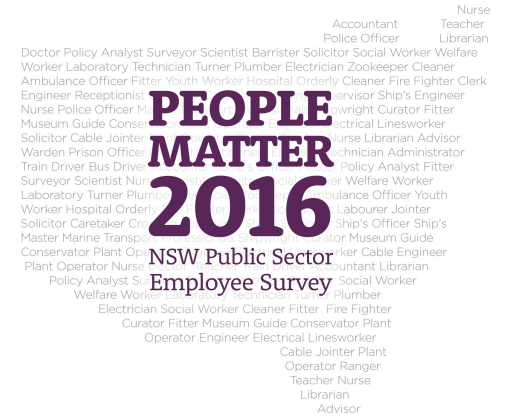


PEOPLE MATTER 2016

NSW Public Sector Employee Survey



State Owned Corporations

Endeavour Energy

CONTENTS OF REPORT

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RESPONSE RATE

6%

**128 RESPONSES
OUT OF 2,062 EMPLOYEES**

ENGAGEMENT INDEX

53%

PMES 2016
SECTOR SCORE **65%**

PMES 2014
SECTOR SCORE **65%**



ENGAGEMENT

Engaged employees have a sense of personal attachment to their work and organisation; they are motivated and able to give their best to help the organisation succeed.

The complete list of questions which are used to calculate the Engagement Index are listed in the All Questions pages.

RESPONSE RATE

Due to the size of the NSW public sector, even comparatively low levels of response to People Matter can be statistically representative and an accurate reflection of perceptions. Any parts of the sector where the response rate is too low for data to be fully reliable have been flagged in reports.

Some entities exceeded 100% where responses were greater than the employee headcount.

QUESTION HEADLINES

+ HIGHEST AGREEMENT SCORING QUESTIONS

2016
AGREEMENT
%

1h. I look for ways to perform my job more effectively	91%
2a. My workgroup strives to achieve customer/client satisfaction	84%
2i. People in my workgroup treat customers/clients with respect	84%
1a. I understand what is expected of me to do well in my role	81%
8i. Diversity and inclusion in the workplace can contribute to better business outcomes	80%
7c. My organisation strives to earn and sustain a high level of public trust	78%
1d. I feel I make a contribution to achieving the organisation's objectives	77%
7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest	76%
2h. People in my workgroup treat each other with respect	76%
2d. People in my workgroup have the appropriate skills to do the job well	74%

- LOWEST AGREEMENT SCORING QUESTIONS

2016
AGREEMENT
%

15. I believe action will be taken on the results from this survey by my organisation	13%
6h. I feel that senior managers listen to employees	13%
7f. I feel that change is handled well in my organisation	15%
7l. My organisation's processes for recruiting employees are efficient	16%
6b. I feel that senior leaders effectively lead and manage change	18%
6c. I feel that senior managers model the values of my organisation	21%
3j. I am satisfied with the opportunities available for career development in my organisation	21%
6g. I feel that senior managers keep employees informed about what's going on	22%
6a. I believe senior managers provide clear direction for the future of the organisation	22%
6e. Senior managers promote collaboration between my organisation and others we work with	23%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are your highest and lowest scoring questions from the survey, based on respondents who have selected 'Strongly Agree' and 'Agree'.



EXPLORE THE FULL SURVEY RESULTS

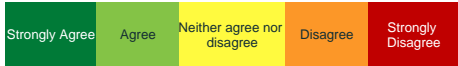
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Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

ENGAGEMENT	53% RESPONSE SCALE					AGREEMENT %	PMES 2014	STATE OWNED CORPORATIONS	SECTOR
Q7o. I would recommend my organisation as a great place to work	10	29	32	18	10	40%	45%	46%	60%
Q7p. I am proud to tell others I work for my organisation	13	38	26	14	9	51%	48%	51%	68%
Q7q. I feel a strong personal attachment to my organisation	21	37	18	15	9	58%	60%	55%	64%
Q7r. My organisation motivates me to help it achieve its objectives	8	23	33	26	12	29%	39%	41%	55%
Q7s. My organisation inspires me to do the best in my job	8	21	34	24	13	28%	31%	40%	55%

KEY









EXPLORE THE FULL SURVEY RESULTS

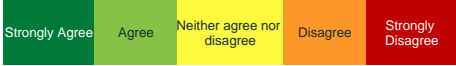
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Some key comparisons are provided.

ENGAGEMENT WITH WORK 60% RESPONSE SCALE	AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR
Q1g. My job gives me a feeling of personal accomplishment	 50%	64%	76%
Q1h. I look for ways to perform my job more effectively	 91%	93%	95%
Q1i. I feel motivated to contribute more than what is normally required at work	 55%	60%	76%
Q1j. I am satisfied with my job at the present time	 44%	53%	63%

KEY





EXPLORE THE FULL SURVEY RESULTS

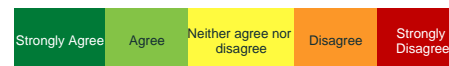
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Some key comparisons are provided.

SENIOR MANAGERS	24% RESPONSE SCALE	AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR
Q6a. I believe senior managers provide clear direction for the future of the organisation		22%	29%	47%
Q6b. I feel that senior leaders effectively lead and manage change		18%	25%	43%
Q6c. I feel that senior managers model the values of my organisation		21%	31%	48%
Q6d. Senior managers encourage innovation by employees		26%	36%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with		23%	34%	52%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives		52%	63%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		22%	31%	44%
Q6h. I feel that senior managers listen to employees		13%	23%	39%
Q7f. I feel that change is handled well in my organisation		15%	20%	41%

KEY





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Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

COMMUNICATION	43% RESPONSE SCALE	AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR
Q5e. My manager communicates effectively with me	14 41 19 13 12	55%	69%	69%
Q5f. My manager encourages and values employee input	14 44 20 10 11	58%	71%	69%
Q5g. My manager involves my workgroup in decisions about our work	14 35 24 17 10	49%	64%	64%
Q6g. I feel that senior managers keep employees informed about what's going on	16 28 20 31	22%	31%	44%
Q6h. I feel that senior managers listen to employees	10 22 18 47	13%	23%	39%
Q8h. I am able to speak up and share a different view to my colleagues and manager	14 47 15 12 11	61%	71%	69%

KEY





EXPLORE THE FULL SURVEY RESULTS

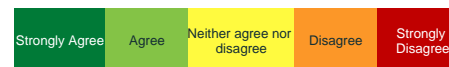
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Some key comparisons are provided.

	HIGH PERFORMANCE					54% RESPONSE SCALE	AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR
Q1a. I understand what is expected of me to do well in my role	26	55	13				81%	87%	90%
Q1b. I have the tools I need to do my job effectively	11	47	20	17			58%	65%	70%
Q1c. I get the information I need to do my job well	7	50	24	15			57%	58%	67%
Q1d. I feel I make a contribution to achieving the organisation's objectives	29	48	15	7			77%	80%	86%
Q1e. I feel I am able to suggest ideas to improve our way of doing things	17	35	21	17	10		52%	64%	69%
Q2b. People in my workgroup use time and resources efficiently	9	49	22	14			59%	70%	70%
Q2c. My team works collaboratively to achieve its objectives	16	53	14	12			70%	77%	75%
Q2d. People in my workgroup have the appropriate skills to do the job well	21	53	13	13			74%	77%	76%
Q3h. I have received appropriate training and development to do my job well	10	31	26	19	15		40%	53%	63%

KEY





EXPLORE THE FULL SURVEY RESULTS

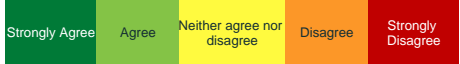
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Some key comparisons are provided.

HIGH PERFORMANCE	54% RESPONSE SCALE	AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR
Q5a. My manager encourages people in my workgroup to improve the quality of what they do	15 45 23 9 8	60%	72%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims	12 39 23 16 10	51%	62%	64%
Q5c. My manager assigns work to people in my workgroup based on their skills and expertise	12 48 22 11	61%	65%	65%
Q5j. I have confidence in the decisions my line manager makes	17 36 22 16 10	53%	65%	67%
Q6d. Senior managers encourage innovation by employees	21 24 23 26	26%	36%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with	19 34 21 21	23%	34%	52%
Q7d. My organisation focuses on improving the work we do	16 39 26 14	55%	65%	76%
Q7e. My organisation is making the necessary improvements to meet our future challenges	12 29 33 15 12	40%	48%	62%
Q7g. There is good co-operation between teams across our organisation	24 28 31 14	27%	35%	48%

KEY





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Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

	54% RESPONSE SCALE					AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR
Q7n. My organisation generally selects capable people to do the job	34	33	16	14		37%	39%	51%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	10	42	29	12	7	51%	62%	67%
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	28	52	14			80%	80%	85%

KEY





EXPLORE THE FULL SURVEY RESULTS

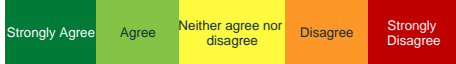
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Some key comparisons are provided.

PUBLIC SECTOR VALUES	56% RESPONSE SCALE	AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR
Q2a. My workgroup strives to achieve customer/client satisfaction		84%	85%	85%
Q2b. People in my workgroup use time and resources efficiently		59%	70%	70%
Q2g. People in my workgroup are honest, open and transparent in their dealings		66%	71%	67%
Q2h. People in my workgroup treat each other with respect		76%	77%	72%
Q2i. People in my workgroup treat customers/clients with respect		84%	88%	86%
Q5a. My manager encourages people in my workgroup to improve the quality of what they do		60%	72%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims		51%	62%	64%
Q5d. My manager listens to what I have to say		63%	74%	73%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased		53%	64%	64%

KEY





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Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

PUBLIC SECTOR VALUES		56% RESPONSE SCALE		AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR	
Q5k. My manager treats employees with dignity and respect	19	50	17	7	69%	78%	76%
Q5l. My manager talks to me about how the values apply to my work	13	36	30	15	49%	61%	58%
Q6a. I believe senior managers provide clear direction for the future of the organisation	17	21	30	27	22%	29%	47%
Q6c. I feel that senior managers model the values of my organisation	14	28	17	34	21%	31%	48%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	8	43	25	12	52%	63%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	16	28	20	31	22%	31%	44%
Q6h. I feel that senior managers listen to employees	10	22	18	47	13%	23%	39%
Q7a. My organisation provides high quality services	18	54	21		71%	79%	80%
Q7b. My organisation strives to match services to customer/client needs	13	54	24	8	66%	76%	80%

KEY





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Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

PUBLIC SECTOR VALUES	56% RESPONSE SCALE					AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR
Q7c. My organisation strives to earn and sustain a high level of public trust	18	60	13			78%	78%	83%
Q7d. My organisation focuses on improving the work we do	16	39	26	14		55%	65%	76%
Q7h. People in my organisation take responsibility for their own actions		27	33	21	14	32%	37%	48%
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest	18	59	13			76%	72%	63%

KEY





EXPLORE THE FULL SURVEY RESULTS

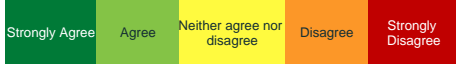
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Some key comparisons are provided.

DIVERSITY & INCLUSION	55% RESPONSE SCALE					AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work	7	35	24	21	13	42%	53%	59%
Q5d. My manager listens to what I have to say	16	47	15	11	11	63%	74%	73%
Q5f. My manager encourages and values employee input	14	44	20	10	11	58%	71%	69%
Q5h. My manager takes into account the differing needs and circumstances of employees when making decisions	14	39	20	16	11	53%	65%	65%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased	15	39	24	11	11	53%	64%	64%
Q6i. Senior managers in my organisation genuinely support the career advancement of women	10	24	43	9	14	34%	42%	54%
Q8a. My organisation respects individual differences (e.g cultures, working styles, backgrounds, ideas)	13	53	18	10		66%	67%	75%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	10	42	29	12	7	51%	62%	67%
Q8h. I am able to speak up and share a different view to my colleagues and manager	14	47	15	12	11	61%	71%	69%

KEY





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Some key comparisons are provided.

DIVERSITY & INCLUSION		55% RESPONSE SCALE					AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes		28	52	14	10	11	80%	80%	85%
Q8j. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>		10	37	31	10	11	47%	57%	58%

KEY





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Some key comparisons are provided.

RECRUITMENT	26% RESPONSE SCALE	AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR
Q7l. My organisation's processes for recruiting employees are efficient		16%	25%	33%
Q7m. Recruitment and promotion decisions in this organisation are generally fair		23%	31%	41%
Q7n. My organisation generally selects capable people to do the job		37%	39%	51%

KEY





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Some key comparisons are provided.

EMPLOYEE VALUE PROPOSITION	34%	RESPONSE SCALE	AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR			
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	9	34	31	10	16	43%	54%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	24	40	13	16		31%	43%	53%
Q7g. There is good co-operation between teams across our organisation	24	28	31	14		27%	35%	48%

KEY





EXPLORE THE FULL SURVEY RESULTS

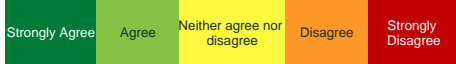
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Some key comparisons are provided.

PERFORMANCE FRAMEWORK & DEVELOPMENT	45% RESPONSE SCALE	AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR
Q3a. I have a current performance plan that sets out my individual objectives		56%	62%	62%
Q3b. I have informal feedback conversations with my manager throughout the year		61%	70%	70%
Q3c. I have scheduled feedback conversations with my manager throughout the year		48%	68%	58%
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		49%	61%	59%
Q3e. My performance is assessed against clear criteria		46%	51%	53%
Q3f. I feel I can have open, honest conversations with my manager about the quality of work required		64%	75%	71%
Q3g. I am able to access the right learning and development opportunities as required		31%	47%	60%
Q3h. I have received appropriate training and development to do my job well		40%	53%	63%
Q3i. I have a strong desire to advance my career		67%	68%	69%

KEY





EXPLORE THE FULL SURVEY RESULTS

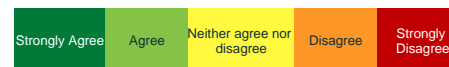
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Some key comparisons are provided.

PERFORMANCE FRAMEWORK & DEVELOPMENT	45% RESPONSE SCALE	AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR
Q3j. I am satisfied with the opportunities available for career development in my organisation	8 13 22 30 27	21%	31%	45%
Q3k. I would like to work in another agency within the NSW Public Sector during my career	20 26 38 11	46%	34%	41%
Q5m. My manager provides acknowledgement or other recognition for the work I do	15 45 12 18 9	60%	66%	67%
Q5n. My manager appropriately deals with employees who perform poorly	31 28 25 12	36%	41%	44%
Q5o. My manager ensures fair access to developmental opportunities for people in my workgroup	8 29 35 17 12	37%	52%	62%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	9 34 31 10 16	43%	54%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	24 40 13 16	31%	43%	53%
Q7j. My organisation is committed to developing its employees	23 18 35 20	26%	34%	53%

KEY





EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

MOBILITY	40% RESPONSE SCALE	AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR
Q3k. I would like to work in another agency within the NSW Public Sector during my career		46%	34%	41%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role		43%	54%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation		31%	43%	53%

KEY





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This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

PAY & BENEFITS		65% RESPONSE SCALE				AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR	
Q4a. I am paid fairly for the work I do		18	46	20	8	8	64%	73%	60%
Q4b. I am satisfied with my total benefits package (incl. superannuation, leave entitlements etc)		16	50	24	7	7	66%	72%	60%

KEY





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Some key comparisons are provided.

DIVERSITY GROUPS	57% RESPONSE SCALE	AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR
Q8b. Cultural background is not a barrier to success in my organisation	18 49 21 8	67%	70%	77%
Q8c. Age is not a barrier to success in my organisation	15 38 26 10 11	53%	58%	71%
Q8d. Disability is not a barrier to success in my organisation	15 40 34	55%	59%	67%
Q8e. Sexual orientation is not a barrier to success in my organisation	14 39 39	53%	62%	76%
Q8f. Gender is not a barrier to success in my organisation	14 42 32 9	56%	63%	74%

KEY





EXPLORE THE FULL SURVEY RESULTS

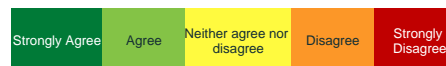
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Some key comparisons are provided.

WORKPLACE SUPPORT	53% RESPONSE SCALE	AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work		42%	53%	59%
Q1k. I am able to keep my work stress at an acceptable level		47%	53%	58%
Q1l. My workload is acceptable		51%	57%	55%
Q2e. I receive help and support from other members of my workgroup		72%	82%	80%
Q2f. There is good team spirit in my workgroup		57%	63%	67%
Q7k. My organisation offers practical employment arrangements and conditions to help employees achieve a work-life balance		50%	57%	56%

KEY





EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

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Some key comparisons are provided.

ACTION ABOUT SURVEY RESULTS

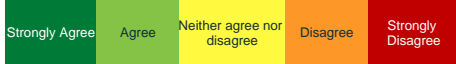
13% RESPONSE SCALE

Q15. I believe action will be taken on the results from this survey by my organisation



AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR
13%	21%	32%

KEY





EXPLORE THE FULL SURVEY RESULTS

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Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

WORKPLACE CONDUCT	49% RESPONSE SCALE	AGREEMENT %	STATE OWNED CORPORATIONS	SECTOR
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest		76%	72%	63%
Q9b. I have confidence in the ways my organisation resolves grievances		31%	35%	43%
Q9c. I am confident that I would be protected from reprisal for reporting misconduct/wrongdoing		38%	47%	49%

KEY





EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

MOTIVATION TO STAY	RESPONSE SCALE	AGREEMENT%	STATE OWNED CORPORATIONS	SECTOR
Q13. What factors would motivate you to stay in the NSW public sector?				
More interesting and challenging work		59%	51%	46%
Better skills in my workgroup		23%	24%	27%
Improved career opportunities		55%	57%	52%
Improved learning and development opportunities		51%	53%	50%
Greater involvement in decision making		34%	31%	33%
Better pay and benefits		50%	52%	58%
Greater recognition for the work I do		40%	43%	45%
Better leadership from senior managers		58%	52%	39%



EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

MOTIVATION TO STAY	RESPONSE SCALE	AGREEMENT%	STATE OWNED CORPORATIONS	SECTOR
Q13. What factors would motivate you to stay in the NSW public sector?				
Better leadership from my manager		32%	25%	27%
Better accountability for performance		18%	28%	25%
A better location		28%	23%	20%
More flexible working conditions		50%	41%	38%
Better work/life balance		48%	44%	46%
Improved facilities		18%	17%	30%
Improved technology and systems		41%	41%	38%
Better job security		76%	72%	43%



EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

WORKPLACE CONDUCT	RESPONSE SCALE	AGREEMENT%	STATE OWNED CORPORATIONS	SECTOR
Q9a. In the last 12 months I have read or referred to my organisation's code of conduct				
Yes		82%	70%	72%
No		17%	25%	24%
Don't Know		1%	5%	4%



EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	AGREEMENT%	STATE OWNED CORPORATIONS	SECTOR
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work				
Yes		28%	19%	25%
No		60%	71%	64%
Don't Know		13%	10%	11%
Q10b. Have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		55%	53%	63%
No		39%	45%	35%
Don't Know		6%	2%	2%



EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	AGREEMENT%	STATE OWNED CORPORATIONS	SECTOR
Q10c. In the last 12 months I have witnessed bullying at work				
Yes		40%	26%	35%
No		56%	68%	58%
Don't Know		4%	6%	7%
Q10d. In the last 12 months I have been the subjected to bullying at work				
Yes		29%	14%	20%
No		67%	82%	75%
Don't Know		4%	4%	5%



EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	AGREEMENT%	STATE OWNED CORPORATIONS	SECTOR
Q10e. Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months.				
A senior manager		36%	31%	23%
Your Immediate Manager/Supervisor		21%	25%	26%
A fellow worker at your level		18%	20%	25%
A subordinate		3%	5%	8%
Other		9%	4%	4%
Prefer not to say		12%	14%	13%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

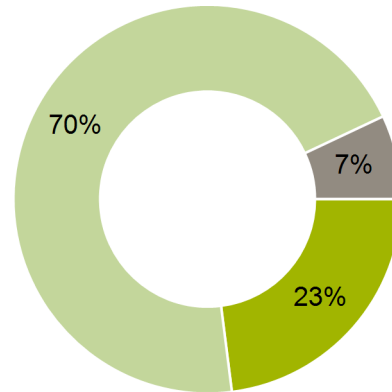
	RESPONSE SCALE	PERCENTAGE%
Gender		
Male		67%
Female		29%
Other		4%
Age		
<35		14%
35 - 54		66%
> 54		21%

PROFILE OF RESPONDENTS

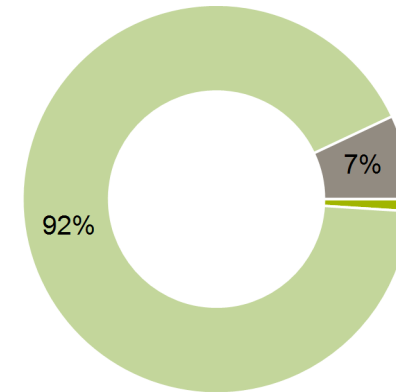


PERSONAL PROFILES

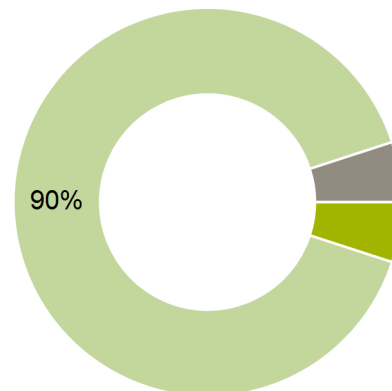
DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME?



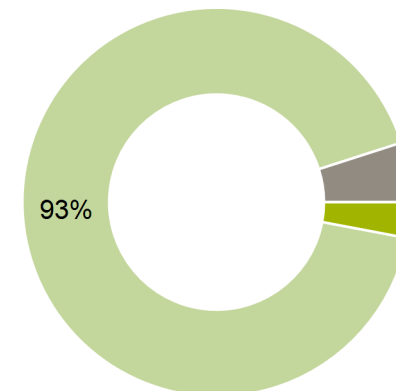
ARE YOU OF ABORIGINAL AND/OR TORRES STRAIT ISLANDER ORIGIN?



DO YOU HAVE A DISABILITY?



DO YOU IDENTIFY AS LGBTI?



KEY



PROFILE OF RESPONDENTS



WORK PROFILES

TENURE IN ORGANISATION	RESPONSE SCALE	PERCENTAGE%
Less than 1 year		3%
1 - 2 years		2%
2 - 5 years		5%
5 - 10 years		26%
10 - 20 years		38%
More than 20 years		28%

PROFILE OF RESPONDENTS



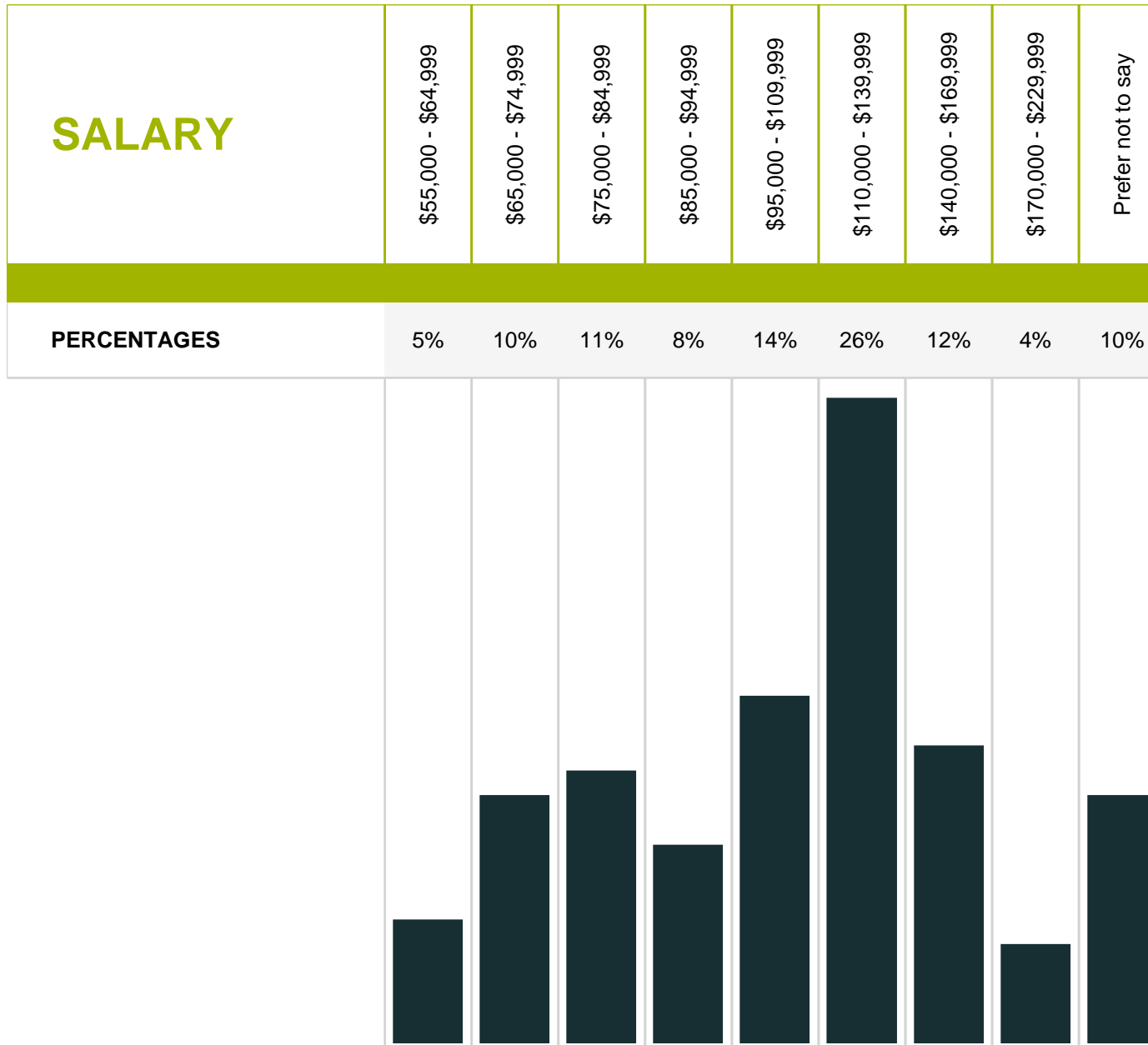
WORK PROFILES

TYPE OF WORK	RESPONSE SCALE	PERCENTAGE%
Service delivery involving direct contact with the general public		11%
Other service delivery work		37%
Administrative support		8%
Corporate services		14%
Research		1%
Program and project management support		17%
Other		13%

PROFILE OF RESPONDENTS



WORK PROFILES



RESULTS BY TYPE OF WORK



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Endeavour Energy	Service delivery involving direct contact with the general public	Other service delivery work	Administrative support	Corporate services	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	128	12	41	9	15	0	1	19	0	14
ENGAGEMENT	53%	(r)	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	24%	(r)	23%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	43%	(r)	44%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	54%	(r)	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	56%	(r)	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	55%	(r)	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

RESULTS BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Endeavour Energy	Less than \$35,000	\$35,000 - \$44,999	\$45,000 - \$54,999	\$55,000 - \$64,999	\$65,000 - \$74,999	\$75,000 - \$84,999	\$85,000 - \$94,999	\$95,000 - \$109,999	\$110,000 - \$139,999	\$140,000 - \$169,999	\$170,000 - \$229,999	\$230,000 or more	Prefer not to say
NUMBER OF RESPONDENTS	128	0	0	0	6	11	12	9	15	29	13	4	0	11
ENGAGEMENT	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	24%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	43%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT
OFF LIMIT OF 30 RESPONDENTS

RESULTS BY TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Endeavour Energy	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	128	3	2	5	28	41	30
ENGAGEMENT	53%	(r)	(r)	(r)	(r)	47%	54%
SENIOR MANAGERS	24%	(r)	(r)	(r)	(r)	18%	16%
COMMUNICATION	43%	(r)	(r)	(r)	(r)	37%	40%
HIGH PERFORMANCE	54%	(r)	(r)	(r)	(r)	48%	50%
PUBLIC SECTOR VALUES	56%	(r)	(r)	(r)	(r)	50%	51%
DIVERSITY & INCLUSION	55%	(r)	(r)	(r)	(r)	51%	55%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT
OFF LIMIT OF 30 RESPONDENTS

RESULTS BY AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Endeavour Energy	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	128	0	0	6	9	17	18	18	20	19	2	2
ENGAGEMENT	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	24%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	43%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT
OFF LIMIT OF 30 RESPONDENTS

RESULTS BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Endeavour Energy	Male	Female	Other
NUMBER OF RESPONDENTS	128	74	32	4
ENGAGEMENT	53%	54%	55%	(r)
SENIOR MANAGERS	24%	22%	27%	(r)
COMMUNICATION	43%	47%	41%	(r)
HIGH PERFORMANCE	54%	56%	52%	(r)
PUBLIC SECTOR VALUES	56%	57%	55%	(r)
DIVERSITY & INCLUSION	55%	58%	53%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS



WHAT'S NEXT?

Sector employees have now given their feedback and these results show where actions and improvements are required.

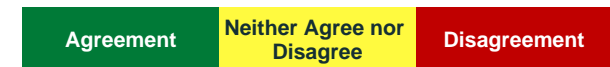
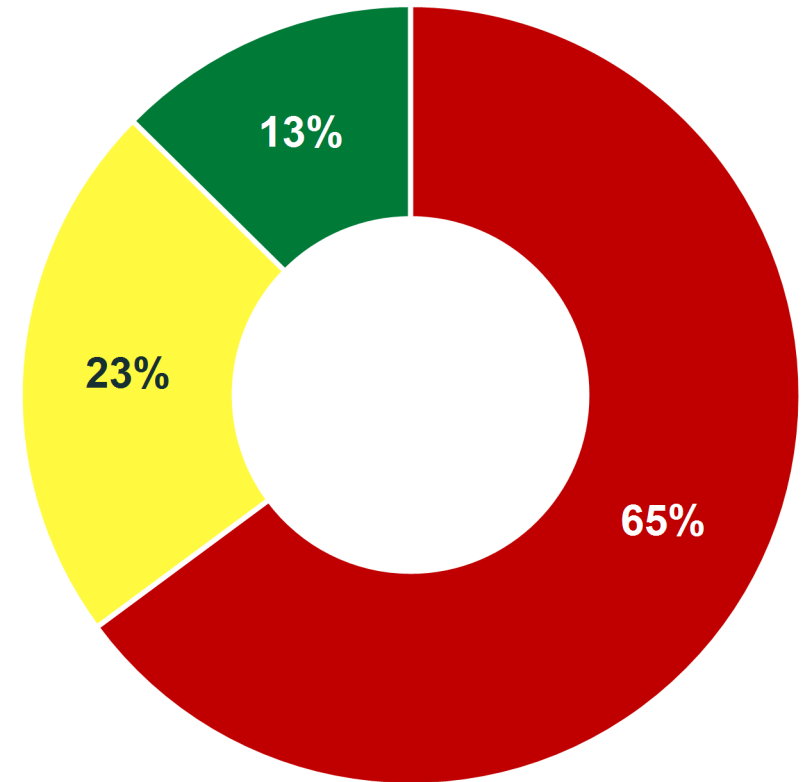
Research has shown that a key reason why employees can become disengaged is if they are asked their opinion and then no action takes place as a result.

13%

of employees replied favourably to:

'I believe action will be taken on the results from this survey by my organisation.'

32%
SECTOR



GUIDE TO THIS REPORT

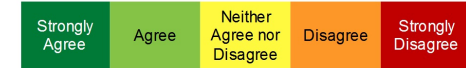
i ANONYMITY RULES

Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

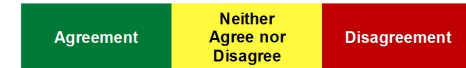
There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of workgroups that can be reported (10 or more employees) and responses from demographic groups (30 or more employees). Where people work in small teams, the results are merged with larger business units and results are not available. Where this happens an 'r' is shown in reports.

i HOW TO READ THIS REPORT

The majority of questions have a 5-point answer scale. In reports, the Strongly Agree and Agree scores are combined to create an agreement (or positive) score which is shown as a rounded percentage.



Previous surveys had a 4-point answer scale, which means that comparisons are limited for this year only. Some scales, such as those used for the Engagement Index, are unchanged.



i HOW THE DRIVERS AND INFLUENCERS ARE DERIVED

ORC International employs SPSS software to fully interrogate the results and perform appropriate calculations. Our statisticians need a minimum of **30 responses** from a team to perform the analysis to determine the top influences of engagement, leadership and other key question groups.

Statistical techniques applied for this analysis include **Factor Analysis** which identifies patterns in data and allows the statistician to assess whether the attitude questions are measuring the same underlying theme or characteristic.

Regression Analysis then involves building a statistical model based on research that employee engagement is affected by various elements of the workplace such as line manager, learning & development, reward and recognition, job role, etc. This analysis assigns importance weights to the attributes that have been measured. It relies on certain assumptions, one of which is that the variables used in the model should, by definition, not be strongly related to each other. The outcome of these techniques is a list of questions which we can say have the highest association with the engagement index, or more simply, are the most significant influencers of employee engagement

i ROUNDING

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of the calculation for maximum accuracy.

Values from .00 to .49 are rounded down, whereas values from .50 to .99 are rounded up. Therefore, in some instances the data will not add up to 100%. Example below:

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
NUMBER OF RESPONSES	151	166	176	96	24	613
PERCENTAGE	24.63%	27.08%	28.71%	15.66%	3.92%	100%
ROUNDED PERCENTAGE	25%	27%	29%	16%	4%	101%