

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 Curator Fitter
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 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

DEPARTMENT REPORT

Premier and Cabinet

Department of Premier and Cabinet

RESPONSE RATE

85%

598 OF 707 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

72%

DIFFERENCE FROM 2016 0

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR +8

SENIOR MANAGERS

67%

DIFFERENCE FROM 2016 +3

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR +20

COMMUNICATION

74%

DIFFERENCE FROM 2016 +4

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR +14



QUESTIONS ARE GROUPED INTO THEMES IN THIS REPORT.

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

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

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

ENGAGEMENT WITH WORK

77%

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR +6

HIGH PERFORMANCE

75%

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR +12

PUBLIC SECTOR VALUES

77%

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR +16

DIVERSITY & INCLUSION

80%

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR +12

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	67%	73%	69%	57%
2	Q7a. My organisation focuses on improving the work we do	82%	87%	82%	69%
3	Q1c. My job gives me a feeling of personal accomplishment	78%	77%	78%	75%
4	Q7f. My organisation is committed to developing its employees	72%	72%	70%	50%
5	Q6h. I feel that senior managers listen to employees	63%	60%	63%	41%
6	Q7e. People in my organisation take responsibility for their own actions	69%	65%	68%	47%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

2a.	My workgroup strives to achieve customer/client satisfaction	94%
2b.	My workgroup works collaboratively to achieve its objectives	88%
1a.	I understand what is expected of me to do well in my role	88%
2c.	I receive help and support from other members of my workgroup	85%
5b.	My manager listens to what I have to say	85%
2e.	People in my workgroup treat each other with respect	84%
7j.	I am proud to tell others I work for my organisation	84%
5a.	My manager encourages people in my workgroup to keep improving the work they do	83%
7a.	My organisation focuses on improving the work we do	82%
8b.	Personal background is not a barrier to success in my organisation	82%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

9a.	I have confidence in the ways my organisation resolves grievances	44%
7g.	I have confidence in the way recruitment decisions are made	46%
5h.	My manager appropriately deals with employees who perform poorly	53%
3g.	I am satisfied with the opportunities available for career development in my organisation	53%
7c.	I feel that change is managed well in my organisation	53%
7k.	I feel a strong personal attachment to my organisation	62%
6d.	Senior managers encourage innovation by employees	62%
6h.	I feel that senior managers listen to employees	63%
3e.	My performance is assessed against clear criteria	64%
6b.	I feel that senior managers effectively lead and manage change	64%



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

8d.	How satisfied are you with your ability to access and use flexible working arrangements?	80%	69%
5h.	My manager appropriately deals with employees who perform poorly	53%	42%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	77%	68%
14.	I believe action will be taken on the results from this survey by my organisation	65%	58%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	79%	71%
1b.	I am provided with the support I need to do my best at work	75%	68%
6g.	I feel that senior managers keep employees informed about what's going on	69%	62%
4a.	I am paid fairly for the work I do	80%	73%
3e.	My performance is assessed against clear criteria	64%	58%
6i.	Senior managers in my organisation support the career advancement of women	75%	70%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

7b.	My organisation is making the necessary improvements to meet our future challenges	67%	73%
7a.	My organisation focuses on improving the work we do	82%	87%
9a.	I have confidence in the ways my organisation resolves grievances	44%	48%
1d.	I feel motivated to contribute more than what is normally required at work	81%	82%
7c.	I feel that change is managed well in my organisation	53%	54%



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 Department of Premier and Cabinet

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.

	Department of Premier and Cabinet	Cabinet & Legal Group	Economic Policy Group	Govt Corp & Regional Coordination Group	Premier's Implementation Unit	Regional NSW Group	Social Policy Group
NUMBER OF RESPONDENTS	598	37	75	252	21	88	100
EMPLOYEE ENGAGEMENT	72%	70%	73%	72%	84%	67%	76%
ENGAGEMENT WITH WORK	77%	76%	76%	78%	95%	72%	80%
SENIOR MANAGERS	67%	72%	76%	62%	98%	56%	81%
COMMUNICATION	74%	78%	79%	69%	91%	67%	84%
HIGH PERFORMANCE	75%	77%	82%	73%	90%	67%	83%
PUBLIC SECTOR VALUES	77%	81%	84%	73%	96%	68%	88%
DIVERSITY & INCLUSION	80%	80%	83%	77%	89%	77%	84%

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	72% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work		76%	76%	75%	60%
Q7j. I am proud to tell others I work for my organisation		84%	83%	84%	68%
Q7k. I feel a strong personal attachment to my organisation		62%	60%	64%	63%
Q7l. My organisation motivates me to help it achieve its objectives		71%	66%	70%	53%
Q7m. My organisation inspires me to do the best in my job		70%	68%	70%	53%

KEY





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ENGAGEMENT WITH WORK	77% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	32	47	14		78%	77%	78%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	39	42	11		81%	82%	80%	72%
Q1e. I am satisfied with my job	26	46	16	8	73%	68%	72%	68%

KEY





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SENIOR MANAGERS	67% 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	23	44	21	8	68%	67%	67%	48%
Q6b. I feel that senior managers effectively lead and manage change	24	41	20	10	64%	61%	64%	44%
Q6c. I feel that senior managers model the values of my organisation	27	43	20		71%	68%	70%	48%
Q6d. Senior managers encourage innovation by employees	20	42	25	10	62%	62%	63%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	28	48	17		76%	74%	75%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	32	46	15		79%	71%	77%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	23	45	17	11	69%	62%	69%	45%
Q6h. I feel that senior managers listen to employees	20	43	22	9	63%	60%	63%	41%
Q7c. I feel that change is managed well in my organisation	16	37	26	15	53%	54%	54%	39%

KEY





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COMMUNICATION	74% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me	37	40	13		77%	73%	76%	70%
Q5d. My manager encourages and values employee input	41	39	12		80%	78%	80%	71%
Q5e. My manager involves my workgroup in decisions about our work	38	38	15		76%	73%	75%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	23	45	17	11	69%	62%	69%	45%
Q6h. I feel that senior managers listen to employees	20	43	22	9	63%	60%	63%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	31	48	12		78%	77%	78%	66%

KEY





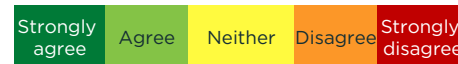
EXPLORE THE FULL RESULTS

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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.

HIGH PERFORMANCE	75% 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	36	52	8	88%	86%	87%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	49	39	8	88%	84%	87%	78%	
Q3f. I have received appropriate training and development to do my job well	22	45	19	11	66%	61%	64%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	40	43	11	83%	81%	82%	72%	
Q5f. I have confidence in the decisions my manager makes	41	37	14	78%	77%	78%	67%	
Q6d. Senior managers encourage innovation by employees	20	42	25	10	62%	62%	63%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	28	48	17	76%	74%	75%	51%	
Q7a. My organisation focuses on improving the work we do	31	52	12	82%	87%	82%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	21	46	23	8	67%	73%	69%	57%

KEY





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	75% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	17	48	23	10	65%	65%	65%	47%
Q7h. My organisation generally selects capable people to do the job	19	55	18		74%	70%	74%	52%

KEY





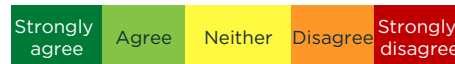
EXPLORE THE FULL RESULTS

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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	77% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
	Strongly agree	Agree	Disagree	Strongly disagree	Neither	None
Q2a. My workgroup strives to achieve customer/client satisfaction	59	35	94%	90%	92%	85%
Q2e. People in my workgroup treat each other with respect	48	37	84%	85%	83%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	40	43	83%	81%	82%	72%
Q5b. My manager listens to what I have to say	43	42	85%	80%	84%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation	23	44	68%	67%	67%	48%
Q6c. I feel that senior managers model the values of my organisation	27	43	71%	68%	70%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	32	46	79%	71%	77%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	23	45	69%	62%	69%	45%
Q6h. I feel that senior managers listen to employees	20	43	63%	60%	63%	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				82%	87%	82%	69%
Q7e. People in my organisation take responsibility for their own actions				69%	65%	68%	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	80% 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	27	48	13	9	75%	68%	75%	63%
Q5b. My manager listens to what I have to say	43	42	8		85%	80%	84%	75%
Q5d. My manager encourages and values employee input	41	39	12		80%	78%	80%	71%
Q6i. Senior managers in my organisation support the career advancement of women	37	38	20		75%	70%	75%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	31	50	12		81%	79%	81%	74%
Q8b. Personal background is not a barrier to success in my organisation	35	47	11		82%	-	83%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	31	48	12		78%	77%	78%	66%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	46	34	14		80%	69%	80%	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	60% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	12	34	29	17	8	46%	-	47%	35%
Q7h. My organisation generally selects capable people to do the job	19	55	18			74%	70%	74%	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	66% 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	29	48	14	9	77%	68%	76%	63%	
Q3e. My performance is assessed against clear criteria	22	42	23	9	64%	58%	63%	54%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	19	34	21	17	10	53%	48%	52%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	41	39	11		80%	78%	80%	67%	
Q5h. My manager appropriately deals with employees who perform poorly	20	32	33	9	53%	42%	51%	44%	
Q7f. My organisation is committed to developing its employees	23	48	17		72%	72%	70%	50%	

KEY

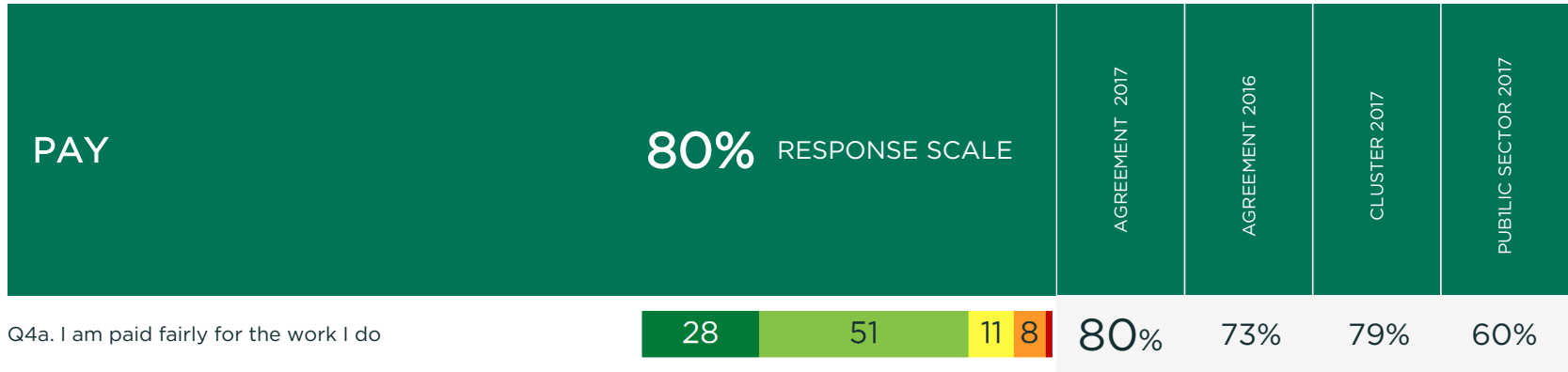




EXPLORE THE FULL RESULTS

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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.



KEY





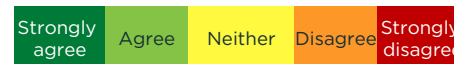
EXPLORE THE FULL RESULTS

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		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		75%	68%	75%	63%				
Q1f. I am able to keep my work stress at an acceptable level		69%	70%	70%	59%				
Q2c. I receive help and support from other members of my workgroup		85%	84%	85%	81%				
Q2d. There is good team spirit in my workgroup		79%	78%	79%	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.

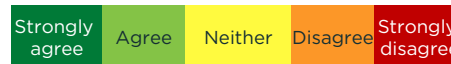
ACTION ABOUT SURVEY RESULTS

65% RESPONSE SCALE

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



KEY

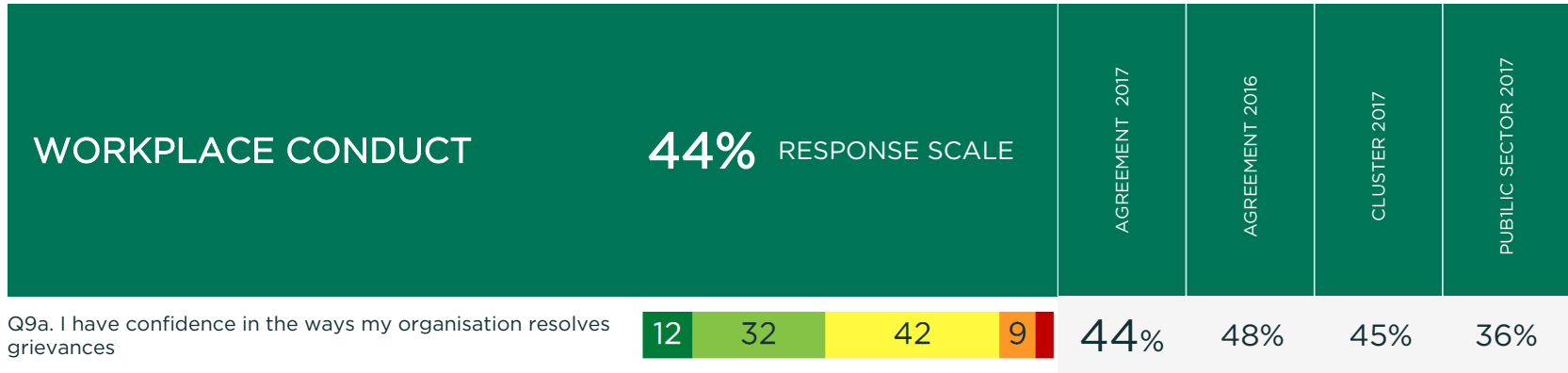




EXPLORE THE FULL RESULTS

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			70%	70%	67%
No			30%	30%	33%
Q3b. I have informal feedback conversations with my manager					
Yes			82%	81%	75%
No			18%	19%	25%
Q3c. I have scheduled feedback conversations with my manager					
Yes			70%	68%	57%
No			30%	32%	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		49%	46%	41%
No		51%	54%	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%	33%	30%
Lack of visible opportunities		34%	33%	31%
Lack of promotion opportunities		35%	33%	30%
Lack of support from my manager / supervisor		10%	10%	14%
Geographic location considerations		26%	22%	28%
Personal / family considerations		27%	24%	33%
Insufficient training and development		12%	11%	16%
Lack of required capabilities or experience		15%	13%	11%
Lack of support for temporary assignments/secondments		15%	13%	15%
The application/recruitment process is too cumbersome or time consuming		21%	19%	23%
Other		7%	8%	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		11%	11%	25%
No		80%	80%	62%
Don't know		10%	9%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		49%	51%	63%
No		49%	48%	35%
Don't know		2%	1%	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			18%	17%	33%
No			74%	75%	58%
Don't know			8%	8%	9%
Q10d. In the last 12 months I have been subjected to bullying at work					
Yes			10%	9%	18%
No			85%	85%	76%
Don't know			6%	5%	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		24%	26%	22%
Your immediate manager/supervisor		28%	27%	24%
A fellow worker at your level		24%	21%	27%
A subordinate		5%	4%	8%
A client or customer		2%	1%	2%
A member of the public other than a client or customer	(r)			
Other		2%	3%	4%
Prefer not to say		16%	17%	13%



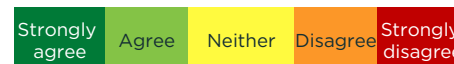
EXPLORE THE FULL RESULTS

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PREMIER AND CABINET QUESTIONS	RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
	Strongly agree	Agree	Neither	Disagree			
Q1. I received quality feedback in the last performance development cycle	23	39	27	9	62%	0%	60%
Q2. I was not surprised by the feedback offered in my performance discussions	21	46	27	4	67%	0%	65%
Q3. The feedback from the performance development framework has been useful and applicable in my role	20	38	34	8	58%	0%	57%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		36%
Female		62%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		0%
20 - 24		3%
25 -29		12%
30 - 34		17%
35 - 39		18%
40 - 44		14%
45 - 49		14%
50 - 54		10%
55 - 59		8%
60 - 64		3%
65+		1%

PROFILE OF RESPONDENTS









PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		16%
No		80%
Prefer not to say		4%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		2%
No		95%
Prefer not to say		3%

PROFILE OF RESPONDENTS



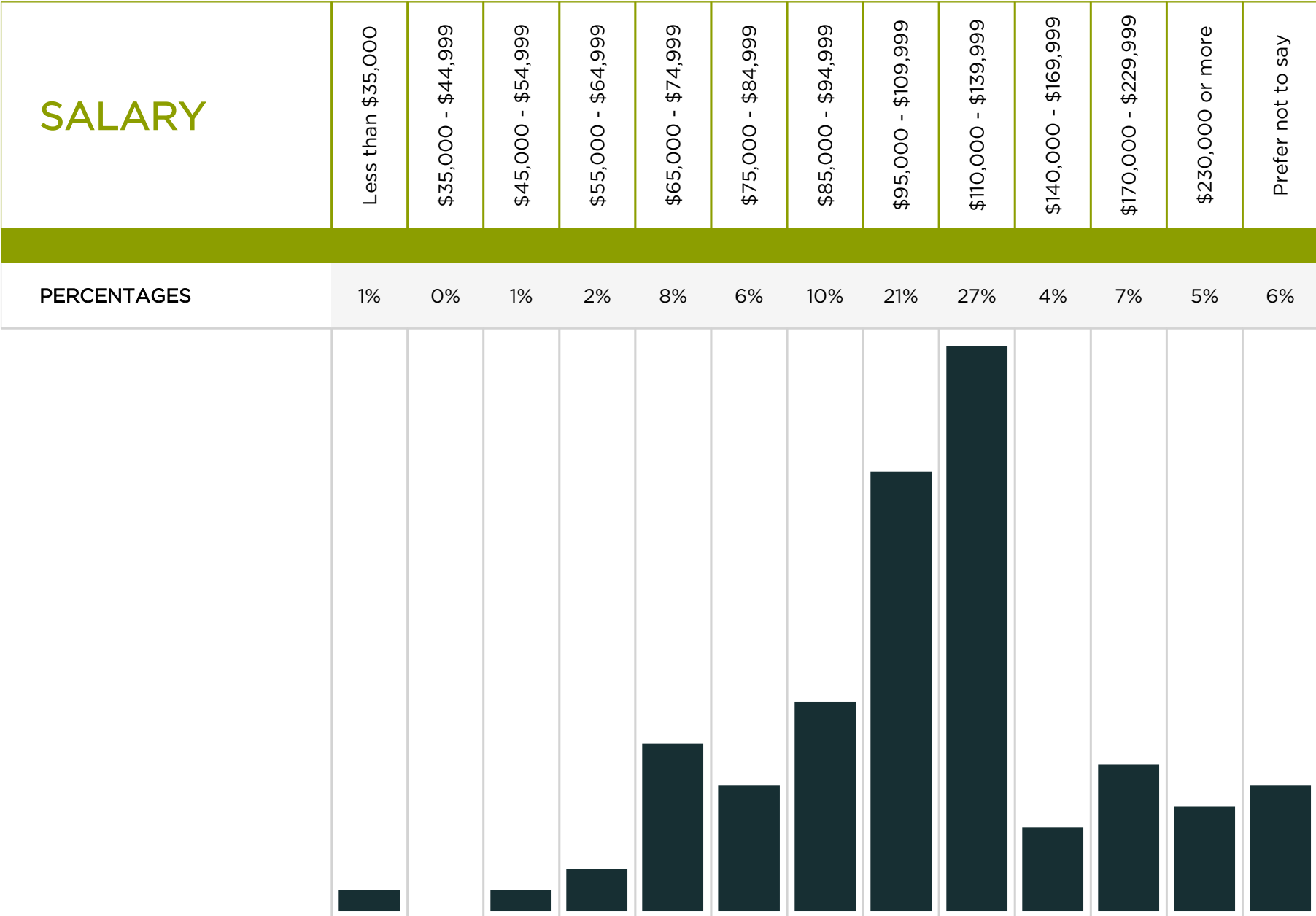
PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		3%
No		91%
Prefer not to say		6%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		7%
No		88%
Prefer not to say		4%

PROFILE OF RESPONDENTS

i

WORK PROFILES



RESULT BY TYPE OF WORK



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Department of Premier and Cabinet	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	598	45	18	71	88	160	18	90	16	78
EMPLOYEE ENGAGEMENT	72%	72%	(r)	74%	70%	73%	(r)	77%	(r)	69%
ENGAGEMENT WITH WORK	77%	76%	(r)	77%	68%	78%	(r)	84%	(r)	84%
SENIOR MANAGERS	67%	55%	(r)	69%	55%	77%	(r)	74%	(r)	62%
COMMUNICATION	74%	65%	(r)	73%	65%	82%	(r)	80%	(r)	69%
HIGH PERFORMANCE	75%	69%	(r)	77%	68%	81%	(r)	80%	(r)	72%
PUBLIC SECTOR VALUES	77%	68%	(r)	76%	67%	86%	(r)	82%	(r)	73%
DIVERSITY & INCLUSION	80%	72%	(r)	78%	74%	84%	(r)	85%	(r)	78%

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.

	Department of Premier and Cabinet	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	598	6	2	7	13	48	37	61	122	155	21	42	31	36
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	(r)	70%	71%	73%	67%	72%	(r)	78%	90%	67%
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	67%	68%	77%	72%	81%	(r)	85%	100%	69%
SENIOR MANAGERS	67%	(r)	(r)	(r)	(r)	58%	66%	68%	62%	69%	(r)	77%	94%	51%
COMMUNICATION	74%	(r)	(r)	(r)	(r)	61%	76%	74%	69%	76%	(r)	80%	94%	68%
HIGH PERFORMANCE	75%	(r)	(r)	(r)	(r)	69%	74%	74%	71%	76%	(r)	82%	95%	67%
PUBLIC SECTOR VALUES	77%	(r)	(r)	(r)	(r)	67%	76%	76%	71%	79%	(r)	86%	97%	68%
DIVERSITY & INCLUSION	80%	(r)	(r)	(r)	(r)	70%	78%	77%	77%	82%	(r)	84%	94%	77%

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.

	Department of Premier and Cabinet	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	598	156	134	134	84	56	14
EMPLOYEE ENGAGEMENT	72%	76%	72%	73%	71%	68%	(r)
ENGAGEMENT WITH WORK	77%	79%	76%	80%	77%	76%	(r)
SENIOR MANAGERS	67%	75%	71%	67%	60%	55%	(r)
COMMUNICATION	74%	80%	79%	72%	68%	67%	(r)
HIGH PERFORMANCE	75%	79%	77%	77%	73%	67%	(r)
PUBLIC SECTOR VALUES	77%	83%	81%	77%	72%	68%	(r)
DIVERSITY & INCLUSION	80%	85%	82%	79%	78%	71%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW
CUT OFF LIMIT OF 30 RESPONDENTS

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.

	Department of Premier and Cabinet	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	598	1	17	70	98	101	83	79	57	46	17	7
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	73%	72%	74%	73%	74%	66%	71%	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	78%	74%	77%	83%	83%	71%	70%	(r)	(r)
SENIOR MANAGERS	67%	(r)	(r)	70%	72%	71%	68%	71%	50%	61%	(r)	(r)
COMMUNICATION	74%	(r)	(r)	80%	77%	79%	76%	72%	60%	70%	(r)	(r)
HIGH PERFORMANCE	75%	(r)	(r)	79%	76%	78%	78%	78%	64%	70%	(r)	(r)
PUBLIC SECTOR VALUES	77%	(r)	(r)	80%	81%	81%	79%	77%	62%	72%	(r)	(r)
DIVERSITY & INCLUSION	80%	(r)	(r)	83%	82%	82%	81%	81%	68%	76%	(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.

	Department of Premier and Cabinet	Male	Female	Other
NUMBER OF RESPONDENTS	598	211	362	11
EMPLOYEE ENGAGEMENT	72%	71%	74%	(r)
ENGAGEMENT WITH WORK	77%	75%	80%	(r)
SENIOR MANAGERS	67%	64%	71%	(r)
COMMUNICATION	74%	73%	76%	(r)
HIGH PERFORMANCE	75%	73%	78%	(r)
PUBLIC SECTOR VALUES	77%	75%	80%	(r)
DIVERSITY & INCLUSION	80%	79%	81%	(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?

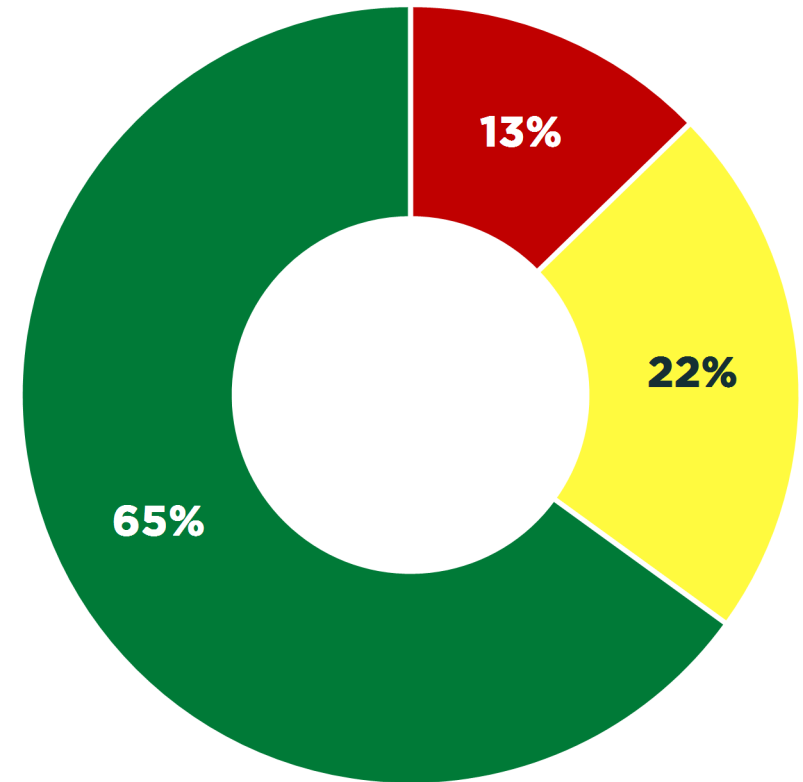
Sector employees have now given their feedback and these results show where actions and improvements are required.

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.

65%

of employees replied favourably to:

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



34%

SECTOR

65%

CLUSTER

58%

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

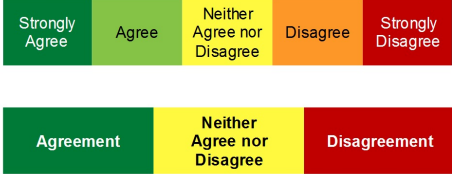
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.