
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 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 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 Jointer Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

AGENCY REPORT

Planning and Environment

Museum of Applied Arts and Sciences

RESPONSE RATE

88%

200 OF 226 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

69%

DIFFERENCE FROM 2016 -2

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR +5

SENIOR MANAGERS

37%

DIFFERENCE FROM 2016 -8

DIFFERENCE FROM CLUSTER -9

DIFFERENCE FROM PUBLIC SECTOR -10

COMMUNICATION

54%

DIFFERENCE FROM 2016 -9

DIFFERENCE FROM CLUSTER -9

DIFFERENCE FROM PUBLIC SECTOR -6



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

69%

DIFFERENCE FROM CLUSTER -4

DIFFERENCE FROM PUBLIC SECTOR -3

HIGH PERFORMANCE

58%

DIFFERENCE FROM CLUSTER -6

DIFFERENCE FROM PUBLIC SECTOR -5

PUBLIC SECTOR VALUES

54%

DIFFERENCE FROM CLUSTER -9

DIFFERENCE FROM PUBLIC SECTOR -7

DIVERSITY & INCLUSION

68%

DIFFERENCE FROM CLUSTER -5

DIFFERENCE FROM PUBLIC SECTOR 0

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	Q1b. I am provided with the support I need to do my best at work	50%	55%	64%	63%
2	Q1c. My job gives me a feeling of personal accomplishment	72%	75%	76%	75%
3	Q7a. My organisation focuses on improving the work we do	62%	70%	66%	69%
4	Q8c. I am able to speak up and share a different view to my colleagues and manager	64%	78%	73%	66%
5	Q6c. I feel that senior managers model the values of my organisation	37%	42%	47%	48%
6	Q7f. My organisation is committed to developing its employees	32%	43%	49%	50%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

2a. My workgroup strives to achieve customer/client satisfaction	89%
2c. I receive help and support from other members of my workgroup	85%
7j. I am proud to tell others I work for my organisation	82%
2b. My workgroup works collaboratively to achieve its objectives	81%
1a. I understand what is expected of me to do well in my role	81%
2e. People in my workgroup treat each other with respect	81%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	78%
7k. I feel a strong personal attachment to my organisation	77%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	76%
2d. There is good team spirit in my workgroup	74%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

6b. I feel that senior managers effectively lead and manage change	25%
9a. I have confidence in the ways my organisation resolves grievances	25%
7c. I feel that change is managed well in my organisation	26%
6h. I feel that senior managers listen to employees	26%
6a. I believe senior managers provide clear direction for the future of the organisation	30%
3g. I am satisfied with the opportunities available for career development in my organisation	30%
7f. My organisation is committed to developing its employees	32%
7g. I have confidence in the way recruitment decisions are made	33%
5h. My manager appropriately deals with employees who perform poorly	34%
14. I believe action will be taken on the results from this survey by my organisation	34%



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
7j. I am proud to tell others I work for my organisation	82%	79%
14. I believe action will be taken on the results from this survey by my organisation	34%	32%
1e. I am satisfied with my job	62%	61%
2e. People in my workgroup treat each other with respect	81%	80%

- LEAST IMPROVED QUESTIONS

	AGREEMENT 2017	AGREEMENT 2016
6b. I feel that senior managers effectively lead and manage change	25%	41%
6a. I believe senior managers provide clear direction for the future of the organisation	30%	45%
8c. I am able to speak up and share a different view to my colleagues and manager	64%	78%
5f. I have confidence in the decisions my manager makes	56%	68%
7e. People in my organisation take responsibility for their own actions	35%	47%
7f. My organisation is committed to developing its employees	32%	43%
7h. My organisation generally selects capable people to do the job	57%	68%
7c. I feel that change is managed well in my organisation	26%	36%
9a. I have confidence in the ways my organisation resolves grievances	25%	36%
6g. I feel that senior managers keep employees informed about what's going on	36%	45%



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'.



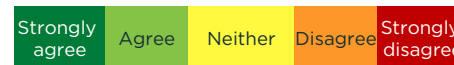
EXPLORE THE FULL RESULTS

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	69% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	21	38	26	10	59%	64%	66%	60%
Q7j. I am proud to tell others I work for my organisation	31	51	12		82%	79%	76%	68%
Q7k. I feel a strong personal attachment to my organisation	37	40	17		77%	79%	69%	63%
Q7l. My organisation motivates me to help it achieve its objectives	16	39	30	9	55%	57%	56%	53%
Q7m. My organisation inspires me to do the best in my job	18	37	30	10	55%	59%	57%	53%

KEY





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ENGAGEMENT WITH WORK	69% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	30	42	13	10	72%	75%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	39	34	15	8	73%	78%	75%	72%
Q1e. I am satisfied with my job	20	42	20	15	62%	61%	69%	68%

KEY





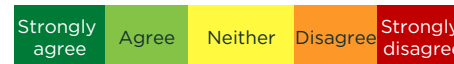
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SENIOR MANAGERS	37% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	7	23	35	22	14	30%	45%	46%	48%
Q6b. I feel that senior managers effectively lead and manage change		19	42	21	14	25%	41%	42%	44%
Q6c. I feel that senior managers model the values of my organisation	7	30	39	12	13	37%	42%	47%	48%
Q6d. Senior managers encourage innovation by employees	8	39	29	14	10	47%	50%	47%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	38	28	13	8	51%	52%	53%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	13	42	27	11	7	56%	64%	66%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	8	28	28	26	10	36%	45%	45%	45%
Q6h. I feel that senior managers listen to employees		21	30	29	15	26%	30%	40%	41%
Q7c. I feel that change is managed well in my organisation		21	33	29	12	26%	36%	31%	39%

KEY





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COMMUNICATION	54% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me	23	41	19	12	64%	72%	73%	70%
Q5d. My manager encourages and values employee input	31	40	16	9	71%	78%	76%	71%
Q5e. My manager involves my workgroup in decisions about our work	24	37	20	12	61%	70%	69%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	8	28	28	26	10	36%	45%	45%
Q6h. I feel that senior managers listen to employees	21	30	29	15	26%	30%	40%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	18	45	17	13	64%	78%	73%	66%

KEY





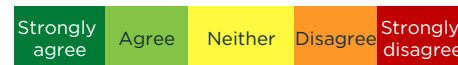
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HIGH PERFORMANCE	58% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	34	48	12			81%	84%	87%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	46	35	9	9		81%	81%	81%	78%
Q3f. I have received appropriate training and development to do my job well	13	36	25	18	9	49%	56%	62%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	28	38	21	10		66%	70%	76%	72%
Q5f. I have confidence in the decisions my manager makes	24	32	25	12	8	56%	68%	72%	67%
Q6d. Senior managers encourage innovation by employees	8	39	29	14	10	47%	50%	47%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	38	28	13	8	51%	52%	53%	51%
Q7a. My organisation focuses on improving the work we do	13	49	21	12		62%	70%	66%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	11	34	32	16	7	45%	52%	53%	57%

KEY





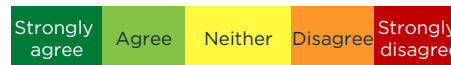
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	HIGH PERFORMANCE					58% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	9	31	17	26	18	39%	42%	45%	47%	
Q7h. My organisation generally selects capable people to do the job	8	49	21	16		57%	68%	61%	52%	

KEY





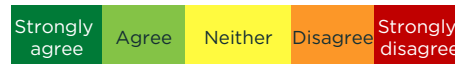
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PUBLIC SECTOR VALUES		54% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q2a. My workgroup strives to achieve customer/client satisfaction		51	38	11	89%	92%	88%	85%		
Q2e. People in my workgroup treat each other with respect		48	33	14	5	81%	80%	80%	74%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do		28	38	21	10	3	66%	70%	76%	72%
Q5b. My manager listens to what I have to say		33	39	14	8	6	72%	79%	80%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		7	23	35	22	14	30%	45%	46%	48%
Q6c. I feel that senior managers model the values of my organisation		7	30	39	12	13	37%	42%	47%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		13	42	27	11	7	56%	64%	66%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		8	28	28	26	10	36%	45%	45%	45%
Q6h. I feel that senior managers listen to employees		21	30	29	15		26%	30%	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		54% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		62%	70%	66%	69%				
Q7e. People in my organisation take responsibility for their own actions		35%	47%	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	68% 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	14	37	23	22		50%	55%	64%	63%
Q5b. My manager listens to what I have to say	33	39	14	8		72%	79%	80%	75%
Q5d. My manager encourages and values employee input	31	40	16	9		71%	78%	76%	71%
Q6i. Senior managers in my organisation support the career advancement of women	20	42	28			62%	66%	63%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	24	54	12	8		78%	77%	79%	74%
Q8b. Personal background is not a barrier to success in my organisation	25	44	16	9		69%	-	78%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	18	45	17	13		64%	78%	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>	31	45	14			76%	76%	72%	57%

KEY





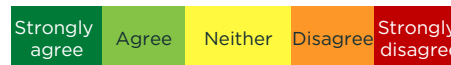
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RECRUITMENT	45% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	7	26	28	17	22	33%	-	36%	35%
Q7h. My organisation generally selects capable people to do the job	8	49	21	16		57%	68%	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	43% 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	17	37	22	16	10	53%	58%	66%	63%
Q3e. My performance is assessed against clear criteria	11	29	29	20	11	40%	47%	51%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	9	21	26	25	20	30%	37%	44%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	27	39	16	9	9	66%	74%	74%	67%
Q5h. My manager appropriately deals with employees who perform poorly	11	23	35	17	14	34%	40%	43%	44%
Q7f. My organisation is committed to developing its employees	27	35	17	16		32%	43%	49%	50%

KEY

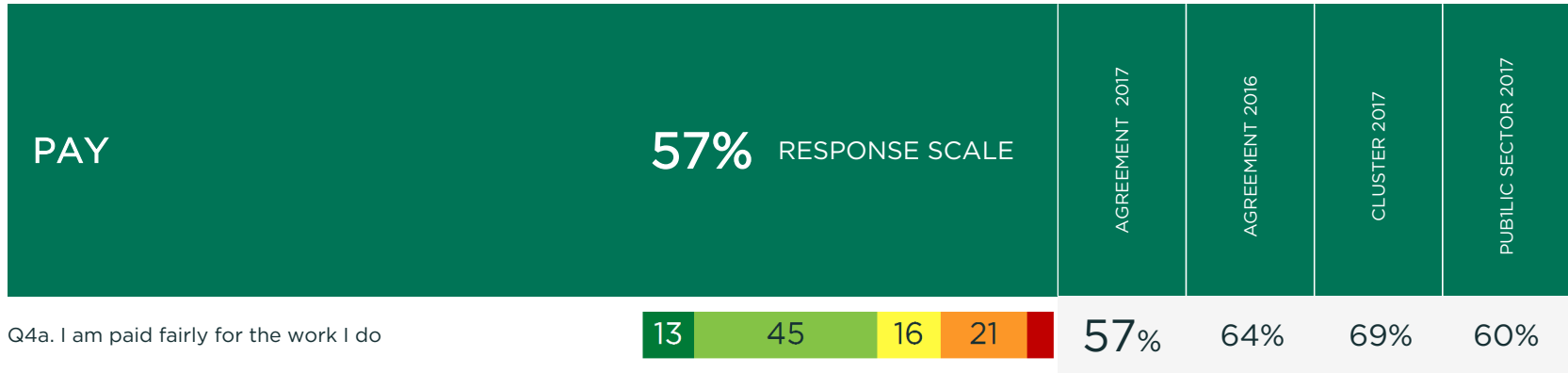




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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY





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WORKPLACE SUPPORT		65% 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		50%	55%	64%	63%				
Q1f. I am able to keep my work stress at an acceptable level		52%	55%	61%	59%				
Q2c. I receive help and support from other members of my workgroup		85%	85%	84%	81%				
Q2d. There is good team spirit in my workgroup		74%	76%	73%	69%				

KEY





EXPLORE THE FULL RESULTS

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ACTION ABOUT SURVEY RESULTS

34% 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	34%	32%	40%	34%

KEY

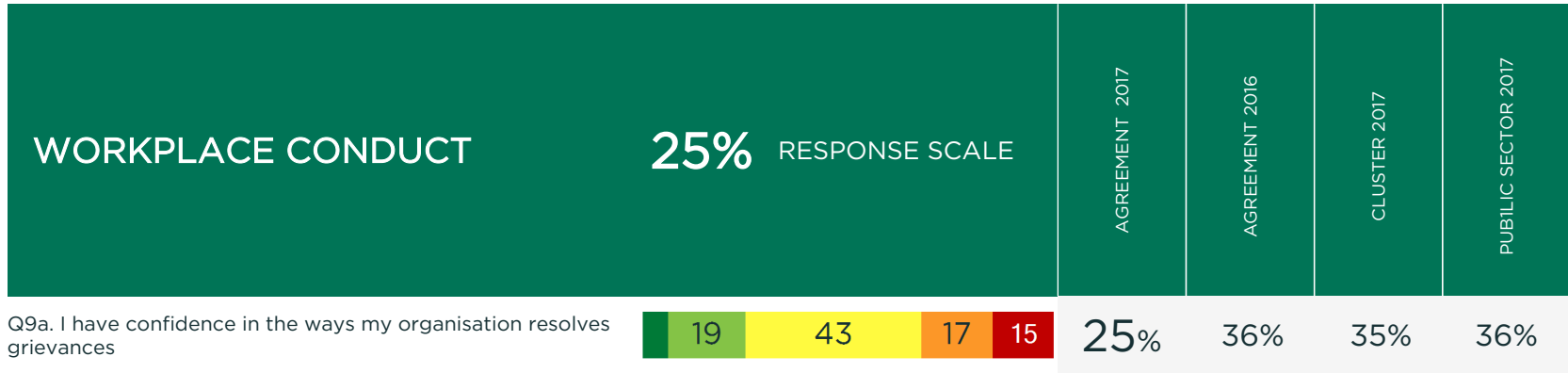




EXPLORE THE FULL RESULTS

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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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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			68%	79%	75%
No			33%	21%	25%
Q3c. I have scheduled feedback conversations with my manager					
Yes			49%	60%	57%
No			52%	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		48%	41%	41%
No		52%	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		22%	27%	30%
Lack of visible opportunities		47%	39%	31%
Lack of promotion opportunities		50%	36%	30%
Lack of support from my manager / supervisor		21%	12%	14%
Geographic location considerations		17%	29%	28%
Personal / family considerations		23%	31%	33%
Insufficient training and development		28%	14%	16%
Lack of required capabilities or experience		13%	11%	11%
Lack of support for temporary assignments/secondments		23%	16%	15%
The application/recruitment process is too cumbersome or time consuming		14%	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		23%	18%	25%
No		67%	70%	62%
Don't know		10%	12%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		48%	55%	63%
No		48%	43%	35%
Don't know		5%	2%	2%



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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		36%	25%	33%
No		56%	66%	58%
Don't know		9%	9%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		19%	12%	18%
No		76%	82%	76%
Don't know		5%	6%	6%



EXPLORE THE FULL RESULTS

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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		30%	18%	22%
Your immediate manager/supervisor		16%	26%	24%
A fellow worker at your level		38%	28%	27%
A subordinate		3%	9%	8%
A client or customer	(r)			
A member of the public other than a client or customer	(r)			
Other		5%	4%	4%
Prefer not to say		8%	13%	13%



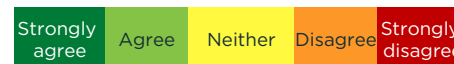
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PLANNING AND ENVIRONMENT QUESTIONS	RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q1. I am clear on the accountabilities of my role	24	55	12	7	79%	0%	87%
Q2. My organisation listens to its customers and stakeholders	13	54	25		67%	0%	74%
Q3. My organisation delivers on its promises	10	40	37	12	49%	0%	56%
Q4. I have a clear understanding of the vision of my organisation	16	51	16	13	67%	0%	65%
Q5. I am aware how my role contributes to the vision of the organisation	24	49	19		74%	0%	73%
Q6. Business planning within the organisation helps us to achieve our wider priorities and vision	10	35	41	9	45%	0%	59%
Q7. I am encouraged to participate in sustainable work practices by supervisor or manager	8	38	31	16	45%	0%	59%
Q8. My job design facilitates flexible working	17	51	21		68%	0%	68%
Q9. My team is equipped with the right tools to provide good customer service	8	38	22	24	47%	0%	62%
Q10. My organisation has the right tools in place to assist and manage geographically dispersed teams		29	38	19	34%	0%	50%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		36%
Female		63%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		6%
25 -29		20%
30 - 34		13%
35 - 39		9%
40 - 44		13%
45 - 49		10%
50 - 54		15%
55 - 59		8%
60 - 64		5%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		17%
No		80%
Prefer not to say		3%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		1%
No		98%
Prefer not to say		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

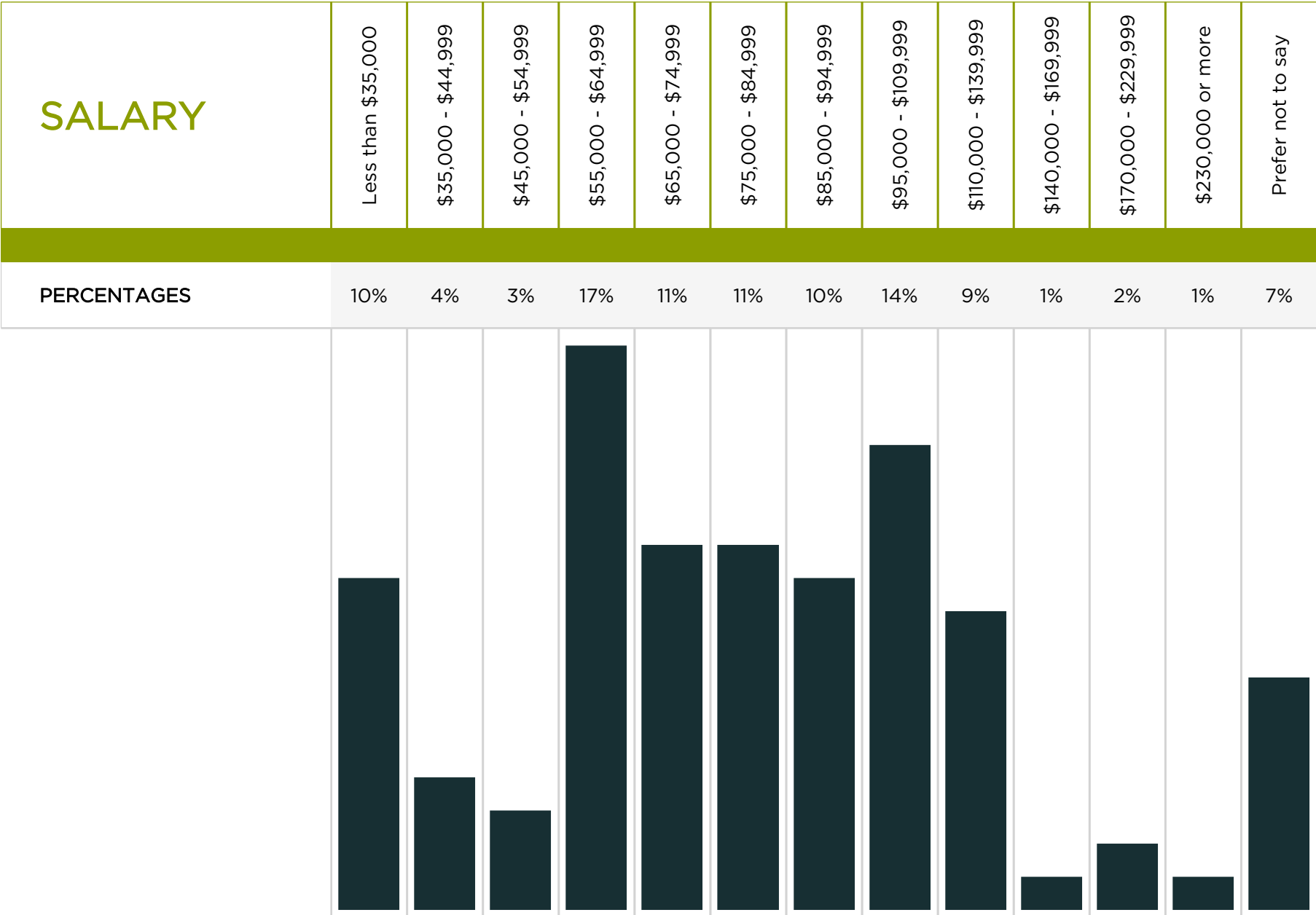
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		3%
No		94%
Prefer not to say		4%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		10%
No		88%
Prefer not to say		2%

PROFILE OF RESPONDENTS



WORK PROFILES

SALARY



RESULT BY TYPE OF WORK



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Museum of Applied Arts and Sciences	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	200	58	26	13	23	0	10	24	0	38
EMPLOYEE ENGAGEMENT	69%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68%
ENGAGEMENT WITH WORK	69%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	75%
SENIOR MANAGERS	37%	29%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	39%
COMMUNICATION	54%	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	55%
HIGH PERFORMANCE	58%	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	59%
PUBLIC SECTOR VALUES	54%	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	55%
DIVERSITY & INCLUSION	68%	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	70%

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.

	Museum of Applied Arts and Sciences	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	200	19	8	5	33	21	22	19	27	18	2	4	1	14
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	37%	(r)	(r)	(r)	31%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	54%	(r)	(r)	(r)	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	58%	(r)	(r)	(r)	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	54%	(r)	(r)	(r)	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(r)	(r)	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

RESULT BY TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Museum of Applied Arts and Sciences	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	200	31	39	42	25	31	22
EMPLOYEE ENGAGEMENT	69%	71%	72%	71%	(r)	61%	(r)
ENGAGEMENT WITH WORK	69%	71%	77%	78%	(r)	56%	(r)
SENIOR MANAGERS	37%	47%	38%	39%	(r)	25%	(r)
COMMUNICATION	54%	63%	60%	56%	(r)	48%	(r)
HIGH PERFORMANCE	58%	67%	60%	60%	(r)	50%	(r)
PUBLIC SECTOR VALUES	54%	61%	54%	55%	(r)	48%	(r)
DIVERSITY & INCLUSION	68%	80%	71%	69%	(r)	60%	(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.

	Museum of Applied Arts and Sciences	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	200	0	11	38	25	17	25	20	28	15	9	3
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	37%	(r)	(r)	43%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	54%	(r)	(r)	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	58%	(r)	(r)	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	54%	(r)	(r)	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(r)	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW
CUT OFF LIMIT OF 30 RESPONDENTS

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Museum of Applied Arts and Sciences	Male	Female	Other
NUMBER OF RESPONDENTS	200	70	122	2
EMPLOYEE ENGAGEMENT	69%	67%	71%	(r)
ENGAGEMENT WITH WORK	69%	74%	67%	(r)
SENIOR MANAGERS	37%	32%	41%	(r)
COMMUNICATION	54%	53%	55%	(r)
HIGH PERFORMANCE	58%	56%	60%	(r)
PUBLIC SECTOR VALUES	54%	51%	56%	(r)
DIVERSITY & INCLUSION	68%	69%	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.

34%

of employees replied favourably to:

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

34%

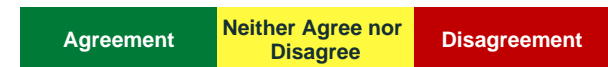
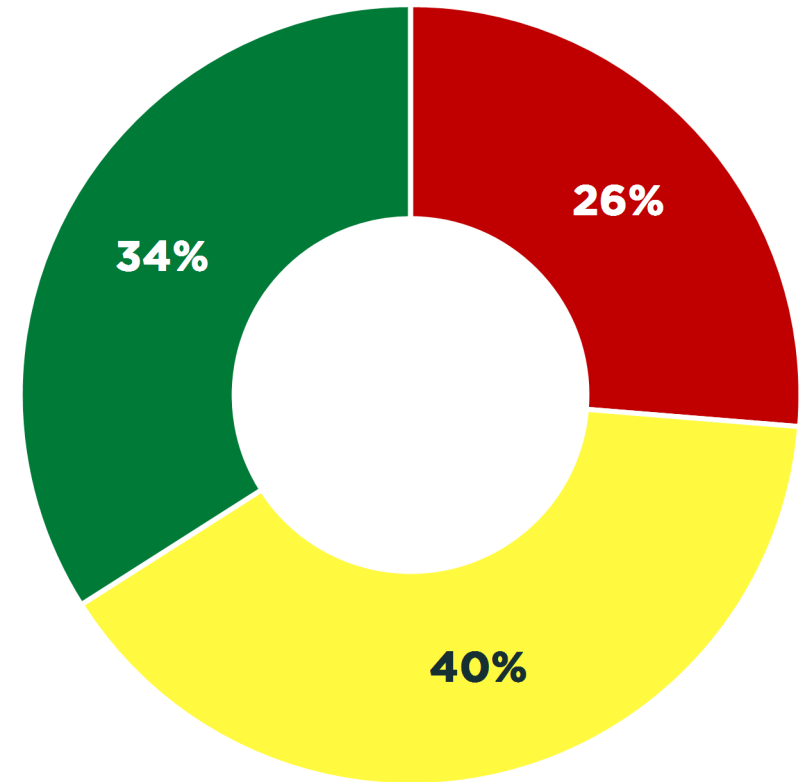
SECTOR

40%

CLUSTER

32%

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

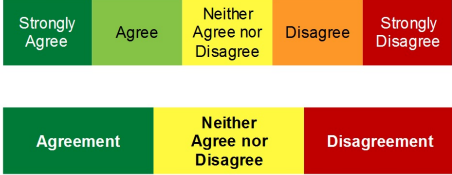
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.