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# PEOPLE MATTER 2017

## NSW Public Sector Employee Survey

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AGENCY REPORT

Ombudsman's Office

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  
Museum Guide Conservator Fitter Electrical Linesworker  
Solicitor Cable Joints Nurse Librarian Advisor  
Warden Prison Officer Technician Administrator  
Train Driver Bus Driver Policy Analyst Fitter  
Surveyor Scientist Nurse Welfare Worker  
Laboratory Turner Plumber Ambulance Officer Youth  
Worker Hospital Orderly Fitter Receptionist Labourer Jointer  
Solicitor Caretaker 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 Joints Plant  
Operator Ranger  
Teacher Nurse  
Librarian  
Advisor

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

## RESPONSE RATE

# 58%

119 OF 206 TOTAL RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 72%

DIFFERENCE FROM 2016 -7

DIFFERENCE FROM PUBLIC SECTOR +7

## SENIOR MANAGERS

# 58%

DIFFERENCE FROM 2016 -12

DIFFERENCE FROM PUBLIC SECTOR +11

## COMMUNICATION

# 67%

DIFFERENCE FROM 2016 -6

DIFFERENCE FROM PUBLIC SECTOR +8



## 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

# 76%

DIFFERENCE FROM PUBLIC SECTOR +5

## HIGH PERFORMANCE

# 71%

DIFFERENCE FROM PUBLIC SECTOR +8

## PUBLIC SECTOR VALUES

# 71%

DIFFERENCE FROM PUBLIC SECTOR +11

## DIVERSITY & INCLUSION

# 80%

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>Q7f.</b> My organisation is committed to developing its employees	<b>57%</b>	68%	50%
2	<b>Q8b.</b> Personal background is not a barrier to success in my organisation	<b>86%</b>	%	74%
3	<b>Q8a.</b> My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	<b>85%</b>	86%	74%
4	<b>Q6c.</b> I feel that senior managers model the values of my organisation	<b>66%</b>	76%	48%
5	<b>Q8c.</b> I am able to speak up and share a different view to my colleagues and manager	<b>76%</b>	84%	66%
6	<b>Q7e.</b> People in my organisation take responsibility for their own actions	<b>64%</b>	75%	47%

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

1a.	I understand what is expected of me to do well in my role	<b>93%</b>
2a.	My workgroup strives to achieve customer/client satisfaction	<b>88%</b>
2e.	People in my workgroup treat each other with respect	<b>88%</b>
8b.	Personal background is not a barrier to success in my organisation	<b>86%</b>
2c.	I receive help and support from other members of my workgroup	<b>86%</b>
5b.	My manager listens to what I have to say	<b>85%</b>
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	<b>85%</b>
2d.	There is good team spirit in my workgroup	<b>82%</b>
1c.	My job gives me a feeling of personal accomplishment	<b>82%</b>
7a.	My organisation focuses on improving the work we do	<b>81%</b>

## - LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

9a.	I have confidence in the ways my organisation resolves grievances	<b>39%</b>
5h.	My manager appropriately deals with employees who perform poorly	<b>39%</b>
3g.	I am satisfied with the opportunities available for career development in my organisation	<b>43%</b>
7d.	There is good co-operation between teams across our organisation	<b>46%</b>
7c.	I feel that change is managed well in my organisation	<b>47%</b>
6d.	Senior managers encourage innovation by employees	<b>50%</b>
6b.	I feel that senior managers effectively lead and manage change	<b>50%</b>
6h.	I feel that senior managers listen to employees	<b>51%</b>
6g.	I feel that senior managers keep employees informed about what's going on	<b>52%</b>
14.	I believe action will be taken on the results from this survey by my organisation	<b>55%</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

	AGREEMENT 2017	AGREEMENT 2016
14. I believe action will be taken on the results from this survey by my organisation	55%	46%
3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	81%	74%
3g. I am satisfied with the opportunities available for career development in my organisation	43%	38%
5c. My manager communicates effectively with me	79%	74%
3e. My performance is assessed against clear criteria	62%	58%
4a. I am paid fairly for the work I do	78%	74%
2d. There is good team spirit in my workgroup	82%	79%
5d. My manager encourages and values employee input	80%	77%
1b. I am provided with the support I need to do my best at work	77%	74%
2e. People in my workgroup treat each other with respect	88%	86%

## - LEAST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

	AGREEMENT 2017	AGREEMENT 2016
9a. I have confidence in the ways my organisation resolves grievances	39%	56%
7b. My organisation is making the necessary improvements to meet our future challenges	58%	75%
6a. I believe senior managers provide clear direction for the future of the organisation	58%	74%
6h. I feel that senior managers listen to employees	51%	66%
7c. I feel that change is managed well in my organisation	47%	62%
7a. My organisation focuses on improving the work we do	81%	95%
6g. I feel that senior managers keep employees informed about what's going on	52%	65%
7k. I feel a strong personal attachment to my organisation	64%	78%
7i. I would recommend my organisation as a great place to work	72%	85%
6d. Senior managers encourage innovation by employees	50%	62%



### 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'.



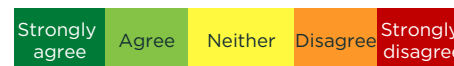
## EXPLORE THE FULL RESULTS

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	29	43	25	72%	85%	60%
Q7j. I am proud to tell others I work for my organisation	36	45	17	81%	93%	68%
Q7k. I feel a strong personal attachment to my organisation	21	43	31	64%	78%	63%
Q7l. My organisation motivates me to help it achieve its objectives	20	47	25	68%	78%	53%
Q7m. My organisation inspires me to do the best in my job	21	44	26	65%	77%	53%

KEY





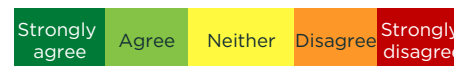
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ENGAGEMENT WITH WORK	76% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	29	53	13		82%	90%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	33	39	21	8	71%	83%	72%
Q1e. I am satisfied with my job	18	58	15	8	76%	77%	68%

KEY





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SENIOR MANAGERS	58% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	18	39	23	14	58%	74%	48%
Q6b. I feel that senior managers effectively lead and manage change	14	36	24	21	50%	61%	44%
Q6c. I feel that senior managers model the values of my organisation	20	46	18	9	66%	76%	48%
Q6d. Senior managers encourage innovation by employees	10	40	31	14	50%	62%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	27	47	20		75%	84%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	26	45	25		71%	76%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	13	39	25	15	52%	65%	45%
Q6h. I feel that senior managers listen to employees	12	39	29	16	51%	66%	41%
Q7c. I feel that change is managed well in my organisation	13	35	29	19	47%	62%	39%

KEY







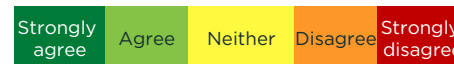
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COMMUNICATION	67% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017	
Q5c. My manager communicates effectively with me	30	49	12		79%	74%	70%	
Q5d. My manager encourages and values employee input	31	49	12		80%	77%	71%	
Q5e. My manager involves my workgroup in decisions about our work	27	39	21	9	66%	73%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	13	39	25	15	8	52%	65%	45%
Q6h. I feel that senior managers listen to employees	12	39	29	16		51%	66%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	51	14			76%	84%	66%

KEY





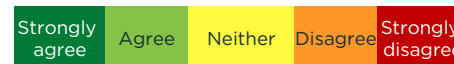
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	71% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017		
Q1a. I understand what is expected of me to do well in my role	34	59	93%	94%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	45	29	20	75%	85%	78%	
Q3f. I have received appropriate training and development to do my job well	25	41	21	11	66%	67%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	31	48	13		79%	83%	72%
Q5f. I have confidence in the decisions my manager makes	31	44	18		75%	87%	67%
Q6d. Senior managers encourage innovation by employees	10	40	31	14	50%	62%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	27	47	20		75%	84%	51%
Q7a. My organisation focuses on improving the work we do	34	47	14		81%	95%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	24	35	28	13	58%	75%	57%

KEY





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	71% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	9	36	26	23	46%	55%	47%
Q7h. My organisation generally selects capable people to do the job	18	63	14		81%	86%	52%

KEY





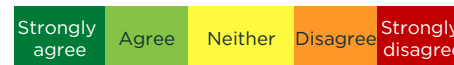
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PUBLIC SECTOR VALUES	71% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017		
	Strongly agree	Agree	Neither	Disagree	Strongly disagree			
Q2a. My workgroup strives to achieve customer/client satisfaction	50	38	9	88%	93%	85%		
Q2e. People in my workgroup treat each other with respect	46	42		88%	86%	74%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	31	48	13	79%	83%	72%		
Q5b. My manager listens to what I have to say	33	52	8	85%	83%	75%		
Q6a. I believe senior managers provide clear direction for the future of the organisation	18	39	23	14	58%	74%	48%	
Q6c. I feel that senior managers model the values of my organisation	20	46	18	9	66%	76%	48%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	26	45	25		71%	76%	60%	
Q6g. I feel that senior managers keep employees informed about what's going on	13	39	25	15	8	52%	65%	45%
Q6h. I feel that senior managers listen to employees	12	39	29	16		51%	66%	41%

KEY





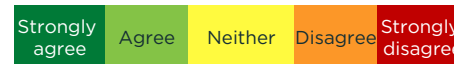
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PUBLIC SECTOR VALUES		71% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		34	47	14	1	81%	95%	69%
Q7e. People in my organisation take responsibility for their own actions		14	50	27	8	64%	75%	47%

### KEY





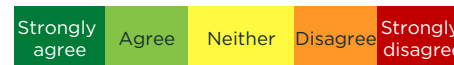
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DIVERSITY & INCLUSION	80% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	24	53	15		77%	74%	63%
Q5b. My manager listens to what I have to say	33	52	8		85%	83%	75%
Q5d. My manager encourages and values employee input	31	49	12		80%	77%	71%
Q6i. Senior managers in my organisation support the career advancement of women	25	46	24		71%	77%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	39	46	8		85%	86%	74%
Q8b. Personal background is not a barrier to success in my organisation	40	47	8		86%	-	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	51	14		76%	84%	66%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	46	34	11	8	80%	88%	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	71% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	13	49	21	9	8	62%	-	35%
Q7h. My organisation generally selects capable people to do the job	18	63	14			81%	86%	52%

KEY





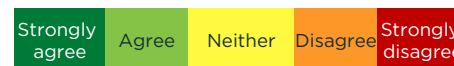
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PERFORMANCE FRAMEWORK & DEVELOPMENT	59% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		81%	74%	63%
Q3e. My performance is assessed against clear criteria		62%	58%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation		43%	38%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do		70%	82%	67%
Q5h. My manager appropriately deals with employees who perform poorly		39%	46%	44%
Q7f. My organisation is committed to developing its employees		57%	68%	50%

KEY



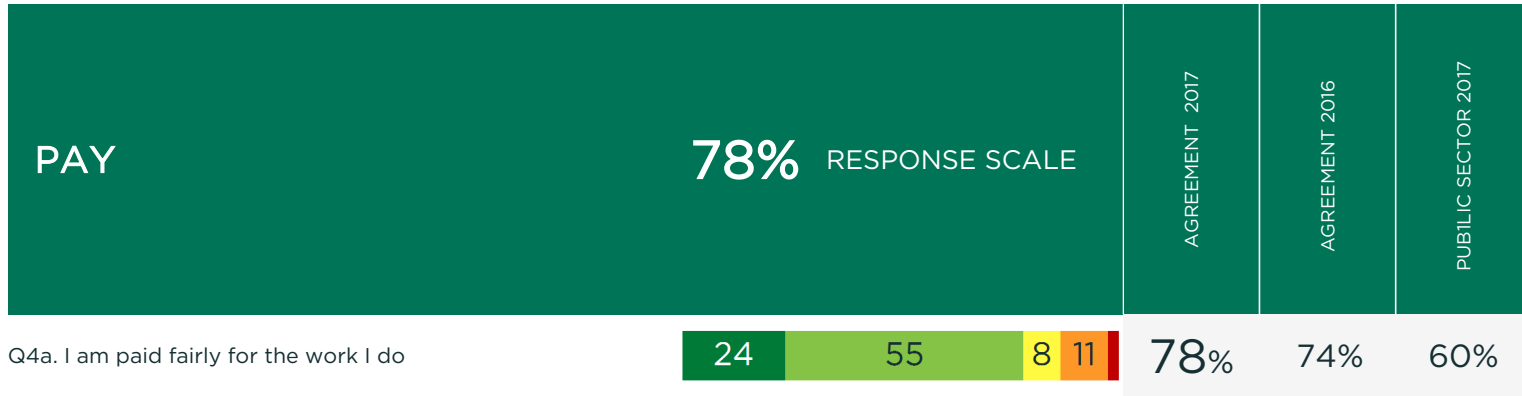




## EXPLORE THE FULL RESULTS

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





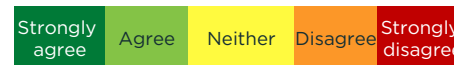
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WORKPLACE SUPPORT	77% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017		
Q1b. I am provided with the support I need to do my best at work	24	53	15	77%	74%	63%	
Q1f. I am able to keep my work stress at an acceptable level	14	50	18	14	64%	65%	59%
Q2c. I receive help and support from other members of my workgroup	43	43	12	86%	88%	81%	
Q2d. There is good team spirit in my workgroup	41	41	11	82%	79%	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

**55%** RESPONSE SCALE

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



KEY

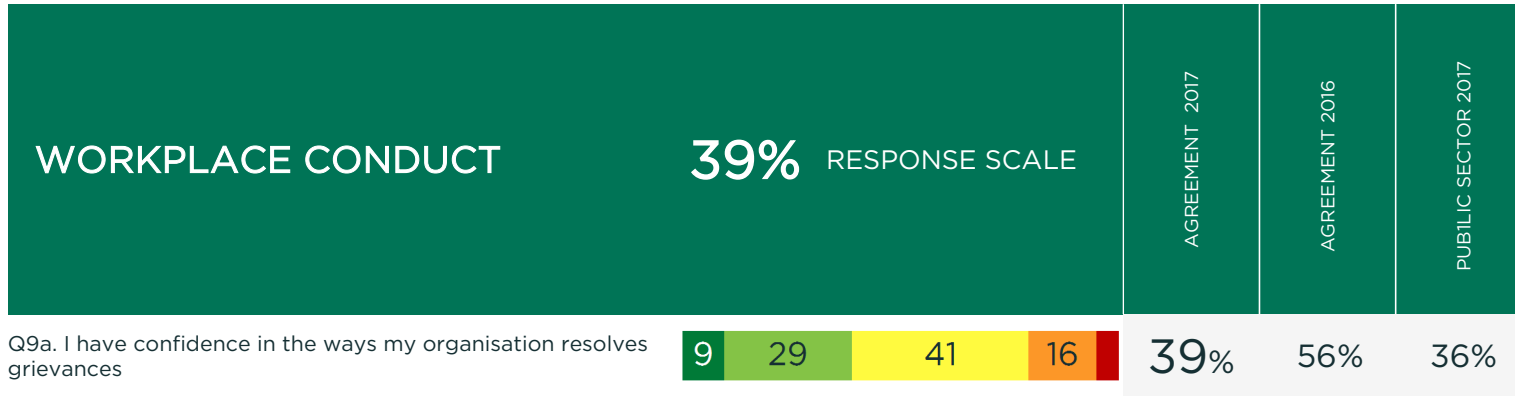




## EXPLORE THE FULL RESULTS

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			77%	67%
No			23%	33%
<b>Q3b.</b> I have informal feedback conversations with my manager				
Yes			87%	75%
No			13%	25%
<b>Q3c.</b> I have scheduled feedback conversations with my manager				
Yes			76%	57%
No			24%	43%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	PUBLIC SECTOR 2017
<b>Q3h.</b> Are you currently looking, or thinking about looking, for a new role within the NSW Public Sector but outside of your current workplace in order to broaden your experience?			
Yes		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		28%	30%
Lack of visible opportunities		30%	31%
Lack of promotion opportunities		33%	30%
Lack of support from my manager / supervisor		10%	14%
Geographic location considerations		16%	28%
Personal / family considerations		30%	33%
Insufficient training and development		7%	16%
Lack of required capabilities or experience		10%	11%
Lack of support for temporary assignments/secondments		10%	15%
The application/recruitment process is too cumbersome or time consuming		22%	23%
Other		10%	9%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

### UNACCEPTABLE CONDUCT

### RESPONSE SCALE

2017

PUBLIC SECTOR 2017

**Q10a.** In the last 12 months I have witnessed misconduct/wrongdoing at work

Yes		10%	25%
No		83%	62%
Don't know		7%	13%

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

Yes		45%	63%
No		55%	35%
Don't know	(r)		





## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	PUBLIC SECTOR 2017
<b>Q10c.</b> In the last 12 months I have witnessed bullying at work			
Yes		19%	33%
No		75%	58%
Don't know		6%	9%
<b>Q10d.</b> In the last 12 months I have been subjected to bullying at work			
Yes		14%	18%
No		83%	76%
Don't know		3%	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		50%	22%
Your immediate manager/supervisor		6%	24%
A fellow worker at your level		25%	27%
A subordinate		6%	8%
A client or customer	(r)		
A member of the public other than a client or customer	(r)		
Other		6%	4%
Prefer not to say		6%	13%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		25%
Female		75%
Other		1%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		1%
25 -29	■	9%
30 - 34	■	18%
35 - 39	■	13%
40 - 44	■	17%
45 - 49	■	10%
50 - 54	■	19%
55 - 59	■	5%
60 - 64	■	4%
65+	■	4%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you speak a language other than English at home?</b>		
Yes		15%
No		77%
Prefer not to say		9%
<b>Are you of Aboriginal and/or Torres Strait Islander origin?</b>		
Yes		3%
No		91%
Prefer not to say		6%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

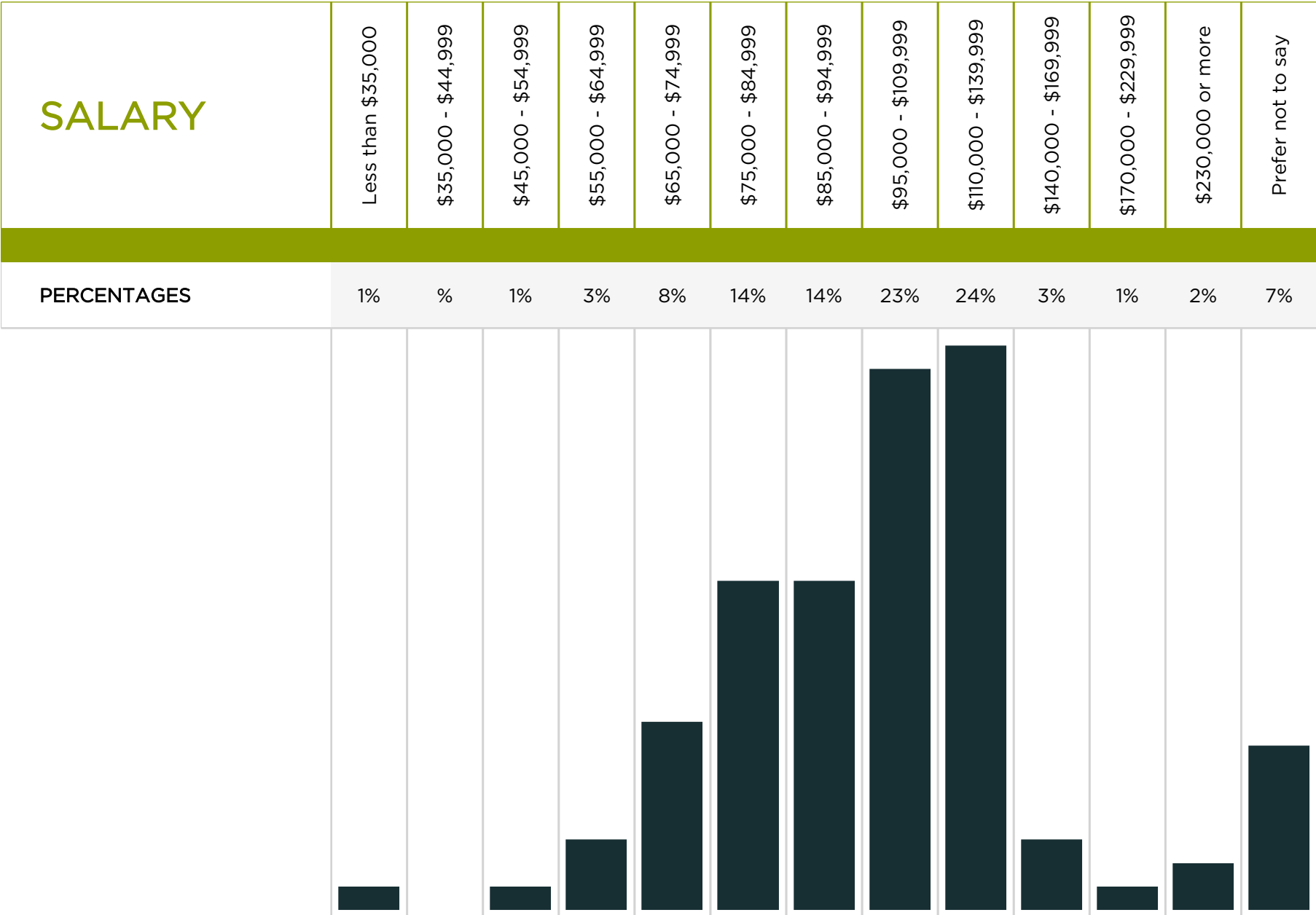
	RESPONSE SCALE	PERCENTAGE
<b>Do you have a disability?</b>		
Yes		6%
No		89%
Prefer not to say		4%
<b>Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?</b>		
Yes		8%
No		91%
Prefer not to say		2%

# 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.

	Ombudsman's Office	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>	119	23	6	10	21	6	4	15	5	25
<b>EMPLOYEE ENGAGEMENT</b>	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	80%	(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.

	Ombudsman's Office	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>	119	1	0	1	4	9	16	16	27	28	3	1	2	8
<b>EMPLOYEE ENGAGEMENT</b>	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	80%	(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.

	Ombudsman's Office	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>	119	19	11	26	21	26	9
<b>EMPLOYEE ENGAGEMENT</b>	72%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	67%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	(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.

	Ombudsman's Office	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>	119	0	1	10	21	15	19	11	22	6	5	4
<b>EMPLOYEE ENGAGEMENT</b>	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	(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.

	Ombudsman's Office	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	119	28	85	1
<b>EMPLOYEE ENGAGEMENT</b>	72%	(r)	72%	(r)
ENGAGEMENT WITH WORK	76%	(r)	76%	(r)
SENIOR MANAGERS	58%	(r)	57%	(r)
COMMUNICATION	67%	(r)	67%	(r)
HIGH PERFORMANCE	71%	(r)	72%	(r)
PUBLIC SECTOR VALUES	71%	(r)	70%	(r)
DIVERSITY & INCLUSION	80%	(r)	79%	(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.

# 55%

of employees replied favourably to:

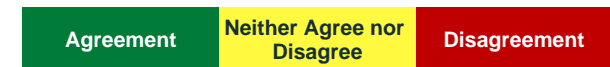
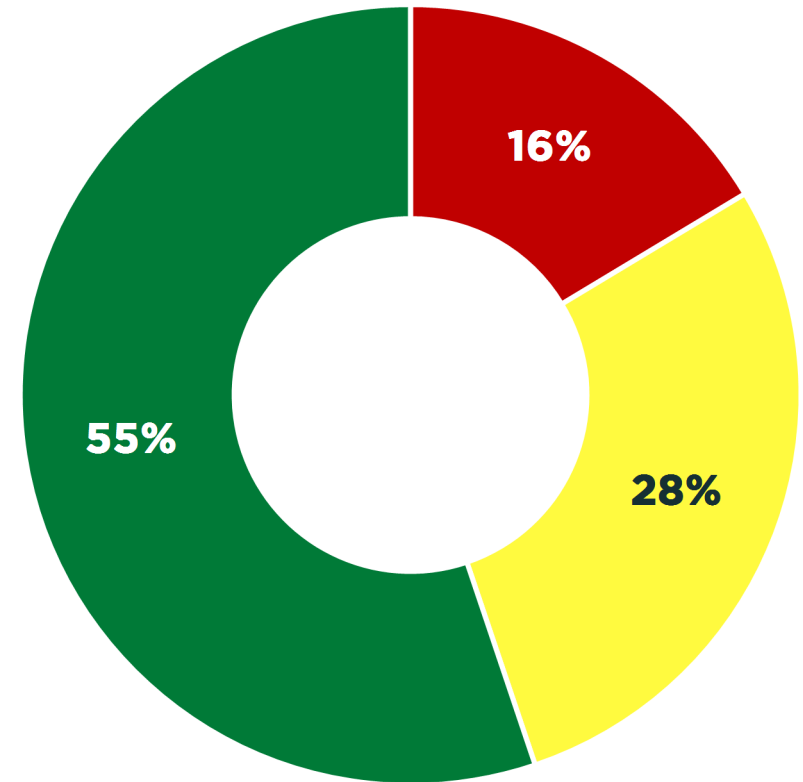
**'I believe action will be taken on the results from this survey by my organisation.'**

## 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

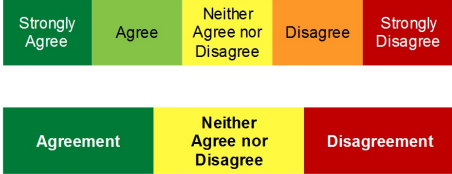
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.