

PEOPLE MATTER 2017

NSW Public Sector Employee Survey

Nurse
Teacher
Librarian
Accountant
Police Officer
Doctor Policy Analyst Surveyor Scientist Barrister Solicitor Social Worker Welfare
Worker Laboratory Technician Turner Plumber Electrician Zookeeper Cleaner
Ambulance Officer Fitter Youth Worker Hospital Orderly Cleaner Fire Fighter Clerk
Engineer Receptionist Supervisor Ship's Engineer
Nurse Police Officer Museum Guide Conservator Fitter
Solicitor Cable Jointer Nurse Librarian Advisor
Warden Prison Officer Technician Administrator
Train Driver Bus Driver Policy Analyst Fitter
Surveyor Scientist Nurse Welfare Worker
Laboratory Turner Plumber Ambulance Officer Youth
Worker Hospital Orderly Fitter Receptionist Labourer Jointer
Solicitor Caretaker Cross Engineer Ship's Officer Ship's
Master Marine Transport Professional Showright Curator Museum Guide
Conservator Plant Operator Cable Engineer
Plant Operator Nurse Doctor Teacher Train Driver Accountant Librarian
Policy Analyst Surveyor Teacher Train Driver Social Worker
Welfare Worker Laboratory Technician Turner Plumber
Electrician Social Worker Cleaner Fitter Fire Fighter
Curator Fitter Museum Guide Conservator Plant
Operator Engineer Electrical Linesworker
Cable Jointer Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

AGENCY REPORT

Planning and Environment

Botanic Gardens & Centennial Parklands

RESPONSE RATE

61%

218 OF 358 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

74%

DIFFERENCE FROM 2016 +3

DIFFERENCE FROM CLUSTER +6

DIFFERENCE FROM PUBLIC SECTOR +10

SENIOR MANAGERS

50%

DIFFERENCE FROM 2016 +2

DIFFERENCE FROM CLUSTER +3

DIFFERENCE FROM PUBLIC SECTOR +2

COMMUNICATION

65%

DIFFERENCE FROM 2016 +2

DIFFERENCE FROM CLUSTER +2

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

77%

DIFFERENCE FROM CLUSTER +3

DIFFERENCE FROM PUBLIC SECTOR +5

HIGH PERFORMANCE

67%

DIFFERENCE FROM CLUSTER +3

DIFFERENCE FROM PUBLIC SECTOR +4

PUBLIC SECTOR VALUES

63%

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR +3

DIVERSITY & INCLUSION

72%

DIFFERENCE FROM CLUSTER -1

DIFFERENCE FROM PUBLIC SECTOR +4

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	Q1c. My job gives me a feeling of personal accomplishment	81%	79%	76%	75%
2	Q7f. My organisation is committed to developing its employees	52%	41%	49%	50%
3	Q6b. I feel that senior managers effectively lead and manage change	47%	43%	42%	44%
4	Q7b. My organisation is making the necessary improvements to meet our future challenges	60%	60%	53%	57%
5	Q7c. I feel that change is managed well in my organisation	35%	29%	31%	39%
6	Q6a. I believe senior managers provide clear direction for the future of the organisation	53%	53%	46%	48%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

1a.	I understand what is expected of me to do well in my role	91%
2a.	My workgroup strives to achieve customer/client satisfaction	87%
7j.	I am proud to tell others I work for my organisation	87%
2c.	I receive help and support from other members of my workgroup	87%
2b.	My workgroup works collaboratively to achieve its objectives	83%
1c.	My job gives me a feeling of personal accomplishment	81%
2d.	There is good team spirit in my workgroup	81%
2e.	People in my workgroup treat each other with respect	81%
7k.	I feel a strong personal attachment to my organisation	80%
5b.	My manager listens to what I have to say	79%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

14.	I believe action will be taken on the results from this survey by my organisation	29%
7c.	I feel that change is managed well in my organisation	35%
9a.	I have confidence in the ways my organisation resolves grievances	38%
6h.	I feel that senior managers listen to employees	42%
7g.	I have confidence in the way recruitment decisions are made	43%
3g.	I am satisfied with the opportunities available for career development in my organisation	44%
7e.	People in my organisation take responsibility for their own actions	45%
5h.	My manager appropriately deals with employees who perform poorly	47%
6b.	I feel that senior managers effectively lead and manage change	47%
3e.	My performance is assessed against clear criteria	48%



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

6i.	Senior managers in my organisation support the career advancement of women	59%	44%
7d.	There is good co-operation between teams across our organisation	49%	35%
1e.	I am satisfied with my job	75%	63%
7f.	My organisation is committed to developing its employees	52%	41%
1f.	I am able to keep my work stress at an acceptable level	64%	54%
3g.	I am satisfied with the opportunities available for career development in my organisation	44%	35%
2b.	My workgroup works collaboratively to achieve its objectives	83%	75%
3f.	I have received appropriate training and development to do my job well	65%	57%
1b.	I am provided with the support I need to do my best at work	66%	59%
7i.	I would recommend my organisation as a great place to work	72%	65%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

5h.	My manager appropriately deals with employees who perform poorly	47%	52%
2a.	My workgroup strives to achieve customer/client satisfaction	87%	90%
1a.	I understand what is expected of me to do well in my role	91%	93%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	54%	56%
7a.	My organisation focuses on improving the work we do	69%	71%
7m.	My organisation inspires me to do the best in my job	59%	61%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	62%	63%
9a.	I have confidence in the ways my organisation resolves grievances	38%	39%
7e.	People in my organisation take responsibility for their own actions	45%	46%
6a.	I believe senior managers provide clear direction for the future of the organisation	53%	53%



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'.



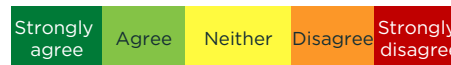
EXPLORE THE FULL RESULTS

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	74% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work		72%	65%	66%	60%
Q7j. I am proud to tell others I work for my organisation		87%	81%	76%	68%
Q7k. I feel a strong personal attachment to my organisation		80%	76%	69%	63%
Q7l. My organisation motivates me to help it achieve its objectives		61%	62%	56%	53%
Q7m. My organisation inspires me to do the best in my job		59%	61%	57%	53%

KEY





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ENGAGEMENT WITH WORK	77% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q1c. My job gives me a feeling of personal accomplishment	34	47	11	81%	79%	76%	75%	
Q1d. I feel motivated to contribute more than what is normally required at work	36	38	16	7	74%	75%	75%	72%
Q1e. I am satisfied with my job	33	42	13	9	75%	63%	69%	68%

KEY





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SENIOR MANAGERS	50% 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	17	35	25	15	8	53%	53%	46%	48%
Q6b. I feel that senior managers effectively lead and manage change	18	29	26	17	10	47%	43%	42%	44%
Q6c. I feel that senior managers model the values of my organisation	17	31	25	16	11	48%	42%	47%	48%
Q6d. Senior managers encourage innovation by employees	17	34	29	15		51%	49%	47%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	14	40	33	9		54%	56%	53%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	17	44	29	9		62%	63%	66%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	15	39	22	15	9	54%	52%	45%	45%
Q6h. I feel that senior managers listen to employees	14	29	25	21	12	42%	38%	40%	41%
Q7c. I feel that change is managed well in my organisation	10	25	32	19	14	35%	29%	31%	39%

KEY





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COMMUNICATION	65% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me		75%	70%	73%	70%
Q5d. My manager encourages and values employee input		77%	74%	76%	71%
Q5e. My manager involves my workgroup in decisions about our work		69%	70%	69%	65%
Q6g. I feel that senior managers keep employees informed about what's going on		54%	52%	45%	45%
Q6h. I feel that senior managers listen to employees		42%	38%	40%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager		70%	70%	73%	66%

KEY





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	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	38	53		91%	93%	87%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	40	43	9	83%	75%	81%	78%
Q3f. I have received appropriate training and development to do my job well	16	49	22	10	65%	57%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	32	44	18		76%	76%	72%
Q5f. I have confidence in the decisions my manager makes	32	40	20		72%	70%	67%
Q6d. Senior managers encourage innovation by employees	17	34	29	15	51%	49%	47%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	14	40	33	9	54%	56%	53%
Q7a. My organisation focuses on improving the work we do	23	46	20	8	69%	71%	66%
Q7b. My organisation is making the necessary improvements to meet our future challenges	18	42	27	9	60%	60%	53%

KEY





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	67% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	10	39	18	27	49%	35%	45%	47%
Q7h. My organisation generally selects capable people to do the job	16	48	23	10	64%	59%	61%	52%

KEY





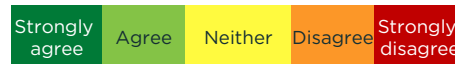
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PUBLIC SECTOR VALUES		63% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q2a. My workgroup strives to achieve customer/client satisfaction		44	44	10	87%	90%	88%	85%		
Q2e. People in my workgroup treat each other with respect		45	36	12	81%	80%	80%	74%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do		32	44	18	76%	76%	76%	72%		
Q5b. My manager listens to what I have to say		36	43	13	79%	75%	80%	75%		
Q6a. I believe senior managers provide clear direction for the future of the organisation		17	35	25	15	8	53%	53%	46%	48%
Q6c. I feel that senior managers model the values of my organisation		17	31	25	16	11	48%	42%	47%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		17	44	29	9	62%	63%	66%	60%	
Q6g. I feel that senior managers keep employees informed about what's going on		15	39	22	15	9	54%	52%	45%	45%
Q6h. I feel that senior managers listen to employees		14	29	25	21	12	42%	38%	40%	41%

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.

PUBLIC SECTOR VALUES		63% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		23	46	20	8	69%	71%	66%	69%
Q7e. People in my organisation take responsibility for their own actions		9	36	36	14	45%	46%	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	72% 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	23	44	15	13	66%	59%	64%	63%
Q5b. My manager listens to what I have to say	36	43	13	8	79%	75%	80%	75%
Q5d. My manager encourages and values employee input	35	42	15	8	77%	74%	76%	71%
Q6i. Senior managers in my organisation support the career advancement of women	24	36	28	7	59%	44%	63%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	33	46	17	4	78%	76%	79%	74%
Q8b. Personal background is not a barrier to success in my organisation	34	44	16	6	79%	-	78%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	29	40	16	9	70%	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>	34	30	22	8	64%	64%	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	53% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	11	32	34	14	9	43%	-	36%	35%
Q7h. My organisation generally selects capable people to do the job	16	48	23	10		64%	59%	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	55% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	21	42	23	11	63%	61%	66%	63%
Q3e. My performance is assessed against clear criteria	12	36	30	17	48%	42%	51%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	16	28	29	21	44%	35%	44%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	38	41	15		78%	77%	74%	67%
Q5h. My manager appropriately deals with employees who perform poorly	19	28	42	8	47%	52%	43%	44%
Q7f. My organisation is committed to developing its employees	14	38	30	13	52%	41%	49%	50%

KEY

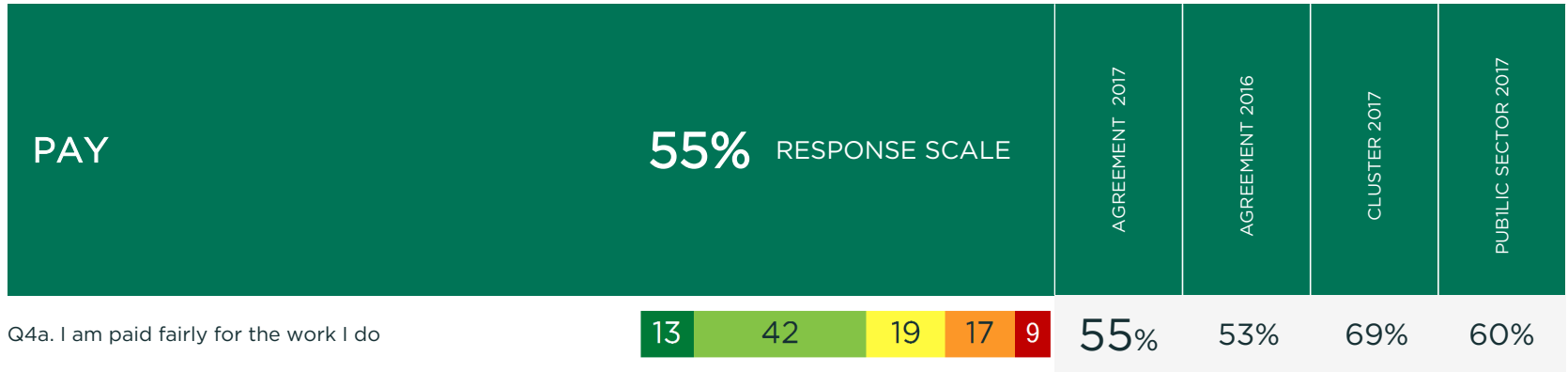




EXPLORE THE FULL RESULTS

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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





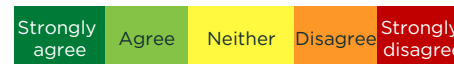
EXPLORE THE FULL RESULTS

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WORKPLACE SUPPORT		74% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		66%	59%	64%	63%				
Q1f. I am able to keep my work stress at an acceptable level		64%	54%	61%	59%				
Q2c. I receive help and support from other members of my workgroup		87%	82%	84%	81%				
Q2d. There is good team spirit in my workgroup		81%	75%	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.

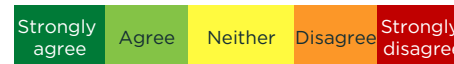
ACTION ABOUT SURVEY RESULTS

29% RESPONSE SCALE

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



KEY

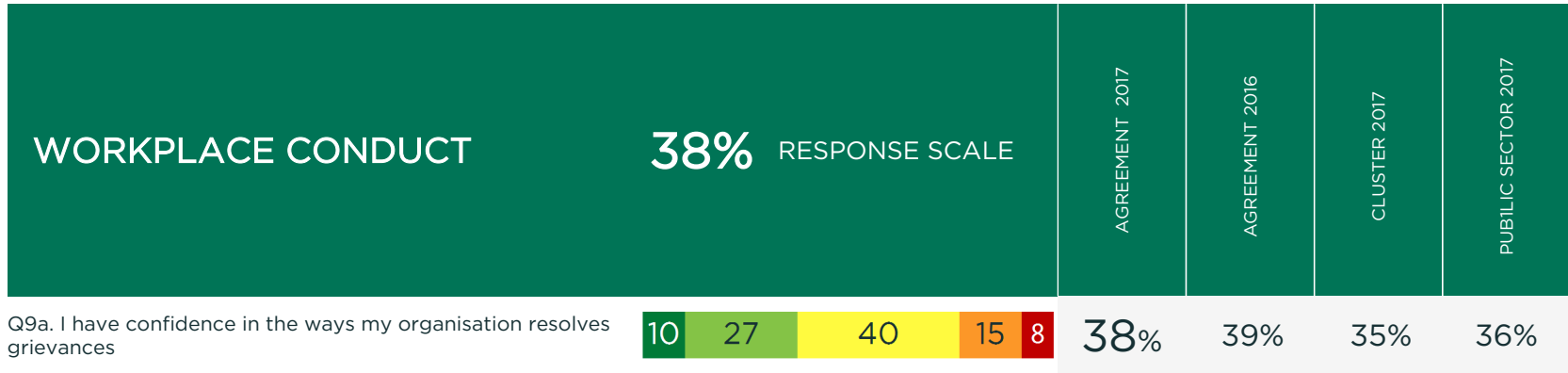




EXPLORE THE FULL RESULTS

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			52%	69%	67%
No			48%	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			50%	60%	57%
No			50%	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		29%	41%	41%
No		71%	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		32%	27%	30%
Lack of visible opportunities		35%	39%	31%
Lack of promotion opportunities		34%	36%	30%
Lack of support from my manager / supervisor		10%	12%	14%
Geographic location considerations		21%	29%	28%
Personal / family considerations		29%	31%	33%
Insufficient training and development		16%	14%	16%
Lack of required capabilities or experience		13%	11%	11%
Lack of support for temporary assignments/secondments		12%	16%	15%
The application/recruitment process is too cumbersome or time consuming		20%	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		22%	18%	25%
No		67%	70%	62%
Don't know		12%	12%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		53%	55%	63%
No		42%	43%	35%
Don't know		5%	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		27%	25%	33%
No		65%	66%	58%
Don't know		7%	9%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		11%	12%	18%
No		81%	82%	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		13%	18%	22%
Your immediate manager/supervisor		30%	26%	24%
A fellow worker at your level		30%	28%	27%
A subordinate		13%	9%	8%
A client or customer	(r)			
A member of the public other than a client or customer	(r)			
Other		4%	4%	4%
Prefer not to say		9%	13%	13%



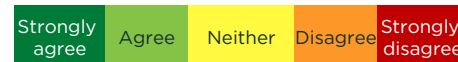
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PLANNING AND ENVIRONMENT QUESTIONS	RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
	Strongly agree	Agree	Neither	Disagree	Strongly disagree			
Q1. I am clear on the accountabilities of my role	26	64				90%	89%	87%
Q2. My organisation listens to its customers and stakeholders	20	54	23			74%	74%	74%
Q3. My organisation delivers on its promises	14	47	31	9		60%	60%	56%
Q4. I have a clear understanding of the vision of my organisation	19	48	24			67%	70%	65%
Q5. I am aware how my role contributes to the vision of the organisation	24	55	17			79%	77%	73%
Q6. Business planning within the organisation helps us to achieve our wider priorities and vision	17	42	32			60%	65%	59%
Q7. I am encouraged to participate in sustainable work practices by supervisor or manager	19	42	27	8		61%	62%	59%
Q8. My job design facilitates flexible working	18	50	16	11		69%	56%	68%
Q9. My team is equipped with the right tools to provide good customer service	20	49	21	7		69%	56%	62%
Q10. My organisation has the right tools in place to assist and manage geographically dispersed teams	14	36	35	12		50%	31%	50%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		49%
Female		49%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		1%
20 - 24	█	5%
25 -29	█	9%
30 - 34	█	14%
35 - 39	█	16%
40 - 44	█	14%
45 - 49	█	15%
50 - 54	█	16%
55 - 59	█	7%
60 - 64	█	4%
65+		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

RESPONSE SCALE		PERCENTAGE
Do you speak a language other than English at home?		
Yes		11%
No		87%
Prefer not to say		2%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		1%
No		97%
Prefer not to say		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

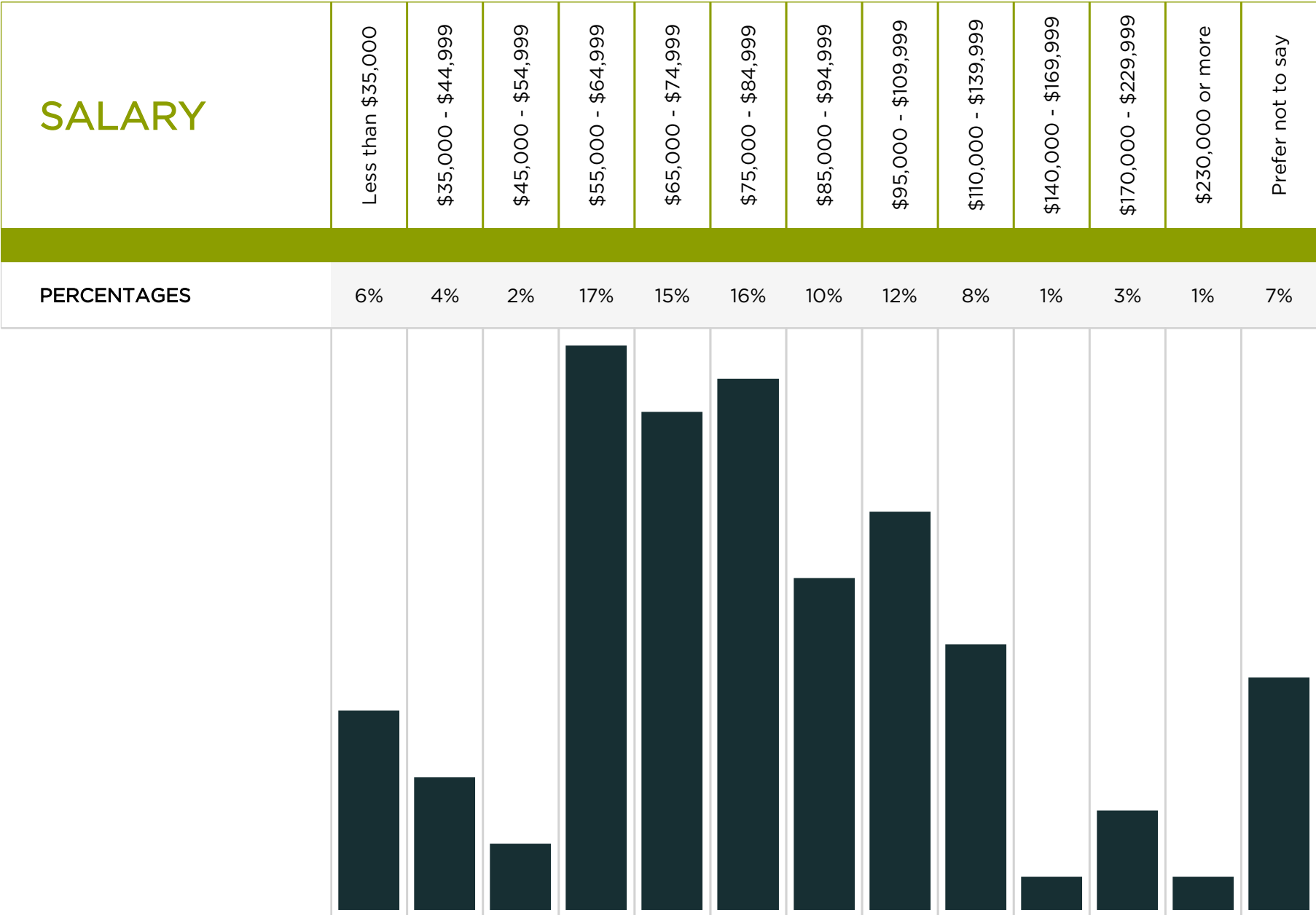
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		3%
No		94%
Prefer not to say		3%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		4%
No		91%
Prefer not to say		5%

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.

	Botanic Gardens & Centennial Parklands	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	218	40	52	11	10	0	26	8	0	49
EMPLOYEE ENGAGEMENT	74%	74%	73%	(r)	(r)	(r)	(r)	(r)	(r)	76%
ENGAGEMENT WITH WORK	77%	76%	78%	(r)	(r)	(r)	(r)	(r)	(r)	80%
SENIOR MANAGERS	50%	48%	51%	(r)	(r)	(r)	(r)	(r)	(r)	49%
COMMUNICATION	65%	60%	67%	(r)	(r)	(r)	(r)	(r)	(r)	69%
HIGH PERFORMANCE	67%	65%	69%	(r)	(r)	(r)	(r)	(r)	(r)	71%
PUBLIC SECTOR VALUES	63%	60%	65%	(r)	(r)	(r)	(r)	(r)	(r)	66%
DIVERSITY & INCLUSION	72%	63%	74%	(r)	(r)	(r)	(r)	(r)	(r)	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 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.

	Botanic Gardens & Centennial Parklands	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	218	12	7	4	34	29	32	19	24	16	2	5	1	13
EMPLOYEE ENGAGEMENT	74%	(r)	(r)	(r)	69%	(r)	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	71%	(r)	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	50%	(r)	(r)	(r)	46%	(r)	50%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	65%	(r)	(r)	(r)	68%	(r)	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	67%	(r)	(r)	(r)	67%	(r)	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	63%	(r)	(r)	(r)	62%	(r)	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	72%	(r)	(r)	(r)	75%	(r)	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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.

	Botanic Gardens & Centennial Parklands	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	218	44	22	44	34	28	24
EMPLOYEE ENGAGEMENT	74%	81%	(r)	74%	71%	(r)	(r)
ENGAGEMENT WITH WORK	77%	84%	(r)	69%	78%	(r)	(r)
SENIOR MANAGERS	50%	65%	(r)	47%	52%	(r)	(r)
COMMUNICATION	65%	80%	(r)	65%	66%	(r)	(r)
HIGH PERFORMANCE	67%	76%	(r)	66%	66%	(r)	(r)
PUBLIC SECTOR VALUES	63%	79%	(r)	62%	62%	(r)	(r)
DIVERSITY & INCLUSION	72%	83%	(r)	72%	70%	(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.

	Botanic Gardens & Centennial Parklands	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	218	1	10	17	28	31	28	29	31	14	7	1
EMPLOYEE ENGAGEMENT	74%	(r)	(r)	(r)	(r)	70%	(r)	(r)	69%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	69%	(r)	(r)	69%	(r)	(r)	(r)
SENIOR MANAGERS	50%	(r)	(r)	(r)	(r)	48%	(r)	(r)	38%	(r)	(r)	(r)
COMMUNICATION	65%	(r)	(r)	(r)	(r)	72%	(r)	(r)	52%	(r)	(r)	(r)
HIGH PERFORMANCE	67%	(r)	(r)	(r)	(r)	67%	(r)	(r)	54%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	63%	(r)	(r)	(r)	(r)	65%	(r)	(r)	48%	(r)	(r)	(r)
DIVERSITY & INCLUSION	72%	(r)	(r)	(r)	(r)	73%	(r)	(r)	60%	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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.

	Botanic Gardens & Centennial Parklands	Male	Female	Other
NUMBER OF RESPONDENTS	218	98	97	4
EMPLOYEE ENGAGEMENT	74%	76%	74%	(r)
ENGAGEMENT WITH WORK	77%	76%	79%	(r)
SENIOR MANAGERS	50%	53%	48%	(r)
COMMUNICATION	65%	70%	60%	(r)
HIGH PERFORMANCE	67%	68%	65%	(r)
PUBLIC SECTOR VALUES	63%	66%	62%	(r)
DIVERSITY & INCLUSION	72%	77%	68%	(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?

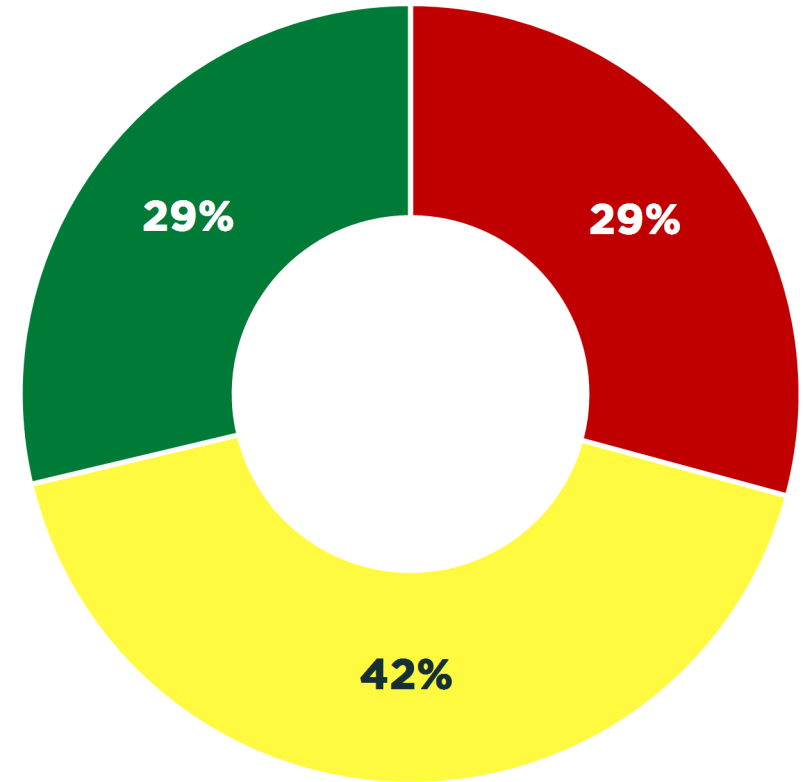
Sector employees have now given their feedback and these results show where actions and improvements are required.

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.

29%

of employees replied favourably to:

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



34%

SECTOR

40%

CLUSTER

29%

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

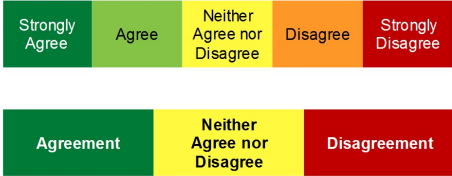
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.