

ACU myVoice Staff Engagement Survey 2019

report: ACU Continuing and Fixed Term Staff Overall Report

start: 18 Sep 2019

close: 08 Oct 2019

responses: 1399 (response rate 69%)

report margin of error: 1.3%

**voice
project**

improving organisations
by giving people a voice
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introduction

purpose

The purpose of this report is to present the results of your organisation's employee survey. This report helps managers and employees better understand the quality of current work practices that affect employee engagement, wellbeing and organisational performance. Based on this understanding, an action plan should be created to capitalise on strengths and address development areas.

confidentiality

Reports are only produced when the minimum number of 10 people have fully completed their surveys. Individual rating scores from respondents are never shown in these reports.

about voice project

Since 2002 Voice Project has given a voice to over 3 million people across more than 3000 organisations. Some of the benefits our clients have gained from acting on engagement survey feedback include: increased employee engagement, reduced employee turnover, process improvements, improved career planning processes, better performance appraisal and recognition systems, and improved services to customers.

voice engagement model

Your organisation's survey is based on the Voice Engagement Model, which identifies the **drivers** of three organisational **outcomes**.

outcomes

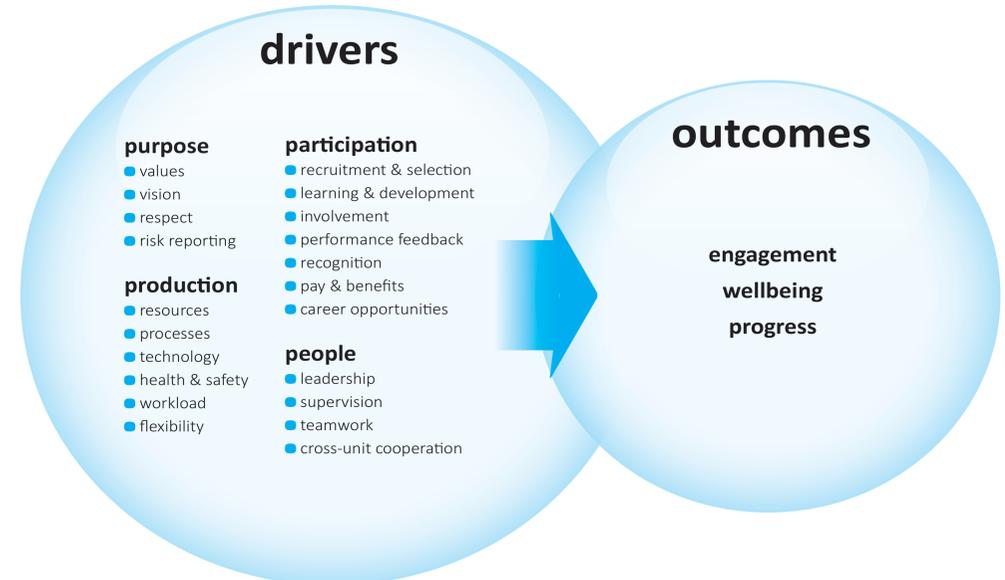
There are three main outcomes in this employee survey that are related to organisational performance:

- **Engagement** measures the overall job satisfaction of staff and their commitment to the organisation.
- **Wellbeing** measures the emotional wellness of staff at work, and their ability to successfully manage job stress.
- **Progress** measures staff perceptions about current organisational performance and optimism about the future.

drivers

To identify how to increase engagement, wellbeing and progress, the Voice Engagement Survey measures current performance on a range of organisational practices. This assessment helps to identify areas where key changes can be made to drive stronger engagement, wellbeing and progress.

For example, if employees are unclear about the purpose of the organisation, this is likely to affect their emotional attachment to the organisation and their evaluation of its progress.



interpreting your results

definitions

The following definitions were referenced throughout the survey:

- **“Senior Executive Group (SEG)”** = The group of 7 most senior leaders of ACU consisting of: Vice-Chancellor, Provost, Chief Operating Officer, Deputy Vice-Chancellor (Research) and Deputy Vice-Chancellor (Education & Innovation), Deputy Vice-Chancellor (Coordination), and Vice President.
- **“Executive Leaders”** = The group of Pro-Vice Chancellors, Executive Deans, Associate Vice-Chancellors, Directorate Directors, Research Institute Directors, National Heads of School and Chair, and Academic Board who make decisions for the University.
- **“Supervisor”** = The person you report directly to.
- **“Organisational Unit”** = Organisational Units are the core academic and administrative units led by the Vice-Chancellor and President, Provost, Chief Operating Officer, Deputy Vice-Chancellor (Research), Deputy-Vice Chancellor (Education & Innovation), Deputy Vice-Chancellor (Coordination), and Vice-President and is an area of responsibility published on the University’s Organisational Chart (such as a Faculty or Directorate).
- **“Customer”** = Student applicants, enrolled students, graduates, and/or ACU staff.

interpreting your results

current performance

The current performance of your organisation is reported using the statistics “% Favourable” (% Fav). The % Fav shows the percentage of people who responded favourably to your survey questions (i.e. by selecting the “Tend to Agree” or “Strongly Agree” option on your survey rating scale).

Traffic light colours are used to indicate whether the percentage favourable is “high” (80% or more people responded favourably), “moderate” (50<80% Fav) or “low” (less than 50% of people responded favourably).

benchmark comparisons

The current performance of your organisation (% Fav) can be compared to your previous survey results (if appropriate) and to the average performance of an industry benchmark. Both of these comparisons use the statistic “% Difference” (% Diff).

Traffic light colours are used to show your performance compared to the benchmark. The % Diff can be “high” (10 percentage points or more higher than the comparison), “moderate” (less than 10 percentage points difference) or “low” (10 percentage points or more below the comparison). For example, if your “Benchmark % Diff” is +12%, this means that your results are 12 percentage points higher than the industry average and would be coloured green. Be careful interpreting the significance of small differences with lower response rates.

Note that for category scores, the % Diff is the average of the % Diffs across all benchmarkable questions in that category (tailored questions may not be benchmarkable).

current performance
(% Fav)

high
≥ 80%

moderate
50 < 80%

low
< 50%

benchmark comparisons
(% Diff)

high
≥ +10%

moderate
±10%

low
≤ -10%

The industry benchmark for this report is: **Australian and New Zealand Universities**

interpreting your results

interpreting detailed results

excluded responses (% N/A):

For each category and question, the percentage of respondents who chose not to respond to the question (i.e. answered “Not Applicable/Don’t Know” on the survey rating scale) is shown in the column labelled “% N/A”. Analyses on all questions and categories did not include these responses.

distribution of responses:

The distribution of responses for each question and category is represented graphically (i.e. what proportion of respondents indicated responses of “Strongly Disagree”, “Tend to Disagree”, “Mixed Feelings/Neutral”, “Tend to Agree”, or “Strongly Agree” on any question or category).

excluded responses

not applicable/
don't know
(% N/A)

distribution of responses



strongly disagree (SD)

tend to disagree (D)

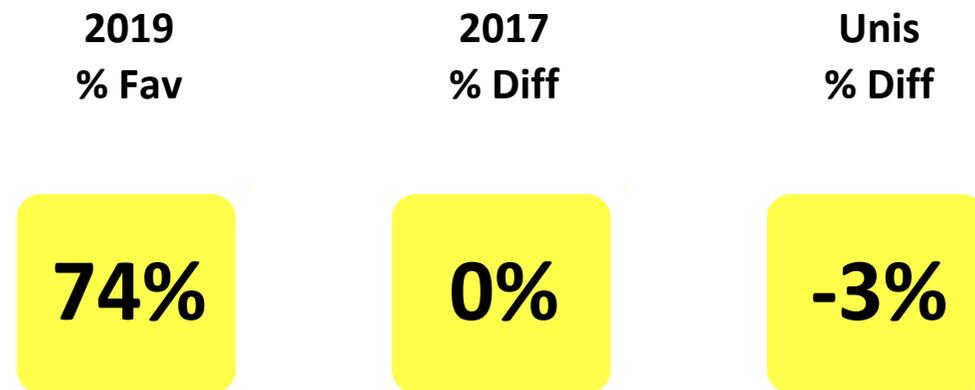
mixed feelings/neutral (M)

tend to agree (A)

strongly agree (SA)

high level results

passion



- Passion represents the level of job satisfaction and staff commitment to your organisation. Your survey data shows that engagement for your organisation is moderate, with 74% of survey respondents indicating they are engaged.
- Your engagement results are on par with your previous survey.
- Compared to the Australian and New Zealand Universities benchmark, your results are 3% lower than is typical at other universities.

wellbeing



- Wellbeing reflects the emotional wellness of staff at work, and their ability to successfully manage job stress. Your survey data shows that wellbeing in your organisation is moderate, with 66% of survey respondents indicating they feel well at work.
- Your wellbeing results are 6% higher than your previous survey.
- Compared to the Australian and New Zealand Universities benchmark, your results are 8% higher than is typical at other universities.

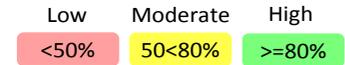
progress



- Progress reflects staff perceptions about organisational performance. Your survey data shows that progress for your organisation is moderate, with 55% of survey respondents indicating they are satisfied with the organisation's progress and success in delivering outcomes.
- Your progress results are 10% lower than your previous survey.
- Compared to the Australian and New Zealand Universities benchmark, your results are 2% lower than is typical at other universities.

performance overview

legend



purpose

property

peace

participation

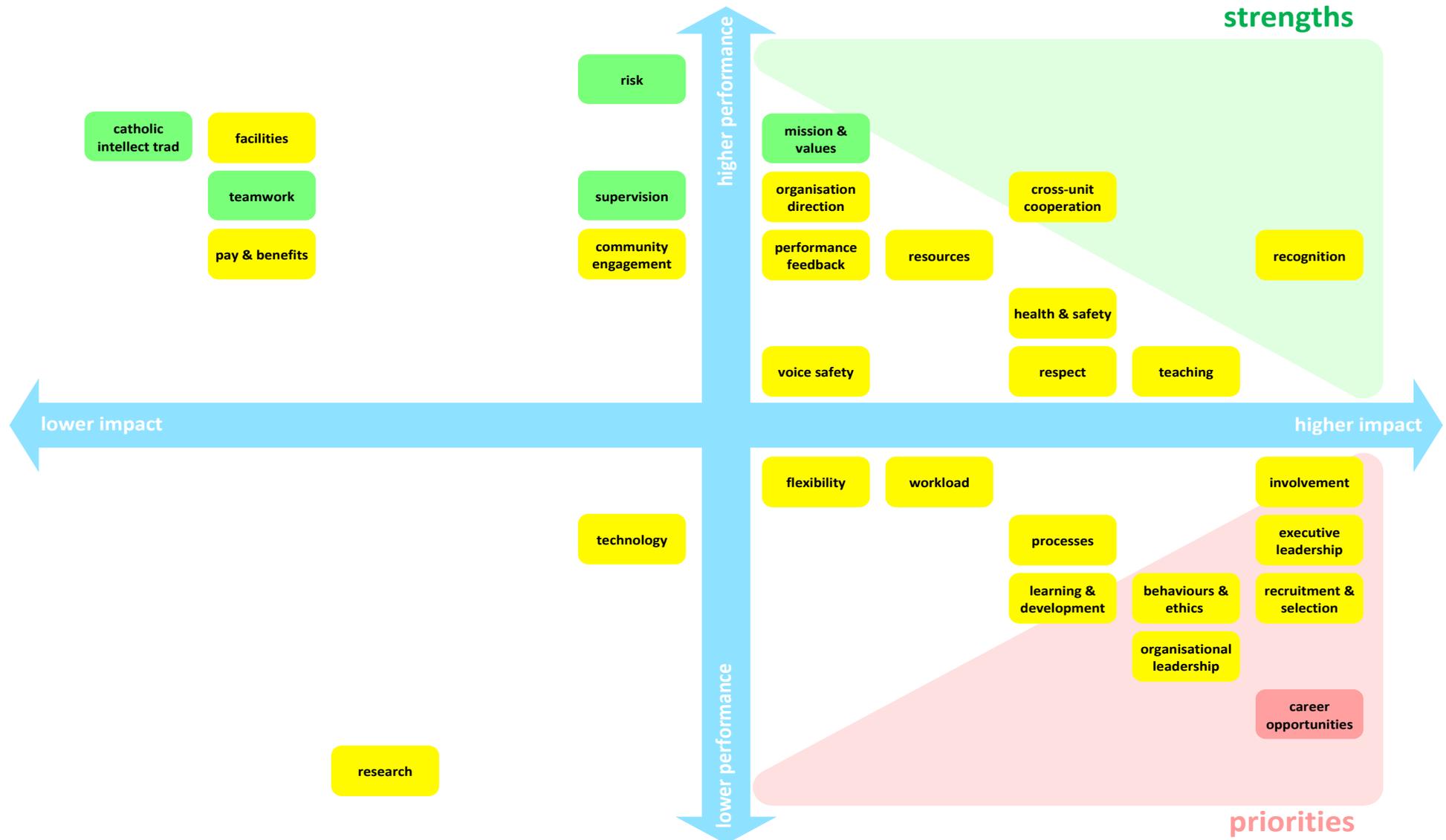
people

university



priority matrix

Based on analyses of the data from this survey, the practices are positioned on the matrix below in terms of **performance** (combining % favourable and the comparison to benchmark) and **impact** (the degree that each practice is likely to drive engagement, wellbeing and progress). The potential priorities for improvement are in the bottom right (ie relatively low performance and high impact).



priorities

		2019 % Fav	2017 % Diff	Unis % Diff
Career Opportunities	There are enough opportunities for my career to progress here	36%	-4%	-3%
Organisational Leadership	I have confidence in the leadership displayed by the Senior Executive Group	50%	-11%	-4%
Teaching	ACU recognises the importance of teaching expertise to its ongoing success	55%	-4%	
Career Opportunities	Enough time and effort is spent on career planning	35%	-12%	+1%
Recruitment & Selection	ACU is good at selecting the right people for the right jobs	49%	-6%	+4%

The table above expands on the priority matrix at a question level, identifying the questions where performance was rated lowest in comparison to the relative importance of the issue. Key improvement areas, or areas of high impact in which staff perceive performance could improve, have been identified. We recommend that you consider other sources of information such as open-text comments alongside this information when determining the areas you will action.

top 5 questions % favourable

		2019 % Fav	2017 % Diff	Unis % Diff
Risk	I take adequate measures to ensure the University's information is managed appropriately	97%		
Supervision	I am held accountable for my actions	94%		
Mission & Values	I am aware of the values of ACU	94%	0%	+15%
Risk	I consider risk when making decisions or recommending courses of action to my supervisor	93%		
Risk	I report risk issues whenever they occur	93%		

top 5 questions compared to previous survey

		2019 % Fav	2017 % Diff	Unis % Diff
Cross-Unit Cooperation	Knowledge and information are shared throughout ACU	54%	+15%	+20%
Community Engagement	I'm given enough support to achieve my community engagement goals	57%	+11%	+10%
Resources	I have access to the right equipment to do my job well	82%	+10%	+15%
Teaching	Teaching is regarded favourably in my work unit	79%	+9%	+9%
Supervision	My supervisor keeps me informed	81%	+7%	

top 5 questions compared to benchmarks

		2019 % Fav	2017 % Diff	Unis % Diff
Cross-Unit Cooperation	Knowledge and information are shared throughout ACU	54%	+15%	+20%
Facilities	The buildings, grounds and facilities I use are regularly serviced	75%	-3%	+17%
Resources	I have access to the right equipment to do my job well	82%	+10%	+15%
Organisation Direction	I am aware of the vision for the future of ACU	78%	-6%	+15%
Mission & Values	I am aware of the values of ACU	94%	0%	+15%

bottom 5 questions % favourable

		2019 % Fav	2017 % Diff	Unis % Diff
Progress	Change is handled well at ACU	33%	-6%	0%
Career Opportunities	Enough time and effort is spent on career planning	35%	-12%	+1%
Career Opportunities	There are enough opportunities for my career to progress here	36%	-4%	-3%
Progress	ACU is innovative	39%	-8%	-13%
Processes	Our processes are efficient	41%	-4%	+5%

bottom 5 questions compared to previous survey

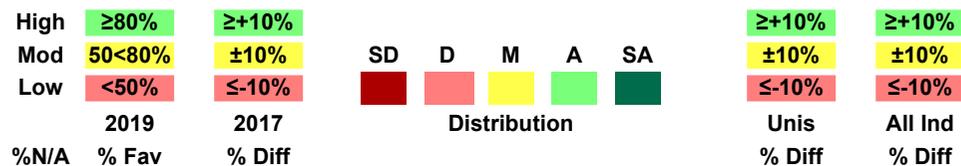
		2019 % Fav	2017 % Diff	Unis % Diff
Learning & Development	The training and development I've received has improved my performance	55%	-17%	-4%
Progress	The goals of ACU are being reached	61%	-14%	+4%
Progress	The future for ACU is positive	68%	-12%	+2%
Career Opportunities	Enough time and effort is spent on career planning	35%	-12%	+1%
Organisational Leadership	I have confidence in the leadership displayed by the Senior Executive Group	50%	-11%	-4%

bottom 5 questions compared to benchmarks

		2019 % Fav	2017 % Diff	Unis % Diff
Research	My work unit encourages us to engage in collaborative research	50%	-8%	-15%
Progress	ACU is innovative	39%	-8%	-13%
Research	Research is regarded favourably in my work unit	65%	-4%	-12%
Passion	I am proud to tell people that I work at ACU	69%	-4%	-11%
Behaviours & Ethics	ACU is ethical	67%	-8%	-6%

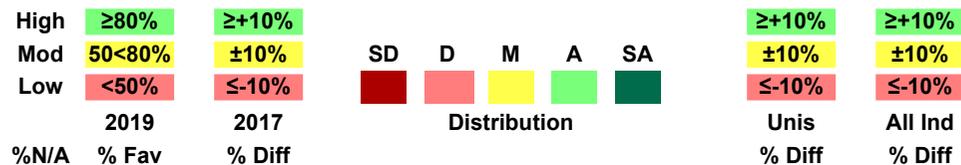
detailed results

category results



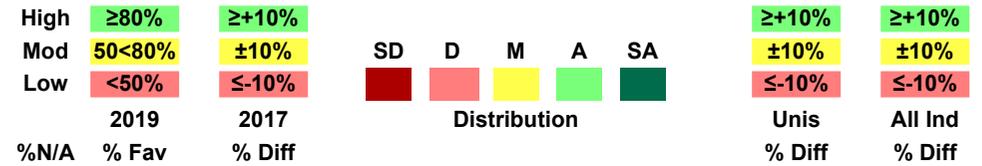
		2019 %N/A	2019 % Fav	2017 % Diff	Distribution	Unis % Diff	All Ind % Diff
	PASSION	1%	74%	0%		-3%	+1%
	WELLBEING	0%	66%	+6%		+8%	-1%
	PROGRESS	6%	55%	-10%		-2%	-13%
PURPOSE	Organisation Direction	1%	77%	-3%		+9%	+3%
	Mission & Values	0%	88%	-3%		+6%	+7%
	Catholic Intellectual Tradition	2%	80%	-1%			
	Behaviours & Ethics	2%	67%	-5%		-4%	-6%
	Respect	3%	76%	+1%		0%	-7%
PROPERTY	Voice Safety	1%	68%	+5%			-8%
	Facilities	1%	77%	-3%		+14%	+8%
	Resources	0%	67%	+6%		+10%	+1%
	Processes	0%	51%	-3%		+6%	-11%
PEACE	Technology	1%	56%	-2%		+3%	-4%
	Health & Safety	2%	79%	-3%		0%	+2%
	Workload	0%	57%	-1%		+5%	-9%
PARTICIPATION	Flexibility	0%	71%	-1%		0%	-5%
	Recruitment & Selection	8%	52%	-6%		+4%	-8%
	Learning & Development	4%	54%	-9%		+2%	-7%
	Career Opportunities	4%	41%	-6%		0%	-6%
	Involvement	1%	61%	+1%		+6%	-2%
	Performance Feedback	2%	76%	-3%		+6%	+7%
PEOPLE	Pay & Benefits	0%	76%	+3%		+7%	+18%
	Recognition	2%	62%			+13%	+1%
	Organisational Leadership	4%	56%	-7%		-4%	-19%
	Executive Leadership	4%	56%			+5%	-9%
	Supervision	1%	86%	+5%		+6%	+5%
UNIVERSITY	Teamwork	0%	88%	0%		+4%	+8%
	Cross-Unit Cooperation	2%	57%	+15%		+20%	+3%
	Community Engagement	9%	73%	+11%		+10%	+10%
	Research	73%	58%	-6%		-13%	-12%
	Teaching	71%	64%	0%		+6%	+3%
	Risk	3%	89%				

question results



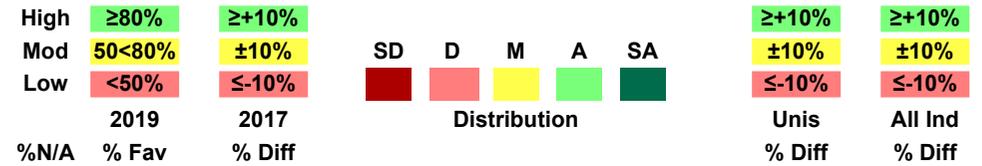
Category	Question	2019 %N/A	2019 % Fav	2017 % Diff	SD	D	M	A	SA	Unis % Diff	All Ind % Diff
Organisation Direction	1 I am aware of the vision for the future of ACU	1%	78%	-6%						+15%	+13%
	2 ACU has a strong focus on achieving positive results	1%	75%	-1%						+2%	-6%
Mission & Values	3 I believe in the overall purpose of ACU	0%	86%	-4%						+4%	+4%
	4 I am aware of the values of ACU	0%	94%	0%						+15%	+14%
	5 I believe in the values of ACU	0%	88%	-3%						+6%	+7%
	6 I believe in the work done by ACU	0%	83%	-4%						+1%	+1%
Catholic Intellectual Tradition	7 I understand how the Catholic Intellectual Tradition contributes to ACU's mission and values	2%	80%	-1%							
Behaviours & Ethics	8 ACU is ethical	1%	67%	-8%						-6%	-13%
	9 ACU staff act with integrity	0%	74%								
	10 ACU is socially responsible	1%	75%	-5%						0%	-3%
	11 ACU is environmentally responsible	3%	66%	-3%						-5%	-1%
	12 At ACU, inappropriate/unethical behaviour is addressed	7%	52%	-5%							

question results



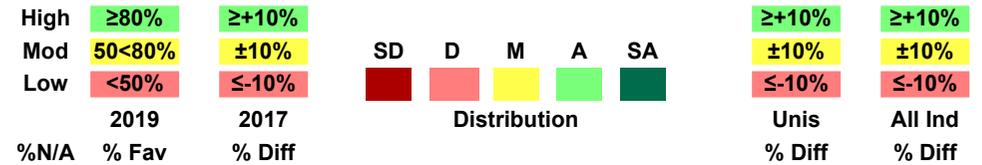
Category	Question	2019 %N/A	2019 % Fav	2017 % Diff	SD	D	M	A	SA	Unis % Diff	All Ind % Diff
Respect	15 Staff treat each other with respect	0%	76%								-3%
	16 There is equal opportunity for all staff at ACU	2%	58%	-5%						-1%	-12%
	17 Discrimination is not tolerated at ACU	3%	77%	+2%						-2%	-7%
	18 Bullying and abusive behaviours are not tolerated at ACU	2%	64%	+5%						0%	-14%
	19 Sexual harassment is prevented and discouraged	5%	92%	+2%						+3%	+2%
	20 At ACU gender-based harassment and sexual harassment is not tolerated	5%	90%	0%							
Voice Safety	21 If I saw misconduct of other staff I would feel safe reporting it	1%	70%								-8%
	22 I feel safe raising workplace issues at ACU	1%	65%	+5%							

question results



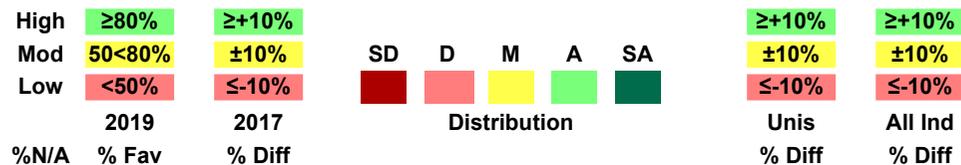
Category	Item	2019 % Fav	2017 % Diff	SD	D	M	A	SA	Unis % Diff	All Ind % Diff
Facilities	23 The buildings, grounds and facilities I use are in good condition	78%	-2%						+12%	+6%
	24 The buildings, grounds and facilities I use are regularly serviced	75%	-3%						+17%	+10%
Resources	25 I have access to the right equipment to do my job well	82%	+10%						+15%	+10%
	26 I have access to the information I need to do my job well	78%	+6%						+12%	+7%
	27 There are enough staff employed to meet work demands in my work unit	42%	+2%						+4%	-14%
Processes	28 There are clear policies and processes for how work is to be done	65%	-1%						+9%	-3%
	29 Our processes are efficient	41%	-4%						+5%	-15%
	30 At ACU it is clear who has responsibility for what	46%	-4%						+4%	-15%
Technology	31 ACU makes good use of technology	57%							+4%	-2%
	32 Staff at ACU have good skills at using the technology we have	55%	-2%						+2%	-6%

question results



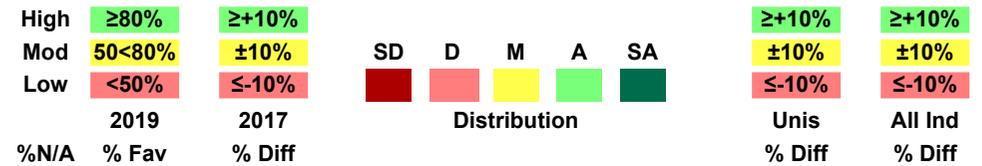
Category	Question ID	Question Text	%N/A	2019 % Fav	2017 % Diff	SD	D	M	A	SA	Unis % Diff	All Ind % Diff
Health & Safety	33	Keeping high levels of health and safety is a priority for ACU	2%	78%	-3%						0%	0%
	34	We are given all necessary safety equipment and training	3%	75%	-5%						0%	+2%
	35	Staff are aware of their work, health and safety responsibilities	2%	80%	-1%						+1%	+5%
	36	My supervisor encourages healthy and safe behaviour	1%	85%								
	37	I know where to get help if I am feeling emotionally unwell or unsafe at work	1%	79%								
Workload	38	My workload is manageable	0%	58%							+8%	-9%
	39	I am given enough time to do my job well	0%	56%	-1%						+2%	-10%
Flexibility	40	ACU has enough flexible work arrangements to meet my needs	1%	75%							-1%	-1%
	41	I have the flexibility I need to manage work, family, caring responsibilities and other commitments	1%	74%	-3%							
	42	I maintain a good balance between work and other aspects of my life	0%	64%	+1%						+2%	-9%

question results



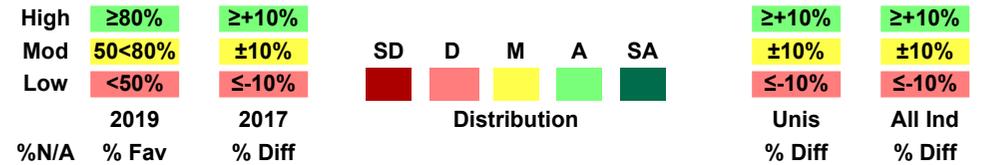
		2019 %N/A	2017 % Fav	2017 % Diff	Distribution	Unis % Diff	All Ind % Diff
Recruitment & Selection	43 ACU is good at attracting people to apply for jobs here	10%	54%				
	44 ACU is good at selecting the right people for the right jobs	6%	49%	-6%		+4%	-8%
Learning & Development	45 When people start in new jobs at ACU they are given enough guidance and training	3%	55%	0%		+8%	-3%
	46 There is a commitment to ongoing training and development of staff	1%	57%	-11%		0%	-5%
	47 I am provided with ongoing risk management training which is relevant to my role	10%	47%				
Career Opportunities	48 The training and development I've received has improved my performance	4%	55%	-17%		-4%	-12%
	49 Enough time and effort is spent on career planning	4%	35%	-12%		+1%	-7%
	50 I am developing skills needed for career progression	3%	51%	-4%		+2%	-2%
	51 There are enough opportunities for my career to progress here	3%	36%	-4%		-3%	-10%

question results



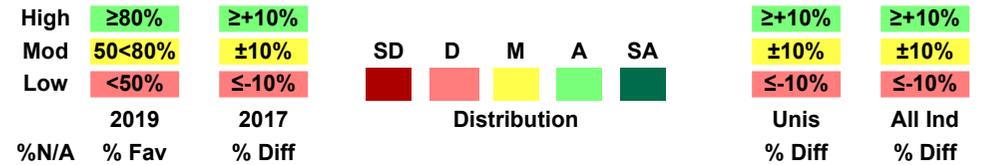
Category	Item	2019 %N/A	2019 % Fav	2017 % Diff	Distribution	2019 % Diff	2017 % Diff
Involvement	52 I am encouraged to give feedback about things that concern me	0%	66%	+1%	SD, D, M, A, SA	+7%	+1%
	53 I am consulted before decisions that affect me are made	1%	45%	+1%	SD, D, M, A, SA	+5%	-5%
	54 I am empowered to make decisions needed to do my role well	1%	62%		SD, D, M, A, SA		-1%
	55 I am encouraged to put forward ideas for improvement	0%	73%		SD, D, M, A, SA		
Performance Feedback	56 My performance is reviewed often enough	3%	76%	0%	SD, D, M, A, SA	+9%	+15%
	57 The performance feedback I am given provides me with clear guidelines for improvement	4%	65%		SD, D, M, A, SA	+10%	+6%
	58 I understand how my job contributes to the overall success of ACU	0%	87%	-5%	SD, D, M, A, SA	0%	-1%
Pay & Benefits	59 I am satisfied with the income I receive	0%	64%	+3%	SD, D, M, A, SA	+4%	+12%
	60 I am satisfied with the benefits I receive (super, leave, etc)	0%	88%	+4%	SD, D, M, A, SA	+10%	+23%
Recognition	61 My contributions are recognised	1%	62%		SD, D, M, A, SA	+13%	+1%
	62 At ACU we celebrate success	2%	62%		SD, D, M, A, SA		

question results



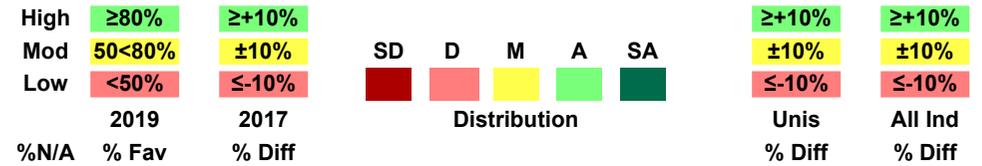
Category	Question	2019 %N/A	2017 % Fav	2017 % Diff	Distribution	Unis % Diff	All Ind % Diff
Organisational Leadership	63 I have confidence in the leadership displayed by the Senior Executive Group	4%	50%	-11%		-4%	-19%
	64 I have confidence in my Senior Executive Group Member	5%	61%	-3%			
Executive Leadership	65 I have confidence in the ability of ACU's executive leaders	4%	58%			+3%	-12%
	66 Executive leaders behave in a way that is consistent with ACU's values	5%	55%			+6%	-10%
	67 Executive leaders keep staff informed	3%	57%			+5%	-3%
Supervision	68 I have confidence in the ability of my supervisor	1%	83%	+5%		+6%	+5%
	69 My supervisor behaves in a way that is consistent with the values of ACU	1%	86%				
	70 I am held accountable for my actions	1%	94%				
	71 My supervisor keeps me informed	1%	81%	+7%			
	72 My supervisor gives me help and support	0%	82%	+3%		+5%	+5%
	73 My supervisor listens to what I have to say	0%	85%	+5%		+6%	+7%
	74 My supervisor supports equality between genders	4%	91%	+3%		+5%	+4%

question results



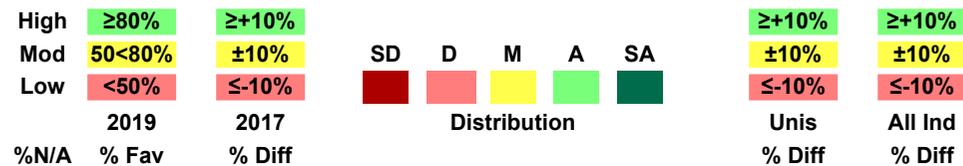
Category	Item	2019 %N/A	2019 % Fav	2017 % Diff	SD	D	M	A	SA	Unis % Diff	All Ind % Diff
Teamwork	75 I have confidence in the ability of my co-workers	0%	87%	0%						+4%	+10%
	76 My co-workers give me help and support	1%	89%							+4%	+6%
Cross-Unit Cooperation	77 Knowledge and information are shared throughout ACU	1%	54%	+15%						+20%	+3%
	78 My work unit receives help and support from other work units	3%	59%								
Passion	79 I am proud to tell people that I work at ACU	1%	69%	-4%						-11%	-10%
	80 I would recommend ACU as a good place to work	0%	69%							-5%	-9%
	81 My work gives me a feeling of personal accomplishment	0%	77%	-3%						-3%	+2%
	82 I like the kind of work I do	0%	89%	+3%						+2%	+8%
	83 I would like to still be working in here in two years	2%	77%	+3%						+2%	+9%
	84 I can see a future for me here	2%	62%	+2%						+1%	+5%

question results



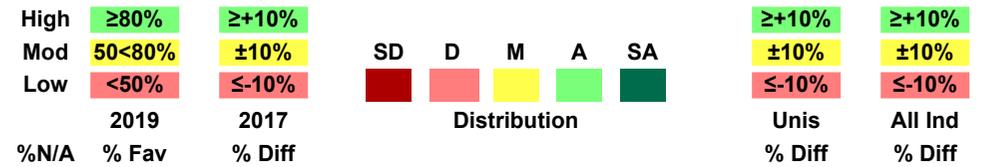
Category	Item	2019 %N/A	2019 % Fav	2017 % Diff	SD	D	M	A	SA	Unis % Diff	All Ind % Diff
Wellbeing	85 My job has a positive impact on my well-being	0%	63%								+4%
	86 I feel in control of things in my job	0%	63%	+7%						+8%	-5%
	87 I experience more positive than negative emotions at work	0%	70%								
	88 I am able to keep my job stress at an acceptable level	0%	66%	+6%						+8%	-3%
Progress	89 Change is handled well at ACU	3%	33%	-6%						0%	-19%
	90 ACU is innovative	3%	39%	-8%						-13%	-21%
	91 Customers are satisfied with our products and/or services	8%	60%	-8%						-2%	-14%
	92 I would recommend ACU's products and/or services	4%	69%								-11%
	93 The goals of ACU are being reached	11%	61%	-14%						+4%	-8%
	94 The future for ACU is positive	5%	68%	-12%						+2%	-7%

question results



		2019 %N/A	2017 % Fav	2017 % Diff						
Community Engagement	95 Community engagement is regarded favourably at ACU	5%	85%							
	96 I value community engagement as part of my employment at ACU	8%	77%							
	97 I'm given enough support to achieve my community engagement goals	13%	57%	+11%					+10%	+10%
Research	98 Research is regarded favourably in my work unit	73%	65%	-4%					-12%	-9%
	99 My work unit encourages us to engage in collaborative research	73%	50%	-8%					-15%	-14%
Teaching	100 Teaching is regarded favourably in my work unit	71%	79%	+9%					+9%	+5%
	101 I am given enough support to evaluate my teaching effectively	71%	57%	-3%					+4%	0%
	102 ACU recognises the importance of teaching expertise to its ongoing success	71%	55%	-4%						

question results



Risk	Statement	%N/A	% Fav	% Diff	Distribution
103	I report risk issues whenever they occur	5%	93%		
104	I take adequate measures to ensure the University's information is managed appropriately	3%	97%		
105	I understand what level of risk is acceptable in my work unit	3%	91%		
106	I can openly discuss negative issues and concerns with my supervisor	1%	84%		
107	I consider risk when making decisions or recommending courses of action to my supervisor	3%	93%		
108	Overall, I believe ACU has an effective risk culture	5%	76%		