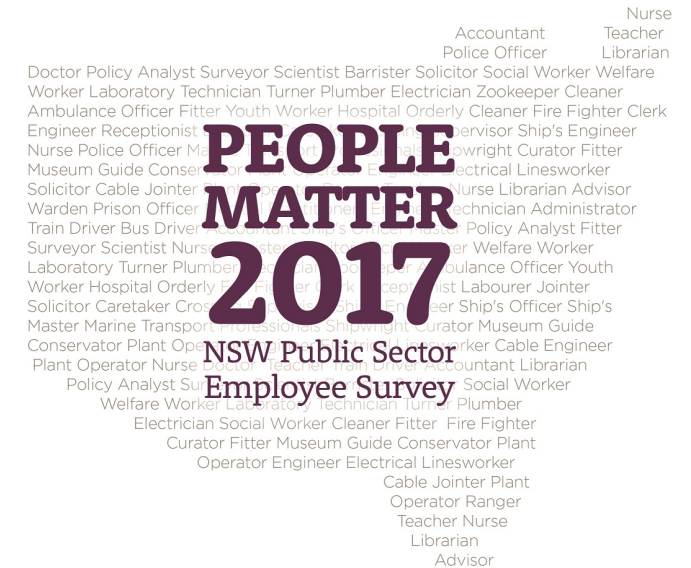


PEOPLE MATTER 2017

NSW Public Sector Employee Survey



AGENCY REPORT

Planning and Environment

Western Sydney Parklands & Parramatta Park Trust

RESPONSE RATE

92%

23 OF 25 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

71%

DIFFERENCE FROM 2016 **+3**

DIFFERENCE FROM CLUSTER **+3**

DIFFERENCE FROM PUBLIC SECTOR **+6**

SENIOR MANAGERS

66%

DIFFERENCE FROM 2016 **-3**

DIFFERENCE FROM CLUSTER **+20**

DIFFERENCE FROM PUBLIC SECTOR **+19**

COMMUNICATION

73%

DIFFERENCE FROM 2016 **+6**

DIFFERENCE FROM CLUSTER **+10**

DIFFERENCE FROM PUBLIC SECTOR **+13**



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 **+4**

DIFFERENCE FROM PUBLIC SECTOR **+6**

HIGH PERFORMANCE

74%

DIFFERENCE FROM CLUSTER **+10**

DIFFERENCE FROM PUBLIC SECTOR **+11**

PUBLIC SECTOR VALUES

77%

DIFFERENCE FROM CLUSTER **+14**

DIFFERENCE FROM PUBLIC SECTOR **+16**

DIVERSITY & INCLUSION

77%

DIFFERENCE FROM CLUSTER **+4**

DIFFERENCE FROM PUBLIC SECTOR **+10**

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.

** As your organisation received less than 30 responses, the key drivers are taken from the questions for Planning and Environment.

		AGREEMENT	% AGREEMENT 2016	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	55%	61%	49%	50%
2	Q7h. My organisation generally selects capable people to do the job	68%	78%	61%	52%
3	Q1c. My job gives me a feeling of personal accomplishment	82%	72%	76%	75%
4	Q1b. I am provided with the support I need to do my best at work	65%	72%	64%	63%
5	Q7a. My organisation focuses on improving the work we do	82%	89%	66%	69%
6	Q7b. My organisation is making the necessary improvements to meet our future challenges	77%	83%	53%	57%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

2a.	My workgroup strives to achieve customer/client satisfaction	100%
1a.	I understand what is expected of me to do well in my role	96%
5e.	My manager involves my workgroup in decisions about our work	91%
2e.	People in my workgroup treat each other with respect	87%
5a.	My manager encourages people in my workgroup to keep improving the work they do	87%
5b.	My manager listens to what I have to say	87%
5d.	My manager encourages and values employee input	86%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	86%
4a.	I am paid fairly for the work I do	83%
2c.	I receive help and support from other members of my workgroup	83%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

5h.	My manager appropriately deals with employees who perform poorly	22%
9a.	I have confidence in the ways my organisation resolves grievances	36%
3g.	I am satisfied with the opportunities available for career development in my organisation	39%
7d.	There is good co-operation between teams across our organisation	45%
14.	I believe action will be taken on the results from this survey by my organisation	50%
7c.	I feel that change is managed well in my organisation	55%
6h.	I feel that senior managers listen to employees	55%
7f.	My organisation is committed to developing its employees	55%
7g.	I have confidence in the way recruitment decisions are made	55%
7l.	My organisation motivates me to help it achieve its objectives	55%



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

5e.	My manager involves my workgroup in decisions about our work	91%	61%
2e.	People in my workgroup treat each other with respect	87%	61%
1f.	I am able to keep my work stress at an acceptable level	65%	44%
5a.	My manager encourages people in my workgroup to keep improving the work they do	87%	67%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	86%	67%
2d.	There is good team spirit in my workgroup	70%	50%
1e.	I am satisfied with my job	78%	61%
2b.	My workgroup works collaboratively to achieve its objectives	78%	61%
5d.	My manager encourages and values employee input	86%	72%
1a.	I understand what is expected of me to do well in my role	96%	83%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

7c.	I feel that change is managed well in my organisation	55%	72%
9a.	I have confidence in the ways my organisation resolves grievances	36%	50%
6c.	I feel that senior managers model the values of my organisation	65%	78%
7m.	My organisation inspires me to do the best in my job	55%	67%
7d.	There is good co-operation between teams across our organisation	45%	56%
7h.	My organisation generally selects capable people to do the job	68%	78%
8c.	I am able to speak up and share a different view to my colleagues and manager	68%	78%
7k.	I feel a strong personal attachment to my organisation	64%	72%
6a.	I believe senior managers provide clear direction for the future of the organisation	70%	78%
6g.	I feel that senior managers keep employees informed about what's going on	59%	67%



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'.



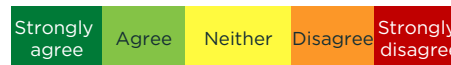
EXPLORE THE FULL RESULTS

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	32	41	18	9	73%	72%	66%	60%	
Q7j. I am proud to tell others I work for my organisation	36	36	23		73%	72%	76%	68%	
Q7k. I feel a strong personal attachment to my organisation	36	27	27		64%	72%	69%	63%	
Q7l. My organisation motivates me to help it achieve its objectives	32	23	27	14	55%	56%	56%	53%	
Q7m. My organisation inspires me to do the best in my job	32	23	32	9	55%	67%	57%	53%	

KEY





EXPLORE THE FULL RESULTS

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	78% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	32	50	9	9	82%	72%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	22	52	17	9	74%	67%	75%	72%
Q1e. I am satisfied with my job	17	61	17	5	78%	61%	69%	68%

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.

SENIOR MANAGERS	66% 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	17	52	22	9	70%	78%	46%	48%
Q6b. I feel that senior managers effectively lead and manage change	13	52	22	13	65%	72%	42%	44%
Q6c. I feel that senior managers model the values of my organisation	17	48	35		65%	78%	47%	48%
Q6d. Senior managers encourage innovation by employees	27	45	23		73%	72%	47%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	18	50	27		68%	61%	53%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	27	59	14		86%	67%	66%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	14	45	23	14	59%	67%	45%	45%
Q6h. I feel that senior managers listen to employees	18	36	36	9	55%	56%	40%	41%
Q7c. I feel that change is managed well in my organisation	23	32	32	9	55%	72%	31%	39%

KEY





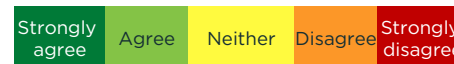
EXPLORE THE FULL RESULTS

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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.

COMMUNICATION	73% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me	26	52	13	9	78%	67%	73%	70%
Q5d. My manager encourages and values employee input	32	55	9		86%	72%	76%	71%
Q5e. My manager involves my workgroup in decisions about our work	26	65			91%	61%	69%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	14	45	23	14	59%	67%	45%	45%
Q6h. I feel that senior managers listen to employees	18	36	36	9	55%	56%	40%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	32	36	9	18	68%	78%	73%	66%

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.

	HIGH PERFORMANCE		74% 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	39	57		96%	83%	87%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	22	57	9 9	78%	61%	81%	78%
Q3f. I have received appropriate training and development to do my job well	22	39	26 9	61%	56%	62%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	30	57	9	87%	67%	76%	72%
Q5f. I have confidence in the decisions my manager makes	22	57	9 9	78%	72%	72%	67%
Q6d. Senior managers encourage innovation by employees	27	45	23	73%	72%	47%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	18	50	27	68%	61%	53%	51%
Q7a. My organisation focuses on improving the work we do	27	55	18	82%	89%	66%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	27	50	18	77%	83%	53%	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.

	74% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	14	32	18	32	45%	56%	45%	47%
Q7h. My organisation generally selects capable people to do the job	14	55	14	18	68%	78%	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		77% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q2a. My workgroup strives to achieve customer/client satisfaction		39	61	100%	89%	88%	85%		
Q2e. People in my workgroup treat each other with respect		39	48	9	87%	61%	80%	74%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do		30	57	9	87%	67%	76%	72%	
Q5b. My manager listens to what I have to say		30	57	9	87%	89%	80%	75%	
Q6a. I believe senior managers provide clear direction for the future of the organisation		17	52	22	9	70%	78%	46%	48%
Q6c. I feel that senior managers model the values of my organisation		17	48	35	65%	78%	47%	48%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		27	59	14	86%	67%	66%	60%	
Q6g. I feel that senior managers keep employees informed about what's going on		14	45	23	14	59%	67%	45%	45%
Q6h. I feel that senior managers listen to employees		18	36	36	9	55%	56%	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		77% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q7a. My organisation focuses on improving the work we do		27	55	18	82%	89%	66%	69%		
Q7e. People in my organisation take responsibility for their own actions		9	55	9	18	9	64%	56%	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	77% 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	22	43	30	65%	72%	64%	63%
Q5b. My manager listens to what I have to say	30	57	9	87%	89%	80%	75%
Q5d. My manager encourages and values employee input	32	55	9	86%	72%	76%	71%
Q6i. Senior managers in my organisation support the career advancement of women	55	27	14	82%	78%	63%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	41	41	18	82%	89%	79%	74%
Q8b. Personal background is not a barrier to success in my organisation	41	36	18	77%	-	78%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	32	36	9	68%	78%	73%	66%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	32	36	18	68%	61%	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	61% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	14	41	36		55%	-	36%	35%
Q7h. My organisation generally selects capable people to do the job	14	55	14	18	68%	78%	61%	52%

KEY





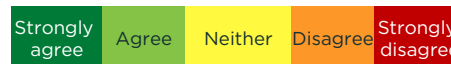
EXPLORE THE FULL RESULTS

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	54% 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	30	48	17		78%	67%	66%	63%	
Q3e. My performance is assessed against clear criteria	22	35	26	17	57%	44%	51%	54%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	17	22	35	17	9	39%	33%	44%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	17	57	22		74%	78%	74%	67%	
Q5h. My manager appropriately deals with employees who perform poorly	22	52	17	9	22%	28%	43%	44%	
Q7f. My organisation is committed to developing its employees	14	41	23	18	55%	61%	49%	50%	

KEY

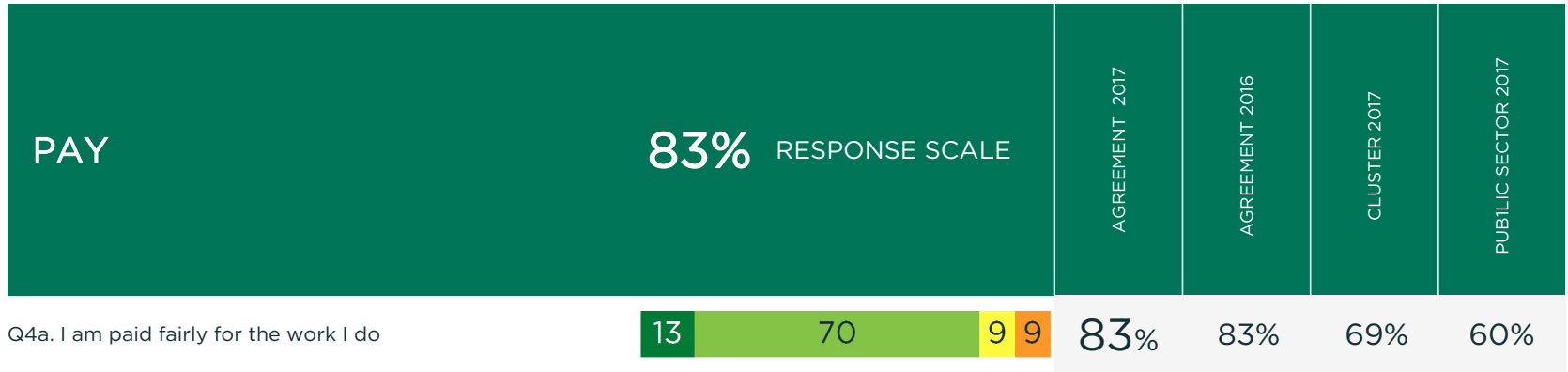




EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

WORKPLACE SUPPORT		71% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q1b. I am provided with the support I need to do my best at work		22	43	30	65%	72%	64%	63%	
Q1f. I am able to keep my work stress at an acceptable level		17	48	17	17	65%	44%	61%	59%
Q2c. I receive help and support from other members of my workgroup		30	52	9	9	83%	78%	84%	81%
Q2d. There is good team spirit in my workgroup		30	39	9	22	70%	50%	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

50% RESPONSE SCALE

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



	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q14. I believe action will be taken on the results from this survey by my organisation	50%	50%	40%	34%

KEY

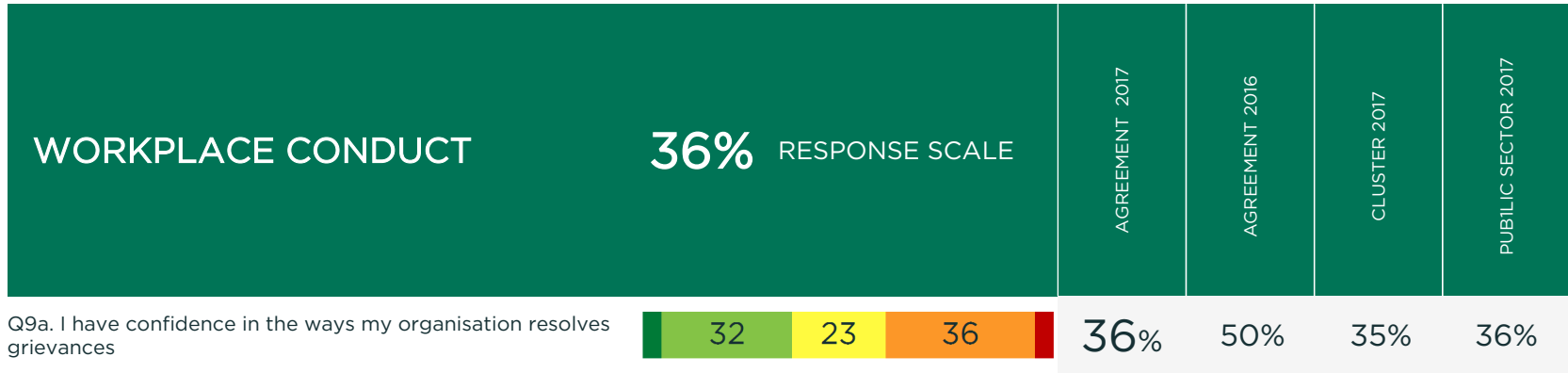




EXPLORE THE FULL RESULTS

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		87%	69%	67%
No		13%	31%	33%
Q3b. I have informal feedback conversations with my manager				
Yes		83%	79%	75%
No		17%	21%	25%
Q3c. I have scheduled feedback conversations with my manager				
Yes		83%	60%	57%
No		17%	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		55%	41%	41%
No		45%	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		39%	27%	30%
Lack of visible opportunities		35%	39%	31%
Lack of promotion opportunities		39%	36%	30%
Lack of support from my manager / supervisor		9%	12%	14%
Geographic location considerations		17%	29%	28%
Personal / family considerations		22%	31%	33%
Insufficient training and development		9%	14%	16%
Lack of required capabilities or experience		9%	11%	11%
Lack of support for temporary assignments/secondments		4%	16%	15%
The application/recruitment process is too cumbersome or time consuming		22%	25%	23%
Other		9%	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		5%	18%	25%
No		77%	70%	62%
Don't know		18%	12%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes	(r)			
No	(r)			
Don't know	(r)			



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		64%	66%	58%
Don't know		14%	9%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		14%	12%	18%
No		82%	82%	76%
Don't know		5%	6%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q10e. Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months.				
A senior manager	(r)			
Your immediate manager/supervisor	(r)			
A fellow worker at your level	(r)			
A subordinate	(r)			
A client or customer	(r)			
A member of the public other than a client or customer	(r)			
Other	(r)			
Prefer not to say	(r)			



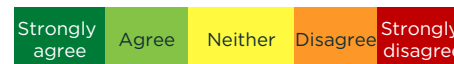
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PLANNING AND ENVIRONMENT QUESTIONS	RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
	Strongly agree	Agree	Neither	Disagree	Strongly disagree			
Q1. I am clear on the accountabilities of my role	27	59	9			86%	78%	87%
Q2. My organisation listens to its customers and stakeholders	36	50	14			86%	83%	74%
Q3. My organisation delivers on its promises	23	55	23			77%	89%	56%
Q4. I have a clear understanding of the vision of my organisation	32	55	9			86%	67%	65%
Q5. I am aware how my role contributes to the vision of the organisation	36	45	18			82%	78%	73%
Q6. Business planning within the organisation helps us to achieve our wider priorities and vision	38	24	33			62%	78%	59%
Q7. I am encouraged to participate in sustainable work practices by supervisor or manager	27	36	18	18		64%	56%	59%
Q8. My job design facilitates flexible working	14	41	23	14	9	55%	50%	68%
Q9. My team is equipped with the right tools to provide good customer service	14	45	23	14		59%	67%	62%
Q10. My organisation has the right tools in place to assist and manage geographically dispersed teams		36	32	23		41%	44%	50%

KEY





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.

50%

of employees replied favourably to:

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

34%

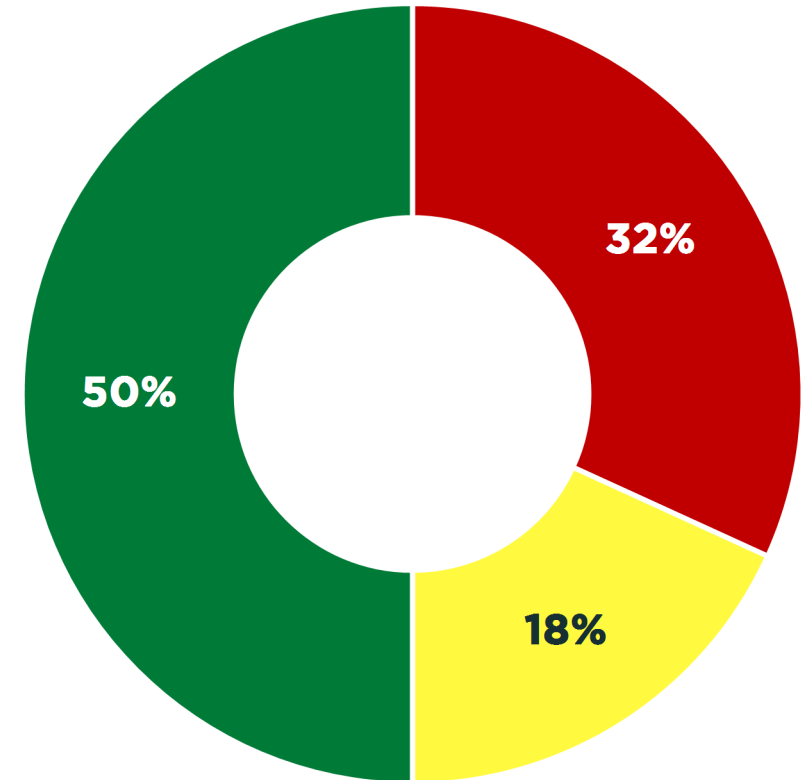
SECTOR

40%

CLUSTER

50%

2016



Agreement

Neither Agree nor Disagree

Disagreement

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

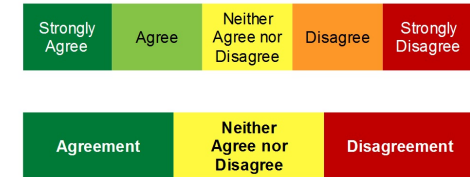
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.