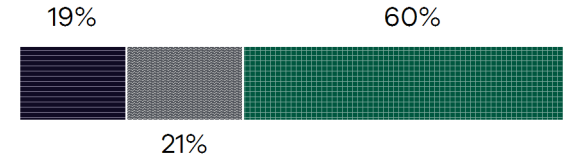
60% of your staff who did the survey agreed or strongly agreed with 'My work performance is assessed against clear criteria'.

Survey question

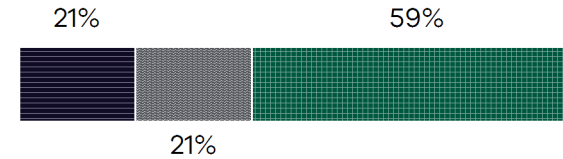
Your results

Benchmark agree results

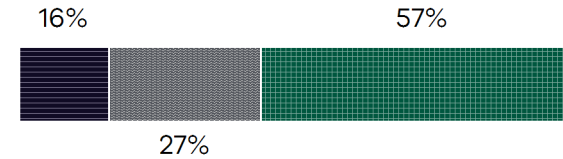
My work performance is assessed against clear criteria



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



I have the authority to do my job effectively



	You		Comparator		
	2020	2021	Lowest	Average	Highest
My work performance is assessed against clear criteria	Not asked	60 %	36 %	63 %	87 %
My job allows me to utilise my skills, knowledge and abilities	82 %	59 %	66 %	81 %	100 %
I have the authority to do my job effectively	Not asked	57 %	57 %	76 %	100 %

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

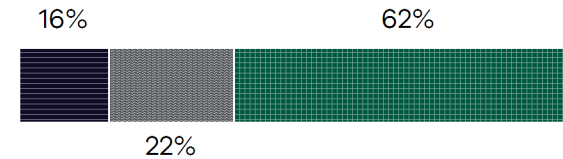
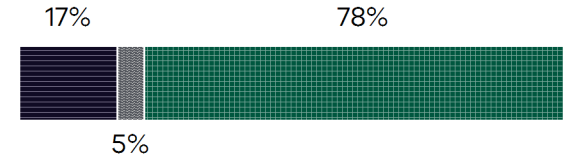
78% of your staff who did the survey agreed or strongly agreed with 'I feel that I can make a worthwhile contribution at work'.

Survey question

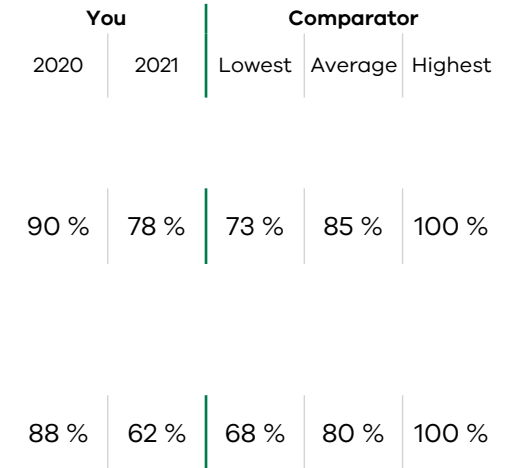
I feel that I can make a worthwhile contribution at work

I am achieving something important through my work

Your results



Benchmark agree results



Job and manager factors

Safe to speak up 1 of 2

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

70% of your staff who did the survey agreed or strongly agreed with 'People in your workgroup are able to bring up problems and tough issues'.

Survey question

Your results

Benchmark agree results



You		Comparator		
2020	2021	Lowest	Average	Highest
78 %	70 %	61 %	78 %	97 %
Not asked	56 %	49 %	68 %	100 %
Not asked	51 %	51 %	69 %	100 %
Not asked	38 %	44 %	63 %	94 %

Job and manager factors

Safe to speak up 2 of 2

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 disagreed.

'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.

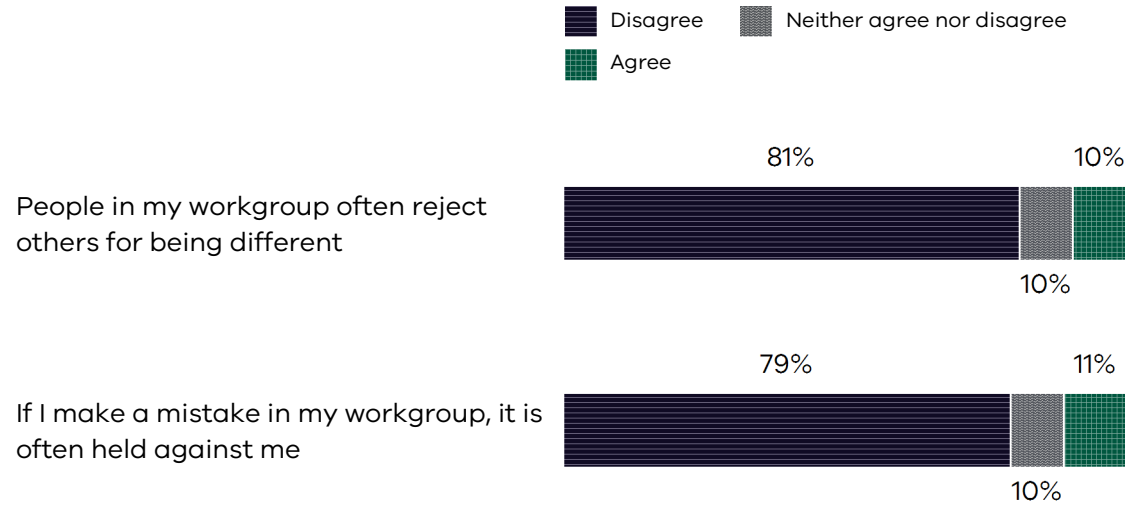
Example

81% of your staff who did the survey disagreed or strongly disagreed with 'People in my workgroup often reject others for being different'.

Survey question

Your results

Benchmark disagree results



	You		Comparator		
	2020	2021	Lowest	Average	Highest
People in my workgroup often reject others for being different	Not asked	81 %	75 %	86 %	100 %
If I make a mistake in my workgroup, it is often held against me	Not asked	79 %	61 %	77 %	96 %

Job and manager factors

Barriers to optimal work

What this is

This is what staff feel stops them from working in an optimal way.

Why this is important

Workplace barriers prevent employees from working efficiently and effectively.

How to read this

In the survey, we asked staff to tell us the most significant barriers that prevented them from working optimally. They could select more than one barrier.

Example

41% of staff who did the survey said 'Decision making and authorisation processes' was a significant barrier to performing optimally at work.

Which of the following are currently the most significant barriers (if any) that prevent you performing optimally at work?

	You 2021	Comparator 2021	Public sector 2021
Decision making and authorisation processes	41%	29%	23%
Too many competing priorities	41%	40%	36%
Technology limitations	27%	17%	20%
Absence of visibility of team progress and deliverables	16%	11%	9%
Administrative processes (including leave and HR requirements)	14%	16%	19%
Communication processes	14%	16%	19%
Difficulties in separating work from other aspects of my life	13%	13%	10%
Limited social interactions with the team	13%	15%	11%
Poor mental health or wellbeing	13%	12%	11%
Family/household commitments (carer responsibilities, child education responsibilities)	10%	8%	9%

People matter

survey 2021

Have your say

Report overview

- About your report
- Privacy and anonymity
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- Your response rate

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Intention to stay
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Witnessing negative behaviours

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

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Psychosocial and physical safety climate
- Psychosocial safety climate score
- Diversity and inclusion
- Gender equality supporting measures

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Safe to speak up
- Barriers to optimal work

Public sector values

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

Demographics

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

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.

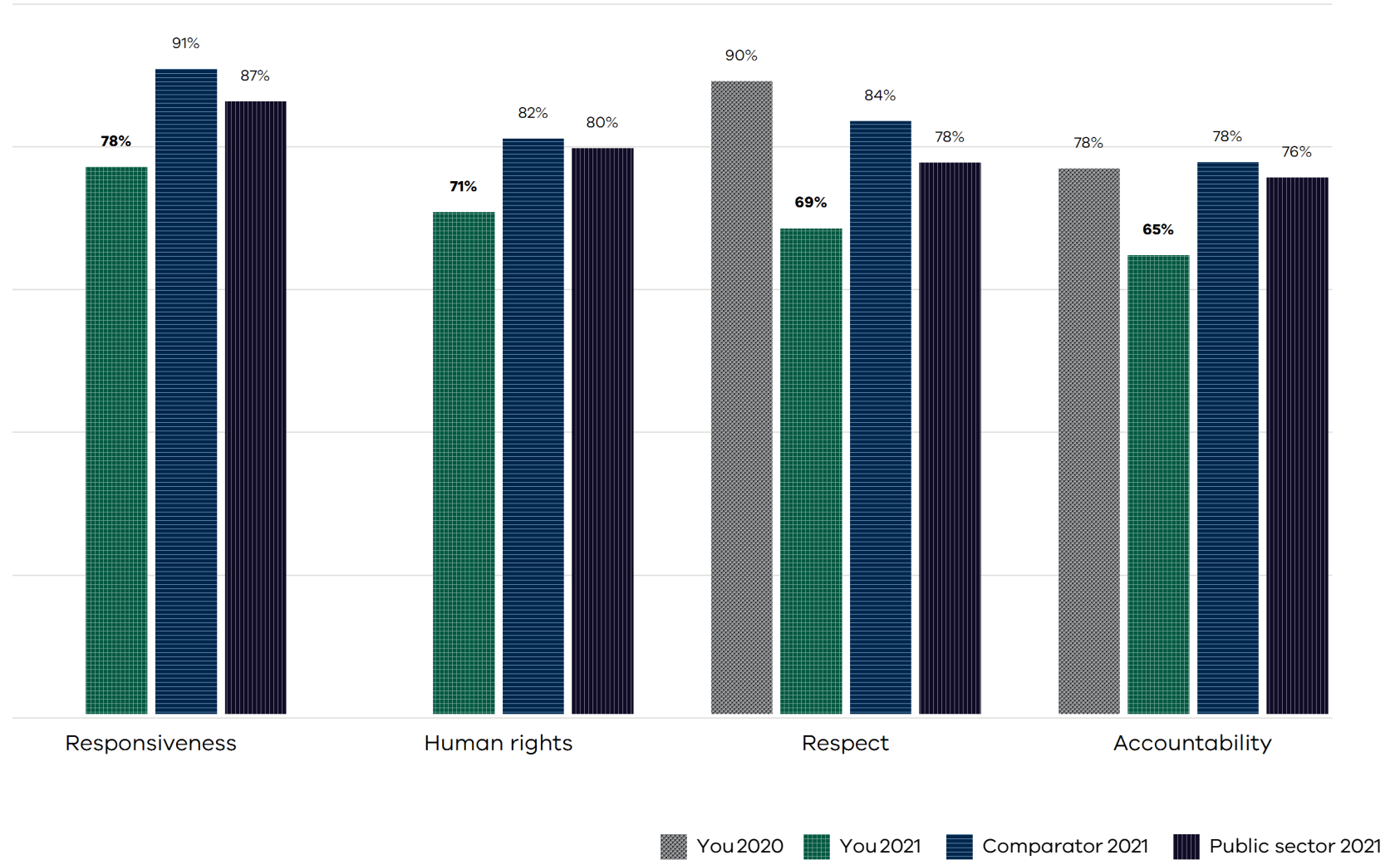
Example

In 2021:

- 78% of your staff who did the survey responded positively to questions about Responsiveness .

Compared to:

- 91% of staff at your comparator and 87% of staff across the public sector.



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.

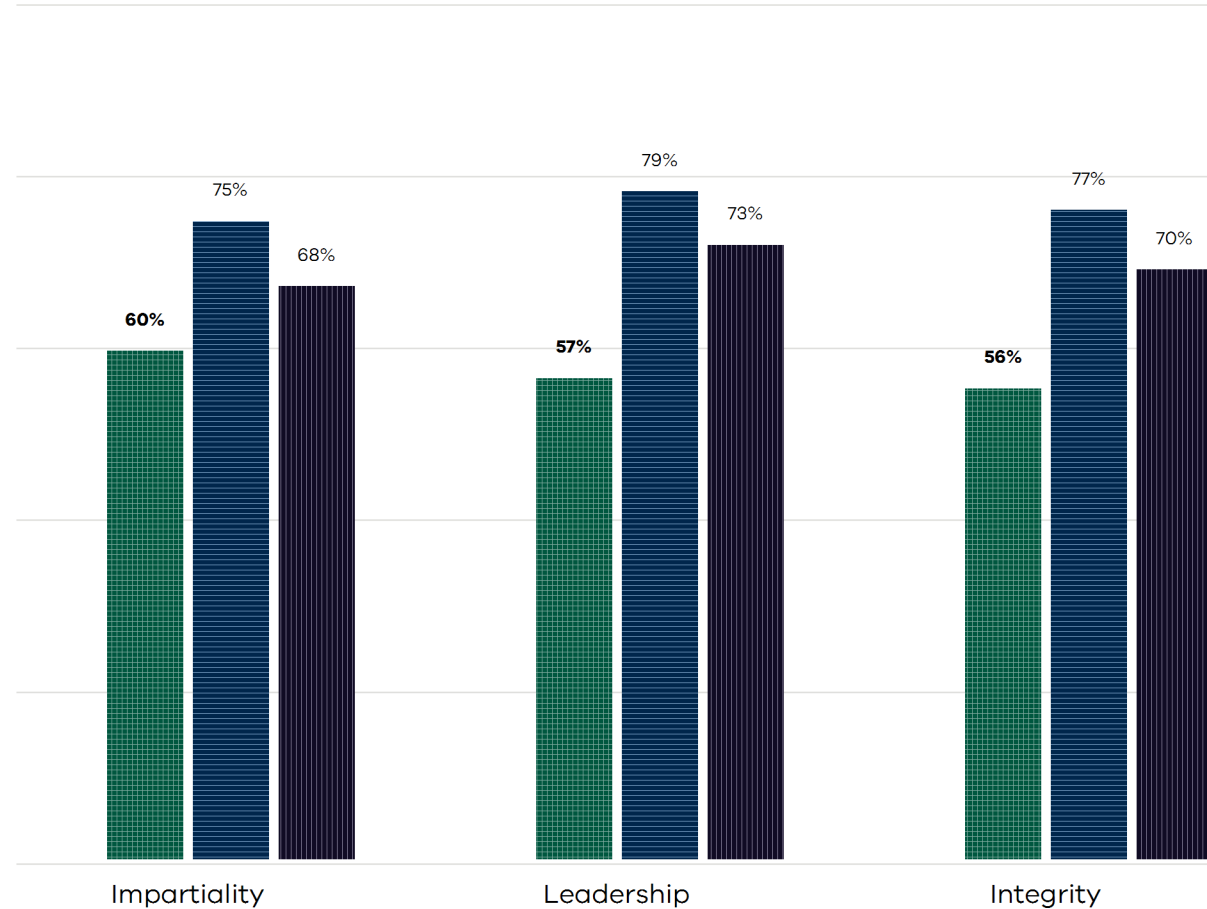
Example

In 2021:

- 60% of your staff who did the survey responded positively to questions about Impartiality .

Compared to:

- 75% of staff at your comparator and 68% of staff across the public sector.



■ You 2020 ■ You 2021 ■ Comparator 2021 ■ Public sector 2021

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.

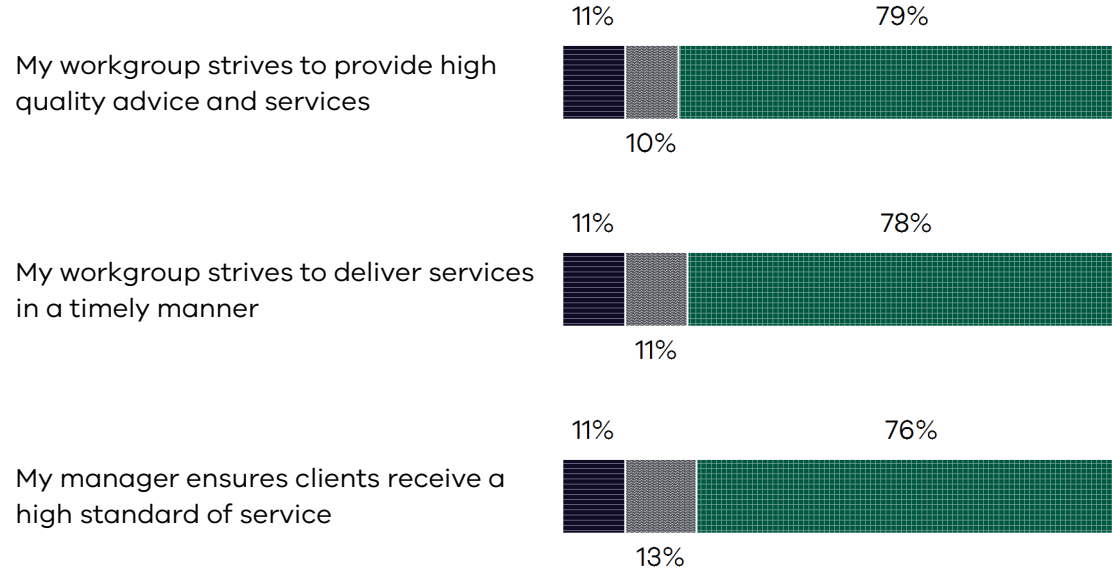
Example

79% of staff who did the survey agreed or strongly agreed with 'My workgroup strives to provide high quality advice and services'.

Survey question

Your results

Benchmark agree results



	You		Comparator		
	2020	2021	Lowest	Average	Highest
My workgroup strives to provide high quality advice and services	Not asked	79 %	78 %	93 %	100 %
My workgroup strives to deliver services in a timely manner	Not asked	78 %	70 %	92 %	100 %
My manager ensures clients receive a high standard of service	Not asked	76 %	76 %	90 %	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.

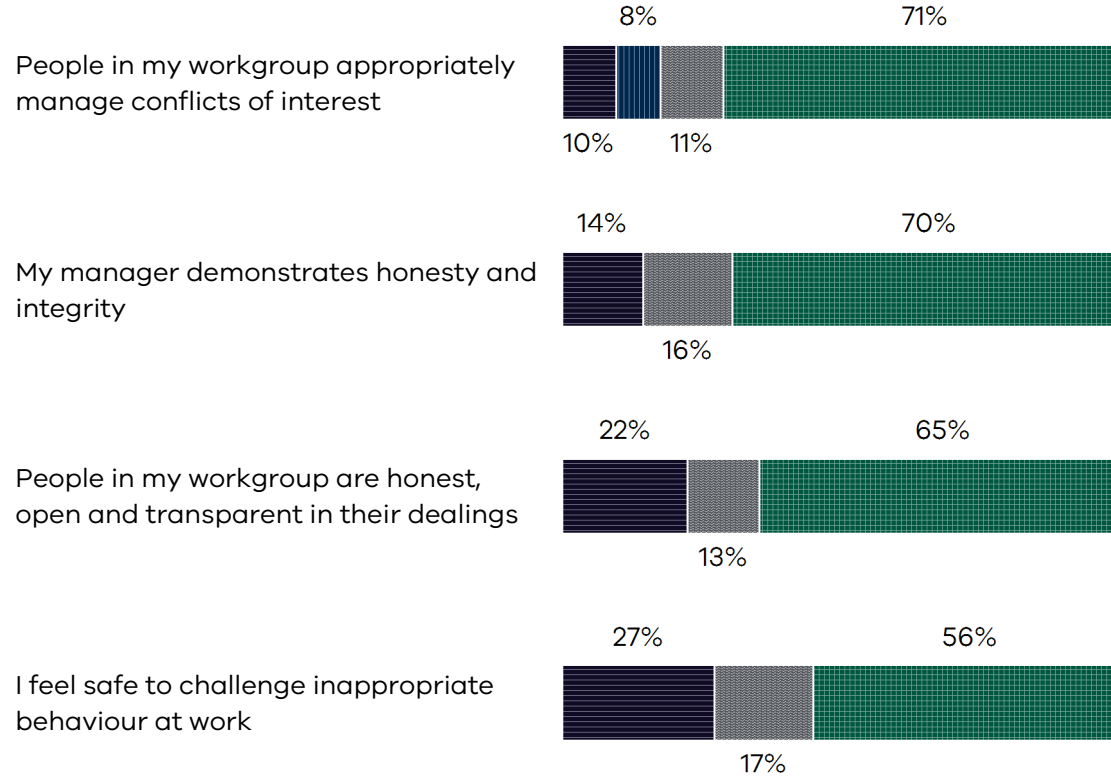
Example

71% of staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

Survey question

Your results

Benchmark agree results



	You		Comparator		
	2020	2021	Lowest	Average	Highest
People in my workgroup appropriately manage conflicts of interest	Not asked	71 %	56 %	79 %	100 %
My manager demonstrates honesty and integrity	Not asked	70 %	79 %	89 %	100 %
People in my workgroup are honest, open and transparent in their dealings	Not asked	65 %	66 %	81 %	97 %
I feel safe to challenge inappropriate behaviour at work	Not asked	56 %	49 %	68 %	100 %

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.

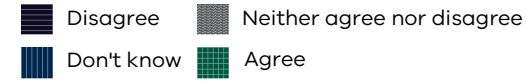
Example

51% of staff who did the survey agreed or strongly agreed with 'I am confident that I would be protected from reprisal for reporting improper conduct'.

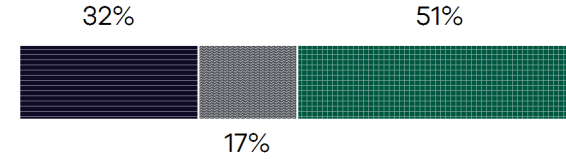
Survey question

Your results

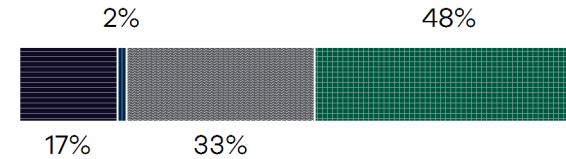
Benchmark agree results



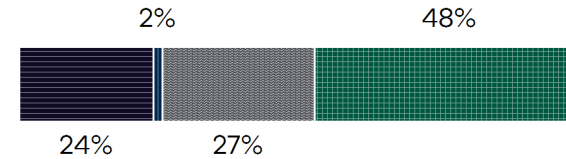
I am confident that I would be protected from reprisal for reporting improper conduct



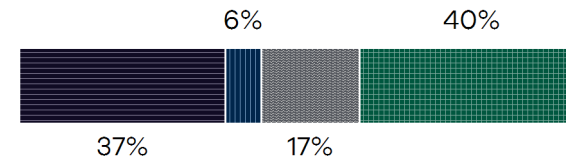
My organisation is committed to earning a high level of public trust



Senior leaders demonstrate honesty and integrity



My organisation does not tolerate improper conduct



	You		Comparator		
	2020	2021	Lowest	Average	Highest
I am confident that I would be protected from reprisal for reporting improper conduct	Not asked	51 %	51 %	69 %	100 %
My organisation is committed to earning a high level of public trust	Not asked	48 %	64 %	84 %	100 %
Senior leaders demonstrate honesty and integrity	Not asked	48 %	44 %	72 %	100 %
My organisation does not tolerate improper conduct	Not asked	40 %	47 %	71 %	100 %

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

76% of staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.

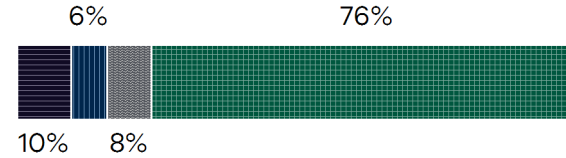
Survey question

Your results

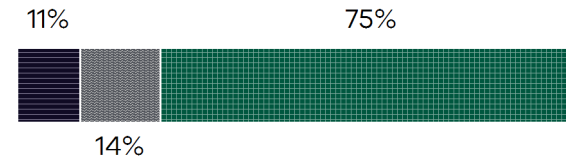
Benchmark agree results



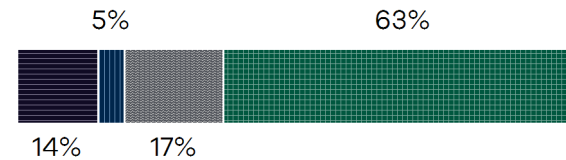
People in my workgroup are politically impartial in their work



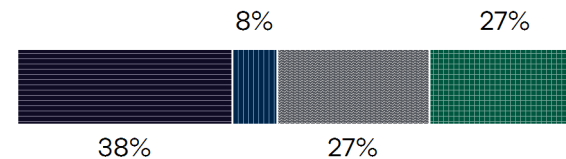
My workgroup places a priority on acting fairly and without bias



My workgroup focuses on making decisions informed by all relevant facts



My organisation makes fair recruitment and promotion decisions, based on merit



	You		Comparator		
	2020	2021	Lowest	Average	Highest
People in my workgroup are politically impartial in their work	Not asked	76 %	63 %	82 %	100 %
My workgroup places a priority on acting fairly and without bias	Not asked	75 %	68 %	82 %	97 %
My workgroup focuses on making decisions informed by all relevant facts	Not asked	63 %	70 %	81 %	96 %
My organisation makes fair recruitment and promotion decisions, based on merit	Not asked	27 %	29 %	57 %	94 %

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.

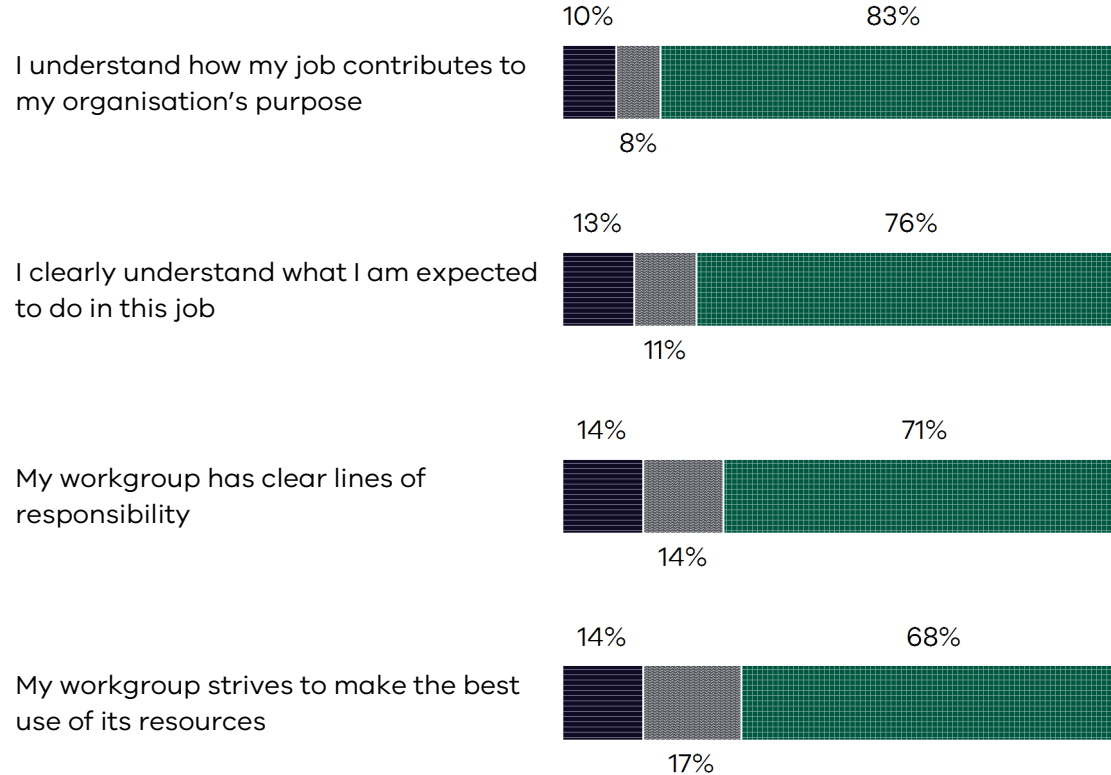
Example

83% of staff who did the survey agreed or strongly agreed with 'I understand how my job contributes to my organisation's purpose'.

Survey question

Your results

Benchmark agree results



You		Comparator		
2020	2021	Lowest	Average	Highest
94 %	83 %	81 %	91 %	100 %
86 %	76 %	55 %	80 %	100 %
Not asked	71 %	65 %	77 %	94 %
Not asked	68 %	70 %	81 %	100 %

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.

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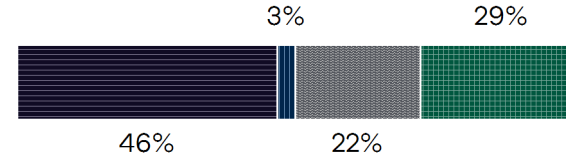
Example

29% of staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

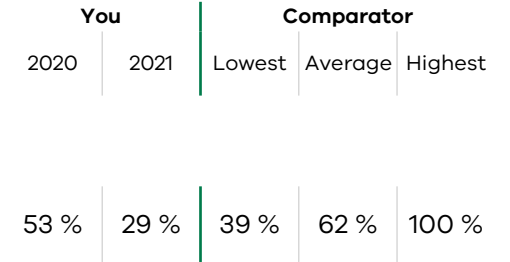
Survey question

Senior leaders provide clear strategy and direction

Your results



Benchmark agree results



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.

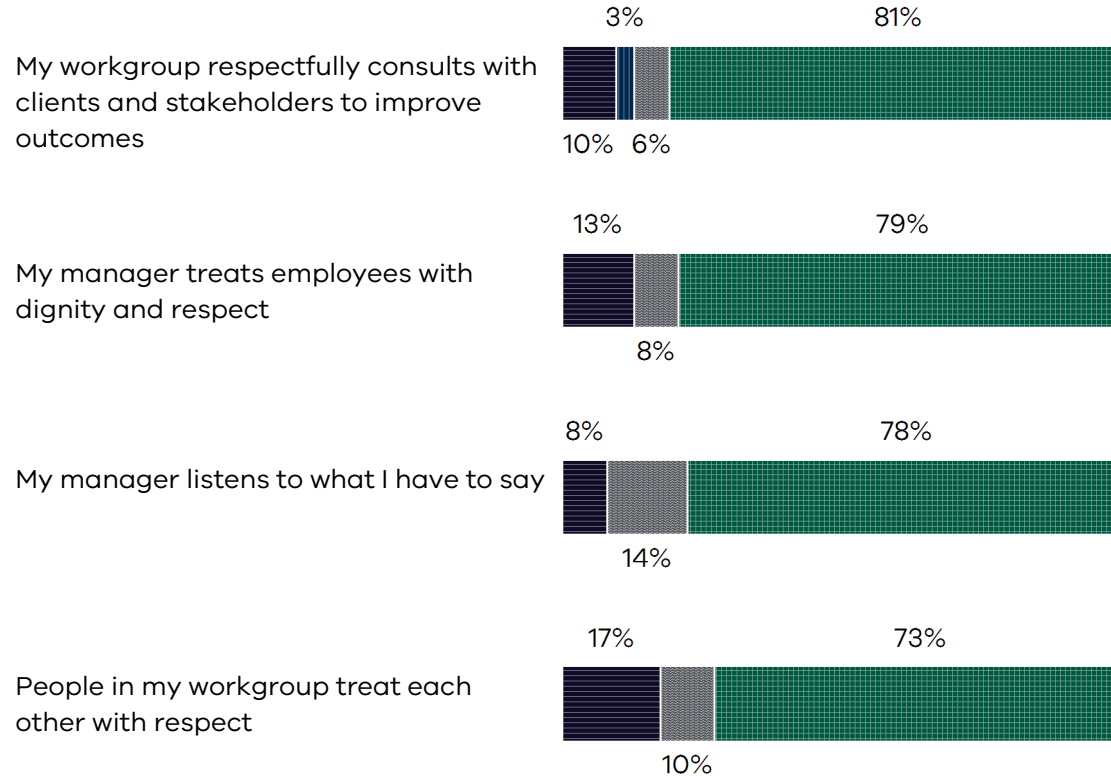
Example

81% of staff who did the survey agreed or strongly agreed with 'My workgroup respectfully consults with clients and stakeholders to improve outcomes'.

Survey question

Your results

Benchmark agree results



	You		Comparator		
	2020	2021	Lowest	Average	Highest
My workgroup respectfully consults with clients and stakeholders to improve outcomes	Not asked	81 %	73 %	88 %	100 %
My manager treats employees with dignity and respect	Not asked	79 %	81 %	90 %	100 %
My manager listens to what I have to say	92 %	78 %	79 %	88 %	100 %
People in my workgroup treat each other with respect	92 %	73 %	78 %	90 %	100 %

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.

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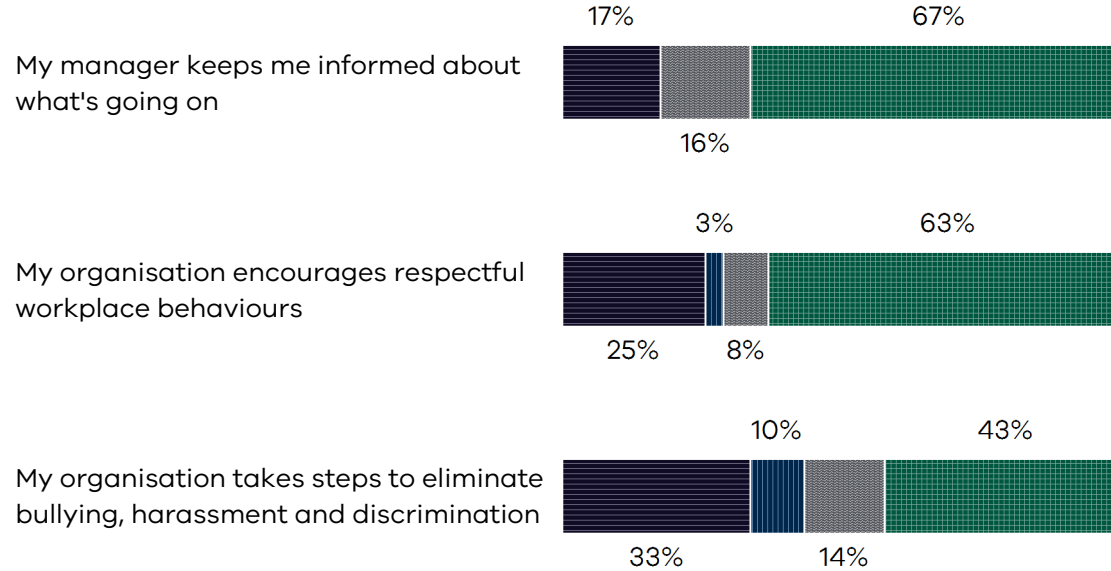
Example

67% of staff who did the survey agreed or strongly agreed with 'My manager keeps me informed about what's going on'.

Survey question

Your results

Benchmark agree results



You		Comparator		
2020	2021	Lowest	Average	Highest
86 %	67 %	70 %	81 %	100 %
Not asked	63 %	68 %	85 %	100 %
Not asked	43 %	48 %	67 %	100 %

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

67% of staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

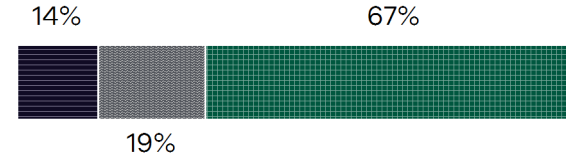
Survey question

Your results

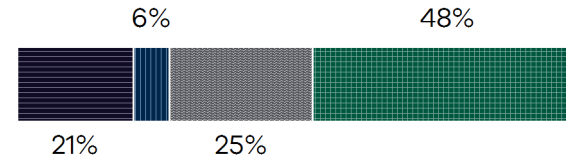
Benchmark agree results



My manager models my organisation's values



Senior leaders model my organisation's values



You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	67 %	76 %	86 %	100 %
Not asked	48 %	50 %	71 %	100 %

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.

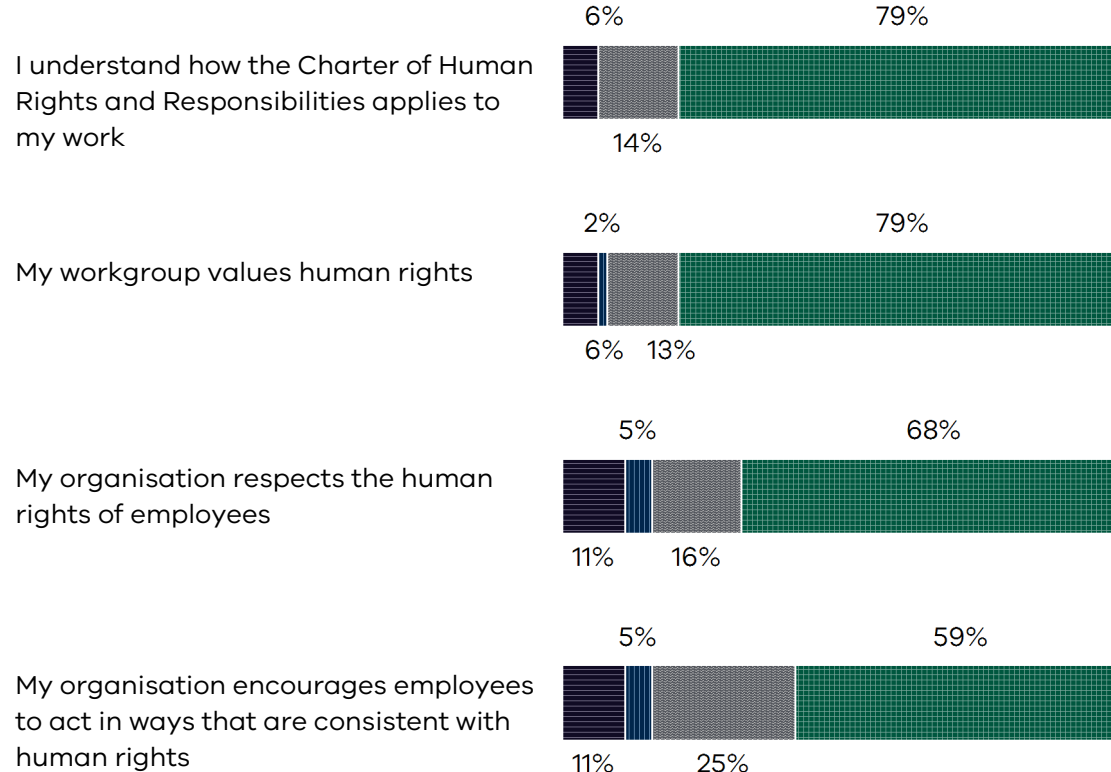
Example

79% of staff who did the survey agreed or strongly agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'.

Survey question

Your results

Benchmark agree results



	You		Comparator		
	2020	2021	Lowest	Average	Highest
I understand how the Charter of Human Rights and Responsibilities applies to my work	Not asked	79 %	54 %	73 %	100 %
My workgroup values human rights	Not asked	79 %	75 %	88 %	100 %
My organisation respects the human rights of employees	Not asked	68 %	63 %	83 %	100 %
My organisation encourages employees to act in ways that are consistent with human rights	Not asked	59 %	68 %	82 %	100 %

People matter

survey 2021

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Public sector values

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

Demographics

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

Demographics

Age, Australian defence force and education

What this is

These are the employment characteristics of staff.

Why this is important

This helps organisations understand the diversity of their staff.

How to read this

Each table shows the breakdown of responses from your survey.

The (n) column shows the number of respondents in each category.

How we protect anonymity and privacy

To protect you, we:

- de-identify all survey response data provided to your organisation
- don't release results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total.

Age	(n)	%
15-34 years	7	11%
35-54 years	30	48%
55+ years	6	10%
Prefer not to say	20	32%

Have you served in the Australian Defence Force (permanent or reservist)?	(n)	%
Yes	4	6%
No	48	76%
Prefer not to say	11	17%

Highest level of formal education	(n)	%
Master Degree level	5	8%
Graduate Diploma or Graduate Certificate level	9	14%
Bachelor Degree level incl. honours degrees	14	22%
Advanced Diploma or Diploma level	6	10%
Certificate III or IV level	7	11%
Year 12 or equivalent (VCE/Leaving certificate)	3	5%
Prefer not to say	19	30%

Demographics

Aboriginal and/or Torres Strait Islander employees

What this is

This is staff who identify as Aboriginal and/or Torres Strait Islander.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.

The (n) column shows the number of respondents in each category.

An asterisk (*) means this is a new question for the 2021 survey.

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Aboriginal and/or Torres Strait Islander

	(n)	%
Yes	0	0%
Non Aboriginal and/or Torres Strait Islander	54	86%
Prefer not to say	9	14%

Demographics

Disability

What this is

This is staff who identify as a person with disability and how they share that information.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

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Do you identify as a person with a disability?

	(n)	%
Yes	4	6%
No	48	76%
Prefer not to say	11	17%

If so, have you shared your disability information within your organisation (e.g. to your manager or Human Resources staff)?

	(n)	%
No	3	75%
Prefer not to say	1	25%

If not, which statement most accurately reflects your decision not to share your disability information within your organisation?

	(n)	%
I do not require any adjustments to be made to perform my role	1	33%
My disability does not impact on my ability to perform my role	1	33%
I feel that sharing my disability information will reflect negatively on me	1	33%

Demographics

Gender, variations in sex characteristics and sexual orientation

What this is

This is how staff describe their gender, variations in sex characteristics and sexual orientation.

Why this is important

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How would you describe your gender?	(n)	%
Woman	22	35%
Man	22	35%
Prefer not to say	18	29%
Non-binary and I use a different term	1	2%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	1	2%
No	51	81%
Prefer not to say	11	17%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?*

	(n)	%
No	52	83%
Don't know	1	2%
Prefer not to say	10	16%

How do you describe your sexual orientation?

	(n)	%
Straight (heterosexual)	41	65%
Prefer not to say	18	29%
Bisexual	3	5%
Don't know	1	2%

Demographics

Cultural diversity 1 of 3

What this is

These are the personal characteristics of staff.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

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Country of birth	(n)	%
Born in Australia	36	57%
Not born in Australia	11	17%
Prefer not to say	16	25%

When did you first arrive in Australia?*	(n)	%
More than 20 years ago	8	73%
5 to less than 10 years ago	1	9%
10 to less than 20 years ago	2	18%

Language other than English spoken with family or community

	(n)	%
Yes	8	13%
No	45	71%
Prefer not to say	10	16%

Demographics

Cultural diversity 2 of 3

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If you speak another language with your family or community, what language(s) do you speak?*

	(n)	%
Italian	4	50%
Other	2	25%
Greek	1	13%
Macedonian	1	13%

Demographics

Cultural diversity 3 of 3

What this is

This is the cultural identity and religion of staff.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

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Cultural identity	(n)	%
Australian	45	71%
Prefer not to say	11	17%
English, Irish, Scottish and/or Welsh	8	13%
European (including Western, Eastern and South-Eastern Europe, and Scandinavia)	7	11%
Middle Eastern and/or North African	1	2%
New Zealander	1	2%
Other	1	2%
Central Asian	1	2%

Religion	(n)	%
No religion	26	41%
Christianity	16	25%
Prefer not to say	15	24%
Other	5	8%
Judaism	1	2%

Demographics

Employment characteristics 1 of 2

What this is

These are the employment characteristics of staff.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

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Working arrangement	(n)	%
Full-time	59	94%
Part-time	4	6%

Gross base salary (ongoing/fixed term only)	(n)	%
\$65k to \$95k	12	19%
\$95k to \$125k	19	31%
\$125k or more	12	19%
Prefer not to say	19	31%

Organisational tenure	(n)	%
<1 year	7	11%
1 to less than 2 years	7	11%
2 to less than 5 years	18	29%
5 to less than 10 years	7	11%
10 to less than 20 years	21	33%
More than 20 years	3	5%

Management responsibility	(n)	%
Non-manager	41	65%
Other manager	15	24%
Manager of other manager(s)	7	11%

Employment type	(n)	%
Ongoing and executive	58	92%
Fixed term	4	6%
Other	1	2%

Have you moved between roles in the last 12 months?*	(n)	%
I have not moved between roles	49	78%
I have moved to a different role within my organisation (including acting roles)	9	14%
I have moved to my role from outside the Victorian public sector	3	5%
I have moved to my role from a different Victorian public sector organisation	2	3%

Demographics

Employment characteristics 2 of 2

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Why this is important

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Primary workplace location over the last 3 months

	(n)	%
Melbourne: Suburbs	38	60%
Melbourne CBD	19	30%
Other city or town	5	8%
Ballarat	1	2%

Primary workplace type over the past 3 months*

	(n)	%
Home/private location	58	92%
A main office	3	5%
A frontline or service delivery location (that is not a main office or home/private location)	1	2%
Other (please specify)	1	2%

Other workplace type over the past 3 months*

	(n)	%
A main office	41	65%
Home/private location	20	32%
No, I have not worked from any other locations	8	13%
A frontline or service delivery location (that is not a main office or home/private location)	3	5%
A hub/shared work space	2	3%
Other	1	2%

Demographics

Adjustments

What this is

These are adjustments staff requested to perform in their role.

Why this is important

This shows organisations how flexible they are in adjusting for staff.

How to read this

Each demographic area shows the breakdown of responses from your survey results.

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Have you requested any of the following adjustments at work?*

	(n)	%
No, I have not requested adjustments	40	63%
Flexible working arrangements	20	32%
Career development support strategies	3	5%
Accessible communications technologies	2	3%
Physical modifications or improvements to the workplace	1	2%
Job redesign or role sharing	1	2%

Why did you make this request?*

	(n)	%
Family responsibilities	12	52%
Work-life balance	11	48%
Caring responsibilities	9	39%
Health	5	22%
Other	4	17%
Disability	1	4%

What was your experience with making the request?

	(n)	%
The adjustments I needed were made and the process was satisfactory	16	70%
The adjustments I needed were not made	6	26%
The adjustments I needed were made but the process was unsatisfactory	1	4%

Demographics

Caring

What this is

These are staff-reported caring responsibilities.

Why this is important

This shows organisations what caring responsibilities their staff have.

How to read this

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Caring responsibility	(n)	%
Prefer not to say	16	25%
None of the above	13	21%
Primary school aged child(ren)	10	16%
Secondary school aged child(ren)	9	14%
Frail or aged person(s)	7	11%
Child(ren) - younger than preschool age	6	10%
Preschool aged child(ren)	5	8%
Person(s) with a medical condition	4	6%
Other	3	5%
Person(s) with a mental illness	2	3%
Person(s) with disability	1	2%



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