

**Extract from *Hansard***

Thursday, 28 May 2009

***Budget Estimates Committee –  
Office of the Public Sector Standards Commissioner***

**Dr M.D. NAHAN:** I refer to the second dot point under Significant Issues Impacting the Agency on page 129. Reference is made to an employee perception survey. What is the purpose of it and what do members expect to find in the survey?

**Dr R.E. Shean (Commissioner):** The employee perception survey is one way of ascertaining the health of the public sector. We have a number of other ways: one is the CEO self-assessment survey, which is administered annually, and a second is complaints from individuals.

The difficulty with relying on complaints, however, is that we depend upon a fairly informed agency before people are aware of their rights to lodge complaints. CEOs, of course, are convinced that whatever they are doing is the very best they can. A third approach is asking employees about their views on what is happening in an agency.

This is a health check on what has transpired. In previous years, I have had concerns about the sampling of OPSSC.s employee perception survey, and about some of the questions that did match the legislative brief. We have been working with the University of Western Australia to better shape the questions and the sampling techniques and are currently trialling a new version.