

# The Nonprofit Employee and Volunteer Performance Survey

Managed by QUT Business School • People and Performance Research Group



## Contact us

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QUT has an excellent track record in collaborative research involving industry partners, government (local, state and federal) and community organisations. This success in collaborative research and partnerships is underpinned by our acknowledged strengths in applied research, and our ability to translate research outcomes into real-world solutions. The Nonprofit Employee and Volunteer Survey represents one such successful collaboration with Windsor Recruitment who were motivated to give something back to nonprofit organisations individually and the sector as a whole.

## People and Performance Research Group

The People and Performance Research Group has specialist expertise to undertake research focusing on the performance of people at work. The researchers have combined their knowledge to provide innovative approaches to analysing and better understanding people and performance issues.

### The survey

The Nonprofit Employee and Volunteer Performance Survey is one of the first stages in a project capturing vital information about issues impacting nonprofit organisations in Australia.

This survey represents an opportunity to expand understanding of how the nonprofit sector operates, the motivators of employees and volunteers, as well as strengths and weaknesses in the industry.

Specialised surveys offer an inexpensive opportunity to gauge what drives your organisation's employees or volunteers. A breakdown by department, or another demographic, is available for a more in-depth assessment of the issues occurring within your workplace.

The survey was first developed by Associate Professor Cameron Newton from QUT in 2009 and has been distributed in a partnership with Dyllys Bertelsen, CEO of Windsor Recruitment.

### Survey goals

This survey explores a variety of factors with regard to nonprofit organisations including:

- climate
- culture

- learning and development
- employee supervision
- rewards and recognition
- employee satisfaction
- turnover and retention
- employee identification with their team and the organisation
- organisational strengths
- areas for improvement.

Analysis of these factors is broken into different sectors and activities to establish differences between parts of the sector, and will also allow organisations that request specialised surveys to better assess how they perform against similar organisations.

This information can be used to develop policies and procedures to increase staff and volunteer satisfaction and productivity.

Over the long term, it is expected that this survey will result in decreased turn over and increased performance across the industry.

### Benefits of research

We work with organisations that use research to guide and inform what they do. Our research draws on established and validated approaches used in a variety of organisations and industries and can be tailored to specific organisational settings. Our research provides an objective basis that enables informed decisions, development of solutions and implementation of strategies that are most likely to achieve results. Our applied approach includes collecting new information to address your organisation's needs, or evaluation of existing data that your organisation has collected to maximise the utilisation of that information.



## How much does it cost?

Report	Cost (excluding GST)
One base report (employee or volunteer)	\$1,500
One base report (employee or volunteer) with breakdowns across an organisational demographic (such as department). Note: benchmarks with other organisations are only provided for the overall organisation means	\$2,250
Two base reports (employee and volunteer)	\$2,750
Two base reports (employee and volunteer) with breakdowns across an organisational demographic (such as department). Note: benchmarks with other organisations are only provided for the overall organisation means.	\$3,500

## Timeline

Please allow a period of three weeks to set up survey links, add your organisation to the ethical clearance documentation, and initiate the service agreement.

## To take part in the survey

Email or call Associate Professor Cameron Newton at QUT to arrange provision of the relevant links for you to send to your employees and/or volunteers. A report of all results is provided once per year (usually in April) which compares the results of all measurements across different nonprofit activities and across years.

## Contact

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### Associate Professor Cameron Newton

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Cameron is an associate professor in the QUT School of Management and held management positions in the banking and finance industries prior to this. He is a registered psychologist and is recognised for his research into employee stress and performance, governance and human resource management issues. Cameron is the recipient of a number of small and large grants including three Australian Research Council Linkage Grants.

### Research focus

Cameron's research focuses on occupational stress measured using both subjective and objective (heart rate variability/biofeedback) methods. His research examines occupational stress in combination with a variety of theoretical frameworks related to organisational culture and identification. He is actively involved in scale development activities, particularly related to the assessment of workplace values and governance effectiveness.

### Selected previous projects

- Heart rate variability biofeedback coaching in reducing workplace stress, ARC Linkage Project.
- Using heart rate variability measurements to identify the effects of stress on decision making, ARC Linkage Project.
- Career and Succession Management for Engineering and Technical personnel, CRC for Infrastructure Engineering Asset Management.
- Staff Satisfaction Assessment and Organisational Climate Improvement Strategies.

### Selected publications

Newton, C. J., & Teo, S. (2014) Identification and Occupational Stress: A Stress Buffering Perspective. *Human Resource Management*.

Newton, C., Teo, S., Pick, D., Yeung, M., Salamonson, Y. (2013). Flexibility in change practices and job outcomes for nurses: exploring the role of subjective fit. *Journal of Advanced Nursing*, 69 (12), 2800–2811.

Newton, C. J., Becker, K. L., & Bell, S. (in press). Learning and Development Opportunities as a Tool for the Retention of Volunteers: A motivational perspective. *Human Resource Management Journal*. Accepted 17 March, 2014.

Newton, C. J., & Jimmieson, N. L. (2009). Subjective Fit with Organisational Culture: An Investigation of Moderating Effects in the Work Stressor-Employee Adjustment Relationship. *International Journal of Human Resource Management*, 20(8), 1770–1789.