

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
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 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

AGENCY REPORT

Treasury

NSW Treasury Corporation (TCorp)

RESPONSE RATE

100%

181 OF 181 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

72%

DIFFERENCE FROM 2016 -1

DIFFERENCE FROM CLUSTER -1

DIFFERENCE FROM PUBLIC SECTOR +7

SENIOR MANAGERS

68%

DIFFERENCE FROM 2016 +2

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR +21

COMMUNICATION

79%

DIFFERENCE FROM 2016 +2

DIFFERENCE FROM CLUSTER +4

DIFFERENCE FROM PUBLIC SECTOR +19



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 0

DIFFERENCE FROM PUBLIC SECTOR +6

HIGH PERFORMANCE

78%

DIFFERENCE FROM CLUSTER +4

DIFFERENCE FROM PUBLIC SECTOR +15

PUBLIC SECTOR VALUES

78%

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR +17

DIVERSITY & INCLUSION

78%

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR +11

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	Q6b. I feel that senior managers effectively lead and manage change	61%	64%	61%	44%
2	Q7h. My organisation generally selects capable people to do the job	84%	77%	71%	52%
3	Q6c. I feel that senior managers model the values of my organisation	64%	66%	67%	48%
4	Q6d. Senior managers encourage innovation by employees	64%	64%	66%	48%
5	Q6h. I feel that senior managers listen to employees	64%	64%	62%	41%
6	Q7b. My organisation is making the necessary improvements to meet our future challenges	79%	78%	75%	57%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

2a.	My workgroup strives to achieve customer/client satisfaction	92%
2c.	I receive help and support from other members of my workgroup	90%
2e.	People in my workgroup treat each other with respect	90%
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%
5d.	My manager encourages and values employee input	88%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	88%
5b.	My manager listens to what I have to say	87%
5a.	My manager encourages people in my workgroup to keep improving the work they do	85%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	85%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

9a.	I have confidence in the ways my organisation resolves grievances	45%
3g.	I am satisfied with the opportunities available for career development in my organisation	50%
7c.	I feel that change is managed well in my organisation	54%
14.	I believe action will be taken on the results from this survey by my organisation	54%
5h.	My manager appropriately deals with employees who perform poorly	56%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	60%
6b.	I feel that senior managers effectively lead and manage change	61%
7g.	I have confidence in the way recruitment decisions are made	61%
7e.	People in my organisation take responsibility for their own actions	61%
4a.	I am paid fairly for the work I do	62%



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

6e.	Senior managers promote collaboration between my organisation and other organisations we work with	76%	64%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	85%	76%
5e.	My manager involves my workgroup in decisions about our work	82%	74%
6g.	I feel that senior managers keep employees informed about what's going on	75%	68%
5g.	My manager provides acknowledgement or other recognition for the work I do	83%	77%
7h.	My organisation generally selects capable people to do the job	84%	77%
5f.	I have confidence in the decisions my manager makes	84%	78%
7e.	People in my organisation take responsibility for their own actions	61%	56%
1b.	I am provided with the support I need to do my best at work	75%	70%
7k.	I feel a strong personal attachment to my organisation	65%	61%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

9a.	I have confidence in the ways my organisation resolves grievances	45%	64%
3f.	I have received appropriate training and development to do my job well	65%	80%
3e.	My performance is assessed against clear criteria	64%	76%
7f.	My organisation is committed to developing its employees	73%	82%
7c.	I feel that change is managed well in my organisation	54%	63%
14.	I believe action will be taken on the results from this survey by my organisation	54%	62%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	69%	76%
8c.	I am able to speak up and share a different view to my colleagues and manager	81%	85%
5h.	My manager appropriately deals with employees who perform poorly	56%	61%
7l.	My organisation motivates me to help it achieve its objectives	69%	73%



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 NSW Treasury Corporation (TCorp)

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.

	NSW Treasury Corporation (TCorp)	Finance, Legal, EPMO & Settlements	Financial Markets	HR & Internal Communications & Business Services	Investment Implementation & Operations	Investments	IT	Office of the Chief Executive & Risk & Compliance
NUMBER OF RESPONDENTS	181	37	15	14	25	25	43	12
EMPLOYEE ENGAGEMENT	72%	68%	85%	79%	70%	64%	71%	76%
ENGAGEMENT WITH WORK	77%	69%	96%	81%	81%	73%	73%	86%
SENIOR MANAGERS	68%	57%	96%	84%	70%	62%	67%	73%
COMMUNICATION	79%	75%	99%	76%	78%	69%	81%	89%
HIGH PERFORMANCE	78%	72%	95%	88%	79%	68%	81%	80%
PUBLIC SECTOR VALUES	78%	71%	99%	85%	76%	75%	78%	80%
DIVERSITY & INCLUSION	78%	76%	92%	83%	75%	70%	80%	88%

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	25	52	19	77%	79%	74%	60%	
Q7j. I am proud to tell others I work for my organisation	28	55	14	83%	83%	79%	68%	
Q7k. I feel a strong personal attachment to my organisation	20	45	25	9	65%	61%	66%	63%
Q7l. My organisation motivates me to help it achieve its objectives	18	52	21	8	69%	73%	71%	53%
Q7m. My organisation inspires me to do the best in my job	18	51	19	10	69%	67%	70%	53%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

ENGAGEMENT WITH WORK	77% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q1c. My job gives me a feeling of personal accomplishment	22	55	16	76%	79%	78%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	25	58	9 8	82%	80%	80%	72%
Q1e. I am satisfied with my job	18	56	16 8	74%	72%	73%	68%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

SENIOR MANAGERS	68% 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	19	51	20		70%	67%	68%	48%
Q6b. I feel that senior managers effectively lead and manage change	16	45	27	9	61%	64%	61%	44%
Q6c. I feel that senior managers model the values of my organisation	18	46	26		64%	66%	67%	48%
Q6d. Senior managers encourage innovation by employees	14	50	22	10	64%	64%	66%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	22	55	16		76%	64%	72%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	31	54	9		85%	76%	84%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	18	56	13	9	75%	68%	68%	45%
Q6h. I feel that senior managers listen to employees	16	48	25		64%	64%	62%	41%
Q7c. I feel that change is managed well in my organisation	13	42	26	14	54%	62%	50%	39%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

COMMUNICATION	79% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	30	54	9	83%	82%	78%	70%	
Q5d. My manager encourages and values employee input	33	55	7	88%	85%	83%	71%	
Q5e. My manager involves my workgroup in decisions about our work	29	52	12	82%	74%	79%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	18	56	13	9	75%	68%	68%	45%
Q6h. I feel that senior managers listen to employees	16	48	25		64%	64%	62%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	27	54	13		81%	85%	79%	66%

KEY





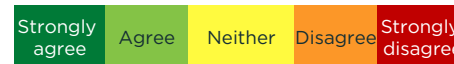
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

HIGH PERFORMANCE	78% 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	25	63	8	88%	86%	87%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	34	55		88%	89%	86%	78%	
Q3f. I have received appropriate training and development to do my job well	15	50	26	8	65%	80%	59%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	30	55	10	85%	83%	83%	72%	
Q5f. I have confidence in the decisions my manager makes	33	51	10	84%	78%	80%	67%	
Q6d. Senior managers encourage innovation by employees	14	50	22	10	64%	64%	66%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	22	55	16	76%	64%	72%	51%	
Q7a. My organisation focuses on improving the work we do	22	61	13	83%	86%	82%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	22	56	15	79%	78%	75%	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.

#Error	78% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation		64%	61%	60%	47%
Q7h. My organisation generally selects capable people to do the job		84%	77%	71%	52%

KEY





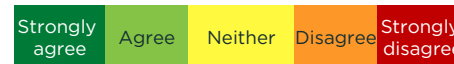
EXPLORE THE FULL RESULTS

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		78% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q2a. My workgroup strives to achieve customer/client satisfaction		44	48	92%	91%	92%	85%
Q2e. People in my workgroup treat each other with respect		39	51	90%	87%	86%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		30	55	85%	83%	83%	72%
Q5b. My manager listens to what I have to say		35	52	87%	84%	85%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		19	51	70%	67%	68%	48%
Q6c. I feel that senior managers model the values of my organisation		18	46	64%	66%	67%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		31	54	85%	76%	84%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		18	56	75%	68%	68%	45%
Q6h. I feel that senior managers listen to employees		16	48	64%	64%	62%	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		78% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q7a. My organisation focuses on improving the work we do		22	61	13	83%	86%	82%	69%	
Q7e. People in my organisation take responsibility for their own actions		13	48	25	12	61%	56%	61%	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		78% 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%	70%	74%	63%				
Q5b. My manager listens to what I have to say		87%	84%	85%	75%				
Q5d. My manager encourages and values employee input		88%	85%	83%	71%				
Q6i. Senior managers in my organisation support the career advancement of women		65%	62%	69%	58%				
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		88%	87%	85%	74%				
Q8b. Personal background is not a barrier to success in my organisation		84%	-	83%	74%				
Q8c. I am able to speak up and share a different view to my colleagues and manager		81%	85%	79%	66%				
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>		60%	59%	71%	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	72% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	13	48	29		61%	-	49%	35%
Q7h. My organisation generally selects capable people to do the job	16	68	11		84%	77%	71%	52%

KEY





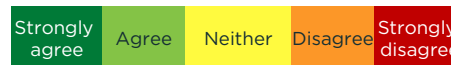
EXPLORE THE FULL RESULTS

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	18	51	21	9	69%	76%	69%	63%
Q3e. My performance is assessed against clear criteria	18	46	26	9	64%	76%	55%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	11	39	31	13	50%	53%	52%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	32	51	13	1	83%	77%	81%	67%
Q5h. My manager appropriately deals with employees who perform poorly	19	38	36	1	56%	61%	51%	44%
Q7f. My organisation is committed to developing its employees	13	59	18	7	73%	82%	66%	50%

KEY

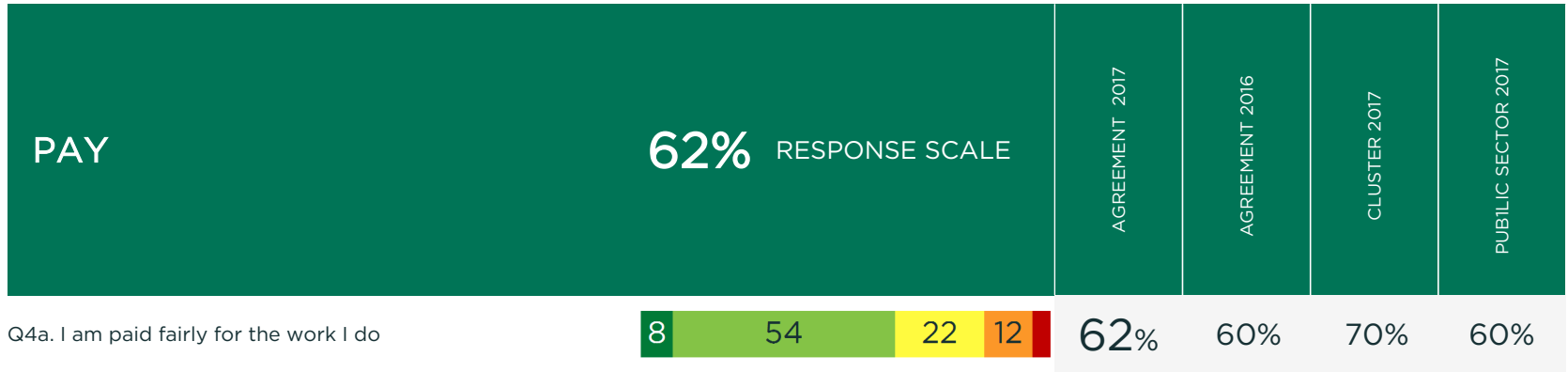




EXPLORE THE FULL RESULTS

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		81% 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		17	57	14	10	75%	70%	74%	63%
Q1f. I am able to keep my work stress at an acceptable level		19	56	14	8	75%	74%	72%	59%
Q2c. I receive help and support from other members of my workgroup		31	59	7	3	90%	91%	87%	81%
Q2d. There is good team spirit in my workgroup		33	50	10	7	83%	82%	80%	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.

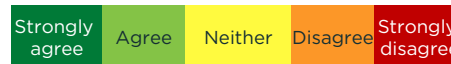
ACTION ABOUT SURVEY RESULTS

54% RESPONSE SCALE

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



KEY

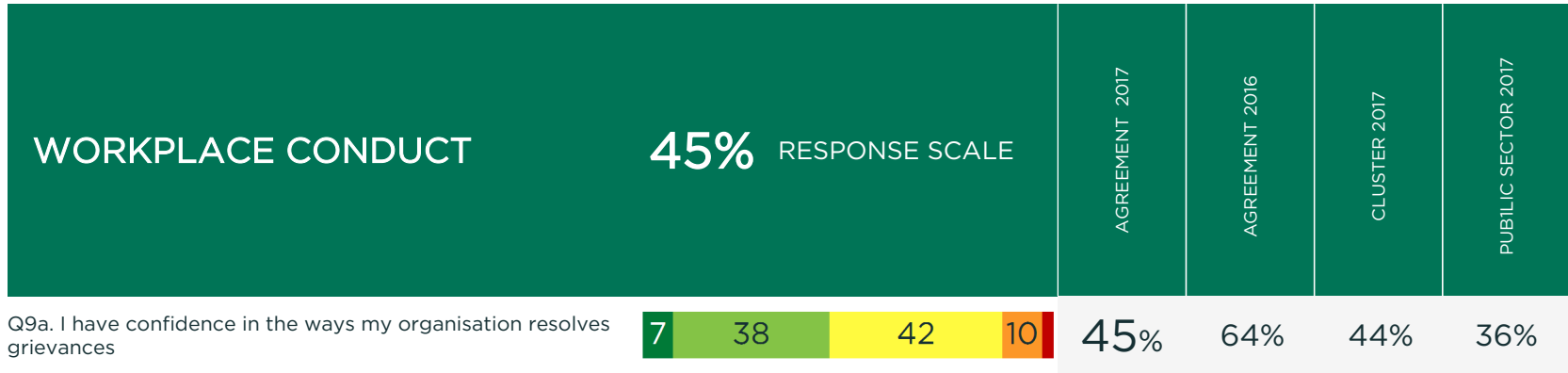




EXPLORE THE FULL RESULTS

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		74%	76%	67%
No		26%	24%	33%
Q3b. I have informal feedback conversations with my manager				
Yes		83%	84%	75%
No		17%	16%	25%
Q3c. I have scheduled feedback conversations with my manager				
Yes		68%	71%	57%
No		32%	29%	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		19%	34%	41%
No		81%	66%	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		37%	40%	30%
Lack of visible opportunities		40%	33%	31%
Lack of promotion opportunities		36%	32%	30%
Lack of support from my manager / supervisor		4%	8%	14%
Geographic location considerations		5%	14%	28%
Personal / family considerations		14%	19%	33%
Insufficient training and development		9%	10%	16%
Lack of required capabilities or experience		10%	10%	11%
Lack of support for temporary assignments/secondments		12%	11%	15%
The application/recruitment process is too cumbersome or time consuming		7%	16%	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		4%	9%	25%
No		84%	78%	62%
Don't know		12%	13%	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		10%	15%	33%
No		80%	75%	58%
Don't know		10%	10%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		6%	7%	18%
No		86%	87%	76%
Don't know		8%	7%	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		64%	20%	22%
Your immediate manager/supervisor		9%	25%	24%
A fellow worker at your level		18%	24%	27%
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		9%	23%	13%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		63%
Female		34%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		1%
20 - 24		%
25 -29		3%
30 - 34	█	15%
35 - 39	█	23%
40 - 44	█	21%
45 - 49	█	21%
50 - 54	█	9%
55 - 59	█	7%
60 - 64		1%
65+		%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		23%
No		68%
Prefer not to say		9%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		%
No		95%
Prefer not to say		5%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

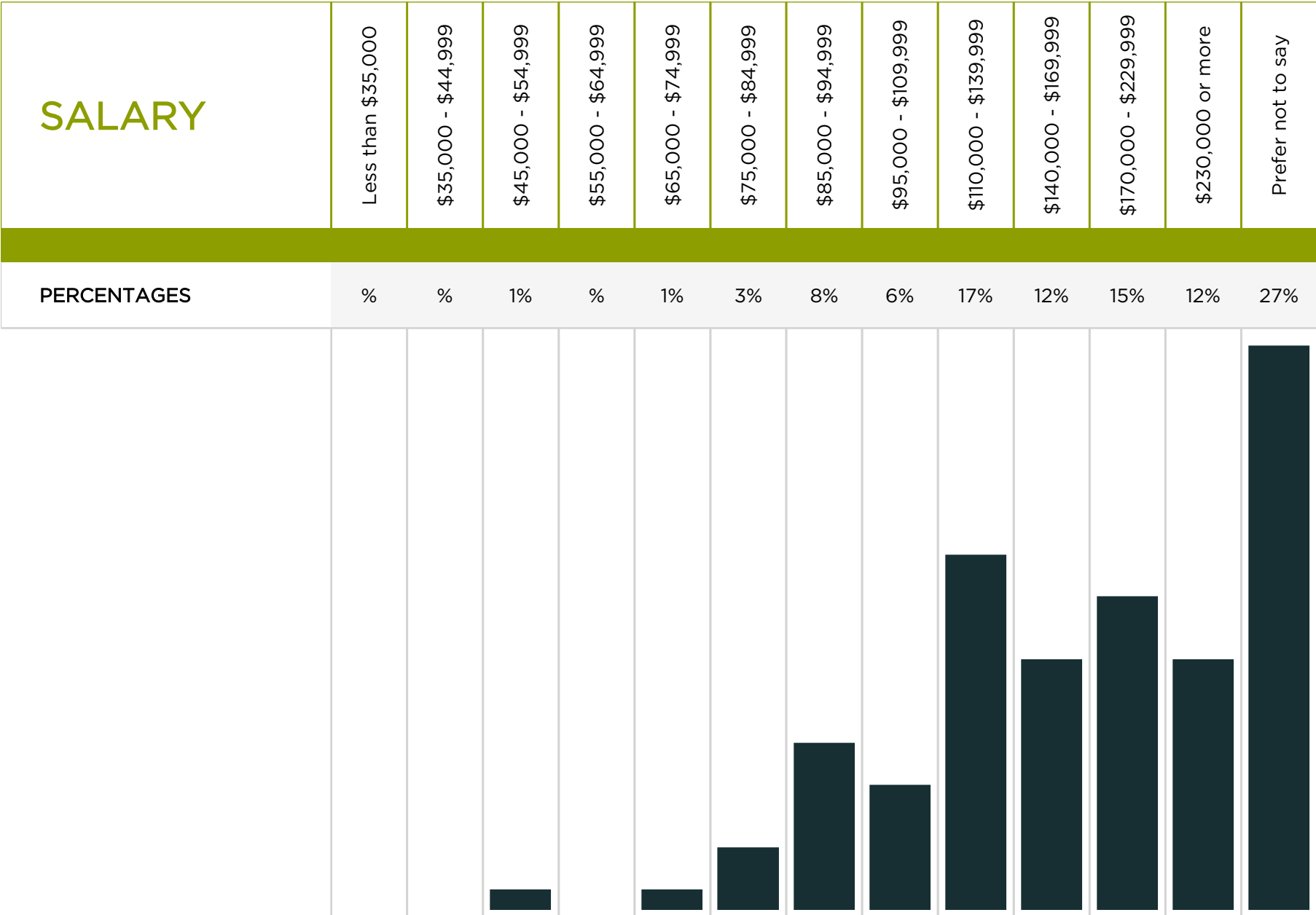
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		1%
No		93%
Prefer not to say		6%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		2%
No		90%
Prefer not to say		7%

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.

	NSW Treasury Corporation (TCorp)	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	181	3	19	13	79	1	1	10	3	48
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	71%	(r)	(r)	(r)	(r)	72%
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	74%	(r)	(r)	(r)	(r)	79%
SENIOR MANAGERS	68%	(r)	(r)	(r)	65%	(r)	(r)	(r)	(r)	67%
COMMUNICATION	79%	(r)	(r)	(r)	77%	(r)	(r)	(r)	(r)	76%
HIGH PERFORMANCE	78%	(r)	(r)	(r)	78%	(r)	(r)	(r)	(r)	77%
PUBLIC SECTOR VALUES	78%	(r)	(r)	(r)	76%	(r)	(r)	(r)	(r)	77%
DIVERSITY & INCLUSION	78%	(r)	(r)	(r)	78%	(r)	(r)	(r)	(r)	76%

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.

	NSW Treasury Corporation (T Corp)	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	181	0	0	1	0	2	5	13	10	28	20	25	20	45
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	70%
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	76%
SENIOR MANAGERS	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	71%
COMMUNICATION	79%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79%
HIGH PERFORMANCE	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	80%
PUBLIC SECTOR VALUES	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	79%
DIVERSITY & INCLUSION	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	80%

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.

	NSW Treasury Corporation (T Corp)	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	181	50	28	48	34	10	5
EMPLOYEE ENGAGEMENT	72%	76%	(r)	66%	71%	(r)	(r)
ENGAGEMENT WITH WORK	77%	80%	(r)	69%	77%	(r)	(r)
SENIOR MANAGERS	68%	82%	(r)	60%	62%	(r)	(r)
COMMUNICATION	79%	85%	(r)	70%	78%	(r)	(r)
HIGH PERFORMANCE	78%	81%	(r)	76%	80%	(r)	(r)
PUBLIC SECTOR VALUES	78%	85%	(r)	73%	76%	(r)	(r)
DIVERSITY & INCLUSION	78%	83%	(r)	73%	75%	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	NSW Treasury Corporation (T Corp)	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	181	1	0	5	25	39	35	35	15	11	2	0
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	(r)	65%	76%	69%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	71%	84%	72%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	68%	(r)	(r)	(r)	(r)	62%	72%	66%	(r)	(r)	(r)	(r)
COMMUNICATION	79%	(r)	(r)	(r)	(r)	74%	85%	76%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	78%	(r)	(r)	(r)	(r)	74%	81%	79%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	78%	(r)	(r)	(r)	(r)	73%	80%	80%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	78%	(r)	(r)	(r)	(r)	73%	82%	79%	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	NSW Treasury Corporation (T Corp)	Male	Female	Other
NUMBER OF RESPONDENTS	181	109	59	4
EMPLOYEE ENGAGEMENT	72%	72%	73%	(r)
ENGAGEMENT WITH WORK	77%	75%	83%	(r)
SENIOR MANAGERS	68%	68%	71%	(r)
COMMUNICATION	79%	80%	78%	(r)
HIGH PERFORMANCE	78%	78%	81%	(r)
PUBLIC SECTOR VALUES	78%	78%	81%	(r)
DIVERSITY & INCLUSION	78%	80%	78%	(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?

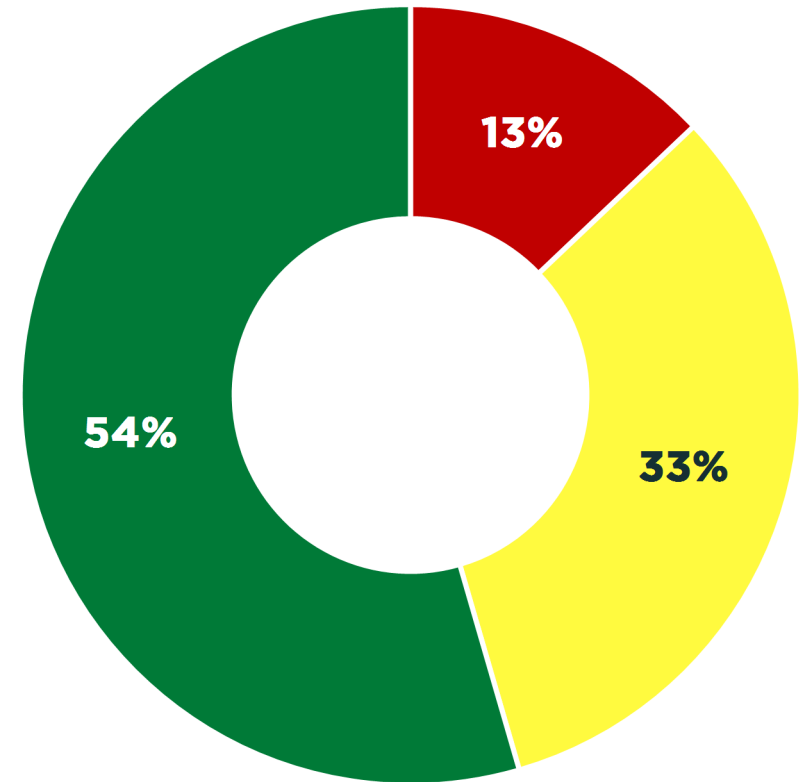
Sector employees have now given their feedback and these results show where actions and improvements are required.

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.

54%

of employees replied favourably to:

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



34%

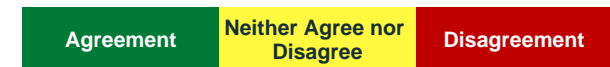
SECTOR

57%

CLUSTER

62%

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

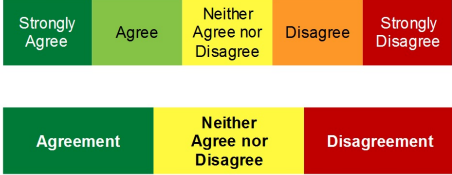
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.