

# 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  
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 Receptionist Labourer Jointer  
Solicitor Caretaker Crosser 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 Surveyor 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

### AGENCY REPORT

## Independent Pricing and Regulatory Tribunal

## RESPONSE RATE

**75%**

114 OF 151 TOTAL RESPONDENTS

## EMPLOYEE ENGAGEMENT

**64%**

DIFFERENCE FROM 2016 -1

DIFFERENCE FROM PUBLIC SECTOR -1

## SENIOR MANAGERS

**54%**

DIFFERENCE FROM 2016 -5

DIFFERENCE FROM PUBLIC SECTOR +6

## COMMUNICATION

**73%**

DIFFERENCE FROM 2016 +1

DIFFERENCE FROM PUBLIC SECTOR +14



## 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

**70%**

DIFFERENCE FROM PUBLIC SECTOR -2

## HIGH PERFORMANCE

**69%**

DIFFERENCE FROM PUBLIC SECTOR +6

## PUBLIC SECTOR VALUES

**71%**

DIFFERENCE FROM PUBLIC SECTOR +11

## DIVERSITY & INCLUSION

**80%**

DIFFERENCE FROM PUBLIC SECTOR +13

# KEY DRIVERS OF ENGAGEMENT



## 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.

		AGREEMENT	% AGREEMENT 2016	% AGREEMENT PUBLIC SECTOR
<b>1</b>	<b>Q3g.</b> I am satisfied with the opportunities available for career development in my organisation	<b>41%</b>	45%	48%
<b>2</b>	<b>Q1c.</b> My job gives me a feeling of personal accomplishment	<b>73%</b>	72%	75%
<b>3</b>	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>29%</b>	42%	39%
<b>4</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>85%</b>	83%	69%
<b>5</b>	<b>Q7f.</b> My organisation is committed to developing its employees	<b>55%</b>	67%	50%
<b>6</b>	<b>Q1b.</b> I am provided with the support I need to do my best at work	<b>73%</b>	66%	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	88%
2c.	I receive help and support from other members of my workgroup	88%
5b.	My manager listens to what I have to say	86%
2a.	My workgroup strives to achieve customer/client satisfaction	85%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	85%
7a.	My organisation focuses on improving the work we do	85%
5d.	My manager encourages and values employee input	84%
2b.	My workgroup works collaboratively to achieve its objectives	83%
5a.	My manager encourages people in my workgroup to keep improving the work they do	82%
5g.	My manager provides acknowledgement or other recognition for the work I do	82%

## - LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

7c.	I feel that change is managed well in my organisation	29%
9a.	I have confidence in the ways my organisation resolves grievances	31%
5h.	My manager appropriately deals with employees who perform poorly	35%
3g.	I am satisfied with the opportunities available for career development in my organisation	41%
6b.	I feel that senior managers effectively lead and manage change	41%
7k.	I feel a strong personal attachment to my organisation	46%
3e.	My performance is assessed against clear criteria	46%
7b.	My organisation is making the necessary improvements to meet our future challenges	47%
7d.	There is good co-operation between teams across our organisation	51%
6a.	I believe senior managers provide clear direction for the future of the organisation	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

14.	I believe action will be taken on the results from this survey by my organisation	67%	53%
1f.	I am able to keep my work stress at an acceptable level	69%	58%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	85%	74%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	75%	65%
7h.	My organisation generally selects capable people to do the job	81%	72%
1e.	I am satisfied with my job	65%	57%
1a.	I understand what is expected of me to do well in my role	88%	81%
1b.	I am provided with the support I need to do my best at work	73%	66%
2c.	I receive help and support from other members of my workgroup	88%	82%
3e.	My performance is assessed against clear criteria	46%	41%

## - LEAST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

7b.	My organisation is making the necessary improvements to meet our future challenges	47%	65%
7k.	I feel a strong personal attachment to my organisation	46%	60%
9a.	I have confidence in the ways my organisation resolves grievances	31%	44%
7c.	I feel that change is managed well in my organisation	29%	42%
7f.	My organisation is committed to developing its employees	55%	67%
6d.	Senior managers encourage innovation by employees	53%	63%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	58%	67%
2e.	People in my workgroup treat each other with respect	82%	89%
5h.	My manager appropriately deals with employees who perform poorly	35%	43%
6b.	I feel that senior managers effectively lead and manage change	41%	48%



### 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'.

# BUSINESS UNIT COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Independent Pricing and Regulatory Tribunal

The Engagement Score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in a group.

Significant differences have been highlighted to demonstrate best practice and areas that require attention.

	Independent Pricing and Regulatory Tribunal	Industry Teams	Support Staff
NUMBER OF RESPONDENTS	114	90	20
EMPLOYEE ENGAGEMENT	64%	64%	64%
ENGAGEMENT WITH WORK	70%	71%	63%
SENIOR MANAGERS	54%	53%	51%
COMMUNICATION	73%	75%	62%
HIGH PERFORMANCE	69%	69%	68%
PUBLIC SECTOR VALUES	71%	72%	64%
DIVERSITY & INCLUSION	80%	81%	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 10 RESPONDENTS



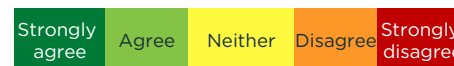
## EXPLORE THE FULL RESULTS

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	64% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	17	49	20	8	66%	63%	60%
Q7j. I am proud to tell others I work for my organisation	22	47	24		69%	70%	68%
Q7k. I feel a strong personal attachment to my organisation	15	32	35	13	46%	60%	63%
Q7l. My organisation motivates me to help it achieve its objectives	15	43	25	13	58%	57%	53%
Q7m. My organisation inspires me to do the best in my job	17	37	28	10	55%	60%	53%

KEY





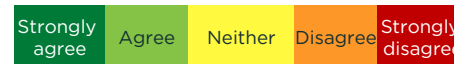
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ENGAGEMENT WITH WORK	70% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	20	53	15		73%	72%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	32	39	14	10	70%	72%	72%
Q1e. I am satisfied with my job	19	46	18	12	65%	57%	68%

KEY







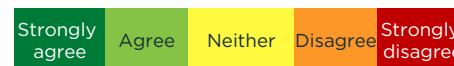
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SENIOR MANAGERS	54% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	14	38	21	18	10	52%	58%	48%
Q6b. I feel that senior managers effectively lead and manage change	9	32	23	21	14	41%	48%	44%
Q6c. I feel that senior managers model the values of my organisation	17	44	20	9	10	61%	58%	48%
Q6d. Senior managers encourage innovation by employees	15	38	19	18	10	53%	63%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	20	38	28	8		58%	67%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	20	48	20			68%	69%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	18	48	14	14		66%	66%	45%
Q6h. I feel that senior managers listen to employees	16	40	22	12	11	56%	57%	41%
Q7c. I feel that change is managed well in my organisation		23	25	24	23	29%	42%	39%

KEY





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COMMUNICATION	73% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q5c. My manager communicates effectively with me	33	43	11	7	76%	78%	70%
Q5d. My manager encourages and values employee input	43	41			84%	79%	71%
Q5e. My manager involves my workgroup in decisions about our work	39	40	8	7	80%	75%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	18	48	14	14	66%	66%	45%
Q6h. I feel that senior managers listen to employees	16	40	22	12	56%	57%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	32	46	10		78%	80%	66%

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.

	HIGH PERFORMANCE					69% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	34	54	9				88%	81%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	39	45	7	7			83%	80%	78%
Q3f. I have received appropriate training and development to do my job well	13	41	26	14			54%	55%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	38	45	8	8			82%	77%	72%
Q5f. I have confidence in the decisions my manager makes	39	39	10	8			77%	78%	67%
Q6d. Senior managers encourage innovation by employees	15	38	19	18	10		53%	63%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	20	38	28	8			58%	67%	51%
Q7a. My organisation focuses on improving the work we do	33	52					85%	83%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	15	33	30	15	8		47%	65%	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.

	HIGH PERFORMANCE					69% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	8	43	26	16		51%	50%	47%			
Q7h. My organisation generally selects capable people to do the job	20	61	11			81%	72%	52%			

### KEY





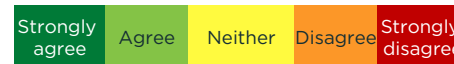
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PUBLIC SECTOR VALUES	71% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
	Strongly agree	Agree	Neither	Disagree	Strongly disagree			
Q2a. My workgroup strives to achieve customer/client satisfaction	36	49	7			85%	91%	85%
Q2e. People in my workgroup treat each other with respect	46	36	9			82%	89%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	38	45	8	8		82%	77%	72%
Q5b. My manager listens to what I have to say	46	40				86%	81%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation	14	38	21	18	10	52%	58%	48%
Q6c. I feel that senior managers model the values of my organisation	17	44	20	9	10	61%	58%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	20	48	20			68%	69%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	18	48	14	14		66%	66%	45%
Q6h. I feel that senior managers listen to employees	16	40	22	12	11	56%	57%	41%

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.

PUBLIC SECTOR VALUES		71% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		33	52	10	10	10	85%	83%	69%
Q7e. People in my organisation take responsibility for their own actions		12	47	21	10	10	59%	59%	47%

KEY





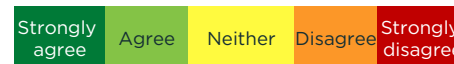
## EXPLORE THE FULL RESULTS

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DIVERSITY & INCLUSION	80% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	24	49	10	14	73%	66%	63%
Q5b. My manager listens to what I have to say	46	40			86%	81%	75%
Q5d. My manager encourages and values employee input	43	41			84%	79%	71%
Q6i. Senior managers in my organisation support the career advancement of women	38	43	17		81%	78%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	28	48	13		76%	78%	74%
Q8b. Personal background is not a barrier to success in my organisation	29	48	16		77%	-	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	32	46	10		78%	80%	66%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	35	50	10		85%	74%	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	66% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	12	40	29	11	8	52%	-	35%
Q7h. My organisation generally selects capable people to do the job	20	61	11			81%	72%	52%

KEY







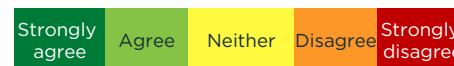
## EXPLORE THE FULL RESULTS

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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.

PERFORMANCE FRAMEWORK & DEVELOPMENT	56% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		75%	65%	63%
Q3e. My performance is assessed against clear criteria		46%	41%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation		41%	45%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do		82%	81%	67%
Q5h. My manager appropriately deals with employees who perform poorly		35%	43%	44%
Q7f. My organisation is committed to developing its employees		55%	67%	50%

KEY

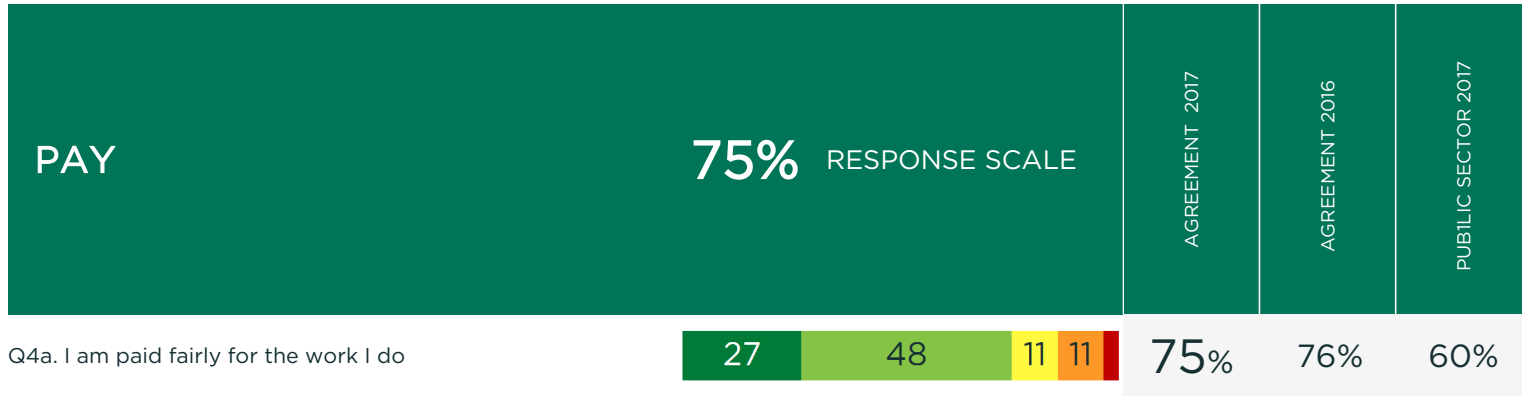




## EXPLORE THE FULL RESULTS

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	77% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017			
Q1b. I am provided with the support I need to do my best at work	24	49	10	14	73%	66%	63%	
Q1f. I am able to keep my work stress at an acceptable level	18	51	12	11	7	69%	58%	59%
Q2c. I receive help and support from other members of my workgroup	46	42				88%	82%	81%
Q2d. There is good team spirit in my workgroup	44	35	10			79%	74%	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.

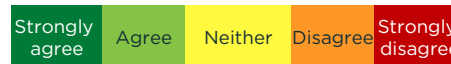
## ACTION ABOUT SURVEY RESULTS

67% RESPONSE SCALE

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



KEY

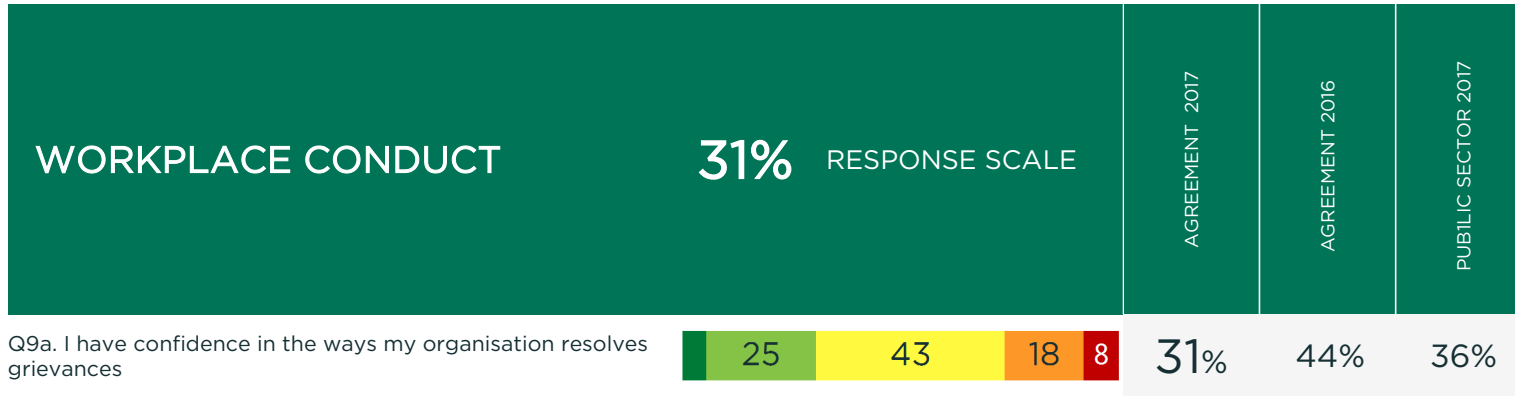




## EXPLORE THE FULL RESULTS

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
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives			
Yes		48%	67%
No		52%	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		47%	57%
No		53%	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		49%	41%
No		51%	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		35%	30%
Lack of visible opportunities		42%	31%
Lack of promotion opportunities		47%	30%
Lack of support from my manager / supervisor		13%	14%
Geographic location considerations		9%	28%
Personal / family considerations		19%	33%
Insufficient training and development		19%	16%
Lack of required capabilities or experience		15%	11%
Lack of support for temporary assignments/secondments		16%	15%
The application/recruitment process is too cumbersome or time consuming		19%	23%
Other		6%	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		11%	25%
No		76%	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		50%	63%
No		50%	35%
Don't know	(r)		



## 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		59%	58%
Don't know		14%	9%

**Q10d.** In the last 12 months I have been subjected to bullying at work

Yes		10%	18%
No		83%	76%
Don't know		7%	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		27%	22%
Your immediate manager/supervisor		55%	24%
A fellow worker at your level		18%	27%
A subordinate	(r)		
A client or customer	(r)		
A member of the public other than a client or customer	(r)		
Other	(r)		
Prefer not to say	(r)		

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		50%
Female		47%
Other		3%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		2%
25 -29	■	10%
30 - 34	■	20%
35 - 39	■	13%
40 - 44	■	19%
45 - 49	■	18%
50 - 54	■	8%
55 - 59		4%
60 - 64		3%
65+		3%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you speak a language other than English at home?</b>		
Yes		21%
No		71%
Prefer not to say		8%
<b>Are you of Aboriginal and/or Torres Strait Islander origin?</b>		
Yes		%
No		94%
Prefer not to say		6%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

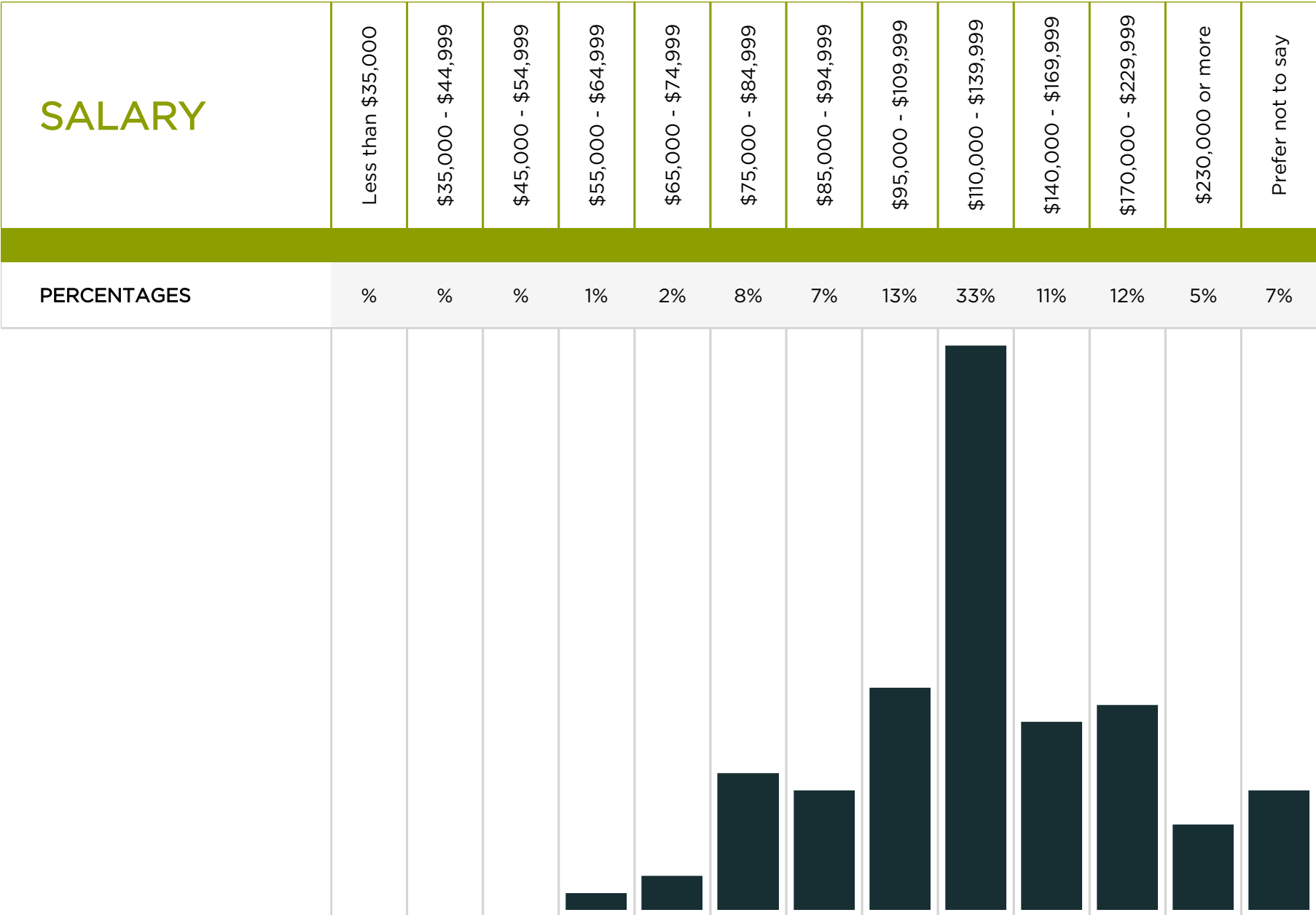
	RESPONSE SCALE	PERCENTAGE
<b>Do you have a disability?</b>		
Yes		3%
No		91%
Prefer not to say		6%
<b>Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?</b>		
Yes		1%
No		90%
Prefer not to say		9%

# 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.

	Independent Pricing and Regulatory Tribunal	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>	114	1	3	5	15	38	7	15	5	19
<b>EMPLOYEE ENGAGEMENT</b>	64%	(r)	(r)	(r)	(r)	65%	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	70%	(r)	(r)	(r)	(r)	75%	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	54%	(r)	(r)	(r)	(r)	61%	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	73%	(r)	(r)	(r)	(r)	76%	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	69%	(r)	(r)	(r)	(r)	71%	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	71%	(r)	(r)	(r)	(r)	74%	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	80%	(r)	(r)	(r)	(r)	83%	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

# 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.

	Independent Pricing and Regulatory Tribunal	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	114	0	0	0	1	2	9	8	14	36	12	13	5	8
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	76%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	50%	(r)	(r)	(r)	(r)
COMMUNICATION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	73%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	66%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79%	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

# 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.

	Independent Pricing and Regulatory Tribunal	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>	114	11	18	29	30	19	0
<b>EMPLOYEE ENGAGEMENT</b>	64%	(r)	(r)	(r)	58%	(r)	(r)
ENGAGEMENT WITH WORK	70%	(r)	(r)	(r)	71%	(r)	(r)
SENIOR MANAGERS	54%	(r)	(r)	(r)	51%	(r)	(r)
COMMUNICATION	73%	(r)	(r)	(r)	65%	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	65%	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	67%	(r)	(r)
DIVERSITY & INCLUSION	80%	(r)	(r)	(r)	75%	(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

# 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.

	Independent Pricing and Regulatory Tribunal	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	114	0	2	11	21	14	20	19	9	4	3	3
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW  
CUT OFF LIMIT OF 30 RESPONDENTS

# 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.

	Independent Pricing and Regulatory Tribunal	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>114</b>	<b>54</b>	<b>51</b>	<b>3</b>
<b>EMPLOYEE ENGAGEMENT</b>	64%	64%	66%	(r)
ENGAGEMENT WITH WORK	70%	69%	74%	(r)
SENIOR MANAGERS	54%	57%	51%	(r)
COMMUNICATION	73%	72%	79%	(r)
HIGH PERFORMANCE	69%	72%	69%	(r)
PUBLIC SECTOR VALUES	71%	71%	73%	(r)
DIVERSITY & INCLUSION	80%	80%	85%	(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.

# 67%

of employees replied favourably to:

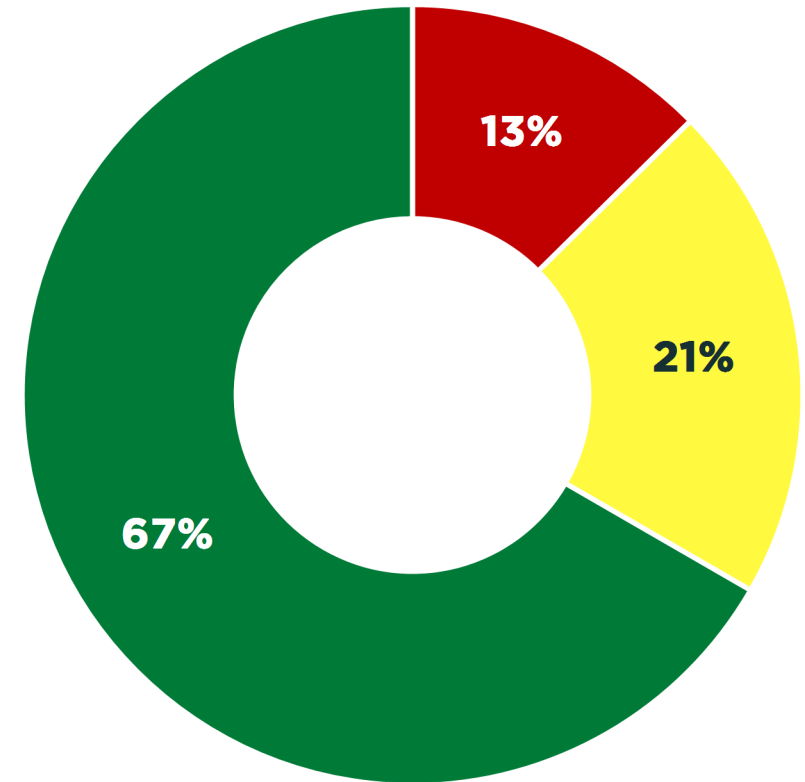
**'I believe action will be taken on the results from this survey by my organisation.'**

## 34%

SECTOR

## 53%

2016



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

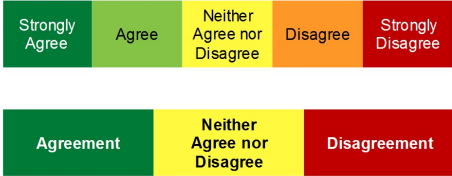
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.