

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 Joints 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 Joints Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

DEPARTMENT REPORT

Treasury

NSW Treasury

RESPONSE RATE

92%

554 OF 601 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

66%

DIFFERENCE FROM 2016 -1

DIFFERENCE FROM CLUSTER -6

DIFFERENCE FROM PUBLIC SECTOR +1

SENIOR MANAGERS

58%

DIFFERENCE FROM 2016 +2

DIFFERENCE FROM CLUSTER -9

DIFFERENCE FROM PUBLIC SECTOR +10

COMMUNICATION

68%

DIFFERENCE FROM 2016 +1

DIFFERENCE FROM CLUSTER -7

DIFFERENCE FROM PUBLIC SECTOR +8



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

71%

DIFFERENCE FROM CLUSTER -7

DIFFERENCE FROM PUBLIC SECTOR -1

HIGH PERFORMANCE

68%

DIFFERENCE FROM CLUSTER -6

DIFFERENCE FROM PUBLIC SECTOR +5

PUBLIC SECTOR VALUES

69%

DIFFERENCE FROM CLUSTER -7

DIFFERENCE FROM PUBLIC SECTOR +9

DIVERSITY & INCLUSION

74%

DIFFERENCE FROM CLUSTER -5

DIFFERENCE FROM PUBLIC SECTOR +6

KEY DRIVERS OF ENGAGEMENT



WHAT TO FOCUS ON?

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

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

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

		AGREEMENT	% AGREEMENT 2016	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7a. My organisation focuses on improving the work we do	74%	81%	82%	69%
2	Q7f. My organisation is committed to developing its employees	54%	62%	66%	50%
3	Q6b. I feel that senior managers effectively lead and manage change	53%	51%	61%	44%
4	Q7b. My organisation is making the necessary improvements to meet our future challenges	65%	71%	75%	57%
5	Q6h. I feel that senior managers listen to employees	53%	50%	62%	41%
6	Q1c. My job gives me a feeling of personal accomplishment	74%	71%	78%	75%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

2a.	My workgroup strives to achieve customer/client satisfaction	88%
2c.	I receive help and support from other members of my workgroup	86%
2e.	People in my workgroup treat each other with respect	84%
2b.	My workgroup works collaboratively to achieve its objectives	84%
1a.	I understand what is expected of me to do well in my role	82%
5b.	My manager listens to what I have to say	82%
5g.	My manager provides acknowledgement or other recognition for the work I do	78%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	78%
5d.	My manager encourages and values employee input	78%
5a.	My manager encourages people in my workgroup to keep improving the work they do	77%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

9a.	I have confidence in the ways my organisation resolves grievances	34%
7g.	I have confidence in the way recruitment decisions are made	35%
7c.	I feel that change is managed well in my organisation	38%
3g.	I am satisfied with the opportunities available for career development in my organisation	47%
5h.	My manager appropriately deals with employees who perform poorly	49%
3e.	My performance is assessed against clear criteria	50%
14.	I believe action will be taken on the results from this survey by my organisation	50%
3f.	I have received appropriate training and development to do my job well	52%
6b.	I feel that senior managers effectively lead and manage change	53%
6h.	I feel that senior managers listen to employees	53%



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

	AGREEMENT 2017	AGREEMENT 2016
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	76%	69%
7d. There is good co-operation between teams across our organisation	58%	51%
7e. People in my organisation take responsibility for their own actions	56%	49%
5h. My manager appropriately deals with employees who perform poorly	49%	43%
6i. Senior managers in my organisation support the career advancement of women	69%	63%
1b. I am provided with the support I need to do my best at work	66%	61%
3g. I am satisfied with the opportunities available for career development in my organisation	47%	43%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	70%	66%
5f. I have confidence in the decisions my manager makes	75%	71%
3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	67%	63%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

	AGREEMENT 2017	AGREEMENT 2016
14. I believe action will be taken on the results from this survey by my organisation	50%	58%
7f. My organisation is committed to developing its employees	54%	62%
3f. I have received appropriate training and development to do my job well	52%	59%
7b. My organisation is making the necessary improvements to meet our future challenges	65%	71%
7a. My organisation focuses on improving the work we do	74%	81%
9a. I have confidence in the ways my organisation resolves grievances	34%	41%
3e. My performance is assessed against clear criteria	50%	55%
8c. I am able to speak up and share a different view to my colleagues and manager	73%	78%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	66%	69%
6d. Senior managers encourage innovation by employees	55%	57%



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

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	Agency Budget & Policy Group	Commercial Group	Corporate Group	Financial Risk Management & Transformation Group	Fiscal and Economic Group	HR Group	Industrial Relations Group
NUMBER OF RESPONDENTS	554	95	71	59	57	144	12	102
EMPLOYEE ENGAGEMENT	66%	59%	74%	71%	62%	66%	68%	63%
ENGAGEMENT WITH WORK	71%	56%	79%	78%	64%	73%	81%	70%
SENIOR MANAGERS	58%	39%	71%	72%	55%	57%	72%	53%
COMMUNICATION	68%	61%	83%	77%	67%	66%	72%	57%
HIGH PERFORMANCE	68%	60%	78%	78%	66%	69%	69%	62%
PUBLIC SECTOR VALUES	69%	61%	83%	79%	66%	70%	73%	60%
DIVERSITY & INCLUSION	74%	66%	86%	81%	72%	74%	68%	67%

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



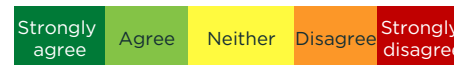
EXPLORE THE FULL RESULTS

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	66% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	19	43	22	9	62%	63%	74%	60%
Q7j. I am proud to tell others I work for my organisation	27	45	19		72%	71%	79%	68%
Q7k. I feel a strong personal attachment to my organisation	22	38	25	11	60%	60%	66%	63%
Q7l. My organisation motivates me to help it achieve its objectives	19	42	22	12	60%	61%	71%	53%
Q7m. My organisation inspires me to do the best in my job	19	40	23	12	60%	59%	70%	53%

KEY





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ENGAGEMENT WITH WORK	71% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	29	45	14	9	74%	71%	78%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	33	40	14	9	73%	75%	80%	72%
Q1e. I am satisfied with my job	24	41	19	13	65%	61%	73%	68%

KEY





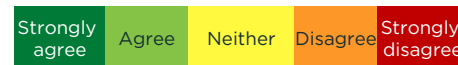
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SENIOR MANAGERS	58% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	19	41	19	14	8	61%	60%	68%	48%
Q6b. I feel that senior managers effectively lead and manage change	17	35	22	17	8	53%	51%	61%	44%
Q6c. I feel that senior managers model the values of my organisation	20	39	21	13	7	58%	55%	67%	48%
Q6d. Senior managers encourage innovation by employees	14	41	29	12	6	55%	57%	66%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	21	49	19	9	2	70%	66%	72%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	24	52	16	6	1	76%	69%	84%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	17	39	22	16	6	55%	55%	68%	45%
Q6h. I feel that senior managers listen to employees	14	39	23	16	9	53%	50%	62%	41%
Q7c. I feel that change is managed well in my organisation	8	29	26	23	14	38%	39%	50%	39%

KEY





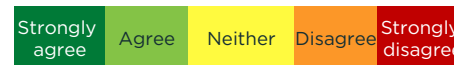
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COMMUNICATION	68% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me	33	40	14	9	73%	72%	78%	70%
Q5d. My manager encourages and values employee input	36	42	13		78%	77%	83%	71%
Q5e. My manager involves my workgroup in decisions about our work	32	42	12	10	74%	71%	79%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	17	39	22	16	55%	55%	68%	45%
Q6h. I feel that senior managers listen to employees	14	39	23	16	53%	50%	62%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	49	13	9	73%	78%	79%	66%

KEY





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HIGH PERFORMANCE	68% 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	31	51	9	8	82%	81%	87%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	42	42	8	8	84%	80%	86%	78%
Q3f. I have received appropriate training and development to do my job well	14	38	25	18	52%	59%	59%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	33	44	13	8	77%	77%	83%	72%
Q5f. I have confidence in the decisions my manager makes	32	43	15	8	75%	71%	80%	67%
Q6d. Senior managers encourage innovation by employees	14	41	29	12	55%	57%	66%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	21	49	19	8	70%	66%	72%	51%
Q7a. My organisation focuses on improving the work we do	21	53	16	8	74%	81%	82%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	17	47	20	10	65%	71%	75%	57%

KEY





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

	HIGH PERFORMANCE				68% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	14	44	21	15		58%	51%	60%	47%
Q7h. My organisation generally selects capable people to do the job	11	49	22	13		60%	58%	71%	52%

KEY





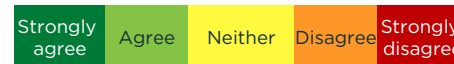
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PUBLIC SECTOR VALUES		69% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q2a. My workgroup strives to achieve customer/client satisfaction		43	45	88%	89%	92%	85%
Q2e. People in my workgroup treat each other with respect		44	40	84%	83%	86%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		33	44	77%	77%	83%	72%
Q5b. My manager listens to what I have to say		37	45	82%	78%	85%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		19	41	61%	60%	68%	48%
Q6c. I feel that senior managers model the values of my organisation		20	39	58%	55%	67%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		24	52	76%	69%	84%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		17	39	55%	55%	68%	45%
Q6h. I feel that senior managers listen to employees		14	39	53%	50%	62%	41%

KEY





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

PUBLIC SECTOR VALUES		69% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		74%	81%	82%	69%				
Q7e. People in my organisation take responsibility for their own actions		56%	49%	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	74% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	21	46	17	12	66%	61%	74%	63%
Q5b. My manager listens to what I have to say	37	45	9		82%	78%	85%	75%
Q5d. My manager encourages and values employee input	36	42	13		78%	77%	83%	71%
Q6i. Senior managers in my organisation support the career advancement of women	28	41	24		69%	63%	69%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	24	53	14		78%	79%	85%	74%
Q8b. Personal background is not a barrier to success in my organisation	29	48	14		77%	-	83%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	49	13	9	73%	78%	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>	25	41	18	10	66%	69%	71%	57%

KEY





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Questions are grouped by themes in this report.

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

RECRUITMENT	48% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	9	26	29	20	16	35%	-	49%	35%
Q7h. My organisation generally selects capable people to do the job	11	49	22	13		60%	58%	71%	52%

KEY





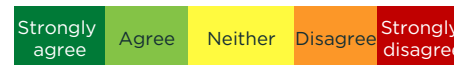
EXPLORE THE FULL RESULTS

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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.

PERFORMANCE FRAMEWORK & DEVELOPMENT	58% 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	26	41	18	9	67%	63%	69%	63%	
Q3e. My performance is assessed against clear criteria	15	35	25	19	50%	55%	55%	54%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	16	31	23	20	10	47%	43%	52%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	36	42	14		78%	75%	81%	67%	
Q5h. My manager appropriately deals with employees who perform poorly	18	30	33	11	7	49%	43%	51%	44%
Q7f. My organisation is committed to developing its employees	12	43	27	12		54%	62%	66%	50%

KEY

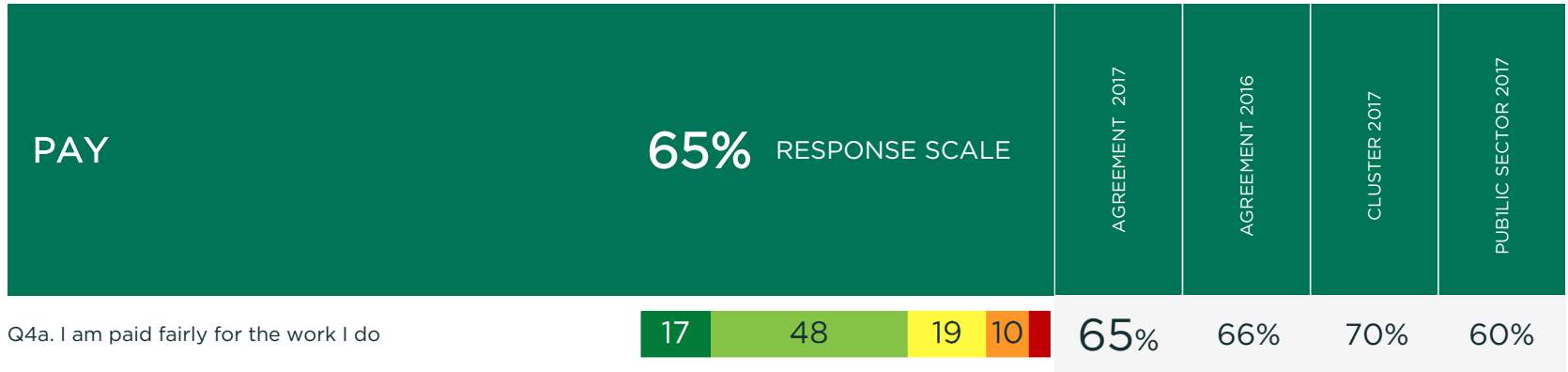




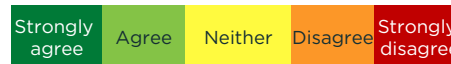
EXPLORE THE FULL RESULTS

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





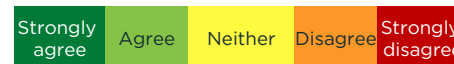
EXPLORE THE FULL RESULTS

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	75% 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	21	46	17	12	66%	61%	74%	63%
Q1f. I am able to keep my work stress at an acceptable level	17	51	17	10	69%	66%	72%	59%
Q2c. I receive help and support from other members of my workgroup	42	45	8		86%	86%	87%	81%
Q2d. There is good team spirit in my workgroup	42	35	14		77%	79%	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.

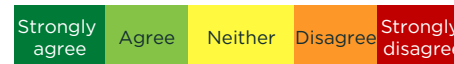
ACTION ABOUT SURVEY RESULTS

50% RESPONSE SCALE

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



KEY

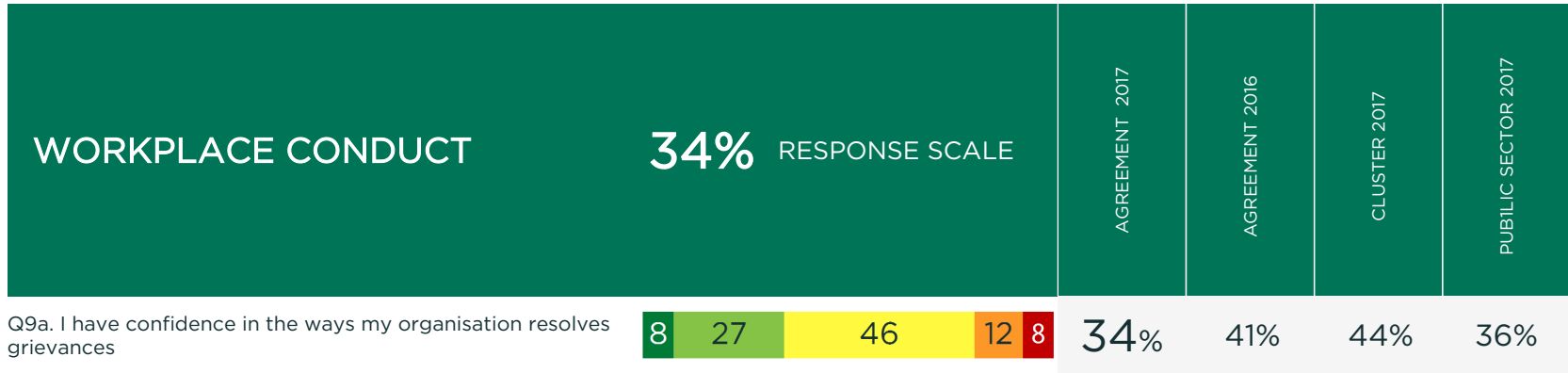




EXPLORE THE FULL RESULTS

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			78%	76%	67%
No			22%	24%	33%
Q3b. I have informal feedback conversations with my manager					
Yes			80%	84%	75%
No			20%	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?

		2017	CLUSTER 2017	PUBLIC SECTOR 2017
Yes		46%	34%	41%
No		54%	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		34%	40%	30%
Lack of visible opportunities		35%	33%	31%
Lack of promotion opportunities		37%	32%	30%
Lack of support from my manager / supervisor		11%	8%	14%
Geographic location considerations		12%	14%	28%
Personal / family considerations		21%	19%	33%
Insufficient training and development		12%	10%	16%
Lack of required capabilities or experience		12%	10%	11%
Lack of support for temporary assignments/secondments		15%	11%	15%
The application/recruitment process is too cumbersome or time consuming		26%	16%	23%
Other		8%	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%	9%	25%
No		75%	78%	62%
Don't know		14%	13%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		46%	54%	63%
No		46%	41%	35%
Don't know		9%	5%	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		17%	15%	33%
No		72%	75%	58%
Don't know		11%	10%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		6%	7%	18%
No		87%	87%	76%
Don't know		7%	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		21%	20%	22%
Your immediate manager/supervisor		27%	25%	24%
A fellow worker at your level		18%	24%	27%
A subordinate		6%	3%	8%
A client or customer	(r)			
A member of the public other than a client or customer	(r)			
Other	(r)			
Prefer not to say		27%	23%	13%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		45%
Female		51%
Other		4%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		0%
20 - 24		3%
25 -29		17%
30 - 34		18%
35 - 39		16%
40 - 44		12%
45 - 49		13%
50 - 54		8%
55 - 59		8%
60 - 64		4%
65+		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		25%
No		67%
Prefer not to say		8%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		1%
No		94%
Prefer not to say		6%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

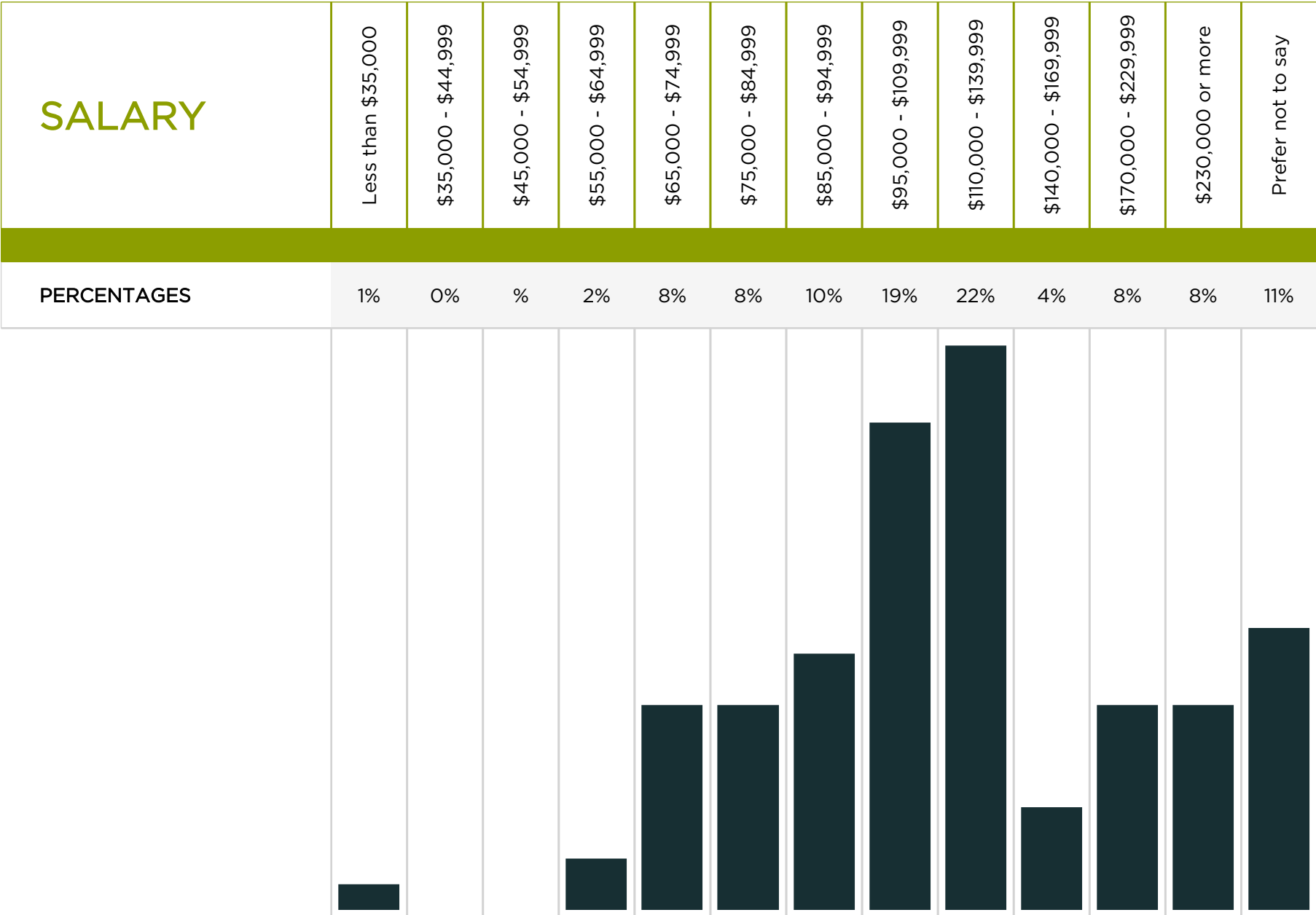
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		2%
No		91%
Prefer not to say		7%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		4%
No		88%
Prefer not to say		8%

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	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	554	45	25	32	122	170	15	51	6	78
EMPLOYEE ENGAGEMENT	66%	58%	(r)	73%	68%	65%	(r)	64%	(r)	67%
ENGAGEMENT WITH WORK	71%	62%	(r)	82%	72%	70%	(r)	68%	(r)	68%
SENIOR MANAGERS	58%	46%	(r)	75%	61%	56%	(r)	56%	(r)	56%
COMMUNICATION	68%	53%	(r)	77%	70%	70%	(r)	65%	(r)	66%
HIGH PERFORMANCE	68%	55%	(r)	78%	71%	70%	(r)	66%	(r)	66%
PUBLIC SECTOR VALUES	69%	54%	(r)	80%	71%	71%	(r)	69%	(r)	67%
DIVERSITY & INCLUSION	74%	60%	(r)	79%	75%	76%	(r)	75%	(r)	71%

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	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	554	3	2	0	10	45	42	54	102	117	19	43	45	58
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	(r)	(r)	69%	67%	64%	63%	65%	(r)	67%	84%	60%
ENGAGEMENT WITH WORK	71%	(r)	(r)	(r)	(r)	67%	57%	80%	68%	76%	(r)	70%	91%	58%
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	53%	62%	59%	54%	59%	(r)	54%	83%	51%
COMMUNICATION	68%	(r)	(r)	(r)	(r)	63%	64%	67%	63%	72%	(r)	67%	89%	60%
HIGH PERFORMANCE	68%	(r)	(r)	(r)	(r)	63%	71%	68%	63%	71%	(r)	72%	87%	62%
PUBLIC SECTOR VALUES	69%	(r)	(r)	(r)	(r)	64%	70%	69%	66%	73%	(r)	68%	88%	63%
DIVERSITY & INCLUSION	74%	(r)	(r)	(r)	(r)	68%	73%	73%	69%	79%	(r)	76%	89%	64%

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	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	554	146	86	126	68	81	29
EMPLOYEE ENGAGEMENT	66%	72%	69%	59%	61%	65%	(r)
ENGAGEMENT WITH WORK	71%	80%	71%	60%	63%	72%	(r)
SENIOR MANAGERS	58%	71%	60%	48%	44%	56%	(r)
COMMUNICATION	68%	76%	67%	59%	64%	67%	(r)
HIGH PERFORMANCE	68%	75%	71%	62%	62%	67%	(r)
PUBLIC SECTOR VALUES	69%	79%	71%	62%	63%	67%	(r)
DIVERSITY & INCLUSION	74%	80%	76%	67%	68%	74%	(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	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	554	2	15	87	94	84	64	66	44	40	23	5
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	69%	60%	65%	70%	67%	73%	56%	(r)	(r)
ENGAGEMENT WITH WORK	71%	(r)	(r)	70%	60%	73%	80%	82%	80%	55%	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	63%	51%	59%	56%	63%	71%	44%	(r)	(r)
COMMUNICATION	68%	(r)	(r)	71%	64%	66%	70%	71%	76%	58%	(r)	(r)
HIGH PERFORMANCE	68%	(r)	(r)	70%	64%	68%	70%	72%	76%	59%	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)	74%	65%	70%	71%	73%	77%	58%	(r)	(r)
DIVERSITY & INCLUSION	74%	(r)	(r)	77%	73%	73%	75%	75%	79%	59%	(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	Male	Female	Other
NUMBER OF RESPONDENTS	554	244	274	19
EMPLOYEE ENGAGEMENT	66%	65%	68%	(r)
ENGAGEMENT WITH WORK	71%	70%	74%	(r)
SENIOR MANAGERS	58%	58%	60%	(r)
COMMUNICATION	68%	71%	67%	(r)
HIGH PERFORMANCE	68%	70%	69%	(r)
PUBLIC SECTOR VALUES	69%	71%	70%	(r)
DIVERSITY & INCLUSION	74%	76%	74%	(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.

50%

of employees replied favourably to:

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

34%

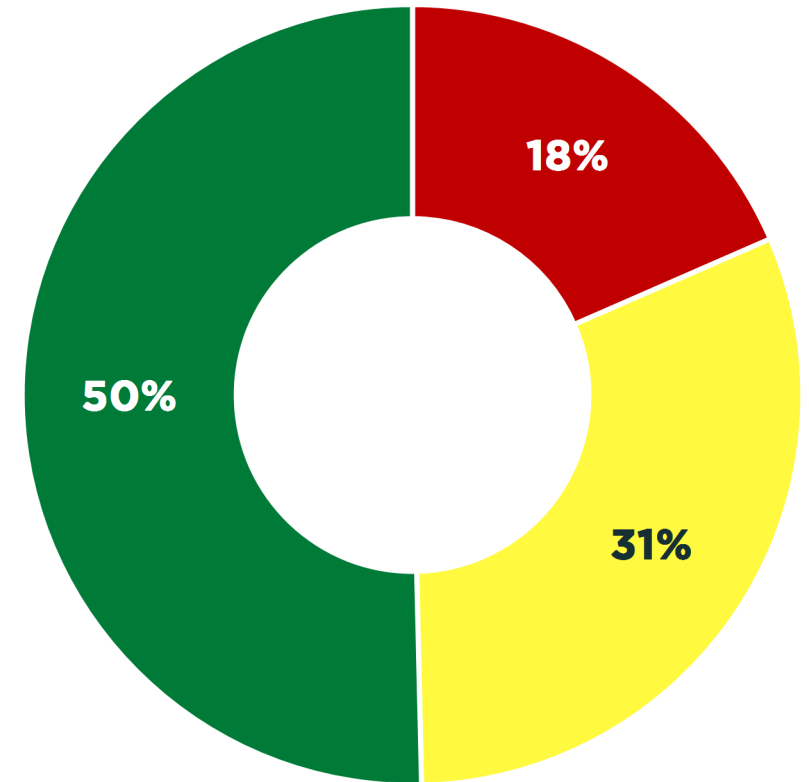
SECTOR

57%

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

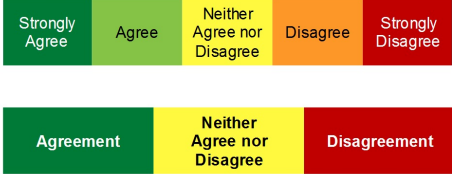
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.