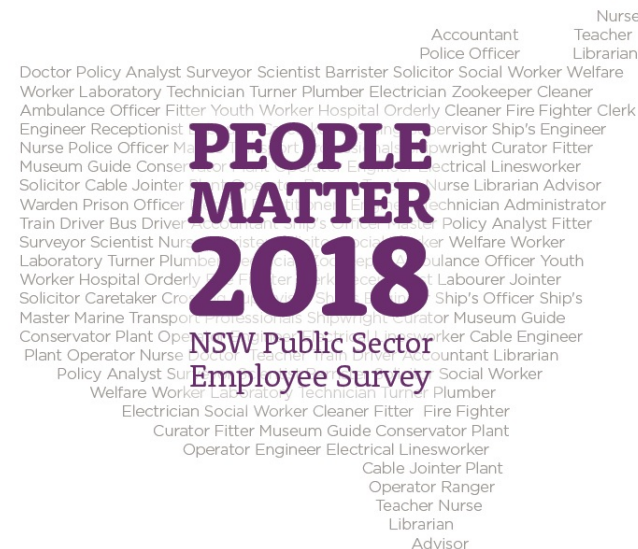

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



DEPARTMENT REPORT

Finance and Services

Department of Finance, Services and Innovation excluding Service NSW

RESPONSE RATE

88%

6,251 OF 7,090 RESPONDENTS

EMPLOYEE ENGAGEMENT

64%

DIFFERENCE FROM 2017 +1
DIFFERENCE FROM CLUSTER -2
DIFFERENCE FROM PUBLIC SECTOR -1

ENGAGEMENT WITH WORK

70%

DIFFERENCE FROM 2017 +1
DIFFERENCE FROM CLUSTER -2
DIFFERENCE FROM PUBLIC SECTOR -2

SENIOR MANAGERS

53%

DIFFERENCE FROM 2017 +2
DIFFERENCE FROM CLUSTER -2
DIFFERENCE FROM PUBLIC SECTOR +4

COMMUNICATION

66%

DIFFERENCE FROM 2017 +1
DIFFERENCE FROM CLUSTER -1
DIFFERENCE FROM PUBLIC SECTOR +4

HIGH PERFORMANCE

66%

DIFFERENCE FROM 2017 +1
DIFFERENCE FROM CLUSTER -2
DIFFERENCE FROM PUBLIC SECTOR +1

PUBLIC SECTOR VALUES

66%

DIFFERENCE FROM 2017 +1
DIFFERENCE FROM CLUSTER -2
DIFFERENCE FROM PUBLIC SECTOR +4

DIVERSITY & INCLUSION

74%

DIFFERENCE FROM CLUSTER 0
DIFFERENCE FROM PUBLIC SECTOR +6

FLEXIBLE WORKING SATISFACTION

72%

DIFFERENCE FROM 2017 +2
DIFFERENCE FROM CLUSTER +4
DIFFERENCE FROM PUBLIC SECTOR +13

ACTION ON RESULTS

48%

DIFFERENCE FROM 2017 +4
DIFFERENCE FROM CLUSTER 0
DIFFERENCE FROM PUBLIC SECTOR +11



QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

This page compares the aggregate or individual scores for key topics. The individual questions in each group are listed in the All Questions section.

The Employee Engagement index 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

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018
AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
2a. My workgroup strives to achieve customer/client satisfaction	87%	87%
1a. I understand what is expected of me to do well in my role	86%	86%
2c. I receive help and support from other members of my workgroup	84%	83%
1g. I know how to address a health and safety issue I have identified	83%	-
2b. My workgroup works collaboratively to achieve its objectives	80%	79%
2e. People in my workgroup treat each other with respect	80%	79%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	80%	78%
5b. My manager listens to what I have to say	79%	79%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	76%	75%
8e. My manager supports flexible working in my team	76%	-

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018
AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
7c. I feel that change is managed well in my organisation	40%	36%
7g. I have confidence in the way recruitment decisions are made	41%	37%
9a. I have confidence in the ways my organisation resolves grievances	43%	38%
3g. I am satisfied with the opportunities available for career development in my organisation	47%	46%
14. I believe action will be taken on the results from this survey by my organisation	48%	44%
5h. My manager appropriately deals with employees who perform poorly	48%	46%
6b. I feel that senior managers effectively lead and manage change	49%	47%
6h. I feel that senior managers listen to employees	49%	46%
7d. There is good co-operation between teams across our organisation	50%	47%
7e. People in my organisation take responsibility for their own actions	52%	49%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are your highest and lowest scoring agreement questions from the survey, based on respondents who have selected 'Strongly Agree' and 'Agree'.

MOST AND LEAST IMPROVED QUESTIONS



MOST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

9a.	I have confidence in the ways my organisation resolves grievances	43%	38%
7c.	I feel that change is managed well in my organisation	40%	36%
7g.	I have confidence in the way recruitment decisions are made	41%	37%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	68%	65%
14.	I believe action will be taken on the results from this survey by my organisation	48%	44%
6h.	I feel that senior managers listen to employees	49%	46%
1f.	I am able to keep my work stress at an acceptable level	66%	63%
7i.	I would recommend my organisation as a great place to work	61%	58%
7l.	My organisation motivates me to help it achieve its objectives	56%	53%
7m.	My organisation inspires me to do the best in my job	55%	52%



LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

8c.	I am able to speak up and share a different view to my colleagues and manager	72%	73%
-----	---	-----	-----



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are the questions that have shown the greatest percentage increase and decrease in agreement, based on respondents who have selected 'Strongly agree' and 'Agree'.

HIGHEST NEUTRAL SCORING QUESTIONS

AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

Q9a. I have confidence in the ways my organisation resolves grievances



Q5h. My manager appropriately deals with employees who perform poorly



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



Q7g. I have confidence in the way recruitment decisions are made



Q6e. Senior managers promote collaboration between my organisation and other organisations we work with



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

Q9a. I have confidence in the ways my organisation resolves grievances



Q5h. My manager appropriately deals with employees who perform poorly



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



Q7g. I have confidence in the way recruitment decisions are made



Q6e. Senior managers promote collaboration between my organisation and other organisations we work with



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

Q9a. I have confidence in the ways my organisation resolves grievances



Q5h. My manager appropriately deals with employees who perform poorly



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



Q7g. I have confidence in the way recruitment decisions are made



Q6e. Senior managers promote collaboration between my organisation and other organisations we work with



FIND YOUR HIGHEST NEUTRAL SCORES

THESE ARE YOUR HIGHEST NEUTRAL SCORING QUESTIONS

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT?
(STRENGTHS)

- WHAT ARE EMPLOYEES MOST NEUTRAL ABOUT? WHERE A LOT OF EMPLOYEES ARE RESPONDING 'NEITHER AGREE NOR DISAGREE' (% NEUTRAL), THIS MAY INDICATE MIXED VIEWS OR INCONSISTENT EXPERIENCES.
(AREAS OF POTENTIAL)

- WHAT ARE EMPLOYEES MOST NEGATIVE ABOUT?
(AREAS OF CONCERN)



WHAT'S NEXT?

Sector employees have 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.

48%

of employees replied favourably to:

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

37%

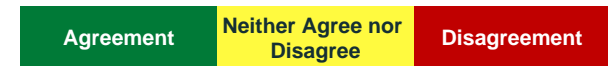
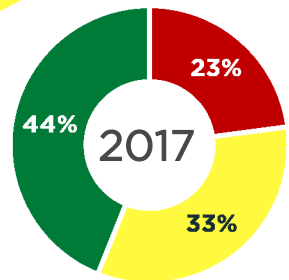
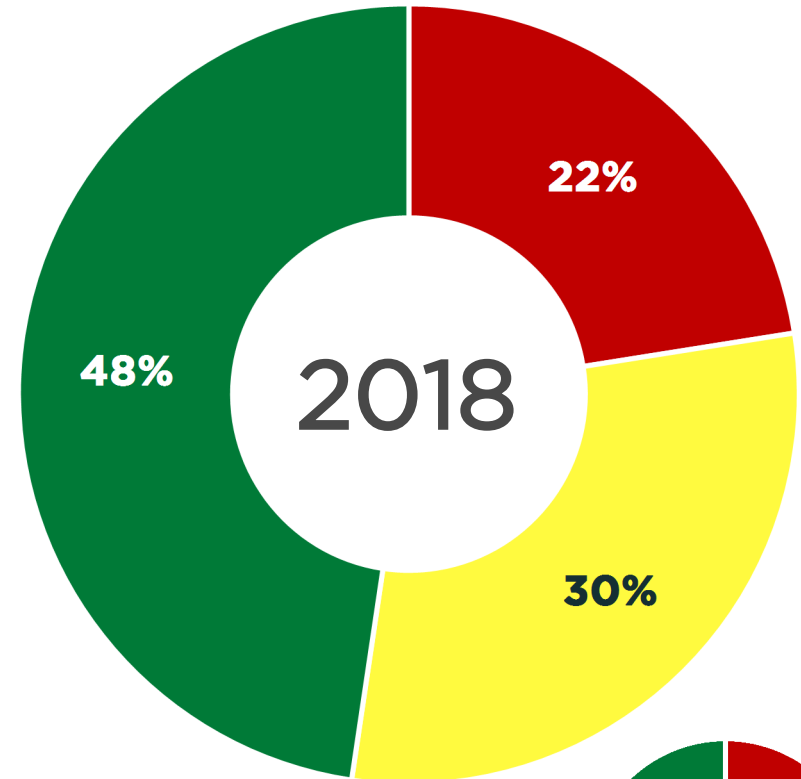
SECTOR

48%

CLUSTER

44%

2017



KEY DRIVERS OF ENGAGEMENT



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 level.

The questions are ranked in order of influence. In prioritising areas for action, it is common to focus on items with a low agreement score but higher in the ranked list of drivers, as they have higher impact. Variation of drivers within the organisation and business priorities should be considered.

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

RANK

		% AGREEMENT 2018	% AGREEMENT 2017	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	53%	50%	56%	52%
2	Q6c. I feel that senior managers model the values of my organisation	54%	53%	56%	50%
3	Q7a. My organisation focuses on improving the work we do	73%	71%	75%	69%
4	Q6h. I feel that senior managers listen to employees	49%	46%	51%	43%
5	Q6b. I feel that senior managers effectively lead and manage change	49%	47%	51%	46%
6	Q7h. My organisation generally selects capable people to do the job	56%	54%	58%	54%



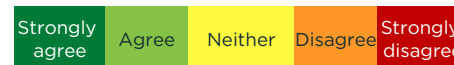
EXPLORE THE FULL RESULTS

Questions are grouped by topics 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	64% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	19	42	24	9	61%	58%	64%	61%
Q7j. I am proud to tell others I work for my organisation	23	42	23	7	64%	62%	68%	69%
Q7k. I feel a strong personal attachment to my organisation	20	36	28	10	56%	55%	58%	63%
Q7l. My organisation motivates me to help it achieve its objectives	16	40	27	10	56%	53%	59%	55%
Q7m. My organisation inspires me to do the best in my job	17	38	28	10	55%	52%	59%	55%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics 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	70% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	26	45	16	8	71%	70%	73%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	29	41	16	9	71%	70%	72%	72%
Q1e. I am satisfied with my job	23	45	18	10	68%	66%	70%	69%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics 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	53% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	15	38	24	14	9	53%	51%	55%	49%
Q6b. I feel that senior managers effectively lead and manage change	14	34	25	15	12	49%	47%	51%	46%
Q6c. I feel that senior managers model the values of my organisation	16	38	26	10	10	54%	53%	56%	50%
Q6d. Senior managers encourage innovation by employees	15	41	27	10		55%	56%	58%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	41	29	9		56%	55%	58%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	20	49	19			69%	69%	70%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	15	38	22	15	10	53%	52%	55%	47%
Q6h. I feel that senior managers listen to employees	14	35	26	14	11	49%	46%	51%	43%
Q7c. I feel that change is managed well in my organisation	10	31	28	20	12	40%	36%	44%	40%

KEY





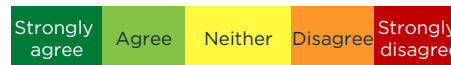
EXPLORE THE FULL RESULTS

Questions are grouped by topics 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	66% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	31	42	14	8	74%	73%	75%	72%	
Q5d. My manager encourages and values employee input	34	42	13	8	76%	76%	77%	72%	
Q5e. My manager involves my workgroup in decisions about our work	29	41	16	8	70%	69%	71%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	15	38	22	15	10	53%	52%	55%	47%
Q6h. I feel that senior managers listen to employees	14	35	26	14	11	49%	46%	51%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	48	15	8	72%	73%	73%	67%	

KEY





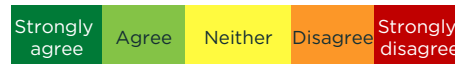
EXPLORE THE FULL RESULTS

Questions are grouped by topics 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				66% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1a. I understand what is expected of me to do well in my role	35	51	7		86%	86%	88%	90%				
Q2b. My workgroup works collaboratively to achieve its objectives	36	44	11		80%	79%	82%	79%				
Q3f. I have received appropriate training and development to do my job well	17	42	24	12	58%	56%	60%	65%				
Q5a. My manager encourages people in my workgroup to keep improving the work they do	29	47	15		76%	76%	78%	74%				
Q5f. I have confidence in the decisions my manager makes	31	40	16	7	71%	70%	72%	68%				
Q6d. Senior managers encourage innovation by employees	15	41	27	10	55%	56%	58%	50%				
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	41	29	9	56%	55%	58%	52%				
Q7a. My organisation focuses on improving the work we do	20	53	17		73%	71%	75%	69%				
Q7b. My organisation is making the necessary improvements to meet our future challenges	17	45	23	10	62%	61%	65%	57%				

KEY

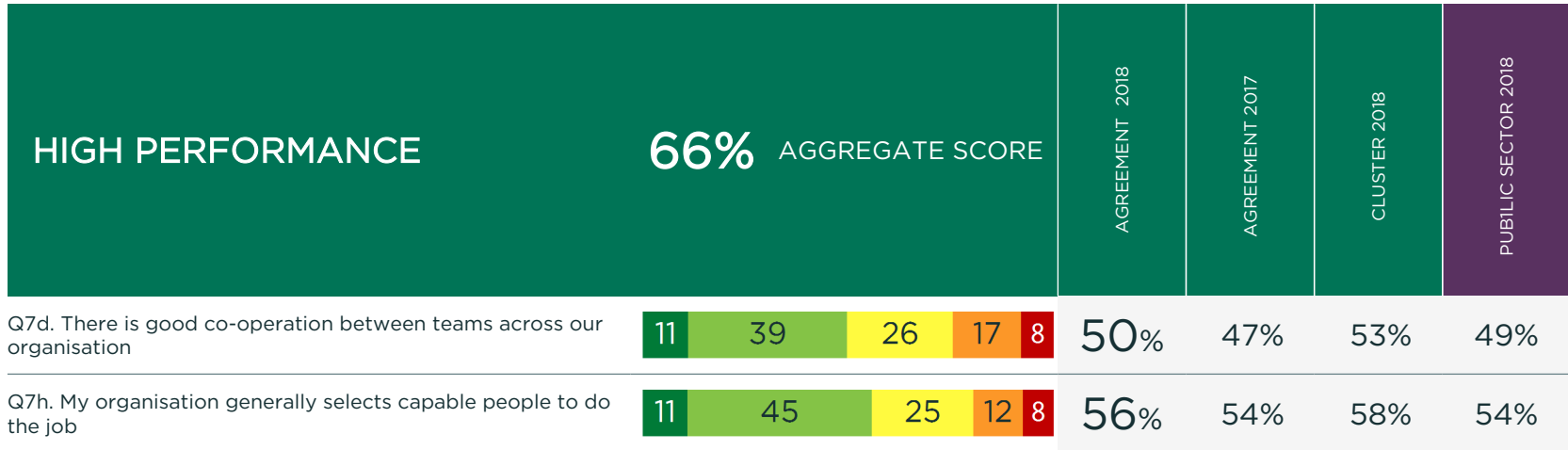




EXPLORE THE FULL RESULTS

Questions are grouped by topics 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





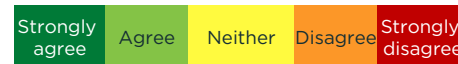
EXPLORE THE FULL RESULTS

Questions are grouped by topics 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		66% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
Q2a. My workgroup strives to achieve customer/client satisfaction		42	46	8	87%	87%	88%	86%		
Q2e. People in my workgroup treat each other with respect		38	42	11	80%	79%	81%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do		29	47	15	76%	76%	78%	74%		
Q5b. My manager listens to what I have to say		34	44	11	79%	79%	80%	76%		
Q6a. I believe senior managers provide clear direction for the future of the organisation		15	38	24	14	9	53%	51%	55%	49%
Q6c. I feel that senior managers model the values of my organisation		16	38	26	10	10	54%	53%	56%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		20	49	19	10	2	69%	69%	70%	62%
Q6g. I feel that senior managers keep employees informed about what's going on		15	38	22	15	10	53%	52%	55%	47%
Q6h. I feel that senior managers listen to employees		14	35	26	14	11	49%	46%	51%	43%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics 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		66% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do				73%	71%	75%	69%
Q7e. People in my organisation take responsibility for their own actions				52%	49%	55%	49%

KEY





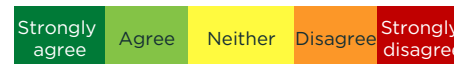
EXPLORE THE FULL RESULTS

Questions are grouped by topics 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% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	22	46	16	12	67%	66%	69%	65%
Q5b. My manager listens to what I have to say	34	44	11	11	79%	79%	80%	76%
Q5d. My manager encourages and values employee input	34	42	13	11	76%	76%	77%	72%
Q6i. Senior managers in my organisation support the career advancement of women	25	40	27	8	65%	64%	66%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	28	52	14	6	80%	78%	81%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	28	48	15	9	76%	75%	78%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	48	15	12	72%	73%	73%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	31	41	15	8	72%	70%	68%	59%
Q8e. My manager supports flexible working in my team	36	40	14	10	76%	-	73%	63%

KEY

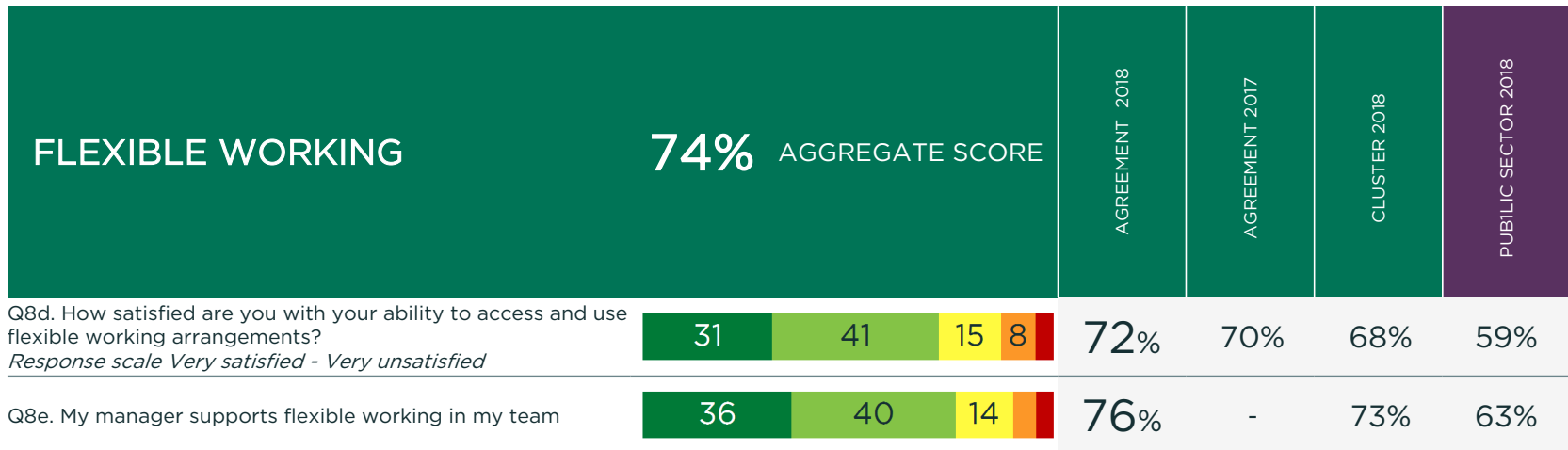




EXPLORE THE FULL RESULTS

Questions are grouped by topics 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

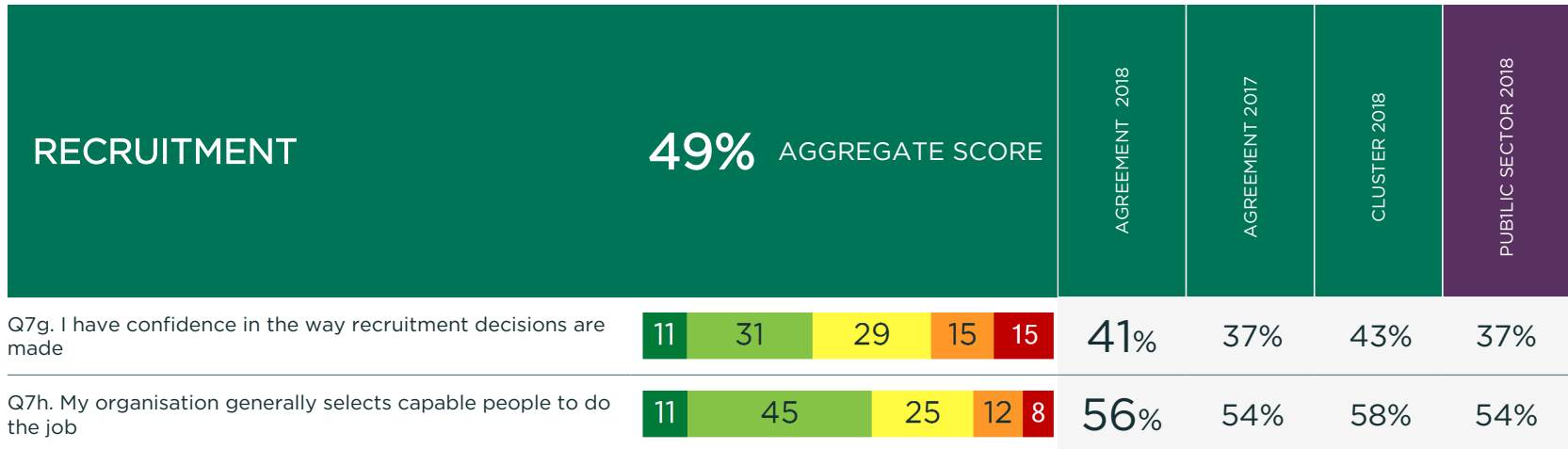




EXPLORE THE FULL RESULTS

Questions are grouped by topics 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 topics 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	58% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	23	46	17	10	68%	65%	71%	65%	
Q3e. My performance is assessed against clear criteria	16	40	25	13	56%	55%	61%	56%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	15	32	25	16	12	47%	46%	49%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	31	42	15	8	73%	72%	74%	69%	
Q5h. My manager appropriately deals with employees who perform poorly	19	29	33	11	9	48%	46%	51%	46%
Q7f. My organisation is committed to developing its employees	13	40	28	12	7	53%	50%	56%	52%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics 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.

	72% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	22	46	16	12	67%	66%	69%	65%
Q1f. I am able to keep my work stress at an acceptable level	18	48	17	12	66%	63%	68%	60%
Q2c. I receive help and support from other members of my workgroup	38	46	10	6	84%	83%	85%	81%
Q2d. There is good team spirit in my workgroup	35	38	15	8	72%	72%	75%	70%

KEY

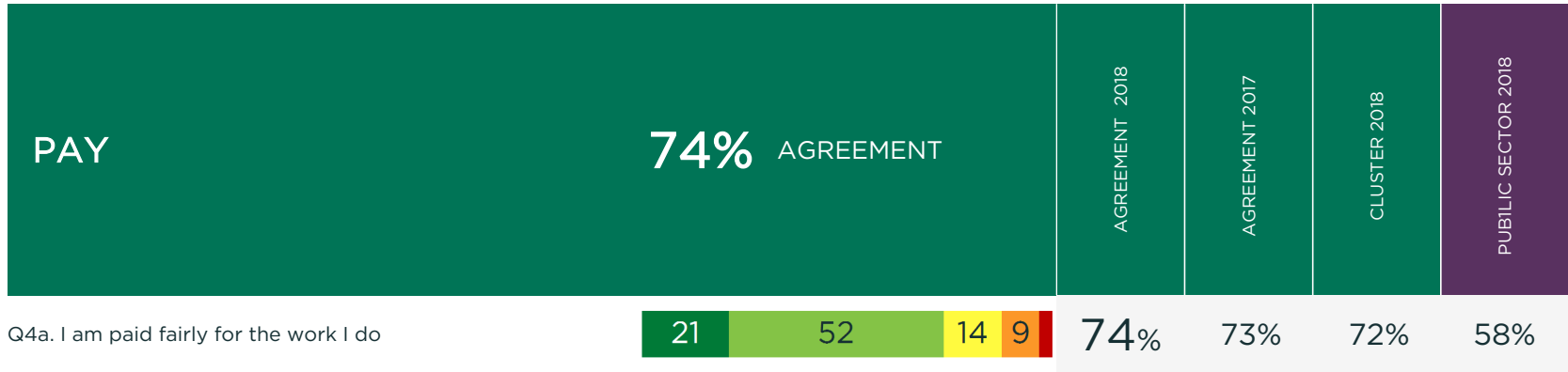




EXPLORE THE FULL RESULTS

Questions are grouped by topics 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

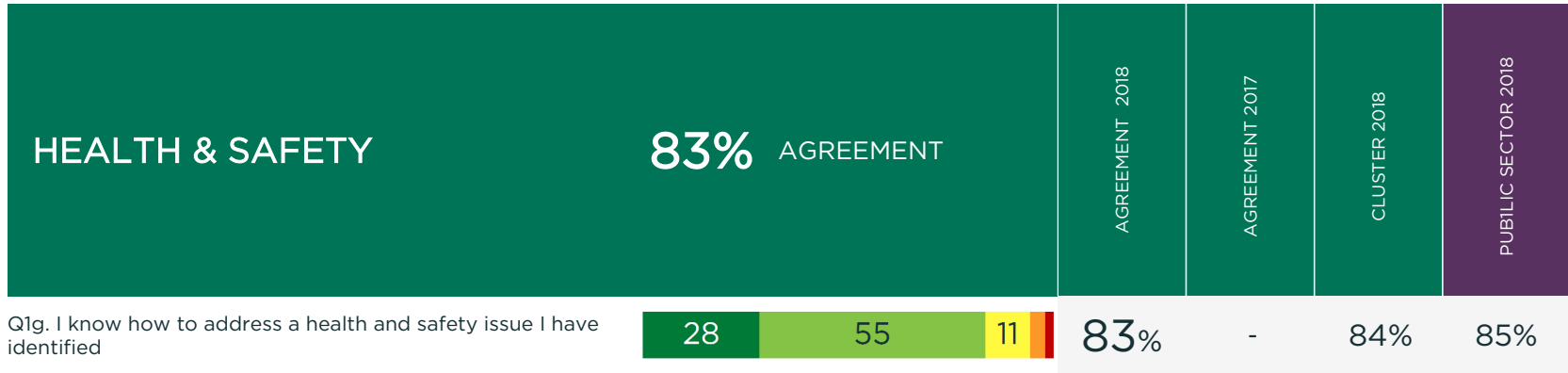




EXPLORE THE FULL RESULTS

Questions are grouped by topics 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

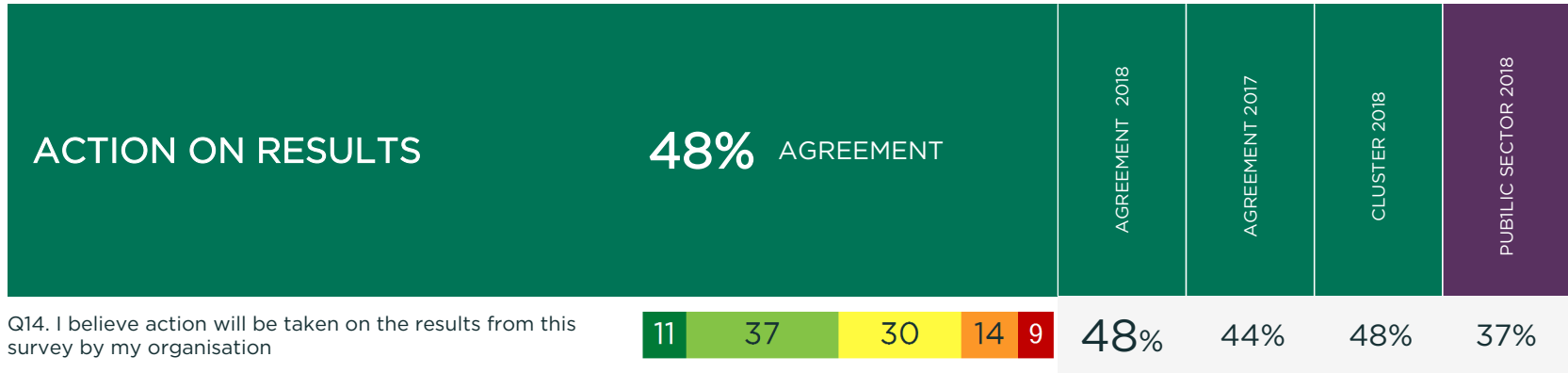




EXPLORE THE FULL RESULTS

Questions are grouped by topics 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

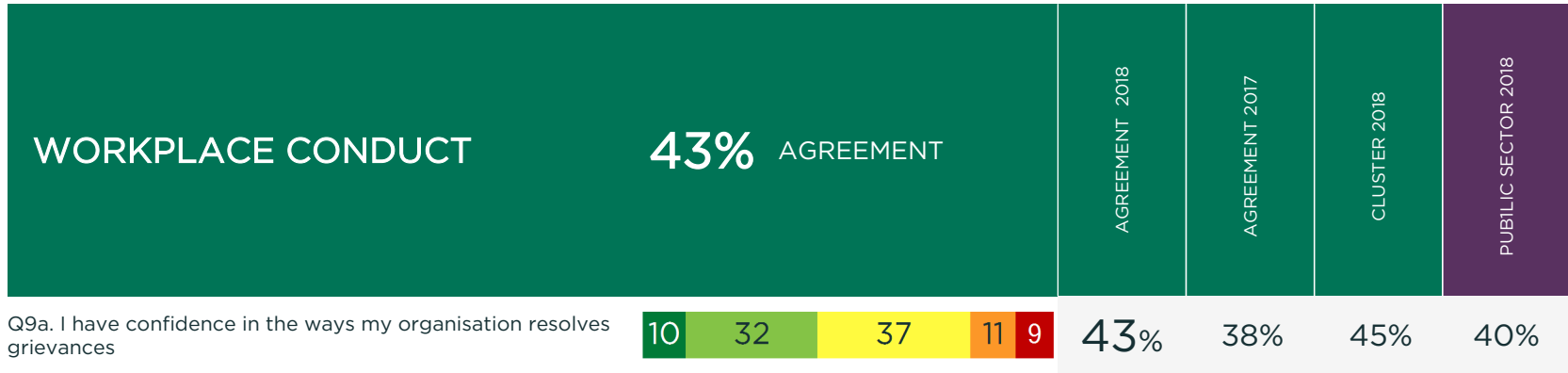




EXPLORE THE FULL RESULTS

Questions are grouped by topics 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 topics in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		79%	80%	79%	71%
No		21%	20%	21%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		79%	78%	80%	76%
No		21%	22%	20%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		67%	66%	68%	58%
No		33%	34%	32%	42%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
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		46%	45%	46%	41%
No		54%	55%	54%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

Q3i. Are there barriers preventing you from moving to another role?

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Lack of visible opportunities		32%	34%	31%	30%
There are no major barriers to my career progression		32%	30%	32%	32%
Lack of promotion opportunities		31%	33%	30%	29%
Geographic location considerations		28%	31%	28%	26%
Personal/family considerations		25%	28%	25%	30%
The application/recruitment process is too cumbersome or time consuming		24%	26%	22%	23%
Lack of support for temporary assignments/secondments		16%	16%	15%	15%
Insufficient training and development		16%	16%	16%	16%
Lack of support from my manager/supervisor		13%	12%	12%	14%
Lack of required capabilities or experience		12%	12%	13%	11%
Other		11%	10%	11%	9%

% are calculated with the number of unique respondents (N = 5,998 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work

Yes		18%	16%	18%	24%
No		63%	70%	63%	58%
Don't know		19%	14%	19%	18%

Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?

Yes		61%	56%	62%	66%
No		37%	41%	36%	32%
Don't know		1%	3%	2%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q11a. In the last 12 months I have witnessed bullying at work					
Yes		24%	25%	23%	33%
No		65%	65%	66%	57%
Don't know		11%	10%	11%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		12%	12%	12%	18%
No		80%	81%	81%	76%
Don't know		8%	7%	8%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

Q11c. 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		27%	22%	23%	21%
Your Immediate Manager/Supervisor		25%	27%	29%	23%
A fellow worker at your level		20%	24%	21%	27%
Prefer not to say		17%	14%	18%	14%
A subordinate		6%	7%	5%	7%
Other		3%	6%	3%	4%
A client or customer		1%	1%	1%	2%
A member of the public other than a client or customer	(r)				



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

Q12a. In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	1%	-	1%	3%
No	97%	-	97%	94%
Don't know	2%	-	2%	2%

Q12b. If yes to 12a, please indicate the role of the person who has been the source of the most serious physical harm and/or sexual harassment or abuse you have been subjected to in the last 12 months

Role	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
A person at work	73%	-	58%	39%
A member of the public	9%	-	23%	37%
Other	4%	-	4%	19%
Prefer not to say	13%	-	15%	6%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

FINANCE AND SERVICES CUSTOMISED QUESTIONS		2018	CLUSTER 2018
Q1. What level is your current role?			
SEB 1		8%	11%
SEB 2		2%	3%
SEB 3		2%	3%
Non-executive who manages employees		21%	19%
Non-executive who does not manage employees		67%	64%
Q2. This survey asks questions about senior managers. Which managers are closest to those you were thinking about when you answered these questions?			
Secretary and executive team		4%	4%
Deputy Secretary and executive team		8%	6%
Executive Directors		16%	15%
Directors		31%	27%
The managers of my manager/team leader		41%	48%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

FINANCE AND SERVICES CUSTOMISED QUESTIONS

2018

CLUSTER 2018

Q3. Have you noticed senior managers taking action as a result of the last PMES?

Yes		33%	30%
No		22%	22%
Not sure		45%	48%

Q4. Are you currently working in an activity based environment?

Yes		54%	46%
No		44%	36%
Not applicable (for Service NSW staff)		2%	18%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

FINANCE AND SERVICES CUSTOMISED QUESTIONS

2018

CLUSTER 2018

Q5. If you answered YES, how satisfied are you with your activity based working environment?

Very satisfied		18%	19%
Satisfied		39%	39%
Neutral		23%	23%
Unsatisfied		11%	10%
Very unsatisfied		9%	8%
Not applicable		0%	0%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

FINANCE AND SERVICES CUSTOMISED QUESTIONS

2018

CLUSTER 2018

Q6. If more flexible work options were available, would you consider discussing them with your manager?

Yes



89%

89%

No



11%

11%

Q7. Have you applied for an ongoing or acting opportunity in the Finance and Services cluster or elsewhere in the past twelve months?

Yes



31%

29%

No



69%

71%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

FINANCE AND SERVICES CUSTOMISED QUESTIONS

2018

CLUSTER 2018

Q8. If YES, which best describes your most recent career development experience?

Applied for and won an acting or ongoing role in the Finance and Services cluster		45%	42%
Applied for and did not win an acting or ongoing role in the Finance and Services cluster		28%	28%
Applied for and did not win an acting or ongoing role elsewhere in the NSW public sector		8%	9%
Applied for a position outside the NSW public sector		3%	4%
Other		13%	14%
Not applicable		3%	3%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

FINANCE AND SERVICES CUSTOMISED QUESTIONS

2018

CLUSTER 2018

Q9. In the past 12 months, what has made the greatest difference to your career development?

		2018	CLUSTER 2018
Attending Leadership Excellence (DFSI only)		1%	1%
Attending Leadership Essentials (DFSI only)		2%	2%
Attending a leadership program		2%	2%
Accessing the online portal of self-directed courses on myCareer (Lynda.com)		3%	3%
Attending the 7 Habits program		3%	5%
Conversations with your manager	█	25%	26%
Coaching		4%	6%
Mentoring	█	7%	7%
Stretch opportunity or project work within current role	█	17%	15%
Networking opportunity	█	8%	7%
Other	█	27%	27%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		43%
Female		54%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		0%
20 - 24		2%
25 -29	■	8%
30 - 34	■	12%
35 - 39	■	15%
40 - 44	■	15%
45 - 49	■	16%
50 - 54	■	13%
55 - 59	■	11%
60 - 64		5%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

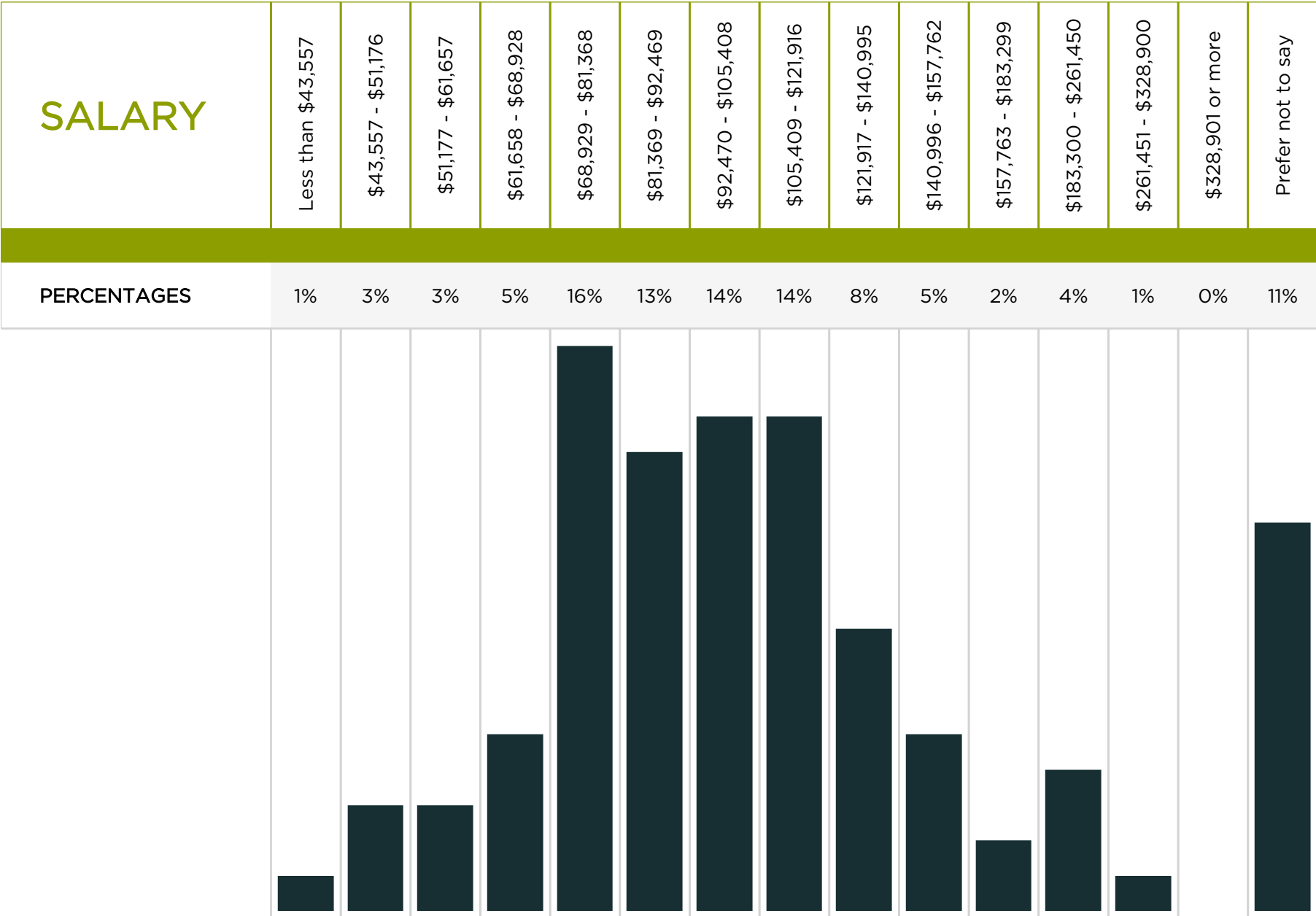
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	20%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	17%
Administrative support (e.g. executive/personal assistant, receptionist)	7%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	16%
Policy	4%
Research	1%
Program and project management support	14%
Legal (including developing and/or reviewing legislation)	3%
Other	18%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		21%
1 - 2 years		15%
2 - 5 years		20%
5 - 10 years		16%
10 - 20 years		20%
More than 20 years		8%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
Flexible start and finish times		71%
Working from home		29%
Working additional hours to make up for time off		24%
Working from different locations		16%
None of the above		13%
Working more hours over fewer days		10%
Part-time work		9%

% are calculated with the number of unique respondents (N = 5,936 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Leave without pay	6%
Flexible scheduling for rostered workers	3%
Purchasing annual leave	3%
Study leave	2%
Other	2%
Job sharing	1%

% are calculated with the number of unique respondents (N = 5,936 to this question)

RESULT BY TYPE OF WORK



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	Department of Finance, Services and Innovation excluding Service NSW	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing,	Other service delivery work (work that does not involve contact with the public, but it is critical to the	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	6251	1221	1002	428	953	235	65	809	162	1082
EMPLOYEE ENGAGEMENT	64%	62%	64%	69%	64%	60%	69%	66%	69%	62%
ENGAGEMENT WITH WORK	70%	66%	69%	75%	72%	67%	69%	76%	80%	69%
SENIOR MANAGERS	53%	49%	52%	64%	55%	52%	60%	60%	62%	49%
COMMUNICATION	66%	62%	65%	72%	70%	66%	71%	72%	73%	62%
HIGH PERFORMANCE	66%	63%	65%	73%	68%	65%	72%	70%	73%	63%
PUBLIC SECTOR VALUES	66%	62%	65%	73%	68%	65%	70%	72%	74%	62%
DIVERSITY & INCLUSION	74%	70%	74%	78%	77%	73%	78%	78%	79%	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 Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	Department of Finance, Services and Innovation excluding Service NSW	Less than \$43,557	\$43,557 - \$51,176	\$51,177 - \$61,657	\$61,658 - \$68,928	\$68,929 - \$81,368	\$81,369 - \$92,469	\$92,470 - \$105,408	\$105,409 - \$121,916	\$121,917 - \$140,995	\$140,996 - \$157,762	\$157,763 - \$183,299	\$183,300 - \$261,450	\$261,451 - \$328,900
NUMBER OF RESPONDENTS	6251	59	167	182	324	937	767	857	820	489	274	101	260	44
EMPLOYEE ENGAGEMENT	64%	66%	71%	70%	64%	64%	62%	62%	63%	65%	67%	66%	76%	85%
ENGAGEMENT WITH WORK	70%	73%	74%	76%	69%	67%	66%	69%	71%	76%	79%	77%	87%	97%
SENIOR MANAGERS	53%	65%	59%	58%	55%	52%	50%	50%	51%	57%	59%	62%	76%	83%
COMMUNICATION	66%	71%	70%	69%	64%	63%	62%	65%	66%	71%	73%	71%	83%	92%
HIGH PERFORMANCE	66%	76%	72%	71%	67%	65%	63%	64%	65%	68%	71%	68%	82%	88%
PUBLIC SECTOR VALUES	66%	74%	71%	70%	67%	64%	63%	64%	65%	69%	72%	71%	83%	87%
DIVERSITY & INCLUSION	74%	76%	76%	75%	73%	71%	72%	74%	76%	78%	80%	78%	86%	92%

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 Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	Department of Finance, Services and Innovation excluding Service NSW	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	6251	14	637
EMPLOYEE ENGAGEMENT	64%	(r)	58%
ENGAGEMENT WITH WORK	70%	(r)	63%
SENIOR MANAGERS	53%	(r)	44%
COMMUNICATION	66%	(r)	59%
HIGH PERFORMANCE	66%	(r)	58%
PUBLIC SECTOR VALUES	66%	(r)	58%
DIVERSITY & INCLUSION	74%	(r)	66%

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 Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	Department of Finance, Services and Innovation excluding Service NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	6251	1221	898	1188	919	1179	488
EMPLOYEE ENGAGEMENT	64%	71%	67%	64%	60%	59%	63%
ENGAGEMENT WITH WORK	70%	78%	73%	73%	64%	64%	70%
SENIOR MANAGERS	53%	64%	60%	56%	46%	43%	50%
COMMUNICATION	66%	76%	72%	68%	60%	57%	63%
HIGH PERFORMANCE	66%	73%	70%	68%	61%	59%	65%
PUBLIC SECTOR VALUES	66%	75%	71%	68%	60%	58%	64%
DIVERSITY & INCLUSION	74%	80%	78%	76%	71%	68%	72%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULTS BY TYPES OF FLEXIBLE WORKING



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	Department of Finance, Services and Innovation excluding Service NSW	Flexible start and finish times	Working more hours over fewer days	Working additional hours to make up for time off	Flexible scheduling for rostered workers	Part-time work	Job sharing	Working from different locations	Working from home	Purchasing annual leave	Leave without pay	Study leave	Other	None of the above
NUMBER OF RESPONDENTS	6251	4240	611	1417	196	552	45	972	1708	152	332	121	108	798
EMPLOYEE ENGAGEMENT	64%	64%	66%	64%	68%	64%	65%	69%	67%	58%	66%	65%	58%	62%
ENGAGEMENT WITH WORK	70%	71%	72%	71%	73%	68%	66%	79%	76%	62%	73%	71%	60%	66%
SENIOR MANAGERS	53%	54%	55%	53%	61%	54%	62%	61%	59%	45%	58%	55%	45%	49%
COMMUNICATION	66%	67%	68%	67%	71%	68%	72%	75%	73%	62%	72%	71%	59%	59%
HIGH PERFORMANCE	66%	67%	68%	67%	71%	68%	71%	73%	71%	61%	71%	68%	60%	61%
PUBLIC SECTOR VALUES	66%	67%	68%	67%	71%	68%	73%	73%	72%	60%	72%	68%	58%	61%
DIVERSITY & INCLUSION	74%	76%	75%	77%	78%	78%	83%	84%	82%	71%	79%	76%	66%	64%

*multiple types may be chosen.

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

RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	Department of Finance, Services and Innovation excluding Service NSW	Sydney East	Sydney - City and Inner South	Sydney West	Sydney - Parramatta	Central Coast	Central West	Hunter Valley exc Newcastle	Sydney - Outer West and Blue Mountains	Newcastle and Lake Macquarie	Sydney - Baukham Hills and Hawkesbury	Illawarra	Coffs Harbour - Grafton
NUMBER OF RESPONDENTS	6251	2202	2100	1513	1180	659	470	257	204	148	68	61	54
EMPLOYEE ENGAGEMENT	64%	65%	65%	65%	64%	65%	65%	57%	72%	63%	66%	68%	67%
ENGAGEMENT WITH WORK	70%	74%	74%	70%	68%	72%	70%	61%	80%	69%	69%	77%	75%
SENIOR MANAGERS	53%	59%	59%	53%	54%	49%	52%	45%	49%	47%	49%	60%	56%
COMMUNICATION	66%	71%	71%	65%	66%	66%	65%	55%	64%	59%	67%	72%	62%
HIGH PERFORMANCE	66%	69%	69%	66%	66%	67%	68%	60%	68%	61%	62%	71%	68%
PUBLIC SECTOR VALUES	66%	70%	70%	66%	67%	65%	65%	58%	64%	62%	63%	71%	67%
DIVERSITY & INCLUSION	74%	77%	77%	74%	74%	75%	76%	65%	74%	69%	72%	80%	70%

*Sydney East and Sydney West are higher level results for the Sydney sub-regions.

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

RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	Department of Finance, Services and Innovation excluding Service NSW	New England and North West	Sydney - Northern Beaches	Sydney - South West	Richmond - Tweed	Capital Region	Far West and Orana	Riverina	Sydney - North Sydney and Hornsby	Mid North Coast	Sydney - Blacktown	Southern Highlands and Shoalhaven	Murray	Sydney - Inner West
NUMBER OF RESPONDENTS	6251	54	43	37	29	22	22	22	22	17	15	14	13	10
EMPLOYEE ENGAGEMENT	64%	69%	77%	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	70%	74%	87%	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	50%	76%	45%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	60%	81%	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	66%	64%	81%	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	66%	68%	84%	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	74%	73%	87%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

*Sydney East and Sydney West are higher level results for the Sydney sub-regions.

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

RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	Department of Finance, Services and Innovation excluding Service NSW	Sydney - Outer South West	Sydney - Eastern Suburbs	Sydney - Inner South West	Sydney - Ryde	Sydney - Sutherland	OUTSIDE NSW
NUMBER OF RESPONDENTS	6251	9	7	7	7	6	0
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	70%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	66%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	66%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	66%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	74%	(r)	(r)	(r)	(r)	(r)	(r)

*Sydney East and Sydney West are higher level results for the Sydney sub-regions.

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 Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	Department of Finance, Services and Innovation excluding Service NSW	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	6251	12	144	451	730	894	894	932	732	634	298	121
EMPLOYEE ENGAGEMENT	64%	(r)	70%	68%	65%	63%	65%	63%	63%	64%	64%	65%
ENGAGEMENT WITH WORK	70%	(r)	73%	71%	70%	69%	72%	69%	71%	70%	75%	79%
SENIOR MANAGERS	53%	(r)	60%	59%	58%	53%	54%	52%	52%	51%	51%	56%
COMMUNICATION	66%	(r)	73%	72%	71%	66%	67%	64%	64%	62%	63%	67%
HIGH PERFORMANCE	66%	(r)	74%	72%	69%	66%	66%	64%	64%	64%	66%	66%
PUBLIC SECTOR VALUES	66%	(r)	73%	71%	69%	66%	66%	65%	65%	64%	66%	67%
DIVERSITY & INCLUSION	74%	(r)	81%	79%	78%	74%	75%	73%	72%	71%	71%	72%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	Department of Finance, Services and Innovation excluding Service NSW	Male	Female	Other
NUMBER OF RESPONDENTS	6251	2568	3220	143
EMPLOYEE ENGAGEMENT	64%	64%	65%	39%
ENGAGEMENT WITH WORK	70%	71%	71%	48%
SENIOR MANAGERS	53%	54%	54%	31%
COMMUNICATION	66%	68%	66%	42%
HIGH PERFORMANCE	66%	66%	67%	44%
PUBLIC SECTOR VALUES	66%	67%	67%	43%
DIVERSITY & INCLUSION	74%	76%	74%	47%

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



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	Department of Finance, Services and Innovation excluding Service NSW	SEB 1	SEB 2	SEB 3	Non-executive who manages employees	Non-executive who does not manage employees
NUMBER OF RESPONDENTS	6251	481	125	127	1210	3904
EMPLOYEE ENGAGEMENT	64%	74%	71%	63%	65%	62%
ENGAGEMENT WITH WORK	70%	79%	75%	66%	74%	68%
SENIOR MANAGERS	53%	68%	64%	50%	55%	51%
COMMUNICATION	66%	76%	72%	63%	67%	65%
HIGH PERFORMANCE	66%	77%	73%	64%	68%	64%
PUBLIC SECTOR VALUES	66%	78%	73%	62%	67%	64%
DIVERSITY & INCLUSION	74%	81%	77%	70%	76%	73%

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

GUIDE TO THIS REPORT

i SURVEY TIME FRAME

This report contains results from the 2018 People Matter Employee Survey which was open from 1 June to 2 July 2018.

i PRIVACY

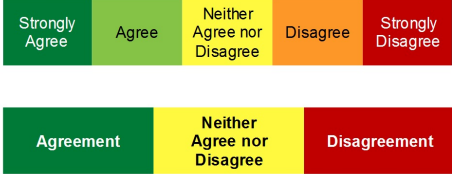
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of work teams 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.