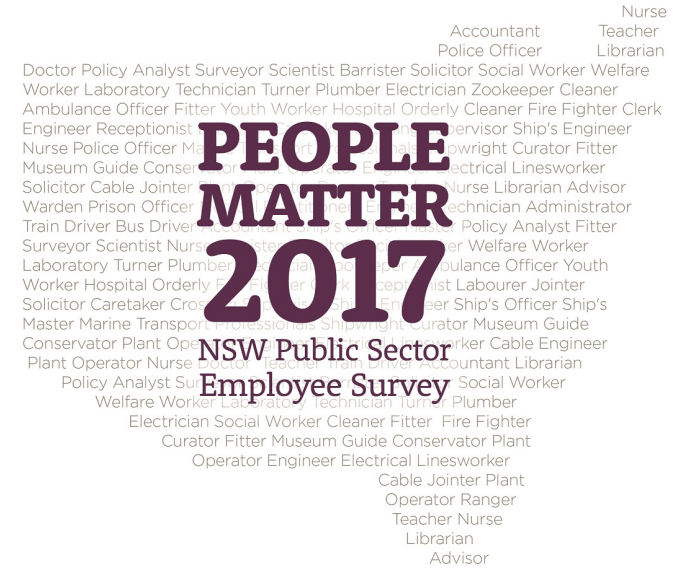


PEOPLE MATTER 2017

NSW Public Sector Employee Survey



AGENCY REPORT

Planning and Environment

Lord Howe Island Board

RESPONSE RATE

88%

44 OF 50 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

68%

DIFFERENCE FROM 2016 -5

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR +4

SENIOR MANAGERS

60%

DIFFERENCE FROM 2016 -13

DIFFERENCE FROM CLUSTER +14

DIFFERENCE FROM PUBLIC SECTOR +13

COMMUNICATION

74%

DIFFERENCE FROM 2016 -9

DIFFERENCE FROM CLUSTER +11

DIFFERENCE FROM PUBLIC SECTOR +14



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 +7

DIFFERENCE FROM PUBLIC SECTOR +8

HIGH PERFORMANCE

65%

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR +2

PUBLIC SECTOR VALUES

67%

DIFFERENCE FROM CLUSTER +4

DIFFERENCE FROM PUBLIC SECTOR +6

DIVERSITY & INCLUSION

78%

DIFFERENCE FROM CLUSTER +4

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.

		AGREEMENT	% AGREEMENT 2016	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7d. There is good co-operation between teams across our organisation	57%	74%	45%	47%
2	Q7b. My organisation is making the necessary improvements to meet our future challenges	57%	74%	53%	57%
3	Q7c. I feel that change is managed well in my organisation	52%	69%	31%	39%
4	Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	55%	69%	53%	51%
5	Q7f. My organisation is committed to developing its employees	55%	80%	49%	50%
6	Q7a. My organisation focuses on improving the work we do	64%	86%	66%	69%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

1a.	I understand what is expected of me to do well in my role	88%
1b.	I am provided with the support I need to do my best at work	86%
1e.	I am satisfied with my job	86%
5b.	My manager listens to what I have to say	84%
5d.	My manager encourages and values employee input	82%
5g.	My manager provides acknowledgement or other recognition for the work I do	82%
2a.	My workgroup strives to achieve customer/client satisfaction	82%
8b.	Personal background is not a barrier to success in my organisation	80%
7i.	I would recommend my organisation as a great place to work	79%
5e.	My manager involves my workgroup in decisions about our work	79%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

14.	I believe action will be taken on the results from this survey by my organisation	38%
5h.	My manager appropriately deals with employees who perform poorly	39%
7e.	People in my organisation take responsibility for their own actions	42%
6d.	Senior managers encourage innovation by employees	45%
3e.	My performance is assessed against clear criteria	50%
7k.	I feel a strong personal attachment to my organisation	51%
7c.	I feel that change is managed well in my organisation	52%
9a.	I have confidence in the ways my organisation resolves grievances	52%
7f.	My organisation is committed to developing its employees	55%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	55%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

MOST AND LEAST IMPROVED QUESTIONS

+ MOST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

1f.	I am able to keep my work stress at an acceptable level	77%	65%
1b.	I am provided with the support I need to do my best at work	86%	78%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	73%	67%
1e.	I am satisfied with my job	86%	81%
3f.	I have received appropriate training and development to do my job well	73%	69%
2b.	My workgroup works collaboratively to achieve its objectives	75%	73%
5g.	My manager provides acknowledgement or other recognition for the work I do	82%	81%
5f.	I have confidence in the decisions my manager makes	70%	69%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

6d.	Senior managers encourage innovation by employees	45%	77%
7f.	My organisation is committed to developing its employees	55%	80%
7a.	My organisation focuses on improving the work we do	64%	86%
7h.	My organisation generally selects capable people to do the job	65%	86%
7k.	I feel a strong personal attachment to my organisation	51%	71%
8c.	I am able to speak up and share a different view to my colleagues and manager	75%	94%
7l.	My organisation motivates me to help it achieve its objectives	58%	77%
7b.	My organisation is making the necessary improvements to meet our future challenges	57%	74%
7d.	There is good co-operation between teams across our organisation	57%	74%
3e.	My performance is assessed against clear criteria	50%	67%



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'.



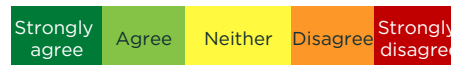
EXPLORE THE FULL RESULTS

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	68% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	16	63	16	79%	83%	66%	60%
Q7j. I am proud to tell others I work for my organisation	16	58	23	74%	89%	76%	68%
Q7k. I feel a strong personal attachment to my organisation	12	40	44	51%	71%	69%	63%
Q7l. My organisation motivates me to help it achieve its objectives	12	47	35	58%	77%	56%	53%
Q7m. My organisation inspires me to do the best in my job	14	44	35	58%	74%	57%	53%

KEY





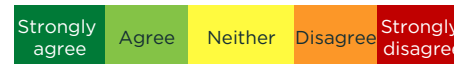
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

ENGAGEMENT WITH WORK	80% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	30	48	18	77%	89%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	34	43	16	77%	84%	75%	72%
Q1e. I am satisfied with my job	27	59	9	86%	81%	69%	68%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

SENIOR MANAGERS	60% 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	16	52	16	11	68%	71%	46%	48%
Q6b. I feel that senior managers effectively lead and manage change	14	48	27	11	61%	74%	42%	44%
Q6c. I feel that senior managers model the values of my organisation	14	48	32	6	61%	71%	47%	48%
Q6d. Senior managers encourage innovation by employees	11	34	41	14	45%	77%	47%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	9	45	43	3	55%	69%	53%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	6	61	25	8	68%	77%	66%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	11	61	18	10	73%	77%	45%	45%
Q6h. I feel that senior managers listen to employees	14	45	30	11	59%	74%	40%	41%
Q7c. I feel that change is managed well in my organisation	6	48	34	11	52%	69%	31%	39%

KEY





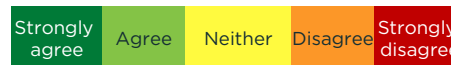
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

COMMUNICATION	74% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me	20	57	18	77%	83%	73%	70%
Q5d. My manager encourages and values employee input	25	57	9	82%	86%	76%	71%
Q5e. My manager involves my workgroup in decisions about our work	23	56	12	79%	83%	69%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	11	61	18	73%	77%	45%	45%
Q6h. I feel that senior managers listen to employees	14	45	30	59%	74%	40%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	14	61	16	75%	94%	73%	66%

KEY





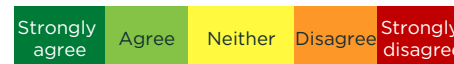
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

HIGH PERFORMANCE	65% 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	40	49			88%	94%	87%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	34	41	16	9	75%	73%	81%	78%
Q3f. I have received appropriate training and development to do my job well	25	48	18	9	73%	69%	62%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	20	48	23	9	68%	78%	76%	72%
Q5f. I have confidence in the decisions my manager makes	25	45	25		70%	69%	72%	67%
Q6d. Senior managers encourage innovation by employees	11	34	41	14	45%	77%	47%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	9	45	43		55%	69%	53%	51%
Q7a. My organisation focuses on improving the work we do	11	52	25	11	64%	86%	66%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	9	48	36		57%	74%	53%	57%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

	65% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	14	43	34	9	57%	74%	45%	47%
Q7h. My organisation generally selects capable people to do the job	9	56	30		65%	86%	61%	52%

KEY





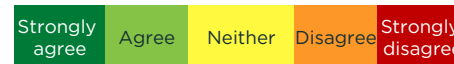
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

PUBLIC SECTOR VALUES		67% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q2a. My workgroup strives to achieve customer/client satisfaction		27	55	11	82%	84%	88%	85%	
Q2e. People in my workgroup treat each other with respect		32	32	20	14	64%	65%	80%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		20	48	23	9	68%	78%	76%	72%
Q5b. My manager listens to what I have to say		39	45	11	5	84%	86%	80%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		16	52	16	11	68%	71%	46%	48%
Q6c. I feel that senior managers model the values of my organisation		14	48	32	6	61%	71%	47%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		1	61	25	13	68%	77%	66%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		11	61	18	10	73%	77%	45%	45%
Q6h. I feel that senior managers listen to employees		14	45	30	11	59%	74%	40%	41%

KEY





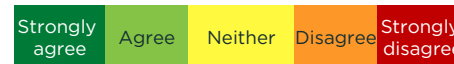
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

PUBLIC SECTOR VALUES		67% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		64%	86%	66%	69%				
Q7e. People in my organisation take responsibility for their own actions		42%	54%	49%	47%				

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

DIVERSITY & INCLUSION	78% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	27	59	86%	78%	64%	63%
Q5b. My manager listens to what I have to say	39	45	84%	86%	80%	75%
Q5d. My manager encourages and values employee input	25	57	82%	86%	76%	71%
Q6i. Senior managers in my organisation support the career advancement of women	23	43	66%	77%	63%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	14	61	75%	86%	79%	74%
Q8b. Personal background is not a barrier to success in my organisation	20	59	80%	-	78%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	14	61	75%	94%	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>	41	32	73%	83%	72%	57%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

RECRUITMENT	61% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	11	45	34		57%	-	36%	35%
Q7h. My organisation generally selects capable people to do the job	9	56	30		65%	86%	61%	52%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

PERFORMANCE FRAMEWORK & DEVELOPMENT	59% 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	18	55	14	14	73%	67%	66%	63%
Q3e. My performance is assessed against clear criteria	14	36	34	14	50%	67%	51%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	16	41	32	11	57%	58%	44%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	25	57	9	9	82%	81%	74%	67%
Q5h. My manager appropriately deals with employees who perform poorly	32	36	11	14	39%	47%	43%	44%
Q7f. My organisation is committed to developing its employees	50	39			55%	80%	49%	50%

KEY

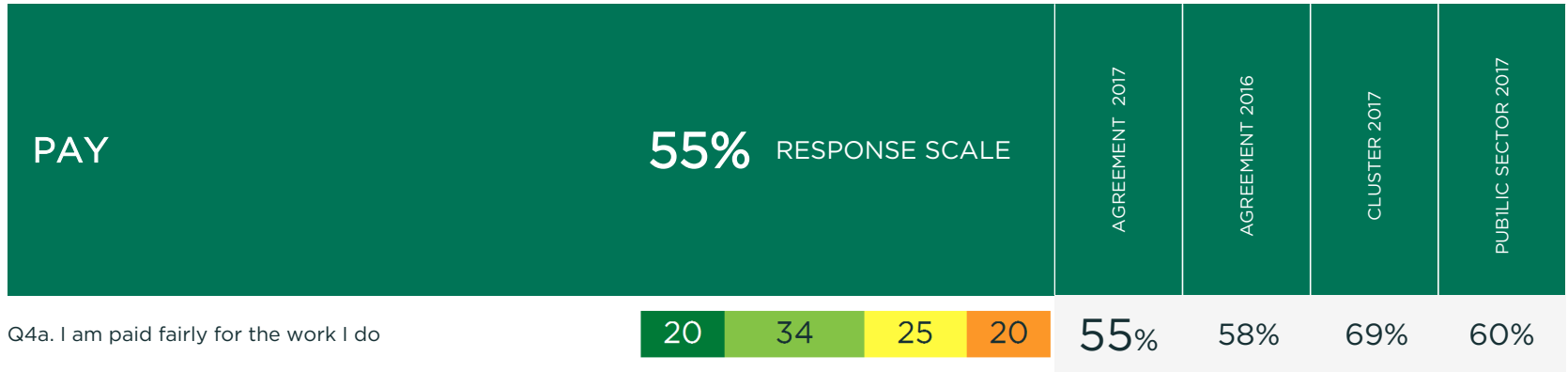




EXPLORE THE FULL RESULTS

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

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.

	77% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	27	59			86%	78%	64%	63%
Q1f. I am able to keep my work stress at an acceptable level	18	59	14	9	77%	65%	61%	59%
Q2c. I receive help and support from other members of my workgroup	30	45	23		75%	84%	84%	81%
Q2d. There is good team spirit in my workgroup	27	41	16	14	68%	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.

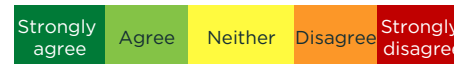
ACTION ABOUT SURVEY RESULTS

38% RESPONSE SCALE

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



KEY

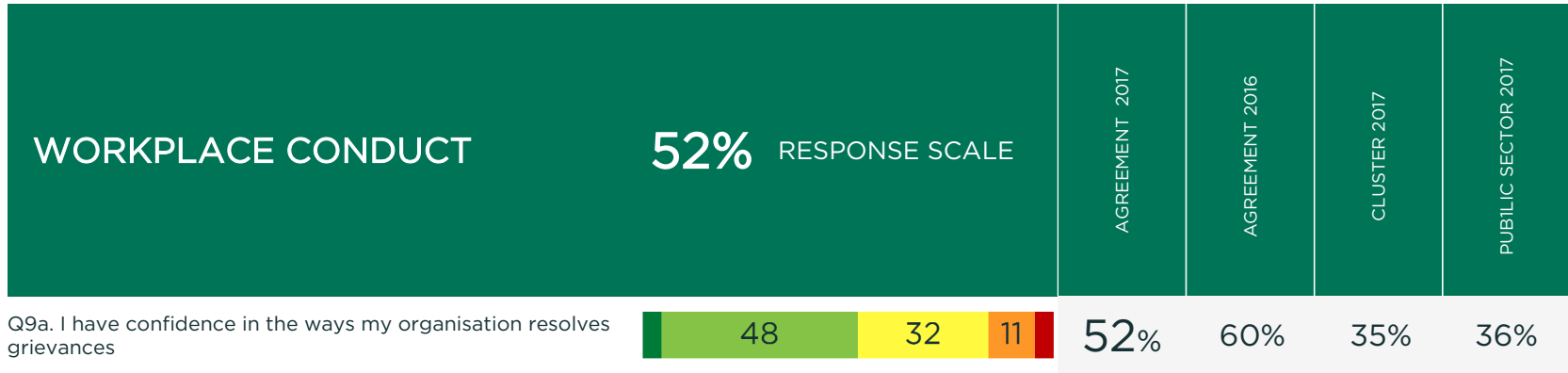




EXPLORE THE FULL RESULTS

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			59%	69%	67%
No			41%	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			59%	60%	57%
No			41%	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		27%	41%	41%
No		73%	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		39%	27%	30%
Lack of visible opportunities		29%	39%	31%
Lack of promotion opportunities		20%	36%	30%
Lack of support from my manager / supervisor		15%	12%	14%
Geographic location considerations		46%	29%	28%
Personal / family considerations		22%	31%	33%
Insufficient training and development		5%	14%	16%
Lack of required capabilities or experience		12%	11%	11%
Lack of support for temporary assignments/secondments		10%	16%	15%
The application/recruitment process is too cumbersome or time consuming		7%	25%	23%
Other		7%	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		18%	18%	25%
No		60%	70%	62%
Don't know		23%	12%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes	(r)			
No	(r)			
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		33%	25%	33%
No		57%	66%	58%
Don't know		10%	9%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		10%	12%	18%
No		83%	82%	76%
Don't know		7%	6%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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



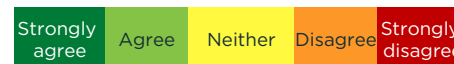
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

PLANNING AND ENVIRONMENT QUESTIONS	RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
	Strongly agree	Agree	Neither	Disagree			
Q1. I am clear on the accountabilities of my role	33	55	7		88%	91%	87%
Q2. My organisation listens to its customers and stakeholders	7	76	12		83%	94%	74%
Q3. My organisation delivers on its promises	7	60	24	10	67%	76%	56%
Q4. I have a clear understanding of the vision of my organisation	10	60	19	10	69%	85%	65%
Q5. I am aware how my role contributes to the vision of the organisation	14	60	24		74%	85%	73%
Q6. Business planning within the organisation helps us to achieve our wider priorities and vision	7	69	19		76%	82%	59%
Q7. I am encouraged to participate in sustainable work practices by supervisor or manager	10	67	21		76%	82%	59%
Q8. My job design facilitates flexible working	27	56	17		83%	85%	68%
Q9. My team is equipped with the right tools to provide good customer service	19	67	10		86%	82%	62%
Q10. My organisation has the right tools in place to assist and manage geographically dispersed teams	17	57	24		74%	59%	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.

38%

of employees replied favourably to:

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

34%

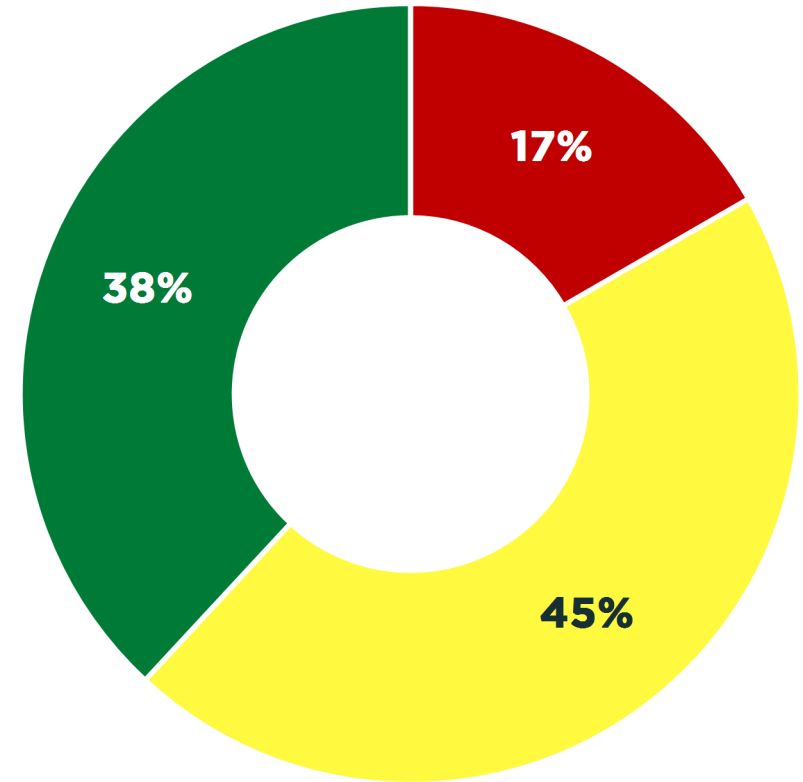
SECTOR

40%

CLUSTER

50%

2016



Agreement

Neither Agree nor Disagree

Disagreement

GUIDE TO THIS REPORT

i SURVEY TIME FRAME

This report contains results from the 2017 People Matter Employee Survey which was open from 1 to 30 June 2017.

i PRIVACY

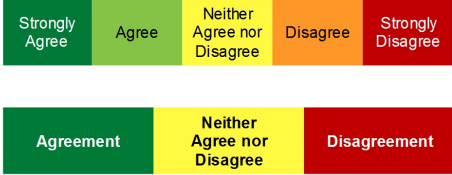
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of workgroups that can be reported (10 or more employees) and responses from demographic groups (30 or more employees).

Where people work in small teams, the results are merged with larger business units and results are not available. Where this happens an 'r' is shown in reports.

i HOW TO READ THIS REPORT

The majority of questions have a 5-point answer scale. The Strongly Agree and Agree scores are combined to create an agreement (or positive) score which is shown as a rounded percentage.



i ROUNDING

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of the calculation for maximum accuracy.

Values from .00 to .49 are rounded down, whereas values from .50 to .99 are rounded up. Therefore, in some instances the data will not add up to 100%.

i MORE DETAILS ABOUT THE SURVEY AND ITS METHODOLOGY

See the Main Findings report on the Public Service Commission web site.