

Employee Future Intentions →

Retention Zone (53% of Employees)

At Risk Zone (28%)

Turnover Zone (20%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

Main Themes in the Text

What Initially Attracted Me to the Orgn	Why I Have Stayed So far	Why I Would Want to Stay in the Future	My Main Expectations That Are Met	Why it is a "Truly Great Place to Work"	Why I Score High on the NPS®	Why It's NOT a "Truly Great Place to Work"	My Biggest Daily Frustrations	My Main Expectations that Aren't Met	Why I Score Low on the NPS®	Why I Would Want to Leave in the Future	Why I've Now Decided to Leave
n = 82,083	n = 58,144	n = 48,190	n = 107,470	n = 70,553	n = 7,336	n = 40,891	n = 98,392	n = 16,949	n = 8,464	n = 26,535	n = 8,014

%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	23%										
Type of Work, Position or Services	16%										
Desirable or Convenient Location	20%										
Pay, Security & Conditions	17%	17%	32%							23%	29%
Employment & Development Opportunities	28%	20%	29%	34%						27%	21%
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment		46%	40%		20%	29%					11%
Personal Wellbeing										20%	14%
Experiences with Clients							28%				
Experiences with Colleagues		23%	39%		39%	22%	27%		27%		
Respect & Understanding				33%					35%		
Values & Standards of Behaviour				35%					40%		
WORK ENABLERS How to Get the Job Done											
Effective Teamwork		14%	23%		26%	15%					
Support from Others				37%	20%	17%			30%		
Communication & Listening				27%			24%	36%	34%		
Attention to Quality & Standards					15%	17%	23%	34%	29%	19%	
Management & Leadership Skills							34%			22%	24%
Problem Resolution & Improvement									20%		
Appropriate Workloads & Staffing							25%	44%		19%	21%
Being Organised & Efficient								28%			
Clear Decisions & Direction											
Appropriate Work-spaces & Technology											
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (49% of Employees)

At Risk Zone (28%)

Turnover Zone (22%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

What Initially Attracted Me to the Orgn n = 16,523	Why I Have Stayed So far n = 6,992	Why I Would Want to Stay in the Future n = 13,882	My Main Expectations That Are Met n = 25,074	Why it is a "Truly Great Place to Work" n = 18,662	Why I Score High on the NPS® n = 3,551	Why It's NOT a "Truly Great Place to Work" n = 12,933	My Biggest Daily Frustrations n = 27,754	My Main Expectations that Aren't Met n = 4,502	Why I Score Low on the NPS® n = 3,274	Why I Would Want to Leave in the Future n = 7,933	Why I've Now Decided to Leave n = 1,791
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Main Themes in the Text

%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	23%										
Type of Work, Position or Services	16%										
Desirable or Convenient Location	21%										
Pay, Security & Conditions	18%		35%							25%	32%
Employment & Development Opportunities	29%	17%	30%	32%		16%				26%	18%
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment		50%	41%		21%	29%					
Personal Wellbeing										26%	16%
Experiences with Clients		16%					26%				
Experiences with Colleagues		20%	35%		37%	22%	29%		28%		10%
Respect & Understanding				31%					32%		
Values & Standards of Behaviour				37%					40%		
WORK ENABLERS How to Get the Job Done											
Effective Teamwork		16%	24%		30%						
Support from Others				38%	22%	18%			32%		
Communication & Listening				28%			24%	35%	33%		
Attention to Quality & Standards					16%	16%	24%	33%	28%	19%	
Management & Leadership Skills							34%			24%	26%
Problem Resolution & Improvement									22%		
Appropriate Workloads & Staffing							32%	47%		18%	27%
Being Organised & Efficient								26%			
Clear Decisions & Direction											
Appropriate Work-spaces & Technology											
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (46% of Employees)

At Risk Zone (30%)

Turnover Zone (24%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

What Initially Attracted Me to the Orgn	Why I Have Stayed So far	Why I Would Want to Stay in the Future	My Main Expectations That Are Met	Why it is a "Truly Great Place to Work"	Why I Score High on the NPS®	Why It's NOT a "Truly Great Place to Work"	My Biggest Daily Frustrations	My Main Expectations that Aren't Met	Why I Score Low on the NPS®	Why I Would Want to Leave in the Future	Why I've Now Decided to Leave
n = 165,727	n = 146,486	n = 123,212	n = 202,420	n = 119,452	n = 7,336	n = 81,437	n = 112,762	n = 32,977	n = 8,464	n = 76,149	n = 16,755

Main Themes in the Text

%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	23%										
Type of Work, Position or Services	15%										
Desirable or Convenient Location	24%	15%	20%								
Pay, Security & Conditions	15%	17%	29%							25%	28%
Employment & Development Opportunities	25%	18%	24%	31%						23%	21%
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment		44%	38%		19%	29%					
Personal Wellbeing											13%
Experiences with Clients							28%				
Experiences with Colleagues		23%	44%		40%	22%	22%		27%		
Respect & Understanding				34%					37%		
Values & Standards of Behaviour				31%					35%		
WORK ENABLERS How to Get the Job Done											
Effective Teamwork					22%	15%					
Support from Others				39%	18%	17%			32%		
Communication & Listening							21%	37%	31%		
Attention to Quality & Standards				26%	15%	17%	23%	35%	27%	19%	18%
Management & Leadership Skills							33%			22%	20%
Problem Resolution & Improvement									20%		
Appropriate Workloads & Staffing							25%	43%	19%	24%	
Being Organised & Efficient								28%			
Clear Decisions & Direction											
Appropriate Work-spaces & Technology											
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (52% of Employees)

At Risk Zone (28%)

Turnover Zone (20%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

Main Themes in the Text

What Initially Attracted Me to the Orgn n = 65,374	Why I Have Stayed So far n = 46,221	Why I Would Want to Stay in the Future n = 43,955	My Main Expectations That Are Met n = 82,110	Why it is a "Truly Great Place to Work" n = 52,528	Why I Score High on the NPS® n = 4,995	Why It's NOT a "Truly Great Place to Work" n = 31,638	My Biggest Daily Frustrations n = 76,919	My Main Expectations that Aren't Met n = 13,034	Why I Score Low on the NPS® n = 6,184	Why I Would Want to Leave in the Future n = 24,058	Why I've Now Decided to Leave n = 6,175
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%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	22%										
Type of Work, Position or Services	17%										
Desirable or Convenient Location	20%										
Pay, Security & Conditions	17%	17%	32%							23%	29%
Employment & Development Opportunities	31%	21%	30%	35%	16%	17%				27%	21%
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment		46%	41%		20%	29%				16%	10%
Personal Wellbeing										21%	14%
Experiences with Clients							27%				
Experiences with Colleagues		22%	38%		38%	20%	27%		27%		
Respect & Understanding				32%					34%		
Values & Standards of Behaviour				35%					41%		
WORK ENABLERS How to Get the Job Done											
Effective Teamwork		14%	23%		27%						
Support from Others				38%	21%	18%			31%		
Communication & Listening				27%			24%	37%	35%		
Attention to Quality & Standards						17%		34%	28%	18%	
Management & Leadership Skills							35%			23%	24%
Problem Resolution & Improvement							23%			21%	
Appropriate Workloads & Staffing							23%	41%			19%
Being Organised & Efficient								28%			
Clear Decisions & Direction											
Appropriate Work-spaces & Technology											
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (52% of Employees)

At Risk Zone (27%)

Turnover Zone (21%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

Main Themes in the Text

What Initially Attracted Me to the Orgn n = 13,893	Why I Have Stayed So far n = 10,307	Why I Would Want to Stay in the Future n = 2,228	My Main Expectations That Are Met n = 26,014	Why it is a "Truly Great Place to Work" n = 18,179	Why I Score High on the NPS® n = 1,241	Why It's NOT a "Truly Great Place to Work" n = 9,599	My Biggest Daily Frustrations n = 20,711	My Main Expectations that Aren't Met n = 4,129	Why I Score Low on the NPS® n = 1,430	Why I Would Want to Leave in the Future n = 1,588	Why I've Now Decided to Leave n = 1,544
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%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	31%										
Type of Work, Position or Services											
Desirable or Convenient Location	16%										
Pay, Security & Conditions		15%	26%							26%	25%
Employment & Development Opportunities	20%	16%	25%	32%						26%	23%
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment		44%	39%		21%	27%					
Personal Wellbeing											12%
Experiences with Clients							32%				
Experiences with Colleagues	15%	31%	53%		43%	28%	26%		27%		
Respect & Understanding				37%					39%		
Values & Standards of Behaviour				34%					37%		
WORK ENABLERS How to Get the Job Done											
Effective Teamwork		16%	24%		25%	15%					
Support from Others				36%	17%	16%			28%		
Communication & Listening							23%	36%	33%		
Attention to Quality & Standards	14%			28%		19%	26%	36%	31%	23%	22%
Management & Leadership Skills					15%		33%			20%	22%
Problem Resolution & Improvement									20%		
Appropriate Workloads & Staffing							27%	49%		29%	32%
Being Organised & Efficient											
Clear Decisions & Direction											
Appropriate Work-spaces & Technology								32%			
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (60% of Employees)

At Risk Zone (25%)

Turnover Zone (15%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

What Initially Attracted Me to the Orgn n = 11,330	Why I Have Stayed So far n = 8,238	Why I Would Want to Stay in the Future n = 6,306	My Main Expectations That Are Met n = 14,724	Why it is a "Truly Great Place to Work" n = 10,352	Why I Score High on the NPS® n = 779	Why It's NOT a "Truly Great Place to Work" n = 4,015	My Biggest Daily Frustrations n = 13,154	My Main Expectations that Aren't Met n = 1,476	Why I Score Low on the NPS® n = 731	Why I Would Want to Leave in the Future n = 3,872	Why I've Now Decided to Leave n = 1,108
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Main Themes in the Text

%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	28%										
Type of Work, Position or Services	16%										
Desirable or Convenient Location	16%										19%
Pay, Security & Conditions		15%	27%							25%	19%
Employment & Development Opportunities	38%	30%	41%	43%	18%	20%		28%		30%	32%
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment		41%	31%		20%	26%					13%
Personal Wellbeing										22%	
Experiences with Clients							34%				
Experiences with Colleagues		27%	42%		41%	24%	31%	26%	29%		
Respect & Understanding				29%					28%		
Values & Standards of Behaviour				27%							
WORK ENABLERS How to Get the Job Done											
Effective Teamwork		16%	24%		29%						
Support from Others				45%	27%	27%			37%		
Communication & Listening							32%				
Attention to Quality & Standards	18%			26%		19%	28%	37%	30%	21%	20%
Management & Leadership Skills							31%			20%	
Problem Resolution & Improvement							23%			22%	
Appropriate Workloads & Staffing							36%	50%	29%	29%	27%
Being Organised & Efficient											
Clear Decisions & Direction											
Appropriate Work-spaces & Technology											
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (56% of Employees)

At Risk Zone (25%)

Turnover Zone (19%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

What Initially Attracted Me to the Orgn n = 12,861	Why I Have Stayed So far n = 9,346	Why I Would Want to Stay in the Future n = 7,329	My Main Expectations That Are Met n = 16,973	Why it is a "Truly Great Place to Work" n = 11,040	Why I Score High on the NPS® n = 1,161	Why It's NOT a "Truly Great Place to Work" n = 5,482	My Biggest Daily Frustrations n = 15,339	My Main Expectations that Aren't Met n = 2,365	Why I Score Low on the NPS® n = 1,073	Why I Would Want to Leave in the Future n = 4,322	Why I've Now Decided to Leave n = 1,090
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Main Themes in the Text

%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	24%										
Type of Work, Position or Services	14%										
Desirable or Convenient Location	21%										
Pay, Security & Conditions	15%	15%	29%							21%	18%
Employment & Development Opportunities	29%	21%	31%	38%						28%	28%
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment		42%	35%		19%	28%					
Personal Wellbeing										24%	16%
Experiences with Clients							30%				
Experiences with Colleagues		23%	38%		37%	20%	29%		29%		
Respect & Understanding				29%					32%		
Values & Standards of Behaviour				31%					36%		
WORK ENABLERS How to Get the Job Done											
Effective Teamwork		17%	25%		28%	17%					
Support from Others				39%	21%	21%			34%		
Communication & Listening							34%	31%			
Attention to Quality & Standards				27%	18%		26%	35%	29%	21%	13%
Management & Leadership Skills					16%		33%		21%	23%	17%
Problem Resolution & Improvement							24%		22%		
Appropriate Workloads & Staffing							27%	47%	20%	25%	
Being Organised & Efficient								27%			
Clear Decisions & Direction											
Appropriate Work-spaces & Technology											
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (54% of Employees)

At Risk Zone (27%)

Turnover Zone (19%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

What Initially Attracted Me to the Orgn n = 14,011	Why I Have Stayed So far n = 10,198	Why I Would Want to Stay in the Future n = 7,639	My Main Expectations That Are Met n = 18,935	Why it is a "Truly Great Place to Work" n = 11,997	Why I Score High on the NPS® n = 1,210	Why It's NOT a "Truly Great Place to Work" n = 6,625	My Biggest Daily Frustrations n = 17,450	My Main Expectations that Aren't Met n = 2,996	Why I Score Low on the NPS® n = 1,253	Why I Would Want to Leave in the Future n = 4,027	Why I've Now Decided to Leave n = 1,118
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Main Themes in the Text

%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	24%										
Type of Work, Position or Services	15%										
Desirable or Convenient Location	23%										
Pay, Security & Conditions	14%	14%	28%							21%	19%
Employment & Development Opportunities	25%	17%	27%	35%						26%	22%
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment		47%	43%		20%	28%					
Personal Wellbeing										21%	15%
Experiences with Clients							29%				
Experiences with Colleagues		24%	39%		39%	22%	27%		28%		
Respect & Understanding				33%					37%		
Values & Standards of Behaviour				34%					38%		
WORK ENABLERS How to Get the Job Done											
Effective Teamwork		14%	23%		26%	15%					
Support from Others				37%	19%	15%			28%		
Communication & Listening							24%	37%	34%		
Attention to Quality & Standards				29%		17%	24%	35%	32%	21%	14%
Management & Leadership Skills					16%		33%			24%	18%
Problem Resolution & Improvement									21%		
Appropriate Workloads & Staffing							25%	44%		18%	22%
Being Organised & Efficient								28%			
Clear Decisions & Direction											
Appropriate Work-spaces & Technology											
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (49% of Employees)

At Risk Zone (31%)

Turnover Zone (20%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

What Initially Attracted Me to the Orgn n = 15,123	Why I Have Stayed So far n = 10,762	Why I Would Want to Stay in the Future n = 7,627	My Main Expectations That Are Met n = 20,155	Why it is a "Truly Great Place to Work" n = 13,146	Why I Score High on the NPS® n = 1,588	Why It's NOT a "Truly Great Place to Work" n = 7,885	My Biggest Daily Frustrations n = 19,002	My Main Expectations that Aren't Met n = 3,302	Why I Score Low on the NPS® n = 1,605	Why I Would Want to Leave in the Future n = 3,618	Why I've Now Decided to Leave n = 1,873
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Main Themes in the Text

%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	22%										
Type of Work, Position or Services	16%										
Desirable or Convenient Location	21%										
Pay, Security & Conditions		16%	32%							28%	50%
Employment & Development Opportunities	21%	14%	21%								
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment	16%	55%	51%		21%	29%				20%	
Personal Wellbeing										22%	15%
Experiences with Clients		14%			16%						
Experiences with Colleagues		22%	39%		40%	21%	24%		26%		
Respect & Understanding				39%					39%		
Values & Standards of Behaviour				37%		14%			40%		
WORK ENABLERS How to Get the Job Done											
Effective Teamwork			21%		25%						
Support from Others				36%	17%	17%			29%		
Communication & Listening				30%			25%	39%	37%		
Attention to Quality & Standards				29%		20%	23%	33%	29%	20%	
Management & Leadership Skills							32%			21%	23%
Problem Resolution & Improvement									22%		
Appropriate Workloads & Staffing							25%	44%		19%	21%
Being Organised & Efficient								29%			
Clear Decisions & Direction											
Appropriate Work-spaces & Technology								31%			
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (52% of Employees)

At Risk Zone (28%)

Turnover Zone (20%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

What Initially Attracted Me to the Orgn n = 4,120	Why I Have Stayed So far n = 2,884	Why I Would Want to Stay in the Future n = 2,882	My Main Expectations That Are Met n = 8,259	Why it is a "Truly Great Place to Work" n = 4,998	Why I Score High on the NPS® n = 709	Why It's NOT a "Truly Great Place to Work" n = 3,241	My Biggest Daily Frustrations n = 7,967	My Main Expectations that Aren't Met n = 1,360	Why I Score Low on the NPS® n = 761	Why I Would Want to Leave in the Future n = 1,600	Why I've Now Decided to Leave n = 443
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Main Themes in the Text

%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	26%										
Type of Work, Position or Services	20%	13%									
Desirable or Convenient Location	26%										
Pay, Security & Conditions			26%								35%
Employment & Development Opportunities	34%	25%	32%	34%	19%	20%				26%	15%
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment		49%	47%		21%	26%			15%		
Personal Wellbeing										24%	18%
Experiences with Clients							29%				
Experiences with Colleagues		23%	37%		36%	19%	26%		26%		
Respect & Understanding				35%					36%		
Values & Standards of Behaviour				39%					41%	15%	
WORK ENABLERS How to Get the Job Done											
Effective Teamwork		17%	26%		25%						
Support from Others				42%	21%	18%			36%		
Communication & Listening							26%	40%	35%		
Attention to Quality & Standards	14%			31%		20%	25%	38%	34%	20%	22%
Management & Leadership Skills							35%			23%	28%
Problem Resolution & Improvement							26%	31%		24%	12%
Appropriate Workloads & Staffing								43%			
Being Organised & Efficient											
Clear Decisions & Direction										23%	13%
Appropriate Work-spaces & Technology											
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (50% of Employees)

At Risk Zone (28%)

Turnover Zone (23%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

Main Themes in the Text

What Initially Attracted Me to the Orgn n = 4,558	Why I Have Stayed So far n = 2,846	Why I Would Want to Stay in the Future n = 2,860	My Main Expectations That Are Met n = 5,489	Why it is a "Truly Great Place to Work" n = 3,521	Why I Score High on the NPS® -	Why It's NOT a "Truly Great Place to Work" n = 1,985	My Biggest Daily Frustrations n = 5,243	My Main Expectations that Aren't Met n = 881	Why I Score Low on the NPS® -	Why I Would Want to Leave in the Future n = 1,597	Why I've Now Decided to Leave n = 551
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%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	24%										
Type of Work, Position or Services	16%										
Desirable or Convenient Location	24%										
Pay, Security & Conditions			26%								34%
Employment & Development Opportunities	32%	24%	30%	32%	21%					23%	15%
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment		49%	47%		20%						
Personal Wellbeing											14%
Experiences with Clients											
Experiences with Colleagues		23%	38%		37%						
Respect & Understanding				37%					42%		
Values & Standards of Behaviour				40%		25%			47%		
WORK ENABLERS How to Get the Job Done											
Effective Teamwork		15%	26%		24%						
Support from Others				43%	20%			31%	35%		
Communication & Listening				33%			25%	42%	41%		
Attention to Quality & Standards	13%	13%					25%	38%	28%		23%
Management & Leadership Skills							37%				30%
Problem Resolution & Improvement							25%	34%			23%
Appropriate Workloads & Staffing								47%			25%
Being Organised & Efficient											
Clear Decisions & Direction							26%				14%
Appropriate Work-spaces & Technology											
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (45% of Employees)

At Risk Zone (29%)

Turnover Zone (27%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

Main Themes in the Text

What Initially Attracted Me to the Orgn	Why I Have Stayed So far	Why I Would Want to Stay in the Future	My Main Expectations That Are Met	Why it is a "Truly Great Place to Work"	Why I Score High on the NPS®	Why It's NOT a "Truly Great Place to Work"	My Biggest Daily Frustrations	My Main Expectations that Aren't Met	Why I Score Low on the NPS®	Why I Would Want to Leave in the Future	Why I've Now Decided to Leave
n = 1,742	n = 1,118	n = 1,005	n = 2,373	n = 1,278	—	n = 1,263	n = 2,125	n = 4,713	—	n = 594	—

%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	24%										
Type of Work, Position or Services	22%	16%					34%				
Desirable or Convenient Location	37%	21%	25%								
Pay, Security & Conditions		16%	25%								
Employment & Development Opportunities	25%		26%	31%						22%	
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment		50%	47%		21%						
Personal Wellbeing										28%	
Experiences with Clients											
Experiences with Colleagues		28%	43%		44%		28%			23%	
Respect & Understanding				35%				33%			
Values & Standards of Behaviour				33%				42%			
WORK ENABLERS How to Get the Job Done											
Effective Teamwork				29%							
Support from Others			41%	22%				29%			
Communication & Listening						22%	36%	33%			
Attention to Quality & Standards	12%		30%	15%			35%	26%		23%	
Management & Leadership Skills						32%					
Problem Resolution & Improvement						23%					
Appropriate Workloads & Staffing						35%	57%			28%	
Being Organised & Efficient											
Clear Decisions & Direction											
Appropriate Work-spaces & Technology							34%				
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (60% of Employees)

At Risk Zone (26%)

Turnover Zone (15%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

What Initially Attracted Me to the Orgn n = 3,267	Why I Have Stayed So far n = 3,085	Why I Would Want to Stay in the Future n = 2,096	My Main Expectations That Are Met n = 4,316	Why it is a "Truly Great Place to Work" n = 2,988	Why I Score High on the NPS® n = 388	Why It's NOT a "Truly Great Place to Work" n = 1,414	My Biggest Daily Frustrations n = 3,613	My Main Expectations that Aren't Met n = 610	Why I Score Low on the NPS® -	Why I Would Want to Leave in the Future n = 1,049	Why I've Now Decided to Leave -
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Main Themes in the Text

%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	28%										
Type of Work, Position or Services	15%										
Desirable or Convenient Location	20%										
Pay, Security & Conditions		15%	25%							21%	
Employment & Development Opportunities	30%	24%	33%	35%		24%				28%	
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment	14%	46%	43%		20%	29%					
Personal Wellbeing										21%	
Experiences with Clients											
Experiences with Colleagues		24%	38%		37%	17%	27%				
Respect & Understanding				33%					41%		
Values & Standards of Behaviour				38%					44%		
WORK ENABLERS How to Get the Job Done											
Effective Teamwork		16%	27%		25%						
Support from Others				39%	21%	19%			30%		
Communication & Listening								40%	32%		
Attention to Quality & Standards				29%	18%	20%	25%	37%	29%		
Management & Leadership Skills							34%			24%	
Problem Resolution & Improvement							25%	30%		21%	
Appropriate Workloads & Staffing								38%			
Being Organised & Efficient								30%			
Clear Decisions & Direction							28%				
Appropriate Work-spaces & Technology											
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (53% of Employees)

At Risk Zone (27%)

Turnover Zone (20%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

What Initially Attracted Me to the Orgn n = 25,474	Why I Have Stayed So far n = 19,862	Why I Would Want to Stay in the Future n = 13,825	My Main Expectations That Are Met n = 33,029	Why it is a "Truly Great Place to Work" n = 22,181	Why I Score High on the NPS® n = 2,079	Why It's NOT a "Truly Great Place to Work" n = 12,063	My Biggest Daily Frustrations n = 31,314	My Main Expectations that Aren't Met n = 5,037	Why I Score Low on the NPS® n = 2,182	Why I Would Want to Leave in the Future n = 8,065	Why I've Now Decided to Leave n = 2,588
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Main Themes in the Text

%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	24%										
Type of Work, Position or Services	17%										
Desirable or Convenient Location	18%										
Pay, Security & Conditions	15%	16%	29%							24%	26%
Employment & Development Opportunities	31%	23%	31%	36%	17%	18%				27%	22%
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment		47%	42%		20%	28%					
Personal Wellbeing										22%	13%
Experiences with Clients											
Experiences with Colleagues		23%	39%		38%	20%	28%		27%		
Respect & Understanding				33%					35%		
Values & Standards of Behaviour				36%					41%		
WORK ENABLERS How to Get the Job Done											
Effective Teamwork		15%	24%		27%						
Support from Others				39%	21%	19%			31%		
Communication & Listening							25%	38%	35%		
Attention to Quality & Standards				28%		19%		36%	29%	19%	
Management & Leadership Skills							35%		23%	25%	16%
Problem Resolution & Improvement							24%	28%	23%		
Appropriate Workloads & Staffing							24%	44%	18%	23%	
Being Organised & Efficient								28%			
Clear Decisions & Direction											11%
Appropriate Work-spaces & Technology											
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (53% of Employees)

At Risk Zone (28%)

Turnover Zone (19%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

What Initially Attracted Me to the Orgn	Why I Have Stayed So far	Why I Would Want to Stay in the Future	My Main Expectations That Are Met	Why it is a "Truly Great Place to Work"	Why I Score High on the NPS®	Why It's NOT a "Truly Great Place to Work"	My Biggest Daily Frustrations	My Main Expectations that Aren't Met	Why I Score Low on the NPS®	Why I Would Want to Leave in the Future	Why I've Now Decided to Leave
n = 25,944	n = 18,098	n = 13,096	n = 36,126	n = 22,988	n = 2,215	n = 13,123	n = 33,653	n = 5,339	n = 2,502	n = 7,139	n = 2,467

Main Themes in the Text

%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	25%										
Type of Work, Position or Services	15%										
Desirable or Convenient Location	24%										
Pay, Security & Conditions		15%	29%							22%	32%
Employment & Development Opportunities	26%	17%	27%	34%						25%	18%
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment		48%	40%		20%	28%					
Personal Wellbeing										24%	15%
Experiences with Clients							33%				
Experiences with Colleagues		25%	40%		41%	24%	27%		27%		
Respect & Understanding				34%				36%			
Values & Standards of Behaviour				31%				34%			
WORK ENABLERS How to Get the Job Done											
Effective Teamwork		14%	23%		27%	16%					
Support from Others				39%	20%	18%		31%			
Communication & Listening							23%	35%	33%		
Attention to Quality & Standards	14%			28%	15%	18%	26%	35%	32%	21%	12%
Management & Leadership Skills							32%		21%	21%	14%
Problem Resolution & Improvement									21%		
Appropriate Workloads & Staffing							29%	48%	23%	24%	
Being Organised & Efficient											
Clear Decisions & Direction											
Appropriate Work-spaces & Technology								29%			
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (54% of Employees)

At Risk Zone (27%)

Turnover Zone (19%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

Main Themes in the Text

What Initially Attracted Me to the Orgn	Why I Have Stayed So far	Why I Would Want to Stay in the Future	My Main Expectations That Are Met	Why it is a "Truly Great Place to Work"	Why I Score High on the NPS®	Why It's NOT a "Truly Great Place to Work"	My Biggest Daily Frustrations	My Main Expectations that Aren't Met	Why I Score Low on the NPS®	Why I Would Want to Leave in the Future	Why I've Now Decided to Leave
n = 47,674	n = 35,421	n = 25,943	n = 62,600	n = 41,254	n = 4,149	n = 22,171	n = 58,745	n = 9,056	n = 4,244	n = 14,092	n = 4,404

%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	25%										
Type of Work, Position or Services	16%										
Desirable or Convenient Location	22%										
Pay, Security & Conditions	14%	15%	28%							23%	31%
Employment & Development Opportunities	28%	20%	29%	35%						25%	20%
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment		48%	42%		21%	30%			17%		11%
Personal Wellbeing										23%	15%
Experiences with Clients							31%				
Experiences with Colleagues		24%	40%		40%	22%	28%		28%		
Respect & Understanding				34%					37%		
Values & Standards of Behaviour				33%					37%		
WORK ENABLERS How to Get the Job Done											
Effective Teamwork		15%	24%		27%	15%					
Support from Others				40%	21%	20%			31%		
Communication & Listening							24%	37%	34%		
Attention to Quality & Standards				28%	16%	19%	25%	35%	30%	21%	
Management & Leadership Skills							33%			22%	23%
Problem Resolution & Improvement									21%		
Appropriate Workloads & Staffing							28%	47%		22%	25%
Being Organised & Efficient								28%			
Clear Decisions & Direction											
Appropriate Work-spaces & Technology											
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (55% of Employees)

At Risk Zone (27%)

Turnover Zone (19%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

Main Themes in the Text

What Initially Attracted Me to the Orgn	Why I Have Stayed So far	Why I Would Want to Stay in the Future	My Main Expectations That Are Met	Why it is a "Truly Great Place to Work"	Why I Score High on the NPS®	Why It's NOT a "Truly Great Place to Work"	My Biggest Daily Frustrations	My Main Expectations that Aren't Met	Why I Score Low on the NPS®	Why I Would Want to Leave in the Future	Why I've Now Decided to Leave
n = 6,254	n = 4,511	n = 3,556	n = 8,229	n = 5,541	n = 626	n = 2,720	n = 7,428	n = 1,184	n = 595	n = 1,979	n = 690

%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	21%										
Type of Work, Position or Services	14%										
Desirable or Convenient Location	17%										
Pay, Security & Conditions	17%	17%	31%							26%	28%
Employment & Development Opportunities	28%	23%	30%	33%		13%				28%	23%
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment		39%	33%		17%	19%					
Personal Wellbeing											
Experiences with Clients											
Experiences with Colleagues		19%	38%		35%	23%	25%		27%		
Respect & Understanding				28%				29%			
Values & Standards of Behaviour				33%				38%	15%		
WORK ENABLERS How to Get the Job Done											
Effective Teamwork		11%	20%		22%						
Support from Others				33%	18%	15%			28%		
Communication & Listening							34%	29%			
Attention to Quality & Standards				27%	15%	14%	24%	33%	30%	19%	19%
Management & Leadership Skills							34%		22%	23%	16%
Problem Resolution & Improvement							23%	25%	23%		
Appropriate Workloads & Staffing								37%			
Being Organised & Efficient								25%			
Clear Decisions & Direction							23%			19%	12%
Appropriate Work-spaces & Technology											
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (72% of Employees)

At Risk Zone (20%)

Turnover Zone (8%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

What Initially Attracted Me to the Orgn	Why I Have Stayed So far	Why I Would Want to Stay in the Future	My Main Expectations That Are Met	Why it is a "Truly Great Place to Work"	Why I Score High on the NPS®	Why It's NOT a "Truly Great Place to Work"	My Biggest Daily Frustrations	My Main Expectations that Aren't Met	Why I Score Low on the NPS®	Why I Would Want to Leave in the Future	Why I've Now Decided to Leave
n = 6,368	n = 4,554	n = 3,483	n = 7,835	n = 6,318	n = 751	n = 1,466	n = 6,237	—	—	n = 1,365	—

Main Themes in the Text

%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	28%										
Type of Work, Position or Services	15%										
Desirable or Convenient Location	15%										
Pay, Security & Conditions		15%	24%							27%	
Employment & Development Opportunities	32%	29%	44%	46%		14%				24%	
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment		42%	33%		19%	27%					
Personal Wellbeing										17%	
Experiences with Clients					17%		28%				
Experiences with Colleagues		21%	38%		39%	24%	32%				
Respect & Understanding				27%							
Values & Standards of Behaviour				26%							
WORK ENABLERS How to Get the Job Done											
Effective Teamwork			22%		28%						
Support from Others		15%		45%	29%	24%					
Communication & Listening							22%	33%			
Attention to Quality & Standards	16%			26%		15%	26%	33%		17%	
Management & Leadership Skills							23%				
Problem Resolution & Improvement											
Appropriate Workloads & Staffing							30%	41%		20%	
Being Organised & Efficient											
Clear Decisions & Direction											
Appropriate Work-spaces & Technology								26%			
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (61% of Employees)

At Risk Zone (25%)

Turnover Zone (14%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

Main Themes in the Text

What Initially Attracted Me to the Orgn n = 8,715	Why I Have Stayed So far n = 6,297	Why I Would Want to Stay in the Future n = 4,458	My Main Expectations That Are Met n = 10,682	Why it is a "Truly Great Place to Work" n = 7,794	Why I Score High on the NPS® n = 733	Why It's NOT a "Truly Great Place to Work" n = 3,110	My Biggest Daily Frustrations n = 9,433	My Main Expectations that Aren't Met n = 1,104	Why I Score Low on the NPS® n = 636	Why I Would Want to Leave in the Future n = 2,283	Why I've Now Decided to Leave n = 760
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%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	26%										
Type of Work, Position or Services	15%										
Desirable or Convenient Location	16%										15%
Pay, Security & Conditions	15%	14%	26%							27%	23%
Employment & Development Opportunities	30%	23%	36%	42%				29%		28%	27%
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment		45%	36%		20%	29%					14%
Personal Wellbeing											
Experiences with Clients							29%				
Experiences with Colleagues		24%	40%		39%	24%	29%		31%	19%	
Respect & Understanding				29%					31%		
Values & Standards of Behaviour				28%					31%		
WORK ENABLERS How to Get the Job Done											
Effective Teamwork		17%	25%		29%	18%					
Support from Others				41%	25%	22%			31%		
Communication & Listening							23%	35%	31%		
Attention to Quality & Standards				26%	16%	21%	26%	35%	29%	20%	
Management & Leadership Skills							30%			19%	20%
Problem Resolution & Improvement									21%		
Appropriate Workloads & Staffing							29%	46%		25%	23%
Being Organised & Efficient								27%			
Clear Decisions & Direction											
Appropriate Work-spaces & Technology											
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (54% of Employees)

At Risk Zone (27%)

Turnover Zone (20%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

What Initially Attracted Me to the Orgn	Why I Have Stayed So far	Why I Would Want to Stay in the Future	My Main Expectations That Are Met	Why it is a "Truly Great Place to Work"	Why I Score High on the NPS®	Why It's NOT a "Truly Great Place to Work"	My Biggest Daily Frustrations	My Main Expectations that Aren't Met	Why I Score Low on the NPS®	Why I Would Want to Leave in the Future	Why I've Now Decided to Leave
n = 12,972	n = 9,565	n = 7,017	n = 16,446	n = 10,633	n = 943	n = 5,804	n = 15,211	n = 2,389	n = 1,037	n = 4,155	n = 1,279

Main Themes in the Text

%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	25%										
Type of Work, Position or Services	15%										
Desirable or Convenient Location	19%										12%
Pay, Security & Conditions	16%	14%	27%							22%	19%
Employment & Development Opportunities	29%	21%	31%	38%						28%	27%
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment		45%	38%		20%	28%					
Personal Wellbeing											13%
Experiences with Clients							31%				
Experiences with Colleagues		25%	40%		38%	21%	29%		30%	20%	
Respect & Understanding				31%					32%		
Values & Standards of Behaviour				32%					35%		
WORK ENABLERS How to Get the Job Done											
Effective Teamwork		16%	24%		28%	16%					
Support from Others				39%	21%	19%			32%		
Communication & Listening							35%	31%			
Attention to Quality & Standards				27%		17%	25%	36%	30%	21%	12%
Management & Leadership Skills					15%		33%		19%	22%	15%
Problem Resolution & Improvement							23%		20%		
Appropriate Workloads & Staffing							27%	47%	24%	24%	
Being Organised & Efficient								27%			
Clear Decisions & Direction											
Appropriate Work-spaces & Technology											
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (49% of Employees)

At Risk Zone (29%)

Turnover Zone (22%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

What Initially Attracted Me to the Orgn n = 14,841	Why I Have Stayed So far n = 11,149	Why I Would Want to Stay in the Future n = 7,920	My Main Expectations That Are Met n = 18,296	Why it is a "Truly Great Place to Work" n = 11,196	Why I Score High on the NPS® n = 863	Why It's NOT a "Truly Great Place to Work" n = 7,471	My Biggest Daily Frustrations n = 17,378	My Main Expectations that Aren't Met n = 3,290	Why I Score Low on the NPS® n = 1,254	Why I Would Want to Leave in the Future n = 4,744	Why I've Now Decided to Leave n = 1,467
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Main Themes in the Text

%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	23%										
Type of Work, Position or Services	15%										
Desirable or Convenient Location	22%										
Pay, Security & Conditions	15%	16%	30%							21%	24%
Employment & Development Opportunities	27%	17%	27%	34%						26%	22%
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment		45%	39%		20%	29%					
Personal Wellbeing										23%	15%
Experiences with Clients							30%				
Experiences with Colleagues		24%	39%		38%	23%	28%		27%		
Respect & Understanding				33%				35%			
Values & Standards of Behaviour				34%				38%	16%		
WORK ENABLERS How to Get the Job Done											
Effective Teamwork		14%	23%		27%	16%					
Support from Others				37%	18%	18%			32%		
Communication & Listening							24%	36%	33%		
Attention to Quality & Standards				27%		19%	24%	35%	29%	21%	
Management & Leadership Skills					16%		35%		25%	26%	17%
Problem Resolution & Improvement									21%	21%	12%
Appropriate Workloads & Staffing							25%	46%	18%	24%	
Being Organised & Efficient								28%			
Clear Decisions & Direction											
Appropriate Work-spaces & Technology											
Flexibility & Reasonableness											
Knowledge & Skill Levels											

Employee Future Intentions →

Retention Zone (45% of Employees)

At Risk Zone (31%)

Turnover Zone (24%)

Narrative Text Questions →

TOP 5 MOTIVATORS TO STAY

TOP 5 MOTIVATORS TO LEAVE

What Initially Attracted Me to the Orgn n = 18,217	Why I Have Stayed So far n = 13,531	Why I Would Want to Stay in the Future n = 9,901	My Main Expectations That Are Met n = 24,067	Why it is a "Truly Great Place to Work" n = 14,933	Why I Score High on the NPS® n = 1,597	Why It's NOT a "Truly Great Place to Work" n = 10,616	My Biggest Daily Frustrations n = 24,059	My Main Expectations that Aren't Met n = 4,422	Why I Score Low on the NPS® n = 1,984	Why I Would Want to Leave in the Future n = 5,784	Why I've Now Decided to Leave n = 2,070
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Main Themes in the Text

%age of employee answers that triggered each theme

TANGIBLE BENEFITS What You Get											
Organisational Purposes & Reputation	23%										
Type of Work, Position or Services	16%										
Desirable or Convenient Location	25%	14%									
Pay, Security & Conditions		16%	32%							24%	41%
Employment & Development Opportunities	25%	16%	21%		15%					22%	13%
Hours or Shifts											
Workplace Safety											
INTANGIBLE BENEFITS How You Feel & How You Are Treated											
Enjoyment & Commitment	15%	50%	46%		21%	28%					
Personal Wellbeing										25%	16%
Experiences with Clients							30%				
Experiences with Colleagues		23%	39%		41%	20%	25%		27%		
Respect & Understanding				38%					40%		
Values & Standards of Behaviour				38%					41%		
WORK ENABLERS How to Get the Job Done											
Effective Teamwork			21%		24%						
Support from Others				37%	17%	15%			30%		
Communication & Listening				30%			25%	39%	37%		
Attention to Quality & Standards				30%	17%	20%	24%	35%	30%	21%	
Management & Leadership Skills							34%			23%	26%
Problem Resolution & Improvement									22%		
Appropriate Workloads & Staffing							27%	46%		19%	25%
Being Organised & Efficient											
Clear Decisions & Direction											
Appropriate Work-spaces & Technology								29%			
Flexibility & Reasonableness											
Knowledge & Skill Levels											