

# 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 Joints Electrician Linesworker  
Warden Prison Officer Nurse Librarian Advisor  
Train Driver Bus Driver Policy Analyst Fitter  
Surveyor Scientist Nurse Welfare Worker  
Laboratory Turner Plumber Ambulance Officer Youth  
Worker Hospital Orderly Fitter Receptionist Labourer Jointer  
Solicitor Caretaker Cross-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 Joints Plant  
Operator Ranger  
Teacher Nurse  
Librarian  
Advisor

AGENCY REPORT

Public Service Commission

## RESPONSE RATE

# 99%

121 OF 122 TOTAL RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 67%

DIFFERENCE FROM 2016 -5

DIFFERENCE FROM PUBLIC SECTOR +3

## SENIOR MANAGERS

# 61%

DIFFERENCE FROM 2016 -7

DIFFERENCE FROM PUBLIC SECTOR +14

## COMMUNICATION

# 76%

DIFFERENCE FROM 2016 0

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

# 76%

DIFFERENCE FROM PUBLIC SECTOR +4

## HIGH PERFORMANCE

# 73%

DIFFERENCE FROM PUBLIC SECTOR +10

## PUBLIC SECTOR VALUES

# 74%

DIFFERENCE FROM PUBLIC SECTOR +14

## DIVERSITY & INCLUSION

# 84%

DIFFERENCE FROM PUBLIC SECTOR +16

# 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>Q7g.</b> I have confidence in the way recruitment decisions are made	56%	%	35%
2	<b>Q7h.</b> My organisation generally selects capable people to do the job	73%	76%	52%
3	<b>Q7f.</b> My organisation is committed to developing its employees	65%	70%	50%
4	<b>Q8c.</b> I am able to speak up and share a different view to my colleagues and manager	82%	81%	66%
5	<b>Q8a.</b> My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	88%	89%	74%
6	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	68%	78%	57%

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

2e. People in my workgroup treat each other with respect	<b>93%</b>
2b. My workgroup works collaboratively to achieve its objectives	<b>92%</b>
2c. I receive help and support from other members of my workgroup	<b>91%</b>
2a. My workgroup strives to achieve customer/client satisfaction	<b>91%</b>
5a. My manager encourages people in my workgroup to keep improving the work they do	<b>88%</b>
5b. My manager listens to what I have to say	<b>88%</b>
5d. My manager encourages and values employee input	<b>88%</b>
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	<b>88%</b>
8b. Personal background is not a barrier to success in my organisation	<b>87%</b>
3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	<b>86%</b>

## - LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

7d. There is good co-operation between teams across our organisation	<b>43%</b>
9a. I have confidence in the ways my organisation resolves grievances	<b>50%</b>
7c. I feel that change is managed well in my organisation	<b>50%</b>
7k. I feel a strong personal attachment to my organisation	<b>51%</b>
3g. I am satisfied with the opportunities available for career development in my organisation	<b>52%</b>
6b. I feel that senior managers effectively lead and manage change	<b>53%</b>
7g. I have confidence in the way recruitment decisions are made	<b>56%</b>
6d. Senior managers encourage innovation by employees	<b>57%</b>
3f. I have received appropriate training and development to do my job well	<b>58%</b>
6a. I believe senior managers provide clear direction for the future of the organisation	<b>58%</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

3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	86%	77%
1f.	I am able to keep my work stress at an acceptable level	77%	68%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	83%	78%
1e.	I am satisfied with my job	74%	70%
2b.	My workgroup works collaboratively to achieve its objectives	92%	88%
1c.	My job gives me a feeling of personal accomplishment	76%	72%
2c.	I receive help and support from other members of my workgroup	91%	88%
5e.	My manager involves my workgroup in decisions about our work	85%	82%
2e.	People in my workgroup treat each other with respect	93%	90%
5d.	My manager encourages and values employee input	88%	85%

## - LEAST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

6a.	I believe senior managers provide clear direction for the future of the organisation	58%	75%
6b.	I feel that senior managers effectively lead and manage change	53%	68%
7b.	My organisation is making the necessary improvements to meet our future challenges	68%	78%
6d.	Senior managers encourage innovation by employees	57%	66%
7c.	I feel that change is managed well in my organisation	50%	59%
7j.	I am proud to tell others I work for my organisation	70%	78%
7m.	My organisation inspires me to do the best in my job	61%	68%
7a.	My organisation focuses on improving the work we do	82%	89%
7d.	There is good co-operation between teams across our organisation	43%	50%
14.	I believe action will be taken on the results from this survey by my organisation	68%	75%



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are your least improved and most improved scoring questions from the survey, based on respondents who have selected 'Strongly Agree' and 'Agree'.

# BUSINESS UNIT COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Public Service Commission

The Engagement Score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in a group.

Significant differences have been highlighted to demonstrate best practice and areas that require attention.

	Public Service Commission	Commissioner/Deputy Commissioner/Communications/Legal/Sector Performance	Corporate	HR Practice/Reform	Leadership & Values	Workforce Information	Workforce Management Systems
NUMBER OF RESPONDENTS	121	21	18	26	22	20	12
EMPLOYEE ENGAGEMENT	67%	66%	63%	70%	66%	67%	76%
ENGAGEMENT WITH WORK	76%	79%	65%	83%	71%	77%	86%
SENIOR MANAGERS	61%	57%	56%	65%	54%	69%	69%
COMMUNICATION	76%	78%	70%	78%	69%	82%	86%
HIGH PERFORMANCE	73%	66%	74%	75%	72%	74%	80%
PUBLIC SECTOR VALUES	74%	73%	70%	76%	68%	80%	83%
DIVERSITY & INCLUSION	84%	86%	83%	86%	79%	84%	91%

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 10 RESPONDENTS



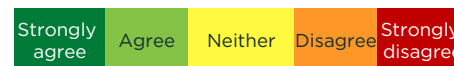
## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

EMPLOYEE ENGAGEMENT	67% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	24	46	18		71%	74%	60%
Q7j. I am proud to tell others I work for my organisation	30	39	20		70%	78%	68%
Q7k. I feel a strong personal attachment to my organisation	24	28	29	13	51%	58%	63%
Q7l. My organisation motivates me to help it achieve its objectives	20	45	24		65%	69%	53%
Q7m. My organisation inspires me to do the best in my job	20	40	29		61%	68%	53%

KEY





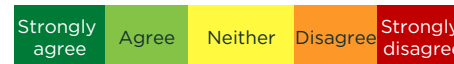
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ENGAGEMENT WITH WORK	76% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	25	51	15		76%	72%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	36	43	12	8	79%	80%	72%
Q1e. I am satisfied with my job	21	53	12	10	74%	70%	68%

### KEY







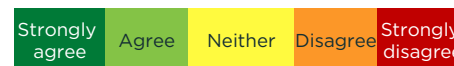
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SENIOR MANAGERS		61% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation		15	43	20	18	58%	75%	48%
Q6b. I feel that senior managers effectively lead and manage change		12	42	24	18	53%	68%	44%
Q6c. I feel that senior managers model the values of my organisation		23	42	22	9	64%	68%	48%
Q6d. Senior managers encourage innovation by employees		16	41	29	9	57%	66%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		22	53	18	7	75%	76%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		21	49	22	8	70%	69%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		12	49	21	11	61%	66%	45%
Q6h. I feel that senior managers listen to employees		16	45	24	10	61%	63%	41%
Q7c. I feel that change is managed well in my organisation		8	42	28	18	50%	59%	39%

KEY





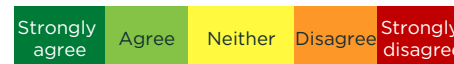
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COMMUNICATION	76% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017		
Q5c. My manager communicates effectively with me	36	43	14	79%	81%	70%	
Q5d. My manager encourages and values employee input	43	44	8	88%	85%	71%	
Q5e. My manager involves my workgroup in decisions about our work	40	45	9	85%	82%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	12	49	21	11	61%	66%	45%
Q6h. I feel that senior managers listen to employees	16	45	24	10	61%	63%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	34	49	13	82%	81%	66%	

KEY





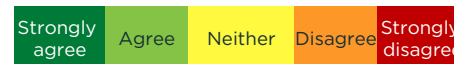
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	HIGH PERFORMANCE				73% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	32	52	11			84%	84%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	52	40				92%	88%	78%
Q3f. I have received appropriate training and development to do my job well	17	40	24	15		58%	64%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	38	50	9			88%	88%	72%
Q5f. I have confidence in the decisions my manager makes	43	39	11	8		82%	84%	67%
Q6d. Senior managers encourage innovation by employees	16	41	29	9		57%	66%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	22	53	18			75%	76%	51%
Q7a. My organisation focuses on improving the work we do	29	54	12			82%	89%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	19	49	23	8		68%	78%	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.

	73% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	38	25	24	8	43%	50%	47%
Q7h. My organisation generally selects capable people to do the job	18	55	20		73%	76%	52%

### KEY





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

PUBLIC SECTOR VALUES		74% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q2a. My workgroup strives to achieve customer/client satisfaction		48	43	91%	90%	85%
Q2e. People in my workgroup treat each other with respect		63	30	93%	90%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		38	50	88%	88%	72%
Q5b. My manager listens to what I have to say		45	43	88%	86%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		15	43	58%	75%	48%
Q6c. I feel that senior managers model the values of my organisation		23	42	64%	68%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		21	49	70%	69%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		12	49	61%	66%	45%
Q6h. I feel that senior managers listen to employees		16	45	61%	63%	41%

KEY





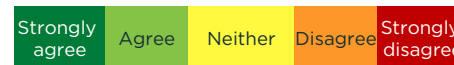
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PUBLIC SECTOR VALUES		74% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017		
Q7a. My organisation focuses on improving the work we do		29	54	12	82%	89%	69%	
Q7e. People in my organisation take responsibility for their own actions		10	53	26	9	63%	61%	47%

KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

DIVERSITY & INCLUSION	84% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	23	50	15	7	74%	73%	63%
Q5b. My manager listens to what I have to say	45	43			88%	86%	75%
Q5d. My manager encourages and values employee input	43	44	8		88%	85%	71%
Q6i. Senior managers in my organisation support the career advancement of women	39	39	18		79%	78%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	43	44			88%	89%	74%
Q8b. Personal background is not a barrier to success in my organisation	45	42	11		87%	-	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	34	49	13		82%	81%	66%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	45	38	12		83%	78%	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.



KEY







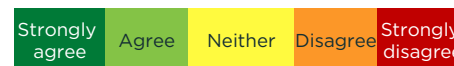
## EXPLORE THE FULL RESULTS

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PERFORMANCE FRAMEWORK & DEVELOPMENT	70% 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	30	55	10		86%	77%	63%	
Q3e. My performance is assessed against clear criteria	17	56	14	12	73%	71%	54%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	12	40	20	18	10	52%	54%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	42	43	10		85%	85%	67%	
Q5h. My manager appropriately deals with employees who perform poorly	25	34	35		59%	62%	44%	
Q7f. My organisation is committed to developing its employees	13	51	25	8	65%	70%	50%	

KEY

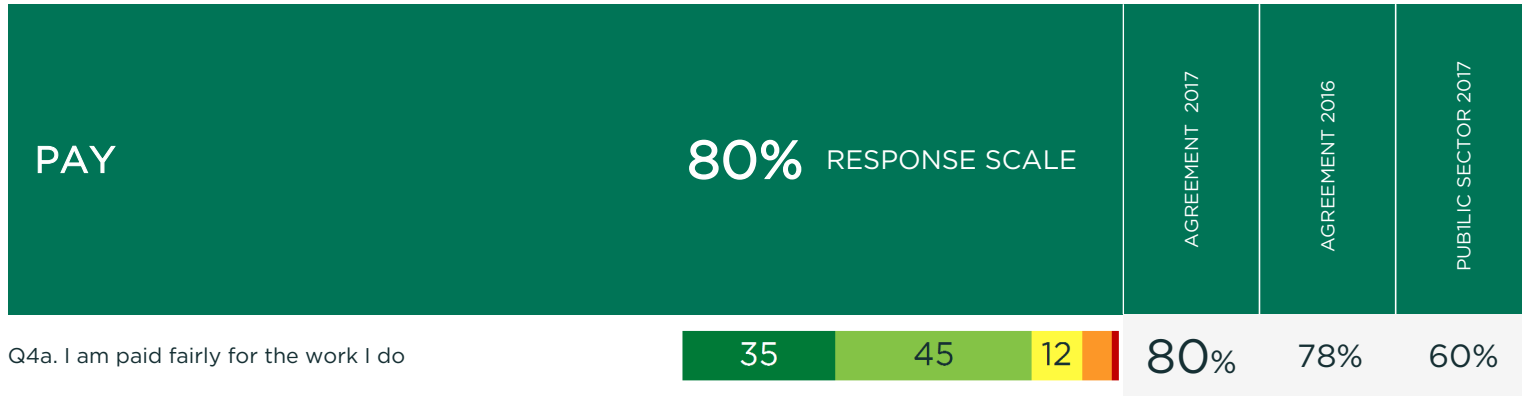




## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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



### KEY





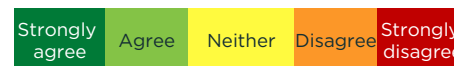
## EXPLORE THE FULL RESULTS

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

WORKPLACE SUPPORT		82% 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		23	50	15	7	74%	73%	63%
Q1f. I am able to keep my work stress at an acceptable level		18	59	8	14	77%	68%	59%
Q2c. I receive help and support from other members of my workgroup		55	36	9	0	91%	88%	81%
Q2d. There is good team spirit in my workgroup		50	36	9	5	85%	83%	69%

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.

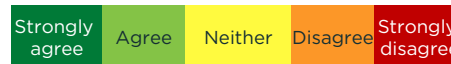
## ACTION ABOUT SURVEY RESULTS

**68%** RESPONSE SCALE

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



KEY

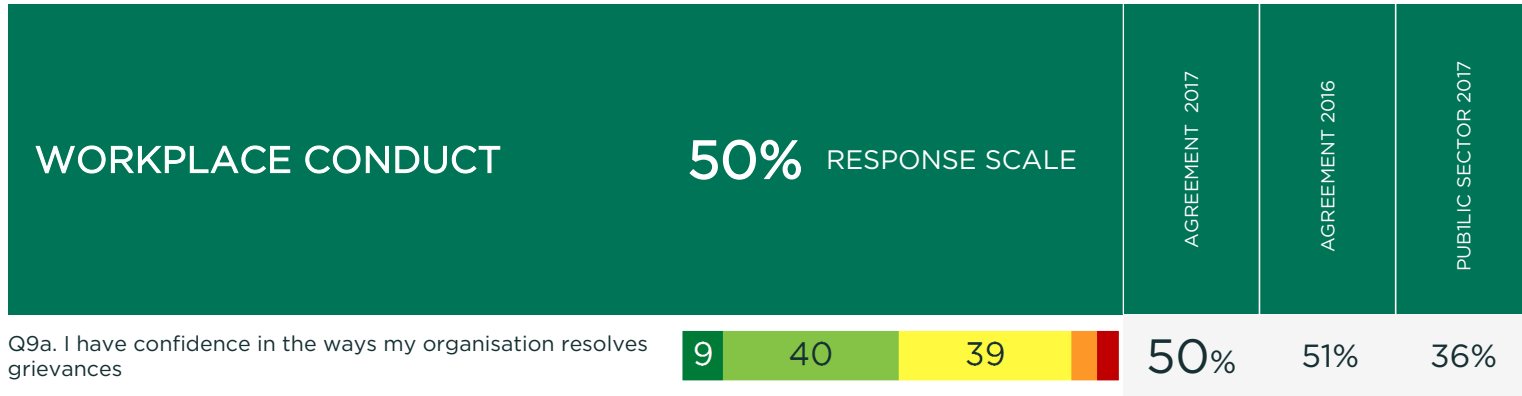




## EXPLORE THE FULL RESULTS

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			93%	67%
No			7%	33%
<b>Q3b.</b> I have informal feedback conversations with my manager				
Yes			89%	75%
No			11%	25%
<b>Q3c.</b> I have scheduled feedback conversations with my manager				
Yes			85%	57%
No			15%	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		52%	41%
No		48%	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		35%	30%
Lack of visible opportunities		33%	31%
Lack of promotion opportunities		29%	30%
Lack of support from my manager / supervisor		9%	14%
Geographic location considerations		13%	28%
Personal / family considerations		21%	33%
Insufficient training and development		11%	16%
Lack of required capabilities or experience		8%	11%
Lack of support for temporary assignments/secondments		10%	15%
The application/recruitment process is too cumbersome or time consuming		28%	23%
Other		7%	9%





## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	PUBLIC SECTOR 2017
<b>Q10a.</b> In the last 12 months I have witnessed misconduct/wrongdoing at work			
Yes		9%	25%
No		85%	62%
Don't know		6%	13%
<b>Q10b.</b> If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?			
Yes		73%	63%
No		27%	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		20%	33%
No		75%	58%
Don't know		5%	9%
<b>Q10d.</b> In the last 12 months I have been subjected to bullying at work			
Yes		7%	18%
No		91%	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.

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		31%
Female		69%
Other		1%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		2%
25 -29	■	13%
30 - 34	■	11%
35 - 39	■	10%
40 - 44	■	20%
45 - 49	■	15%
50 - 54	■	14%
55 - 59	■	10%
60 - 64		3%
65+		3%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you speak a language other than English at home?</b>		
Yes		14%
No		78%
Prefer not to say		8%
<b>Are you of Aboriginal and/or Torres Strait Islander origin?</b>		
Yes		3%
No		90%
Prefer not to say		7%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

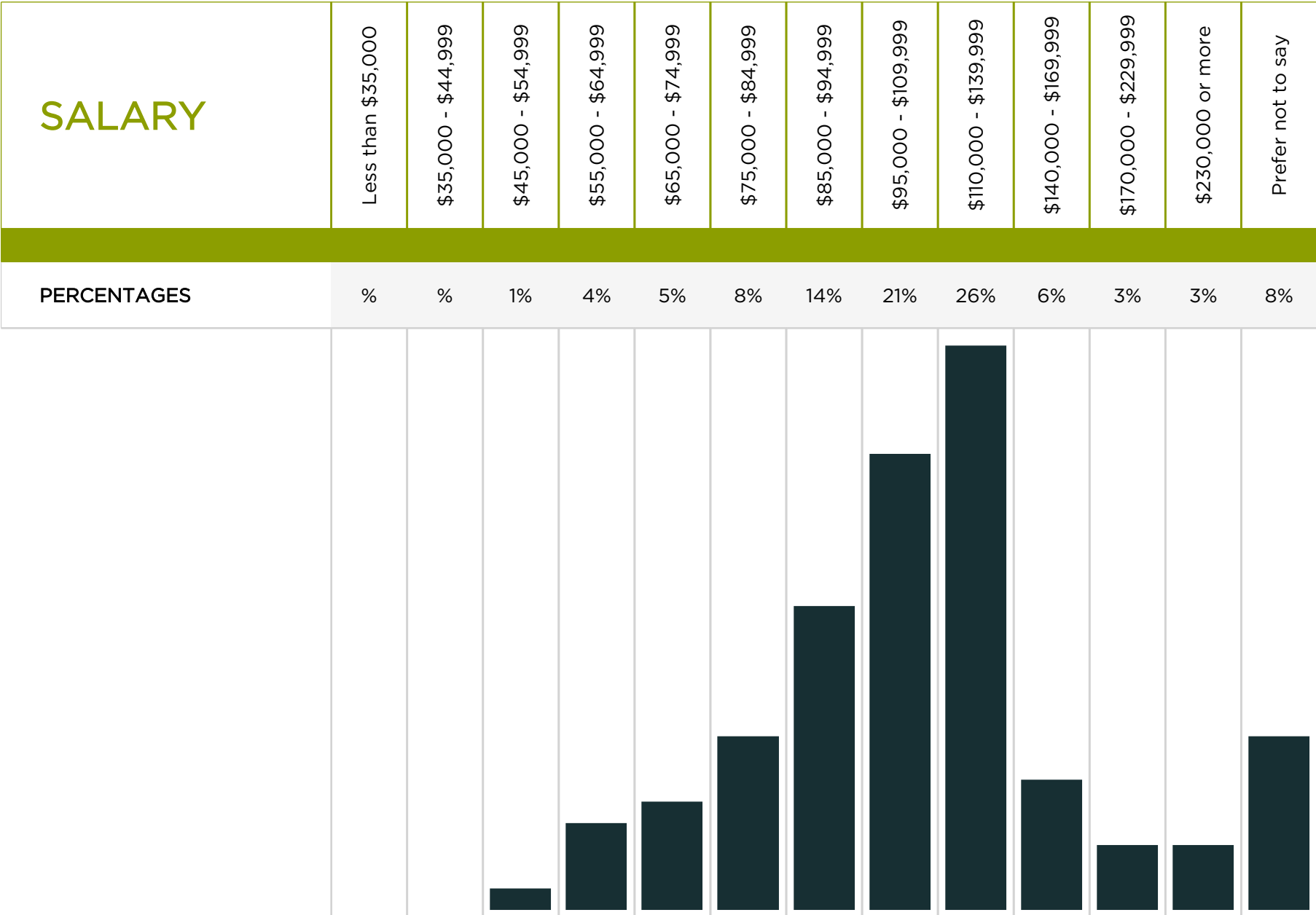
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		5%
No		86%
Prefer not to say		9%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		7%
No		86%
Prefer not to say		8%

# 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.

	Public Service Commission	Service delivery involving direct contact with the general public	Other service delivery work	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	121	4	4	11	22	30	6	28	2	12
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	65%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	78%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	61%	(r)	(r)	(r)	(r)	55%	(r)	(r)	(r)	(r)
COMMUNICATION	76%	(r)	(r)	(r)	(r)	73%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	73%	(r)	(r)	(r)	(r)	71%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	74%	(r)	(r)	(r)	(r)	71%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	84%	(r)	(r)	(r)	(r)	83%	(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.

	Public Service Commission	Less than \$35,000	\$35,000 - \$44,999	\$45,000 - \$54,999	\$55,000 - \$64,999	\$65,000 - \$74,999	\$75,000 - \$84,999	\$85,000 - \$94,999	\$95,000 - \$109,999	\$110,000 - \$139,999	\$140,000 - \$169,999	\$170,000 - \$229,999	\$230,000 or more	Prefer not to say
NUMBER OF RESPONDENTS	121	0	0	1	5	6	9	16	25	31	7	4	4	10
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	65%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	81%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	58%	(r)	(r)	(r)	(r)
COMMUNICATION	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	84%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	81%	(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.

	Public Service 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>	121	23	30	47	16	2	0
<b>EMPLOYEE ENGAGEMENT</b>	67%	(r)	70%	60%	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	76%	(r)	88%	65%	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	61%	(r)	64%	52%	(r)	(r)	(r)
<b>COMMUNICATION</b>	76%	(r)	77%	68%	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	73%	(r)	75%	65%	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	74%	(r)	76%	68%	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	84%	(r)	83%	79%	(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.

	Public Service 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>	121	0	2	15	13	11	23	17	16	11	3	3
<b>EMPLOYEE ENGAGEMENT</b>	67%	(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	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	84%	(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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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.

	Public Service Commission	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	121	36	81	1
<b>EMPLOYEE ENGAGEMENT</b>	67%	70%	66%	(r)
ENGAGEMENT WITH WORK	76%	74%	79%	(r)
SENIOR MANAGERS	61%	65%	60%	(r)
COMMUNICATION	76%	78%	77%	(r)
HIGH PERFORMANCE	73%	73%	74%	(r)
PUBLIC SECTOR VALUES	74%	78%	74%	(r)
DIVERSITY & INCLUSION	84%	85%	85%	(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.

# 68%

of employees replied favourably to:

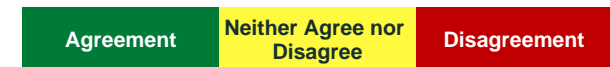
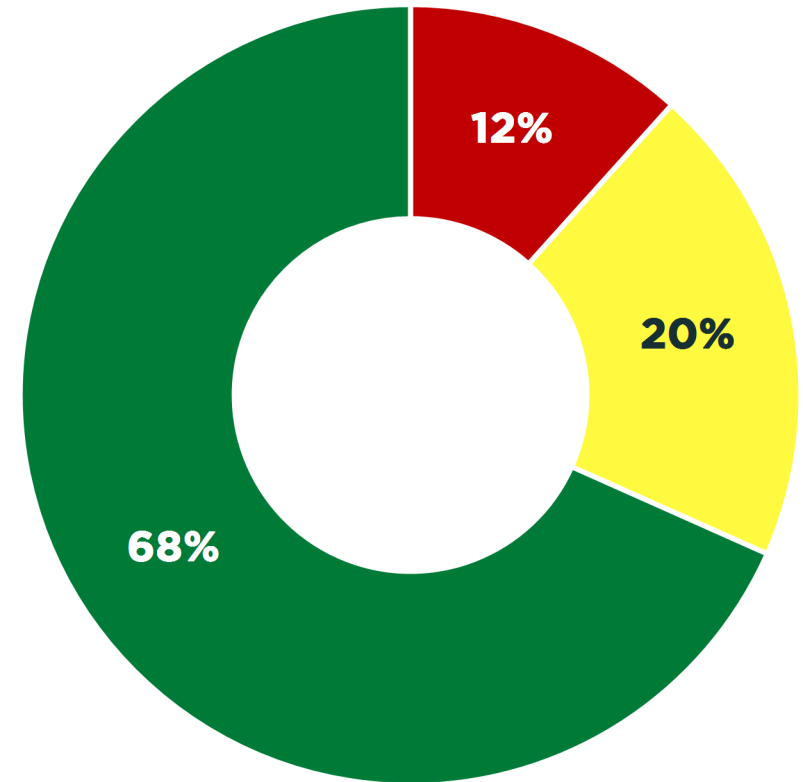
**'I believe action will be taken on the results from this survey by my organisation.'**

## 34%

SECTOR

## 75%

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

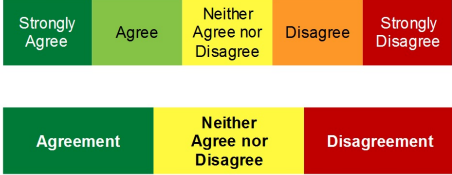
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.