



21 January 2019

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s9(2)(a)

Tēnā koe s9(2)(a)

Thank you for your request, received on 5 December 2019, for the following information under the Official Information Act 1982 (the Act):

I am requesting a full copy of the results of the recent staff engagement and satisfaction survey carried out at the Tertiary Education Commission.

Please also provide a response to the following questions:

- 1. How many people does the TEC have on staff?*
- 2. How many took part in the survey?*
- 3. Why was the survey carried out? What initiated it?*
- 4. What is TEC's reaction to the findings?*
- 5. What issues have TEC identified in playing a part in the results?*
- 6. Have the findings sparked any changes in the way TEC is run/operates? If yes/no, why/why not?*

I am releasing to you the Tertiary Education Commission (TEC) employee experience survey titled *He waka eke noa* (we're all in this together). This employee engagement survey was conducted using AskYourTeam. I am withholding the demographic breakdown from this report under s9(2)(a) of the Act to protect the privacy of natural persons.

I am also withholding the staff comment section under:

- s9(2)(ba)(i) - to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied; and
- s(9)(2)(g)(i) - to maintain the effective conduct of public affairs through the free and frank expression of opinions by or between or to Ministers of the Crown or members of an organisation or officers and employees of any department or organisation in the course of their duty.

There is a section in this report called Benchmarking – Assertions. It is important to know that the benchmark scores are the average of other public sector agencies that use AskYourTeam.



As at 30 November 2019 the TEC has 332 full time equivalent staff (FTEs). In September 2019, 325 staff members were eligible to take part in *He waka eke noa* the employ experience survey, of those 325 employees invited 291 took part. The participation rate for this survey was 89.5% which has been rounded to 90%. This participation rate is a great example of our people's commitment to sharing their views and ideas.

The TEC carries out a survey of our people most years; except for 2018 as we were restructuring following the merger with Careers New Zealand. We also selected a new provider called AskYourTeam as our previous survey provider no longer provides an employee survey platform.

Overall the TEC's results sit around the public sector average of sixty-one percent. I am really pleased with the feedback that our employees enjoy working here and believe in what we do, it's a strong foundation for us to build on. There are also some areas for us to focus on. For example; clarification of direction, clarity of roles and responsibilities, managing workloads and performance, project and process management, and building a stronger leadership connection.

There is already action on those focus areas identified through the survey, many of which began before the survey was carried out. One example is the work happening with our new Enterprise Portfolio Management team which is developing project and process documentation.

At an organisation level we have five priority areas of work we will focus on over the next year. These areas attracted substantial feedback from our staff, which tells us they are important to continue to develop and improve. The five areas are:

1. TEC values and behaviours – how we work.
2. Leadership – building greater alignment and development.
3. Performance management and development – system and approach.
4. Systems and processes – priority areas for our people and the people we work with.
5. Customer service – our commitment to those people we work with.

Teams across TEC are also discussing survey results and taking action.

I am satisfied, in terms of section 9(1) of the Act, that the need to withhold the information referred to above is not outweighed by other considerations that render it desirable, in the public interest, to make the information available.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

The TEC intends to publish its response to this request on our website with your personal details removed. Consistent with the Act, we are publishing responses in the interests of transparency and accountability, and to improve access to official information.

Nāku noa, nā



Gillian Dudgeon
Acting Chief Executive
Tertiary Education Commission



AskYourTeam Report

For: Tertiary Education Commission

Survey Name: He waka eke noa

Survey Start Date: 02 Sep 2019

Survey End Date: 14 Sep 2019

Report created by: Sonya Mason



Tertiary Education
Commission
Te Amorangi Mātauranga Matua

ORGANISATION SUCCESS FACTORS

Results of the survey are organised by Organisation Success factor. Use the filters above to refine the results. A score of 'N/A' indicates the minimum response threshold to provide a result was not met.

Overall score:
62%

People	Average Score	Lowest Score	Highest Score
Culture	69%	58%	76%
Leadership	67%	59%	77%
Performance Development	60%	45%	72%
Stakeholders	Average Score	Lowest Score	Highest Score
Stakeholder Relationships	67%	61%	76%
External Providers	63%	61%	65%
Client Focus	57%	54%	61%
Organisation	Average Score	Lowest Score	Highest Score
Organisation Performance	64%	54%	74%
Operational Processes	64%	55%	80%
Internal Communication	63%	61%	66%
Technology	61%	56%	64%
Continuous Improvement	Average Score	Lowest Score	Highest Score
Project Processes	58%	53%	65%
Strategy	57%	53%	60%
Implementation	57%	56%	57%
Review	53%	51%	55%

ASSERTION SUMMARIES

The assertion summary reports show the 10 highest and 10 lowest scores for the survey. The highest scores can identify areas to celebrate success. The lowest scores can identify areas to focus follow-up action plans.

Highest Scores

#	Success Factors	Assertion	Score
1	Operational Processes	I understand clearly how the things I do affect the ability of others in my team to do their job	80%
2	Leadership	My immediate leader handles stressful situations well	77%
3	Culture	I enjoy working for this organisation	76%
4	Stakeholder Relationships	Our organisation has a good reputation for providing quality advice and services to Ministers	76%
5	Culture	The contributions of individuals are recognised in my team	74%
6	Organisation Performance	I am proud of the beneficial impact our organisation has for our customers	74%
7	Culture	Our organisation is a great place to work	74%
8	Leadership	The ELT treat people the way they ask us to treat others	72%
9	Culture	We celebrate achievements as a team	72%
10	Performance Development	My own performance targets are aligned with the priorities of the organisation	72%

Lowest Scores

#	Success Factors	Assertion	Score
1	Performance Development	Poor performance is managed effectively in our organisation	45%
2	Performance Development	Each person in the organisation has clearly defined roles and responsibilities which they understand	50%
3	Review	Projects are reviewed thoroughly to see how well the actual outcome reflects the forecasted outcome	51%
4	Strategy	The impact on the environment is appropriately reflected in our organisation's purpose, vision, principles and values	53%
5	Project Processes	Initiatives and projects are researched and planned effectively	53%
6	Review	Information and results from projects are analysed and effectively acted upon	54%
7	Organisation Performance	People are regularly asked for feedback on how to improve the organisation	54%
8	Client Focus	Everyone in the organisation is clear on the role they play to deliver what our customers need	54%
9	Operational Processes	Meetings are generally an effective use of time	55%
10	Client Focus	We gather feedback actively from customers and use this to improve our services to them	55%

CURRENT ALIGNMENT COMPARISONS

These reports compare how your executive group and non-executive group see the organisation's current position

Blind Spots

The Blind Spot report shows where the executive team scores an assertion higher than the non-executive group

#	Success Factors	Assertion	People	Executive	Difference
1	Project Processes	Effective consultation occurs before changes are made that affect others	54%	87%	33%
2	Internal Communication	I am motivated by the way our ELT communicates	63%	92%	29%
3	Project Processes	There is effective communication to inform what is required of me	65%	93%	28%
4	Internal Communication	The Executive Leadership Team shares information with me that enables me to do my job effectively	65%	92%	27%
5	Leadership	I feel safe to tell the truth even when it is unpopular	64%	90%	26%
6	Leadership	The ELT treat people the way they ask us to treat others	72%	96%	24%
7	Performance Development	I have regular and effective feedback and performance reviews	66%	90%	24%
8	Culture	We have clear and effective systems for dealing with intimidating behaviour and workplace bullying which are applied equally to everyone	57%	80%	23%
9	Organisation Performance	The performance of our organisation is better than that of similar organisations	65%	87%	22%
10	Performance Development	My own performance targets are aligned with the priorities of the organisation	71%	93%	22%
11	Leadership	The actions of our ELT are consistent with our organisation's values	68%	90%	22%
12	Operational Processes	I have the autonomy to make decisions with matters I am responsible for	69%	90%	21%
13	Internal Communication	Our organisation ensures I understand why workplace changes are made	63%	83%	20%
14	Culture	Honesty and directness are valued in our organisation	63%	83%	20%
15	Organisation Performance	People are regularly asked for feedback on how to improve the organisation	54%	73%	19%
16	Technology	I have the information I need to do my job as effectively as possible	64%	83%	19%
17	Operational Processes	The health, safety and wellbeing of people in the organisation is appropriately reflected in our systems, processes and work environment	69%	87%	18%
18	Technology	We have the technology to effectively support our processes	59%	77%	18%
19	Performance Development	Poor performance is managed effectively in our organisation	45%	63%	18%
20	Culture	Our organisation is a great place to work	73%	90%	17%
21	Leadership	My immediate leader handles stressful situations well	76%	93%	17%
22	Culture	I enjoy working for this organisation	76%	93%	17%
23	Performance Development	Our remuneration structure is appropriate relative to the market	61%	77%	16%
24	Stakeholder Relationships	We consult effectively with stakeholders	61%	77%	16%
25	Internal Communication	Our directorate's results are provided in a clear, understandable way	61%	77%	16%
26	Organisation Performance	I am proud of the beneficial impact our organisation has for our customers	74%	90%	16%
27	Performance Development	The organisation has a culture of empowerment that maximises the performance of staff	57%	73%	16%
28	Leadership	All of our leaders make and deliver hard decisions in an effective way	62%	77%	15%
29	Review	The measurements we use show clearly whether or not we are on target with our strategy and projects	55%	70%	15%

30	Internal Communication	We are provided with meaningful updates on how the organisation is performing	63%	77%	14%
31	Stakeholder Relationships	We collaborate effectively with other relevant organisations	64%	77%	13%
32	Operational Processes	When we receive work from other teams it is fit for purpose	57%	70%	13%
33	Culture	The contributions of individuals are recognised in my team	74%	87%	13%
34	Implementation	Changes to plans or deadlines are effectively communicated to all those affected	57%	70%	13%
35	Performance Development	The organisation provides opportunities for me to develop my skills and competencies and actively encourages career development	67%	80%	13%
36	Performance Development	Each person in the organisation has clearly defined roles and responsibilities which they understand	50%	63%	13%
37	Operational Processes	We effectively identify and realise opportunities to reduce costs	55%	67%	12%
38	Stakeholder Relationships	Our organisation has a good reputation for providing quality advice and services to Ministers	75%	87%	12%
39	Strategy	Everything we do is consistent with the organisation's purpose vision principles and values	58%	70%	12%
40	Leadership	People are confident that our ELT will implement our purpose vision principles and values successfully	65%	77%	12%
41	Culture	There is a strong focus on how we can work together better as a team	65%	77%	12%
42	Operational Processes	Meetings are generally an effective use of time	55%	67%	12%
43	Implementation	People are held accountable for hitting their deadlines	56%	67%	11%
44	External Providers	Our external suppliers make a positive contribution to our organisation's performance	65%	76%	11%
45	Operational Processes	We understand clearly how the things we do affect the ability of others in my team to do their job	80%	90%	10%
46	Project Processes	Initiatives and projects are researched and planned effectively	53%	63%	10%
47	Operational Processes	We regularly review processes and identify possible improvements	58%	67%	9%
48	Organisation Performance	We keep up with best practice in other relevant organisations	59%	68%	9%
49	Review	Projects are reviewed thoroughly to see how well the actual outcome reflects the forecasted outcome	51%	60%	9%
50	Technology	We can quickly obtain customised reports from our information systems	56%	64%	8%
51	External Providers	Our external suppliers provide excellent value	61%	68%	7%
52	Implementation	Everyone involved in implementing a project understands what needs to be done and by whom	56%	63%	7%
53	Organisation Performance	Our organisation supports people who come forward with new ideas	66%	73%	7%
54	Client Focus	Everyone in the organisation is clear on the role they play to deliver what our customers need	54%	60%	6%
55	Technology	We have access to the right information which enables me to make effective decisions	64%	70%	6%
56	External Providers	We have external suppliers who are responsive to our feedback	63%	68%	5%
57	Project Processes	There are effective planning processes in the organisation	58%	63%	5%
58	Client Focus	We gather feedback actively from customers and use this to improve our services to them	55%	60%	5%
59	Strategy	All directorates have objectives that are aligned with those of other directorates	58%	63%	5%
60	Stakeholder Relationships	We operate effectively in delivering value in our sector	66%	70%	4%
61	Review	Information and results from projects are analysed and effectively acted upon	54%	57%	3%
62	Implementation	We use effective project management techniques for implementing projects	57%	60%	3%
63	Client Focus	We place enough emphasis on the importance of our customer's needs in how we work	60%	63%	3%
64	Organisation Performance	Responding quickly to changes in policy is one of our strengths	64%	67%	3%
65	Culture	We celebrate achievements as a team	72%	73%	1%
66	Leadership	The purpose vision principles and values for the organisation are clearly understood	59%	60%	1%

Unrecognised Successes

This report shows where the executive team score below an 80% average while the wider team scored the assertion above 80%. This shows where the wider team believe the organisation is performing better than the executive team.

No results are displayed due to one of the following:

- 5 or more participants have not completed the survey
- there were no 'Unrecognised Successes' generated for the survey
- there were no executives nominated for the survey

People Score (Engagement)

Your People Score is 65%

The overall People Score is the average of 22 assertions in three categories (Leadership, Performance Development, and Culture) which generally map closely to the assertions in a traditional engagement survey. The People Score is representative of what would be considered an engagement score but the calculation to determine this score is different. It should not be directly compared.

Success Factors	Current Score
Leadership	67%
Performance Development	60%
Culture	69%

All Assertions

Success Factors	Assertion	Score
Culture	enjoy working for this organisation	76%
Culture	Our organisation is a great place to work	74%
Culture	The contributions of individuals are recognised in my team	74%
Culture	We celebrate achievements as a team	72%
Culture	There is a strong focus on how we can work together better as a team	65%
Culture	Honesty and directness are valued in our organisation	64%
Culture	We have clear and effective systems for dealing with intimidating behaviour and workplace bullying which are applied equally to everyone	58%
Leadership	My immediate leader handles stressful situations well	77%
Leadership	The ELT treat people the way they ask us to treat others	72%
Leadership	The actions of our ELT are consistent with our organisation's values	68%
Leadership	People are confident that our ELT will implement our purpose vision principles and values successfully	65%
Leadership	feel safe to tell the truth even when it is unpopular	64%
Leadership	All of our leaders make and deliver hard decisions in an effective way	63%
Leadership	The purpose vision principles and values for the organisation are clearly understood	59%
Performance Development	My own performance targets are aligned with the priorities of the organisation	72%
Performance Development	The organisation provides opportunities for me to develop my skills and competencies and actively encourages career development	67%
Performance Development	have regular and effective feedback and performance reviews	66%
Performance Development	Our remuneration structure is appropriate relative to the market	61%
Performance Development	We have effective training that enhances the performance and development of individuals	58%
Performance Development	The organisation has a culture of empowerment that maximises the performance of staff	57%
Performance Development	Each person in the organisation has clearly defined roles and responsibilities which they understand	50%
Performance Development	Poor performance is managed effectively in our organisation	45%
Stakeholder Relationships	Our organisation has a good reputation for providing quality advice and services to Ministers	76%
Stakeholder Relationships	We operate effectively in delivering value in our sector	66%
Stakeholder Relationships	We collaborate effectively with other relevant organisations	65%
Stakeholder Relationships	We consult effectively with stakeholders	61%
External Providers	Our external suppliers make a positive contribution to our organisation's performance	65%
External Providers	We have external suppliers who are responsive to our feedback	63%
External Providers	Our external suppliers provide excellent value	61%
Client Focus	We place enough emphasis on the importance of our customer's needs in how we work	61%
Client Focus	We gather feedback actively from customers and use this to improve our services to them	55%
Client Focus	Everyone in the organisation is clear on the role they play to deliver what our customers need	54%
Organisation Performance	am proud of the beneficial impact our organisation has for our customers	74%
Organisation Performance	Our organisation supports people who come forward with new ideas	66%

Organisation Performance	The performance of our organisation is better than that of similar organisations	66%
Organisation Performance	Responding quickly to changes in policy is one of our strengths	64%
Organisation Performance	We keep up with best practice in other relevant organisations	59%
Organisation Performance	People are regularly asked for feedback on how to improve the organisation	54%
Operational Processes	understand clearly how the things I do affect the ability of others in my team to do their job	80%
Operational Processes	have the autonomy to make decisions with matters I am responsible for	69%
Operational Processes	The health safety and wellbeing of people in the organisation is appropriately reflected in our systems processes and work environment	69%
Operational Processes	When I receive work from other teams it is fit for purpose	58%
Operational Processes	We regularly review processes and identify possible improvements	58%
Operational Processes	We effectively identify and realise opportunities to reduce costs	56%
Operational Processes	Meetings are generally an effective use of time	55%
Internal Communication	The Executive Leadership Team shares information with me that enables me to do my job effectively	66%
Internal Communication	Our organisation ensures I understand why workplace changes are made	64%
Internal Communication	We are provided with meaningful updates on how the organisation is performing	63%
Internal Communication	I am motivated by the way our ELT communicates	63%
Internal Communication	Our directorate's results are provided in a clear understandable way	61%
Technology	I have access to the right information which enables me to make effective decisions	64%
Technology	I have the information I need to do my job as effectively as possible	64%
Technology	We have the technology to effectively support our processes	59%
Technology	We can quickly obtain customised reports from our information systems	56%
Project Processes	There is effective communication to inform what is required of me	65%
Project Processes	There are effective planning processes in the organisation	58%
Project Processes	Effective consultation occurs before changes are made that affect others	55%
Project Processes	Initiatives and projects are researched and planned effectively	53%
Strategy	Our organisation is good at looking at future demands and opportunities	60%
Strategy	Everything we do is consistent with the organisation's purpose vision principles and values	59%
Strategy	All directorates have objectives that are aligned with those of other directorates	58%
Strategy	The impact on the environment is appropriately reflected in our organisation's purpose vision principles and values	53%
Implementation	Changes to plans or deadlines are effectively communicated to all those affected	57%
Implementation	We use effective project management techniques for implementing projects	57%
Implementation	People are held accountable for hitting their deadlines	56%
Implementation	Everyone involved in implementing a project understands what needs to be done and by whom	56%
Review	The measurements we use show clearly whether or not we are on target with our strategy and projects	55%
Review	Information and results from projects are analysed and effectively acted upon	54%
Review	Projects are reviewed thoroughly to see how well the actual outcome reflects the forecasted outcome	51%

STRONGLY DISAGREE TO STRONGLY AGREE QUESTIONS

I am easily able to identify when I am working with personal information

Average Score 84%

When working with personal information I am confident that I know what my responsibilities are in keeping it safe

Average Score 87%

I value and appreciate te reo Māori

Average Score 86%

I have the opportunity to use te reo Māori at work

Average Score 77%

I am encouraged to be myself at work

Average Score 76%

Our leaders are committed to building an inclusive culture founded on respect, fairness and equity

Average Score 72%

I am satisfied with my physical work environment

Average Score 76%

Our culture genuinely values the differing perspectives, skills and experiences different groups of employees bring to the organisation

Average Score 70%

People from all backgrounds and cultures feel included, welcomed and valued in this organisation

Average Score 75%

Benchmarking - Assertions

Compare your survey results with the AskYour team benchmark scores. Within the table, a green or red 'Difference' score indicates it is a statistically significant difference. If it's grey, it is not a statistically significant difference from the benchmark.

Overall Survey Score **62%**
 Benchmark Score **61%**
 Difference **1%**

Success Factors	Assertions	Survey Score	Difference
Performance Development	Each person in the organisation has clearly defined roles and responsibilities which they understand	50%	18%
Leadership	The purpose, vision, principles and values for the organisation are clearly understood	59%	10%
Client Focus	We gather feedback actively from customers and use this to improve our services to them	55%	9%
Client Focus	We place enough emphasis on the importance of our customer's needs in how we work	61%	6%
Strategy	The impact on the environment is appropriately reflected in our organisation's purpose, vision, principles and values	53%	5%
Internal Communication	Our directorate's results are provided in a clear, understandable way	61%	5%
Implementation	Everyone involved in implementing a project understands what needs to be done and by whom	56%	5%
Client Focus	Everyone in the organisation is clear on the role they play to deliver what our customers need	54%	5%
Strategy	All directorates have objectives that are aligned with those of other directorates	58%	3%
Strategy	Our organisation is good at looking at future demands and opportunities	60%	3%
Organisation Performance	People are regularly asked for feedback on how to improve the organisation	54%	3%
Stakeholder Relationships	We consult effectively with stakeholders	61%	2%
Operational Processes	Meetings are generally an effective use of time	55%	2%
Operational Processes	When we receive work from other teams it is fit for purpose	58%	2%
Implementation	People are held accountable for hitting their deadlines	56%	2%
Stakeholder Relationships	We operate effectively in delivering value in our sector	66%	1%
Review	Information and results from projects are analysed and effectively acted upon	54%	1%
Performance Development	The organisation has a culture of empowerment that maximises the performance of staff	57%	1%
Operational Processes	We regularly review processes and identify possible improvements	58%	1%
Culture	There is a strong focus on how we can work together better as a team	65%	1%
Culture	People enjoy working for this organisation	76%	1%
Strategy	Everything we do is consistent with the organisation's purpose, vision, principles and values	59%	0%
Project Processes	Initiatives and projects are researched and planned effectively	53%	0%
Performance Development	We have effective training that enhances the performance and development of individuals	58%	0%
Operational Processes	Team members understand clearly how the things we do affect the ability of others in my team to do their job	80%	0%
Internal Communication	Our organisation ensures team members understand why workplace changes are made	64%	0%
Technology	Team members have the information they need to do my job as effectively as possible	64%	1%
Review	The measurements we use show clearly whether or not we are on target with our strategy and projects	55%	1%
Performance Development	Poor performance is managed effectively in our organisation	45%	1%
Organisation Performance	We keep up with best practice in other relevant organisations	59%	1%
Organisation Performance	Team members are proud of the beneficial impact our organisation has for our customers	74%	1%
Operational Processes	We effectively identify and realise opportunities to reduce costs	56%	1%

Success Factors	Assertions	Survey Score	Difference
Implementation	Changes to plans or deadlines are effectively communicated to all those affected	57%	1%
Performance Development	My own performance targets are aligned with the priorities of the organisation	72%	2%
Organisation Performance	Our organisation supports people who come forward with new ideas	66%	2%
Operational Processes	I have the autonomy to make decisions with matters I am responsible for	69%	2%
Leadership	All of our leaders make and deliver hard decisions in an effective way	63%	2%
Internal Communication	The Executive Leadership Team shares information with me that enables me to do my job effectively	66%	2%
External Providers	Our external suppliers make a positive contribution to our organisation's performance	65%	2%
External Providers	Our external suppliers provide excellent value	61%	2%
Technology	I have access to the right information which enables me to make effective decisions	64%	3%
Stakeholder Relationships	We collaborate effectively with other relevant organisations	65%	3%
Review	Projects are reviewed thoroughly to see how well the actual outcome reflects the forecasted outcome	51%	3%
Project Processes	Effective consultation occurs before changes are made that affect others	55%	3%
Project Processes	There is effective communication to inform what is required of me	65%	3%
Internal Communication	We are provided with meaningful updates on how the organisation is performing	63%	3%
External Providers	We have external suppliers who are responsive to our feedback	63%	3%
Culture	Honesty and directness are valued in our organisation	64%	3%
Performance Development	The organisation provides opportunities for me to develop my skills and competencies and actively encourages career development	67%	4%
Performance Development	I have regular and effective feedback and performance reviews	66%	4%
Organisation Performance	The performance of our organisation is better than that of similar organisations	66%	4%
Implementation	We use effective project management techniques for implementing projects	57%	4%
Culture	Our organisation is a great place to work	74%	4%
Technology	We have the technology to effectively support our processes	59%	5%
Project Processes	There are effective planning processes in the organisation	58%	5%
Leadership	The ELT treat people the way they ask us to treat others	72%	5%
Leadership	My immediate leader handles stressful situations well	77%	5%
Culture	We have clear and effective systems for dealing with intimidating behaviour and workplace bullying which are applied equally to everyone	58%	5%
Culture	We celebrate achievements as a team	72%	5%
Stakeholder Relationships	Our organisation has a good reputation for providing quality advice and services to Ministers	76%	6%
Leadership	The actions of our ELT are consistent with our organisation's values	68%	6%
Leadership	People are confident that our ELT will implement our purpose vision principles and values successfully	65%	6%
Leadership	I feel safe to tell the truth even when it is unpopular	64%	7%
Culture	The contributions of individuals are recognised in my team	74%	7%
Operational Processes	The health safety and wellbeing of people in the organisation is appropriately reflected in our systems processes and work environment	69%	8%
Organisation Performance	Responding quickly to changes in policy is one of our strengths	64%	9%
Internal Communication	I am motivated by the way our ELT communicates	63%	9%
Performance Development	Our remuneration structure is appropriate relative to the market	61%	11%

Success Factors	Assertions	Survey Score	Difference
Technology	We can quickly obtain customised reports from our information systems	56%	12%

Benchmarking - Participation

This report compares your survey results with the AskYour team benchmark for the Participation rates or more information on benchmarking

Participation

Survey completion count	29 of 325
Survey participation rate	90%
Participation Benchmark	66%
Difference	24%