

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 Electrical Linesworker
Solicitor Cable Joiner Nurse Librarian Advisor
Warden Prison Officer Technician Administrator
Train Driver Bus Driver Policy Analyst Fitter
Surveyor Scientist Nurse Welfare Worker
Laboratory Turner Plumber Ambulance Officer Youth
Worker Hospital Orderly Fitter Receptionist Labourer Joiner
Solicitor Caretaker Cross Bench Engineer Ship's Officer Ship's
Master Marine Transport Professional Showright Curator Museum Guide
Conservator Plant Operator Cable Joiner Worker 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

Planning and Environment

Australian Museum

RESPONSE RATE

95%

213 OF 224 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

73%

DIFFERENCE FROM 2016 0

DIFFERENCE FROM CLUSTER +5

DIFFERENCE FROM PUBLIC SECTOR +8

SENIOR MANAGERS

40%

DIFFERENCE FROM 2016 0

DIFFERENCE FROM CLUSTER -7

DIFFERENCE FROM PUBLIC SECTOR -7

COMMUNICATION

60%

DIFFERENCE FROM 2016 +5

DIFFERENCE FROM CLUSTER -3

DIFFERENCE FROM PUBLIC SECTOR 0



QUESTIONS ARE GROUPED INTO THEMES IN THIS REPORT.

This page compares the aggregate scores for key themes. The individual questions in each group are listed in the All Questions section. Comparisons with 2016 are not included where the number of questions were reduced for 2017.

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

Response Rate: some entities exceed 100% where responses were greater than the employee headcount. This is thought to be primarily due to employees selecting the wrong work location in the survey or closing a partially completed survey then needing to start a new one if their password is forgotten or lost.

ENGAGEMENT WITH WORK

80%

DIFFERENCE FROM CLUSTER +6

DIFFERENCE FROM PUBLIC SECTOR +8

HIGH PERFORMANCE

64%

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR +1

PUBLIC SECTOR VALUES

59%

DIFFERENCE FROM CLUSTER -3

DIFFERENCE FROM PUBLIC SECTOR -1

DIVERSITY & INCLUSION

75%

DIFFERENCE FROM CLUSTER +2

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	36%	28%	49%	50%
2	Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	75%	73%	79%	74%
3	Q7a. My organisation focuses on improving the work we do	66%	66%	66%	69%
4	Q1b. I am provided with the support I need to do my best at work	65%	50%	64%	63%
5	Q7b. My organisation is making the necessary improvements to meet our future challenges	54%	54%	53%	57%
6	Q5f. I have confidence in the decisions my manager makes	75%	65%	72%	67%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

2a. My workgroup strives to achieve customer/client satisfaction	92%
1a. I understand what is expected of me to do well in my role	90%
2c. I receive help and support from other members of my workgroup	87%
7j. I am proud to tell others I work for my organisation	86%
1c. My job gives me a feeling of personal accomplishment	85%
2e. People in my workgroup treat each other with respect	85%
5b. My manager listens to what I have to say	84%
1d. I feel motivated to contribute more than what is normally required at work	83%
2b. My workgroup works collaboratively to achieve its objectives	82%
7k. I feel a strong personal attachment to my organisation	80%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

7c. I feel that change is managed well in my organisation	28%
6h. I feel that senior managers listen to employees	29%
14. I believe action will be taken on the results from this survey by my organisation	33%
9a. I have confidence in the ways my organisation resolves grievances	34%
6c. I feel that senior managers model the values of my organisation	34%
6b. I feel that senior managers effectively lead and manage change	36%
6g. I feel that senior managers keep employees informed about what's going on	36%
7f. My organisation is committed to developing its employees	36%
7g. I have confidence in the way recruitment decisions are made	40%
3g. I am satisfied with the opportunities available for career development in my organisation	41%



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

1b.	I am provided with the support I need to do my best at work	65%	50%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	62%	49%
3f.	I have received appropriate training and development to do my job well	57%	45%
7h.	My organisation generally selects capable people to do the job	64%	53%
3e.	My performance is assessed against clear criteria	49%	38%
1e.	I am satisfied with my job	72%	61%
5d.	My manager encourages and values employee input	79%	69%
5b.	My manager listens to what I have to say	84%	74%
4a.	I am paid fairly for the work I do	65%	55%
1f.	I am able to keep my work stress at an acceptable level	63%	53%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	53%	64%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	52%	56%
7m.	My organisation inspires me to do the best in my job	65%	68%
7k.	I feel a strong personal attachment to my organisation	80%	83%
14.	I believe action will be taken on the results from this survey by my organisation	33%	35%
6d.	Senior managers encourage innovation by employees	46%	48%
9a.	I have confidence in the ways my organisation resolves grievances	34%	35%
6c.	I feel that senior managers model the values of my organisation	34%	35%
8c.	I am able to speak up and share a different view to my colleagues and manager	69%	70%
7l.	My organisation motivates me to help it achieve its objectives	60%	60%



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'.



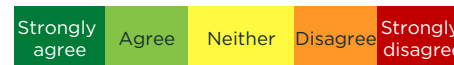
EXPLORE THE FULL RESULTS

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	73% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	24	39	26	9	63%	54%	66%	60%
Q7j. I am proud to tell others I work for my organisation	39	48	12		86%	85%	76%	68%
Q7k. I feel a strong personal attachment to my organisation	36	43	16		80%	83%	69%	63%
Q7l. My organisation motivates me to help it achieve its objectives	20	40	30	9	60%	60%	56%	53%
Q7m. My organisation inspires me to do the best in my job	24	41	27		65%	68%	57%	53%

KEY





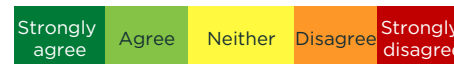
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ENGAGEMENT WITH WORK		80% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q1c. My job gives me a feeling of personal accomplishment		36	50	10	85%	80%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work		37	46	10	83%	83%	75%	72%
Q1e. I am satisfied with my job		24	48	19	72%	61%	69%	68%

KEY





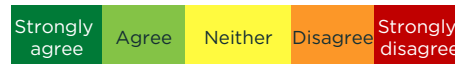
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SENIOR MANAGERS	40% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	10	35	27	21	7	45%	40%	46%	48%
Q6b. I feel that senior managers effectively lead and manage change	9	27	28	26	10	36%	32%	42%	44%
Q6c. I feel that senior managers model the values of my organisation	9	25	31	22	13	34%	35%	47%	48%
Q6d. Senior managers encourage innovation by employees	8	38	33	17		46%	48%	47%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	38	31	15		52%	56%	53%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	16	37	35	8		53%	64%	66%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	8	27	28	25	11	36%	32%	45%	45%
Q6h. I feel that senior managers listen to employees		23	33	25	13	29%	29%	40%	41%
Q7c. I feel that change is managed well in my organisation		21	35	28	9	28%	25%	31%	39%

KEY





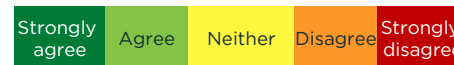
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COMMUNICATION	60% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	38	36	12	10	75%	66%	73%	70%	
Q5d. My manager encourages and values employee input	42	37	12		79%	69%	76%	71%	
Q5e. My manager involves my workgroup in decisions about our work	35	37	14	10	72%	67%	69%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	8	27	28	25	11	36%	32%	45%	45%
Q6h. I feel that senior managers listen to employees	23	33	25	13	29%	29%	40%	41%	
Q8c. I am able to speak up and share a different view to my colleagues and manager	21	48	20	8	69%	70%	73%	66%	

KEY





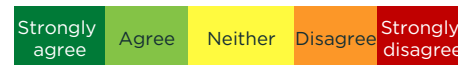
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	HIGH PERFORMANCE		64% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	38	52		90%	82%	87%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	42	39	10	82%	77%	81%	78%
Q3f. I have received appropriate training and development to do my job well	13	44	25	15	57%	45%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	33	43	17		76%	69%	76%
Q5f. I have confidence in the decisions my manager makes	39	36	14	8	75%	65%	72%
Q6d. Senior managers encourage innovation by employees	8	38	33	17	46%	48%	47%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	38	31	15	52%	56%	53%
Q7a. My organisation focuses on improving the work we do	16	50	24	8	66%	66%	66%
Q7b. My organisation is making the necessary improvements to meet our future challenges	13	41	33	10	54%	54%	53%

KEY





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	HIGH PERFORMANCE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
	64% RESPONSE SCALE								
Q7d. There is good co-operation between teams across our organisation	7	39	26	21	7	46%	38%	45%	47%
Q7h. My organisation generally selects capable people to do the job	14	50	26	8		64%	53%	61%	52%

KEY





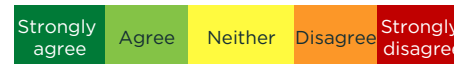
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PUBLIC SECTOR VALUES		59% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q2a. My workgroup strives to achieve customer/client satisfaction		46	47	92%	87%	88%	85%
Q2e. People in my workgroup treat each other with respect		46	40	85%	77%	80%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		33	43	76%	69%	76%	72%
Q5b. My manager listens to what I have to say		42	42	84%	74%	80%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		10	35	45%	40%	46%	48%
Q6c. I feel that senior managers model the values of my organisation		9	25	34%	35%	47%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		16	37	53%	64%	66%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		8	27	36%	32%	45%	45%
Q6h. I feel that senior managers listen to employees		23	33	29%	29%	40%	41%

KEY





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Questions are grouped by themes in this report.

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

PUBLIC SECTOR VALUES		59% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		66%	66%	66%	69%				
Q7e. People in my organisation take responsibility for their own actions		46%	38%	49%	47%				

KEY





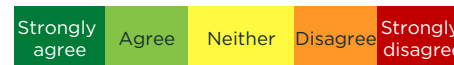
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

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	21	45	13	19	65%	50%	64%	63%
Q5b. My manager listens to what I have to say	42	42	10		84%	74%	80%	75%
Q5d. My manager encourages and values employee input	42	37	12		79%	69%	76%	71%
Q6i. Senior managers in my organisation support the career advancement of women	30	40	26		70%	70%	63%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	26	49	18		75%	73%	79%	74%
Q8b. Personal background is not a barrier to success in my organisation	30	50	14		80%	-	78%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	21	48	20	8	69%	70%	73%	66%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	33	44	14		77%	69%	72%	57%

KEY





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

RECRUITMENT	52% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	11	29	35	18	7	40%	-	36%	35%
Q7h. My organisation generally selects capable people to do the job	14	50	26	8		64%	53%	61%	52%

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.

PERFORMANCE FRAMEWORK & DEVELOPMENT	52% 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	20	43	23	12	62%	49%	66%	63%
Q3e. My performance is assessed against clear criteria	15	35	28	17	49%	38%	51%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	14	27	28	18	41%	32%	44%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	39	38	15		76%	67%	74%	67%
Q5h. My manager appropriately deals with employees who perform poorly	17	31	36	12	47%	40%	43%	44%
Q7f. My organisation is committed to developing its employees	9	27	37	20	36%	28%	49%	50%

KEY

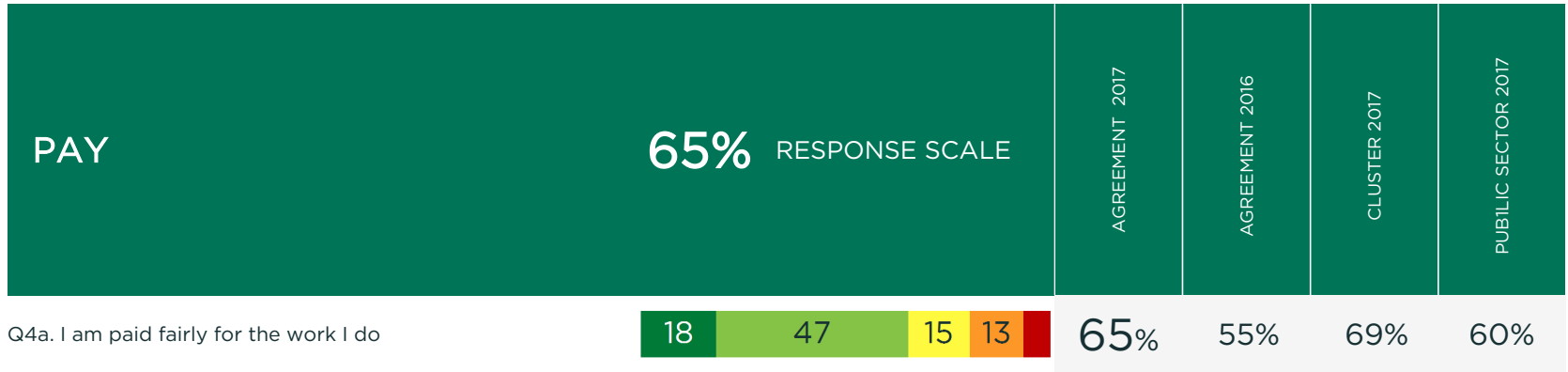




EXPLORE THE FULL RESULTS

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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.



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.

WORKPLACE SUPPORT	73% 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	21	45	13	19	65%	50%	64%	63%
Q1f. I am able to keep my work stress at an acceptable level	12	51	14	17	63%	53%	61%	59%
Q2c. I receive help and support from other members of my workgroup	43	44			87%	81%	84%	81%
Q2d. There is good team spirit in my workgroup	43	34	13	7	77%	74%	73%	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

33% 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 SECTOR 2017

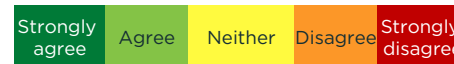
33%

35%

40%

34%

KEY

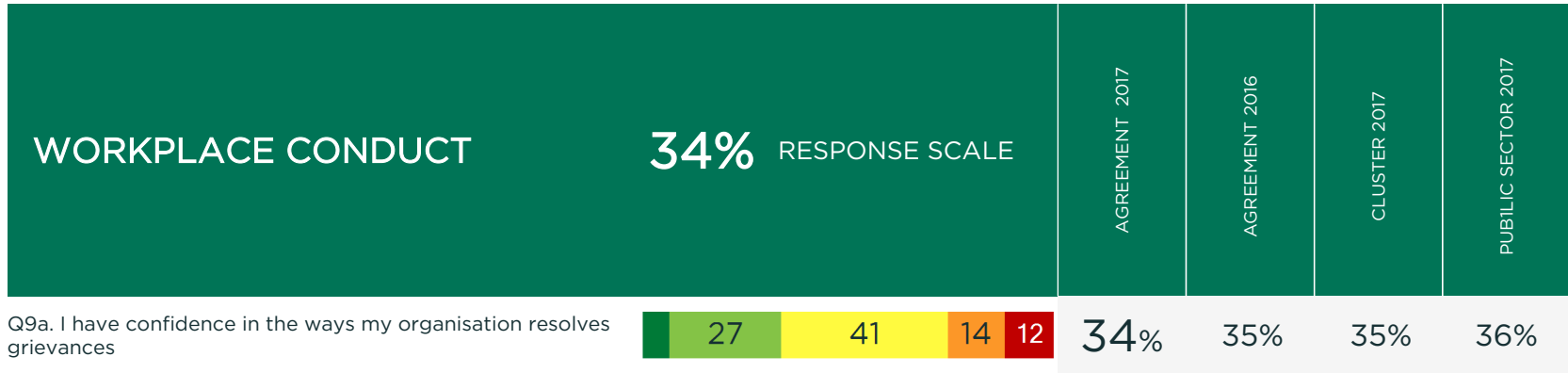




EXPLORE THE FULL RESULTS

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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		63%	69%	67%
No		37%	31%	33%
Q3b. I have informal feedback conversations with my manager				
Yes		80%	79%	75%
No		20%	21%	25%
Q3c. I have scheduled feedback conversations with my manager				
Yes		58%	60%	57%
No		42%	40%	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		34%	41%	41%
No		66%	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		28%	27%	30%
Lack of visible opportunities		45%	39%	31%
Lack of promotion opportunities		40%	36%	30%
Lack of support from my manager / supervisor		10%	12%	14%
Geographic location considerations		16%	29%	28%
Personal / family considerations		22%	31%	33%
Insufficient training and development		15%	14%	16%
Lack of required capabilities or experience		13%	11%	11%
Lack of support for temporary assignments/secondments		15%	16%	15%
The application/recruitment process is too cumbersome or time consuming		12%	25%	23%
Other		6%	9%	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		23%	18%	25%
No		58%	70%	62%
Don't know		19%	12%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		45%	55%	63%
No		48%	43%	35%
Don't know		7%	2%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q10c. In the last 12 months I have witnessed bullying at work				
Yes		28%	25%	33%
No		55%	66%	58%
Don't know		17%	9%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		10%	12%	18%
No		81%	82%	76%
Don't know		9%	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		43%	18%	22%
Your immediate manager/supervisor		10%	26%	24%
A fellow worker at your level		29%	28%	27%
A subordinate		10%	9%	8%
A client or customer	(r)			
A member of the public other than a client or customer	(r)			
Other		10%	4%	4%
Prefer not to say	(r)			



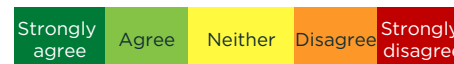
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PLANNING AND ENVIRONMENT QUESTIONS	RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
	Strongly agree	Agree	Neither	Disagree	Strongly disagree			
Q1. I am clear on the accountabilities of my role	24	60	13	0	0	84%	0%	87%
Q2. My organisation listens to its customers and stakeholders	12	54	28	0	0	67%	0%	74%
Q3. My organisation delivers on its promises	0	45	41	0	0	52%	0%	56%
Q4. I have a clear understanding of the vision of my organisation	15	52	21	11	0	67%	0%	65%
Q5. I am aware how my role contributes to the vision of the organisation	21	56	19	0	0	77%	0%	73%
Q6. Business planning within the organisation helps us to achieve our wider priorities and vision	8	40	36	14	0	48%	0%	59%
Q7. I am encouraged to participate in sustainable work practices by supervisor or manager	18	56	18	0	0	75%	0%	59%
Q8. My job design facilitates flexible working	14	56	19	8	0	70%	0%	68%
Q9. My team is equipped with the right tools to provide good customer service	12	48	23	15	0	60%	0%	62%
Q10. My organisation has the right tools in place to assist and manage geographically dispersed teams	7	26	45	18	0	34%	0%	50%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		37%
Female		61%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		7%
25 -29		11%
30 - 34		13%
35 - 39		12%
40 - 44		17%
45 - 49		16%
50 - 54		9%
55 - 59		7%
60 - 64		4%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		19%
No		75%
Prefer not to say		6%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		3%
No		93%
Prefer not to say		3%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

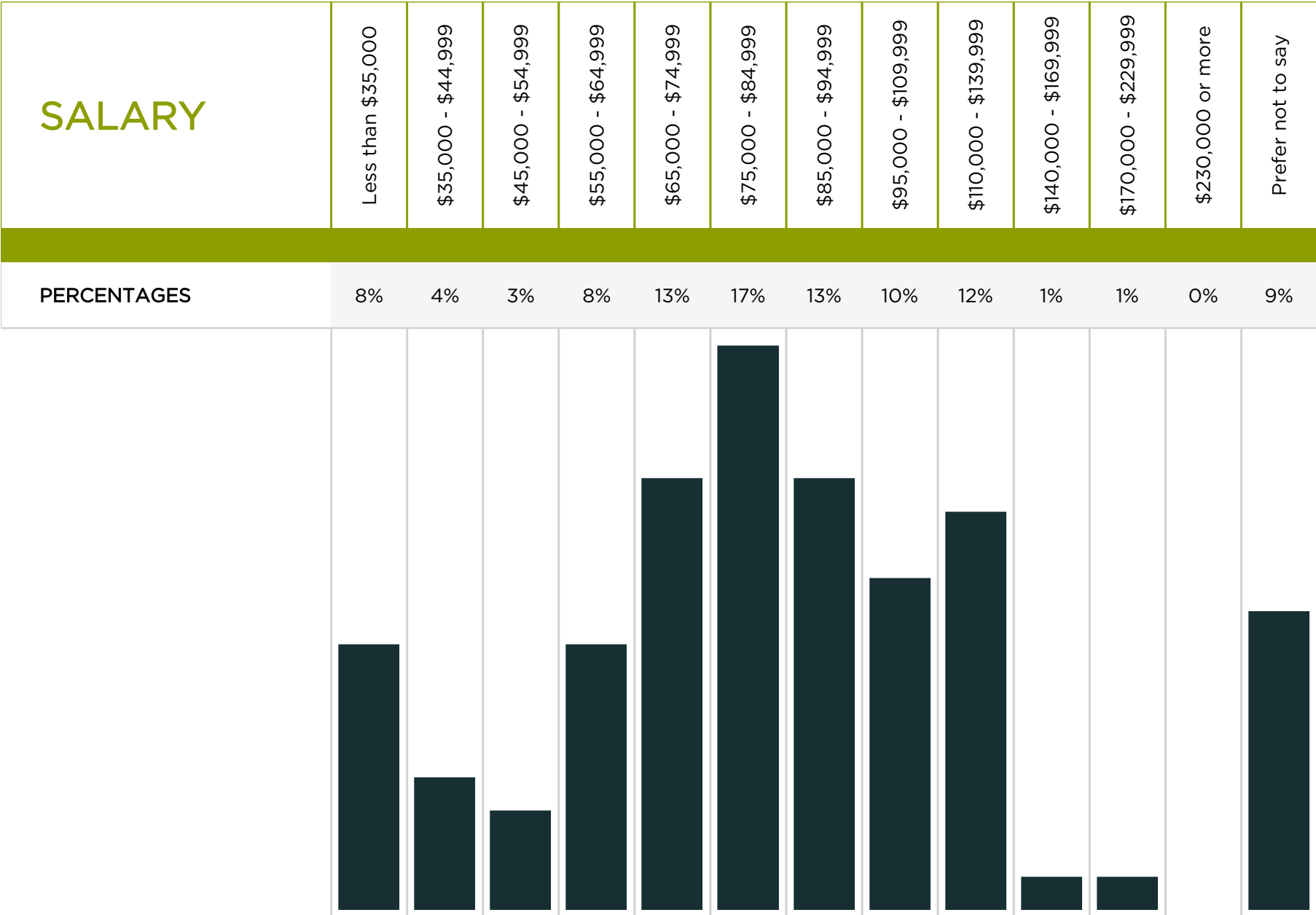
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		3%
No		92%
Prefer not to say		5%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		11%
No		86%
Prefer not to say		3%

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.

	Australian Museum	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	213	51	31	9	24	0	34	22	0	32
EMPLOYEE ENGAGEMENT	73%	76%	69%	(r)	(r)	(r)	68%	(r)	(r)	68%
ENGAGEMENT WITH WORK	80%	78%	76%	(r)	(r)	(r)	82%	(r)	(r)	75%
SENIOR MANAGERS	40%	40%	35%	(r)	(r)	(r)	43%	(r)	(r)	25%
COMMUNICATION	60%	60%	59%	(r)	(r)	(r)	56%	(r)	(r)	46%
HIGH PERFORMANCE	64%	67%	60%	(r)	(r)	(r)	62%	(r)	(r)	53%
PUBLIC SECTOR VALUES	59%	62%	52%	(r)	(r)	(r)	56%	(r)	(r)	45%
DIVERSITY & INCLUSION	75%	76%	73%	(r)	(r)	(r)	74%	(r)	(r)	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 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.

	Australian Museum	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	213	16	8	6	16	27	34	26	21	24	2	2	1	19
EMPLOYEE ENGAGEMENT	73%	(r)	(r)	(r)	(r)	(r)	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)	(r)	(r)	(r)	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	40%	(r)	(r)	(r)	(r)	(r)	37%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	60%	(r)	(r)	(r)	(r)	(r)	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	64%	(r)	(r)	(r)	(r)	(r)	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)	(r)	(r)	(r)	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	(r)	(r)	73%	(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.

	Australian Museum	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	213	51	39	27	45	29	11
EMPLOYEE ENGAGEMENT	73%	78%	74%	(r)	70%	(r)	(r)
ENGAGEMENT WITH WORK	80%	82%	79%	(r)	81%	(r)	(r)
SENIOR MANAGERS	40%	50%	41%	(r)	32%	(r)	(r)
COMMUNICATION	60%	71%	64%	(r)	51%	(r)	(r)
HIGH PERFORMANCE	64%	73%	65%	(r)	60%	(r)	(r)
PUBLIC SECTOR VALUES	59%	68%	60%	(r)	52%	(r)	(r)
DIVERSITY & INCLUSION	75%	82%	76%	(r)	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

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.

	Australian Museum	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	213	0	15	23	27	25	34	33	19	14	8	5
EMPLOYEE ENGAGEMENT	73%	(r)	(r)	(r)	(r)	(r)	73%	73%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)	(r)	(r)	(r)	78%	78%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	40%	(r)	(r)	(r)	(r)	(r)	40%	40%	(r)	(r)	(r)	(r)
COMMUNICATION	60%	(r)	(r)	(r)	(r)	(r)	59%	54%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	64%	(r)	(r)	(r)	(r)	(r)	65%	63%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)	(r)	(r)	(r)	60%	55%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	(r)	(r)	75%	72%	(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.

	Australian Museum	Male	Female	Other
NUMBER OF RESPONDENTS	213	76	124	4
EMPLOYEE ENGAGEMENT	73%	72%	73%	(r)
ENGAGEMENT WITH WORK	80%	81%	80%	(r)
SENIOR MANAGERS	40%	42%	38%	(r)
COMMUNICATION	60%	60%	61%	(r)
HIGH PERFORMANCE	64%	64%	64%	(r)
PUBLIC SECTOR VALUES	59%	59%	59%	(r)
DIVERSITY & INCLUSION	75%	73%	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



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.

33%

of employees replied favourably to:

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

34%

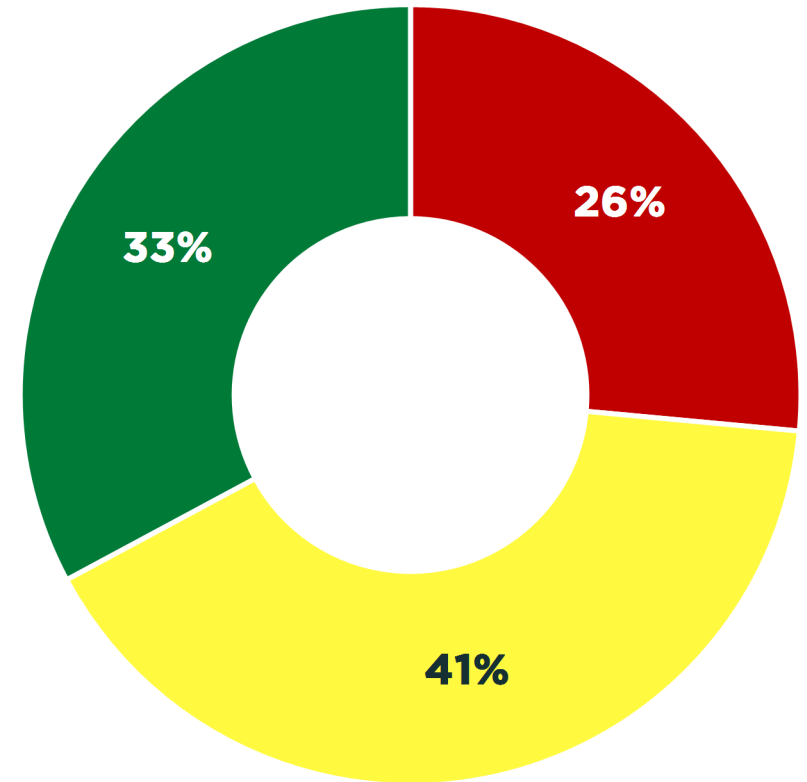
SECTOR

40%

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

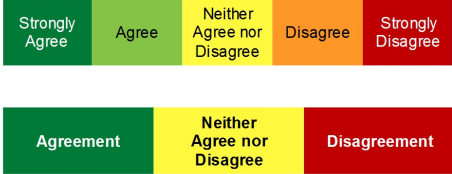
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.