

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

AGENCY REPORT

Industry

Local Land Services

RESPONSE RATE

82%

638 OF 779 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

62%

DIFFERENCE FROM 2016 0

DIFFERENCE FROM CLUSTER -3

DIFFERENCE FROM PUBLIC SECTOR -3

SENIOR MANAGERS

49%

DIFFERENCE FROM 2016 +2

DIFFERENCE FROM CLUSTER -1

DIFFERENCE FROM PUBLIC SECTOR +2

COMMUNICATION

66%

DIFFERENCE FROM 2016 +1

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR +7



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 -1

DIFFERENCE FROM PUBLIC SECTOR -1

HIGH PERFORMANCE

65%

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR +2

PUBLIC SECTOR VALUES

64%

DIFFERENCE FROM CLUSTER -1

DIFFERENCE FROM PUBLIC SECTOR +3

DIVERSITY & INCLUSION

75%

DIFFERENCE FROM CLUSTER +1

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 CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	52%	55%	50%	50%
2	Q7c. I feel that change is managed well in my organisation	32%	31%	34%	39%
3	Q7b. My organisation is making the necessary improvements to meet our future challenges	53%	53%	56%	57%
4	Q7a. My organisation focuses on improving the work we do	69%	77%	69%	69%
5	Q6b. I feel that senior managers effectively lead and manage change	40%	37%	44%	44%
6	Q1b. I am provided with the support I need to do my best at work	64%	61%	65%	63%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

2a.	My workgroup strives to achieve customer/client satisfaction	89%
1a.	I understand what is expected of me to do well in my role	85%
2c.	I receive help and support from other members of my workgroup	84%
5b.	My manager listens to what I have to say	83%
2e.	People in my workgroup treat each other with respect	82%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	81%
2b.	My workgroup works collaboratively to achieve its objectives	80%
5d.	My manager encourages and values employee input	79%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	77%
8c.	I am able to speak up and share a different view to my colleagues and manager	76%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

7c.	I feel that change is managed well in my organisation	32%
7g.	I have confidence in the way recruitment decisions are made	36%
9a.	I have confidence in the ways my organisation resolves grievances	38%
5h.	My manager appropriately deals with employees who perform poorly	38%
6b.	I feel that senior managers effectively lead and manage change	40%
6a.	I believe senior managers provide clear direction for the future of the organisation	43%
14.	I believe action will be taken on the results from this survey by my organisation	44%
6g.	I feel that senior managers keep employees informed about what's going on	46%
6h.	I feel that senior managers listen to employees	47%
3g.	I am satisfied with the opportunities available for career development in my organisation	47%



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

14.	I believe action will be taken on the results from this survey by my organisation	44%	24%
3g.	I am satisfied with the opportunities available for career development in my organisation	47%	40%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	67%	61%
6a.	I believe senior managers provide clear direction for the future of the organisation	43%	38%
6i.	Senior managers in my organisation support the career advancement of women	62%	57%
1e.	I am satisfied with my job	65%	60%
7d.	There is good co-operation between teams across our organisation	48%	43%
2e.	People in my workgroup treat each other with respect	82%	77%
6g.	I feel that senior managers keep employees informed about what's going on	46%	42%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	81%	77%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

7a.	My organisation focuses on improving the work we do	69%	77%
9a.	I have confidence in the ways my organisation resolves grievances	38%	42%
1d.	I feel motivated to contribute more than what is normally required at work	75%	78%
5h.	My manager appropriately deals with employees who perform poorly	38%	41%
7f.	My organisation is committed to developing its employees	52%	55%
7m.	My organisation inspires me to do the best in my job	49%	51%
8c.	I am able to speak up and share a different view to my colleagues and manager	76%	79%
2c.	I receive help and support from other members of my workgroup	84%	86%
7k.	I feel a strong personal attachment to my organisation	52%	54%
7j.	I am proud to tell others I work for my organisation	57%	59%



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 Local Land Services

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.

	Local Land Services	Central Tablelands LLS	Central West LLS	Executive Support Unit	Greater Sydney LLS	Hunter LLS	Murray LLS	North Coast LLS	North West LLS	Northern Tablelands LLS	Riverina LLS	South East LLS	Sustainable Land Management	Western LLS
NUMBER OF RESPONDENTS	638	41	64	28	41	50	47	49	49	46	72	65	35	50
EMPLOYEE ENGAGEMENT	62%	51%	56%	70%	80%	52%	62%	57%	68%	63%	69%	58%	62%	58%
ENGAGEMENT WITH WORK	71%	64%	58%	82%	84%	68%	66%	67%	73%	70%	81%	73%	62%	71%
SENIOR MANAGERS	49%	35%	38%	67%	84%	36%	59%	42%	38%	57%	52%	35%	54%	56%
COMMUNICATION	66%	57%	55%	79%	84%	61%	72%	60%	62%	69%	65%	68%	71%	70%
HIGH PERFORMANCE	65%	51%	56%	79%	85%	63%	68%	64%	65%	68%	72%	58%	63%	64%
PUBLIC SECTOR VALUES	64%	49%	54%	76%	86%	59%	69%	61%	59%	68%	64%	60%	72%	64%
DIVERSITY & INCLUSION	75%	64%	64%	84%	84%	74%	79%	71%	75%	75%	81%	75%	77%	75%

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



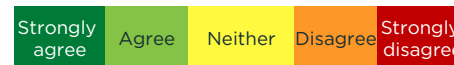
EXPLORE THE FULL RESULTS

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	15	40	28	12	55%	55%	62%	60%
Q7j. I am proud to tell others I work for my organisation	16	41	30	10	57%	59%	68%	68%
Q7k. I feel a strong personal attachment to my organisation	15	37	30	14	52%	54%	60%	63%
Q7l. My organisation motivates me to help it achieve its objectives	14	36	33	13	50%	49%	54%	53%
Q7m. My organisation inspires me to do the best in my job	13	36	33	12	49%	51%	53%	53%

KEY





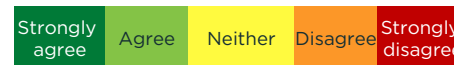
EXPLORE THE FULL RESULTS

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	26	47	17	8	72%	70%	74%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	29	45	15	8	75%	78%	75%	72%
Q1e. I am satisfied with my job	21	44	21	12	65%	60%	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	49% 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	12	32	27	20	10	43%	38%	50%	48%
Q6b. I feel that senior managers effectively lead and manage change	10	30	28	20	11	40%	37%	44%	44%
Q6c. I feel that senior managers model the values of my organisation	13	34	31	12	9	47%	47%	52%	48%
Q6d. Senior managers encourage innovation by employees	12	41	28	14		53%	52%	54%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	14	46	24	10		60%	60%	57%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	24	48	18	8		72%	73%	68%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	12	34	25	19	10	46%	42%	48%	45%
Q6h. I feel that senior managers listen to employees	11	35	30	15	9	47%	45%	46%	41%
Q7c. I feel that change is managed well in my organisation		26	34	21	13	32%	31%	34%	39%

KEY





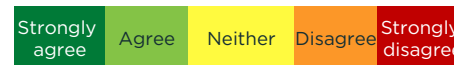
EXPLORE THE FULL RESULTS

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	66% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	32	44	15		75%	74%	75%	70%	
Q5d. My manager encourages and values employee input	36	43	12		79%	77%	78%	71%	
Q5e. My manager involves my workgroup in decisions about our work	31	44	15	7	75%	74%	72%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	12	34	25	19	10	46%	42%	48%	45%
Q6h. I feel that senior managers listen to employees	11	35	30	15	9	47%	45%	46%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	24	53	16			76%	79%	74%	66%

KEY



ALL QUESTIONS



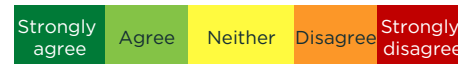
EXPLORE THE FULL RESULTS

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			65% 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	31	54	9		85%	85%	86%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	36	43	14		80%	77%	81%	78%
Q3f. I have received appropriate training and development to do my job well	17	46	21	12	63%	62%	59%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	28	48	18		76%	77%	76%	72%
Q5f. I have confidence in the decisions my manager makes	33	39	16	8	72%	71%	73%	67%
Q6d. Senior managers encourage innovation by employees	12	41	28	14	53%	52%	54%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	14	46	24	10	60%	60%	57%	51%
Q7a. My organisation focuses on improving the work we do	17	52	21	8	69%	77%	69%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	13	40	28	15	53%	53%	56%	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.

	HIGH PERFORMANCE					65% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	9	39	24	20	9	48%	43%	46%	47%				
Q7h. My organisation generally selects capable people to do the job	9	51	25	12		59%	59%	60%	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		64% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q2a. My workgroup strives to achieve customer/client satisfaction		47	43	7	89%	89%	89%	85%		
Q2e. People in my workgroup treat each other with respect		40	41	11	82%	77%	81%	74%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do		28	48	18	76%	77%	76%	72%		
Q5b. My manager listens to what I have to say		37	46	10	83%	79%	81%	75%		
Q6a. I believe senior managers provide clear direction for the future of the organisation		12	32	27	20	10	43%	38%	50%	48%
Q6c. I feel that senior managers model the values of my organisation		13	34	31	12	9	47%	47%	52%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		24	48	18	8	2	72%	73%	68%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		12	34	25	19	10	46%	42%	48%	45%
Q6h. I feel that senior managers listen to employees		11	35	30	15	9	47%	45%	46%	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		64% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		69%	77%	69%	69%				
Q7e. People in my organisation take responsibility for their own actions		49%	49%	50%	47%				

KEY





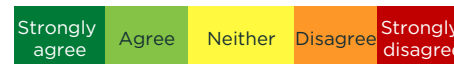
EXPLORE THE FULL RESULTS

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	75% 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	20	45	17	16	64%	61%	65%	63%
Q5b. My manager listens to what I have to say	37	46	10		83%	79%	81%	75%
Q5d. My manager encourages and values employee input	36	43	12		79%	77%	78%	71%
Q6i. Senior managers in my organisation support the career advancement of women	22	40	30		62%	57%	61%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	20	57	16		77%	75%	77%	74%
Q8b. Personal background is not a barrier to success in my organisation	23	53	19		76%	-	76%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	24	53	16		76%	79%	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>	40	42	11		81%	77%	75%	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	48% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	7	29	34	17	12	36%	-	39%	35%
Q7h. My organisation generally selects capable people to do the job	9	51	25	12		59%	59%	60%	52%

KEY





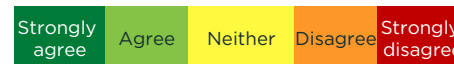
EXPLORE THE FULL RESULTS

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	55% 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		67%	61%	66%	63%
Q3e. My performance is assessed against clear criteria		51%	52%	51%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation		47%	40%	46%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do		73%	74%	74%	67%
Q5h. My manager appropriately deals with employees who perform poorly		38%	41%	43%	44%
Q7f. My organisation is committed to developing its employees		52%	55%	50%	50%

KEY

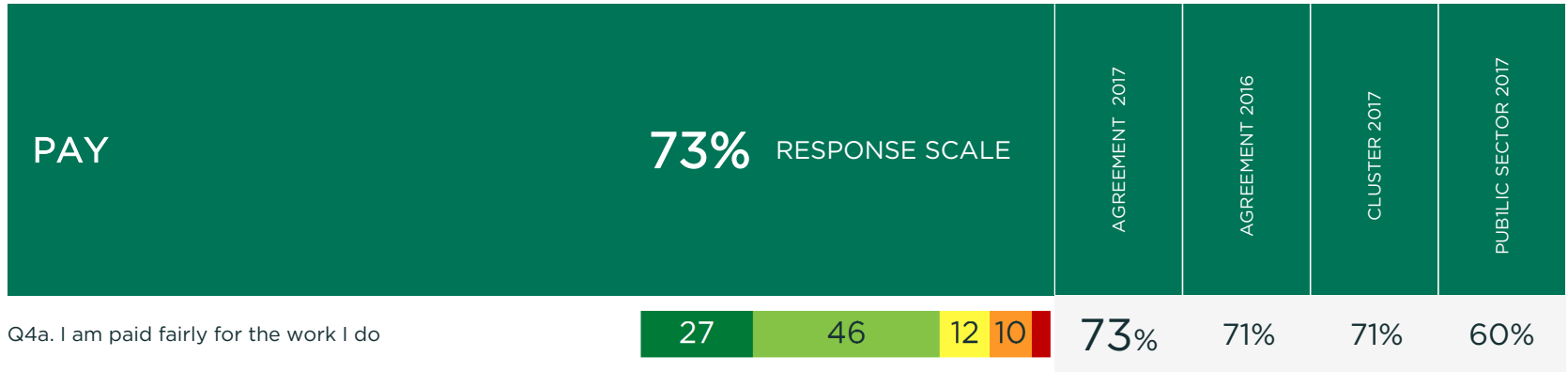




EXPLORE THE FULL RESULTS

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		68% 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		64%	61%	65%	63%				
Q1f. I am able to keep my work stress at an acceptable level		55%	54%	62%	59%				
Q2c. I receive help and support from other members of my workgroup		84%	86%	85%	81%				
Q2d. There is good team spirit in my workgroup		71%	70%	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

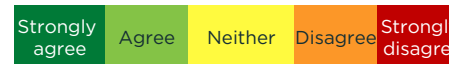
44% RESPONSE SCALE

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



	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC LIC SECTOR 2017
Q14. I believe action will be taken on the results from this survey by my organisation	44%	24%	46%	34%

KEY

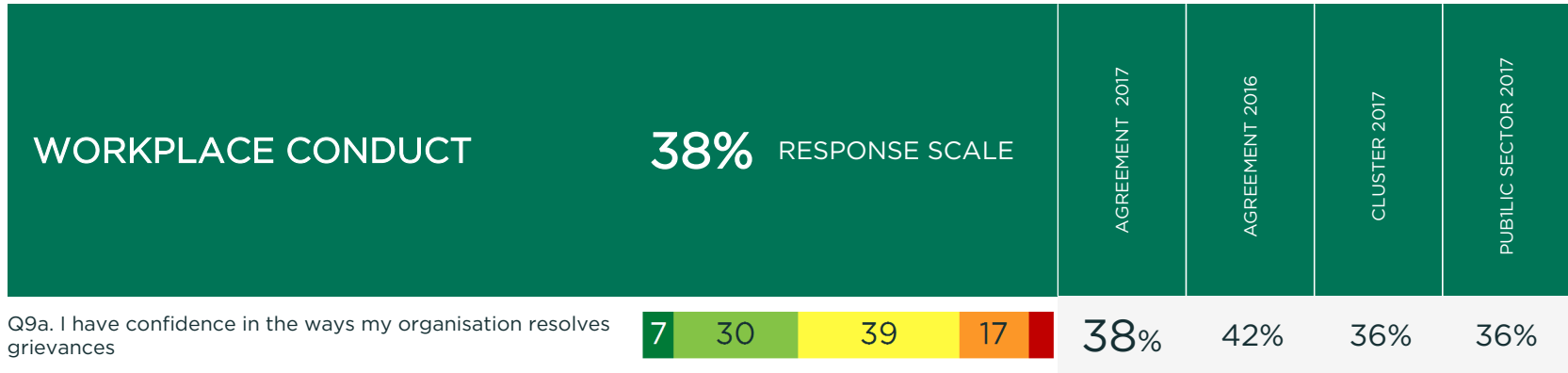




EXPLORE THE FULL RESULTS

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	CLUSTER 2017	PUBLIC SECTOR 2017
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes			78%	73%	67%
No			22%	27%	33%
Q3b. I have informal feedback conversations with my manager					
Yes			81%	80%	75%
No			19%	20%	25%
Q3c. I have scheduled feedback conversations with my manager					
Yes			59%	56%	57%
No			41%	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		39%	41%	41%
No		61%	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		21%	29%	30%
Lack of visible opportunities		36%	33%	31%
Lack of promotion opportunities		34%	33%	30%
Lack of support from my manager / supervisor		9%	10%	14%
Geographic location considerations		53%	38%	28%
Personal / family considerations		47%	37%	33%
Insufficient training and development		11%	15%	16%
Lack of required capabilities or experience		9%	12%	11%
Lack of support for temporary assignments/secondments		13%	14%	15%
The application/recruitment process is too cumbersome or time consuming		22%	23%	23%
Other		10%	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		22%	17%	25%
No		67%	70%	62%
Don't know		11%	13%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		65%	58%	63%
No		32%	39%	35%
Don't know		3%	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		24%	22%	33%
No		66%	68%	58%
Don't know		9%	10%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		12%	11%	18%
No		82%	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		20%	22%	22%
Your immediate manager/supervisor		21%	21%	24%
A fellow worker at your level		28%	24%	27%
A subordinate		4%	8%	8%
A client or customer		1%	2%	2%
A member of the public other than a client or customer		3%	0%	1%
Other		5%	4%	4%
Prefer not to say		18%	19%	13%



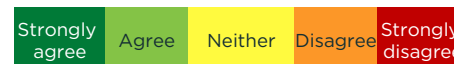
EXPLORE THE FULL RESULTS

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	22	64	8		86%	86%	82%
Q2. I am regularly consulted on matters affecting safety in my workforce	25	55	14		80%	82%	67%
Q3. My senior manager encourages my team to reflect and learn when things don't go as expected	19	47	25	8	66%	67%	64%
Q4. The rationale for change initiatives is communicated well	11	33	30	19	45%	43%	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		25%	18%
No		75%	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		76%	45%
North Coast		2%	5%
North West-Northern Tablelands		2%	4%
Hunter		3%	8%
Central West - Central Tablelands		4%	10%
South East		4%	4%
Murray-Riverina		4%	6%
Western		2%	2%
Greater Sydney		2%	16%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		45%
Female		53%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		0%
20 - 24		1%
25 -29	█	6%
30 - 34	█	8%
35 - 39	█	17%
40 - 44	█	18%
45 - 49	█	16%
50 - 54	█	15%
55 - 59	█	11%
60 - 64	█	5%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		4%
No		94%
Prefer not to say		2%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		3%
No		95%
Prefer not to say		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

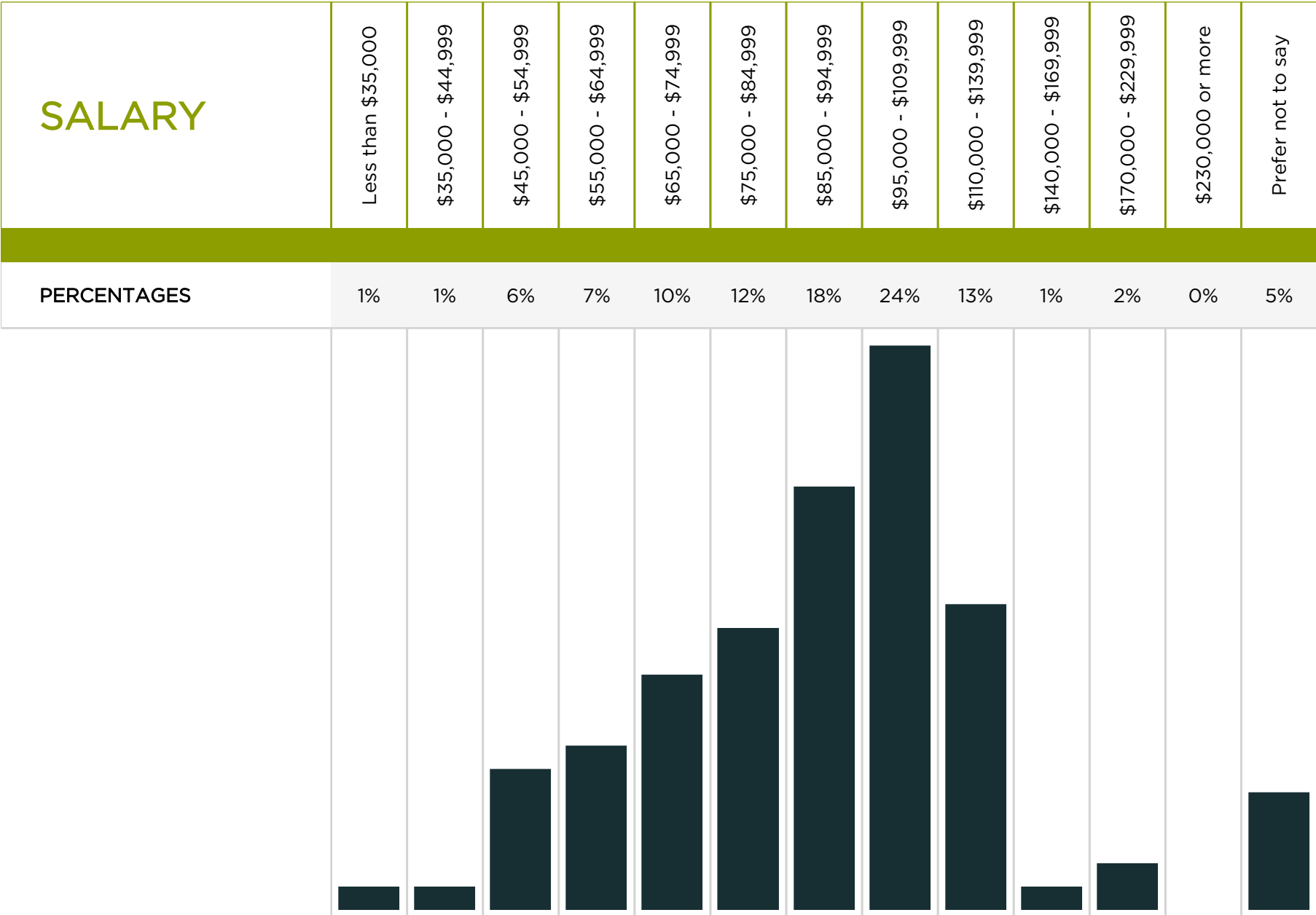
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		3%
No		94%
Prefer not to say		3%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		2%
No		95%
Prefer not to say		3%

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.

	Local Land Services	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	638	312	29	50	43	9	1	124	1	52
EMPLOYEE ENGAGEMENT	62%	59%	(r)	69%	71%	(r)	(r)	61%	(r)	66%
ENGAGEMENT WITH WORK	71%	68%	(r)	75%	76%	(r)	(r)	72%	(r)	74%
SENIOR MANAGERS	49%	44%	(r)	52%	68%	(r)	(r)	49%	(r)	54%
COMMUNICATION	66%	61%	(r)	70%	79%	(r)	(r)	70%	(r)	71%
HIGH PERFORMANCE	65%	60%	(r)	71%	81%	(r)	(r)	67%	(r)	70%
PUBLIC SECTOR VALUES	64%	59%	(r)	67%	79%	(r)	(r)	67%	(r)	68%
DIVERSITY & INCLUSION	75%	71%	(r)	83%	85%	(r)	(r)	78%	(r)	77%

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.

	Local Land Services	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	638	7	7	36	43	62	75	112	150	78	4	12	1	29
EMPLOYEE ENGAGEMENT	62%	(r)	(r)	65%	62%	60%	67%	62%	57%	63%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	71%	(r)	(r)	61%	75%	69%	74%	74%	68%	74%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	49%	(r)	(r)	45%	48%	40%	47%	52%	48%	56%	(r)	(r)	(r)	(r)
COMMUNICATION	66%	(r)	(r)	59%	60%	62%	66%	70%	68%	70%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)	65%	60%	62%	63%	66%	66%	73%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	64%	(r)	(r)	59%	59%	58%	63%	67%	65%	70%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	73%	67%	71%	74%	79%	75%	80%	(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.

	Local Land Services	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	638	71	64	298	88	63	26
EMPLOYEE ENGAGEMENT	62%	74%	61%	61%	61%	59%	(r)
ENGAGEMENT WITH WORK	71%	79%	70%	72%	64%	64%	(r)
SENIOR MANAGERS	49%	54%	47%	52%	48%	44%	(r)
COMMUNICATION	66%	78%	63%	67%	65%	60%	(r)
HIGH PERFORMANCE	65%	74%	62%	67%	64%	62%	(r)
PUBLIC SECTOR VALUES	64%	73%	62%	65%	62%	59%	(r)
DIVERSITY & INCLUSION	75%	83%	71%	76%	75%	70%	(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.

	Local Land Services	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	638	1	9	38	48	105	109	100	89	70	31	13
EMPLOYEE ENGAGEMENT	62%	(r)	(r)	67%	66%	60%	62%	63%	61%	62%	64%	(r)
ENGAGEMENT WITH WORK	71%	(r)	(r)	79%	74%	70%	73%	69%	67%	72%	74%	(r)
SENIOR MANAGERS	49%	(r)	(r)	52%	51%	50%	50%	57%	45%	45%	53%	(r)
COMMUNICATION	66%	(r)	(r)	71%	72%	63%	67%	74%	64%	65%	67%	(r)
HIGH PERFORMANCE	65%	(r)	(r)	71%	69%	64%	66%	69%	63%	64%	68%	(r)
PUBLIC SECTOR VALUES	64%	(r)	(r)	67%	66%	63%	66%	70%	61%	61%	65%	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	82%	81%	75%	76%	79%	73%	73%	71%	(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.

	Local Land Services	Male	Female	Other
NUMBER OF RESPONDENTS	638	280	328	11
EMPLOYEE ENGAGEMENT	62%	61%	63%	(r)
ENGAGEMENT WITH WORK	71%	70%	72%	(r)
SENIOR MANAGERS	49%	50%	49%	(r)
COMMUNICATION	66%	69%	65%	(r)
HIGH PERFORMANCE	65%	66%	66%	(r)
PUBLIC SECTOR VALUES	64%	65%	64%	(r)
DIVERSITY & INCLUSION	75%	75%	76%	(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

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.

	Local Land Services	Yes	No
NUMBER OF RESPONDENTS	638	157	460
EMPLOYEE ENGAGEMENT	62%	58%	63%
ENGAGEMENT WITH WORK	71%	72%	70%
SENIOR MANAGERS	49%	48%	50%
COMMUNICATION	66%	71%	66%
HIGH PERFORMANCE	65%	65%	66%
PUBLIC SECTOR VALUES	64%	66%	64%
DIVERSITY & INCLUSION	75%	79%	74%

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



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.

	Local Land Services	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	638	396	8	13	16	21	22	19	13	13
EMPLOYEE ENGAGEMENT	62%	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	71%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	49%	49%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	64%	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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



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.

44%

of employees replied favourably to:

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

34%

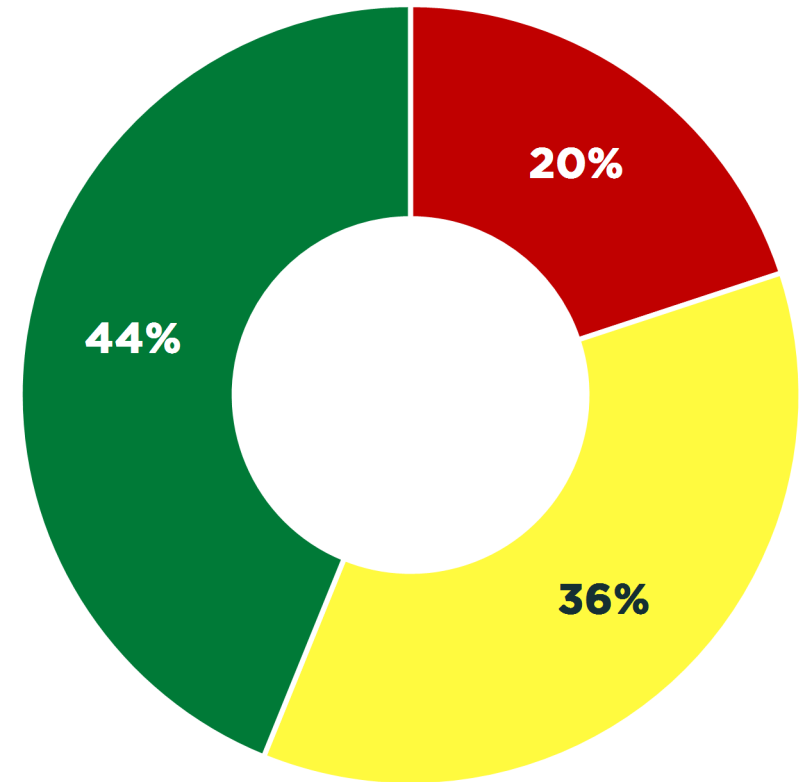
SECTOR

46%

CLUSTER

24%

2016



GUIDE TO THIS REPORT

i SURVEY TIME FRAME

This report contains results from the 2017 People Matter Employee Survey which was open from 1 to 30 June 2017.

i PRIVACY

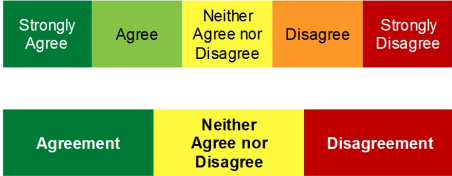
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of workgroups that can be reported (10 or more employees) and responses from demographic groups (30 or more employees).

Where people work in small teams, the results are merged with larger business units and results are not available. Where this happens an 'r' is shown in reports.

i HOW TO READ THIS REPORT

The majority of questions have a 5-point answer scale. The Strongly Agree and Agree scores are combined to create an agreement (or positive) score which is shown as a rounded percentage.



i ROUNDING

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of the calculation for maximum accuracy.

Values from .00 to .49 are rounded down, whereas values from .50 to .99 are rounded up. Therefore, in some instances the data will not add up to 100%.

i MORE DETAILS ABOUT THE SURVEY AND ITS METHODOLOGY

See the Main Findings report on the Public Service Commission web site.