

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 Electrical Linesworker
Solicitor Cable Joiner Nurse Librarian Advisor
Warden Prison Officer Technician Administrator
Train Driver Bus Driver Policy Analyst Fitter
Surveyor Scientist Nurse Welfare Worker
Laboratory Turner Plumber Ambulance Officer Youth
Worker Hospital Orderly Fitter Receptionist Labourer Joiner
Solicitor Caretaker Cross Bench 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 Supervisor Social Worker
Welfare Worker Laboratory Technician Turner Plumber
Electrician Social Worker Cleaner Fitter Fire Fighter
Curator Fitter Museum Guide Conservator Plant
Operator Engineer Electrical Linesworker
Cable Joiner Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

AGENCY REPORT

Health

Bureau of Health Information

RESPONSE RATE

>100%

42 OF 36 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

63%

DIFFERENCE FROM 2016 -8

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR -1

SENIOR MANAGERS

59%

DIFFERENCE FROM 2016 +5

DIFFERENCE FROM CLUSTER +14

DIFFERENCE FROM PUBLIC SECTOR +12

COMMUNICATION

63%

DIFFERENCE FROM 2016 0

DIFFERENCE FROM CLUSTER +5

DIFFERENCE FROM PUBLIC SECTOR +3



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

71%

DIFFERENCE FROM CLUSTER -2

DIFFERENCE FROM PUBLIC SECTOR -1

HIGH PERFORMANCE

76%

DIFFERENCE FROM CLUSTER +13

DIFFERENCE FROM PUBLIC SECTOR +12

PUBLIC SECTOR VALUES

70%

DIFFERENCE FROM CLUSTER +12

DIFFERENCE FROM PUBLIC SECTOR +10

DIVERSITY & INCLUSION

70%

DIFFERENCE FROM CLUSTER +5

DIFFERENCE FROM PUBLIC SECTOR +3

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 CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	57%	65%	49%	50%
2	Q6d. Senior managers encourage innovation by employees	67%	74%	46%	48%
3	Q9a. I have confidence in the ways my organisation resolves grievances	36%	50%	37%	36%
4	Q6b. I feel that senior managers effectively lead and manage change	52%	56%	43%	44%
5	Q1c. My job gives me a feeling of personal accomplishment	71%	68%	76%	75%
6	Q6h. I feel that senior managers listen to employees	55%	47%	38%	41%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

7a. My organisation focuses on improving the work we do	93%
2a. My workgroup strives to achieve customer/client satisfaction	90%
2c. I receive help and support from other members of my workgroup	88%
1a. I understand what is expected of me to do well in my role	86%
2b. My workgroup works collaboratively to achieve its objectives	81%
2e. People in my workgroup treat each other with respect	81%
8b. Personal background is not a barrier to success in my organisation	81%
7h. My organisation generally selects capable people to do the job	79%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	79%
1f. I am able to keep my work stress at an acceptable level	79%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

9a. I have confidence in the ways my organisation resolves grievances	36%
5h. My manager appropriately deals with employees who perform poorly	38%
14. I believe action will be taken on the results from this survey by my organisation	48%
6c. I feel that senior managers model the values of my organisation	50%
3e. My performance is assessed against clear criteria	52%
6b. I feel that senior managers effectively lead and manage change	52%
6a. I believe senior managers provide clear direction for the future of the organisation	55%
6h. I feel that senior managers listen to employees	55%
3g. I am satisfied with the opportunities available for career development in my organisation	55%
7c. I feel that change is managed well in my organisation	57%



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

7e.	People in my organisation take responsibility for their own actions	71%	56%
7d.	There is good co-operation between teams across our organisation	69%	56%
7c.	I feel that change is managed well in my organisation	57%	44%
1e.	I am satisfied with my job	71%	59%
6g.	I feel that senior managers keep employees informed about what's going on	60%	47%
3f.	I have received appropriate training and development to do my job well	76%	65%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	67%	56%
3g.	I am satisfied with the opportunities available for career development in my organisation	55%	44%
1b.	I am provided with the support I need to do my best at work	67%	59%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	67%	59%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

14.	I believe action will be taken on the results from this survey by my organisation	48%	72%
5g.	My manager provides acknowledgement or other recognition for the work I do	64%	82%
2d.	There is good team spirit in my workgroup	71%	88%
7j.	I am proud to tell others I work for my organisation	67%	82%
5d.	My manager encourages and values employee input	62%	76%
9a.	I have confidence in the ways my organisation resolves grievances	36%	50%
7k.	I feel a strong personal attachment to my organisation	57%	71%
5a.	My manager encourages people in my workgroup to keep improving the work they do	76%	88%
7m.	My organisation inspires me to do the best in my job	62%	74%
2b.	My workgroup works collaboratively to achieve its objectives	81%	91%



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'.



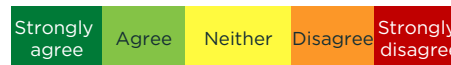
EXPLORE THE FULL RESULTS

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	63% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work		64%	68%	59%	60%
Q7j. I am proud to tell others I work for my organisation		67%	82%	67%	68%
Q7k. I feel a strong personal attachment to my organisation		57%	71%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives		62%	71%	52%	53%
Q7m. My organisation inspires me to do the best in my job		62%	74%	53%	53%

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.

ENGAGEMENT WITH WORK	71%	RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q1c. My job gives me a feeling of personal accomplishment	19	52	10	12	7	71%	68%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	24	45	12	14		69%	71%	72%	72%
Q1e. I am satisfied with my job	19	52	7	14	7	71%	59%	68%	68%

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.

SENIOR MANAGERS	59% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	14	40	26	12	7	55%	59%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	14	38	21	17	10	52%	56%	43%	44%
Q6c. I feel that senior managers model the values of my organisation	17	33	26	14	10	50%	44%	45%	48%
Q6d. Senior managers encourage innovation by employees	14	52	19	10		67%	74%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	29	38	24	7		67%	59%	47%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	36	31	19	10		67%	56%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	24	36	14	14	12	60%	47%	42%	45%
Q6h. I feel that senior managers listen to employees	14	40	14	19	12	55%	47%	38%	41%
Q7c. I feel that change is managed well in my organisation	14	43	24	12	7	57%	44%	41%	39%

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.

COMMUNICATION	63% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me	36	36	10	7	12	71%	74%	68%	70%
Q5d. My manager encourages and values employee input	31	31	14	14	10	62%	76%	68%	71%
Q5e. My manager involves my workgroup in decisions about our work	31	38	17	10		69%	65%	63%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	24	36	14	14	12	60%	47%	42%	45%
Q6h. I feel that senior managers listen to employees	14	40	14	19	12	55%	47%	38%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	26	33	19	12	10	60%	68%	65%	66%

KEY





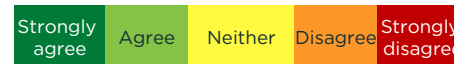
EXPLORE THE FULL RESULTS

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.

HIGH PERFORMANCE	76% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role		86%	82%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives		81%	91%	77%	78%
Q3f. I have received appropriate training and development to do my job well		76%	65%	68%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		76%	88%	70%	72%
Q5f. I have confidence in the decisions my manager makes		71%	76%	64%	67%
Q6d. Senior managers encourage innovation by employees		67%	74%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		67%	59%	47%	51%
Q7a. My organisation focuses on improving the work we do		93%	91%	67%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges		67%	65%	55%	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.

	76% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	26	43	17	7	69%	56%	48%	47%
Q7h. My organisation generally selects capable people to do the job	26	52	17		79%	76%	53%	52%

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.

PUBLIC SECTOR VALUES		70% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q2a. My workgroup strives to achieve customer/client satisfaction		50	40	90%	91%	86%	85%
Q2e. People in my workgroup treat each other with respect		43	38	81%	85%	70%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		36	40	76%	88%	70%	72%
Q5b. My manager listens to what I have to say		38	36	74%	82%	71%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		14	40	55%	59%	45%	48%
Q6c. I feel that senior managers model the values of my organisation		17	33	50%	44%	45%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		36	31	67%	56%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		24	36	60%	47%	42%	45%
Q6h. I feel that senior managers listen to employees		14	40	55%	47%	38%	41%

KEY





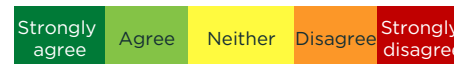
EXPLORE THE FULL RESULTS

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.

PUBLIC SECTOR VALUES		70% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do				93%	91%	67%	69%
Q7e. People in my organisation take responsibility for their own actions				71%	56%	47%	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	70% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	29	38	7	21	67%	59%	64%	63%
Q5b. My manager listens to what I have to say	38	36	10	10	74%	82%	71%	75%
Q5d. My manager encourages and values employee input	31	31	14	14	62%	76%	68%	71%
Q6i. Senior managers in my organisation support the career advancement of women	31	38	24		69%	65%	52%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	38	40	7	7	79%	76%	72%	74%
Q8b. Personal background is not a barrier to success in my organisation	43	38	7	10	81%	-	73%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	26	33	19	12	60%	68%	65%	66%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	19	50	17	10	69%	74%	55%	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	68% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	14	43	24	14	57%	-	38%	35%
Q7h. My organisation generally selects capable people to do the job	26	52	17		79%	76%	53%	52%

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.

PERFORMANCE FRAMEWORK & DEVELOPMENT	56% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	29	40	21	7	69%	71%	63%	63%
Q3e. My performance is assessed against clear criteria	24	29	31	14	52%	59%	57%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	19	36	17	14	55%	44%	51%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	36	29	14	12	64%	82%	64%	67%
Q5h. My manager appropriately deals with employees who perform poorly	19	19	48	7	38%	41%	44%	44%
Q7f. My organisation is committed to developing its employees	12	45	17	19	57%	65%	49%	50%

KEY

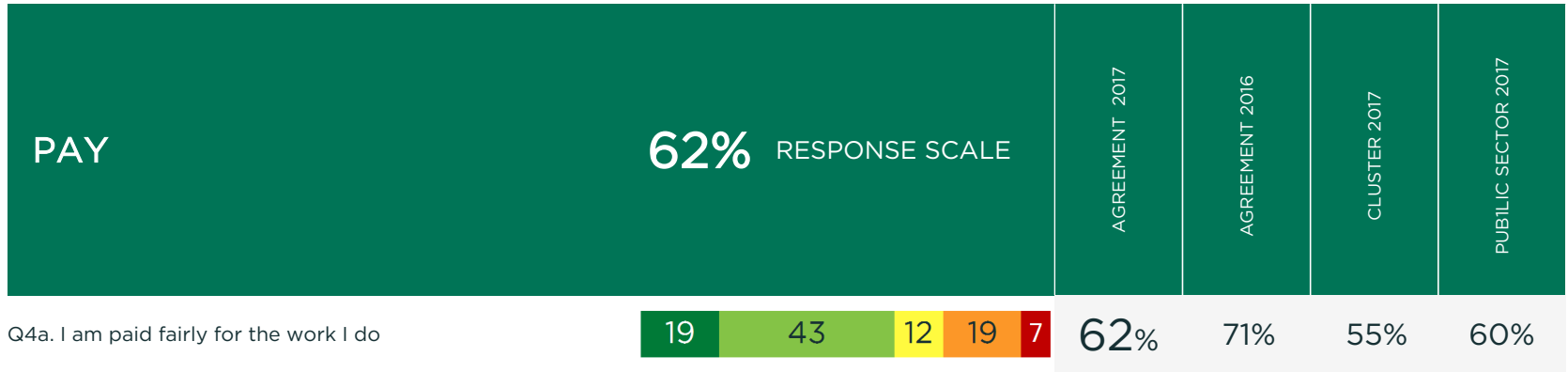




EXPLORE THE FULL RESULTS

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





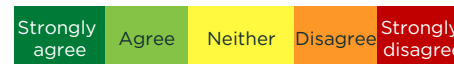
EXPLORE THE FULL RESULTS

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	76% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	29	38	7	21	67%	59%	64%	63%
Q1f. I am able to keep my work stress at an acceptable level	26	52	12	7	79%	76%	61%	59%
Q2c. I receive help and support from other members of my workgroup	48	40			88%	94%	79%	81%
Q2d. There is good team spirit in my workgroup	43	29	14	12	71%	88%	66%	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.

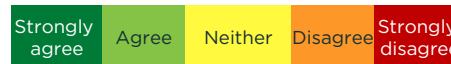
ACTION ABOUT SURVEY RESULTS

48% RESPONSE SCALE

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



KEY

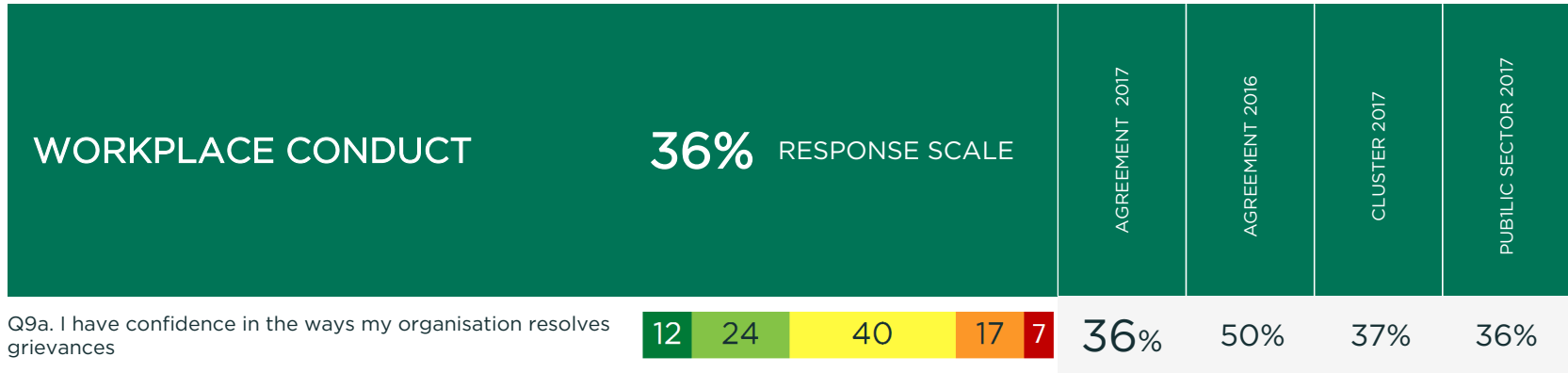




EXPLORE THE FULL RESULTS

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	CLUSTER 2017	PUBLIC SECTOR 2017
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes			71%	67%	67%
No			29%	33%	33%
Q3b. I have informal feedback conversations with my manager					
Yes			71%	73%	75%
No			29%	27%	25%
Q3c. I have scheduled feedback conversations with my manager					
Yes			62%	56%	57%
No			38%	44%	43%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	CLUSTER 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		43%	40%	41%
No		57%	60%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	CLUSTER 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		38%	32%	30%
Lack of visible opportunities		35%	30%	31%
Lack of promotion opportunities		38%	27%	30%
Lack of support from my manager / supervisor		30%	15%	14%
Geographic location considerations		13%	24%	28%
Personal / family considerations		23%	32%	33%
Insufficient training and development		5%	14%	16%
Lack of required capabilities or experience		10%	10%	11%
Lack of support for temporary assignments/secondments		20%	14%	15%
The application/recruitment process is too cumbersome or time consuming		8%	16%	23%
Other		3%	8%	9%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work				
Yes		8%	30%	25%
No		75%	57%	62%
Don't know		18%	13%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes	(r)			
No	(r)			
Don't know	(r)			



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q10c. In the last 12 months I have witnessed bullying at work				
Yes		19%	40%	33%
No		67%	51%	58%
Don't know		14%	9%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		19%	22%	18%
No		74%	72%	76%
Don't know		7%	6%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 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)			



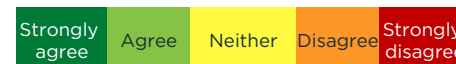
EXPLORE THE FULL RESULTS

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.

HEALTH QUESTIONS	RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q1. Morale is good in my team	24	45	19	7		69%	81%	60%
Q2. I believe I am valued for what I can offer at my workplace	21	33	21	17	7	55%	75%	69%
Q3. In my workplace, we recognise our successes and innovations	21	43	19	10	7	64%	81%	64%
Q4. Staff are treated respectfully regardless of their job	26	45	7	12	10	71%	78%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	21	31	21	17	10	52%	56%	51%
Q6. Overall, I have confidence in the decisions made by my senior managers	14	55	12	12	7	69%	56%	51%

KEY





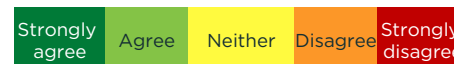
EXPLORE THE FULL RESULTS

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.

HEALTH QUESTIONS	RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q7. I have a say in decisions which affect my work	21	38	19	14	7	60%	47%	54%
Q8. Where I work, we share the lessons learnt when mistakes are made	21	43	21	10		64%	68%	67%
Q9. My team's objectives/work plans are clearly outlined	19	52	12	7	10	71%	74%	64%
Q10. Our objectives/work plans help us to deliver a quality service	20	54	20			73%	77%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	15	24	44		12	39%	48%	41%

KEY





WHAT'S NEXT?

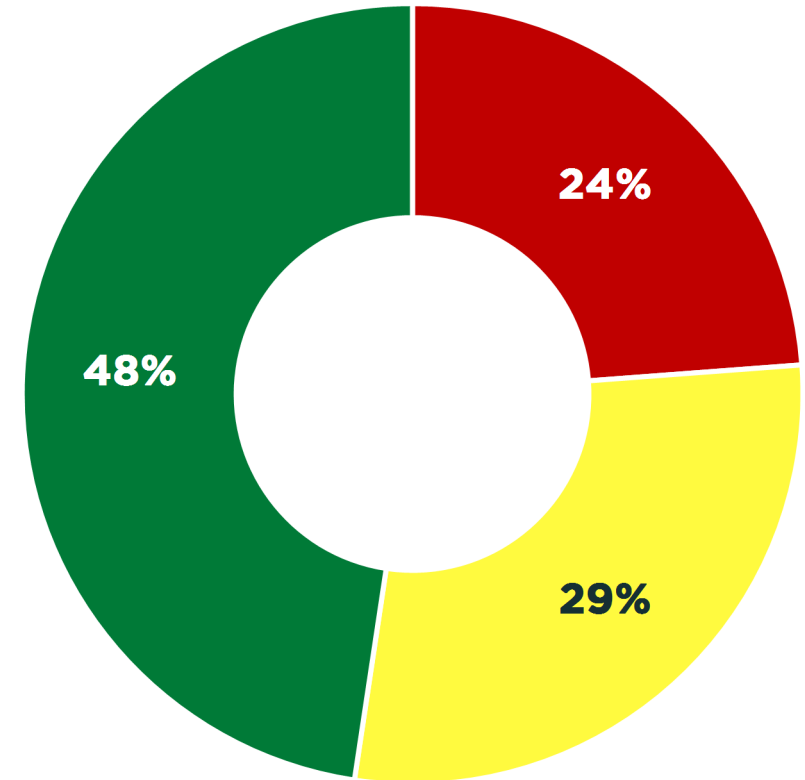
Sector employees have now given their feedback and these results show where actions and improvements are required.

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.

48%

of employees replied favourably to:

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



34%

SECTOR

35%

CLUSTER

72%

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

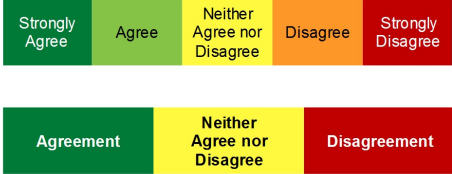
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.