

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 Electrician Linesworker
Solicitor Cable Joints Nurse Librarian Advisor
Warden Prison Officer Technician Administrator
Train Driver Bus Driver Policy Analyst Fitter
Surveyor Scientist Nurse Welfare Worker
Laboratory Turner Plumber Ambulance Officer Youth
Worker Hospital Orderly 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 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 Joints Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

AGENCY REPORT

NSW Crime Commission

RESPONSE RATE

58%

80 OF 137 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

56%

DIFFERENCE FROM 2016 **+1**

DIFFERENCE FROM PUBLIC SECTOR **-8**

SENIOR MANAGERS

30%

DIFFERENCE FROM 2016 **+2**

DIFFERENCE FROM PUBLIC SECTOR **-17**

COMMUNICATION

62%

DIFFERENCE FROM 2016 **+6**

DIFFERENCE FROM PUBLIC SECTOR **+2**



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

68%

DIFFERENCE FROM PUBLIC SECTOR **-4**

HIGH PERFORMANCE

56%

DIFFERENCE FROM PUBLIC SECTOR **-7**

PUBLIC SECTOR VALUES

53%

DIFFERENCE FROM PUBLIC SECTOR **-7**

DIVERSITY & INCLUSION

63%

DIFFERENCE FROM PUBLIC SECTOR **-4**

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
1	Q7a. My organisation focuses on improving the work we do	58%	60%	69%
2	Q3g. I am satisfied with the opportunities available for career development in my organisation	16%	19%	48%
3	Q5f. I have confidence in the decisions my manager makes	69%	68%	67%
4	Q7b. My organisation is making the necessary improvements to meet our future challenges	42%	39%	57%
5	Q7f. My organisation is committed to developing its employees	25%	33%	50%
6	Q6b. I feel that senior managers effectively lead and manage change	22%	18%	44%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

2a. My workgroup strives to achieve customer/client satisfaction	86%
2c. I receive help and support from other members of my workgroup	85%
2e. People in my workgroup treat each other with respect	81%
1a. I understand what is expected of me to do well in my role	81%
5a. My manager encourages people in my workgroup to keep improving the work they do	80%
5d. My manager encourages and values employee input	76%
2d. There is good team spirit in my workgroup	76%
2b. My workgroup works collaboratively to achieve its objectives	76%
8c. I am able to speak up and share a different view to my colleagues and manager	76%
1c. My job gives me a feeling of personal accomplishment	75%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

3g. I am satisfied with the opportunities available for career development in my organisation	16%
7c. I feel that change is managed well in my organisation	19%
6b. I feel that senior managers effectively lead and manage change	22%
7f. My organisation is committed to developing its employees	25%
7g. I have confidence in the way recruitment decisions are made	28%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	28%
9a. I have confidence in the ways my organisation resolves grievances	28%
6a. I believe senior managers provide clear direction for the future of the organisation	29%
6d. Senior managers encourage innovation by employees	29%
6h. I feel that senior managers listen to employees	30%



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	41%	22%
1b.	I am provided with the support I need to do my best at work	59%	42%
6g.	I feel that senior managers keep employees informed about what's going on	41%	26%
1e.	I am satisfied with my job	59%	45%
4a.	I am paid fairly for the work I do	50%	37%
5a.	My manager encourages people in my workgroup to keep improving the work they do	80%	68%
1d.	I feel motivated to contribute more than what is normally required at work	71%	61%
5c.	My manager communicates effectively with me	75%	68%
2d.	There is good team spirit in my workgroup	76%	69%
7i.	I would recommend my organisation as a great place to work	39%	33%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

8d.	How satisfied are you with your ability to access and use flexible working arrangements?	38%	52%
7f.	My organisation is committed to developing its employees	25%	33%
6d.	Senior managers encourage innovation by employees	29%	35%
5h.	My manager appropriately deals with employees who perform poorly	39%	44%
9a.	I have confidence in the ways my organisation resolves grievances	28%	32%
3f.	I have received appropriate training and development to do my job well	46%	50%
7k.	I feel a strong personal attachment to my organisation	62%	66%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	43%	46%
3g.	I am satisfied with the opportunities available for career development in my organisation	16%	19%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	28%	30%



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 NSW Crime Commission

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.

	NSW Crime Commission	Corporate Services	Criminal Investigations Division	Financial Investigations Division	Other
NUMBER OF RESPONDENTS	80	16	36	17	10
EMPLOYEE ENGAGEMENT	56%	59%	51%	71%	49%
ENGAGEMENT WITH WORK	68%	63%	64%	84%	70%
SENIOR MANAGERS	30%	29%	19%	51%	39%
COMMUNICATION	62%	55%	52%	85%	70%
HIGH PERFORMANCE	56%	56%	51%	74%	49%
PUBLIC SECTOR VALUES	53%	49%	45%	73%	57%
DIVERSITY & INCLUSION	63%	62%	52%	85%	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 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	56% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	10	29	27	23	11	39%	33%	60%
Q7j. I am proud to tell others I work for my organisation	14	36	31	12	8	50%	47%	68%
Q7k. I feel a strong personal attachment to my organisation	27	35	22	10		62%	66%	63%
Q7l. My organisation motivates me to help it achieve its objectives	14	24	30	22	10	38%	37%	53%
Q7m. My organisation inspires me to do the best in my job	13	24	35	18	10	37%	38%	53%

KEY





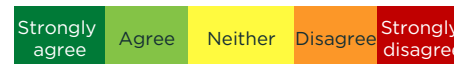
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ENGAGEMENT WITH WORK	68% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	28	48	15		75%	71%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	21	50	11	13	71%	61%	72%
Q1e. I am satisfied with my job	13	46	14	21	59%	45%	68%

KEY





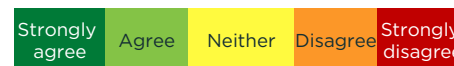
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SENIOR MANAGERS		30% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017	
Q6a. I believe senior managers provide clear direction for the future of the organisation		24	26	15	30	29%	27%	48%	
Q6b. I feel that senior managers effectively lead and manage change		16	32	19	28	22%	18%	44%	
Q6c. I feel that senior managers model the values of my organisation		8	25	33	16	19	33%	26%	48%
Q6d. Senior managers encourage innovation by employees		23	41	18	13	7	29%	35%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		10	33	33	10	14	43%	46%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		23	46	13	14	2	28%	30%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		9	32	23	23	14	41%	26%	45%
Q6h. I feel that senior managers listen to employees		8	23	24	27	19	30%	27%	41%
Q7c. I feel that change is managed well in my organisation		16	24	32	25	3	19%	17%	39%

KEY





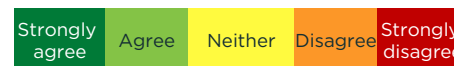
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COMMUNICATION	62% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017	
Q5c. My manager communicates effectively with me	39	36	13	9	75%	68%	70%	
Q5d. My manager encourages and values employee input	40	36	18		76%	75%	71%	
Q5e. My manager involves my workgroup in decisions about our work	34	39	13	10	73%	67%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	9	32	23	23	14	41%	26%	45%
Q6h. I feel that senior managers listen to employees	8	23	24	27	19	30%	27%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	23	53	15			76%	76%	66%

KEY





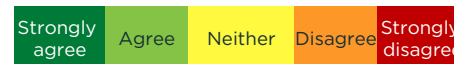
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	HIGH PERFORMANCE				56% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	38	44	10			81%	84%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	33	44	13	9		76%	78%	78%
Q3f. I have received appropriate training and development to do my job well	10	36	25	19	10	46%	50%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	35	45	14			80%	68%	72%
Q5f. I have confidence in the decisions my manager makes	35	34	15	10		69%	68%	67%
Q6d. Senior managers encourage innovation by employees	23	41	18	13		29%	35%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	10	33	33	10	14	43%	46%	51%
Q7a. My organisation focuses on improving the work we do	10	48	22	9	11	58%	60%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	35	23	19	16		42%	39%	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					56% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	33	27	28	10		35%	36%	47%			
Q7h. My organisation generally selects capable people to do the job	10	48	20	14	8	58%	54%	52%			

KEY





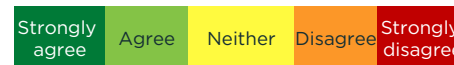
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PUBLIC SECTOR VALUES		53% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017			
Q2a. My workgroup strives to achieve customer/client satisfaction	43	44	11	86%	81%	85%		
Q2e. People in my workgroup treat each other with respect	41	40	11	81%	80%	74%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	35	45	14	80%	68%	72%		
Q5b. My manager listens to what I have to say	39	36	19	75%	73%	75%		
Q6a. I believe senior managers provide clear direction for the future of the organisation	24	26	15	30	29%	27%	48%	
Q6c. I feel that senior managers model the values of my organisation	8	25	33	16	19	33%	26%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	23	46	13	14	28%	30%	60%	
Q6g. I feel that senior managers keep employees informed about what's going on	9	32	23	23	14	41%	26%	45%
Q6h. I feel that senior managers listen to employees	8	23	24	27	19	30%	27%	41%

KEY





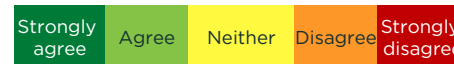
EXPLORE THE FULL RESULTS

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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.

PUBLIC SECTOR VALUES		53% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		10	48	22	9	11	58%	60%	69%
Q7e. People in my organisation take responsibility for their own actions		38	24	18	15		43%	46%	47%

KEY





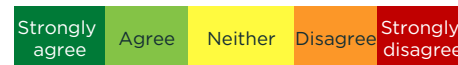
EXPLORE THE FULL RESULTS

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		63% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		14	45	16	14	11	59%	42%	63%
Q5b. My manager listens to what I have to say		39	36	19	6	0	75%	73%	75%
Q5d. My manager encourages and values employee input		40	36	18	6	0	76%	75%	71%
Q6i. Senior managers in my organisation support the career advancement of women		10	30	30	19	10	41%	41%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		19	52	16	8	5	71%	70%	74%
Q8b. Personal background is not a barrier to success in my organisation		20	47	15	11	7	67%	-	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager		23	53	15	9	0	76%	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>		9	29	24	27	11	38%	52%	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	43% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	25	29	22	22		28%	-	35%
Q7h. My organisation generally selects capable people to do the job	10	48	20	14	8	58%	54%	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	43% 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	16 46 18 13 8	63%	60%	63%
Q3e. My performance is assessed against clear criteria	10 35 26 16 13	45%	43%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	14 19 24 41	16%	19%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	43 30 19	73%	71%	67%
Q5h. My manager appropriately deals with employees who perform poorly	15 24 34 15 13	39%	44%	44%
Q7f. My organisation is committed to developing its employees	23 24 33 18	25%	33%	50%

KEY

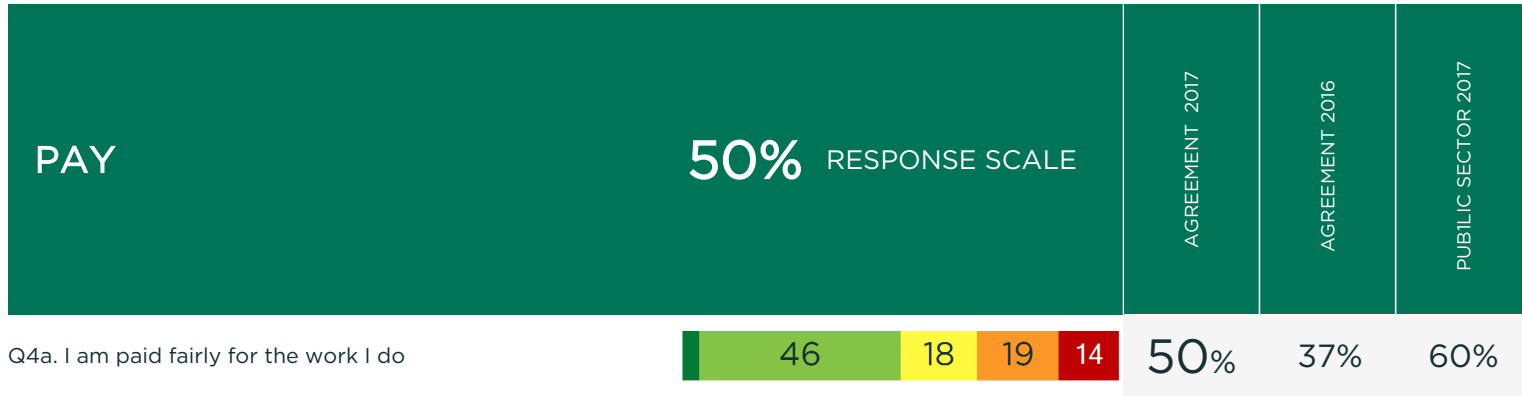




EXPLORE THE FULL RESULTS

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





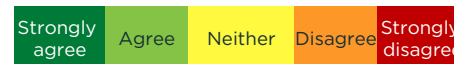
EXPLORE THE FULL RESULTS

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		69% 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		59%	42%	63%					
Q1f. I am able to keep my work stress at an acceptable level		56%	50%	59%					
Q2c. I receive help and support from other members of my workgroup		85%	81%	81%					
Q2d. There is good team spirit in my workgroup		76%	69%	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

41% RESPONSE SCALE

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



AGREEMENT 2017

41%

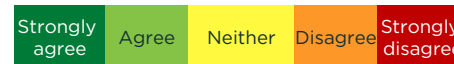
AGREEMENT 2016

22%

PUBLIC LIC SECTOR 2017

34%

KEY

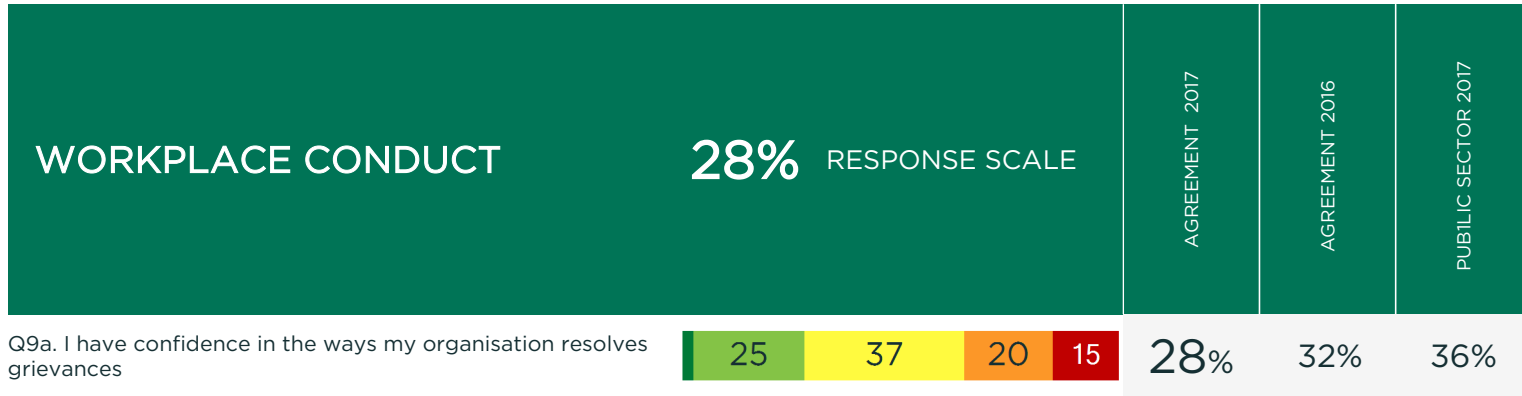




EXPLORE THE FULL RESULTS

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			71%	67%
No			29%	33%
Q3b. I have informal feedback conversations with my manager				
Yes			75%	75%
No			25%	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		54%	41%
No		46%	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		22%	30%
Lack of visible opportunities		53%	31%
Lack of promotion opportunities		58%	30%
Lack of support from my manager / supervisor		12%	14%
Geographic location considerations		8%	28%
Personal / family considerations		24%	33%
Insufficient training and development		31%	16%
Lack of required capabilities or experience		14%	11%
Lack of support for temporary assignments/secondments		31%	15%
The application/recruitment process is too cumbersome or time consuming		19%	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		18%	25%
No		71%	62%
Don't know		10%	13%

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

Yes		57%	63%
No		36%	35%
Don't know		7%	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		30%	33%
No		63%	58%
Don't know		6%	9%

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

Yes		13%	18%
No		84%	76%
Don't know		4%	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		50%	22%
Your immediate manager/supervisor		20%	24%
A fellow worker at your level		20%	27%
A subordinate	(r)		
A client or customer	(r)		
A member of the public other than a client or customer	(r)		
Other		10%	4%
Prefer not to say	(r)		

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		41%
Female		58%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		4%
25 -29		18%
30 - 34		21%
35 - 39		14%
40 - 44		12%
45 - 49		7%
50 - 54		11%
55 - 59		4%
60 - 64		8%
65+		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		15%
No		79%
Prefer not to say		5%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		%
No		96%
Prefer not to say		4%

PROFILE OF RESPONDENTS



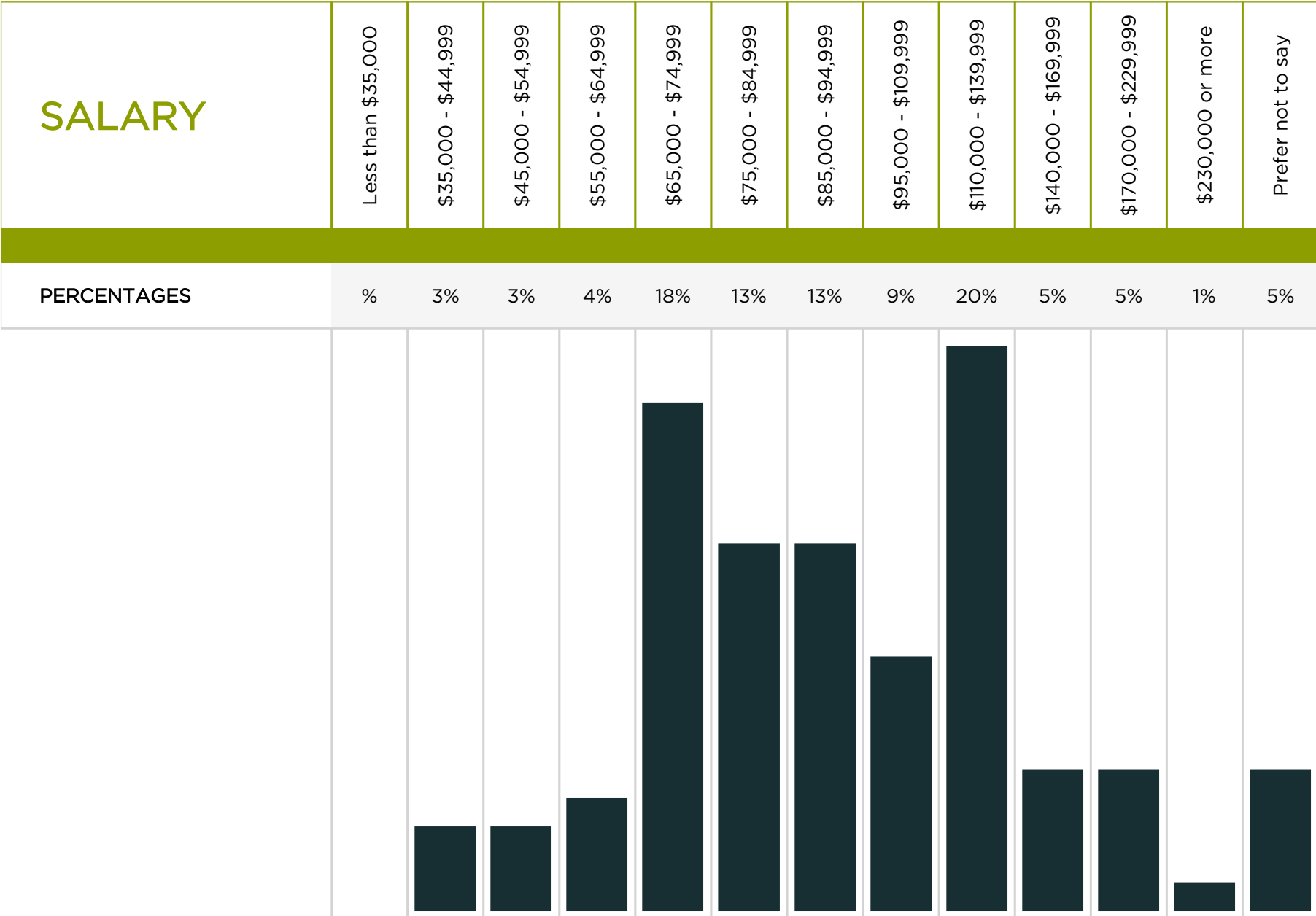
PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		3%
No		96%
Prefer not to say		1%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		4%
No		95%
Prefer not to say		1%

PROFILE OF RESPONDENTS

i

WORK PROFILES



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.

	NSW Crime Commission	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	80	5	1	10	12	3	7	2	10	27
EMPLOYEE ENGAGEMENT	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	30%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	(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 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.

	NSW Crime Commission	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	80	0	2	2	3	14	10	10	7	15	4	4	1	4
EMPLOYEE ENGAGEMENT	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	30%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	(r)	(r)	(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 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.

	NSW Crime Commission	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	80	5	5	27	15	20	5
EMPLOYEE ENGAGEMENT	56%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	30%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	56%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	53%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	(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 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.

	NSW Crime Commission	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	80	0	3	14	16	11	9	5	8	3	6	1
EMPLOYEE ENGAGEMENT	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	30%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	(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.

	NSW Crime Commission	Male	Female	Other
NUMBER OF RESPONDENTS	80	32	45	1
EMPLOYEE ENGAGEMENT	56%	61%	55%	(r)
ENGAGEMENT WITH WORK	68%	71%	67%	(r)
SENIOR MANAGERS	30%	32%	30%	(r)
COMMUNICATION	62%	64%	62%	(r)
HIGH PERFORMANCE	56%	55%	58%	(r)
PUBLIC SECTOR VALUES	53%	53%	54%	(r)
DIVERSITY & INCLUSION	63%	66%	63%	(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.

41%

of employees replied favourably to:

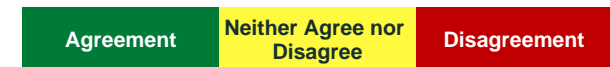
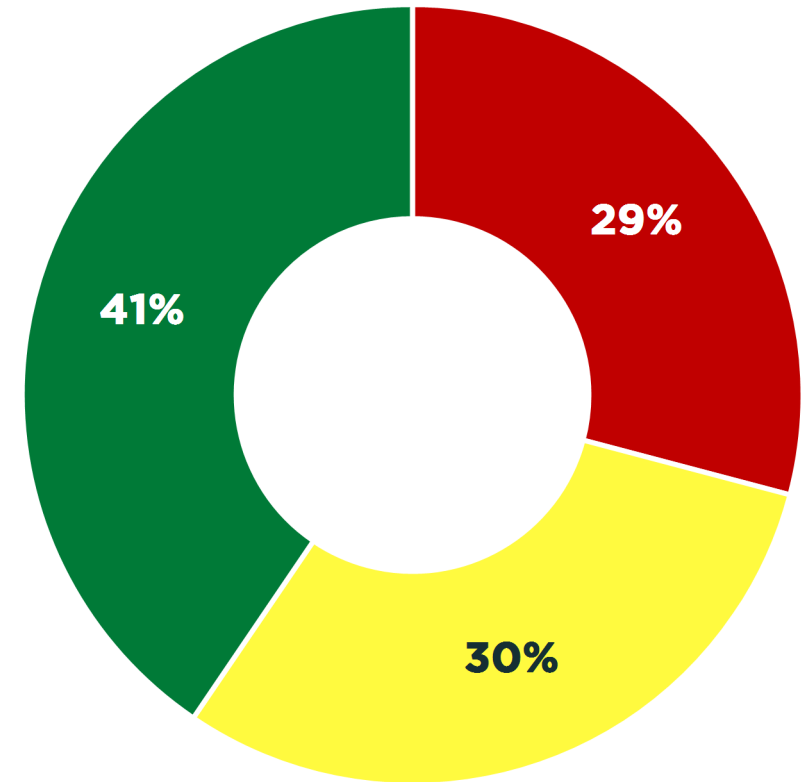
'I believe action will be taken on the results from this survey by my organisation.'

34%

SECTOR

22%

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

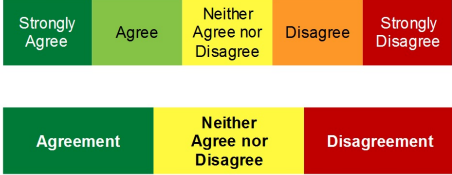
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.