

Senate Committee: Education and Employment

**QUESTION ON NOTICE
Additional Estimates 2016 - 2017**

Outcome: Agency: ACARA

Department of Education and Training Question No. SQ17-000328

Senator O'Neill, Deborah provided in writing

ACARA - survey (2011 and 2016 results comparison)

Question

Please provide a concise, comparative analysis of the two sets of data
In that analysis, include comment on whether the October 2016 results do/do not constitute a
"strong level of staff satisfaction and/or engagement"

Answer

The Australian Curriculum Assessment & Reporting Authority (ACARA) has provided the following response:

The categories (questions asked), tool (rating scale) and comparative basis for measuring engagement are not consistent between the 2011 and 2016 surveys.

A comparative analysis of the two sets of data from the 2011 and 2016 surveys is provided in the table below, including a comparison of strengths and weaknesses for the organisation identified in each survey.

The 2016 data analysis indicates that ACARA's level of staff engagement is strong compared to Government Administration organisations.

Comment	2011 Survey	2016 Survey
<p>Differences in instruments</p> <p>The categories (questions asked) and tool (rating scale) for measuring engagement are not consistent between the surveys</p> <ul style="list-style-type: none"> the results cannot be compared when what is being measured is different between surveys as a result, outcomes are not comparable. 	<p>The measure of engagement is defined by business effectiveness which is segmented into 19 key 'drivers of effectiveness' areas.</p> <p>These 19 drivers categorised into 3 main groups:</p> <ul style="list-style-type: none"> Strategic intent Culture/behaviour Business Processes <p>The 2011 engagement score (measuring the above) was 55%.</p>	<p>The measure of engagement is based on 2 outcomes: passion and progress which are determined by 5 categories of drivers.</p> <p>Benchmarking to industry is available.</p> <p>Engagement is measured by 2 drivers – Passion and Progress.</p> <p>ACARA's score for Passion was 70% which was 6% higher than the benchmark at other Government Administration organisations.</p> <p>ACARA's score for Progress was 62% which was 9% higher than the benchmark at other Government Administration organisations.</p>
<p>Completion</p>	<p>81 employees completed the survey</p>	<p>77 employees completed the survey</p>
	<p>The 2011 engagement score (measuring the 19 drivers) was 55%.</p>	<p>ACARA's engagement score in the 2016 survey for Passion and Progress was higher than other Government Administration organisations.</p> <p>Overall engagement / satisfaction appears higher from 2011 to 2016 - this is evident through the greater number of strengths identified.</p> <p>Furthermore, 2016 data analysis indicates that ACARA's level of staff engagement is strong compared to Government Administration organisations.</p>

Strengths and weaknesses comparison

	<p>The 2011 survey identified Information & Communication Equipment as a strength.</p>	<p>The top three strengths identified in the 2016 survey were:</p> <ul style="list-style-type: none"> • ACARA mission and values – representing employees’ beliefs in ACARA’s purpose, values, and work performed. • Teamwork within teams – representing good working relationships with co-workers, giving help and support to co-workers, and working well as a team. • Work, Health & Safety – representing keeping high level of health & safety a priority, provide all necessary safety equipment and training, employees have an awareness of WH&S responsibilities, and managers engage in good safety behaviour.
	<p>Areas for priority action were:</p> <ul style="list-style-type: none"> • Business Plan and Objectives • Communication • Coordinating Mechanisms • Core Values and Behaviours • External Business Partners & Systems • Development, Empowerment, Training • Management Style & Behaviour • Procedural Steps • Reporting, Performance Measurements • Sense of Purpose, Confidence and Ability • Strategic Initiatives, Resource Allocation Strategy 	<p>The top three areas for improvement relate to:</p> <ul style="list-style-type: none"> • Career opportunities – including given more opportunities to develop career progression and planning. • Policy and processes – including having clear processes and procedures for how work is to be done, and responsibilities are clearly outlined. • Bullying – including promoting awareness for diversity and inclusive culture.