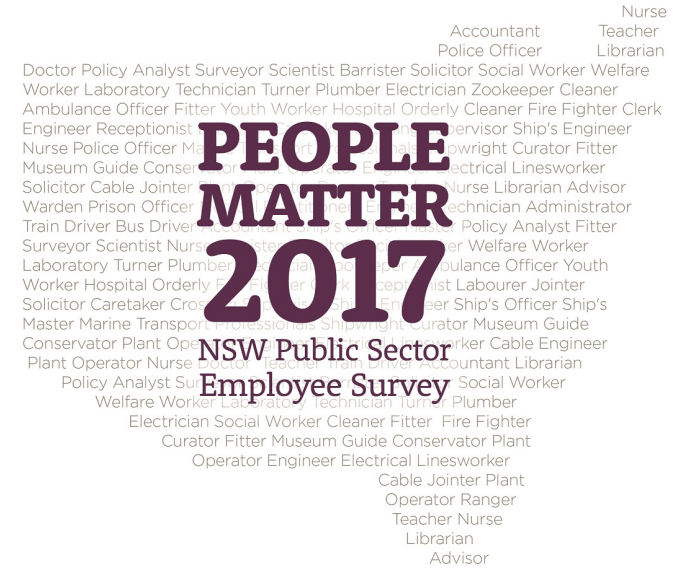

PEOPLE MATTER 2017

NSW Public Sector Employee Survey



AGENCY REPORT

Information and Privacy Commission

RESPONSE RATE

75%

18 OF 24 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

65%

DIFFERENCE FROM 2016 **+12**

DIFFERENCE FROM PUBLIC SECTOR **+1**

SENIOR MANAGERS

61%

DIFFERENCE FROM 2016 **+10**

DIFFERENCE FROM PUBLIC SECTOR **+14**

COMMUNICATION

67%

DIFFERENCE FROM 2016 **-2**

DIFFERENCE FROM PUBLIC SECTOR **+8**



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

63%

DIFFERENCE FROM PUBLIC SECTOR **-9**

HIGH PERFORMANCE

77%

DIFFERENCE FROM PUBLIC SECTOR **+14**

PUBLIC SECTOR VALUES

73%

DIFFERENCE FROM PUBLIC SECTOR **+13**

DIVERSITY & INCLUSION

83%

DIFFERENCE FROM PUBLIC SECTOR **+16**

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.

** As your organisation received less than 30 responses, the key drivers are taken from the questions for the Public Sector.

| | | AGREEMENT | % AGREEMENT 2016 | % AGREEMENT PUBLIC SECTOR |
|---|---|------------|---------------------|---------------------------------|
| 1 | Q7f. My organisation is committed to developing its employees | 59% | 65% | 50% |
| 2 | Q7c. I feel that change is managed well in my organisation | 35% | 35% | 39% |
| 3 | Q7a. My organisation focuses on improving the work we do | 88% | 76% | 69% |
| 4 | Q7b. My organisation is making the necessary improvements to meet our future challenges | 65% | 53% | 57% |
| 5 | Q1c. My job gives me a feeling of personal accomplishment | 61% | 67% | 75% |
| 6 | Q3g. I am satisfied with the opportunities available for career development in my organisation | 28% | 17% | 48% |

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

| | | |
|-----|---|------|
| 2a. | My workgroup strives to achieve customer/client satisfaction | 100% |
| 8b. | Personal background is not a barrier to success in my organisation | 94% |
| 8c. | I am able to speak up and share a different view to my colleagues and manager | 94% |
| 6i. | Senior managers in my organisation support the career advancement of women | 89% |
| 2b. | My workgroup works collaboratively to achieve its objectives | 89% |
| 1a. | I understand what is expected of me to do well in my role | 89% |
| 2e. | People in my workgroup treat each other with respect | 89% |
| 7a. | My organisation focuses on improving the work we do | 88% |
| 6e. | Senior managers promote collaboration between my organisation and other organisations we work with | 83% |
| 8a. | My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas) | 83% |

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

| | | |
|-----|---|-----|
| 3g. | I am satisfied with the opportunities available for career development in my organisation | 28% |
| 7c. | I feel that change is managed well in my organisation | 35% |
| 3e. | My performance is assessed against clear criteria | 39% |
| 5h. | My manager appropriately deals with employees who perform poorly | 44% |
| 9a. | I have confidence in the ways my organisation resolves grievances | 44% |
| 14. | I believe action will be taken on the results from this survey by my organisation | 44% |
| 6h. | I feel that senior managers listen to employees | 50% |
| 7k. | I feel a strong personal attachment to my organisation | 50% |
| 6a. | I believe senior managers provide clear direction for the future of the organisation | 50% |
| 7g. | I have confidence in the way recruitment decisions are made | 53% |



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

| | AGREEMENT 2017 | AGREEMENT 2016 |
|---|-------------------|-------------------|
| 7i. I would recommend my organisation as a great place to work | 67% | 18% |
| 7d. There is good co-operation between teams across our organisation | 71% | 35% |
| 6d. Senior managers encourage innovation by employees | 72% | 41% |
| 7j. I am proud to tell others I work for my organisation | 72% | 41% |
| 7m. My organisation inspires me to do the best in my job | 72% | 41% |
| 7e. People in my organisation take responsibility for their own actions | 71% | 41% |
| 1f. I am able to keep my work stress at an acceptable level | 67% | 39% |
| 14. I believe action will be taken on the results from this survey by my organisation | 44% | 19% |
| 3f. I have received appropriate training and development to do my job well | 72% | 50% |
| 9a. I have confidence in the ways my organisation resolves grievances | 44% | 24% |

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017
AGREEMENT
2016

| | AGREEMENT 2017 | AGREEMENT 2016 |
|---|-------------------|-------------------|
| 2c. I receive help and support from other members of my workgroup | 83% | 100% |
| 3e. My performance is assessed against clear criteria | 39% | 56% |
| 5c. My manager communicates effectively with me | 67% | 83% |
| 5f. I have confidence in the decisions my manager makes | 67% | 81% |
| 5d. My manager encourages and values employee input | 76% | 89% |
| 5b. My manager listens to what I have to say | 83% | 94% |
| 5e. My manager involves my workgroup in decisions about our work | 61% | 72% |
| 8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas) | 83% | 94% |
| 7h. My organisation generally selects capable people to do the job | 72% | 81% |
| 7f. My organisation is committed to developing its employees | 59% | 65% |



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'.



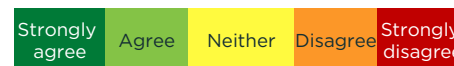
EXPLORE THE FULL RESULTS

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 | 65% RESPONSE SCALE | AGREEMENT 2017 | AGREEMENT 2016 | PUBLIC LIC SECTOR 2017 |
|---|--------------------|----------------|----------------|------------------------|
| Q7i. I would recommend my organisation as a great place to work | | 67% | 18% | 60% |
| Q7j. I am proud to tell others I work for my organisation | | 72% | 41% | 68% |
| Q7k. I feel a strong personal attachment to my organisation | | 50% | 38% | 63% |
| Q7l. My organisation motivates me to help it achieve its objectives | | 61% | 53% | 53% |
| Q7m. My organisation inspires me to do the best in my job | | 72% | 41% | 53% |

KEY





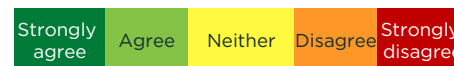
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

| ENGAGEMENT WITH WORK | 63% RESPONSE SCALE | | | | AGREEMENT 2017 | AGREEMENT 2016 | PUBLIC LIC SECTOR 2017 |
|---|--------------------|----|----|----|----------------|----------------|------------------------|
| Q1c. My job gives me a feeling of personal accomplishment | 17 | 44 | 28 | 11 | 61% | 67% | 75% |
| Q1d. I feel motivated to contribute more than what is normally required at work | 28 | 39 | 28 | | 67% | 61% | 72% |
| Q1e. I am satisfied with my job | 17 | 44 | 28 | 11 | 61% | 44% | 68% |

KEY





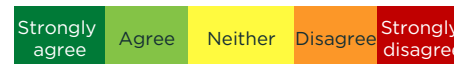
EXPLORE THE FULL RESULTS

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

| SENIOR MANAGERS | 61% RESPONSE SCALE | | | | AGREEMENT 2017 | AGREEMENT 2016 | PUBLIC LIC SECTOR 2017 |
|---|--------------------|----|----|----|----------------|----------------|------------------------|
| Q6a. I believe senior managers provide clear direction for the future of the organisation | 22 | 28 | 33 | 11 | 50% | 47% | 48% |
| Q6b. I feel that senior managers effectively lead and manage change | 28 | 33 | 22 | 11 | 61% | 50% | 44% |
| Q6c. I feel that senior managers model the values of my organisation | 33 | 39 | 11 | 11 | 72% | 59% | 48% |
| Q6d. Senior managers encourage innovation by employees | 22 | 50 | 22 | | 72% | 41% | 48% |
| Q6e. Senior managers promote collaboration between my organisation and other organisations we work with | 28 | 56 | 11 | | 83% | 76% | 51% |
| Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives | 33 | 39 | 22 | | 72% | 71% | 60% |
| Q6g. I feel that senior managers keep employees informed about what's going on | 33 | 22 | 22 | 22 | 56% | 41% | 45% |
| Q6h. I feel that senior managers listen to employees | 22 | 28 | 33 | 17 | 50% | 47% | 41% |
| Q7c. I feel that change is managed well in my organisation | 12 | 24 | 35 | 24 | 35% | 35% | 39% |

KEY





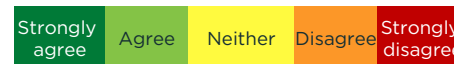
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

| COMMUNICATION | 67% RESPONSE SCALE | | | | AGREEMENT 2017 | AGREEMENT 2016 | PUBLIC LIC SECTOR 2017 |
|--|--------------------|----|----|----|----------------|----------------|------------------------|
| Q5c. My manager communicates effectively with me | 44 | 22 | 22 | 11 | 67% | 83% | 70% |
| Q5d. My manager encourages and values employee input | 35 | 41 | 18 | | 76% | 89% | 71% |
| Q5e. My manager involves my workgroup in decisions about our work | 33 | 28 | 33 | | 61% | 72% | 65% |
| Q6g. I feel that senior managers keep employees informed about what's going on | 33 | 22 | 22 | 22 | 56% | 41% | 45% |
| Q6h. I feel that senior managers listen to employees | 22 | 28 | 33 | 17 | 50% | 47% | 41% |
| Q8c. I am able to speak up and share a different view to my colleagues and manager | 28 | 67 | | | 94% | 82% | 66% |

KEY





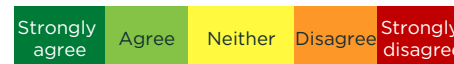
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

| HIGH PERFORMANCE | 77% RESPONSE SCALE | | | AGREEMENT 2017 | AGREEMENT 2016 | PUBLIC SECTOR 2017 | |
|---|--------------------|----|----|----------------|----------------|--------------------|-----|
| Q1a. I understand what is expected of me to do well in my role | 28 | 61 | 11 | 89% | 78% | 90% | |
| Q2b. My workgroup works collaboratively to achieve its objectives | 33 | 56 | 11 | 89% | 89% | 78% | |
| Q3f. I have received appropriate training and development to do my job well | | 67 | 22 | 72% | 50% | 62% | |
| Q5a. My manager encourages people in my workgroup to keep improving the work they do | 28 | 50 | 22 | 78% | 78% | 72% | |
| Q5f. I have confidence in the decisions my manager makes | 44 | 22 | 22 | 11 | 67% | 81% | 67% |
| Q6d. Senior managers encourage innovation by employees | 22 | 50 | 22 | | 72% | 41% | 48% |
| Q6e. Senior managers promote collaboration between my organisation and other organisations we work with | 28 | 56 | 11 | | 83% | 76% | 51% |
| Q7a. My organisation focuses on improving the work we do | 29 | 59 | | | 88% | 76% | 69% |
| Q7b. My organisation is making the necessary improvements to meet our future challenges | 24 | 41 | 24 | 12 | 65% | 53% | 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.

| | 77% RESPONSE SCALE | | | | AGREEMENT 2017 | AGREEMENT 2016 | PUBLIC LIC SECTOR 2017 |
|---|--------------------|----|----|--|----------------|----------------|------------------------|
| Q7d. There is good co-operation between teams across our organisation | 35 | 35 | 24 | | 71% | 35% | 47% |
| Q7h. My organisation generally selects capable people to do the job | 39 | 33 | 28 | | 72% | 81% | 52% |

KEY





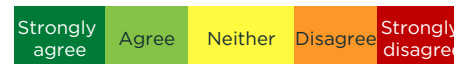
EXPLORE THE FULL RESULTS

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.

| PUBLIC SECTOR VALUES | 73% RESPONSE SCALE | | AGREEMENT 2017 | AGREEMENT 2016 | PUBLIC SECTOR 2017 | | |
|---|--------------------|-------|----------------|----------------|--------------------|-----|-----|
| | Strongly agree | Agree | | | | | |
| Q2a. My workgroup strives to achieve customer/client satisfaction | 33 | 67 | 100% | 100% | 85% | | |
| Q2e. People in my workgroup treat each other with respect | 50 | 39 | 11 | 89% | 83% | 74% | |
| Q5a. My manager encourages people in my workgroup to keep improving the work they do | 28 | 50 | 22 | 78% | 78% | 72% | |
| Q5b. My manager listens to what I have to say | 44 | 39 | 11 | 83% | 94% | 75% | |
| Q6a. I believe senior managers provide clear direction for the future of the organisation | 22 | 28 | 33 | 11 | 50% | 47% | 48% |
| Q6c. I feel that senior managers model the values of my organisation | 33 | 39 | 11 | 11 | 72% | 59% | 48% |
| Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives | 33 | 39 | 22 | | 72% | 71% | 60% |
| Q6g. I feel that senior managers keep employees informed about what's going on | 33 | 22 | 22 | 22 | 56% | 41% | 45% |
| Q6h. I feel that senior managers listen to employees | 22 | 28 | 33 | 17 | 50% | 47% | 41% |

KEY





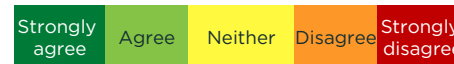
EXPLORE THE FULL RESULTS

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 | | 73% RESPONSE SCALE | | AGREEMENT 2017 | AGREEMENT 2016 | PUBLIC SECTOR 2017 |
|--|--|--------------------|--|----------------|----------------|--------------------|
| Q7a. My organisation focuses on improving the work we do | | | | 88% | 76% | 69% |
| Q7e. People in my organisation take responsibility for their own actions | | | | 71% | 41% | 47% |

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.

| DIVERSITY & INCLUSION | 83% RESPONSE SCALE | | | | AGREEMENT 2017 | AGREEMENT 2016 | PUBLIC SECTOR 2017 |
|--|--------------------|----|----|----|----------------|----------------|--------------------|
| Q1b. I am provided with the support I need to do my best at work | 22 | 44 | 17 | 17 | 67% | 50% | 63% |
| Q5b. My manager listens to what I have to say | 44 | 39 | 11 | | 83% | 94% | 75% |
| Q5d. My manager encourages and values employee input | 35 | 41 | | 18 | 76% | 89% | 71% |
| Q6i. Senior managers in my organisation support the career advancement of women | 50 | 39 | 11 | | 89% | 76% | 58% |
| Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas) | 33 | 50 | 17 | | 83% | 94% | 74% |
| Q8b. Personal background is not a barrier to success in my organisation | 33 | 61 | | | 94% | - | 74% |
| Q8c. I am able to speak up and share a different view to my colleagues and manager | 28 | 67 | | | 94% | 82% | 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 | 61 | 17 | | 78% | 71% | 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 | 63% RESPONSE SCALE | | | AGREEMENT 2017 | AGREEMENT 2016 | PUBLIC LIC SECTOR 2017 |
|---|--------------------|----|----|----------------|----------------|------------------------|
| Q7g. I have confidence in the way recruitment decisions are made | 35 | 18 | 47 | 53% | - | 35% |
| Q7h. My organisation generally selects capable people to do the job | 39 | 33 | 28 | 72% | 81% | 52% |

KEY





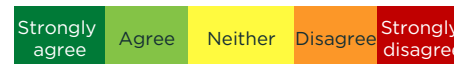
EXPLORE THE FULL RESULTS

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 | 53% RESPONSE SCALE | | | | AGREEMENT 2017 | AGREEMENT 2016 | PUBLIC SECTOR 2017 |
|---|--------------------|----|----|----|----------------|----------------|--------------------|
| Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results | 11 | 56 | 33 | | 67% | 72% | 63% |
| Q3e. My performance is assessed against clear criteria | 11 | 28 | 50 | 11 | 39% | 56% | 54% |
| Q3g. I am satisfied with the opportunities available for career development in my organisation | 11 | 17 | 44 | 22 | 28% | 17% | 48% |
| Q5g. My manager provides acknowledgement or other recognition for the work I do | 39 | 44 | 11 | | 83% | 75% | 67% |
| Q5h. My manager appropriately deals with employees who perform poorly | 17 | 28 | 44 | 11 | 44% | 25% | 44% |
| Q7f. My organisation is committed to developing its employees | 24 | 35 | 24 | 12 | 59% | 65% | 50% |

KEY

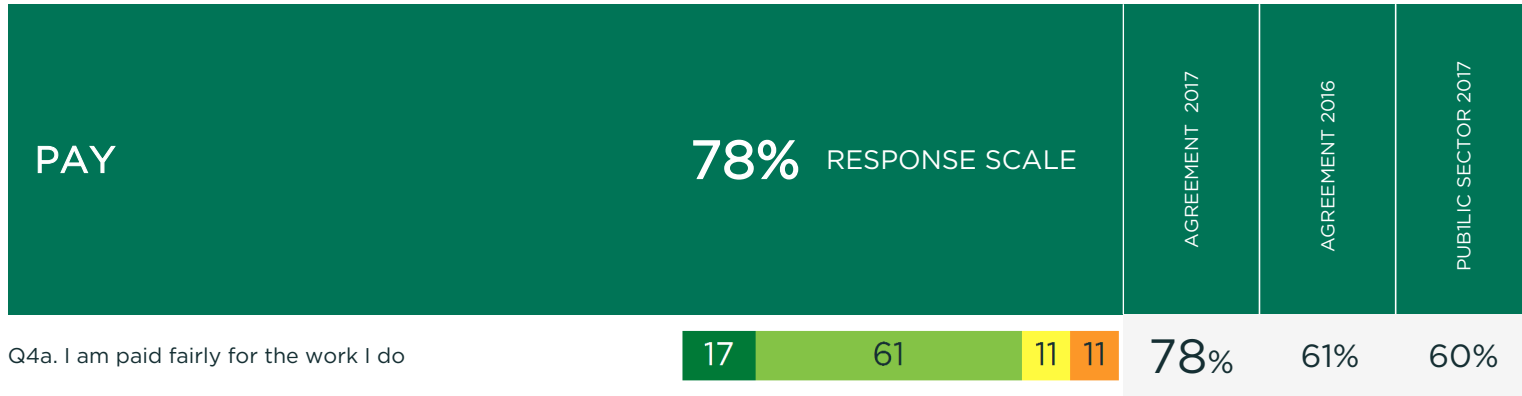




EXPLORE THE FULL RESULTS

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





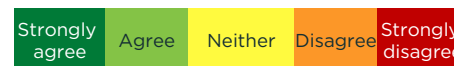
EXPLORE THE FULL RESULTS

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 | 72% 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 | 22 | 44 | 17 | 17 | 67% | 50% | 63% |
| Q1f. I am able to keep my work stress at an acceptable level | | 61 | | 33 | 67% | 39% | 59% |
| Q2c. I receive help and support from other members of my workgroup | 28 | 56 | | 17 | 83% | 100% | 81% |
| Q2d. There is good team spirit in my workgroup | 39 | 33 | | 28 | 72% | 61% | 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.

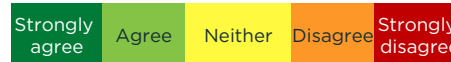
ACTION ABOUT SURVEY RESULTS

44% RESPONSE SCALE

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



KEY

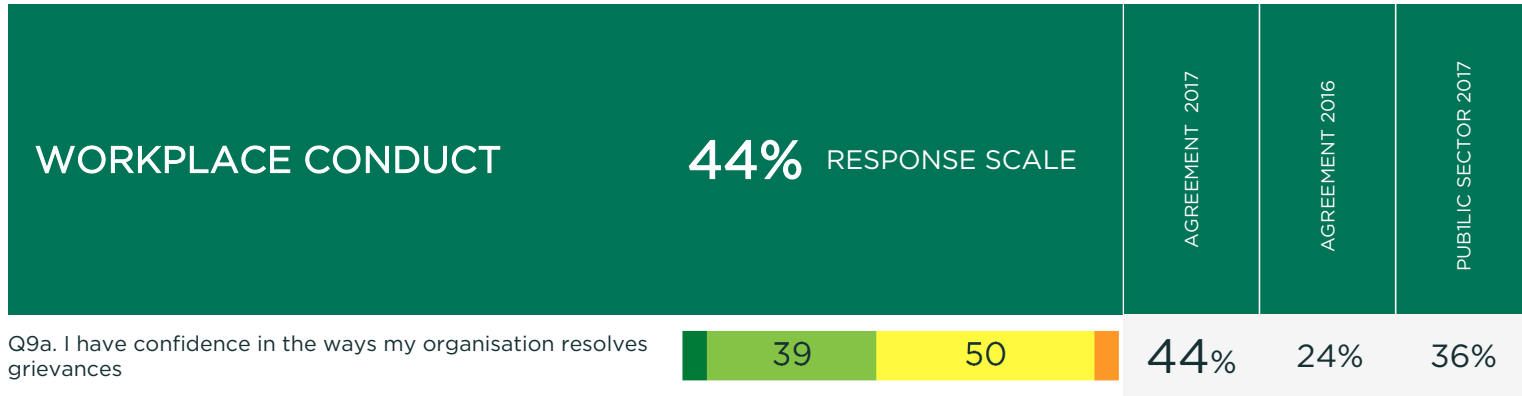




EXPLORE THE FULL RESULTS

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 |
|--|----------------|------|--------------------|
| Q3a. I have a current performance and development plan that sets out my individual objectives | | | |
| Yes | | 56% | 67% |
| No | | 44% | 33% |
| Q3b. I have informal feedback conversations with my manager | | | |
| Yes | | 83% | 75% |
| No | | 17% | 25% |
| Q3c. I have scheduled feedback conversations with my manager | | | |
| Yes | | 56% | 57% |
| No | | 44% | 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 | | 67% | 41% |
| No | | 33% | 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 | | 44% | 30% |
| Lack of visible opportunities | | 39% | 31% |
| Lack of promotion opportunities | | 33% | 30% |
| Geographic location considerations | | 33% | 28% |
| Personal / family considerations | | 22% | 33% |
| Insufficient training and development | | 6% | 16% |
| Lack of required capabilities or experience | | 11% | 11% |
| Lack of support for temporary assignments/secondments | | 6% | 15% |
| The application/recruitment process is too cumbersome or time consuming | | 39% | 23% |
| Other | | 11% | 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 |  | 6% | 25% |
| No |  | 94% | 62% |
| Don't know | | % | 13% |

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

| | |
|------------|-----|
| Yes | (r) |
| No | (r) |
| 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 | | 11% | 33% |
| No | | 78% | 58% |
| Don't know | | 11% | 9% |
| Q10d. In the last 12 months I have been subjected to bullying at work | | | |
| Yes | | 6% | 18% |
| No | | 94% | 76% |
| Don't know | (r) | | |



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.

| | |
|--|-----|
| A senior manager | (r) |
| Your immediate manager/supervisor | (r) |
| A fellow worker at your level | (r) |
| 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) |



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.

44%

of employees replied favourably to:

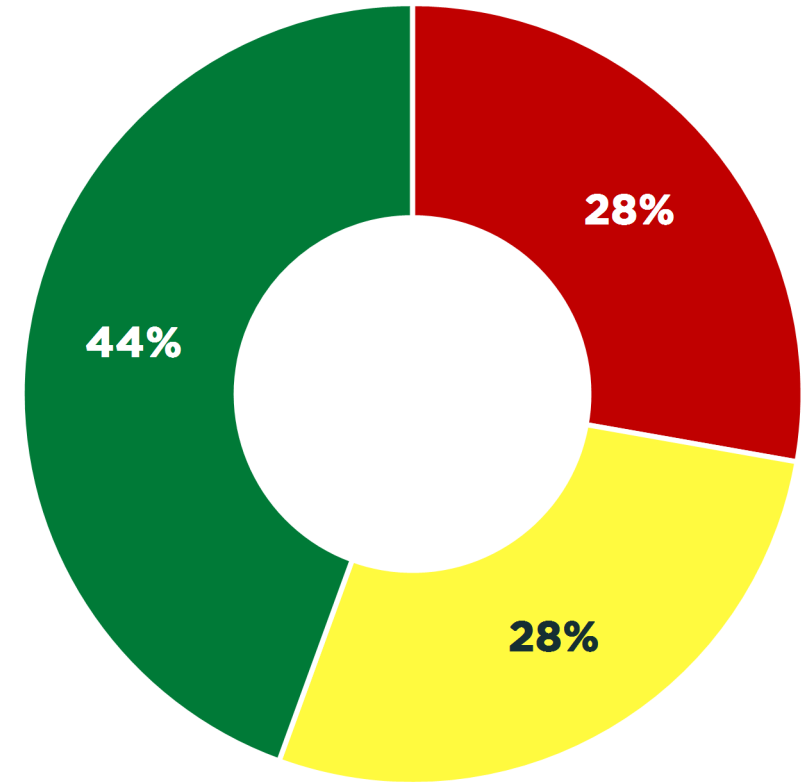
'I believe action will be taken on the results from this survey by my organisation.'

34%

SECTOR

19%

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

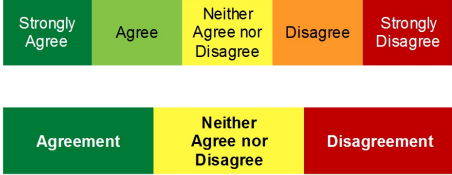
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.