

*consultingtools*

**Consultingtools Health Authority  
Sample Staff Attitude Survey**

**May 2, 2002**

**Total number of responses: 62**

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# **Introduction**

This report shows the results from the staff attitude survey conducted on behalf of Consultingtools Health Authority by *consultingtools*.

62 people returned their questionnaires in time for their responses to be included in this report. Surveys were completed anonymously and returned by mail directly to *consultingtools*.

The report is split into two parts:

## **Part A**

Shows overviews

- of the number of responses by demographic group
- of responses by question

## **Part B**

Gives detailed information by each of the demographic groups:

- Area
- Gender
- Age
- Ethnic Origin
- Employment Category
- Length of Service
- Employment

# How to read the graphs

## Responses by Demographic Group

Responses are shown as a single bar, with a coloured segment representing the percentage of people who completed from each demographic group. The percentage figure is shown in the coloured segment.

The key below each graph shows the demographic response that relates to each coloured segment.

## Responses by Question

Responses are shown as a single bar, with a coloured segment representing the percentage of people who answered each of the response options.

The questionnaire contained a rating scale ranging from 'Strongly Disagree' up to 'Strongly Agree' with an additional 'Unable to Comment' response option.

The bar shows the responses against each of these response options with the key at the bottom of the page showing the response option that relates to each coloured segment.

Where there are no responses for a particular demographic category NR is shown in place of the bar.

## Detailed Information Graphs

The detailed information graphs show the average response against each of the categories by competency and question.

The demographic area the graphs relate to is shown in the title at the top of the page. The first bar graph in each section highlighted in bold relates to the competency area – e.g. Communication.

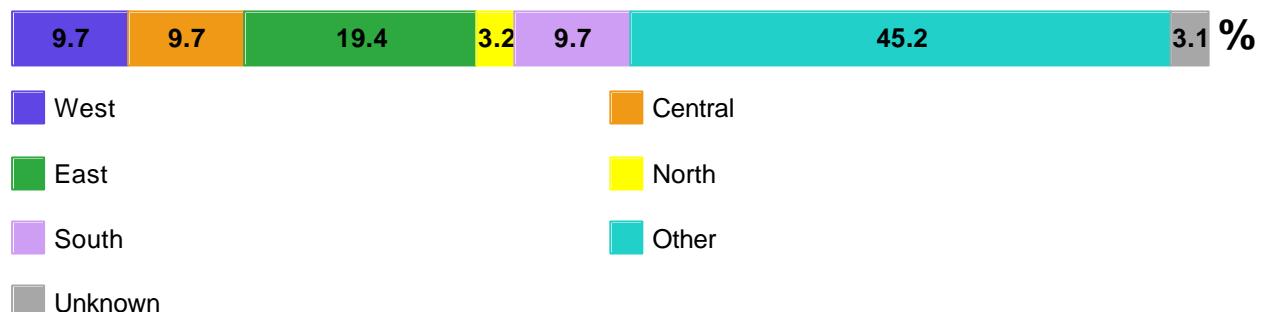
The graphs below are the questions which relate to that competency and are split into the different demographic options. The bars show the average of responses and represent the questionnaire scale.

The **Avs** column show the 'average response score' shown in the bar. The **N** column shows the 'number of responses'. The **Ags** column shows the 'Agreement Score'. The **Ags** column shows the level of agreement or unanimity contained within the responses. The nearer to 1.00 the greater the unanimity. The nearer to 0.00 the less the unanimity.

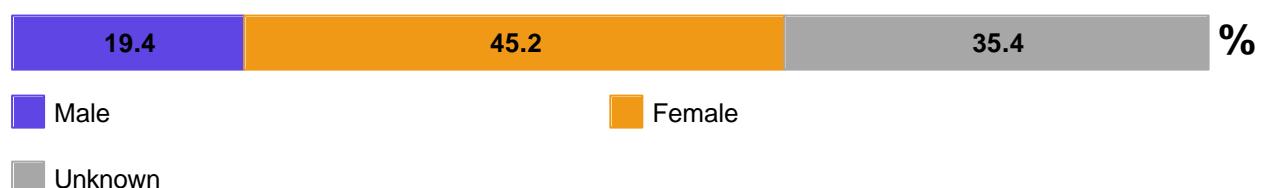
The red bar at the bottom of each graph shows the group average based on all of the demographic options for each question and competency.

# Responses by Demographic Group

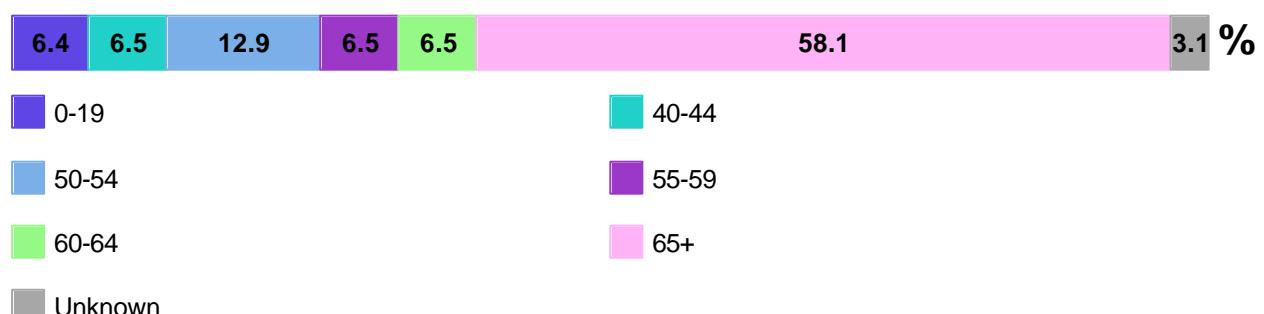
## Area



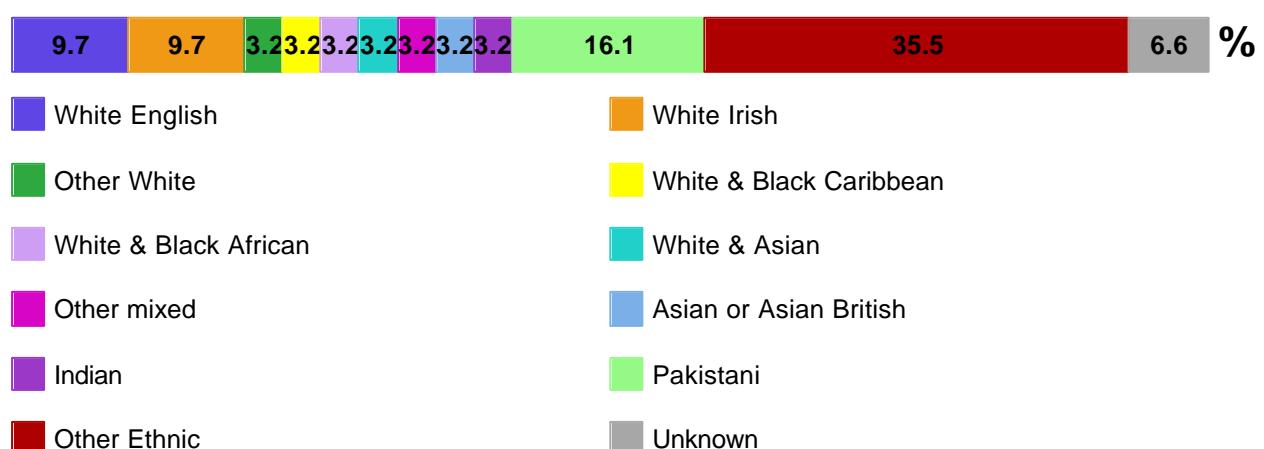
## Gender



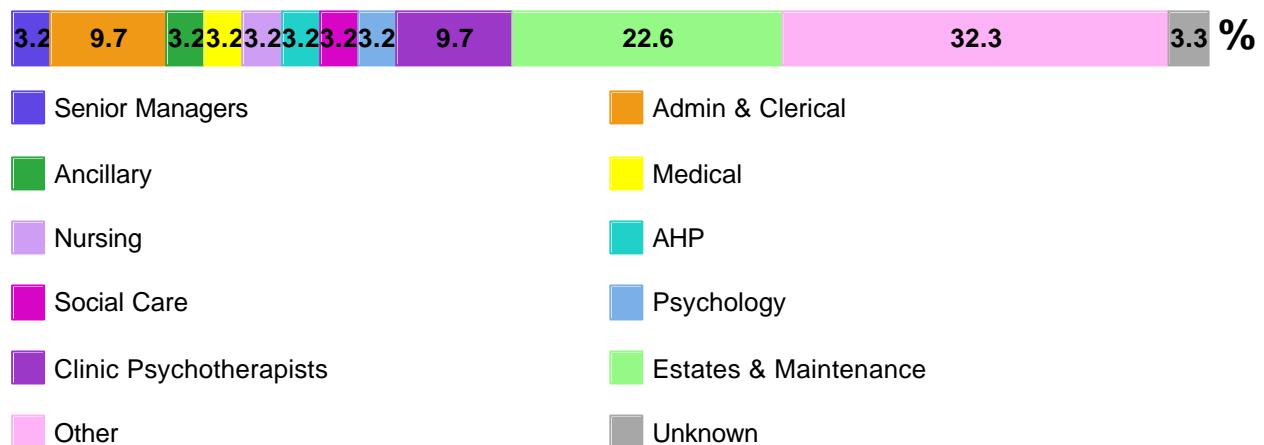
## Age



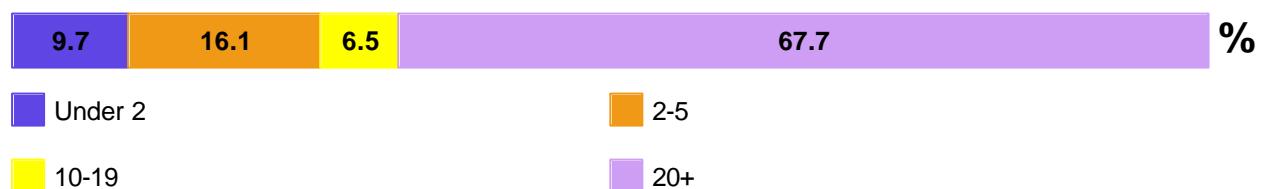
## Ethnic Origin



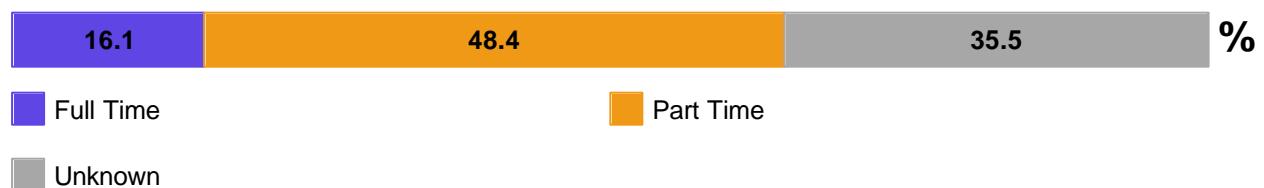
## Employment Category



## Length of Service



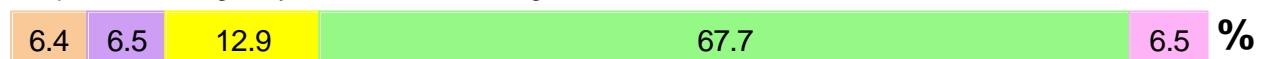
## Employment



# Responses by Question

## STAFF

People have enough say in decisions affecting their work



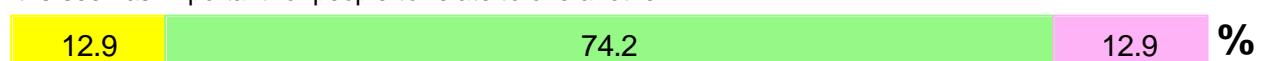
The management team understand the issues at all levels in the organisation



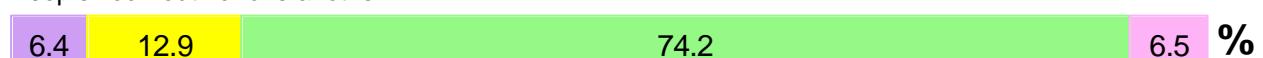
Conflicts are resolved constructively



It is seen as important for people to relate to one another



People 'look out' for one another



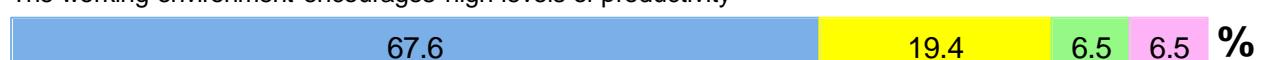
People value others' opinions



People are treated as individuals



The working environment encourages high levels of productivity



Legend:  Unable to Comment  Strongly Disagree  Disagree  Neither Agree nor Disagree

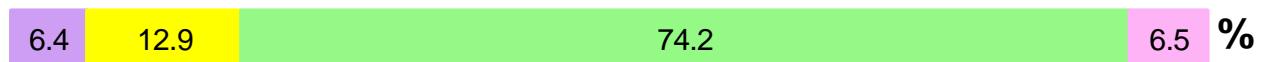
Agree  Strongly Agree

## SYSTEMS / CONTROL

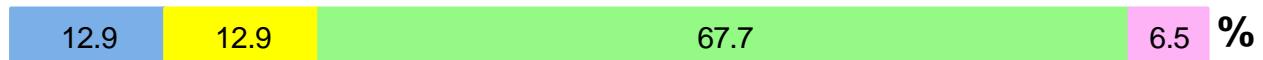
Organisational procedures are seen as worthwhile



Individual performance is measured in the right way



Problems are seen as opportunities for improving processes next time around



Problems are examined for root cause, not someone to blame



There is an appropriate level of control in the organisation



The implementation of change is planned



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Unable to Comment     Strongly Disagree     Disagree     Neither Agree nor Disagree

Agree     Strongly Agree

## COMMUNICATION

People have sufficient awareness of what others in the organisation are doing



People have a say in the way things are done



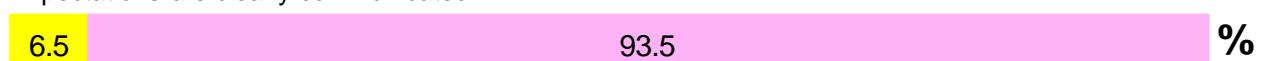
People are told when the job has been done well



People learn most about the organisation through 'official' channels



Expectations are clearly communicated



People are encouraged to say what they think about things



Everyone knows what future plans the organisation has



Unable to Comment   Strongly Disagree   Disagree   Neither Agree nor Disagree

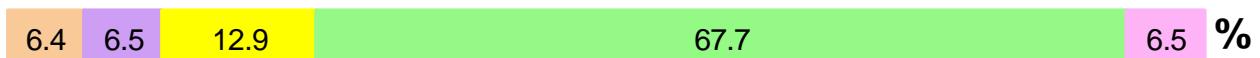
Agree   Strongly Agree

## SKILLS AND ROLES

There are opportunities for personal development while working here



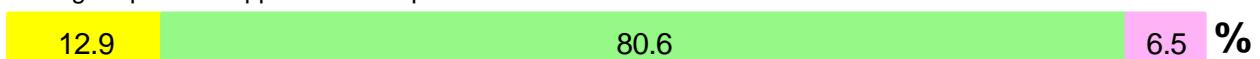
People are clear about their own role in the organisation



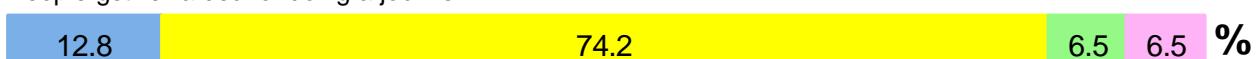
People make positive efforts to work as part of a team



Managers provide support when required



People get rewarded for doing a job well



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Unable to Comment   Strongly Disagree   Disagree   Neither Agree nor Disagree

Agree   Strongly Agree

## SHARED VALUES / BELIEFS

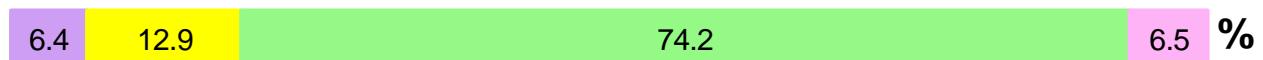
Successes are celebrated amongst everyone



It is seen as OK to challenge the norm



People feel proud to work for the organisation



People see the benefits of change



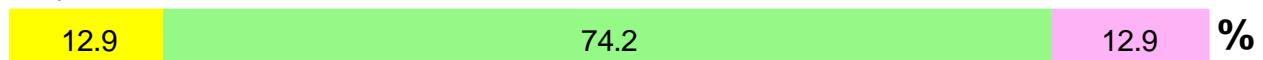
Delivering a quality job is seen as important



People are committed to the organisation



People trust each other



The organisation promotes equality of opportunity



Discrimination issues are taken seriously by the organisation



The organisation seeks to minimise undue stress in its people

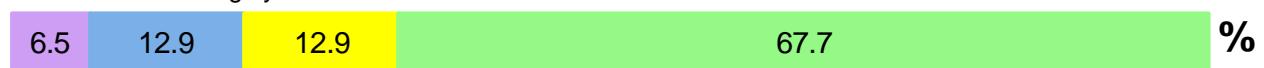


Unable to Comment   Strongly Disagree   Disagree   Neither Agree nor Disagree

Agree   Strongly Agree

## STYLE

The workforce is highly motivated



Patient needs are seen to focus the organisation



People respect the way the organisation is managed

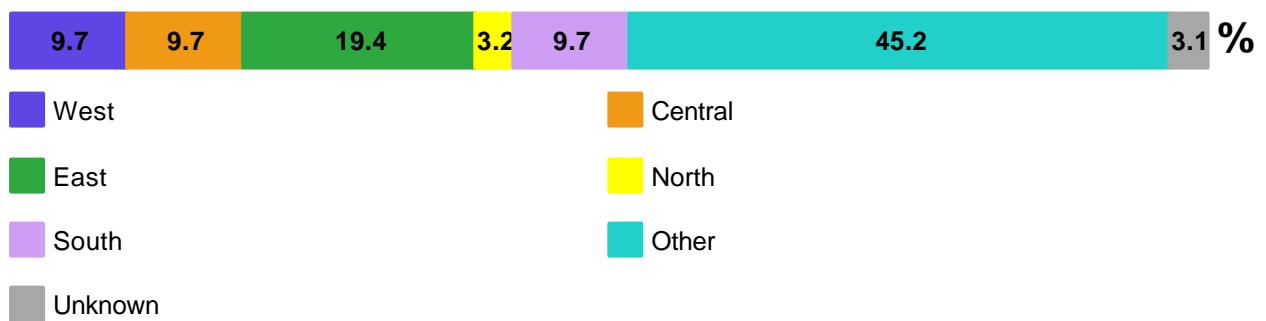


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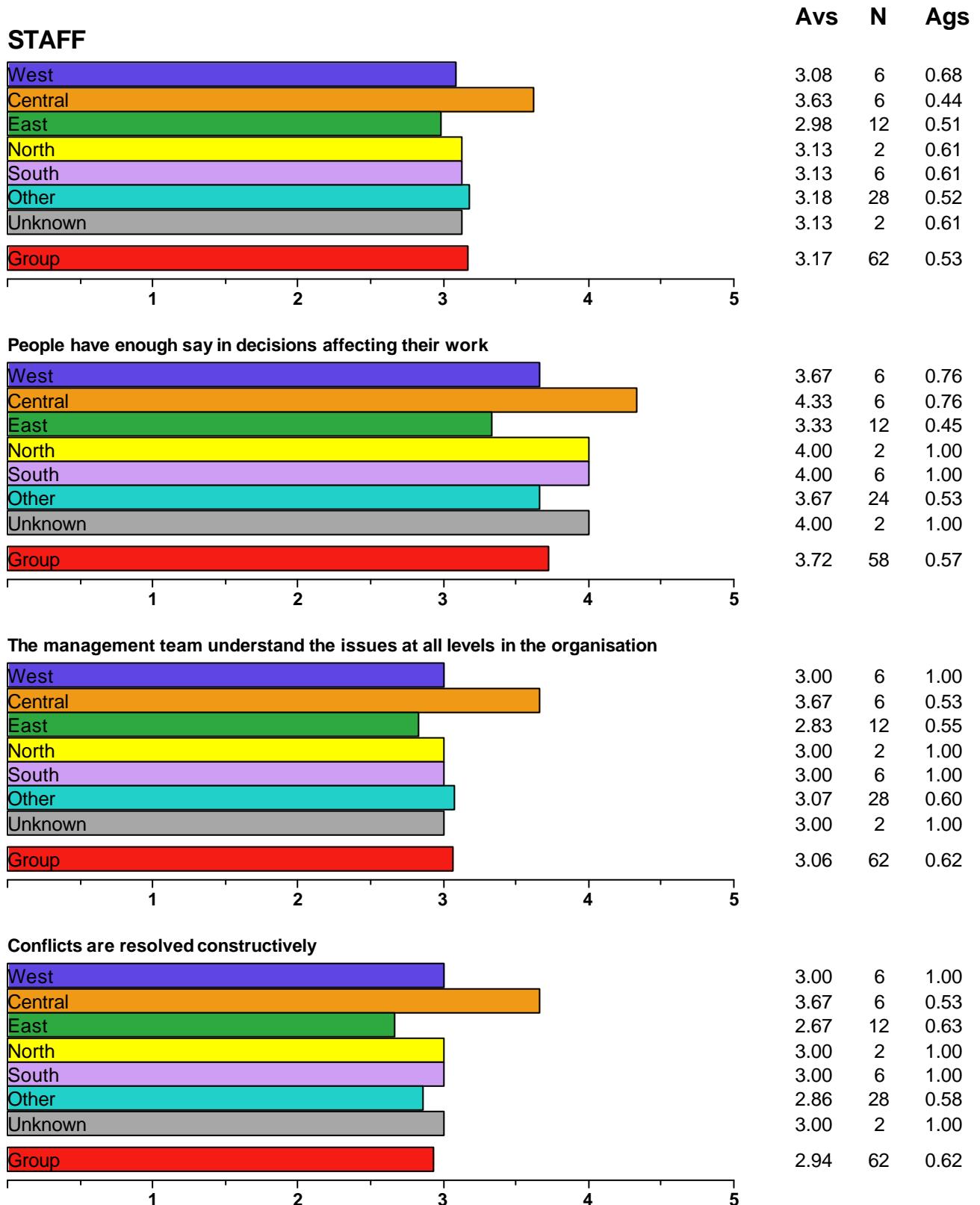
Unable to Comment   Strongly Disagree   Disagree   Neither Agree nor Disagree

Agree   Strongly Agree

# Area

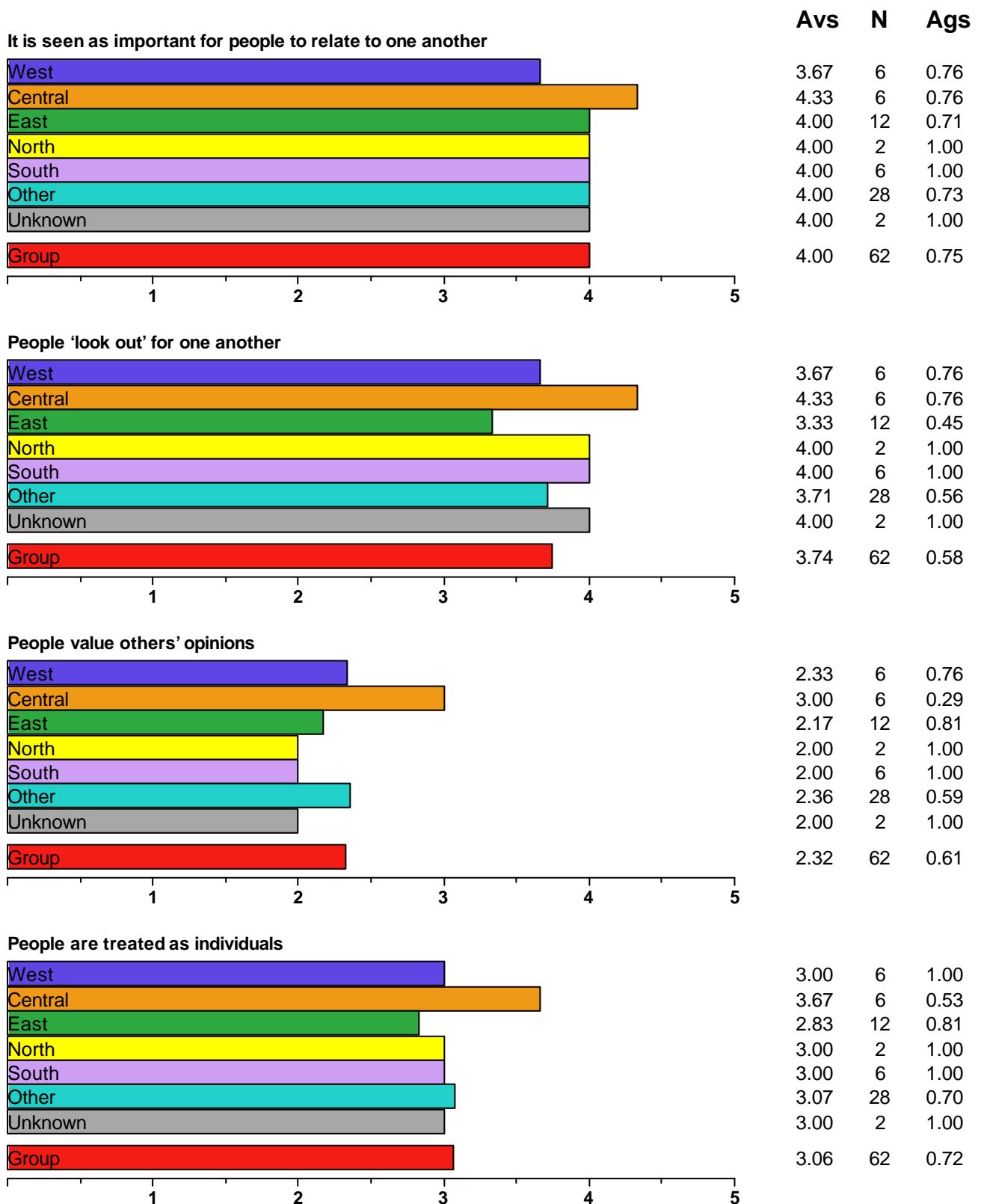


## Detailed Information by Area



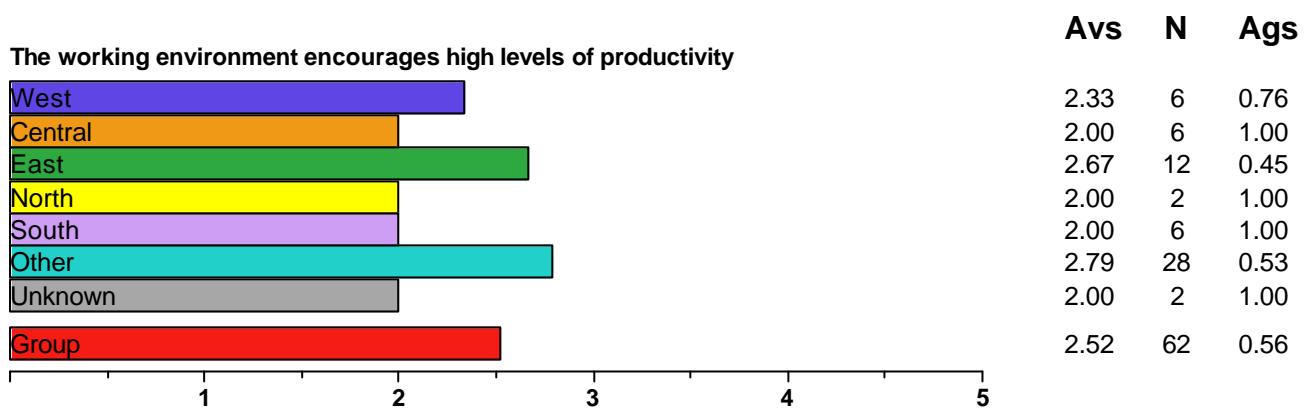
Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

## Detailed Information by Area



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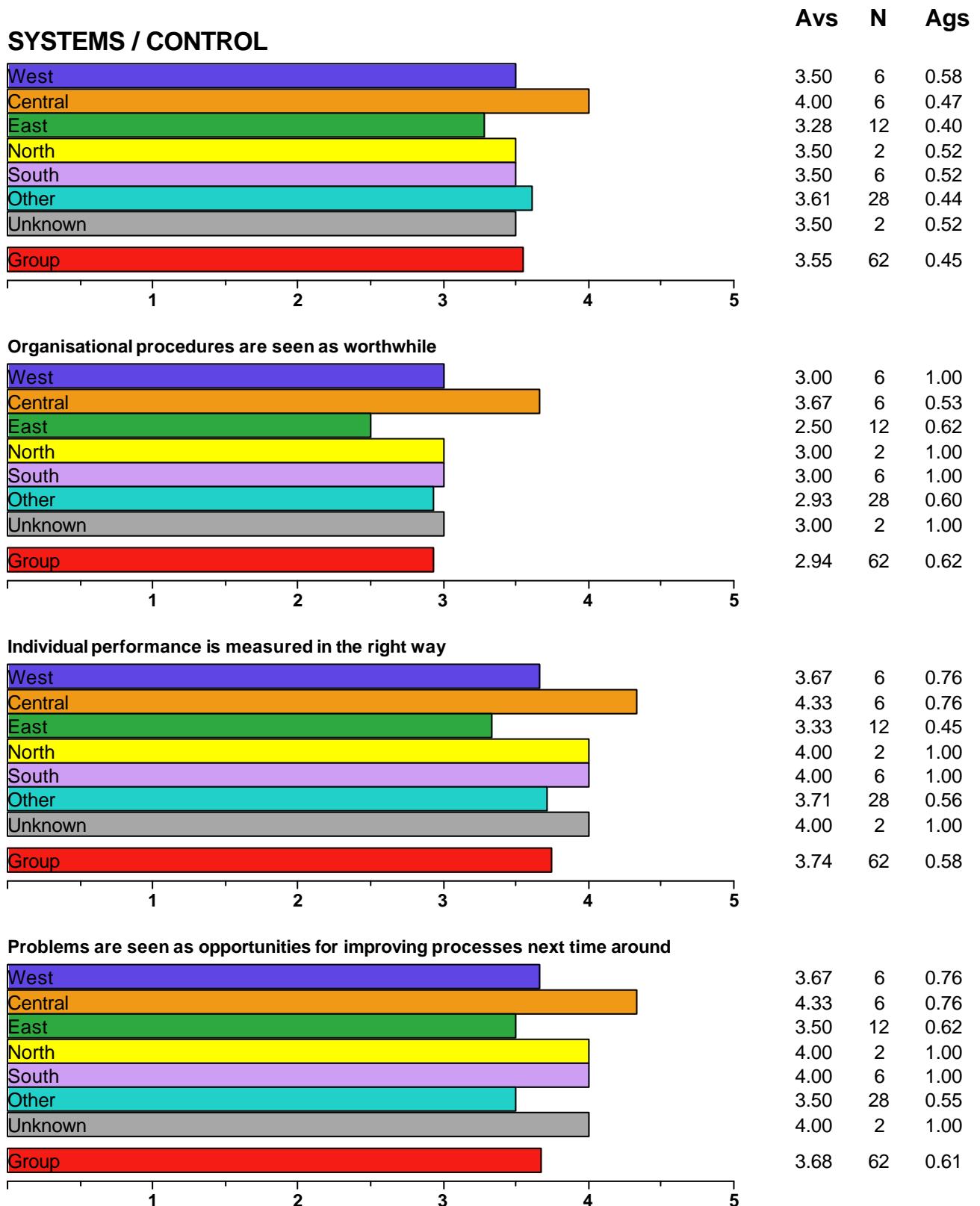
## Detailed Information by Area




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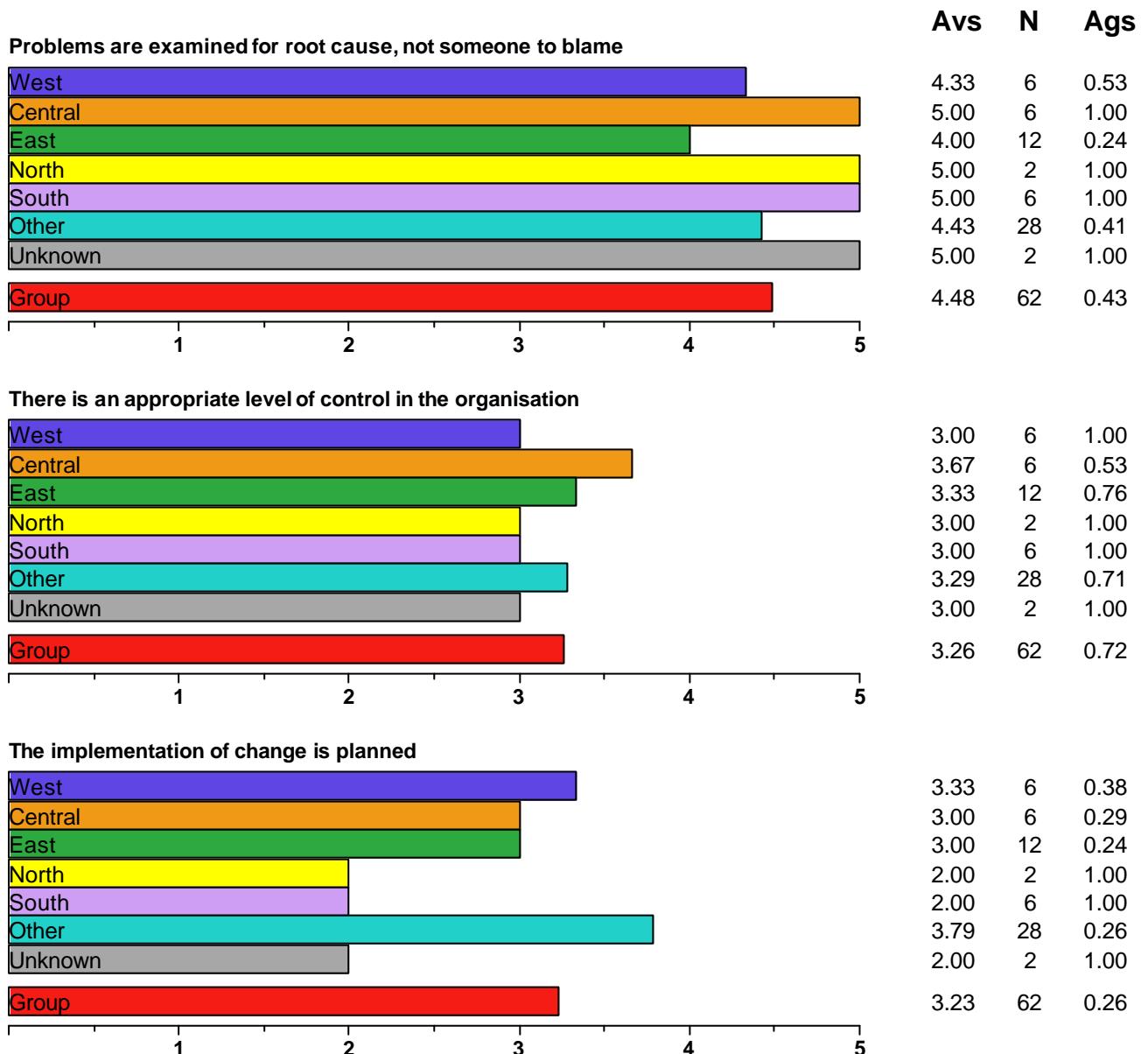
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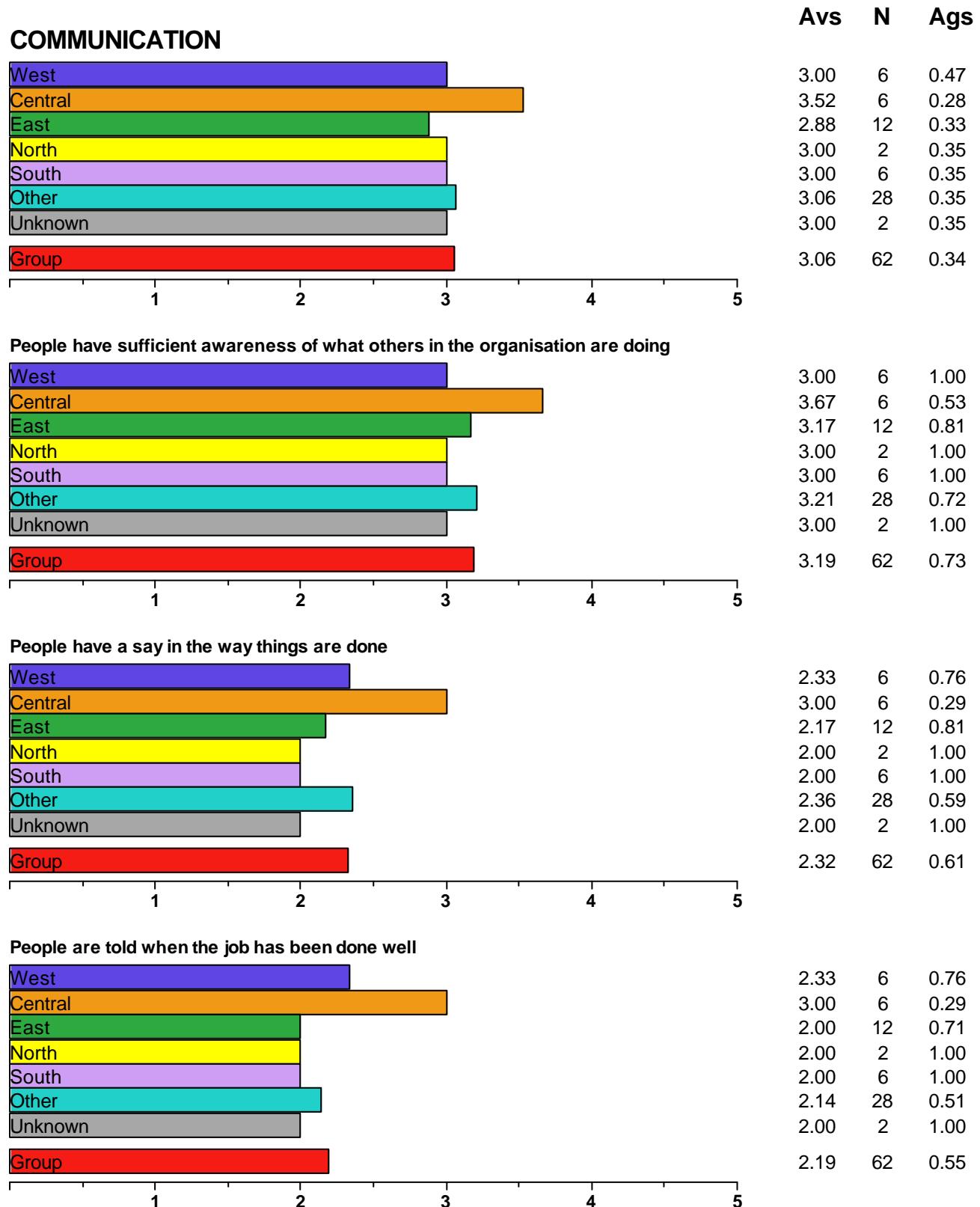


Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

## Detailed Information by Area

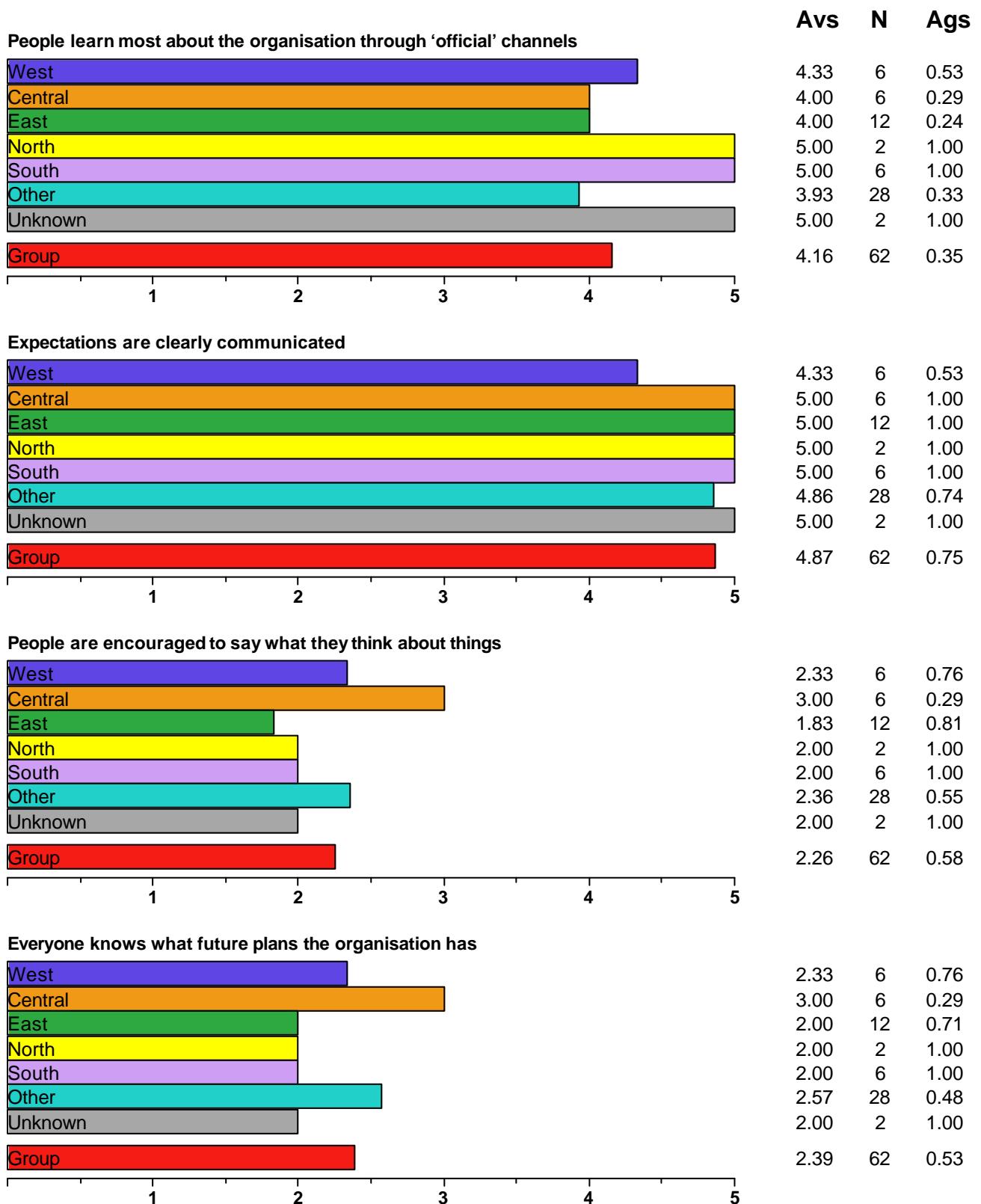


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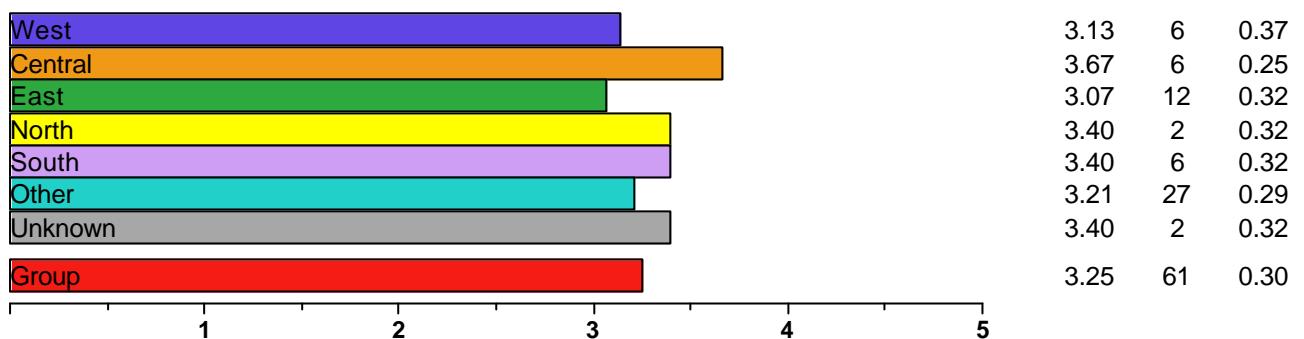
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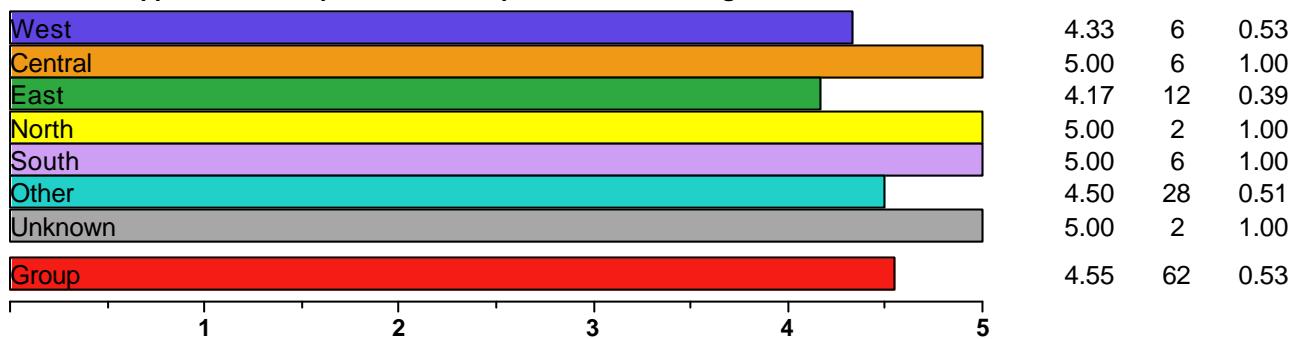
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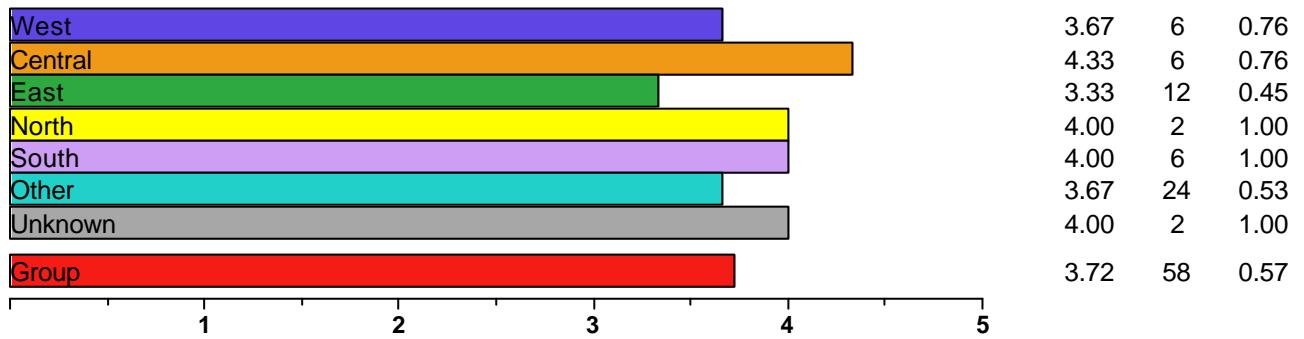
### SKILLS AND ROLES



**There are opportunities for personal development while working here**



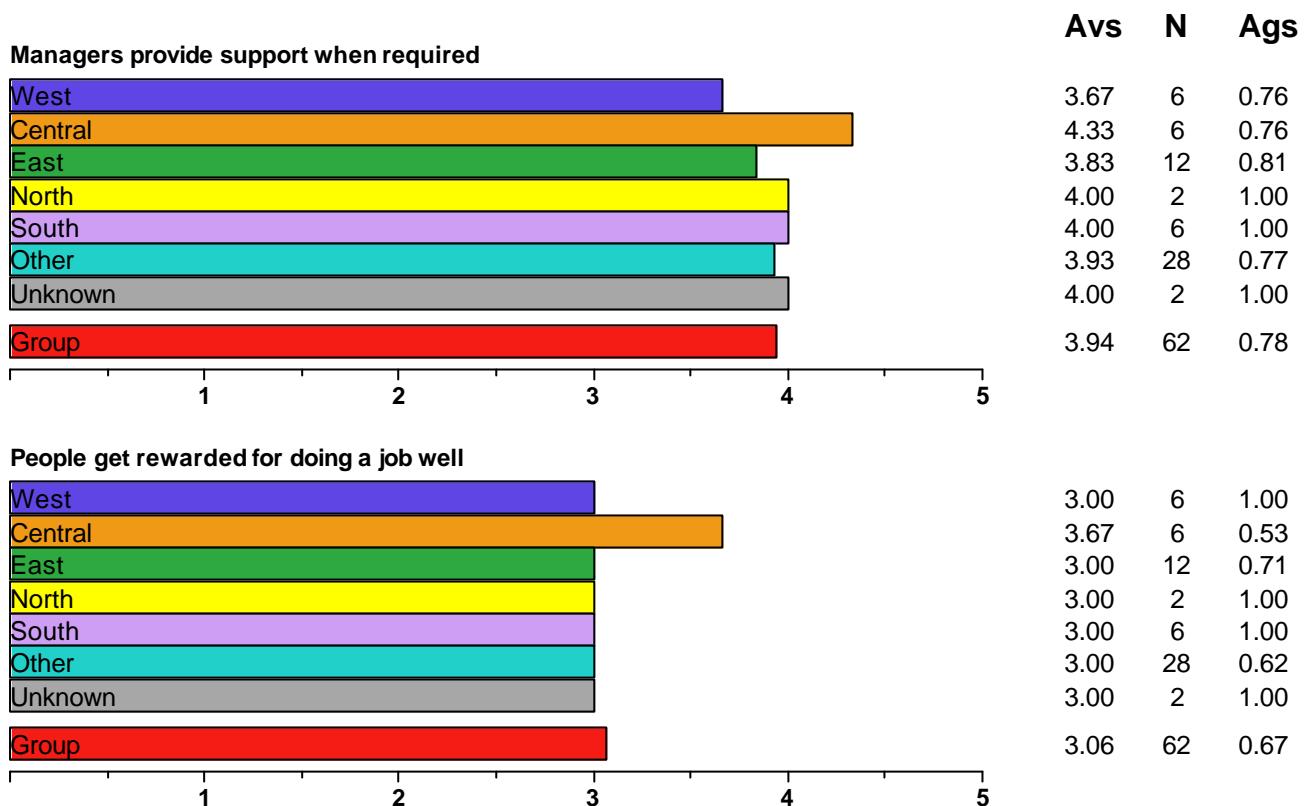
**People are clear about their own role in the organisation**



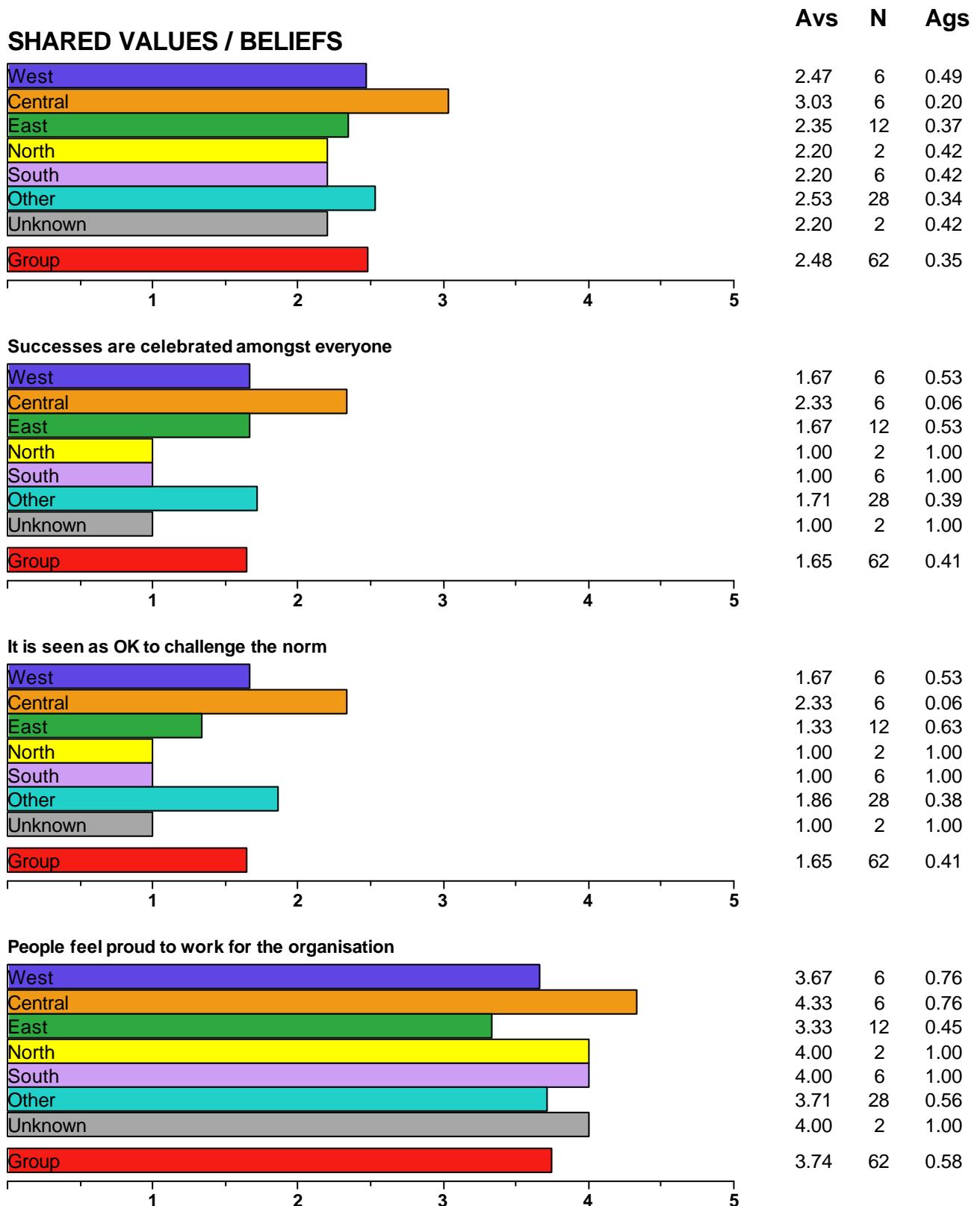
**People make positive efforts to work as part of a team**



## Detailed Information by Area

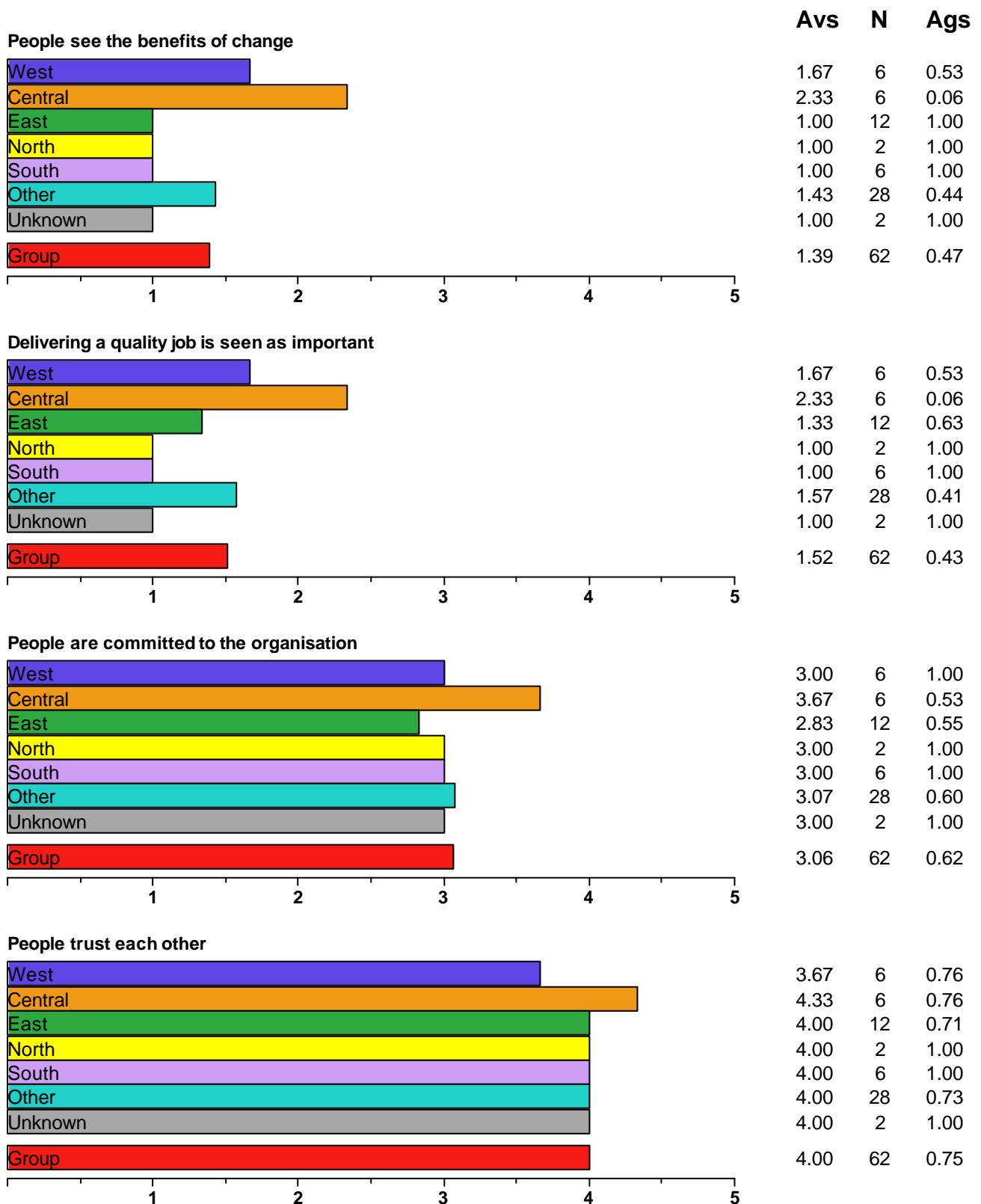


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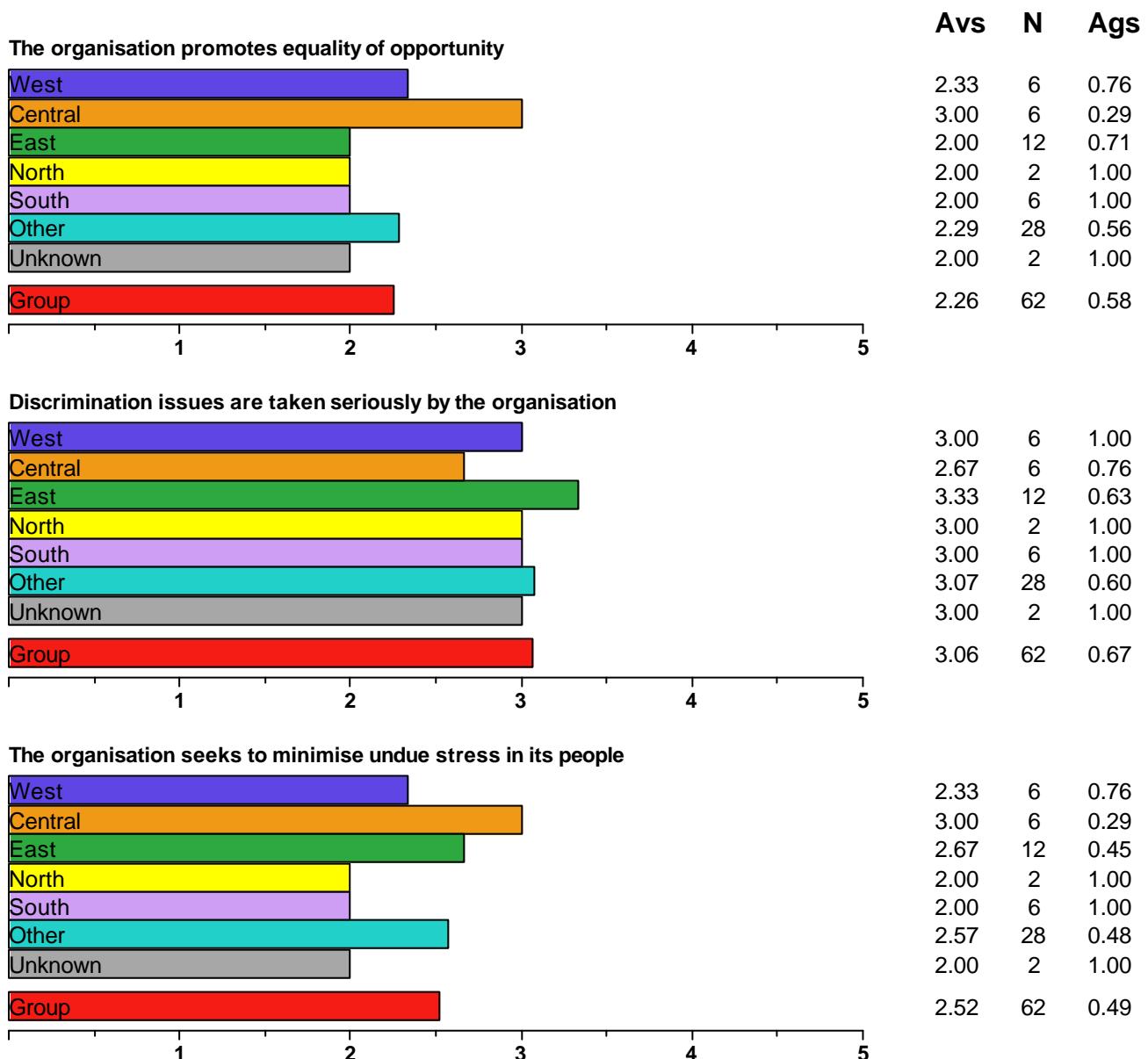
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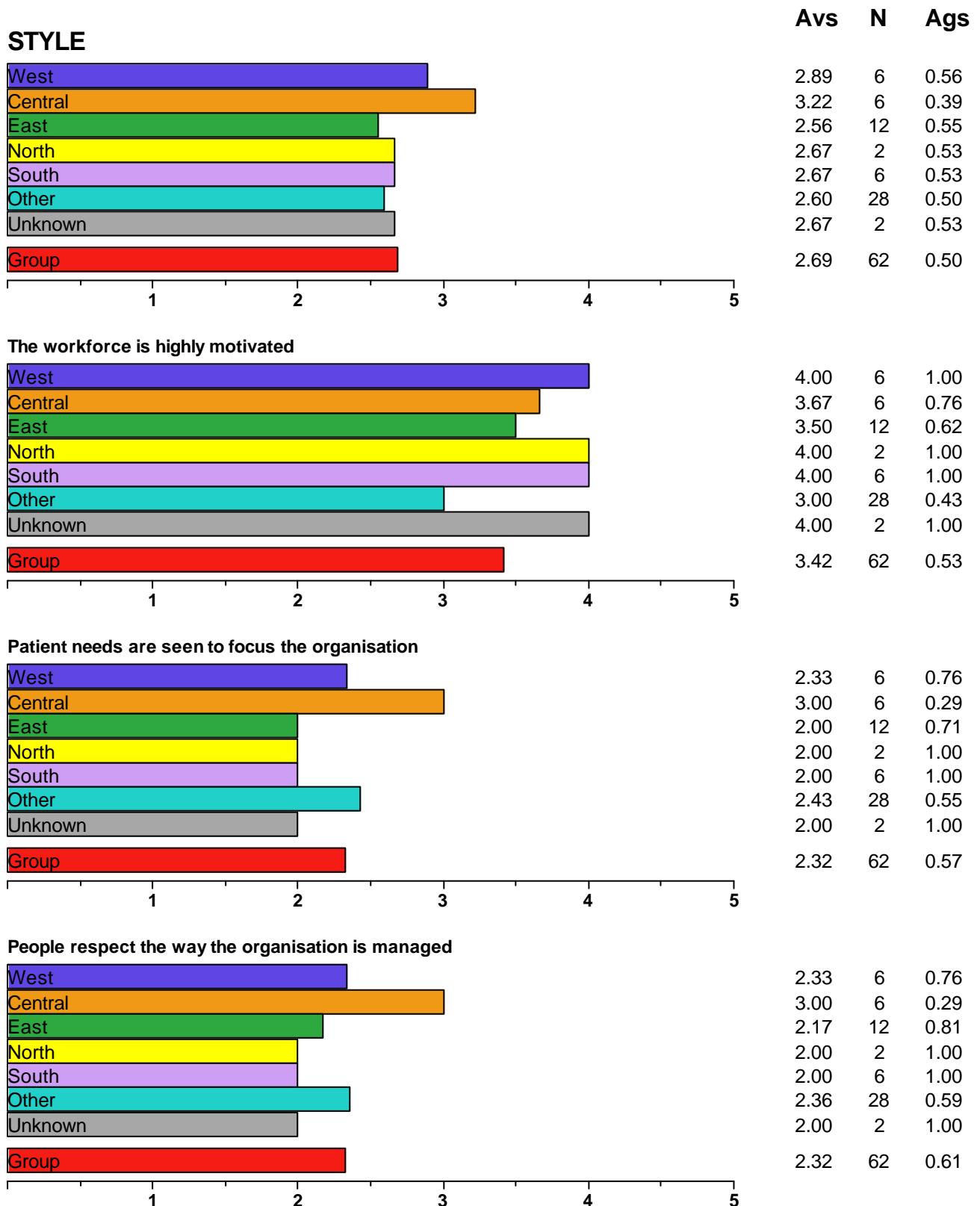


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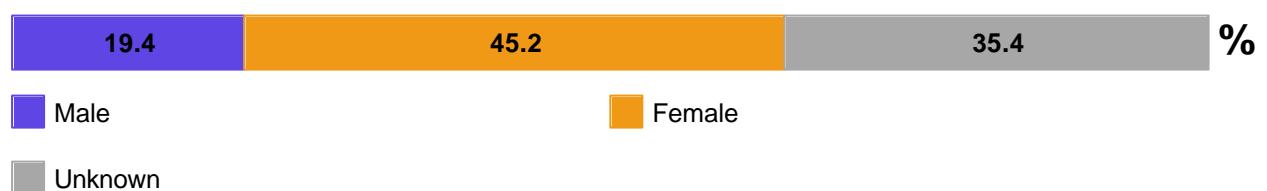


## Detailed Information by Area



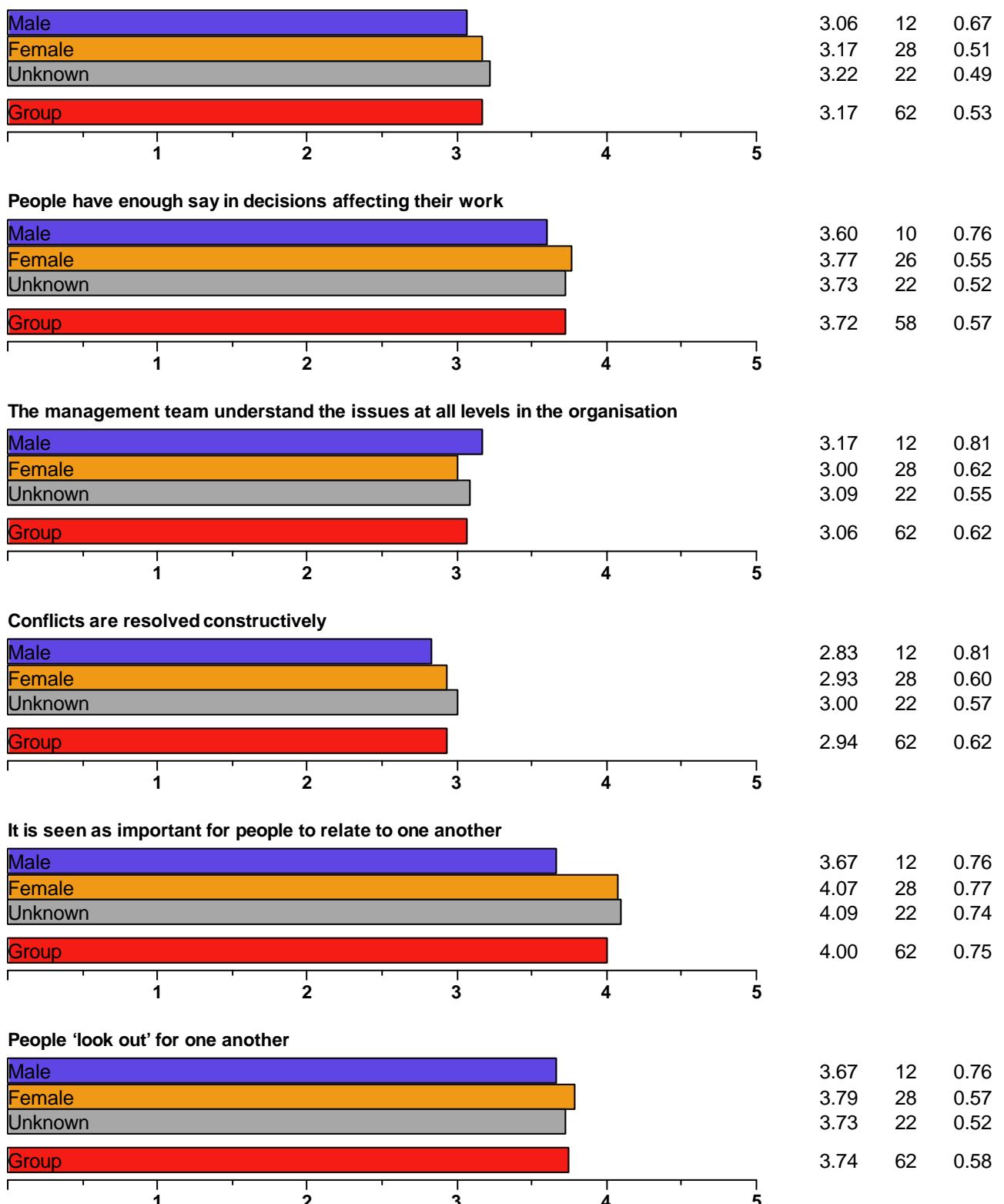
Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

# Gender



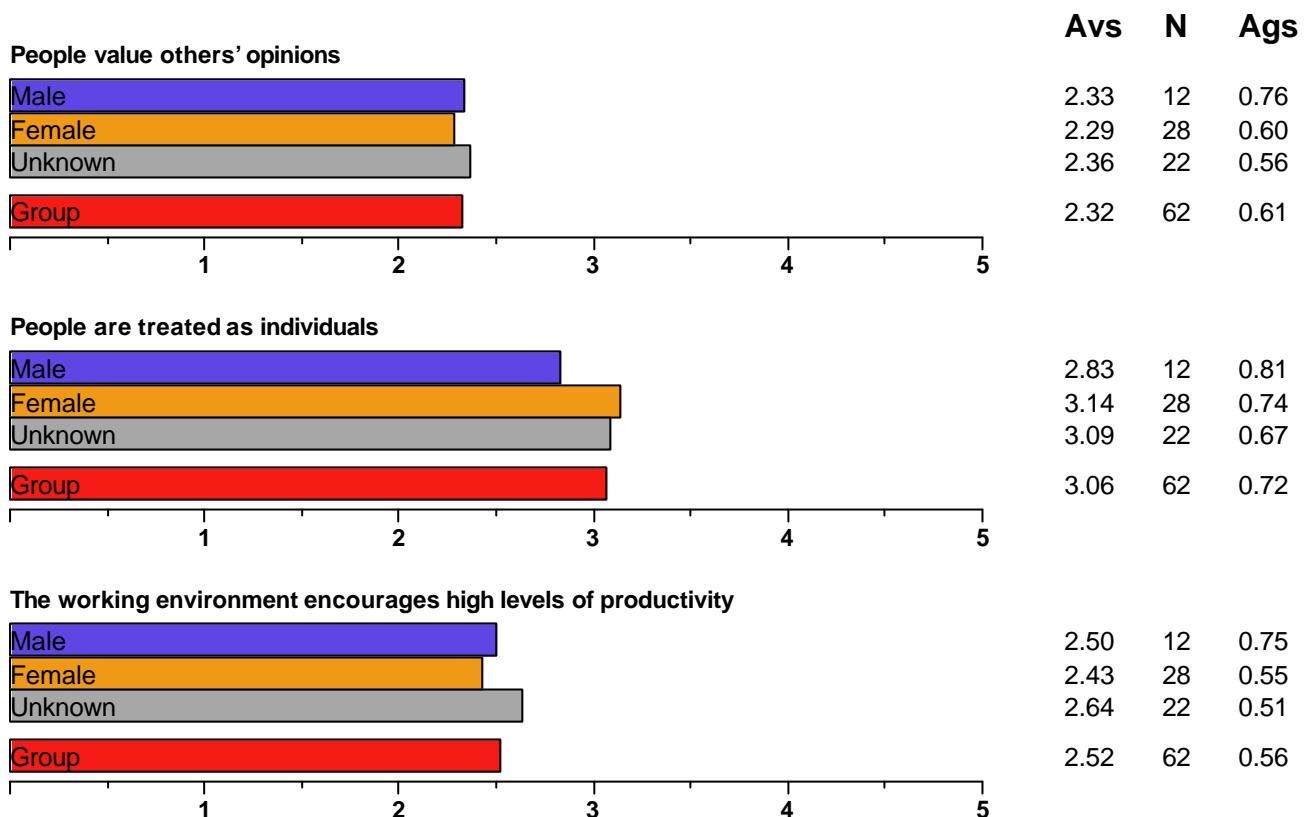
## Detailed Information by Gender

### STAFF



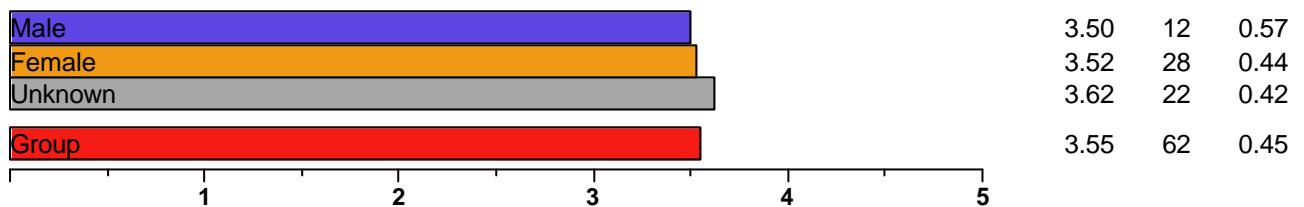
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## Detailed Information by Gender

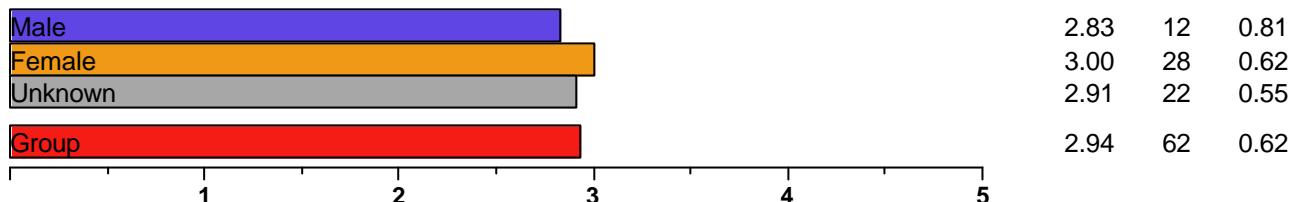


## Detailed Information by Gender

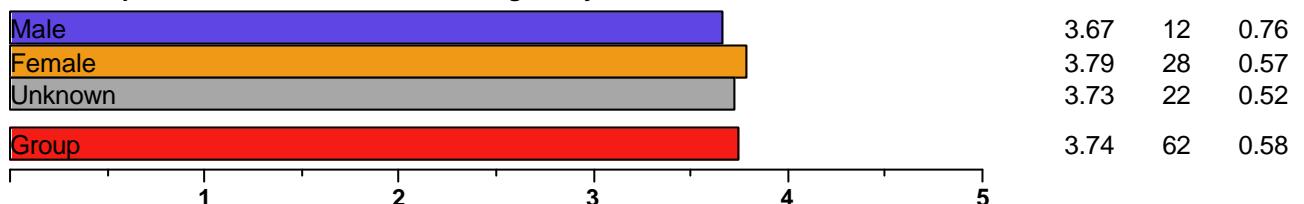
### SYSTEMS / CONTROL



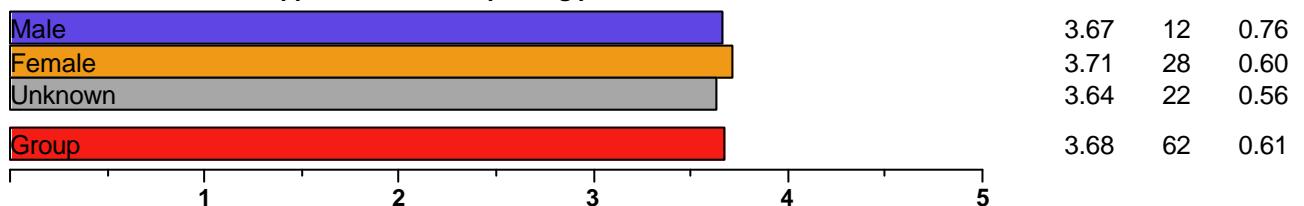
Organisational procedures are seen as worthwhile



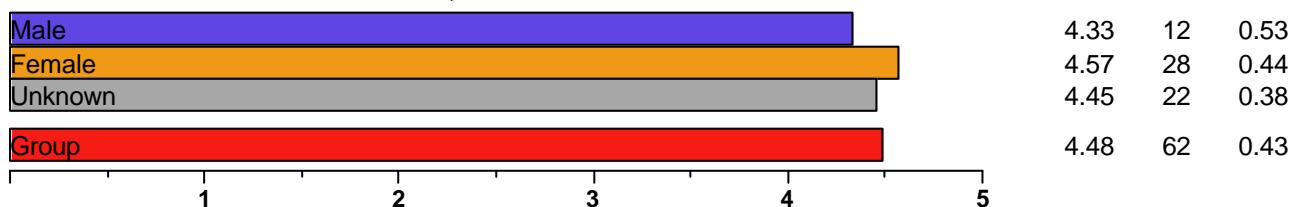
Individual performance is measured in the right way



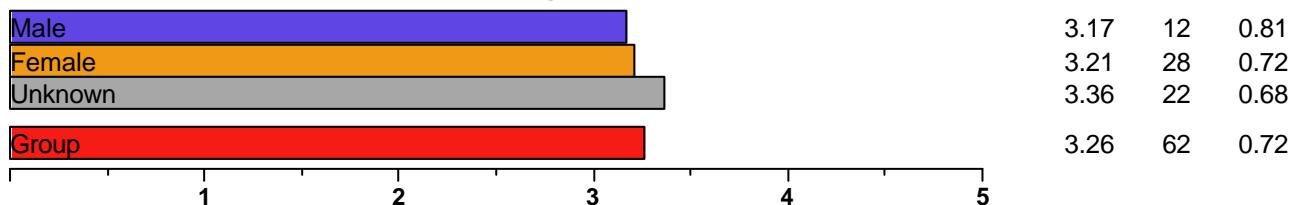
Problems are seen as opportunities for improving processes next time around



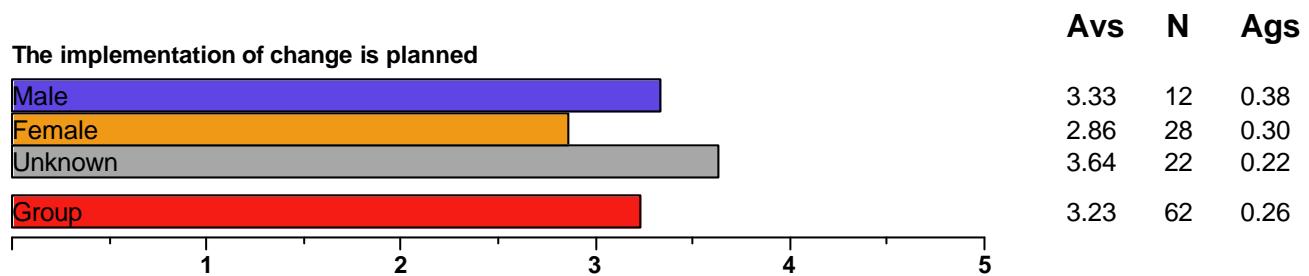
Problems are examined for root cause, not someone to blame



There is an appropriate level of control in the organisation



## Detailed Information by Gender

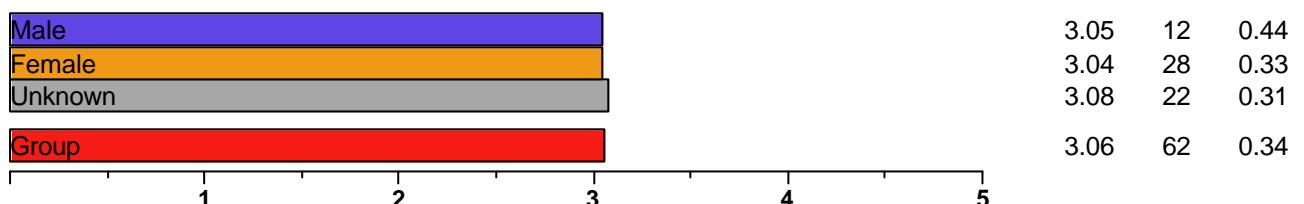



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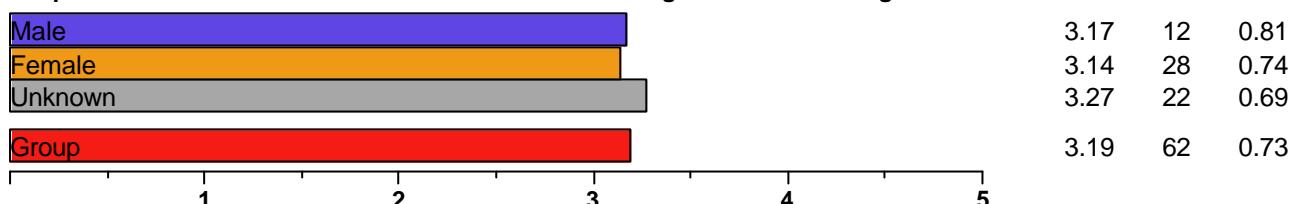
Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

## Detailed Information by Gender

### COMMUNICATION



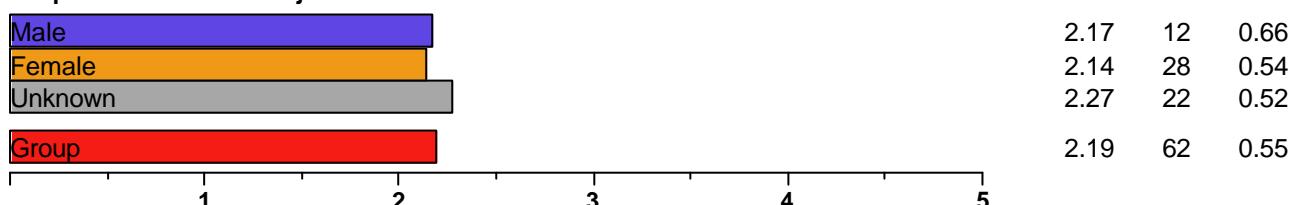
People have sufficient awareness of what others in the organisation are doing



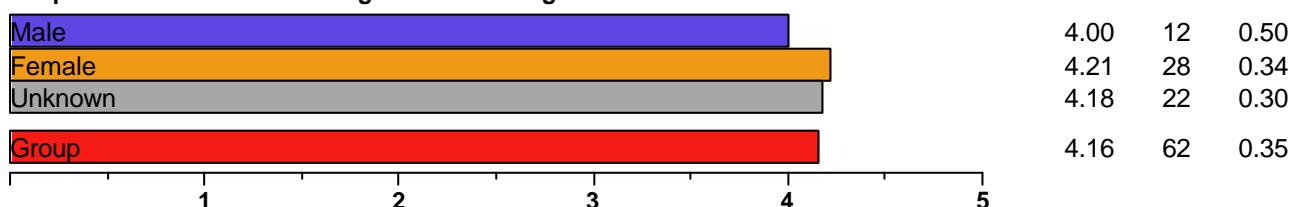
People have a say in the way things are done



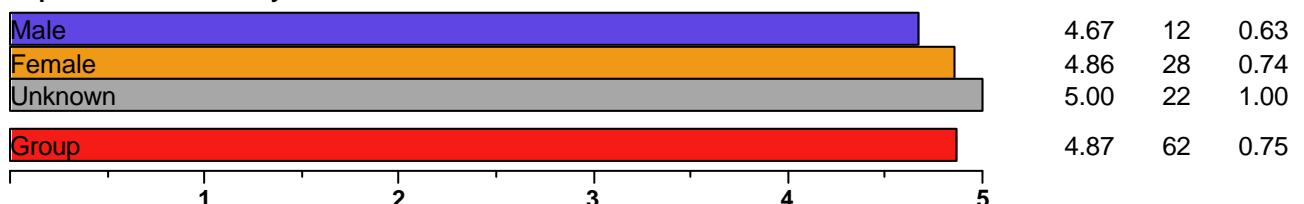
People are told when the job has been done well



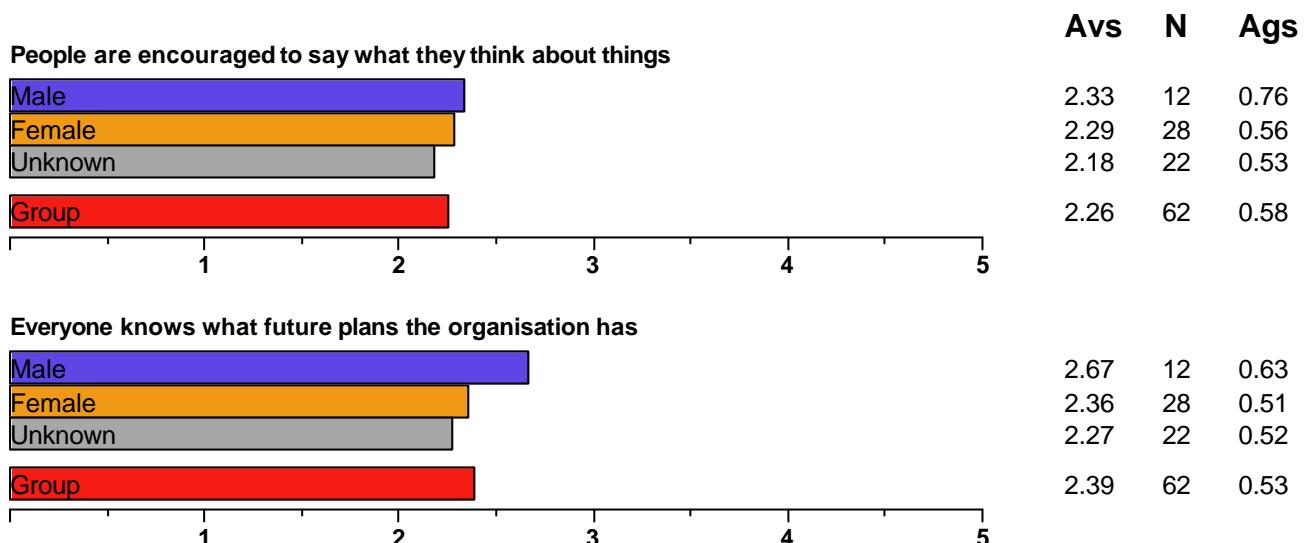
People learn most about the organisation through 'official' channels



Expectations are clearly communicated

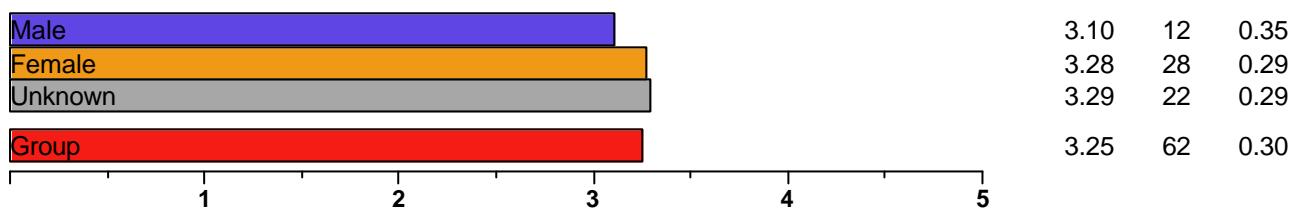


## Detailed Information by Gender

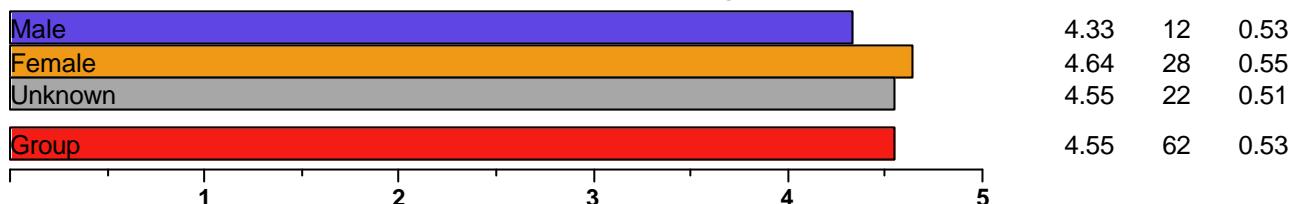


## Detailed Information by Gender

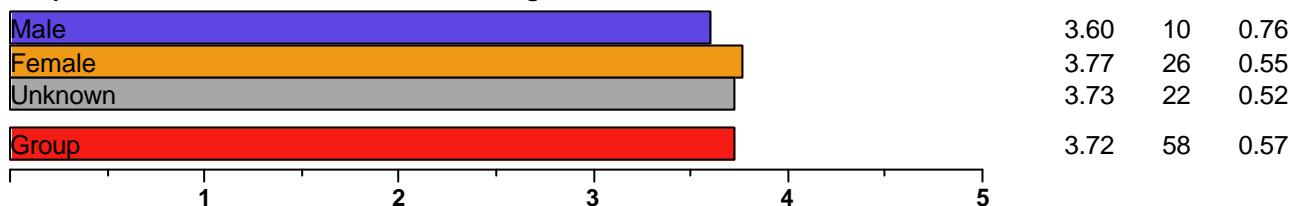
### SKILLS AND ROLES



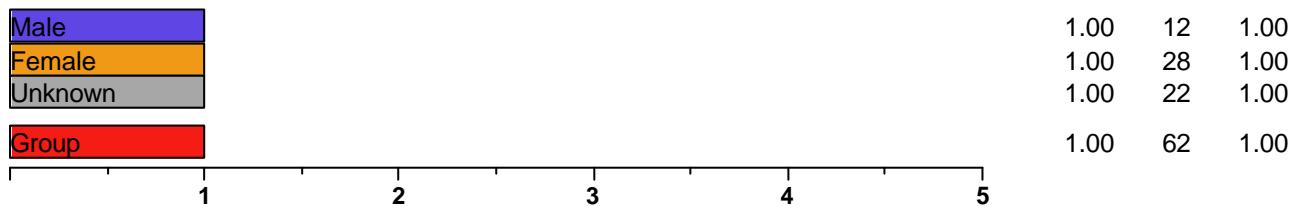
There are opportunities for personal development while working here



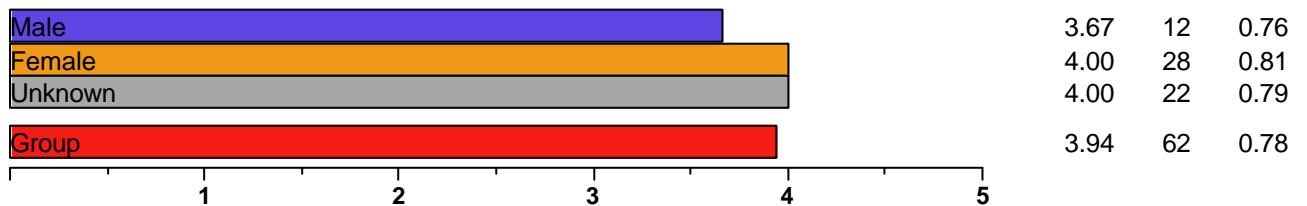
People are clear about their own role in the organisation



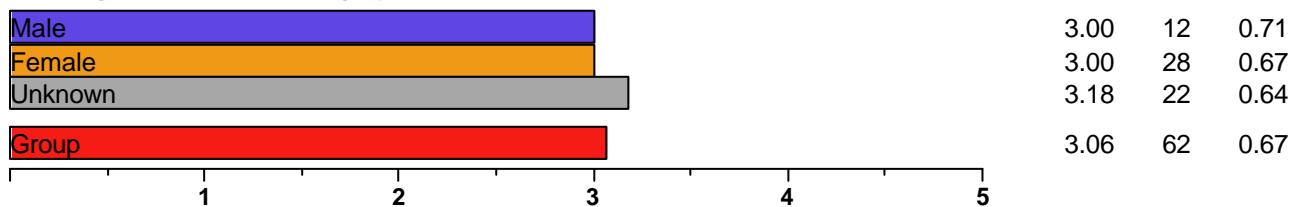
People make positive efforts to work as part of a team



Managers provide support when required

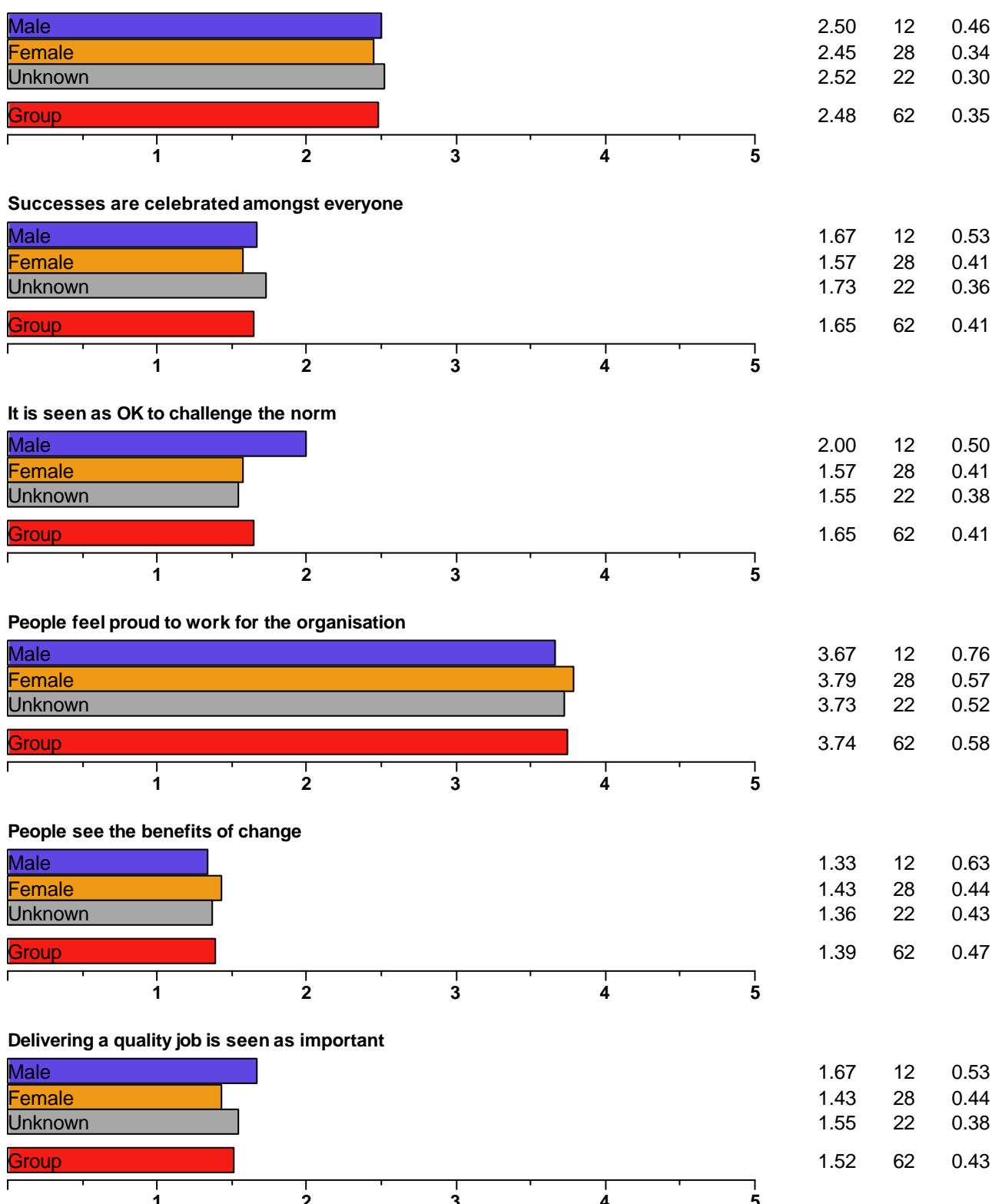


People get rewarded for doing a job well



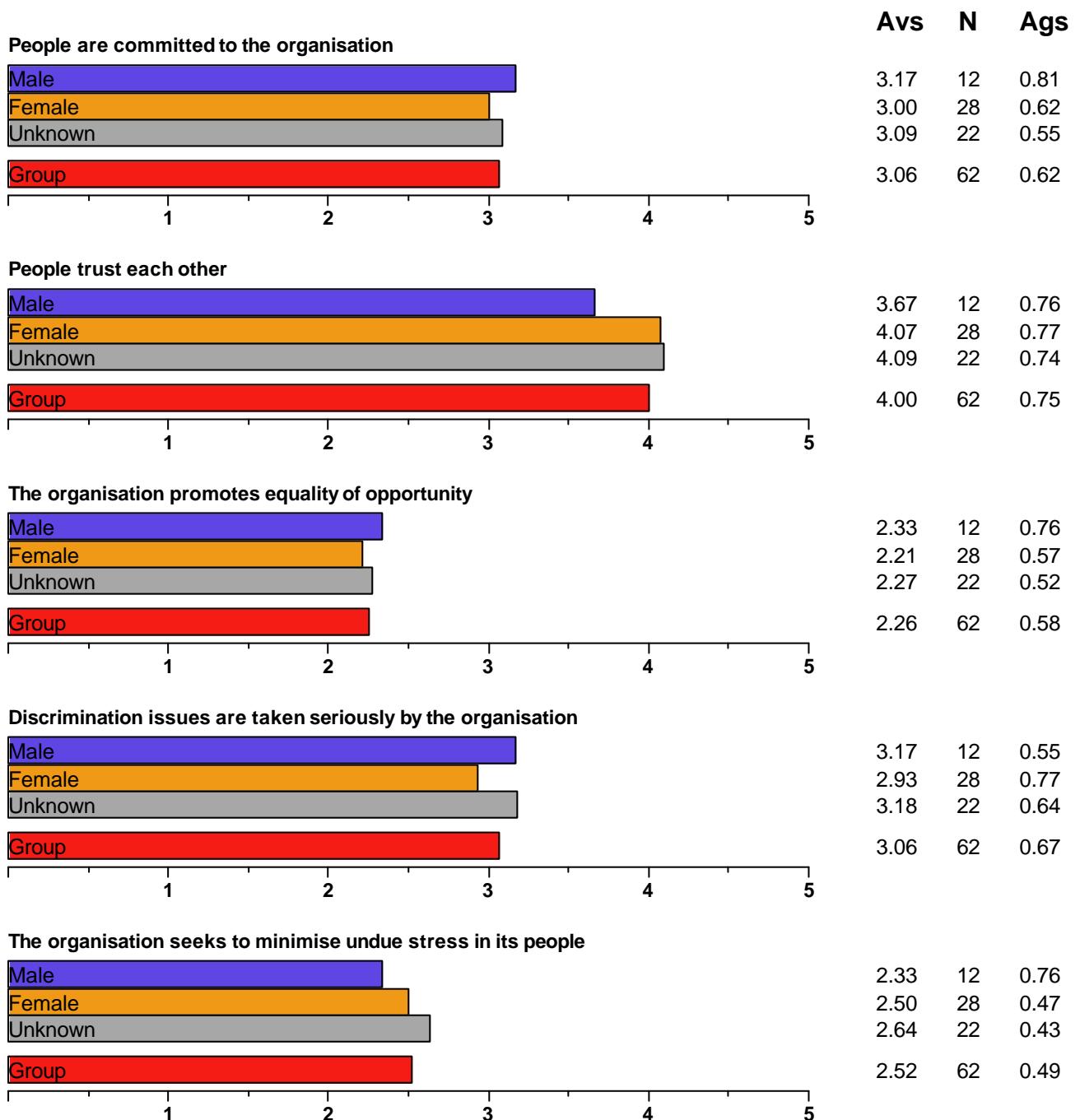
## Detailed Information by Gender

### SHARED VALUES / BELIEFS



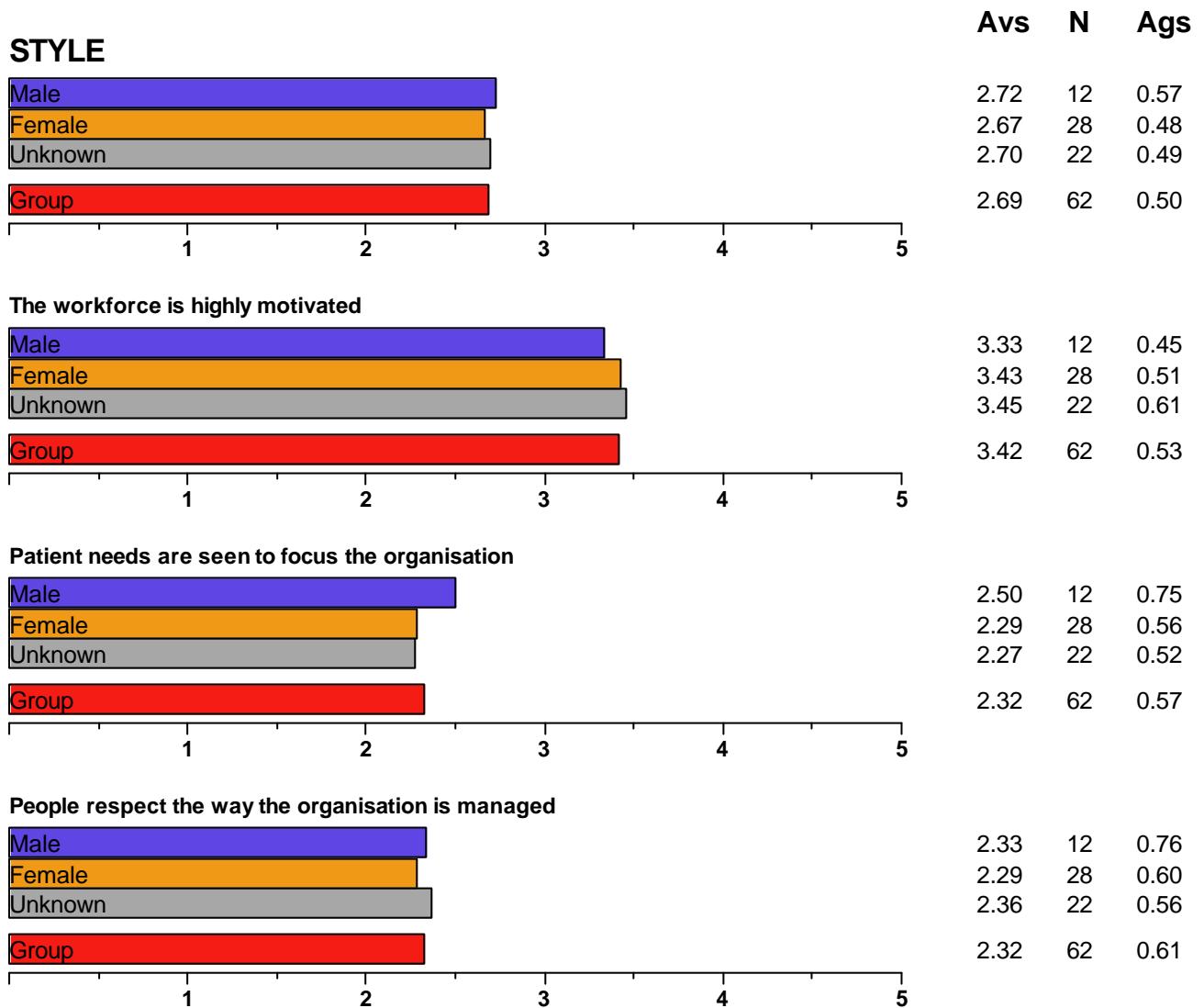
Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

## Detailed Information by Gender



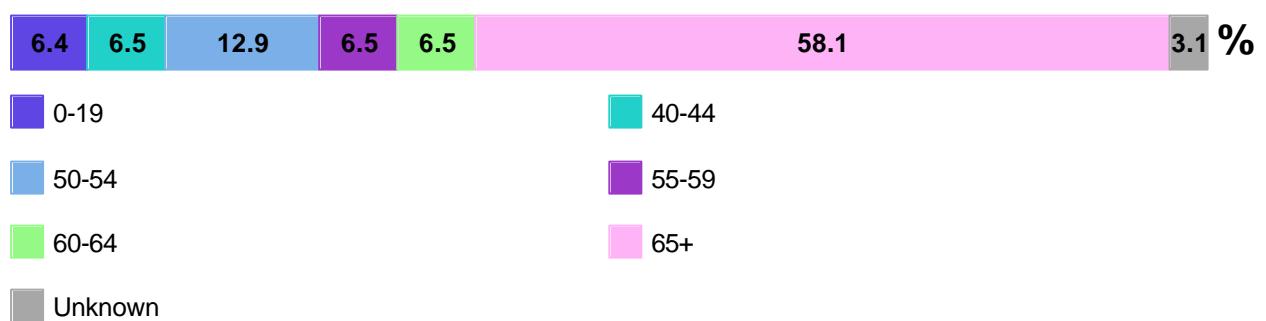
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## Detailed Information by Gender



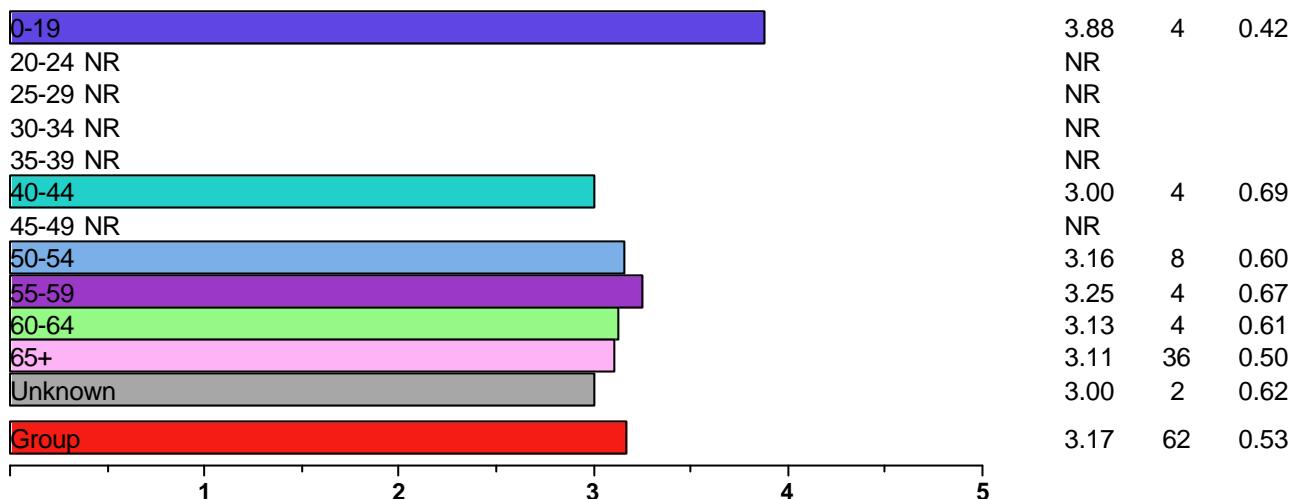
Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

# Age

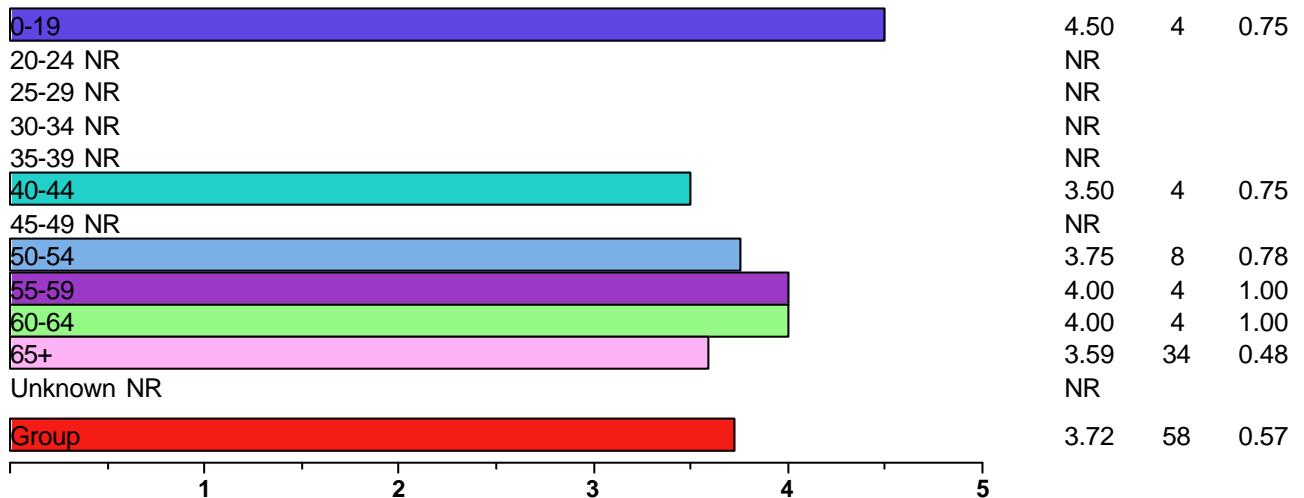


## Detailed Information by Age

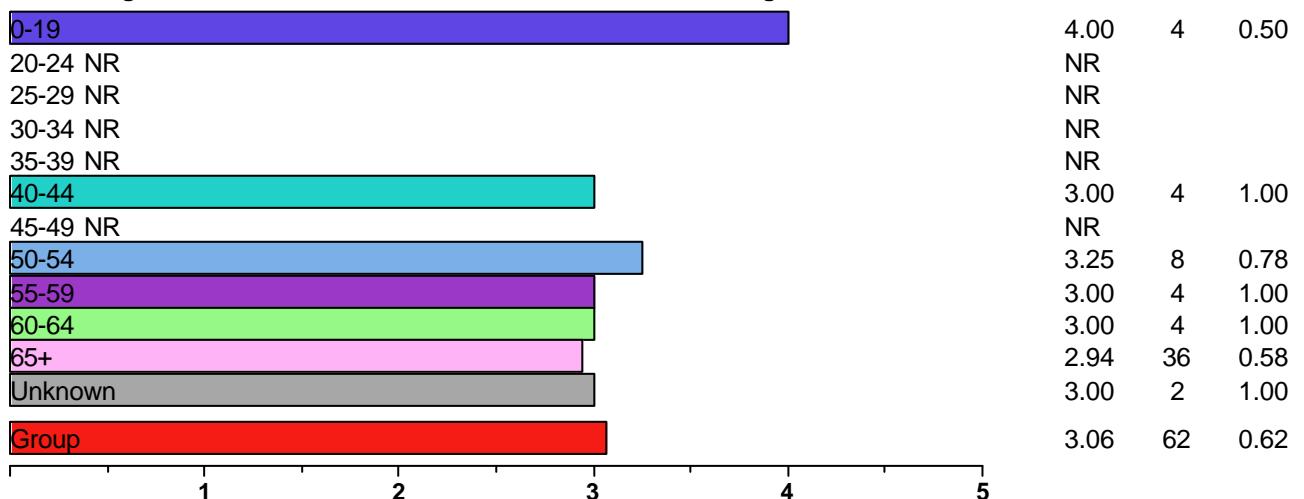
### STAFF



### People have enough say in decisions affecting their work

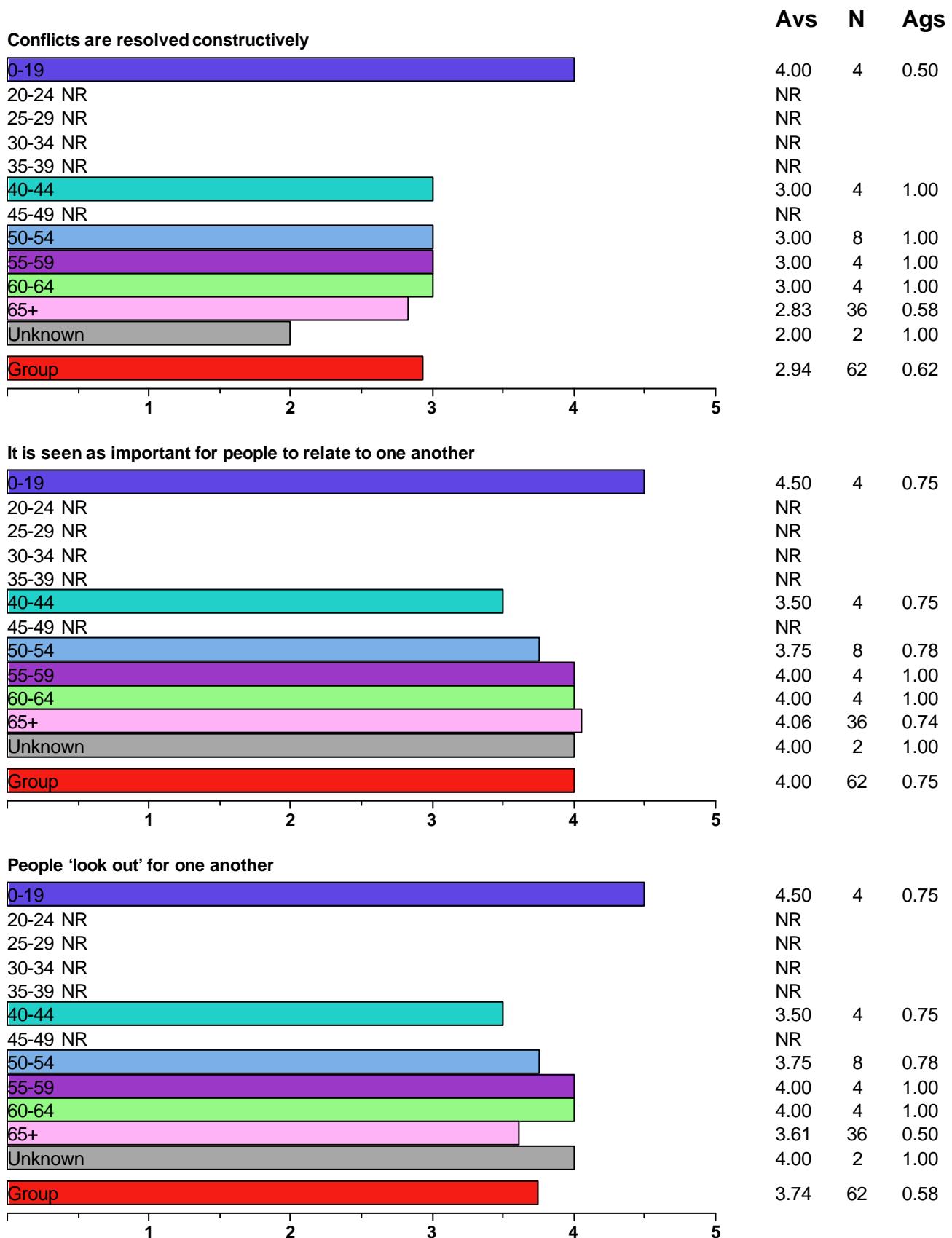


### The management team understand the issues at all levels in the organisation



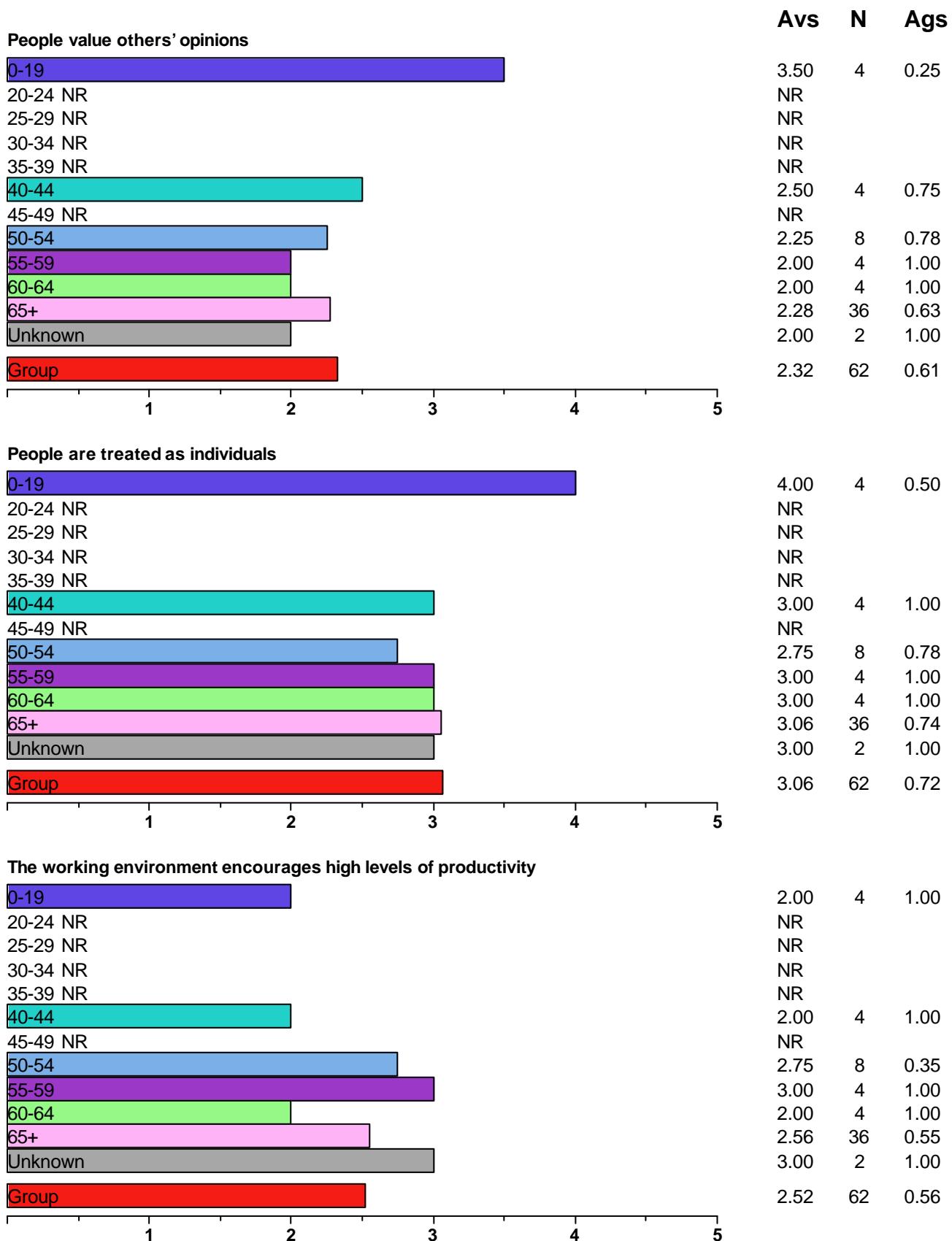
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## Detailed Information by Age



Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

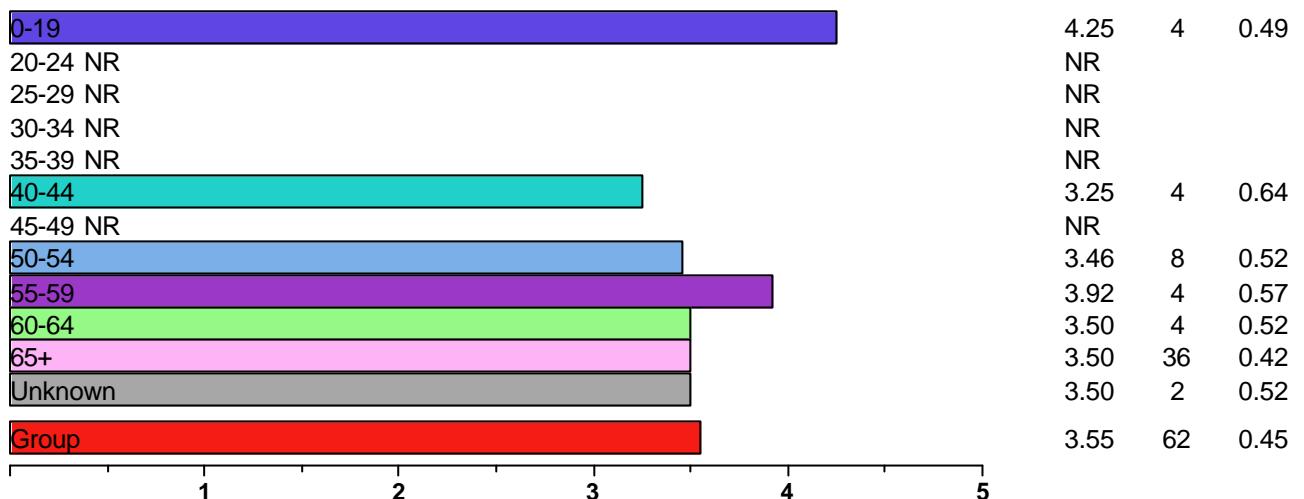
## Detailed Information by Age



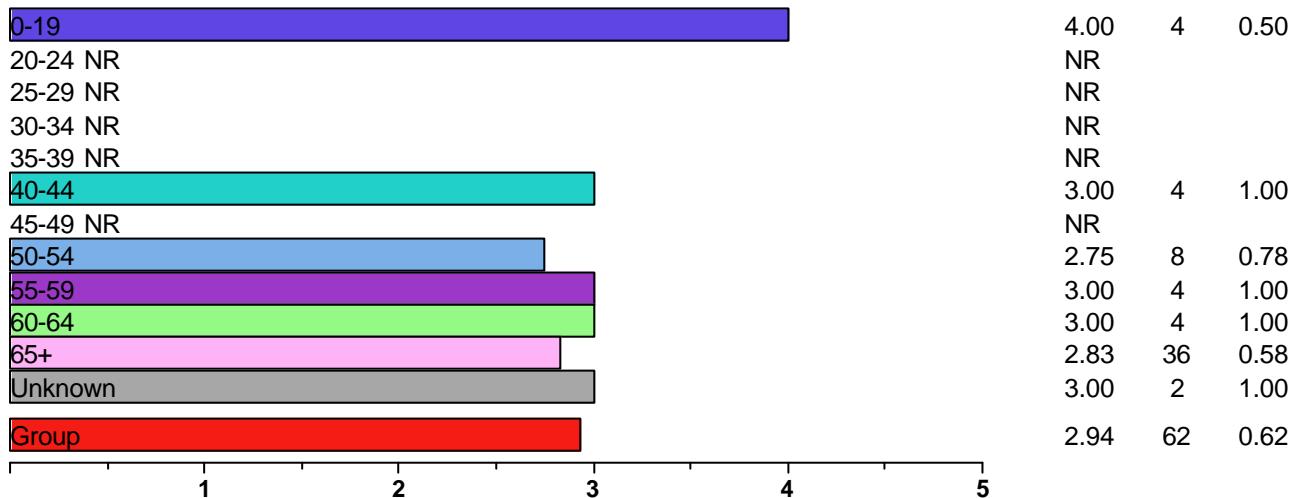
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## Detailed Information by Age

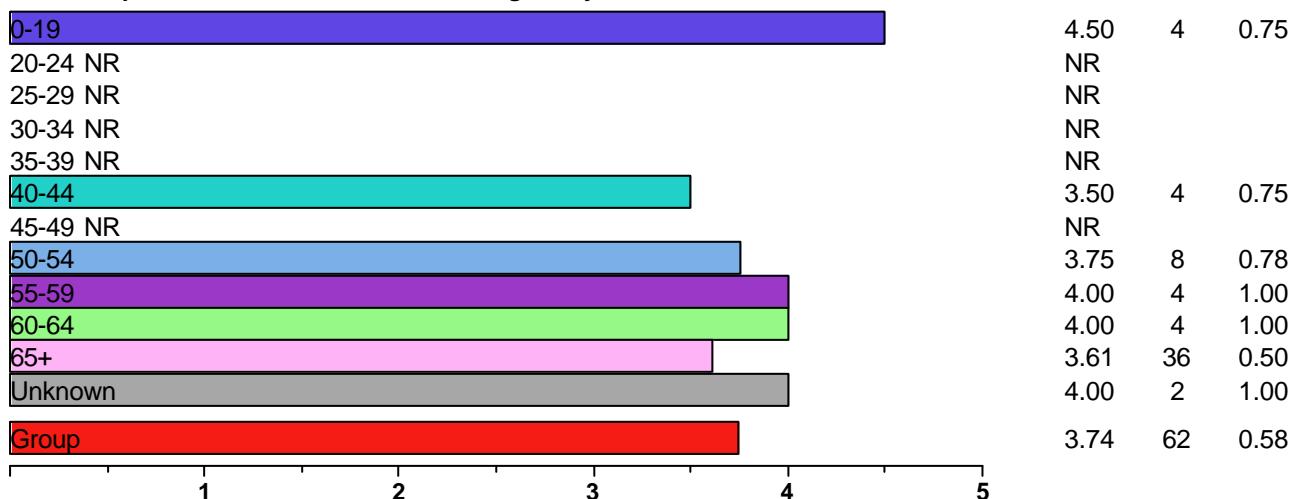
### SYSTEMS / CONTROL



### Organisational procedures are seen as worthwhile

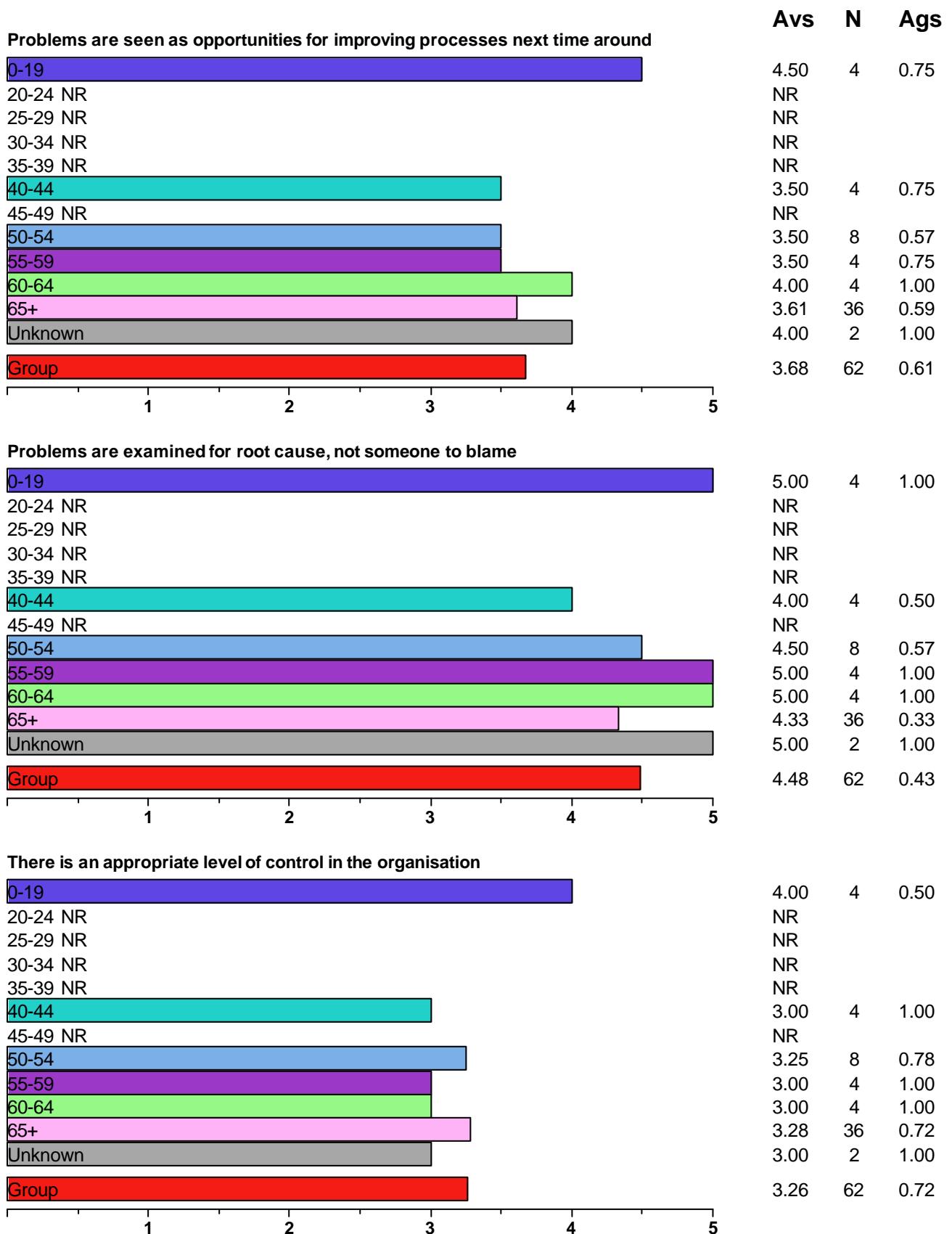


### Individual performance is measured in the right way



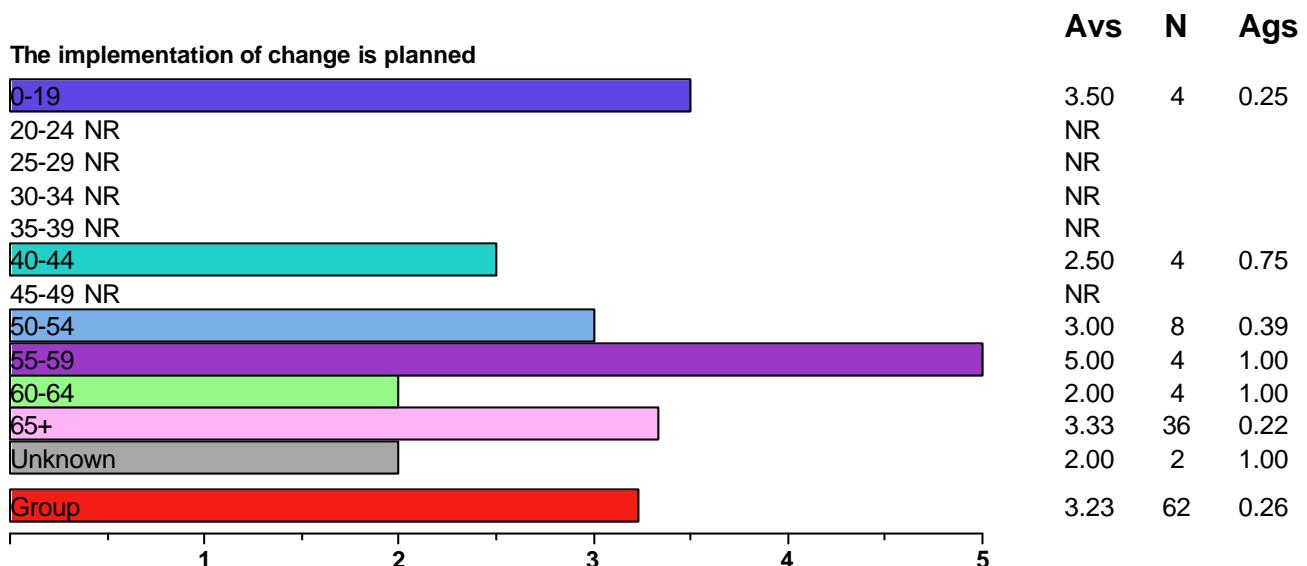
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## Detailed Information by Age



Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

## Detailed Information by Age

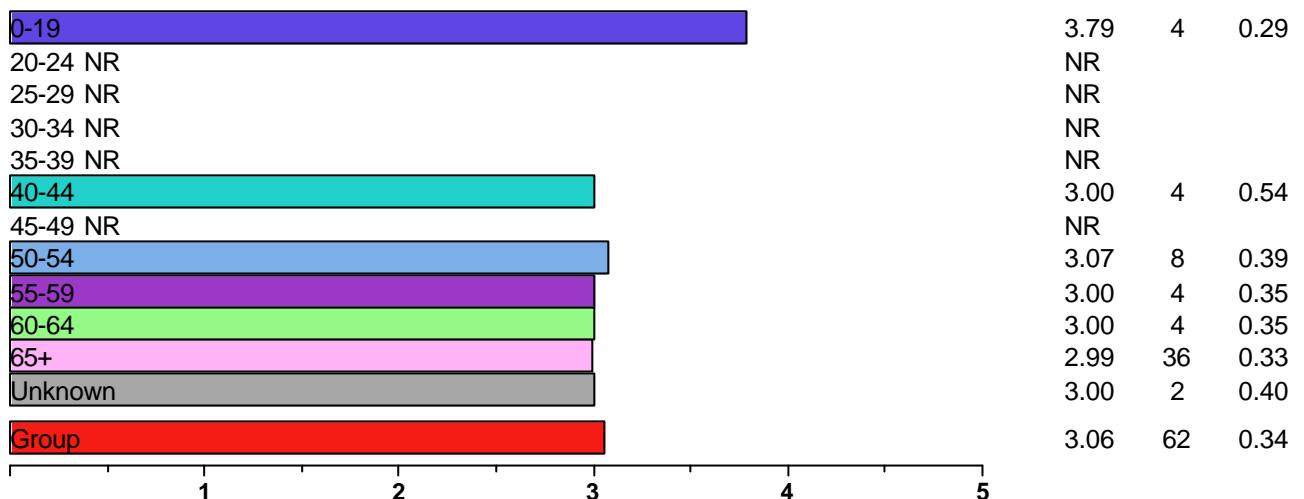



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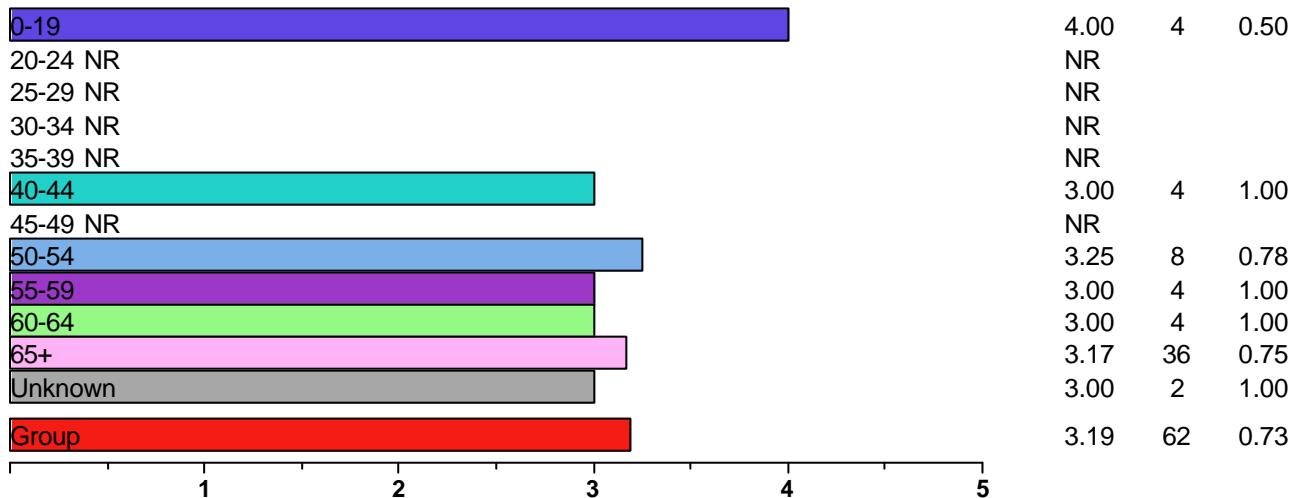
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## Detailed Information by Age

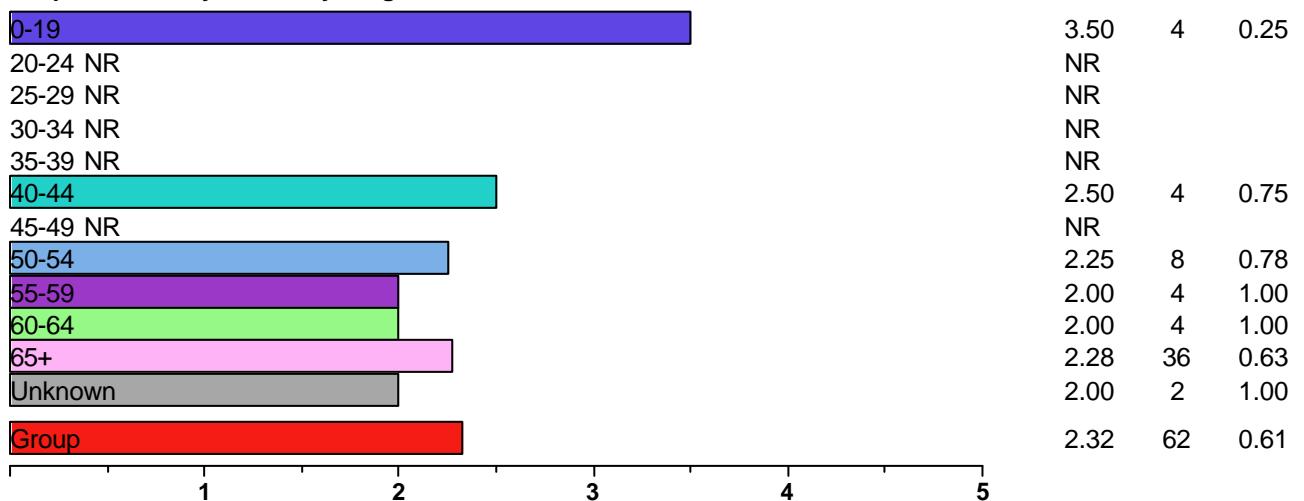
### COMMUNICATION



### People have sufficient awareness of what others in the organisation are doing

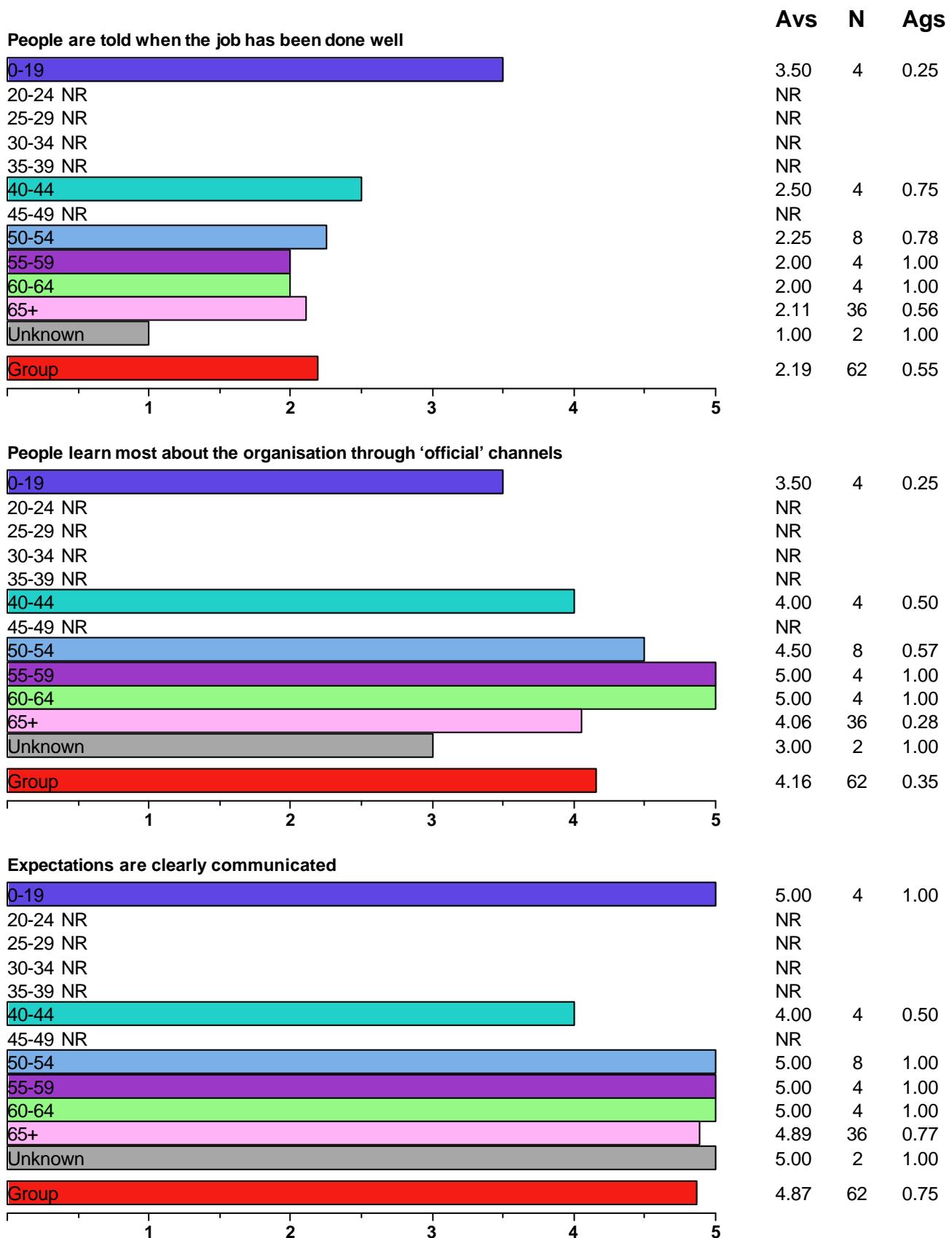


### People have a say in the way things are done



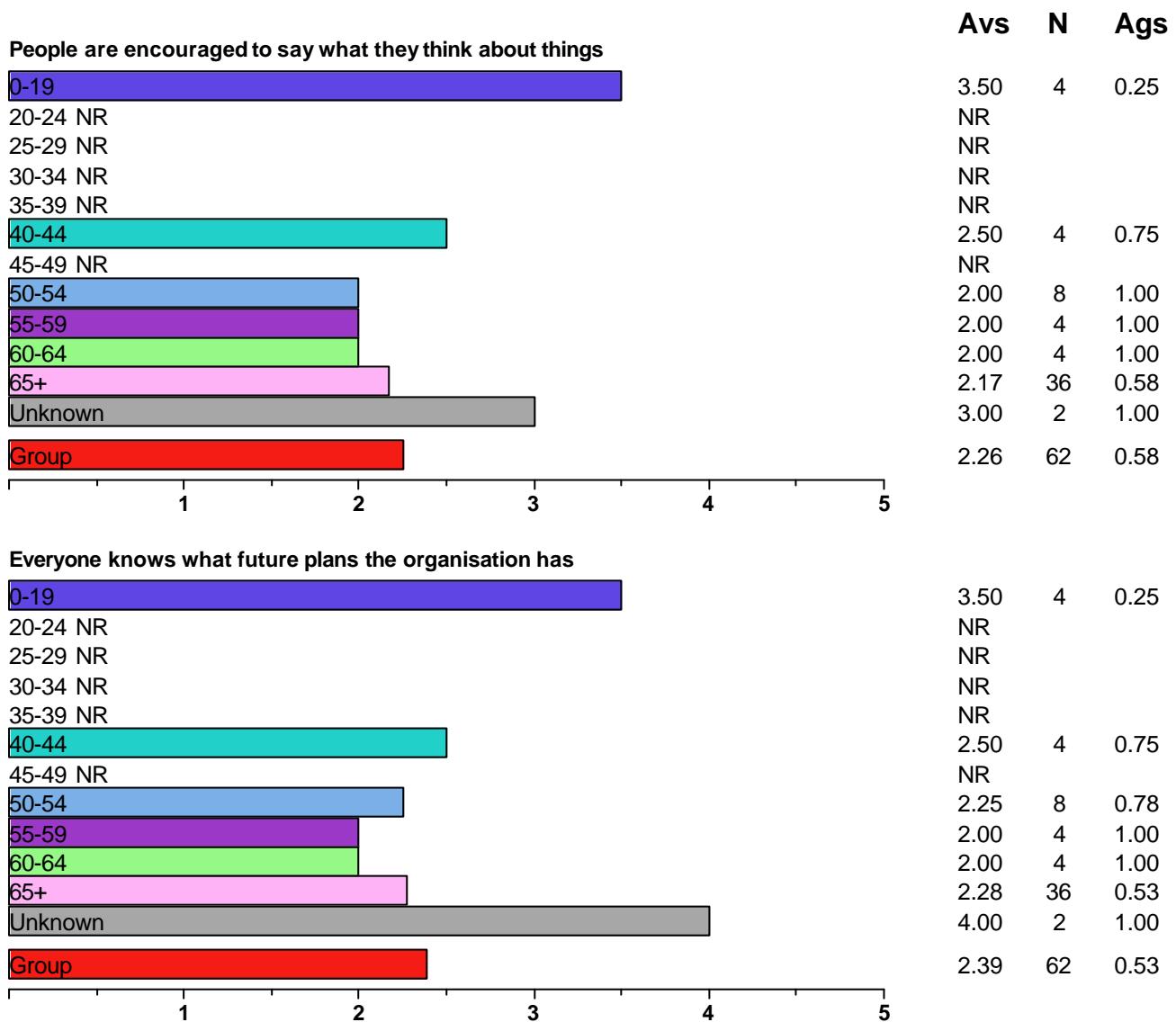
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## Detailed Information by Age



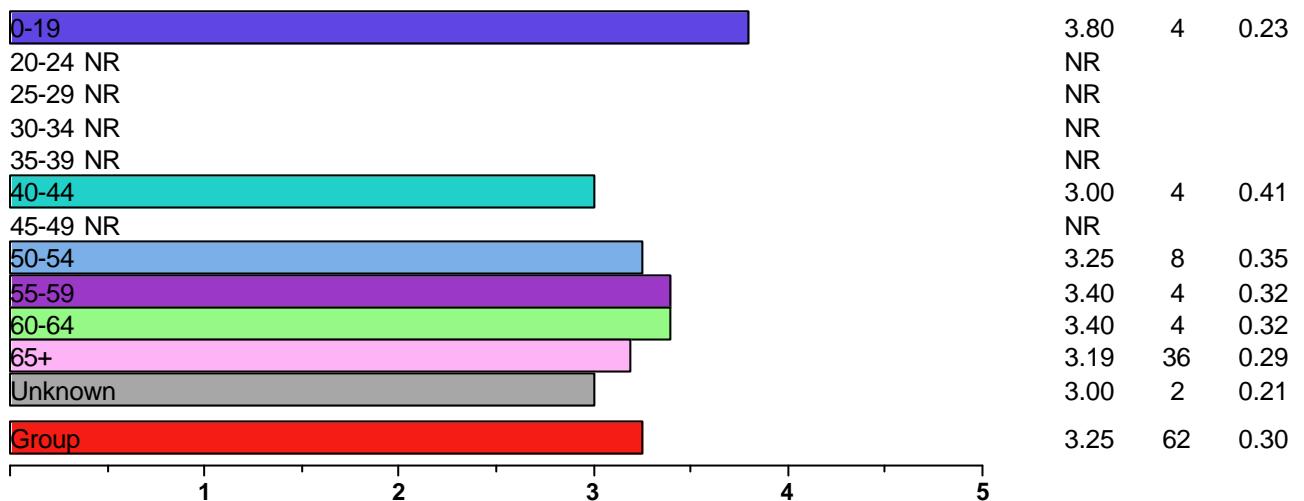
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## Detailed Information by Age

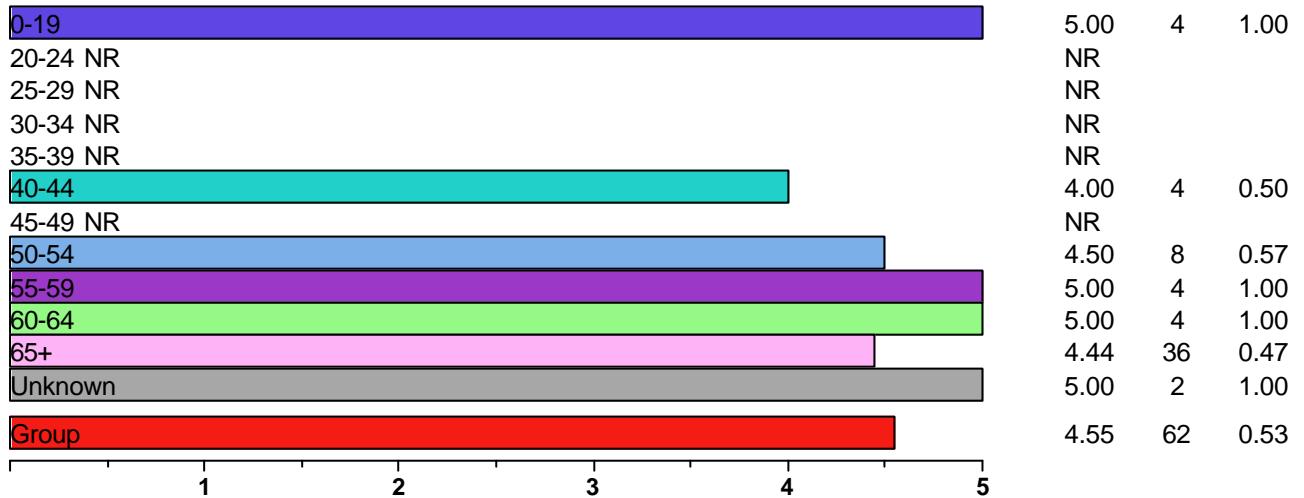


## Detailed Information by Age

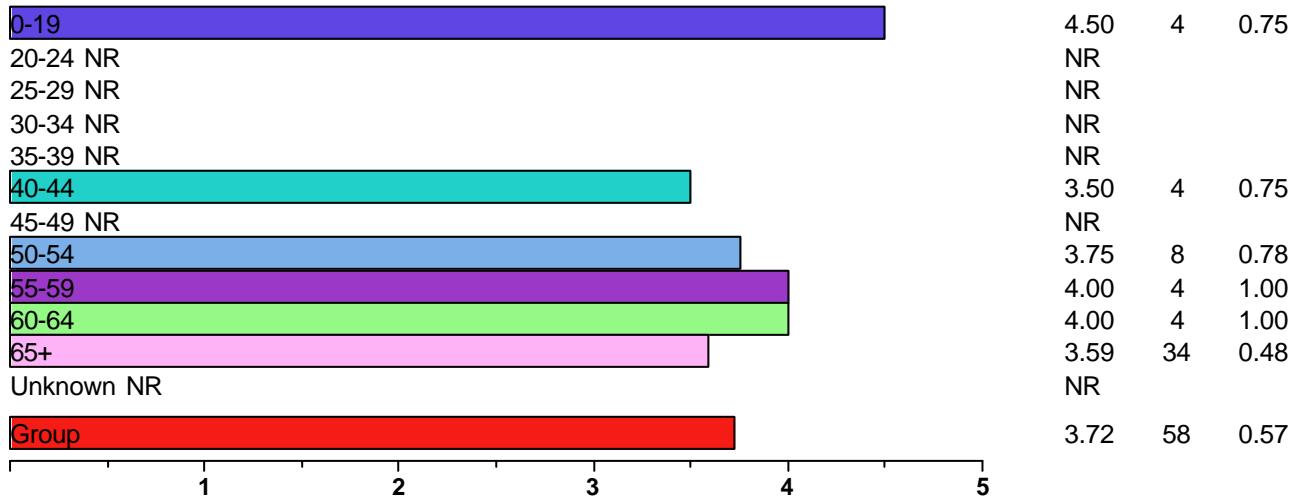
### SKILLS AND ROLES



### There are opportunities for personal development while working here

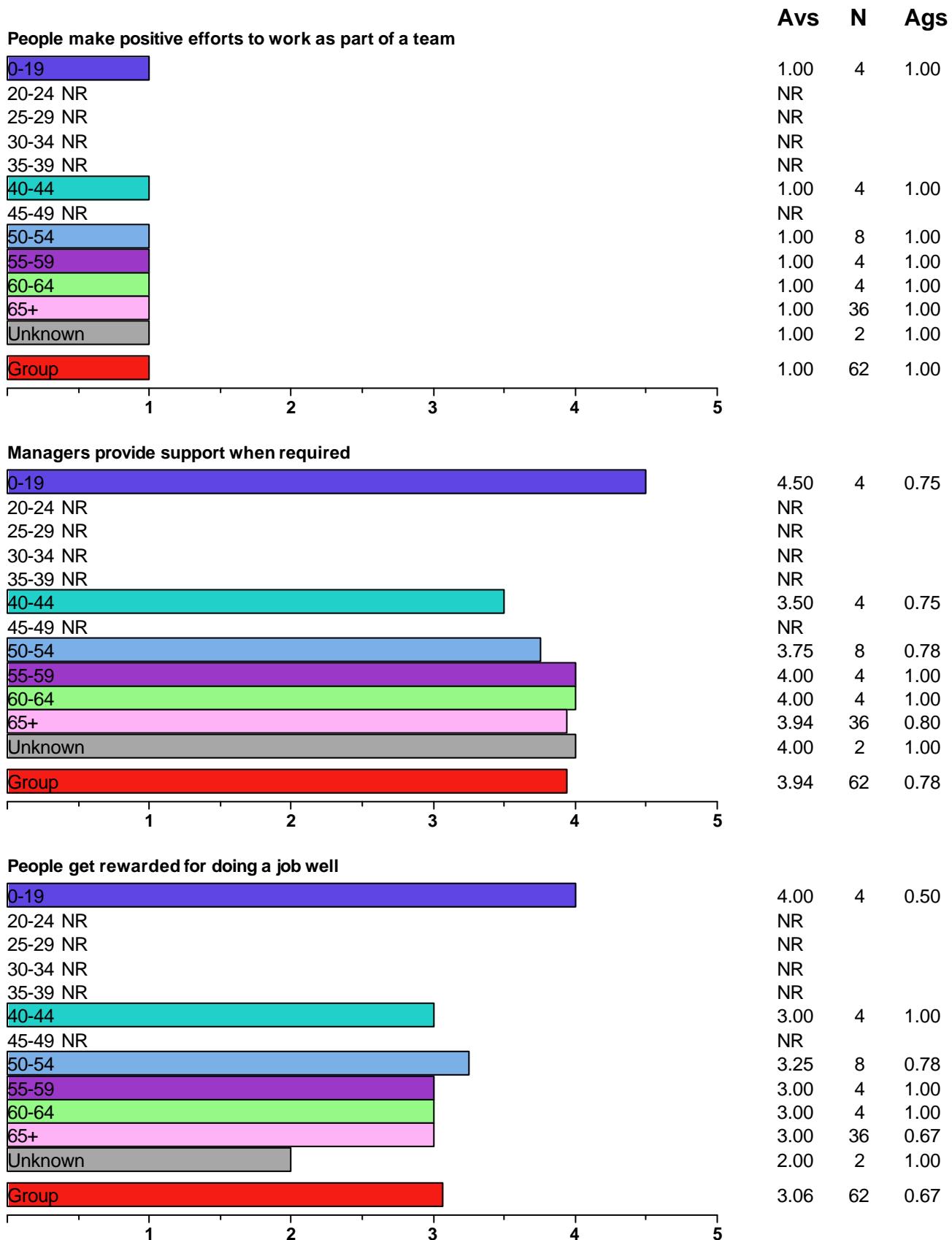


### People are clear about their own role in the organisation



Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

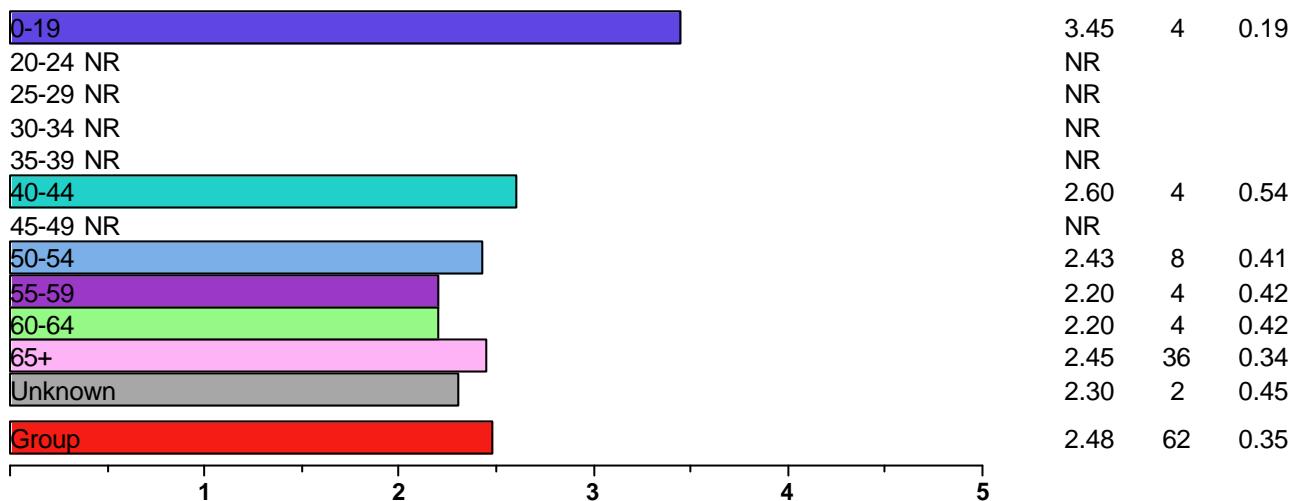
## Detailed Information by Age



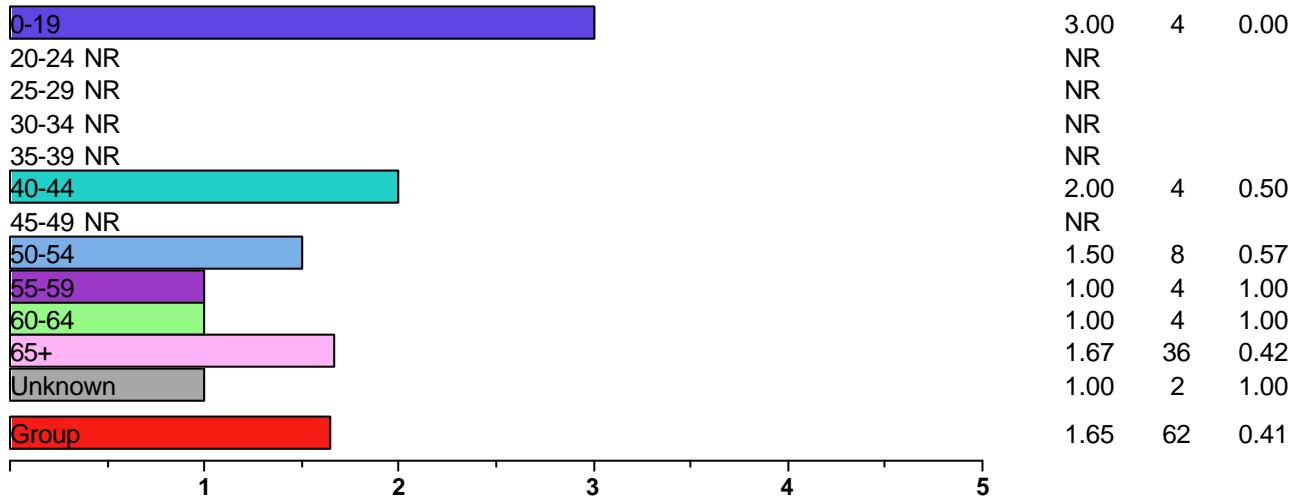
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## Detailed Information by Age

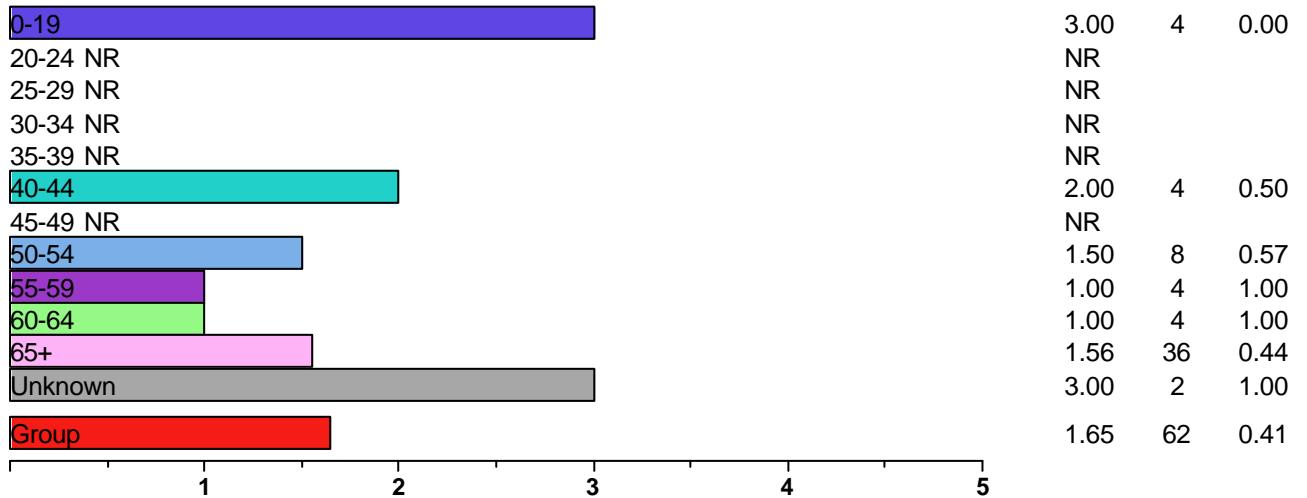
### SHARED VALUES / BELIEFS



### Successes are celebrated amongst everyone

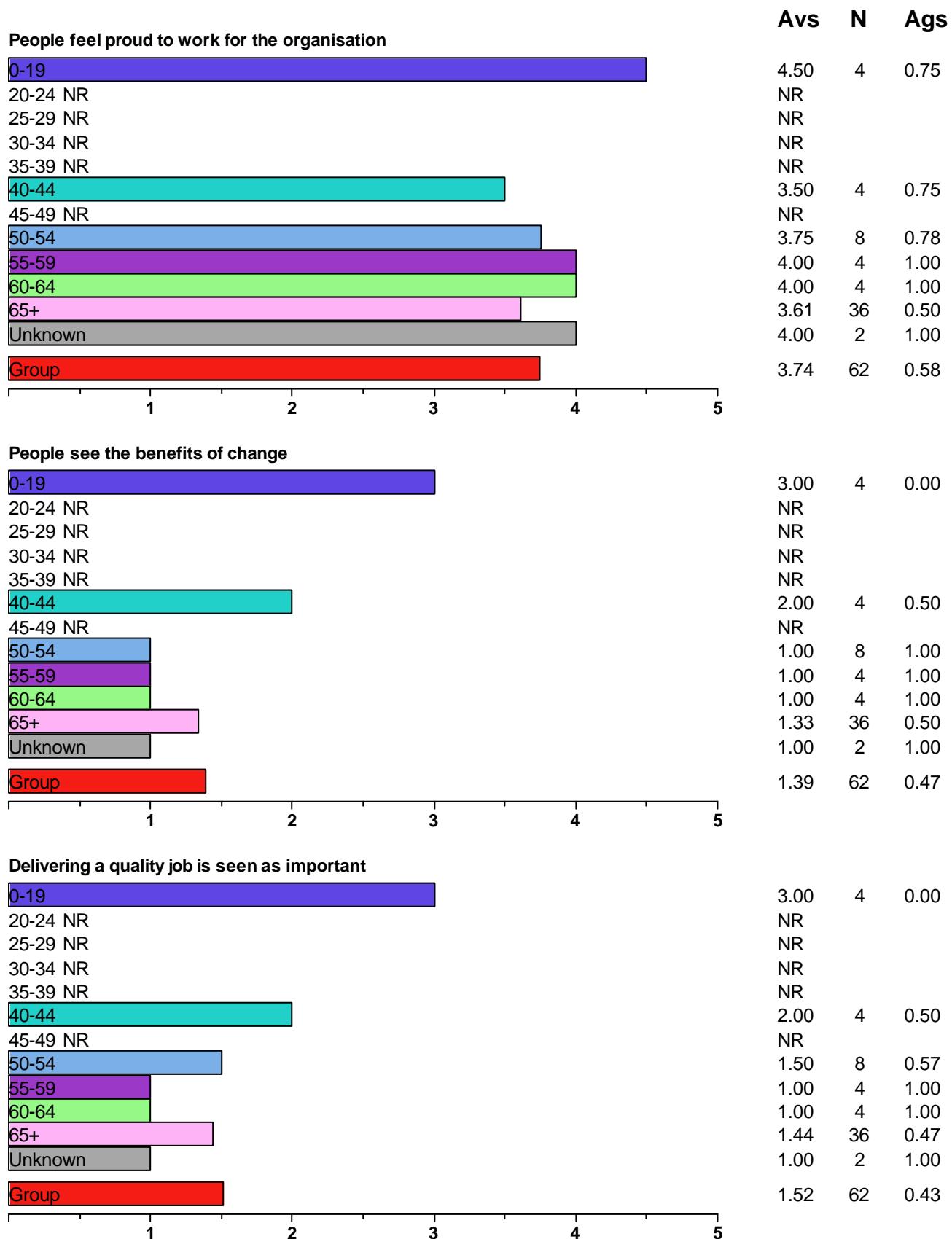


### It is seen as OK to challenge the norm



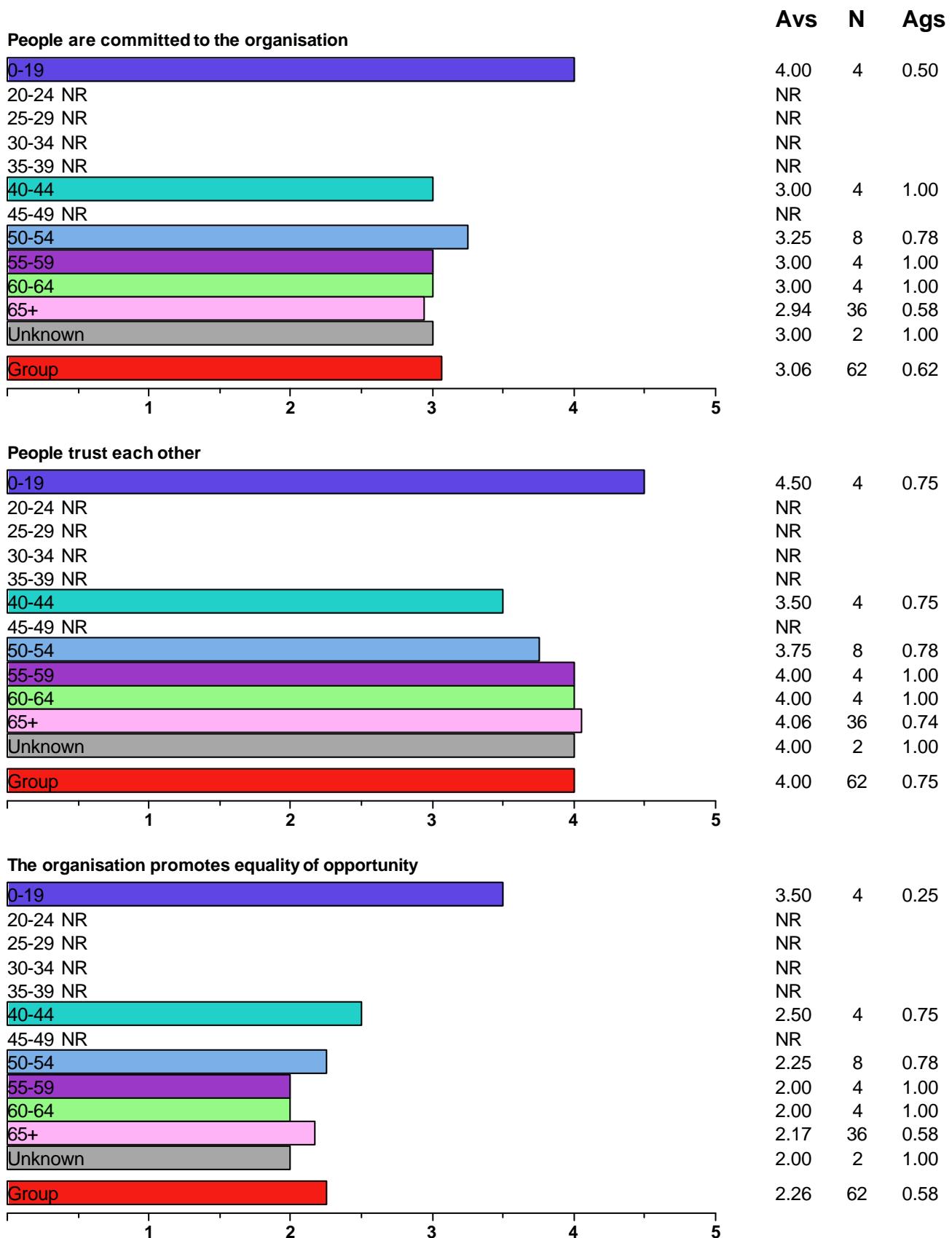
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## Detailed Information by Age



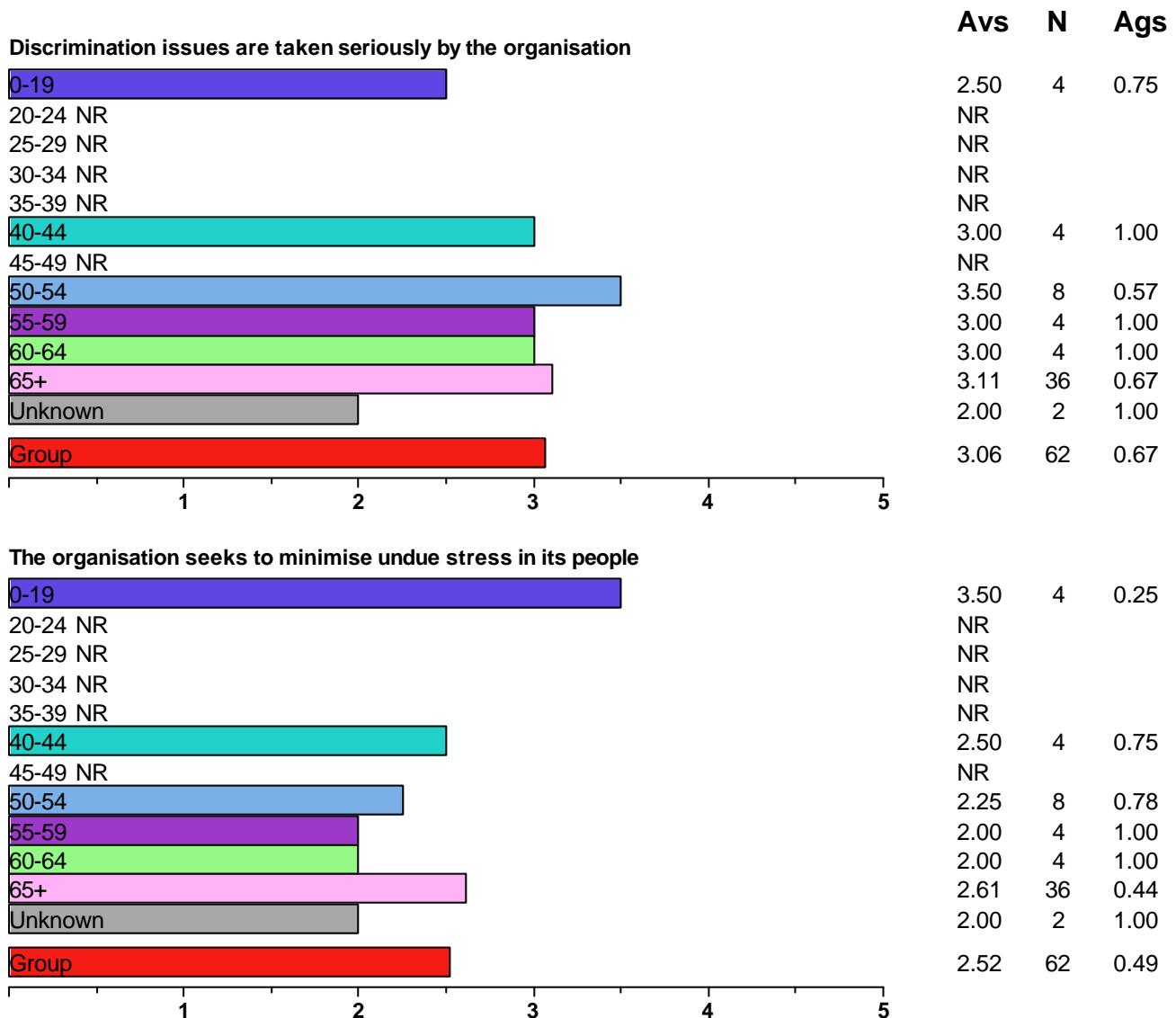
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## Detailed Information by Age

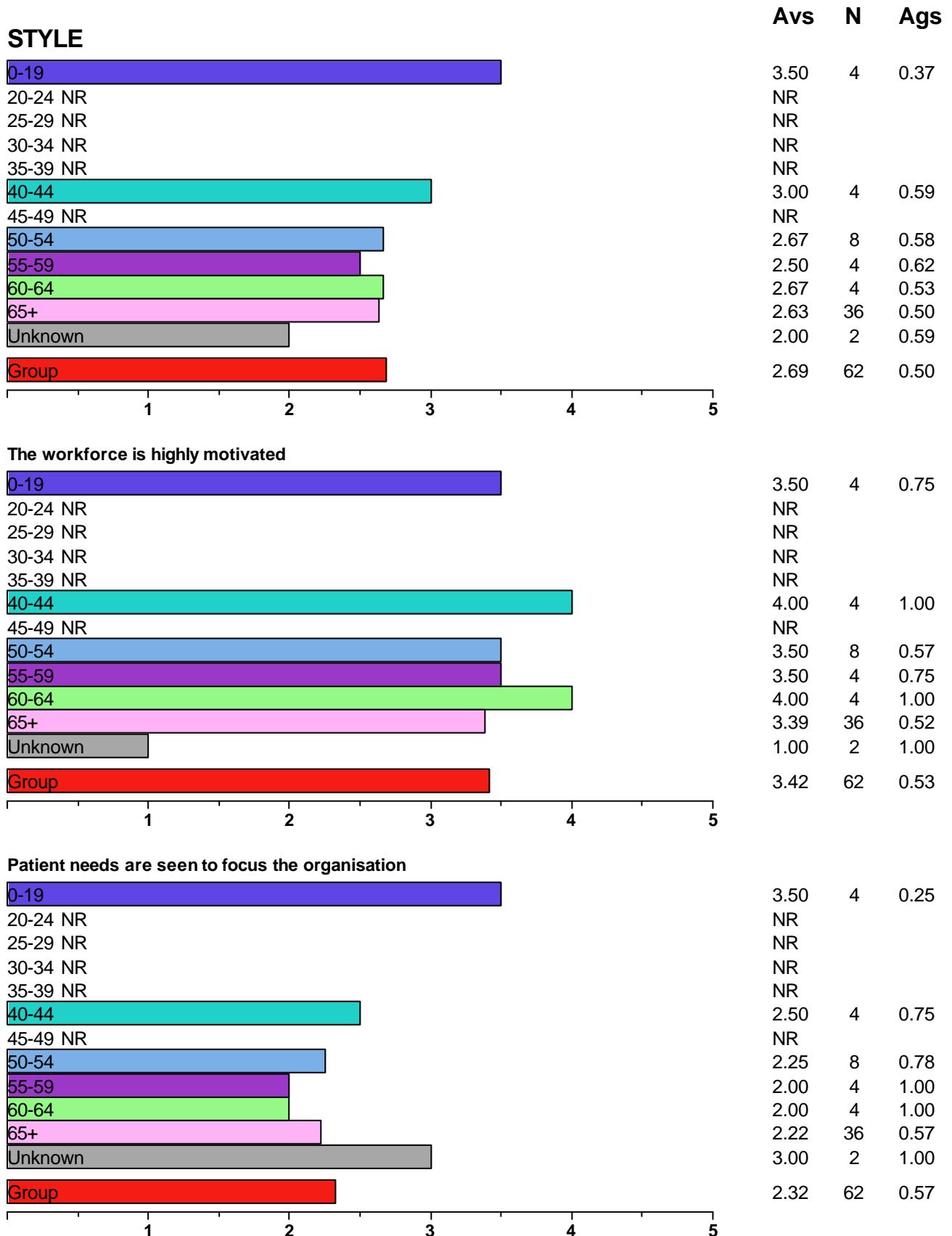


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## Detailed Information by Age

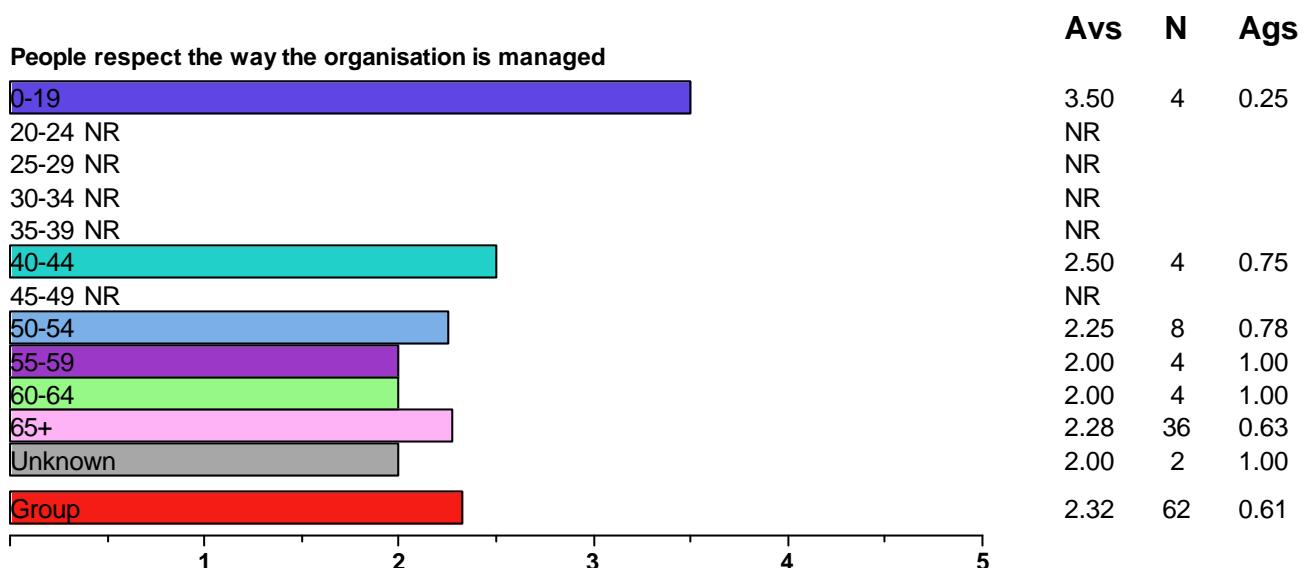


## Detailed Information by Age



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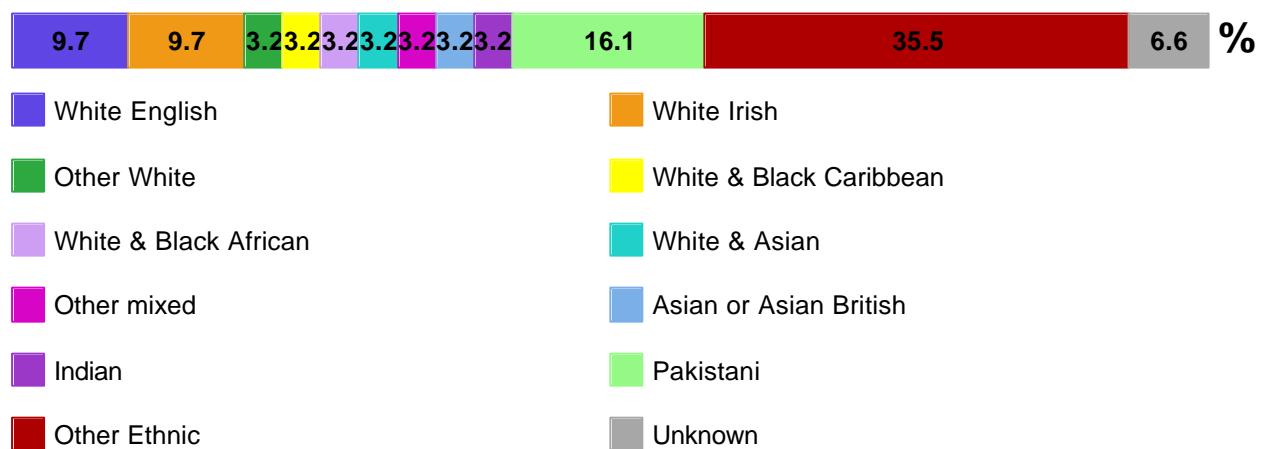
## Detailed Information by Age




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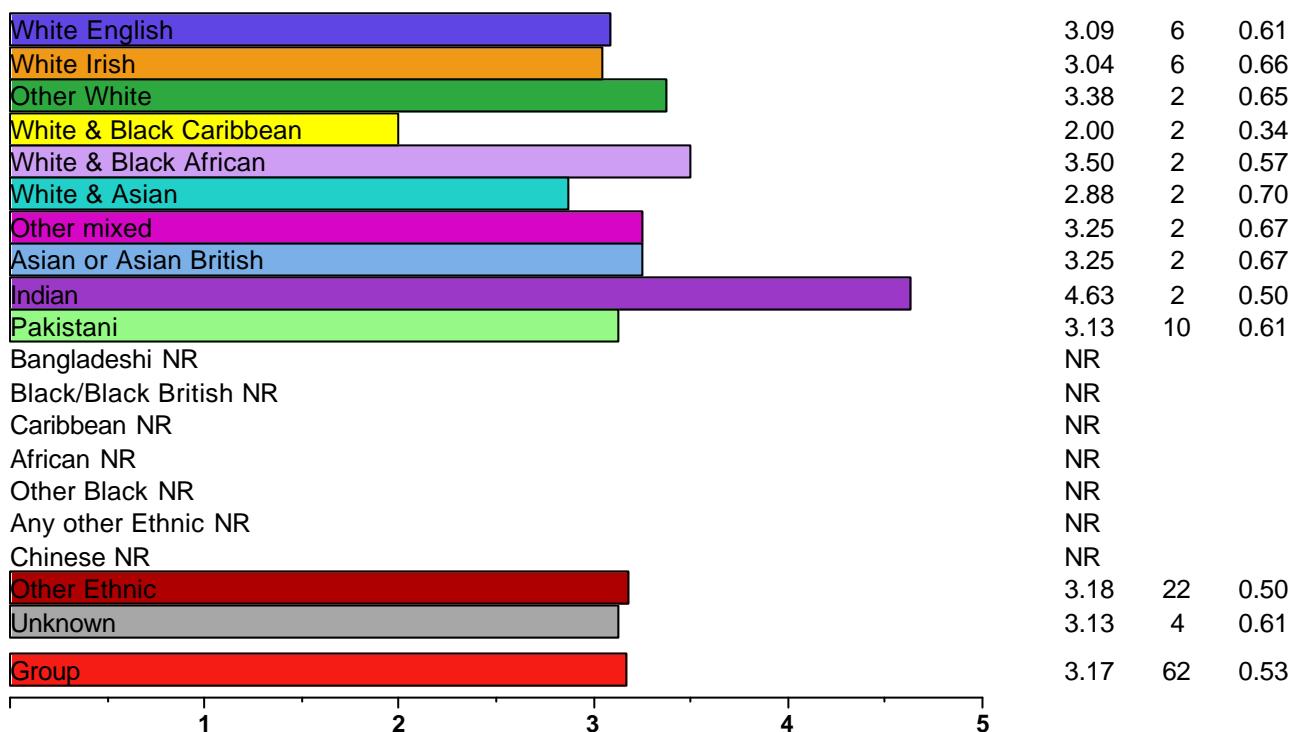
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# Ethnic Origin

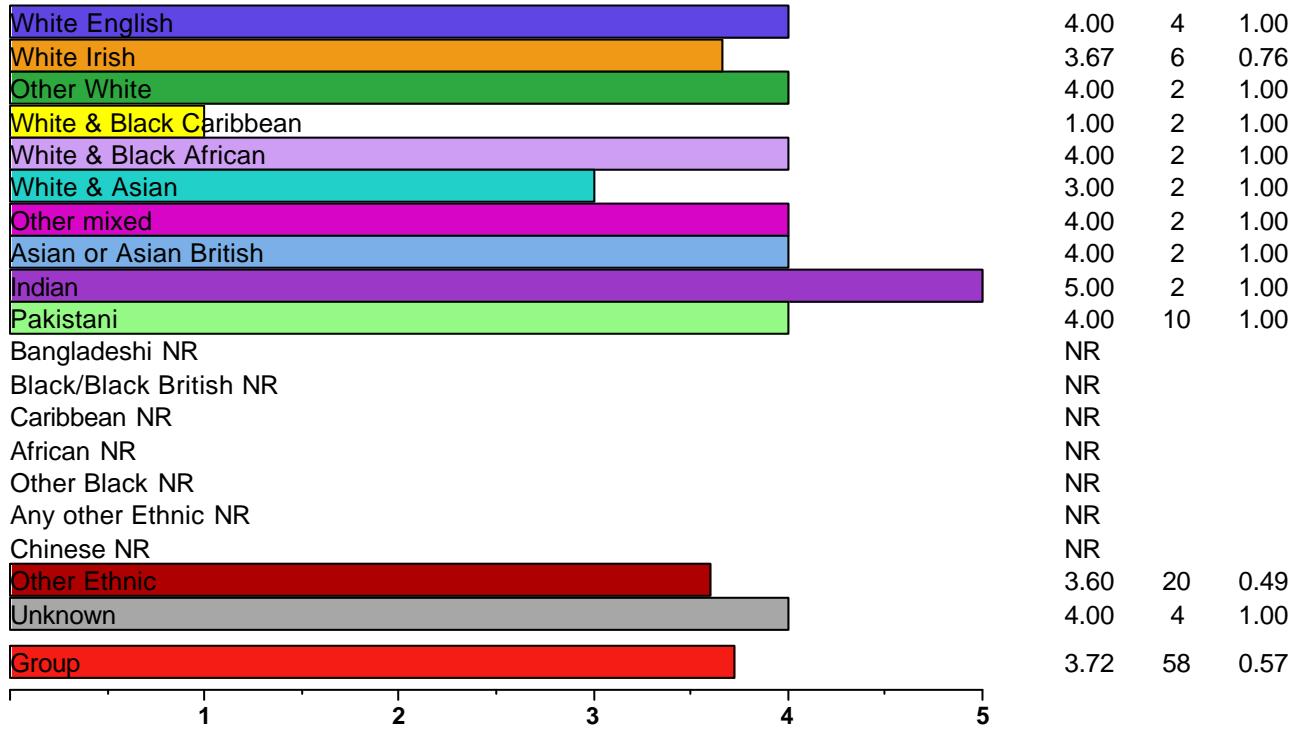


## Detailed Information by Ethnic Origin

### STAFF

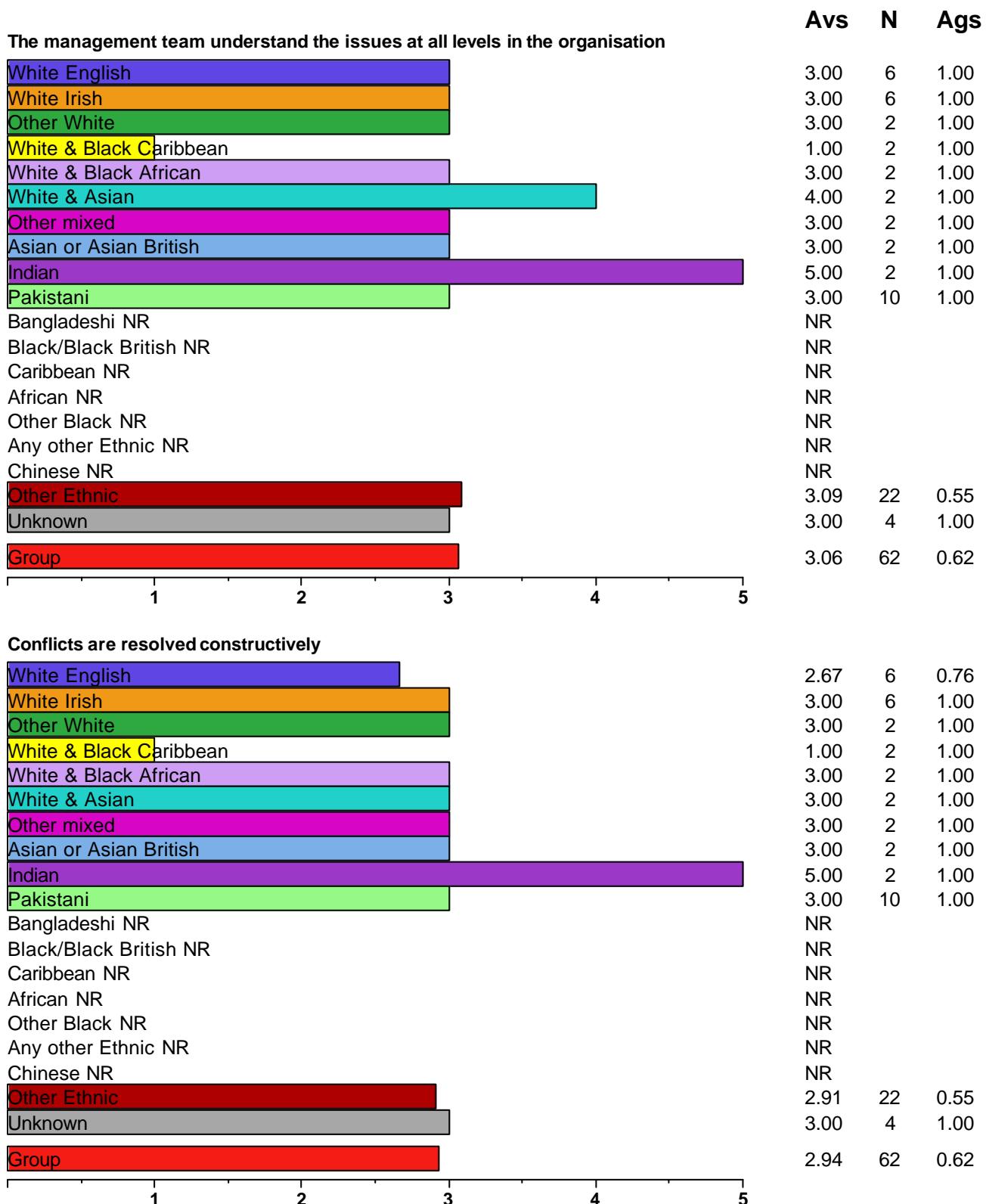


### People have enough say in decisions affecting their work



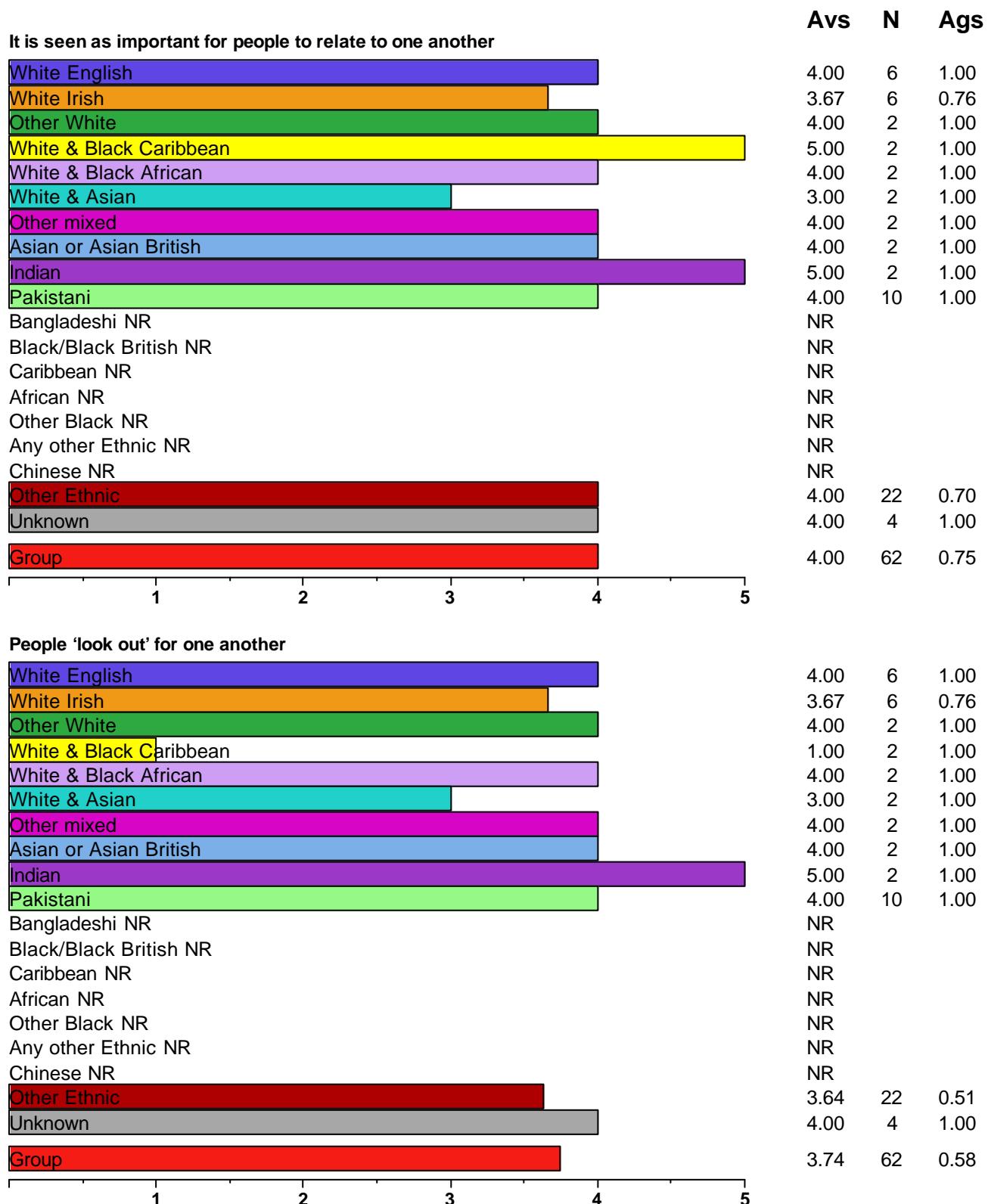
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## Detailed Information by Ethnic Origin



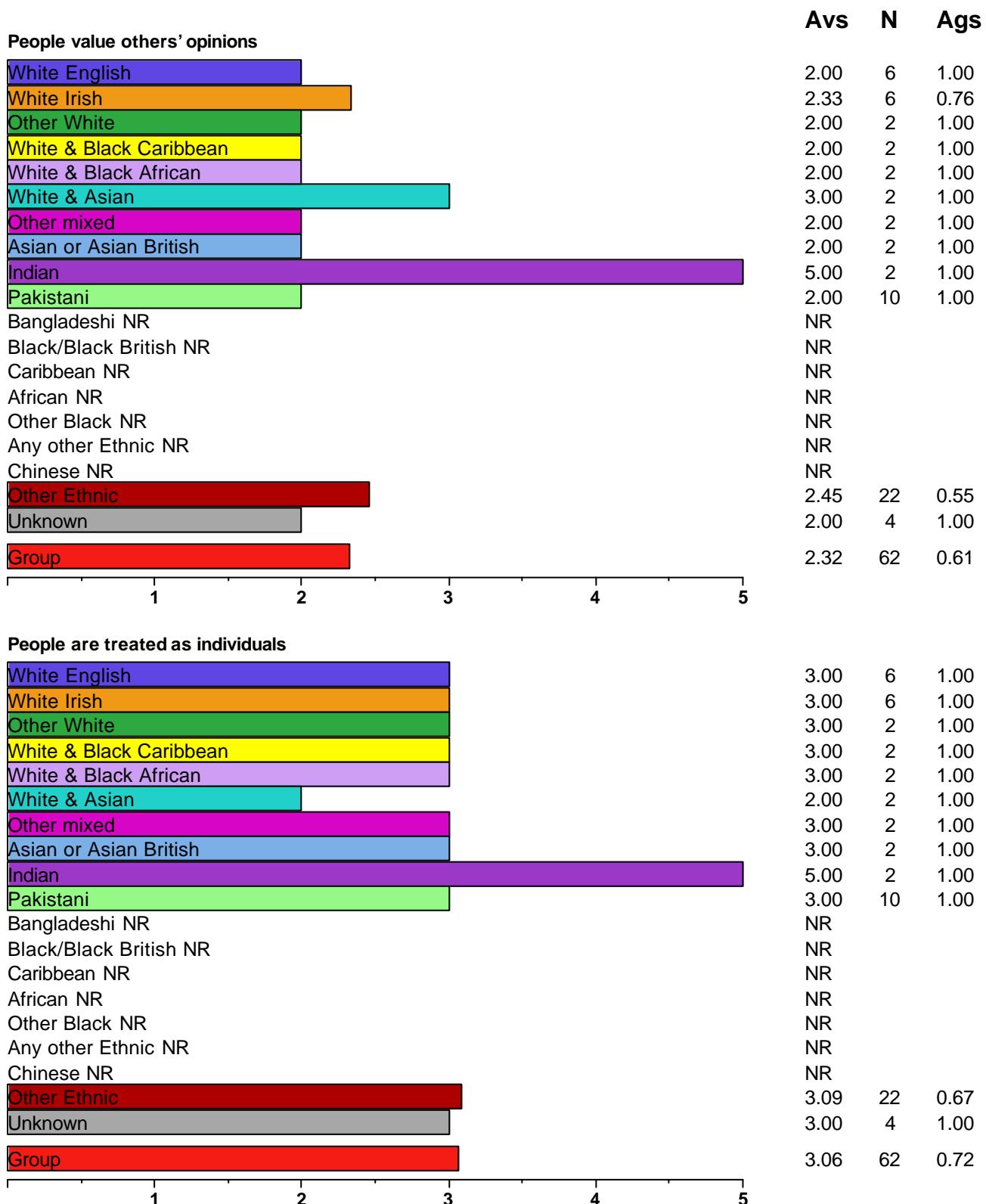
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## Detailed Information by Ethnic Origin



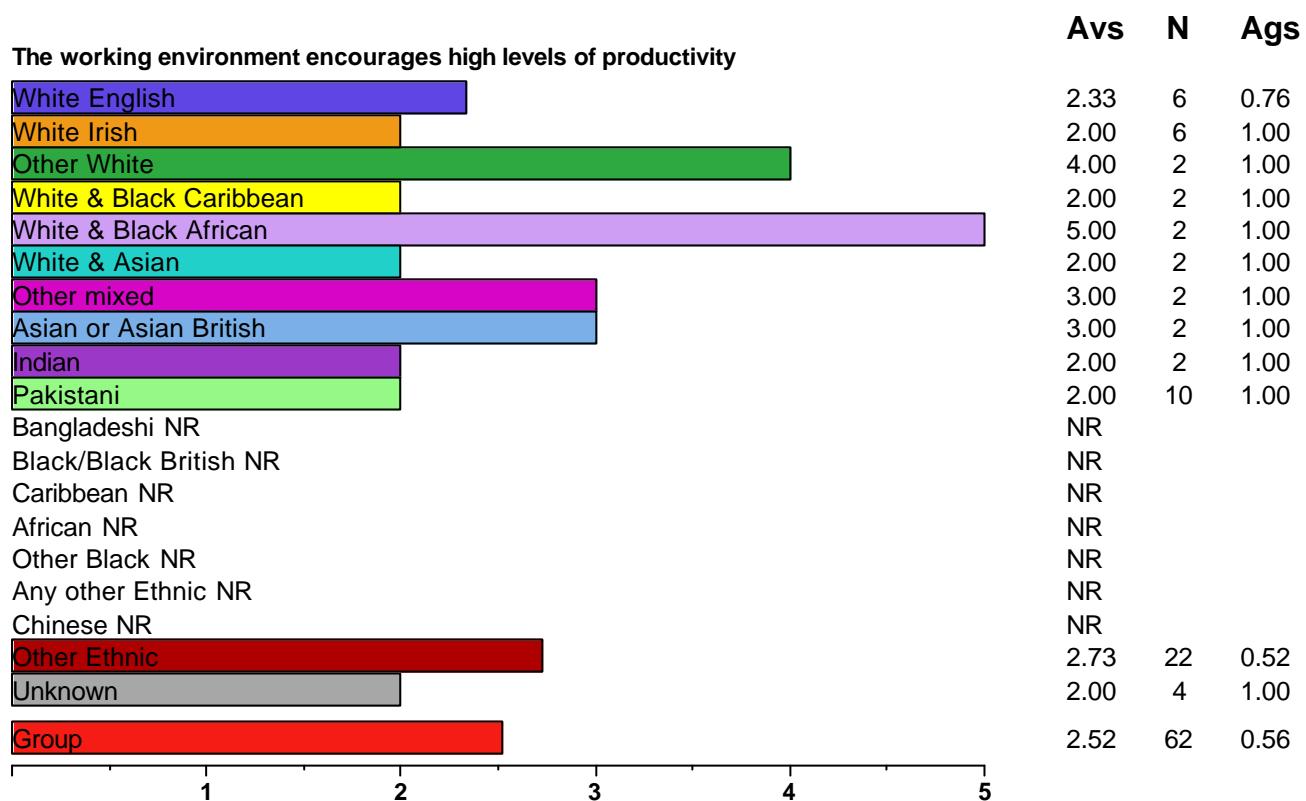
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## Detailed Information by Ethnic Origin



Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

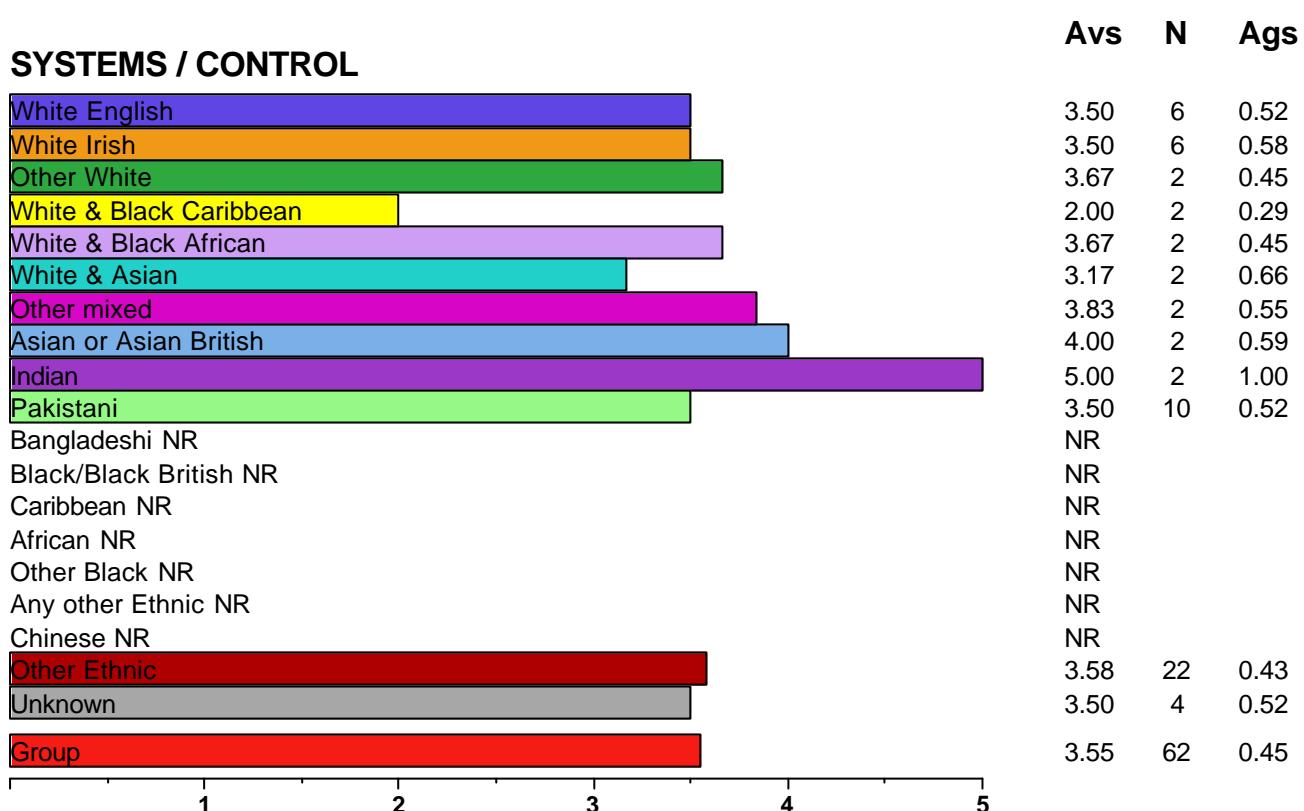
## Detailed Information by Ethnic Origin



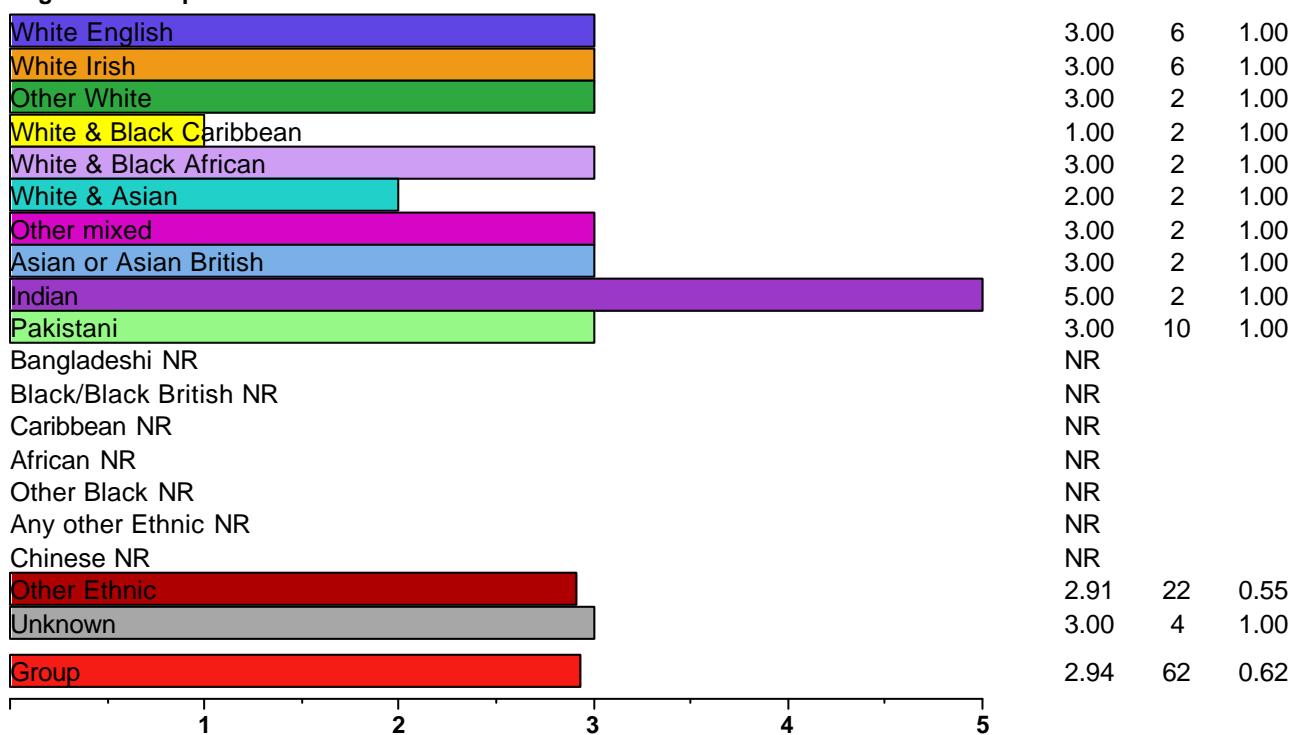
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## Detailed Information by Ethnic Origin

### SYSTEMS / CONTROL

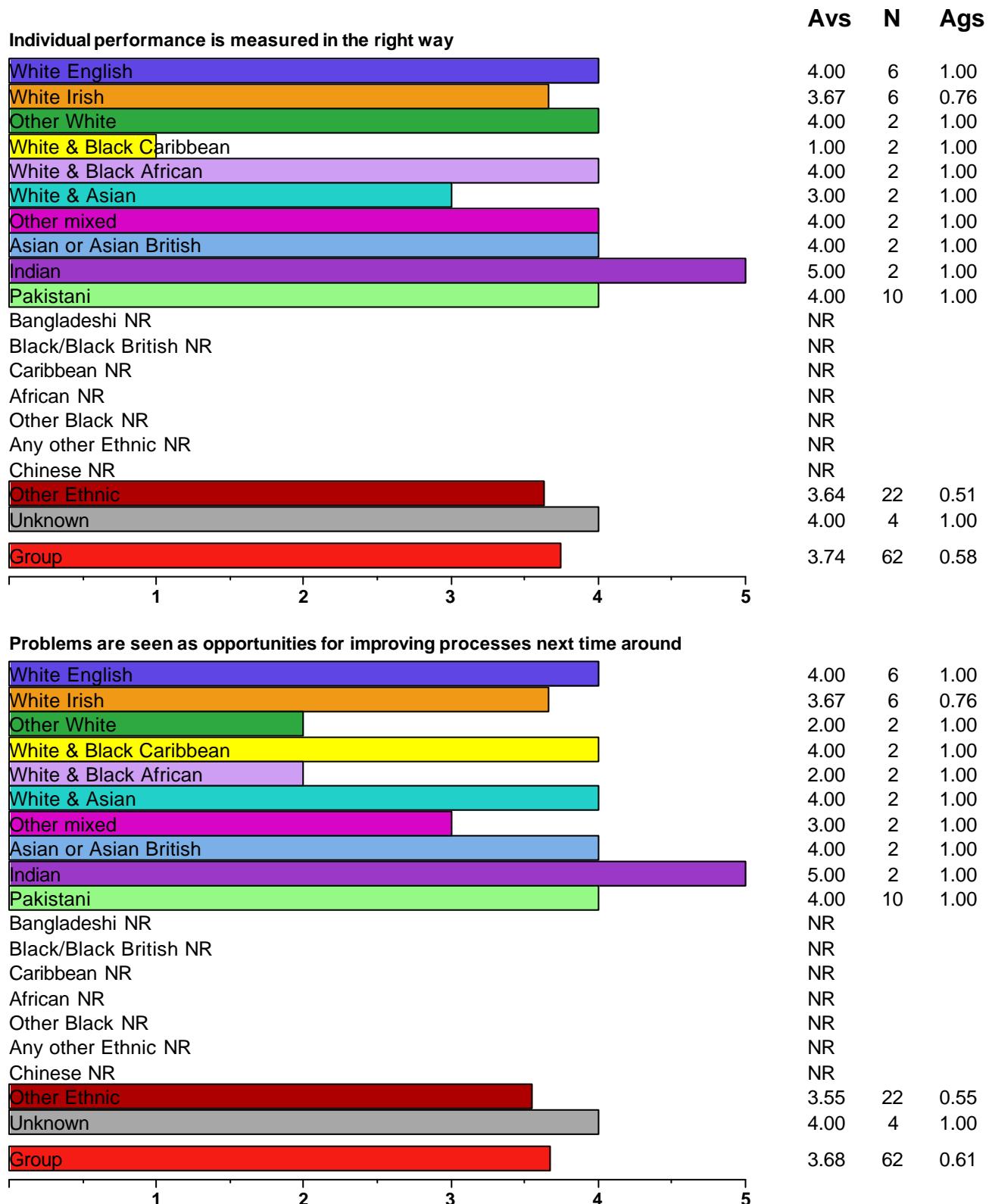


### Organisational procedures are seen as worthwhile



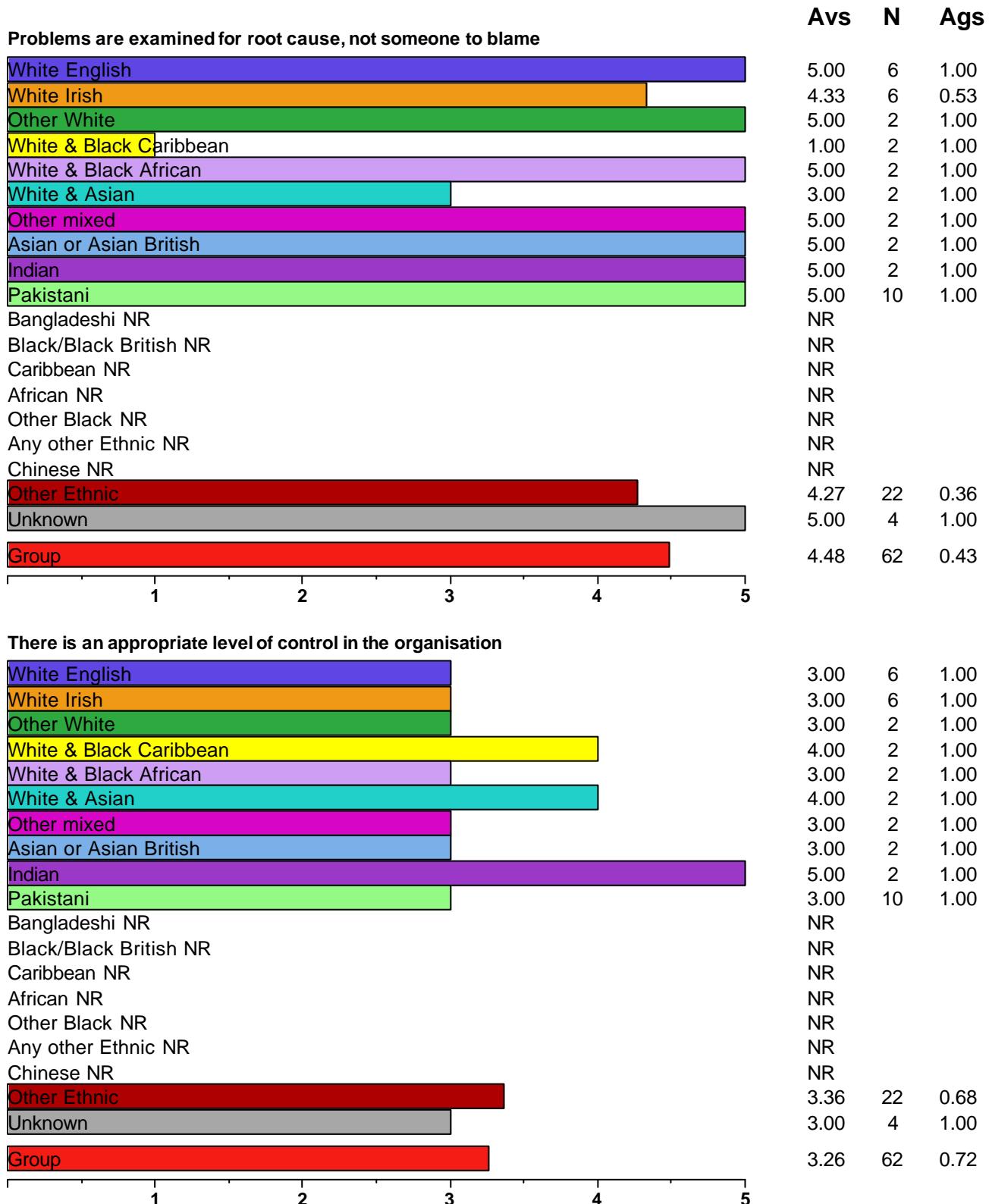
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## Detailed Information by Ethnic Origin



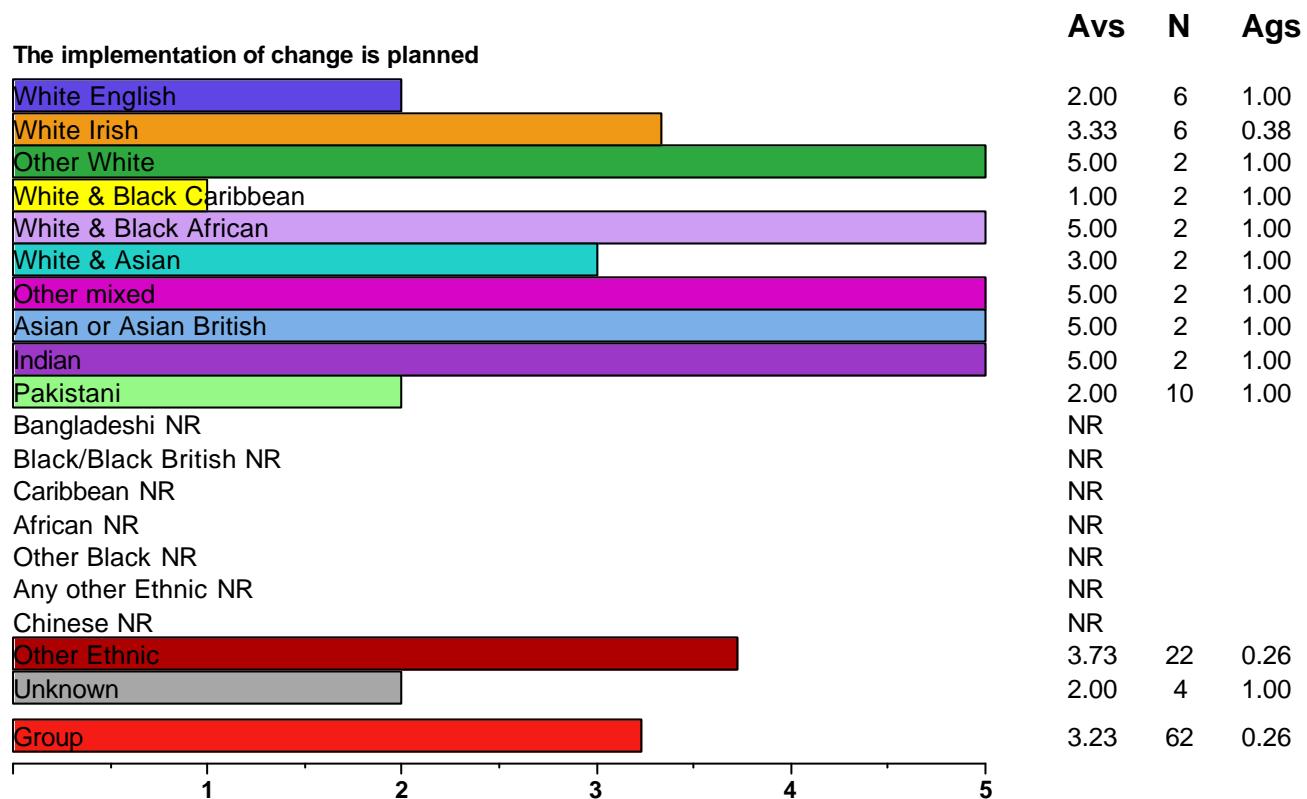
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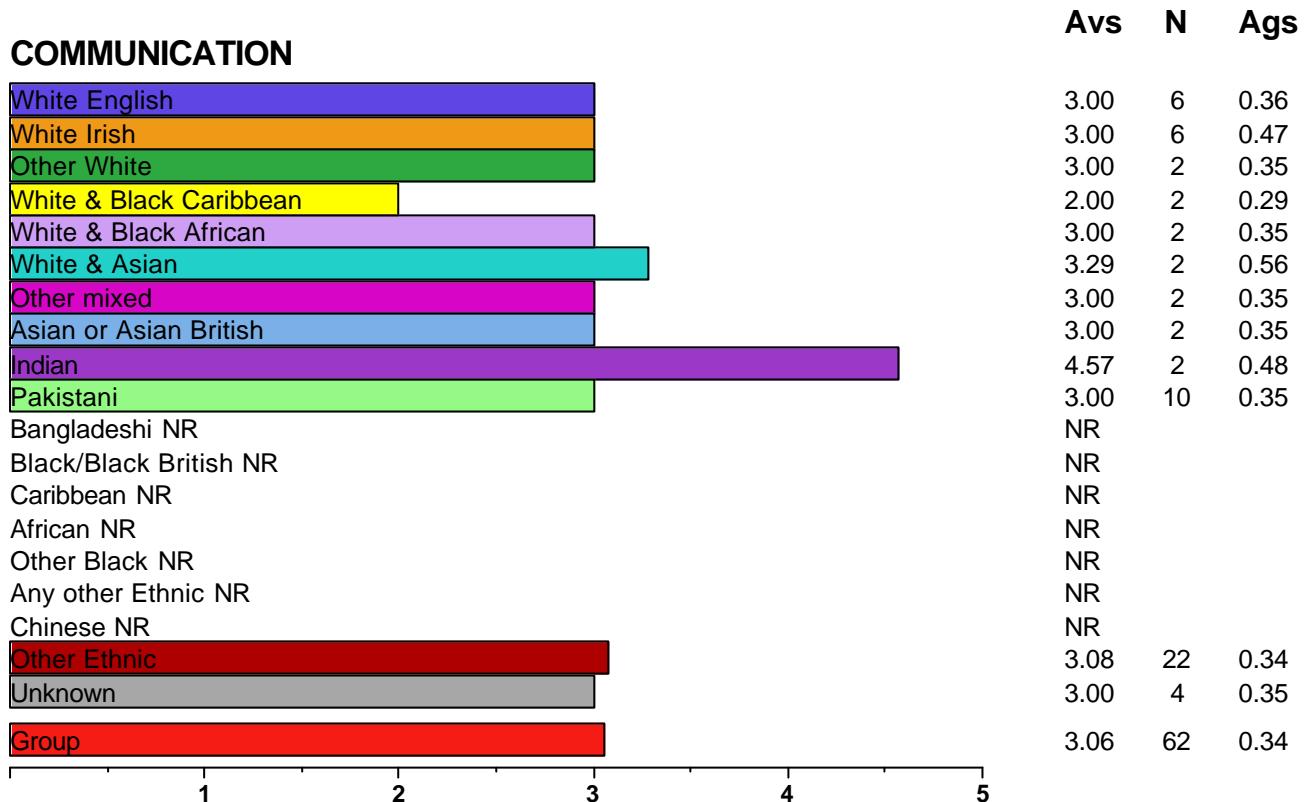
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## Detailed Information by Ethnic Origin

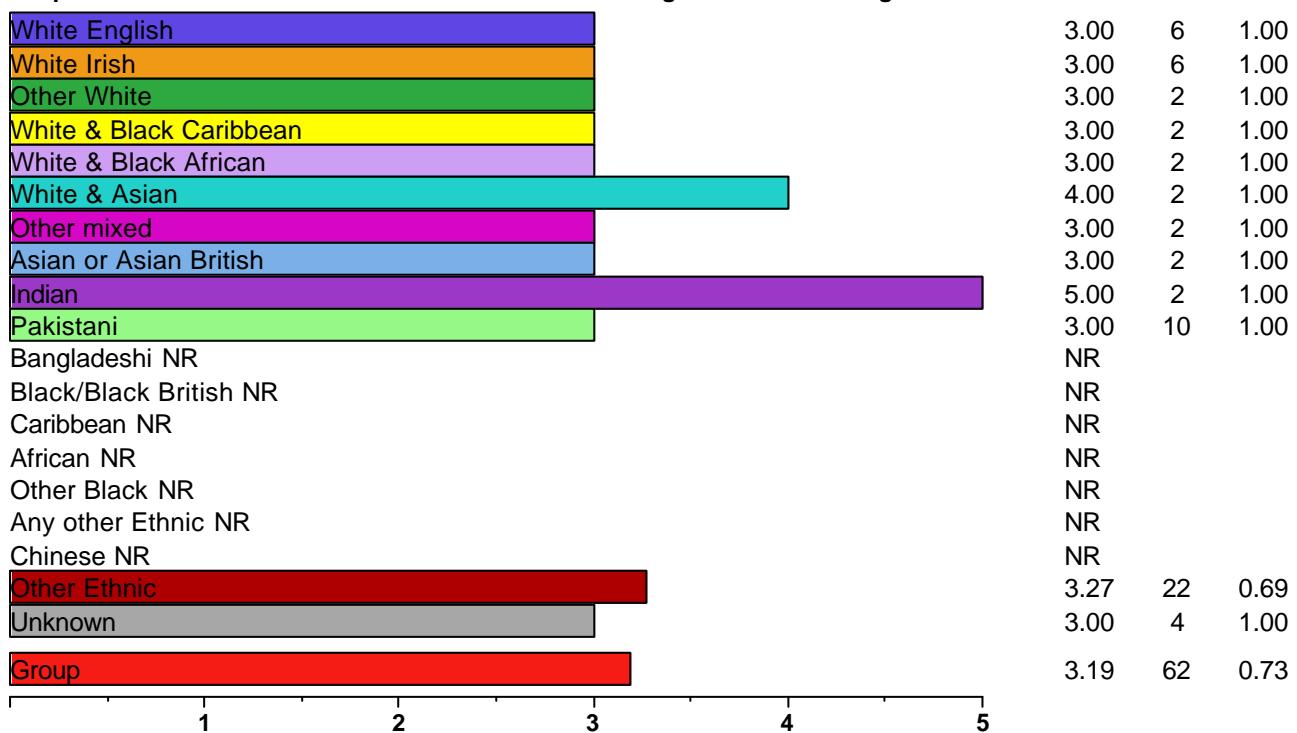


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## Detailed Information by Ethnic Origin

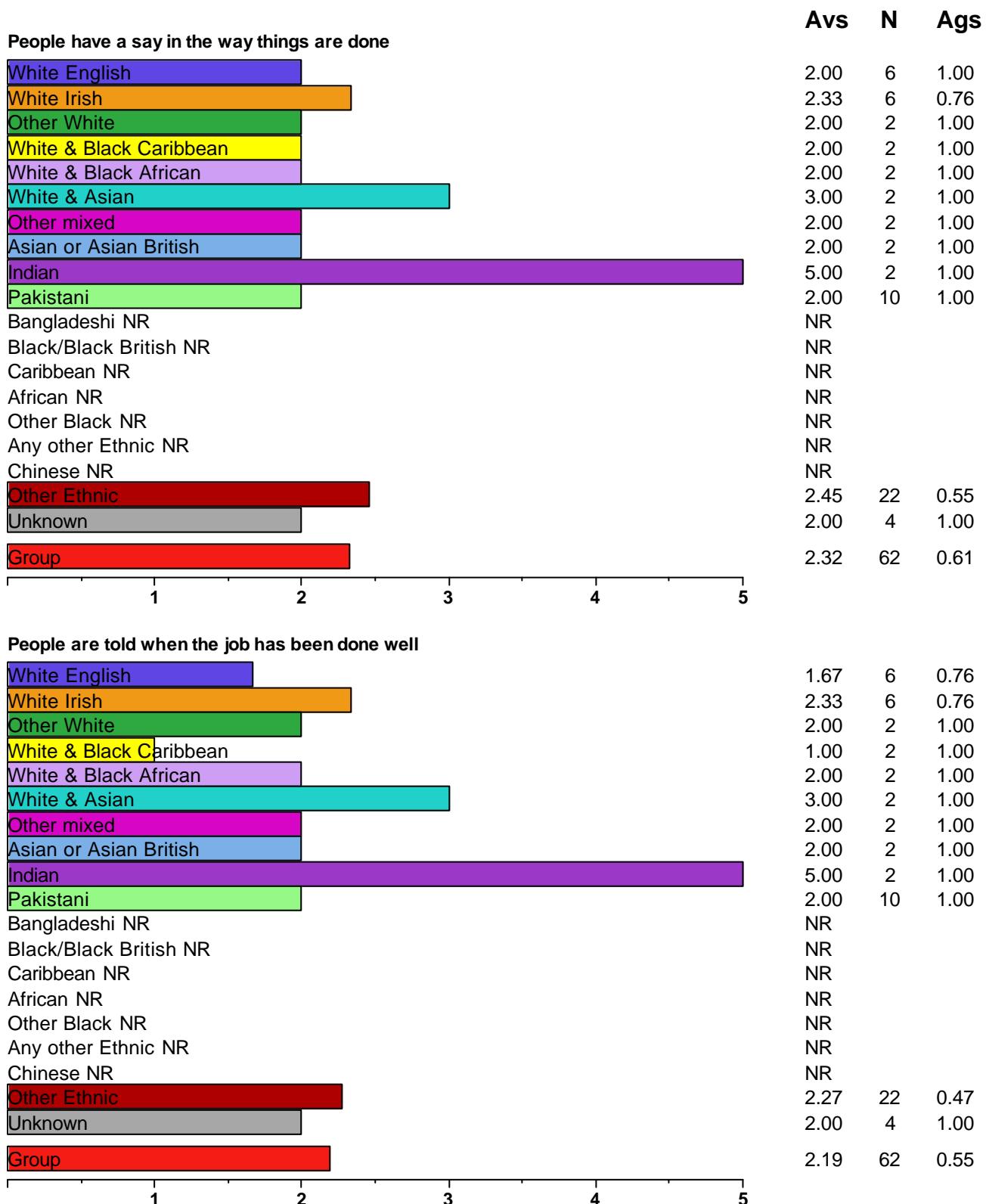


**People have sufficient awareness of what others in the organisation are doing**



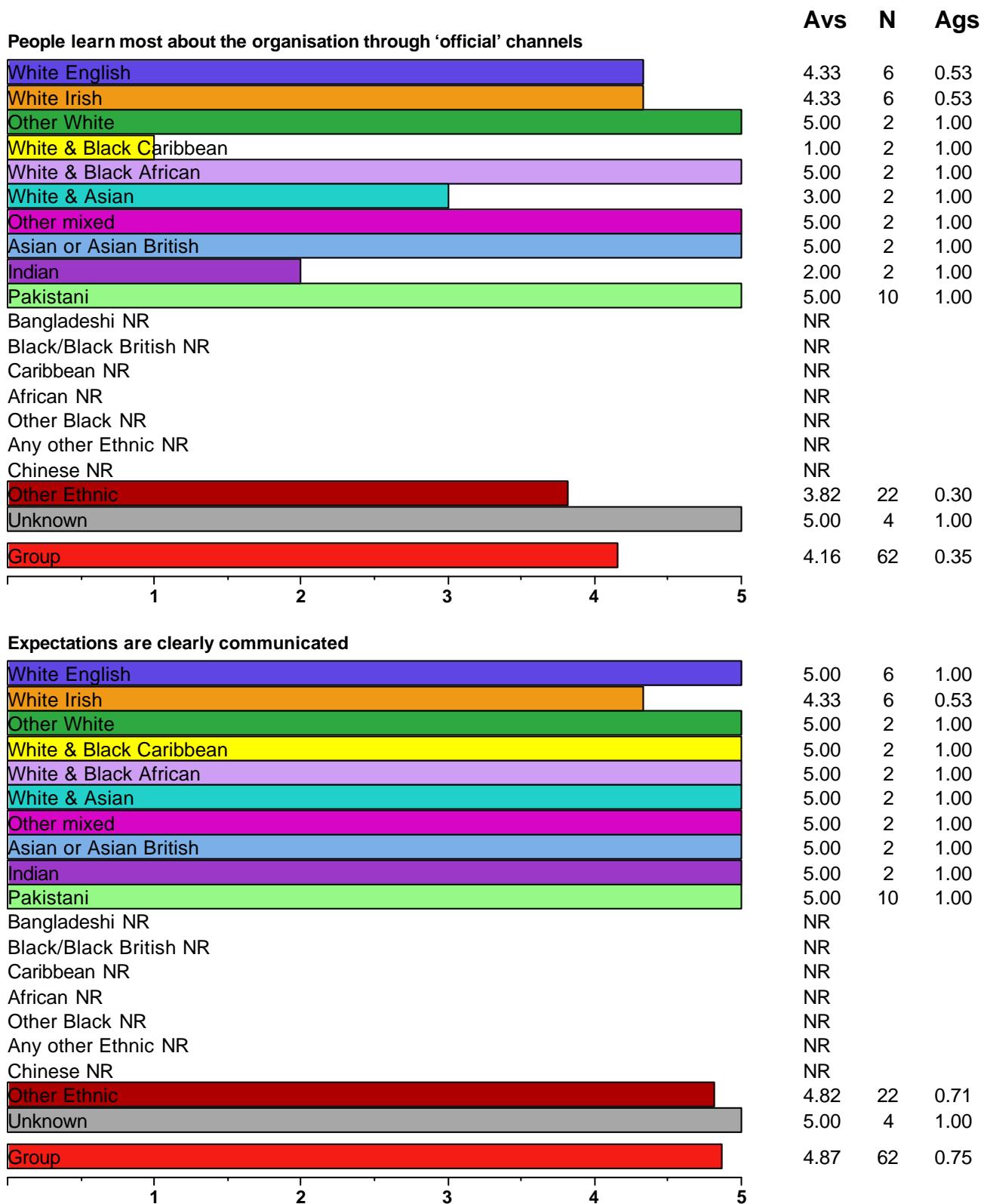
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## Detailed Information by Ethnic Origin



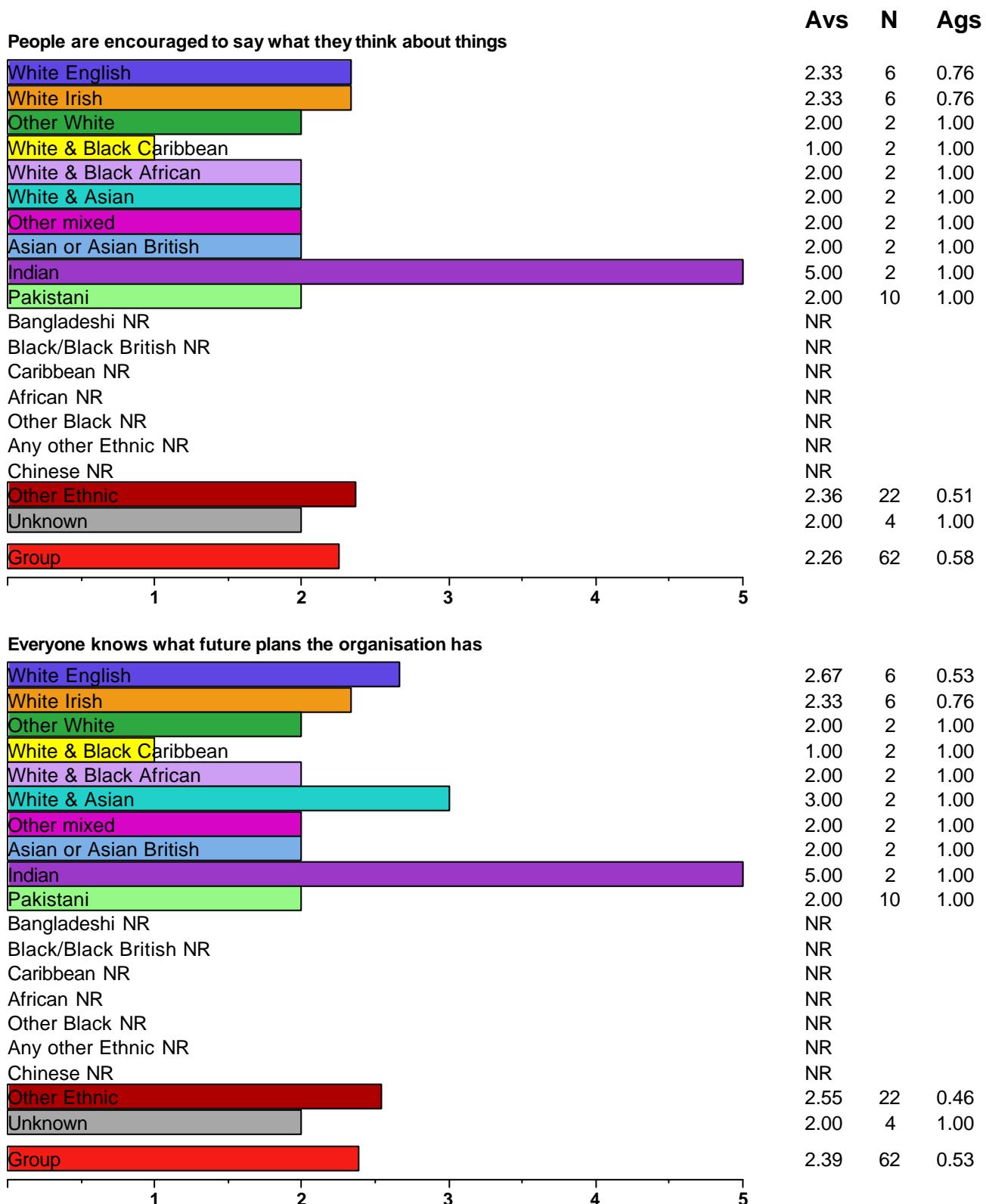
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## Detailed Information by Ethnic Origin



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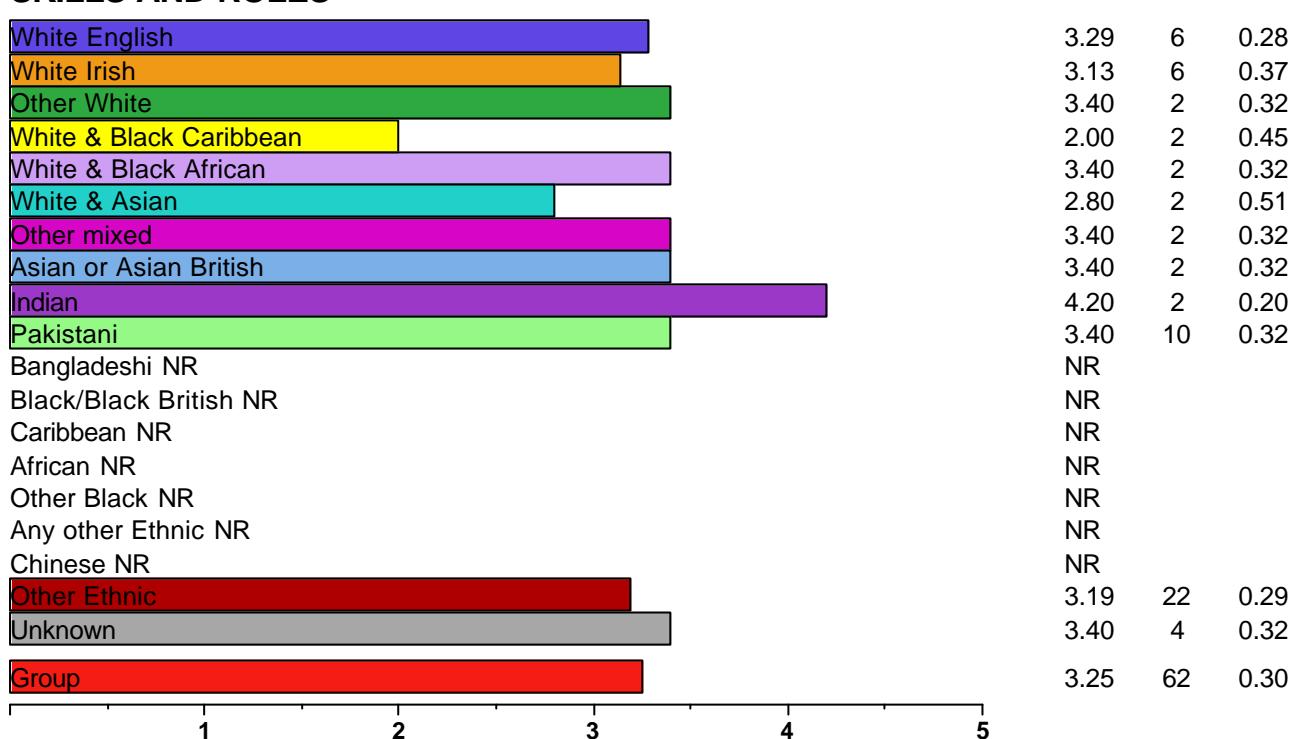
## Detailed Information by Ethnic Origin



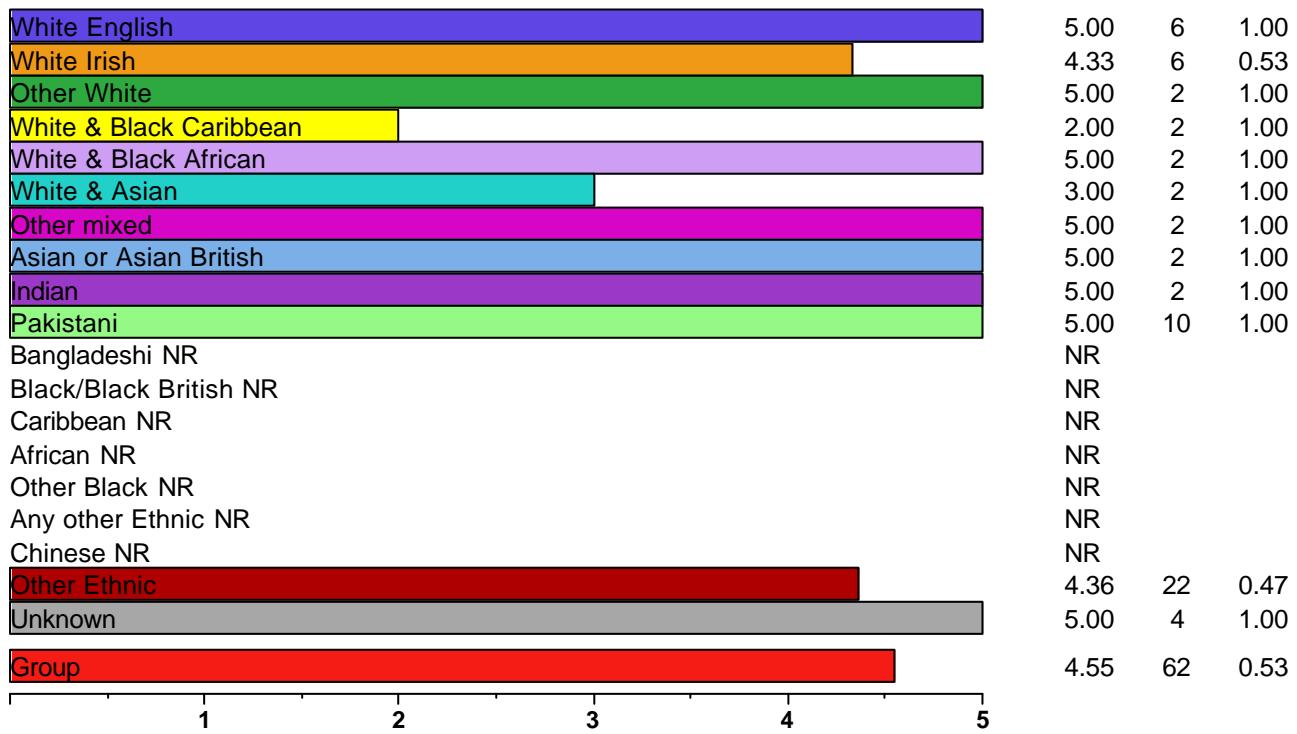
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## Detailed Information by Ethnic Origin

### SKILLS AND ROLES

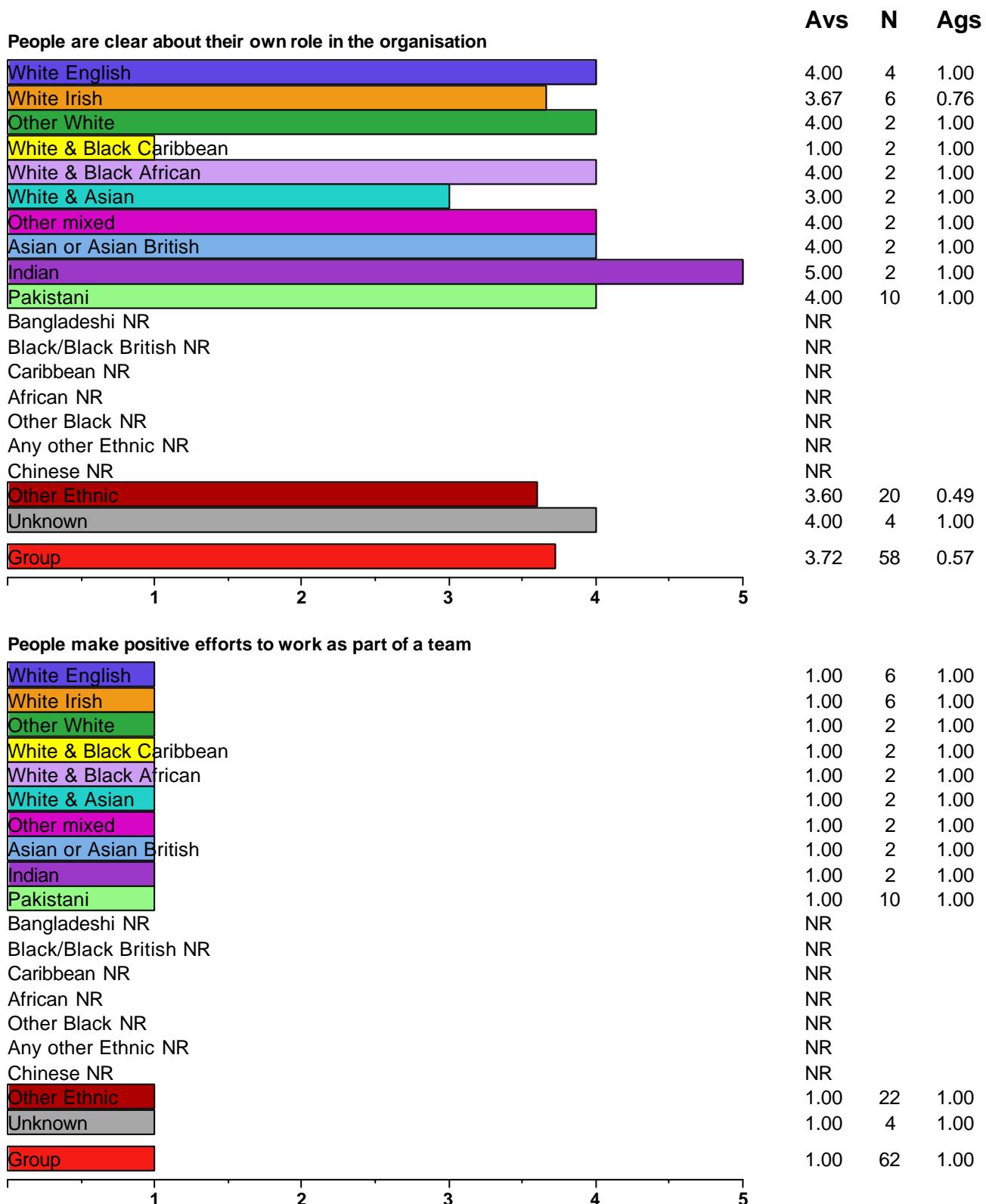


### There are opportunities for personal development while working here



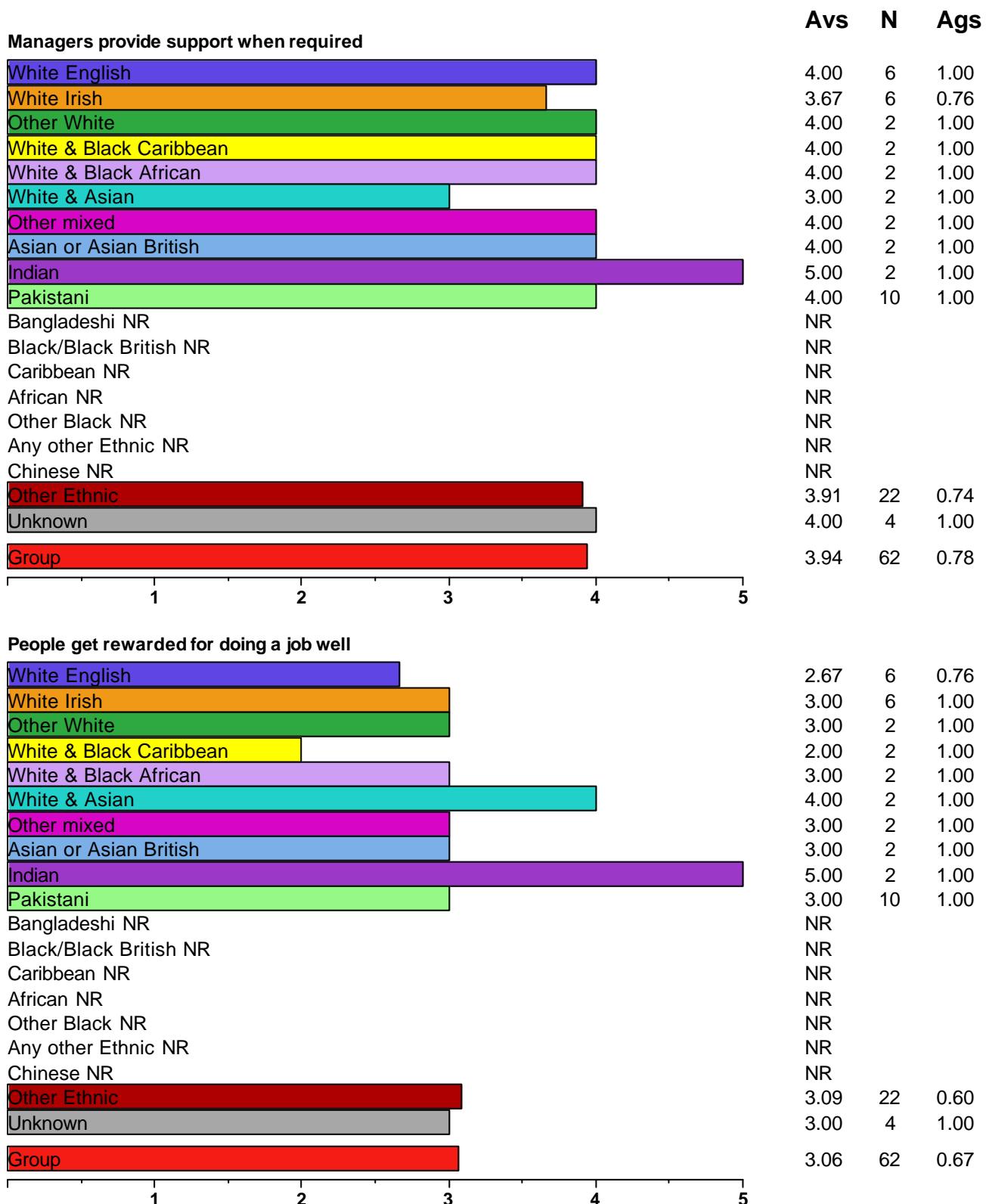
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## Detailed Information by Ethnic Origin



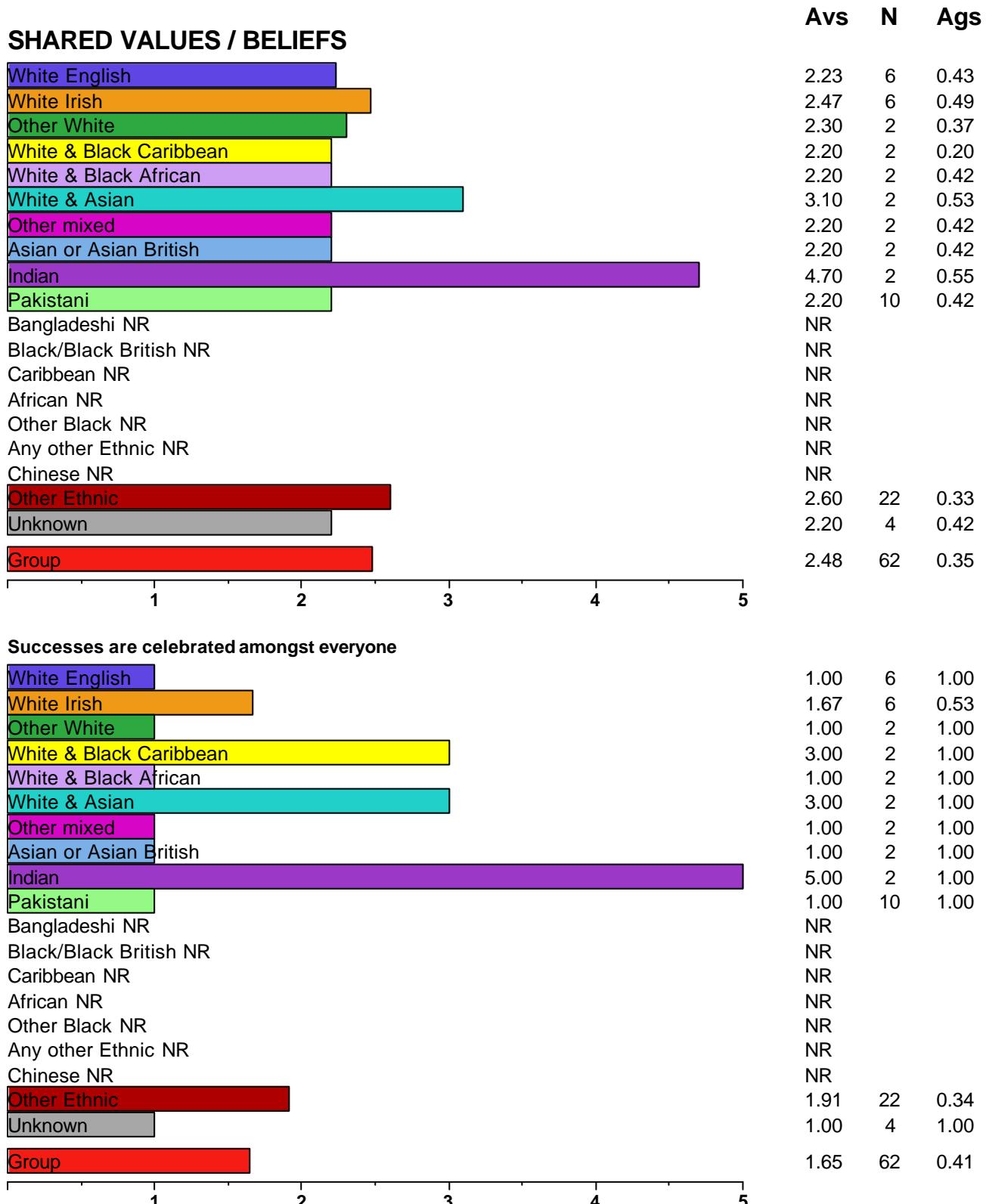
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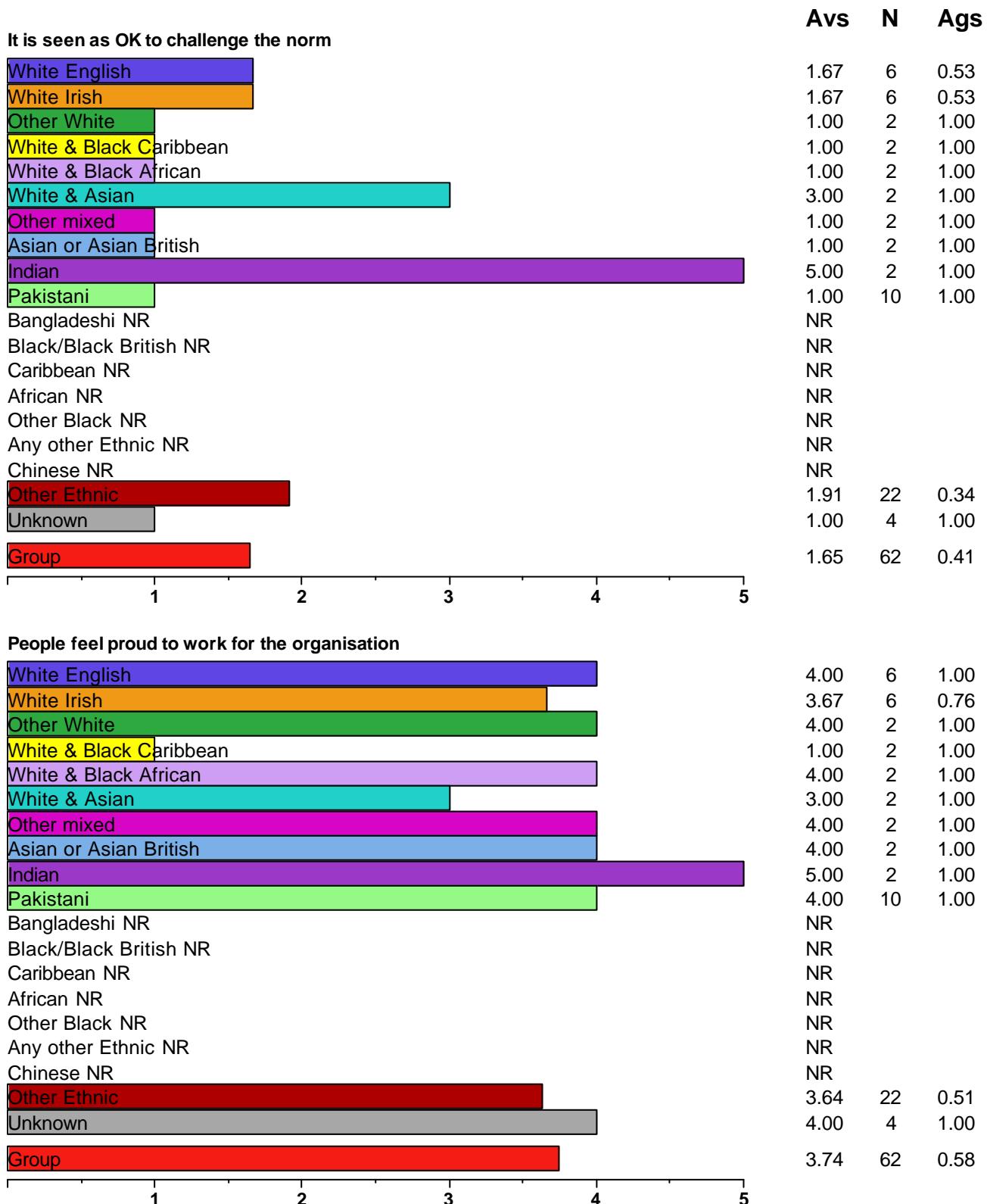
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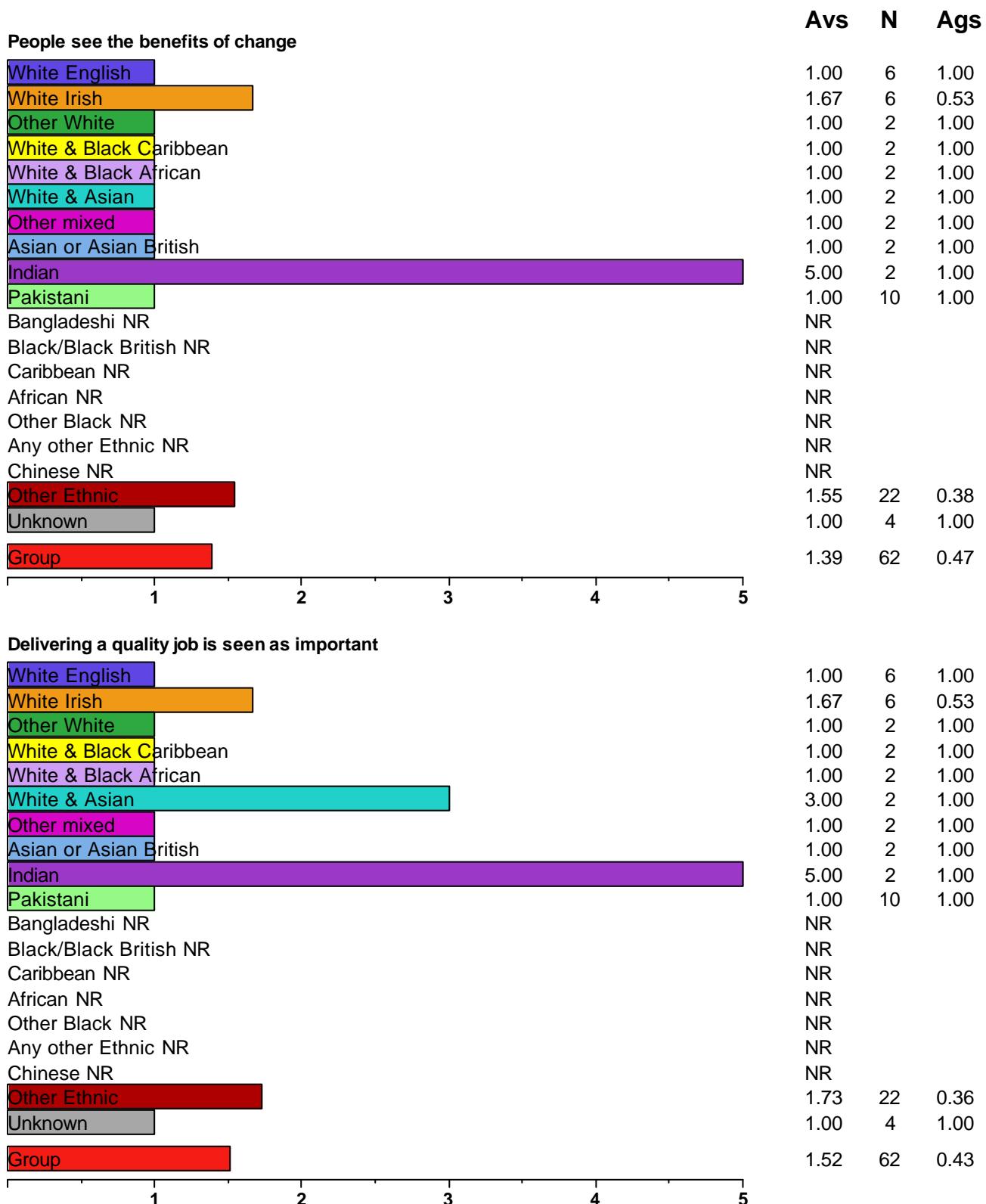
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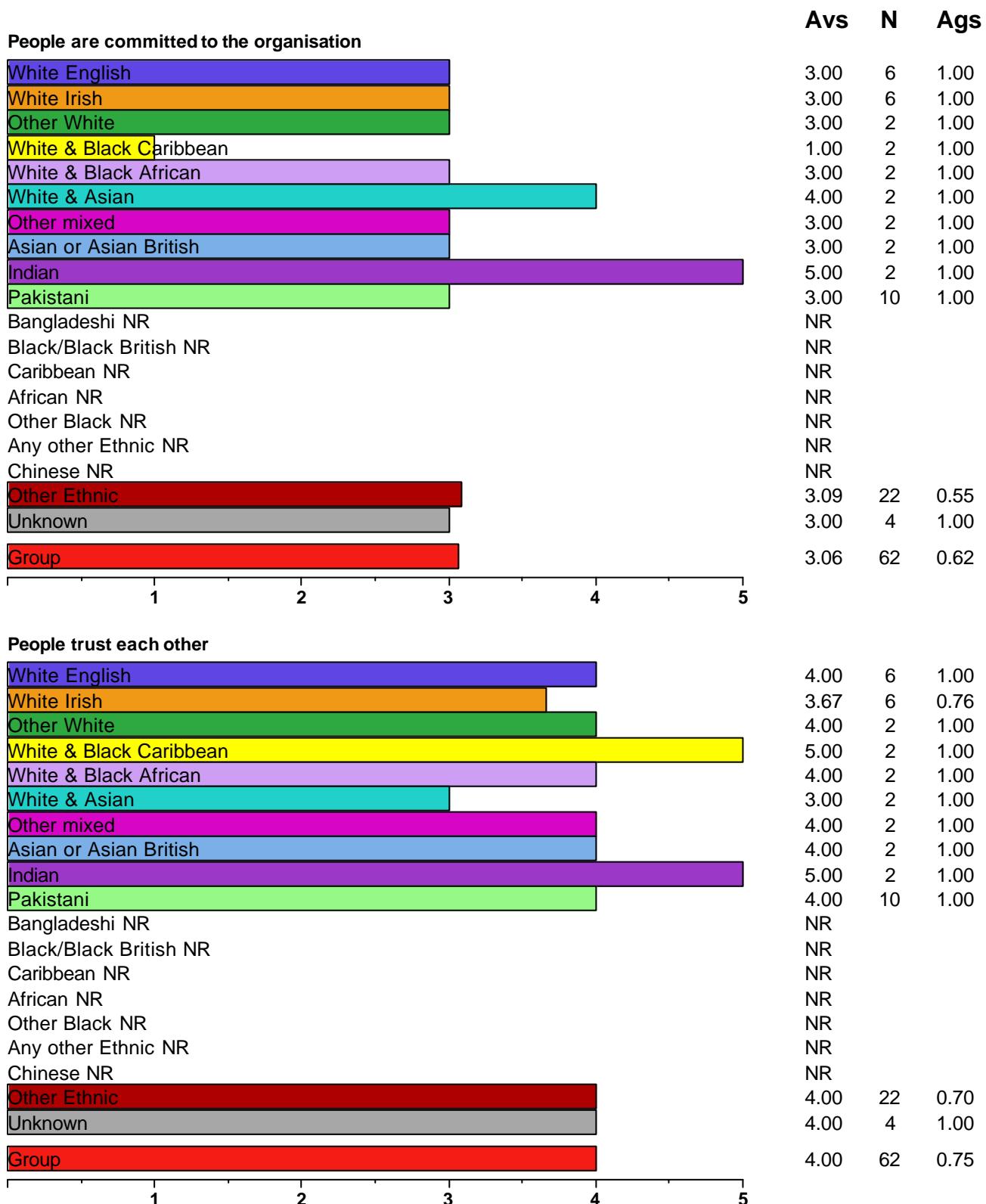
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## Detailed Information by Ethnic Origin



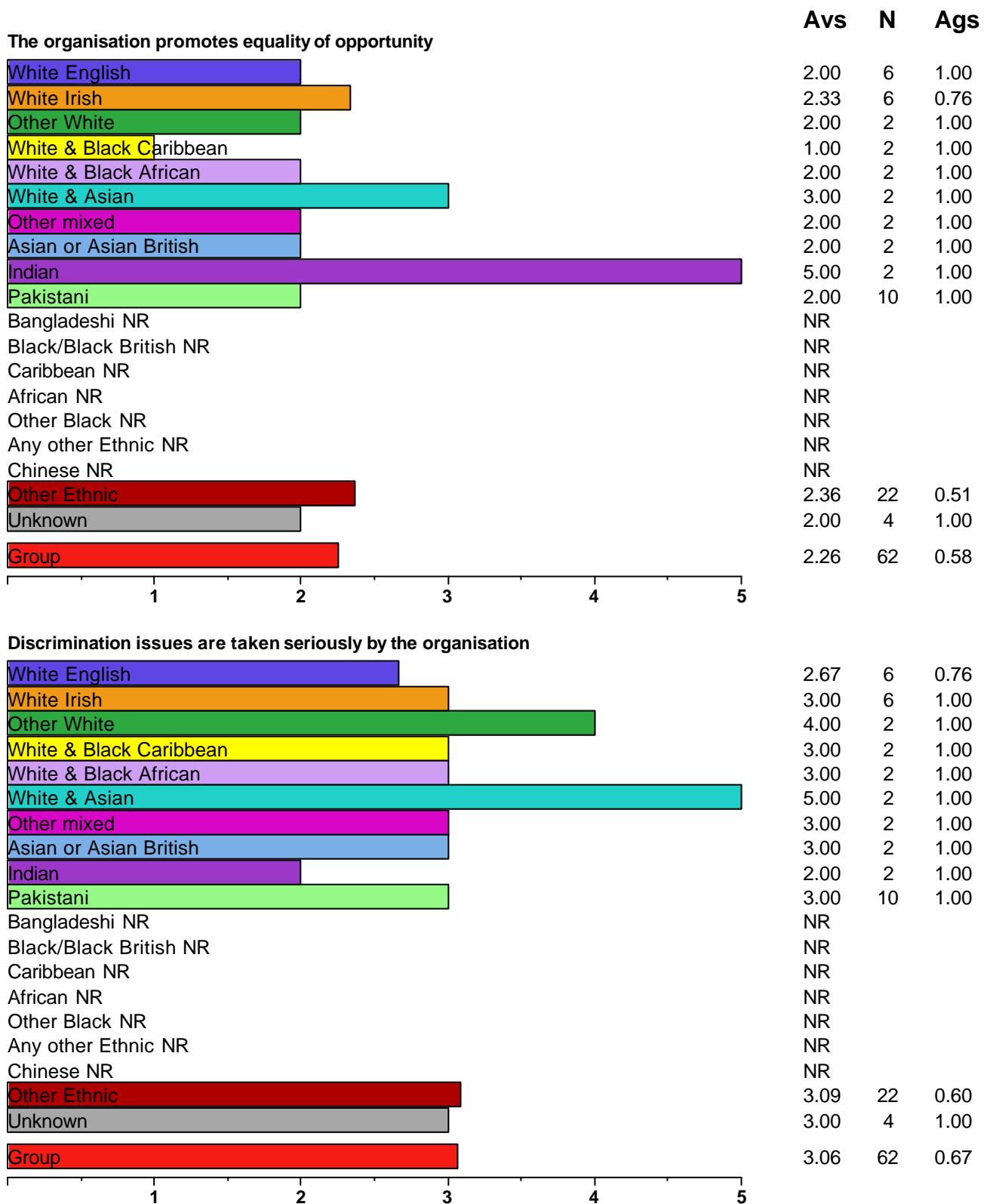
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## Detailed Information by Ethnic Origin



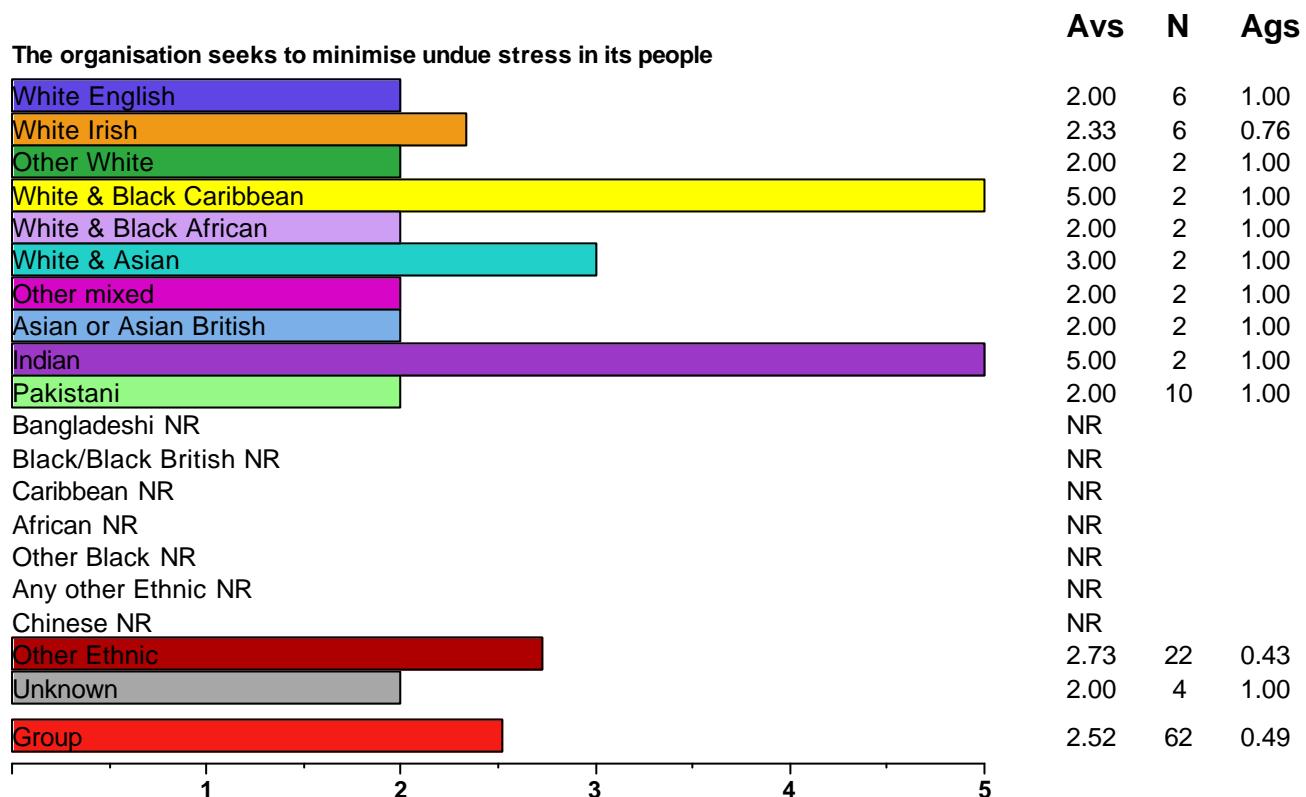
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## Detailed Information by Ethnic Origin



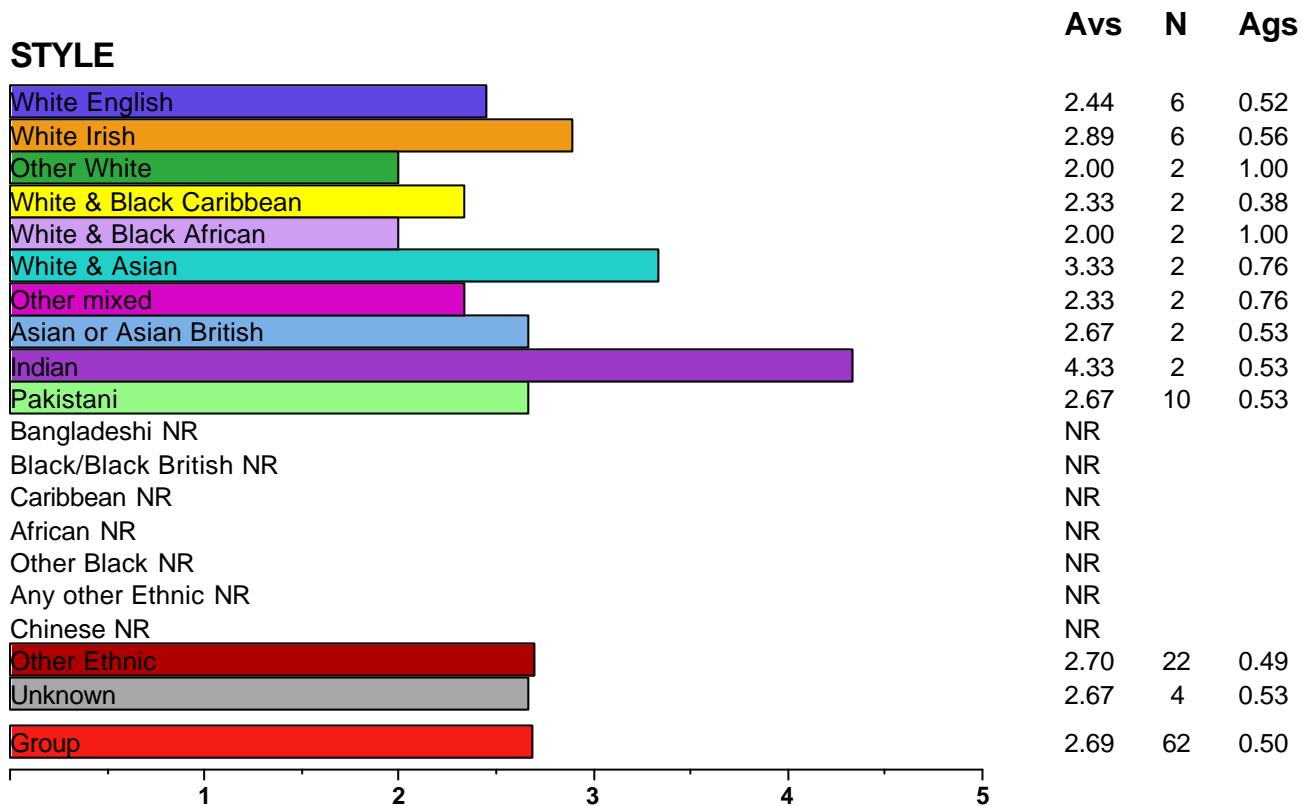
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## Detailed Information by Ethnic Origin

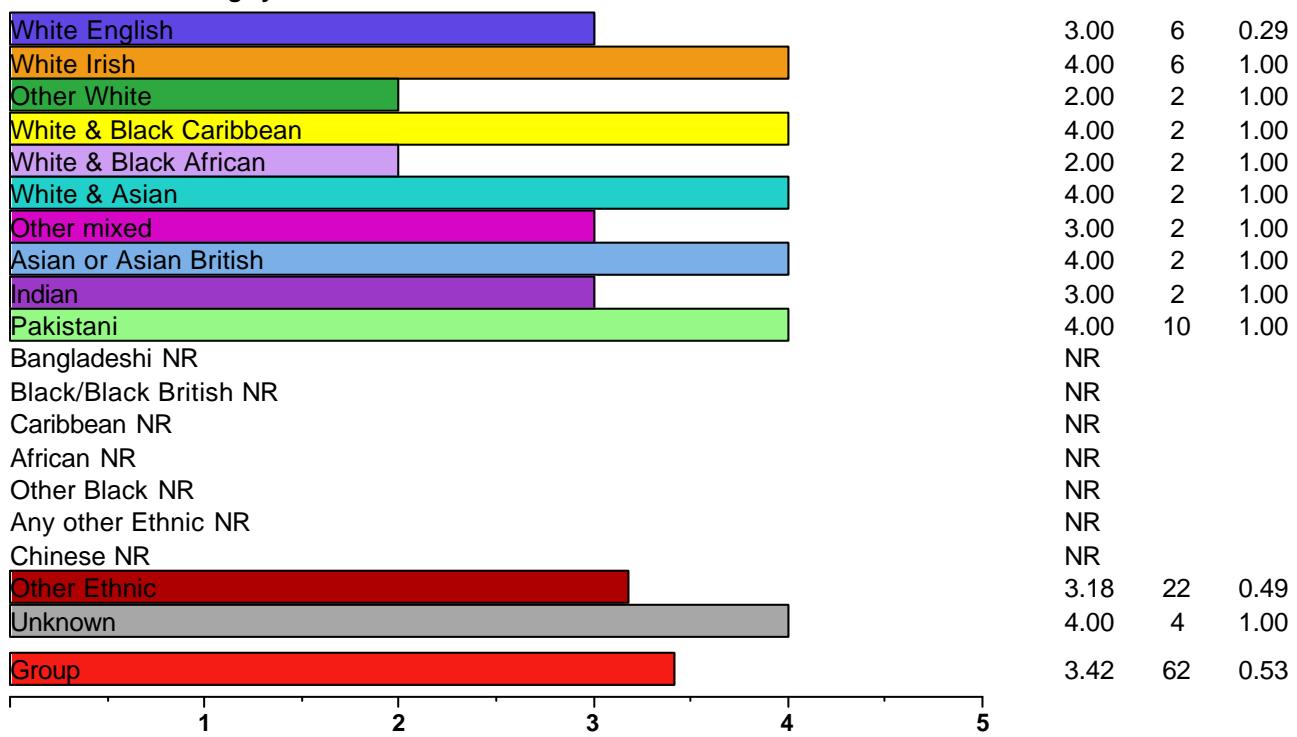


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## Detailed Information by Ethnic Origin

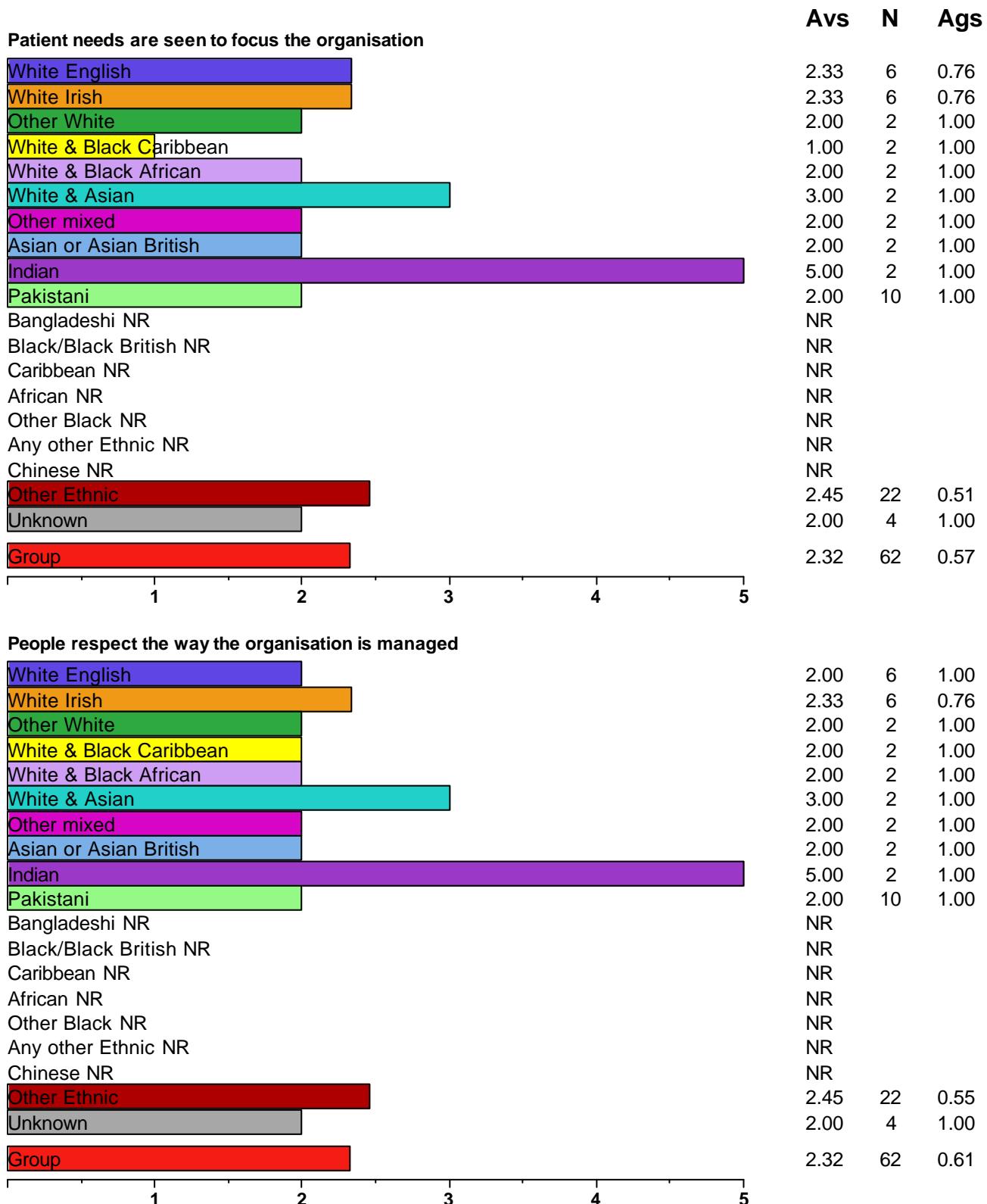


### The workforce is highly motivated



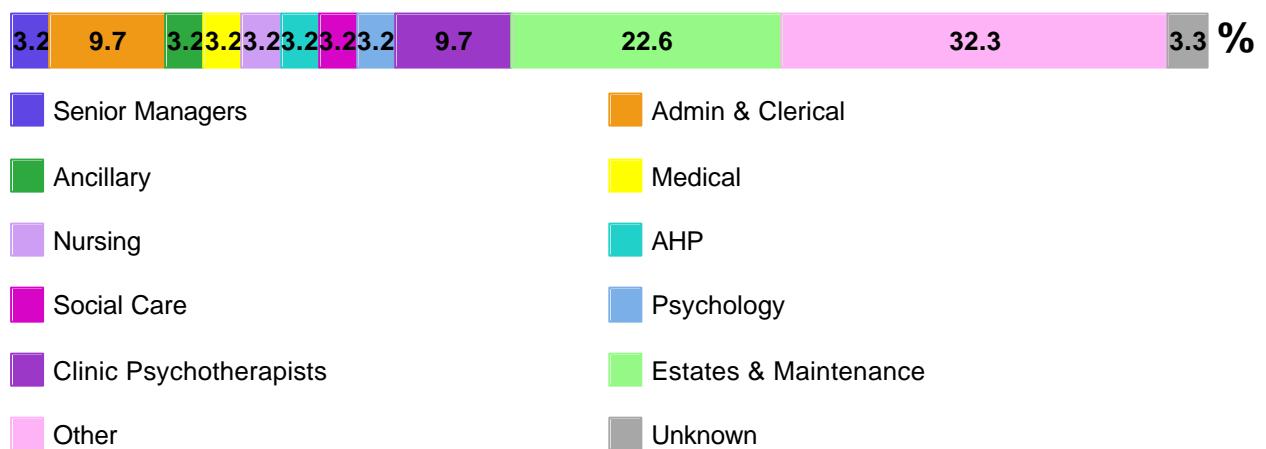
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## Detailed Information by Ethnic Origin

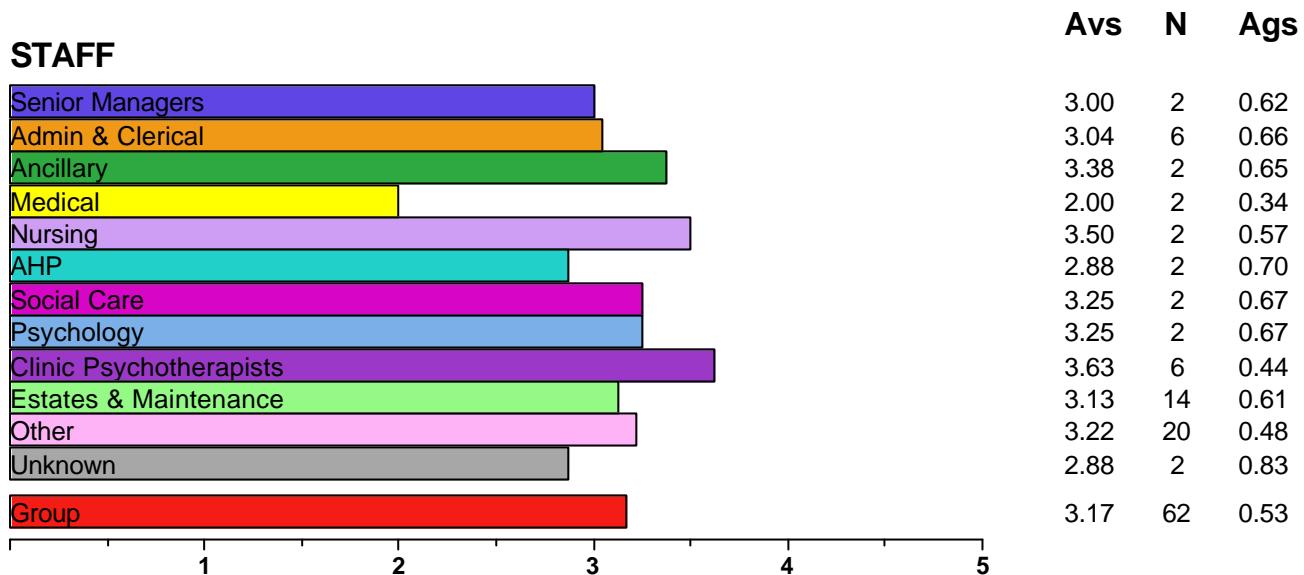


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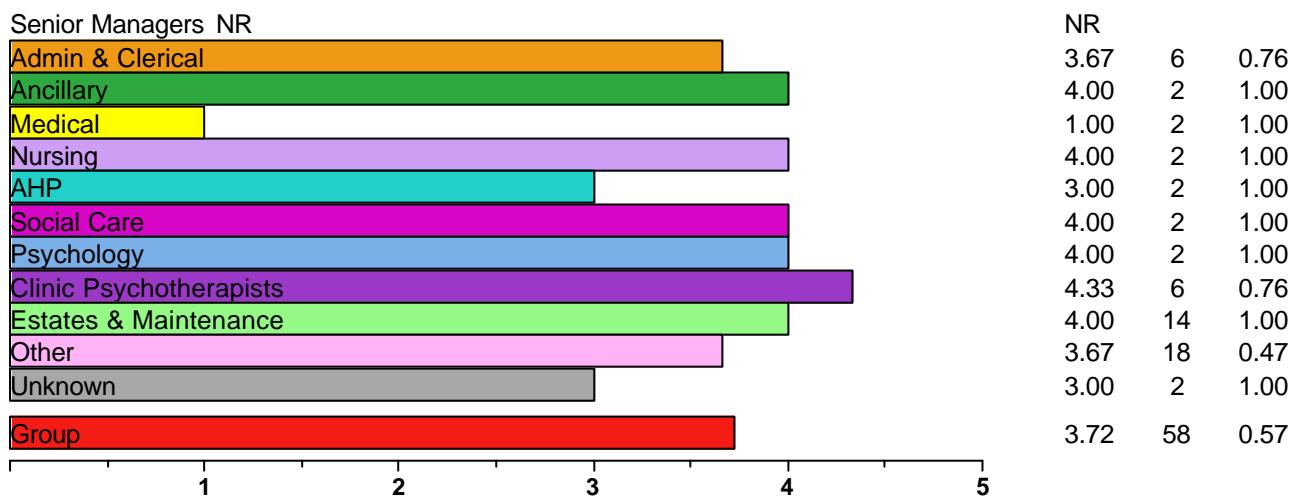
# Employment Category



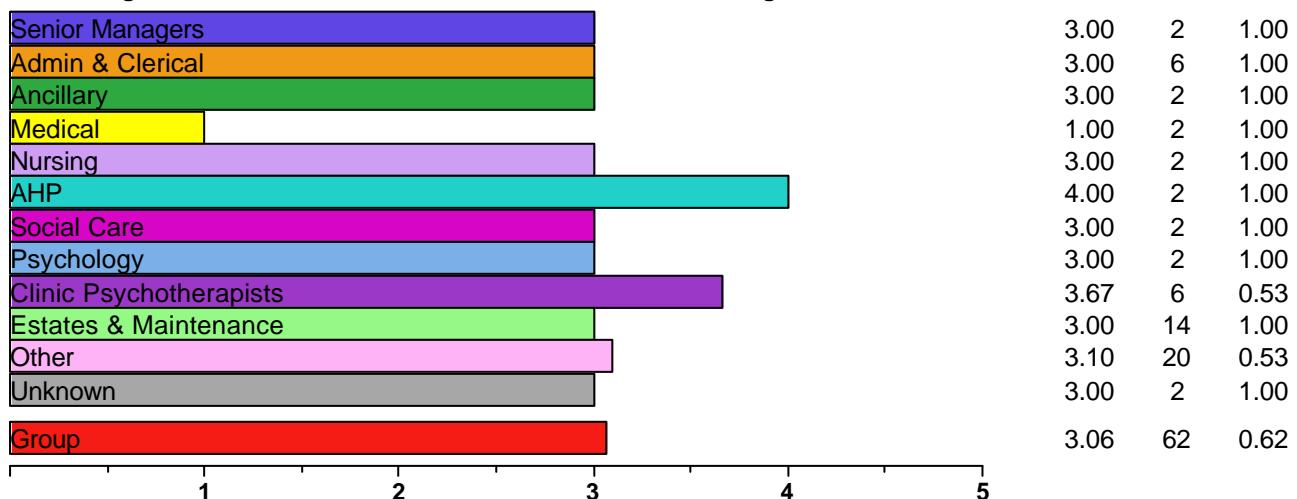
## Detailed Information by Employment Category



### People have enough say in decisions affecting their work

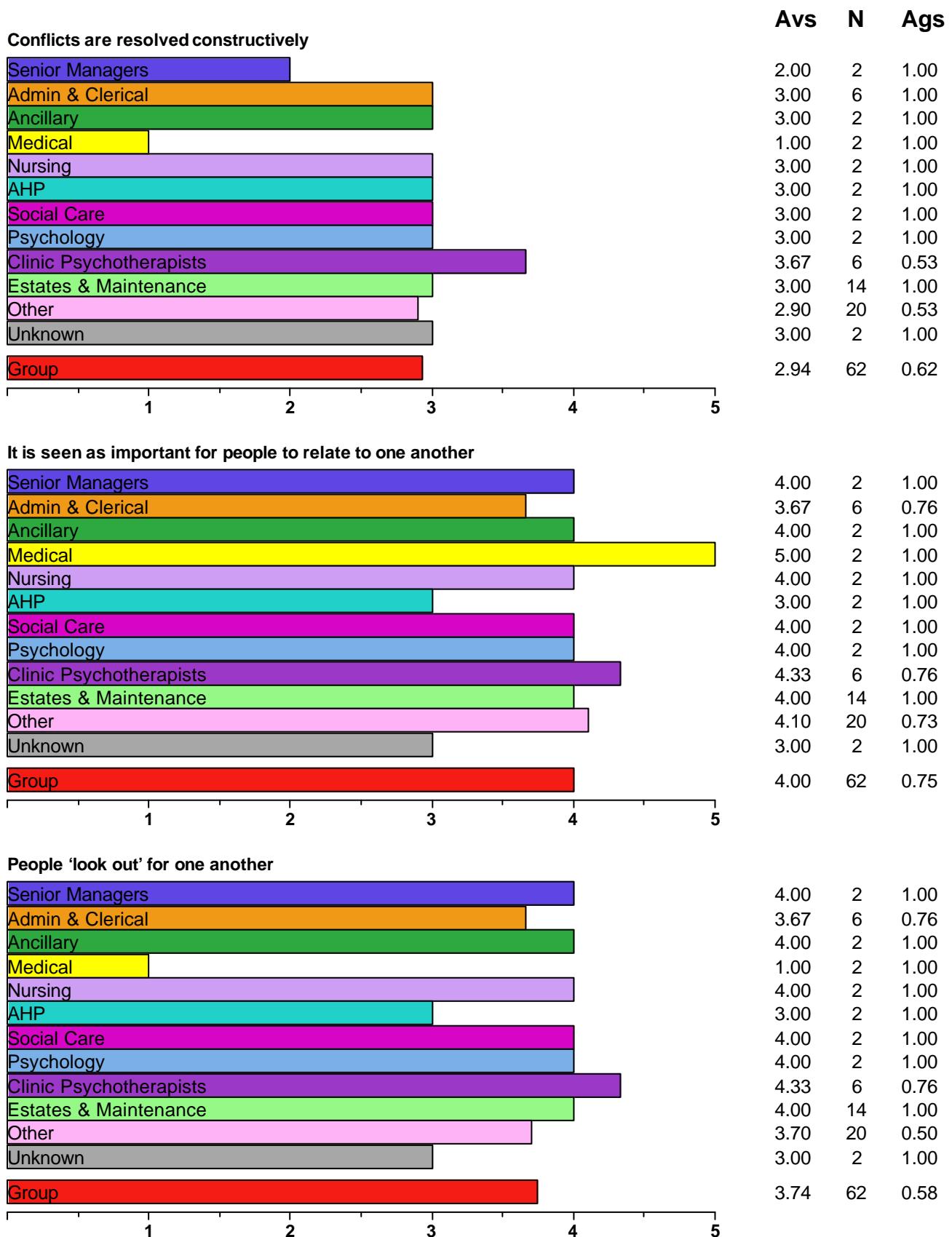


### The management team understand the issues at all levels in the organisation



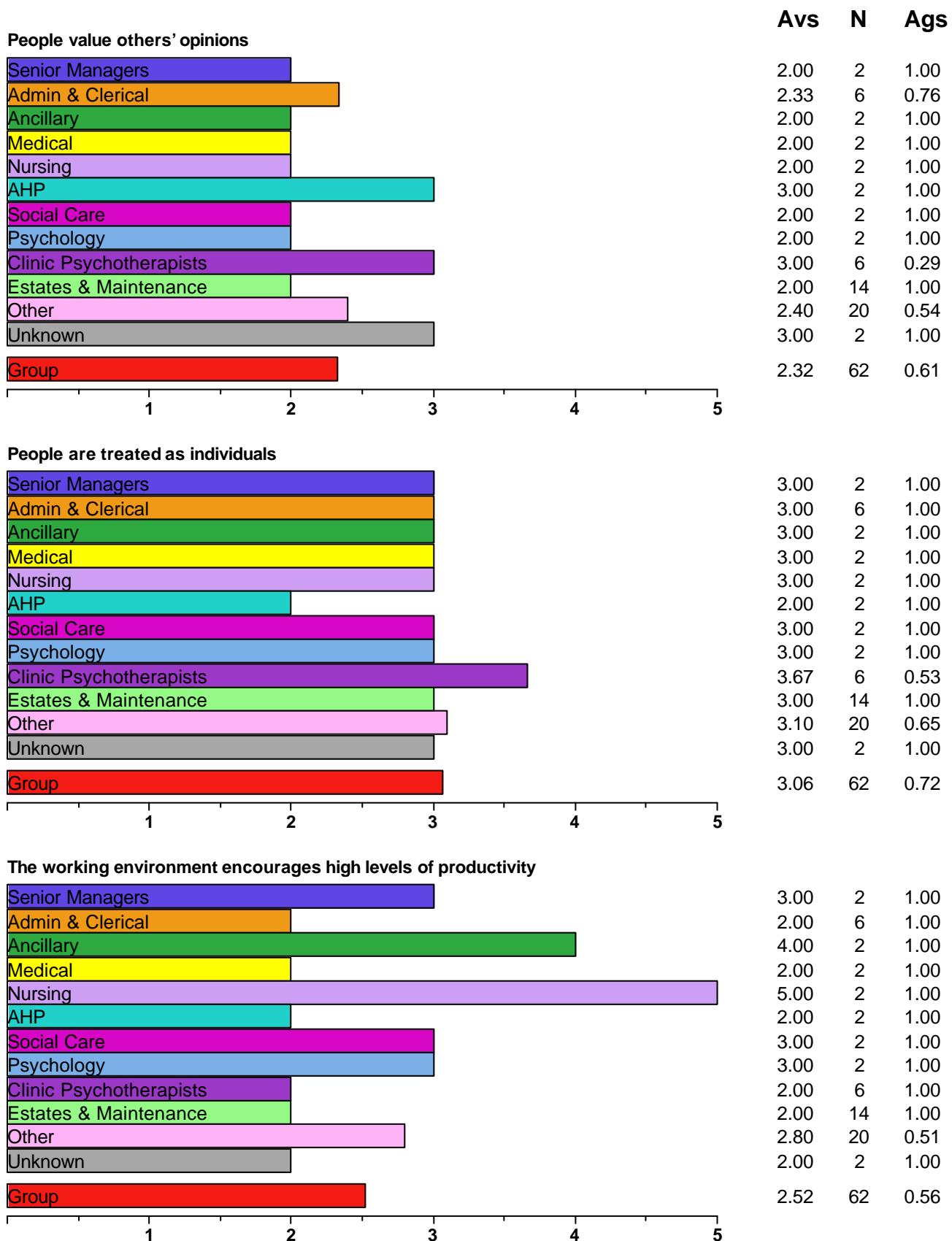
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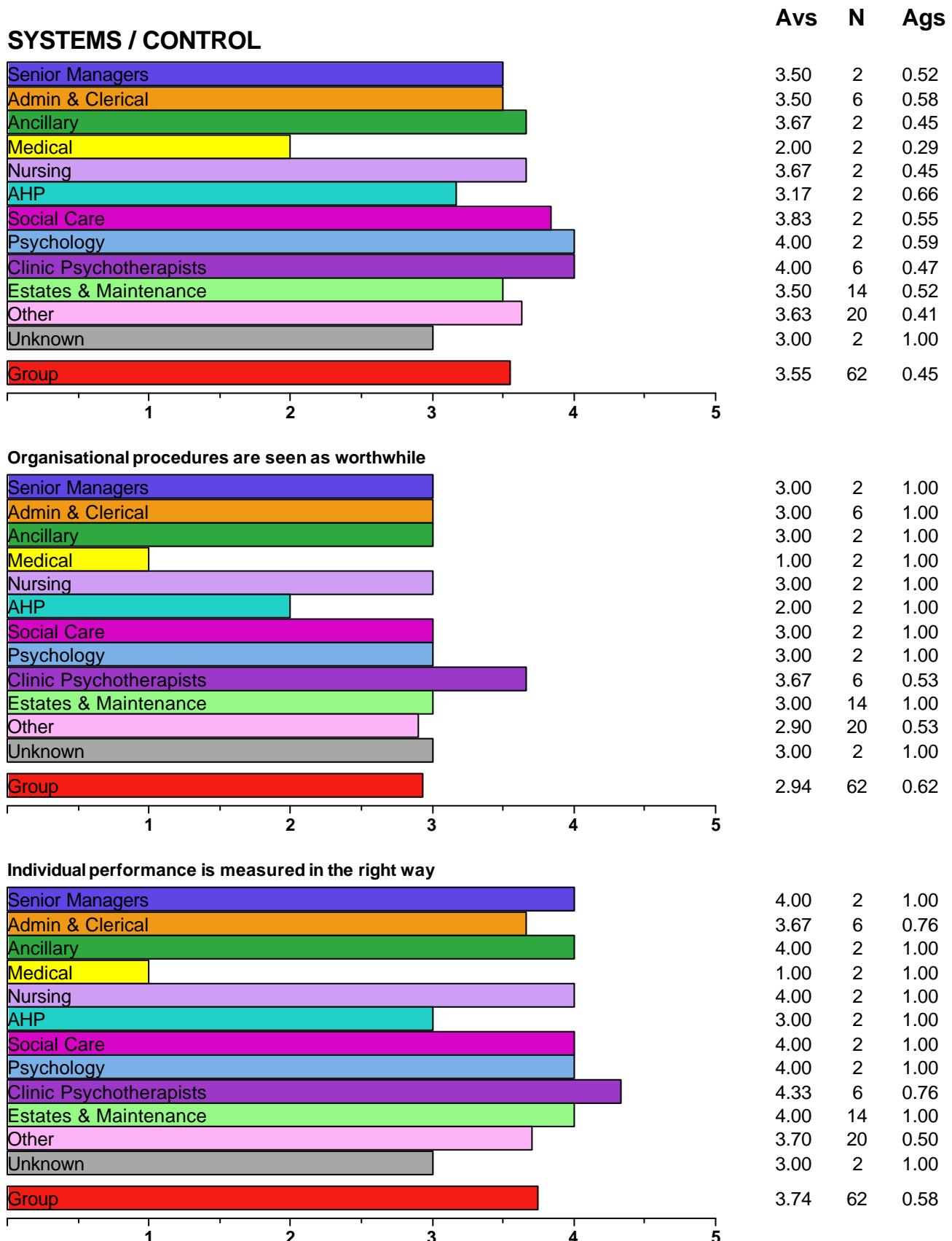
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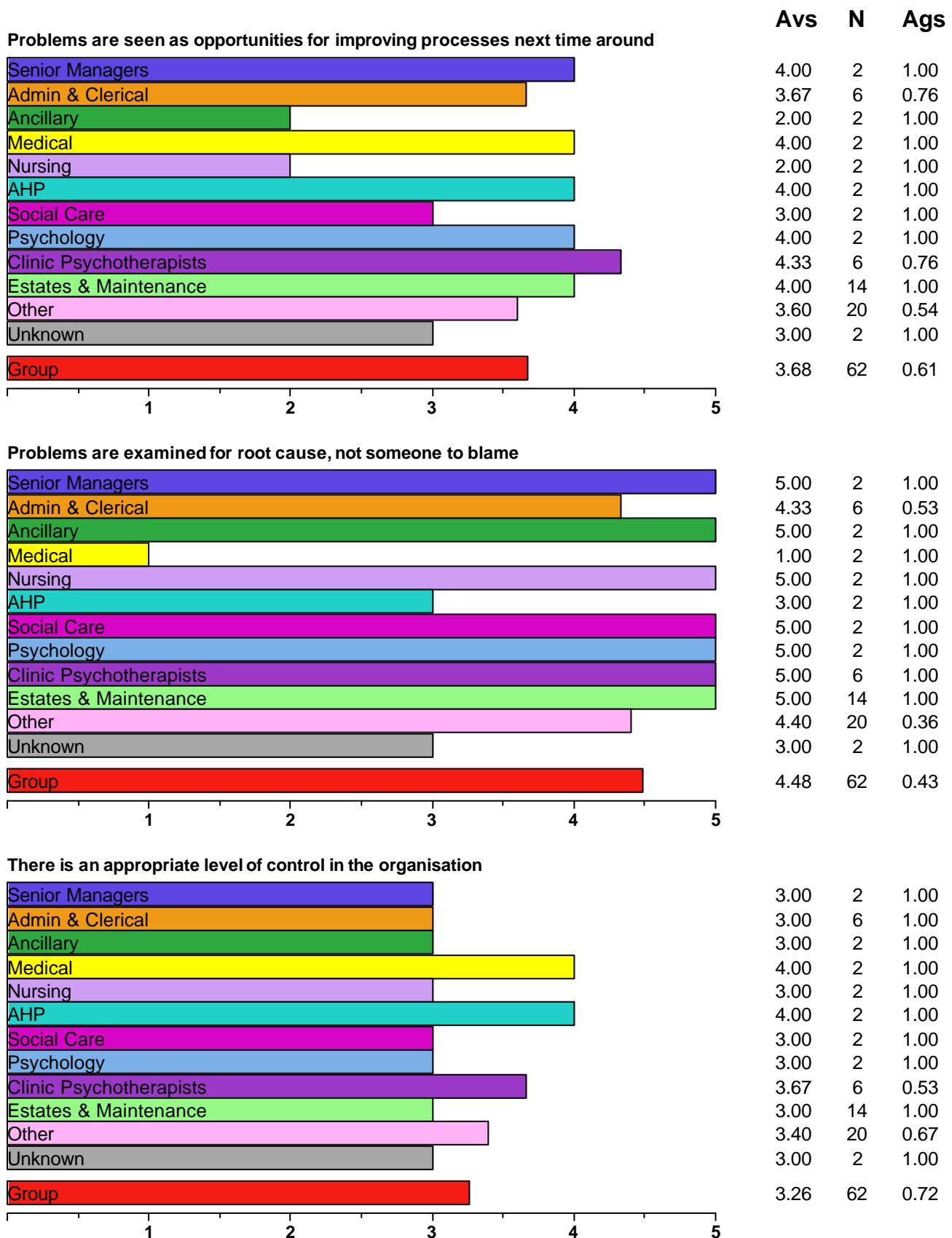
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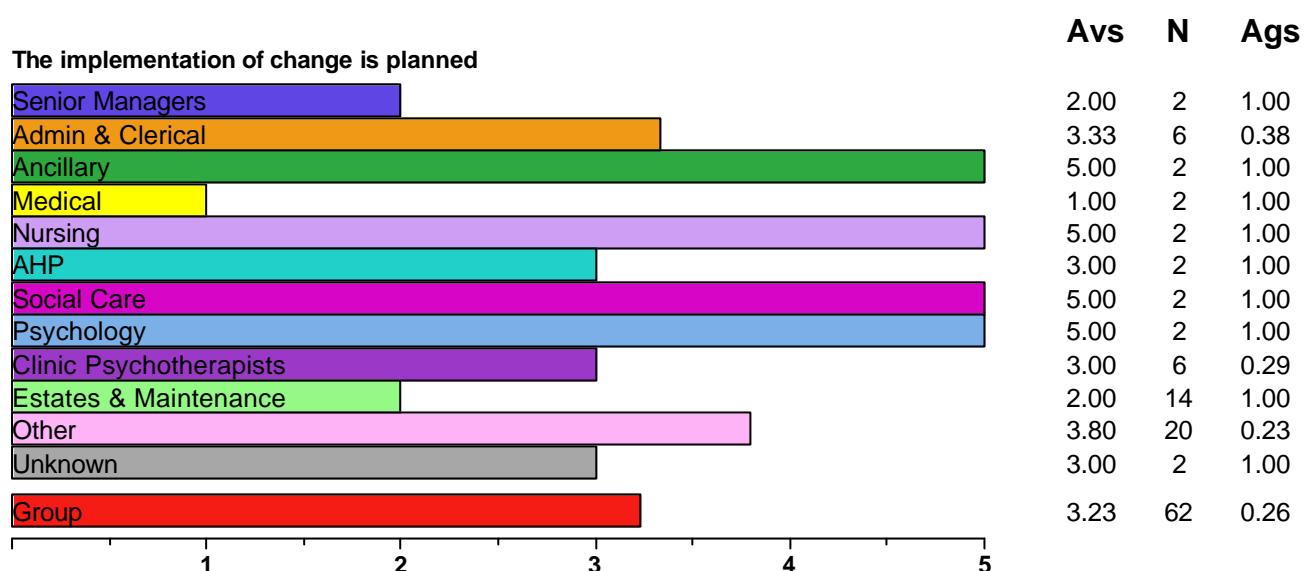
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## Detailed Information by Employment Category



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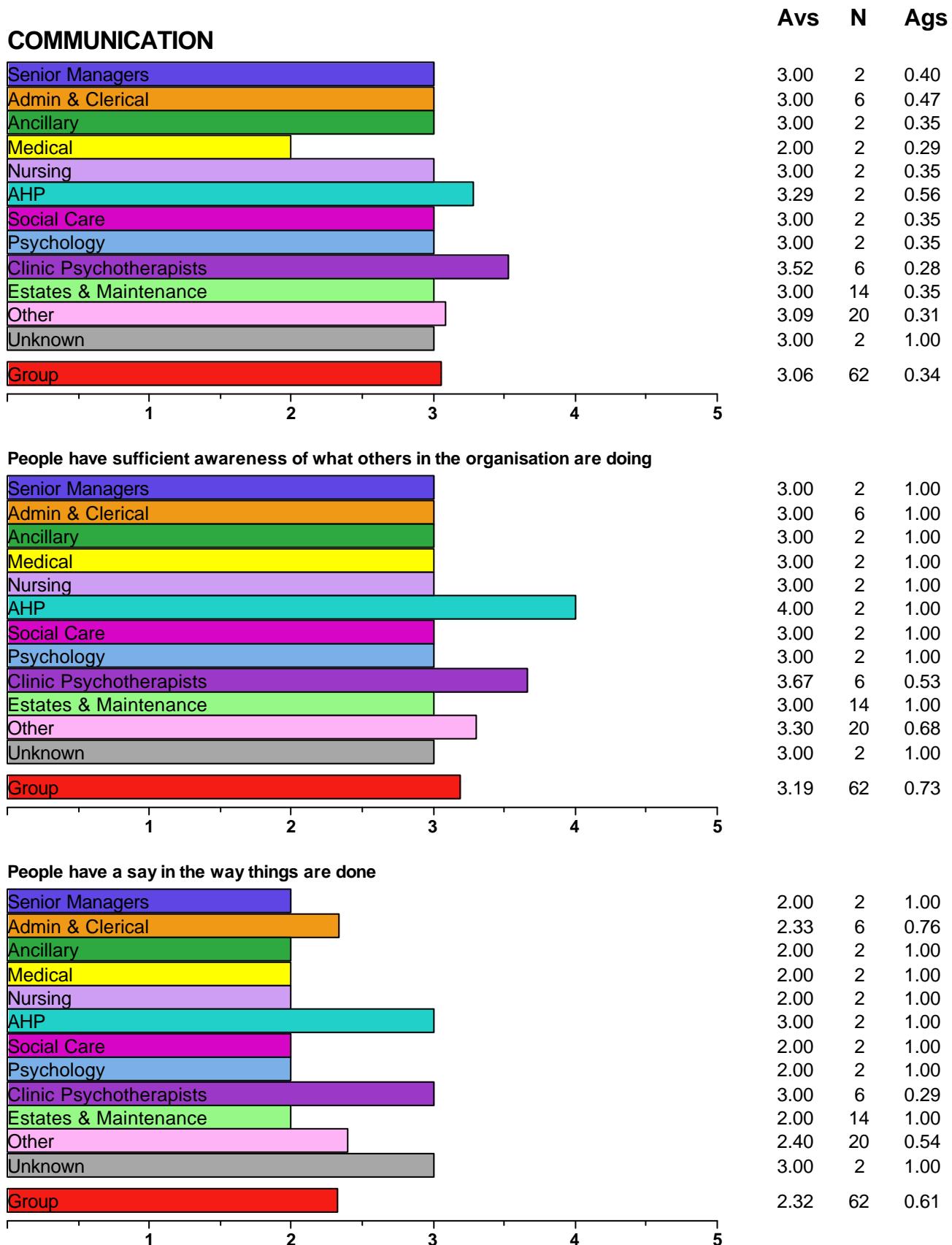
## Detailed Information by Employment Category




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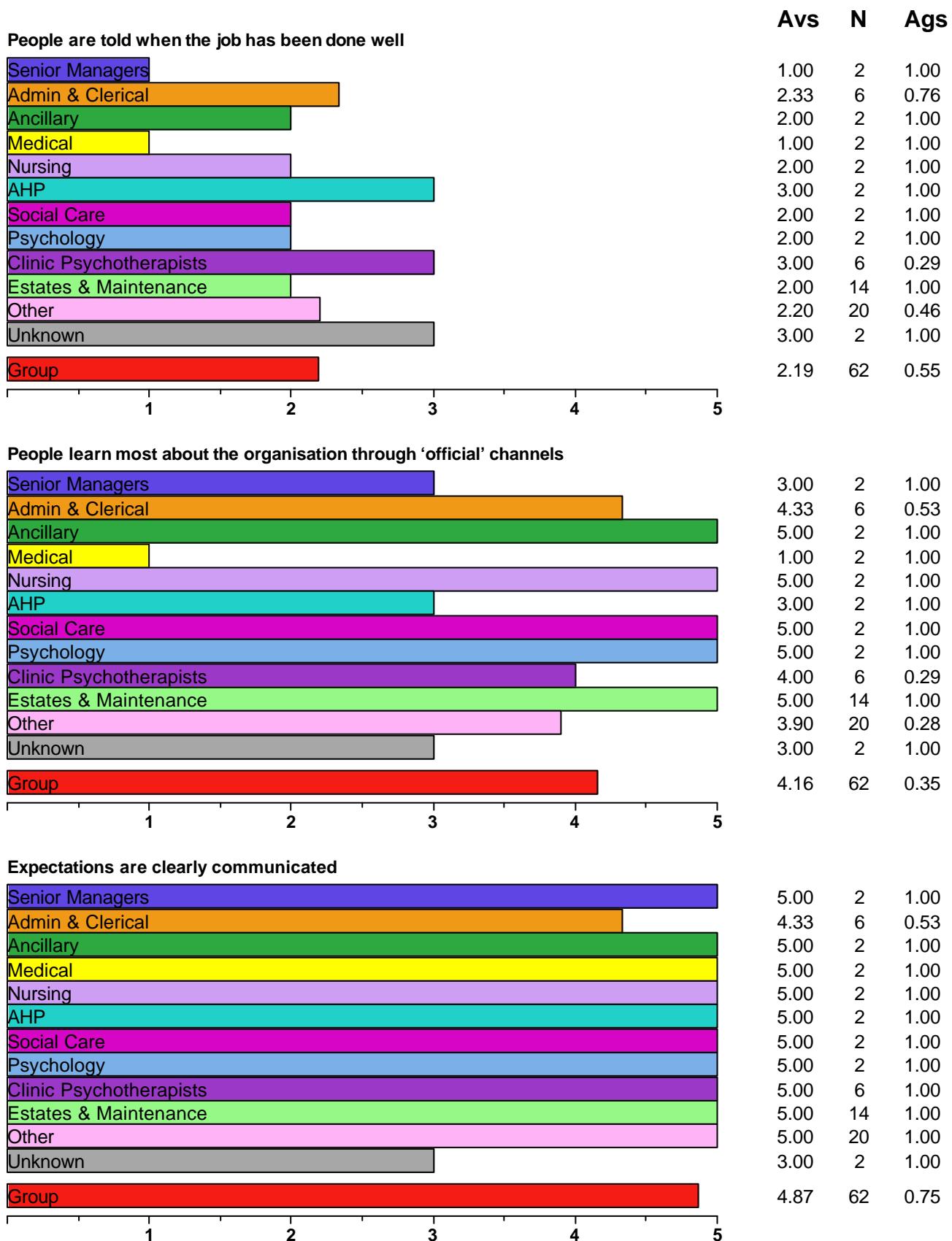
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## Detailed Information by Employment Category



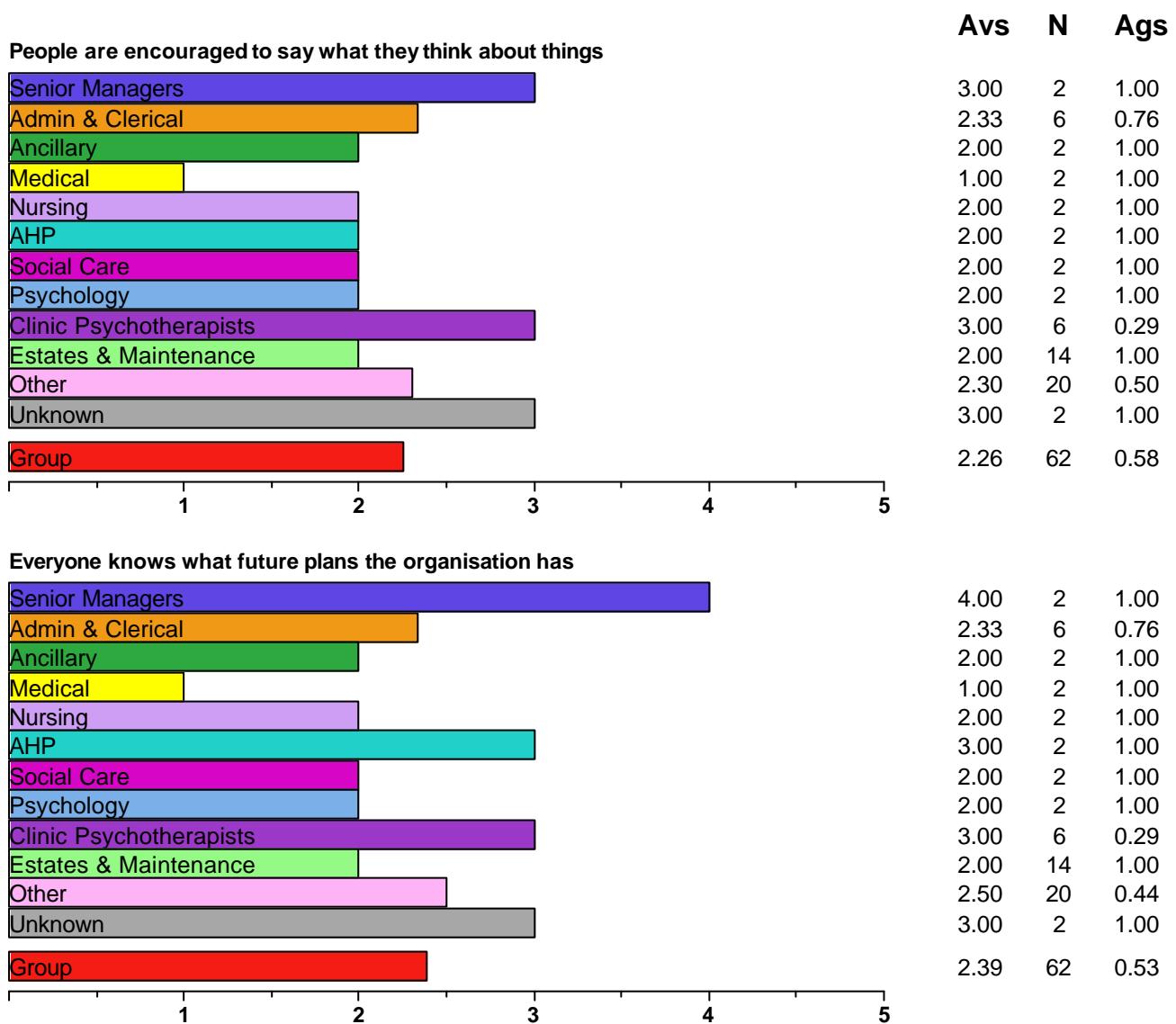
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## Detailed Information by Employment Category

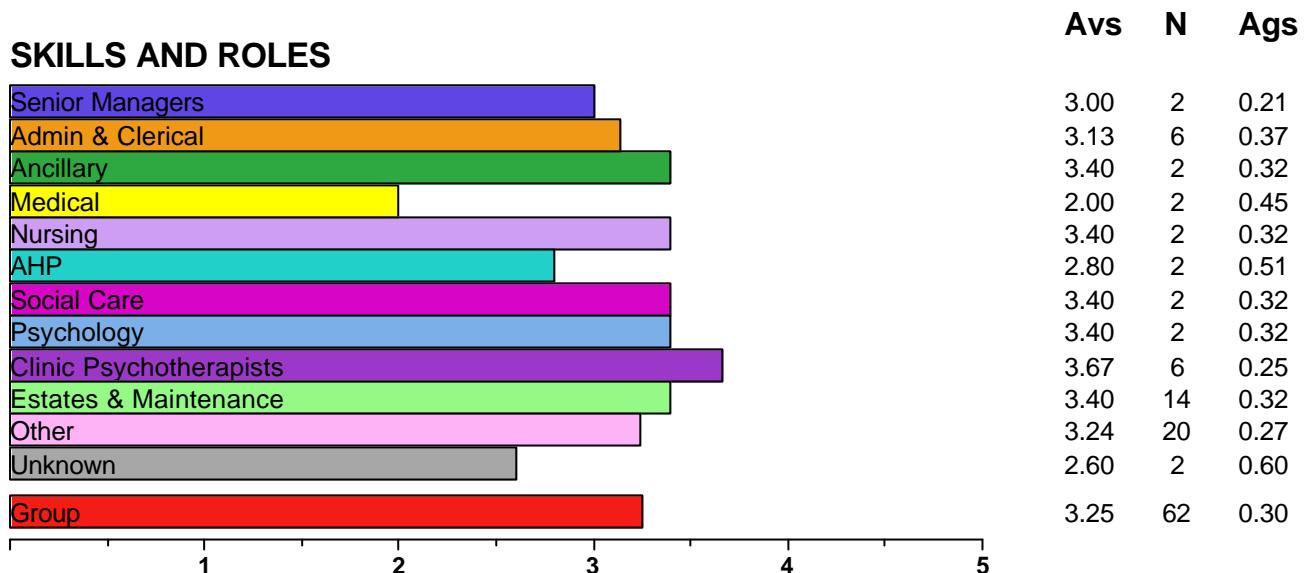


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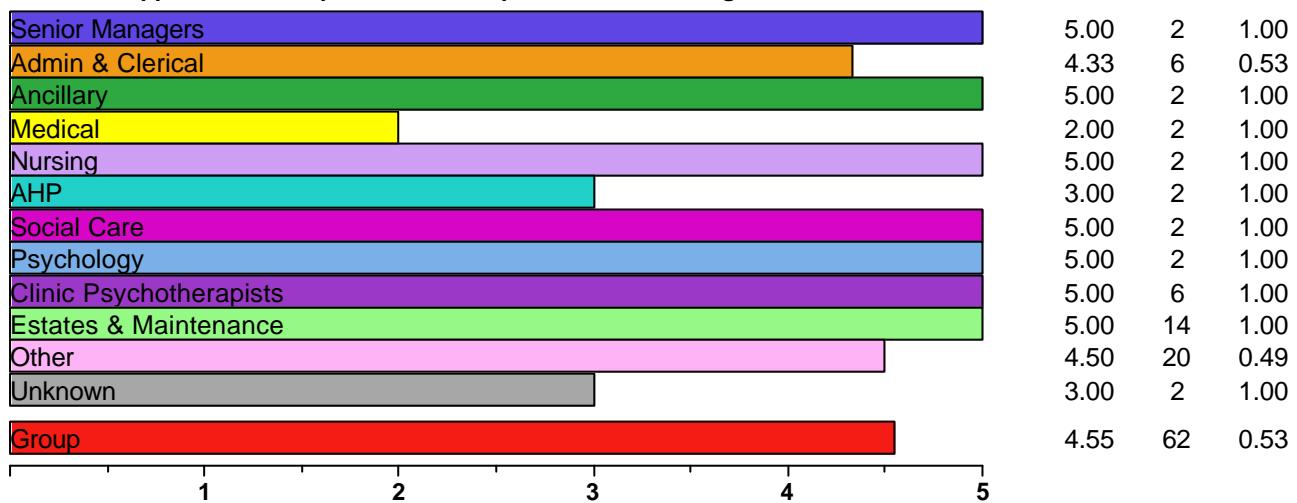
## Detailed Information by Employment Category



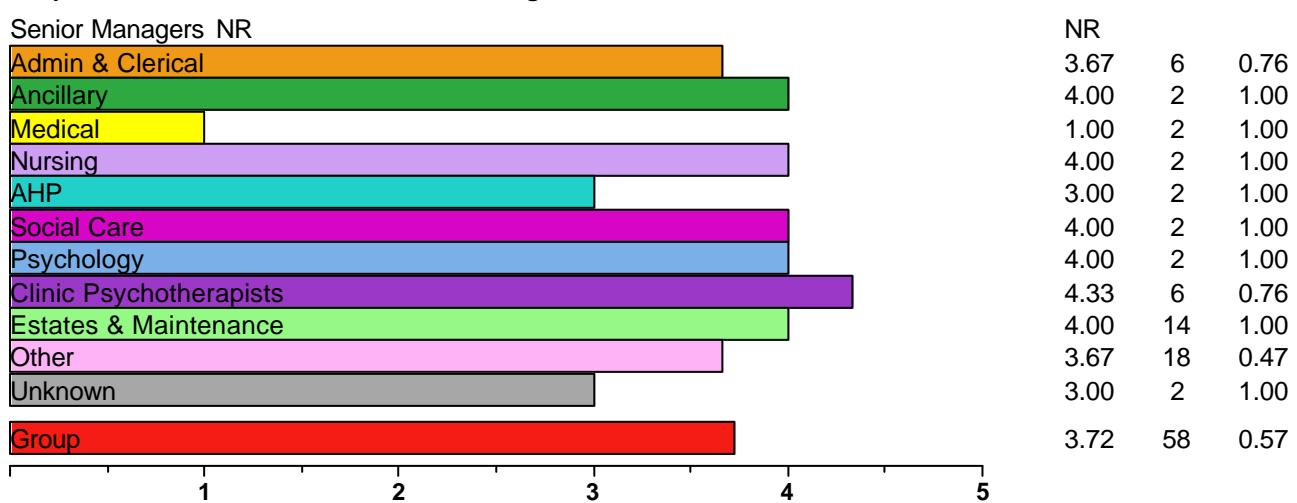
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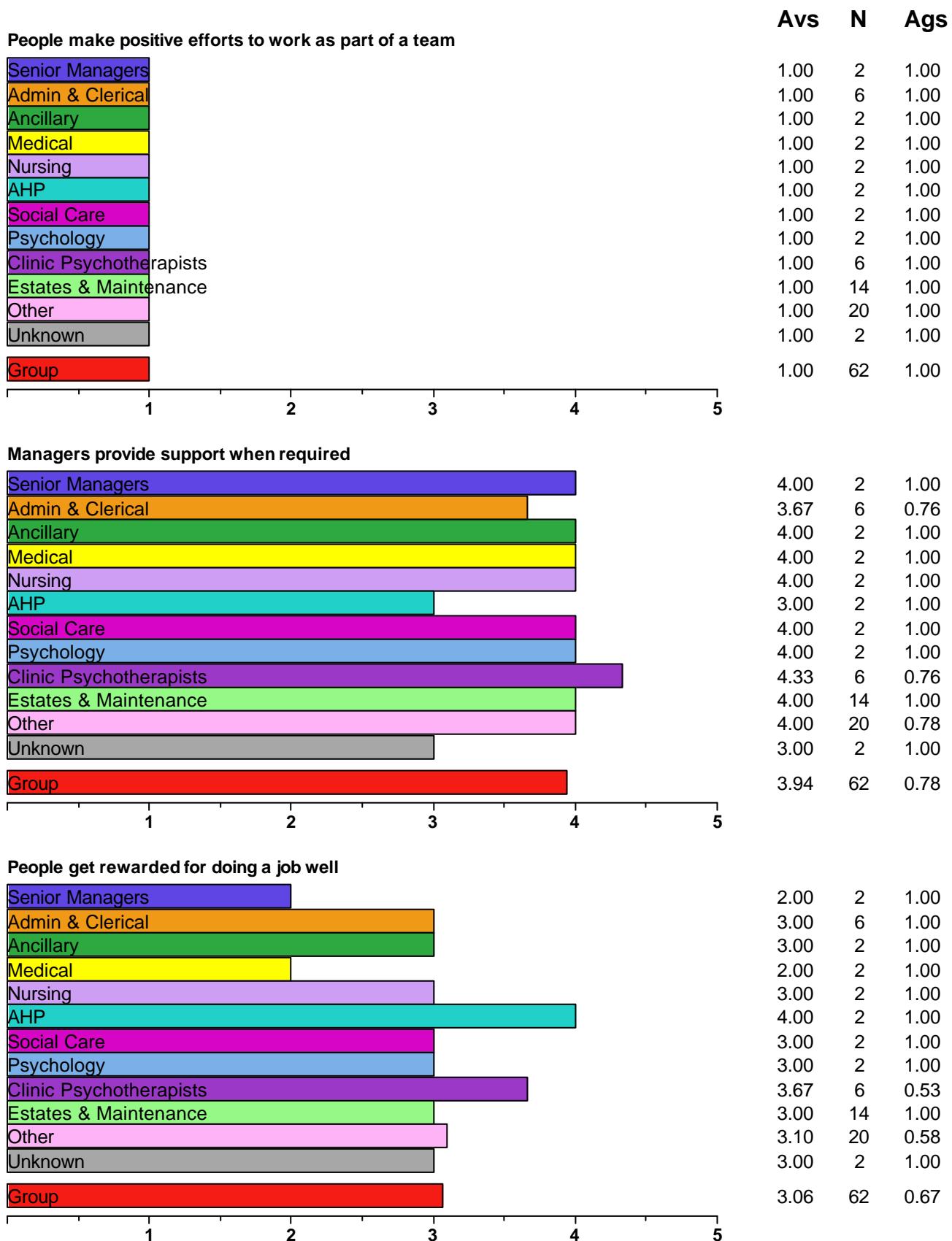
**There are opportunities for personal development while working here**



**People are clear about their own role in the organisation**

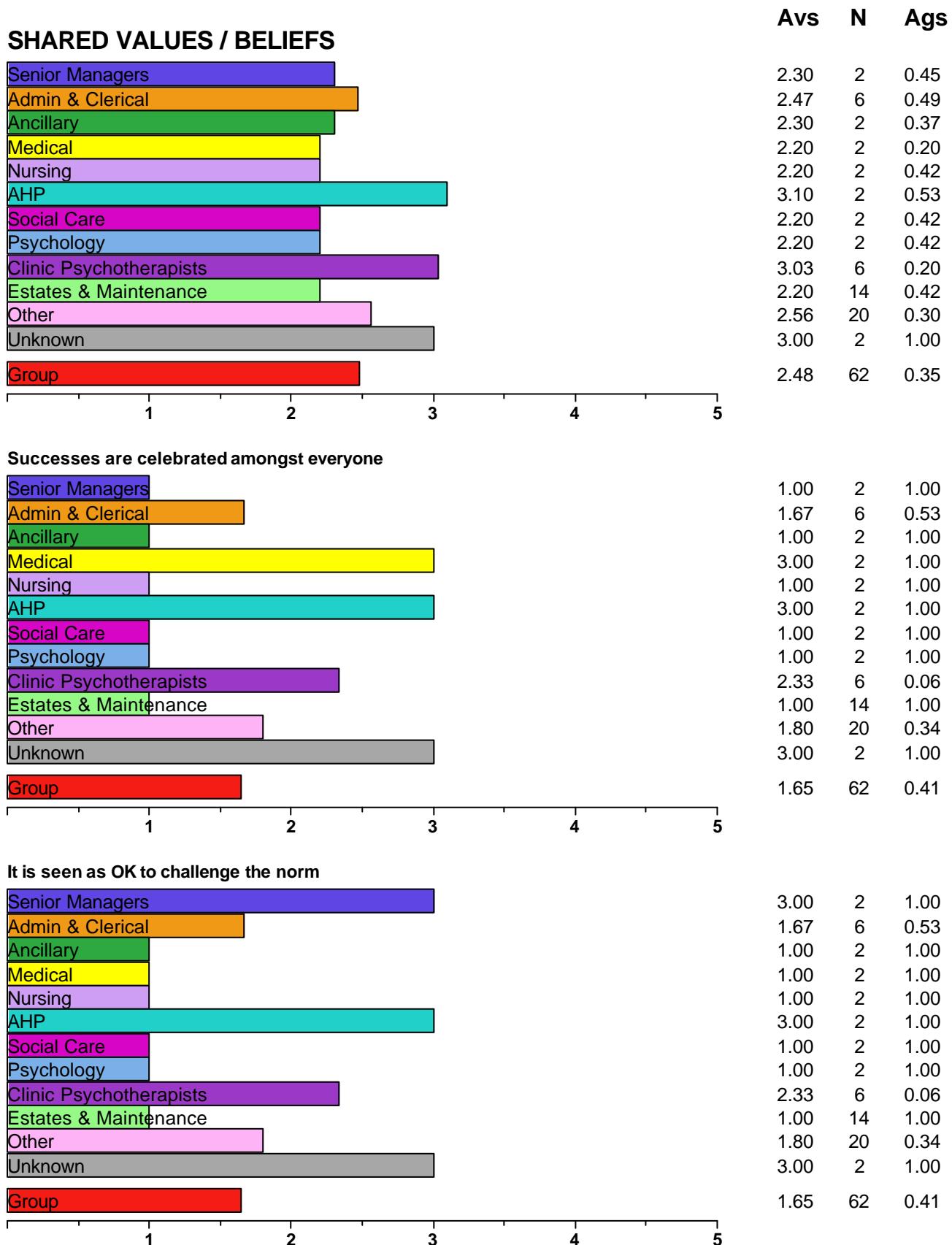


## Detailed Information by Employment Category



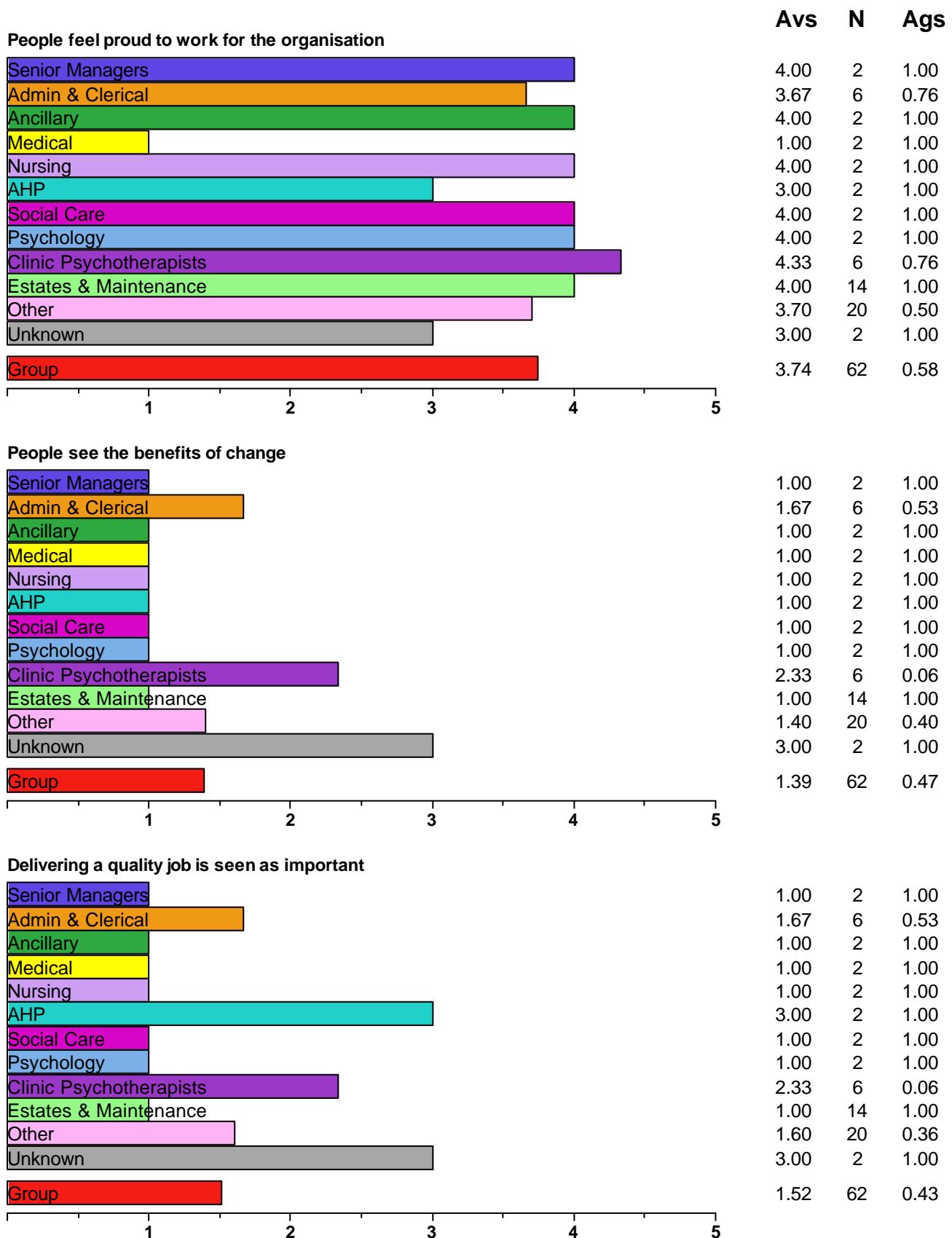
Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

## Detailed Information by Employment Category



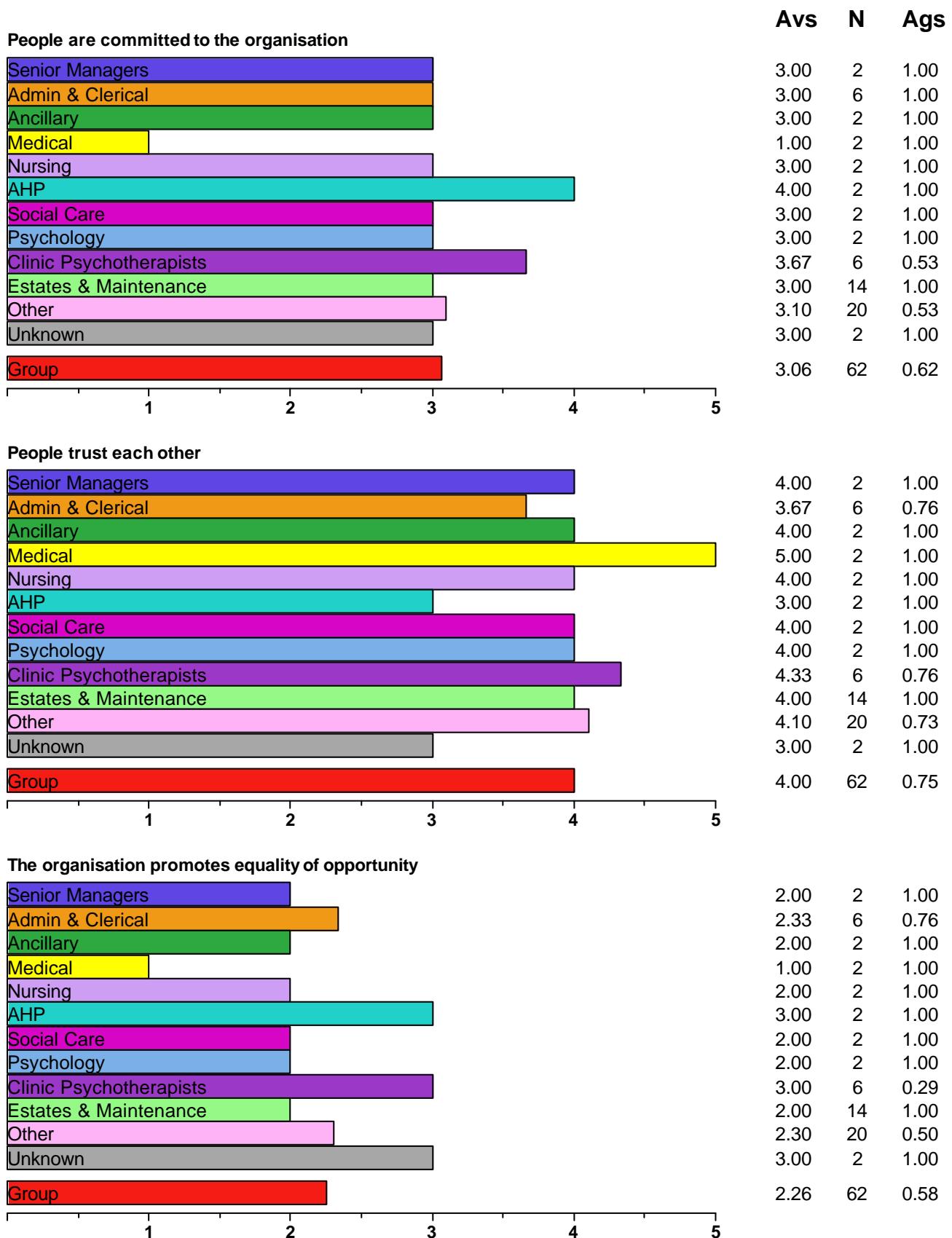
Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

## Detailed Information by Employment Category



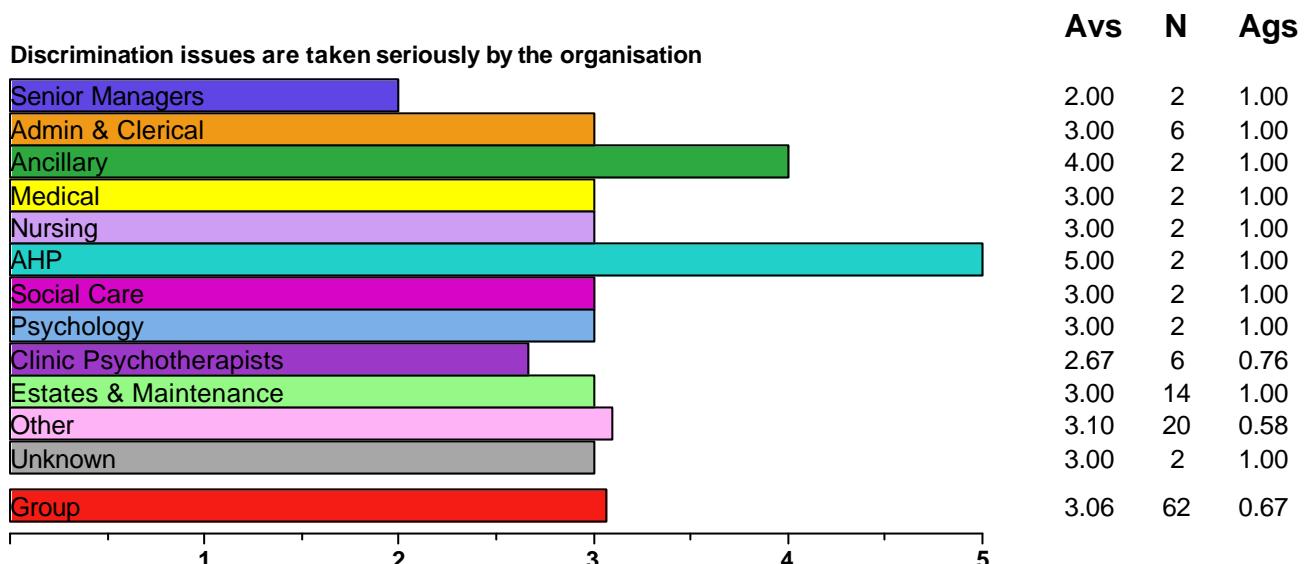
Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

## Detailed Information by Employment Category

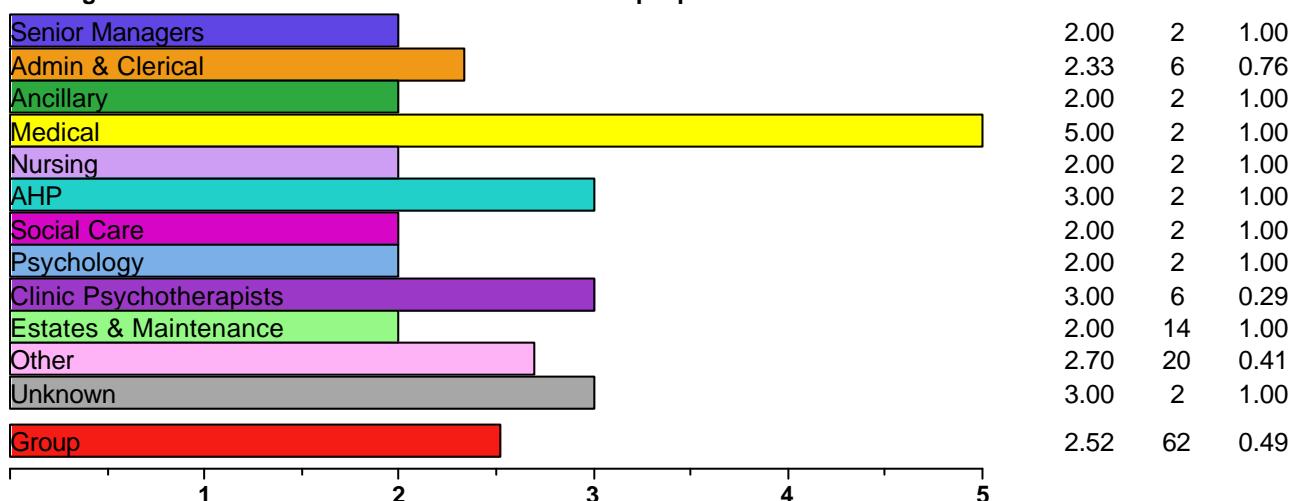


Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

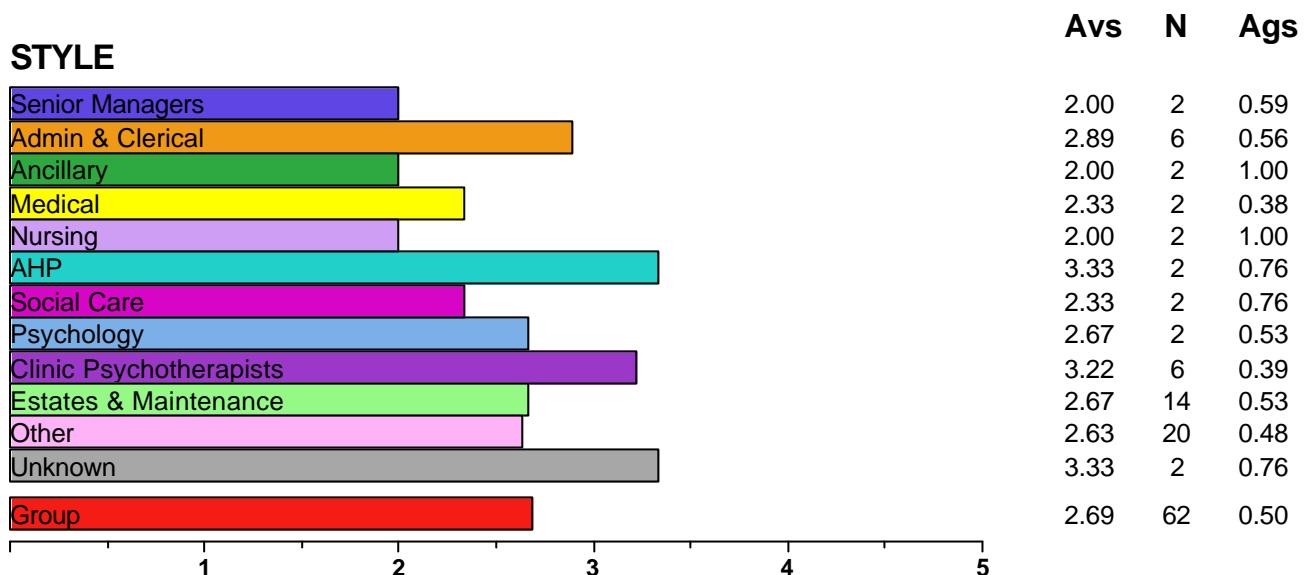
## Detailed Information by Employment Category



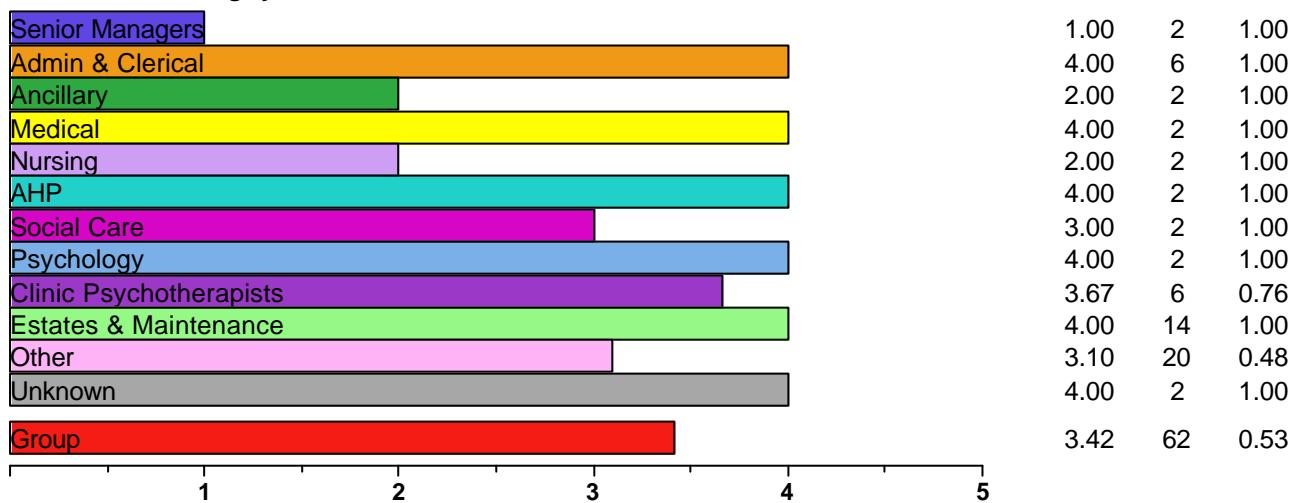
**The organisation seeks to minimise undue stress in its people**



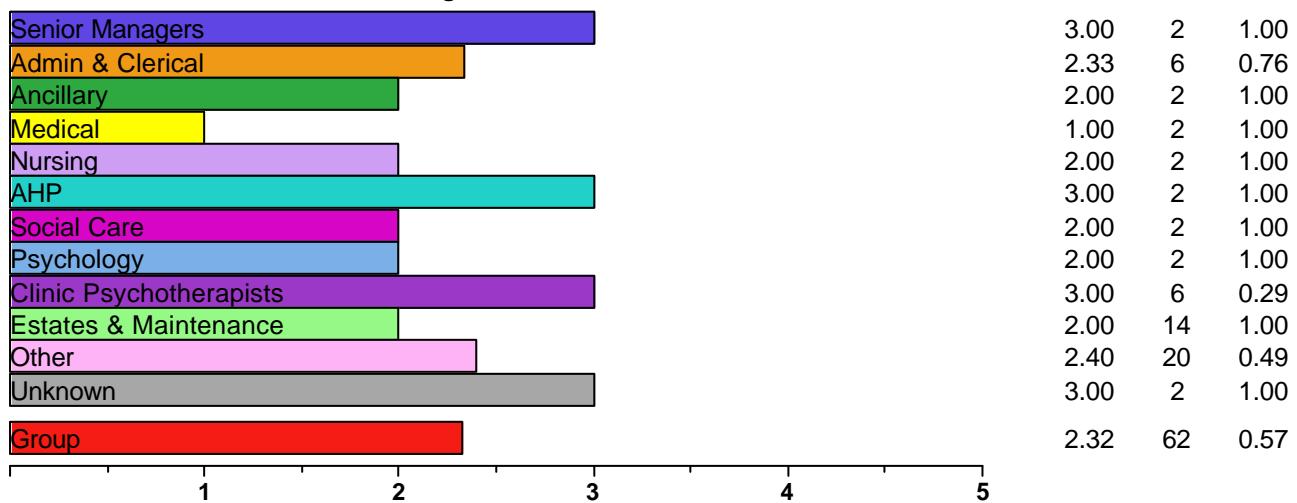
## Detailed Information by Employment Category



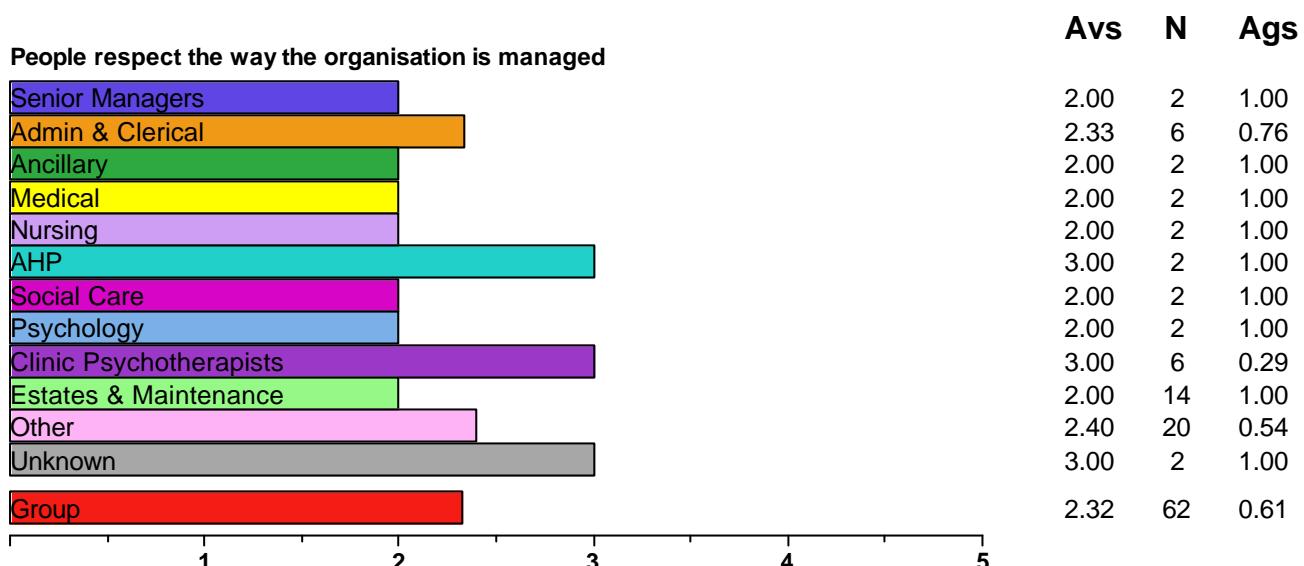
The workforce is highly motivated



Patient needs are seen to focus the organisation



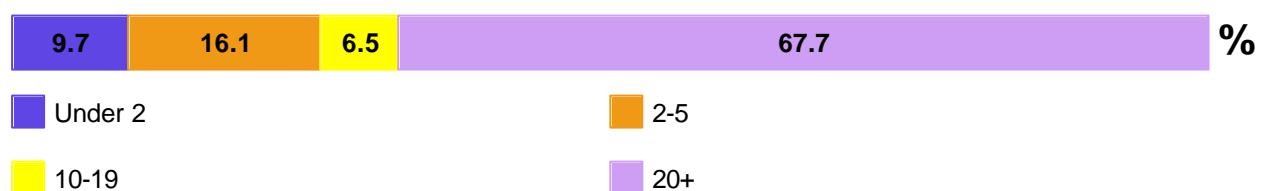
## Detailed Information by Employment Category



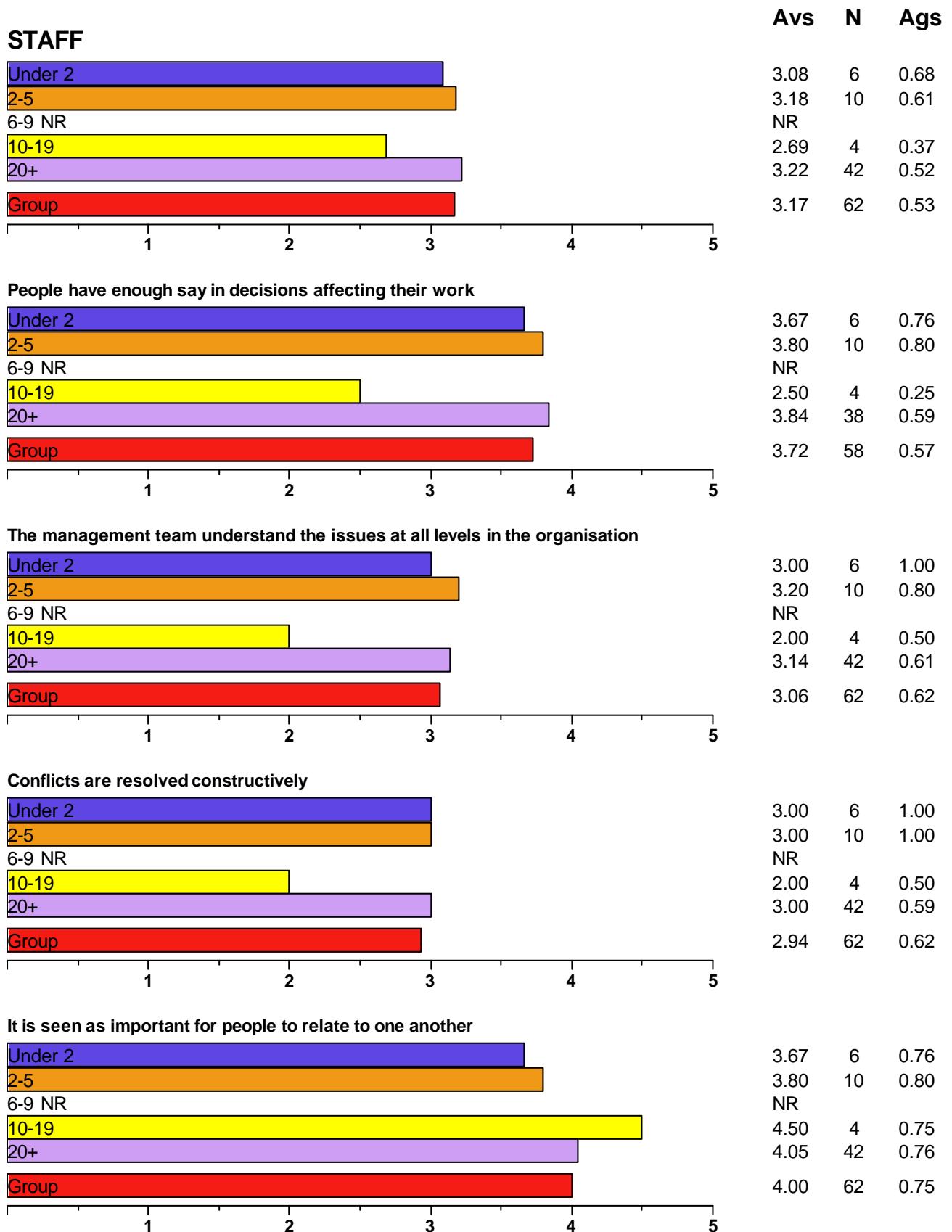

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Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

# Length of Service

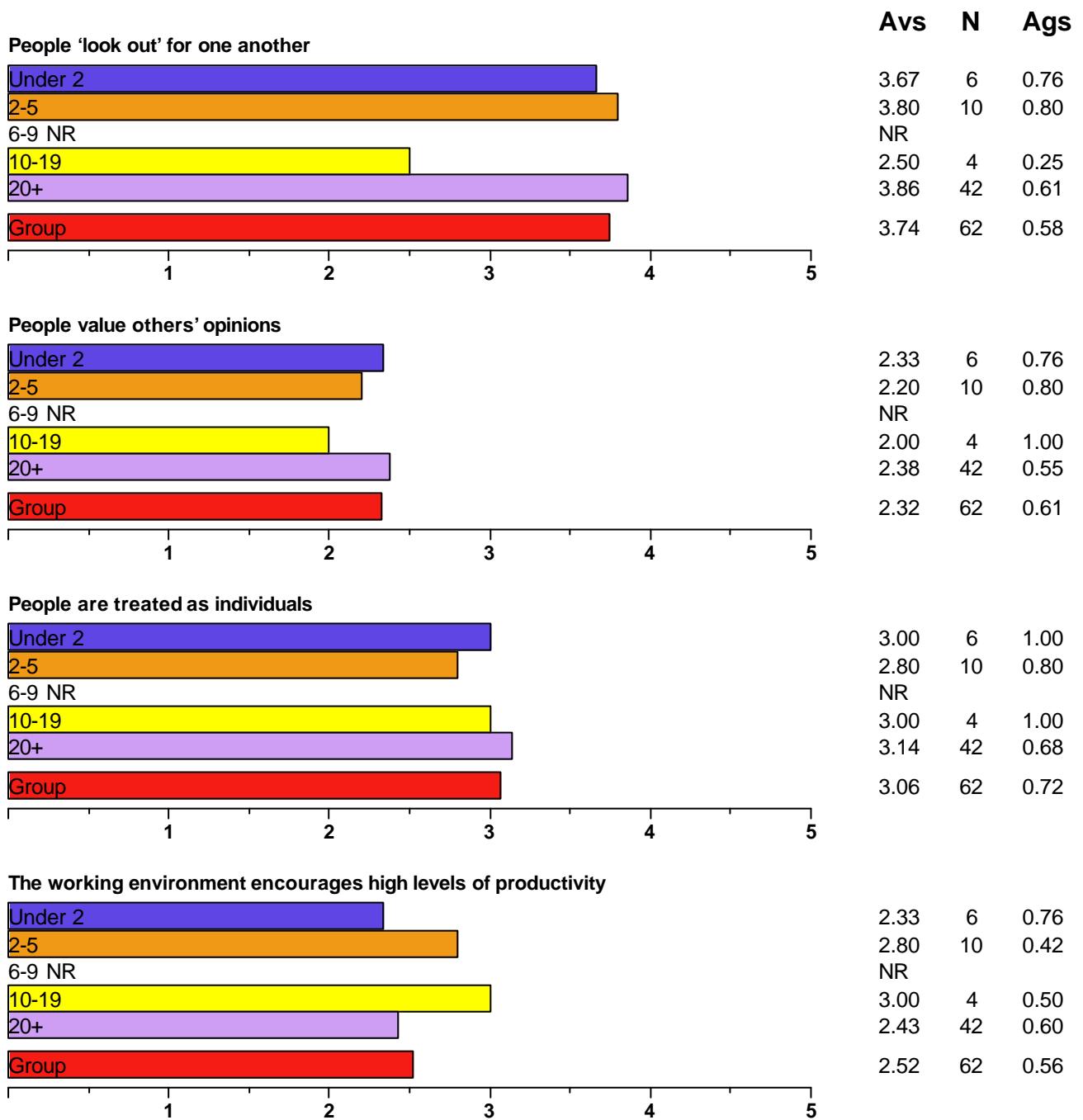


## Detailed Information by Length of Service



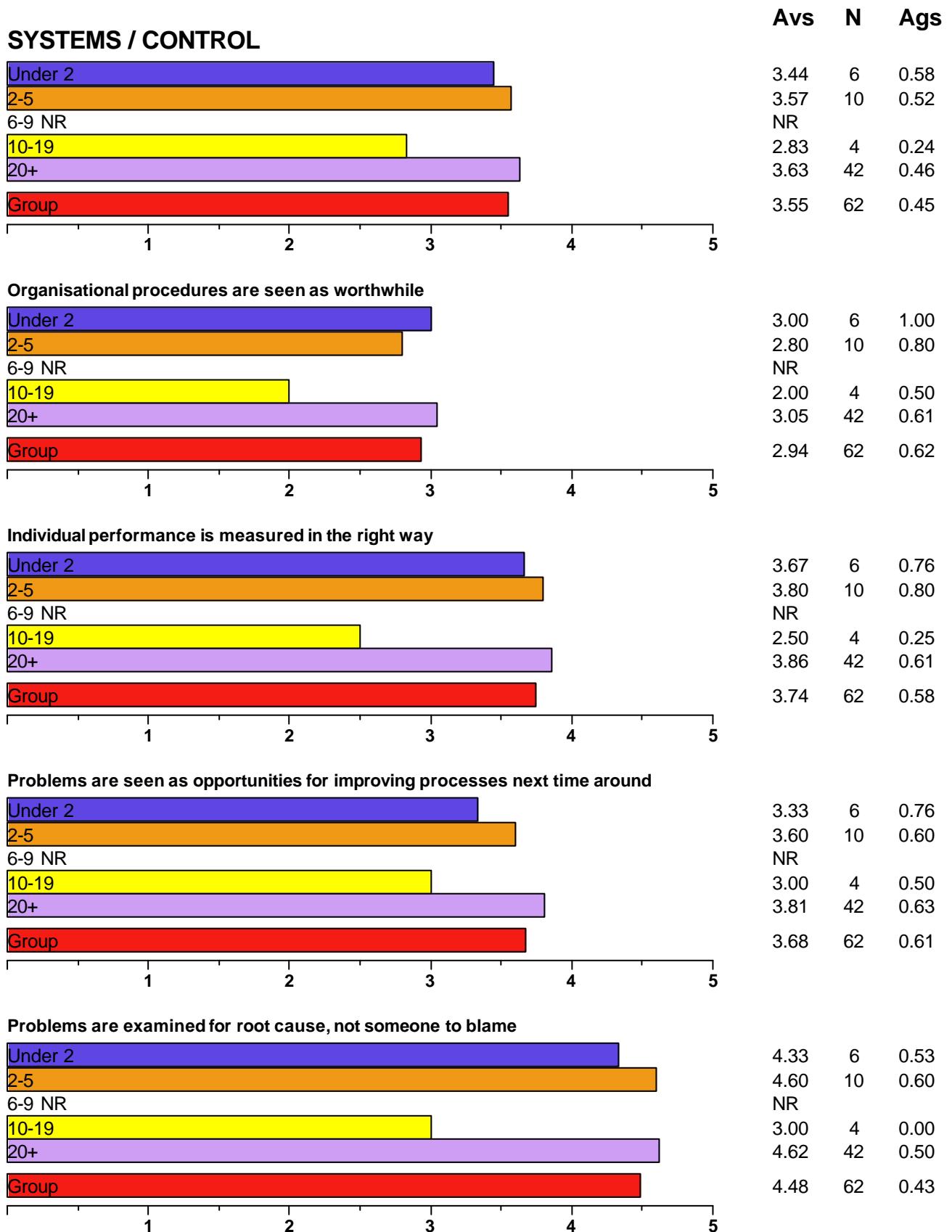
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## Detailed Information by Length of Service



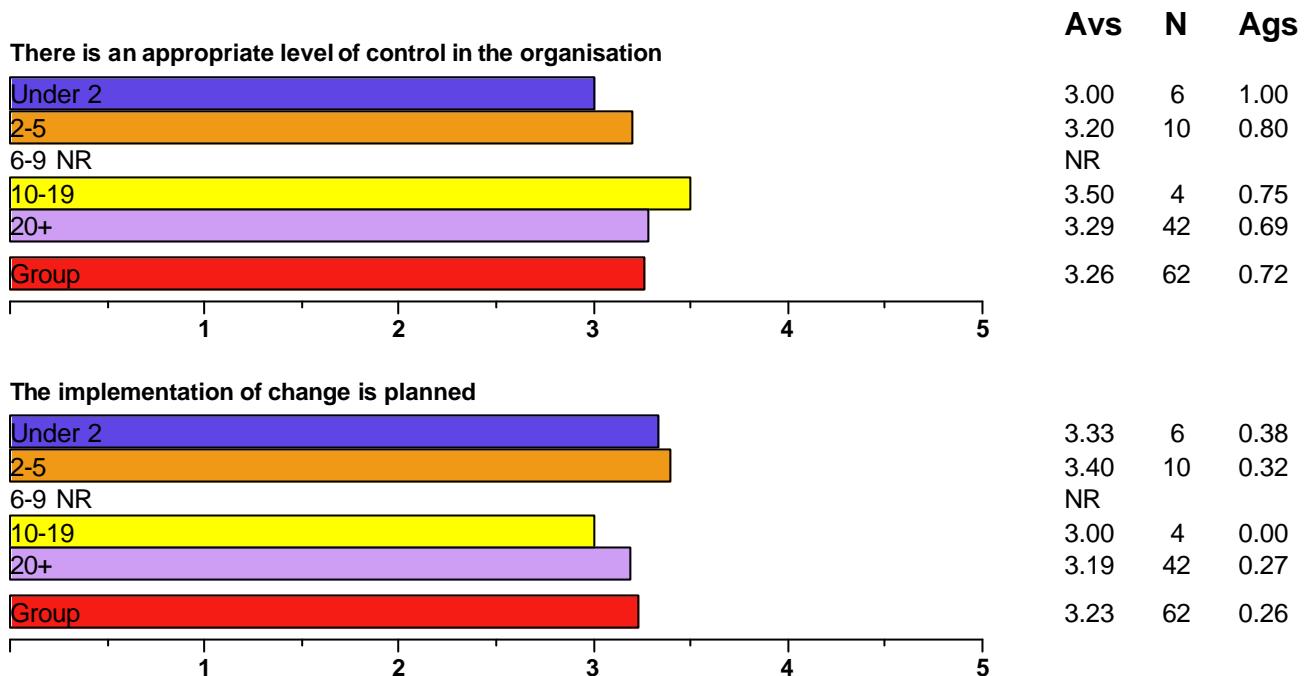
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## Detailed Information by Length of Service

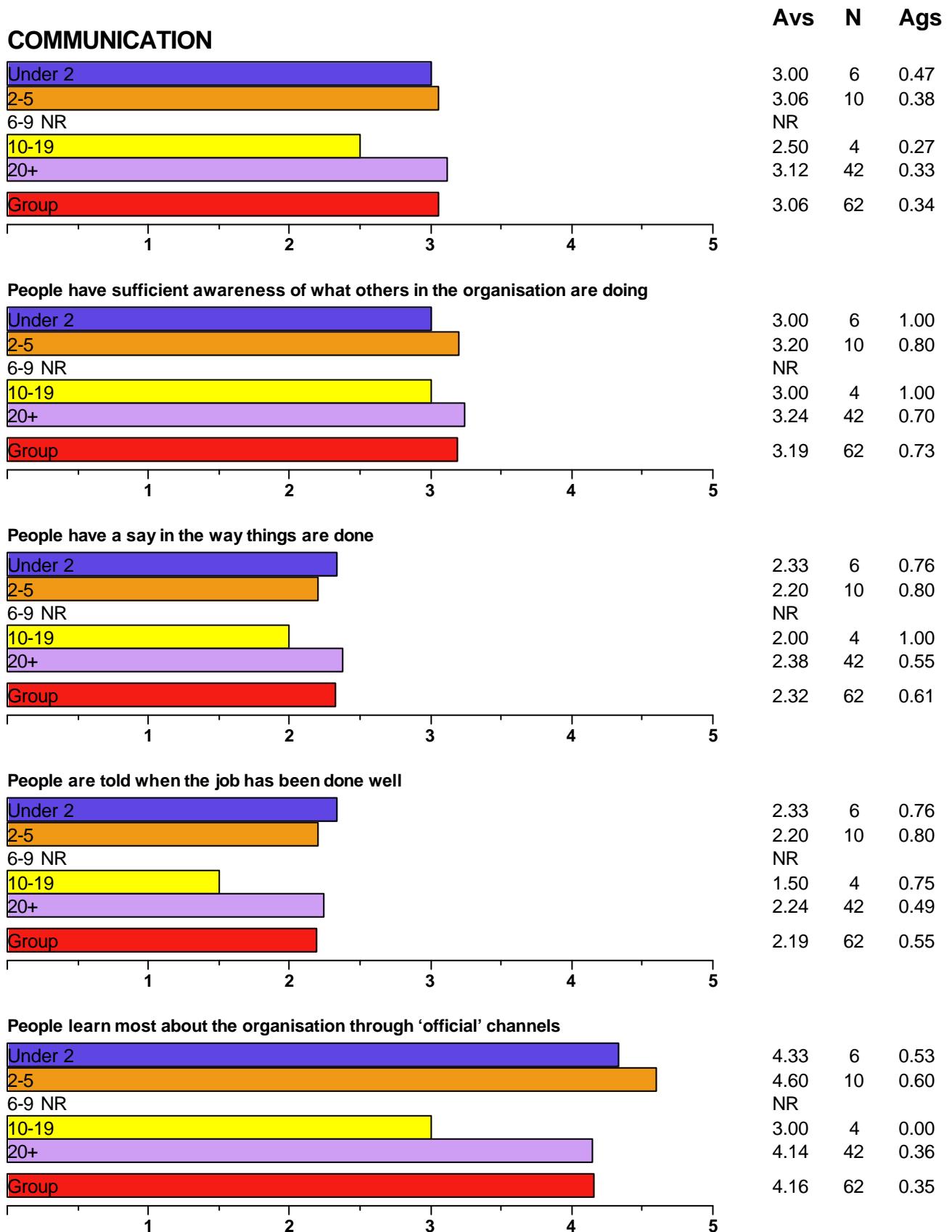


Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

## Detailed Information by Length of Service

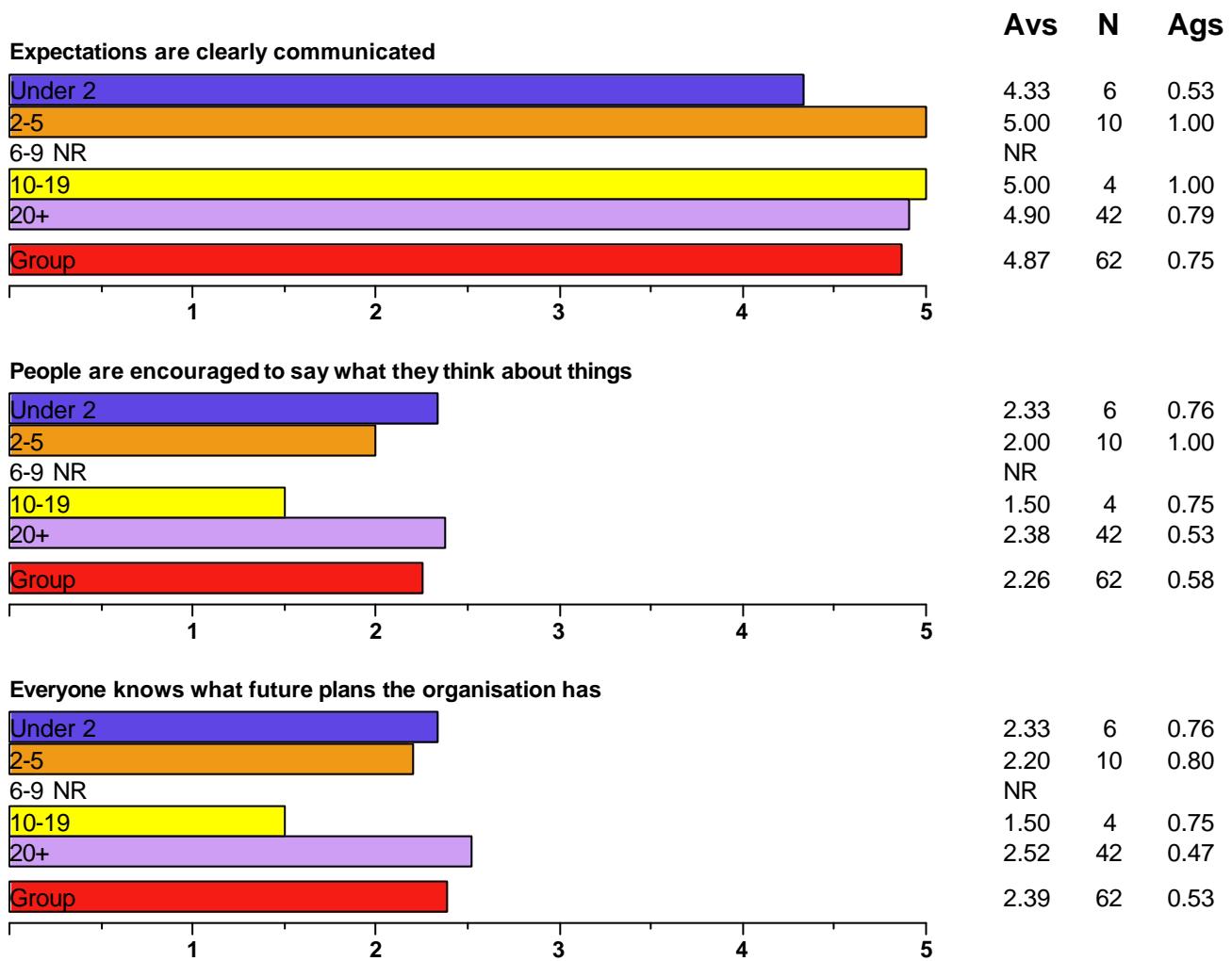


## Detailed Information by Length of Service



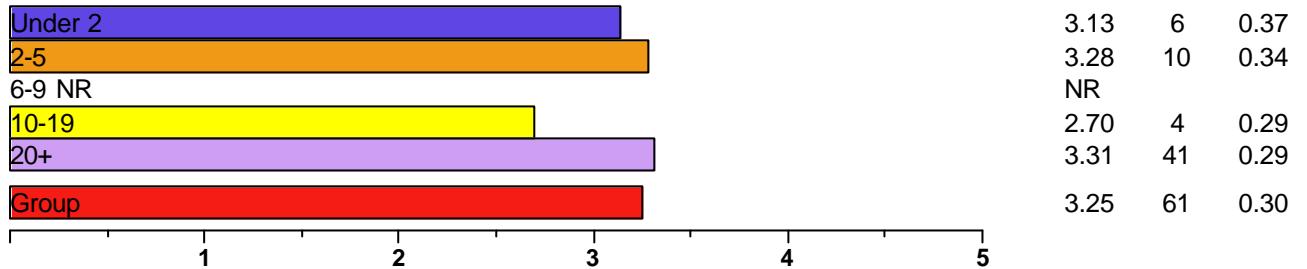
Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

## Detailed Information by Length of Service

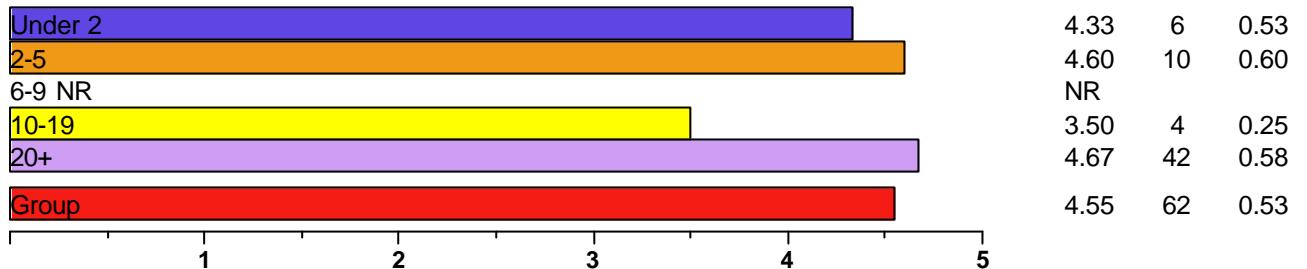


## Detailed Information by Length of Service

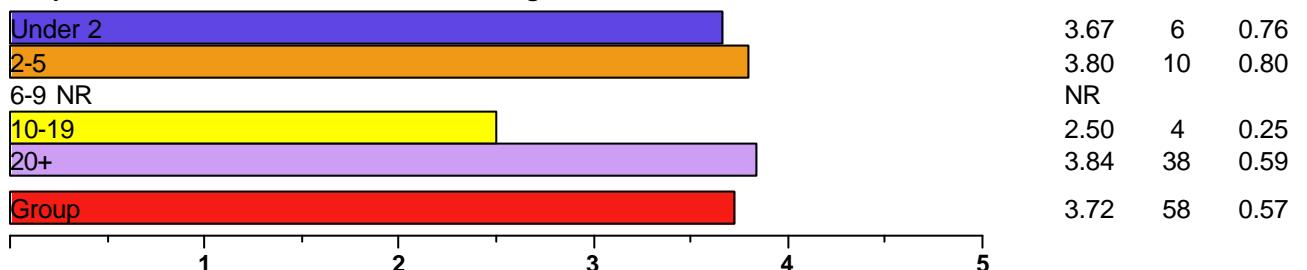
### SKILLS AND ROLES



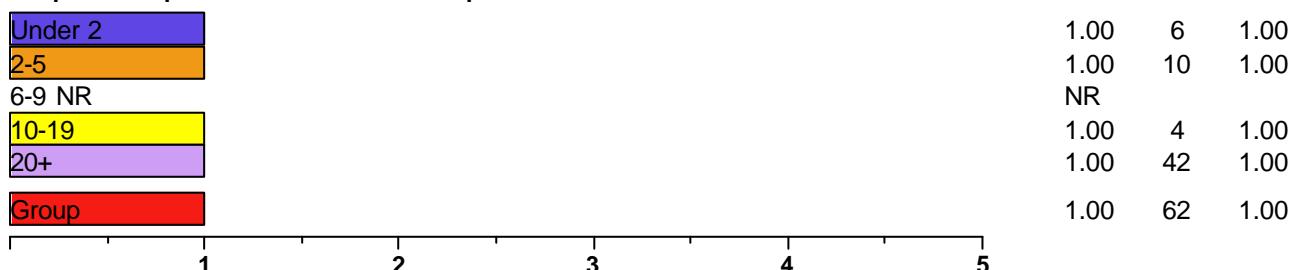
There are opportunities for personal development while working here



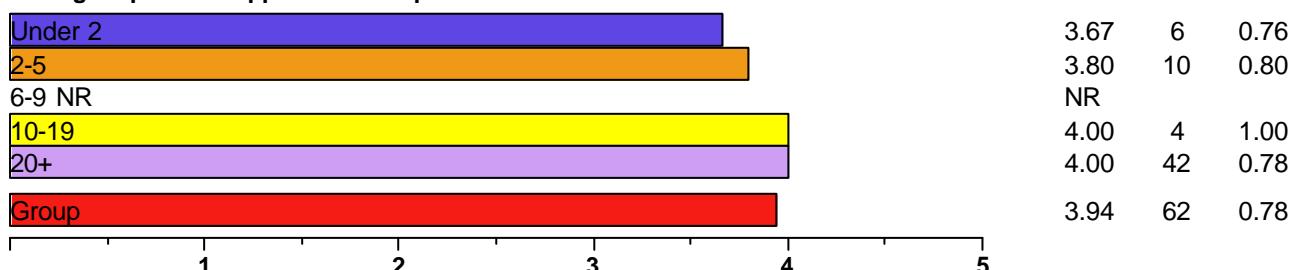
People are clear about their own role in the organisation



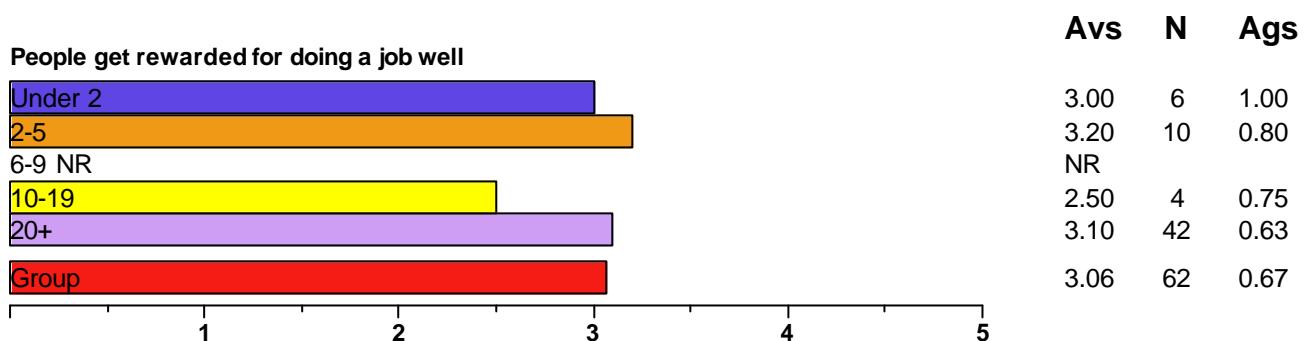
People make positive efforts to work as part of a team



Managers provide support when required



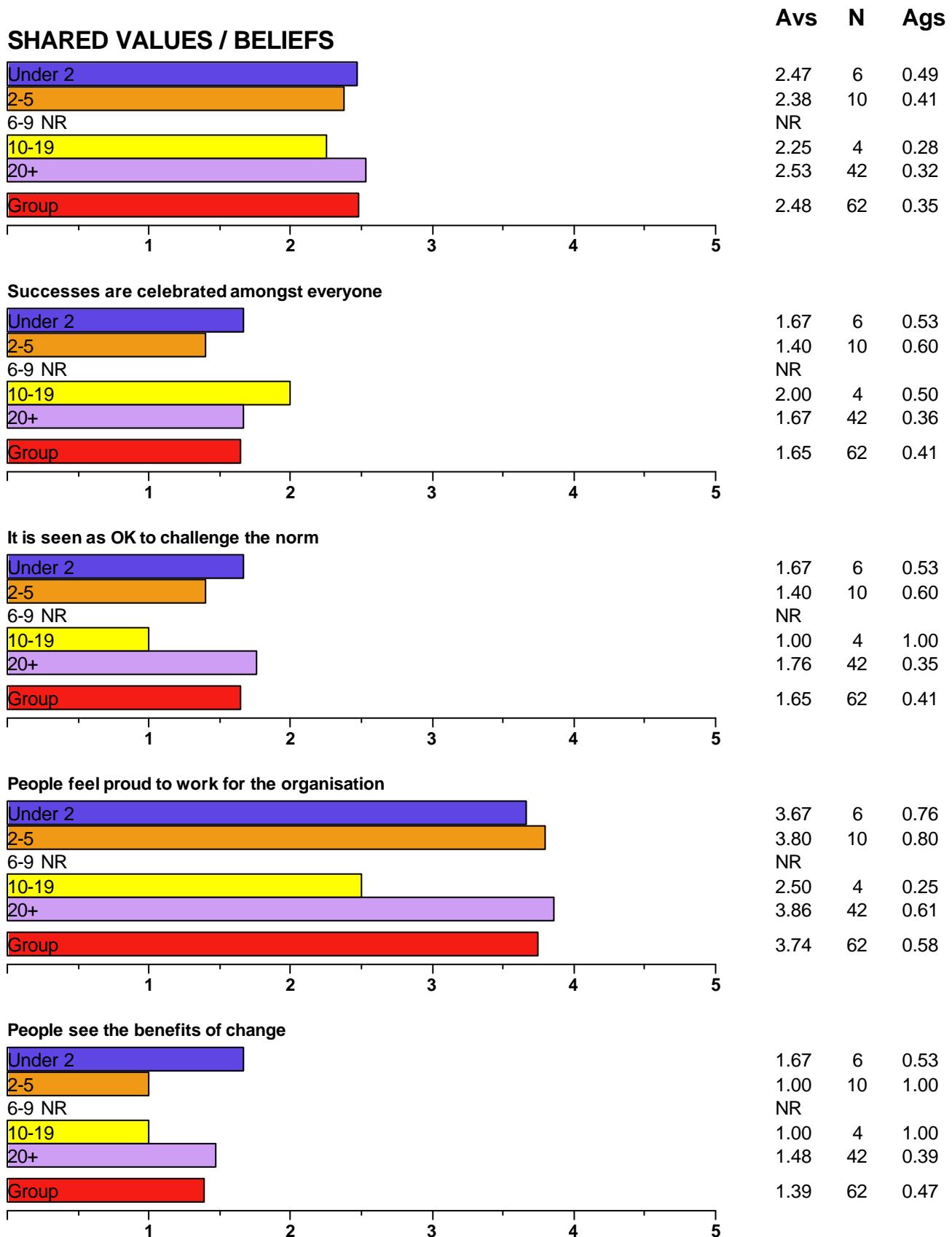
## Detailed Information by Length of Service




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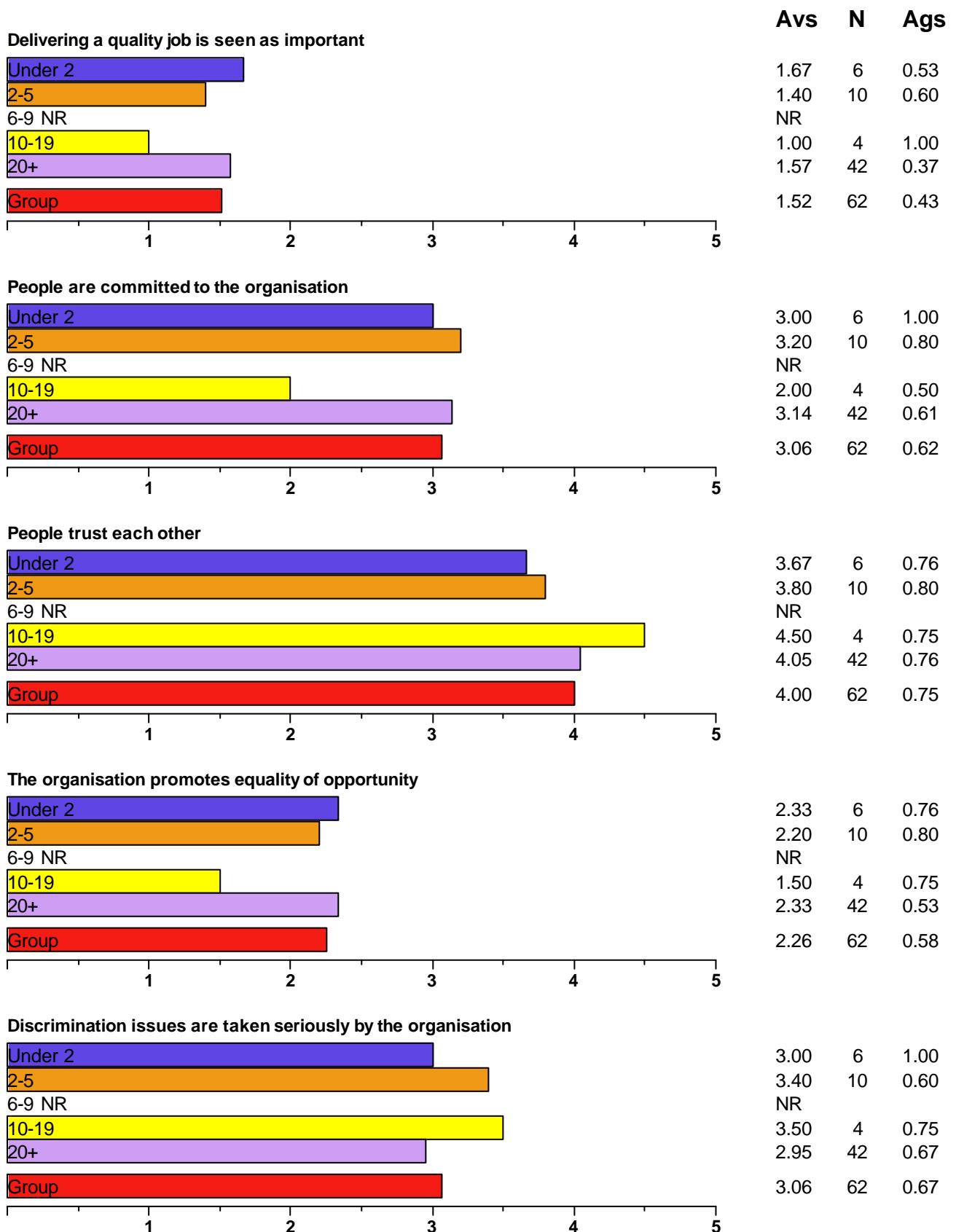
Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

## Detailed Information by Length of Service



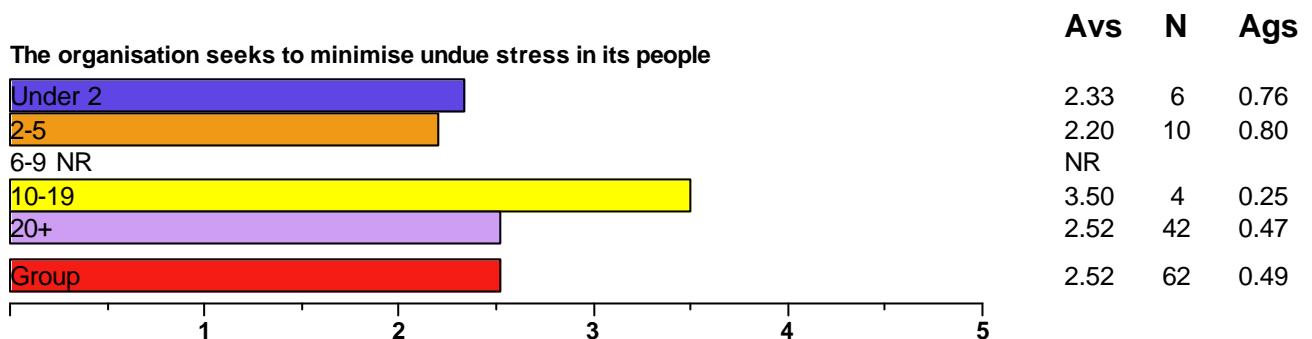
Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

## Detailed Information by Length of Service

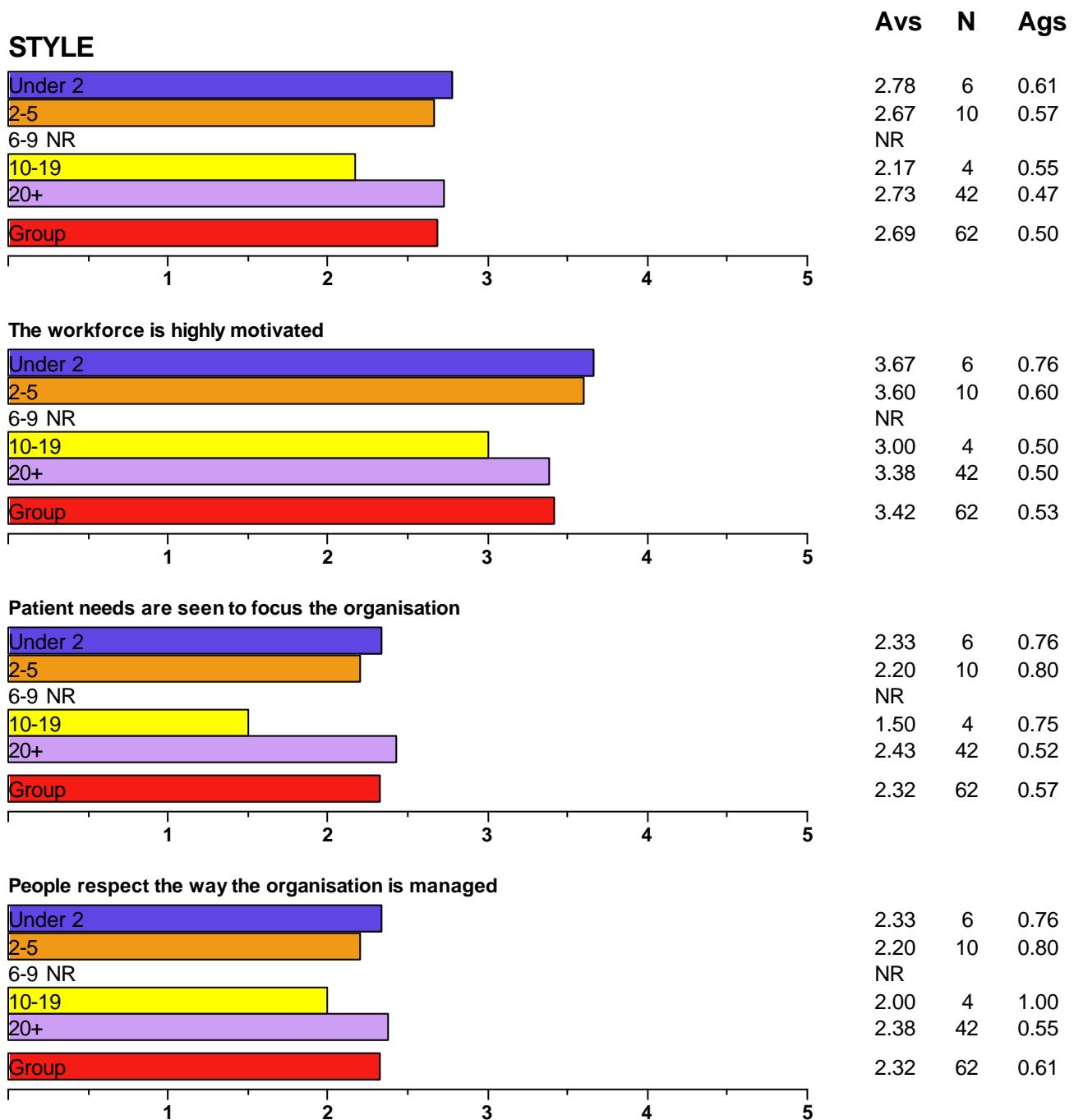


Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

## Detailed Information by Length of Service



## Detailed Information by Length of Service



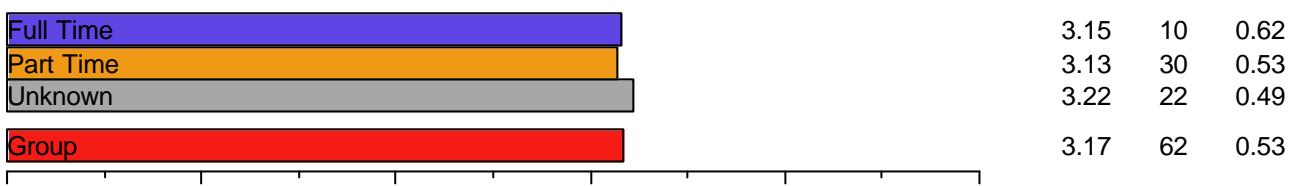
Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

# Employment

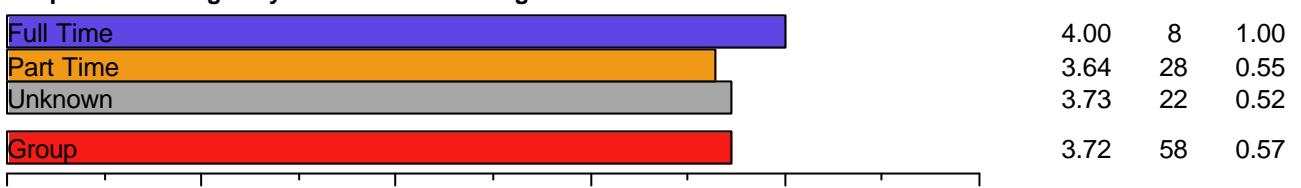


## Detailed Information by Employment

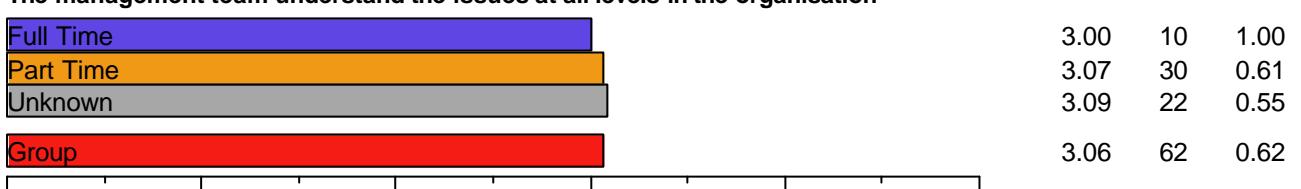
### STAFF



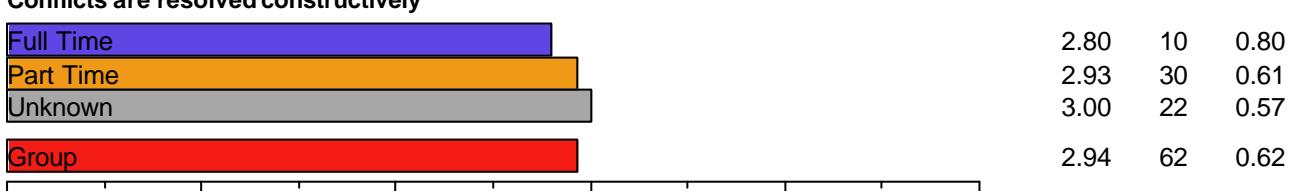
**People have enough say in decisions affecting their work**



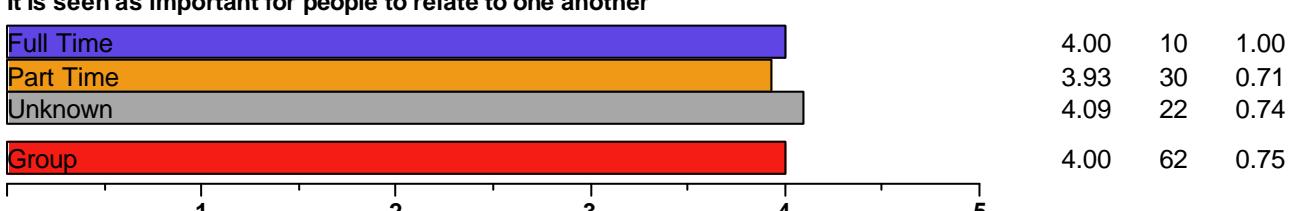
**The management team understand the issues at all levels in the organisation**



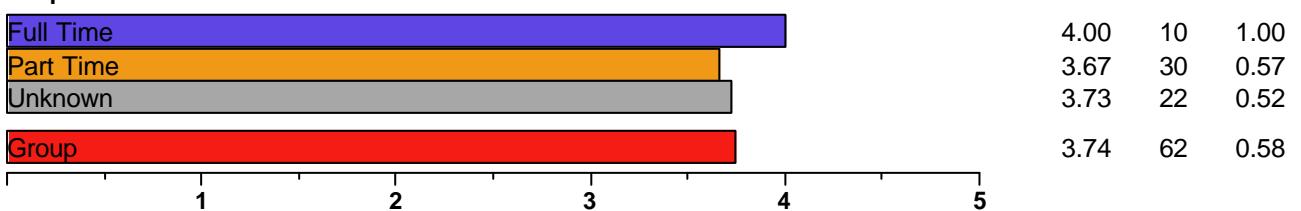
**Conflicts are resolved constructively**



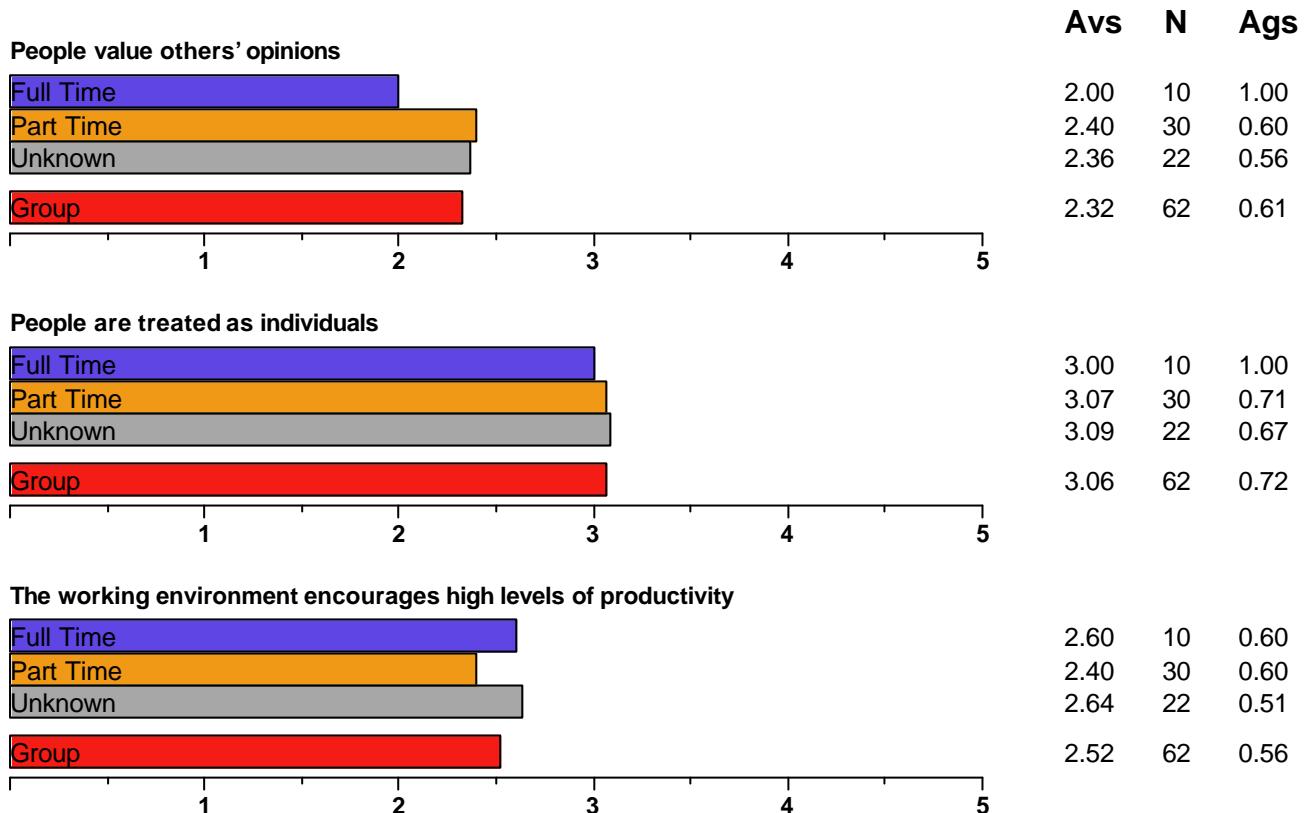
**It is seen as important for people to relate to one another**



**People 'look out' for one another**

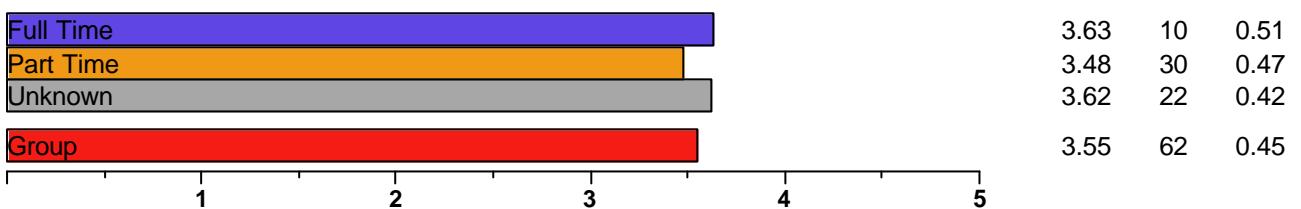


## Detailed Information by Employment

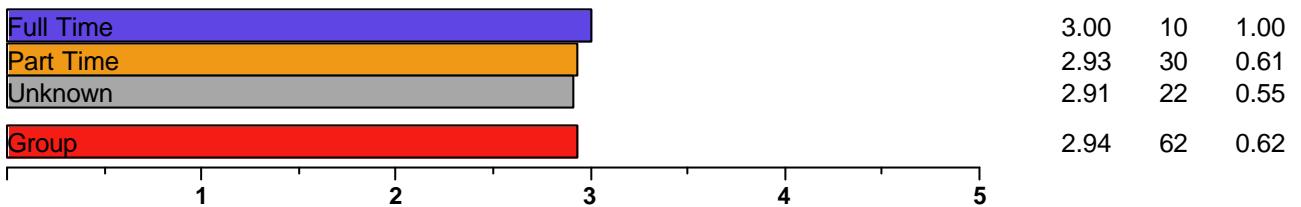


## Detailed Information by Employment

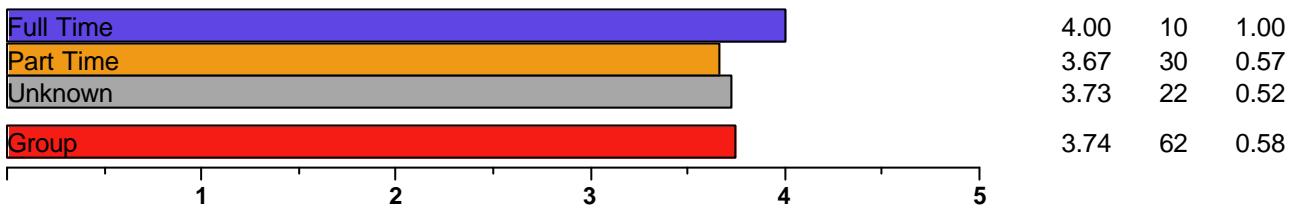
### SYSTEMS / CONTROL



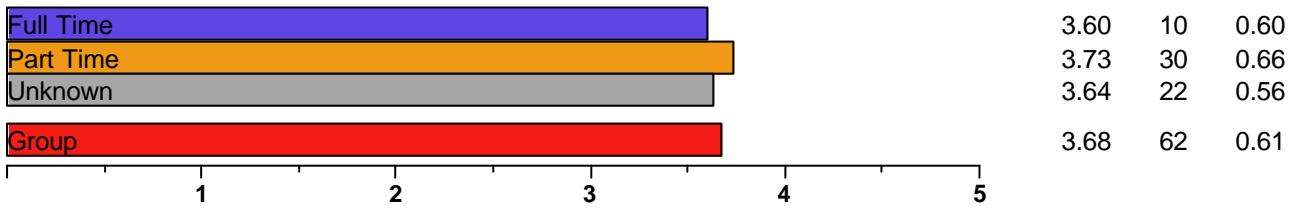
Organisational procedures are seen as worthwhile



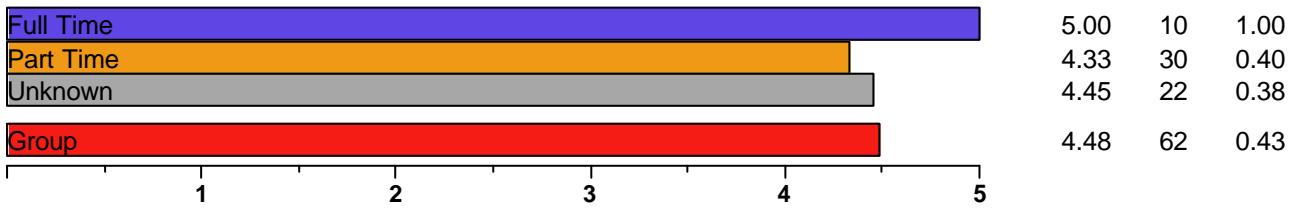
Individual performance is measured in the right way



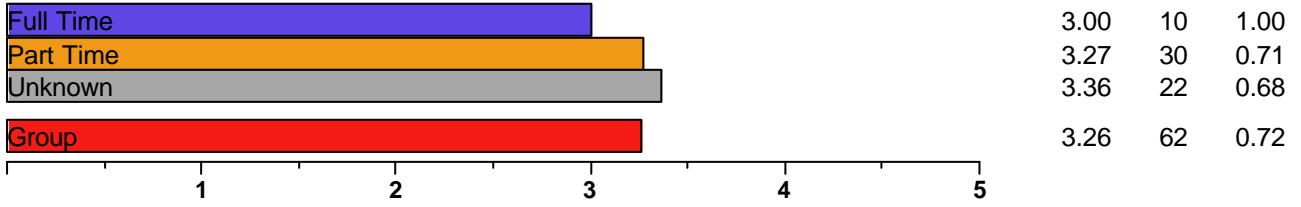
Problems are seen as opportunities for improving processes next time around



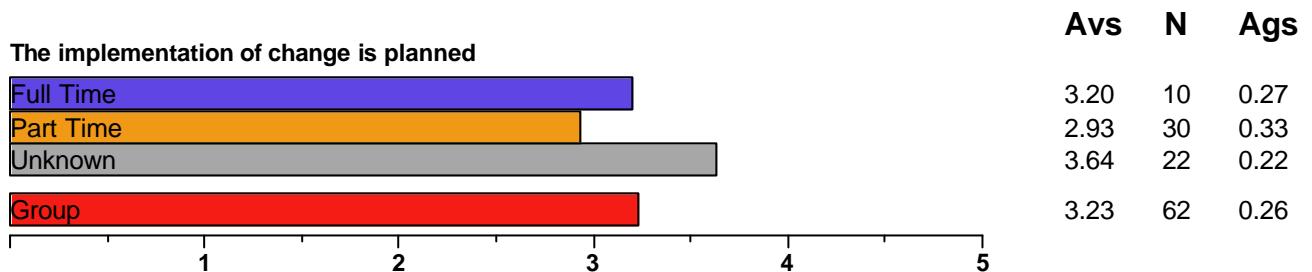
Problems are examined for root cause, not someone to blame



There is an appropriate level of control in the organisation

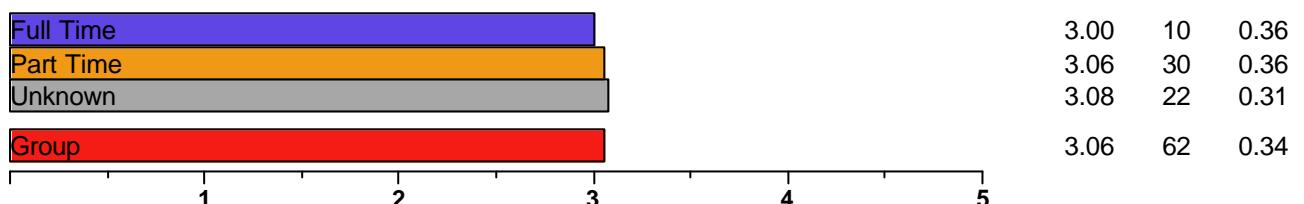


## Detailed Information by Employment

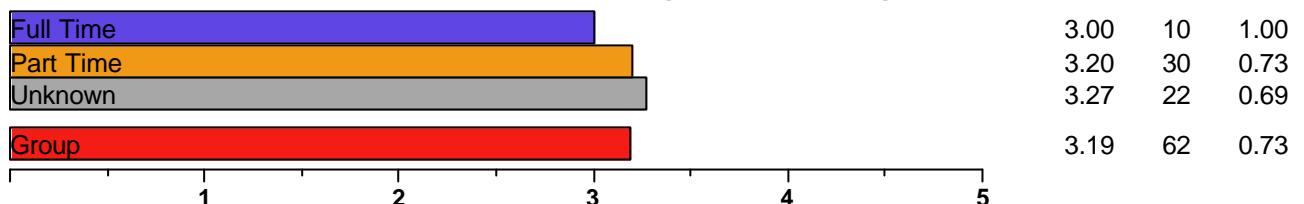


## Detailed Information by Employment

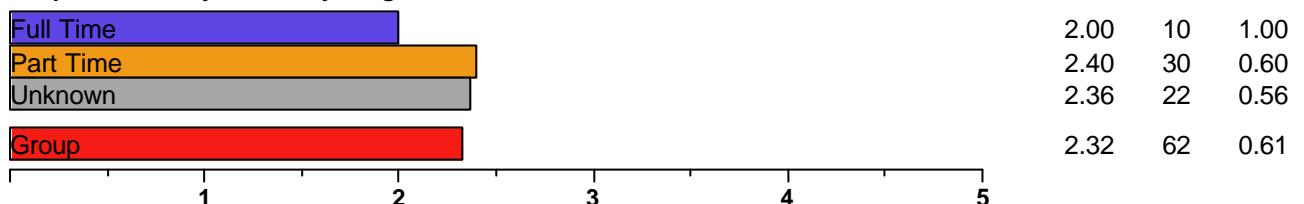
### COMMUNICATION



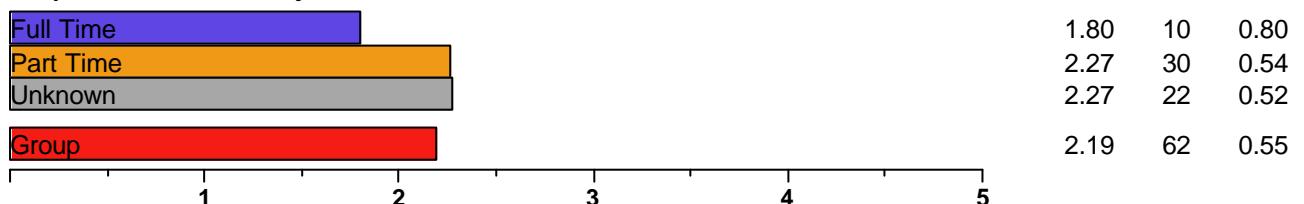
People have sufficient awareness of what others in the organisation are doing



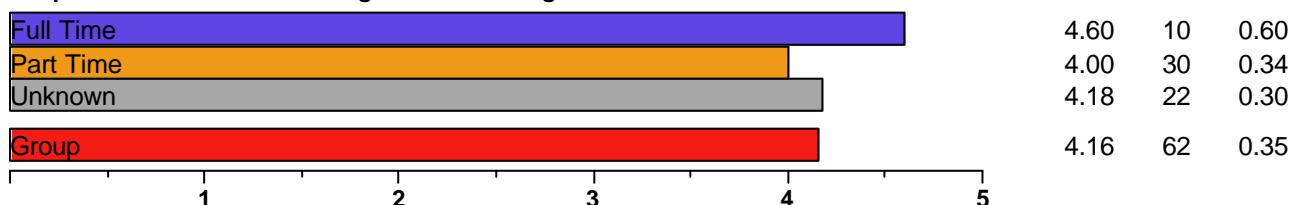
People have a say in the way things are done



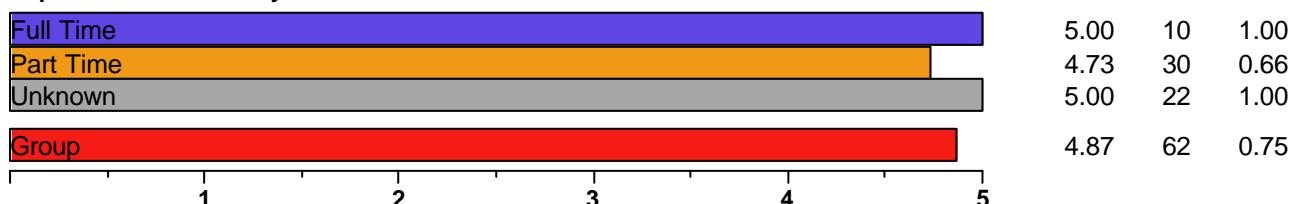
People are told when the job has been done well



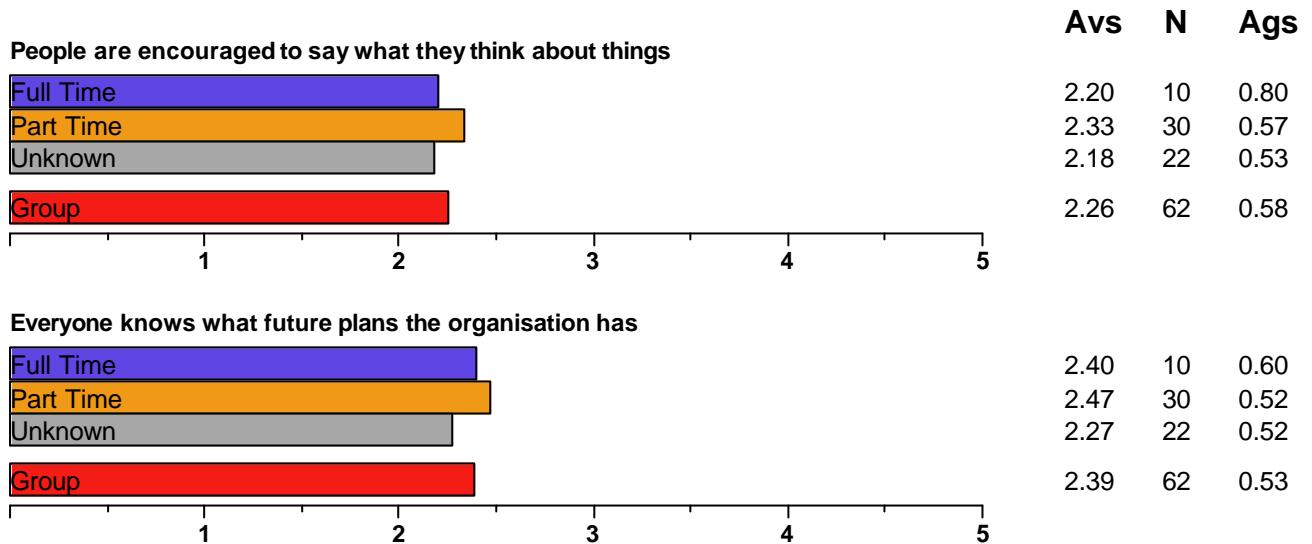
People learn most about the organisation through 'official' channels



Expectations are clearly communicated

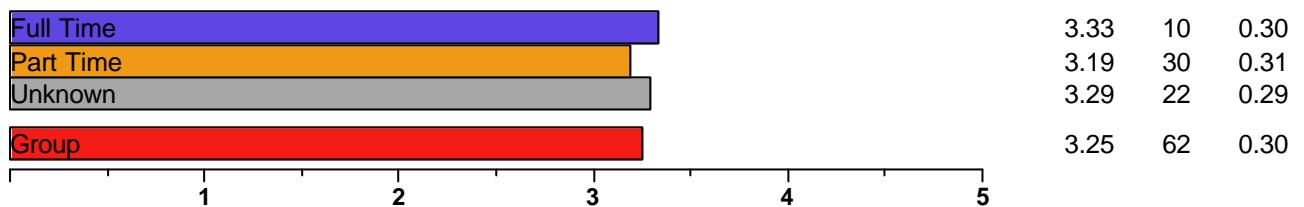


## Detailed Information by Employment

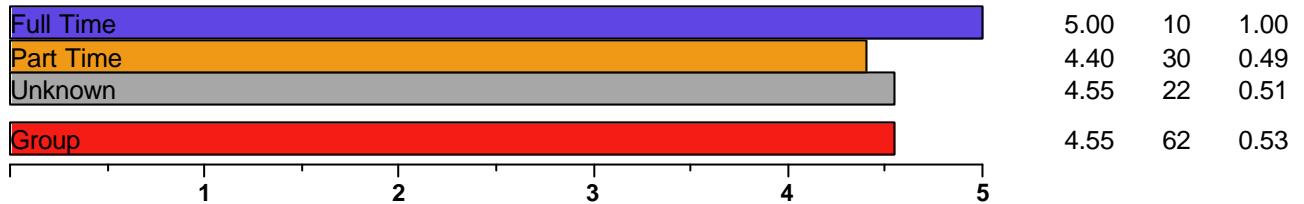


## Detailed Information by Employment

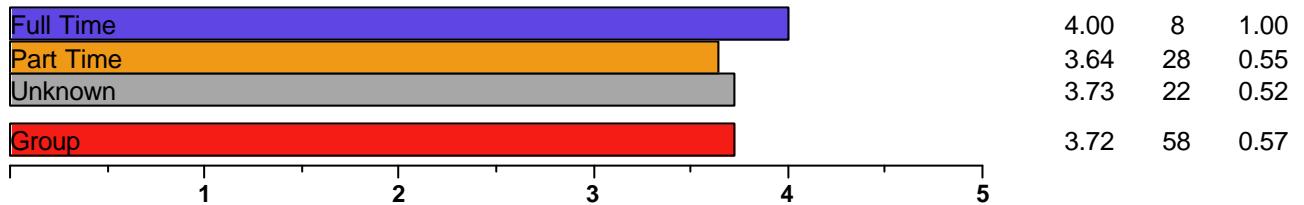
### SKILLS AND ROLES



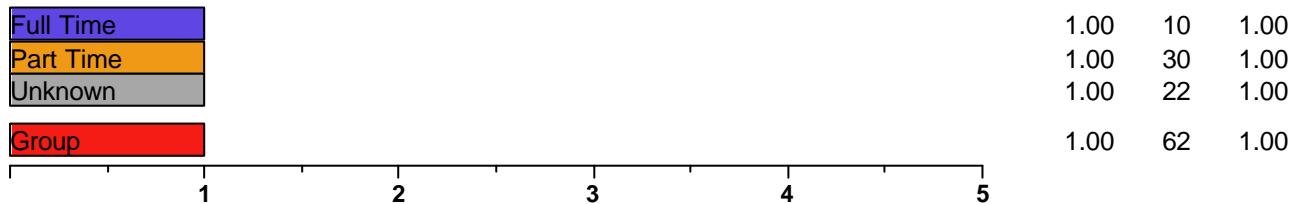
**There are opportunities for personal development while working here**



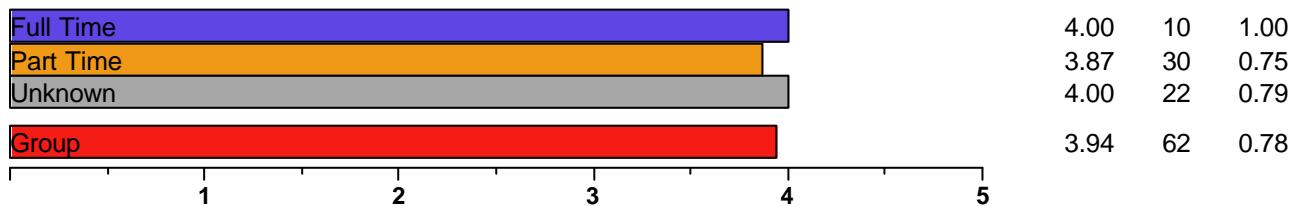
**People are clear about their own role in the organisation**



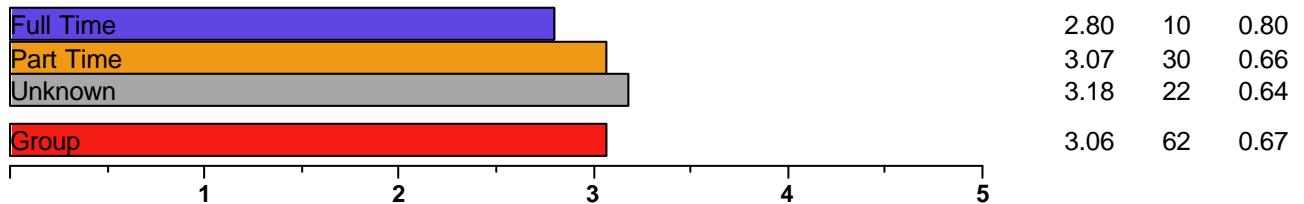
**People make positive efforts to work as part of a team**



**Managers provide support when required**

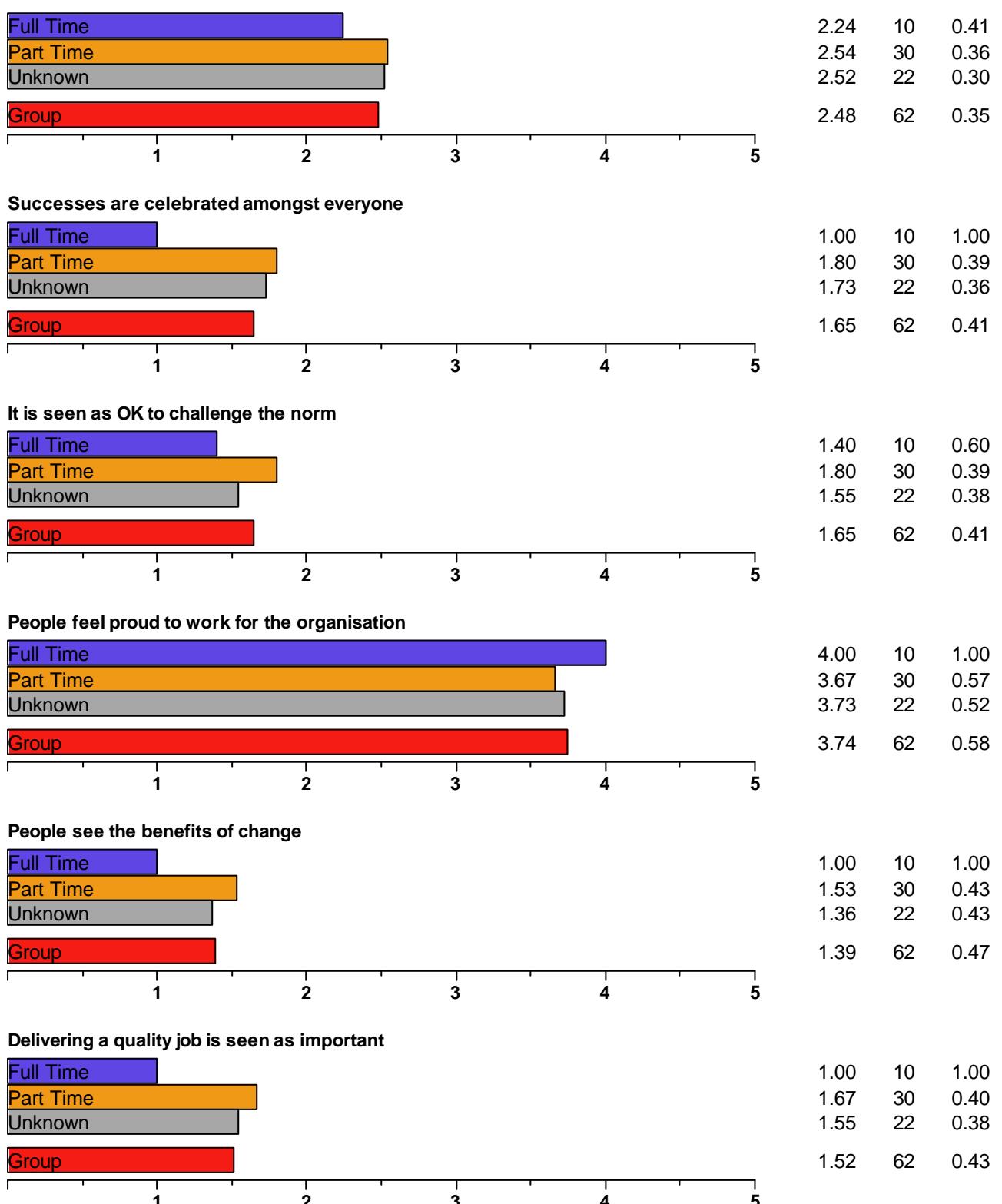


**People get rewarded for doing a job well**



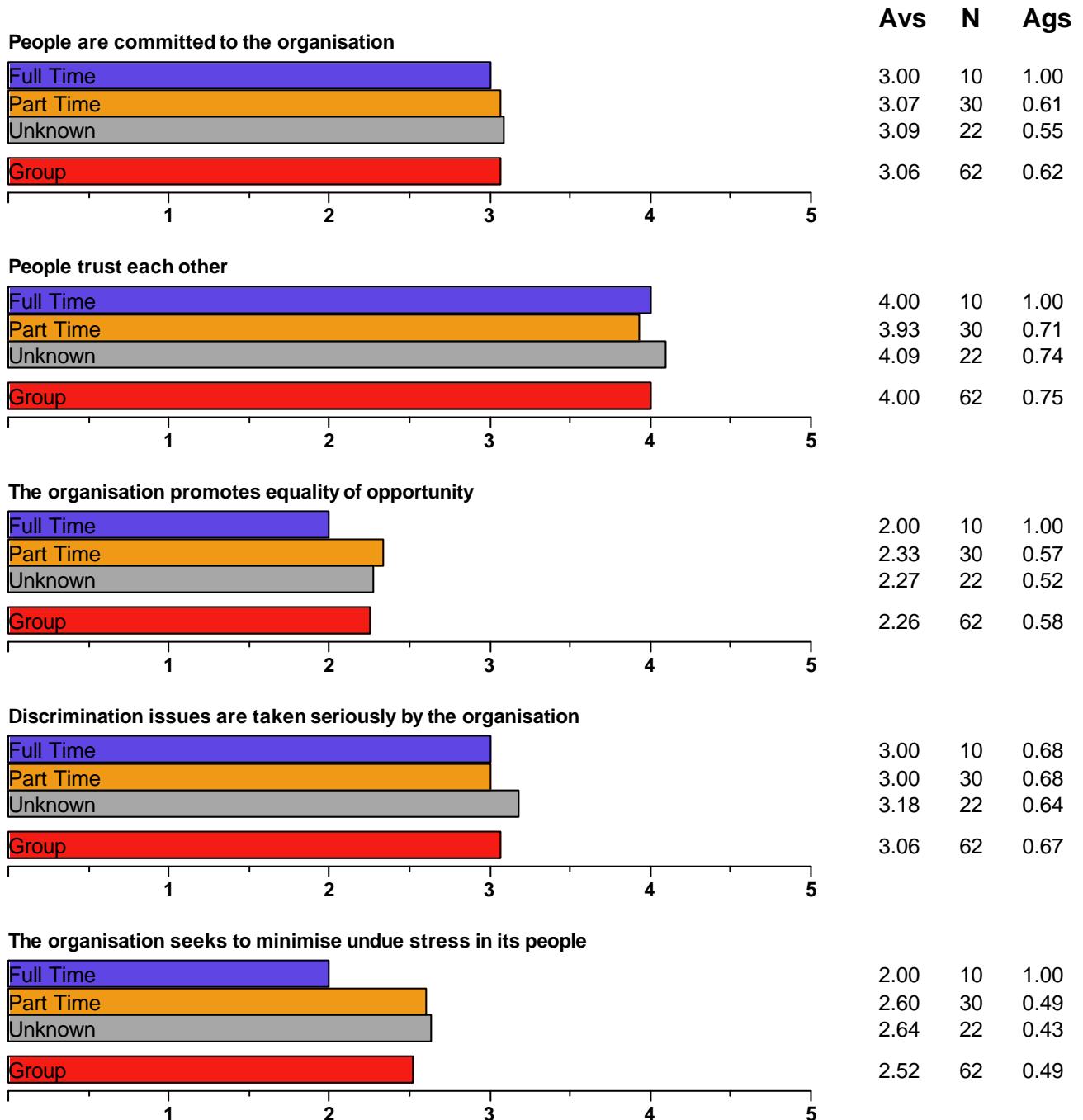
## Detailed Information by Employment

### SHARED VALUES / BELIEFS



Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

## Detailed Information by Employment



Avs - Average Score N - Number of Responses Ags - Agreement Score NR - No Response

## Detailed Information by Employment

