

# PEOPLE MATTER 2017

## NSW Public Sector Employee Survey

Nurse  
Teacher  
Librarian  
Accountant  
Police Officer  
Doctor Policy Analyst Surveyor Scientist Barrister Solicitor Social Worker Welfare  
Worker Laboratory Technician Turner Plumber Electrician Zookeeper Cleaner  
Ambulance Officer Fitter Youth Worker Hospital Orderly Cleaner Fire Fighter Clerk  
Engineer Receptionist Supervisor Ship's Engineer  
Nurse Police Officer Museum Guide Conservator Fitter  
Solicitor Cable 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 Joiner  
Solicitor Caretaker Cross Fitter 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 Electoral Commission

## RESPONSE RATE

**91%**

92 OF 101 TOTAL RESPONDENTS

## EMPLOYEE ENGAGEMENT

**72%**

DIFFERENCE FROM 2016 **0**

DIFFERENCE FROM PUBLIC SECTOR **+8**

## SENIOR MANAGERS

**61%**

DIFFERENCE FROM 2016 **-4**

DIFFERENCE FROM PUBLIC SECTOR **+14**

## COMMUNICATION

**76%**

DIFFERENCE FROM 2016 **-1**

DIFFERENCE FROM PUBLIC SECTOR **+16**



## 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

**77%**

DIFFERENCE FROM PUBLIC SECTOR **+5**

## HIGH PERFORMANCE

**73%**

DIFFERENCE FROM PUBLIC SECTOR **+10**

## PUBLIC SECTOR VALUES

**74%**

DIFFERENCE FROM PUBLIC SECTOR **+14**

## DIVERSITY & INCLUSION

**81%**

DIFFERENCE FROM PUBLIC SECTOR **+13**

# KEY DRIVERS OF ENGAGEMENT



## WHAT TO FOCUS ON?

Employee Engagement scores at different levels are shown in earlier and following pages.

These results show the issues that are the most significant influencers of employee engagement in the workplace at this reporting level.

If engagement scores are high, other scores are often high as well.

		AGREEMENT	% AGREEMENT 2016	% AGREEMENT PUBLIC SECTOR
1	<b>Q1c.</b> My job gives me a feeling of personal accomplishment	<b>80%</b>	82%	75%
2	<b>Q6a.</b> I believe senior managers provide clear direction for the future of the organisation	<b>60%</b>	73%	48%
3	<b>Q6d.</b> Senior managers encourage innovation by employees	<b>64%</b>	61%	48%
4	<b>Q6h.</b> I feel that senior managers listen to employees	<b>62%</b>	60%	41%
5	<b>Q8c.</b> I am able to speak up and share a different view to my colleagues and manager	<b>79%</b>	80%	66%
6	<b>Q6c.</b> I feel that senior managers model the values of my organisation	<b>63%</b>	63%	48%

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

2a.	My workgroup strives to achieve customer/client satisfaction	<b>95%</b>
1a.	I understand what is expected of me to do well in my role	<b>93%</b>
2e.	People in my workgroup treat each other with respect	<b>91%</b>
2b.	My workgroup works collaboratively to achieve its objectives	<b>91%</b>
2c.	I receive help and support from other members of my workgroup	<b>90%</b>
5b.	My manager listens to what I have to say	<b>88%</b>
8b.	Personal background is not a barrier to success in my organisation	<b>87%</b>
5d.	My manager encourages and values employee input	<b>87%</b>
5c.	My manager communicates effectively with me	<b>86%</b>
2d.	There is good team spirit in my workgroup	<b>86%</b>

## - LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

7f.	My organisation is committed to developing its employees	<b>38%</b>
3g.	I am satisfied with the opportunities available for career development in my organisation	<b>39%</b>
9a.	I have confidence in the ways my organisation resolves grievances	<b>41%</b>
7g.	I have confidence in the way recruitment decisions are made	<b>45%</b>
3e.	My performance is assessed against clear criteria	<b>47%</b>
5h.	My manager appropriately deals with employees who perform poorly	<b>47%</b>
7c.	I feel that change is managed well in my organisation	<b>48%</b>
3f.	I have received appropriate training and development to do my job well	<b>49%</b>
6b.	I feel that senior managers effectively lead and manage change	<b>51%</b>
14.	I believe action will be taken on the results from this survey by my organisation	<b>53%</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'.

# MOST AND LEAST IMPROVED QUESTIONS

## + MOST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

1b.	I am provided with the support I need to do my best at work	83%	71%
2a.	My workgroup strives to achieve customer/client satisfaction	95%	83%
7k.	I feel a strong personal attachment to my organisation	64%	53%
1a.	I understand what is expected of me to do well in my role	93%	86%
14.	I believe action will be taken on the results from this survey by my organisation	53%	46%
1d.	I feel motivated to contribute more than what is normally required at work	77%	71%
7e.	People in my organisation take responsibility for their own actions	62%	56%
3f.	I have received appropriate training and development to do my job well	49%	44%
5c.	My manager communicates effectively with me	86%	81%
5b.	My manager listens to what I have to say	88%	84%

## - LEAST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

7f.	My organisation is committed to developing its employees	38%	53%
7b.	My organisation is making the necessary improvements to meet our future challenges	71%	86%
6g.	I feel that senior managers keep employees informed about what's going on	60%	73%
6a.	I believe senior managers provide clear direction for the future of the organisation	60%	73%
7c.	I feel that change is managed well in my organisation	48%	61%
7h.	My organisation generally selects capable people to do the job	61%	73%
6b.	I feel that senior managers effectively lead and manage change	51%	58%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	80%	87%
7i.	I would recommend my organisation as a great place to work	72%	79%
6i.	Senior managers in my organisation support the career advancement of women	58%	63%



### 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'.



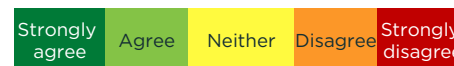
## EXPLORE THE FULL RESULTS

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	72% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work		72%	79%	60%
Q7j. I am proud to tell others I work for my organisation		78%	79%	68%
Q7k. I feel a strong personal attachment to my organisation		64%	53%	63%
Q7l. My organisation motivates me to help it achieve its objectives		67%	70%	53%
Q7m. My organisation inspires me to do the best in my job		66%	68%	53%

KEY





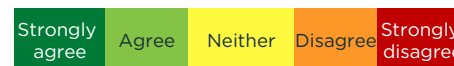
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ENGAGEMENT WITH WORK	77% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	35	46	17	80%	82%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	35	42	18	77%	71%	72%
Q1e. I am satisfied with my job	29	45	18	74%	74%	68%

KEY





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SENIOR MANAGERS	61% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017	
Q6a. I believe senior managers provide clear direction for the future of the organisation	15	45	22	15	60%	73%	48%	
Q6b. I feel that senior managers effectively lead and manage change	15	35	26	19	51%	58%	44%	
Q6c. I feel that senior managers model the values of my organisation	18	45	24	10	63%	63%	48%	
Q6d. Senior managers encourage innovation by employees	13	51	18	13	64%	61%	48%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	45	25	11	62%	58%	51%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	24	55	12		79%	78%	60%	
Q6g. I feel that senior managers keep employees informed about what's going on	19	40	20	13	60%	73%	45%	
Q6h. I feel that senior managers listen to employees	16	46	24	12	62%	60%	41%	
Q7c. I feel that change is managed well in my organisation	16	32	20	24	8	48%	61%	39%

KEY







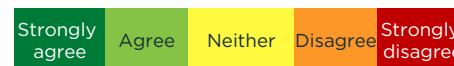
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COMMUNICATION	76% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017		
Q5c. My manager communicates effectively with me	41	45	8	86%	81%	70%	
Q5d. My manager encourages and values employee input	46	41	9	87%	84%	71%	
Q5e. My manager involves my workgroup in decisions about our work	37	43	10	9	80%	80%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	19	40	20	13	60%	73%	45%
Q6h. I feel that senior managers listen to employees	16	46	24	12	62%	60%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	35	44	9	8	79%	80%	66%

KEY





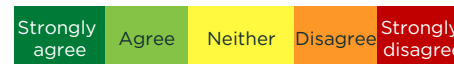
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HIGH PERFORMANCE	73% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017		
Q1a. I understand what is expected of me to do well in my role	45	49	93%	86%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	48	43	91%	89%	78%		
Q3f. I have received appropriate training and development to do my job well	16	33	26	22	49%	44%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	33	42	18	75%	77%	72%	
Q5f. I have confidence in the decisions my manager makes	41	42	13	84%	87%	67%	
Q6d. Senior managers encourage innovation by employees	13	51	18	13	64%	61%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	45	25	11	62%	58%	51%
Q7a. My organisation focuses on improving the work we do	28	55	14	84%	86%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	25	46	16	8	71%	86%	57%

KEY





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	73% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	20	46	16	16	66%	64%	47%
Q7h. My organisation generally selects capable people to do the job	19	42	24	12	61%	73%	52%

KEY





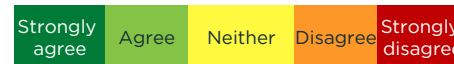
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PUBLIC SECTOR VALUES	74% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
	Strongly agree	Agree			
Q2a. My workgroup strives to achieve customer/client satisfaction	51	43	95%	83%	85%
Q2e. People in my workgroup treat each other with respect	60	32	91%	89%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	33	42	75%	77%	72%
Q5b. My manager listens to what I have to say	47	41	88%	84%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation	15	45	60%	73%	48%
Q6c. I feel that senior managers model the values of my organisation	18	45	63%	63%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	24	55	79%	78%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	19	40	60%	73%	45%
Q6h. I feel that senior managers listen to employees	16	46	62%	60%	41%

KEY





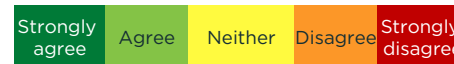
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PUBLIC SECTOR VALUES		74% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017		
Q7a. My organisation focuses on improving the work we do		28	55	14	84%	86%	69%	
Q7e. People in my organisation take responsibility for their own actions		13	49	17	17	62%	56%	47%

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.

DIVERSITY & INCLUSION	81% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	27	55	10	83%	71%	63%
Q5b. My manager listens to what I have to say	47	41	10	88%	84%	75%
Q5d. My manager encourages and values employee input	46	41	9	87%	84%	71%
Q6i. Senior managers in my organisation support the career advancement of women	19	39	36	58%	63%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	43	37	14	80%	87%	74%
Q8b. Personal background is not a barrier to success in my organisation	45	42	9	87%	-	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	35	44	9	79%	80%	66%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	36	45	11	81%	80%	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.

RECRUITMENT	53% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	14	31	33	14	8	45%	-	35%
Q7h. My organisation generally selects capable people to do the job	19	42	24	12		61%	73%	52%

KEY





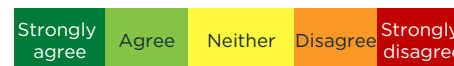
## EXPLORE THE FULL RESULTS

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

PERFORMANCE FRAMEWORK & DEVELOPMENT	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	26	39	20	11		65%	64%	63%
Q3e. My performance is assessed against clear criteria	15	32	26	18	9	47%	44%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	17	22	26	22	13	39%	37%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	45	39	10			84%	83%	67%
Q5h. My manager appropriately deals with employees who perform poorly	24	23	40	11		47%	51%	44%
Q7f. My organisation is committed to developing its employees	15	23	40	14	8	38%	53%	50%

KEY



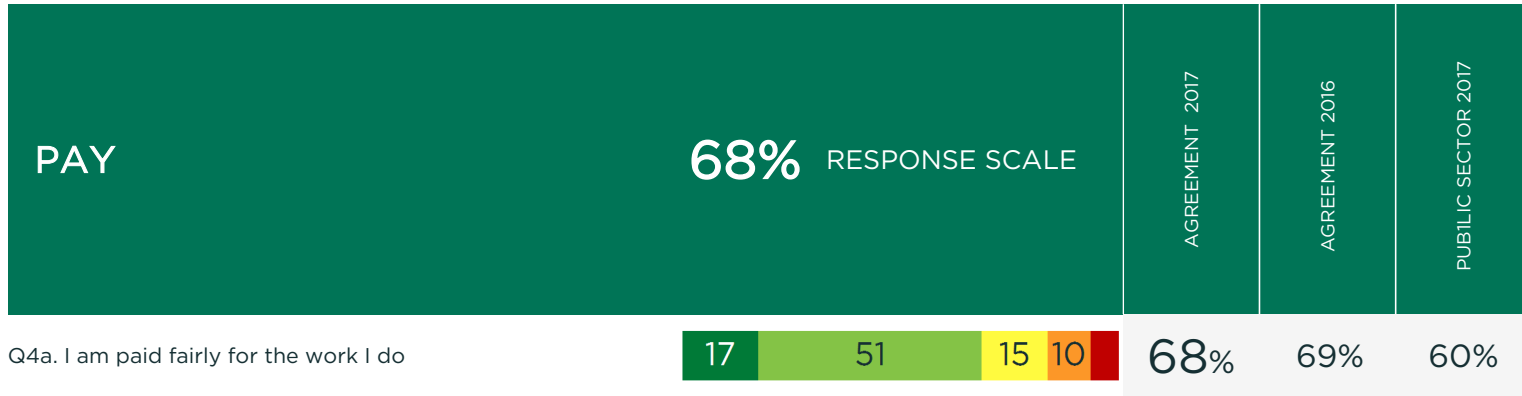




## EXPLORE THE FULL RESULTS

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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.



### KEY





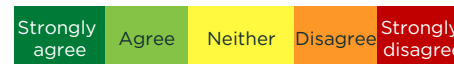
## EXPLORE THE FULL RESULTS

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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	83% 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	27	55	10	83%	71%	63%	
Q1f. I am able to keep my work stress at an acceptable level	27	48	16	8	75%	78%	59%
Q2c. I receive help and support from other members of my workgroup	46	45		90%	91%	81%	
Q2d. There is good team spirit in my workgroup	51	35	8	86%	89%	69%	

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.

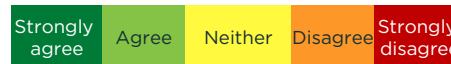
## ACTION ABOUT SURVEY RESULTS

**53%** RESPONSE SCALE

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



KEY

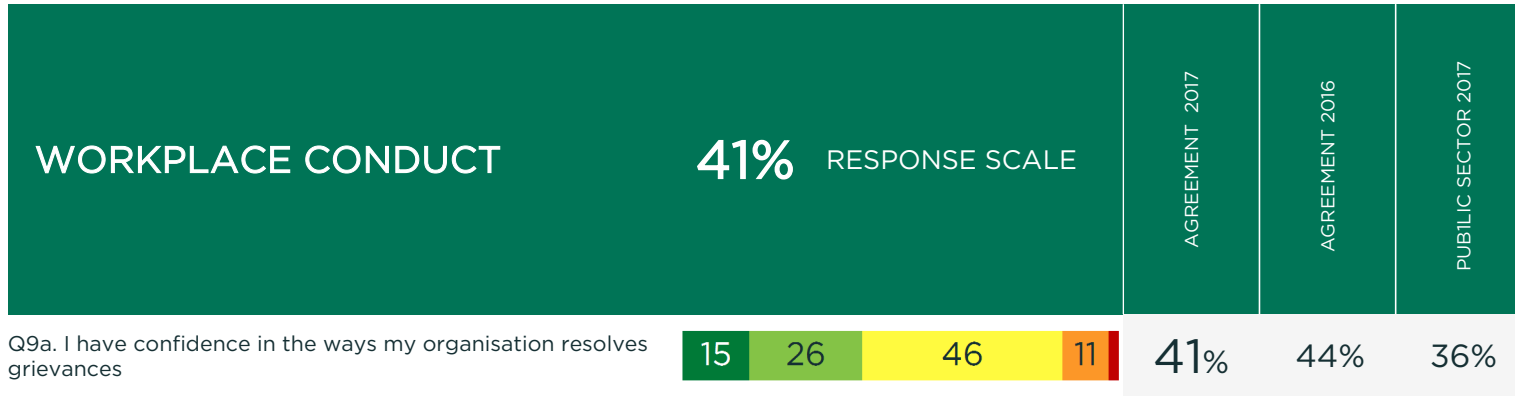




## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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



KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT	RESPONSE SCALE	2017	PUBLIC SECTOR 2017
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives			
Yes		35%	67%
No		65%	33%
<b>Q3b.</b> I have informal feedback conversations with my manager			
Yes		82%	75%
No		18%	25%
<b>Q3c.</b> I have scheduled feedback conversations with my manager			
Yes		48%	57%
No		52%	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		46%	41%
No		54%	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		32%	30%
Lack of visible opportunities		33%	31%
Lack of promotion opportunities		41%	30%
Lack of support from my manager / supervisor		11%	14%
Geographic location considerations		11%	28%
Personal / family considerations		18%	33%
Insufficient training and development		13%	16%
Lack of required capabilities or experience		9%	11%
Lack of support for temporary assignments/secondments		9%	15%
The application/recruitment process is too cumbersome or time consuming		19%	23%
Other		9%	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

Response	Response Scale	2017	PUBLIC SECTOR 2017
Yes		8%	25%
No		77%	62%
Don't know		14%	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		16%	33%
No		81%	58%
Don't know		3%	9%

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

Yes		8%	18%
No		88%	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.

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)

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		45%
Female		54%
Other		1%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		2%
25 -29	█	6%
30 - 34	█	16%
35 - 39	█	12%
40 - 44	█	20%
45 - 49	█	14%
50 - 54	█	20%
55 - 59	█	6%
60 - 64		4%
65+		%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you speak a language other than English at home?</b>		
Yes		21%
No		70%
Prefer not to say		9%
<b>Are you of Aboriginal and/or Torres Strait Islander origin?</b>		
Yes		1%
No		94%
Prefer not to say		5%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

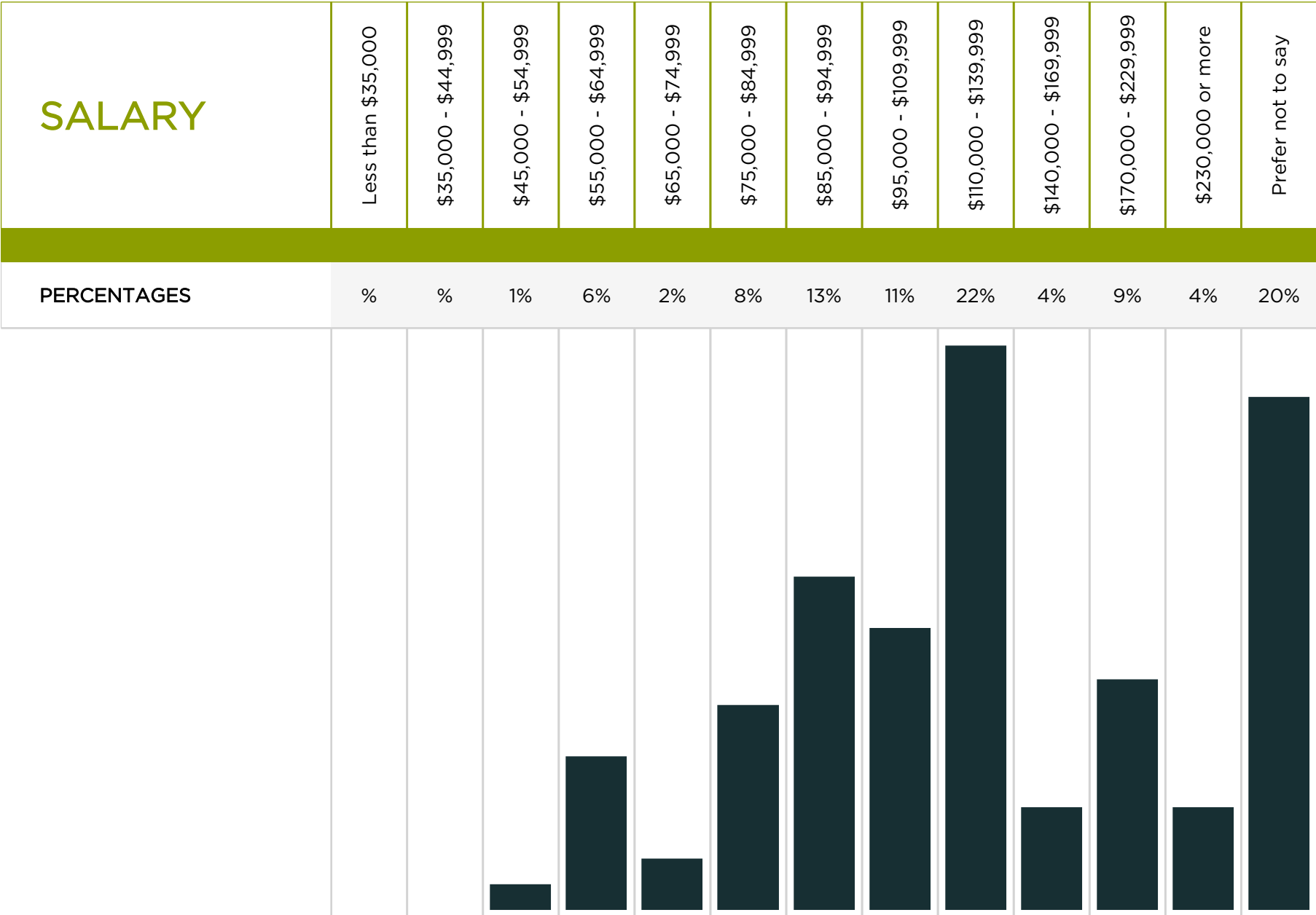
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		2%
No		91%
Prefer not to say		7%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		5%
No		89%
Prefer not to say		6%

# 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 Electoral 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
<b>NUMBER OF RESPONDENTS</b>	<b>92</b>	<b>9</b>	<b>9</b>	<b>6</b>	<b>28</b>	<b>3</b>	<b>2</b>	<b>11</b>	<b>7</b>	<b>11</b>
<b>EMPLOYEE ENGAGEMENT</b>	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	81%	(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 Electoral 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
<b>NUMBER OF RESPONDENTS</b>	92	0	0	1	5	2	7	11	9	19	3	8	3	17
<b>EMPLOYEE ENGAGEMENT</b>	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	81%	(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 Electoral Commission	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
<b>NUMBER OF RESPONDENTS</b>	<b>92</b>	<b>32</b>	<b>14</b>	<b>20</b>	<b>12</b>	<b>5</b>	<b>2</b>
<b>EMPLOYEE ENGAGEMENT</b>	72%	77%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	86%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	61%	72%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	76%	81%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	73%	78%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	74%	79%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	81%	84%	(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 Electoral Commission	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
<b>NUMBER OF RESPONDENTS</b>	92	0	2	5	13	10	16	11	16	5	3	0
<b>EMPLOYEE ENGAGEMENT</b>	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	81%	(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

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# 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 Electoral Commission	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>92</b>	<b>38</b>	<b>45</b>	<b>1</b>
<b>EMPLOYEE ENGAGEMENT</b>	72%	71%	72%	(r)
ENGAGEMENT WITH WORK	77%	78%	76%	(r)
SENIOR MANAGERS	61%	59%	63%	(r)
COMMUNICATION	76%	73%	79%	(r)
HIGH PERFORMANCE	73%	71%	74%	(r)
PUBLIC SECTOR VALUES	74%	72%	77%	(r)
DIVERSITY & INCLUSION	81%	78%	82%	(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.

# 53%

of employees replied favourably to:

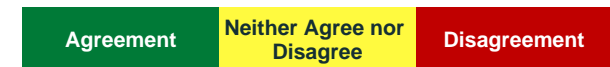
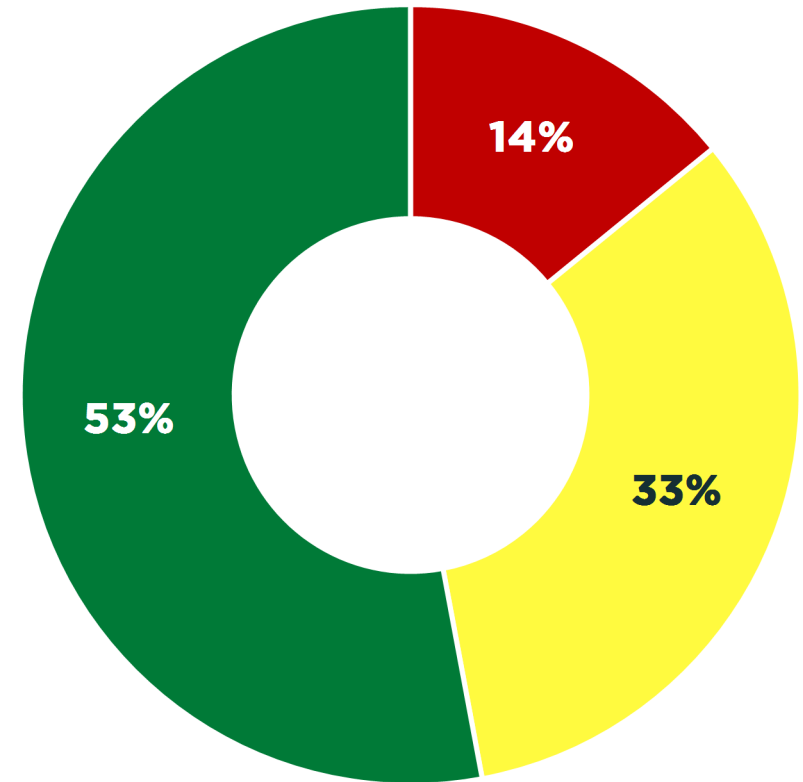
**'I believe action will be taken on the results from this survey by my organisation.'**

## 34%

SECTOR

## 46%

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

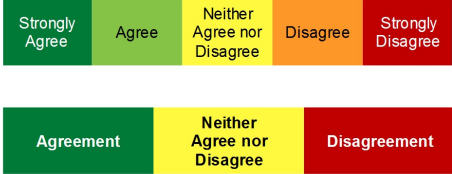
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.