

# PEOPLE MATTER 2017

## NSW Public Sector Employee Survey

Nurse  
Teacher  
Librarian  
Accountant  
Police Officer  
Doctor Policy Analyst Surveyor Scientist Barrister Solicitor Social Worker Welfare  
Worker Laboratory Technician Turner Plumber Electrician Zookeeper Cleaner  
Ambulance Officer Fitter Youth Worker Hospital Orderly Cleaner Fire Fighter Clerk  
Engineer Receptionist Supervisor Ship's Engineer  
Nurse Police Officer Museum Curator Curator Fitter  
Museum Guide Conservator Electrical Linesworker  
Solicitor Cable Joints Nurse Librarian Advisor  
Warden Prison Officer Technician Administrator  
Train Driver Bus Driver Policy Analyst Fitter  
Surveyor Scientist Nurse Welfare Worker  
Laboratory Turner Plumber Ambulance Officer Youth  
Worker Hospital Orderly Receptionist Labourer Jointer  
Solicitor Caretaker Cross Engineer Ship's Officer Ship's  
Master Marine Transport Professional Showright Curator Museum Guide  
Conservator Plant Operator Cable Engineer  
Plant Operator Nurse Doctor Teacher Train Driver Accountant Librarian  
Policy Analyst Supervisor Social Worker  
Welfare Worker Laboratory Technician Turner Plumber  
Electrician Social Worker Cleaner Fitter Fire Fighter  
Curator Fitter Museum Guide Conservator Plant  
Operator Engineer Electrical Linesworker  
Cable Joints Plant  
Operator Ranger  
Teacher Nurse  
Librarian  
Advisor

LARGE BUSINESS UNIT

Education

Public Schools - all other schools

## RESPONSE RATE

1,991 RESPONDENTS

## EMPLOYEE ENGAGEMENT

**70%**

DIFFERENCE FROM 2016 **-2**

DIFFERENCE FROM CLUSTER **+3**

DIFFERENCE FROM PUBLIC SECTOR **+6**

## SENIOR MANAGERS

**57%**

DIFFERENCE FROM 2016 **-2**

DIFFERENCE FROM CLUSTER **+4**

DIFFERENCE FROM PUBLIC SECTOR **+10**

## COMMUNICATION

**65%**

DIFFERENCE FROM 2016 **0**

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

**79%**

DIFFERENCE FROM CLUSTER **+3**

DIFFERENCE FROM PUBLIC SECTOR **+7**

## HIGH PERFORMANCE

**70%**

DIFFERENCE FROM CLUSTER **+2**

DIFFERENCE FROM PUBLIC SECTOR **+7**

## PUBLIC SECTOR VALUES

**67%**

DIFFERENCE FROM CLUSTER **+2**

DIFFERENCE FROM PUBLIC SECTOR **+7**

## DIVERSITY & INCLUSION

**70%**

DIFFERENCE FROM CLUSTER **+2**

DIFFERENCE FROM PUBLIC SECTOR **+2**

# 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 2016	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	<b>Q7f.</b> My organisation is committed to developing its employees	<b>65%</b>	71%	59%	50%
2	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>50%</b>	56%	46%	39%
3	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>79%</b>	85%	76%	69%
4	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	<b>65%</b>	74%	63%	57%
5	<b>Q1c.</b> My job gives me a feeling of personal accomplishment	<b>83%</b>	86%	80%	75%
6	<b>Q1b.</b> I am provided with the support I need to do my best at work	<b>67%</b>	66%	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	<b>93%</b>
2a.	My workgroup strives to achieve customer/client satisfaction	<b>87%</b>
2c.	I receive help and support from other members of my workgroup	<b>83%</b>
1c.	My job gives me a feeling of personal accomplishment	<b>83%</b>
1d.	I feel motivated to contribute more than what is normally required at work	<b>80%</b>
7a.	My organisation focuses on improving the work we do	<b>79%</b>
8b.	Personal background is not a barrier to success in my organisation	<b>79%</b>
2b.	My workgroup works collaboratively to achieve its objectives	<b>78%</b>
5a.	My manager encourages people in my workgroup to keep improving the work they do	<b>78%</b>
5b.	My manager listens to what I have to say	<b>78%</b>

## - LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

14.	I believe action will be taken on the results from this survey by my organisation	<b>27%</b>
7g.	I have confidence in the way recruitment decisions are made	<b>40%</b>
9a.	I have confidence in the ways my organisation resolves grievances	<b>42%</b>
5h.	My manager appropriately deals with employees who perform poorly	<b>45%</b>
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	<b>47%</b>
7c.	I feel that change is managed well in my organisation	<b>50%</b>
4a.	I am paid fairly for the work I do	<b>52%</b>
6h.	I feel that senior managers listen to employees	<b>52%</b>
7e.	People in my organisation take responsibility for their own actions	<b>53%</b>
6g.	I feel that senior managers keep employees informed about what's going on	<b>53%</b>



### 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'.

# MOST AND LEAST IMPROVED QUESTIONS

## + MOST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	69%	63%
1e.	I am satisfied with my job	74%	71%
2e.	People in my workgroup treat each other with respect	74%	71%
5e.	My manager involves my workgroup in decisions about our work	69%	67%
3g.	I am satisfied with the opportunities available for career development in my organisation	56%	54%
3e.	My performance is assessed against clear criteria	57%	55%
6i.	Senior managers in my organisation support the career advancement of women	68%	66%
2b.	My workgroup works collaboratively to achieve its objectives	78%	77%
14.	I believe action will be taken on the results from this survey by my organisation	27%	25%
5c.	My manager communicates effectively with me	73%	72%

## - LEAST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

7b.	My organisation is making the necessary improvements to meet our future challenges	65%	74%
9a.	I have confidence in the ways my organisation resolves grievances	42%	52%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	60%	67%
1d.	I feel motivated to contribute more than what is normally required at work	80%	86%
7a.	My organisation focuses on improving the work we do	79%	85%
7f.	My organisation is committed to developing its employees	65%	71%
7c.	I feel that change is managed well in my organisation	50%	56%
1f.	I am able to keep my work stress at an acceptable level	53%	59%
7l.	My organisation motivates me to help it achieve its objectives	62%	68%
7d.	There is good co-operation between teams across our organisation	54%	59%



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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



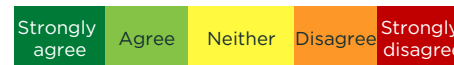
## EXPLORE THE FULL RESULTS

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	70% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	24	41	22	9	65%	69%	61%	60%
Q7j. I am proud to tell others I work for my organisation	33	44	17		76%	80%	72%	68%
Q7k. I feel a strong personal attachment to my organisation	33	42	16		75%	77%	71%	63%
Q7l. My organisation motivates me to help it achieve its objectives	24	38	25	9	62%	68%	58%	53%
Q7m. My organisation inspires me to do the best in my job	25	37	24	9	62%	66%	57%	53%

KEY





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ENGAGEMENT WITH WORK	79% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q1c. My job gives me a feeling of personal accomplishment	40	43	10	83%	86%	80%	75%	
Q1d. I feel motivated to contribute more than what is normally required at work	41	39	11	7	80%	86%	76%	72%
Q1e. I am satisfied with my job	30	44	14	9	74%	71%	70%	68%

KEY





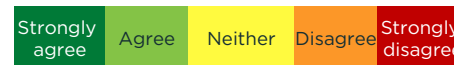
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SENIOR MANAGERS	57% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q6a. I believe senior managers provide clear direction for the future of the organisation	18	40	24	11	59%	61%	55%	48%	
Q6b. I feel that senior managers effectively lead and manage change	18	37	24	13	8	55%	57%	51%	44%
Q6c. I feel that senior managers model the values of my organisation	20	39	24	10	59%	60%	55%	48%	
Q6d. Senior managers encourage innovation by employees	18	45	24	9	62%	64%	57%	48%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	18	43	28	8	60%	67%	57%	51%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	19	46	25	8	65%	66%	64%	60%	
Q6g. I feel that senior managers keep employees informed about what's going on	15	38	25	15	8	53%	54%	50%	45%
Q6h. I feel that senior managers listen to employees	16	36	24	15	9	52%	52%	47%	41%
Q7c. I feel that change is managed well in my organisation	15	35	25	17	7	50%	56%	46%	39%

KEY







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COMMUNICATION	65% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	33	41	14	8	73%	72%	72%	70%	
Q5d. My manager encourages and values employee input	34	40	15	7	74%	73%	73%	71%	
Q5e. My manager involves my workgroup in decisions about our work	29	41	17	9	69%	67%	68%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	15	38	25	15	8	53%	54%	50%	45%
Q6h. I feel that senior managers listen to employees	16	36	24	15	9	52%	52%	47%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	42	15	10	67%	71%	64%	66%	

KEY





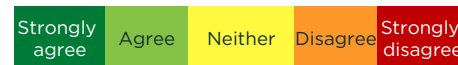
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HIGH PERFORMANCE	70% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role		93%	93%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives		78%	77%	79%	78%
Q3f. I have received appropriate training and development to do my job well		69%	70%	63%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		78%	78%	76%	72%
Q5f. I have confidence in the decisions my manager makes		71%	70%	69%	67%
Q6d. Senior managers encourage innovation by employees		62%	64%	57%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		60%	67%	57%	51%
Q7a. My organisation focuses on improving the work we do		79%	85%	76%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges		65%	74%	63%	57%

KEY





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	HIGH PERFORMANCE					70% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	15	38	25	16		54%	59%	51%	47%				
Q7h. My organisation generally selects capable people to do the job	12	44	26	13		56%	58%	56%	52%				

KEY





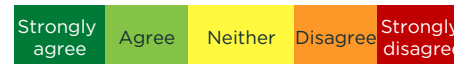
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PUBLIC SECTOR VALUES		67% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q2a. My workgroup strives to achieve customer/client satisfaction		40	47	8	87%	87%	87%	85%		
Q2e. People in my workgroup treat each other with respect		33	41	14	8	74%	71%	76%	74%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do		33	45	13	78%	78%	76%	72%		
Q5b. My manager listens to what I have to say		36	42	12	78%	77%	77%	75%		
Q6a. I believe senior managers provide clear direction for the future of the organisation		18	40	24	11	59%	61%	55%	48%	
Q6c. I feel that senior managers model the values of my organisation		20	39	24	10	59%	60%	55%	48%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		19	46	25	65%	66%	64%	60%		
Q6g. I feel that senior managers keep employees informed about what's going on		15	38	25	15	8	53%	54%	50%	45%
Q6h. I feel that senior managers listen to employees		16	36	24	15	9	52%	52%	47%	41%

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		67% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q7a. My organisation focuses on improving the work we do		28	51	14	79%	85%	76%	69%	
Q7e. People in my organisation take responsibility for their own actions		11	41	28	14	53%	54%	52%	47%

KEY





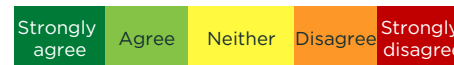
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DIVERSITY & INCLUSION	70% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	24	42	16	14	67%	66%	64%	63%
Q5b. My manager listens to what I have to say	36	42	12		78%	77%	77%	75%
Q5d. My manager encourages and values employee input	34	40	15	7	74%	73%	73%	71%
Q6i. Senior managers in my organisation support the career advancement of women	28	40	25		68%	66%	65%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	32	46	14		78%	80%	77%	74%
Q8b. Personal background is not a barrier to success in my organisation	35	44	14		79%	-	77%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	42	15	10	67%	71%	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>	17	30	31	15	47%	50%	47%	57%

KEY





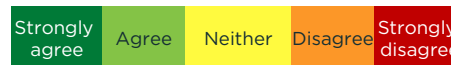
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

RECRUITMENT	48% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	11	29	31	16	13	40%	-	36%	35%
Q7h. My organisation generally selects capable people to do the job	12	44	26	13		56%	58%	56%	52%

KEY





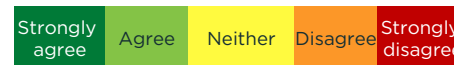
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PERFORMANCE FRAMEWORK & DEVELOPMENT	61% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	21	47	18	10	69%	63%	66%	63%	
Q3e. My performance is assessed against clear criteria	17	41	27	12	57%	55%	55%	54%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	18	38	24	14	56%	54%	51%	48%	
Q5g. My manager provides acknowledgement or other recognition for the work I do	32	40	15	8	71%	71%	70%	67%	
Q5h. My manager appropriately deals with employees who perform poorly	18	27	34	12	9	45%	46%	45%	44%
Q7f. My organisation is committed to developing its employees	18	47	24	8	65%	71%	59%	50%	

KEY



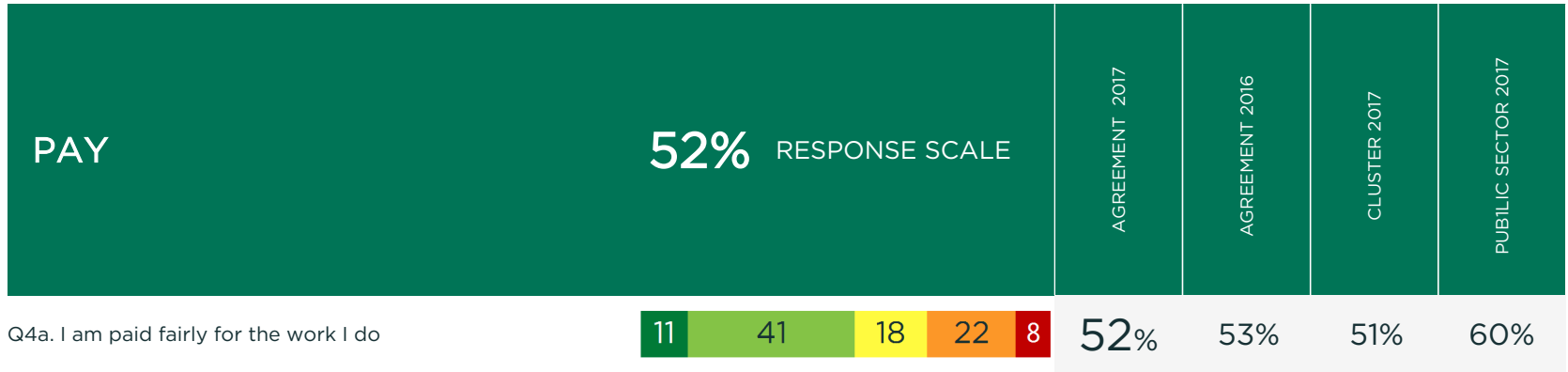




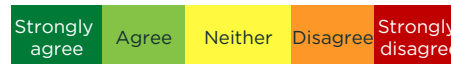
## EXPLORE THE FULL RESULTS

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





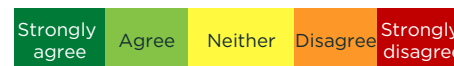
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

WORKPLACE SUPPORT		68% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		67%	66%	64%	63%				
Q1f. I am able to keep my work stress at an acceptable level		53%	59%	49%	59%				
Q2c. I receive help and support from other members of my workgroup		83%	83%	81%	81%				
Q2d. There is good team spirit in my workgroup		71%	71%	71%	69%				

KEY





## EXPLORE THE FULL RESULTS

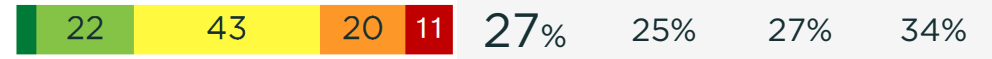
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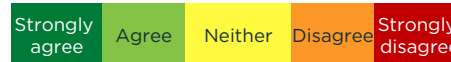
## ACTION ABOUT SURVEY RESULTS

**27%** RESPONSE SCALE

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



KEY

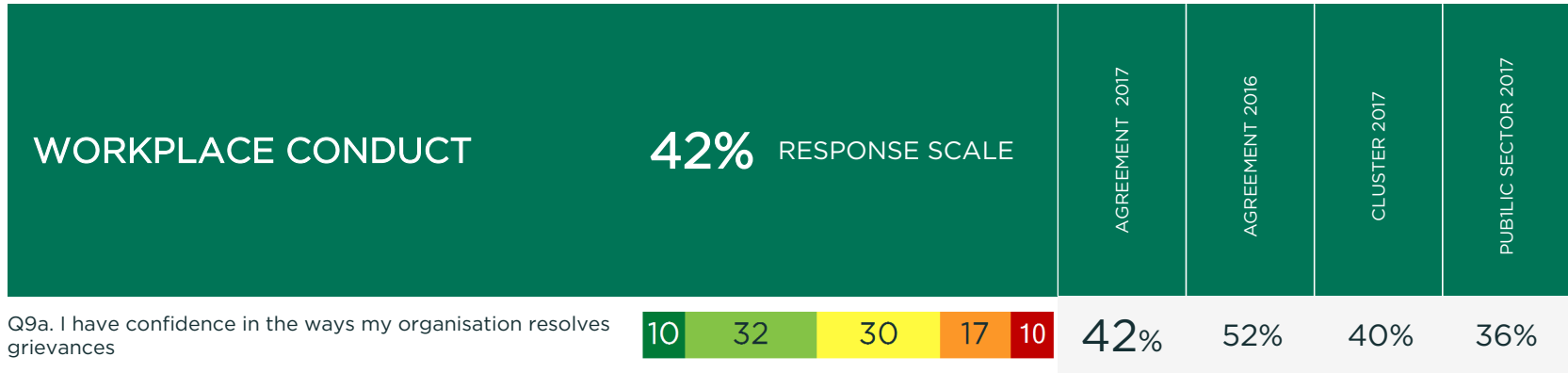




## EXPLORE THE FULL RESULTS

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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.



KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT		RESPONSE SCALE	2017	PUBLIC SECTOR 2017
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives				
Yes			77%	67%
No			23%	33%
<b>Q3b.</b> I have informal feedback conversations with my manager				
Yes			81%	75%
No			19%	25%
<b>Q3c.</b> I have scheduled feedback conversations with my manager				
Yes			62%	57%
No			38%	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?

		2017	PUBLIC SECTOR 2017
Yes		32%	41%
No		68%	59%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	PUBLIC SECTOR 2017
<b>Q3i. Are there any barriers preventing you from moving to another role?</b>			
There are no major barriers to my career progression		34%	30%
Lack of visible opportunities		26%	31%
Lack of promotion opportunities		23%	30%
Lack of support from my manager / supervisor		10%	14%
Geographic location considerations		33%	28%
Personal / family considerations		39%	33%
Insufficient training and development		13%	16%
Lack of required capabilities or experience		9%	11%
Lack of support for temporary assignments/secondments		10%	15%
The application/recruitment process is too cumbersome or time consuming		20%	23%
Other		12%	9%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	PUBLIC SECTOR 2017
<b>Q10a.</b> In the last 12 months I have witnessed misconduct/wrongdoing at work			
Yes		30%	25%
No		57%	62%
Don't know		13%	13%
<b>Q10b.</b> If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?			
Yes		71%	63%
No		27%	35%
Don't know		2%	2%





## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	PUBLIC SECTOR 2017
<b>Q10c.</b> In the last 12 months I have witnessed bullying at work			
Yes		36%	33%
No		55%	58%
Don't know		10%	9%
<b>Q10d.</b> In the last 12 months I have been subjected to bullying at work			
Yes		19%	18%
No		75%	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		24%	22%
Your immediate manager/supervisor		19%	24%
A fellow worker at your level		20%	27%
A subordinate		14%	8%
A client or customer		4%	2%
A member of the public other than a client or customer		1%	1%
Other		4%	4%
Prefer not to say		15%	13%



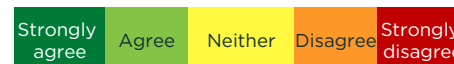
## EXPLORE THE FULL RESULTS

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.

EDUCATION QUESTIONS	RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q1. My workgroup is able to manage the changing demands of our work environment.	13	53	20	12	65%	71%	61%
Q2. The changes within my organisation will improve outcomes for the community.	16	47	27	8	63%	67%	60%
Q3. Our leaders frequently and effectively communicate organisational objectives.	17	47	22	11	64%	65%	62%
Q4. My workgroup acknowledges my contributions to the team.	20	51	18	8	71%	70%	69%
Q5. My workgroup regularly works with different workgroups to achieve organisational objectives.	18	48	24	8	66%	67%	63%
Q6. My workgroup learns from past experiences and makes improvements to the way we work.	20	52	17	8	72%	72%	69%
Q7. My workgroup is able to demonstrate outcomes of our work	21	57	16		79%	80%	78%
Q8. My job offers the opportunity for me to work on innovative projects.	19	43	24	10	62%	60%	59%

KEY





## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by themes in this report.

EDUCATION QUESTIONS	RESPONSE SCALE	2017
<b>Q9. Which category of staff are you?</b>		
Teaching staff		47%
School executive (Principals, Deputy Principals, Assistant Principals)		21%
School Administrative and Support Staff (SASS)		27%
Other non-teaching staff in schools		5%
Non school based teaching service staff		0%
Aboriginal Affairs	(r)	
Corporate staff		0%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

RESPONSE SCALE		PERCENTAGE
Gender		
Male		22%
Female		77%
Other		0%

# PROFILE OF RESPONDENTS









## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		0%
20 - 24		2%
25 -29	■	7%
30 - 34	■	7%
35 - 39	■	9%
40 - 44	■	12%
45 - 49	■	17%
50 - 54	■	16%
55 - 59	■	16%
60 - 64	■	10%
65+		4%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you speak a language other than English at home?</b>		
Yes		7%
No		91%
Prefer not to say		2%
<b>Are you of Aboriginal and/or Torres Strait Islander origin?</b>		
Yes		4%
No		94%
Prefer not to say		3%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you have a disability?</b>		
Yes		3%
No		94%
Prefer not to say		3%
<b>Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?</b>		
Yes		3%
No		95%
Prefer not to say		3%

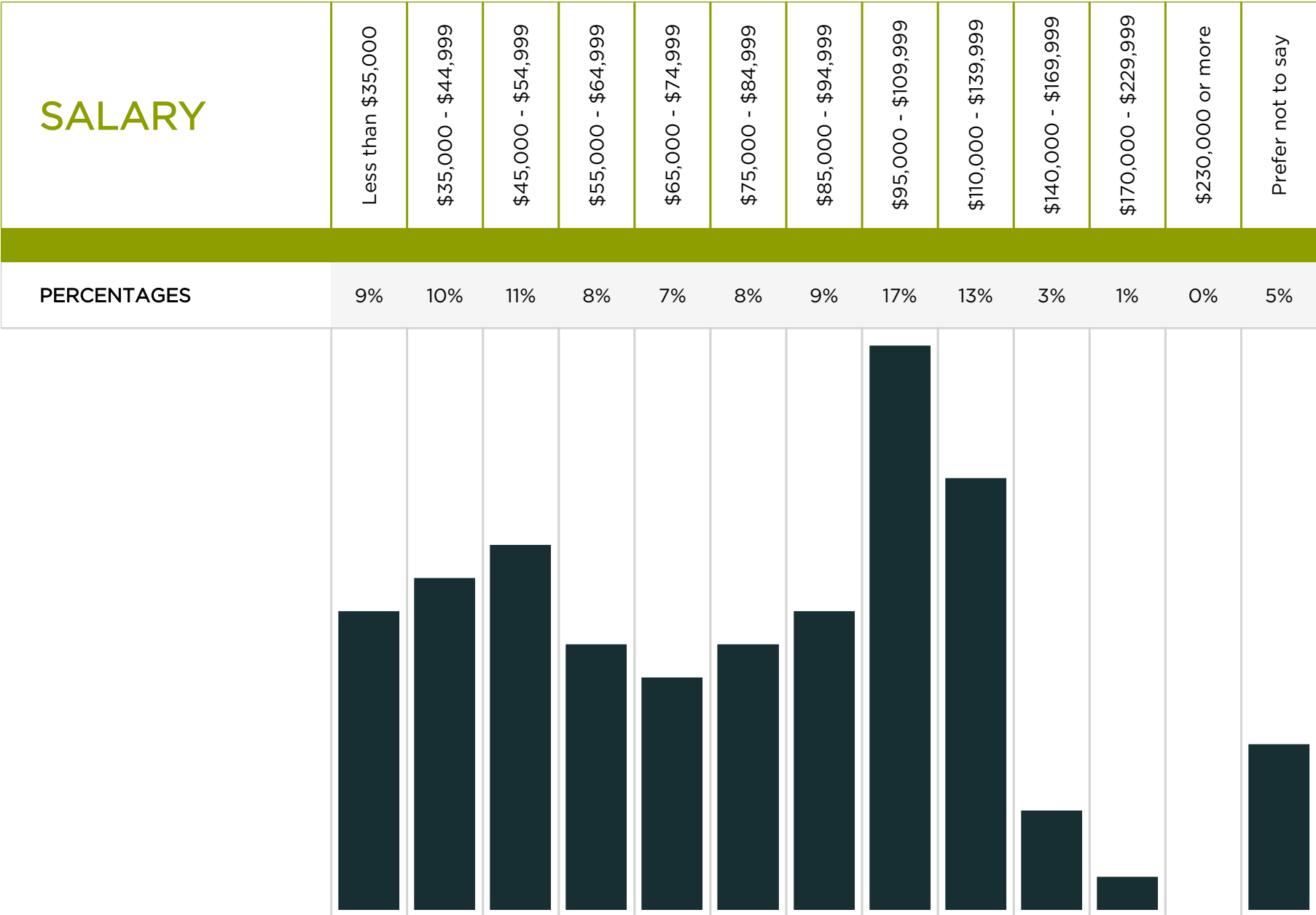


# PROFILE OF RESPONDENTS



## 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 other 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
<b>NUMBER OF RESPONDENTS</b>	1991	1334	33	202	6	2	0	9	0	159
<b>EMPLOYEE ENGAGEMENT</b>	70%	69%	70%	75%	(r)	(r)	(r)	(r)	(r)	75%
<b>ENGAGEMENT WITH WORK</b>	79%	78%	79%	80%	(r)	(r)	(r)	(r)	(r)	82%
<b>SENIOR MANAGERS</b>	57%	56%	60%	61%	(r)	(r)	(r)	(r)	(r)	65%
<b>COMMUNICATION</b>	65%	64%	68%	67%	(r)	(r)	(r)	(r)	(r)	68%
<b>HIGH PERFORMANCE</b>	70%	70%	67%	71%	(r)	(r)	(r)	(r)	(r)	73%
<b>PUBLIC SECTOR VALUES</b>	67%	67%	66%	68%	(r)	(r)	(r)	(r)	(r)	71%
<b>DIVERSITY &amp; INCLUSION</b>	70%	69%	74%	76%	(r)	(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 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 other 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	1991	151	174	187	134	125	138	158	286	220	53	11	1	94
EMPLOYEE ENGAGEMENT	70%	75%	73%	76%	72%	71%	66%	64%	66%	72%	75%	(r)	(r)	69%
ENGAGEMENT WITH WORK	79%	84%	79%	84%	79%	80%	74%	75%	74%	84%	85%	(r)	(r)	74%
SENIOR MANAGERS	57%	67%	60%	66%	60%	62%	53%	47%	54%	60%	52%	(r)	(r)	53%
COMMUNICATION	65%	72%	64%	73%	68%	69%	63%	56%	60%	68%	68%	(r)	(r)	62%
HIGH PERFORMANCE	70%	76%	70%	74%	70%	71%	66%	64%	68%	73%	71%	(r)	(r)	67%
PUBLIC SECTOR VALUES	67%	74%	66%	72%	69%	69%	66%	60%	64%	71%	69%	(r)	(r)	63%
DIVERSITY & INCLUSION	70%	79%	72%	78%	74%	73%	66%	62%	65%	71%	68%	(r)	(r)	67%

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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# 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 other schools	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
<b>NUMBER OF RESPONDENTS</b>	1991	126	117	289	332	472	380
<b>EMPLOYEE ENGAGEMENT</b>	70%	79%	74%	71%	70%	68%	70%
ENGAGEMENT WITH WORK	79%	88%	82%	78%	75%	77%	83%
SENIOR MANAGERS	57%	77%	67%	60%	55%	53%	54%
COMMUNICATION	65%	82%	74%	65%	61%	62%	65%
HIGH PERFORMANCE	70%	83%	74%	70%	68%	67%	71%
PUBLIC SECTOR VALUES	67%	82%	74%	68%	64%	64%	67%
DIVERSITY & INCLUSION	70%	84%	75%	71%	68%	68%	69%

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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# 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 other 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	1991	2	34	126	129	156	208	289	273	283	172	67
EMPLOYEE ENGAGEMENT	70%	(r)	73%	71%	70%	71%	70%	71%	70%	71%	67%	79%
ENGAGEMENT WITH WORK	79%	(r)	77%	78%	76%	75%	73%	78%	82%	82%	81%	96%
SENIOR MANAGERS	57%	(r)	66%	61%	60%	62%	58%	60%	57%	54%	47%	72%
COMMUNICATION	65%	(r)	74%	68%	66%	68%	65%	65%	65%	64%	59%	81%
HIGH PERFORMANCE	70%	(r)	77%	71%	72%	71%	69%	70%	70%	69%	66%	82%
PUBLIC SECTOR VALUES	67%	(r)	73%	69%	69%	69%	66%	68%	67%	66%	61%	80%
DIVERSITY & INCLUSION	70%	(r)	79%	71%	72%	71%	68%	71%	69%	69%	67%	82%

### 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 other schools	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	1991	389	1356	6
<b>EMPLOYEE ENGAGEMENT</b>	70%	68%	71%	(r)
ENGAGEMENT WITH WORK	79%	78%	79%	(r)
SENIOR MANAGERS	57%	57%	58%	(r)
COMMUNICATION	65%	68%	65%	(r)
HIGH PERFORMANCE	70%	70%	70%	(r)
PUBLIC SECTOR VALUES	67%	69%	67%	(r)
DIVERSITY & INCLUSION	70%	70%	70%	(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 other 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
<b>NUMBER OF RESPONDENTS</b>	1991	823	364	469	89	8	0	2
<b>EMPLOYEE ENGAGEMENT</b>	70%	67%	73%	75%	69%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	79%	74%	85%	82%	82%	(r)	(r)	(r)
SENIOR MANAGERS	57%	55%	59%	62%	55%	(r)	(r)	(r)
COMMUNICATION	65%	63%	68%	68%	66%	(r)	(r)	(r)
HIGH PERFORMANCE	70%	68%	73%	72%	67%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	65%	70%	69%	64%	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	66%	71%	75%	76%	(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.

# 27%

of employees replied favourably to:

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

## 34%

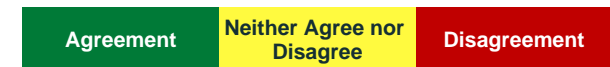
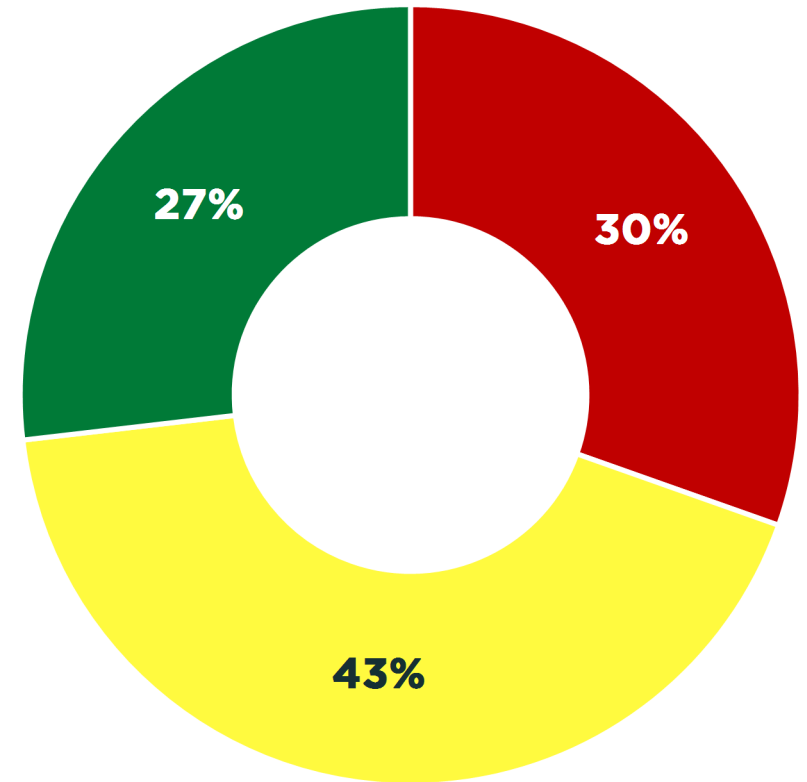
SECTOR

## 27%

CLUSTER

## 25%

2016





# 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

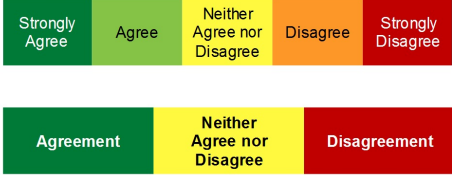
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.