



Employee Perception Survey 2016

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 an Work in fed Work in the Study full-t Retire Other (Please	e all that a nother age deral or loc e private se e not-for-pr ime	oply) ncy al governme ector ofit sector	ent				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
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.

	OUR 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
grou	people in my work up use their time and ources efficiently								
	work group achieves an level of productivity								
work imple	ne last 12 months, my k group has lemented innovative cesses or policies								
grou prov servi posit	e people in my work up are committed to viding excellent customer vice and making a itive difference to the nmunity								

B4.	Please indicate your	level of ac	greement wit	th the follo	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	aining and development portunities in my work ea are available to all nployees								
or inf to	eceive appropriate training have access to formation that enables me meet my recordkeeping sponsibilities								
fee su me	nave received performance edback from my pervisor in the last 12 onths that has helped my erformance								
ad de	my agency, there is lequate opportunity to evelop the required skills r being a leader								
B5.	Please indicate your	level of aç	greement wit	th the follo	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 div	ur immediate supervisor eats employees from all versity groups with equal spect								
en	ur co-workers treat nployees from all diversity oups with equal respect								
B6.	Are you aware of the Yes No (please go to Bank) No, but know where Do you believe any desctor Standard in House choose all that Yes, and I raised it Yes, and I lodged at Yes, and I took no at	e to find ou ecision m uman Res t apply) with my ag breach of	t (please go t ade in your a cource Mana ency standard clai	o B8) agency in gement? m		months o	lid not com		Public

☐ Don't know

B8.	more	have been employed in your agency for more than 12 months, have you participat formal, documented performance management meetings with your immediate sup 2 months?	
	☐ Yes		
	□ No		
	☐ Hav	ve 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	ented,
B9.	discus ☐ For ☐ Mor ☐ Six ☐ Anr ☐ Nev	Monthly nually	
B10.		last fortnight, how many days of the following types of unplanned leave did you to	ake, to the
		le compensation leave, annual leave, long service leave, purchased leave, parental leavemergency services duty. If you did not take any days in the last fortnight, please enter 0	
			Number of days
Sick le	eave (du	ue to your own personal illness or injury, does not include carer's leave)	
Other leave)	unplanı	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								
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 ☐ Yes ☐ No	the Public	: Sector Cod	de of Ethic	s?				
C3. Are you familiar with ☐ Yes ☐ No	your ager	ncy's code c	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					
C4ii. If you have witnessed unethical behaviour In all instances For some, but not all instances Never Didn't know how to report it C5. Do you know how to report unethical behavior in y Yes No			you report i	t?	

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 ☐ Yes	g the past 12 months, have you been subjected to repeated bullying in your workplace?
	□ No	(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
		☐ Assigning me tasks unrelated to my job or unreasonably below or beyond my skills level
		☐ Setting timelines that are difficult to achieve or constantly changing deadlines
		 □ 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 □ Yes	ou know how to report bullying in your workplace?
	□ 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 ye	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)
C9.	Would	d you use the PID Act to make a disclosure of public interest information to a proper authority
	Gene	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?
	☐ Alw	metimes
	□ Ne	
		vei n't know
		II CANON

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).

D1.	What ☐ Ma ☐ Fei ☐ Oth	male	der?			
D2.		is your age	-			
	□ 15		□ 20 to 24	□ 25 to 34	□ 35 to 44	
	□ 45	to 54	□ 55 to 59	□ 60 to 64	□ 65 plus	
D3.	☐ Pri ☐ Tea ☐ Tea ☐ Gra	mary or secon chnical/trade rtiary degree aduate diplor	est level of formal educed and any school or equival certificate or diploma control or equivalent (includes ma (includes Graduate of torate degree	ourse or equivalent Honours)	eted?	
D4.	(Perso as suo □ Yes	ons of Aborions of the cor	ginal and/or Torres Strait mmunity in which they liv		origin? ose who identify as such an	d are accepted
	D4a.	agency ha ☐ Yes - n ☐ No - I h origin ☐ No - m	ave this recorded)? ny agency has recorded have chosen not to inform y agency has never asked another reason (pleased).	that I am of Aboriginal am my agency that I am of A	ce information system (i.e. nd/or Torres Strait Islander f Aboriginal and/or Torres Strait Islander strait Islander f Aboriginal and/or Torres Strait Islander	origin Strait Islander ait Islander origin
D5.	(Person the type equiport of the type of type of the type of the type of the type of type of the type of	ons with disa be of work the ment, extra t	bility are those with an object of the bility are those with an object of the bility or tasks of the bility or tasks	modified hours of work, a	lity? triction due to their disability adaptations to the workplace or supervision to carry out d	e, specialised
	D5a.	agency ha ☐ Yes - n ☐ No - I h ☐ No - m	ave this recorded)? ny agency has recorded have chosen not to inform y agency has never asker another reason (please	that I have a permanent m my agency that I have ed me whether I have a	a permanent disability	

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 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