

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

AGENCY REPORT

Industry

Sydney Cricket and Sports Ground Trust

RESPONSE RATE

62%

85 OF 137 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

72%

DIFFERENCE FROM 2016 -2

DIFFERENCE FROM CLUSTER +7

DIFFERENCE FROM PUBLIC SECTOR +8

SENIOR MANAGERS

53%

DIFFERENCE FROM 2016 +2

DIFFERENCE FROM CLUSTER +3

DIFFERENCE FROM PUBLIC SECTOR +6

COMMUNICATION

69%

DIFFERENCE FROM 2016 +2

DIFFERENCE FROM CLUSTER +3

DIFFERENCE FROM PUBLIC SECTOR +9



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

76%

DIFFERENCE FROM CLUSTER +4

DIFFERENCE FROM PUBLIC SECTOR +5

HIGH PERFORMANCE

67%

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR +4

PUBLIC SECTOR VALUES

66%

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR +5

DIVERSITY & INCLUSION

76%

DIFFERENCE FROM CLUSTER +3

DIFFERENCE FROM PUBLIC SECTOR +9

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	67%	76%	69%	69%
2	Q1c. My job gives me a feeling of personal accomplishment	72%	75%	74%	75%
3	Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	62%	64%	68%	60%
4	Q7b. My organisation is making the necessary improvements to meet our future challenges	65%	65%	56%	57%
5	Q8b. Personal background is not a barrier to success in my organisation	81%	%	76%	74%
6	Q7f. My organisation is committed to developing its employees	48%	49%	50%	50%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

1a.	I understand what is expected of me to do well in my role	89%
2a.	My workgroup strives to achieve customer/client satisfaction	89%
1f.	I am able to keep my work stress at an acceptable level	88%
5b.	My manager listens to what I have to say	86%
2b.	My workgroup works collaboratively to achieve its objectives	83%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	83%
2c.	I receive help and support from other members of my workgroup	82%
7j.	I am proud to tell others I work for my organisation	82%
8b.	Personal background is not a barrier to success in my organisation	81%
1d.	I feel motivated to contribute more than what is normally required at work	80%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

14.	I believe action will be taken on the results from this survey by my organisation	43%
7g.	I have confidence in the way recruitment decisions are made	43%
7c.	I feel that change is managed well in my organisation	46%
6a.	I believe senior managers provide clear direction for the future of the organisation	47%
7f.	My organisation is committed to developing its employees	48%
6b.	I feel that senior managers effectively lead and manage change	50%
5h.	My manager appropriately deals with employees who perform poorly	51%
7d.	There is good co-operation between teams across our organisation	51%
6d.	Senior managers encourage innovation by employees	51%
7e.	People in my organisation take responsibility for their own actions	52%



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

1f.	I am able to keep my work stress at an acceptable level	88%	70%
1e.	I am satisfied with my job	78%	60%
4a.	I am paid fairly for the work I do	59%	42%
6g.	I feel that senior managers keep employees informed about what's going on	52%	36%
3g.	I am satisfied with the opportunities available for career development in my organisation	55%	44%
1d.	I feel motivated to contribute more than what is normally required at work	80%	70%
3f.	I have received appropriate training and development to do my job well	67%	57%
6h.	I feel that senior managers listen to employees	57%	48%
2b.	My workgroup works collaboratively to achieve its objectives	83%	76%
14.	I believe action will be taken on the results from this survey by my organisation	43%	35%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

7a.	My organisation focuses on improving the work we do	67%	76%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	64%	73%
8c.	I am able to speak up and share a different view to my colleagues and manager	78%	84%
7m.	My organisation inspires me to do the best in my job	63%	69%
5e.	My manager involves my workgroup in decisions about our work	71%	76%
5c.	My manager communicates effectively with me	78%	83%
7j.	I am proud to tell others I work for my organisation	82%	87%
1a.	I understand what is expected of me to do well in my role	89%	93%
7l.	My organisation motivates me to help it achieve its objectives	65%	69%
2e.	People in my workgroup treat each other with respect	75%	78%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are your least improved and most improved scoring questions from the survey, based on respondents who have selected 'Strongly Agree' and 'Agree'.



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

EMPLOYEE ENGAGEMENT	72% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work		72%	70%	62%	60%
Q7j. I am proud to tell others I work for my organisation		82%	87%	68%	68%
Q7k. I feel a strong personal attachment to my organisation		73%	76%	60%	63%
Q7l. My organisation motivates me to help it achieve its objectives		65%	69%	54%	53%
Q7m. My organisation inspires me to do the best in my job		63%	69%	53%	53%

KEY





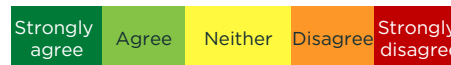
EXPLORE THE FULL RESULTS

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	76% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q1c. My job gives me a feeling of personal accomplishment	31	41	21	72%	75%	74%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	35	45	11	80%	70%	75%	72%
Q1e. I am satisfied with my job	29	48	16	78%	60%	68%	68%

KEY





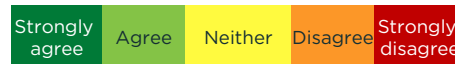
EXPLORE THE FULL RESULTS

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	53% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	14	33	31	13	8	47%	50%	50%	48%
Q6b. I feel that senior managers effectively lead and manage change	12	38	29	11	11	50%	50%	44%	44%
Q6c. I feel that senior managers model the values of my organisation	13	45	24	11	7	58%	56%	52%	48%
Q6d. Senior managers encourage innovation by employees	12	39	29	11	10	51%	48%	54%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	42	29	11	5	55%	56%	57%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	13	49	23	10	5	62%	64%	68%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	13	39	25	11	12	52%	36%	48%	45%
Q6h. I feel that senior managers listen to employees	14	42	23	11	10	57%	48%	46%	41%
Q7c. I feel that change is managed well in my organisation	13	33	36	11	7	46%	46%	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	69% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	29	48	14		78%	83%	75%	70%	
Q5d. My manager encourages and values employee input	31	48	11		79%	76%	78%	71%	
Q5e. My manager involves my workgroup in decisions about our work	22	48	16	8	71%	76%	72%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	13	39	25	11	12	52%	36%	48%	45%
Q6h. I feel that senior managers listen to employees	14	42	23	11	10	57%	48%	46%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	23	54	16			78%	84%	74%	66%

KEY





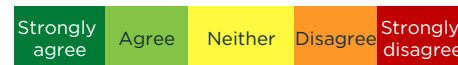
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

	HIGH PERFORMANCE		67% 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	41	48		89%	93%	86%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	38	45	12	83%	76%	81%	78%		
Q3f. I have received appropriate training and development to do my job well	23	44	20	7	67%	57%	59%	62%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	27	48	17		75%	77%	76%	72%	
Q5f. I have confidence in the decisions my manager makes	25	48	18		73%	76%	73%	67%	
Q6d. Senior managers encourage innovation by employees	12	39	29	11	10	51%	48%	54%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	42	29	11		55%	56%	57%	51%
Q7a. My organisation focuses on improving the work we do	18	49	28			67%	76%	69%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	20	45	22	10		65%	65%	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					67% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	10	41	28	14	7	51%	44%	46%	47%				
Q7h. My organisation generally selects capable people to do the job	15	50	20	11		65%	66%	60%	52%				

KEY





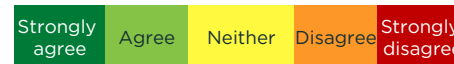
EXPLORE THE FULL RESULTS

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		66% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q2a. My workgroup strives to achieve customer/client satisfaction		41	48	9	89%	85%	89%	85%		
Q2e. People in my workgroup treat each other with respect		36	39	14	7	75%	78%	81%	74%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do		27	48	17	8	75%	77%	76%	72%	
Q5b. My manager listens to what I have to say		32	54	7	7	86%	79%	81%	75%	
Q6a. I believe senior managers provide clear direction for the future of the organisation		14	33	31	13	8	47%	50%	50%	48%
Q6c. I feel that senior managers model the values of my organisation		13	45	24	11	7	58%	56%	52%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		13	49	23	10	5	62%	64%	68%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		13	39	25	11	12	52%	36%	48%	45%
Q6h. I feel that senior managers listen to employees		14	42	23	11	10	57%	48%	46%	41%

KEY





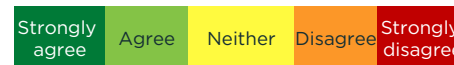
EXPLORE THE FULL RESULTS

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		66% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		67%	76%	69%	69%		
Q7e. People in my organisation take responsibility for their own actions		52%	52%	50%	47%		

KEY





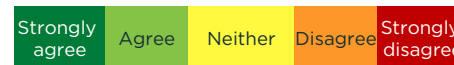
EXPLORE THE FULL RESULTS

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	76% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	27	46	13	8	73%	69%	65%	63%
Q5b. My manager listens to what I have to say	32	54	7	7	86%	79%	81%	75%
Q5d. My manager encourages and values employee input	31	48	11	7	79%	76%	78%	71%
Q6i. Senior managers in my organisation support the career advancement of women	25	42	23	7	67%	64%	61%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	26	57	15	2	83%	84%	77%	74%
Q8b. Personal background is not a barrier to success in my organisation	27	54	17	2	81%	-	76%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	23	54	16	7	78%	84%	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>	26	38	22	10	64%	73%	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	54% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	11	33	31	13	12	43%	-	39%	35%
Q7h. My organisation generally selects capable people to do the job	15	50	20	11		65%	66%	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	63% 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	28	48	13	8	76%	74%	66%	63%	
Q3e. My performance is assessed against clear criteria	27	45	18	8	72%	68%	51%	54%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	21	34	21	16	7	55%	44%	46%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	26	51	15	8	77%	78%	74%	67%	
Q5h. My manager appropriately deals with employees who perform poorly	20	31	29	14	8	51%	52%	43%	44%
Q7f. My organisation is committed to developing its employees	10	39	31	12	8	48%	49%	50%	50%

KEY

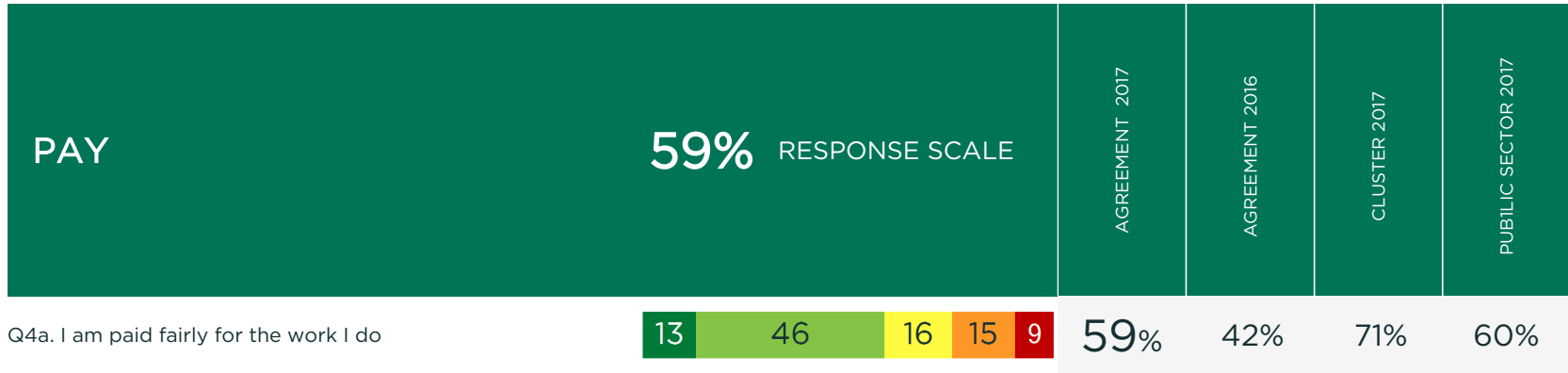




EXPLORE THE FULL RESULTS

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.

	79% 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	27	46	13	8	73%	69%	65%	63%
Q1f. I am able to keep my work stress at an acceptable level	25	64			88%	70%	62%	59%
Q2c. I receive help and support from other members of my workgroup	34	48	12		82%	84%	85%	81%
Q2d. There is good team spirit in my workgroup	38	36	15	7	74%	72%	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.

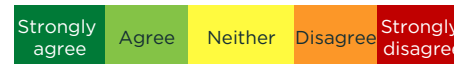
ACTION ABOUT SURVEY RESULTS

43% RESPONSE SCALE

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



KEY

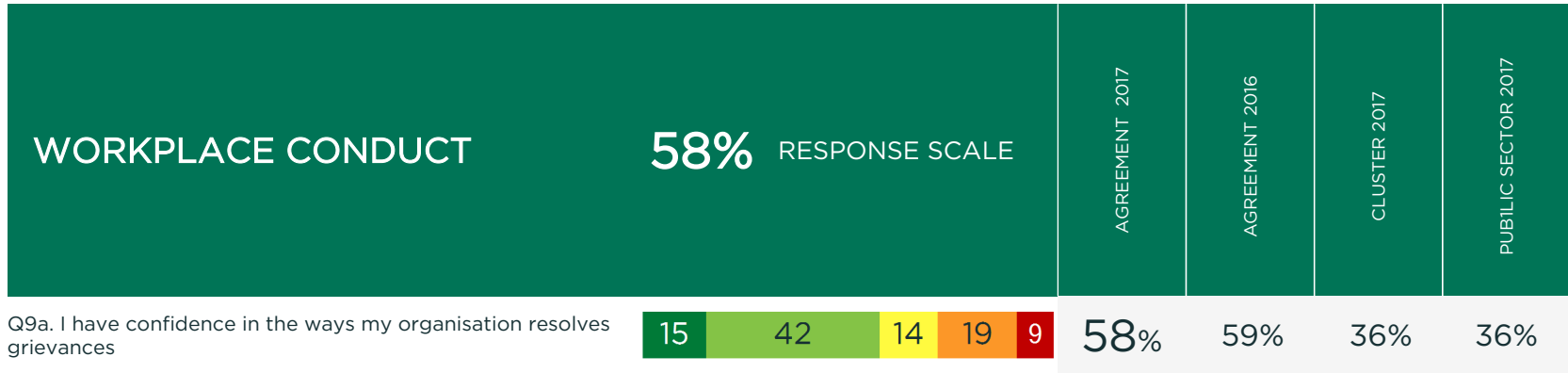




EXPLORE THE FULL RESULTS

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			82%	73%	67%
No			18%	27%	33%
Q3b. I have informal feedback conversations with my manager					
Yes			80%	80%	75%
No			20%	20%	25%
Q3c. I have scheduled feedback conversations with my manager					
Yes			60%	56%	57%
No			40%	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		31%	41%	41%
No		69%	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		48%	29%	30%
Lack of visible opportunities		34%	33%	31%
Lack of promotion opportunities		30%	33%	30%
Lack of support from my manager / supervisor		11%	10%	14%
Geographic location considerations		9%	38%	28%
Personal / family considerations		22%	37%	33%
Insufficient training and development		18%	15%	16%
Lack of required capabilities or experience		10%	12%	11%
Lack of support for temporary assignments/secondments		8%	14%	15%
The application/recruitment process is too cumbersome or time consuming		14%	23%	23%
Other		13%	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		16%	17%	25%
No		64%	70%	62%
Don't know		21%	13%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		58%	58%	63%
No		33%	39%	35%
Don't know		8%	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		15%	22%	33%
No		70%	68%	58%
Don't know		15%	10%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		7%	11%	18%
No		83%	83%	76%
Don't know		10%	6%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q10e. Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months.				
A senior manager	(r)			
Your immediate manager/supervisor	(r)			
A fellow worker at your level	(r)			
A subordinate	(r)			
A client or customer	(r)			
A member of the public other than a client or customer	(r)			
Other	(r)			
Prefer not to say	(r)			



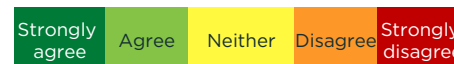
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

INDUSTRY QUESTIONS	RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q1. I am aware of our safety and wellbeing strategy	16	60	15	9	77%	0%	82%
Q2. I am regularly consulted on matters affecting safety in my workforce	9	44	30	15	53%	0%	67%
Q3. My senior manager encourages my team to reflect and learn when things don't go as expected	15	46	26	10	60%	0%	64%
Q4. The rationale for change initiatives is communicated well		43	35	7	49%	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		86%	45%
North Coast	(r)		
North West-Northern Tablelands	(r)		
Hunter		1%	8%
Central West - Central Tablelands	(r)		
South East		4%	4%
Murray-Riverina	(r)		
Western	(r)		
Greater Sydney		8%	16%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		60%
Female		36%
Other		4%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		15%
25 -29		13%
30 - 34		10%
35 - 39		9%
40 - 44		9%
45 - 49		18%
50 - 54		8%
55 - 59		10%
60 - 64		5%
65+		4%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		12%
No		84%
Prefer not to say		4%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		4%
No		93%
Prefer not to say		4%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

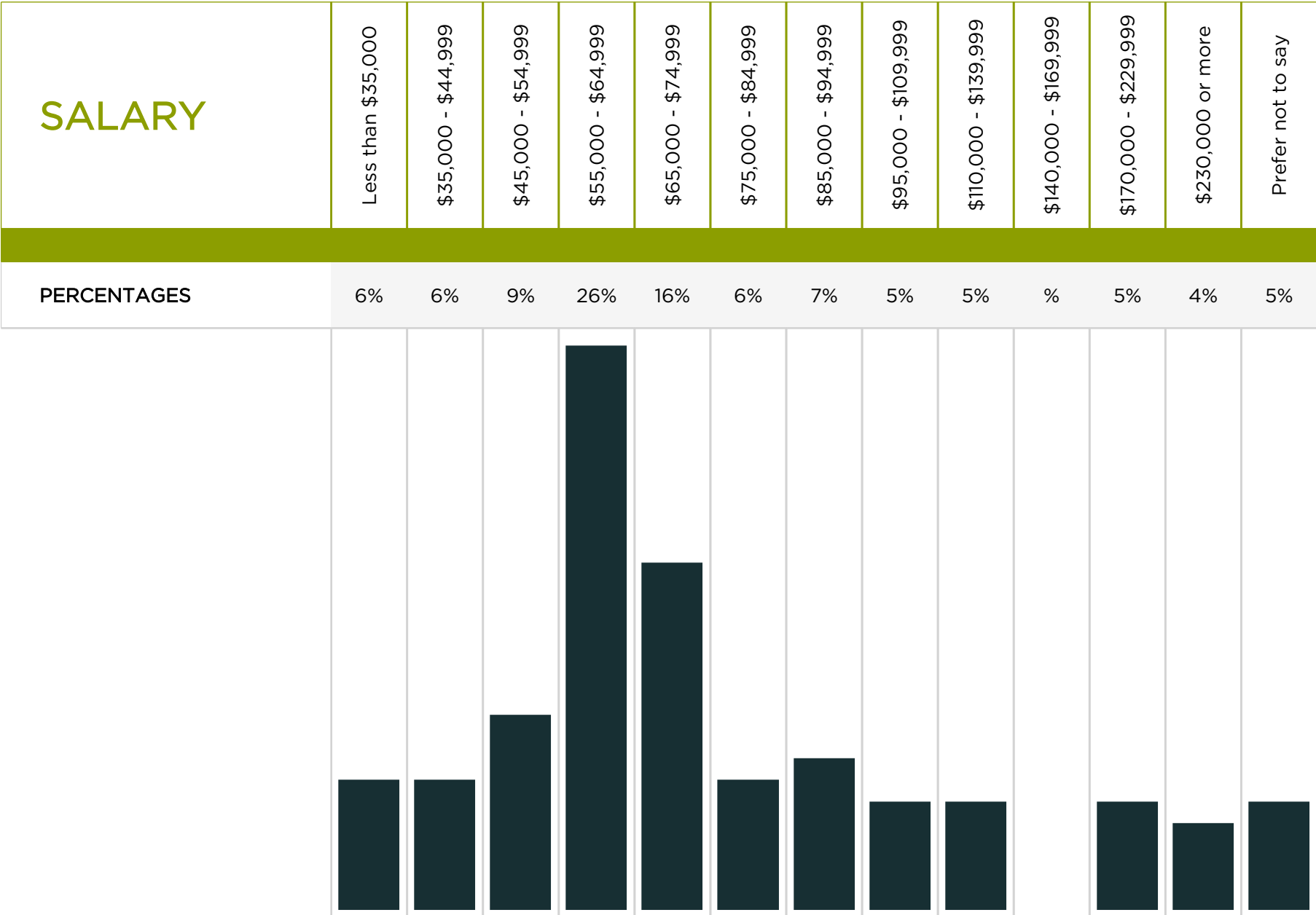
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		2%
No		94%
Prefer not to say		4%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		7%
No		90%
Prefer not to say		2%

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.

	Sydney Cricket and Sports Ground Trust	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	85	22	17	9	15	1	1	0	0	16
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	76%	(r)	(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

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.

	Sydney Cricket and Sports Ground Trust	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	85	5	5	7	21	13	5	6	4	4	0	4	3	4
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	76%	(r)	(r)	(r)	(r)	(r)	(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

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.

	Sydney Cricket and Sports Ground Trust	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	85	14	7	18	16	16	9
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	67%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	66%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	76%	(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 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.

	Sydney Cricket and Sports Ground Trust	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	85	0	12	10	8	7	7	14	6	8	4	3
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	76%	(r)	(r)	(r)	(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

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.

	Sydney Cricket and Sports Ground Trust	Male	Female	Other
NUMBER OF RESPONDENTS	85	49	29	3
EMPLOYEE ENGAGEMENT	72%	71%	(r)	(r)
ENGAGEMENT WITH WORK	76%	76%	(r)	(r)
SENIOR MANAGERS	53%	54%	(r)	(r)
COMMUNICATION	69%	66%	(r)	(r)
HIGH PERFORMANCE	67%	65%	(r)	(r)
PUBLIC SECTOR VALUES	66%	64%	(r)	(r)
DIVERSITY & INCLUSION	76%	72%	(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

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.

	Sydney Cricket and Sports Ground Trust	Yes	No
NUMBER OF RESPONDENTS	85	2	76
EMPLOYEE ENGAGEMENT	72%	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)
COMMUNICATION	69%	(r)	(r)
HIGH PERFORMANCE	67%	(r)	(r)
PUBLIC SECTOR VALUES	66%	(r)	(r)
DIVERSITY & INCLUSION	76%	(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



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.

	Sydney Cricket and Sports Ground Trust	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	85	63	0	0	1	0	3	0	0	6
EMPLOYEE ENGAGEMENT	72%	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	67%	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	66%	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	76%	79%	(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.

43%

of employees replied favourably to:

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

34%

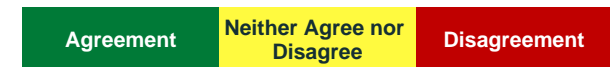
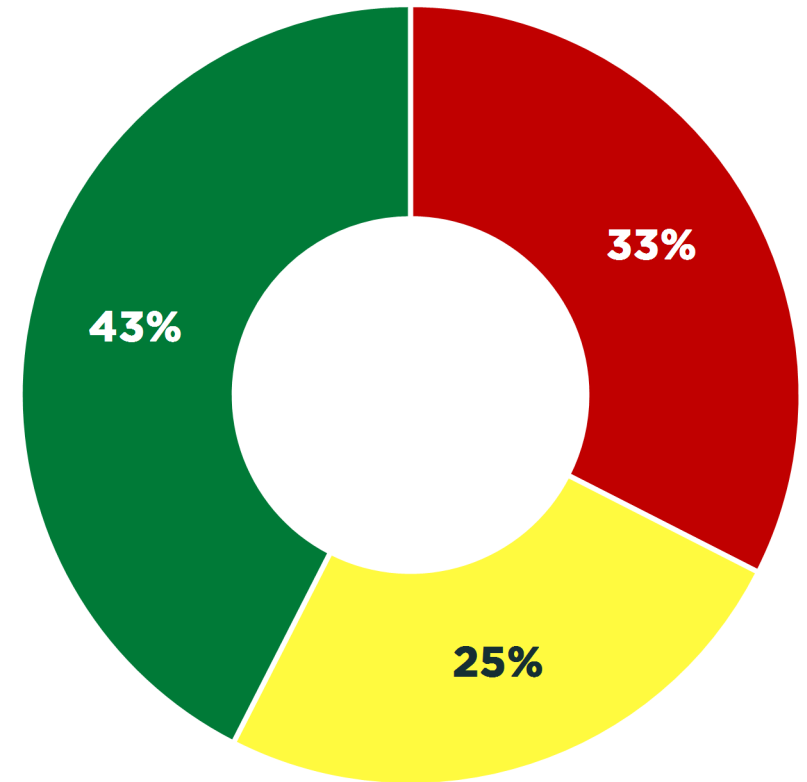
SECTOR

46%

CLUSTER

35%

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

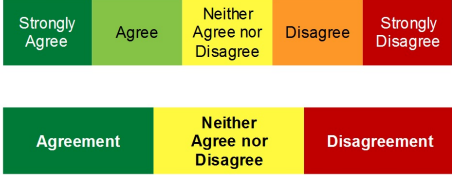
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.