

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

AGENCY REPORT

Planning and Environment

Jenolan Caves

RESPONSE RATE

29%

25 OF 85 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

64%

DIFFERENCE FROM 2016 **+3**

DIFFERENCE FROM CLUSTER **-4**

DIFFERENCE FROM PUBLIC SECTOR **-1**

SENIOR MANAGERS

32%

DIFFERENCE FROM 2016 **+5**

DIFFERENCE FROM CLUSTER **-15**

DIFFERENCE FROM PUBLIC SECTOR **-16**

COMMUNICATION

48%

DIFFERENCE FROM 2016 **+15**

DIFFERENCE FROM CLUSTER **-15**

DIFFERENCE FROM PUBLIC SECTOR **-12**



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

68%

DIFFERENCE FROM CLUSTER **-5**

DIFFERENCE FROM PUBLIC SECTOR **-4**

HIGH PERFORMANCE

50%

DIFFERENCE FROM CLUSTER **-14**

DIFFERENCE FROM PUBLIC SECTOR **-13**

PUBLIC SECTOR VALUES

46%

DIFFERENCE FROM CLUSTER **-16**

DIFFERENCE FROM PUBLIC SECTOR **-15**

DIVERSITY & INCLUSION

58%

DIFFERENCE FROM CLUSTER **-15**

DIFFERENCE FROM PUBLIC SECTOR **-10**

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.

** As your organisation received less than 30 responses, the key drivers are taken from the questions for Planning and Environment.

		AGREEMENT	% AGREEMENT 2016	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	24%	21%	49%	50%
2	Q7h. My organisation generally selects capable people to do the job	44%	25%	61%	52%
3	Q1c. My job gives me a feeling of personal accomplishment	72%	81%	76%	75%
4	Q1b. I am provided with the support I need to do my best at work	60%	44%	64%	63%
5	Q7a. My organisation focuses on improving the work we do	44%	38%	66%	69%
6	Q7b. My organisation is making the necessary improvements to meet our future challenges	44%	33%	53%	57%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

1a.	I understand what is expected of me to do well in my role	84%
2a.	My workgroup strives to achieve customer/client satisfaction	84%
2c.	I receive help and support from other members of my workgroup	76%
5b.	My manager listens to what I have to say	72%
2b.	My workgroup works collaboratively to achieve its objectives	72%
1c.	My job gives me a feeling of personal accomplishment	72%
7k.	I feel a strong personal attachment to my organisation	72%
1e.	I am satisfied with my job	68%
5g.	My manager provides acknowledgement or other recognition for the work I do	68%
5d.	My manager encourages and values employee input	64%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

9a.	I have confidence in the ways my organisation resolves grievances	20%
6d.	Senior managers encourage innovation by employees	24%
7f.	My organisation is committed to developing its employees	24%
6a.	I believe senior managers provide clear direction for the future of the organisation	24%
14.	I believe action will be taken on the results from this survey by my organisation	25%
3g.	I am satisfied with the opportunities available for career development in my organisation	26%
6c.	I feel that senior managers model the values of my organisation	28%
7e.	People in my organisation take responsibility for their own actions	28%
7c.	I feel that change is managed well in my organisation	28%
6h.	I feel that senior managers listen to employees	28%



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

2b.	My workgroup works collaboratively to achieve its objectives	72%	30%
2d.	There is good team spirit in my workgroup	56%	26%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	56%	26%
5b.	My manager listens to what I have to say	72%	42%
5g.	My manager provides acknowledgement or other recognition for the work I do	68%	40%
2c.	I receive help and support from other members of my workgroup	76%	48%
7d.	There is good co-operation between teams across our organisation	40%	13%
2e.	People in my workgroup treat each other with respect	56%	30%
5c.	My manager communicates effectively with me	60%	35%
5f.	I have confidence in the decisions my manager makes	60%	35%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

6d.	Senior managers encourage innovation by employees	24%	36%
1c.	My job gives me a feeling of personal accomplishment	72%	81%
7k.	I feel a strong personal attachment to my organisation	72%	79%
4a.	I am paid fairly for the work I do	60%	67%
7j.	I am proud to tell others I work for my organisation	60%	67%
6a.	I believe senior managers provide clear direction for the future of the organisation	24%	28%
3g.	I am satisfied with the opportunities available for career development in my organisation	26%	30%
7i.	I would recommend my organisation as a great place to work	40%	42%
1a.	I understand what is expected of me to do well in my role	84%	85%



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	64% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	20	20	28	20	12	40%	42%	66%	60%
Q7j. I am proud to tell others I work for my organisation	44	16	24	16		60%	67%	76%	68%
Q7k. I feel a strong personal attachment to my organisation	48	24	16	8		72%	79%	69%	63%
Q7l. My organisation motivates me to help it achieve its objectives	28	16	24	24	8	44%	42%	56%	53%
Q7m. My organisation inspires me to do the best in my job	28	16	24	28		44%	42%	57%	53%

KEY





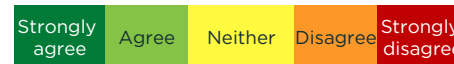
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ENGAGEMENT WITH WORK	68% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q1c. My job gives me a feeling of personal accomplishment	40	32	24	72%	81%	76%	75%		
Q1d. I feel motivated to contribute more than what is normally required at work	44	20	16	8	12	64%	63%	75%	72%
Q1e. I am satisfied with my job	32	36	8	20	68%	44%	69%	68%	

KEY





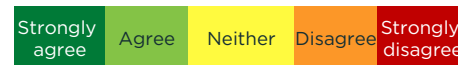
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SENIOR MANAGERS	32% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	12	12	28	8	40	24%	28%	46%	48%
Q6b. I feel that senior managers effectively lead and manage change	12	20	16	16	36	32%	20%	42%	44%
Q6c. I feel that senior managers model the values of my organisation	12	16	28	12	32	28%	24%	47%	48%
Q6d. Senior managers encourage innovation by employees	12	12	28	16	32	24%	36%	47%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	24	28		32	36%	24%	53%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	20	28	16		32	48%	40%	66%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	12	24	24	12	28	36%	28%	45%	45%
Q6h. I feel that senior managers listen to employees	16	12	24	16	32	28%	24%	40%	41%
Q7c. I feel that change is managed well in my organisation	20	8	24	28	20	28%	12%	31%	39%

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.

COMMUNICATION	48% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me		60%	35%	73%	70%
Q5d. My manager encourages and values employee input		64%	46%	76%	71%
Q5e. My manager involves my workgroup in decisions about our work		44%	27%	69%	65%
Q6g. I feel that senior managers keep employees informed about what's going on		36%	28%	45%	45%
Q6h. I feel that senior managers listen to employees		28%	24%	40%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager		56%	38%	73%	66%

KEY



ALL QUESTIONS



EXPLORE THE FULL RESULTS

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

	HIGH PERFORMANCE					50% 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						84%	85%	87%	90%				
Q2b. My workgroup works collaboratively to achieve its objectives						72%	30%	81%	78%				
Q3f. I have received appropriate training and development to do my job well						48%	48%	62%	62%				
Q5a. My manager encourages people in my workgroup to keep improving the work they do						56%	42%	76%	72%				
Q5f. I have confidence in the decisions my manager makes						60%	35%	72%	67%				
Q6d. Senior managers encourage innovation by employees						24%	36%	47%	48%				
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with						36%	24%	53%	51%				
Q7a. My organisation focuses on improving the work we do						44%	38%	66%	69%				
Q7b. My organisation is making the necessary improvements to meet our future challenges						44%	33%	53%	57%				

KEY





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	50% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	16	24	28	16	16	40%	12%	45%	47%
Q7h. My organisation generally selects capable people to do the job	12	32	16	16	24	44%	25%	61%	52%

KEY





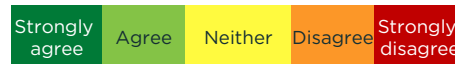
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PUBLIC SECTOR VALUES		46% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q2a. My workgroup strives to achieve customer/client satisfaction		52	32	12	84%	62%	88%	85%		
Q2e. People in my workgroup treat each other with respect		32	24	20	12	12	56%	30%	80%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		28	28	32	8	56%	42%	76%	72%	
Q5b. My manager listens to what I have to say		40	32	16	8	72%	42%	80%	75%	
Q6a. I believe senior managers provide clear direction for the future of the organisation		12	12	28	8	40	24%	28%	46%	48%
Q6c. I feel that senior managers model the values of my organisation		12	16	28	12	32	28%	24%	47%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		20	28	16	32	48%	40%	66%	60%	
Q6g. I feel that senior managers keep employees informed about what's going on		12	24	24	12	28	36%	28%	45%	45%
Q6h. I feel that senior managers listen to employees		16	12	24	16	32	28%	24%	40%	41%

KEY





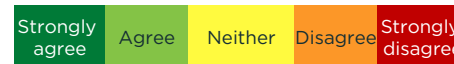
EXPLORE THE FULL RESULTS

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

PUBLIC SECTOR VALUES		46% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		24	20	28	16	12	44%	38%	66%	69%
Q7e. People in my organisation take responsibility for their own actions		16	12	28	28	16	28%	12%	49%	47%

KEY





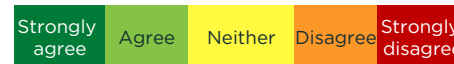
EXPLORE THE FULL RESULTS

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

DIVERSITY & INCLUSION	58% 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		60%	44%	64%	63%
Q5b. My manager listens to what I have to say		72%	42%	80%	75%
Q5d. My manager encourages and values employee input		64%	46%	76%	71%
Q6i. Senior managers in my organisation support the career advancement of women		40%	40%	63%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		56%	42%	79%	74%
Q8b. Personal background is not a barrier to success in my organisation		58%	-	78%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager		56%	38%	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>		56%	33%	72%	57%

KEY





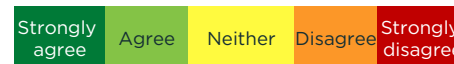
EXPLORE THE FULL RESULTS

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

RECRUITMENT	40% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	20	16	12	12	40	36%	-	36%	35%
Q7h. My organisation generally selects capable people to do the job	12	32	16	16	24	44%	25%	61%	52%

KEY





EXPLORE THE FULL RESULTS

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

PERFORMANCE FRAMEWORK & DEVELOPMENT	41% 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		56%	26%	66%	63%
Q3e. My performance is assessed against clear criteria		32%	26%	51%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation		26%	30%	44%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do		68%	40%	74%	67%
Q5h. My manager appropriately deals with employees who perform poorly		40%	23%	43%	44%
Q7f. My organisation is committed to developing its employees		24%	21%	49%	50%

KEY

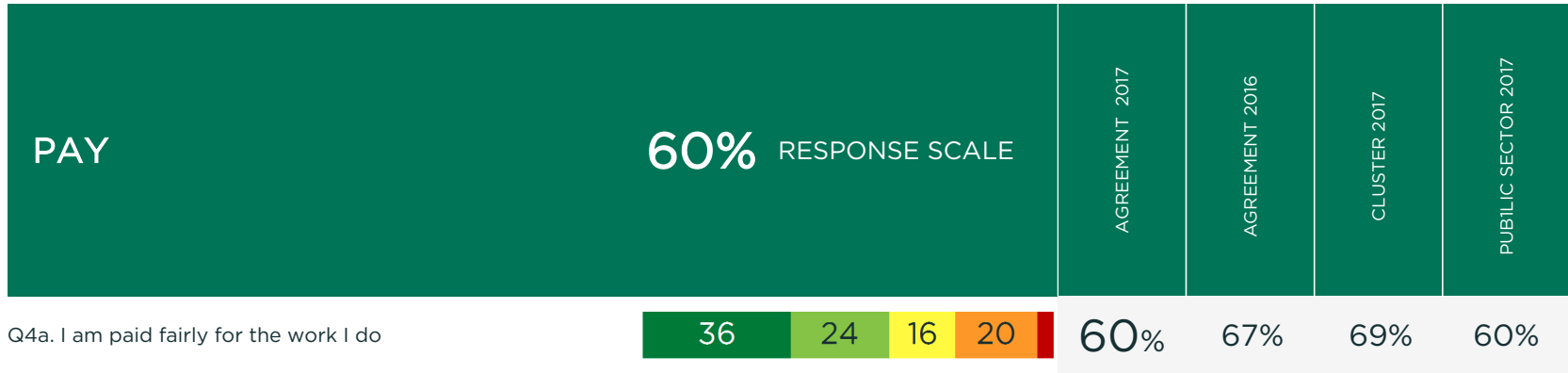




EXPLORE THE FULL RESULTS

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

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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		63% 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		60%	44%	64%	63%					
Q1f. I am able to keep my work stress at an acceptable level		60%	48%	61%	59%					
Q2c. I receive help and support from other members of my workgroup		76%	48%	84%	81%					
Q2d. There is good team spirit in my workgroup		56%	26%	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

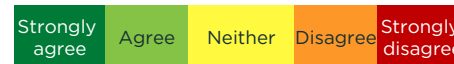
25% RESPONSE SCALE

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
Q14. I believe action will be taken on the results from this survey by my organisation	25%	25%	40%	34%

KEY

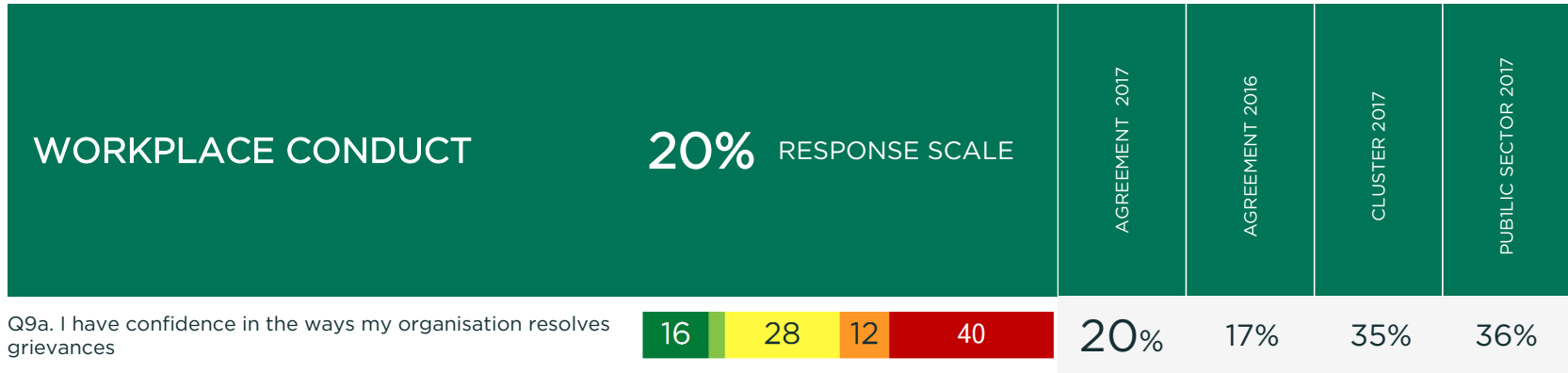




EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT		RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes			24%	69%	67%
No			76%	31%	33%
Q3b. I have informal feedback conversations with my manager					
Yes			68%	79%	75%
No			32%	21%	25%
Q3c. I have scheduled feedback conversations with my manager					
Yes			12%	60%	57%
No			88%	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		28%	41%	41%
No		72%	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		25%	27%	30%
Lack of visible opportunities		46%	39%	31%
Lack of promotion opportunities		38%	36%	30%
Lack of support from my manager / supervisor		13%	12%	14%
Geographic location considerations		25%	29%	28%
Personal / family considerations		13%	31%	33%
Insufficient training and development		21%	14%	16%
Lack of support for temporary assignments/secondments		8%	16%	15%
The application/recruitment process is too cumbersome or time consuming		21%	25%	23%
Other		8%	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		46%	18%	25%
No		46%	70%	62%
Don't know		8%	12%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		64%	55%	63%
No		36%	43%	35%
Don't know	(r)			



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		52%	25%	33%
No		44%	66%	58%
Don't know		4%	9%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		8%	12%	18%
No		84%	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	(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)			



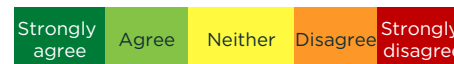
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PLANNING AND ENVIRONMENT QUESTIONS	RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q1. I am clear on the accountabilities of my role						92%	88%	87%
Q2. My organisation listens to its customers and stakeholders						48%	46%	74%
Q3. My organisation delivers on its promises						32%	25%	56%
Q4. I have a clear understanding of the vision of my organisation						48%	38%	65%
Q5. I am aware how my role contributes to the vision of the organisation						64%	54%	73%
Q6. Business planning within the organisation helps us to achieve our wider priorities and vision						36%	38%	59%
Q7. I am encouraged to participate in sustainable work practices by supervisor or manager						60%	29%	59%
Q8. My job design facilitates flexible working						56%	33%	68%
Q9. My team is equipped with the right tools to provide good customer service						44%	46%	62%
Q10. My organisation has the right tools in place to assist and manage geographically dispersed teams						28%	25%	50%

KEY





WHAT'S NEXT?

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

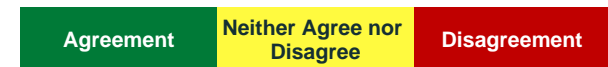
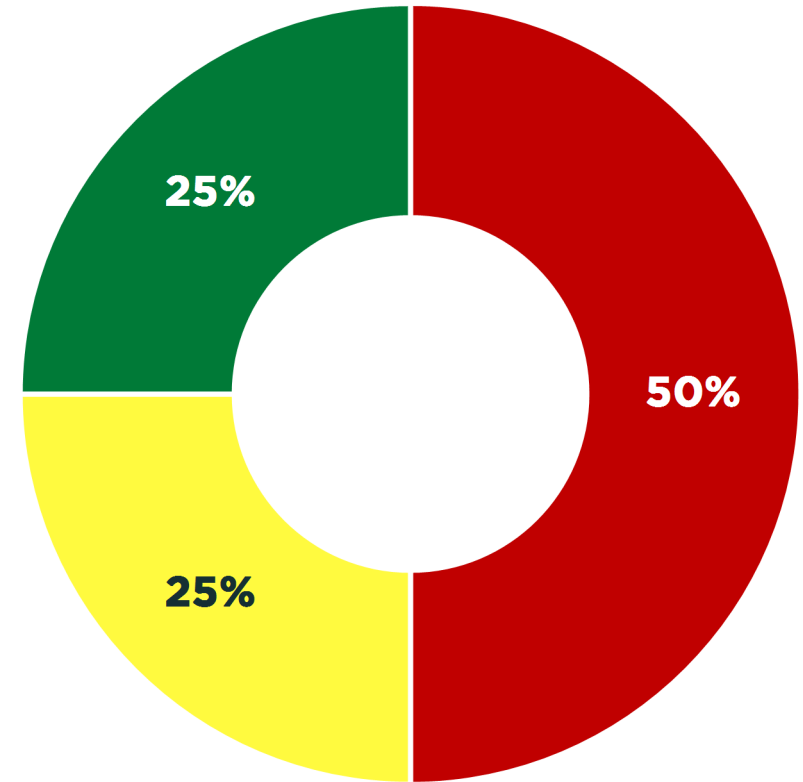
Research has shown that a key reason why employees can become disengaged is if they are asked their opinion and then no action takes place as a result.

25%

of employees replied favourably to:

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

34%	40%	25%
SECTOR	CLUSTER	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

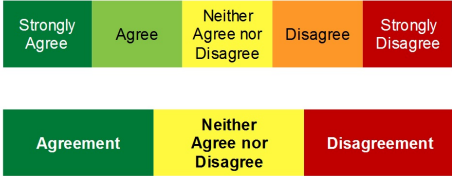
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.