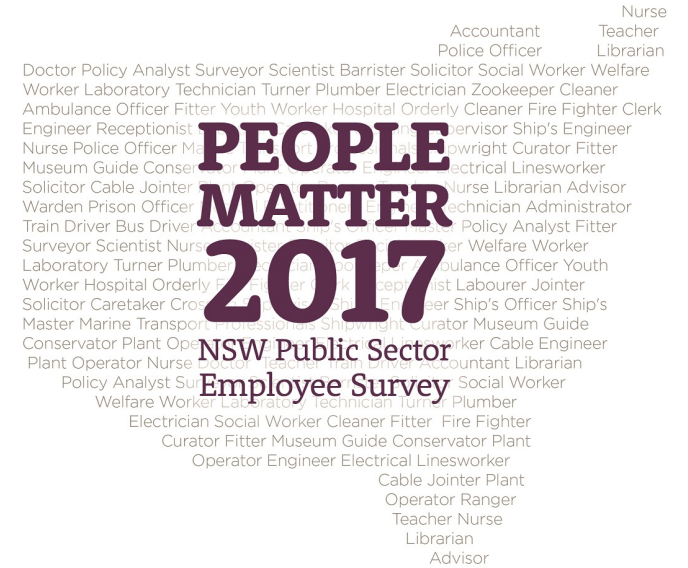


PEOPLE MATTER 2017

NSW Public Sector Employee Survey



LARGE BUSINESS UNIT

Education

Public Schools - all non teaching staff in schools

RESPONSE RATE

5,277 RESPONDENTS

EMPLOYEE ENGAGEMENT

72%

DIFFERENCE FROM CLUSTER +5

DIFFERENCE FROM PUBLIC SECTOR +8

SENIOR MANAGERS

55%

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR +8

COMMUNICATION

64%

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR +5



QUESTIONS ARE GROUPED INTO THEMES IN THIS REPORT.

This page compares the aggregate scores for key themes. The individual questions in each group are listed in the All Questions section. Comparisons with 2016 are not included where the number of questions were reduced for 2017.

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

Response Rate: some entities exceed 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 or closing a partially completed survey then needing to start a new one if their password is forgotten or lost.

ENGAGEMENT WITH WORK

81%

DIFFERENCE FROM CLUSTER +5

DIFFERENCE FROM PUBLIC SECTOR +9

HIGH PERFORMANCE

67%

DIFFERENCE FROM CLUSTER -1

DIFFERENCE FROM PUBLIC SECTOR +4

PUBLIC SECTOR VALUES

65%

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR +4

DIVERSITY & INCLUSION

73%

DIFFERENCE FROM CLUSTER +5

DIFFERENCE FROM PUBLIC SECTOR +6

KEY QUESTIONS TO FOCUS ON



WHAT TO FOCUS ON?

Employee Engagement scores at different levels are shown in earlier and following pages.

These results show the issues that are the most significant influencers of employee engagement in the workplace at this reporting level.

If engagement scores are high, other scores are often high as well.

*The key drivers are taken from the questions for your cluster.

		POSITIVE	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	60%	59%	50%
2	Q7c. I feel that change is managed well in my organisation	52%	46%	39%
3	Q7a. My organisation focuses on improving the work we do	70%	76%	69%
4	Q7b. My organisation is making the necessary improvements to meet our future challenges	65%	63%	57%
5	Q1c. My job gives me a feeling of personal accomplishment	83%	80%	75%
6	Q1b. I am provided with the support I need to do my best at work	73%	64%	63%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

1a.	I understand what is expected of me to do well in my role	94%
2a.	My workgroup strives to achieve customer/client satisfaction	87%
1c.	My job gives me a feeling of personal accomplishment	83%
8b.	Personal background is not a barrier to success in my organisation	83%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	82%
1d.	I feel motivated to contribute more than what is normally required at work	82%
2c.	I receive help and support from other members of my workgroup	82%
2b.	My workgroup works collaboratively to achieve its objectives	79%
7j.	I am proud to tell others I work for my organisation	79%
5b.	My manager listens to what I have to say	79%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

14.	I believe action will be taken on the results from this survey by my organisation	30%
3e.	My performance is assessed against clear criteria	36%
7g.	I have confidence in the way recruitment decisions are made	37%
4a.	I am paid fairly for the work I do	42%
5h.	My manager appropriately deals with employees who perform poorly	45%
9a.	I have confidence in the ways my organisation resolves grievances	46%
3g.	I am satisfied with the opportunities available for career development in my organisation	46%
6g.	I feel that senior managers keep employees informed about what's going on	50%
7e.	People in my organisation take responsibility for their own actions	52%
6h.	I feel that senior managers listen to employees	52%



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'.



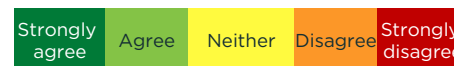
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

EMPLOYEE ENGAGEMENT	72% RESPONSE SCALE				AGREEMENT 2017	CLUSTER 2017	PUBLIC LIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	26	45	21		71%	61%	60%
Q7j. I am proud to tell others I work for my organisation	33	46	16		79%	72%	68%
Q7k. I feel a strong personal attachment to my organisation	33	44	16		77%	71%	63%
Q7l. My organisation motivates me to help it achieve its objectives	23	39	27	7	63%	58%	53%
Q7m. My organisation inspires me to do the best in my job	26	38	25	7	65%	57%	53%

KEY





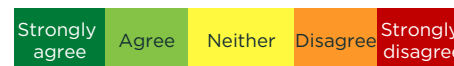
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	81% RESPONSE SCALE			AGREEMENT 2017	CLUSTER 2017	PUBLIC LIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	41	42	10	83%	80%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	45	37	11	82%	76%	72%
Q1e. I am satisfied with my job	35	43	14	78%	70%	68%

KEY





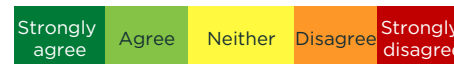
EXPLORE THE FULL RESULTS

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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

SENIOR MANAGERS	55% RESPONSE SCALE				AGREEMENT 2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	18	39	29	10	57%	55%	48%
Q6b. I feel that senior managers effectively lead and manage change	18	38	29	10	56%	51%	44%
Q6c. I feel that senior managers model the values of my organisation	20	38	29	8	58%	55%	48%
Q6d. Senior managers encourage innovation by employees	16	39	33	9	55%	57%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	39	36		54%	57%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	18	42	32		59%	64%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	14	36	29	14	50%	50%	45%
Q6h. I feel that senior managers listen to employees	16	36	29	12	52%	47%	41%
Q7c. I feel that change is managed well in my organisation	15	37	28	14	52%	46%	39%

KEY





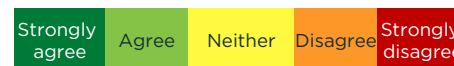
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COMMUNICATION	64% RESPONSE SCALE				AGREEMENT 2017	CLUSTER 2017	PUBLIC LIC SECTOR 2017
Q5c. My manager communicates effectively with me	34	41	13	8	75%	72%	70%
Q5d. My manager encourages and values employee input	35	39	15		74%	73%	71%
Q5e. My manager involves my workgroup in decisions about our work	29	38	19	9	67%	68%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	14	36	29	14	50%	50%	45%
Q6h. I feel that senior managers listen to employees	16	36	29	12	52%	47%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	24	44	18	8	68%	64%	66%

KEY





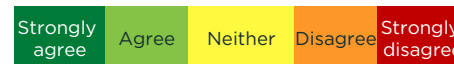
EXPLORE THE FULL RESULTS

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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

	HIGH PERFORMANCE		67% RESPONSE SCALE	AGREEMENT 2017	CLUSTER 2017	PUBLIC SECTOR 2017	
Q1a. I understand what is expected of me to do well in my role	48	46		94%	91%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	35	44	13	79%	79%	78%	
Q3f. I have received appropriate training and development to do my job well	18	43	22	12	61%	63%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	27	44	20		71%	76%	72%
Q5f. I have confidence in the decisions my manager makes	33	39	17		71%	69%	67%
Q6d. Senior managers encourage innovation by employees	16	39	33	9	55%	57%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	39	36		54%	57%	51%
Q7a. My organisation focuses on improving the work we do	21	49	22		70%	76%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	20	45	24	8	65%	63%	57%

KEY





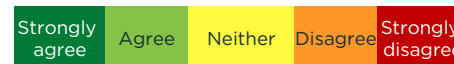
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	HIGH PERFORMANCE				67% RESPONSE SCALE	AGREEMENT 2017	CLUSTER 2017	PUBLIC LIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	14	41	28	13		55%	51%	47%
Q7h. My organisation generally selects capable people to do the job	12	45	27	12		57%	56%	52%

KEY





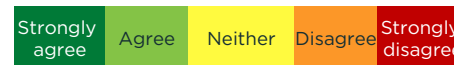
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PUBLIC SECTOR VALUES	65% RESPONSE SCALE				AGREEMENT 2017	CLUSTER 2017	PUBLIC SECTOR 2017	
	Strongly agree	Agree	Neither	Disagree	Strongly disagree			
Q2a. My workgroup strives to achieve customer/client satisfaction	42	45	9			87%	87%	85%
Q2e. People in my workgroup treat each other with respect	38	38	14	7		76%	76%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	27	44	20			71%	76%	72%
Q5b. My manager listens to what I have to say	36	42	12			79%	77%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation	18	39	29	10		57%	55%	48%
Q6c. I feel that senior managers model the values of my organisation	20	38	29	8		58%	55%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	18	42	32			59%	64%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	14	36	29	14		50%	50%	45%
Q6h. I feel that senior managers listen to employees	16	36	29	12		52%	47%	41%

KEY





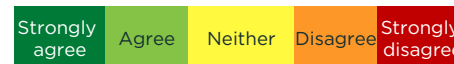
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PUBLIC SECTOR VALUES		65% RESPONSE SCALE		AGREEMENT 2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do	21	49	22	70%	76%	69%
Q7e. People in my organisation take responsibility for their own actions	12	40	30	52%	52%	47%

KEY





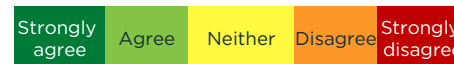
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

DIVERSITY & INCLUSION	73% RESPONSE SCALE				AGREEMENT 2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	29	44	15	10	73%	64%	63%
Q5b. My manager listens to what I have to say	36	42	12		79%	77%	75%
Q5d. My manager encourages and values employee input	35	39	15		74%	73%	71%
Q6i. Senior managers in my organisation support the career advancement of women	24	40	30		64%	65%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	32	51	13		82%	77%	74%
Q8b. Personal background is not a barrier to success in my organisation	33	50	13		83%	77%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	24	44	18	8	68%	64%	66%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	25	37	25	8	62%	47%	57%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY





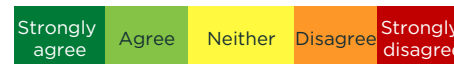
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT	53% RESPONSE SCALE					AGREEMENT 2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	17	39	25	14		56%	66%	63%
Q3e. My performance is assessed against clear criteria	10	26	40	18		36%	55%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	13	33	29	16	8	46%	51%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	33	39	16	8		71%	70%	67%
Q5h. My manager appropriately deals with employees who perform poorly	18	28	36	11	7	45%	45%	44%
Q7f. My organisation is committed to developing its employees	17	43	28	9		60%	59%	50%

KEY

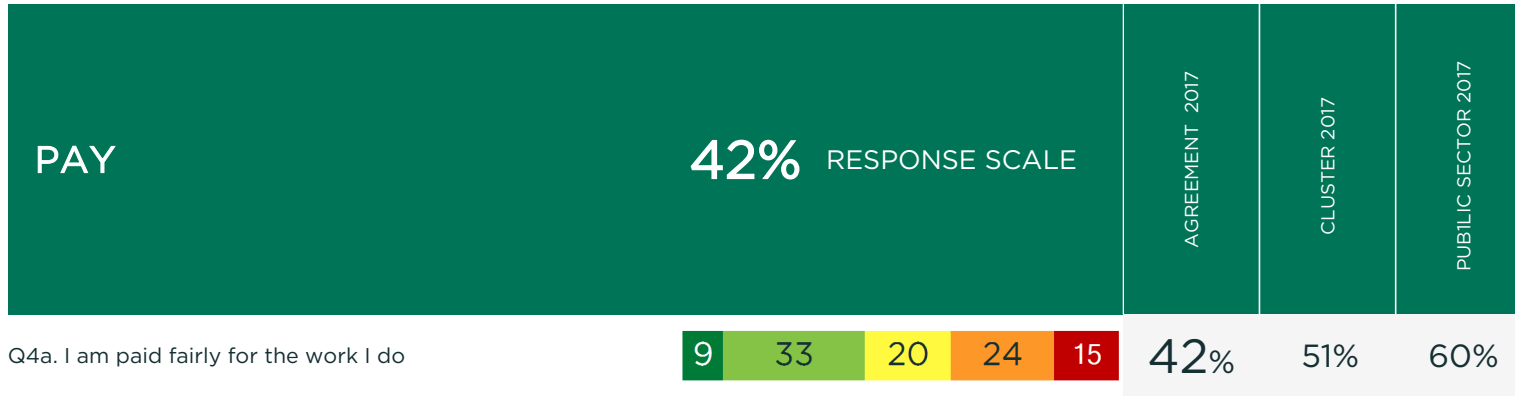




EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY





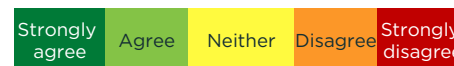
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

WORKPLACE SUPPORT	73% RESPONSE SCALE				AGREEMENT 2017	CLUSTER 2017	PUBLIC LIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	29	44	15	10	73%	64%	63%
Q1f. I am able to keep my work stress at an acceptable level	20	47	17	12	67%	49%	59%
Q2c. I receive help and support from other members of my workgroup	38	44	11		82%	81%	81%
Q2d. There is good team spirit in my workgroup	37	36	15	9	72%	71%	69%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

ACTION ABOUT SURVEY RESULTS

30% RESPONSE SCALE

Q14. I believe action will be taken on the results from this survey by my organisation



	AGREEMENT 2017	CLUSTER 2017	PUBLIC LIC SECTOR 2017
Q14. I believe action will be taken on the results from this survey by my organisation	30%	27%	34%

KEY

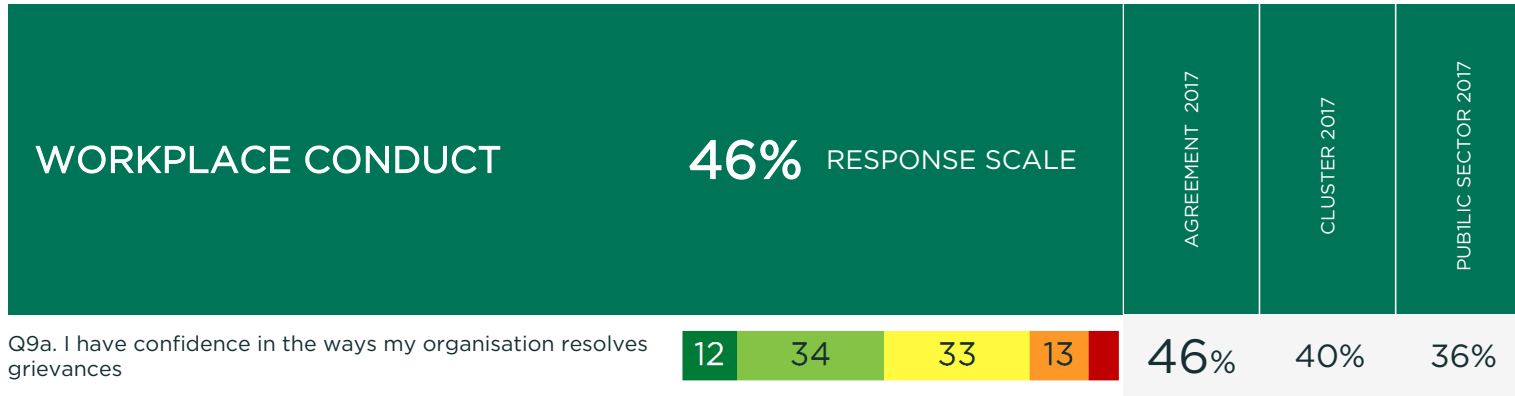




EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT	RESPONSE SCALE	2017	PUBLIC SECTOR 2017
Q3a. I have a current performance and development plan that sets out my individual objectives			
Yes		37%	67%
No		63%	33%
Q3b. I have informal feedback conversations with my manager			
Yes		71%	75%
No		29%	25%
Q3c. I have scheduled feedback conversations with my manager			
Yes		34%	57%
No		66%	43%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY

RESPONSE SCALE

2017

PUBLIC SECTOR 2017

Q3h. Are you currently looking, or thinking about looking, for a new role within the NSW Public Sector but outside of your current workplace in order to broaden your experience?

Yes		25%	41%
No		75%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	PUBLIC SECTOR 2017
Q3i. Are there any barriers preventing you from moving to another role?			
There are no major barriers to my career progression		37%	30%
Lack of visible opportunities		29%	31%
Lack of promotion opportunities		29%	30%
Lack of support from my manager / supervisor		9%	14%
Geographic location considerations		23%	28%
Personal / family considerations		30%	33%
Insufficient training and development		16%	16%
Lack of required capabilities or experience		8%	11%
Lack of support for temporary assignments/secondments		7%	15%
The application/recruitment process is too cumbersome or time consuming		12%	23%
Other		9%	9%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT

RESPONSE SCALE

2017

PUBLIC SECTOR 2017

Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work

Yes		20%	25%
No		65%	62%
Don't know		15%	13%

Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?

Yes		60%	63%
No		37%	35%
Don't know		4%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	PUBLIC SECTOR 2017
Q10c. In the last 12 months I have witnessed bullying at work			
Yes		28%	33%
No		61%	58%
Don't know		11%	9%
Q10d. In the last 12 months I have been subjected to bullying at work			
Yes		14%	18%
No		80%	76%
Don't know		6%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT

RESPONSE SCALE

2017

PUBLIC SECTOR 2017

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.

		2017	PUBLIC SECTOR 2017
A senior manager		17%	22%
Your immediate manager/supervisor		24%	24%
A fellow worker at your level		28%	27%
A subordinate		4%	8%
A client or customer		3%	2%
A member of the public other than a client or customer		0%	1%
Other		6%	4%
Prefer not to say		18%	13%



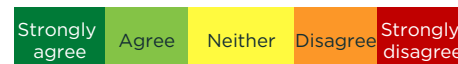
EXPLORE THE FULL RESULTS

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EDUCATION QUESTIONS	RESPONSE SCALE				AGREEMENT 2017	CLUSTER 2017
Q1. My workgroup is able to manage the changing demands of our work environment.	16	54	21	8	69%	61%
Q2. The changes within my organisation will improve outcomes for the community.	16	47	31		63%	60%
Q3. Our leaders frequently and effectively communicate organisational objectives.	15	45	27	10	60%	62%
Q4. My workgroup acknowledges my contributions to the team.	20	49	20	8	69%	69%
Q5. My workgroup regularly works with different workgroups to achieve organisational objectives.	16	45	30	7	62%	63%
Q6. My workgroup learns from past experiences and makes improvements to the way we work.	20	50	21		70%	69%
Q7. My workgroup is able to demonstrate outcomes of our work	19	52	23		72%	78%
Q8. My job offers the opportunity for me to work on innovative projects.	13	33	34	15	47%	59%

KEY





EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by themes in this report.

EDUCATION QUESTIONS	RESPONSE SCALE	2017	CLUSTER 2017
Q9. Which category of staff are you?			
Teaching staff	(r)		
School executive (Principals, Deputy Principals, Assistant Principals)	(r)		
School Administrative and Support Staff (SASS)		84%	17%
Other non-teaching staff in schools		16%	3%
Non school based teaching service staff	(r)		
Aboriginal Affairs	(r)		
Corporate staff	(r)		

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		11%
Female		89%
Other		0%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		0%
20 - 24		1%
25 -29	█	3%
30 - 34	█	3%
35 - 39	█	6%
40 - 44	█	11%
45 - 49	█	18%
50 - 54	█	21%
55 - 59	█	20%
60 - 64	█	12%
65+	█	5%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

RESPONSE SCALE		PERCENTAGE
Do you speak a language other than English at home?		
Yes		8%
No		90%
Prefer not to say		1%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		5%
No		93%
Prefer not to say		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

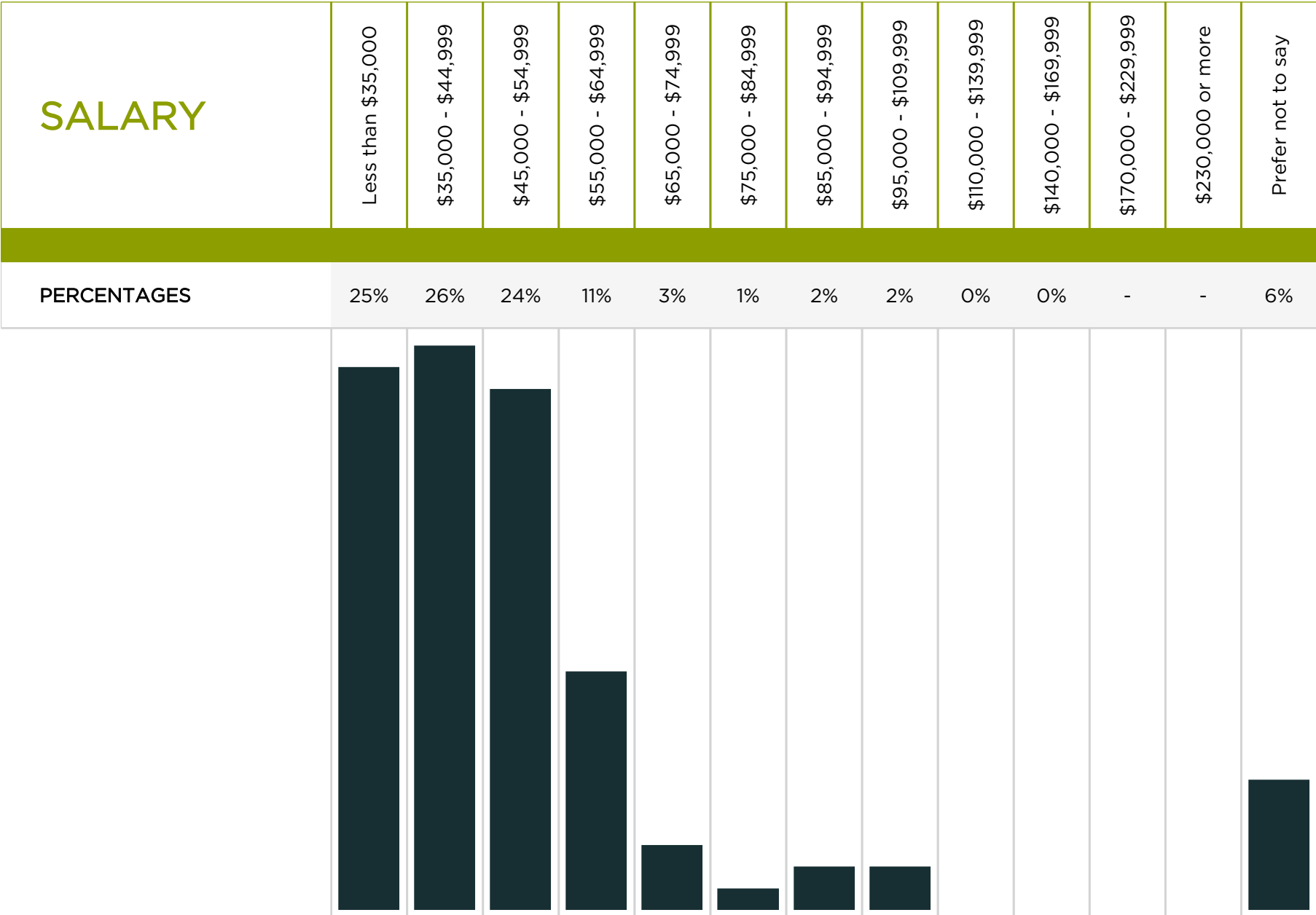
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		3%
No		94%
Prefer not to say		3%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		1%
No		96%
Prefer not to say		2%

PROFILE OF RESPONDENTS



WORK PROFILES

SALARY



RESULT BY TYPE OF WORK



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

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

	Public Schools - all non teaching staff in schools	Service delivery involving direct contact with the general public	Other service delivery work	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	5277	1846	335	2146	58	2	2	30	0	786
EMPLOYEE ENGAGEMENT	72%	72%	68%	72%	69%	(r)	(r)	79%	(r)	74%
ENGAGEMENT WITH WORK	81%	83%	77%	79%	71%	(r)	(r)	82%	(r)	84%
SENIOR MANAGERS	55%	54%	49%	55%	55%	(r)	(r)	66%	(r)	58%
COMMUNICATION	64%	64%	64%	65%	70%	(r)	(r)	75%	(r)	64%
HIGH PERFORMANCE	67%	68%	61%	67%	64%	(r)	(r)	76%	(r)	67%
PUBLIC SECTOR VALUES	65%	65%	59%	65%	66%	(r)	(r)	73%	(r)	65%
DIVERSITY & INCLUSION	73%	72%	73%	74%	77%	(r)	(r)	82%	(r)	72%

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

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

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

	Public Schools - all non teaching staff in schools	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	5277	1274	1370	1219	574	140	47	88	129	23	1	0	0	310
EMPLOYEE ENGAGEMENT	72%	76%	72%	71%	72%	66%	63%	65%	67%	(r)	(r)	(r)	(r)	74%
ENGAGEMENT WITH WORK	81%	86%	81%	78%	78%	75%	75%	78%	80%	(r)	(r)	(r)	(r)	81%
SENIOR MANAGERS	55%	61%	56%	54%	50%	41%	38%	44%	44%	(r)	(r)	(r)	(r)	56%
COMMUNICATION	64%	70%	62%	63%	64%	62%	62%	63%	63%	(r)	(r)	(r)	(r)	65%
HIGH PERFORMANCE	67%	71%	66%	64%	66%	62%	62%	68%	66%	(r)	(r)	(r)	(r)	68%
PUBLIC SECTOR VALUES	65%	70%	64%	63%	64%	59%	58%	64%	61%	(r)	(r)	(r)	(r)	65%
DIVERSITY & INCLUSION	73%	78%	71%	71%	74%	71%	71%	71%	71%	(r)	(r)	(r)	(r)	74%

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

RESULT BY TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

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

	Public Schools - all non teaching staff in schools	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	5277	412	456	784	1119	1590	777
EMPLOYEE ENGAGEMENT	72%	81%	78%	74%	72%	69%	70%
ENGAGEMENT WITH WORK	81%	89%	88%	84%	80%	77%	78%
SENIOR MANAGERS	55%	71%	67%	59%	52%	50%	48%
COMMUNICATION	64%	79%	75%	67%	62%	60%	60%
HIGH PERFORMANCE	67%	79%	75%	69%	65%	63%	64%
PUBLIC SECTOR VALUES	65%	79%	74%	67%	62%	60%	62%
DIVERSITY & INCLUSION	73%	84%	82%	76%	71%	69%	70%

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

RESULT BY AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

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

	Public Schools - all non teaching staff in schools	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	5277	24	69	131	165	312	545	911	1091	1057	616	255
EMPLOYEE ENGAGEMENT	72%	(r)	80%	76%	76%	76%	76%	73%	69%	71%	70%	75%
ENGAGEMENT WITH WORK	81%	(r)	85%	84%	82%	82%	84%	82%	79%	80%	77%	87%
SENIOR MANAGERS	55%	(r)	74%	65%	63%	64%	61%	57%	49%	53%	50%	56%
COMMUNICATION	64%	(r)	81%	75%	72%	71%	69%	64%	61%	63%	61%	66%
HIGH PERFORMANCE	67%	(r)	82%	76%	75%	73%	71%	67%	62%	65%	63%	69%
PUBLIC SECTOR VALUES	65%	(r)	81%	74%	72%	71%	69%	65%	60%	63%	61%	67%
DIVERSITY & INCLUSION	73%	(r)	88%	82%	78%	78%	77%	74%	69%	72%	70%	76%

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

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

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

	Public Schools - all non teaching staff in schools	Male	Female	Other
NUMBER OF RESPONDENTS	5277	557	4650	14
EMPLOYEE ENGAGEMENT	72%	70%	72%	(r)
ENGAGEMENT WITH WORK	81%	80%	81%	(r)
SENIOR MANAGERS	55%	53%	55%	(r)
COMMUNICATION	64%	67%	64%	(r)
HIGH PERFORMANCE	67%	64%	67%	(r)
PUBLIC SECTOR VALUES	65%	63%	65%	(r)
DIVERSITY & INCLUSION	73%	75%	73%	(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

STAFF CATEGORY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

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

	Public Schools - all non teaching staff in schools	Teaching staff	School executive (Principals, Deputy Principals, Assistant Principals)	School Administrative and Support Staff (SASS)	Other non-teaching staff in schools	Non school based teaching service staff	Aboriginal Affairs	Corporate staff
NUMBER OF RESPONDENTS	5277	0	0	4423	854	0	0	0
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	73%	70%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	81%	(r)	(r)	81%	81%	(r)	(r)	(r)
SENIOR MANAGERS	55%	(r)	(r)	56%	51%	(r)	(r)	(r)
COMMUNICATION	64%	(r)	(r)	65%	63%	(r)	(r)	(r)
HIGH PERFORMANCE	67%	(r)	(r)	67%	65%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	65%	(r)	(r)	65%	63%	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	74%	71%	(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



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.

30%

of employees replied favourably to:

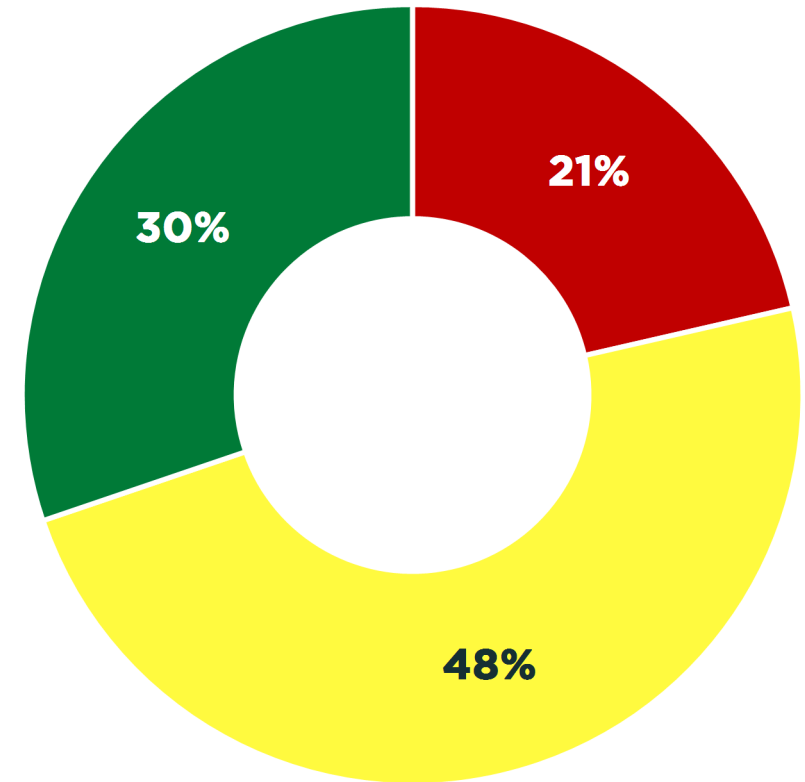
'I believe action will be taken on the results from this survey by my organisation.'

34%

SECTOR

27%

CLUSTER



Agreement

Neither Agree nor Disagree

Disagreement

GUIDE TO THIS REPORT

i SURVEY TIME FRAME

This report contains results from the 2017 People Matter Employee Survey which was open from 1 to 30 June 2017.

i PRIVACY

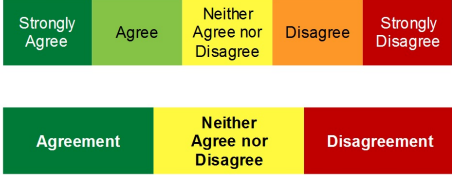
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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. The Strongly Agree and Agree scores are combined to create an agreement (or positive) score which is shown as a rounded percentage.



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%.

i MORE DETAILS ABOUT THE SURVEY AND ITS METHODOLOGY

See the Main Findings report on the Public Service Commission web site.