



**Your Opinion Counts**  
Health Sector National Staff Survey 2018

# Your Opinion Counts

## Results of Health Sector National Staff Survey 2018

KEY FINDINGS

22 NOVEMBER 2018

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# Executive Summary

Most key indicators, including overall job satisfaction, show improvements vs. 2016.

Staff are trusted, feel secure, proud and would recommend where they work.

Recognition of performance and value have increased but are below average.

Perceptions of leadership and strategy also show some gains, but scope for improvement remains, particularly with regard to internal communications.

Line manager support and communication have marginally improved.

# Executive Summary

Opportunities for training and progression have improved for some employees.

Initiatives around health & well-being are evident, while respect levels are high.

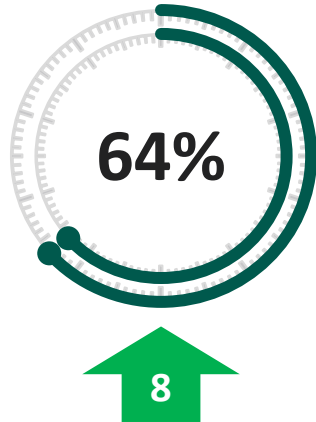
Discrimination has declined but remains, as does bullying and harassment.

The perceived standards and procedures in both care and service have improved.

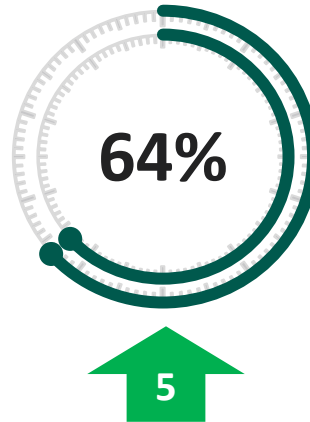
The overall Engagement index has risen 2 points and is in line with the norm.

# Overall satisfaction and related metrics have all increased

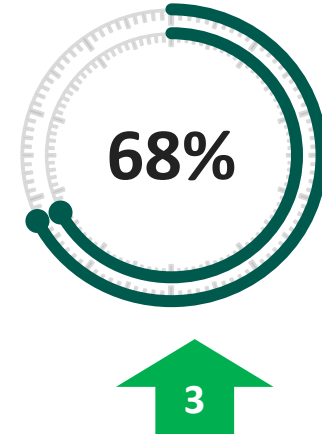
Satisfaction with job



I am happy in my job

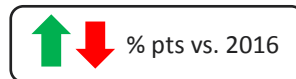


My job gives me a sense of personal fulfilment



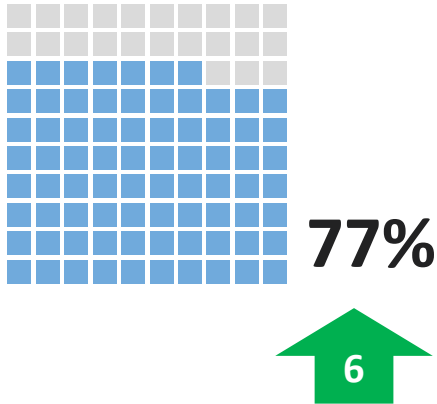
Q. Overall how satisfied are you with your job at the present time? / To what extent do you agree or disagree with the following statements ...

Base: All Respondents: 18,836 / NET "Positive" Scores

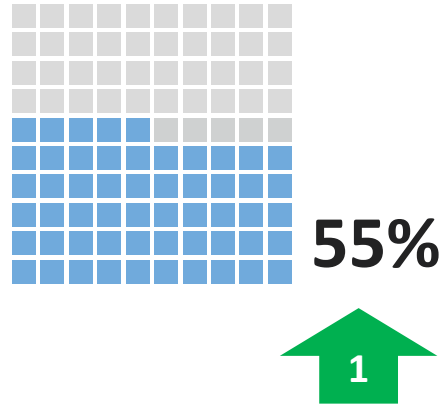


# Over 3 in 4 are motivated in their job, up 6 points y-o-y

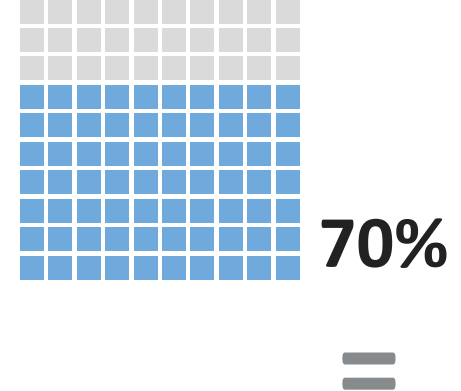
Motivation in current job



I look forward to going to work

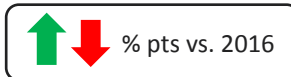


I am enthusiastic about my job

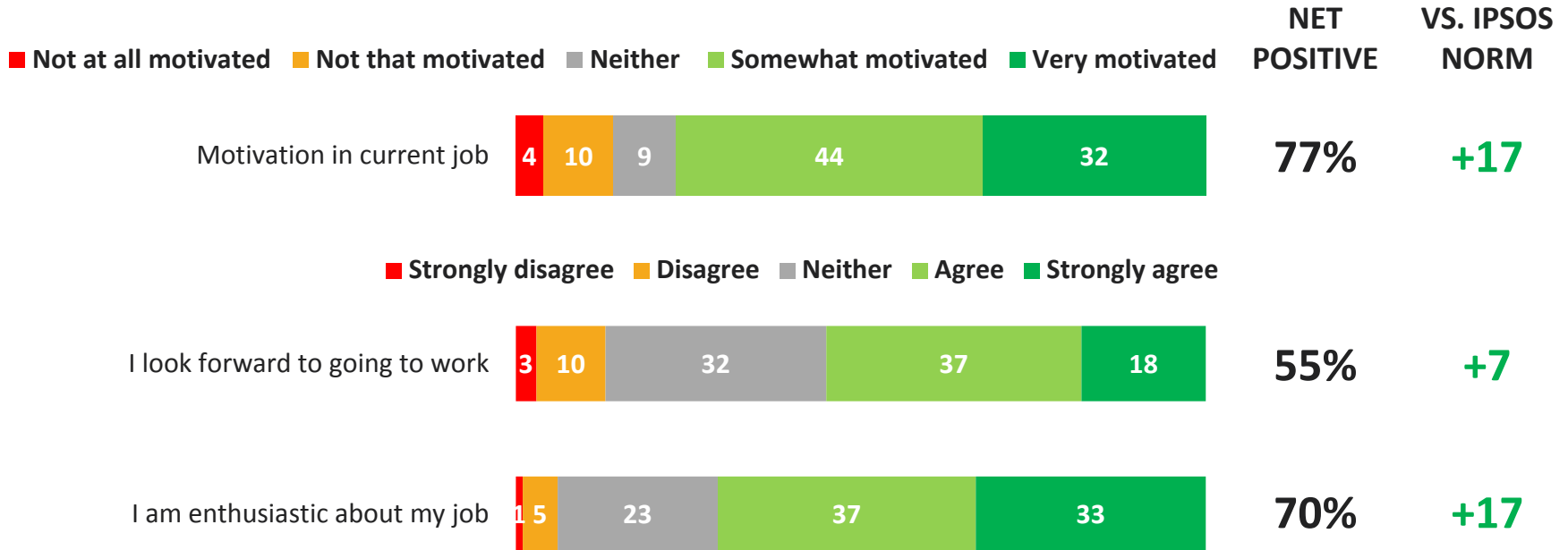


Q. How motivated do you feel in your current job? / For each of the following statements, how often do you feel this way about your job?

Base: All Respondents: 18,836 / NET "Positive" Scores



# Enthusiasm and motivation significantly ahead of norms

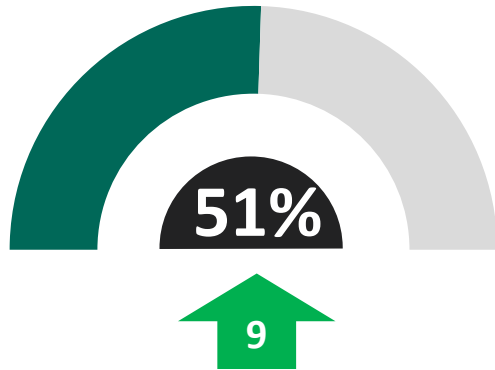


Q. How motivated do you feel in your current job? / For each of the following statements, how often do you feel this way about your job?

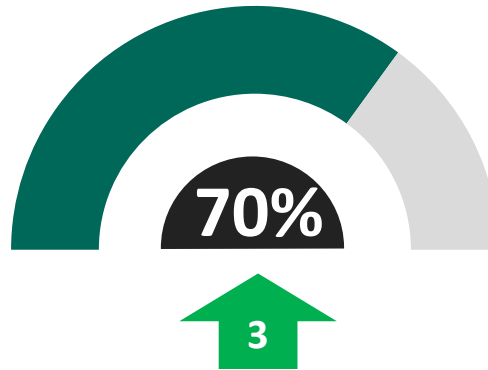
Base: All Respondents: 18,836

# Levels of personal optimism show positive improvement

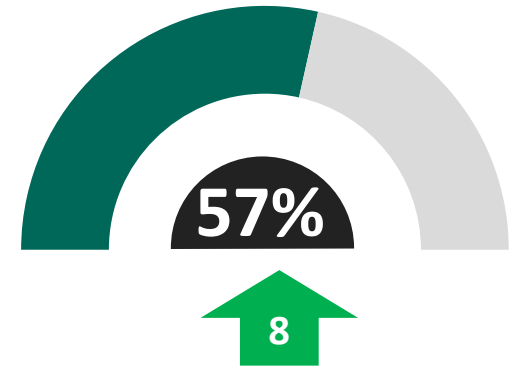
Optimistic about future within organisation



I intend to be working in my organisation in two years' time

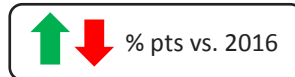


I would recommend my organisation as an employer to a friend or family member



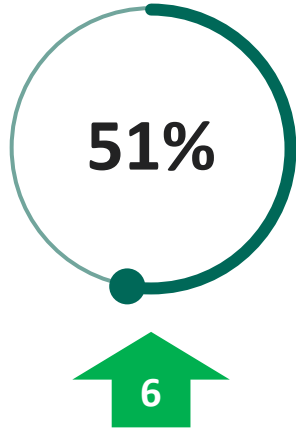
Q. How optimistic are you about your own future within your organisation? / To what extent do you agree or disagree with the following statements ...

Base: All Respondents: 18,836 / NET "Positive" Scores

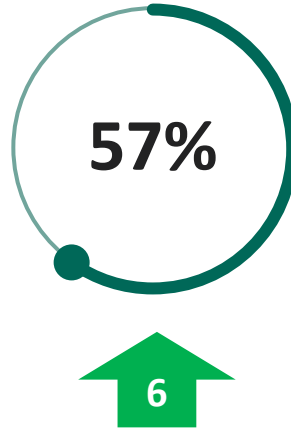


# Managers have got better at motivating and delegating but we need to do better

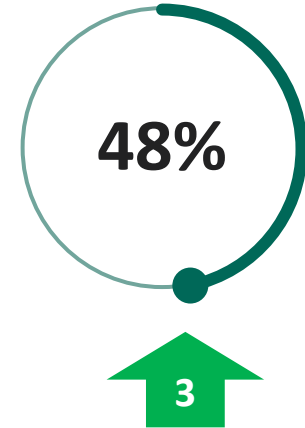
**My line manager motivates me to perform at the highest levels**



**My line manager delegates effectively**

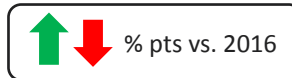


**I have one-to-one meetings with my line manager to discuss my individual objectives and development**



Q. To what extent do you agree or disagree with the following statements ...

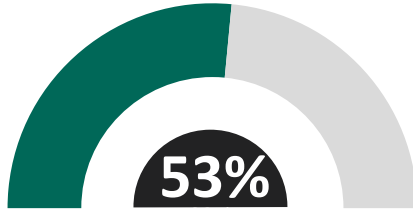
Base: All Respondents: 18,836 / NET "Positive" Scores



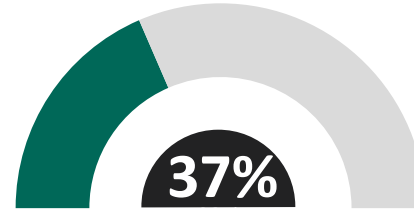


# Opportunities for training and progression have improved

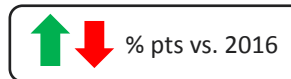
The opportunities  
for training



My opportunities for  
career progression

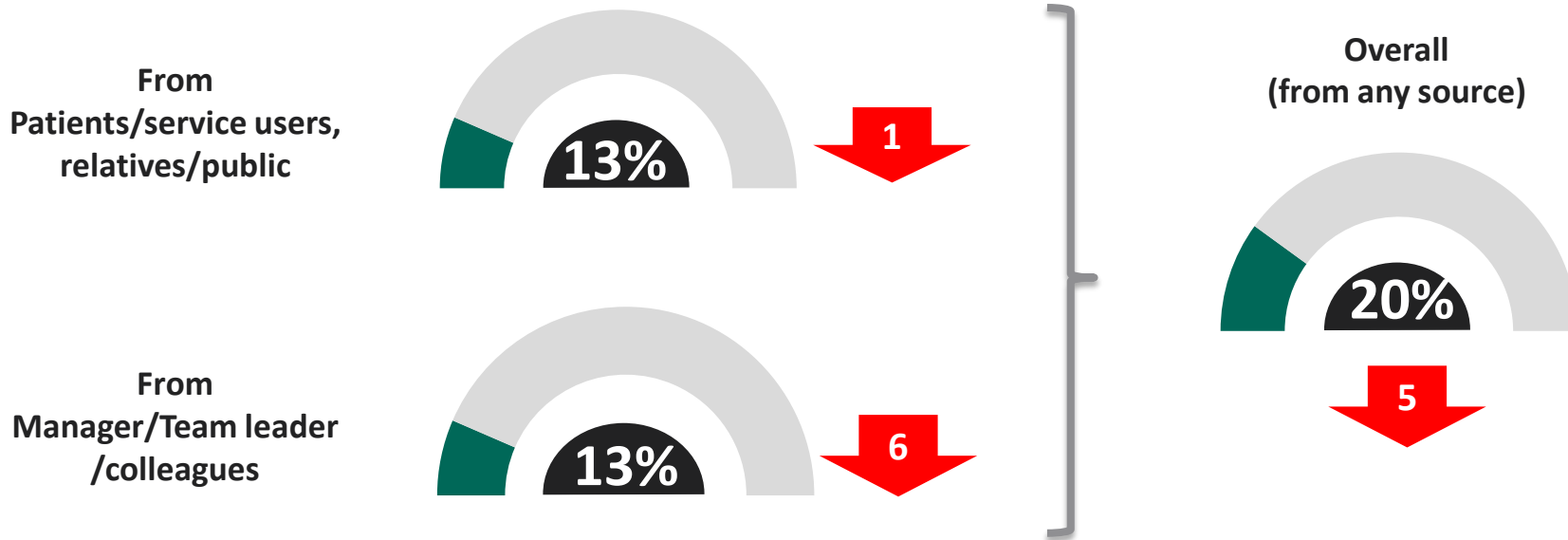


Q. How satisfied are you with each of the following aspects of your job?  
Base: All Respondents: 18,836 / NET "Positive" Scores



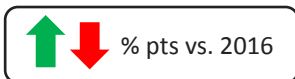
# Discrimination at work down, but one in five have experienced

Personally experienced discrimination at work in the last 12 months



Q. In the last 12 months have you personally experienced discrimination from at work from any of the following?

Base: All Respondents: 18,836



# Dignity at Work

**87%** NEW

Are aware of  
the Dignity at Work  
Policy for Health  
Service 2009

**42%** NEW

Have experienced bullying  
and/or harassment in  
their organisation in  
the past 2 years

**20%** 5

Have experienced  
discrimination at work  
in the last 12 months

**37%** NEW

Have been subject to assault,  
verbal or physical, in their  
organisation in the past 2  
years

*Source of discrimination/bullying/harassment/assault can be from patients/service users/public or from manager/team leader/colleagues*