

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

AGENCY REPORT

Planning and Environment

Office of Local Government

RESPONSE RATE

89%

75 OF 84 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

53%

DIFFERENCE FROM 2016 -3

DIFFERENCE FROM CLUSTER -15

DIFFERENCE FROM PUBLIC SECTOR -11

SENIOR MANAGERS

38%

DIFFERENCE FROM 2016 -1

DIFFERENCE FROM CLUSTER -8

DIFFERENCE FROM PUBLIC SECTOR -9

COMMUNICATION

61%

DIFFERENCE FROM 2016 -1

DIFFERENCE FROM CLUSTER -2

DIFFERENCE FROM PUBLIC SECTOR +1



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

62%

DIFFERENCE FROM CLUSTER -11

DIFFERENCE FROM PUBLIC SECTOR -10

HIGH PERFORMANCE

56%

DIFFERENCE FROM CLUSTER -8

DIFFERENCE FROM PUBLIC SECTOR -7

PUBLIC SECTOR VALUES

56%

DIFFERENCE FROM CLUSTER -7

DIFFERENCE FROM PUBLIC SECTOR -5

DIVERSITY & INCLUSION

72%

DIFFERENCE FROM CLUSTER -1

DIFFERENCE FROM PUBLIC SECTOR +5

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	Q6d. Senior managers encourage innovation by employees	32%	39%	47%	48%
2	Q1c. My job gives me a feeling of personal accomplishment	60%	62%	76%	75%
3	Q7a. My organisation focuses on improving the work we do	48%	59%	66%	69%
4	Q6c. I feel that senior managers model the values of my organisation	36%	45%	47%	48%
5	Q6a. I believe senior managers provide clear direction for the future of the organisation	40%	43%	46%	48%
6	Q6b. I feel that senior managers effectively lead and manage change	35%	34%	42%	44%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

2c. I receive help and support from other members of my workgroup	87%
2e. People in my workgroup treat each other with respect	87%
2a. My workgroup strives to achieve customer/client satisfaction	84%
4a. I am paid fairly for the work I do	83%
8b. Personal background is not a barrier to success in my organisation	83%
2b. My workgroup works collaboratively to achieve its objectives	81%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	81%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	80%
2d. There is good team spirit in my workgroup	79%
8c. I am able to speak up and share a different view to my colleagues and manager	77%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

7c. I feel that change is managed well in my organisation	24%
9a. I have confidence in the ways my organisation resolves grievances	28%
7g. I have confidence in the way recruitment decisions are made	32%
6d. Senior managers encourage innovation by employees	32%
6h. I feel that senior managers listen to employees	33%
6b. I feel that senior managers effectively lead and manage change	35%
6c. I feel that senior managers model the values of my organisation	36%
5h. My manager appropriately deals with employees who perform poorly	37%
7b. My organisation is making the necessary improvements to meet our future challenges	39%
14. I believe action will be taken on the results from this survey by my organisation	39%



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

5h.	My manager appropriately deals with employees who perform poorly	37%	22%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	80%	66%
3g.	I am satisfied with the opportunities available for career development in my organisation	47%	34%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	63%	55%
3f.	I have received appropriate training and development to do my job well	48%	40%
9a.	I have confidence in the ways my organisation resolves grievances	28%	23%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	52%	47%
6g.	I feel that senior managers keep employees informed about what's going on	43%	38%
7k.	I feel a strong personal attachment to my organisation	43%	38%
5e.	My manager involves my workgroup in decisions about our work	71%	66%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

7b.	My organisation is making the necessary improvements to meet our future challenges	39%	50%
7a.	My organisation focuses on improving the work we do	48%	59%
7j.	I am proud to tell others I work for my organisation	41%	51%
6c.	I feel that senior managers model the values of my organisation	36%	45%
7h.	My organisation generally selects capable people to do the job	47%	55%
1e.	I am satisfied with my job	61%	69%
6d.	Senior managers encourage innovation by employees	32%	39%
5f.	I have confidence in the decisions my manager makes	69%	76%
5g.	My manager provides acknowledgement or other recognition for the work I do	75%	82%
1a.	I understand what is expected of me to do well in my role	72%	78%



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'.



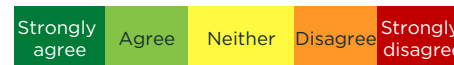
EXPLORE THE FULL RESULTS

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	53% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	11	37	24	17	11	48%	53%	66%	60%
Q7j. I am proud to tell others I work for my organisation	17	24	32	17	9	41%	51%	76%	68%
Q7k. I feel a strong personal attachment to my organisation	12	31	25	17	15	43%	38%	69%	63%
Q7l. My organisation motivates me to help it achieve its objectives	11	29	28	17	15	40%	45%	56%	53%
Q7m. My organisation inspires me to do the best in my job	12	33	23	15	17	45%	45%	57%	53%

KEY





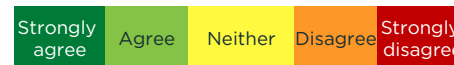
EXPLORE THE FULL RESULTS

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	62% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	15	45	15	15	11	60%	62%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	25	40	13	13	8	65%	68%	75%	72%
Q1e. I am satisfied with my job	17	44	13	16	9	61%	69%	69%	68%

KEY





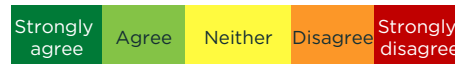
EXPLORE THE FULL RESULTS

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	38% 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	28	9	24	27	40%	43%	46%	48%
Q6b. I feel that senior managers effectively lead and manage change	12	23	13	23	29	35%	34%	42%	44%
Q6c. I feel that senior managers model the values of my organisation	11	25	27	15	23	36%	45%	47%	48%
Q6d. Senior managers encourage innovation by employees	11	22	27	22	19	32%	39%	47%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	39	25	12	11	52%	47%	53%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	15	36	20	19	11	51%	47%	66%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	12	31	11	21	25	43%	38%	45%	45%
Q6h. I feel that senior managers listen to employees	11	23	19	21	27	33%	36%	40%	41%
Q7c. I feel that change is managed well in my organisation	17	15	33	28		24%	28%	31%	39%

KEY





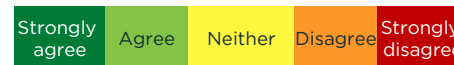
EXPLORE THE FULL RESULTS

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	61% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me		67%	73%	73%	70%
Q5d. My manager encourages and values employee input		73%	73%	76%	71%
Q5e. My manager involves my workgroup in decisions about our work		71%	66%	69%	65%
Q6g. I feel that senior managers keep employees informed about what's going on		43%	38%	45%	45%
Q6h. I feel that senior managers listen to employees		33%	36%	40%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager		77%	82%	73%	66%

KEY





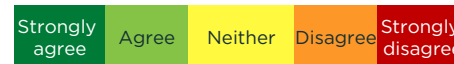
EXPLORE THE FULL RESULTS

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	56% 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	24	48	9	13		72%	78%	87%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	47	35	8	8		81%	85%	81%	78%
Q3f. I have received appropriate training and development to do my job well	12	36	25	21		48%	40%	62%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	23	47	9	11	11	69%	74%	76%	72%
Q5f. I have confidence in the decisions my manager makes	31	39	8	12	11	69%	76%	72%	67%
Q6d. Senior managers encourage innovation by employees	11	22	27	22	19	32%	39%	47%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	39	25	12	11	52%	47%	53%	51%
Q7a. My organisation focuses on improving the work we do	9	39	25	17	9	48%	59%	66%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	9	29	28	20	13	39%	50%	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.

	HIGH PERFORMANCE					56% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	11	43	15	27		53%	51%	45%	47%				
Q7h. My organisation generally selects capable people to do the job	12	35	25	17	11	47%	55%	61%	52%				

KEY





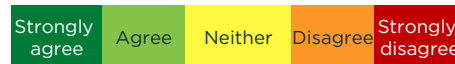
EXPLORE THE FULL RESULTS

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		56% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q2a. My workgroup strives to achieve customer/client satisfaction		49	35	9	84%	83%	88%	85%
Q2e. People in my workgroup treat each other with respect		51	36	9	87%	86%	80%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		23	47	9	69%	74%	76%	72%
Q5b. My manager listens to what I have to say		28	48	9	76%	74%	80%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		12	28	9	40%	43%	46%	48%
Q6c. I feel that senior managers model the values of my organisation		11	25	27	36%	45%	47%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		15	36	20	51%	47%	66%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		12	31	11	43%	38%	45%	45%
Q6h. I feel that senior managers listen to employees		11	23	19	33%	36%	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		56% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		48%	59%	66%	69%					
Q7e. People in my organisation take responsibility for their own actions		44%	41%	49%	47%					

KEY





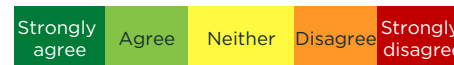
EXPLORE THE FULL RESULTS

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	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	21	32	15	19	13	53%	59%	64%	63%
Q5b. My manager listens to what I have to say	28	48	9	11		76%	74%	80%	75%
Q5d. My manager encourages and values employee input	32	41	9	8	9	73%	73%	76%	71%
Q6i. Senior managers in my organisation support the career advancement of women	21	33	29		9	55%	53%	63%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	29	51	11			80%	66%	79%	74%
Q8b. Personal background is not a barrier to success in my organisation	32	51				83%	-	78%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	32	45	8	8		77%	82%	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	47			11	81%	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	39% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	12	20	17	25	25	32%	-	36%	35%
Q7h. My organisation generally selects capable people to do the job	12	35	25	17	11	47%	55%	61%	52%

KEY





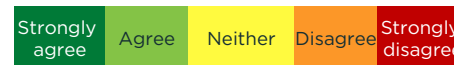
EXPLORE THE FULL RESULTS

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	51% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	20	43	15	19	63%	55%	66%	63%
Q3e. My performance is assessed against clear criteria	11	32	20	31	43%	40%	51%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	9	37	19	25	47%	34%	44%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	29	45	12	8	75%	82%	74%	67%
Q5h. My manager appropriately deals with employees who perform poorly	12	25	29	17	37%	22%	43%	44%
Q7f. My organisation is committed to developing its employees	13	28	27	16	41%	41%	49%	50%

KEY

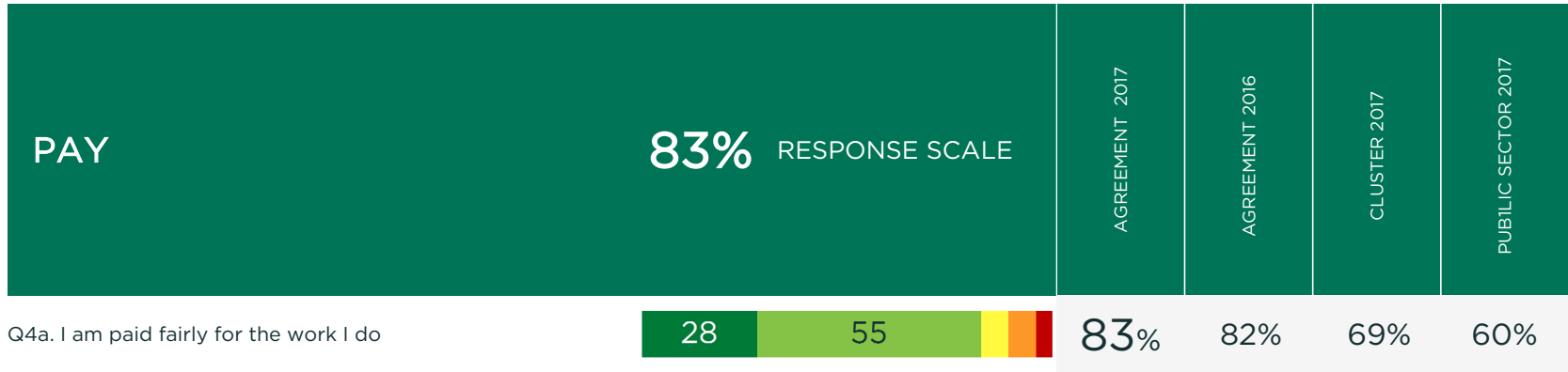




EXPLORE THE FULL RESULTS

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





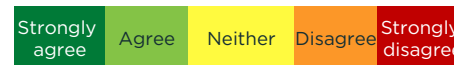
EXPLORE THE FULL RESULTS

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.

WORKPLACE SUPPORT	71% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	21	32	15	19	13	53%	59%	64%	63%
Q1f. I am able to keep my work stress at an acceptable level	17	49	11	13	9	67%	65%	61%	59%
Q2c. I receive help and support from other members of my workgroup	53	33	8			87%	90%	84%	81%
Q2d. There is good team spirit in my workgroup	45	33	8	8		79%	81%	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.

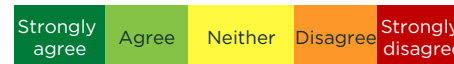
ACTION ABOUT SURVEY RESULTS

39% RESPONSE SCALE

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



KEY

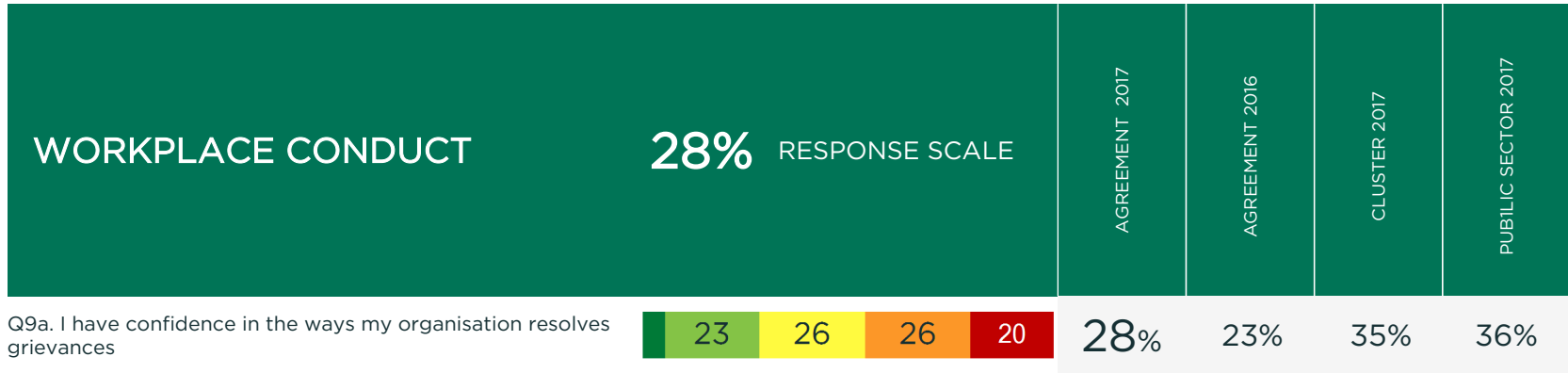




EXPLORE THE FULL RESULTS

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			64%	69%	67%
No			36%	31%	33%
Q3b. I have informal feedback conversations with my manager					
Yes			77%	79%	75%
No			23%	21%	25%
Q3c. I have scheduled feedback conversations with my manager					
Yes			68%	60%	57%
No			32%	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?

		2017	CLUSTER 2017	PUBLIC SECTOR 2017
Yes		56%	41%	41%
No		44%	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		36%	39%	31%
Lack of promotion opportunities		38%	36%	30%
Lack of support from my manager / supervisor		12%	12%	14%
Geographic location considerations		56%	29%	28%
Personal / family considerations		34%	31%	33%
Insufficient training and development		11%	14%	16%
Lack of required capabilities or experience		10%	11%	11%
Lack of support for temporary assignments/secondments		14%	16%	15%
The application/recruitment process is too cumbersome or time consuming		26%	25%	23%
Other		5%	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		24%	18%	25%
No		61%	70%	62%
Don't know		15%	12%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		71%	55%	63%
No		24%	43%	35%
Don't know		6%	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		64%	66%	58%
Don't know		9%	9%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		12%	12%	18%
No		83%	82%	76%
Don't know		5%	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)			



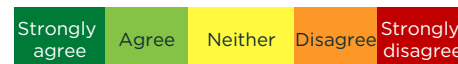
EXPLORE THE FULL RESULTS

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	Strongly disagree			
Q1. I am clear on the accountabilities of my role	20	53	11	12		73%	81%	87%
Q2. My organisation listens to its customers and stakeholders	12	55	8	20		68%	56%	74%
Q3. My organisation delivers on its promises	8	32	26	20	14	41%	45%	56%
Q4. I have a clear understanding of the vision of my organisation	11	35	19	18	18	46%	55%	65%
Q5. I am aware how my role contributes to the vision of the organisation	15	42	22	12	9	57%	67%	73%
Q6. Business planning within the organisation helps us to achieve our wider priorities and vision	11	31	20	20	18	42%	43%	59%
Q7. I am encouraged to participate in sustainable work practices by supervisor or manager	8	41	30	14	8	49%	47%	59%
Q8. My job design facilitates flexible working	20	50	8	18		70%	68%	68%
Q9. My team is equipped with the right tools to provide good customer service	11	45	18	11	16	55%	53%	62%
Q10. My organisation has the right tools in place to assist and manage geographically dispersed teams	9	45	26	12	8	54%	51%	50%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

RESPONSE SCALE		PERCENTAGE
Gender		
Male		40%
Female		60%
Other		%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		%
25 -29		3%
30 - 34		%
35 - 39		16%
40 - 44		26%
45 - 49		23%
50 - 54		20%
55 - 59		9%
60 - 64		3%
65+		%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		5%
No		92%
Prefer not to say		3%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		1%
No		97%
Prefer not to say		1%

PROFILE OF RESPONDENTS



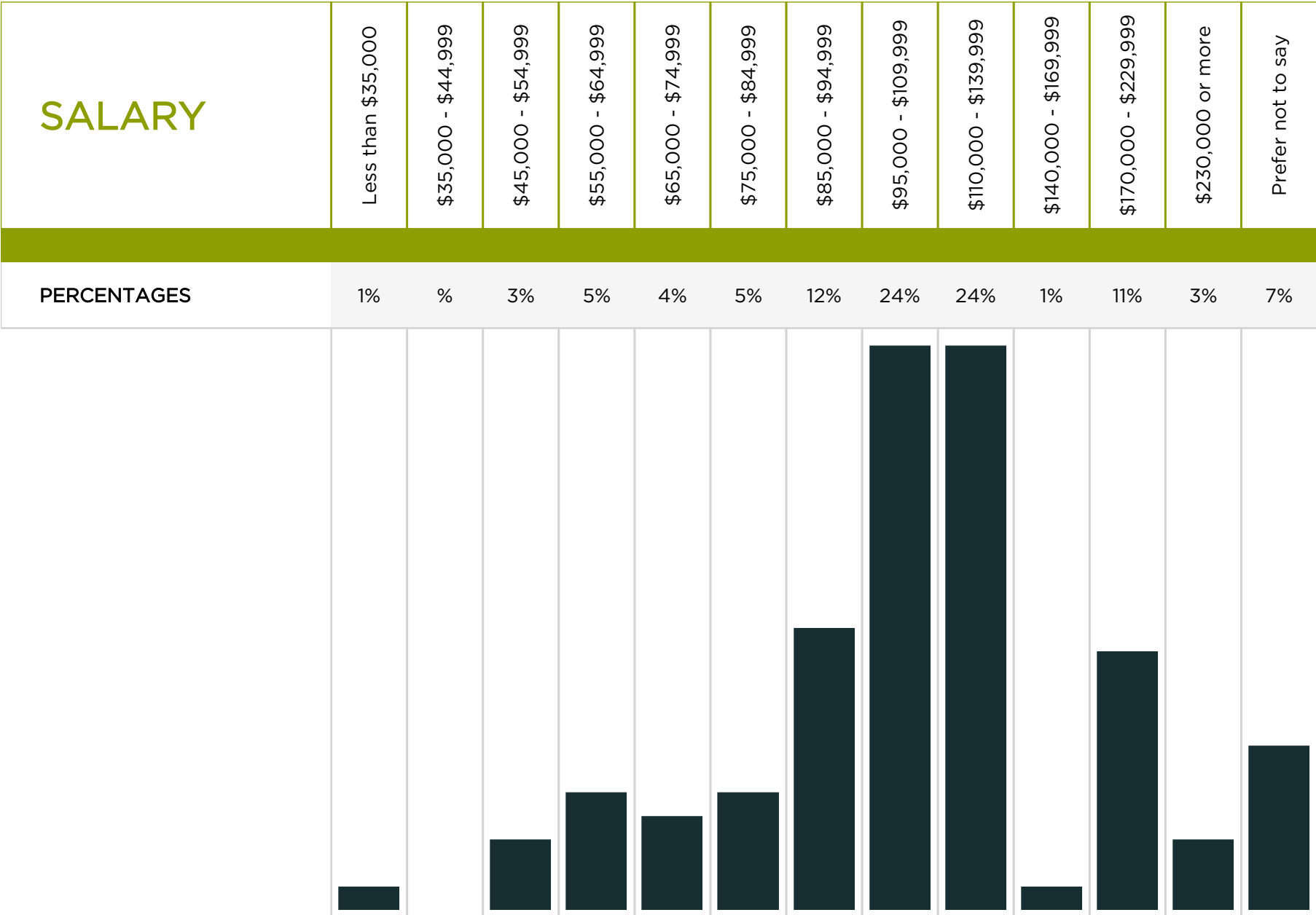
PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		8%
No		89%
Prefer not to say		3%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		3%
No		89%
Prefer not to say		8%

PROFILE OF RESPONDENTS

i

WORK PROFILES



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.

	Office of Local Government	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	75	7	3	8	7	15	0	20	4	10
EMPLOYEE ENGAGEMENT	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	38%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	72%	(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 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.

	Office of Local Government	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	75	1	0	2	4	3	4	9	18	18	1	8	2	5
EMPLOYEE ENGAGEMENT	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	38%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	72%	(r)	(r)	(r)	(r)	(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.

	Office of Local Government	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	75	10	19	7	22	16	0
EMPLOYEE ENGAGEMENT	53%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	62%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	38%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	61%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	56%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	56%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	72%	(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 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.

	Office of Local Government	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	75	0	0	2	0	12	19	17	15	7	2	0
EMPLOYEE ENGAGEMENT	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	38%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	72%	(r)	(r)	(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 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.

	Office of Local Government	Male	Female	Other
NUMBER OF RESPONDENTS	75	30	45	0
EMPLOYEE ENGAGEMENT	53%	59%	49%	(r)
ENGAGEMENT WITH WORK	62%	64%	61%	(r)
SENIOR MANAGERS	38%	54%	28%	(r)
COMMUNICATION	61%	74%	52%	(r)
HIGH PERFORMANCE	56%	67%	48%	(r)
PUBLIC SECTOR VALUES	56%	69%	47%	(r)
DIVERSITY & INCLUSION	72%	82%	66%	(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?

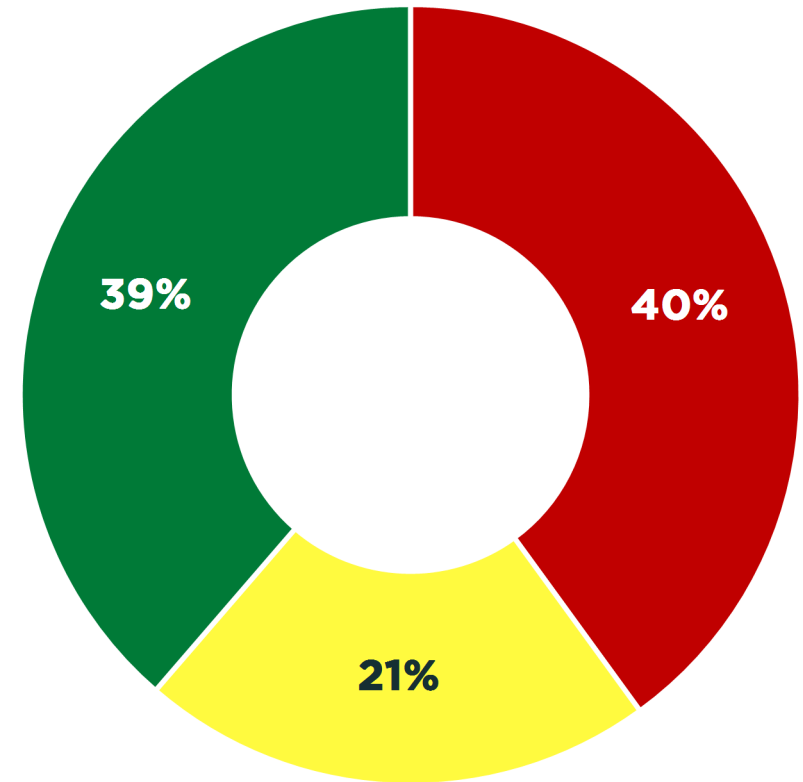
Sector employees have now given their feedback and these results show where actions and improvements are required.

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.

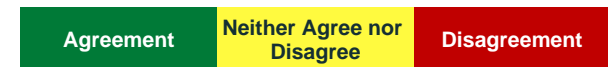
39%

of employees replied favourably to:

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



34%	40%	43%
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

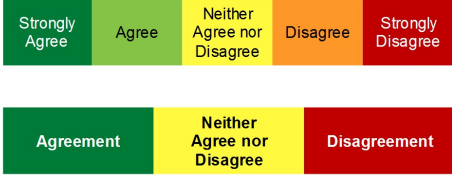
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.