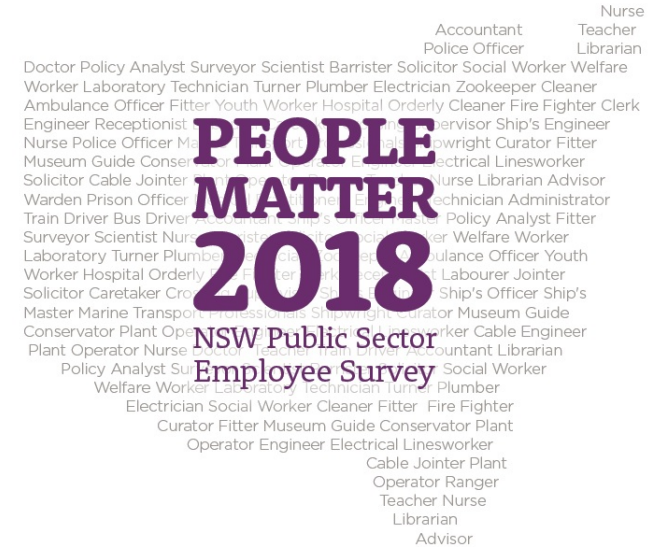


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# PEOPLE MATTER 2018

NSW Public Sector Employee Survey



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## CLUSTER REPORT Education

## RESPONSE RATE

**46%**

35,880 OF 78,804 RESPONDENTS

## EMPLOYEE ENGAGEMENT

**68%**

DIFFERENCE FROM 2017 0  
DIFFERENCE FROM PUBLIC SECTOR +2

## ENGAGEMENT WITH WORK

**74%**

DIFFERENCE FROM 2017 -1  
DIFFERENCE FROM PUBLIC SECTOR +2

## SENIOR MANAGERS

**56%**

DIFFERENCE FROM 2017 +3  
DIFFERENCE FROM PUBLIC SECTOR +7

## COMMUNICATION

**64%**

DIFFERENCE FROM 2017 +2  
DIFFERENCE FROM PUBLIC SECTOR +3

## HIGH PERFORMANCE

**68%**

DIFFERENCE FROM 2017 +1  
DIFFERENCE FROM PUBLIC SECTOR +4

## PUBLIC SECTOR VALUES

**67%**

DIFFERENCE FROM 2017 +2  
DIFFERENCE FROM PUBLIC SECTOR +5

## DIVERSITY & INCLUSION

**67%**

DIFFERENCE FROM PUBLIC SECTOR -1

## FLEXIBLE WORKING SATISFACTION

**47%**

DIFFERENCE FROM 2017 0  
DIFFERENCE FROM PUBLIC SECTOR -12

## ACTION ON RESULTS

**29%**

DIFFERENCE FROM 2017 +2  
DIFFERENCE FROM PUBLIC SECTOR -8



## 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
1a. I understand what is expected of me to do well in my role	91%	91%
2a. My workgroup strives to achieve customer/client satisfaction	87%	87%
2c. I receive help and support from other members of my workgroup	82%	81%
1c. My job gives me a feeling of personal accomplishment	79%	80%
1g. I know how to address a health and safety issue I have identified	79%	-
2b. My workgroup works collaboratively to achieve its objectives	79%	79%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	78%	77%
5b. My manager listens to what I have to say	78%	77%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	78%	77%
5a. My manager encourages people in my workgroup to keep improving the work they do	78%	76%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
14. I believe action will be taken on the results from this survey by my organisation	29%	27%
7g. I have confidence in the way recruitment decisions are made	38%	36%
9a. I have confidence in the ways my organisation resolves grievances	42%	40%
5h. My manager appropriately deals with employees who perform poorly	46%	45%
7c. I feel that change is managed well in my organisation	47%	46%
4a. I am paid fairly for the work I do	47%	51%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	47%	47%
1f. I am able to keep my work stress at an acceptable level	47%	49%
6h. I feel that senior managers listen to employees	51%	47%
8e. My manager supports flexible working in my team	51%	-



### 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

6a.	I believe senior managers provide clear direction for the future of the organisation	59%	55%
6h.	I feel that senior managers listen to employees	51%	47%
6c.	I feel that senior managers model the values of my organisation	58%	55%
6b.	I feel that senior managers effectively lead and manage change	54%	51%
6d.	Senior managers encourage innovation by employees	60%	57%
6g.	I feel that senior managers keep employees informed about what's going on	53%	50%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	67%	64%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	59%	57%
14.	I believe action will be taken on the results from this survey by my organisation	29%	27%
9a.	I have confidence in the ways my organisation resolves grievances	42%	40%



## LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

4a.	I am paid fairly for the work I do	47%	51%
1f.	I am able to keep my work stress at an acceptable level	47%	49%
1d.	I feel motivated to contribute more than what is normally required at work	75%	76%
1c.	My job gives me a feeling of personal accomplishment	79%	80%
1e.	I am satisfied with my job	69%	70%



### 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

## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



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



**Q5h.** My manager appropriately deals with employees who perform poorly



**Q5h.** My manager appropriately deals with employees who perform poorly



**Q5h.** My manager appropriately deals with employees who perform poorly



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



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



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



**Q8d.** How satisfied are you with your ability to access and use flexible working arrangements?



**Q8d.** How satisfied are you with your ability to access and use flexible working arrangements?



**Q8d.** How satisfied are you with your ability to access and use flexible working arrangements?



**Q8e.** My manager supports flexible working in my team



**Q8e.** My manager supports flexible working in my team



**Q8e.** My manager supports flexible working in my team



## 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.

# 29%

of employees replied favourably to:

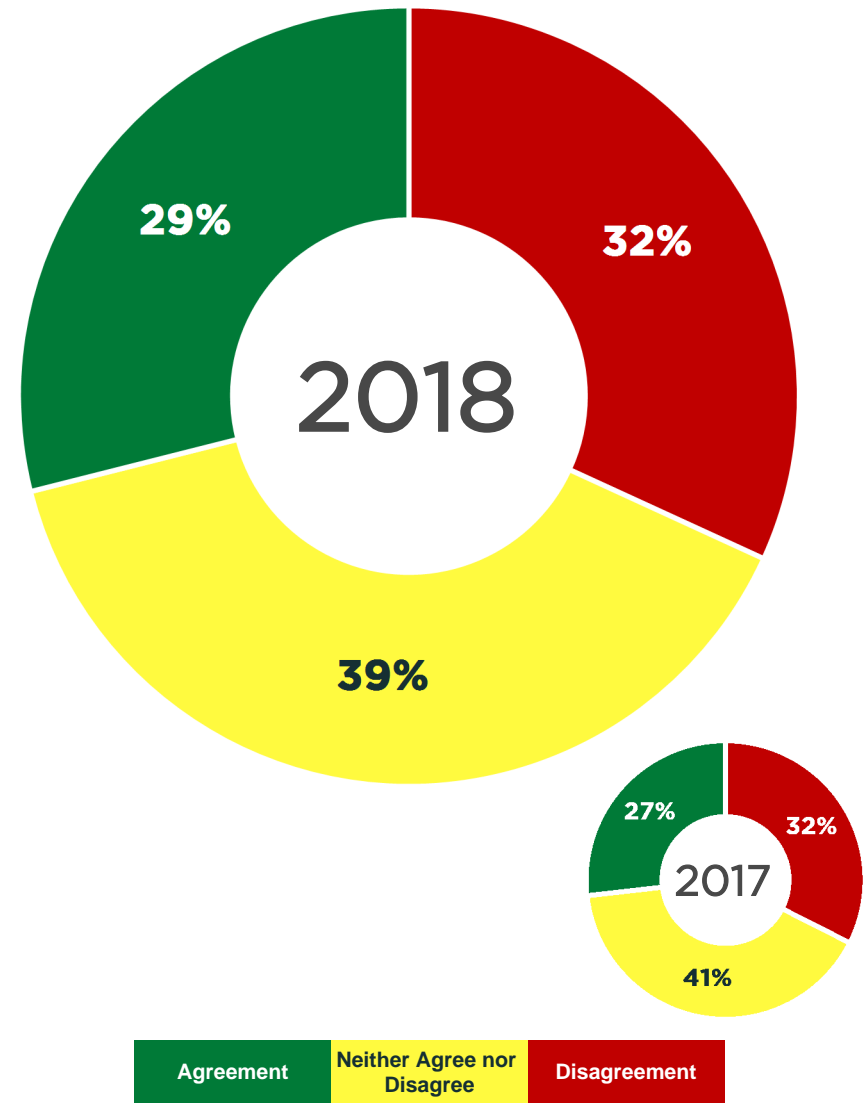
**'I believe action will be taken on the results from this survey by my organisation.'**

## 37%

SECTOR

## 27%

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 PUBLIC SECTOR
<b>1</b>	<b>Q7f.</b> My organisation is committed to developing its employees	<b>61%</b>	59%	52%
<b>2</b>	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>47%</b>	46%	40%
<b>3</b>	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	<b>64%</b>	63%	57%
<b>4</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>77%</b>	76%	69%
<b>5</b>	<b>Q1b.</b> I am provided with the support I need to do my best at work	<b>63%</b>	64%	65%
<b>6</b>	<b>Q3g.</b> I am satisfied with the opportunities available for career development in my organisation	<b>53%</b>	51%	50%

# CLUSTER COMPARISON



## COMPARISON OF CLUSTERS

This page compares key question group scores for Education

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

Significant differences have been highlighted to demonstrate best practice and areas that require attention.

	NSW Public Sector	Education	Family and Community Services	Finance and Services	Health	Industry	Justice	Planning and Environment	Premier and Cabinet	Transport	Treasury
NUMBER OF RESPONDENTS	170832	35880	6894	8481	65677	5238	15510	6680	950	19869	734
EMPLOYEE ENGAGEMENT	65%	68%	62%	66%	65%	67%	62%	69%	71%	64%	70%
ENGAGEMENT WITH WORK	72%	74%	70%	72%	73%	73%	66%	74%	75%	70%	77%
SENIOR MANAGERS	49%	56%	47%	55%	46%	55%	40%	50%	63%	46%	61%
COMMUNICATION	61%	64%	62%	67%	59%	68%	54%	66%	73%	61%	73%
HIGH PERFORMANCE	64%	68%	63%	68%	64%	68%	56%	66%	74%	61%	73%
PUBLIC SECTOR VALUES	62%	67%	62%	68%	60%	68%	53%	65%	74%	60%	73%
DIVERSITY & INCLUSION	68%	67%	71%	74%	66%	77%	63%	75%	79%	69%	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 10 RESPONDENTS



# AGENCY COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Education

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

Significant differences have been highlighted to demonstrate best practice and areas that require attention.

	Education	All Public Schools NSW	Education Offices
NUMBER OF RESPONDENTS	35880	31706	4174
EMPLOYEE ENGAGEMENT	68%	67%	69%
ENGAGEMENT WITH WORK	74%	74%	75%
SENIOR MANAGERS	56%	57%	56%
COMMUNICATION	64%	64%	67%
HIGH PERFORMANCE	68%	69%	67%
PUBLIC SECTOR VALUES	67%	67%	68%
DIVERSITY & INCLUSION	67%	66%	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 10 RESPONDENTS



## 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	68% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	21	41	22	10	62%	61%	61%
Q7j. I am proud to tell others I work for my organisation	29	43	18		72%	72%	69%
Q7k. I feel a strong personal attachment to my organisation	30	41	18		71%	71%	63%
Q7l. My organisation motivates me to help it achieve its objectives	20	39	25	11	59%	58%	55%
Q7m. My organisation inspires me to do the best in my job	21	37	25	11	58%	57%	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	74% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	34	46	11	7	79%	80%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	35	40	12	9	75%	76%	72%
Q1e. I am satisfied with my job	24	44	16	11	69%	70%	69%

KEY





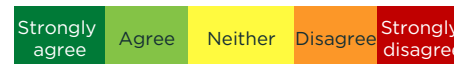
## EXPLORE THE FULL RESULTS

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

SENIOR MANAGERS	56% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	18	41	23	12		59%	55%	49%
Q6b. I feel that senior managers effectively lead and manage change	17	37	24	14	8	54%	51%	46%
Q6c. I feel that senior managers model the values of my organisation	19	39	23	11	7	58%	55%	50%
Q6d. Senior managers encourage innovation by employees	17	42	25	10		60%	57%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	42	27	9		59%	57%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	20	47	23			67%	64%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	15	38	24	15	8	53%	50%	47%
Q6h. I feel that senior managers listen to employees	15	36	25	15	10	51%	47%	43%
Q7c. I feel that change is managed well in my organisation	13	33	25	20	8	47%	46%	40%

KEY





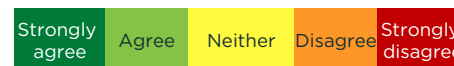
## EXPLORE THE FULL RESULTS

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	64% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018	
Q5c. My manager communicates effectively with me	32	41	14	9	73%	72%	72%	
Q5d. My manager encourages and values employee input	34	40	14	8	74%	73%	72%	
Q5e. My manager involves my workgroup in decisions about our work	30	40	17	9	69%	68%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	15	38	24	15	8	53%	50%	47%
Q6h. I feel that senior managers listen to employees	15	36	25	15	10	51%	47%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	42	17	11	7	64%	64%	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		68% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q1a. I understand what is expected of me to do well in my role	42	49		91%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	34	45	11 8	79%	79%	79%
Q3f. I have received appropriate training and development to do my job well	19	45	20 12	64%	63%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	31	46	14	78%	76%	74%
Q5f. I have confidence in the decisions my manager makes	31	38	17 8	69%	69%	68%
Q6d. Senior managers encourage innovation by employees	17	42	25 10	60%	57%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	42	27 9	59%	57%	52%
Q7a. My organisation focuses on improving the work we do	26	52	15	77%	76%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	20	45	21 11	64%	63%	57%

KEY

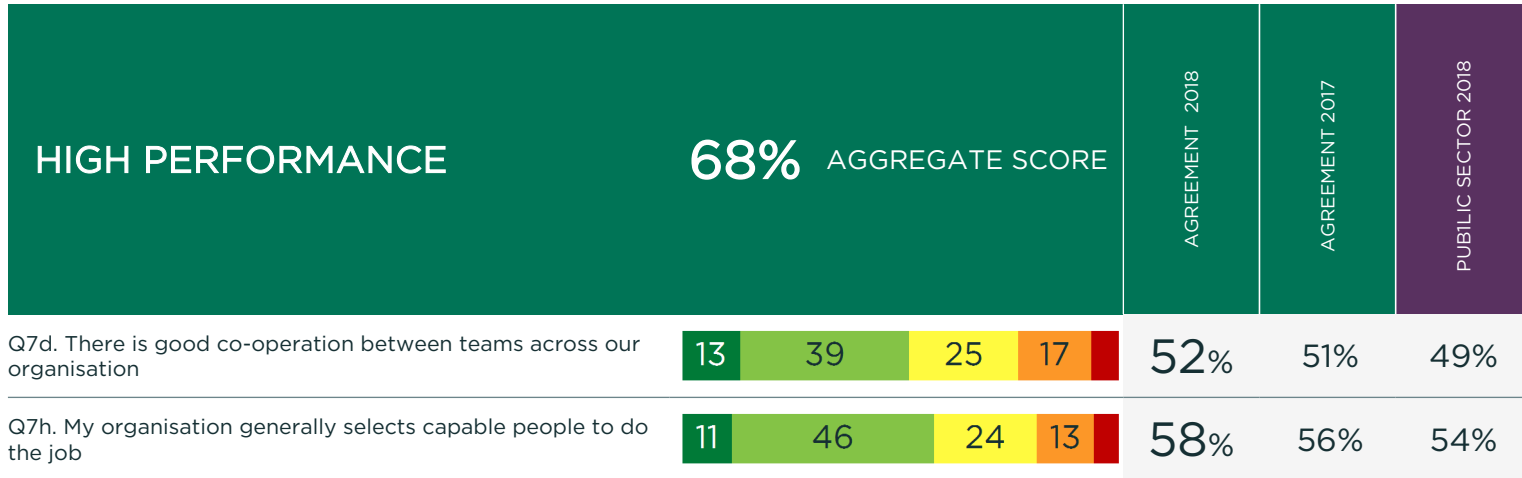




## EXPLORE THE FULL RESULTS

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	67% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	PUBLIC SECTOR 2018
Q2a. My workgroup strives to achieve customer/client satisfaction	41	47	8			87%	87%	86%
Q2e. People in my workgroup treat each other with respect	34	41	13	8		75%	76%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	31	46	14			78%	76%	74%
Q5b. My manager listens to what I have to say	35	42	12			78%	77%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	18	41	23	12		59%	55%	49%
Q6c. I feel that senior managers model the values of my organisation	19	39	23	11	7	58%	55%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	20	47	23			67%	64%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	15	38	24	15	8	53%	50%	47%
Q6h. I feel that senior managers listen to employees	15	36	25	15	10	51%	47%	43%

KEY



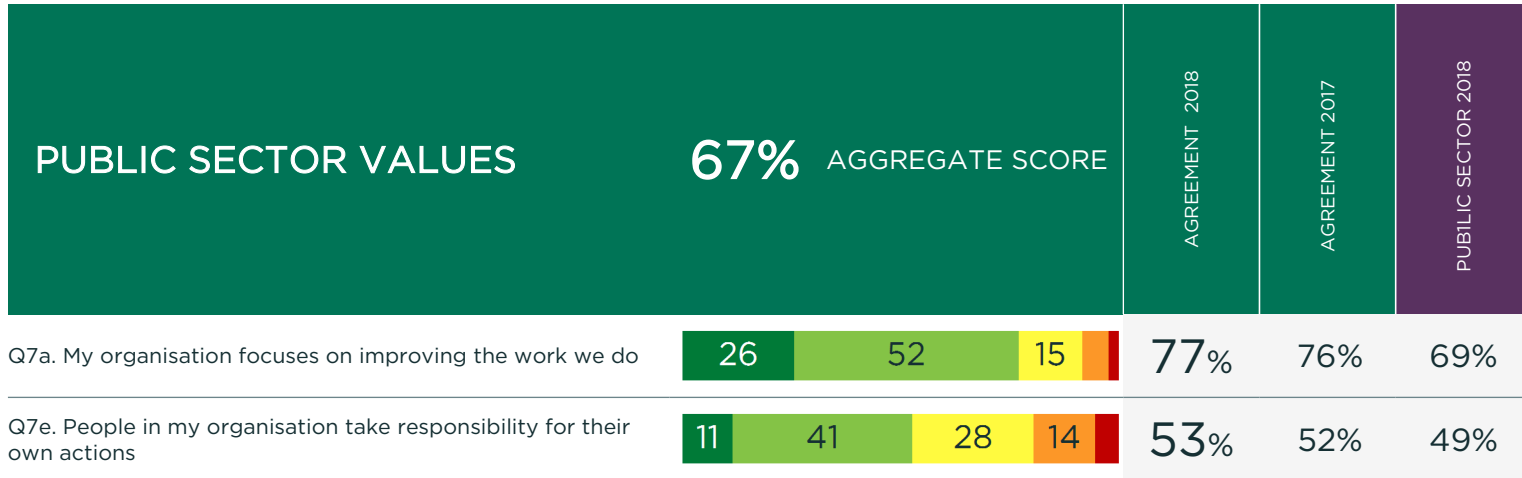




## EXPLORE THE FULL RESULTS

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.



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	67% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018			
Q1b. I am provided with the support I need to do my best at work	20	44	17	15	63%	64%	65%	
Q5b. My manager listens to what I have to say	35	42	12		78%	77%	76%	
Q5d. My manager encourages and values employee input	34	40	14	8	74%	73%	72%	
Q6i. Senior managers in my organisation support the career advancement of women	27	40	25		67%	65%	60%	
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	30	48	14		78%	77%	76%	
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	32	46	13		78%	77%	75%	
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	42	17	11	7	64%	64%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	16	31	32	13	8	47%	47%	59%
Q8e. My manager supports flexible working in my team	18	33	32	10		51%	-	63%

KEY

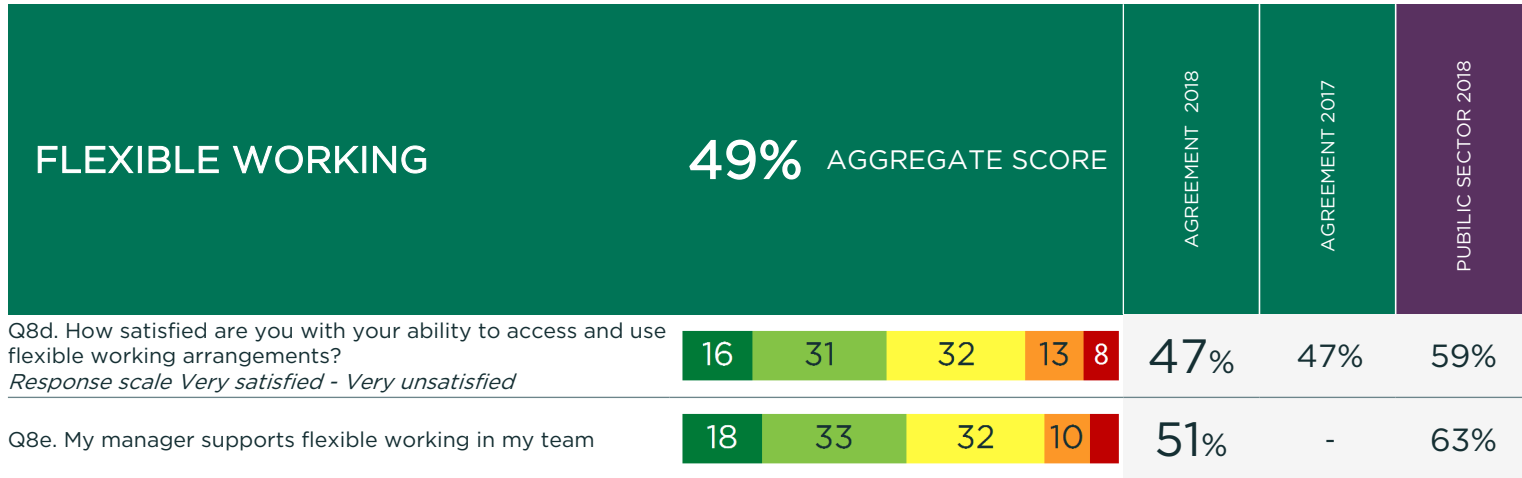




## EXPLORE THE FULL RESULTS

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

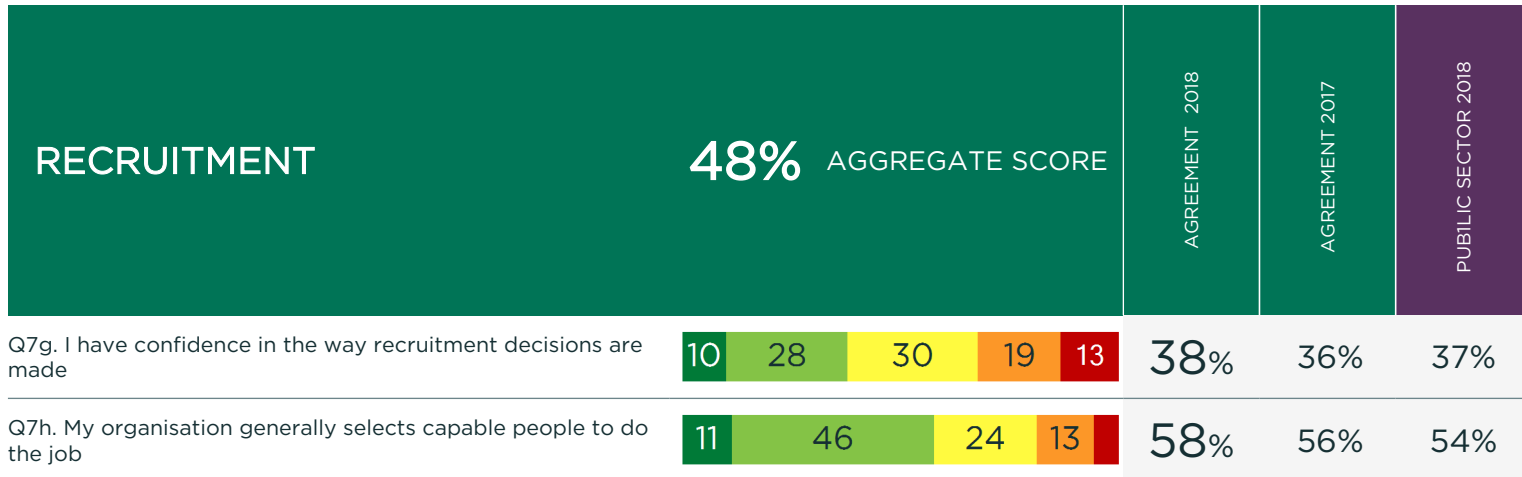




## EXPLORE THE FULL RESULTS

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

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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	59% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018	
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	21	46	18	11	67%	66%	65%	
Q3e. My performance is assessed against clear criteria	17	40	26	13	57%	55%	56%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	16	37	22	16	9	53%	51%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	31	39	16	9	70%	70%	69%	
Q5h. My manager appropriately deals with employees who perform poorly	17	28	33	13	8	46%	45%	46%
Q7f. My organisation is committed to developing its employees	16	45	24	10	61%	59%	52%	

KEY

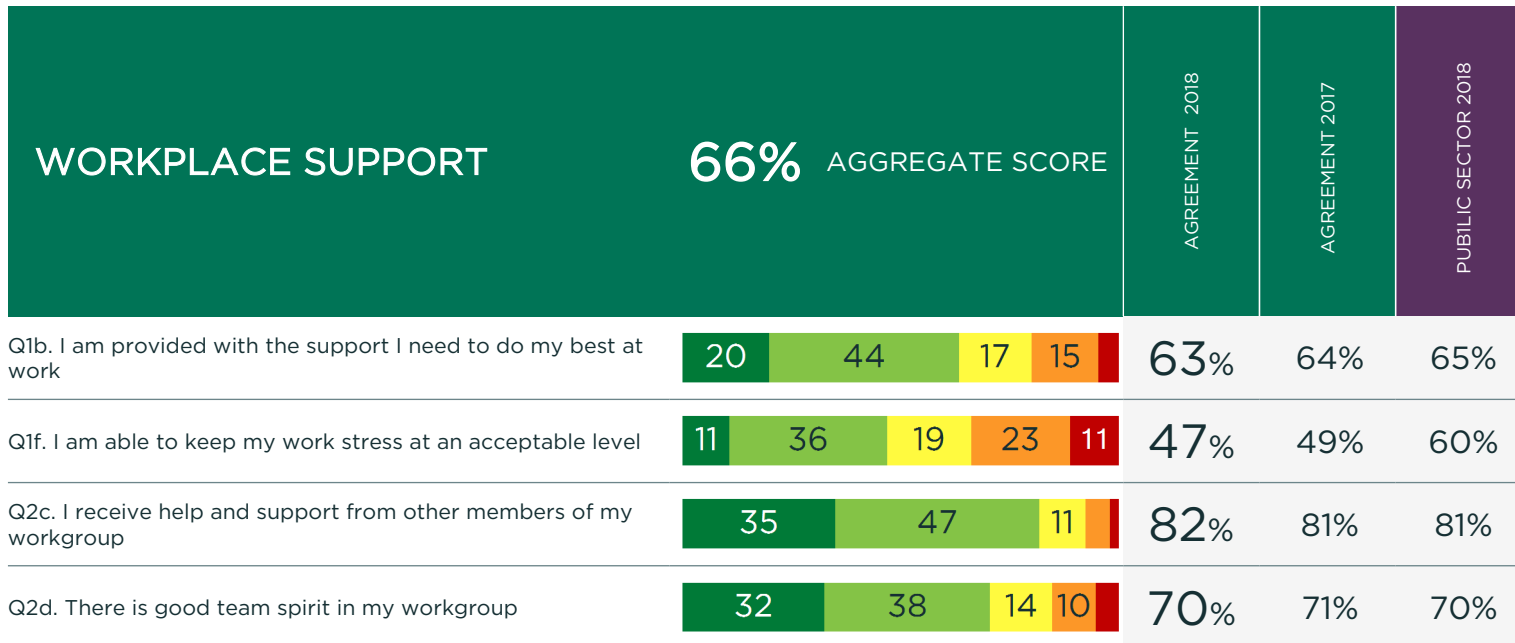




## EXPLORE THE FULL RESULTS

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.



KEY

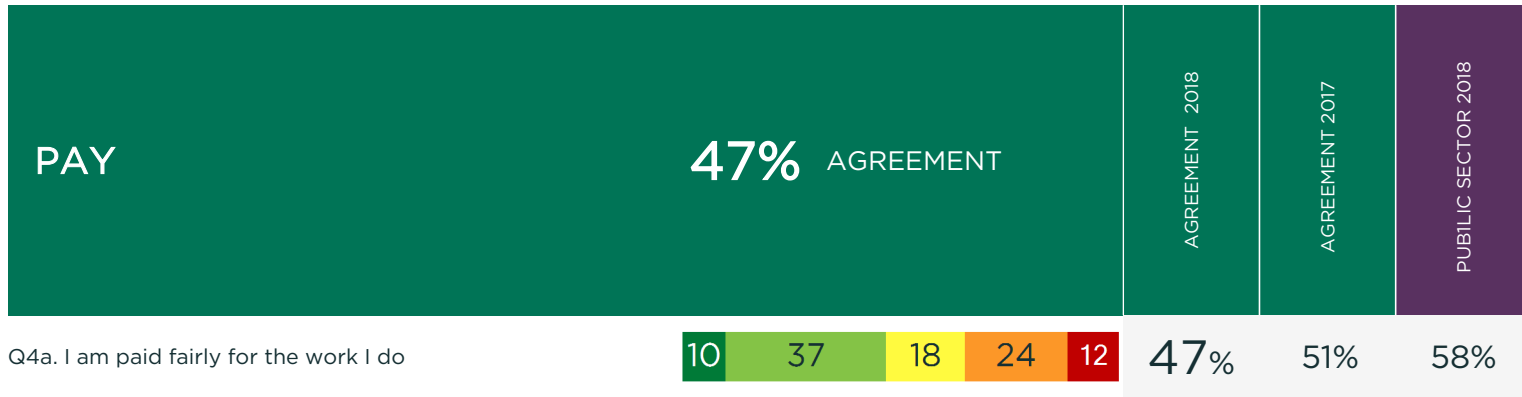




## EXPLORE THE FULL RESULTS

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

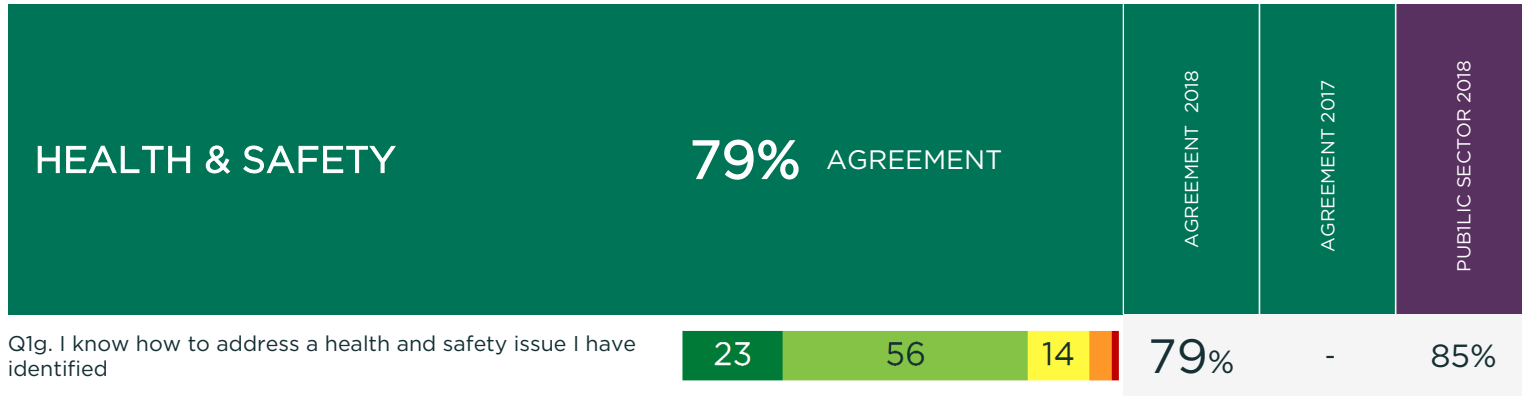




## EXPLORE THE FULL RESULTS

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

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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.

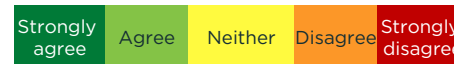
### ACTION ON RESULTS

29% AGREEMENT

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



KEY

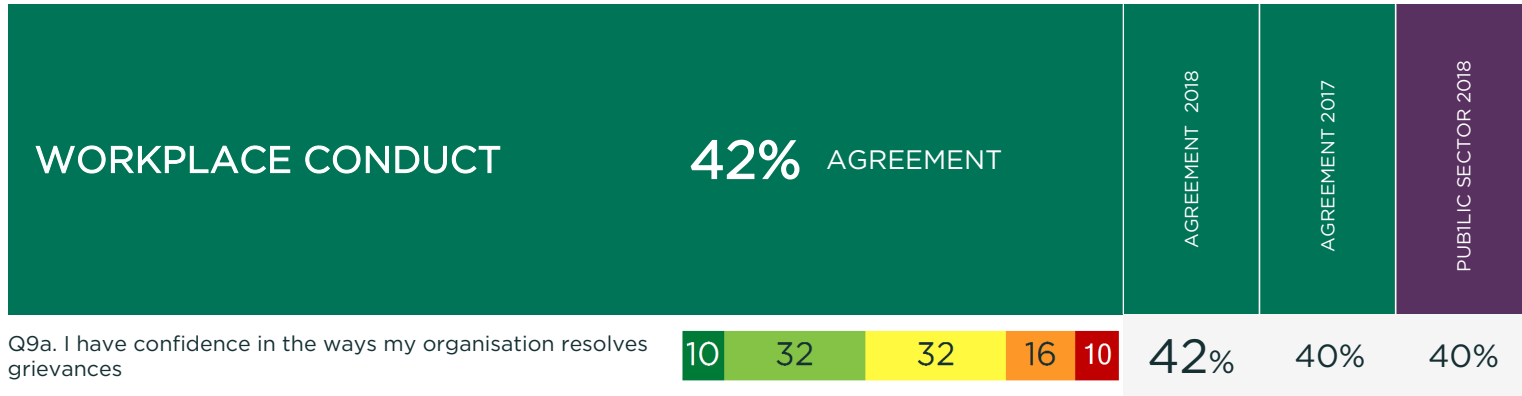




## EXPLORE THE FULL RESULTS

Questions are grouped by 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	PUBLIC SECTOR 2018
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives				
Yes		84%	78%	71%
No		16%	22%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager				
Yes		81%	80%	76%
No		19%	20%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager				
Yes		65%	62%	58%
No		35%	38%	42%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### MOBILITY

		2018	2017	PUBLIC SECTOR 2018
<b>Q3h.</b> 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		37%	36%	41%
No		63%	64%	59%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## MOBILITY

2018

2017

PUBLIC SECTOR 2018

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

Personal/family considerations		37%	37%	30%
There are no major barriers to my career progression		32%	31%	32%
The application/recruitment process is too cumbersome or time consuming		30%	28%	23%
Geographic location considerations		29%	29%	26%
Lack of visible opportunities		28%	29%	30%
Lack of promotion opportunities		24%	25%	29%
Insufficient training and development		16%	15%	16%
Lack of support from my manager/supervisor		12%	12%	14%
Lack of required capabilities or experience		12%	11%	11%
Lack of support for temporary assignments/secondments		11%	11%	15%
Other		9%	10%	9%

% are calculated with the number of unique respondents (N = 34,045 to this question)



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

2018

2017

PUBLIC SECTOR 2018

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

Yes		25%	26%	24%
No		56%	60%	58%
Don't know		19%	14%	18%

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

Yes		66%	63%	66%
No		32%	34%	32%
Don't know		2%	2%	2%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

2018

2017

PUBLIC SECTOR 2018

**Q11a.** In the last 12 months I have witnessed bullying at work

Yes		34%	34%	33%
No		55%	56%	57%
Don't know		10%	10%	10%

**Q11b.** In the last 12 months I have been subjected to bullying at work

Yes		19%	18%	18%
No		75%	76%	76%
Don't know		6%	6%	6%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

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

		2018	2017	PUBLIC SECTOR 2018
A senior manager		25%	25%	21%
A fellow worker at your level		23%	23%	27%
Your Immediate Manager/Supervisor		19%	21%	23%
Prefer not to say		14%	14%	14%
A subordinate		10%	10%	7%
A client or customer		5%	5%	2%
Other		3%	3%	4%
A member of the public other than a client or customer		1%	1%	1%





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

PUBLIC SECTOR 2018

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

Yes		4%	-	3%
No		95%	-	94%
Don't know		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

A person at work		42%	-	39%
A member of the public		14%	-	37%
Other		38%	-	19%
Prefer not to say		6%	-	6%



## EXPLORE THE FULL RESULTS

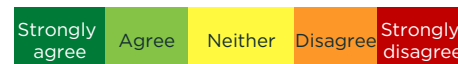
Questions are grouped by topics in this report.

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

## EDUCATION CUSTOMISED QUESTIONS

					AGREEMENT 2018	AGREEMENT 2017
Q1. My workgroup is able to manage the changing demands of our work environment.	11	49	21	15	60%	61%
Q2. The changes within my organisation will improve outcomes for the community.	14	46	27	10	60%	60%
Q3. Our leaders frequently and effectively communicate organisational objectives.	16	49	21	11	64%	62%
Q4. My workgroup acknowledges my contributions to the team.	19	50	19	9	69%	69%
Q5. My workgroup regularly works with different workgroups to achieve organisational objectives.	15	48	25	10	63%	63%
Q6. My workgroup learns from past experiences and makes improvements to the way we work.	19	50	19	10	68%	69%
Q7. My workgroup is able to demonstrate outcomes of our work.	20	58	17		78%	78%
Q8. My job offers the opportunity for me to work on innovative projects.	16	42	26	12	58%	59%

KEY





## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

## EDUCATION

### CUSTOMISED QUESTIONS

2018

Q9. Which category of staff are you?

Teaching staff		54%
School executive (Principals, Deputy Principals, Assistant Principals)		15%
School Administrative and Support Staff (SASS)		16%
Other non-teaching staff in schools		4%
Non school based teaching service staff		1%
Aboriginal Affairs		0%
Corporate staff		10%



## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

## EDUCATION

### CUSTOMISED QUESTIONS

2018

**Q10.** This survey asks questions about Senior Managers. How do you define a Senior Manager?

Executive Director		7%
Director		17%
Manager		5%
Principal		51%
Deputy Principal		11%
Assistant Principal		5%
Head Teacher		4%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>GENDER</b>		
Male		21%
Female		78%
Other		1%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>AGE</b>		
15 - 19		0%
20 - 24		2%
25 -29	■	8%
30 - 34	■	9%
35 - 39	■	11%
40 - 44	■	13%
45 - 49	■	17%
50 - 54	■	15%
55 - 59	■	14%
60 - 64	■	8%
65+		3%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

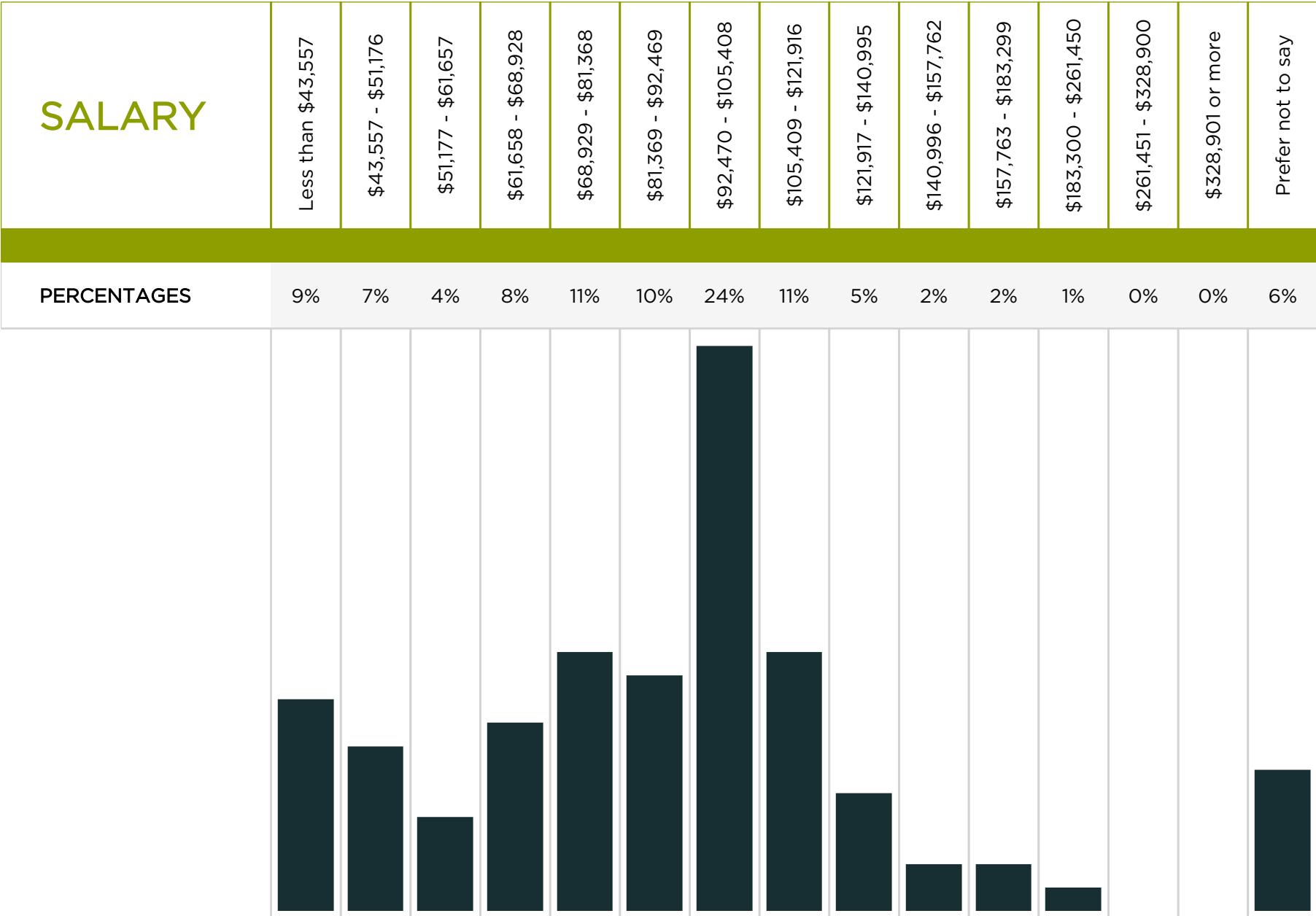
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	74%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	2%
Administrative support (e.g. executive/personal assistant, receptionist)	9%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	5%
Policy	1%
Research	0%
Program and project management support	2%
Legal (including developing and/or reviewing legislation)	0%
Other	7%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

### SALARY





# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>TENURE IN ORGANISATION</b>		
Less than 1 year		8%
1 - 2 years		8%
2 - 5 years		15%
5 - 10 years		20%
10 - 20 years		27%
More than 20 years		22%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>FLEXIBLE WORKING</b>		
None of the above		61%
Flexible start and finish times		13%
Part-time work		13%
Leave without pay		10%
Working additional hours to make up for time off		6%
Job sharing		5%
Working from different locations		4%

% are calculated with the number of unique respondents (N = 30,316 to this question)

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
Working from home	4%
Other	2%
Working more hours over fewer days	2%
Flexible scheduling for rostered workers	1%
Study leave	1%
Purchasing annual leave	0%

% are calculated with the number of unique respondents (N = 30,316 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.

	Education	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	35880	23299	680	2889	1520	166	63	523	30	2105
EMPLOYEE ENGAGEMENT	68%	67%	69%	73%	69%	74%	71%	72%	64%	69%
ENGAGEMENT WITH WORK	74%	74%	76%	78%	73%	78%	77%	79%	68%	77%
SENIOR MANAGERS	56%	56%	51%	59%	57%	63%	64%	60%	64%	57%
COMMUNICATION	64%	64%	65%	67%	67%	74%	75%	72%	64%	64%
HIGH PERFORMANCE	68%	69%	64%	69%	66%	75%	76%	70%	70%	68%
PUBLIC SECTOR VALUES	67%	67%	63%	68%	68%	76%	75%	73%	68%	66%
DIVERSITY & INCLUSION	67%	65%	71%	75%	74%	82%	81%	76%	74%	69%

### 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.

	Education	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	35880	2905	2187	1396	2424	3399	3173	7397	3452	1502	620	557	310	27
EMPLOYEE ENGAGEMENT	68%	74%	70%	71%	71%	68%	65%	62%	68%	73%	74%	78%	80%	(r)
ENGAGEMENT WITH WORK	74%	83%	78%	76%	77%	74%	70%	68%	75%	83%	83%	88%	88%	(r)
SENIOR MANAGERS	56%	61%	56%	58%	62%	58%	54%	50%	59%	65%	64%	66%	71%	(r)
COMMUNICATION	64%	68%	62%	68%	69%	66%	62%	58%	67%	73%	73%	77%	80%	(r)
HIGH PERFORMANCE	68%	71%	66%	70%	72%	70%	67%	64%	71%	74%	74%	77%	80%	(r)
PUBLIC SECTOR VALUES	67%	69%	64%	69%	71%	69%	65%	62%	70%	75%	75%	79%	81%	(r)
DIVERSITY & INCLUSION	67%	74%	69%	73%	71%	68%	64%	60%	67%	72%	72%	73%	80%	(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 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.

	Education	\$328,901 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>35880</b>	<b>11</b>	<b>1811</b>
<b>EMPLOYEE ENGAGEMENT</b>	68%	(r)	66%
ENGAGEMENT WITH WORK	74%	(r)	71%
SENIOR MANAGERS	56%	(r)	51%
COMMUNICATION	64%	(r)	60%
HIGH PERFORMANCE	68%	(r)	64%
PUBLIC SECTOR VALUES	67%	(r)	63%
DIVERSITY & INCLUSION	67%	(r)	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 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.

	Education	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
<b>NUMBER OF RESPONDENTS</b>	<b>35880</b>	<b>2548</b>	<b>2351</b>	<b>4794</b>	<b>6073</b>	<b>8222</b>	<b>6949</b>
<b>EMPLOYEE ENGAGEMENT</b>	68%	75%	72%	70%	66%	66%	66%
ENGAGEMENT WITH WORK	74%	81%	79%	76%	72%	71%	75%
SENIOR MANAGERS	56%	69%	64%	60%	55%	53%	53%
COMMUNICATION	64%	76%	71%	67%	62%	61%	63%
HIGH PERFORMANCE	68%	76%	73%	71%	67%	66%	67%
PUBLIC SECTOR VALUES	67%	77%	73%	69%	65%	64%	66%
DIVERSITY & INCLUSION	67%	77%	74%	70%	65%	64%	65%

### 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.

	Education	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
<b>NUMBER OF RESPONDENTS</b>	35880	4068	567	1745	243	3853	1455	1235	1215	110	3056	216	586	18490
<b>EMPLOYEE ENGAGEMENT</b>	68%	72%	71%	73%	74%	70%	69%	72%	71%	63%	67%	69%	69%	67%
<b>ENGAGEMENT WITH WORK</b>	74%	79%	79%	80%	79%	78%	75%	80%	78%	65%	73%	74%	74%	73%
<b>SENIOR MANAGERS</b>	56%	59%	60%	59%	64%	60%	61%	58%	60%	52%	56%	57%	56%	56%
<b>COMMUNICATION</b>	64%	70%	71%	70%	73%	68%	68%	68%	71%	58%	65%	66%	64%	63%
<b>HIGH PERFORMANCE</b>	68%	70%	71%	70%	74%	72%	73%	70%	71%	63%	69%	68%	68%	68%
<b>PUBLIC SECTOR VALUES</b>	67%	70%	71%	70%	74%	71%	71%	70%	72%	62%	67%	67%	66%	66%
<b>DIVERSITY &amp; INCLUSION</b>	67%	78%	78%	79%	80%	74%	74%	76%	79%	66%	69%	71%	68%	63%

\*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.

	Education	Sydney West	Sydney East	Sydney - Parramatta	Sydney - Inner South West	Sydney - City and Inner South	Newcastle and Lake Macquarie	Sydney - Blacktown	Sydney - South West	Illawarra	Central West	Hunter Valley exc Newcastle	Sydney - Outer South West
NUMBER OF RESPONDENTS	35880	7937	7580	2067	1862	1701	1604	1444	1406	1348	1310	1286	1214
EMPLOYEE ENGAGEMENT	68%	69%	68%	70%	67%	68%	69%	68%	68%	69%	69%	67%	70%
ENGAGEMENT WITH WORK	74%	75%	76%	76%	75%	76%	77%	73%	75%	77%	74%	73%	75%
SENIOR MANAGERS	56%	60%	57%	61%	59%	54%	58%	59%	61%	58%	58%	56%	62%
COMMUNICATION	64%	67%	65%	67%	65%	66%	64%	65%	68%	66%	65%	63%	67%
HIGH PERFORMANCE	68%	70%	69%	70%	70%	67%	69%	69%	70%	70%	69%	69%	72%
PUBLIC SECTOR VALUES	67%	69%	68%	70%	68%	67%	68%	68%	69%	69%	68%	67%	70%
DIVERSITY & INCLUSION	67%	69%	68%	71%	68%	71%	67%	67%	69%	68%	68%	65%	69%

\*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.

	Education	Sydney - Outer West and Blue Mountains	Central Coast	New England and North West	Richmond - Tweed	Capital Region	Sydney - North Sydney and Hornsby	Mid North Coast	Far West and Orana	Riverina	Coffs Harbour - Grafton	Sydney - Sutherland	Sydney - Inner West	Sydney - Northern Beaches
NUMBER OF RESPONDENTS	35880	1203	1143	1115	1112	1037	1011	951	941	872	834	755	715	643
EMPLOYEE ENGAGEMENT	68%	68%	67%	67%	66%	66%	68%	65%	68%	66%	72%	69%	68%	69%
ENGAGEMENT WITH WORK	74%	74%	73%	73%	73%	71%	75%	72%	74%	73%	81%	76%	76%	79%
SENIOR MANAGERS	56%	58%	57%	53%	53%	50%	57%	52%	56%	49%	63%	60%	58%	59%
COMMUNICATION	64%	66%	63%	62%	64%	60%	64%	62%	65%	59%	68%	67%	66%	64%
HIGH PERFORMANCE	68%	70%	68%	67%	67%	64%	69%	65%	69%	64%	73%	71%	71%	72%
PUBLIC SECTOR VALUES	67%	69%	66%	64%	66%	63%	68%	63%	67%	61%	71%	70%	69%	69%
DIVERSITY & INCLUSION	67%	67%	64%	66%	65%	63%	64%	65%	69%	64%	71%	68%	68%	66%

\*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.

	Education	Sydney - Baulkham Hills and Hawkesbury	Murray	Sydney - Ryde	Southern Highlands and Shoalhaven	Sydney - Eastern Suburbs	OUTSIDE NSW
<b>NUMBER OF RESPONDENTS</b>	<b>35880</b>	<b>603</b>	<b>577</b>	<b>559</b>	<b>547</b>	<b>334</b>	<b>10</b>
<b>EMPLOYEE ENGAGEMENT</b>	68%	67%	66%	66%	67%	66%	(r)
ENGAGEMENT WITH WORK	74%	73%	73%	76%	74%	76%	(r)
SENIOR MANAGERS	56%	59%	49%	57%	50%	55%	(r)
COMMUNICATION	64%	67%	61%	64%	61%	63%	(r)
HIGH PERFORMANCE	68%	69%	65%	68%	64%	67%	(r)
PUBLIC SECTOR VALUES	67%	69%	63%	68%	63%	66%	(r)
DIVERSITY & INCLUSION	67%	67%	65%	66%	62%	63%	(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.

	Education	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	35880	40	668	2441	2914	3328	4014	5144	4674	4327	2617	979
EMPLOYEE ENGAGEMENT	68%	69%	79%	70%	68%	67%	68%	67%	67%	67%	67%	71%
ENGAGEMENT WITH WORK	74%	68%	85%	74%	71%	72%	74%	74%	73%	75%	78%	85%
SENIOR MANAGERS	56%	62%	72%	62%	59%	59%	59%	56%	54%	53%	53%	56%
COMMUNICATION	64%	68%	78%	69%	66%	65%	66%	64%	62%	62%	63%	66%
HIGH PERFORMANCE	68%	70%	82%	73%	70%	70%	70%	68%	66%	66%	67%	69%
PUBLIC SECTOR VALUES	67%	69%	80%	70%	68%	68%	69%	67%	65%	65%	66%	68%
DIVERSITY & INCLUSION	67%	68%	81%	70%	69%	68%	68%	66%	65%	65%	67%	70%

### 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.

	Education	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>35880</b>	<b>6636</b>	<b>24477</b>	<b>305</b>
<b>EMPLOYEE ENGAGEMENT</b>	68%	65%	69%	51%
ENGAGEMENT WITH WORK	74%	70%	76%	49%
SENIOR MANAGERS	56%	54%	58%	30%
COMMUNICATION	64%	65%	65%	38%
HIGH PERFORMANCE	68%	66%	70%	45%
PUBLIC SECTOR VALUES	67%	66%	68%	42%
DIVERSITY & INCLUSION	67%	67%	67%	41%

### 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

# ABORIGINAL AND/OR TORRES STRAIT ISLANDER



## 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.

	Education	Yes	No	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>35880</b>	<b>984</b>	<b>29420</b>	<b>1021</b>
<b>EMPLOYEE ENGAGEMENT</b>	68%	66%	68%	53%
ENGAGEMENT WITH WORK	74%	71%	75%	53%
SENIOR MANAGERS	56%	54%	58%	35%
COMMUNICATION	64%	61%	65%	42%
HIGH PERFORMANCE	68%	65%	69%	48%
PUBLIC SECTOR VALUES	67%	63%	68%	47%
DIVERSITY & INCLUSION	67%	63%	68%	45%

3% of respondents identified as Aboriginal and/or Torres Strait Islander.

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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# LANGUAGE OTHER THAN ENGLISH



## 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.

	Education	Yes	No	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>35880</b>	<b>3759</b>	<b>26968</b>	<b>832</b>
<b>EMPLOYEE ENGAGEMENT</b>	68%	70%	68%	50%
ENGAGEMENT WITH WORK	74%	76%	75%	50%
SENIOR MANAGERS	56%	63%	57%	32%
COMMUNICATION	64%	69%	64%	39%
HIGH PERFORMANCE	68%	72%	69%	45%
PUBLIC SECTOR VALUES	67%	71%	67%	44%
DIVERSITY & INCLUSION	67%	71%	67%	42%

12% of respondents speak a language other than English at home.

### KEY

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## 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.

	Education	Yes	No	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>35880</b>	<b>1287</b>	<b>29283</b>	<b>943</b>
<b>EMPLOYEE ENGAGEMENT</b>	68%	60%	69%	54%
ENGAGEMENT WITH WORK	74%	65%	75%	54%
SENIOR MANAGERS	56%	46%	58%	37%
COMMUNICATION	64%	54%	65%	46%
HIGH PERFORMANCE	68%	59%	70%	50%
PUBLIC SECTOR VALUES	67%	58%	68%	49%
DIVERSITY & INCLUSION	67%	56%	68%	47%

4% of respondents identified as having a disability.

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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## 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.

	Education	Yes	No	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>35880</b>	<b>2858</b>	<b>26931</b>	<b>1608</b>
<b>EMPLOYEE ENGAGEMENT</b>	68%	59%	69%	55%
ENGAGEMENT WITH WORK	74%	60%	77%	55%
SENIOR MANAGERS	56%	47%	59%	41%
COMMUNICATION	64%	53%	67%	48%
HIGH PERFORMANCE	68%	60%	70%	54%
PUBLIC SECTOR VALUES	67%	58%	69%	53%
DIVERSITY & INCLUSION	67%	56%	69%	51%

9% of respondents identified as having a mental health condition.

### KEY

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**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.

	Education	Yes	No	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>35880</b>	<b>931</b>	<b>29225</b>	<b>1096</b>
<b>EMPLOYEE ENGAGEMENT</b>	68%	66%	68%	54%
ENGAGEMENT WITH WORK	74%	70%	75%	55%
SENIOR MANAGERS	56%	54%	58%	38%
COMMUNICATION	64%	61%	65%	46%
HIGH PERFORMANCE	68%	66%	69%	51%
PUBLIC SECTOR VALUES	67%	65%	68%	50%
DIVERSITY & INCLUSION	67%	64%	68%	49%

3% of respondents identified as lesbian, gay, bisexual, transgender, intersex or gender diverse.

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

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# STAFF CATEGORY



## 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.

	Education	Teaching staff	School executive (Principals, Deputy Principals, Assistant Principals)	School Administrative and Support Staff (SASS)	Other non-teaching staff in schools	Non school based teaching service staff	Aboriginal Affairs	Corporate staff
<b>NUMBER OF RESPONDENTS</b>	35880	17047	4598	5151	1125	454	123	3021
<b>EMPLOYEE ENGAGEMENT</b>	68%	64%	72%	73%	72%	71%	80%	70%
ENGAGEMENT WITH WORK	74%	70%	81%	80%	83%	82%	84%	75%
SENIOR MANAGERS	56%	54%	64%	57%	57%	56%	73%	57%
COMMUNICATION	64%	61%	72%	66%	68%	65%	79%	68%
HIGH PERFORMANCE	68%	67%	75%	68%	69%	67%	79%	68%
PUBLIC SECTOR VALUES	67%	65%	74%	66%	68%	69%	77%	69%
DIVERSITY & INCLUSION	67%	63%	69%	73%	73%	73%	84%	75%

### 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

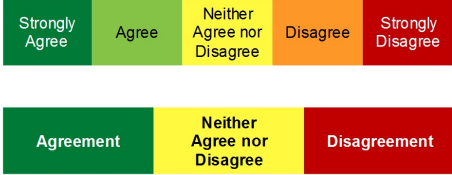
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.