
PEOPLE MATTER 2017

NSW Public Sector Employee Survey

AGENCY REPORT

Office of the Children's Guardian

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-section 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 Joiner Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

**PEOPLE
MATTER
2017**
NSW Public Sector
Employee Survey

RESPONSE RATE

51%

72 OF 141 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

58%

DIFFERENCE FROM 2016 -5

DIFFERENCE FROM PUBLIC SECTOR -7

SENIOR MANAGERS

20%

DIFFERENCE FROM 2016 -19

DIFFERENCE FROM PUBLIC SECTOR -27

COMMUNICATION

45%

DIFFERENCE FROM 2016 -13

DIFFERENCE FROM PUBLIC SECTOR -15



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

60%

DIFFERENCE FROM PUBLIC SECTOR -12

HIGH PERFORMANCE

49%

DIFFERENCE FROM PUBLIC SECTOR -14

PUBLIC SECTOR VALUES

44%

DIFFERENCE FROM PUBLIC SECTOR -17

DIVERSITY & INCLUSION

64%

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	Q9a. I have confidence in the ways my organisation resolves grievances	15%	33%	36%
2	Q7c. I feel that change is managed well in my organisation	15%	33%	39%
3	Q7g. I have confidence in the way recruitment decisions are made	32%	%	35%
4	Q7h. My organisation generally selects capable people to do the job	62%	73%	52%
5	Q7f. My organisation is committed to developing its employees	19%	32%	50%
6	Q1b. I am provided with the support I need to do my best at work	50%	57%	63%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

8b.	Personal background is not a barrier to success in my organisation	81%
2a.	My workgroup strives to achieve customer/client satisfaction	80%
2c.	I receive help and support from other members of my workgroup	80%
2e.	People in my workgroup treat each other with respect	80%
4a.	I am paid fairly for the work I do	75%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	75%
1a.	I understand what is expected of me to do well in my role	74%
2b.	My workgroup works collaboratively to achieve its objectives	70%
5b.	My manager listens to what I have to say	69%
5f.	I have confidence in the decisions my manager makes	69%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

6g.	I feel that senior managers keep employees informed about what's going on	13%
14.	I believe action will be taken on the results from this survey by my organisation	13%
9a.	I have confidence in the ways my organisation resolves grievances	15%
6h.	I feel that senior managers listen to employees	15%
7c.	I feel that change is managed well in my organisation	15%
6a.	I believe senior managers provide clear direction for the future of the organisation	17%
6b.	I feel that senior managers effectively lead and manage change	17%
6d.	Senior managers encourage innovation by employees	19%
7f.	My organisation is committed to developing its employees	19%
6c.	I feel that senior managers model the values of my organisation	21%



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
5f. I have confidence in the decisions my manager makes	69%	66%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	75%	74%

- LEAST IMPROVED QUESTIONS

	AGREEMENT 2017	AGREEMENT 2016
6g. I feel that senior managers keep employees informed about what's going on	13%	40%
6d. Senior managers encourage innovation by employees	19%	43%
6h. I feel that senior managers listen to employees	15%	38%
3e. My performance is assessed against clear criteria	24%	44%
6c. I feel that senior managers model the values of my organisation	21%	40%
7e. People in my organisation take responsibility for their own actions	39%	57%
7c. I feel that change is managed well in my organisation	15%	33%
9a. I have confidence in the ways my organisation resolves grievances	15%	33%
7b. My organisation is making the necessary improvements to meet our future challenges	35%	52%
6a. I believe senior managers provide clear direction for the future of the organisation	17%	33%



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'.



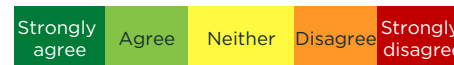
EXPLORE THE FULL RESULTS

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	58% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	14	30	34	15	7	44%	52%	60%
Q7j. I am proud to tell others I work for my organisation	21	38	34			59%	65%	68%
Q7k. I feel a strong personal attachment to my organisation	14	30	39	11		44%	54%	63%
Q7l. My organisation motivates me to help it achieve its objectives	13	23	32	27		35%	48%	53%
Q7m. My organisation inspires me to do the best in my job	14	20	35	21	10	34%	48%	53%

KEY





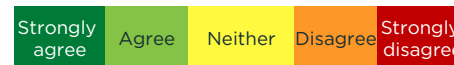
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ENGAGEMENT WITH WORK	60% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	13	53	24			65%	72%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	22	39	19	15		61%	67%	72%
Q1e. I am satisfied with my job	13	40	19	18	10	53%	63%	68%

KEY





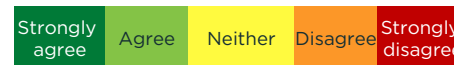
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SENIOR MANAGERS	20% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	15	25	35	24	17%	33%	48%
Q6b. I feel that senior managers effectively lead and manage change	15	25	30	28	17%	32%	44%
Q6c. I feel that senior managers model the values of my organisation	19	39	21	19	21%	40%	48%
Q6d. Senior managers encourage innovation by employees	18	31	35	15	19%	43%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	33	32	21	11	36%	48%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	22	38	22	13	28%	44%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	11	15	43	29	13%	40%	45%
Q6h. I feel that senior managers listen to employees	14	29	32	24	15%	38%	41%
Q7c. I feel that change is managed well in my organisation	11	21	32	32	15%	33%	39%

KEY





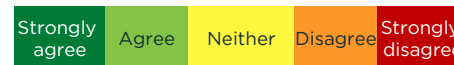
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COMMUNICATION	45% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q5c. My manager communicates effectively with me	17	44	17	11	11	61%	63%	70%
Q5d. My manager encourages and values employee input	18	42	21	11	8	60%	66%	71%
Q5e. My manager involves my workgroup in decisions about our work	10	50	14	17	10	60%	62%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	11	15	43	29		13%	40%	45%
Q6h. I feel that senior managers listen to employees	14	29	32	24		15%	38%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	10	51	18	13	8	61%	76%	66%

KEY





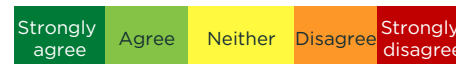
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HIGH PERFORMANCE	49% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	29	44	14	8	74%	81%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	17	54	15	8	70%	75%	78%
Q3f. I have received appropriate training and development to do my job well	32	31	20	13	37%	41%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	10	50	24	11	60%	62%	72%
Q5f. I have confidence in the decisions my manager makes	13	57	14	10	69%	66%	67%
Q6d. Senior managers encourage innovation by employees	18	31	35	15	19%	43%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	33	32	21	11	36%	48%	51%
Q7a. My organisation focuses on improving the work we do	11	47	22	10	58%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	8	26	32	19	35%	52%	57%

KEY





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HIGH PERFORMANCE		49% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation		19	22	32	22	24%	40%	47%
Q7h. My organisation generally selects capable people to do the job		7	55	21	13	62%	73%	52%

KEY





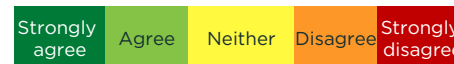
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PUBLIC SECTOR VALUES		44% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q2a. My workgroup strives to achieve customer/client satisfaction		21	59	14	80%	88%	85%
Q2e. People in my workgroup treat each other with respect		23	58	15	80%	81%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		10	50	24	60%	62%	72%
Q5b. My manager listens to what I have to say		19	50	15	69%	72%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		15	25	35	17%	33%	48%
Q6c. I feel that senior managers model the values of my organisation		19	39	21	21%	40%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		22	38	22	28%	44%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		11	15	43	13%	40%	45%
Q6h. I feel that senior managers listen to employees		14	29	32	15%	38%	41%

KEY





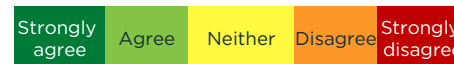
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PUBLIC SECTOR VALUES		44% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		58%	68%	69%					
Q7e. People in my organisation take responsibility for their own actions		39%	57%	47%					

KEY





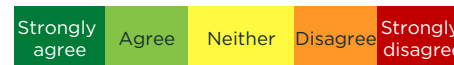
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

DIVERSITY & INCLUSION		64% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017	
Q1b. I am provided with the support I need to do my best at work		43	15	26	8	50%	57%	63%
Q5b. My manager listens to what I have to say		19	50	15	8	69%	72%	75%
Q5d. My manager encourages and values employee input		18	42	21	11	60%	66%	71%
Q6i. Senior managers in my organisation support the career advancement of women		10	36	36	8	46%	52%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		19	49	22	8	68%	75%	74%
Q8b. Personal background is not a barrier to success in my organisation		26	54	15	8	81%	-	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager		10	51	18	13	61%	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>		19	56	14	8	75%	74%	57%

KEY





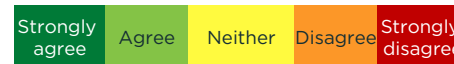
EXPLORE THE FULL RESULTS

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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.

RECRUITMENT	47% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	26	35	14	19	32%	-	35%
Q7h. My organisation generally selects capable people to do the job	7	55	21	13	62%	73%	52%

KEY





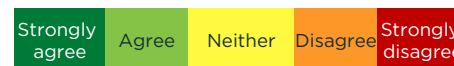
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT	32% 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	8	39	26	17	10	47%	50%	63%
Q3e. My performance is assessed against clear criteria	24	35	26	15		24%	44%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	22	32	24	21		24%	29%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	13	46	19	13	10	58%	61%	67%
Q5h. My manager appropriately deals with employees who perform poorly	18	45	15	18		21%	22%	44%
Q7f. My organisation is committed to developing its employees	14	33	29	18		19%	32%	50%

KEY

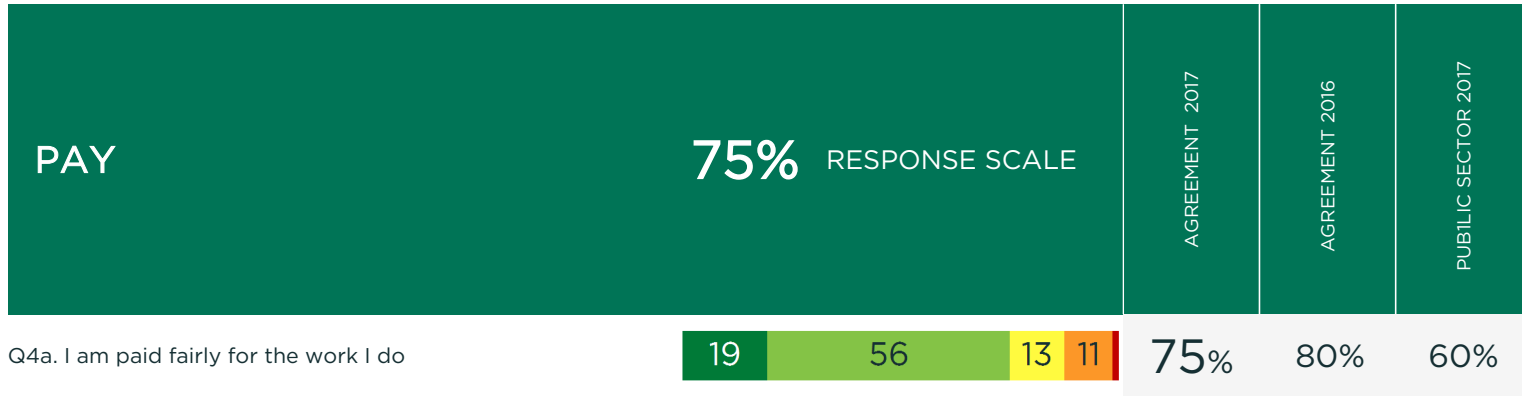




EXPLORE THE FULL RESULTS

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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





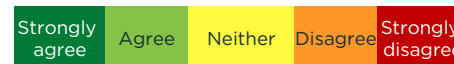
EXPLORE THE FULL RESULTS

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WORKPLACE SUPPORT		66% 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		43	15	26	8	50%	57%	63%
Q1f. I am able to keep my work stress at an acceptable level		11	54	19	13	65%	67%	59%
Q2c. I receive help and support from other members of my workgroup		25	55	13		80%	82%	81%
Q2d. There is good team spirit in my workgroup		20	49	15	11	69%	74%	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

13% RESPONSE SCALE

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



KEY

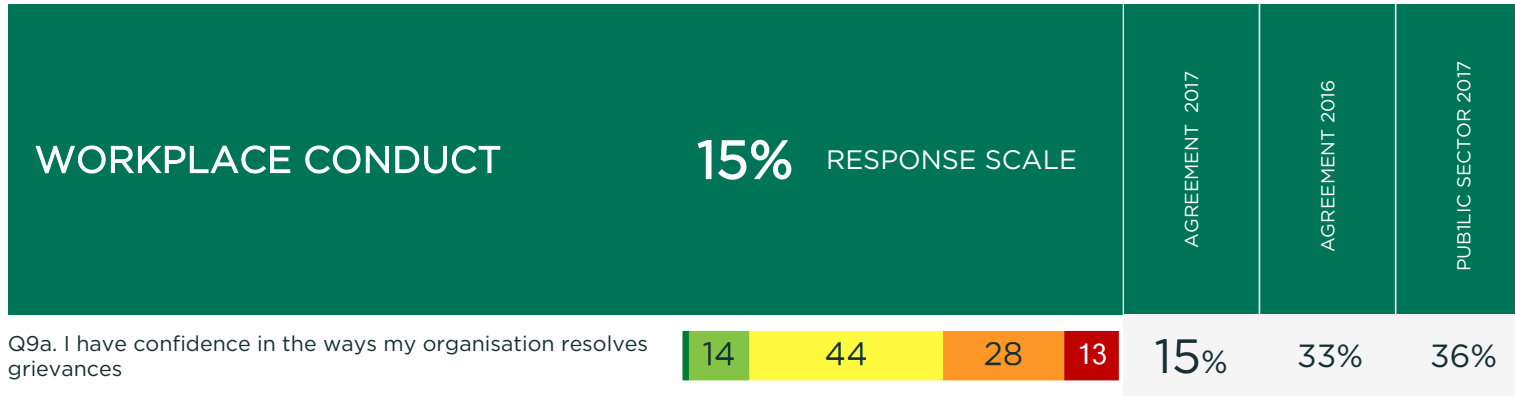




EXPLORE THE FULL RESULTS

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			22%	67%
No			78%	33%
Q3b. I have informal feedback conversations with my manager				
Yes			69%	75%
No			31%	25%
Q3c. I have scheduled feedback conversations with my manager				
Yes			38%	57%
No			63%	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?

		2017	PUBLIC SECTOR 2017
Yes		70%	41%
No		30%	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		20%	30%
Lack of visible opportunities		46%	31%
Lack of promotion opportunities		39%	30%
Lack of support from my manager / supervisor		13%	14%
Geographic location considerations		30%	28%
Personal / family considerations		29%	33%
Insufficient training and development		22%	16%
Lack of required capabilities or experience		17%	11%
Lack of support for temporary assignments/secondments		22%	15%
The application/recruitment process is too cumbersome or time consuming		20%	23%
Other		12%	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		20%	25%
No		59%	62%
Don't know		21%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?			
Yes		15%	63%
No		77%	35%
Don't know		8%	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		38%	33%
No		49%	58%
Don't know		14%	9%
Q10d. In the last 12 months I have been subjected to bullying at work			
Yes		15%	18%
No		74%	76%
Don't know		11%	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		45%	22%
Your immediate manager/supervisor		27%	24%
A fellow worker at your level		9%	27%
A subordinate		9%	8%
A client or customer	(r)		
A member of the public other than a client or customer	(r)		
Other	(r)		
Prefer not to say		9%	13%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		18%
Female		78%
Other		4%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		1%
20 - 24		%
25 -29	█	7%
30 - 34	█	28%
35 - 39	█	14%
40 - 44	█	15%
45 - 49	█	11%
50 - 54	█	10%
55 - 59	█	8%
60 - 64	█	4%
65+		%

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		6%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		%
No		97%
Prefer not to say		3%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

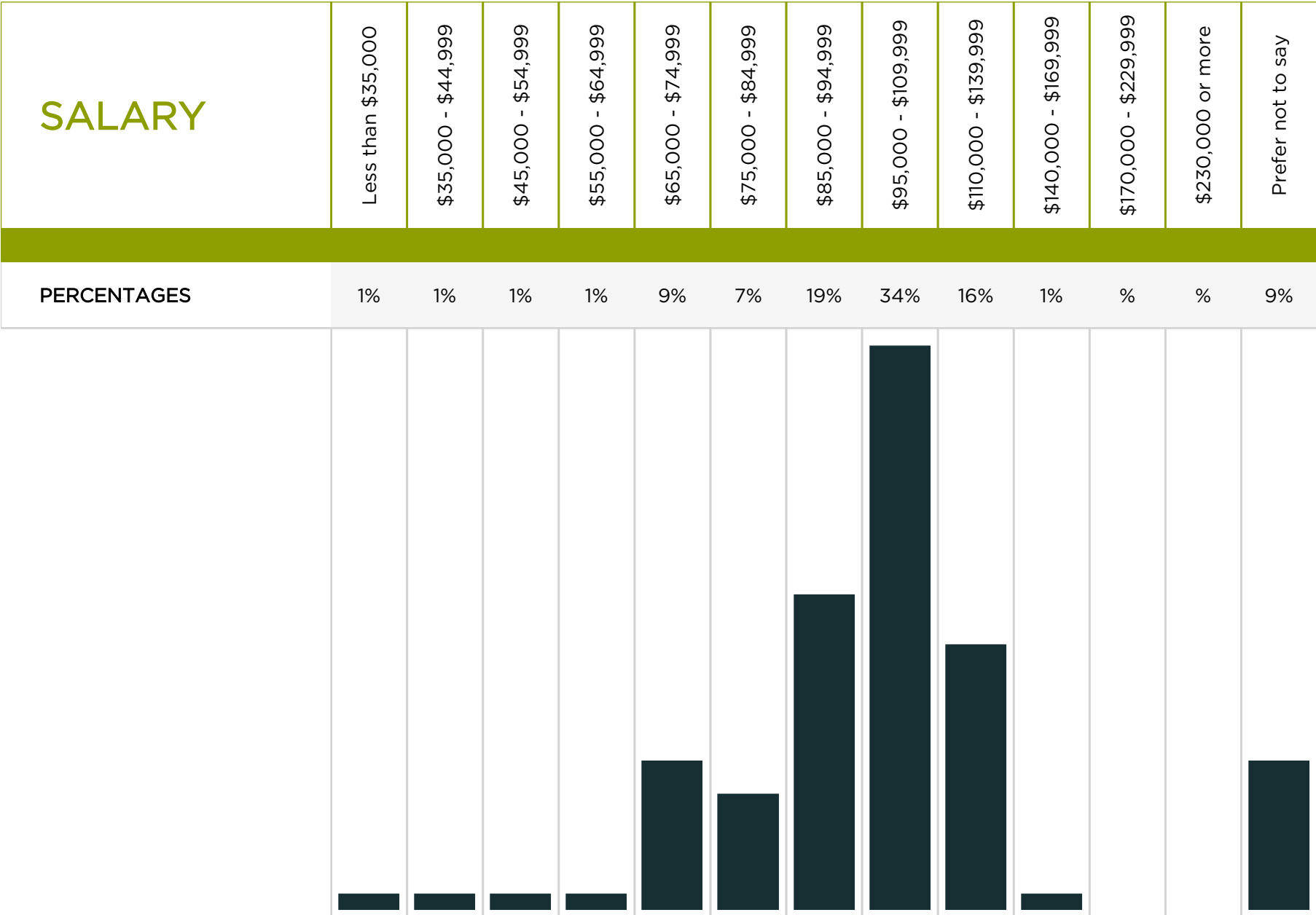
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		%
No		96%
Prefer not to say		4%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		4%
No		89%
Prefer not to say		7%

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.

	Office of the Children's Guardian	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	72	13	8	6	4	3	0	7	2	28
EMPLOYEE ENGAGEMENT	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	20%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	45%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	49%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	44%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	64%	(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.

	Office of the Children's Guardian	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	72	1	1	1	1	6	5	13	24	11	1	0	0	6
EMPLOYEE ENGAGEMENT	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	20%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	45%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	49%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	44%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	64%	(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.

	Office of the Children's Guardian	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	72	6	19	27	12	7	0
EMPLOYEE ENGAGEMENT	58%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	60%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	20%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	45%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	49%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	44%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	64%	(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.

	Office of the Children's Guardian	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	72	1	0	5	20	10	11	8	7	6	3	0
EMPLOYEE ENGAGEMENT	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	20%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	45%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	49%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	44%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	64%	(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.

	Office of the Children's Guardian	Male	Female	Other
NUMBER OF RESPONDENTS	72	13	56	3
EMPLOYEE ENGAGEMENT	58%	(r)	59%	(r)
ENGAGEMENT WITH WORK	60%	(r)	63%	(r)
SENIOR MANAGERS	20%	(r)	21%	(r)
COMMUNICATION	45%	(r)	42%	(r)
HIGH PERFORMANCE	49%	(r)	50%	(r)
PUBLIC SECTOR VALUES	44%	(r)	44%	(r)
DIVERSITY & INCLUSION	64%	(r)	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.

13%

of employees replied favourably to:

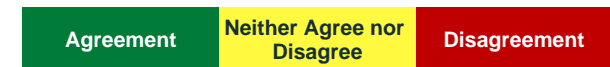
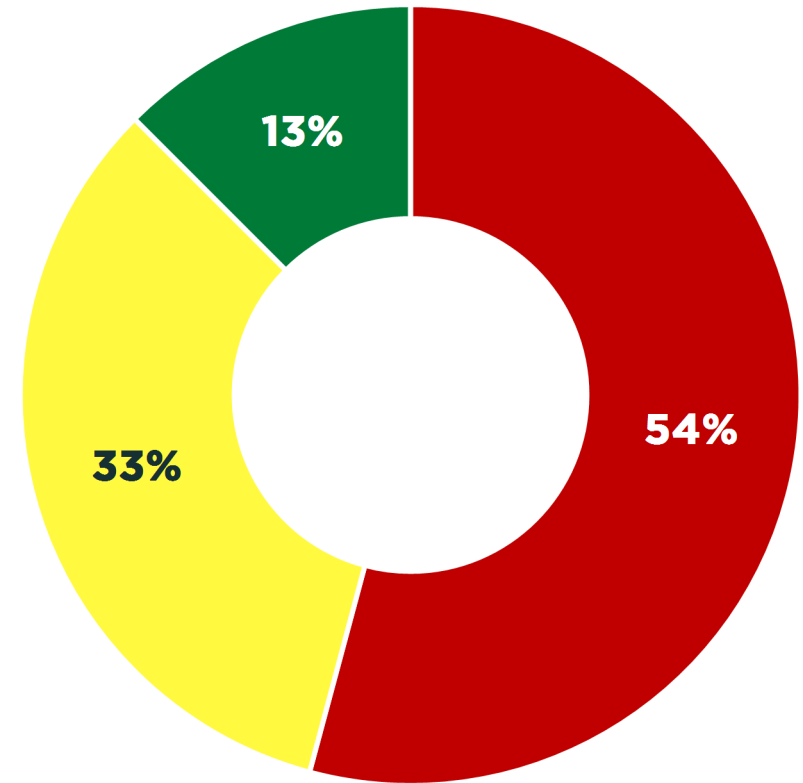
'I believe action will be taken on the results from this survey by my organisation.'

34%

SECTOR

24%

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

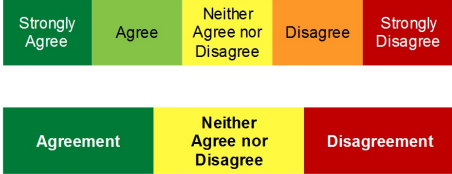
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.