



Employee Perception Survey 2015

INTRODUCTION

The purpose of this survey is to capture your views on a range of issues about working in the public sector, such as work/life balance, leadership, job satisfaction and recruitment.

This survey helps us to understand the work environment and workplace culture in your agency. This information is critical in identifying areas of concern and acknowledging good practice across the sector.

To ensure a good understanding of issues across your agency, it is important you give your true and honest opinion about the issues covered in the survey. Your response is completely confidential. We do not require your name - only group level data will be reported and you will not be identified.

COMPLETION GUIDELINES

- Please use a BLACK or DARK BLUE pen.
- Please tick or cross the squares completely.
- Write clearly where indicated.
- If you would like to change your responses, please shade the incorrect square and then tick or cross the
 correct response. For written responses, please cross out the incorrect response and write your new
 response just above or below.
- Once completed, please place your survey into the supplied prepaid self-addressed return envelope and post to the Public Sector Commission.

SECTION A: YOUR GENERAL IMPRESSIONS

A1. In relation to your current job, please indicate your level of satisfaction with the following statements.

	Very satisfied	Moderately satisfied	Mildly satisfied	Neither satisfied nor dissatisfied	Mildly dissatisfied	Moderately dissatisfied	Very dissatisfied
a. My job overall							
b. My agency as an employer							

A2. In relation to your current job, please indicate your level of agreement with the following statements.

		Strongly agree	Moderately agree	Mildly agree	Neither agree nor disagree	Mildly disagree	Moderately disagree	Strongly disagree	Don't know or does not apply
a.	My job allows me to utilise my skills, knowledge and abilities								
b.	I am clear what my duties and responsibilities are								
C.	I understand how my work contributes to my agency's objectives								
d.	I have the authority (e.g. the necessary delegations, autonomy, level of responsibility) to do my job effectively								
e.	I am sufficiently challenged by my work								
f.	I am recognised for the contribution I make								
g.	I am satisfied with the opportunities available to me for career progression in my current agency								
h.	I am proud to work in the Western Australian public sector								

In relation to your current agency, please indicate your level of agreement with the following A3. statements.

Don't know or does not apply

		Strongly agree	Moderately agree	Mildly agree	Neither agree nor disagree	Mildly disagree	Moderately disagree	Strongly disagree
a.	I feel that my agency on the whole is well managed							
b.	Change is managed well in my agency							
C.	My agency's senior leaders provide effective leadership							
d.	My agency uses technological advances to improve service design and delivery to customers/clients							
e.	Recruitment and promotion decisions in my agency are fair							
f.	My workplace culture supports people to achieve a suitable work/life balance							
g.	You are able to access and use flexible work arrangements to assist in your work/life balance							
h.	My agency is committed to health and wellbeing within the workplace							
i.	I feel a strong personal attachment to my agency							
j.	My agency motivates me to help it achieve its objectives							
k.	My agency inspires me to do the best in my job							
I.	I am proud to tell others I work for my agency							
m.	I would recommend my agency as a great place to work							
A	A4. It is likely that you will leave your agency within: The next 12 months 1 to 2 years No plans to leave my agency within the next 2 years (please go to Section B)							
	A4a. If you intend (please choos ☐ Work for ar ☐ Work in fed ☐ Work in the ☐ Study full-t ☐ Retire ☐ Other (Please	e all that ap nother age deral or loc e private se e not-for-pr ime	oply) ncy al governme ector ofit sector	ent				i to:

SECTION B: YOUR WORK AREA

B1. Please indicate your level of agreement with the following statements.

WORKPLACE COMMUNICATION	Strongly agree	Moderately agree	Mildly agree	Neither agree nor disagree	Mildly disagree	Moderately disagree	Strongly disagree	Don't know or does not apply
a. In my work area, communication between senior managers and other employees is effective								
b. My input is adequately sought and considered about decisions that directly affect me								

B2. Please indicate your level of agreement with the following statements.

	YOUR IMMEDIATE SUPERVISOR	Strongly agree	Moderately agree	Mildly agree	Neither agree nor disagree	Mildly disagree	Moderately disagree	Strongly disagree	Don't know or does not apply
a.	My immediate supervisor makes use of appropriate communication and interpersonal skills when dealing with me								
b.	My immediate supervisor effectively communicates with me about business risks impacting my work group								
C.	My immediate supervisor is effective in managing people								
d.	My immediate supervisor appropriately deals with employees who perform poorly								

B3. Please indicate your level of agreement with the following statements.

YOUR IMMEDIATE WORK GROUP	Strongly agree	Moderately agree	Mildly agree	Neither agree nor disagree	Mildly disagree	Moderately disagree	Strongly disagree	Don't know or does not apply
The people in my work group use their time and resources efficiently								
My work group achieves a high level of productivity								
In the last 12 months, my work group has implemented innovative processes or policies								
The people in my work group are committed to providing excellent customer service and making a positive difference to the community								

B4.	Please indicate your	level of a	greement wi	th the foll	owing state	ments.			
	PERFORMANCE DEVELOPMENT	Strongly agree	Moderately agree	Mildly agree	Neither agree nor disagree	Mildly disagree	Moderately disagree	Strongly disagree	Don't know or does not apply
op ar	raining and development oportunities in my work ea are available to all nployees								
or in to	eceive appropriate training have access to formation that enables me meet my recordkeeping sponsibilities								
fe su m	nave received performance edback from my pervisor in the last 12 onths that has helped my erformance								
ac de	my agency, there is dequate opportunity to evelop the required skills r being a leader								
B5.	Please indicate your	level of a	greement wi	th the foll	owing state	ments.			
	EQUITY AND DIVERSITY	Strongly agree	Moderately agree	Mildly agree	Neither agree nor disagree	Mildly disagree	Moderately disagree	Strongly disagree	Don't know or does not apply
	our agency is committed to eating a diverse workforce								
ec	our workplace culture is qually welcoming of people om all diversity groups								
tre di	our immediate supervisor eats employees from all versity groups with equal spect								
er	our co-workers treat inployees from all diversity oups with equal respect								
B6.	Are you aware of the Yes No (please go to B8 No, but know where Do you believe any desctor Standard in Hease choose all that Yes, and I raised it Yes, and I lodged at Yes, and I took no at	B) He to find out Hecision m Human Res At apply) With my ago	t (please go t ade in your source Mana ency standard cla	to B8) agency in gement?	the past 12	! months o	lid not com		Public

☐ Don't know

B8.	If you have been employed in your agency for more than 12 months, have you participated in one or more formal, documented performance management meetings with your immediate supervisor in the past 12 months? ☐ Yes								
	□ No								
		e been employed by my agency for less than 12 months							
	B8a.	If yes, which of the following topics were discussed within these formal, docume meetings? (Please choose all that apply) My work performance over the last year My upholding of ethical codes such as my agency's code of conduct or values Expectations of my performance in the future Learning and development activities to help me perform my current job better Other learning and development activities to help me progress my career Career progression opportunities within my agency Other career progression opportunities outside my agency	nted,						
B9.	discus Fort Mor Six Ann Nev	Monthly ually							
B10.	In the I	ast fortnight, how many days of the following types of unplanned leave did you ta	ke, to the						
		e compensation leave, annual leave, long service leave, purchased leave, parental leave mergency services duty. If you did not take any days in the last fortnight, please enter 0.							
			Number of days						
Sick lea	ave (du	e to your own personal illness or injury, does not include carer's leave)							
Other u	ınplann	ned leave (taken in the event of an unexpected emergency, and including carer's							

SECTION C: ETHICAL BEHAVIOUR

C1. Please indicate your level of agreement with the following statements.

	Strongly agree	Moderately agree	Mildly agree	Neither agree nor disagree	Mildly disagree	Moderately disagree	Strongly disagree	Don't know or does not apply
My agency actively encourages ethical behaviour by all of its employees								
b. Senior managers in my agency lead by example in ethical behaviour								
c. Conflicts of interest are identified and managed effectively in my workplace								
d. My immediate supervisor demonstrates honesty and integrity in the workplace								
e. My co-workers demonstrate honesty and integrity in the workplace								
f. Confidential information in my workplace is only disclosed to appropriate people								
g. Purchasing decisions in my workplace are not influenced by gifts or incentives								
C2. Are you familiar with the Public Sector Code of Ethics? Sector Code of Ethics? No								

miliar with your agency's code of conduct
, , ,

C4. Have you witnessed any of the following types of unethical behaviour in your workplace in the last 12 months, and if so how often?

	Never	Rarely (1 to 3 occasions)	Sometimes (4 to 6 occasions)	Frequently (7 to 10 occasions)	Very frequently (more than 10 occasions)
a. Unprofessional conduct (e.g. bullying, inappropriate language)					
b. Failure to manage conflicts of interest (e.g. conflict between public role and personal interests)					
c. Inappropriate acceptance or provision of gifts or benefits					
d. Corrupt behaviour (e.g. employees misusing their position of authority to obtain an inappropriate benefit for, or cause detriment to, themselves or others)					
e. Improper use of work computers, internet or email (e.g. viewing or sharing inappropriate or illegal online content)					
f. Discrimination or harassment (e.g. racial discrimination, sexual harassment)					
g. Illicit drug use and/or alcohol intoxication					
h. Inappropriate physical behaviour (e.g. assault, indecent behaviour)					
Inappropriate access to or use of confidential information (e.g. agency's database) or unauthorised disclosure of information					
j. Workplace bribes or theft (e.g. computers, cash or workplace equipment)					
k. Misuse of public resources (e.g. unauthorised use of vehicles, misuse of corporate credit card)					
I. Fraudulent behaviour or falsification of information or records					
m. Neglect of duty (e.g. intentionally failing to perform work duties)					
n. Engaging in criminal behaviour outside work					
o. Secretly holding another job outside government without agency permission					
C4a. If you have witnessed unethical behaviour i In all instances For some, but not all instances Never Didn't know how to report it	n your worl	kplace, did	you report it	?	

The following questions relate to workplace bullying.

Workplace bullying can be defined as repeated (i.e. on more than one occasion) unreasonable or inappropriate behaviour directed towards a worker, or a group of workers, that creates a risk to health and safety.

'Repeated behaviour' refers to the persistent nature of the behaviour and can refer to a range of various behaviours over time. Bullying should not be confused with legitimate feedback given to staff (including constructive criticism) on work performance or work-related behaviour; or other legitimate management decisions and actions undertaken in a reasonable and respectful way.

C6.	Durin □ Ye	g the past 12 months, have you been subjected to repeated bullying in your workplace?
		(please go to C7)
	⊔ No	t sure (please go to C7)
	C6a.	If you have been subjected to bullying in the past 12 months, which of the following describes the nature of the bullying you have experienced? (Please choose all that apply)
		□ Verbally abusing, insulting or offending me, including criticising me in the form of yelling or screaming
		 □ Spreading misinformation or malicious rumours □ Teasing or regularly making me the brunt of practical jokes or pranks
		☐ Frightening, humiliating, belittling or degrading me through physical behaviour
		(e.g. assault, aggressive body language)
		☐ Excluding or isolating me from others
		\square Assigning me tasks unrelated to my job or unreasonably below or beyond my skills level
		\square Setting timelines that are difficult to achieve or constantly changing deadlines
		$\hfill \square$ Deliberately changing work rosters or leave arrangements to inconvenience me
		☐ Deliberately withholding information, resources or consultation which is vital to my effective work
		performance Inappropriately or unfairly managing my performance
		□ Other (please specify)
C7.	Do yo	ou know how to report bullying in your workplace?
	□ Ye	S
	□ No	
	•	uestions relate to the <i>Public Interest Disclosure Act 2003</i> (the PID Act). This legislation is also referred to as legislation.
C8.	Are y	ou aware of the PID Act and how to make a disclosure?
	□ No	(please go to Section D)
	□ No	, but know where to find out (please go to Section D)
•	NA / I	
C9.	(e.g. a Gene	d you use the PID Act to make a disclosure of public interest information to a proper authority a Public Interest Disclosure Officer, Ombudsman, Corruption and Crime Commission, Auditor ral or the Public Sector Commission) if you were aware of unethical behaviour in your blace?
	□ Alv	
		metimes
	□ Ne	ver
	□ Do	n't know

SECTION D: FURTHER INFORMATION

The following information is being collected **NOT to identify you** but to analyse differences between broad categories (e.g. the needs of youth versus mature workers).

DI.	What is your gender? □ Male							
	□ Fei □ Oth							
D2.		is your age	=	- a a.	□ of			
	□ 15		□ 20 to 24	□ 25 to 34	□ 35 to 44			
	□ 45	to 54	□ 55 to 59	□ 60 to 64	□ 65 plus			
D3.	□ Pri □ Ted □ Ted	mary or seco chnical/trade rtiary degree	est level of formal educed and any school or equivaled certificate or diploma coor equivalent (includes and (includes Graduate content)	ourse or equivalent Honours)	eted?			
	□ Ma	sters or Doc	torate degree					
D4.	Are you of Australian Aboriginal and/or Torres Strait Islander origin? (Persons of Aboriginal and/or Torres Strait Islander descent are those who identify as such and are accepted as such by the community in which they live) ☐ Yes ☐ No (please go to D5)							
	D4a.	D4a. If yes, is this identified in your agency's human resource information system (i.e. does your						
		agency have this recorded)?						
		 ☐ Yes – my agency has recorded that I am of Aboriginal and/or Torres Strait Islander origin ☐ No – I have chosen not to inform my agency that I am of Aboriginal and/or Torres Strait Islander origin 						
		•	v agency has never aske	ed me whether I am of A	boriginal and/or Torres Strait Isla	nder origin		
						_		
		□ Not sure		- cp - c, y,				
DE	Do vo	u hovo on i	manairmant that reculto	in a naumanant diashi	liaa			
D5.	(Perso the typ equipo	Do you have an impairment that results in a permanent disability? (Persons with disability are those with an ongoing employment restriction due to their disability that restricts the type of work they can do, or requires modified hours of work, adaptations to the workplace, specialised equipment, extra time for mobility or tasks, or ongoing assistance or supervision to carry out duties) \[\textsqr{Yes} \]						
	□ No (please go to D6)							
	D5a.	agency ha	ve this recorded)?	gency's human resour	ce information system (i.e. doe	es your		
				n my agency that I have	•			
				ed me whether I have a				
		□ Not sure		, spoony,				
		1101 3011	•					

D6.	Do you have carer responsibilities? (Persons with carer responsibilities include those who provide ongoing care or assistance to a person with disability, a person with chronic illness [including mental illness] or another person who requires assistance with carrying out everyday tasks due to frailty, without receiving a salary or wages for the care they provide) ☐ Yes ☐ No
D7.	Were you born in a country where English is the primary language? (i.e. born in Australia, New Zealand, England, Northern Ireland, Scotland, Wales, Ireland, United States of America, Canada or South Africa) ☐ Yes ☐ No
D8.	What is your current total annual gross salary (before tax)? (If you work part-time, select the full-time salary equivalent to your current level. If you are paid an hourly rate, select the salary range that is closest to your annual gross earnings. Gross salary will be used to compare classification levels.) Less than \$60,000 \$60,000 to 79,999 \$80,000 to 109,999 \$110,000 to 159,999 \$160,000 and over
D9.	What is your work classification? Permanent full-time Permanent part-time Fixed term full-time Fixed term part-time Casual Sessional Other
D10.	How long have you worked in your agency in total? Up to 1 year More than 1 year and up to 5 years More than 5 years and up to 10 years More than 10 years and up to 20 years More than 20 years
D11.	In total, how many agencies have you worked in during your time in the WA public sector? 1 agency 2 to 3 agencies 4 to 5 agencies More than 5 agencies
D12.	Where is your primary work location? ☐ Metropolitan ☐ Regional/Rural

D13.	Are you the immediate supervisor of one or more employees? ☐ Yes ☐ No
D14.	Are you employed in one of the top four levels of management in your agency's organisational hierarchy (e.g. General Manager, Executive Director, Chief Executive Officer)? □ Yes □ No
D15.	How often do you engage with members of the public as part of your current job? Daily Weekly Monthly Less frequently Not at all

Thank you for your time and participation