

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 Welder Curator Fitter
Solicitor Cable Joiner 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 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 Joiner Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

AGENCY REPORT

NSW Education Standards Authority

RESPONSE RATE

64%

229 OF 359 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

63%

DIFFERENCE FROM 2016 **-3**

DIFFERENCE FROM PUBLIC SECTOR **-2**

SENIOR MANAGERS

50%

DIFFERENCE FROM 2016 **+11**

DIFFERENCE FROM PUBLIC SECTOR **+3**

COMMUNICATION

64%

DIFFERENCE FROM 2016 **+7**

DIFFERENCE FROM PUBLIC SECTOR **+5**



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

60%

DIFFERENCE FROM PUBLIC SECTOR **-3**

PUBLIC SECTOR VALUES

65%

DIFFERENCE FROM PUBLIC SECTOR **+5**

DIVERSITY & INCLUSION

68%

DIFFERENCE FROM PUBLIC SECTOR **+1**

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	Q1c. My job gives me a feeling of personal accomplishment	68%	70%	75%
2	Q1b. I am provided with the support I need to do my best at work	65%	62%	63%
3	Q7f. My organisation is committed to developing its employees	37%	43%	50%
4	Q8c. I am able to speak up and share a different view to my colleagues and manager	68%	74%	66%
5	Q3g. I am satisfied with the opportunities available for career development in my organisation	41%	43%	48%
6	Q7c. I feel that change is managed well in my organisation	27%	33%	39%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

2a. My workgroup strives to achieve customer/client satisfaction	90%
2c. I receive help and support from other members of my workgroup	85%
2e. People in my workgroup treat each other with respect	83%
2b. My workgroup works collaboratively to achieve its objectives	82%
1a. I understand what is expected of me to do well in my role	79%
5b. My manager listens to what I have to say	79%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	78%
2d. There is good team spirit in my workgroup	76%
1d. I feel motivated to contribute more than what is normally required at work	73%
4a. I am paid fairly for the work I do	73%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

9a. I have confidence in the ways my organisation resolves grievances	20%
7c. I feel that change is managed well in my organisation	27%
7d. There is good co-operation between teams across our organisation	32%
5h. My manager appropriately deals with employees who perform poorly	32%
7g. I have confidence in the way recruitment decisions are made	35%
7f. My organisation is committed to developing its employees	37%
3g. I am satisfied with the opportunities available for career development in my organisation	41%
7e. People in my organisation take responsibility for their own actions	41%
6d. Senior managers encourage innovation by employees	43%
6i. Senior managers in my organisation support the career advancement of women	46%



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
6g. I feel that senior managers keep employees informed about what's going on	66%	33%
14. I believe action will be taken on the results from this survey by my organisation	51%	28%
6h. I feel that senior managers listen to employees	49%	33%
6a. I believe senior managers provide clear direction for the future of the organisation	55%	41%
6b. I feel that senior managers effectively lead and manage change	47%	34%
6c. I feel that senior managers model the values of my organisation	55%	43%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	62%	53%
6d. Senior managers encourage innovation by employees	43%	37%
7b. My organisation is making the necessary improvements to meet our future challenges	61%	54%
2b. My workgroup works collaboratively to achieve its objectives	82%	76%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

	AGREEMENT 2017	AGREEMENT 2016
9a. I have confidence in the ways my organisation resolves grievances	20%	38%
7d. There is good co-operation between teams across our organisation	32%	42%
1d. I feel motivated to contribute more than what is normally required at work	73%	81%
7e. People in my organisation take responsibility for their own actions	41%	48%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	65%	72%
7f. My organisation is committed to developing its employees	37%	43%
4a. I am paid fairly for the work I do	73%	79%
8c. I am able to speak up and share a different view to my colleagues and manager	68%	74%
7c. I feel that change is managed well in my organisation	27%	33%
3e. My performance is assessed against clear criteria	50%	55%



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'.



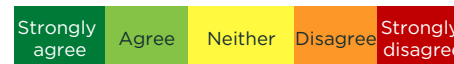
EXPLORE THE FULL RESULTS

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	63% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	17	41	26	9	8	57%	59%	60%
Q7j. I am proud to tell others I work for my organisation	25	45	21			70%	72%	68%
Q7k. I feel a strong personal attachment to my organisation	18	35	30	9	8	54%	58%	63%
Q7l. My organisation motivates me to help it achieve its objectives	15	36	29	12	9	51%	56%	53%
Q7m. My organisation inspires me to do the best in my job	19	31	30	13	7	50%	55%	53%

KEY





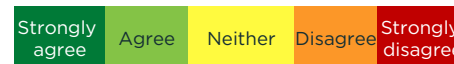
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ENGAGEMENT WITH WORK	68% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	31	37	14	11	68%	70%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	39	34	11	10	73%	81%	72%
Q1e. I am satisfied with my job	26	37	14	17	63%	61%	68%

KEY





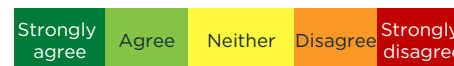
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SENIOR MANAGERS	50% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	13	42	22	14	10	55%	41%	48%
Q6b. I feel that senior managers effectively lead and manage change	10	37	20	21	13	47%	34%	44%
Q6c. I feel that senior managers model the values of my organisation	12	43	22	12	11	55%	43%	48%
Q6d. Senior managers encourage innovation by employees	11	32	27	17	12	43%	37%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	11	36	31	14	8	47%	47%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	18	44	19	11	8	62%	53%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	21	45	15	9	9	66%	33%	45%
Q6h. I feel that senior managers listen to employees	13	36	21	20	9	49%	33%	41%
Q7c. I feel that change is managed well in my organisation	22	27	30	15		27%	33%	39%

KEY





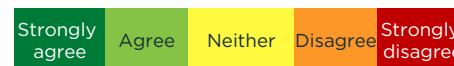
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COMMUNICATION	64% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q5c. My manager communicates effectively with me	33	32	14	14		65%	69%	70%
Q5d. My manager encourages and values employee input	34	36	14	9		71%	70%	71%
Q5e. My manager involves my workgroup in decisions about our work	29	38	14	12	7	67%	64%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	21	45	15	9	9	66%	33%	45%
Q6h. I feel that senior managers listen to employees	13	36	21	20	9	49%	33%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	24	44	11	12	9	68%	74%	66%

KEY





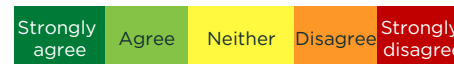
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	HIGH PERFORMANCE					60% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	35	44	10	10		79%	84%	90%			
Q2b. My workgroup works collaboratively to achieve its objectives	41	41	9			82%	76%	78%			
Q3f. I have received appropriate training and development to do my job well	13	42	20	16	9	55%	60%	62%			
Q5a. My manager encourages people in my workgroup to keep improving the work they do	29	40	15	10		70%	70%	72%			
Q5f. I have confidence in the decisions my manager makes	31	34	17	11	8	64%	66%	67%			
Q6d. Senior managers encourage innovation by employees	11	32	27	17	12	43%	37%	48%			
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	11	36	31	14	8	47%	47%	51%			
Q7a. My organisation focuses on improving the work we do	18	52	16	10		70%	69%	69%			
Q7b. My organisation is making the necessary improvements to meet our future challenges	15	45	18	15		61%	54%	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					60% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	7	24	25	31	13	32%	42%	47%			
Q7h. My organisation generally selects capable people to do the job	10	47	26	12		57%	61%	52%			

KEY





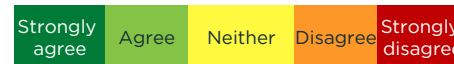
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PUBLIC SECTOR VALUES	65% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
	Strongly agree	Agree	Neither	Disagree	Strongly disagree			
Q2a. My workgroup strives to achieve customer/client satisfaction	52	38				90%	86%	85%
Q2e. People in my workgroup treat each other with respect	43	39				83%	80%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	29	40	15	10		70%	70%	72%
Q5b. My manager listens to what I have to say	38	41	10			79%	78%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation	13	42	22	14	10	55%	41%	48%
Q6c. I feel that senior managers model the values of my organisation	12	43	22	12	11	55%	43%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	18	44	19	11	8	62%	53%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	21	45	15	9	9	66%	33%	45%
Q6h. I feel that senior managers listen to employees	13	36	21	20	9	49%	33%	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		65% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		70%	69%	69%				
Q7e. People in my organisation take responsibility for their own actions		41%	48%	47%				

KEY





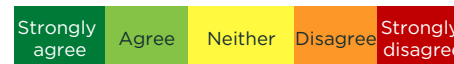
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

DIVERSITY & INCLUSION		68% 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	43	13	17	7	65%	62%	63%
Q5b. My manager listens to what I have to say		38	41	10	10	1	79%	78%	75%
Q5d. My manager encourages and values employee input		34	36	14	9	7	71%	70%	71%
Q6i. Senior managers in my organisation support the career advancement of women		18	29	32	12	10	46%	42%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		24	54	13	7	2	78%	79%	74%
Q8b. Personal background is not a barrier to success in my organisation		26	46	14	9	5	73%	-	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager		24	44	11	12	9	68%	74%	66%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>		26	39	10	16	8	65%	72%	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	46% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	29	29	21	15	35%	-	35%
Q7h. My organisation generally selects capable people to do the job	10	47	26	12	57%	61%	52%

KEY





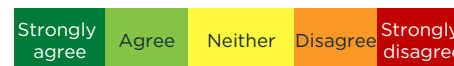
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PERFORMANCE FRAMEWORK & DEVELOPMENT	48% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	20 40 21 14	60%	56%	63%
Q3e. My performance is assessed against clear criteria	14 36 23 21	50%	55%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	12 28 24 19 16	41%	43%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	34 36 14 9	70%	72%	67%
Q5h. My manager appropriately deals with employees who perform poorly	11 20 38 15 15	32%	31%	44%
Q7f. My organisation is committed to developing its employees	8 29 29 23 10	37%	43%	50%

KEY

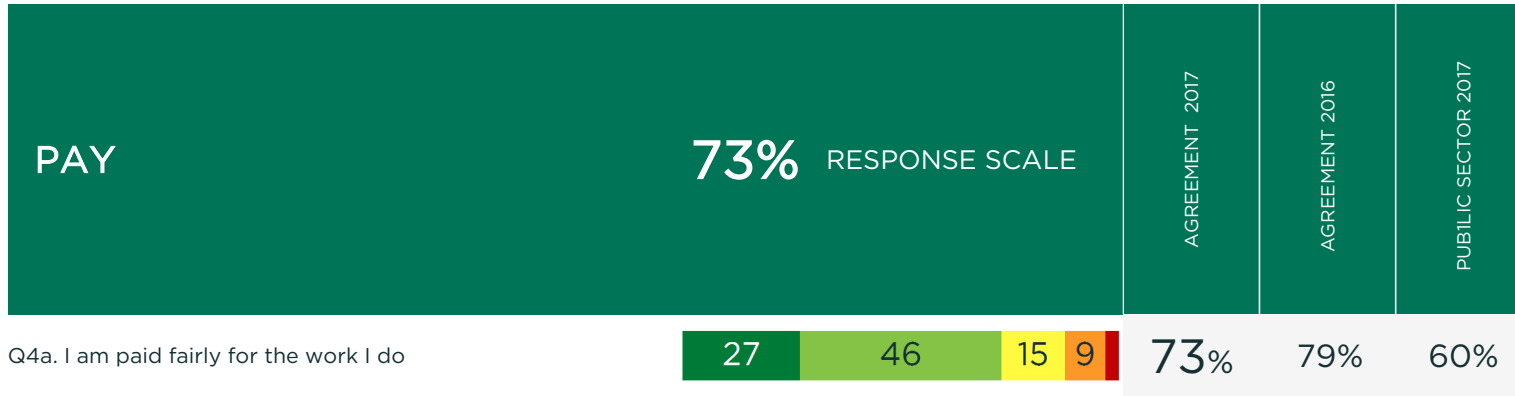




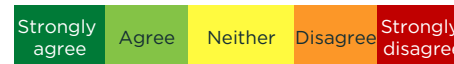
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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



KEY





EXPLORE THE FULL RESULTS

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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	43	13	17	65%	62%	63%
Q1f. I am able to keep my work stress at an acceptable level	17	45	17	16	62%	67%	59%
Q2c. I receive help and support from other members of my workgroup	46	39	8		85%	88%	81%
Q2d. There is good team spirit in my workgroup	38	38	11		76%	71%	69%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

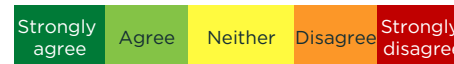
ACTION ABOUT SURVEY RESULTS

51% RESPONSE SCALE

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



KEY

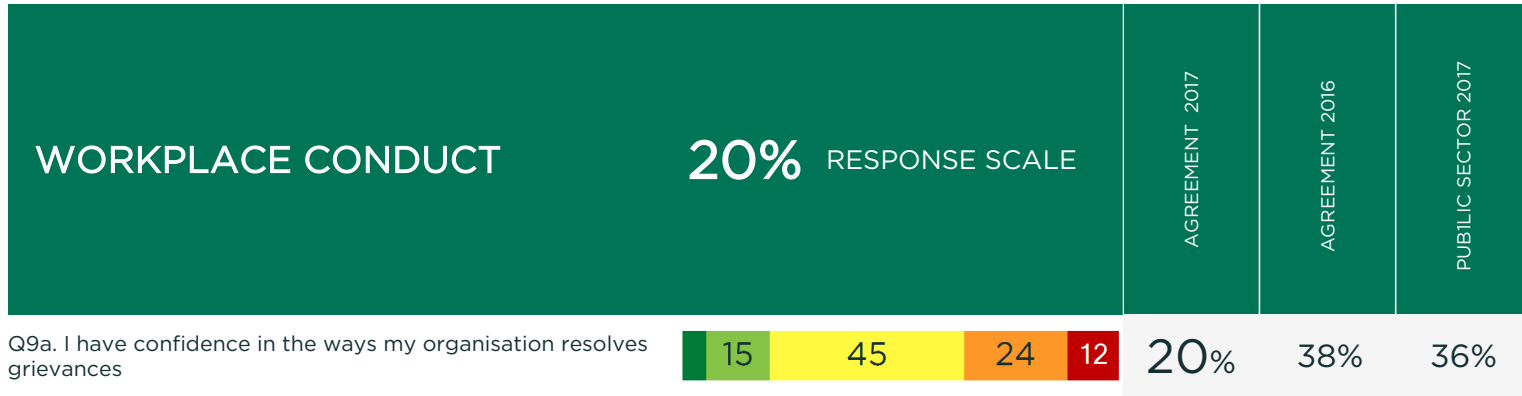




EXPLORE THE FULL RESULTS

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		70%	67%
No		30%	33%
Q3b. I have informal feedback conversations with my manager			
Yes		78%	75%
No		22%	25%
Q3c. I have scheduled feedback conversations with my manager			
Yes		57%	57%
No		43%	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		40%	41%
No		60%	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		31%	30%
Lack of visible opportunities		38%	31%
Lack of promotion opportunities		37%	30%
Lack of support from my manager / supervisor		12%	14%
Geographic location considerations		19%	28%
Personal / family considerations		20%	33%
Insufficient training and development		16%	16%
Lack of required capabilities or experience		13%	11%
Lack of support for temporary assignments/secondments		16%	15%
The application/recruitment process is too cumbersome or time consuming		23%	23%
Other		8%	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		19%	25%
No		65%	62%
Don't know		15%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?			
Yes		50%	63%
No		47%	35%
Don't know		3%	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		36%	33%
No		54%	58%
Don't know		10%	9%
Q10d. In the last 12 months I have been subjected to bullying at work			
Yes		16%	18%
No		79%	76%
Don't know		5%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT

RESPONSE SCALE

2017

PUBLIC SECTOR 2017

Q10e. Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months.

Role	Response Scale	2017	Public Sector 2017
A senior manager		29%	22%
Your immediate manager/supervisor		35%	24%
A fellow worker at your level		6%	27%
A subordinate		6%	8%
A client or customer	(r)		
A member of the public other than a client or customer	(r)		
Other		12%	4%
Prefer not to say		12%	13%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

RESPONSE SCALE		PERCENTAGE
Gender		
Male		28%
Female		72%
Other		0%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		0%
20 - 24		%
25 -29		9%
30 - 34		10%
35 - 39		12%
40 - 44		14%
45 - 49		12%
50 - 54		16%
55 - 59		16%
60 - 64		9%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		21%
No		77%
Prefer not to say		2%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		1%
No		97%
Prefer not to say		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

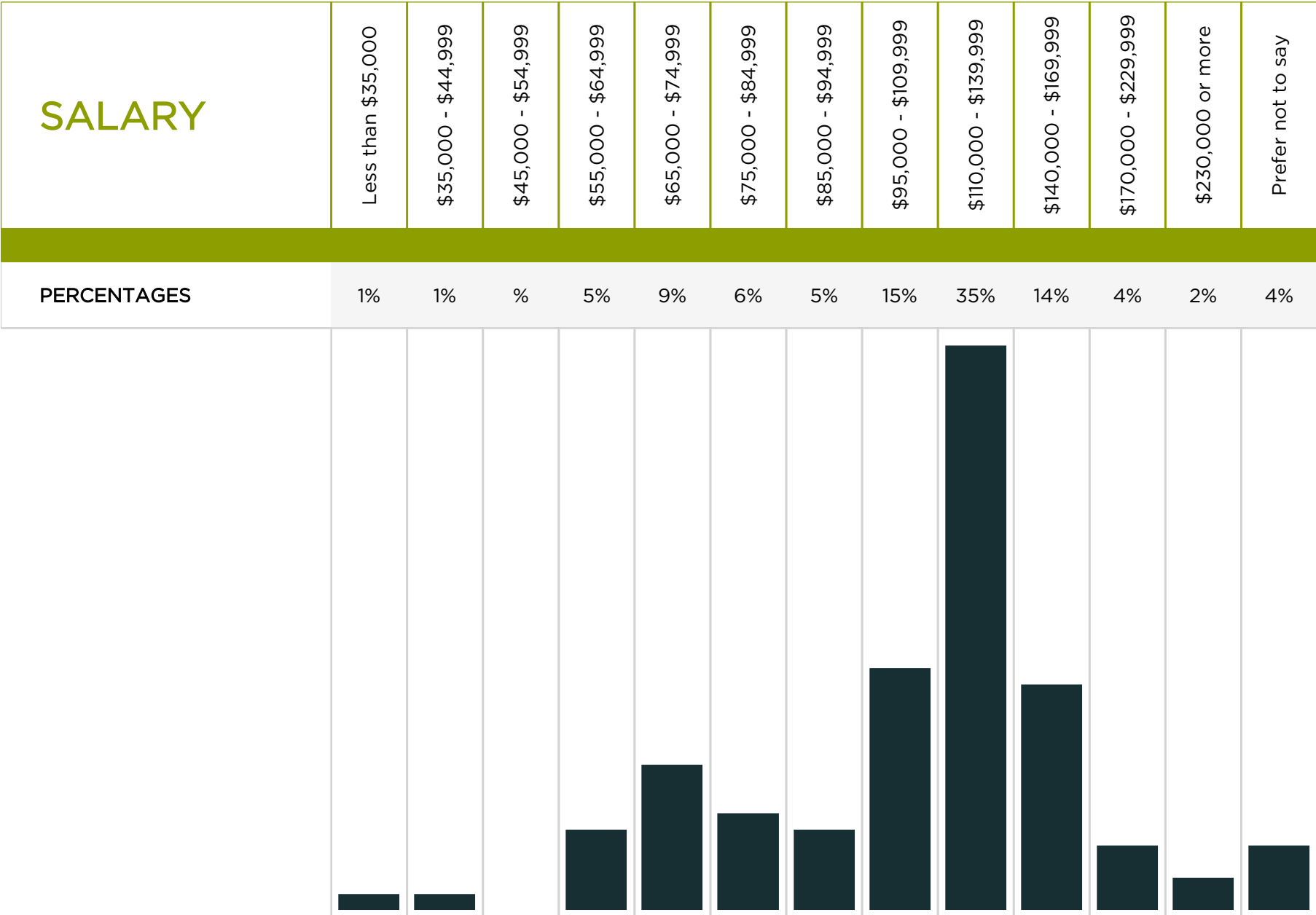
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		3%
No		94%
Prefer not to say		3%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		6%
No		92%
Prefer not to say		2%

PROFILE OF RESPONDENTS



WORK PROFILES

SALARY



RESULT BY TYPE OF WORK



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	NSW Education Standards Authority	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	229	36	15	31	29	31	8	40	1	27
EMPLOYEE ENGAGEMENT	63%	62%	(r)	63%	(r)	62%	(r)	58%	(r)	(r)
ENGAGEMENT WITH WORK	68%	68%	(r)	61%	(r)	66%	(r)	64%	(r)	(r)
SENIOR MANAGERS	50%	46%	(r)	60%	(r)	46%	(r)	49%	(r)	(r)
COMMUNICATION	64%	60%	(r)	56%	(r)	67%	(r)	68%	(r)	(r)
HIGH PERFORMANCE	60%	56%	(r)	65%	(r)	57%	(r)	58%	(r)	(r)
PUBLIC SECTOR VALUES	65%	61%	(r)	67%	(r)	66%	(r)	66%	(r)	(r)
DIVERSITY & INCLUSION	68%	66%	(r)	63%	(r)	62%	(r)	71%	(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 Education Standards Authority	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	229	2	2	0	10	19	13	12	33	76	31	9	4	9
EMPLOYEE ENGAGEMENT	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62%	63%	58%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	57%	70%	71%	(r)	(r)	(r)
SENIOR MANAGERS	50%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	49%	49%	41%	(r)	(r)	(r)
COMMUNICATION	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62%	66%	62%	(r)	(r)	(r)
HIGH PERFORMANCE	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	56%	59%	53%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	66%	65%	58%	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	67%	67%	62%	(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 Education Standards Authority	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	229	45	40	47	39	39	8
EMPLOYEE ENGAGEMENT	63%	70%	57%	68%	54%	60%	(r)
ENGAGEMENT WITH WORK	68%	72%	61%	71%	57%	73%	(r)
SENIOR MANAGERS	50%	65%	47%	49%	44%	41%	(r)
COMMUNICATION	64%	75%	60%	64%	55%	64%	(r)
HIGH PERFORMANCE	60%	68%	58%	59%	53%	58%	(r)
PUBLIC SECTOR VALUES	65%	76%	63%	65%	58%	61%	(r)
DIVERSITY & INCLUSION	68%	73%	66%	72%	60%	66%	(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 Education Standards Authority	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	229	1	0	20	22	26	30	26	35	35	19	4
EMPLOYEE ENGAGEMENT	63%	(r)	(r)	(r)	(r)	(r)	57%	(r)	57%	65%	(r)	(r)
ENGAGEMENT WITH WORK	68%	(r)	(r)	(r)	(r)	(r)	66%	(r)	59%	67%	(r)	(r)
SENIOR MANAGERS	50%	(r)	(r)	(r)	(r)	(r)	45%	(r)	46%	54%	(r)	(r)
COMMUNICATION	64%	(r)	(r)	(r)	(r)	(r)	67%	(r)	54%	60%	(r)	(r)
HIGH PERFORMANCE	60%	(r)	(r)	(r)	(r)	(r)	62%	(r)	53%	61%	(r)	(r)
PUBLIC SECTOR VALUES	65%	(r)	(r)	(r)	(r)	(r)	63%	(r)	58%	65%	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(r)	(r)	(r)	(r)	70%	(r)	61%	62%	(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 Education Standards Authority	Male	Female	Other
NUMBER OF RESPONDENTS	229	60	157	1
EMPLOYEE ENGAGEMENT	63%	66%	63%	(r)
ENGAGEMENT WITH WORK	68%	68%	69%	(r)
SENIOR MANAGERS	50%	58%	49%	(r)
COMMUNICATION	64%	66%	65%	(r)
HIGH PERFORMANCE	60%	61%	61%	(r)
PUBLIC SECTOR VALUES	65%	70%	65%	(r)
DIVERSITY & INCLUSION	68%	73%	67%	(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.

51%

of employees replied favourably to:

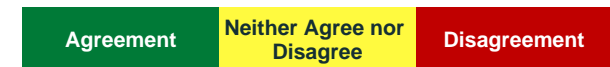
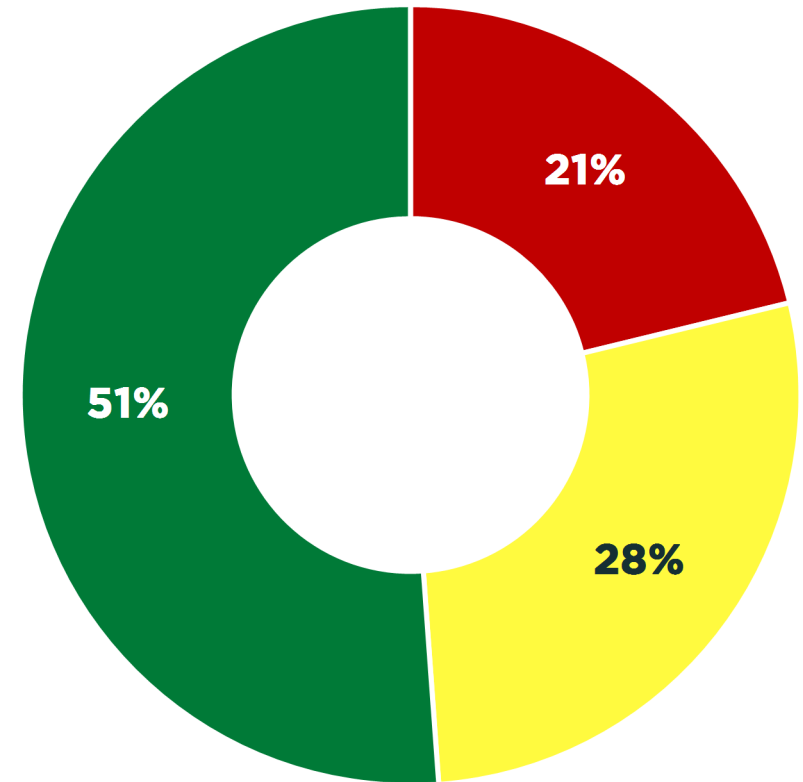
'I believe action will be taken on the results from this survey by my organisation.'

34%

SECTOR

28%

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

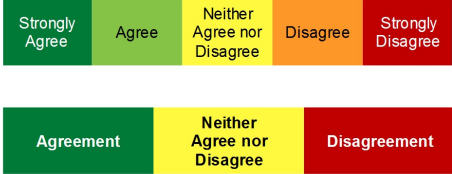
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.