

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 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

Sydney Living Museums

RESPONSE RATE

90%

214 OF 239 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

71%

DIFFERENCE FROM 2016 -3

DIFFERENCE FROM CLUSTER +3

DIFFERENCE FROM PUBLIC SECTOR +6

SENIOR MANAGERS

40%

DIFFERENCE FROM 2016 -5

DIFFERENCE FROM CLUSTER -6

DIFFERENCE FROM PUBLIC SECTOR -7

COMMUNICATION

55%

DIFFERENCE FROM 2016 -4

DIFFERENCE FROM CLUSTER -8

DIFFERENCE FROM PUBLIC SECTOR -5



QUESTIONS ARE GROUPED INTO THEMES IN THIS REPORT.

This page compares the aggregate scores for key themes. The individual questions in each group are listed in the All Questions section. Comparisons with 2016 are not included where the number of questions were reduced for 2017.

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

Response Rate: some entities exceed 100% where responses were greater than the employee headcount. This is thought to be primarily due to employees selecting the wrong work location in the survey or closing a partially completed survey then needing to start a new one if their password is forgotten or lost.

ENGAGEMENT WITH WORK

77%

DIFFERENCE FROM CLUSTER +4

DIFFERENCE FROM PUBLIC SECTOR +6

HIGH PERFORMANCE

62%

DIFFERENCE FROM CLUSTER -1

DIFFERENCE FROM PUBLIC SECTOR -1

PUBLIC SECTOR VALUES

60%

DIFFERENCE FROM CLUSTER -3

DIFFERENCE FROM PUBLIC SECTOR -1

DIVERSITY & INCLUSION

71%

DIFFERENCE FROM CLUSTER -2

DIFFERENCE FROM PUBLIC SECTOR +4

KEY DRIVERS OF ENGAGEMENT



WHAT TO FOCUS ON?

Employee Engagement scores at different levels are shown in earlier and following pages.

These results show the issues that are the most significant influencers of employee engagement in the workplace at this reporting level.

If engagement scores are high, other scores are often high as well.

		AGREEMENT	% AGREEMENT 2016	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7a. My organisation focuses on improving the work we do	66%	81%	66%	69%
2	Q7f. My organisation is committed to developing its employees	36%	45%	49%	50%
3	Q7b. My organisation is making the necessary improvements to meet our future challenges	52%	60%	53%	57%
4	Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	82%	82%	79%	74%
5	Q6d. Senior managers encourage innovation by employees	38%	45%	47%	48%
6	Q7h. My organisation generally selects capable people to do the job	66%	72%	61%	52%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

1a.	I understand what is expected of me to do well in my role	92%
2a.	My workgroup strives to achieve customer/client satisfaction	92%
2c.	I receive help and support from other members of my workgroup	86%
2e.	People in my workgroup treat each other with respect	86%
7j.	I am proud to tell others I work for my organisation	85%
1c.	My job gives me a feeling of personal accomplishment	83%
8b.	Personal background is not a barrier to success in my organisation	83%
2d.	There is good team spirit in my workgroup	83%
2b.	My workgroup works collaboratively to achieve its objectives	82%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	82%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

9a.	I have confidence in the ways my organisation resolves grievances	28%
7c.	I feel that change is managed well in my organisation	28%
6h.	I feel that senior managers listen to employees	31%
3g.	I am satisfied with the opportunities available for career development in my organisation	32%
6g.	I feel that senior managers keep employees informed about what's going on	34%
5h.	My manager appropriately deals with employees who perform poorly	35%
7f.	My organisation is committed to developing its employees	36%
6b.	I feel that senior managers effectively lead and manage change	38%
6d.	Senior managers encourage innovation by employees	38%
14.	I believe action will be taken on the results from this survey by my organisation	40%



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

	AGREEMENT 2017	AGREEMENT 2016
14. I believe action will be taken on the results from this survey by my organisation	40%	33%
7d. There is good co-operation between teams across our organisation	50%	43%
7e. People in my organisation take responsibility for their own actions	53%	46%
6i. Senior managers in my organisation support the career advancement of women	63%	57%
1e. I am satisfied with my job	73%	68%
1b. I am provided with the support I need to do my best at work	63%	59%
3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	62%	57%
1a. I understand what is expected of me to do well in my role	92%	88%
1c. My job gives me a feeling of personal accomplishment	83%	81%
2d. There is good team spirit in my workgroup	83%	80%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

	AGREEMENT 2017	AGREEMENT 2016
7a. My organisation focuses on improving the work we do	66%	81%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	45%	58%
7c. I feel that change is managed well in my organisation	28%	38%
9a. I have confidence in the ways my organisation resolves grievances	28%	38%
8c. I am able to speak up and share a different view to my colleagues and manager	67%	76%
7f. My organisation is committed to developing its employees	36%	45%
7b. My organisation is making the necessary improvements to meet our future challenges	52%	60%
6d. Senior managers encourage innovation by employees	38%	45%
5h. My manager appropriately deals with employees who perform poorly	35%	41%
7h. My organisation generally selects capable people to do the job	66%	72%



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'.



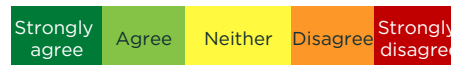
EXPLORE THE FULL RESULTS

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	71% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work		63%	66%	66%	60%
Q7j. I am proud to tell others I work for my organisation		85%	84%	76%	68%
Q7k. I feel a strong personal attachment to my organisation		79%	78%	69%	63%
Q7l. My organisation motivates me to help it achieve its objectives		64%	67%	56%	53%
Q7m. My organisation inspires me to do the best in my job		65%	68%	57%	53%

KEY





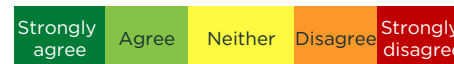
EXPLORE THE FULL RESULTS

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	77%	RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q1c. My job gives me a feeling of personal accomplishment	37	46	8	7	83%	81%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	39	38	15		77%	80%	75%	72%
Q1e. I am satisfied with my job	23	49	13	11	73%	68%	69%	68%

KEY





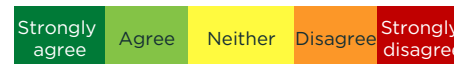
EXPLORE THE FULL RESULTS

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	40% 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	11	33	29	16	11	44%	49%	46%	48%
Q6b. I feel that senior managers effectively lead and manage change	10	28	29	16	17	38%	41%	42%	44%
Q6c. I feel that senior managers model the values of my organisation	13	30	32	13	12	43%	46%	47%	48%
Q6d. Senior managers encourage innovation by employees	10	28	37	17	8	38%	45%	47%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	10	35	39	10	6	45%	58%	53%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	15	45	28	7	5	60%	60%	66%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	10	25	27	21	17	34%	36%	45%	45%
Q6h. I feel that senior managers listen to employees	8	23	31	20	19	31%	34%	40%	41%
Q7c. I feel that change is managed well in my organisation	8	20	31	25	17	28%	38%	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	55% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	30	38	16	13	67%	69%	73%	70%	
Q5d. My manager encourages and values employee input	31	37	19	10	69%	72%	76%	71%	
Q5e. My manager involves my workgroup in decisions about our work	26	35	16	17	61%	66%	69%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	10	25	27	21	17	34%	36%	45%	45%
Q6h. I feel that senior managers listen to employees	8	23	31	20	19	31%	34%	40%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	16	50	20	8	67%	76%	73%	66%	

KEY





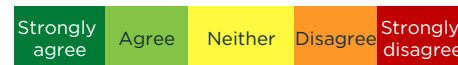
EXPLORE THE FULL RESULTS

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		62% 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	41	51		92%	88%	87%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	44	38	9	82%	82%	81%	78%
Q3f. I have received appropriate training and development to do my job well	18	37	23	18	55%	58%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	24	48	18	8	72%	77%	76%
Q5f. I have confidence in the decisions my manager makes	29	41	19		70%	72%	67%
Q6d. Senior managers encourage innovation by employees	10	28	37	17	8	38%	45%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	10	35	39	10		45%	58%
Q7a. My organisation focuses on improving the work we do	15	51	26		66%	81%	66%
Q7b. My organisation is making the necessary improvements to meet our future challenges	13	39	35	8	52%	60%	53%

KEY





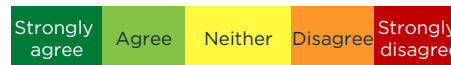
EXPLORE THE FULL RESULTS

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.

	62% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	8	42	25	19	50%	43%	45%	47%
Q7h. My organisation generally selects capable people to do the job	14	51	23	7	66%	72%	61%	52%

KEY





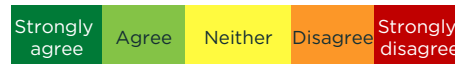
EXPLORE THE FULL RESULTS

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		60% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q2a. My workgroup strives to achieve customer/client satisfaction		60	32	92%	93%	88%	85%
Q2e. People in my workgroup treat each other with respect		52	33	86%	85%	80%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		24	48	72%	77%	76%	72%
Q5b. My manager listens to what I have to say		32	44	76%	79%	80%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		11	33	44%	49%	46%	48%
Q6c. I feel that senior managers model the values of my organisation		13	30	43%	46%	47%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		15	45	60%	60%	66%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		10	25	34%	36%	45%	45%
Q6h. I feel that senior managers listen to employees		8	23	31%	34%	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		60% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		66%	81%	66%	69%			
Q7e. People in my organisation take responsibility for their own actions		53%	46%	49%	47%			

KEY





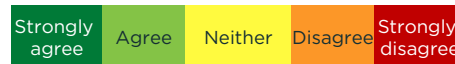
EXPLORE THE FULL RESULTS

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		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		63%	59%	64%	63%				
Q5b. My manager listens to what I have to say		76%	79%	80%	75%				
Q5d. My manager encourages and values employee input		69%	72%	76%	71%				
Q6i. Senior managers in my organisation support the career advancement of women		63%	57%	63%	58%				
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		82%	82%	79%	74%				
Q8b. Personal background is not a barrier to success in my organisation		83%	-	78%	74%				
Q8c. I am able to speak up and share a different view to my colleagues and manager		67%	76%	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>		67%	70%	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	53% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	9	32	33	14	11	41%	-	36%	35%
Q7h. My organisation generally selects capable people to do the job	14	51	23	7		66%	72%	61%	52%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

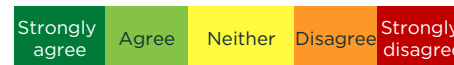
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT

47% 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 43 21 13	62%	57%	66%	63%
Q3e. My performance is assessed against clear criteria	12 31 31 18	44%	48%	51%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	12 21 23 24 20	32%	33%	44%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	33 40 12 10	73%	78%	74%	67%
Q5h. My manager appropriately deals with employees who perform poorly	15 20 42 16 7	35%	41%	43%	44%
Q7f. My organisation is committed to developing its employees	8 28 34 17 13	36%	45%	49%	50%

KEY

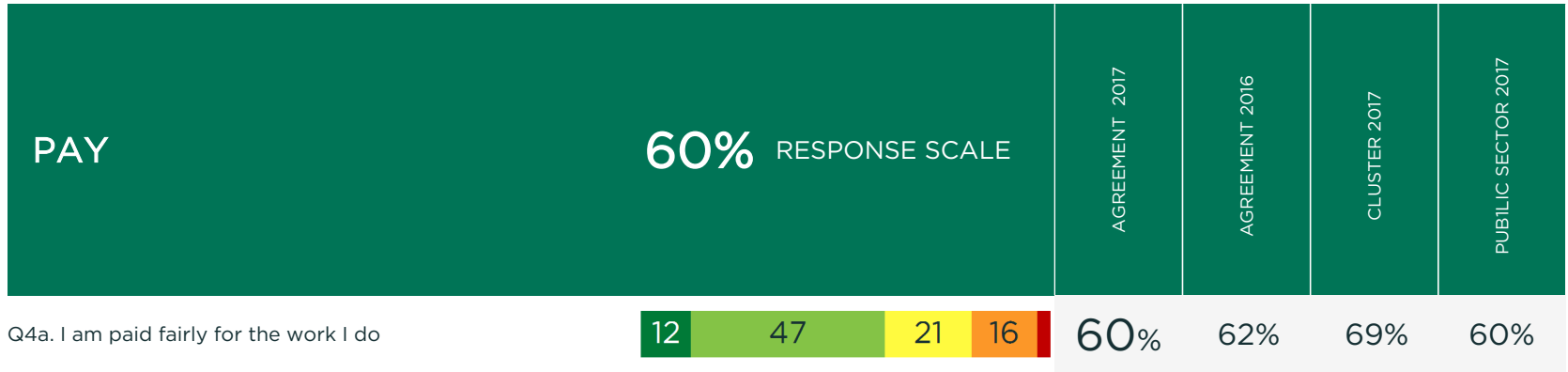




EXPLORE THE FULL RESULTS

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		75% 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		63%	59%	64%	63%				
Q1f. I am able to keep my work stress at an acceptable level		69%	67%	61%	59%				
Q2c. I receive help and support from other members of my workgroup		86%	87%	84%	81%				
Q2d. There is good team spirit in my workgroup		83%	80%	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.

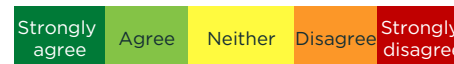
ACTION ABOUT SURVEY RESULTS

40% RESPONSE SCALE

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



KEY

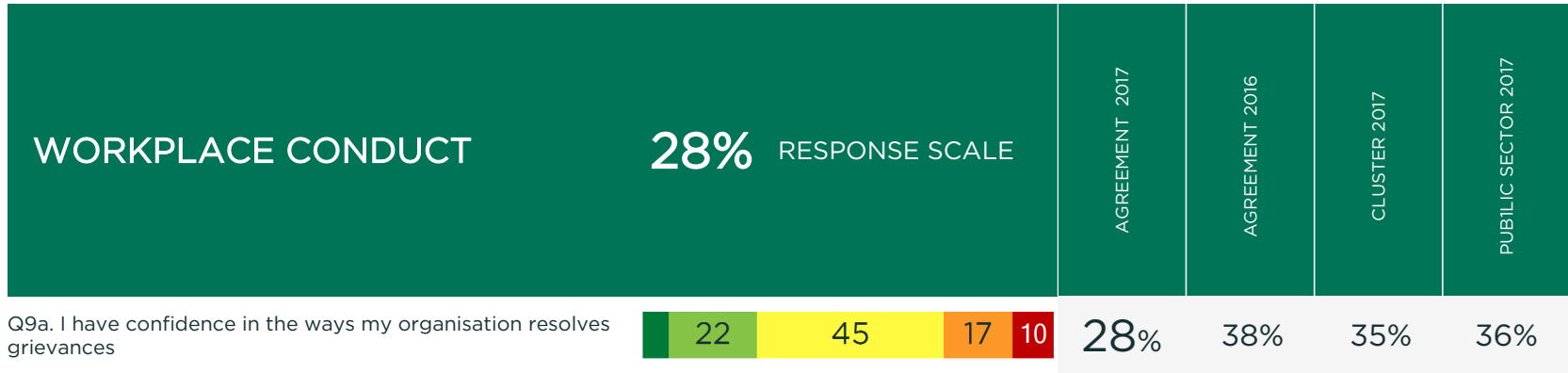




EXPLORE THE FULL RESULTS

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		45%	69%	67%
No		55%	31%	33%
Q3b. I have informal feedback conversations with my manager				
Yes		72%	79%	75%
No		28%	21%	25%
Q3c. I have scheduled feedback conversations with my manager				
Yes		43%	60%	57%
No		57%	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		51%	41%	41%
No		49%	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		23%	27%	30%
Lack of visible opportunities		54%	39%	31%
Lack of promotion opportunities		53%	36%	30%
Lack of support from my manager / supervisor		12%	12%	14%
Geographic location considerations		18%	29%	28%
Personal / family considerations		28%	31%	33%
Insufficient training and development		19%	14%	16%
Lack of required capabilities or experience		12%	11%	11%
Lack of support for temporary assignments/secondments		18%	16%	15%
The application/recruitment process is too cumbersome or time consuming		19%	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		70%	70%	62%
Don't know		12%	12%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		37%	55%	63%
No		57%	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		22%	25%	33%
No		66%	66%	58%
Don't know		12%	9%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		9%	12%	18%
No		87%	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		39%	18%	22%
Your immediate manager/supervisor		22%	26%	24%
A fellow worker at your level		28%	28%	27%
A subordinate	(r)			
A client or customer	(r)			
A member of the public other than a client or customer	(r)			
Other		6%	4%	4%
Prefer not to say		6%	13%	13%



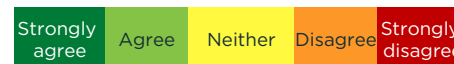
EXPLORE THE FULL RESULTS

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	23	70				93%	92%	87%
Q2. My organisation listens to its customers and stakeholders	19	60	17			79%	81%	74%
Q3. My organisation delivers on its promises	13	53	30			66%	63%	56%
Q4. I have a clear understanding of the vision of my organisation	15	54	19	8		69%	71%	65%
Q5. I am aware how my role contributes to the vision of the organisation	20	58	16			78%	73%	73%
Q6. Business planning within the organisation helps us to achieve our wider priorities and vision	9	49	34			58%	56%	59%
Q7. I am encouraged to participate in sustainable work practices by supervisor or manager	12	39	33	14		51%	52%	59%
Q8. My job design facilitates flexible working	19	39	23	14		58%	60%	68%
Q9. My team is equipped with the right tools to provide good customer service	16	50	20	12		67%	66%	62%
Q10. My organisation has the right tools in place to assist and manage geographically dispersed teams	9	34	33	21		43%	45%	50%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

RESPONSE SCALE		PERCENTAGE
Gender		
Male		28%
Female		71%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		4%
25 -29		14%
30 - 34		13%
35 - 39		12%
40 - 44		18%
45 - 49		13%
50 - 54		11%
55 - 59		10%
60 - 64		1%
65+		3%

PROFILE OF RESPONDENTS









PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		12%
No		85%
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

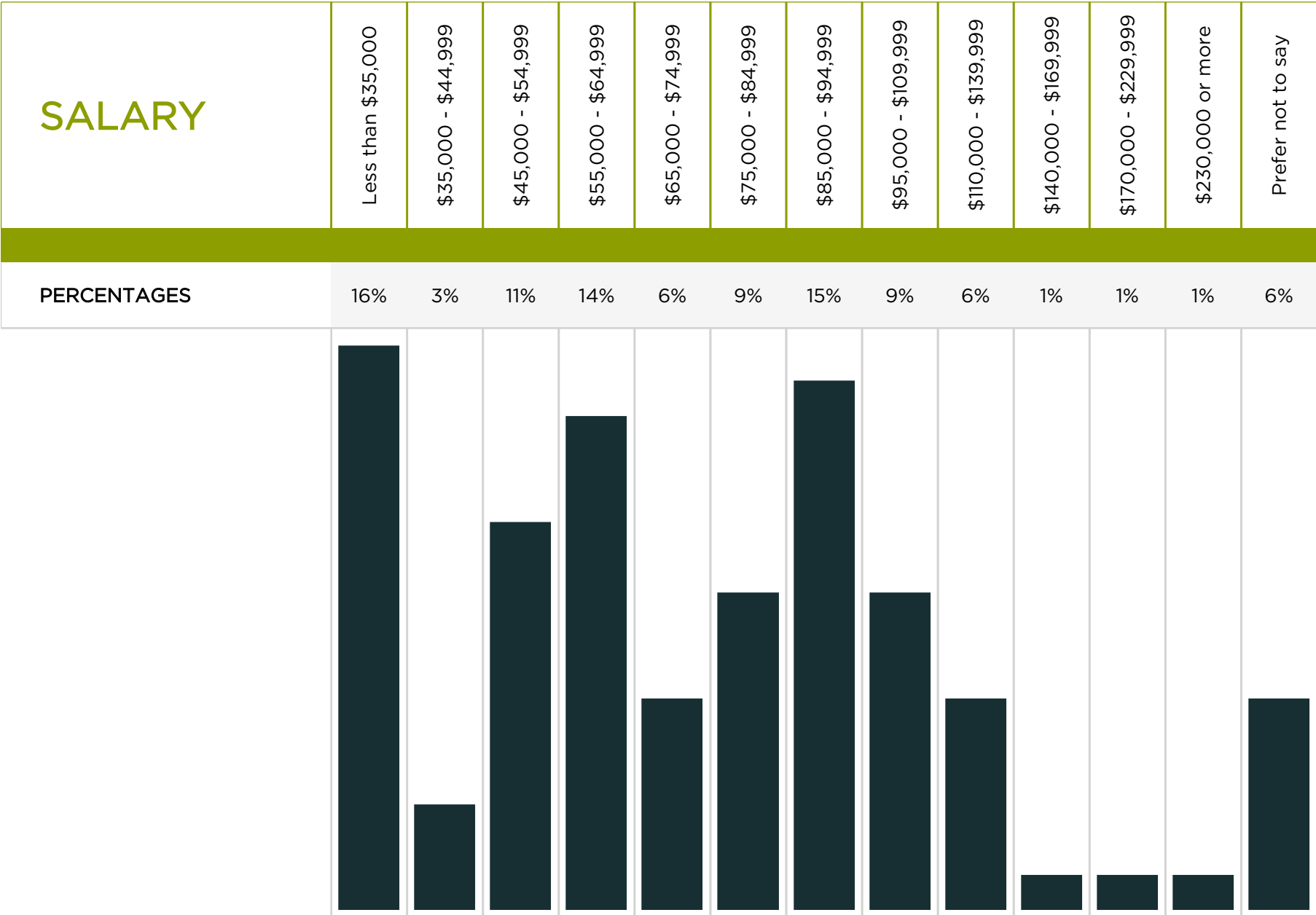
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		3%
No		94%
Prefer not to say		3%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		5%
No		91%
Prefer not to say		4%

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.

	Sydney Living Museums	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	214	98	15	14	22	1	3	23	0	29
EMPLOYEE ENGAGEMENT	71%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	40%	39%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	55%	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	62%	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	69%	(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.

	Sydney Living Museums	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	214	33	6	23	28	13	18	31	19	13	2	3	2	13
EMPLOYEE ENGAGEMENT	71%	70%	(r)	(r)	(r)	(r)	(r)	70%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	73%	(r)	(r)	(r)	(r)	(r)	83%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	40%	36%	(r)	(r)	(r)	(r)	(r)	46%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	55%	44%	(r)	(r)	(r)	(r)	(r)	59%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	62%	58%	(r)	(r)	(r)	(r)	(r)	65%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	56%	(r)	(r)	(r)	(r)	(r)	64%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	65%	(r)	(r)	(r)	(r)	(r)	74%	(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.

	Sydney Living Museums	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	214	33	40	49	46	19	10
EMPLOYEE ENGAGEMENT	71%	77%	76%	66%	66%	(r)	(r)
ENGAGEMENT WITH WORK	77%	84%	91%	69%	68%	(r)	(r)
SENIOR MANAGERS	40%	60%	48%	32%	35%	(r)	(r)
COMMUNICATION	55%	74%	58%	50%	47%	(r)	(r)
HIGH PERFORMANCE	62%	75%	69%	57%	56%	(r)	(r)
PUBLIC SECTOR VALUES	60%	76%	68%	54%	51%	(r)	(r)
DIVERSITY & INCLUSION	71%	82%	75%	65%	66%	(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.

	Sydney Living Museums	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	214	0	8	29	26	25	37	27	23	20	3	6
EMPLOYEE ENGAGEMENT	71%	(r)	(r)	(r)	(r)	(r)	67%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	84%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	40%	(r)	(r)	(r)	(r)	(r)	37%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	55%	(r)	(r)	(r)	(r)	(r)	51%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	62%	(r)	(r)	(r)	(r)	(r)	57%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	(r)	(r)	(r)	56%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	65%	(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.

	Sydney Living Museums	Male	Female	Other
NUMBER OF RESPONDENTS	214	57	147	2
EMPLOYEE ENGAGEMENT	71%	71%	71%	(r)
ENGAGEMENT WITH WORK	77%	82%	77%	(r)
SENIOR MANAGERS	40%	51%	37%	(r)
COMMUNICATION	55%	61%	54%	(r)
HIGH PERFORMANCE	62%	66%	62%	(r)
PUBLIC SECTOR VALUES	60%	64%	59%	(r)
DIVERSITY & INCLUSION	71%	73%	71%	(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.

40%

of employees replied favourably to:

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

34%

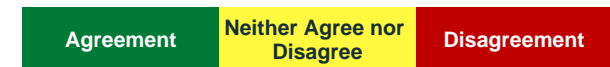
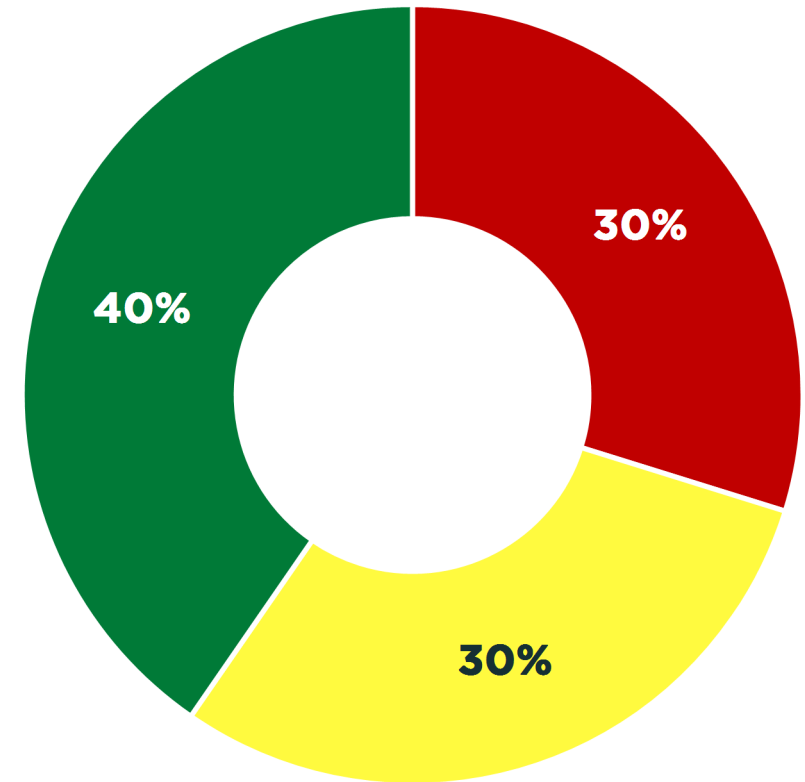
SECTOR

40%

CLUSTER

33%

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

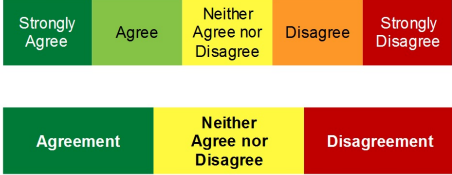
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.