

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
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 Opera House

RESPONSE RATE

64%

395 OF 620 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

74%

DIFFERENCE FROM 2016 -1

DIFFERENCE FROM CLUSTER +6

DIFFERENCE FROM PUBLIC SECTOR +10

SENIOR MANAGERS

51%

DIFFERENCE FROM 2016 +1

DIFFERENCE FROM CLUSTER +4

DIFFERENCE FROM PUBLIC SECTOR +4

COMMUNICATION

63%

DIFFERENCE FROM 2016 +4

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR +3



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

78%

DIFFERENCE FROM CLUSTER +5

DIFFERENCE FROM PUBLIC SECTOR +6

HIGH PERFORMANCE

66%

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR +3

PUBLIC SECTOR VALUES

64%

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR +4

DIVERSITY & INCLUSION

73%

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR +6

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	Q6a. I believe senior managers provide clear direction for the future of the organisation	57%	49%	46%	48%
2	Q7f. My organisation is committed to developing its employees	51%	50%	49%	50%
3	Q1c. My job gives me a feeling of personal accomplishment	82%	80%	76%	75%
4	Q6b. I feel that senior managers effectively lead and manage change	47%	45%	42%	44%
5	Q6c. I feel that senior managers model the values of my organisation	51%	46%	47%	48%
6	Q8c. I am able to speak up and share a different view to my colleagues and manager	71%	71%	73%	66%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

1a.	I understand what is expected of me to do well in my role	93%
2a.	My workgroup strives to achieve customer/client satisfaction	92%
7j.	I am proud to tell others I work for my organisation	87%
2c.	I receive help and support from other members of my workgroup	84%
1c.	My job gives me a feeling of personal accomplishment	82%
2b.	My workgroup works collaboratively to achieve its objectives	80%
5b.	My manager listens to what I have to say	80%
1d.	I feel motivated to contribute more than what is normally required at work	80%
8b.	Personal background is not a barrier to success in my organisation	79%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	78%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

14.	I believe action will be taken on the results from this survey by my organisation	38%
7c.	I feel that change is managed well in my organisation	39%
3g.	I am satisfied with the opportunities available for career development in my organisation	40%
6h.	I feel that senior managers listen to employees	41%
7g.	I have confidence in the way recruitment decisions are made	41%
9a.	I have confidence in the ways my organisation resolves grievances	42%
5h.	My manager appropriately deals with employees who perform poorly	44%
7e.	People in my organisation take responsibility for their own actions	46%
7d.	There is good co-operation between teams across our organisation	46%
6b.	I feel that senior managers effectively lead and manage change	47%



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

1b.	I am provided with the support I need to do my best at work	73%	63%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	62%	53%
6a.	I believe senior managers provide clear direction for the future of the organisation	57%	49%
7d.	There is good co-operation between teams across our organisation	46%	39%
14.	I believe action will be taken on the results from this survey by my organisation	38%	31%
3f.	I have received appropriate training and development to do my job well	66%	59%
1e.	I am satisfied with my job	73%	66%
6i.	Senior managers in my organisation support the career advancement of women	69%	62%
5d.	My manager encourages and values employee input	74%	68%
6g.	I feel that senior managers keep employees informed about what's going on	54%	47%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

2d.	There is good team spirit in my workgroup	73%	84%
7a.	My organisation focuses on improving the work we do	67%	76%
2e.	People in my workgroup treat each other with respect	76%	83%
6d.	Senior managers encourage innovation by employees	49%	54%
5h.	My manager appropriately deals with employees who perform poorly	44%	49%
7b.	My organisation is making the necessary improvements to meet our future challenges	66%	71%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	51%	55%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	68%	72%
7k.	I feel a strong personal attachment to my organisation	77%	80%
5f.	I have confidence in the decisions my manager makes	69%	71%



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	74% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	28	44	17	8	72%	67%	66%	60%
Q7j. I am proud to tell others I work for my organisation	49	39	10		87%	87%	76%	68%
Q7k. I feel a strong personal attachment to my organisation	41	36	16		77%	80%	69%	63%
Q7l. My organisation motivates me to help it achieve its objectives	27	38	22	9	65%	66%	56%	53%
Q7m. My organisation inspires me to do the best in my job	32	38	19		70%	67%	57%	53%

KEY





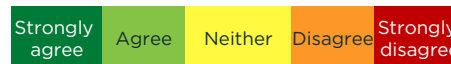
EXPLORE THE FULL RESULTS

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	78% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q1c. My job gives me a feeling of personal accomplishment	31	51	9	82%	80%	76%	75%	
Q1d. I feel motivated to contribute more than what is normally required at work	33	46	11	8	80%	78%	75%	72%
Q1e. I am satisfied with my job	25	47	17	8	73%	66%	69%	68%

KEY





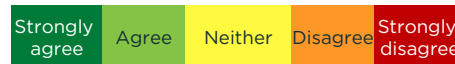
EXPLORE THE FULL RESULTS

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	51% 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	14	44	24	12		57%	49%	46%	48%
Q6b. I feel that senior managers effectively lead and manage change	12	35	30	15	8	47%	45%	42%	44%
Q6c. I feel that senior managers model the values of my organisation	13	38	30	12	7	51%	46%	47%	48%
Q6d. Senior managers encourage innovation by employees	10	39	31	15		49%	54%	47%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	10	41	34	11		51%	55%	53%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	18	50	23			68%	72%	66%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	10	43	26	14		54%	47%	45%	45%
Q6h. I feel that senior managers listen to employees	9	32	33	17	9	41%	37%	40%	41%
Q7c. I feel that change is managed well in my organisation	8	31	27	22	12	39%	39%	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	63% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	30	44	13	10	74%	68%	73%	70%	
Q5d. My manager encourages and values employee input	33	41	14	9	74%	68%	76%	71%	
Q5e. My manager involves my workgroup in decisions about our work	27	36	22	10	63%	59%	69%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	10	43	26	14	54%	47%	45%	45%	
Q6h. I feel that senior managers listen to employees	9	32	33	17	9	41%	37%	40%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	47	14	10	71%	71%	73%	66%	

KEY





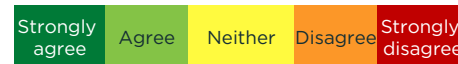
EXPLORE THE FULL RESULTS

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				66% 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	42	51			93%	88%	87%	90%				
Q2b. My workgroup works collaboratively to achieve its objectives	32	48	11	7	80%	77%	81%	78%				
Q3f. I have received appropriate training and development to do my job well	19	47	20	12	66%	59%	62%	62%				
Q5a. My manager encourages people in my workgroup to keep improving the work they do	29	47	16		76%	75%	76%	72%				
Q5f. I have confidence in the decisions my manager makes	30	39	18	8	69%	71%	72%	67%				
Q6d. Senior managers encourage innovation by employees	10	39	31	15	49%	54%	47%	48%				
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	10	41	34	11	51%	55%	53%	51%				
Q7a. My organisation focuses on improving the work we do	17	50	21	10	67%	76%	66%	69%				
Q7b. My organisation is making the necessary improvements to meet our future challenges	20	47	24	8	66%	71%	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					66% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	8	38	28	19	7	46%	39%	45%	47%				
Q7h. My organisation generally selects capable people to do the job	9	52	25	11		61%	56%	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	64% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q2a. My workgroup strives to achieve customer/client satisfaction	47	45	92%	91%	88%	85%			
Q2e. People in my workgroup treat each other with respect	34	42	15	76%	83%	80%	74%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	29	47	16	76%	75%	76%	72%		
Q5b. My manager listens to what I have to say	37	44	9	80%	76%	80%	75%		
Q6a. I believe senior managers provide clear direction for the future of the organisation	14	44	24	12	57%	49%	46%	48%	
Q6c. I feel that senior managers model the values of my organisation	13	38	30	12	7	51%	46%	47%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	18	50	23	68%	72%	66%	60%		
Q6g. I feel that senior managers keep employees informed about what's going on	10	43	26	14	54%	47%	45%	45%	
Q6h. I feel that senior managers listen to employees	9	32	33	17	9	41%	37%	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		64% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		67%	76%	66%	69%				
Q7e. People in my organisation take responsibility for their own actions		46%	43%	49%	47%				

KEY





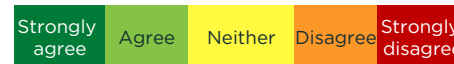
EXPLORE THE FULL RESULTS

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	73% 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	24	48	12	13	73%	63%	64%	63%
Q5b. My manager listens to what I have to say	37	44	9		80%	76%	80%	75%
Q5d. My manager encourages and values employee input	33	41	14	9	74%	68%	76%	71%
Q6i. Senior managers in my organisation support the career advancement of women	28	41	25		69%	62%	63%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	32	46	14		78%	76%	79%	74%
Q8b. Personal background is not a barrier to success in my organisation	33	46	14		79%	-	78%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	47	14	10	71%	71%	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>	22	40	24	9	62%	53%	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	51% 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	15	11	41%	-	36%	35%
Q7h. My organisation generally selects capable people to do the job	9	52	25	11		61%	56%	61%	52%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

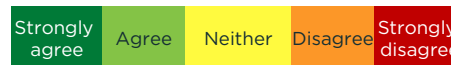
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT

53% 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	23	43	22	11	65%	62%	66%	63%	
Q3e. My performance is assessed against clear criteria	14	35	29	20	48%	48%	51%	54%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	14	27	26	21	13	40%	41%	44%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	31	38	17	9	69%	71%	74%	67%	
Q5h. My manager appropriately deals with employees who perform poorly	18	26	32	16	8	44%	49%	43%	44%
Q7f. My organisation is committed to developing its employees	9	41	29	12	9	51%	50%	49%	50%

KEY

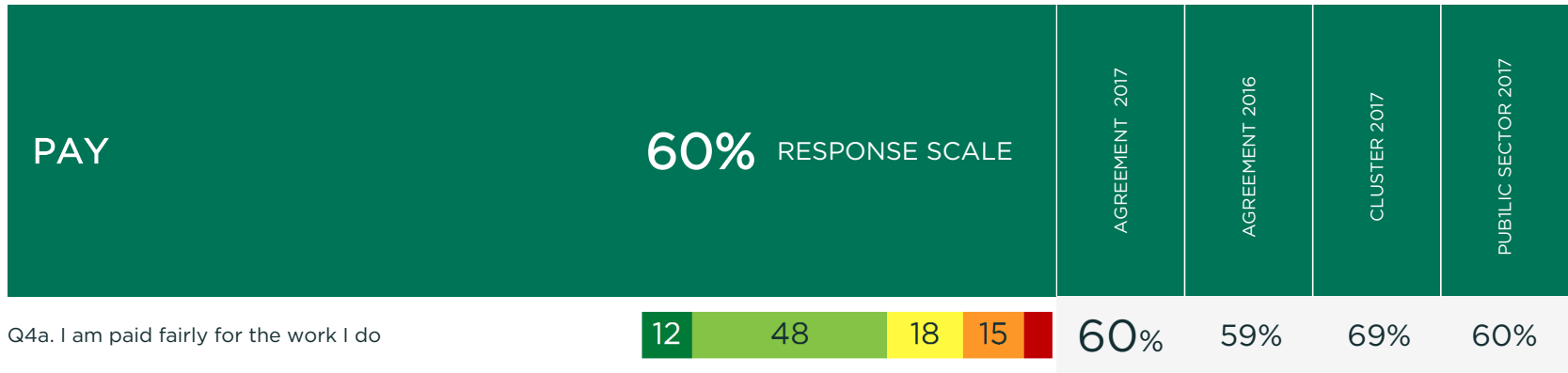




EXPLORE THE FULL RESULTS

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	74% 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	24	48	12	13	73%	63%	64%	63%
Q1f. I am able to keep my work stress at an acceptable level	16	49	19	13	65%	65%	61%	59%
Q2c. I receive help and support from other members of my workgroup	34	50	11		84%	86%	84%	81%
Q2d. There is good team spirit in my workgroup	34	39	14	10	73%	84%	73%	69%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

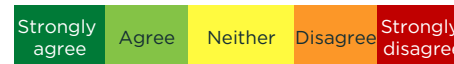
ACTION ABOUT SURVEY RESULTS

38% RESPONSE SCALE

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



KEY

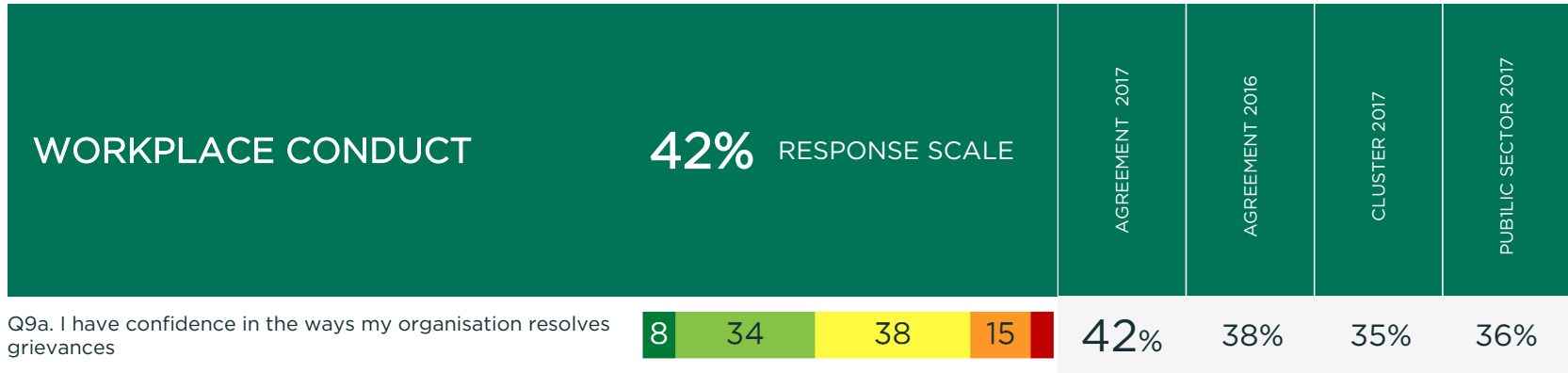




EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT		RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes			48%	69%	67%
No			52%	31%	33%
Q3b. I have informal feedback conversations with my manager					
Yes			75%	79%	75%
No			25%	21%	25%
Q3c. I have scheduled feedback conversations with my manager					
Yes			57%	60%	57%
No			43%	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		36%	41%	41%
No		64%	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		31%	27%	30%
Lack of visible opportunities		38%	39%	31%
Lack of promotion opportunities		41%	36%	30%
Lack of support from my manager / supervisor		13%	12%	14%
Geographic location considerations		7%	29%	28%
Personal / family considerations		17%	31%	33%
Insufficient training and development		16%	14%	16%
Lack of required capabilities or experience		13%	11%	11%
Lack of support for temporary assignments/secondments		13%	16%	15%
The application/recruitment process is too cumbersome or time consuming		11%	25%	23%
Other		10%	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		61%	70%	62%
Don't know		16%	12%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		55%	55%	63%
No		43%	43%	35%
Don't know		3%	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		23%	25%	33%
No		65%	66%	58%
Don't know		12%	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		30%	18%	22%
Your immediate manager/supervisor		18%	26%	24%
A fellow worker at your level		25%	28%	27%
A subordinate		7%	9%	8%
A client or customer		5%	2%	2%
A member of the public other than a client or customer	(r)			
Other		2%	4%	4%
Prefer not to say		14%	13%	13%



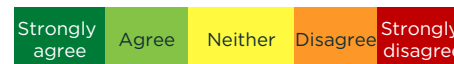
EXPLORE THE FULL RESULTS

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	27	61	8			88%	0%	87%
Q2. My organisation listens to its customers and stakeholders	23	58	13			81%	0%	74%
Q3. My organisation delivers on its promises	14	51	28			65%	0%	56%
Q4. I have a clear understanding of the vision of my organisation	26	54	15			80%	0%	65%
Q5. I am aware how my role contributes to the vision of the organisation	27	57	14			83%	0%	73%
Q6. Business planning within the organisation helps us to achieve our wider priorities and vision	17	51	24			68%	0%	59%
Q7. I am encouraged to participate in sustainable work practices by supervisor or manager	16	47	22	12		64%	0%	59%
Q8. My job design facilitates flexible working	17	44	21	13		60%	0%	68%
Q9. My team is equipped with the right tools to provide good customer service	16	54	16	10		70%	0%	62%
Q10. My organisation has the right tools in place to assist and manage geographically dispersed teams	8	41	35	10		49%	0%	50%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		41%
Female		58%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		0%
20 - 24		7%
25 -29		15%
30 - 34		22%
35 - 39		15%
40 - 44		13%
45 - 49		9%
50 - 54		8%
55 - 59		7%
60 - 64		3%
65+		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		20%
No		77%
Prefer not to say		3%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		1%
No		96%
Prefer not to say		3%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

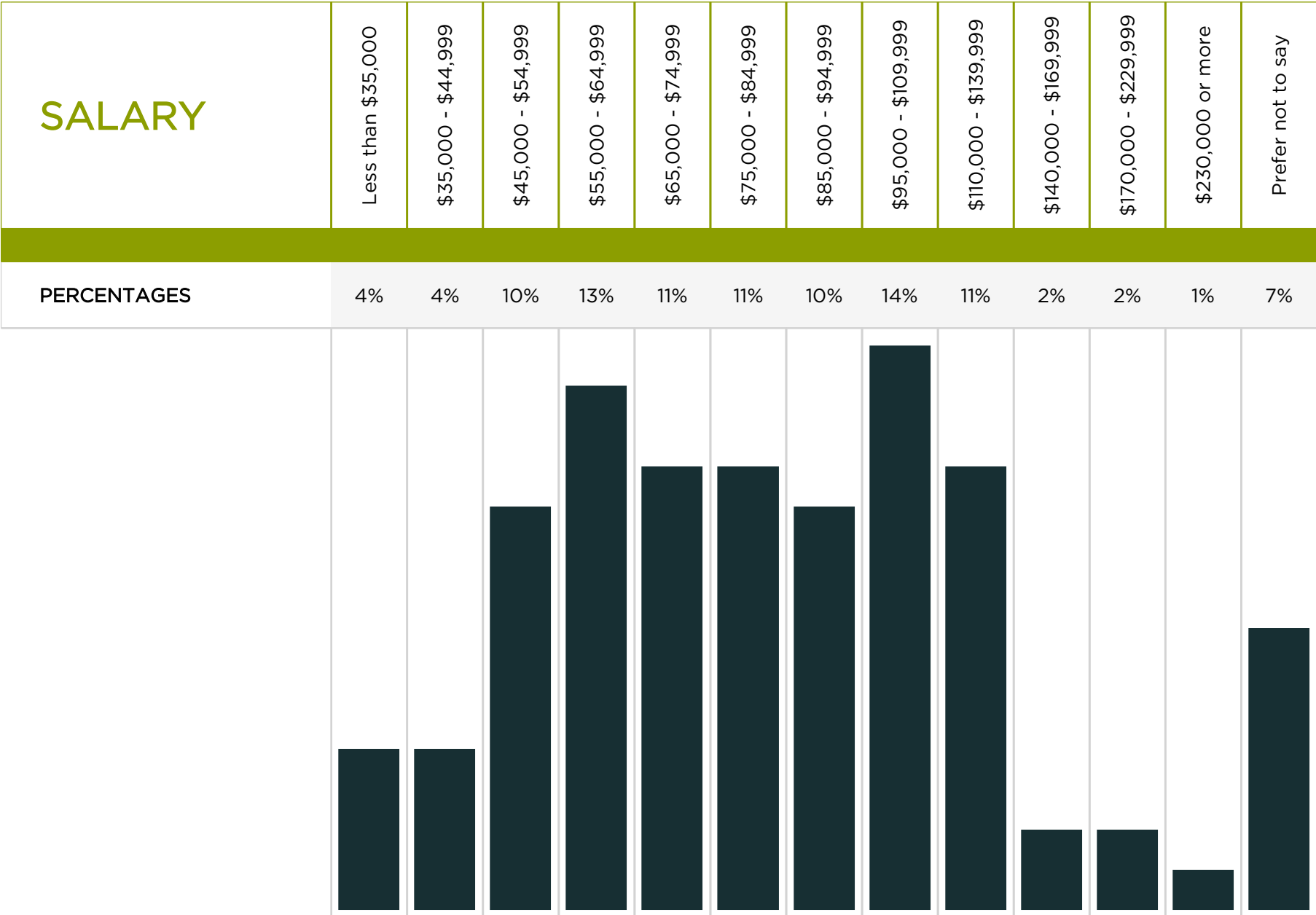
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		1%
No		94%
Prefer not to say		5%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		10%
No		85%
Prefer not to say		5%

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 Opera House	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	395	103	67	17	74	4	2	41	3	55
EMPLOYEE ENGAGEMENT	74%	75%	74%	(r)	72%	(r)	(r)	72%	(r)	73%
ENGAGEMENT WITH WORK	78%	81%	77%	(r)	77%	(r)	(r)	81%	(r)	79%
SENIOR MANAGERS	51%	50%	52%	(r)	48%	(r)	(r)	51%	(r)	48%
COMMUNICATION	63%	58%	64%	(r)	70%	(r)	(r)	69%	(r)	59%
HIGH PERFORMANCE	66%	61%	66%	(r)	72%	(r)	(r)	68%	(r)	64%
PUBLIC SECTOR VALUES	64%	62%	65%	(r)	66%	(r)	(r)	66%	(r)	63%
DIVERSITY & INCLUSION	73%	70%	72%	(r)	80%	(r)	(r)	80%	(r)	68%

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 Opera House	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	395	16	16	35	48	42	39	36	53	42	8	7	2	24
EMPLOYEE ENGAGEMENT	74%	(r)	(r)	71%	74%	76%	75%	70%	77%	71%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	72%	72%	78%	82%	78%	81%	80%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	51%	(r)	(r)	50%	58%	55%	48%	35%	58%	42%	(r)	(r)	(r)	(r)
COMMUNICATION	63%	(r)	(r)	53%	64%	66%	63%	61%	72%	61%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	66%	(r)	(r)	62%	64%	68%	66%	62%	71%	64%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	64%	(r)	(r)	59%	64%	68%	63%	57%	71%	60%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	68%	70%	75%	74%	76%	78%	76%	(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 Opera House	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	395	71	66	88	59	64	17
EMPLOYEE ENGAGEMENT	74%	81%	74%	74%	73%	70%	(r)
ENGAGEMENT WITH WORK	78%	85%	76%	77%	84%	80%	(r)
SENIOR MANAGERS	51%	69%	53%	49%	53%	38%	(r)
COMMUNICATION	63%	80%	69%	63%	62%	51%	(r)
HIGH PERFORMANCE	66%	77%	69%	66%	66%	59%	(r)
PUBLIC SECTOR VALUES	64%	78%	67%	65%	65%	55%	(r)
DIVERSITY & INCLUSION	73%	83%	80%	75%	70%	65%	(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 Opera House	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	395	1	25	54	81	56	46	32	30	24	10	4
EMPLOYEE ENGAGEMENT	74%	(r)	(r)	77%	74%	71%	68%	79%	74%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	79%	75%	79%	75%	86%	82%	(r)	(r)	(r)
SENIOR MANAGERS	51%	(r)	(r)	62%	52%	43%	46%	60%	44%	(r)	(r)	(r)
COMMUNICATION	63%	(r)	(r)	72%	67%	58%	59%	68%	56%	(r)	(r)	(r)
HIGH PERFORMANCE	66%	(r)	(r)	70%	67%	62%	66%	70%	60%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	64%	(r)	(r)	72%	67%	58%	62%	74%	58%	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	80%	76%	70%	70%	76%	72%	(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 Opera House	Male	Female	Other
NUMBER OF RESPONDENTS	395	148	212	4
EMPLOYEE ENGAGEMENT	74%	73%	76%	(r)
ENGAGEMENT WITH WORK	78%	76%	82%	(r)
SENIOR MANAGERS	51%	51%	52%	(r)
COMMUNICATION	63%	63%	65%	(r)
HIGH PERFORMANCE	66%	64%	69%	(r)
PUBLIC SECTOR VALUES	64%	64%	66%	(r)
DIVERSITY & INCLUSION	73%	72%	77%	(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.

38%

of employees replied favourably to:

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

34%

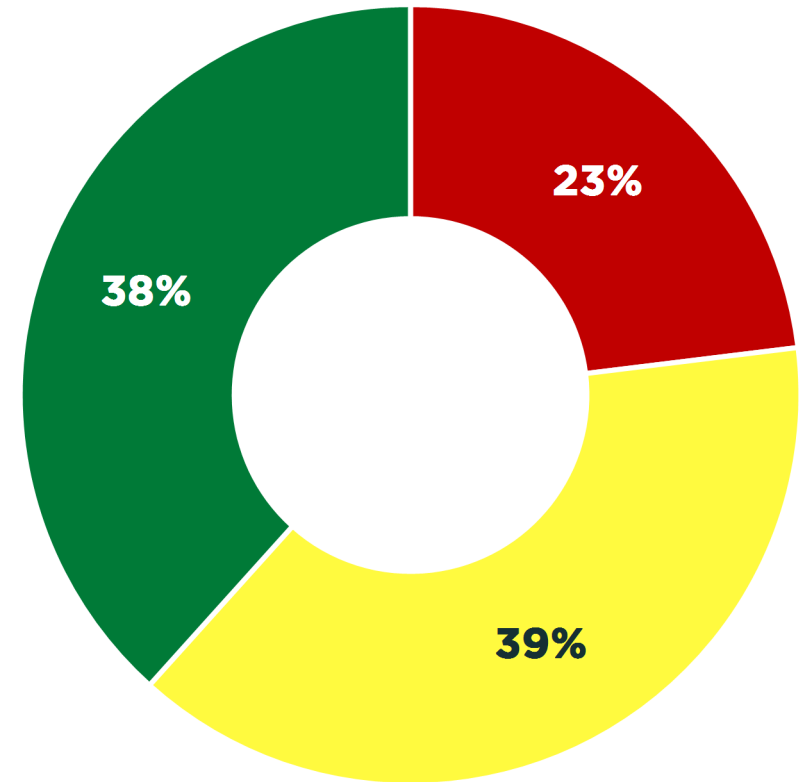
SECTOR

40%

CLUSTER

31%

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

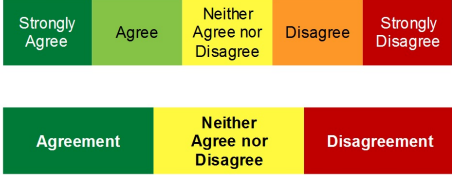
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.