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RESPONSE RATE

83%

116 RESPONSES
OUT OF 139 EMPLOYEES

ENGAGEMENT INDEX

55%

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. This is thought to be primarily due to employees selecting the wrong work location in the survey.

QUESTION HEADLINES

+ HIGHEST AGREEMENT SCORING QUESTIONS

2016
AGREEMENT
%

1h.	I look for ways to perform my job more effectively	96%
1d.	I feel I make a contribution to achieving the organisation's objectives	89%
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	84%
8i.	Diversity and inclusion in the workplace can contribute to better business outcomes	82%
2a.	My workgroup strives to achieve customer/client satisfaction	81%
2e.	I receive help and support from other members of my workgroup	81%
2h.	People in my workgroup treat each other with respect	80%
2c.	My team works collaboratively to achieve its objectives	78%
2d.	People in my workgroup have the appropriate skills to do the job well	78%

- LOWEST AGREEMENT SCORING QUESTIONS

2016
AGREEMENT
%

7f.	I feel that change is handled well in my organisation	17%
6b.	I feel that senior leaders effectively lead and manage change	18%
3j.	I am satisfied with the opportunities available for career development in my organisation	19%
15.	I believe action will be taken on the results from this survey by my organisation	22%
6g.	I feel that senior managers keep employees informed about what's going on	26%
6c.	I feel that senior managers model the values of my organisation	26%
6a.	I believe senior managers provide clear direction for the future of the organisation	27%
6h.	I feel that senior managers listen to employees	27%
7l.	My organisation's processes for recruiting employees are efficient	28%
6f.	Senior managers communicate the importance of customers in achieving our business objectives	30%



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'.

BUSINESS UNIT COMPARISON



COMPARISON OF BUSINESS UNITS

This page provides the scores for each of the business units below NSW Crime Commission, using the same key question groups.

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

	NSW Crime Commission	Criminal Investigations Division	Financial Investigations Division	Corporate Services	Other
NUMBER OF RESPONDENTS	116	53	19	31	11
ENGAGEMENT	55%	56%	63%	52%	48%
SENIOR MANAGERS	28%	24%	36%	32%	25%
COMMUNICATION	56%	53%	72%	53%	50%
HIGH PERFORMANCE	62%	58%	75%	61%	59%
PUBLIC SECTOR VALUES	61%	57%	73%	61%	57%
DIVERSITY & INCLUSION	64%	60%	78%	63%	64%

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 10 RESPONDENTS



EXPLORE THE FULL SURVEY RESULTS

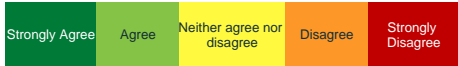
This section shows results for all the survey questions grouped by key themes.

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.

ENGAGEMENT	55% RESPONSE SCALE					AGREEMENT %	PMES 2014	SEPARATE AGENCIES	SECTOR
Q7o. I would recommend my organisation as a great place to work	9	24	38	13	16	33%	66%	68%	60%
Q7p. I am proud to tell others I work for my organisation	13	35	38	8	7	47%	71%	78%	68%
Q7q. I feel a strong personal attachment to my organisation	23	43	16	13		66%	77%	70%	64%
Q7r. My organisation motivates me to help it achieve its objectives	9	28	33	21	9	37%	69%	62%	55%
Q7s. My organisation inspires me to do the best in my job	12	26	34	19	10	38%	71%	61%	55%

KEY





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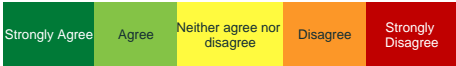
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ENGAGEMENT WITH WORK 68% RESPONSE SCALE						AGREEMENT %	SEPARATE AGENCIES	SECTOR
Q1g. My job gives me a feeling of personal accomplishment	22	49	16	9		71%	78%	76%
Q1h. I look for ways to perform my job more effectively	45	51				96%	95%	95%
Q1i. I feel motivated to contribute more than what is normally required at work	28	34	16	16		61%	79%	76%
Q1j. I am satisfied with my job at the present time	13	32	28	17	10	45%	65%	63%

KEY





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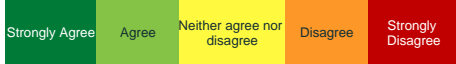
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Some key comparisons are provided.

SENIOR MANAGERS	28% RESPONSE SCALE	AGREEMENT %	SEPARATE AGENCIES	SECTOR
Q6a. I believe senior managers provide clear direction for the future of the organisation		27%	56%	47%
Q6b. I feel that senior leaders effectively lead and manage change		18%	49%	43%
Q6c. I feel that senior managers model the values of my organisation		26%	57%	48%
Q6d. Senior managers encourage innovation by employees		35%	51%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with		46%	61%	52%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives		30%	61%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		26%	51%	44%
Q6h. I feel that senior managers listen to employees		27%	47%	39%
Q7f. I feel that change is handled well in my organisation		17%	42%	41%

KEY





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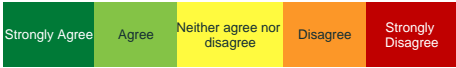
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COMMUNICATION	56% RESPONSE SCALE	AGREEMENT %	SEPARATE AGENCIES	SECTOR
Q5e. My manager communicates effectively with me		68%	73%	69%
Q5f. My manager encourages and values employee input		75%	74%	69%
Q5g. My manager involves my workgroup in decisions about our work		67%	67%	64%
Q6g. I feel that senior managers keep employees informed about what's going on		26%	51%	44%
Q6h. I feel that senior managers listen to employees		27%	47%	39%
Q8h. I am able to speak up and share a different view to my colleagues and manager		76%	77%	69%

KEY





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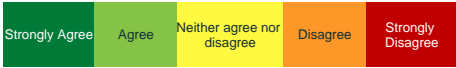
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Some key comparisons are provided.

	HIGH PERFORMANCE					62% RESPONSE SCALE	AGREEMENT %	SEPARATE AGENCIES	SECTOR
Q1a. I understand what is expected of me to do well in my role	37	47	9			84%	88%	90%	
Q1b. I have the tools I need to do my job effectively	8	44	19	22	8	52%	71%	70%	
Q1c. I get the information I need to do my job well	12	42	24	18		54%	70%	67%	
Q1d. I feel I make a contribution to achieving the organisation's objectives	33	56				89%	89%	86%	
Q1e. I feel I am able to suggest ideas to improve our way of doing things	15	51	9	14	11	66%	73%	69%	
Q2b. People in my workgroup use time and resources efficiently	34	42	13	9		76%	72%	70%	
Q2c. My team works collaboratively to achieve its objectives	46	33	14			78%	76%	75%	
Q2d. People in my workgroup have the appropriate skills to do the job well	39	40	13			78%	80%	76%	
Q3h. I have received appropriate training and development to do my job well	15	35	26	11	13	50%	63%	63%	

KEY





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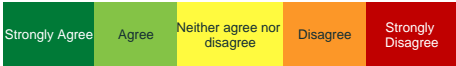
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	HIGH PERFORMANCE					62% RESPONSE SCALE	AGREEMENT %	SEPARATE AGENCIES	SECTOR
Q5a. My manager encourages people in my workgroup to improve the quality of what they do	29	39	19			68%	73%	72%	
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims	25	37	20	11	7	62%	60%	64%	
Q5c. My manager assigns work to people in my workgroup based on their skills and expertise	26	35	24	10		60%	69%	65%	
Q5j. I have confidence in the decisions my line manager makes	31	38	14	11		68%	73%	67%	
Q6d. Senior managers encourage innovation by employees		29	30	13	21	35%	51%	49%	
Q6e. Senior managers promote collaboration between my organisation and others we work with	8	38	27	10	17	46%	61%	52%	
Q7d. My organisation focuses on improving the work we do	20	40	27	11		60%	80%	76%	
Q7e. My organisation is making the necessary improvements to meet our future challenges	11	28	22	23	16	39%	63%	62%	
Q7g. There is good co-operation between teams across our organisation		30	25	21	18	36%	48%	48%	

KEY





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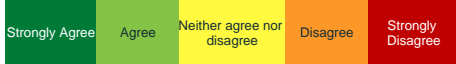
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Some key comparisons are provided.

	HIGH PERFORMANCE				62% RESPONSE SCALE	AGREEMENT %	SEPARATE AGENCIES	SECTOR
Q7n. My organisation generally selects capable people to do the job	9	45	28	12		54%	65%	51%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	17	46	26			64%	67%	67%
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	41	41	15			82%	90%	85%

KEY





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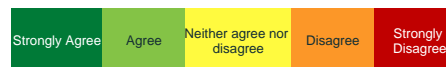
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Some key comparisons are provided.

PUBLIC SECTOR VALUES		61% RESPONSE SCALE		AGREEMENT %	SEPARATE AGENCIES	SECTOR			
Q2a. My workgroup strives to achieve customer/client satisfaction		42	39	17	81%	85%	85%		
Q2b. People in my workgroup use time and resources efficiently		34	42	13	9	76%	72%	70%	
Q2g. People in my workgroup are honest, open and transparent in their dealings		39	38	12	9	77%	77%	67%	
Q2h. People in my workgroup treat each other with respect		40	41	13	0	80%	82%	72%	
Q2i. People in my workgroup treat customers/clients with respect		41	44	11	0	84%	91%	86%	
Q5a. My manager encourages people in my workgroup to improve the quality of what they do		29	39	19	0	68%	73%	72%	
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims		25	37	20	11	7	62%	60%	64%
Q5d. My manager listens to what I have to say		36	37	12	10	0	73%	78%	73%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased		33	30	20	10	7	63%	70%	64%

KEY





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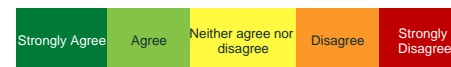
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Some key comparisons are provided.

PUBLIC SECTOR VALUES	61% RESPONSE SCALE				AGREEMENT %	SEPARATE AGENCIES	SECTOR	
	Strongly Agree	Agree	Neither agree nor disagree	Disagree				Strongly Disagree
Q5k. My manager treats employees with dignity and respect	39	36	12	10	75%	82%	76%	
Q5l. My manager talks to me about how the values apply to my work	26	34	15	19	60%	55%	58%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	7	19	27	18	29	27%	56%	47%
Q6c. I feel that senior managers model the values of my organisation	20	34	13	27	26%	57%	48%	
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	7	23	44	11	15	30%	61%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	21	20	20	34	26%	51%	44%	
Q6h. I feel that senior managers listen to employees	7	20	22	19	32	27%	47%	39%
Q7a. My organisation provides high quality services	23	52	19		75%	88%	80%	
Q7b. My organisation strives to match services to customer/client needs	19	46	26		64%	83%	80%	

KEY





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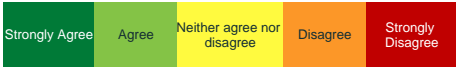
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Some key comparisons are provided.

PUBLIC SECTOR VALUES	61% RESPONSE SCALE				AGREEMENT %	SEPARATE AGENCIES	SECTOR	
Q7c. My organisation strives to earn and sustain a high level of public trust	35	42	18		78%	90%	83%	
Q7d. My organisation focuses on improving the work we do	20	40	27	11	60%	80%	76%	
Q7h. People in my organisation take responsibility for their own actions		39	29	14	12	46%	54%	48%
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest	23	50	15	7	73%	75%	63%	

KEY





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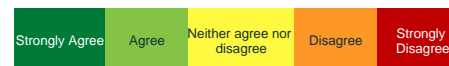
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Some key comparisons are provided.

DIVERSITY & INCLUSION	64% RESPONSE SCALE					AGREEMENT %	SEPARATE AGENCIES	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work	13	29	17	27	14	42%	61%	59%
Q5d. My manager listens to what I have to say	36	37	12	10		73%	78%	73%
Q5f. My manager encourages and values employee input	36	39	11	10		75%	74%	69%
Q5h. My manager takes into account the differing needs and circumstances of employees when making decisions	35	35	16	8		70%	72%	65%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased	33	30	20	10	7	63%	70%	64%
Q6i. Senior managers in my organisation genuinely support the career advancement of women	12	29	39	7	13	41%	64%	54%
Q8a. My organisation respects individual differences (e.g cultures, working styles, backgrounds, ideas)	15	54	20	7		70%	80%	75%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	17	46	26			64%	67%	67%
Q8h. I am able to speak up and share a different view to my colleagues and manager	29	46	12	7		76%	77%	69%

KEY





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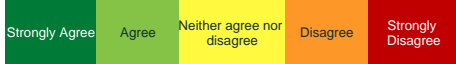
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Some key comparisons are provided.

DIVERSITY & INCLUSION	64% RESPONSE SCALE					AGREEMENT %	SEPARATE AGENCIES	SECTOR
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	41	41	15			82%	90%	85%
Q8j. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	11	40	23	18	8	52%	73%	58%

KEY





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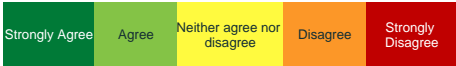
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Some key comparisons are provided.

RECRUITMENT	39% RESPONSE SCALE				AGREEMENT %	SEPARATE AGENCIES	SECTOR
Q7l. My organisation's processes for recruiting employees are efficient	27	21	28	22	28%	34%	33%
Q7m. Recruitment and promotion decisions in this organisation are generally fair	29	34	17	16	34%	48%	41%
Q7n. My organisation generally selects capable people to do the job	9	45	28	12	54%	65%	51%

KEY





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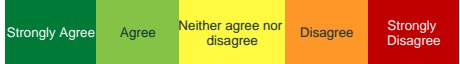
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Some key comparisons are provided.

EMPLOYEE VALUE PROPOSITION 48% RESPONSE SCALE						AGREEMENT %	SEPARATE AGENCIES	SECTOR
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	19	34	26	7	13	54%	62%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	19	36	27	7	12	55%	57%	53%
Q7g. There is good co-operation between teams across our organisation		30	25	21	18	36%	48%	48%

KEY





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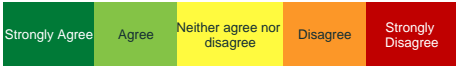
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PERFORMANCE FRAMEWORK & DEVELOPMENT

55% RESPONSE SCALE

		AGREEMENT %	SEPARATE AGENCIES	SECTOR
Q3a. I have a current performance plan that sets out my individual objectives		73%	64%	62%
Q3b. I have informal feedback conversations with my manager throughout the year		67%	71%	70%
Q3c. I have scheduled feedback conversations with my manager throughout the year		62%	60%	58%
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		60%	59%	59%
Q3e. My performance is assessed against clear criteria		43%	50%	53%
Q3f. I feel I can have open, honest conversations with my manager about the quality of work required		68%	75%	71%
Q3g. I am able to access the right learning and development opportunities as required		43%	63%	60%
Q3h. I have received appropriate training and development to do my job well		50%	63%	63%
Q3i. I have a strong desire to advance my career		77%	75%	69%

KEY





EXPLORE THE FULL SURVEY RESULTS

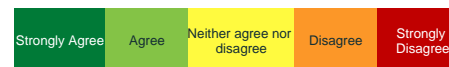
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PERFORMANCE FRAMEWORK & DEVELOPMENT	55% RESPONSE SCALE	AGREEMENT %	SEPARATE AGENCIES	SECTOR
Q3j. I am satisfied with the opportunities available for career development in my organisation		19%	41%	45%
Q3k. I would like to work in another agency within the NSW Public Sector during my career		47%	52%	41%
Q5m. My manager provides acknowledgement or other recognition for the work I do		71%	73%	67%
Q5n. My manager appropriately deals with employees who perform poorly		44%	40%	44%
Q5o. My manager ensures fair access to developmental opportunities for people in my workgroup		62%	66%	62%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role		54%	62%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation		55%	57%	53%
Q7j. My organisation is committed to developing its employees		33%	59%	53%

KEY





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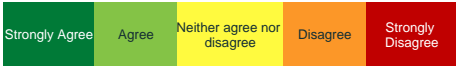
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MOBILITY	52% RESPONSE SCALE					AGREEMENT %	SEPARATE AGENCIES	SECTOR
Q3k. I would like to work in another agency within the NSW Public Sector during my career	14	33	35	9	9	47%	52%	41%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	19	34	26	7	13	54%	62%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	19	36	27	7	12	55%	57%	53%

KEY





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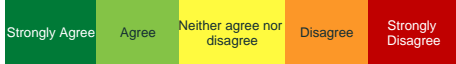
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Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

PAY & BENEFITS 40% RESPONSE SCALE	AGREEMENT %	SEPARATE AGENCIES	SECTOR
Q4a. I am paid fairly for the work I do <div style="display: flex; justify-content: space-between; margin-top: 5px;"> 10 27 20 24 19 </div>	37%	68%	60%
Q4b. I am satisfied with my total benefits package (incl. superannuation, leave entitlements etc) <div style="display: flex; justify-content: space-between; margin-top: 5px;"> 11 32 24 18 16 </div>	43%	70%	60%

KEY





EXPLORE THE FULL SURVEY RESULTS

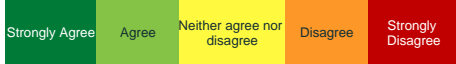
This section shows results for all the survey questions grouped by key themes.

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.

DIVERSITY GROUPS	68% RESPONSE SCALE	AGREEMENT %	SEPARATE AGENCIES	SECTOR
Q8b. Cultural background is not a barrier to success in my organisation		71%	81%	77%
Q8c. Age is not a barrier to success in my organisation		72%	73%	71%
Q8d. Disability is not a barrier to success in my organisation		65%	71%	67%
Q8e. Sexual orientation is not a barrier to success in my organisation		69%	81%	76%
Q8f. Gender is not a barrier to success in my organisation		65%	77%	74%

KEY





EXPLORE THE FULL SURVEY RESULTS

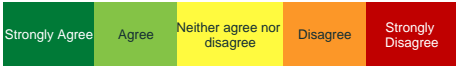
This section shows results for all the survey questions grouped by key themes.

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.

WORKPLACE SUPPORT	57% RESPONSE SCALE	AGREEMENT %	SEPARATE AGENCIES	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work		42%	61%	59%
Q1k. I am able to keep my work stress at an acceptable level		50%	60%	58%
Q1l. My workload is acceptable		50%	55%	55%
Q2e. I receive help and support from other members of my workgroup		81%	84%	80%
Q2f. There is good team spirit in my workgroup		69%	73%	67%
Q7k. My organisation offers practical employment arrangements and conditions to help employees achieve a work-life balance		51%	72%	56%

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.

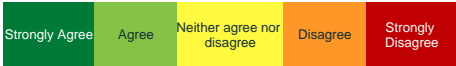
ACTION ABOUT SURVEY RESULTS

22% RESPONSE SCALE

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



KEY





EXPLORE THE FULL SURVEY RESULTS

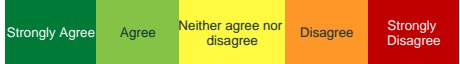
This section shows results for all the survey questions grouped by key themes.

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.

WORKPLACE CONDUCT	51% RESPONSE SCALE	AGREEMENT %	SEPARATE AGENCIES	SECTOR
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest		73%	75%	63%
Q9b. I have confidence in the ways my organisation resolves grievances		32%	40%	43%
Q9c. I am confident that I would be protected from reprisal for reporting misconduct/wrongdoing		49%	55%	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%	SEPARATE AGENCIES	SECTOR
Q13. What factors would motivate you to stay in the NSW public sector?				
More interesting and challenging work		53%	58%	46%
Better skills in my workgroup		23%	21%	27%
Improved career opportunities		68%	62%	52%
Improved learning and development opportunities		56%	48%	50%
Greater involvement in decision making		40%	34%	33%
Better pay and benefits		68%	56%	58%
Greater recognition for the work I do		48%	40%	45%
Better leadership from senior managers		62%	34%	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%	SEPARATE AGENCIES	SECTOR
Q13. What factors would motivate you to stay in the NSW public sector?				
Better leadership from my manager		29%	24%	27%
Better accountability for performance		25%	23%	25%
A better location		20%	20%	20%
More flexible working conditions		45%	39%	38%
Better work/life balance		40%	45%	46%
Improved facilities		35%	22%	30%
Improved technology and systems		47%	36%	38%
Better job security		32%	39%	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%	SEPARATE AGENCIES	SECTOR
Q9a. In the last 12 months I have read or referred to my organisation's code of conduct				
Yes		76%	61%	72%
No		18%	35%	24%
Don't Know		6%	4%	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%	SEPARATE AGENCIES	SECTOR
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work				
Yes		16%	16%	25%
No		71%	75%	64%
Don't Know		13%	9%	11%
Q10b. Have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		44%	46%	63%
No		56%	51%	35%



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%	SEPARATE AGENCIES	SECTOR
Q10c. In the last 12 months I have witnessed bullying at work				
Yes		35%	26%	35%
No		60%	68%	58%
Don't Know		5%	6%	7%
Q10d. In the last 12 months I have been the subjected to bullying at work				
Yes		19%	14%	20%
No		73%	82%	75%
Don't Know		8%	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%	SEPARATE AGENCIES	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		41%	25%	23%
Your Immediate Manager/Supervisor		5%	21%	26%
A fellow worker at your level		32%	24%	25%
A subordinate		9%	8%	8%
Other		5%	8%	4%
Prefer not to say		9%	13%	13%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

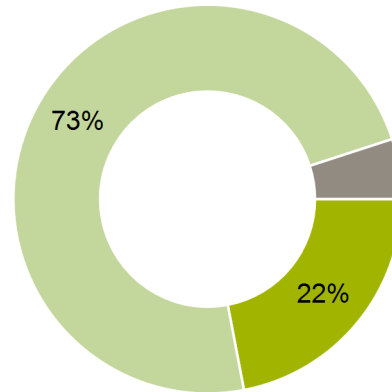
	RESPONSE SCALE	PERCENTAGE%
Gender		
Male		43%
Female		55%
Other		2%
Age		
<35		41%
35 - 54		47%
> 54		12%

PROFILE OF RESPONDENTS

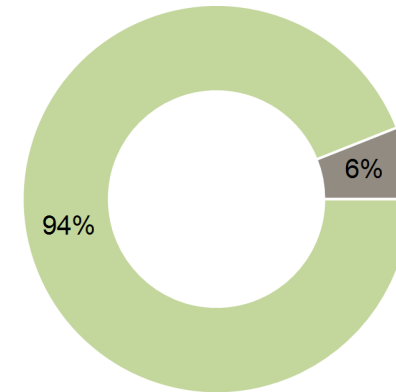


PERSONAL PROFILES

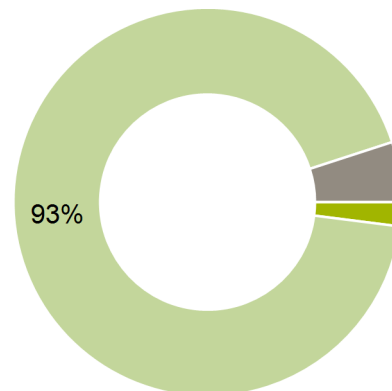
DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME?



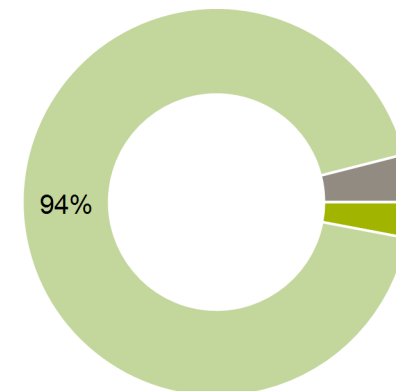
ARE YOU OF ABORIGINAL AND/OR TORRES STRAIT ISLANDER ORIGIN?



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		5%
1 - 2 years		9%
2 - 5 years		29%
5 - 10 years		25%
10 - 20 years		28%
More than 20 years		4%

PROFILE OF RESPONDENTS



WORK PROFILES

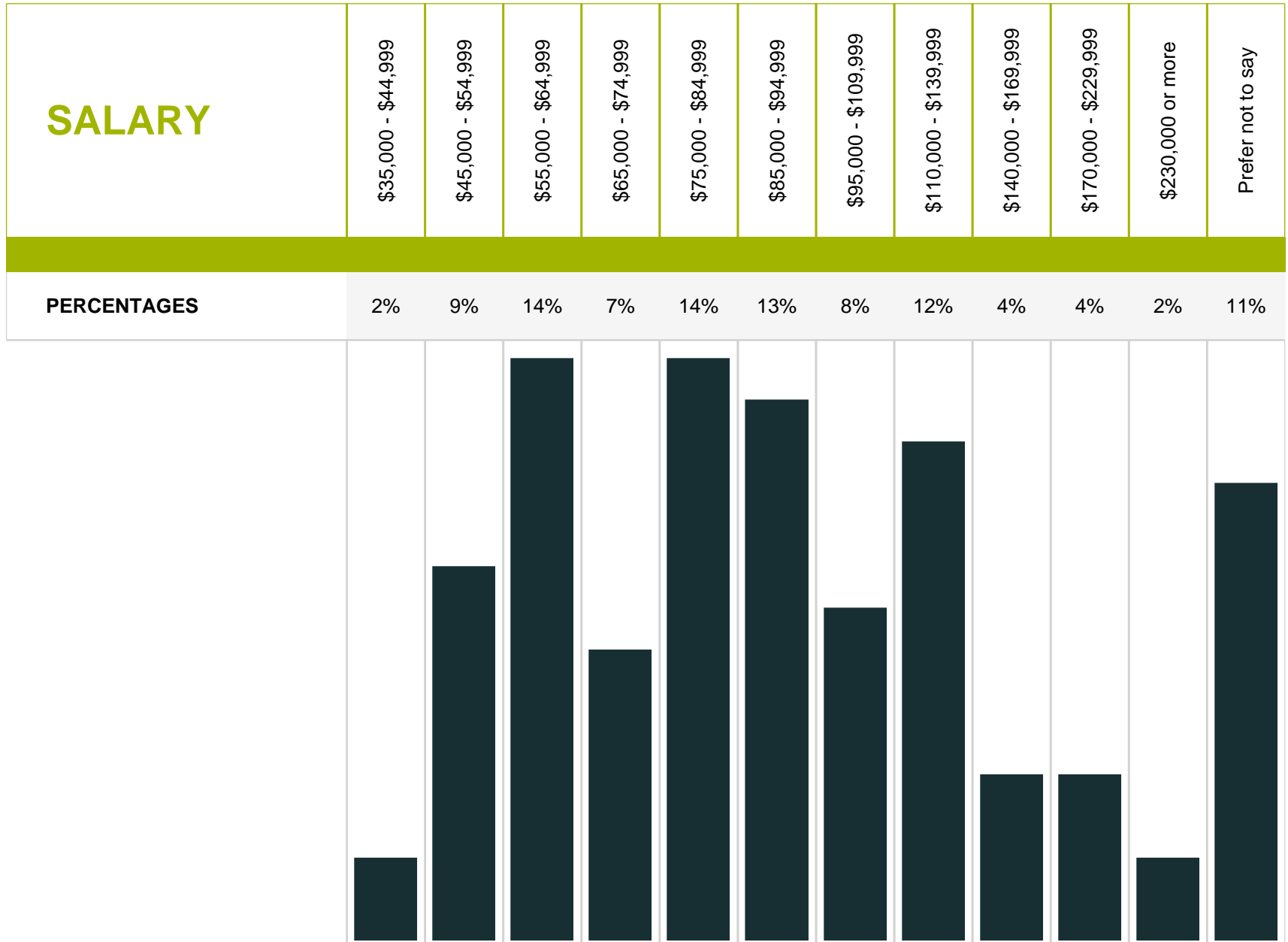
TYPE OF WORK	RESPONSE SCALE	PERCENTAGE%
Service delivery involving direct contact with the general public		7%
Other service delivery work		6%
Administrative support		8%
Corporate services		20%
Policy		2%
Research		7%
Program and project management support		3%
Legal (including developing and/or reviewing legislation)		8%
Other		39%

PROFILE OF RESPONDENTS



WORK PROFILES

SALARY



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.

	NSW Crime Commission	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	116	8	7	9	23	2	8	3	9	44
ENGAGEMENT	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	52%
SENIOR MANAGERS	28%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	26%
COMMUNICATION	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	58%
HIGH PERFORMANCE	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	61%
PUBLIC SECTOR VALUES	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62%
DIVERSITY & INCLUSION	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	64%

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.

	NSW Crime Commission	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	116	0	2	10	16	8	16	15	9	14	5	4	2	12
ENGAGEMENT	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	28%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	64%	(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.

	NSW Crime Commission	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	116	5	10	32	28	31	4
ENGAGEMENT	55%	(r)	(r)	47%	(r)	61%	(r)
SENIOR MANAGERS	28%	(r)	(r)	23%	(r)	29%	(r)
COMMUNICATION	56%	(r)	(r)	55%	(r)	63%	(r)
HIGH PERFORMANCE	62%	(r)	(r)	57%	(r)	67%	(r)
PUBLIC SECTOR VALUES	61%	(r)	(r)	55%	(r)	68%	(r)
DIVERSITY & INCLUSION	64%	(r)	(r)	60%	(r)	71%	(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 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.

	NSW Crime Commission	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	116	0	4	20	20	16	17	8	9	7	3	3
ENGAGEMENT	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	28%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	64%	(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.

	NSW Crime Commission	Male	Female	Other
NUMBER OF RESPONDENTS	116	48	62	2
ENGAGEMENT	55%	58%	55%	(r)
SENIOR MANAGERS	28%	31%	26%	(r)
COMMUNICATION	56%	59%	56%	(r)
HIGH PERFORMANCE	62%	62%	63%	(r)
PUBLIC SECTOR VALUES	61%	60%	62%	(r)
DIVERSITY & INCLUSION	64%	64%	66%	(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.

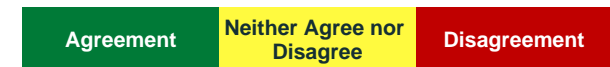
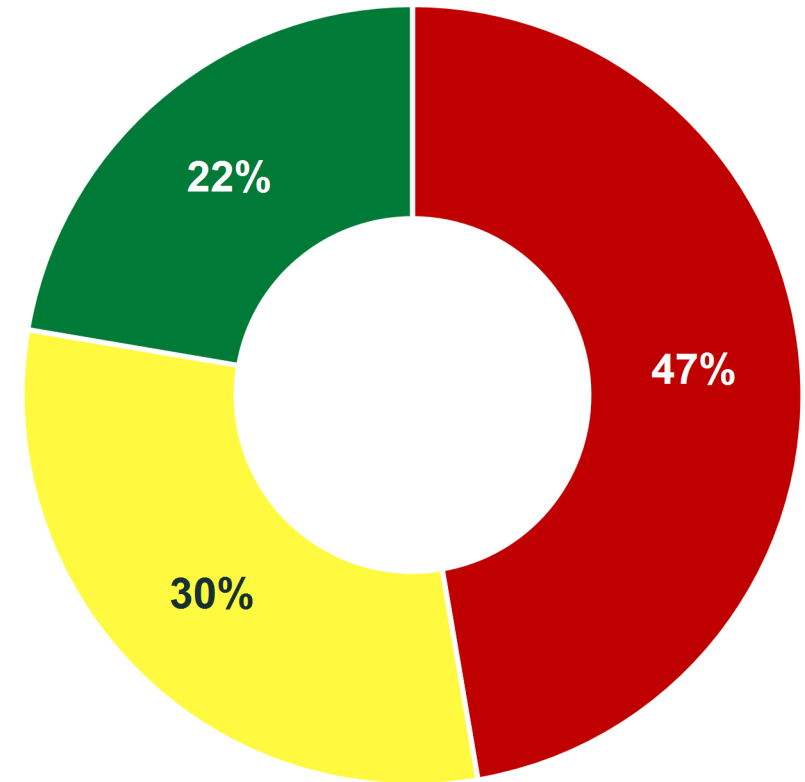
22%

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

ANONYMITY RULES

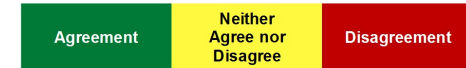
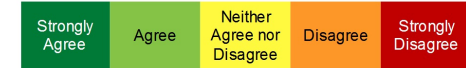
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.

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.



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

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%