

PEOPLE MATTER 2017

NSW Public Sector Employee Survey

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

AGENCY REPORT

Planning and Environment

Taronga Conservation Society Australia

RESPONSE RATE

71%

537 OF 755 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

73%

DIFFERENCE FROM 2016 -3

DIFFERENCE FROM CLUSTER +5

DIFFERENCE FROM PUBLIC SECTOR +9

SENIOR MANAGERS

49%

DIFFERENCE FROM 2016 -8

DIFFERENCE FROM CLUSTER +3

DIFFERENCE FROM PUBLIC SECTOR +2

COMMUNICATION

58%

DIFFERENCE FROM 2016 -4

DIFFERENCE FROM CLUSTER -5

DIFFERENCE FROM PUBLIC SECTOR -2



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

74%

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR +2

HIGH PERFORMANCE

63%

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR 0

PUBLIC SECTOR VALUES

61%

DIFFERENCE FROM CLUSTER -1

DIFFERENCE FROM PUBLIC SECTOR +1

DIVERSITY & INCLUSION

68%

DIFFERENCE FROM CLUSTER -6

DIFFERENCE FROM PUBLIC SECTOR 0

KEY DRIVERS OF ENGAGEMENT



WHAT TO FOCUS ON?

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

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

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

		AGREEMENT	% AGREEMENT 2016	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7b. My organisation is making the necessary improvements to meet our future challenges	59%	74%	53%	57%
2	Q7c. I feel that change is managed well in my organisation	39%	49%	31%	39%
3	Q7f. My organisation is committed to developing its employees	44%	50%	49%	50%
4	Q6h. I feel that senior managers listen to employees	35%	42%	40%	41%
5	Q1c. My job gives me a feeling of personal accomplishment	79%	83%	76%	75%
6	Q6b. I feel that senior managers effectively lead and manage change	45%	50%	42%	44%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

1a.	I understand what is expected of me to do well in my role	90%
2a.	My workgroup strives to achieve customer/client satisfaction	86%
7j.	I am proud to tell others I work for my organisation	85%
8b.	Personal background is not a barrier to success in my organisation	80%
7k.	I feel a strong personal attachment to my organisation	80%
2c.	I receive help and support from other members of my workgroup	79%
1c.	My job gives me a feeling of personal accomplishment	79%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	78%
2b.	My workgroup works collaboratively to achieve its objectives	75%
5b.	My manager listens to what I have to say	74%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

6h.	I feel that senior managers listen to employees	35%
9a.	I have confidence in the ways my organisation resolves grievances	35%
7g.	I have confidence in the way recruitment decisions are made	36%
7c.	I feel that change is managed well in my organisation	39%
14.	I believe action will be taken on the results from this survey by my organisation	39%
3g.	I am satisfied with the opportunities available for career development in my organisation	43%
7f.	My organisation is committed to developing its employees	44%
7e.	People in my organisation take responsibility for their own actions	44%
5h.	My manager appropriately deals with employees who perform poorly	45%
6b.	I feel that senior managers effectively lead and manage change	45%



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

14.	I believe action will be taken on the results from this survey by my organisation	39%	33%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	61%	57%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

7b.	My organisation is making the necessary improvements to meet our future challenges	59%	74%
7a.	My organisation focuses on improving the work we do	69%	81%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	70%	81%
7i.	I would recommend my organisation as a great place to work	68%	78%
6a.	I believe senior managers provide clear direction for the future of the organisation	53%	64%
7c.	I feel that change is managed well in my organisation	39%	49%
7d.	There is good co-operation between teams across our organisation	46%	56%
6g.	I feel that senior managers keep employees informed about what's going on	45%	54%
6d.	Senior managers encourage innovation by employees	50%	58%
1d.	I feel motivated to contribute more than what is normally required at work	73%	81%



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'.

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Taronga Conservation Society Australia

The Engagement Score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in a group.

Significant differences have been highlighted to demonstrate best practice and areas that require attention.

	Taronga Conservation Society Australia	Corporate Services and Governance	Marketing Fundraising and Commercial	People Culture and Learning	Property Infrastructure and Operations	Taronga Western Plains Zoo	Visitor Experience Community Education	Wildlife Science Conservation
NUMBER OF RESPONDENTS	537	20	73	44	46	113	77	148
EMPLOYEE ENGAGEMENT	73%	76%	73%	79%	65%	68%	80%	74%
ENGAGEMENT WITH WORK	74%	73%	63%	73%	68%	74%	78%	80%
SENIOR MANAGERS	49%	56%	53%	58%	41%	43%	56%	48%
COMMUNICATION	58%	68%	55%	68%	58%	56%	57%	60%
HIGH PERFORMANCE	63%	70%	58%	74%	56%	61%	67%	66%
PUBLIC SECTOR VALUES	61%	71%	63%	71%	54%	57%	66%	61%
DIVERSITY & INCLUSION	68%	71%	62%	75%	70%	64%	69%	70%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 10 RESPONDENTS



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	73% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work		68%	78%	66%	60%
Q7j. I am proud to tell others I work for my organisation		85%	86%	76%	68%
Q7k. I feel a strong personal attachment to my organisation		80%	81%	69%	63%
Q7l. My organisation motivates me to help it achieve its objectives		65%	71%	56%	53%
Q7m. My organisation inspires me to do the best in my job		66%	73%	57%	53%

KEY





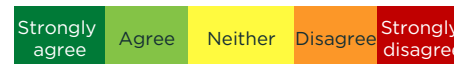
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ENGAGEMENT WITH WORK	74% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	29	50	11	8	79%	83%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	33	40	12	10	73%	81%	75%	72%
Q1e. I am satisfied with my job	25	45	16	12	70%	72%	69%	68%

KEY





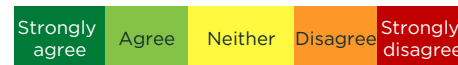
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SENIOR MANAGERS	49% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	13	40	27	13		53%	64%	46%	48%
Q6b. I feel that senior managers effectively lead and manage change	11	34	28	19	7	45%	50%	42%	44%
Q6c. I feel that senior managers model the values of my organisation	14	38	26	14	8	52%	57%	47%	48%
Q6d. Senior managers encourage innovation by employees	11	38	28	16		50%	58%	47%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	41	30	12		53%	60%	53%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	19	50	22			70%	81%	66%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	10	36	27	18	9	45%	54%	45%	45%
Q6h. I feel that senior managers listen to employees	8	27	32	20	13	35%	42%	40%	41%
Q7c. I feel that change is managed well in my organisation	8	30	32	23		39%	49%	31%	39%

KEY





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COMMUNICATION	58% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me	26	42	15	11	69%	69%	73%	70%
Q5d. My manager encourages and values employee input	29	41	15	9	71%	72%	76%	71%
Q5e. My manager involves my workgroup in decisions about our work	23	39	19	12	61%	64%	69%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	10	36	27	18	9	45%	54%	45%
Q6h. I feel that senior managers listen to employees	8	27	32	20	13	35%	42%	40%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	46	16	11	68%	72%	73%	66%

KEY





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

	HIGH PERFORMANCE				63% 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	38	52			90%	93%	87%	90%				
Q2b. My workgroup works collaboratively to achieve its objectives	28	47	14	9	75%	80%	81%	78%				
Q3f. I have received appropriate training and development to do my job well	13	46	21	15	59%	60%	62%	62%				
Q5a. My manager encourages people in my workgroup to keep improving the work they do	25	49	16	7	74%	75%	76%	72%				
Q5f. I have confidence in the decisions my manager makes	26	41	18	9	67%	70%	72%	67%				
Q6d. Senior managers encourage innovation by employees	11	38	28	16	50%	58%	47%	48%				
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	41	30	12	53%	60%	53%	51%				
Q7a. My organisation focuses on improving the work we do	21	49	21	8	69%	81%	66%	69%				
Q7b. My organisation is making the necessary improvements to meet our future challenges	17	42	27	11	59%	74%	53%	57%				

KEY





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

	HIGH PERFORMANCE					63% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	8	38	25	21	9	46%	56%	45%	47%				
Q7h. My organisation generally selects capable people to do the job	10	47	24	15		56%	63%	61%	52%				

KEY





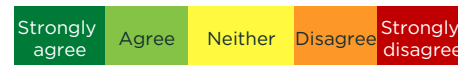
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PUBLIC SECTOR VALUES		61% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q2a. My workgroup strives to achieve customer/client satisfaction		39	48	9	86%	92%	88%	85%		
Q2e. People in my workgroup treat each other with respect		29	41	17	9	70%	75%	80%	74%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do		25	49	16	7	74%	75%	76%	72%	
Q5b. My manager listens to what I have to say		29	45	13	8	74%	74%	80%	75%	
Q6a. I believe senior managers provide clear direction for the future of the organisation		13	40	27	13	53%	64%	46%	48%	
Q6c. I feel that senior managers model the values of my organisation		14	38	26	14	8	52%	57%	47%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		19	50	22	0	0	70%	81%	66%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		10	36	27	18	9	45%	54%	45%	45%
Q6h. I feel that senior managers listen to employees		8	27	32	20	13	35%	42%	40%	41%

KEY





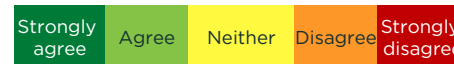
EXPLORE THE FULL RESULTS

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

PUBLIC SECTOR VALUES		61% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		21	49	21	8	69%	81%	66%	69%
Q7e. People in my organisation take responsibility for their own actions		38	27	22	13	44%	47%	49%	47%

KEY





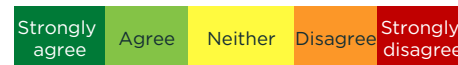
EXPLORE THE FULL RESULTS

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	68% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	16	42	18	18		59%	62%	64%	63%
Q5b. My manager listens to what I have to say	29	45	13	8		74%	74%	80%	75%
Q5d. My manager encourages and values employee input	29	41	15	9		71%	72%	76%	71%
Q6i. Senior managers in my organisation support the career advancement of women	21	38	32			59%	62%	63%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	30	48	14			78%	83%	79%	74%
Q8b. Personal background is not a barrier to success in my organisation	31	49	12			80%	-	78%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	46	16	11		68%	72%	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>	19	33	27	14	8	52%	53%	72%	57%

KEY





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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	46% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	7	29	27	24	13	36%	-	36%	35%
Q7h. My organisation generally selects capable people to do the job	10	47	24	15		56%	63%	61%	52%

KEY





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

PERFORMANCE FRAMEWORK & DEVELOPMENT	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		61%	57%	66%	63%
Q3e. My performance is assessed against clear criteria		49%	51%	51%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation		43%	43%	44%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do		65%	67%	74%	67%
Q5h. My manager appropriately deals with employees who perform poorly		45%	46%	43%	44%
Q7f. My organisation is committed to developing its employees		44%	50%	49%	50%

KEY

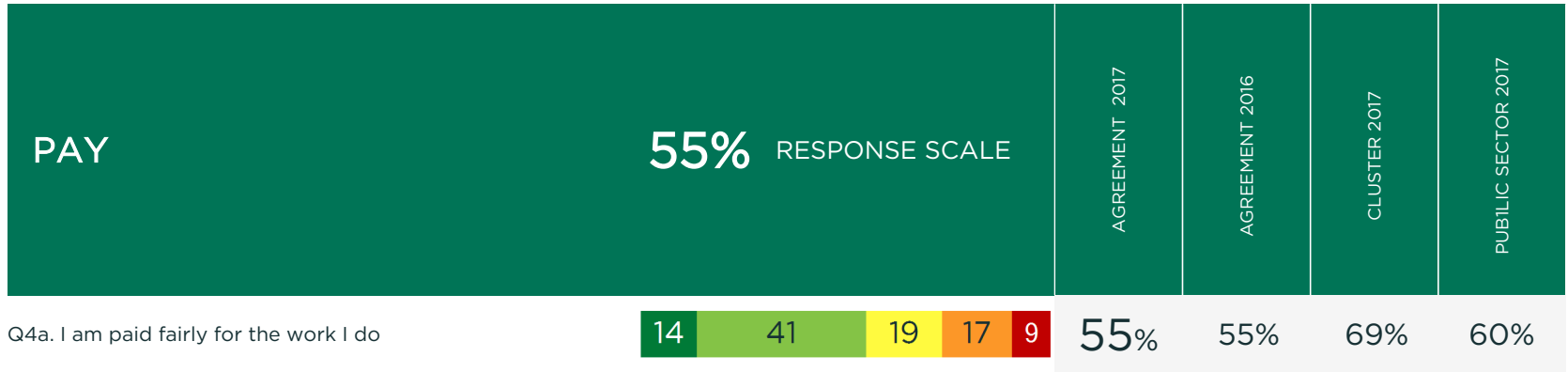




EXPLORE THE FULL RESULTS

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

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

WORKPLACE SUPPORT		65% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		16	42	18	18	59%	62%	64%	63%
Q1f. I am able to keep my work stress at an acceptable level		13	44	21	16	57%	60%	61%	59%
Q2c. I receive help and support from other members of my workgroup		30	49	14	2	79%	85%	84%	81%
Q2d. There is good team spirit in my workgroup		30	36	16	14	65%	68%	73%	69%

KEY





EXPLORE THE FULL RESULTS

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

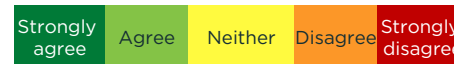
ACTION ABOUT SURVEY RESULTS

39% RESPONSE SCALE

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



KEY

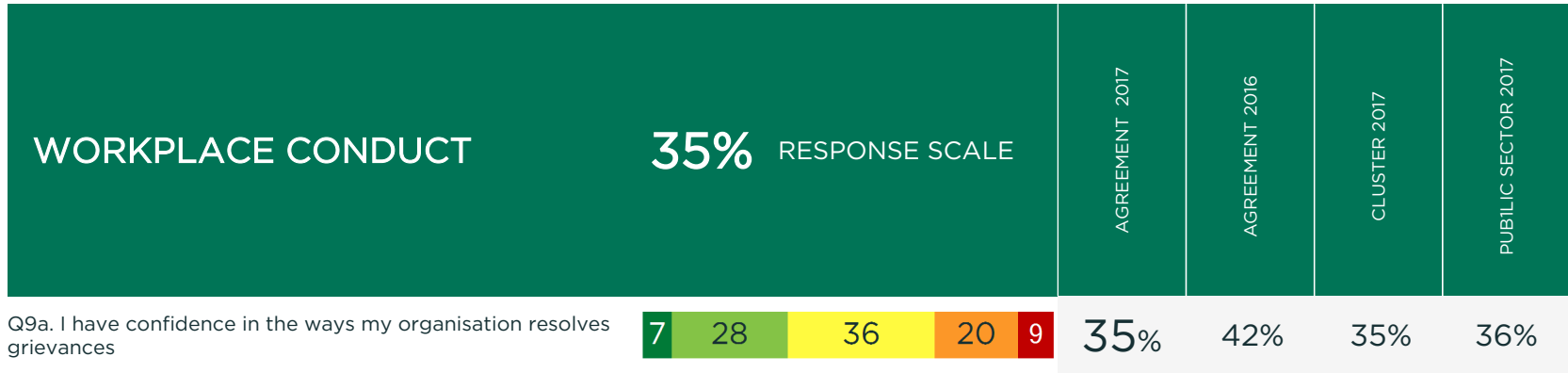




EXPLORE THE FULL RESULTS

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			57%	69%	67%
No			43%	31%	33%
Q3b. I have informal feedback conversations with my manager					
Yes			71%	79%	75%
No			29%	21%	25%
Q3c. I have scheduled feedback conversations with my manager					
Yes			48%	60%	57%
No			52%	40%	43%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q3h. Are you currently looking, or thinking about looking, for a new role within the NSW Public Sector but outside of your current workplace in order to broaden your experience?				
Yes		28%	41%	41%
No		72%	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		29%	27%	30%
Lack of visible opportunities		36%	39%	31%
Lack of promotion opportunities		38%	36%	30%
Lack of support from my manager / supervisor		16%	12%	14%
Geographic location considerations		15%	29%	28%
Personal / family considerations		23%	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		13%	16%	15%
The application/recruitment process is too cumbersome or time consuming		18%	25%	23%
Other		6%	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		62%	70%	62%
Don't know		14%	12%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		60%	55%	63%
No		38%	43%	35%
Don't know		2%	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		32%	25%	33%
No		59%	66%	58%
Don't know		8%	9%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		14%	12%	18%
No		80%	82%	76%
Don't know		6%	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		13%	18%	22%
Your immediate manager/supervisor		34%	26%	24%
A fellow worker at your level		28%	28%	27%
A subordinate		7%	9%	8%
A client or customer		4%	2%	2%
A member of the public other than a client or customer	(r)			
Other		4%	4%	4%
Prefer not to say		10%	13%	13%



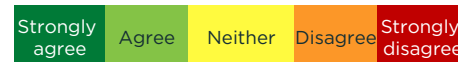
EXPLORE THE FULL RESULTS

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	25	64	8			88%	91%	87%
Q2. My organisation listens to its customers and stakeholders	21	57	16			78%	84%	74%
Q3. My organisation delivers on its promises	11	48	31	8		59%	65%	56%
Q4. I have a clear understanding of the vision of my organisation	31	52	11			84%	90%	65%
Q5. I am aware how my role contributes to the vision of the organisation	31	55	10			86%	86%	73%
Q6. Business planning within the organisation helps us to achieve our wider priorities and vision	17	49	28			65%	75%	59%
Q7. I am encouraged to participate in sustainable work practices by supervisor or manager	25	51	15			77%	84%	59%
Q8. My job design facilitates flexible working	14	37	25	16	8	51%	52%	68%
Q9. My team is equipped with the right tools to provide good customer service	14	43	22	15		57%	70%	62%
Q10. My organisation has the right tools in place to assist and manage geographically dispersed teams	8	31	39	15	8	39%	51%	50%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

RESPONSE SCALE		PERCENTAGE
Gender		
Male		31%
Female		69%
Other		0%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		3%
20 - 24		10%
25 -29		15%
30 - 34		16%
35 - 39		15%
40 - 44		12%
45 - 49		10%
50 - 54		9%
55 - 59		5%
60 - 64		3%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		10%
No		89%
Prefer not to say		1%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		3%
No		96%
Prefer not to say		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

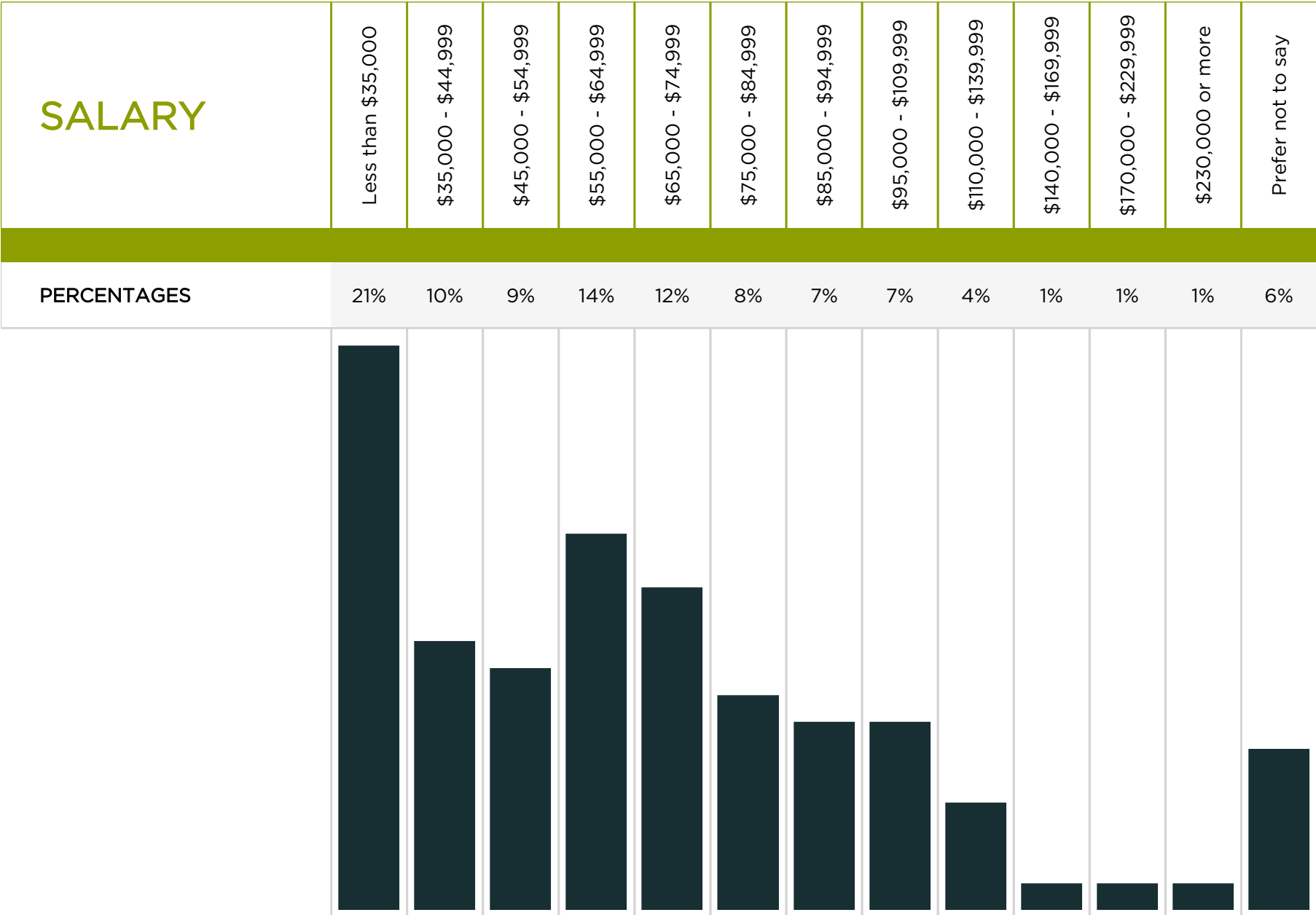
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		2%
No		96%
Prefer not to say		2%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		6%
No		91%
Prefer not to say		3%

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.

	Taronga Conservation Society Australia	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	537	220	63	19	36	0	12	32	0	124
EMPLOYEE ENGAGEMENT	73%	72%	74%	(r)	76%	(r)	(r)	78%	(r)	72%
ENGAGEMENT WITH WORK	74%	70%	81%	(r)	76%	(r)	(r)	76%	(r)	76%
SENIOR MANAGERS	49%	46%	54%	(r)	57%	(r)	(r)	52%	(r)	46%
COMMUNICATION	58%	52%	67%	(r)	67%	(r)	(r)	69%	(r)	59%
HIGH PERFORMANCE	63%	60%	69%	(r)	71%	(r)	(r)	64%	(r)	62%
PUBLIC SECTOR VALUES	61%	56%	67%	(r)	70%	(r)	(r)	68%	(r)	61%
DIVERSITY & INCLUSION	68%	63%	74%	(r)	74%	(r)	(r)	73%	(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.

	Taronga Conservation Society Australia	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	537	105	51	47	70	58	39	33	33	22	4	6	3	30
EMPLOYEE ENGAGEMENT	73%	75%	76%	77%	67%	64%	75%	74%	80%	(r)	(r)	(r)	(r)	71%
ENGAGEMENT WITH WORK	74%	72%	78%	78%	65%	64%	80%	76%	93%	(r)	(r)	(r)	(r)	68%
SENIOR MANAGERS	49%	53%	51%	44%	35%	40%	53%	59%	54%	(r)	(r)	(r)	(r)	48%
COMMUNICATION	58%	53%	56%	53%	53%	56%	68%	66%	72%	(r)	(r)	(r)	(r)	62%
HIGH PERFORMANCE	63%	63%	63%	61%	56%	56%	69%	67%	78%	(r)	(r)	(r)	(r)	61%
PUBLIC SECTOR VALUES	61%	62%	61%	57%	52%	56%	65%	67%	70%	(r)	(r)	(r)	(r)	59%
DIVERSITY & INCLUSION	68%	66%	65%	66%	62%	66%	76%	70%	80%	(r)	(r)	(r)	(r)	61%

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.

	Taronga Conservation Society Australia	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	537	81	71	106	105	101	39
EMPLOYEE ENGAGEMENT	73%	79%	80%	73%	72%	65%	71%
ENGAGEMENT WITH WORK	74%	79%	81%	71%	73%	67%	77%
SENIOR MANAGERS	49%	68%	57%	43%	45%	40%	47%
COMMUNICATION	58%	71%	69%	50%	58%	49%	60%
HIGH PERFORMANCE	63%	73%	68%	60%	63%	56%	65%
PUBLIC SECTOR VALUES	61%	77%	70%	56%	59%	53%	59%
DIVERSITY & INCLUSION	68%	77%	75%	63%	65%	60%	72%

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.

	Taronga Conservation Society Australia	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	537	14	49	77	82	76	60	51	44	24	15	11
EMPLOYEE ENGAGEMENT	73%	(r)	88%	74%	75%	71%	71%	68%	71%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	91%	71%	71%	75%	77%	70%	71%	(r)	(r)	(r)
SENIOR MANAGERS	49%	(r)	73%	44%	48%	49%	47%	44%	51%	(r)	(r)	(r)
COMMUNICATION	58%	(r)	73%	60%	59%	60%	58%	57%	52%	(r)	(r)	(r)
HIGH PERFORMANCE	63%	(r)	81%	62%	62%	63%	65%	61%	56%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	61%	(r)	79%	59%	61%	62%	60%	58%	58%	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	84%	68%	66%	68%	67%	67%	63%	(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.

	Taronga Conservation Society Australia	Male	Female	Other
NUMBER OF RESPONDENTS	537	156	349	2
EMPLOYEE ENGAGEMENT	73%	74%	73%	(r)
ENGAGEMENT WITH WORK	74%	76%	74%	(r)
SENIOR MANAGERS	49%	51%	48%	(r)
COMMUNICATION	58%	64%	56%	(r)
HIGH PERFORMANCE	63%	65%	63%	(r)
PUBLIC SECTOR VALUES	61%	63%	61%	(r)
DIVERSITY & INCLUSION	68%	72%	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?

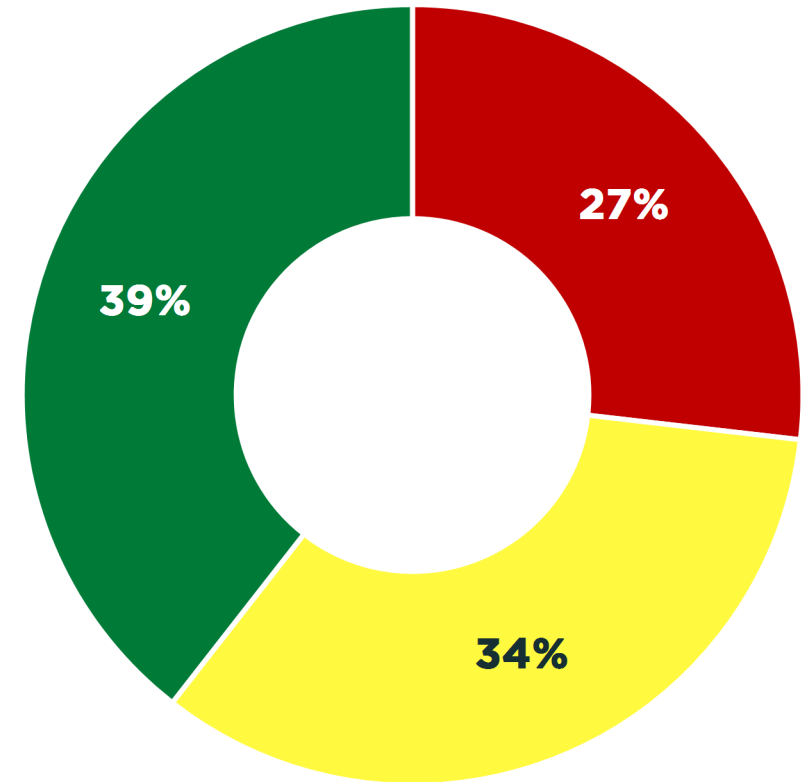
Sector employees have now given their feedback and these results show where actions and improvements are required.

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%

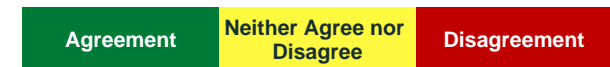
SECTOR

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

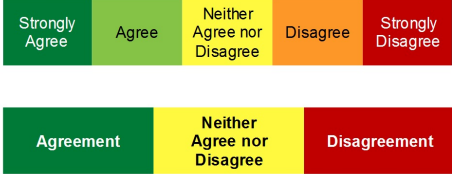
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.