New Zealand Police Workplace Survey 2014

Summary of Findings
CVIU 2014

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1. Executive Summary

- CVIU's four key indices (Performance, Engagement, Change and Enablement) are all statistically equivalent to the NZ Police average.

- A quarter of people within CVIU can be considered 'Engaged', which is similar to the NZ Police average. Approximately 9% are considered 'Disengaged', 7% fewer than seen across NZ Police as a whole.

- There is a wide gap between the highest engagement results (CVIU PNHQ and CVIU Midland) and the team with the lowest engagement (CVU Central, which is also the only CVIU group currently within the lower quartile of NZ Police for Employee Engagement). It would be worth investigating local practices/issues that may be impacting perceptions within CVIU.

- Within CVIU, engaged people differ from disengaged people in three main ways.

  - **They feel they have influence:** In CVIU, people who are engaged are more likely to feel that they are involved in decisions that affect the way that they do their jobs, encouraged to put forward their ideas and suggestions on how to improve the way things are done, and that the organisation is interested in the views and opinions of its staff. These three factors all relate to perception that people have influence over the immediate work environment.

    - Overall, CVIU staff give answers very similar to those found across NZ Police as a whole. Between about a half and two-thirds of staff agreed to these survey questions. However, only 43% feel that the organisation is interested in their views and opinions, an area to further improve on.

  - **They believe the organisation is effective:** Highly engaged people at the CVIU tend to agree NZ Police is effective at what it does, and delivers on the promises made to customers.

    - While most people think NZ Police is effective, only about 60% agree that it delivers on promises made to customers

  - **They feel like they belong:** Engaged people at CVIU are more likely to feel a strong sense of belonging to their District, feel informed about NZ Police and its activities, and believe that overall NZ Police is an enjoyable place to work.

    - While upward of 60% of people agree to these key driver questions, this is an area that CVIU can further improve on, especially given that the score on 'clear vision of where NZ Police is going and how it's going to get there' is 8.5 points below the NZ Police average. While CVIU staff may have a sense of belonging with the Service Centre, they can improve on their sense of 'connection' with NZ Police as a whole.

- When looking at the areas CVIU scored above NZ Police average, it seems that people feel satisfied with their job and are enabled to perform (skills/knowledge are utilised, adequately trained, understand how their performance is measured and feel recognised when they do well, have the tools and resources they need and maintain a good work-life balance). However, teamwork (respect of diversity, team effectiveness, clarity of team goal) is not a strong feature, career progression within NZ Police is less visible, and vision/strategy of the NZ Police as a whole is less clear to CVIU employees.

- Just over a quarter of CVIU staff say that their team was positively impacted by changes resulting from the 2013 survey. This is comparable to the NZ Police average, which suggests a great many people still feel that their feedback does not have an impact. However, about 45% of people agree that their supervisor actively involved their team in making changes since the last survey. Despite being involved by their manager in making changes after the 2013 survey, most people do not agree that positive changes resulted from their feedback. This suggests that despite being involved by their managers, follow-through did not necessarily occur. It is important for CVIU staff to hear about the outcome/impact of their feedback.

2. Key Measures

2.1 Response Rate

Question	CVIU		NZ Police
	2014	**2013**	**2014**
Number of Responses	95	n/a	8707
Response Rate	84.1%	n/a	73.0%

Note: For tables in this report where comparisons are made between the District's 2014 and 2013 scores, as well as between the District and NZ Police (Total Org), green font indicates that the District's score is statistically higher than the comparison point, while red font indicates the score is statistically lower. The scores in the tables, excluding the response rate, are level of agreement (percent favourable) scores (unless otherwise stated). See the glossary on the last page of this report for definitions of all terms used.

2.2 Summary of Key Measures for CVIU

Question	CVIU		NZ Police
	2014	**2013**	**2014**
Performance Index	67.1	n/a	+2.6
Engagement Index	76.5	n/a	+3.2
Change Index	37.8	n/a	+7.3
Enablement Index	65.5	n/a	+6.8

2.3 Summary of Key Measures By Area

	CVIU Central	CVIU Midland	CVIU Northern	CVIU PNHQ	CVIU Southern
Response Rate	74.2%	91.7%	77.8%	100.0%	92.3%
Performance Index	53.2	74.4	60.4	83.8	75.9
Engagement Index	66.7	81.0	73.0	90.0	81.9
Change Index	25.4	46.0	23.8	80.0	45.8
Enablement Index	51.1	74.4	54.8	84.4	76.4

3. Engagement

3.1 Fulfilment, Motivation and Commitment towards Work

In order to distinguish employees' connection with their work and NZ Police as an organisation, three questions were included in the 2014 survey designed to measure the sense of fulfilment, motivation and commitment people have towards their day-to-day work.
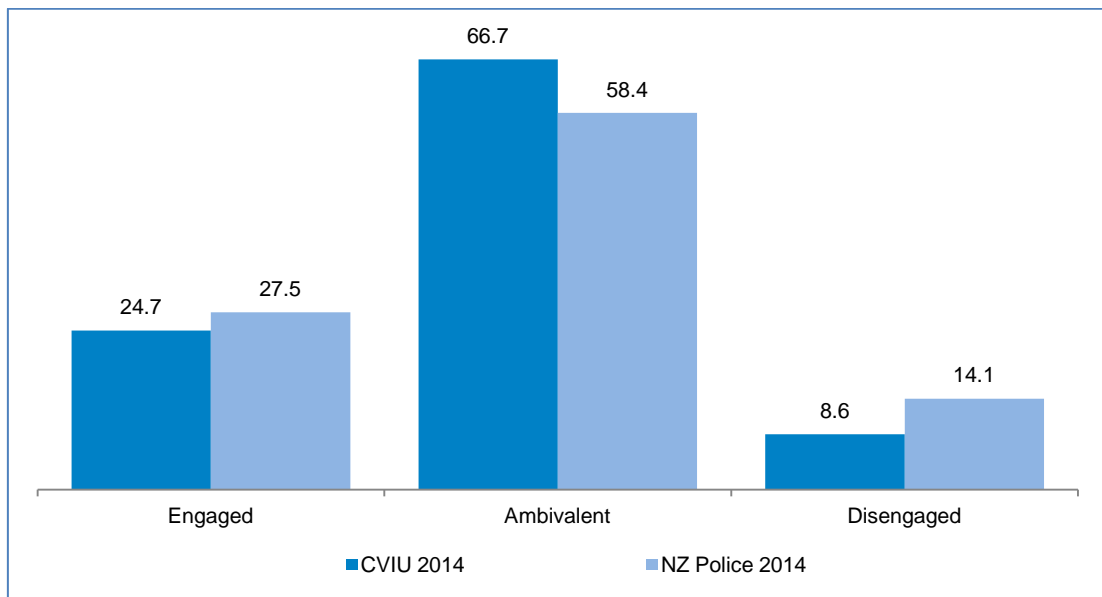
Question	CVIU		NZ Police
	2014	2013	2014
My job gives me a sense of personal achievement	86.0	n/a	+7.7
I am strongly committed to the work I do	90.3	n/a	+1.7
I am motivated to do the best I can in my job everyday	86.0	n/a	+0.9

3.2 Engagement with NZ Police

On the other hand, organisational engagement refers to the level of connectedness an employee feels towards NZ Police as an organisation, expressed in their level of commitment, cognitive attachment and advocacy towards the organisation.

Question	CVIU		NZ Police
	2014	2013	2014
Overall, I'm satisfied with my job	84.9	n/a	+10.0
Overall, I would recommend NZ Police as a great place to work	74.2	n/a	+5.9
I take an active interest in what happens in NZ Police	79.6	n/a	-2.0
I feel inspired to go the extra mile to help NZ Police succeed	76.3	n/a	+3.8
I feel a sense of commitment to NZ Police	77.4	n/a	-4.4
NZ Police inspires me to do the best I can in my job every day	66.7	n/a	+6.1

3.3 Engagement Profile for CVIU

Proportion of employees (%)

3.4 Engagement Profile by Area
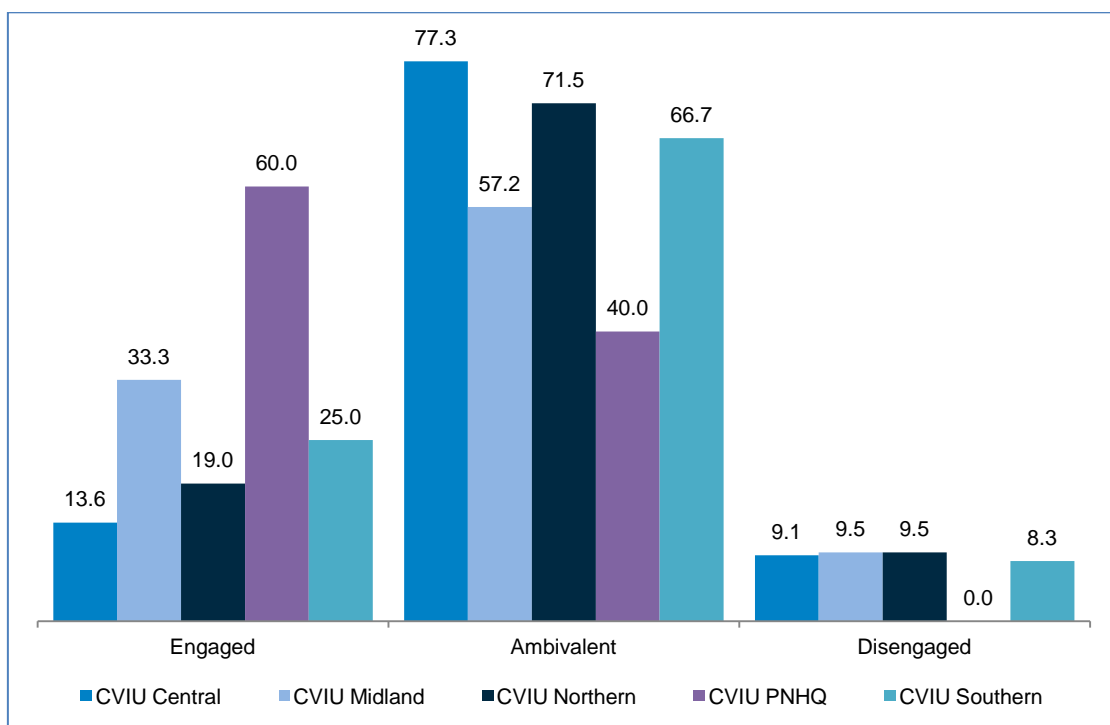
Proportion of employees (%)

3.5 What drives our employees' engagement within the CVIU?

Question	CVIU	NZ Police
	2014	**2014**
8.9: NZ Police is an enjoyable place to work	77.4	+5.0
8.10: I feel I am working for an effective organisation	71.7	+7.5
9.4: I am sufficiently involved in decisions that affect the way I do my job	59.1	+7.8
8.7: I feel a sense of belonging to my District or my Service Centre	68.8	+8.5
9.5: Systems and processes I use enable me to do my job well	68.8	+8.0
7.5: I feel my contribution is valued in NZ Police	57.4	+6.4
9.6: Employees are encouraged to provide ideas and suggestions to improve the way things are done	66.7	+7.6
8.3: I feel informed about NZ Police and its activities	60.2	+3.7
8.5: NZ Police is interested in the views and opinions of its staff	43.0	+3.1
9.7: NZ Police delivers on the promises it makes to its customers	57.6	+2.5

Note: The table above shows the results of a statistical analysis identifying those things assessed in the survey that are the most engaging to staff members within the Service Centre. These key drivers are rank ordered. Any difference highlighted in green represents a statistically significant positive difference between the Service Centre and the comparison data. Any difference highlighted in red represents a statistically significant negative difference. Any non-coloured difference indicates a score statistically similar to the comparison data.

Those key drivers where the Service Centre is scoring significantly below the total organisation represent particularly useful leverage points when attempting to further engage employees.

4. High Level Results

4.1 Section Summary Across CVIU

Question			NZ Police
	2014	**2013**	**2014**
Performance Index (average of all survey questions)	67.1	n/a	+2.6
1. The Work I Do	78.9	n/a	+7.0
2. Learning and Development	54.3	n/a	+1.1
3. Work Conditions	66.8	n/a	+10.6
4. My Team	73.8	n/a	-2.6
5. Respect & Integrity in the Workplace	69.2	n/a	-4.2
6. My Supervisor	75.6	n/a	-5.0
7. Recognition	50.9	n/a	+4.6
8. Vision and Purpose + Communication and Cooperation	61.8	n/a	+2.7
9. Quality and Excellence	67.2	n/a	+6.4
10. Final Thoughts (Engagement Index)	76.5	n/a	+3.2
11. The Survey - Your Views (Change Index)	37.8	n/a	+7.3

Please note that the scores shown above are calculated based on questions common across all three groups to ensure that comparisons are only being made for the same set of questions.

4.2 Section Summary Across Area

Section	CVIU Central	CVIU Midland	CVIU Northern	CVIU PNHQ	CVIU Southern	CVIU
Performance Index (average of all survey questions)	53.2	74.4	60.4	83.8	75.9	67.1
1. The Work I Do	69.2	88.9	69.3	91.1	84.7	78.9
2. Learning and Development	43.2	75.0	41.7	65.0	55.2	54.3
3. Work Conditions	53.4	78.6	57.4	85.0	72.9	66.8
4. My Team	50.0	82.1	76.2	85.0	83.8	73.8
5. Respect & Integrity in the Workplace	55.5	73.3	64.8	84.0	79.2	69.2
6. My Supervisor	63.6	76.2	69.6	93.3	87.5	75.6
7. Recognition	29.5	58.1	47.6	72.0	63.0	50.9
8. Vision and Purpose + Communication and Cooperation	49.6	67.9	51.9	78.2	73.1	61.8
9. Quality and Excellence	53.9	71.4	59.2	87.9	78.4	67.2
10. Final Thoughts (Engagement Index)	66.7	81.0	73.0	90.0	81.9	76.5
11. The Survey - Your Views (Change Index)	25.4	46.0	23.8	80.0	45.8	37.8

Note: that for the table above, red scores indicate the lowest performing area within the Service Centre on the survey sections – and reflect potentially important intervention areas. Green coloured scores reflect possible 'best practice' areas in terms of the respective survey section.

4.3 Employee perceptions of respect & integrity in the workplace

Question		CVIU		NZ Police
		2014	2013	2014
Staff in my team respect employee diversity		72.0	n/a	-11.4
I know who to contact to report instances of workplace harassment, bullying or discrimination		76.3	n/a	-3.4
I am confident that I could raise concerns I had related to workplace harassment, bullying or discrimination without fear of reprisal		66.7	n/a	-3.7
I am confident that I could raise concerns I had about other inappropriate conduct in the workplace without fear of reprisal (inappropriate conduct may include any actions or behaviours that make you feel uncomfortable in the workplace)		67.7	n/a	-1.4
I am confident that any concerns I may need to raise regarding harassment, bullying, discrimination or other inappropriate conduct would be dealt with appropriately		63.4	n/a	-1.0
If you have witnessed or experienced some form of harassment, discrimination or bullying in the workplace in the last 12 months, do you believe it has been dealt with effectively?	Not Applicable	82.1	n/a	-2.1
	Yes	3.2	n/a	-0.7
	No	14.7	n/a	+2.8

4.4 Biggest differences to NZ Police (Total Organisation) – POSITIVE

Question	CVIU		NZ Police
	2014	2013	2014
3.2: The level of work-related stress I experience in my job is acceptable	69.9	n/a	+15.0
7.4: I get recognition when I do a good job	67.7	n/a	+15.0
9.3: I have the tools and resources I need to do my job	72.0	n/a	+14.8
2.1: I am encouraged to develop my knowledge, skills and abilities in NZ Police	67.7	n/a	+14.5
1.5: NZ Police provides adequate training for the work I do	59.1	n/a	+14.3
1.6: The work I do makes good use of my knowledge and skills	89.2	n/a	+14.2
8.2: Communication in my District or my Service Centre is open and honest	58.1	n/a	+11.8
11.2: My supervisor has actively involved our team in making changes as a result of the last survey	46.2	n/a	+11.0
1.3: I understand how my performance is measured	72.0	n/a	+10.9
3.3: I am able to maintain a balance between my personal and working life	77.2	n/a	+10.0
10.1: Overall, I'm satisfied with my job	84.9		+10.0

4.5 Biggest differences to NZ Police (Total Organisation) – NEGATIVE

Question	CVIU		NZ Police
	2014	2013	2014
2.4: There are career development opportunities for me in NZ Police	39.8	n/a	-13.6
5.1: Staff in my team respect employee diversity	72.0	n/a	-11.4
8.1: NZ Police has a clear vision of where it's going and how it's going to get there	53.8	n/a	-8.5
6.3: My supervisor communicates the goals and objectives of our team effectively	71.0	n/a	-8.0
4.6: I feel part of an effective team	74.2	n/a	-7.0
4.1: People in my team conduct themselves in accordance with the values expected by NZ Police	79.6	n/a	-6.6
8.4: There is a sense of 'common purpose' in NZ Police	51.6	n/a	-6.6
6.6: I have confidence in my supervisor	74.2	n/a	-6.6
6.1: My supervisor behaves in a way that is consistent with the values of NZ Police	81.7	n/a	-5.7
6.4: My supervisor encourages, and is willing to act on suggestions and ideas from my team	76.3	n/a	-4.8

5. Appendix

5.1 Question Level Results

Question	CVIU	NZ Police
	2014	**2014**
1. The Work I Do		
1.1: The responsibilities of my job are clearly defined	78.5	+2.4
1.2: I know how my work contributes to the effectiveness of NZ Police	84.9	+1.0
1.3: I understand how my performance is measured	72.0	+10.9
1.4: My performance is fairly assessed	63.4	+8.8
1.5: NZ Police provides adequate training for the work I do	59.1	+14.3
1.6: The work I do makes good use of my knowledge and skills	89.2	+14.2
1.7: My job gives me a sense of personal achievement	86.0	+7.7
1.8: I am strongly committed to the work I do	90.3	+1.7
1.9: I am motivated to do the best I can in my job everyday	86.0	+0.9
2. Learning and Development		
2.1: I am encouraged to develop my knowledge, skills and abilities in NZ Police	67.7	+14.5
2.2: I am encouraged to try new ways of doing things	51.6	+0.4
2.3: There are learning and development opportunities for me in NZ Police	58.1	+3.1
2.4: There are career development opportunities for me in NZ Police	39.8	-13.6
3.1: I am satisfied with my physical work environment		
3.2: The level of work-related stress I experience in my job is acceptable	70.7	+8.2
3.3: I am able to maintain a balance between my personal and working life	69.9	+15.0
3.4: The pay and benefits I receive are fair for the work I do	77.2	+10.0
4. My Team	49.5	+9.4
4.1: People in my team conduct themselves in accordance with the values expected by NZ Police		
4.2: Roles and responsibilities are clearly defined in my team	79.6	-6.6
4.3: The way work is allocated in my team is fair	80.6	+3.7
4.4: People I work with cooperate to get the job done	71.0	-1.5
4.5: I can rely on the support of others in my team	82.8	-3.7
4.6: I feel part of an effective team	87.0	+0.1
4.7: People are held accountable for their performance in my team	74.2	-7.0
4.8: Poor performance is dealt with effectively in my team	62.4	-4.5
5. Respect & Integrity in the Workplace	52.7	-1.7
5.1: Staff in my team respect employee diversity		
5.2: I know who to contact to report instances of workplace harassment, bullying or discrimination	72.0	-11.4
5.3: I am confident that I could raise concerns I had related to workplace harassment, bullying or discrimination without fear of reprisal	76.3	-3.4
5.4: I am confident that I could raise concerns I had about other inappropriate conduct in the workplace without fear of reprisal (inappropriate conduct may include any actions or behaviours that make you feel uncomfortable in the workplace)	66.7	-3.7
5.5: I am confident that any concerns I may need to raise regarding harassment, bullying, discrimination or other inappropriate conduct would be dealt with appropriately	67.7	-1.4

Question	CVIU		NZ Police
	2014	**2013**	**2014**
6. My Supervisor			
6.1: My supervisor behaves in a way that is consistent with the values of NZ Police	81.7	-5.7	81.7
6.2: My supervisor treats staff with respect	82.6	-4.1	82.6
6.3: My supervisor communicates the goals and objectives of our team effectively	71.0	-8.0	71.0
6.4: My supervisor encourages, and is willing to act on suggestions and ideas from my team	76.3	-4.8	76.3
6.5: I get regular feedback on my performance from my supervisor (formal/informal)	67.7	-1.1	67.7
6.6: I have confidence in my supervisor	74.2	-6.6	74.2
7. Recognition			
7.1: NZ Police has appropriate ways of recognising outstanding achievement	42.4	-3.9	42.4
7.2: People here are appointed to positions based on merit	37.2	+2.7	37.2
7.3: We celebrate success in NZ Police	49.5	+2.5	49.5
7.4: I get recognition when I do a good job	67.7	+15.0	67.7
7.5: I feel my contribution is valued in NZ Police	57.4	+6.4	57.4
8. Vision and Purpose + Communication and Cooperation			
8.1: NZ Police has a clear vision of where it's going and how it's going to get there	53.8	-8.5	53.8
8.2: Communication in my District or my Service Centre is open and honest	58.1	+11.8	58.1
8.3: I feel informed about NZ Police and its activities	60.2	+3.7	60.2
8.4: There is a sense of 'common purpose' in NZ Police	51.6	-6.6	51.6
8.5: NZ Police is interested in the views and opinions of its staff	43.0	+3.1	43.0
8.6: Teams within NZ Police work well together	51.6	-2.7	51.6
8.7: I feel a sense of belonging to my District or my Service Centre	68.8	+8.5	68.8
8.8: NZ Police cares about the well-being of its staff	53.8	+2.9	53.8
8.9: NZ Police is an enjoyable place to work	77.4	+5.0	77.4
8.10: I feel I am working for an effective organisation	71.7	+7.5	71.7
8.11: I intend to continue working at NZ Police for at least the next 12 months	90.3	+5.1	90.3
9. Quality and Excellence			
9.1: Day-to-day decisions demonstrate that quality of services is a top priority for NZ Police	57.6	+2.5	57.6
9.2: NZ Police expects high standards of performance from its people	88.2	+0.9	88.2
9.3: I have the tools and resources I need to do my job	72.0	+14.8	72.0
9.4: I am sufficiently involved in decisions that affect the way I do my job	59.1	+7.8	59.1
9.5: Systems and processes I use enable me to do my job well	68.8	+8.0	68.8
9.6: Employees are encouraged to provide ideas and suggestions to improve the way things are done	66.7	+7.6	66.7
9.7: NZ Police delivers on the promises it makes to its customers	57.6	+2.5	57.6
10. Final Thoughts (Engagement Index			
10.1: Overall, I'm satisfied with my job	84.9	+10.0	84.9
10.2: Overall, I would recommend NZ Police as a great place to work	74.2	+5.9	74.2
10.3: I take an active interest in what happens in NZ Police	79.6	-2.0	79.6
10.4: I feel inspired to go the extra mile to help NZ Police succeed	76.3	+3.8	76.3
10.5: I feel a sense of commitment to NZ Police	77.4	-4.4	77.4
10.6: NZ Police inspires me to do the best I can in my job every day	66.7	+6.1	66.7
11. The Survey - Your Views (Change Index)			
11.1: Changes in response to the 2013 Workplace Survey have had a positive impact on my team	26.9	+4.3	26.9
11.2: My supervisor has actively involved our team in making changes as a result of the last survey	46.2	+11.0	46.2
11.3: I believe actions will be taken based on the results of this survey	40.4	+6.6	40.4

5.2 Notes on Taking Action

The key to driving any change or improvement effort is in following a suitable **action plan**. An action planning template is provided on the Police Intranet and allows you to detail the key issues to be addressed (focus areas), along with specific actions to occur, expected benefits, accountabilities, timeframes and progress reporting. Districts that adopt a standard action planning approach, provide support to those involved, and review the quality of planning output are those far more likely to see greater improvement in their subsequent survey results.

The following are some of the strategies we suggest need to be kept in mind when using survey results to drive change. Whilst there can never be one 'best' approach to the post-survey process that will suit all organisations, there are nevertheless a range of strategies that experience has shown leads to the greatest likelihood of performance improvement.

Focus on a limited number of key issues. Look for themes that emerge from your set of key drivers, paying particular attention to your 'red zone' key drivers. Try to distil these themes down to two or three major goals (80/20 principle).

Communication is vital. Do your best to keep everyone fully informed at all stages of the process, from results reporting to issue prioritisation to progress reports. Communicate survey results quickly (staff know you have them). Communicate senior management's initial response and the process to be followed. People want to know what is going to happen, how they will be involved. Have members of the management team present the results to their teams, while encouraging feedback and contribution. Consider using facilitators to assist in the process, and don't overlook the contribution supervisors may make (employees often prefer to receive organisational information directly from their supervisors rather than via emails or newsletters).

Act quickly. Make sure you act on your survey results within three months of survey results being reported. Survey momentum can be short lived and employees will quickly begin to question the relevancy of interventions that come too long after the survey has been completed. Look for the obvious "low-hanging fruit" or "easy fixes," and target them early on. Don't waste time on things you can't change – focus on things you CAN change. More complex issues can be addressed progressively during the year.

Measure your progress. Often desired improvement goals are not met because the survey is regarded as a one-off event, rather than an essential business process and KPI. Sustaining performance improvement requires not only the formulation of relevant and realistic action plans, but also regular monitoring of the impact of those initiatives. On-going measurement not only provides essential feedback on what's working and what's not, it also creates a 'virtuous cycle' where improvement becomes a reinforcing thing. Measurement is also critical to ensure those responsible for change are held accountable. And there must be consequences – consequences for no change, and consequences for positive change.

Recognise and celebrate success. Often one of the most overlooked aspects of the survey process! And one of the most important. Obviously 'red zone' drivers need urgent attention, but don't overlook those 'green zone' drivers where your above-benchmark performance is something to celebrate (and maintain). One of the features of truly great workplaces is the emphasis they place on celebrating success. And success is all around you – celebrate, and see the different it makes!

Reinforce the survey follow-up process. Once your post-survey initiatives start to happen, make sure you take every opportunity to communicate and update staff on progress regularly. Too often organisations introduce excellent initiatives post-survey, but forget to tell anyone! Consider a quarterly update, or a section in your staff newsletter where you recap on the goals that were set and provide updates on progress to-date. This, more than anything, will reinforce to staff the value of the survey – the organisation was interested in my views, they have listened, and now they're doing something about them.

5.3 Glossary

Employee Engagement: is a multi-dimensional concept that describes the extent to which employees mentally, emotionally and physically apply themselves at work. Engagement is measured by six questions in the survey and includes job satisfaction, organisational commitment, willingness to recommend the organisation as a great place to work, discretionary effort, taking an active interest in the organisation, and general effort.

Engagement Index: the average score across the six engagement questions, across all employees.

Engagement Profile: employees are categorised as either engaged, ambivalent or disengaged according to their Engagement Index. Employees who score above 87.5% (weighted mean score) are classified as engaged given they respond very positively to most of the engagement questions. Employees above 50% but below 87.5% are classified as ambivalent given they respond with mostly 'neutral' or 'agree' questions (i.e., not *strong* responses to the engagement questions). Disengaged employees are those that score below 50%. These employees are not sufficiently motivated by the organisation to provide an agree to strongly agree response to any of the engagement questions.

Change Index: the overall section score for 'The Survey – Your Views'

Enablement is the organisation's ability to harness engagement by creating an environment in which staff are enabled to do their job to the best of their ability. Enabled employees are well equipped to do their job, are adequately trained, work cooperatively with others to get the job done, and have appropriate channels to voice themselves. Quality of service is prioritised by these staff, and as a result, they can be expected to display greater customer focus.

Performance enablement index: the average score across the below eight enablement questions

- Day to day decisions demonstrate that quality of services is a top priority for NZ Police
- Employees are encouraged to provide ideas and suggestions to improve the way things are done
- I am sufficiently involved in decisions that affect the way I do my job
- I have the tools and resources I need to do my job
- Systems and processes I use enable me to do my job well
- NZ Police provides adequate training for the work I do
- People I work with cooperate to get the job done
- NZ Police delivers on the promises it makes to its customers

Key Driver Analysis: is a statistical technique (correlation) that helps in the interpretation of survey data and enables an organisation to put together actionable responses to survey results. It is essentially a tool that allows us to identify what specific dimensions of organisational climate (assessed in a survey) have the greatest impact on engagement levels. By knowing this, managers can prioritise improvement opportunities and prepare a focused number of strategies that will maximise future employee engagement.

'Statistical Significance' versus 'Significance of the Result': A 'statistically significant' result indicates that there is a difference in scores between two groups of respondents.

So if your District's level of agreement score was 72% on a particular question and the NZ Police average was 80%, then this is likely to be a large enough difference to reflect a true divergence in employee opinion across the two groups (not just 'random variation in scores). One group sees things more positively than the other group, so much so that the difference would be identified as 'statistically significant' via statistical analysis. But it is important to recognise that statistical analysis is impacted by the size of the survey Sample.

Very large survey Samples means there is sufficient 'statistical power' to detect even very small differences in scores. As such, when viewing results online and thinking of 'what's important here', think of those things that represent substantive differences. For a result to be considered 'statistically significant' in this report we have used the below rules of thumb, based on the size of the District or Service Centre:

- 100 people or more: 5%
- 50 to 99 people: 10%
- Less than 50 people: 15%

The Questionnaire: The 2014 New Zealand Police Workplace Survey contained 69 statements (as well as three open text questions) designed to measure a workplace on a range of issues in the organisation. Respondents were asked to indicate how much they agreed or disagreed with each statement using a five point rating system. This rating system ranged from Strongly Disagree to Strongly Agree. Questions were separated into 12 sections according to statements that naturally cluster together and measure similar issues.

Level of Agreement Score (Percent Favourable): The survey scores reported herein are known as 'level of agreement scores'. They range between 0% and 100% and refer to the percentage of valid responses that 'agree' to some extent with the statement. Level of agreement scoring involves a fairly simple calculation. 'Valid' responses are all responses to the question, EXCLUDING those who did not answer the question and therefore their answer by default was recorded as 'Do not know.'

For a standard 5 point 'Strongly Agree' to 'Strongly Disagree' rating scale, the level of agreement score is calculated using the following steps:

1. Add up the number of 'Agree' and 'Strongly Agree' responses
2. Divide this number by the number of valid responses.