

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 Electrician Linesworker
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 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

Office of Sport

RESPONSE RATE

72%

418 OF 583 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

67%

DIFFERENCE FROM 2016 **0**

DIFFERENCE FROM CLUSTER **+2**

DIFFERENCE FROM PUBLIC SECTOR **+2**

SENIOR MANAGERS

47%

DIFFERENCE FROM 2016 **+4**

DIFFERENCE FROM CLUSTER **-4**

DIFFERENCE FROM PUBLIC SECTOR **-1**

COMMUNICATION

64%

DIFFERENCE FROM 2016 **+3**

DIFFERENCE FROM CLUSTER **-1**

DIFFERENCE FROM PUBLIC SECTOR **+5**



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

60%

DIFFERENCE FROM CLUSTER **-5**

DIFFERENCE FROM PUBLIC SECTOR **-3**

PUBLIC SECTOR VALUES

60%

DIFFERENCE FROM CLUSTER **-4**

DIFFERENCE FROM PUBLIC SECTOR **0**

DIVERSITY & INCLUSION

70%

DIFFERENCE FROM CLUSTER **-3**

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	Q7a. My organisation focuses on improving the work we do	65%	72%	69%	69%
2	Q7b. My organisation is making the necessary improvements to meet our future challenges	53%	58%	56%	57%
3	Q6d. Senior managers encourage innovation by employees	49%	41%	54%	48%
4	Q6c. I feel that senior managers model the values of my organisation	48%	44%	52%	48%
5	Q7f. My organisation is committed to developing its employees	43%	38%	50%	50%
6	Q7c. I feel that change is managed well in my organisation	32%	37%	34%	39%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

2a. My workgroup strives to achieve customer/client satisfaction	87%
1a. I understand what is expected of me to do well in my role	87%
5b. My manager listens to what I have to say	79%
2b. My workgroup works collaboratively to achieve its objectives	78%
2c. I receive help and support from other members of my workgroup	78%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	76%
5d. My manager encourages and values employee input	76%
8c. I am able to speak up and share a different view to my colleagues and manager	75%
8b. Personal background is not a barrier to success in my organisation	75%
2e. People in my workgroup treat each other with respect	75%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

7c. I feel that change is managed well in my organisation	32%
9a. I have confidence in the ways my organisation resolves grievances	33%
7g. I have confidence in the way recruitment decisions are made	34%
3g. I am satisfied with the opportunities available for career development in my organisation	35%
7d. There is good co-operation between teams across our organisation	35%
7e. People in my organisation take responsibility for their own actions	38%
14. I believe action will be taken on the results from this survey by my organisation	41%
7f. My organisation is committed to developing its employees	43%
5h. My manager appropriately deals with employees who perform poorly	43%
6b. I feel that senior managers effectively lead and manage change	43%



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

	AGREEMENT 2017	AGREEMENT 2016
14. I believe action will be taken on the results from this survey by my organisation	41%	25%
6d. Senior managers encourage innovation by employees	49%	41%
6a. I believe senior managers provide clear direction for the future of the organisation	47%	39%
1e. I am satisfied with my job	66%	59%
5e. My manager involves my workgroup in decisions about our work	71%	65%
6i. Senior managers in my organisation support the career advancement of women	53%	46%
6h. I feel that senior managers listen to employees	43%	38%
3g. I am satisfied with the opportunities available for career development in my organisation	35%	29%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	63%	58%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	48%	44%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

	AGREEMENT 2017	AGREEMENT 2016
7d. There is good co-operation between teams across our organisation	35%	43%
3f. I have received appropriate training and development to do my job well	52%	60%
9a. I have confidence in the ways my organisation resolves grievances	33%	40%
7a. My organisation focuses on improving the work we do	65%	72%
7e. People in my organisation take responsibility for their own actions	38%	44%
7b. My organisation is making the necessary improvements to meet our future challenges	53%	58%
7c. I feel that change is managed well in my organisation	32%	37%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	67%	72%
3e. My performance is assessed against clear criteria	56%	60%
7k. I feel a strong personal attachment to my organisation	70%	74%



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 Office of Sport

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.

	Office of Sport	Corporate Services	Sport and Recreation Services	Sport Development	Sport Infrastructure	Sydney Olympic Park Authority	Venues NSW
NUMBER OF RESPONDENTS	418	59	129	18	20	166	22
EMPLOYEE ENGAGEMENT	67%	60%	64%	66%	70%	71%	73%
ENGAGEMENT WITH WORK	70%	56%	71%	89%	82%	70%	80%
SENIOR MANAGERS	47%	43%	34%	53%	67%	52%	68%
COMMUNICATION	64%	59%	57%	78%	83%	67%	77%
HIGH PERFORMANCE	60%	53%	53%	70%	76%	63%	73%
PUBLIC SECTOR VALUES	60%	54%	52%	68%	81%	64%	76%
DIVERSITY & INCLUSION	70%	64%	67%	80%	79%	72%	79%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

EMPLOYEE ENGAGEMENT	67% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	18	45	26	8	63%	62%	62%	60%
Q7j. I am proud to tell others I work for my organisation	26	45	23		71%	74%	68%	68%
Q7k. I feel a strong personal attachment to my organisation	27	43	23		70%	74%	60%	63%
Q7l. My organisation motivates me to help it achieve its objectives	14	39	31	11	53%	52%	54%	53%
Q7m. My organisation inspires me to do the best in my job	15	38	31	10	53%	50%	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	28	45	15	9	73%	73%	74%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	30	41	16	7	71%	73%	75%	72%
Q1e. I am satisfied with my job	19	47	22	10	66%	59%	68%	68%

KEY





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SENIOR MANAGERS	47% 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	10	36	24	17	13	47%	39%	50%	48%
Q6b. I feel that senior managers effectively lead and manage change	9	33	28	15	14	43%	39%	44%	44%
Q6c. I feel that senior managers model the values of my organisation	9	38	29	10	13	48%	44%	52%	48%
Q6d. Senior managers encourage innovation by employees	11	38	32	10	9	49%	41%	54%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	10	39	31	12	9	48%	44%	57%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	13	50	19	10	8	63%	58%	68%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	8	39	23	16	15	47%	45%	48%	45%
Q6h. I feel that senior managers listen to employees	9	35	27	16	14	43%	38%	46%	41%
Q7c. I feel that change is managed well in my organisation		26	31	23	14	32%	37%	34%	39%

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.

COMMUNICATION	64% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	30	44	14		74%	72%	75%	70%	
Q5d. My manager encourages and values employee input	33	43	14		76%	72%	78%	71%	
Q5e. My manager involves my workgroup in decisions about our work	27	45	17	8	71%	65%	72%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	8	39	23	16	15	47%	45%	48%	45%
Q6h. I feel that senior managers listen to employees	9	35	27	16	14	43%	38%	46%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	19	56	14			75%	76%	74%	66%

KEY





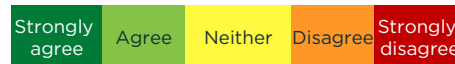
EXPLORE THE FULL RESULTS

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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.

	HIGH PERFORMANCE				60% 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	38	49			87%	86%	86%	90%				
Q2b. My workgroup works collaboratively to achieve its objectives	36	42	11	8	78%	76%	81%	78%				
Q3f. I have received appropriate training and development to do my job well	13	39	29	14	52%	60%	59%	62%				
Q5a. My manager encourages people in my workgroup to keep improving the work they do	26	47	17	7	72%	71%	76%	72%				
Q5f. I have confidence in the decisions my manager makes	28	43	18	7	71%	70%	73%	67%				
Q6d. Senior managers encourage innovation by employees	11	38	32	10	9	49%	41%	54%	48%			
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	10	39	31	12	9	48%	44%	57%	51%			
Q7a. My organisation focuses on improving the work we do	13	52	22	10	65%	72%	69%	69%				
Q7b. My organisation is making the necessary improvements to meet our future challenges	12	41	31	10	53%	58%	56%	57%				

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.

	HIGH PERFORMANCE					60% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	29	27	27	11		35%	43%	46%	47%				
Q7h. My organisation generally selects capable people to do the job	8	43	26	16	8	51%	54%	60%	52%				

KEY





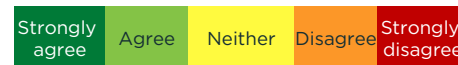
EXPLORE THE FULL RESULTS

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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.

PUBLIC SECTOR VALUES		60% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q2a. My workgroup strives to achieve customer/client satisfaction		46	41	8	87%	88%	89%	85%		
Q2e. People in my workgroup treat each other with respect		33	42	12	9	75%	76%	81%	74%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do		26	47	17	7	72%	71%	76%	72%	
Q5b. My manager listens to what I have to say		35	44	13	8	79%	75%	81%	75%	
Q6a. I believe senior managers provide clear direction for the future of the organisation		10	36	24	17	13	47%	39%	50%	48%
Q6c. I feel that senior managers model the values of my organisation		9	38	29	10	13	48%	44%	52%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		13	50	19	10	8	63%	58%	68%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		8	39	23	16	15	47%	45%	48%	45%
Q6h. I feel that senior managers listen to employees		9	35	27	16	14	43%	38%	46%	41%

KEY





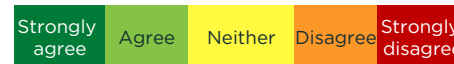
EXPLORE THE FULL RESULTS

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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.

PUBLIC SECTOR VALUES		60% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		65%	72%	69%	69%				
Q7e. People in my organisation take responsibility for their own actions		38%	44%	50%	47%				

KEY





EXPLORE THE FULL RESULTS

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

DIVERSITY & INCLUSION		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		61%	57%	65%	63%				
Q5b. My manager listens to what I have to say		79%	75%	81%	75%				
Q5d. My manager encourages and values employee input		76%	72%	78%	71%				
Q6i. Senior managers in my organisation support the career advancement of women		53%	46%	61%	58%				
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		76%	78%	77%	74%				
Q8b. Personal background is not a barrier to success in my organisation		75%	-	76%	74%				
Q8c. I am able to speak up and share a different view to my colleagues and manager		75%	76%	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>		67%	72%	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	43% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	8	27	28	19	18	34%	-	39%	35%
Q7h. My organisation generally selects capable people to do the job	8	43	26	16	8	51%	54%	60%	52%

KEY





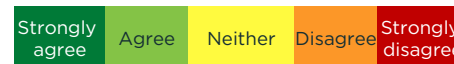
EXPLORE THE FULL RESULTS

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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		51% 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		64%	61%	66%	63%				
Q3e. My performance is assessed against clear criteria		56%	60%	51%	54%				
Q3g. I am satisfied with the opportunities available for career development in my organisation		35%	29%	46%	48%				
Q5g. My manager provides acknowledgement or other recognition for the work I do		67%	70%	74%	67%				
Q5h. My manager appropriately deals with employees who perform poorly		43%	38%	43%	44%				
Q7f. My organisation is committed to developing its employees		43%	38%	50%	50%				

KEY

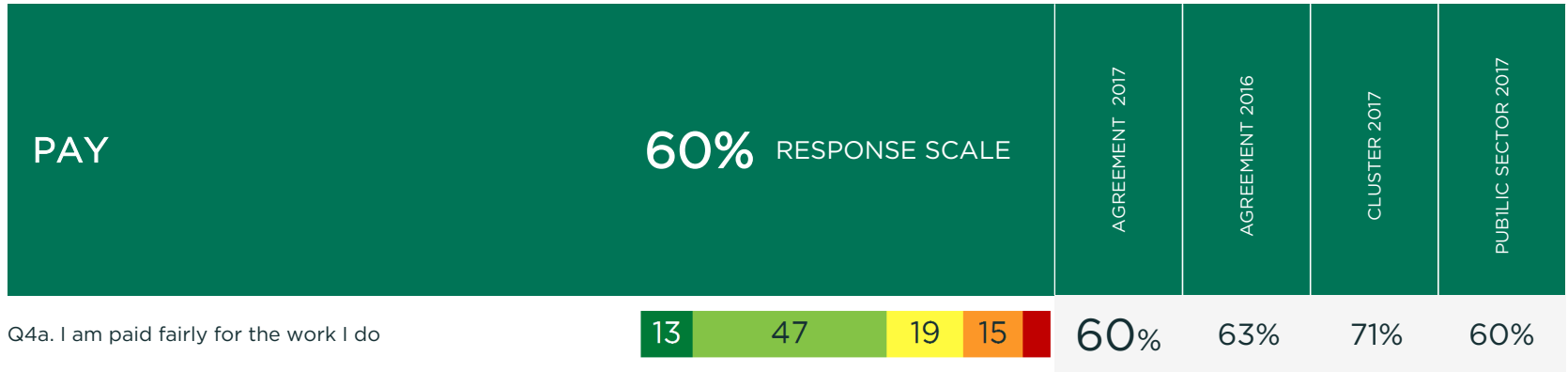




EXPLORE THE FULL RESULTS

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		67% 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		61%	57%	65%	63%				
Q1f. I am able to keep my work stress at an acceptable level		59%	59%	62%	59%				
Q2c. I receive help and support from other members of my workgroup		78%	80%	85%	81%				
Q2d. There is good team spirit in my workgroup		69%	66%	74%	69%				

KEY





EXPLORE THE FULL RESULTS

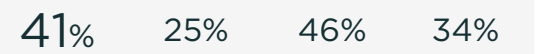
Questions are grouped by themes in this report.

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

41% RESPONSE SCALE

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



KEY

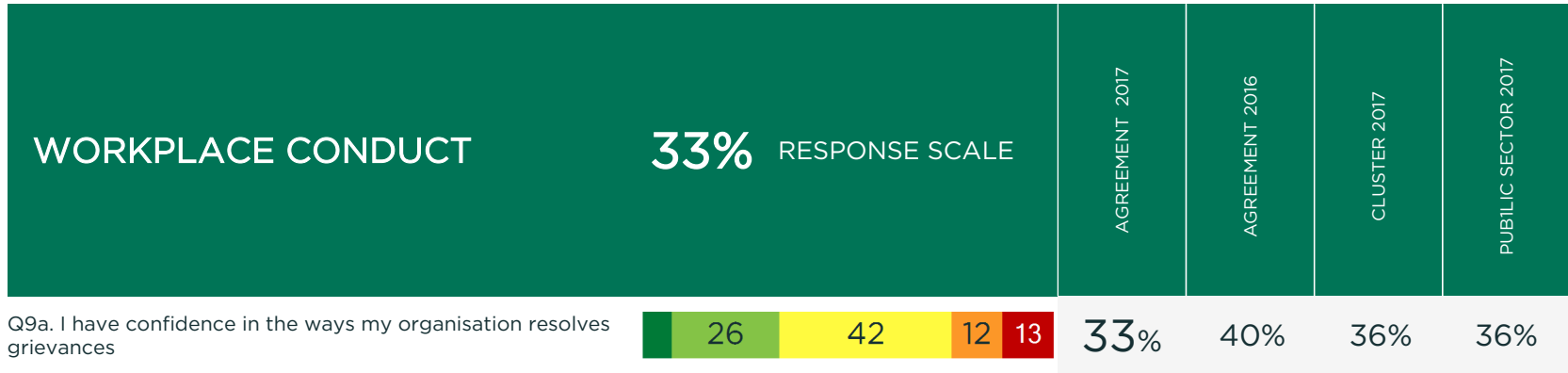




EXPLORE THE FULL RESULTS

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		77%	73%	67%
No		23%	27%	33%
Q3b. I have informal feedback conversations with my manager				
Yes		79%	80%	75%
No		21%	20%	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		44%	41%	41%
No		56%	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		26%	29%	30%
Lack of visible opportunities		39%	33%	31%
Lack of promotion opportunities		40%	33%	30%
Lack of support from my manager / supervisor		13%	10%	14%
Geographic location considerations		32%	38%	28%
Personal / family considerations		33%	37%	33%
Insufficient training and development		19%	15%	16%
Lack of required capabilities or experience		13%	12%	11%
Lack of support for temporary assignments/secondments		18%	14%	15%
The application/recruitment process is too cumbersome or time consuming		28%	23%	23%
Other		7%	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		24%	17%	25%
No		62%	70%	62%
Don't know		14%	13%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		58%	58%	63%
No		40%	39%	35%
Don't know		2%	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		27%	22%	33%
No		63%	68%	58%
Don't know		10%	10%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		15%	11%	18%
No		78%	83%	76%
Don't know		8%	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		27%	22%	22%
Your immediate manager/supervisor		10%	21%	24%
A fellow worker at your level		25%	24%	27%
A subordinate		13%	8%	8%
A client or customer		2%	2%	2%
A member of the public other than a client or customer	(r)			
Other		2%	4%	4%
Prefer not to say		22%	19%	13%



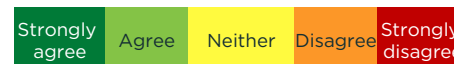
EXPLORE THE FULL RESULTS

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	17	49	18	14	66%	0%	82%
Q2. I am regularly consulted on matters affecting safety in my workforce	15	44	21	15	59%	0%	67%
Q3. My senior manager encourages my team to reflect and learn when things don't go as expected	16	43	26	10	59%	0%	64%
Q4. The rationale for change initiatives is communicated well	9	30	32	19	39%	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		8%	18%
No		92%	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		80%	45%
North Coast		1%	5%
North West-Northern Tablelands	(r)		
Hunter		2%	8%
Central West - Central Tablelands		1%	10%
South East		1%	4%
Murray-Riverina		0%	6%
Western		2%	2%
Greater Sydney		13%	16%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		54%
Female		46%
Other		0%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		2%
25 -29	■	9%
30 - 34	■	9%
35 - 39	■	12%
40 - 44	■	16%
45 - 49	■	16%
50 - 54	■	12%
55 - 59	■	15%
60 - 64	■	6%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		17%
No		80%
Prefer not to say		3%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		1%
No		95%
Prefer not to say		4%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

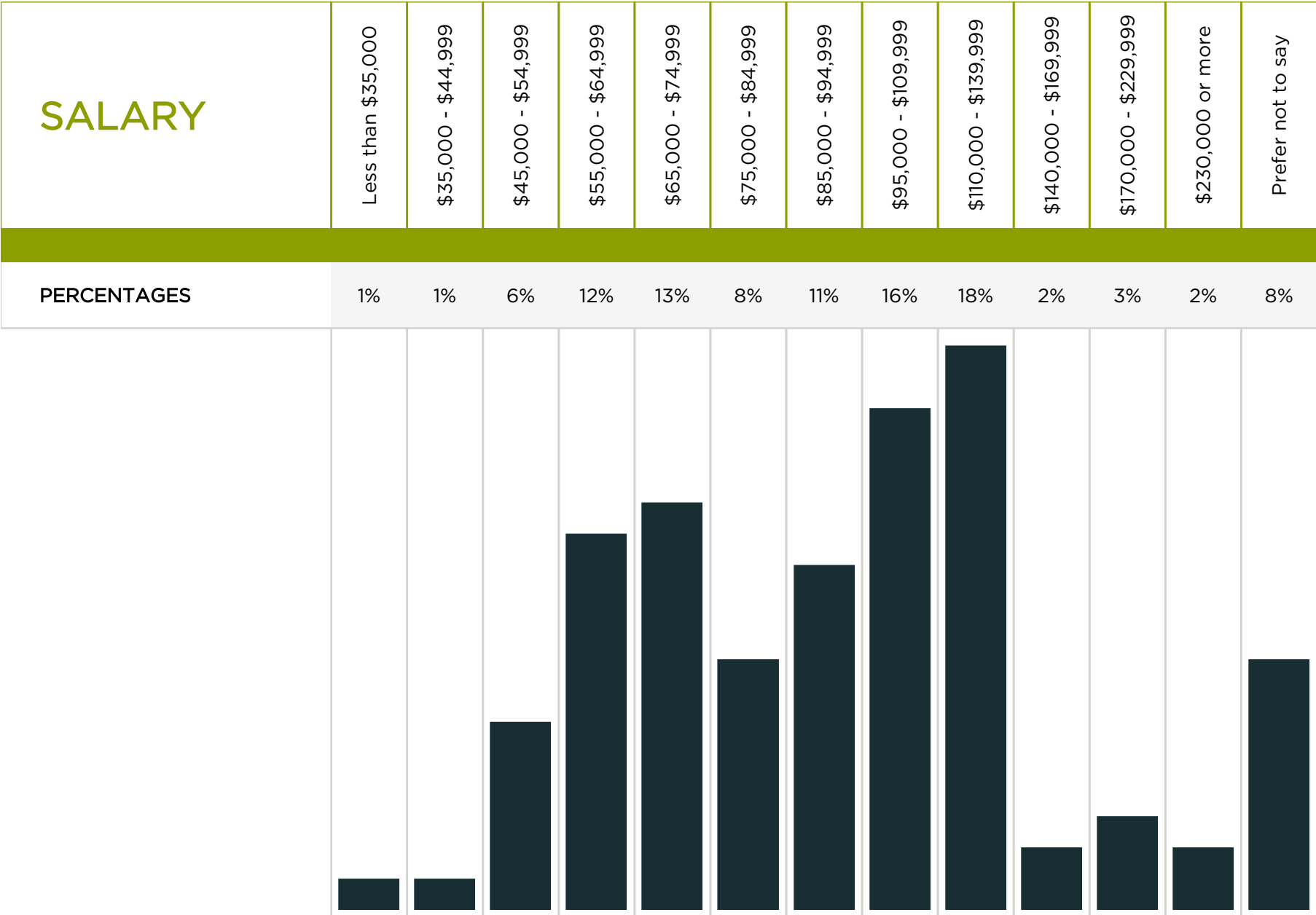
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		2%
No		94%
Prefer not to say		5%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		2%
No		93%
Prefer not to say		5%

PROFILE OF RESPONDENTS



WORK PROFILES

SALARY



RESULT BY TYPE OF WORK



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Office of Sport	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	418	132	59	36	75	5	1	49	3	47
EMPLOYEE ENGAGEMENT	67%	67%	74%	67%	60%	(r)	(r)	66%	(r)	67%
ENGAGEMENT WITH WORK	70%	76%	77%	65%	56%	(r)	(r)	74%	(r)	66%
SENIOR MANAGERS	47%	45%	54%	48%	40%	(r)	(r)	49%	(r)	48%
COMMUNICATION	64%	64%	71%	64%	60%	(r)	(r)	67%	(r)	66%
HIGH PERFORMANCE	60%	60%	70%	57%	52%	(r)	(r)	62%	(r)	59%
PUBLIC SECTOR VALUES	60%	60%	66%	60%	54%	(r)	(r)	65%	(r)	61%
DIVERSITY & INCLUSION	70%	71%	79%	70%	64%	(r)	(r)	70%	(r)	72%

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.

	Office of Sport	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	418	5	4	24	47	52	32	44	63	71	7	11	8	34
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	71%	63%	68%	60%	66%	71%	(r)	(r)	(r)	60%
ENGAGEMENT WITH WORK	70%	(r)	(r)	(r)	67%	65%	68%	65%	75%	77%	(r)	(r)	(r)	64%
SENIOR MANAGERS	47%	(r)	(r)	(r)	54%	31%	42%	38%	46%	51%	(r)	(r)	(r)	39%
COMMUNICATION	64%	(r)	(r)	(r)	64%	57%	65%	65%	61%	70%	(r)	(r)	(r)	62%
HIGH PERFORMANCE	60%	(r)	(r)	(r)	62%	51%	60%	52%	53%	70%	(r)	(r)	(r)	55%
PUBLIC SECTOR VALUES	60%	(r)	(r)	(r)	63%	50%	57%	54%	58%	68%	(r)	(r)	(r)	56%
DIVERSITY & INCLUSION	70%	(r)	(r)	(r)	72%	67%	70%	73%	65%	74%	(r)	(r)	(r)	64%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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.

	Office of Sport	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	418	59	24	62	89	126	42
EMPLOYEE ENGAGEMENT	67%	75%	(r)	68%	65%	64%	67%
ENGAGEMENT WITH WORK	70%	82%	(r)	71%	64%	66%	71%
SENIOR MANAGERS	47%	66%	(r)	49%	42%	38%	42%
COMMUNICATION	64%	80%	(r)	69%	62%	58%	54%
HIGH PERFORMANCE	60%	71%	(r)	65%	57%	54%	54%
PUBLIC SECTOR VALUES	60%	76%	(r)	64%	56%	55%	53%
DIVERSITY & INCLUSION	70%	82%	(r)	75%	68%	66%	60%

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.

	Office of Sport	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	418	0	9	35	38	49	64	66	49	59	24	10
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	73%	66%	65%	63%	67%	69%	70%	(r)	(r)
ENGAGEMENT WITH WORK	70%	(r)	(r)	72%	77%	73%	64%	74%	64%	77%	(r)	(r)
SENIOR MANAGERS	47%	(r)	(r)	49%	48%	47%	42%	44%	50%	50%	(r)	(r)
COMMUNICATION	64%	(r)	(r)	72%	69%	71%	64%	66%	60%	64%	(r)	(r)
HIGH PERFORMANCE	60%	(r)	(r)	70%	64%	62%	57%	60%	57%	61%	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	66%	66%	63%	58%	58%	59%	62%	(r)	(r)
DIVERSITY & INCLUSION	70%	(r)	(r)	82%	79%	73%	67%	70%	68%	73%	(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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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.

	Office of Sport	Male	Female	Other
NUMBER OF RESPONDENTS	418	219	186	2
EMPLOYEE ENGAGEMENT	67%	68%	66%	(r)
ENGAGEMENT WITH WORK	70%	72%	69%	(r)
SENIOR MANAGERS	47%	50%	43%	(r)
COMMUNICATION	64%	69%	62%	(r)
HIGH PERFORMANCE	60%	64%	57%	(r)
PUBLIC SECTOR VALUES	60%	64%	58%	(r)
DIVERSITY & INCLUSION	70%	74%	69%	(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.

	Office of Sport	Yes	No
NUMBER OF RESPONDENTS	418	31	364
EMPLOYEE ENGAGEMENT	67%	70%	67%
ENGAGEMENT WITH WORK	70%	88%	69%
SENIOR MANAGERS	47%	50%	47%
COMMUNICATION	64%	66%	66%
HIGH PERFORMANCE	60%	63%	61%
PUBLIC SECTOR VALUES	60%	67%	61%
DIVERSITY & INCLUSION	70%	72%	71%

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.

	Office of Sport	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	418	274	2	0	6	3	3	1	7	45
EMPLOYEE ENGAGEMENT	67%	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	66%
ENGAGEMENT WITH WORK	70%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68%
SENIOR MANAGERS	47%	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	42%
COMMUNICATION	64%	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	57%
HIGH PERFORMANCE	60%	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	53%
PUBLIC SECTOR VALUES	60%	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	56%
DIVERSITY & INCLUSION	70%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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.

41%

of employees replied favourably to:

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

34%

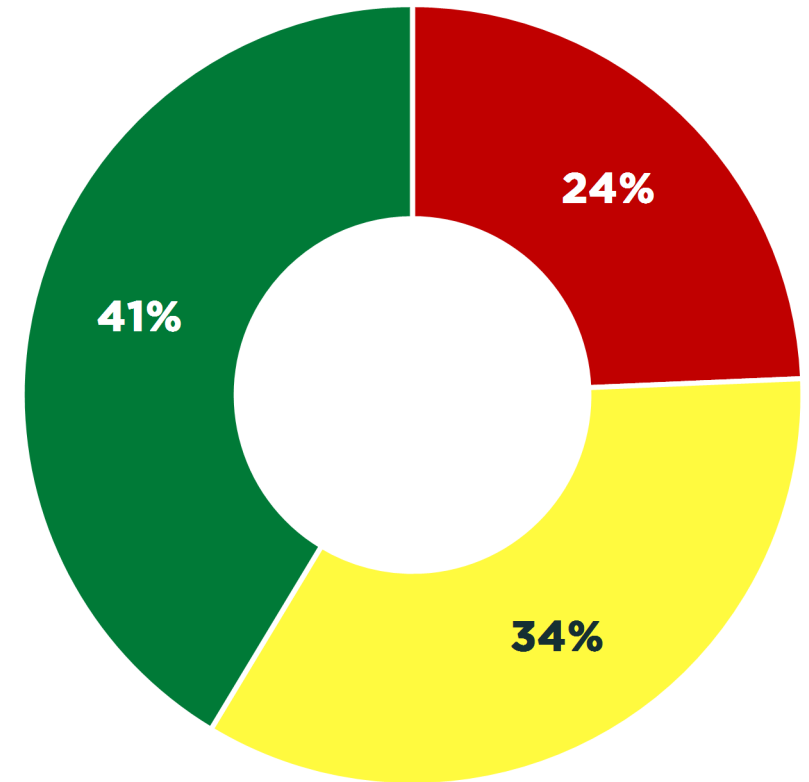
SECTOR

46%

CLUSTER

25%

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

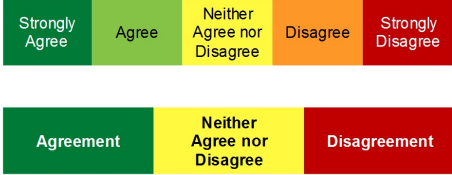
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.