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# PEOPLE MATTER 2017

## NSW Public Sector Employee Survey

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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  
Plant Operator  
Engineer  
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  
Cleaner  
Fire Fighter  
Clerk  
Solicitor  
Caretaker  
Cross  
Ship's Officer  
Ship's Master  
Marine Transport  
Professional  
Shipwright  
Curator  
Museum Guide  
Conservator  
Plant Operator  
Engineer  
Cable Jointer  
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

# PEOPLE MATTER 2017 NSW Public Sector Employee Survey

AGENCY REPORT

Law Enforcement Conduct Commission

## RESPONSE RATE

# 49%

39 OF 80 RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 61%

DIFFERENCE FROM PUBLIC SECTOR -4

## SENIOR MANAGERS

# 43%

DIFFERENCE FROM PUBLIC SECTOR -4

## COMMUNICATION

# 66%

DIFFERENCE FROM PUBLIC SECTOR +6



## 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

# 55%

DIFFERENCE FROM PUBLIC SECTOR -8

## PUBLIC SECTOR VALUES

# 58%

DIFFERENCE FROM PUBLIC SECTOR -2

## DIVERSITY & INCLUSION

# 72%

DIFFERENCE FROM PUBLIC SECTOR +4

# 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 PUBLIC SECTOR
1	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	54%	57%
2	<b>Q7a.</b> My organisation focuses on improving the work we do	54%	69%
3	<b>Q7c.</b> I feel that change is managed well in my organisation	26%	39%
4	<b>Q6h.</b> I feel that senior managers listen to employees	49%	41%
5	<b>Q6a.</b> I believe senior managers provide clear direction for the future of the organisation	44%	48%
6	<b>Q6c.</b> I feel that senior managers model the values of my organisation	46%	48%

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

8b.	Personal background is not a barrier to success in my organisation	<b>84%</b>
1a.	I understand what is expected of me to do well in my role	<b>82%</b>
1f.	I am able to keep my work stress at an acceptable level	<b>82%</b>
2e.	People in my workgroup treat each other with respect	<b>82%</b>
5b.	My manager listens to what I have to say	<b>79%</b>
5f.	I have confidence in the decisions my manager makes	<b>79%</b>
2a.	My workgroup strives to achieve customer/client satisfaction	<b>79%</b>
2c.	I receive help and support from other members of my workgroup	<b>77%</b>
2d.	There is good team spirit in my workgroup	<b>77%</b>
8c.	I am able to speak up and share a different view to my colleagues and manager	<b>76%</b>

## - LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

9a.	I have confidence in the ways my organisation resolves grievances	<b>16%</b>
7c.	I feel that change is managed well in my organisation	<b>26%</b>
3e.	My performance is assessed against clear criteria	<b>26%</b>
7g.	I have confidence in the way recruitment decisions are made	<b>28%</b>
14.	I believe action will be taken on the results from this survey by my organisation	<b>29%</b>
5h.	My manager appropriately deals with employees who perform poorly	<b>33%</b>
3g.	I am satisfied with the opportunities available for career development in my organisation	<b>36%</b>
6d.	Senior managers encourage innovation by employees	<b>36%</b>
7h.	My organisation generally selects capable people to do the job	<b>36%</b>
7d.	There is good co-operation between teams across our organisation	<b>38%</b>



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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



## 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	61% RESPONSE SCALE					AGREEMENT 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	10	44	23	18		54%	60%
Q7j. I am proud to tell others I work for my organisation	15	38	28	10	8	54%	68%
Q7k. I feel a strong personal attachment to my organisation	21	33	26	21		54%	63%
Q7l. My organisation motivates me to help it achieve its objectives	13	37	29	18		50%	53%
Q7m. My organisation inspires me to do the best in my job	18	36	28	18		54%	53%

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.

ENGAGEMENT WITH WORK	70% RESPONSE SCALE				AGREEMENT 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	23	49	18		72%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	28	41	26		69%	72%
Q1e. I am satisfied with my job	23	46	21	10	69%	68%

KEY





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SENIOR MANAGERS	43% RESPONSE SCALE					AGREEMENT 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	8	36	31	21		44%	48%
Q6b. I feel that senior managers effectively lead and manage change	10	31	28	21	10	41%	44%
Q6c. I feel that senior managers model the values of my organisation	10	36	23	23	8	46%	48%
Q6d. Senior managers encourage innovation by employees	8	28	49	13		36%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	15	31	41	10		46%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	13	38	31	13		51%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	13	36	23	15	13	49%	45%
Q6h. I feel that senior managers listen to employees	10	38	21	18	13	49%	41%
Q7c. I feel that change is managed well in my organisation		21	44	10	21	26%	39%

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.

COMMUNICATION	66% RESPONSE SCALE					AGREEMENT 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me	18	54	21			72%	70%
Q5d. My manager encourages and values employee input	28	46	15	8		74%	71%
Q5e. My manager involves my workgroup in decisions about our work	26	49	18			74%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	13	36	23	15	13	49%	45%
Q6h. I feel that senior managers listen to employees	10	38	21	18	13	49%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	26	50	13			76%	66%

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.

HIGH PERFORMANCE	55% RESPONSE SCALE	AGREEMENT 2017	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role		82%	90%
Q2b. My workgroup works collaboratively to achieve its objectives		74%	78%
Q3f. I have received appropriate training and development to do my job well		44%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		64%	72%
Q5f. I have confidence in the decisions my manager makes		79%	67%
Q6d. Senior managers encourage innovation by employees		36%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		46%	51%
Q7a. My organisation focuses on improving the work we do		54%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges		54%	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.

	55% RESPONSE SCALE			AGREEMENT 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	33	49	8	38%	47%
Q7h. My organisation generally selects capable people to do the job	33	46	15	36%	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	58% RESPONSE SCALE					AGREEMENT 2017	PUBLIC SECTOR 2017
	Strongly agree	Agree	Neither	Disagree	Strongly disagree		
Q2a. My workgroup strives to achieve customer/client satisfaction	26	54	15			79%	85%
Q2e. People in my workgroup treat each other with respect	44	38	18			82%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	26	38	28			64%	72%
Q5b. My manager listens to what I have to say	26	54	13			79%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation	8	36	31	21		44%	48%
Q6c. I feel that senior managers model the values of my organisation	10	36	23	23	8	46%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	13	38	31	13		51%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	13	36	23	15	13	49%	45%
Q6h. I feel that senior managers listen to employees	10	38	21	18	13	49%	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		58% RESPONSE SCALE				AGREEMENT 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do	13	41	33	13	54%	69%	
Q7e. People in my organisation take responsibility for their own actions	41	31	18	10	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		72% RESPONSE SCALE				AGREEMENT 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	15	46	21	13	62%	63%	
Q5b. My manager listens to what I have to say	26	54	13		79%	75%	
Q5d. My manager encourages and values employee input	28	46	15	8	74%	71%	
Q6i. Senior managers in my organisation support the career advancement of women	18	36	44		54%	58%	
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	21	55	21		76%	74%	
Q8b. Personal background is not a barrier to success in my organisation	21	63	11		84%	74%	
Q8c. I am able to speak up and share a different view to my colleagues and manager	26	50	13		76%	66%	
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	21	47	24		68%	57%	

KEY

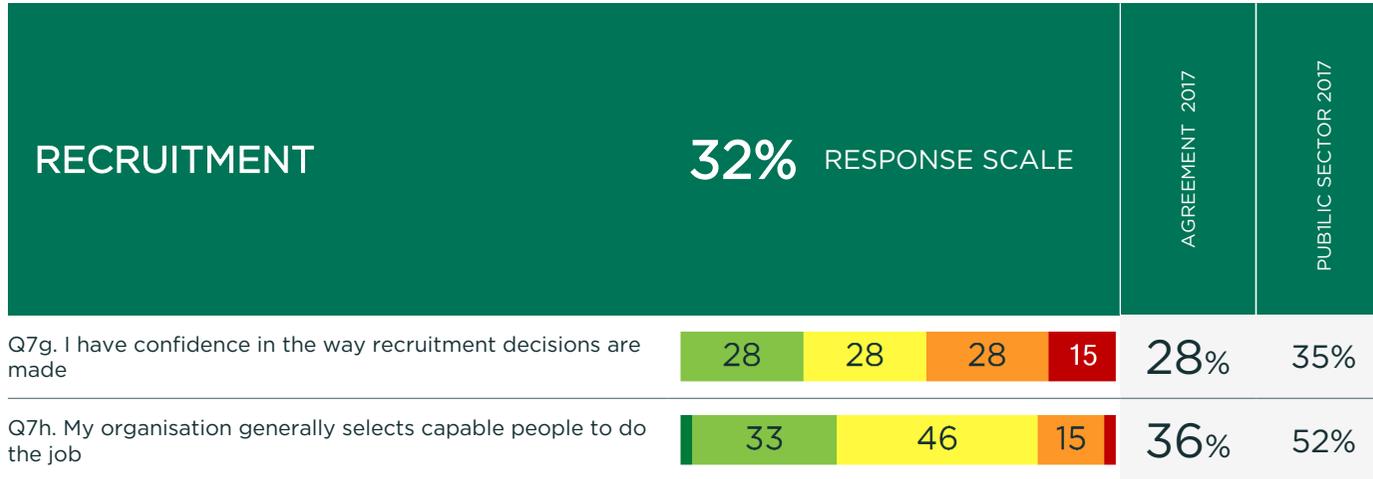




## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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



KEY





## EXPLORE THE FULL RESULTS

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PERFORMANCE FRAMEWORK & DEVELOPMENT	41% RESPONSE SCALE					AGREEMENT 2017	PUBLIC SECTOR 2017
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	10	28	44	15		38%	63%
Q3e. My performance is assessed against clear criteria	10	15	56	15		26%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	13	23	31	26	8	36%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	26	38	28			64%	67%
Q5h. My manager appropriately deals with employees who perform poorly		28	51	10		33%	44%
Q7f. My organisation is committed to developing its employees	8	38	38	13		46%	50%

KEY

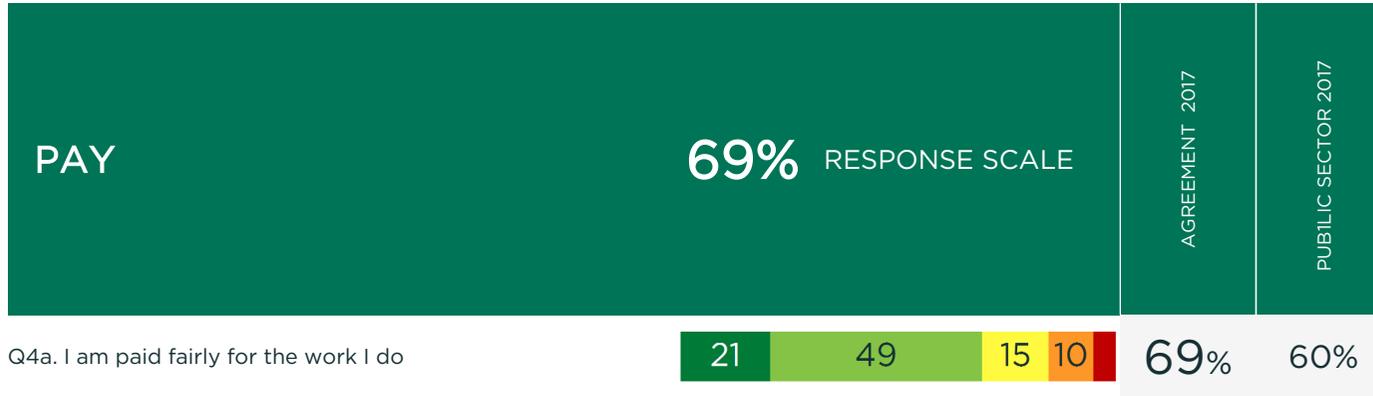




## EXPLORE THE FULL RESULTS

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.

	74% RESPONSE SCALE				AGREEMENT 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	15	46	21	13	62%	63%
Q1f. I am able to keep my work stress at an acceptable level	28	54	13		82%	59%
Q2c. I receive help and support from other members of my workgroup	33	44	18		77%	81%
Q2d. There is good team spirit in my workgroup	33	44	15		77%	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

29% RESPONSE SCALE

AGREEMENT 2017

PUBLIC SECTOR 2017

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



KEY

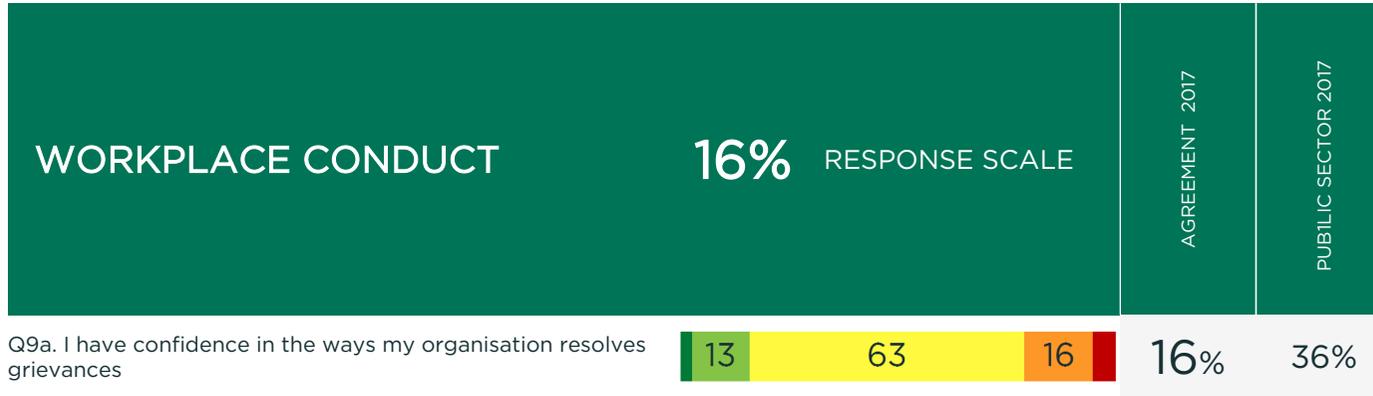




## EXPLORE THE FULL RESULTS

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



15%

67%

No



85%

33%

**Q3b.** I have informal feedback conversations with my manager

Yes



56%

75%

No



44%

25%

**Q3c.** I have scheduled feedback conversations with my manager

Yes



41%

57%

No



59%

43%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	PUBLIC SECTOR 2017
<b>Q3h.</b> 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
<b>Q3i. Are there any barriers preventing you from moving to another role?</b>			
There are no major barriers to my career progression		29%	30%
Lack of visible opportunities		37%	31%
Lack of promotion opportunities		32%	30%
Lack of support from my manager / supervisor		3%	14%
Geographic location considerations		18%	28%
Personal / family considerations		16%	33%
Insufficient training and development		11%	16%
Lack of required capabilities or experience		18%	11%
Lack of support for temporary assignments/secondments		13%	15%
The application/recruitment process is too cumbersome or time consuming		18%	23%



## 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		11%	25%
No		54%	62%
Don't know		34%	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		8%	33%
No		79%	58%
Don't know		13%	9%

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

Yes		5%	18%
No		87%	76%
Don't know		8%	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.

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.

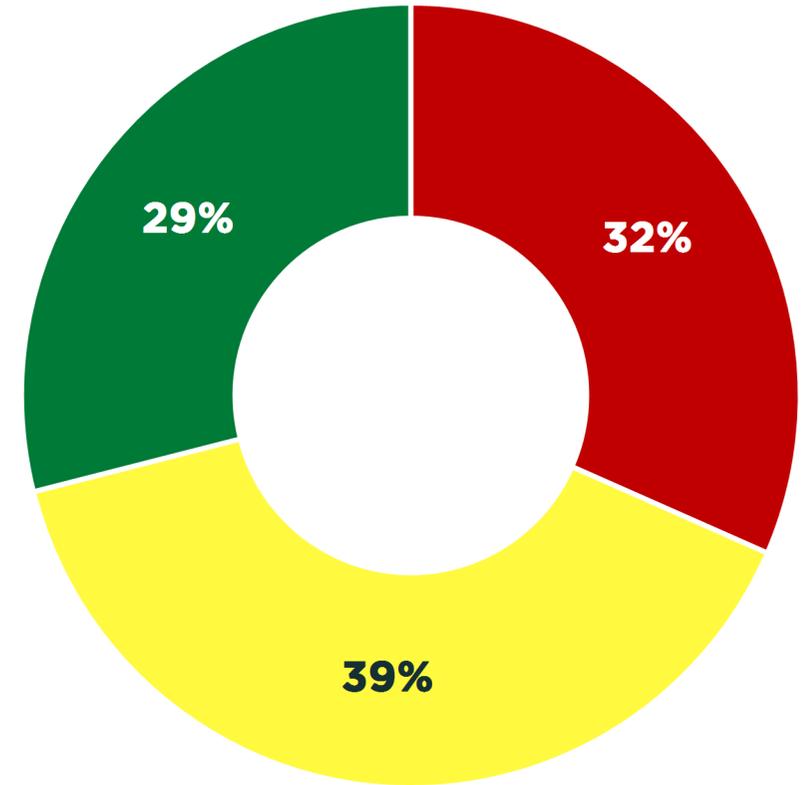
# 29%

of employees replied favourably to:

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

# 34%

SECTOR



# 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

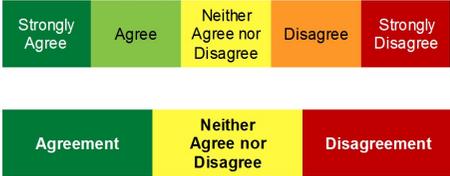
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.