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RESPONSE RATE

81%

171 RESPONSES
OUT OF 212 EMPLOYEES

ENGAGEMENT INDEX

73%

PMES 2016
SECTOR SCORE **65%**

PMES 2014
SECTOR SCORE **65%**

PMES 2016 CLUSTER
SCORE **62%**



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	96%
8i.	Diversity and inclusion in the workplace can contribute to better business outcomes	91%
2i.	People in my workgroup treat customers/clients with respect	91%
2a.	My workgroup strives to achieve customer/client satisfaction	87%
1d.	I feel I make a contribution to achieving the organisation's objectives	85%
7p.	I am proud to tell others I work for my organisation	85%
8f.	Gender is not a barrier to success in my organisation	83%
1i.	I feel motivated to contribute more than what is normally required at work	83%
7q.	I feel a strong personal attachment to my organisation	83%
1a.	I understand what is expected of me to do well in my role	82%

- LOWEST AGREEMENT SCORING QUESTIONS

2016
AGREEMENT
%

7f.	I feel that change is handled well in my organisation	25%
7j.	My organisation is committed to developing its employees	28%
6h.	I feel that senior managers listen to employees	29%
6g.	I feel that senior managers keep employees informed about what's going on	32%
3j.	I am satisfied with the opportunities available for career development in my organisation	32%
6b.	I feel that senior leaders effectively lead and manage change	32%
15.	I believe action will be taken on the results from this survey by my organisation	35%
6c.	I feel that senior managers model the values of my organisation	35%
7l.	My organisation's processes for recruiting employees are efficient	35%
9b.	I have confidence in the ways my organisation resolves grievances	35%



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

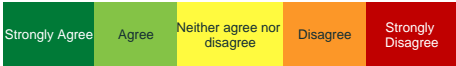
This section shows results for all the survey questions grouped by key themes.

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	73% RESPONSE SCALE				AGREEMENT %	PMES 2014	JUSTICE	SECTOR
Q7o. I would recommend my organisation as a great place to work	19	35	30	14	54%	67%	54%	60%
Q7p. I am proud to tell others I work for my organisation	41	44	13		85%	90%	66%	68%
Q7q. I feel a strong personal attachment to my organisation	44	39	14		83%	90%	63%	64%
Q7r. My organisation motivates me to help it achieve its objectives	23	38	26	11	60%	62%	48%	55%
Q7s. My organisation inspires me to do the best in my job	26	42	20	11	68%	62%	48%	55%

KEY





EXPLORE THE FULL SURVEY RESULTS

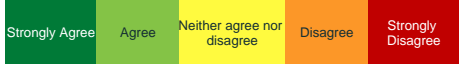
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	80% RESPONSE SCALE				AGREEMENT %	JUSTICE	SECTOR
Q1g. My job gives me a feeling of personal accomplishment	32	48	12	7	80%	70%	76%
Q1h. I look for ways to perform my job more effectively	58	39			96%	92%	95%
Q1i. I feel motivated to contribute more than what is normally required at work	40	43	12		83%	70%	76%
Q1j. I am satisfied with my job at the present time	19	43	19	16	61%	60%	63%

KEY





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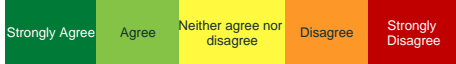
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SENIOR MANAGERS	40% RESPONSE SCALE	AGREEMENT %	JUSTICE	SECTOR
Q6a. I believe senior managers provide clear direction for the future of the organisation		40%	37%	47%
Q6b. I feel that senior leaders effectively lead and manage change		32%	35%	43%
Q6c. I feel that senior managers model the values of my organisation		35%	40%	48%
Q6d. Senior managers encourage innovation by employees		48%	37%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with		56%	43%	52%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives		64%	51%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		32%	34%	44%
Q6h. I feel that senior managers listen to employees		29%	31%	39%
Q7f. I feel that change is handled well in my organisation		25%	31%	41%

KEY





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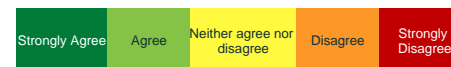
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Some key comparisons are provided.

COMMUNICATION	55% RESPONSE SCALE	AGREEMENT %	JUSTICE	SECTOR
Q5e. My manager communicates effectively with me		66%	63%	69%
Q5f. My manager encourages and values employee input		69%	60%	69%
Q5g. My manager involves my workgroup in decisions about our work		67%	55%	64%
Q6g. I feel that senior managers keep employees informed about what's going on		32%	34%	44%
Q6h. I feel that senior managers listen to employees		29%	31%	39%
Q8h. I am able to speak up and share a different view to my colleagues and manager		70%	62%	69%

KEY





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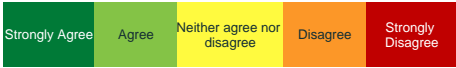
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Some key comparisons are provided.

	HIGH PERFORMANCE				65% RESPONSE SCALE	AGREEMENT %	JUSTICE	SECTOR
Q1a. I understand what is expected of me to do well in my role	27	55	8	9	82%	89%	90%	
Q1b. I have the tools I need to do my job effectively	8	49	20	20	56%	65%	70%	
Q1c. I get the information I need to do my job well	12	44	23	16	56%	63%	67%	
Q1d. I feel I make a contribution to achieving the organisation's objectives	34	51	10		85%	82%	86%	
Q1e. I feel I am able to suggest ideas to improve our way of doing things	22	45	18	12	67%	61%	69%	
Q2b. People in my workgroup use time and resources efficiently	28	49	17		77%	63%	70%	
Q2c. My team works collaboratively to achieve its objectives	36	42	18		77%	71%	75%	
Q2d. People in my workgroup have the appropriate skills to do the job well	35	47	14		82%	71%	76%	
Q3h. I have received appropriate training and development to do my job well	8	37	30	18	45%	57%	63%	

KEY





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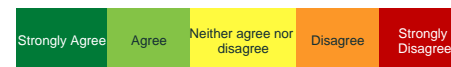
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	HIGH PERFORMANCE				65% RESPONSE SCALE			AGREEMENT %	JUSTICE	SECTOR
Q5a. My manager encourages people in my workgroup to improve the quality of what they do	19	51	17	9	69%	62%	72%			
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims	12	43	28	12	54%	52%	64%			
Q5c. My manager assigns work to people in my workgroup based on their skills and expertise	20	45	21	11	65%	56%	65%			
Q5j. I have confidence in the decisions my line manager makes	28	38	20	10	65%	61%	67%			
Q6d. Senior managers encourage innovation by employees	10	38	31	15	48%	37%	49%			
Q6e. Senior managers promote collaboration between my organisation and others we work with	12	44	27	12	56%	43%	52%			
Q7d. My organisation focuses on improving the work we do	21	45	22	12	66%	67%	76%			
Q7e. My organisation is making the necessary improvements to meet our future challenges	17	38	27	19	54%	52%	62%			
Q7g. There is good co-operation between teams across our organisation		31	27	22	14	38%	42%	48%		

KEY





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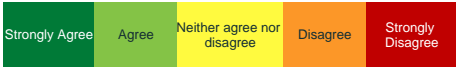
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	65% RESPONSE SCALE				AGREEMENT %	JUSTICE	SECTOR
Q7n. My organisation generally selects capable people to do the job	7	46	30	14	53%	39%	51%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	18	57	19		75%	57%	67%
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	45	46	8		91%	80%	85%

KEY





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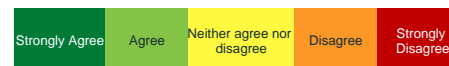
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Some key comparisons are provided.

PUBLIC SECTOR VALUES		63% RESPONSE SCALE	AGREEMENT %	JUSTICE	SECTOR
Q2a. My workgroup strives to achieve customer/client satisfaction		49 38 11	87%	78%	85%
Q2b. People in my workgroup use time and resources efficiently		28 49 17	77%	63%	70%
Q2g. People in my workgroup are honest, open and transparent in their dealings		39 39 12 8	78%	63%	67%
Q2h. People in my workgroup treat each other with respect		39 38 16	77%	67%	72%
Q2i. People in my workgroup treat customers/clients with respect		49 42 9	91%	79%	86%
Q5a. My manager encourages people in my workgroup to improve the quality of what they do		19 51 17 9	69%	62%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims		12 43 28 12	54%	52%	64%
Q5d. My manager listens to what I have to say		31 43 16	74%	66%	73%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased		25 38 27	63%	58%	64%

KEY





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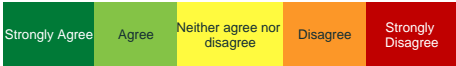
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Some key comparisons are provided.

PUBLIC SECTOR VALUES	63% RESPONSE SCALE				AGREEMENT %	JUSTICE	SECTOR	
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree			
Q5k. My manager treats employees with dignity and respect	31	46	16			77%	70%	76%
Q5l. My manager talks to me about how the values apply to my work	18	31	33	13		49%	49%	58%
Q6a. I believe senior managers provide clear direction for the future of the organisation	9	31	21	27	12	40%	37%	47%
Q6c. I feel that senior managers model the values of my organisation		29	27	21	16	35%	40%	48%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	14	50	24	8		64%	51%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	8	24	25	30	14	32%	34%	44%
Q6h. I feel that senior managers listen to employees		24	24	30	17	29%	31%	39%
Q7a. My organisation provides high quality services	29	50	17			78%	74%	80%
Q7b. My organisation strives to match services to customer/client needs	24	53	18			77%	75%	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		63% RESPONSE SCALE				AGREEMENT %	JUSTICE	SECTOR
Q7c. My organisation strives to earn and sustain a high level of public trust		35	46	14	5	81%	80%	83%
Q7d. My organisation focuses on improving the work we do		21	45	22	12	66%	67%	76%
Q7h. People in my organisation take responsibility for their own actions		0	32	35	20	38%	37%	48%
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest		0	39	37	13	44%	62%	63%

KEY





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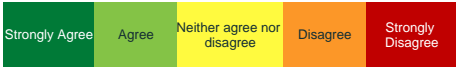
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Some key comparisons are provided.

DIVERSITY & INCLUSION	70% RESPONSE SCALE				AGREEMENT %	JUSTICE	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work	14	36	24	20	50%	51%	59%
Q5d. My manager listens to what I have to say	31	43	16		74%	66%	73%
Q5f. My manager encourages and values employee input	31	38	22		69%	60%	69%
Q5h. My manager takes into account the differing needs and circumstances of employees when making decisions	24	40	22	9	64%	58%	65%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased	25	38	27		63%	58%	64%
Q6i. Senior managers in my organisation genuinely support the career advancement of women	25	44	24		70%	53%	54%
Q8a. My organisation respects individual differences (e.g cultures, working styles, backgrounds, ideas)	30	43	19		73%	69%	75%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	18	57	19		75%	57%	67%
Q8h. I am able to speak up and share a different view to my colleagues and manager	22	48	15	13	70%	62%	69%

KEY



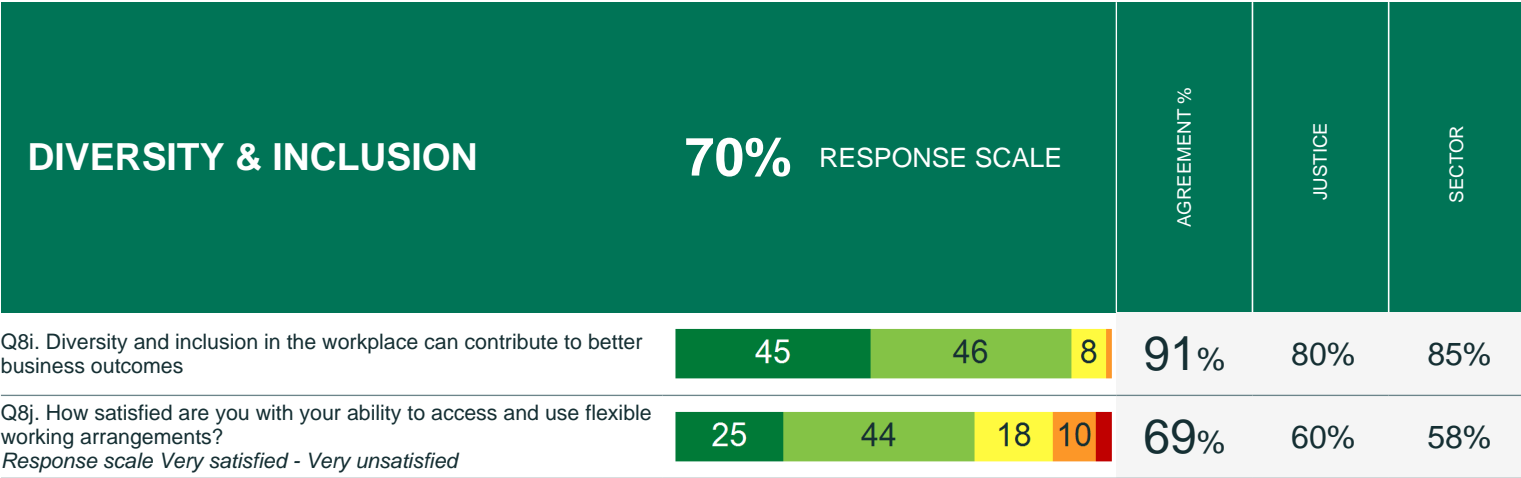


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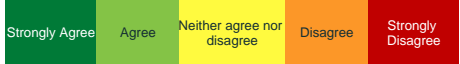
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KEY





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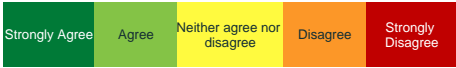
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Some key comparisons are provided.

RECRUITMENT	42% RESPONSE SCALE				AGREEMENT %	JUSTICE	SECTOR
Q7l. My organisation's processes for recruiting employees are efficient	30	41	18		35%	29%	33%
Q7m. Recruitment and promotion decisions in this organisation are generally fair	31	39	16	9	36%	33%	41%
Q7n. My organisation generally selects capable people to do the job	7	46	30	14	53%	39%	51%

KEY





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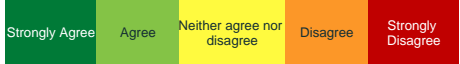
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Some key comparisons are provided.

EMPLOYEE VALUE PROPOSITION 44% RESPONSE SCALE						AGREEMENT %	JUSTICE	SECTOR
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	17	31	35	11		49%	56%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	14	32	40	7		46%	48%	53%
Q7g. There is good co-operation between teams across our organisation		31	27	22	14	38%	42%	48%

KEY





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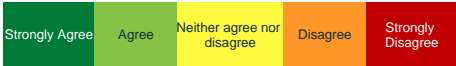
Some key comparisons are provided.

PERFORMANCE FRAMEWORK & DEVELOPMENT

50% RESPONSE SCALE

		AGREEMENT %	JUSTICE	SECTOR
Q3a. I have a current performance plan that sets out my individual objectives		54%	43%	62%
Q3b. I have informal feedback conversations with my manager throughout the year		67%	60%	70%
Q3c. I have scheduled feedback conversations with my manager throughout the year		47%	45%	58%
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		49%	49%	59%
Q3e. My performance is assessed against clear criteria		38%	41%	53%
Q3f. I feel I can have open, honest conversations with my manager about the quality of work required		71%	64%	71%
Q3g. I am able to access the right learning and development opportunities as required		44%	53%	60%
Q3h. I have received appropriate training and development to do my job well		45%	57%	63%
Q3i. I have a strong desire to advance my career		82%	67%	69%

KEY





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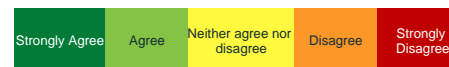
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Some key comparisons are provided.

PERFORMANCE FRAMEWORK & DEVELOPMENT	50% RESPONSE SCALE	AGREEMENT %	JUSTICE	SECTOR
Q3j. I am satisfied with the opportunities available for career development in my organisation		32%	38%	45%
Q3k. I would like to work in another agency within the NSW Public Sector during my career		37%	42%	41%
Q5m. My manager provides acknowledgement or other recognition for the work I do		67%	60%	67%
Q5n. My manager appropriately deals with employees who perform poorly		40%	38%	44%
Q5o. My manager ensures fair access to developmental opportunities for people in my workgroup		51%	54%	62%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role		49%	56%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation		46%	48%	53%
Q7j. My organisation is committed to developing its employees		28%	43%	53%

KEY





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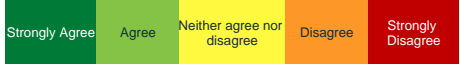
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Some key comparisons are provided.

MOBILITY	44% RESPONSE SCALE					AGREEMENT %	JUSTICE	SECTOR
Q3k. I would like to work in another agency within the NSW Public Sector during my career	14	23	34	19	11	37%	42%	41%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	17	31	35	11		49%	56%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	14	32	40	7		46%	48%	53%

KEY





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Some key comparisons are provided.

PAY & BENEFITS	57% RESPONSE SCALE					AGREEMENT %	JUSTICE	SECTOR
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree			
Q4a. I am paid fairly for the work I do	14	42	18	20		55%	62%	60%
Q4b. I am satisfied with my total benefits package (incl. superannuation, leave entitlements etc)	14	45	20	14		60%	56%	60%

KEY





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Some key comparisons are provided.

DIVERSITY GROUPS	76% RESPONSE SCALE				AGREEMENT %	JUSTICE	SECTOR
Q8b. Cultural background is not a barrier to success in my organisation	37	44	14		81%	73%	77%
Q8c. Age is not a barrier to success in my organisation	27	40	24	7	67%	66%	71%
Q8d. Disability is not a barrier to success in my organisation	26	42	27		68%	56%	67%
Q8e. Sexual orientation is not a barrier to success in my organisation	35	46	18		81%	72%	76%
Q8f. Gender is not a barrier to success in my organisation	33	50	14		83%	69%	74%

KEY





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Some key comparisons are provided.

WORKPLACE SUPPORT	59% RESPONSE SCALE	AGREEMENT %	JUSTICE	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work		50%	51%	59%
Q1k. I am able to keep my work stress at an acceptable level		53%	58%	58%
Q1l. My workload is acceptable		48%	60%	55%
Q2e. I receive help and support from other members of my workgroup		81%	76%	80%
Q2f. There is good team spirit in my workgroup		74%	63%	67%
Q7k. My organisation offers practical employment arrangements and conditions to help employees achieve a work-life balance		48%	54%	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.

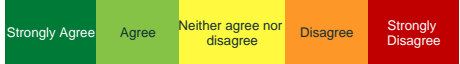
ACTION ABOUT SURVEY RESULTS

35% RESPONSE SCALE

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



KEY





EXPLORE THE FULL SURVEY RESULTS

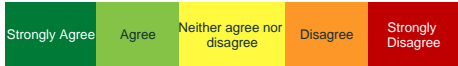
This section shows results for all the survey questions grouped by key themes.

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	40% RESPONSE SCALE	AGREEMENT %	JUSTICE	SECTOR
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest		44%	62%	63%
Q9b. I have confidence in the ways my organisation resolves grievances		35%	35%	43%
Q9c. I am confident that I would be protected from reprisal for reporting misconduct/wrongdoing		40%	40%	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%	JUSTICE	SECTOR
Q13. What factors would motivate you to stay in the NSW public sector?				
More interesting and challenging work		48%	47%	46%
Better skills in my workgroup		26%	28%	27%
Improved career opportunities		60%	59%	52%
Improved learning and development opportunities		65%	50%	50%
Greater involvement in decision making		38%	34%	33%
Better pay and benefits		56%	62%	58%
Greater recognition for the work I do		45%	46%	45%
Better leadership from senior managers		58%	46%	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%	JUSTICE	SECTOR
Q13. What factors would motivate you to stay in the NSW public sector?				
Better leadership from my manager		30%	30%	27%
Better accountability for performance		23%	29%	25%
A better location		11%	22%	20%
More flexible working conditions		32%	37%	38%
Better work/life balance		43%	45%	46%
Improved facilities		39%	32%	30%
Improved technology and systems		52%	40%	38%
Better job security		57%	47%	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%	JUSTICE	SECTOR
Q9a. In the last 12 months I have read or referred to my organisation's code of conduct				
Yes		42%	68%	72%
No		51%	28%	24%
Don't Know		7%	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%	JUSTICE	SECTOR
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work				
Yes		21%	25%	25%
No		62%	65%	64%
Don't Know		16%	11%	11%
Q10b. Have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		26%	65%	63%
No		68%	34%	35%
Don't Know		6%	1%	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%	JUSTICE	SECTOR
Q10c. In the last 12 months I have witnessed bullying at work				
Yes		37%	36%	35%
No		50%	57%	58%
Don't Know		13%	7%	7%
Q10d. In the last 12 months I have been the subjected to bullying at work				
Yes		15%	21%	20%
No		76%	73%	75%
Don't Know		9%	6%	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%	JUSTICE	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		39%	25%	23%
Your Immediate Manager/Supervisor		9%	27%	26%
A fellow worker at your level		26%	22%	25%
A subordinate		4%	8%	8%
Prefer not to say		22%	13%	13%



EXPLORE THE FULL SURVEY RESULTS

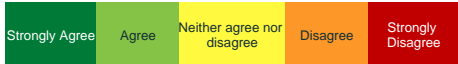
This section shows results for all the survey questions grouped by key themes.

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.

JUSTICE QUESTIONS	RESPONSE SCALE				AGREEMENT %	JUSTICE
Q1. I am confident I can state the values of my organisation	12	58	23		69%	72%
Q2. In my work group, people are recognised when they demonstrate the right behaviour in the workplace	12	51	25	10	63%	47%
Q3. I am respected for the unique skills and experiences I bring to the organisation	17	48	23	11	65%	52%
Q4. Messages I see and hear make me feel that I belong in this organisation	16	44	26	13	61%	46%
Q5. I am regularly consulted on matters affecting safety in my workplace	11	51	23	14	62%	46%
Q6. I understand the capabilities contained within the PSC Capability Framework	8	38	33	19	46%	46%
Q7. I am able to use the capabilities to identify development opportunities for myself		36	35	19	42%	43%
Q8. My manager is focused on my capability development	9	28	37	17	37%	33%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

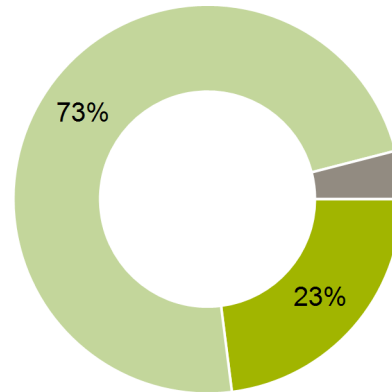
	RESPONSE SCALE	PERCENTAGE%
Gender		
Male		37%
Female		61%
Other		2%
Age		
<35		31%
35 - 54		55%
> 54		13%

PROFILE OF RESPONDENTS

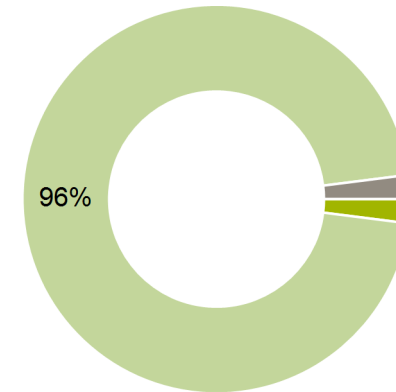


PERSONAL PROFILES

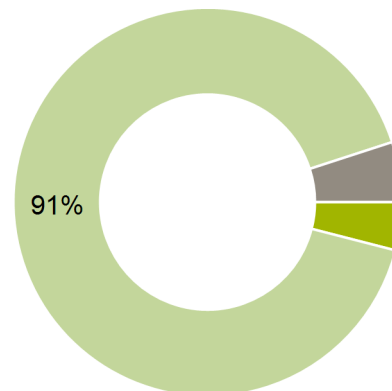
DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME?



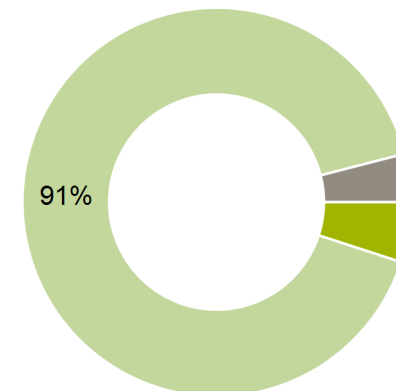
ARE YOU OF ABORIGINAL AND/OR TORRES STRAIT ISLANDER ORIGIN?



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		19%
1 - 2 years		11%
2 - 5 years		16%
5 - 10 years		27%
10 - 20 years		15%
More than 20 years		11%

PROFILE OF RESPONDENTS



WORK PROFILES

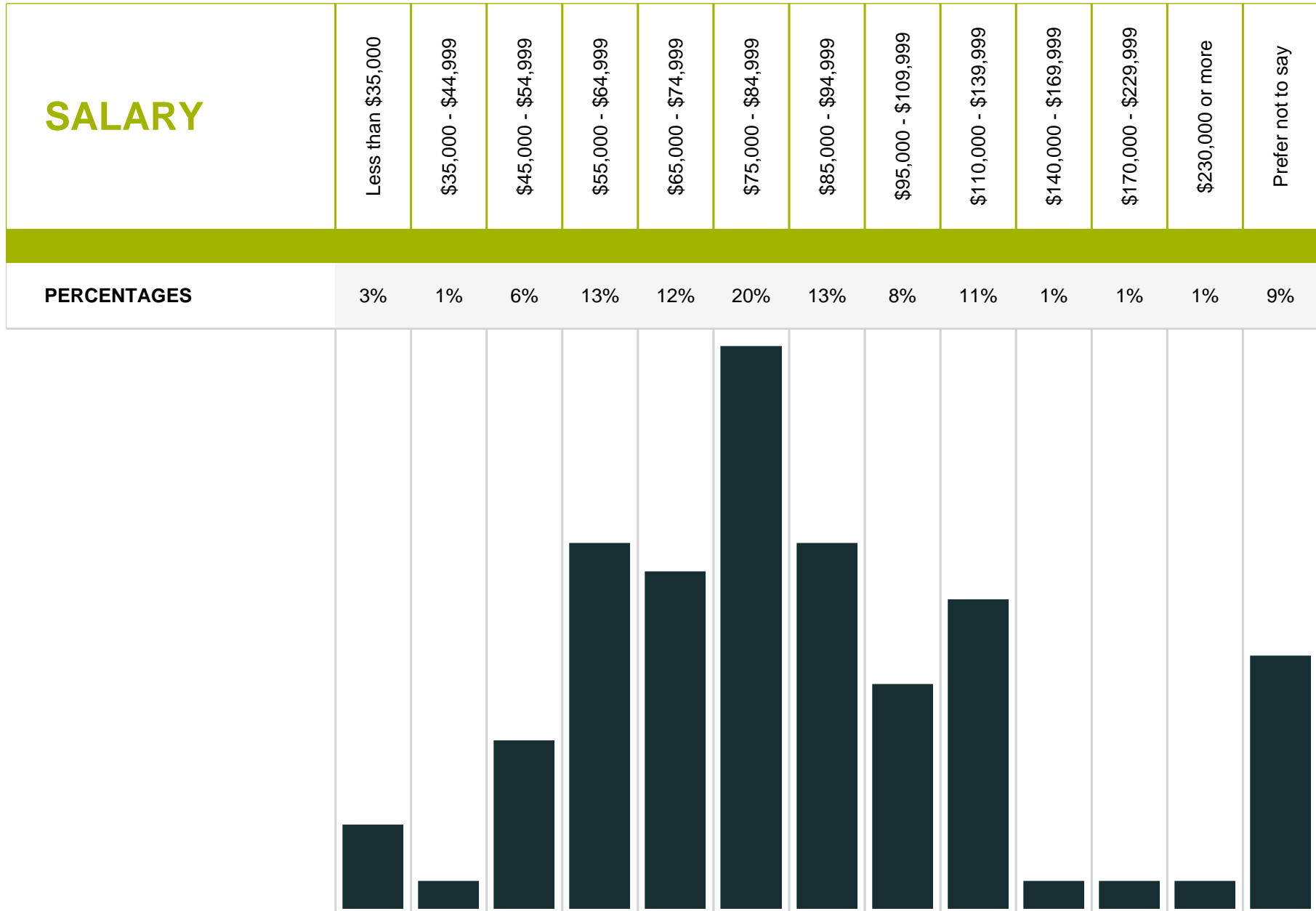
TYPE OF WORK	RESPONSE SCALE	PERCENTAGE%
Service delivery involving direct contact with the general public		19%
Other service delivery work		11%
Administrative support		7%
Corporate services		11%
Policy		1%
Research		16%
Program and project management support		11%
Other		26%

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.

	Australian Museum	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	171	30	18	11	17	1	25	17	0	42
ENGAGEMENT	73%	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	69%
SENIOR MANAGERS	40%	39%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	37%
COMMUNICATION	55%	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	48%
HIGH PERFORMANCE	65%	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%
PUBLIC SECTOR VALUES	63%	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	56%
DIVERSITY & INCLUSION	70%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62%

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.

	Australian Museum	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	171	5	2	9	20	19	32	21	13	18	2	2	1	15
ENGAGEMENT	73%	(r)	(r)	(r)	(r)	(r)	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	40%	(r)	(r)	(r)	(r)	(r)	31%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	55%	(r)	(r)	(r)	(r)	(r)	46%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)	(r)	(r)	(r)	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	63%	(r)	(r)	(r)	(r)	(r)	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	(r)	(r)	(r)	(r)	(r)	66%	(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.

	Australian Museum	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	171	31	17	26	43	24	18
ENGAGEMENT	73%	85%	(r)	(r)	71%	(r)	(r)
SENIOR MANAGERS	40%	62%	(r)	(r)	27%	(r)	(r)
COMMUNICATION	55%	77%	(r)	(r)	46%	(r)	(r)
HIGH PERFORMANCE	65%	83%	(r)	(r)	59%	(r)	(r)
PUBLIC SECTOR VALUES	63%	81%	(r)	(r)	56%	(r)	(r)
DIVERSITY & INCLUSION	70%	87%	(r)	(r)	63%	(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 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.

	Australian Museum	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	171	0	5	22	23	26	22	17	23	11	8	2
ENGAGEMENT	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	40%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	(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.

	Australian Museum	Male	Female	Other
NUMBER OF RESPONDENTS	171	59	99	3
ENGAGEMENT	73%	72%	74%	(r)
SENIOR MANAGERS	40%	39%	41%	(r)
COMMUNICATION	55%	53%	57%	(r)
HIGH PERFORMANCE	65%	64%	67%	(r)
PUBLIC SECTOR VALUES	63%	63%	63%	(r)
DIVERSITY & INCLUSION	70%	67%	72%	(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 WORK LOCATION



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.

	Australian Museum	Metropolitan NSW	Regional NSW
NUMBER OF RESPONDENTS	171	159	0
ENGAGEMENT	73%	73%	(r)
SENIOR MANAGERS	40%	40%	(r)
COMMUNICATION	55%	55%	(r)
HIGH PERFORMANCE	65%	65%	(r)
PUBLIC SECTOR VALUES	63%	63%	(r)
DIVERSITY & INCLUSION	70%	70%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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RESULTS BY CURRENT ROLE



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.

	Australian Museum	Sworn police officer - general duties	Sworn police officer - other	Non-sworn employee of NSW Police Force	Permanent Fire fighter	Retained Fire fighter	Custodial Officer	Youth Worker	Legal officer or other legal professional	Administrative or other clerical worker	Sheriff's Officer	Community Corrections Officer (Probation & Parole)	Psychologist	Teacher
NUMBER OF RESPONDENTS	171	0	0	0	0	0	1	1	1	40	0	0	0	3
ENGAGEMENT	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	71%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	40%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	40%	(r)	(r)	(r)	(r)
COMMUNICATION	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	53%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	61%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	67%	(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 CURRENT ROLE



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.

	Australian Museum	Welfare Officer	Other
NUMBER OF RESPONDENTS	171	0	114
ENGAGEMENT	73%	(r)	73%
SENIOR MANAGERS	40%	(r)	39%
COMMUNICATION	55%	(r)	54%
HIGH PERFORMANCE	65%	(r)	65%
PUBLIC SECTOR VALUES	63%	(r)	62%
DIVERSITY & INCLUSION	70%	(r)	69%

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.

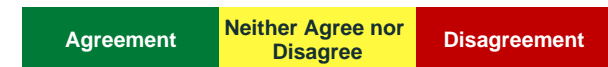
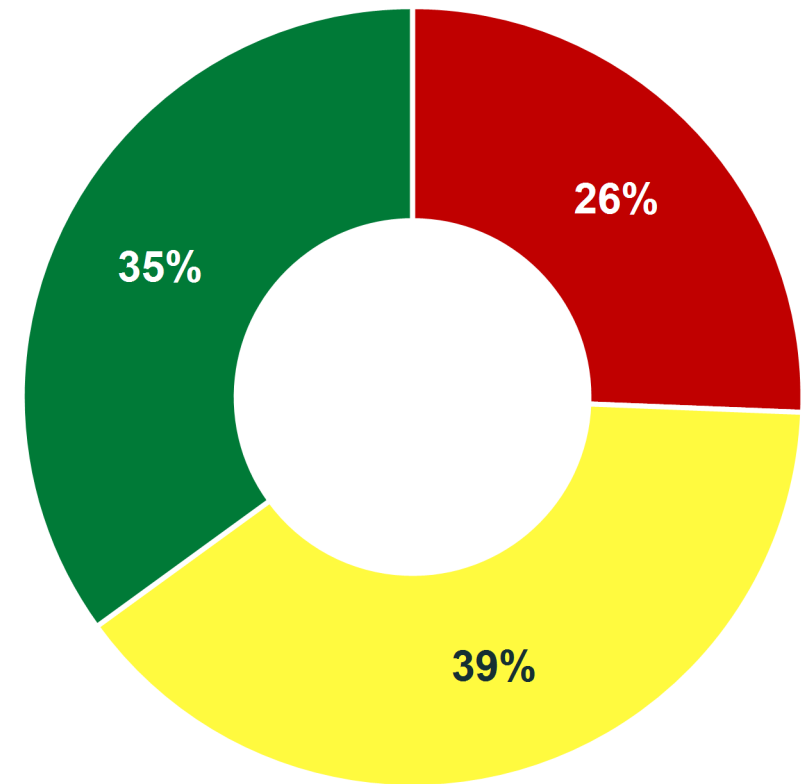
35%

of employees replied favourably to:

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

32%
SECTOR

24%
CLUSTER



GUIDE TO THIS REPORT

ANONYMITY RULES

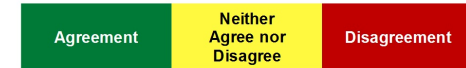
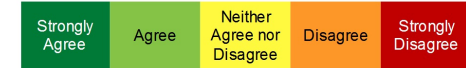
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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%