

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 Guide Conservator Fitter Electrical Linesworker
Solicitor Cable Jointer 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 Fitter Receptionist Labourer Jointer
Solicitor Caretaker Cross Bench 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 Jointer Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

LARGE BUSINESS UNIT

Education

Public Schools - Primary schools

RESPONSE RATE

14,026 RESPONDENTS

EMPLOYEE ENGAGEMENT

69%

DIFFERENCE FROM 2016 -2

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR +5

SENIOR MANAGERS

56%

DIFFERENCE FROM 2016 -2

DIFFERENCE FROM CLUSTER +3

DIFFERENCE FROM PUBLIC SECTOR +9

COMMUNICATION

64%

DIFFERENCE FROM 2016 -1

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR +4



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

78%

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR +6

HIGH PERFORMANCE

71%

DIFFERENCE FROM CLUSTER +3

DIFFERENCE FROM PUBLIC SECTOR +8

PUBLIC SECTOR VALUES

68%

DIFFERENCE FROM CLUSTER +3

DIFFERENCE FROM PUBLIC SECTOR +7

DIVERSITY & INCLUSION

69%

DIFFERENCE FROM CLUSTER +1

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	Q7f. My organisation is committed to developing its employees	65%	71%	59%	50%
2	Q7c. I feel that change is managed well in my organisation	51%	56%	46%	39%
3	Q7a. My organisation focuses on improving the work we do	80%	88%	76%	69%
4	Q7b. My organisation is making the necessary improvements to meet our future challenges	67%	77%	63%	57%
5	Q1c. My job gives me a feeling of personal accomplishment	83%	87%	80%	75%
6	Q1b. I am provided with the support I need to do my best at work	67%	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	92%
2a.	My workgroup strives to achieve customer/client satisfaction	89%
1c.	My job gives me a feeling of personal accomplishment	83%
2c.	I receive help and support from other members of my workgroup	83%
2b.	My workgroup works collaboratively to achieve its objectives	81%
7a.	My organisation focuses on improving the work we do	80%
5a.	My manager encourages people in my workgroup to keep improving the work they do	79%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	79%
8b.	Personal background is not a barrier to success in my organisation	79%
1d.	I feel motivated to contribute more than what is normally required at work	78%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

14.	I believe action will be taken on the results from this survey by my organisation	27%
7g.	I have confidence in the way recruitment decisions are made	38%
9a.	I have confidence in the ways my organisation resolves grievances	44%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	46%
5h.	My manager appropriately deals with employees who perform poorly	47%
1f.	I am able to keep my work stress at an acceptable level	47%
4a.	I am paid fairly for the work I do	48%
6h.	I feel that senior managers listen to employees	50%
7c.	I feel that change is managed well in my organisation	51%
6g.	I feel that senior managers keep employees informed about what's going on	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'.

MOST AND LEAST IMPROVED QUESTIONS

+ MOST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

3g.	I am satisfied with the opportunities available for career development in my organisation	55%	52%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	69%	67%
4a.	I am paid fairly for the work I do	48%	46%
7h.	My organisation generally selects capable people to do the job	61%	59%
1e.	I am satisfied with my job	72%	70%
5b.	My manager listens to what I have to say	78%	77%
2e.	People in my workgroup treat each other with respect	77%	76%
6i.	Senior managers in my organisation support the career advancement of women	66%	65%
14.	I believe action will be taken on the results from this survey by my organisation	27%	26%
5d.	My manager encourages and values employee input	74%	73%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

9a.	I have confidence in the ways my organisation resolves grievances	44%	55%
7b.	My organisation is making the necessary improvements to meet our future challenges	67%	77%
7a.	My organisation focuses on improving the work we do	80%	88%
1d.	I feel motivated to contribute more than what is normally required at work	78%	85%
7f.	My organisation is committed to developing its employees	65%	71%
7c.	I feel that change is managed well in my organisation	51%	56%
7d.	There is good co-operation between teams across our organisation	56%	61%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	60%	64%
8c.	I am able to speak up and share a different view to my colleagues and manager	65%	68%
1c.	My job gives me a feeling of personal accomplishment	83%	87%



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	69% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	22	42	21	9	64%	66%	61%	60%
Q7j. I am proud to tell others I work for my organisation	31	44	17		75%	77%	72%	68%
Q7k. I feel a strong personal attachment to my organisation	33	42	16		74%	76%	71%	63%
Q7l. My organisation motivates me to help it achieve its objectives	22	40	24	10	62%	64%	58%	53%
Q7m. My organisation inspires me to do the best in my job	23	38	24	10	61%	63%	57%	53%

KEY





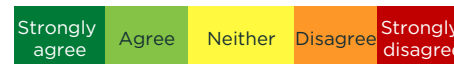
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ENGAGEMENT WITH WORK	78% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment		83%	87%	80%	75%
Q1d. I feel motivated to contribute more than what is normally required at work		78%	85%	76%	72%
Q1e. I am satisfied with my job		72%	70%	70%	68%

KEY





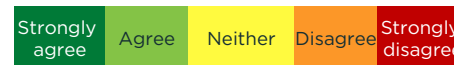
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SENIOR MANAGERS	56% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q6a. I believe senior managers provide clear direction for the future of the organisation	18	39	25	12	57%	59%	55%	48%	
Q6b. I feel that senior managers effectively lead and manage change	18	35	25	14	7	53%	55%	51%	44%
Q6c. I feel that senior managers model the values of my organisation	20	37	26	10	57%	59%	55%	48%	
Q6d. Senior managers encourage innovation by employees	18	42	26	10	59%	62%	57%	48%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	18	42	28	8	60%	64%	57%	51%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	20	45	25		65%	66%	64%	60%	
Q6g. I feel that senior managers keep employees informed about what's going on	15	37	26	15	52%	53%	50%	45%	
Q6h. I feel that senior managers listen to employees	15	35	26	15	9	50%	50%	47%	41%
Q7c. I feel that change is managed well in my organisation	15	36	23	18	8	51%	56%	46%	39%

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.

COMMUNICATION	64% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	33	41	14	8	74%	73%	72%	70%	
Q5d. My manager encourages and values employee input	34	40	14	7	74%	73%	73%	71%	
Q5e. My manager involves my workgroup in decisions about our work	29	40	17	9	69%	69%	68%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	15	37	26	15	52%	53%	50%	45%	
Q6h. I feel that senior managers listen to employees	15	35	26	15	9	50%	50%	47%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	42	17	11	7	65%	68%	64%	66%

KEY





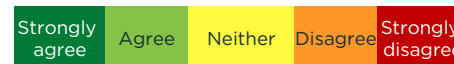
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HIGH PERFORMANCE	71% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role		92%	94%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives		81%	81%	79%	78%
Q3f. I have received appropriate training and development to do my job well		67%	70%	63%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		79%	81%	76%	72%
Q5f. I have confidence in the decisions my manager makes		70%	71%	69%	67%
Q6d. Senior managers encourage innovation by employees		59%	62%	57%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		60%	64%	57%	51%
Q7a. My organisation focuses on improving the work we do		80%	88%	76%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges		67%	77%	63%	57%

KEY





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	71% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	15	41	24	15	56%	61%	51%	47%
Q7h. My organisation generally selects capable people to do the job	13	49	22	12	61%	59%	56%	52%

KEY





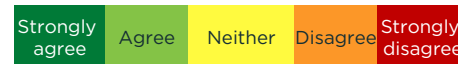
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PUBLIC SECTOR VALUES		68% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q2a. My workgroup strives to achieve customer/client satisfaction		43	46	7	89%	90%	87%	85%
Q2e. People in my workgroup treat each other with respect		36	42	12	77%	76%	76%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		33	46	13	79%	81%	76%	72%
Q5b. My manager listens to what I have to say		36	42	11	78%	77%	77%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		18	39	25	57%	59%	55%	48%
Q6c. I feel that senior managers model the values of my organisation		20	37	26	57%	59%	55%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		20	45	25	65%	66%	64%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		15	37	26	52%	53%	50%	45%
Q6h. I feel that senior managers listen to employees		15	35	26	50%	50%	47%	41%

KEY





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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.

PUBLIC SECTOR VALUES		68% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		28	52	12		80%	88%	76%	69%
Q7e. People in my organisation take responsibility for their own actions		13	44	27	11	57%	60%	52%	47%

KEY





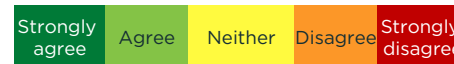
EXPLORE THE FULL RESULTS

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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.

DIVERSITY & INCLUSION	69% 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	23	44	16	14	67%	66%	64%	63%
Q5b. My manager listens to what I have to say	36	42	11		78%	77%	77%	75%
Q5d. My manager encourages and values employee input	34	40	14	7	74%	73%	73%	71%
Q6i. Senior managers in my organisation support the career advancement of women	26	40	26		66%	65%	65%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	30	49	13		79%	80%	77%	74%
Q8b. Personal background is not a barrier to success in my organisation	32	47	13		79%	-	77%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	42	17	11	65%	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>	16	31	33	13	46%	47%	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.

RECRUITMENT	50% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	10	27	31	19	12	38%	-	36%	35%
Q7h. My organisation generally selects capable people to do the job	13	49	22	12		61%	59%	56%	52%

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.

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		69%	67%	66%	63%
Q3e. My performance is assessed against clear criteria		60%	62%	55%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation		55%	52%	51%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do		71%	73%	70%	67%
Q5h. My manager appropriately deals with employees who perform poorly		47%	46%	45%	44%
Q7f. My organisation is committed to developing its employees		65%	71%	59%	50%

KEY

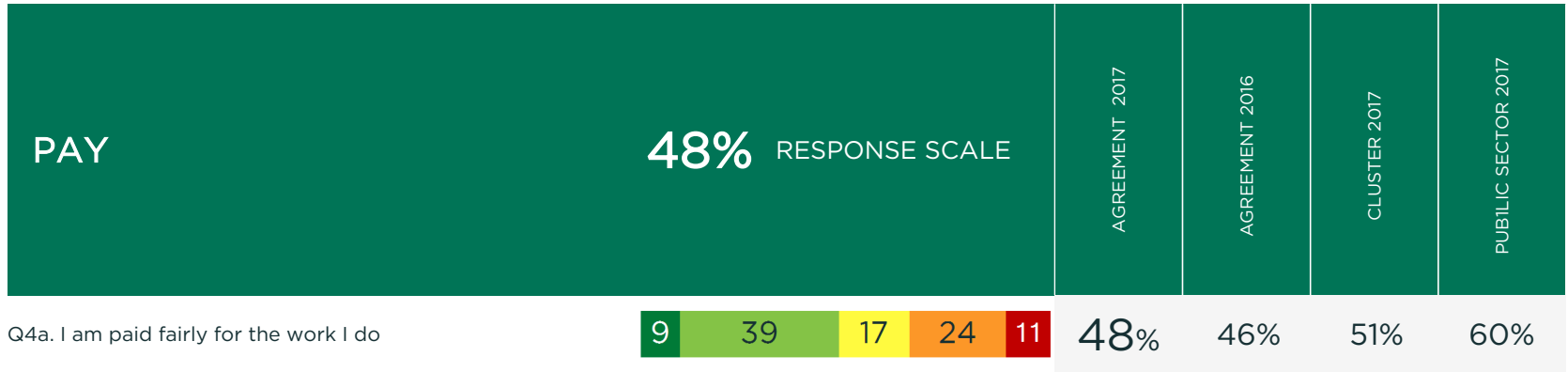




EXPLORE THE FULL RESULTS

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





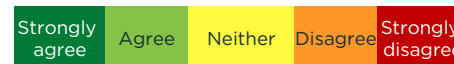
EXPLORE THE FULL RESULTS

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WORKPLACE SUPPORT		67% 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		47%	50%	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		72%	74%	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

27% RESPONSE SCALE

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



	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC LIC SECTOR 2017
Q14. I believe action will be taken on the results from this survey by my organisation	27%	26%	27%	34%

KEY

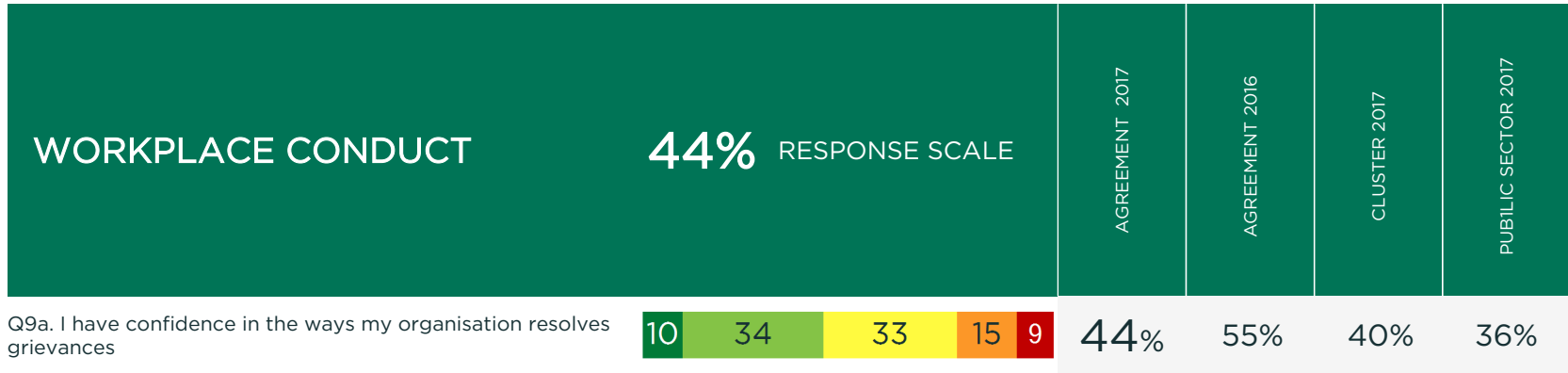




EXPLORE THE FULL RESULTS

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			81%	67%
No			19%	33%
Q3b. I have informal feedback conversations with my manager				
Yes			82%	75%
No			18%	25%
Q3c. I have scheduled feedback conversations with my manager				
Yes			66%	57%
No			34%	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		33%	41%
No		67%	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		32%	30%
Lack of visible opportunities		26%	31%
Lack of promotion opportunities		22%	30%
Lack of support from my manager / supervisor		10%	14%
Geographic location considerations		25%	28%
Personal / family considerations		38%	33%
Insufficient training and development		14%	16%
Lack of required capabilities or experience		11%	11%
Lack of support for temporary assignments/secondments		9%	15%
The application/recruitment process is too cumbersome or time consuming		29%	23%
Other		10%	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		23%	25%
No		64%	62%
Don't know		13%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?			
Yes		60%	63%
No		38%	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
Q10c. In the last 12 months I have witnessed bullying at work			
Yes		31%	33%
No		60%	58%
Don't know		9%	9%
Q10d. In the last 12 months I have been subjected to bullying at work			
Yes		16%	18%
No		79%	76%
Don't know		5%	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		26%	22%
Your immediate manager/supervisor		19%	24%
A fellow worker at your level		21%	27%
A subordinate		10%	8%
A client or customer		6%	2%
A member of the public other than a client or customer		1%	1%
Other		3%	4%
Prefer not to say		14%	13%



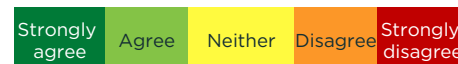
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EDUCATION QUESTIONS	RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q1. My workgroup is able to manage the changing demands of our work environment.	12	50	21	14	62%	66%	61%
Q2. The changes within my organisation will improve outcomes for the community.	15	47	26	9	62%	66%	60%
Q3. Our leaders frequently and effectively communicate organisational objectives.	17	49	21	10	66%	69%	62%
Q4. My workgroup acknowledges my contributions to the team.	20	51	18	8	71%	71%	69%
Q5. My workgroup regularly works with different workgroups to achieve organisational objectives.	15	50	24	8	66%	67%	63%
Q6. My workgroup learns from past experiences and makes improvements to the way we work.	20	51	17	8	71%	74%	69%
Q7. My workgroup is able to demonstrate outcomes of our work	21	59	15		81%	83%	78%
Q8. My job offers the opportunity for me to work on innovative projects.	17	44	25	11	60%	62%	59%





KEY





EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by themes in this report.

EDUCATION QUESTIONS	RESPONSE SCALE	2017
Q9. Which category of staff are you?		
Teaching staff		56%
School executive (Principals, Deputy Principals, Assistant Principals)		21%
School Administrative and Support Staff (SASS)		18%
Other non-teaching staff in schools		3%
Non school based teaching service staff		0%
Aboriginal Affairs		0%
Corporate staff		0%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		13%
Female		87%
Other		0%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		0%
20 - 24		2%
25 -29	■	8%
30 - 34	■	9%
35 - 39	■	11%
40 - 44	■	14%
45 - 49	■	16%
50 - 54	■	14%
55 - 59	■	16%
60 - 64	■	8%
65+		3%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		9%
No		89%
Prefer not to say		2%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		3%
No		94%
Prefer not to say		3%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

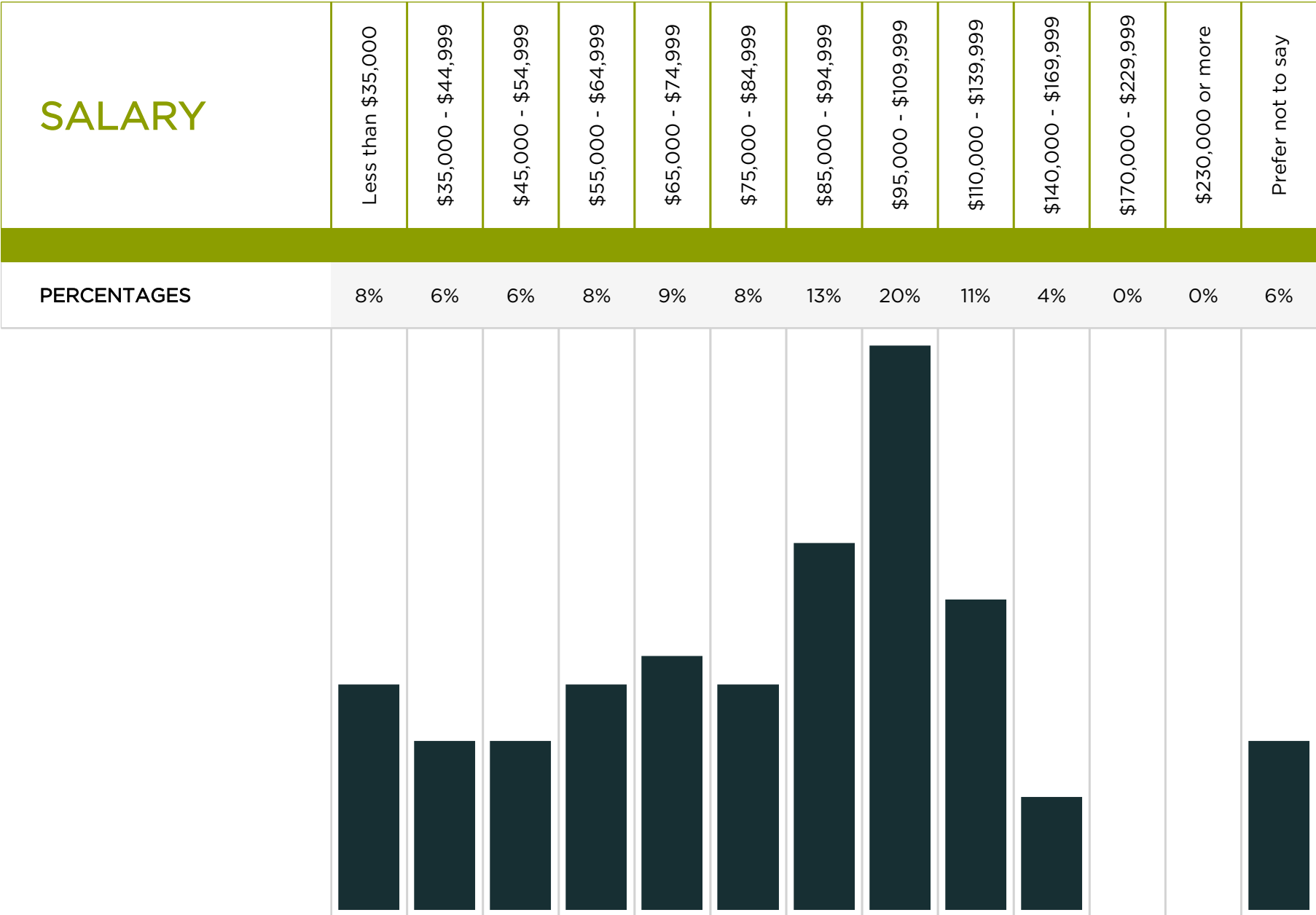
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		3%
No		94%
Prefer not to say		3%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		2%
No		95%
Prefer not to say		2%

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 - Primary 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	14026	10151	118	1194	24	5	1	32	3	687
EMPLOYEE ENGAGEMENT	69%	69%	69%	74%	(r)	(r)	(r)	68%	(r)	72%
ENGAGEMENT WITH WORK	78%	78%	79%	80%	(r)	(r)	(r)	73%	(r)	81%
SENIOR MANAGERS	56%	57%	48%	56%	(r)	(r)	(r)	47%	(r)	60%
COMMUNICATION	64%	64%	68%	68%	(r)	(r)	(r)	55%	(r)	66%
HIGH PERFORMANCE	71%	71%	61%	69%	(r)	(r)	(r)	62%	(r)	70%
PUBLIC SECTOR VALUES	68%	68%	60%	68%	(r)	(r)	(r)	56%	(r)	68%
DIVERSITY & INCLUSION	69%	69%	76%	77%	(r)	(r)	(r)	66%	(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 - Primary 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	14026	940	761	749	953	1144	1025	1546	2396	1383	474	36	1	778
EMPLOYEE ENGAGEMENT	69%	76%	75%	72%	72%	72%	67%	64%	65%	72%	74%	74%	(r)	67%
ENGAGEMENT WITH WORK	78%	87%	83%	80%	80%	79%	76%	73%	74%	82%	84%	81%	(r)	75%
SENIOR MANAGERS	56%	62%	62%	57%	59%	63%	57%	49%	52%	61%	56%	48%	(r)	54%
COMMUNICATION	64%	71%	68%	67%	68%	69%	64%	57%	60%	69%	70%	66%	(r)	61%
HIGH PERFORMANCE	71%	73%	72%	68%	72%	75%	71%	67%	68%	76%	73%	72%	(r)	69%
PUBLIC SECTOR VALUES	68%	71%	70%	67%	70%	73%	68%	62%	65%	72%	72%	66%	(r)	65%
DIVERSITY & INCLUSION	69%	78%	75%	74%	73%	72%	69%	62%	64%	72%	72%	69%	(r)	68%

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 - Primary schools	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	14026	790	864	1794	2247	3254	3152
EMPLOYEE ENGAGEMENT	69%	80%	75%	71%	69%	68%	67%
ENGAGEMENT WITH WORK	78%	87%	83%	79%	77%	76%	77%
SENIOR MANAGERS	56%	74%	69%	61%	56%	53%	50%
COMMUNICATION	64%	79%	74%	67%	63%	61%	61%
HIGH PERFORMANCE	71%	82%	77%	72%	70%	69%	69%
PUBLIC SECTOR VALUES	68%	81%	76%	70%	66%	65%	65%
DIVERSITY & INCLUSION	69%	81%	77%	71%	69%	67%	67%

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 - Primary 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	14026	9	266	970	1047	1312	1645	1949	1755	1896	976	325
EMPLOYEE ENGAGEMENT	69%	(r)	79%	72%	69%	70%	71%	70%	68%	67%	68%	73%
ENGAGEMENT WITH WORK	78%	(r)	89%	77%	76%	76%	79%	79%	77%	77%	81%	87%
SENIOR MANAGERS	56%	(r)	73%	66%	60%	61%	61%	57%	52%	50%	51%	54%
COMMUNICATION	64%	(r)	79%	70%	66%	67%	66%	65%	61%	61%	63%	64%
HIGH PERFORMANCE	71%	(r)	84%	75%	73%	73%	73%	71%	68%	67%	69%	72%
PUBLIC SECTOR VALUES	68%	(r)	81%	73%	69%	70%	70%	68%	65%	65%	66%	68%
DIVERSITY & INCLUSION	69%	(r)	82%	73%	71%	71%	71%	70%	66%	67%	69%	73%

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 - Primary schools	Male	Female	Other
NUMBER OF RESPONDENTS	14026	1575	10620	61
EMPLOYEE ENGAGEMENT	69%	67%	70%	47%
ENGAGEMENT WITH WORK	78%	76%	79%	46%
SENIOR MANAGERS	56%	54%	57%	30%
COMMUNICATION	64%	66%	65%	37%
HIGH PERFORMANCE	71%	70%	71%	43%
PUBLIC SECTOR VALUES	68%	67%	68%	41%
DIVERSITY & INCLUSION	69%	71%	70%	39%

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 - Primary 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	14026	6926	2639	2266	383	39	15	20
EMPLOYEE ENGAGEMENT	69%	67%	72%	74%	73%	69%	(r)	(r)
ENGAGEMENT WITH WORK	78%	75%	82%	82%	84%	85%	(r)	(r)
SENIOR MANAGERS	56%	56%	59%	57%	51%	51%	(r)	(r)
COMMUNICATION	64%	62%	69%	67%	64%	61%	(r)	(r)
HIGH PERFORMANCE	71%	70%	75%	69%	67%	69%	(r)	(r)
PUBLIC SECTOR VALUES	68%	67%	72%	68%	64%	65%	(r)	(r)
DIVERSITY & INCLUSION	69%	66%	72%	76%	73%	72%	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

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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%

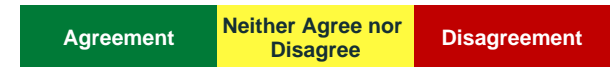
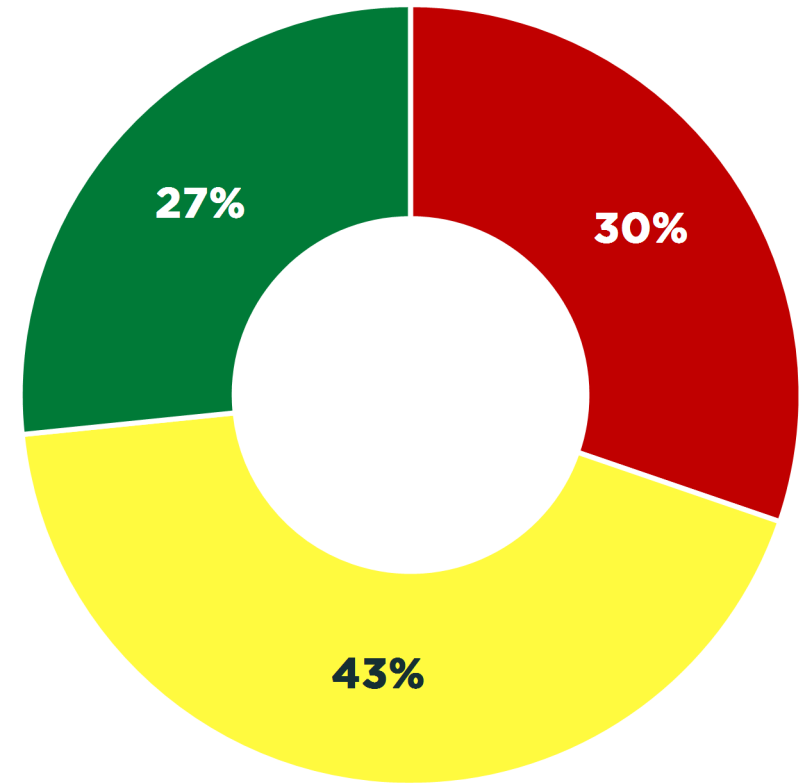
SECTOR

27%

CLUSTER

26%

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

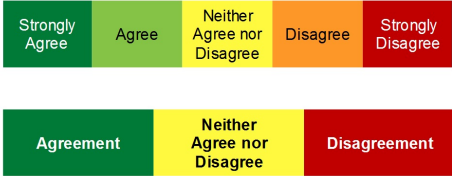
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.