

PEOPLE MATTER 2017

NSW Public Sector Employee Survey

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

AGENCY REPORT
Water NSW

RESPONSE RATE

28%

164 OF 581 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

48%

DIFFERENCE FROM 2016 **+3**

DIFFERENCE FROM PUBLIC SECTOR **-16**

SENIOR MANAGERS

34%

DIFFERENCE FROM 2016 **+14**

DIFFERENCE FROM PUBLIC SECTOR **-13**

COMMUNICATION

54%

DIFFERENCE FROM 2016 **+2**

DIFFERENCE FROM PUBLIC SECTOR **-6**



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

47%

DIFFERENCE FROM PUBLIC SECTOR **-25**

HIGH PERFORMANCE

51%

DIFFERENCE FROM PUBLIC SECTOR **-12**

PUBLIC SECTOR VALUES

52%

DIFFERENCE FROM PUBLIC SECTOR **-9**

DIVERSITY & INCLUSION

59%

DIFFERENCE FROM PUBLIC SECTOR **-8**

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	Q7h. My organisation generally selects capable people to do the job	42%	33%	52%
2	Q6b. I feel that senior managers effectively lead and manage change	26%	15%	44%
3	Q6c. I feel that senior managers model the values of my organisation	29%	17%	48%
4	Q7f. My organisation is committed to developing its employees	35%	24%	50%
5	Q3g. I am satisfied with the opportunities available for career development in my organisation	30%	29%	48%
6	Q7a. My organisation focuses on improving the work we do	47%	56%	69%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

2a.	My workgroup strives to achieve customer/client satisfaction	78%
2c.	I receive help and support from other members of my workgroup	76%
1a.	I understand what is expected of me to do well in my role	73%
2e.	People in my workgroup treat each other with respect	73%
5b.	My manager listens to what I have to say	73%
2b.	My workgroup works collaboratively to achieve its objectives	70%
5d.	My manager encourages and values employee input	70%
5g.	My manager provides acknowledgement or other recognition for the work I do	69%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	69%
5a.	My manager encourages people in my workgroup to keep improving the work they do	68%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

14.	I believe action will be taken on the results from this survey by my organisation	17%
7c.	I feel that change is managed well in my organisation	22%
7g.	I have confidence in the way recruitment decisions are made	23%
9a.	I have confidence in the ways my organisation resolves grievances	23%
6h.	I feel that senior managers listen to employees	25%
6b.	I feel that senior managers effectively lead and manage change	26%
7m.	My organisation inspires me to do the best in my job	28%
6c.	I feel that senior managers model the values of my organisation	29%
3g.	I am satisfied with the opportunities available for career development in my organisation	30%
7l.	My organisation motivates me to help it achieve its objectives	31%



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

6g.	I feel that senior managers keep employees informed about what's going on	37%	14%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	67%	46%
6h.	I feel that senior managers listen to employees	25%	9%
6a.	I believe senior managers provide clear direction for the future of the organisation	33%	18%
7c.	I feel that change is managed well in my organisation	22%	8%
7e.	People in my organisation take responsibility for their own actions	38%	24%
6c.	I feel that senior managers model the values of my organisation	29%	17%
7f.	My organisation is committed to developing its employees	35%	24%
6b.	I feel that senior managers effectively lead and manage change	26%	15%
6i.	Senior managers in my organisation support the career advancement of women	31%	21%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

1d.	I feel motivated to contribute more than what is normally required at work	45%	58%
8c.	I am able to speak up and share a different view to my colleagues and manager	60%	73%
1c.	My job gives me a feeling of personal accomplishment	49%	61%
7k.	I feel a strong personal attachment to my organisation	36%	46%
7a.	My organisation focuses on improving the work we do	47%	56%
5a.	My manager encourages people in my workgroup to keep improving the work they do	68%	77%
2a.	My workgroup strives to achieve customer/client satisfaction	78%	83%
5e.	My manager involves my workgroup in decisions about our work	63%	67%
5f.	I have confidence in the decisions my manager makes	65%	70%
5c.	My manager communicates effectively with me	67%	71%



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'.



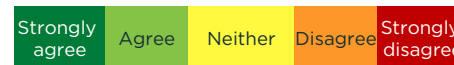
EXPLORE THE FULL RESULTS

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	48% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	9	25	28	20	19	34%	33%	60%
Q7j. I am proud to tell others I work for my organisation	10	33	31	14	11	44%	41%	68%
Q7k. I feel a strong personal attachment to my organisation	14	22	28	20	15	36%	46%	63%
Q7l. My organisation motivates me to help it achieve its objectives	9	21	29	23	17	31%	25%	53%
Q7m. My organisation inspires me to do the best in my job	9	20	34	20	18	28%	27%	53%

KEY





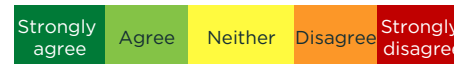
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ENGAGEMENT WITH WORK	47% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	13	36	21	20	9	49%	61%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	15	29	29	15	12	45%	58%	72%
Q1e. I am satisfied with my job	14	34	20	20	12	48%	52%	68%

KEY





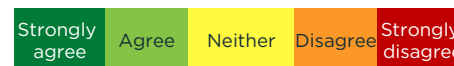
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SENIOR MANAGERS	34% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation		33%	18%	48%
Q6b. I feel that senior managers effectively lead and manage change		26%	15%	44%
Q6c. I feel that senior managers model the values of my organisation		29%	17%	48%
Q6d. Senior managers encourage innovation by employees		35%	25%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		33%	30%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		67%	46%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		37%	14%	45%
Q6h. I feel that senior managers listen to employees		25%	9%	41%
Q7c. I feel that change is managed well in my organisation		22%	8%	39%

KEY





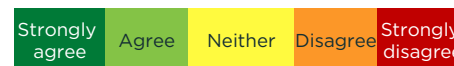
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COMMUNICATION	54% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q5c. My manager communicates effectively with me	24	43	14	12	7	67%	71%	70%
Q5d. My manager encourages and values employee input	29	40	16	7	7	70%	72%	71%
Q5e. My manager involves my workgroup in decisions about our work	24	39	18	10	9	63%	67%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	7	30	20	20	22	37%	14%	45%
Q6h. I feel that senior managers listen to employees	19	24	23	28		25%	9%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	18	43	15	14	10	60%	73%	66%

KEY





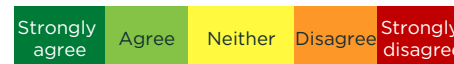
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	HIGH PERFORMANCE					51% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	23	51	12	12		73%	73%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	30	40	12	15		70%	68%	78%	
Q3f. I have received appropriate training and development to do my job well	10	41	21	19	8	52%	47%	62%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	24	45	18	9		68%	77%	72%	
Q5f. I have confidence in the decisions my manager makes	24	41	16	11	8	65%	70%	67%	
Q6d. Senior managers encourage innovation by employees		28	33	18	14	35%	25%	48%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		27	33	20	14	33%	30%	51%	
Q7a. My organisation focuses on improving the work we do	12	35	33	12	7	47%	56%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	9	29	36	18	8	38%	39%	57%	

KEY





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HIGH PERFORMANCE		51% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation		29	28	25	13	34%	31%	47%
Q7h. My organisation generally selects capable people to do the job		36	33	14	11	42%	33%	52%

KEY





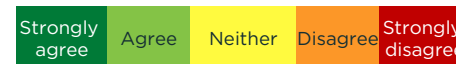
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PUBLIC SECTOR VALUES		52% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q2a. My workgroup strives to achieve customer/client satisfaction		78%	83%	85%			
Q2e. People in my workgroup treat each other with respect		73%	71%	74%			
Q5a. My manager encourages people in my workgroup to keep improving the work they do		68%	77%	72%			
Q5b. My manager listens to what I have to say		73%	74%	75%			
Q6a. I believe senior managers provide clear direction for the future of the organisation		33%	18%	48%			
Q6c. I feel that senior managers model the values of my organisation		29%	17%	48%			
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		67%	46%	60%			
Q6g. I feel that senior managers keep employees informed about what's going on		37%	14%	45%			
Q6h. I feel that senior managers listen to employees		25%	9%	41%			

KEY





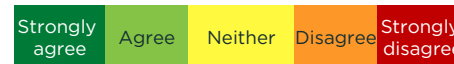
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PUBLIC SECTOR VALUES		52% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		47%	56%	69%					
Q7e. People in my organisation take responsibility for their own actions		38%	24%	47%					

KEY





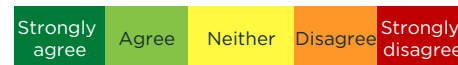
EXPLORE THE FULL RESULTS

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

DIVERSITY & INCLUSION		59% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		12	38	13	26	12	50%	44%	63%
Q5b. My manager listens to what I have to say		29	43	12	7	8	73%	74%	75%
Q5d. My manager encourages and values employee input		29	40	16	7	7	70%	72%	71%
Q6i. Senior managers in my organisation support the career advancement of women		10	21	52	11	0	31%	21%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		15	43	26	9	0	58%	51%	74%
Q8b. Personal background is not a barrier to success in my organisation		17	45	28	0	0	62%	-	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager		18	43	15	14	10	60%	73%	66%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>		22	47	18	9	0	69%	65%	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	33% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	18	33	19	25	23%	-	35%
Q7h. My organisation generally selects capable people to do the job	36	33	14	11	42%	33%	52%

KEY





EXPLORE THE FULL RESULTS

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

PERFORMANCE FRAMEWORK & DEVELOPMENT	44% 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	10 40 23 18 9	51%	53%	63%
Q3e. My performance is assessed against clear criteria	8 34 20 24 15	41%	41%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	8 22 20 20 30	30%	29%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	29 40 11 11 9	69%	69%	67%
Q5h. My manager appropriately deals with employees who perform poorly	12 23 39 15 11	35%	32%	44%
Q7f. My organisation is committed to developing its employees	29 27 19 20	35%	24%	50%

KEY

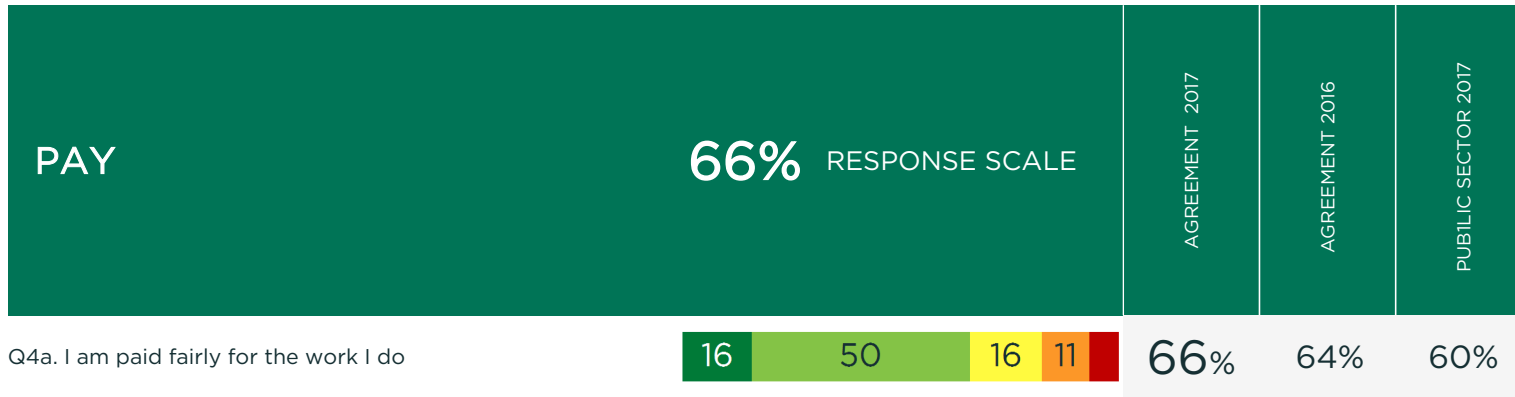




EXPLORE THE FULL RESULTS

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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





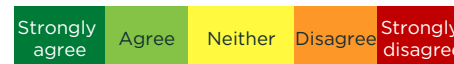
EXPLORE THE FULL RESULTS

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.

WORKPLACE SUPPORT		59% 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		50%	44%	63%					
Q1f. I am able to keep my work stress at an acceptable level		48%	48%	59%					
Q2c. I receive help and support from other members of my workgroup		76%	78%	81%					
Q2d. There is good team spirit in my workgroup		60%	60%	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

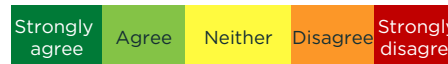
17% RESPONSE SCALE

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



	AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q14. I believe action will be taken on the results from this survey by my organisation	17%	16%	34%

KEY

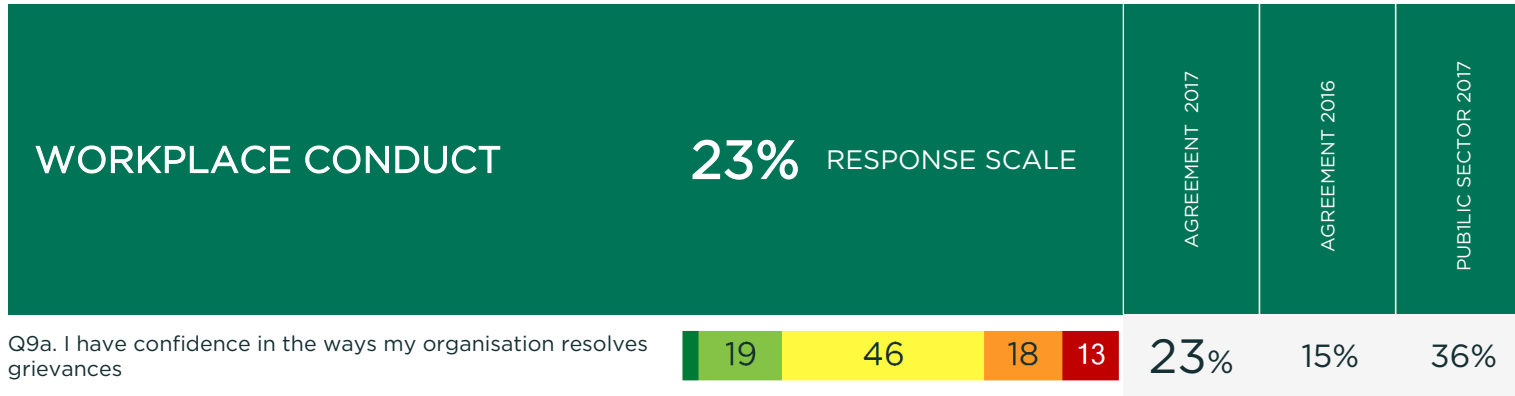




EXPLORE THE FULL RESULTS

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		73%	67%
No		27%	33%
Q3b. I have informal feedback conversations with my manager			
Yes		70%	75%
No		30%	25%
Q3c. I have scheduled feedback conversations with my manager			
Yes		63%	57%
No		37%	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		55%	41%
No		45%	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		17%	30%
Lack of visible opportunities		48%	31%
Lack of promotion opportunities		48%	30%
Lack of support from my manager / supervisor		14%	14%
Geographic location considerations		50%	28%
Personal / family considerations		44%	33%
Insufficient training and development		19%	16%
Lack of required capabilities or experience		11%	11%
Lack of support for temporary assignments/secondments		33%	15%
The application/recruitment process is too cumbersome or time consuming		16%	23%
Other		9%	9%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	PUBLIC SECTOR 2017
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work			
Yes		19%	25%
No		67%	62%
Don't know		14%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?			
Yes		48%	63%
No		52%	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
Q10c. In the last 12 months I have witnessed bullying at work			
Yes		33%	33%
No		60%	58%
Don't know		8%	9%
Q10d. In the last 12 months I have been subjected to bullying at work			
Yes		19%	18%
No		75%	76%
Don't know		6%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT

RESPONSE SCALE

2017

PUBLIC SECTOR 2017

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

Role	Response Scale	2017	PUBLIC SECTOR 2017
A senior manager		29%	22%
Your immediate manager/supervisor		39%	24%
A fellow worker at your level		6%	27%
A subordinate		10%	8%
A client or customer	(r)		
A member of the public other than a client or customer	(r)		
Other	(r)		
Prefer not to say		16%	13%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

RESPONSE SCALE		PERCENTAGE
Gender		
Male		63%
Female		35%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		1%
25 -29	■	7%
30 - 34	■	8%
35 - 39	■	11%
40 - 44	■	23%
45 - 49	■	19%
50 - 54	■	14%
55 - 59	■	10%
60 - 64	■	6%
65+		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		20%
No		77%
Prefer not to say		3%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		%
No		96%
Prefer not to say		4%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

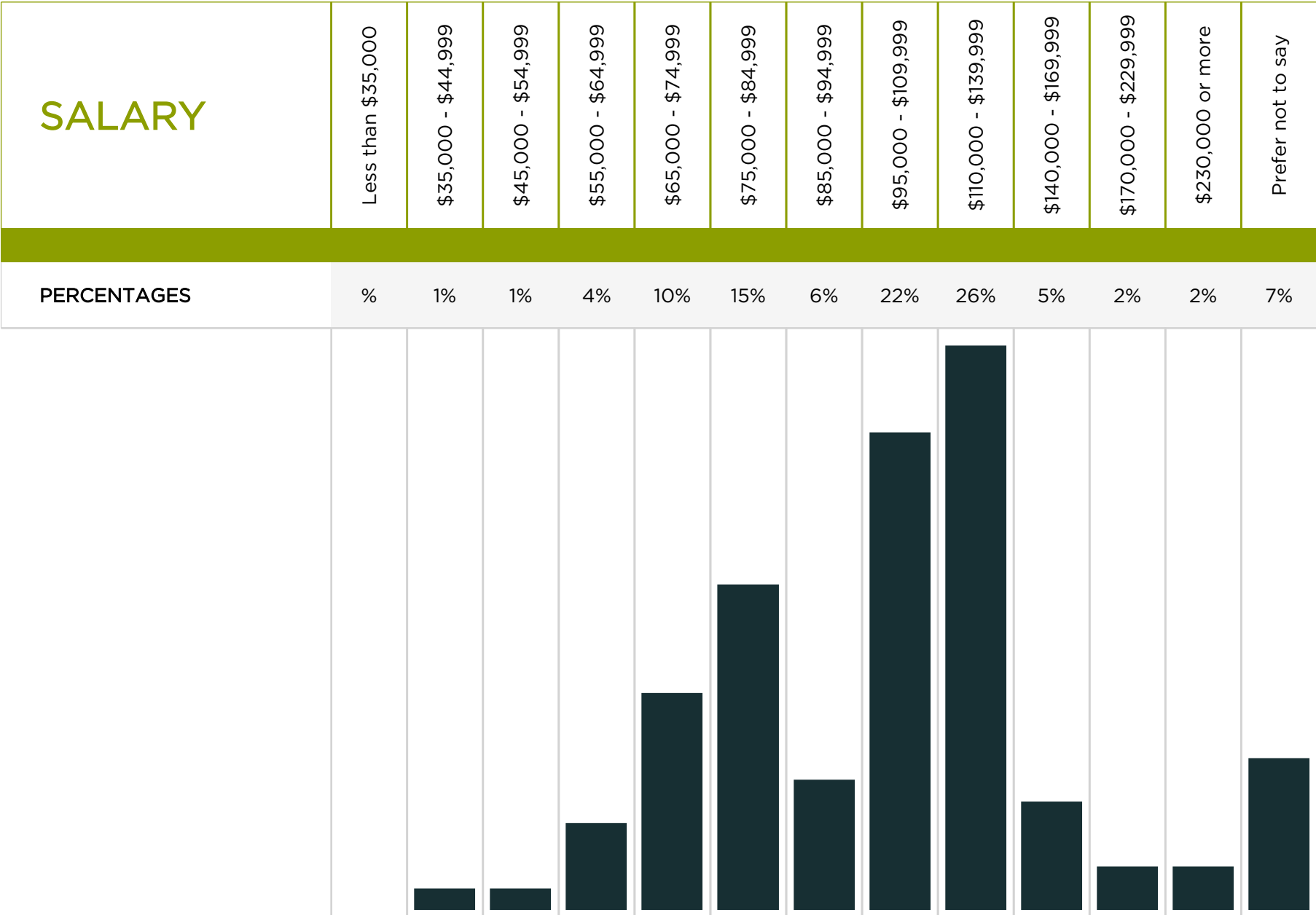
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		4%
No		93%
Prefer not to say		4%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		1%
No		94%
Prefer not to say		5%

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.

	Water NSW	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	164	28	49	9	27	1	3	20	1	20
EMPLOYEE ENGAGEMENT	48%	(r)	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	47%	(r)	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	34%	(r)	34%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	54%	(r)	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	51%	(r)	47%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	(r)	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	59%	(r)	56%	(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.

	Water NSW	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	164	0	1	1	6	16	23	9	34	40	8	3	3	11
EMPLOYEE ENGAGEMENT	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	48%	54%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	47%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	43%	48%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	34%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	37%	41%	(r)	(r)	(r)	(r)
COMMUNICATION	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	57%	58%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	54%	57%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	56%	58%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%	65%	(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.

	Water NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	164	42	22	18	31	34	12
EMPLOYEE ENGAGEMENT	48%	52%	(r)	(r)	44%	45%	(r)
ENGAGEMENT WITH WORK	47%	52%	(r)	(r)	33%	53%	(r)
SENIOR MANAGERS	34%	40%	(r)	(r)	30%	25%	(r)
COMMUNICATION	54%	59%	(r)	(r)	44%	44%	(r)
HIGH PERFORMANCE	51%	57%	(r)	(r)	42%	48%	(r)
PUBLIC SECTOR VALUES	52%	59%	(r)	(r)	43%	42%	(r)
DIVERSITY & INCLUSION	59%	65%	(r)	(r)	54%	49%	(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.

	Water NSW	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	164	0	1	11	13	17	36	30	21	16	9	1
EMPLOYEE ENGAGEMENT	48%	(r)	(r)	(r)	(r)	(r)	44%	51%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	47%	(r)	(r)	(r)	(r)	(r)	34%	53%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	34%	(r)	(r)	(r)	(r)	(r)	30%	39%	(r)	(r)	(r)	(r)
COMMUNICATION	54%	(r)	(r)	(r)	(r)	(r)	51%	51%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	51%	(r)	(r)	(r)	(r)	(r)	48%	54%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	(r)	(r)	(r)	(r)	(r)	47%	52%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	59%	(r)	(r)	(r)	(r)	(r)	58%	55%	(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.

	Water NSW	Male	Female	Other
NUMBER OF RESPONDENTS	164	99	56	3
EMPLOYEE ENGAGEMENT	48%	48%	51%	(r)
ENGAGEMENT WITH WORK	47%	46%	48%	(r)
SENIOR MANAGERS	34%	36%	34%	(r)
COMMUNICATION	54%	55%	52%	(r)
HIGH PERFORMANCE	51%	51%	53%	(r)
PUBLIC SECTOR VALUES	52%	51%	54%	(r)
DIVERSITY & INCLUSION	59%	60%	58%	(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.

17%

of employees replied favourably to:

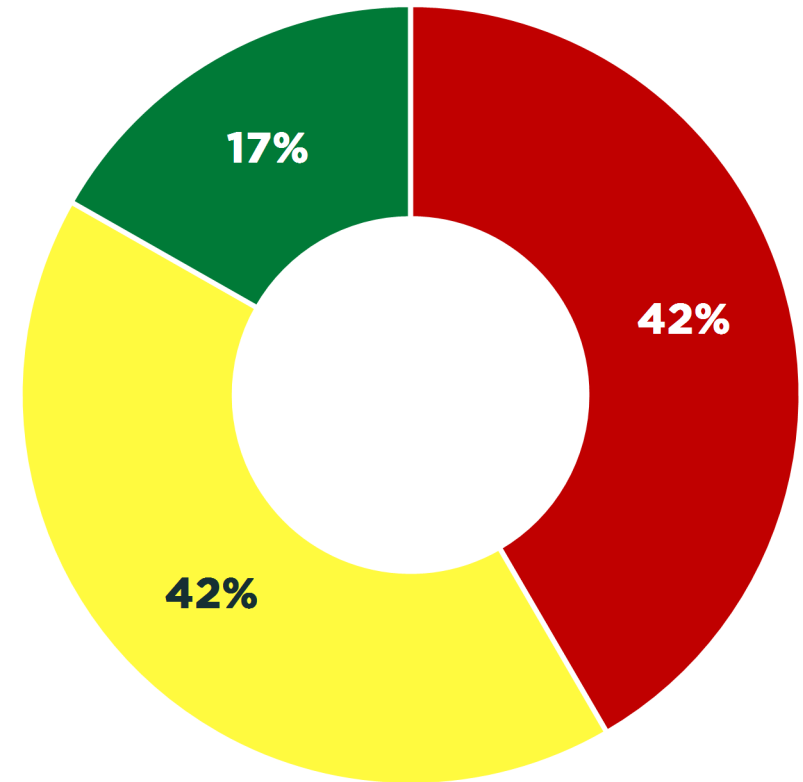
'I believe action will be taken on the results from this survey by my organisation.'

34%

SECTOR

16%

2016



Agreement

Neither Agree nor Disagree

Disagreement

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

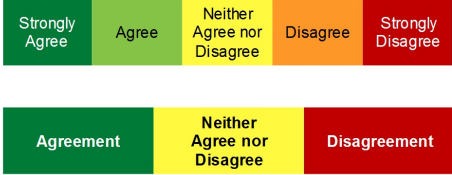
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.