

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 Jointer 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 Receptionist Labourer Jointer
Solicitor Caretaker Cross Fitter 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 Jointer Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

AGENCY REPORT

Industry

Destination NSW

RESPONSE RATE

89%

116 OF 131 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

62%

DIFFERENCE FROM 2016 -3

DIFFERENCE FROM CLUSTER -3

DIFFERENCE FROM PUBLIC SECTOR -2

SENIOR MANAGERS

39%

DIFFERENCE FROM 2016 -6

DIFFERENCE FROM CLUSTER -12

DIFFERENCE FROM PUBLIC SECTOR -8

COMMUNICATION

59%

DIFFERENCE FROM 2016 -4

DIFFERENCE FROM CLUSTER -6

DIFFERENCE FROM PUBLIC SECTOR 0



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

70%

DIFFERENCE FROM CLUSTER -2

DIFFERENCE FROM PUBLIC SECTOR -2

HIGH PERFORMANCE

61%

DIFFERENCE FROM CLUSTER -5

DIFFERENCE FROM PUBLIC SECTOR -2

PUBLIC SECTOR VALUES

58%

DIFFERENCE FROM CLUSTER -6

DIFFERENCE FROM PUBLIC SECTOR -2

DIVERSITY & INCLUSION

64%

DIFFERENCE FROM CLUSTER -9

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	Q6b. I feel that senior managers effectively lead and manage change	33%	41%	44%	44%
2	Q6a. I believe senior managers provide clear direction for the future of the organisation	37%	46%	50%	48%
3	Q6c. I feel that senior managers model the values of my organisation	41%	45%	52%	48%
4	Q7b. My organisation is making the necessary improvements to meet our future challenges	44%	62%	56%	57%
5	Q6h. I feel that senior managers listen to employees	39%	39%	46%	41%
6	Q6d. Senior managers encourage innovation by employees	35%	43%	54%	48%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

2a.	My workgroup strives to achieve customer/client satisfaction	94%
1a.	I understand what is expected of me to do well in my role	91%
2b.	My workgroup works collaboratively to achieve its objectives	88%
2c.	I receive help and support from other members of my workgroup	85%
2e.	People in my workgroup treat each other with respect	85%
8b.	Personal background is not a barrier to success in my organisation	82%
2d.	There is good team spirit in my workgroup	80%
5b.	My manager listens to what I have to say	77%
1c.	My job gives me a feeling of personal accomplishment	74%
8c.	I am able to speak up and share a different view to my colleagues and manager	73%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

7c.	I feel that change is managed well in my organisation	25%
7f.	My organisation is committed to developing its employees	27%
3g.	I am satisfied with the opportunities available for career development in my organisation	27%
14.	I believe action will be taken on the results from this survey by my organisation	27%
9a.	I have confidence in the ways my organisation resolves grievances	28%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	28%
6b.	I feel that senior managers effectively lead and manage change	33%
6g.	I feel that senior managers keep employees informed about what's going on	34%
6d.	Senior managers encourage innovation by employees	35%
6a.	I believe senior managers provide clear direction for the future of the organisation	37%



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

3e.	My performance is assessed against clear criteria	50%	38%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	57%	48%
2b.	My workgroup works collaboratively to achieve its objectives	88%	80%
3f.	I have received appropriate training and development to do my job well	45%	38%
14.	I believe action will be taken on the results from this survey by my organisation	27%	21%
1b.	I am provided with the support I need to do my best at work	65%	60%
2c.	I receive help and support from other members of my workgroup	85%	80%
4a.	I am paid fairly for the work I do	63%	58%
1c.	My job gives me a feeling of personal accomplishment	74%	70%
2e.	People in my workgroup treat each other with respect	85%	82%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

7b.	My organisation is making the necessary improvements to meet our future challenges	44%	62%
7a.	My organisation focuses on improving the work we do	57%	72%
7h.	My organisation generally selects capable people to do the job	64%	79%
9a.	I have confidence in the ways my organisation resolves grievances	28%	40%
5g.	My manager provides acknowledgement or other recognition for the work I do	66%	76%
7c.	I feel that change is managed well in my organisation	25%	34%
6a.	I believe senior managers provide clear direction for the future of the organisation	37%	46%
1d.	I feel motivated to contribute more than what is normally required at work	69%	77%
6b.	I feel that senior managers effectively lead and manage change	33%	41%
6g.	I feel that senior managers keep employees informed about what's going on	34%	43%



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 Destination NSW

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.

	Destination NSW	Communications	Corporate Services	Event Development	Marketing	Partnership Programs	Regional NSW
NUMBER OF RESPONDENTS	116	22	22	12	28	10	22
EMPLOYEE ENGAGEMENT	62%	62%	71%	66%	58%	83%	50%
ENGAGEMENT WITH WORK	70%	65%	79%	83%	52%	100%	67%
SENIOR MANAGERS	39%	35%	53%	54%	22%	71%	26%
COMMUNICATION	59%	58%	73%	60%	49%	92%	47%
HIGH PERFORMANCE	61%	56%	71%	70%	52%	80%	53%
PUBLIC SECTOR VALUES	58%	55%	67%	75%	48%	80%	48%
DIVERSITY & INCLUSION	64%	62%	72%	66%	60%	85%	56%

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



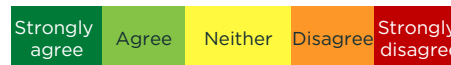
EXPLORE THE FULL RESULTS

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	62% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	9	43	32	9	52%	56%	62%	60%
Q7j. I am proud to tell others I work for my organisation	16	57	19		73%	78%	68%	68%
Q7k. I feel a strong personal attachment to my organisation	12	47	27	11	59%	59%	60%	63%
Q7l. My organisation motivates me to help it achieve its objectives	11	37	33	13	49%	55%	54%	53%
Q7m. My organisation inspires me to do the best in my job	10	41	33	10	51%	52%	53%	53%

KEY





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ENGAGEMENT WITH WORK	70% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	17	57	16	9	74%	70%	74%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	21	48	16	13	69%	77%	75%	72%
Q1e. I am satisfied with my job	15	52	20	9	66%	66%	68%	68%

KEY





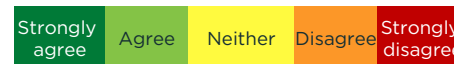
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SENIOR MANAGERS		39% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation		30	32	17	14	37%	46%	50%	48%
Q6b. I feel that senior managers effectively lead and manage change		26	28	26	13	33%	41%	44%	44%
Q6c. I feel that senior managers model the values of my organisation		8	33	29	20	41%	45%	52%	48%
Q6d. Senior managers encourage innovation by employees		28	28	25	11	35%	43%	54%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		41	30	16	8	47%	54%	57%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		9	49	30	9	58%	62%	68%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		28	29	24	12	34%	43%	48%	45%
Q6h. I feel that senior managers listen to employees		33	26	24	11	39%	39%	46%	41%
Q7c. I feel that change is managed well in my organisation		21	34	24	16	25%	34%	34%	39%

KEY





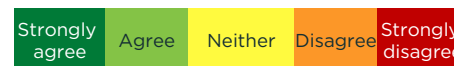
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COMMUNICATION	59% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me	26	45	12	13	71%	75%	75%	70%
Q5d. My manager encourages and values employee input	32	38	17	9	70%	77%	78%	71%
Q5e. My manager involves my workgroup in decisions about our work	25	44	15	10	70%	71%	72%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	28	29	24	12	34%	43%	48%	45%
Q6h. I feel that senior managers listen to employees	33	26	24	11	39%	39%	46%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	16	58	16		73%	75%	74%	66%

KEY





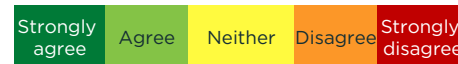
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	HIGH PERFORMANCE		61% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	32	59		91%	90%	86%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	40	48		88%	80%	81%	78%
Q3f. I have received appropriate training and development to do my job well	39	23	25	45%	38%	59%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	23	49	19	72%	76%	76%	72%
Q5f. I have confidence in the decisions my manager makes	25	47	15	72%	74%	73%	67%
Q6d. Senior managers encourage innovation by employees	28	28	25	35%	43%	54%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	41	30	16	47%	54%	57%	51%
Q7a. My organisation focuses on improving the work we do	9	47	27	57%	72%	69%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	37	35	16	44%	62%	56%	57%

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.

	HIGH PERFORMANCE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
	61% RESPONSE SCALE								
Q7d. There is good co-operation between teams across our organisation	9	41	19	21	10	50%	48%	46%	47%
Q7h. My organisation generally selects capable people to do the job	11	53	25			64%	79%	60%	52%

KEY





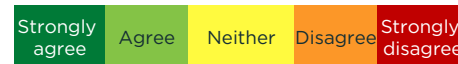
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PUBLIC SECTOR VALUES		58% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q2a. My workgroup strives to achieve customer/client satisfaction		44	50	94%	93%	89%	85%			
Q2e. People in my workgroup treat each other with respect		44	41	9	85%	82%	81%	74%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do		23	49	19	72%	76%	76%	72%		
Q5b. My manager listens to what I have to say		31	46	12	9	77%	79%	81%	75%	
Q6a. I believe senior managers provide clear direction for the future of the organisation		30	32	17	14	37%	46%	50%	48%	
Q6c. I feel that senior managers model the values of my organisation		8	33	29	20	10	41%	45%	52%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		9	49	30	9	58%	62%	68%	60%	
Q6g. I feel that senior managers keep employees informed about what's going on		28	29	24	12	34%	43%	48%	45%	
Q6h. I feel that senior managers listen to employees		33	26	24	11	39%	39%	46%	41%	

KEY





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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		58% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		9	47	27	12	57%	72%	69%	69%
Q7e. People in my organisation take responsibility for their own actions		45	27	15	9	49%	46%	50%	47%

KEY





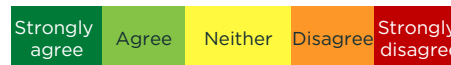
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DIVERSITY & INCLUSION		64% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		65%	60%	65%	63%				
Q5b. My manager listens to what I have to say		77%	79%	81%	75%				
Q5d. My manager encourages and values employee input		70%	77%	78%	71%				
Q6i. Senior managers in my organisation support the career advancement of women		49%	56%	61%	58%				
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		72%	75%	77%	74%				
Q8b. Personal background is not a barrier to success in my organisation		82%	-	76%	74%				
Q8c. I am able to speak up and share a different view to my colleagues and manager		73%	75%	74%	66%				
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>		28%	35%	75%	57%				

KEY





EXPLORE THE FULL RESULTS

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

RECRUITMENT	54% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	8	35	32	12	13	43%	-	39%	35%
Q7h. My organisation generally selects capable people to do the job	11	53	25			64%	79%	60%	52%

KEY





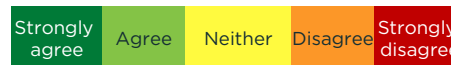
EXPLORE THE FULL RESULTS

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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	46% 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	12	45	23	16	57%	48%	66%	63%
Q3e. My performance is assessed against clear criteria	10	40	28	18	50%	38%	51%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	23	25	29	19	27%	33%	46%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	28	38	17	13	66%	76%	74%	67%
Q5h. My manager appropriately deals with employees who perform poorly	14	33	34	13	47%	47%	43%	44%
Q7f. My organisation is committed to developing its employees	22	28	27	18	27%	30%	50%	50%

KEY

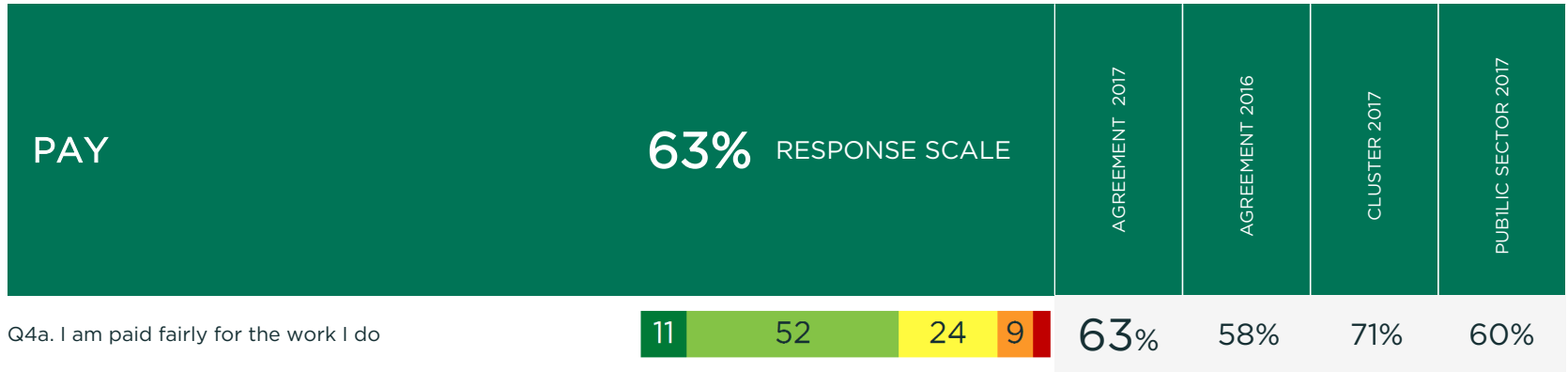




EXPLORE THE FULL RESULTS

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





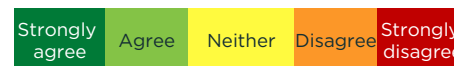
EXPLORE THE FULL RESULTS

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		74% 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		65%	60%	65%	63%				
Q1f. I am able to keep my work stress at an acceptable level		66%	63%	62%	59%				
Q2c. I receive help and support from other members of my workgroup		85%	80%	85%	81%				
Q2d. There is good team spirit in my workgroup		80%	83%	74%	69%				

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

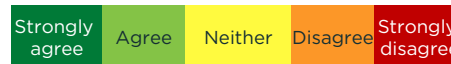
ACTION ABOUT SURVEY RESULTS

27% RESPONSE SCALE

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



KEY

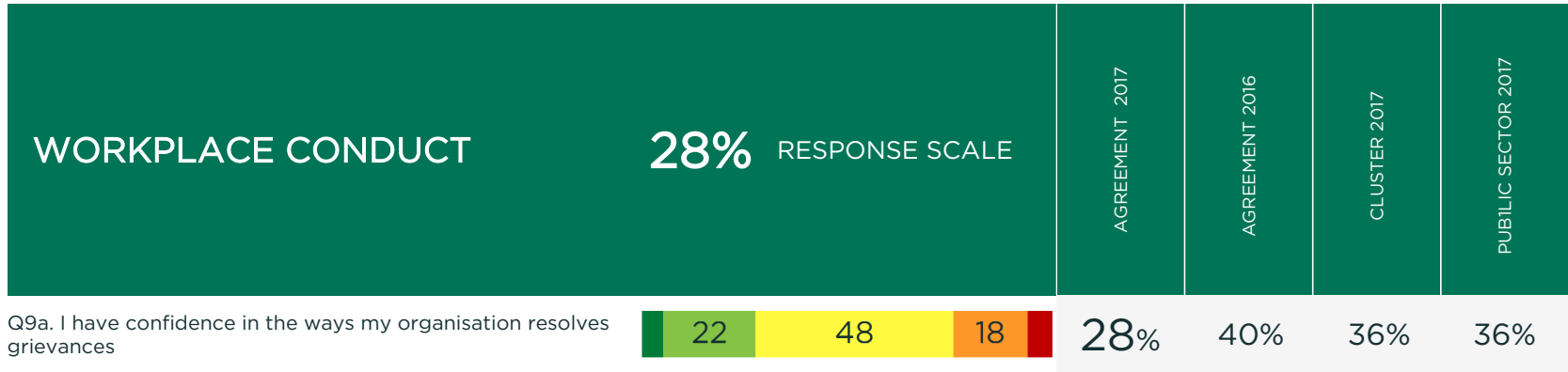




EXPLORE THE FULL RESULTS

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			59%	73%	67%
No			41%	27%	33%
Q3b. I have informal feedback conversations with my manager					
Yes			66%	80%	75%
No			34%	20%	25%
Q3c. I have scheduled feedback conversations with my manager					
Yes			41%	56%	57%
No			59%	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		42%	41%	41%
No		58%	59%	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		18%	29%	30%
Lack of visible opportunities		49%	33%	31%
Lack of promotion opportunities		58%	33%	30%
Lack of support from my manager / supervisor		18%	10%	14%
Geographic location considerations		14%	38%	28%
Personal / family considerations		18%	37%	33%
Insufficient training and development		22%	15%	16%
Lack of required capabilities or experience		6%	12%	11%
Lack of support for temporary assignments/secondments		16%	14%	15%
The application/recruitment process is too cumbersome or time consuming		10%	23%	23%
Other		5%	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		15%	17%	25%
No		72%	70%	62%
Don't know		13%	13%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		25%	58%	63%
No		69%	39%	35%
Don't know		6%	3%	2%



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		28%	22%	33%
No		60%	68%	58%
Don't know		12%	10%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		17%	11%	18%
No		77%	83%	76%
Don't know		6%	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		60%	22%	22%
Your immediate manager/supervisor		10%	21%	24%
A fellow worker at your level		5%	24%	27%
A subordinate		5%	8%	8%
A client or customer	(r)			
A member of the public other than a client or customer	(r)			
Other		5%	4%	4%
Prefer not to say		15%	19%	13%



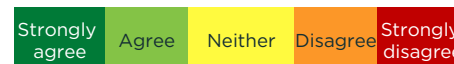
EXPLORE THE FULL RESULTS

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.

INDUSTRY QUESTIONS	RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q1. I am aware of our safety and wellbeing strategy	9	38	19	27	7	46%	0%	82%
Q2. I am regularly consulted on matters affecting safety in my workforce		34	27	29		40%	0%	67%
Q3. My senior manager encourages my team to reflect and learn when things don't go as expected	9	40	31	16		49%	0%	64%
Q4. The rationale for change initiatives is communicated well		20	35	27	12	26%	0%	43%

KEY





EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by themes in this report.

INDUSTRY QUESTIONS	RESPONSE SCALE	2017	CLUSTER 2017
Q5. Are you a Scientist?			
Yes		3%	18%
No		97%	82%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by themes in this report.

INDUSTRY QUESTIONS	RESPONSE SCALE	2017	CLUSTER 2017
Q6. If you are employed in DPI, please also select the region that you are based in:			
I am not a DPI Employee		83%	45%
North Coast	(r)		
North West-Northern Tablelands	(r)		
Hunter	(r)		
Central West - Central Tablelands	(r)		
South East	(r)		
Murray-Riverina	(r)		
Western	(r)		
Greater Sydney		17%	16%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		15%
Female		84%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		2%
25 -29	■	13%
30 - 34	■	28%
35 - 39	■	19%
40 - 44	■	16%
45 - 49	■	9%
50 - 54	■	9%
55 - 59		3%
60 - 64		1%
65+		1%

PROFILE OF RESPONDENTS








PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		18%
No		78%
Prefer not to say		4%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		1%
No		98%
Prefer not to say		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

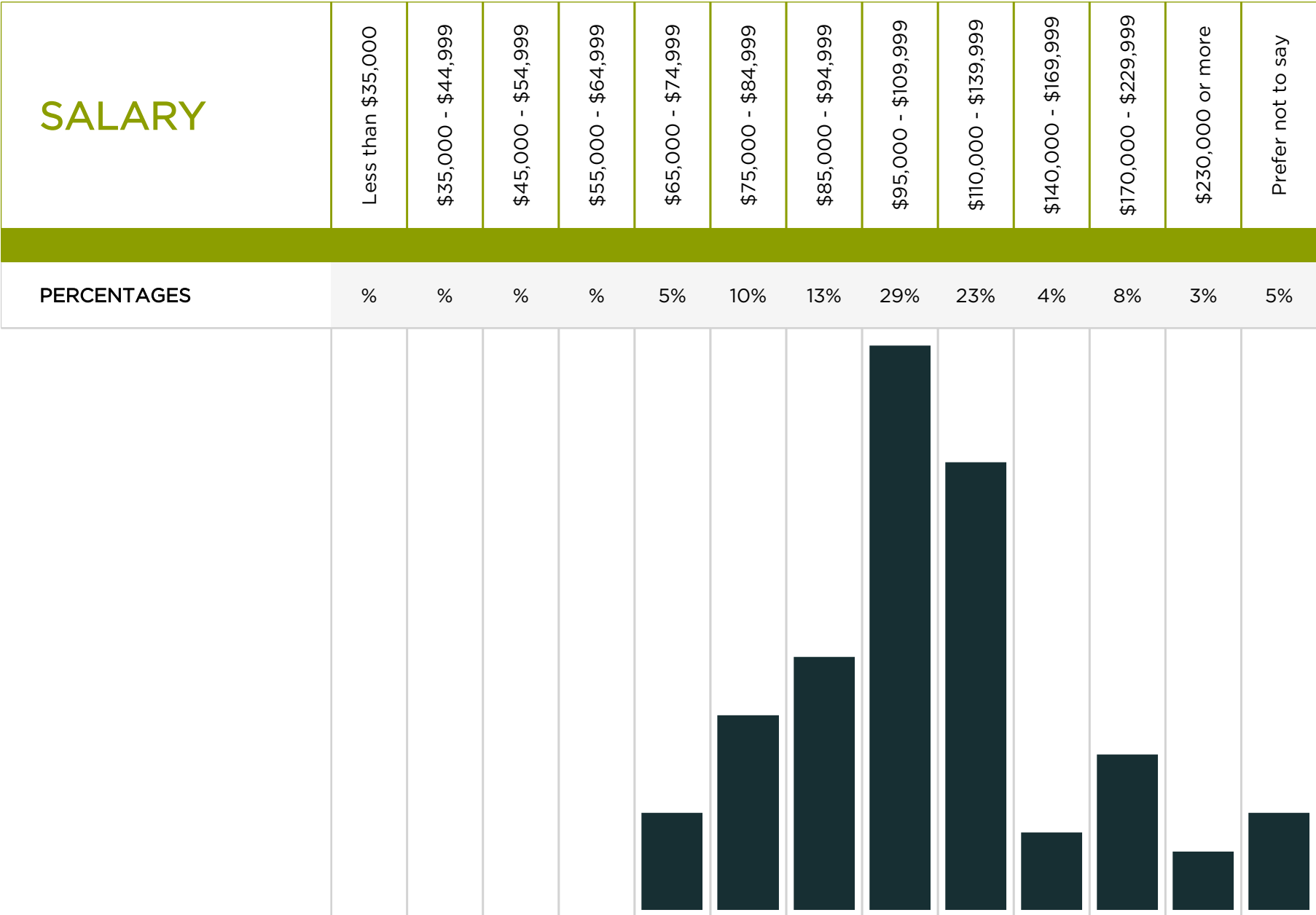
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		%
No		99%
Prefer not to say		1%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		3%
No		95%
Prefer not to say		3%

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.

	Destination 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	116	2	8	4	17	0	10	27	1	44
EMPLOYEE ENGAGEMENT	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62%
ENGAGEMENT WITH WORK	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	73%
SENIOR MANAGERS	39%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	37%
COMMUNICATION	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	60%
HIGH PERFORMANCE	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	58%
PUBLIC SECTOR VALUES	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	57%
DIVERSITY & INCLUSION	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	65%

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.

	Destination 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	116	0	0	0	0	6	11	15	32	26	4	9	3	6
EMPLOYEE ENGAGEMENT	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	58%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	64%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	39%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	33%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	59%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	56%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68%	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW
CUT OFF LIMIT OF 30 RESPONDENTS

RESULT BY TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Destination NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	116	11	23	45	25	8	1
EMPLOYEE ENGAGEMENT	62%	(r)	(r)	59%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	70%	(r)	(r)	66%	(r)	(r)	(r)
SENIOR MANAGERS	39%	(r)	(r)	30%	(r)	(r)	(r)
COMMUNICATION	59%	(r)	(r)	55%	(r)	(r)	(r)
HIGH PERFORMANCE	61%	(r)	(r)	55%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)	53%	(r)	(r)	(r)
DIVERSITY & INCLUSION	64%	(r)	(r)	61%	(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.

	Destination 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	116	0	2	14	30	21	17	10	10	3	1	1
EMPLOYEE ENGAGEMENT	62%	(r)	(r)	(r)	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	70%	(r)	(r)	(r)	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	39%	(r)	(r)	(r)	34%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	59%	(r)	(r)	(r)	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	61%	(r)	(r)	(r)	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)	(r)	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	64%	(r)	(r)	(r)	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW
CUT OFF LIMIT OF 30 RESPONDENTS

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Destination NSW	Male	Female	Other
NUMBER OF RESPONDENTS	116	17	94	1
EMPLOYEE ENGAGEMENT	62%	(r)	61%	(r)
ENGAGEMENT WITH WORK	70%	(r)	67%	(r)
SENIOR MANAGERS	39%	(r)	38%	(r)
COMMUNICATION	59%	(r)	59%	(r)
HIGH PERFORMANCE	61%	(r)	61%	(r)
PUBLIC SECTOR VALUES	58%	(r)	58%	(r)
DIVERSITY & INCLUSION	64%	(r)	64%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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ARE YOU A SCIENTIST



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.

	Destination NSW	Yes	No
NUMBER OF RESPONDENTS	116	3	109
EMPLOYEE ENGAGEMENT	62%	(r)	(r)
ENGAGEMENT WITH WORK	70%	(r)	(r)
SENIOR MANAGERS	39%	(r)	(r)
COMMUNICATION	59%	(r)	(r)
HIGH PERFORMANCE	61%	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)
DIVERSITY & INCLUSION	64%	(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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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.

	Destination NSW	I am not a DPI Employee	North Coast	North West-Northern Tablelands	Hunter	Central West - Central Tablelands	South East	Murray-Riverina	Western	Greater Sydney
NUMBER OF RESPONDENTS	116	85	0	0	0	0	0	0	0	18
EMPLOYEE ENGAGEMENT	62%	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	70%	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	39%	37%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	59%	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	61%	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	64%	64%	(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



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.

27%

of employees replied favourably to:

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

34%

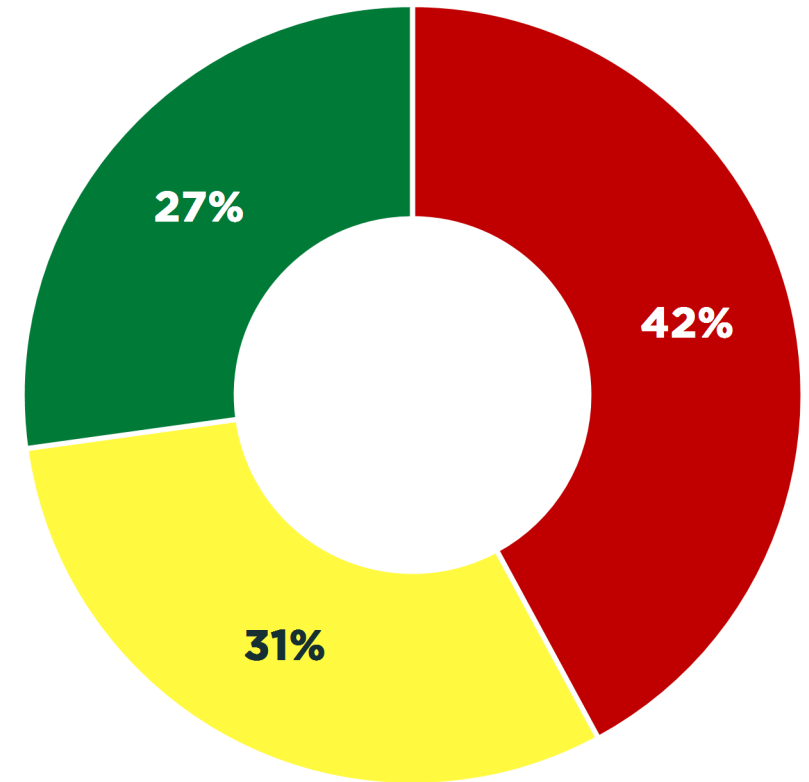
SECTOR

46%

CLUSTER

21%

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

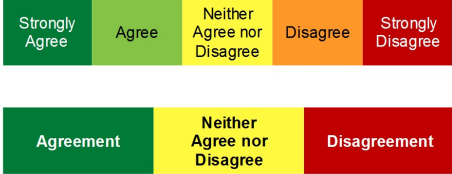
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.