Your Opinion Counts

Results of National Ambulance Division Staff Survey 2018

NATIONAL HEALTH SECTOR STAFF SURVEY
FEBRUARY 2019

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Thematic Content

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- Advocacy

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- Goals & Objectives
- Security & Pay

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- Teamwork
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- Strategy & Confidence
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- Training
- Progression
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- Stress Management

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• Questionnaire content kept broadly consistent with 2016 for comparative purposes.
• Minor amendments and enhancements incorporated based on 2016 feedback.
Methodology

Welcome to Your Opinion Counts, the Health Sector National Staff Survey 2018

The survey is now live and will run from 1st September – 14th October 2018. It can be accessed by entering your unique password below.

This important survey is confidential and is being carried out to access current staff opinions in order to identify opportunities for improvement which will help build a better health service for all. The survey is carried out by Ipsos MRBI, an independent research company, and should take approximately 15 minutes to complete.

Your participation, together with your responses, are completely confidential.

All staff currently working in the publicly-funded health sector are invited to complete the survey, which includes those working in the following areas: Acute Hospitals; Community Health Organisations and Voluntary Community Health Services; Corporate National Services; National Ambulance Service.

Please enter your unique password below to access the survey:

***

To receive your survey password, please follow the steps below:

1. If you have a work e-mail address
   - Input your work e-mail address in the box below. A unique password will be sent to your inbox.

2. If you do not have a work e-mail address
   - Input your unique password in the box below to access the survey.

Your local survey champion will issue your unique password in the box above to access the survey.

A list of HSE Survey Champions is available at www.hse.ie/htsp/staff/staffSurvey/

For technical queries (i.e. if you are having difficulty accessing the survey), please contact Zenonas Wong (Ipsos MRBI) 01 4389000, Daniel McCarry (Ipsos MRBI) 01 4389000 or email pdfSurvey2018@ipsos.com.

For general queries (i.e. “where do I get my password?”), please contact Nicola Miley (HSE) 011 773743, Ipsos IrishHealthInfo@ipsos.com or Breeda O'Dowd (HSE) 084 2448104, breeda.odowd@hse.ie.

• Online data collection approach, accessed via www.youropinioncounts.ie
• Respondents used unique password to access the survey which ensured;
  • Security (can only be accessed with valid password)
  • Authenticity (prevent multiple responses)
• Alternative of hard-copy paper questionnaire only available upon request
• Data collection from 1st September – 14th October 2018
Overall Response Rate (Total Health Sector)

Total Response Rate 2018

- 15%

Respondents: 19,606
Universe: 134,043

Completion Mode

- Online, 89%
- Paper, 11%

Completion Level (Paper)

- Complete, 64%
- Incomplete, 36%

Password Type (Online)

- Via e-mail, 85%
- In person, 15%

Online completion breakdown:
- Computer = 93%
- Smartphone = 6%
- Tablet = <1%
Response Rate By Health Sector Area

Total Response Rate 2018

15%

Respondents: 19,606
Universe: 134,043

Response Rate 2018

Acute Hospitals
15%

Community Health Organisations & Voluntary Community Health Service
10%

Corporate/National Services
65%

National Ambulance Service
23%

Response Rate 2018

HSE Service
14%

Voluntary Community Health Service
2%
Data Weighting

To ensure the data is representative and not skewed by any response bias, the data was weighted by three variables:

- HSE/Voluntary
- Health Sector
  - Acute
  - CHO/VCHS
  - Corporate National Services
  - National Ambulance Service
- Staff Category within each Health Sector (Acute, CHO/VCHS, Corporate National Service, National Ambulance Service)

Where results do not add to 100%, this may be due to non-applicable answers from paper copies, computer rounding or multiple responses.
Benchmarking of Results

Benchmarking vs. 2016 Results

Indicated as follows;

NET Positive 2016

vs. 2016

Benchmarking vs. 2018 Total Health Sector Results

Indicated as follows;

TOTAL Health Sector 2018
My Job - Satisfaction

Q. Overall how satisfied are you with your job at the present time? / To what extent do you agree or disagree with the following statements ...

Base: All National Ambulance Respondents: 433

**Satisfaction with job**

- Very dissatisfied: 20
- Dissatisfied: 26
- Neither: 11
- Satisfied: 33
- Very satisfied: 10

NET Positive 2018: 43%
NET Positive 2016: 33%
TOTAL Health Sector 2018: 64%

**I am happy in my job**

- Strongly disagree: 13
- Disagree: 21
- Neither: 26
- Agree: 29
- Strongly agree: 11

NET Positive 2018: 41%
NET Positive 2016: 42%
TOTAL Health Sector 2018: 64%

**My job gives me a sense of personal fulfilment**

- Strongly disagree: 12
- Disagree: 10
- Neither: 14
- Agree: 44
- Strongly agree: 20

NET Positive 2018: 64%
NET Positive 2016: 63%
TOTAL Health Sector 2018: 68%
My Job - Motivation

Q. How motivated do you feel in your current job? / For each of the following statements, how often do you feel this way about your job?

Base: All National Ambulance Respondents: 433

Motivation in current job:

- Not at all motivated: 17%
- Not that motivated: 19%
- Neither: 10%
- Somewhat motivated: 37%
- Very motivated: 18%

NET Positive 2018: 54%
NET Positive 2016: 50%
TOTAL Health Sector 2018: 77%

I look forward to going to work:

- Never: 7%
- Rarely: 19%
- Sometimes: 26%
- Often: 31%
- Always: 18%

NET Positive 2018: 48%
NET Positive 2016: 44%
TOTAL Health Sector 2018: 55%

I am enthusiastic about my job:

- Never: 5%
- Rarely: 13%
- Sometimes: 22%
- Often: 27%
- Always: 32%

NET Positive 2018: 60%
NET Positive 2016: 62%
TOTAL Health Sector 2018: 70%
My Job – Optimism & Advocacy

Optimistic about own future within organisation

- Very pessimistic
- Rather pessimistic
- Neither
- Rather optimistic
- Very optimistic

- Strongly disagree
- Disagree
- Neither
- Agree
- Strongly agree

<table>
<thead>
<tr>
<th></th>
<th>NET Positive 2018</th>
<th>NET Positive 2016</th>
<th>TOTAL Health Sector 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Optimistic about own future within organisation</td>
<td>29%</td>
<td>24%</td>
<td>51%</td>
</tr>
<tr>
<td>I intend to be working in my organisation in two years' time</td>
<td>58%</td>
<td>61%</td>
<td>70%</td>
</tr>
<tr>
<td>I would recommend my organisation as an employer to a friend or family member</td>
<td>21%</td>
<td>18%</td>
<td>57%</td>
</tr>
</tbody>
</table>

Q. How optimistic are you about your own future within your organisation? / To what extent do you agree or disagree with the following statements ...

Base: All National Ambulance Respondents: 433

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My Role - Trust & Autonomy

Q. To what extent do you agree or disagree with the following statements ...
Base: All National Ambulance Respondents: 433

I am trusted to do my job

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>11</td>
<td>15</td>
<td>48</td>
<td>19</td>
</tr>
</tbody>
</table>

NET Positive 2018: 67%
NET Positive 2016: 68%
TOTAL Health Sector 2018: 89%

I am involved in decisions that affect me in my work

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>55</td>
<td>27</td>
<td>9</td>
<td>8</td>
<td>2</td>
</tr>
</tbody>
</table>

NET Positive 2018: 9%
NET Positive 2016: 9%
TOTAL Health Sector 2018: 40%
## My Role - Trust & Autonomy

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Very dissatisfied</th>
<th>Dissatisfied</th>
<th>Neither</th>
<th>Satisfied</th>
<th>Very satisfied</th>
<th>NET Positive 2018</th>
<th>NET Positive 2016</th>
<th>TOTAL Health Sector 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>The level of responsibility I have in my job</td>
<td>6</td>
<td>14</td>
<td>20</td>
<td>45</td>
<td>14</td>
<td>59%</td>
<td>63%</td>
<td>72%</td>
</tr>
<tr>
<td>The level of autonomy I have in my job</td>
<td>12</td>
<td>18</td>
<td>26</td>
<td>34</td>
<td>9</td>
<td>43%</td>
<td>36%</td>
<td>62%</td>
</tr>
<tr>
<td>The opportunities I have to use my skills</td>
<td>8</td>
<td>13</td>
<td>22</td>
<td>44</td>
<td>12</td>
<td>56%</td>
<td>59%</td>
<td>66%</td>
</tr>
<tr>
<td>The opportunity to express my own ideas in my job</td>
<td>36</td>
<td>35</td>
<td>18</td>
<td>8</td>
<td>3</td>
<td>11%</td>
<td>12%</td>
<td>56%</td>
</tr>
</tbody>
</table>

Q. How satisfied are you with each of the following aspects of your job?
Base: All National Ambulance Respondents: 433

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My Role - Goals & Objectives

Q. To what extent do you agree or disagree with the following statements ...

Base: All National Ambulance Respondents: 433

I understand the relationship between my individual objectives and my organisation's objectives
- Strongly disagree: 27%
- Disagree: 17%
- Neither: 24%
- Agree: 26%
- Strongly agree: 5%

I have clear planned goals and objectives for my job
- Strongly disagree: 6%
- Disagree: 14%
- Neither: 19%
- Agree: 48%
- Strongly agree: 13%

My personal targets/objectives for my job are realistic
- Strongly disagree: 9%
- Disagree: 14%
- Neither: 21%
- Agree: 41%
- Strongly agree: 16%

I have all the equipment support and resources I require to do my job correctly
- Strongly disagree: 27%
- Disagree: 27%
- Neither: 18%
- Agree: 24%
- Strongly agree: 3%
My role - Security & Pay

Q. Overall how satisfied are you with your job at the present time?

Base: All National Ambulance Respondents: 433

<table>
<thead>
<tr>
<th>My role</th>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Neither</th>
<th>Satisfied</th>
<th>Very satisfied</th>
<th>NET Positive 2018</th>
<th>NET Positive 2016</th>
<th>TOTAL Health Sector 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job security</td>
<td>6</td>
<td>7</td>
<td>19</td>
<td>47</td>
<td>20</td>
<td>67%</td>
<td>67%</td>
<td>82%</td>
</tr>
<tr>
<td>My level of pay</td>
<td>53</td>
<td>34</td>
<td>6</td>
<td>51</td>
<td></td>
<td>6%</td>
<td>6%</td>
<td>37%</td>
</tr>
<tr>
<td>My right to be represented by my trade union</td>
<td>51</td>
<td>11</td>
<td>18</td>
<td>14</td>
<td>6</td>
<td>20%</td>
<td>35%</td>
<td>59%</td>
</tr>
</tbody>
</table>

Q. Overall how satisfied are you with your job at the present time?

Base: All National Ambulance Respondents: 433

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MY ORGANISATION
My Organisation - Pride & Culture

Q. To what extent do you agree or disagree with the following statements / How satisfied are you with each of the following aspects of your job?

Base: All National Ambulance Respondents: 433

1. I feel proud to work for my organisation
   - Strongly disagree: 7
   - Disagree: 12
   - Neither: 18
   - Agree: 37
   - Strongly agree: 26
   - NET Positive 2018: 63%
   - NET Positive 2016: 59%
   - TOTAL Health Sector 2018: 67%

2. I value the culture in my organisation
   - Very dissatisfied: 27
   - Dissatisfied: 32
   - Neither: 19
   - Satisfied: 18
   - Very satisfied: 4
   - NET Positive 2018: 22%
   - NET Positive 2016: 23%
   - TOTAL Health Sector 2018: 48%

3. The workplace atmosphere
   - Very dissatisfied: 21
   - Dissatisfied: 26
   - Neither: 19
   - Satisfied: 26
   - Very satisfied: 8
   - NET Positive 2018: 34%
   - NET Positive 2016: 35%
   - TOTAL Health Sector 2018: 62%

4. My physical working conditions (space, light, comfort, etc.)
   - Very dissatisfied: 29
   - Dissatisfied: 23
   - Neither: 14
   - Satisfied: 25
   - Very satisfied: 9
   - NET Positive 2018: 34%
   - NET Positive 2016: 34%
   - TOTAL Health Sector 2018: 54%
My Organisation – Teamwork

Q. How satisfied are you with each of the following aspects of your job? / To what extent do you agree or disagree with the following statements …

Base: All National Ambulance Respondents: 433

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Very dissatisfied</th>
<th>Dissatisfied</th>
<th>Neither</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>The support I get from my work colleagues</td>
<td>4</td>
<td>7</td>
<td>19</td>
<td>54</td>
<td>16</td>
</tr>
<tr>
<td>Team members where I work have a set of shared objectives</td>
<td>13</td>
<td>22</td>
<td>19</td>
<td>36</td>
<td>11</td>
</tr>
<tr>
<td>Communication is good within my team</td>
<td>21</td>
<td>26</td>
<td>13</td>
<td>29</td>
<td>10</td>
</tr>
<tr>
<td>I am able to make suggestions to improve the work of my team/department</td>
<td>30</td>
<td>29</td>
<td>20</td>
<td>15</td>
<td>5</td>
</tr>
</tbody>
</table>

NET Positive 2018 = 70% = 70% = 78%

NET Positive 2016 = 47% = 47% = 69%

TOTAL Health Sector 2018 = 39% = 39% = 66%

TOTAL 2018 = 20% = 26% = 69%
My Organisation - Performance Recognition

I feel valued and recognised by my organisation
- Strongly disagree: 42%
- Disagree: 36%
- Neither: 14%
- Agree: 5%
- Strongly agree: 2%

The recognition of my performance
- Very dissatisfied: 34%
- Dissatisfied: 33%
- Neither: 19%
- Satisfied: 12%
- Very satisfied: 1%

The extent to which my organisation values my work
- Very dissatisfied: 49%
- Dissatisfied: 30%
- Neither: 13%
- Satisfied: 5%
- Very satisfied: 3%

Q. To what extent do you agree or disagree with the following statements ... / Overall how satisfied are you with your job at the present time?
Base: All National Ambulance Respondents: 433
LEADERSHIP
**Leadership - Strategy & Confidence**

**Believe overall strategy of organisation is heading in right direction**

- **Don't know the strategy**: 33
- **Wrong direction**: 49
- **Right direction**: 18

NET Positive 2018: 18%  
NET Positive 2016: 13%  
TOTAL Health Sector 2018: 41%

**I endorse my organisation's overall strategy and direction**

- **Strongly disagree**: 31
- **Disagree**: 20
- **Neither**: 27
- **Agree**: 13
- **Strongly agree**: 6

NET Positive 2018: 18%  
NET Positive 2016: 21%  
TOTAL Health Sector 2018: 47%

**I have confidence in the decisions made by the senior management in my organisation**

- **Don't know the strategy**: 58
- **Wrong direction**: 23
- **Neither**: 12
- **Agree**: 5
- **Strongly agree**: 1

NET Positive 2018: 6%  
NET Positive 2016: 4%  
TOTAL Health Sector 2018: 34%

Q. And do you believe that the overall strategy of your organisation is heading? / To what extent do you agree or disagree with the following statements ...

Base: All National Ambulance Respondents: 433
Leadership - Communication

Communication between the senior management in my organisation and staff is effective

- **Strongly disagree**: 60
- **Disagree**: 26
- **Neither**: 9
- **Agree**: 23
- **Strongly agree**: 5%

NET Positive 2018: 5%
NET Positive 2016: 5%
TOTAL Health Sector 2018: 34%

Senior managers in my organisation act on staff feedback

- **Strongly disagree**: 62
- **Disagree**: 23
- **Neither**: 9
- **Agree**: 4
- **Very satisfied**: 1%

NET Positive 2018: 5%
NET Positive 2016: 3%
TOTAL Health Sector 2018: 30%

The opportunities that exist for upward communication in my organisation

- **Very dissatisfied**: 41
- **Dissatisfied**: 30
- **Neither**: 20
- **Satisfied**: 6
- **Very satisfied**: 3%

NET Positive 2018: 9%
NET Positive 2016: 7%
TOTAL Health Sector 2018: 38%

The quality of internal communication in my organisation

- **Very dissatisfied**: 45
- **Dissatisfied**: 31
- **Neither**: 13
- **Satisfied**: 9
- **Very satisfied**: 3%

NET Positive 2018: 12%
NET Positive 2016: 8%
TOTAL Health Sector 2018: 38%

Q. To what extent do you agree or disagree with the following statements ... / Overall how satisfied are you with your job at the present time?

Base: All National Ambulance Respondents: 433
LINE MANAGEMENT
**Line Manager - Communication**

Q. To what extent do you agree or disagree with the following statements ...

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>NET Positive 2018</th>
<th>NET Positive 2016</th>
<th>TOTAL Health Sector 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>My line manager communicates well with the team</td>
<td>36</td>
<td>21</td>
<td>17</td>
<td>20</td>
<td>6</td>
<td>26%</td>
<td>27%</td>
<td>59%</td>
</tr>
<tr>
<td>My line manager gives me clear feedback on my work</td>
<td>44</td>
<td>23</td>
<td>16</td>
<td>15</td>
<td>3</td>
<td>17%</td>
<td>20%</td>
<td>47%</td>
</tr>
<tr>
<td>My line manager actively listens to my ideas and suggestions</td>
<td>39</td>
<td>18</td>
<td>21</td>
<td>18</td>
<td>4</td>
<td>22%</td>
<td>25%</td>
<td>57%</td>
</tr>
<tr>
<td>My line manager asks for my opinion before making decisions that affect my work</td>
<td>50</td>
<td>24</td>
<td>12</td>
<td>10</td>
<td>4</td>
<td>14%</td>
<td>16%</td>
<td>49%</td>
</tr>
</tbody>
</table>

Base: All National Ambulance Respondents: 433

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**Line Manager - Support**

<table>
<thead>
<tr>
<th>Statements</th>
<th>NET Positive 2018</th>
<th>NET Positive 2016</th>
<th>TOTAL Health Sector 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>The support I get from my line manager</td>
<td>26%</td>
<td>25%</td>
<td>60%</td>
</tr>
<tr>
<td>My line manager supports me to improve quality where I work</td>
<td>22%</td>
<td>25%</td>
<td>60%</td>
</tr>
</tbody>
</table>

**Q.** How satisfied are you with each of the following aspects of your job? / To what extent do you agree or disagree with the following statements ...

**Base:** All National Ambulance Respondents: 433

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18-024736 – Your Opinion Counts 2018
Line Manager - Support

Q. To what extent do you agree or disagree with the following statements...

Base: All National Ambulance Respondents: 433

My line manager motivates me to perform at the highest levels

- Strongly disagree: 41 (17%)
- Disagree: 19 (7%)
- Neither: 23 (10%)
- Agree: 13 (5%)
- Strongly agree: 4 (1%)

My line manager delegates effectively

- Strongly disagree: 34 (24%)
- Disagree: 17 (12%)
- Neither: 26 (18%)
- Agree: 20 (13%)
- Strongly agree: 4 (3%)

I have one-to-one meetings with my line manager to discuss my individual objectives and development

- Strongly disagree: 56 (15%)
- Disagree: 22 (6%)
- Neither: 7 (2%)
- Agree: 11 (3%)
- Strongly agree: 3 (1%)
TRAINING & OPPORTUNITY
Q. How satisfied are you with each of the following aspects of your job?

Base: All National Ambulance Respondents: 433

**The opportunities for training**
- Very dissatisfied: 29
- Dissatisfied: 30
- Neither: 16
- Satisfied: 19
- Very satisfied: 6

NET Positive 2018: 25%
NET Positive 2016: 21%
TOTAL Health Sector 2018: 53%

**My opportunities for career progression**
- Very dissatisfied: 46
- Dissatisfied: 25
- Neither: 15
- Satisfied: 11
- Very satisfied: 2

NET Positive 2018: 13%
NET Positive 2016: 9%
TOTAL Health Sector 2018: 37%
Training & Opportunity

Q. To what extent do you agree or disagree with the following statements...

Base: All National Ambulance Respondents: 433

<table>
<thead>
<tr>
<th>Statement</th>
<th>NET Positive 2018</th>
<th>NET Positive 2016</th>
<th>TOTAL Health Sector 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>My organisation is good at developing staff to their full potential</td>
<td>12%</td>
<td>10%</td>
<td>38%</td>
</tr>
<tr>
<td>My organisation provides me with opportunities to improve my skills</td>
<td>35%</td>
<td>44%</td>
<td>59%</td>
</tr>
<tr>
<td>I receive the training that helps me to do my job properly</td>
<td>46%</td>
<td>41%</td>
<td>61%</td>
</tr>
<tr>
<td>I know how to access the training that I need</td>
<td>40%</td>
<td>39%</td>
<td>69%</td>
</tr>
</tbody>
</table>

Positive 2018: 12%, 35%, 46%, 40%
Positive 2016: 10%, 44%, 41%, 39%
Total Health Sector: 38%, 59%, 61%, 69%
HEALTH, WELLBEING & STRESS
### Health & Wellbeing

#### Overall health currently

<table>
<thead>
<tr>
<th>Rating</th>
<th>2018</th>
<th>2016</th>
<th>TOTAL 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very poor</td>
<td>3</td>
<td>10</td>
<td>11%</td>
</tr>
<tr>
<td>Poor</td>
<td>10</td>
<td>27</td>
<td>27%</td>
</tr>
<tr>
<td>Neither</td>
<td>17</td>
<td>9</td>
<td>11%</td>
</tr>
<tr>
<td>Good</td>
<td>43</td>
<td>8</td>
<td>8%</td>
</tr>
<tr>
<td>Very good</td>
<td>27</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td><strong>NET Positive</strong></td>
<td><strong>69%</strong></td>
<td><strong>n/a</strong></td>
<td><strong>84%</strong></td>
</tr>
</tbody>
</table>

#### My organisation clearly demonstrates its interest in staff health and wellbeing

<table>
<thead>
<tr>
<th>Rating</th>
<th>2018</th>
<th>2016</th>
<th>TOTAL 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly disagree</td>
<td>54</td>
<td>7</td>
<td>11%</td>
</tr>
<tr>
<td>Disagree</td>
<td>27</td>
<td>8</td>
<td>10%</td>
</tr>
<tr>
<td>Neither</td>
<td>9</td>
<td>3</td>
<td>10%</td>
</tr>
<tr>
<td>Agree</td>
<td>1</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>Strongly agree</td>
<td>1</td>
<td>3</td>
<td>14%</td>
</tr>
</tbody>
</table>

#### My organisation continuously tries to support a healthy lifestyle among its staff

<table>
<thead>
<tr>
<th>Rating</th>
<th>2018</th>
<th>2016</th>
<th>TOTAL 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly disagree</td>
<td>52</td>
<td>10</td>
<td>10%</td>
</tr>
<tr>
<td>Disagree</td>
<td>26</td>
<td>8</td>
<td>10%</td>
</tr>
<tr>
<td>Neither</td>
<td>11</td>
<td>3</td>
<td>10%</td>
</tr>
<tr>
<td>Agree</td>
<td>3</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>Strongly agree</td>
<td>3</td>
<td>3</td>
<td>15%</td>
</tr>
</tbody>
</table>

#### My line manager takes a positive interest in my health and wellbeing

<table>
<thead>
<tr>
<th>Rating</th>
<th>2018</th>
<th>2016</th>
<th>TOTAL 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly disagree</td>
<td>49</td>
<td>15</td>
<td>15%</td>
</tr>
<tr>
<td>Disagree</td>
<td>23</td>
<td>11</td>
<td>14%</td>
</tr>
<tr>
<td>Neither</td>
<td>13</td>
<td>4</td>
<td>4%</td>
</tr>
<tr>
<td>Agree</td>
<td>11</td>
<td>3</td>
<td>14%</td>
</tr>
<tr>
<td>Strongly agree</td>
<td>4</td>
<td>3</td>
<td>15%</td>
</tr>
</tbody>
</table>

Q. How do you rate your overall health currently? / To what extent do you agree or disagree with the following statements ...  

Base: All National Ambulance Respondents: 433  

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Q. How satisfied are you with each of the following aspects of your job?

Base: All National Ambulance Respondents: 433

The respect with which I am treated by patients/service users

- Very dissatisfied: 12
- Dissatisfied: 11
- Neither: 16
- Satisfied: 44
- Very satisfied: 22

NET Positive 2018: 66%
NET Positive 2016: 72%
TOTAL Health Sector 2018: 80%

The respect with which I am treated by colleagues

- Very dissatisfied: 4
- Dissatisfied: 11
- Neither: 18
- Satisfied: 50
- Very satisfied: 16

NET Positive 2018: 67%
NET Positive 2016: 68%
TOTAL Health Sector 2018: 76%

My workload

- Very dissatisfied: 26
- Dissatisfied: 17
- Neither: 27
- Satisfied: 26
- Very satisfied: 3

NET Positive 2018: 29%
NET Positive 2016: 32%
TOTAL Health Sector 2018: 50%

The balance between my private & professional life

- Very dissatisfied: 34
- Dissatisfied: 24
- Neither: 17
- Satisfied: 20
- Very satisfied: 6

NET Positive 2018: 26%
NET Positive 2016: 30%
TOTAL Health Sector 2018: 62%
Stress & Stress Management

Q. To what extent do you agree or disagree with the following statements ...
Base: All National Ambulance Respondents: 433

I feel that my level of stress sometimes affects my work
- Strongly disagree: 7
- Disagree: 19
- Neither: 13
- Agree: 46
- Strongly agree: 16
 NET Positive 2018: 62%  NET Positive 2016: 68%  TOTAL Health Sector 2018: 54%

I believe the source of my stress is work-related
- Strongly disagree: 8
- Disagree: 7
- Neither: 18
- Agree: 39
- Strongly agree: 27
 NET Positive 2018: 66%  NET Positive 2016: 75%  TOTAL Health Sector 2018: 52%
Stress & Stress Management

Q. To what extent do you agree or disagree with the following statements ...

Base: All National Ambulance Respondents: 433

I tend to manage any work-related stress well

- Strongly disagree: 4
- Disagree: 10
- Neither: 24
- Agree: 53
- Strongly agree: 9

NET Positive 2018: 62%
NET Positive 2016: 62%
TOTAL Health Sector 2018: 67%

I am aware of facilities where I work that provide support to staff experiencing stress at work

- Strongly disagree: 7
- Disagree: 11
- Neither: 12
- Agree: 52
- Strongly agree: 19

NET Positive 2018: 71%
NET Positive 2016: 72%
TOTAL Health Sector 2018: 70%

At my work I always persevere even when things do not go well

- Strongly disagree: 12
- Disagree: 9
- Neither: 57
- Agree: 31

NET Positive 2018: 88%
NET Positive 2016: 86%
TOTAL Health Sector 2018: 90%
DIGNITY AT WORK
Dignity at Work Policy

Are you aware of the Dignity at Work Policy for Health Service 2009?

- 90% TOTAL

Have you been trained or briefed on the Dignity at Work Policy for the Health Service 2009?

- 44% TOTAL

Base: All National Ambulance Respondents: 433
Definition of Discrimination provided in survey as follows:

Discrimination is defined as treating one person in a less favourable way than another person based on any of the following nine grounds: gender, civil status, family status, sexual orientation, religion, age, disability, member of traveller community, ethnic background. (Employment Equality Acts 1998-2015)
Experience of Discrimination in Work

Personally experienced discrimination at work in the last 12 months

From Patients/service users, relatives/public

- 34% Experience of Discrimination (Health Sector 2018)
- 33% NET Positive (2016)

From Manager/Team leader /colleagues

- 41% Experience of Discrimination (Health Sector 2018)
- 45% NET Positive (2016)

Q. In the last 12 months have you personally experienced discrimination from at work from any of the following?
Base: All National Ambulance Respondents: 433

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Experience of Discrimination in Work

Q. On what grounds have you experienced discrimination from patients/service users, their relatives or other members of the public and/or manager/team leader or other colleagues?

Base: All National Ambulance Respondents Who Experienced Discrimination: 91/110

<table>
<thead>
<tr>
<th>Grounds</th>
<th>Patients/service users, their relatives or other members of the public</th>
<th>Manager/Team leader or other colleagues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade Union activity</td>
<td>36%</td>
<td>46%</td>
</tr>
<tr>
<td>Gender</td>
<td>29%</td>
<td>17%</td>
</tr>
<tr>
<td>Race/Nationality</td>
<td>16%</td>
<td></td>
</tr>
<tr>
<td>Age</td>
<td>14%</td>
<td>14%</td>
</tr>
<tr>
<td>Religion</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Civil status</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Sexual Orientation</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Job Title/Grade</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>Member of Traveller Community</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>Disability/Illness</td>
<td>4%</td>
<td></td>
</tr>
</tbody>
</table>

Job Title/Grade: 11%
Definition of Workplace Bullying & Harassment

Definitions (from Dignity At Work Policy for Health Service, 2009) provided in survey as follows;

**Workplace bullying** is repeated inappropriate behaviour, direct or indirect whether verbal, physical or otherwise conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work.

**Harassment** is defined as any form of unwanted conduct related to any of the discriminatory grounds covered by the Employment Equality Acts 1998-2015.
Experience of Bullying/Harassment

I have **experienced** bullying and/or harassment in my organisation in the past 2 years

- **From Patients/service users, relatives/public**
  - 41%
  - 24% TOTAL Health Sector 2018

- **From Manager/Team leader /colleagues**
  - 53%
  - 29% TOTAL Health Sector 2018

**Overall (from any source)**
- 69%
- 42% TOTAL Health Sector 2018

Q. Please answer each of the following questions
Base: All National Ambulance Respondents: 433

- 2016 results not directly comparable as source of bullying was not identified.

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Witness to Bullying/Harassment

I have **witnessed** bullying and/or harassment in my organisation in the past 2 years

- **From Patients/service users, relatives/public**
  - 49% Health Sector 2018
  - 31% TOTAL

- **From Manager/Team leader /colleagues**
  - 59% Health Sector 2018
  - 37% TOTAL

- **Overall (from any source)**
  - 70% Health Sector 2018
  - 48% TOTAL

Q. Please answer each of the following questions

Base: All National Ambulance Respondents: 433

- 2016 results not directly comparable as source of bullying was not identified.
Subject to Assault, Verbal or Physical

I have been subject to assault, verbal or physical, in my organisation in the past 2 years.

- From Patients/service users, relatives/public: 68%
- From Manager/Team leader/colleagues: 22%
- Overall (from any source): 73%
- Health Sector 2018: 30% TOTAL
- Health Sector 2018: 13% TOTAL
- Health Sector 2018: 37% TOTAL

Q. Please answer each of the following questions
Base: All National Ambulance Respondents: 433

• 2016 results not directly comparable as source of assault (verbal/physical) was not identified.
Q. Do you feel that the overall service level in your organisation is improving remains the same or is deteriorating? / To what extent do you agree or disagree with the following statements ...

Base: All National Ambulance Respondents: 433

**Overall service level in organisation**
- Don't know: 2%
- Deteriorating: 58%
- Remains the same: 18%
- Improving: 21%

**Care of patients/service users is the top priority in my organisation**
- Strongly disagree: 21%
- Disagree: 27%
- Neither: 15%
- Agree: 27%
- Strongly agree: 12%

**If a friend or relative needed treatment/service I would be happy with the standard of care/service provided in my organisation**
- Don't know: 7%
- Deteriorating: 13%
- Remains the same: 26%
- Improving: 42%
- Strongly agree: 11%
Standard of Care - My Role

Q. To what extent do you agree or disagree with the following statements ...  
Base: All National Ambulance Respondents: 433

I am satisfied with the quality of care I give to patients/service users

- Strongly disagree: 4
- Disagree: 7
- Neither: 9
- Agree: 46
- Strongly agree: 34

NET Positive 2018: 80%
NET Positive 2016: 79%
Total Health Sector 2018: 75%

I feel that my role makes a difference to patients/service users

- Strongly disagree: 22
- Disagree: 7
- Neither: 47
- Agree: 42
- Strongly agree: 42

NET Positive 2018: 89%
NET Positive 2016: 90%
Total Health Sector 2018: 89%
Near Misses & Incidents

Q. To what extent do you agree or disagree with the following statements ... 

Base: All National Ambulance Respondents: 433

My organisation encourages staff to report errors, near misses or incidents

- Strongly disagree: 9
- Disagree: 8
- Neither: 15
- Agree: 41
- Strongly agree: 28

NET Positive 2018: 69%
NET Positive 2016: 68%
TOTAL Health Sector 2018: 84%

My organisation treats staff who are involved in an error, near miss or incident fairly

- Strongly disagree: 20
- Disagree: 21
- Neither: 28
- Agree: 19
- Strongly agree: 8

NET Positive 2018: 27%
NET Positive 2016: 26%
TOTAL Health Sector 2018: 58%

Staff are given feedback about changes made in response to reported errors, near misses & incidents

- Strongly disagree: 39
- Disagree: 25
- Neither: 15
- Agree: 12
- Strongly agree: 5

NET Positive 2018: 17%
NET Positive 2016: 18%
TOTAL Health Sector 2018: 49%
The Ipsos Engagement Model provides a framework that describes the diversity of the organisation’s business environment.

Ipsos research has identified three components that can help us to understand and improve the experience of employees at work.

These three key indicators reflect the employees’;

• Relationship with their job (involvement)
• Relationship with their organisation (loyalty)
• Relationship with management (alignment)

Combining the three indicators results in a composite index of Engagement.
Ipsos Employee Engagement Model

**Overall Engagement Score***

<table>
<thead>
<tr>
<th></th>
<th>Your Score</th>
<th>Ipsos RED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Score</td>
<td>35%</td>
<td>57%</td>
</tr>
</tbody>
</table>

**Loyalty Score**

<table>
<thead>
<tr>
<th></th>
<th>Your Score</th>
<th>Ipsos RED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Score</td>
<td>43%</td>
<td>59%</td>
</tr>
</tbody>
</table>

**Involvement Score**

<table>
<thead>
<tr>
<th></th>
<th>Your Score</th>
<th>Ipsos RED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Score</td>
<td>43%</td>
<td>56%</td>
</tr>
</tbody>
</table>

**Alignment Score**

<table>
<thead>
<tr>
<th></th>
<th>Your Score</th>
<th>Ipsos RED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Score</td>
<td>19%</td>
<td>55%</td>
</tr>
</tbody>
</table>

*This result does not mean that % of staff are engaged but rather than the Engagement index score is % overall (out of 100)
Thank You

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01-4389000

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