
PEOPLE MATTER 2018

NSW Public Sector Employee Survey

Nurse
Teacher
Librarian
Accountant
Police Officer
Social Worker
Welfare
Worker
Laboratory
Technician
Turner
Plumber
Electrician
Zookeeper
Cleaner
Ambulance
Officer
Fitter
Youth
Worker
Hospital
Orderly
Cleaner
Fire
Fighter
Clerk
Engineer
Receptionist
Supervisor
Ship's
Engineer
Nurse
Police
Officer
Museum
Guide
Conservator
Operator
Engineer
Electrical
Linesworker
Solicitor
Cable
Jointer
Nurse
Librarian
Advisor
Warden
Prison
Officer
Technician
Administrator
Train
Driver
Bus
Driver
Policy
Analyst
Fitter
Surveyor
Scientist
Nurse
Welfare
Worker
Laboratory
Turner
Plumber
Ambulance
Officer
Youth
Worker
Hospital
Orderly
Fitter
Labourer
Jointer
Solicitor
Caretaker
Crew
Ship's
Officer
Ship's
Master
Marine
Transport
Professionals
Shipwright
Curator
Museum
Guide
Conservator
Plant
Operator
Nurse
Cable
Engineer
Plant
Operator
Nurse
Accountant
Librarian
Policy
Analyst
Social
Worker
Welfare
Worker
Laboratory
Technician
Turner
Plumber
Electrician
Social
Worker
Cleaner
Fitter
Fire
Fighter
Curator
Fitter
Museum
Guide
Conservator
Plant
Operator
Engineer
Electrical
Linesworker
Cable
Jointer
Plant
Operator
Ranger
Teacher
Nurse
Librarian
Advisor

PEOPLE MATTER 2018

NSW Public Sector
Employee Survey

CLUSTER REPORT

Industry

RESPONSE RATE

88%

5,238 OF 5,985 RESPONDENTS

EMPLOYEE ENGAGEMENT

67%

DIFFERENCE FROM 2017 +2
DIFFERENCE FROM PUBLIC SECTOR +1

ENGAGEMENT WITH WORK

73%

DIFFERENCE FROM 2017 +1
DIFFERENCE FROM PUBLIC SECTOR +1

SENIOR MANAGERS

55%

DIFFERENCE FROM 2017 +5
DIFFERENCE FROM PUBLIC SECTOR +6

COMMUNICATION

68%

DIFFERENCE FROM 2017 +3
DIFFERENCE FROM PUBLIC SECTOR +7

HIGH PERFORMANCE

68%

DIFFERENCE FROM 2017 +3
DIFFERENCE FROM PUBLIC SECTOR +4

PUBLIC SECTOR VALUES

68%

DIFFERENCE FROM 2017 +3
DIFFERENCE FROM PUBLIC SECTOR +6

DIVERSITY & INCLUSION

77%

DIFFERENCE FROM PUBLIC SECTOR +9

FLEXIBLE WORKING SATISFACTION

78%

DIFFERENCE FROM 2017 +3
DIFFERENCE FROM PUBLIC SECTOR +19

ACTION ON RESULTS

52%

DIFFERENCE FROM 2017 +6
DIFFERENCE FROM PUBLIC SECTOR +15



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	90%	89%
1g. I know how to address a health and safety issue I have identified	87%	-
2c. I receive help and support from other members of my workgroup	87%	85%
1a. I understand what is expected of me to do well in my role	86%	86%
2b. My workgroup works collaboratively to achieve its objectives	83%	81%
2e. People in my workgroup treat each other with respect	83%	81%
5b. My manager listens to what I have to say	82%	81%
8e. My manager supports flexible working in my team	81%	-
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	81%	77%
5d. My manager encourages and values employee input	80%	78%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018
AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
7c. I feel that change is managed well in my organisation	39%	34%
9a. I have confidence in the ways my organisation resolves grievances	40%	36%
7g. I have confidence in the way recruitment decisions are made	44%	39%
5h. My manager appropriately deals with employees who perform poorly	45%	43%
7d. There is good co-operation between teams across our organisation	48%	46%
6b. I feel that senior managers effectively lead and manage change	49%	44%
3g. I am satisfied with the opportunities available for career development in my organisation	51%	46%
6h. I feel that senior managers listen to employees	51%	46%
14. I believe action will be taken on the results from this survey by my organisation	52%	46%
7e. People in my organisation take responsibility for their own actions	53%	50%



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

7f.	My organisation is committed to developing its employees	57%	50%
6g.	I feel that senior managers keep employees informed about what's going on	55%	48%
6i.	Senior managers in my organisation support the career advancement of women	68%	61%
7b.	My organisation is making the necessary improvements to meet our future challenges	62%	56%
14.	I believe action will be taken on the results from this survey by my organisation	52%	46%
6h.	I feel that senior managers listen to employees	51%	46%
7i.	I would recommend my organisation as a great place to work	67%	62%
7g.	I have confidence in the way recruitment decisions are made	44%	39%
3g.	I am satisfied with the opportunities available for career development in my organisation	51%	46%
7c.	I feel that change is managed well in my organisation	39%	34%



LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017



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

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



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



Q7c. I feel that change is managed well in my organisation



Q7c. I feel that change is managed well in my organisation



Q7c. I feel that change is managed well in 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



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



Q4. The rationale for change initiatives is communicated well



Q4. The rationale for change initiatives is communicated well



Q4. The rationale for change initiatives is communicated well



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.

52%

of employees replied favourably to:

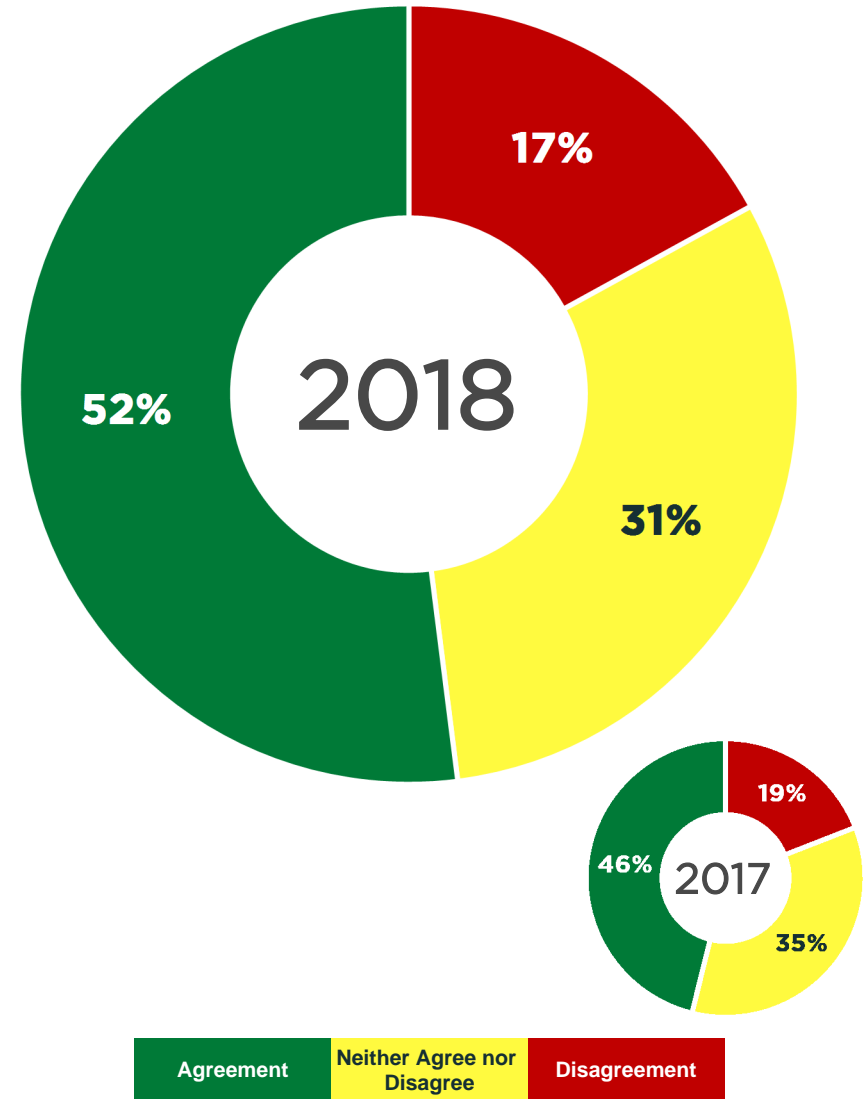
'I believe action will be taken on the results from this survey by my organisation.'

37%

SECTOR

46%

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
1	Q7f. My organisation is committed to developing its employees	57%	50%	52%
2	Q7c. I feel that change is managed well in my organisation	39%	34%	40%
3	Q7a. My organisation focuses on improving the work we do	73%	69%	69%
4	Q7b. My organisation is making the necessary improvements to meet our future challenges	62%	56%	57%
5	Q3g. I am satisfied with the opportunities available for career development in my organisation	51%	46%	50%
6	Q1b. I am provided with the support I need to do my best at work	68%	65%	65%

CLUSTER COMPARISON



COMPARISON OF CLUSTERS

This page compares key question group scores for Industry

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

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.

	Industry	Department of Industry	Destination NSW	Local Land Services	NSW Institute of Sport	NSW Office of Sport	Sydney Cricket and Sports Ground Trust
NUMBER OF RESPONDENTS	5238	3560	124	884	66	517	86
EMPLOYEE ENGAGEMENT	67%	67%	56%	68%	67%	62%	75%
ENGAGEMENT WITH WORK	73%	74%	64%	76%	72%	64%	80%
SENIOR MANAGERS	55%	56%	34%	59%	57%	46%	63%
COMMUNICATION	68%	70%	53%	71%	64%	59%	78%
HIGH PERFORMANCE	68%	69%	54%	71%	71%	59%	75%
PUBLIC SECTOR VALUES	68%	69%	54%	70%	65%	58%	76%
DIVERSITY & INCLUSION	77%	78%	59%	80%	80%	66%	84%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 10 RESPONDENTS



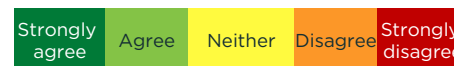
EXPLORE THE FULL RESULTS

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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.

EMPLOYEE ENGAGEMENT	67% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	20	46	22	7	67%	62%	61%
Q7j. I am proud to tell others I work for my organisation	25	46	21		71%	68%	69%
Q7k. I feel a strong personal attachment to my organisation	22	39	26	9	61%	60%	63%
Q7l. My organisation motivates me to help it achieve its objectives	16	42	28	10	58%	54%	55%
Q7m. My organisation inspires me to do the best in my job	17	40	28	10	57%	53%	55%

KEY





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ENGAGEMENT WITH WORK	73% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	27	48	14	8	75%	74%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	31	44	14	8	75%	75%	72%
Q1e. I am satisfied with my job	22	48	17	9	70%	68%	69%

KEY





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SENIOR MANAGERS	55% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	14	40	26	13	8	54%	50%	49%
Q6b. I feel that senior managers effectively lead and manage change	13	36	28	15	8	49%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	16	40	28	10	8	56%	52%	50%
Q6d. Senior managers encourage innovation by employees	14	43	28	10	8	58%	54%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	45	27	8	8	61%	57%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	21	50	19	8	2	71%	68%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	14	41	24	13	8	55%	48%	47%
Q6h. I feel that senior managers listen to employees	13	38	29	13	7	51%	46%	43%
Q7c. I feel that change is managed well in my organisation	9	30	31	21	9	39%	34%	40%

KEY





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COMMUNICATION	68% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018	
Q5c. My manager communicates effectively with me	33	43	13	7	75%	75%	72%	
Q5d. My manager encourages and values employee input	37	43	12		80%	78%	72%	
Q5e. My manager involves my workgroup in decisions about our work	32	42	16		73%	72%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	14	41	24	13	8	55%	48%	47%
Q6h. I feel that senior managers listen to employees	13	38	29	13	7	51%	46%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	24	52	14			77%	74%	67%

KEY





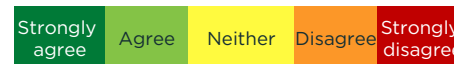
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	HIGH PERFORMANCE			68% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	PUBLIC SECTOR 2018
Q1a. I understand what is expected of me to do well in my role	32	54	7		86%	86%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	40	44	9		83%	81%	79%
Q3f. I have received appropriate training and development to do my job well	17	47	23	9	64%	59%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	31	48	15		79%	76%	74%
Q5f. I have confidence in the decisions my manager makes	34	41	15		74%	73%	68%
Q6d. Senior managers encourage innovation by employees	14	43	28	10	58%	54%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	45	27	8	61%	57%	52%
Q7a. My organisation focuses on improving the work we do	20	54	18		73%	69%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	16	46	24	10	62%	56%	57%

KEY

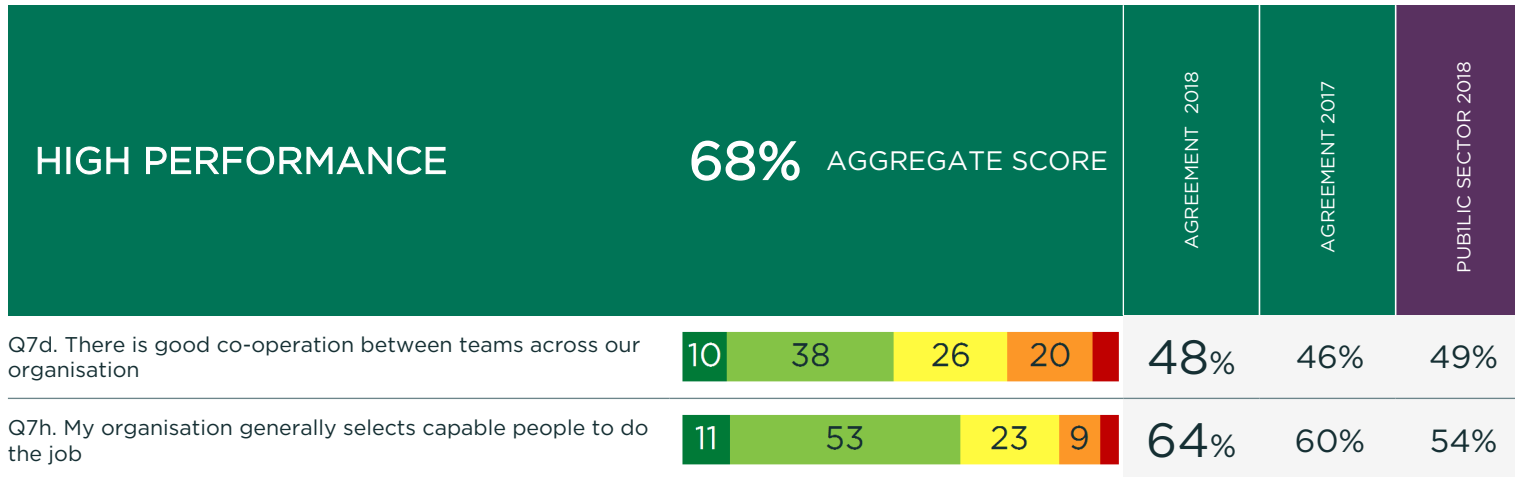




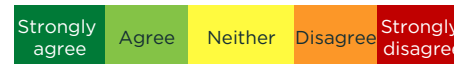
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KEY





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PUBLIC SECTOR VALUES	68% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	PUBLIC SECTOR 2018			
	Q2a. My workgroup strives to achieve customer/client satisfaction	48	43	90%	89%	86%		
Q2e. People in my workgroup treat each other with respect	41	42	10	83%	81%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	31	48	15	79%	76%	74%		
Q5b. My manager listens to what I have to say	37	44	10	82%	81%	76%		
Q6a. I believe senior managers provide clear direction for the future of the organisation	14	40	26	13	54%	50%	49%	
Q6c. I feel that senior managers model the values of my organisation	16	40	28	10	56%	52%	50%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	21	50	19		71%	68%	62%	
Q6g. I feel that senior managers keep employees informed about what's going on	14	41	24	13	8	55%	48%	47%
Q6h. I feel that senior managers listen to employees	13	38	29	13	7	51%	46%	43%

KEY

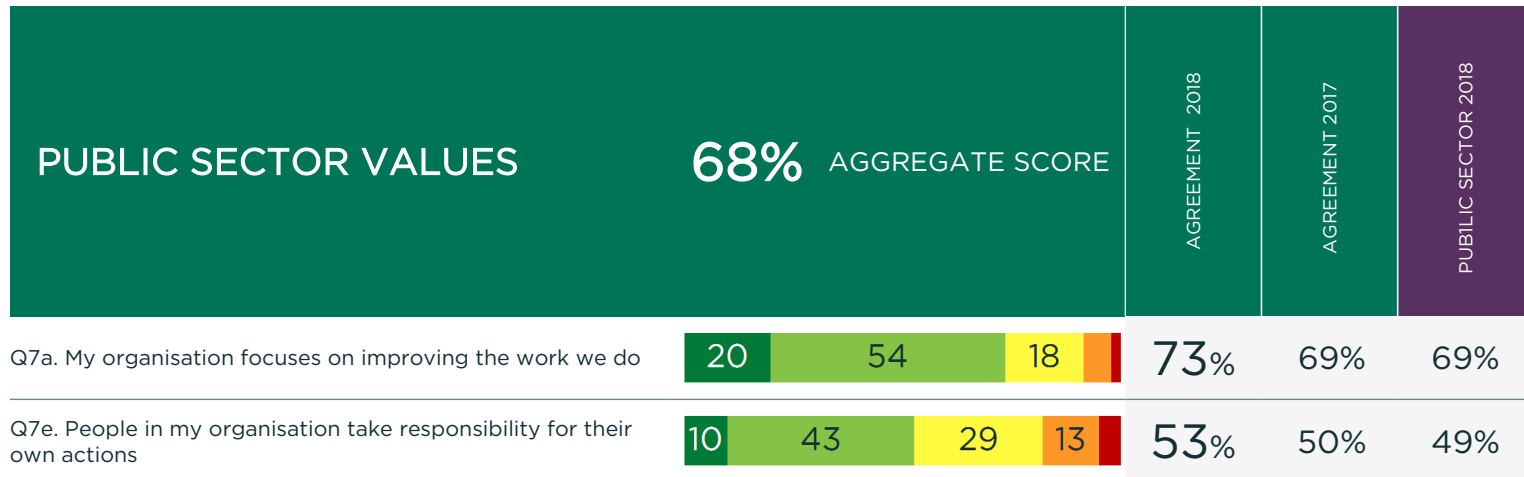




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KEY





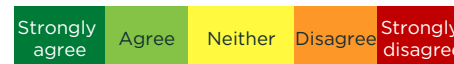
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

DIVERSITY & INCLUSION	77% 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	48	16	12	68%	65%	65%
Q5b. My manager listens to what I have to say	37	44	10		82%	81%	76%
Q5d. My manager encourages and values employee input	37	43	12		80%	78%	72%
Q6i. Senior managers in my organisation support the career advancement of women	26	42	27		68%	61%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	26	55	14		81%	77%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	28	51	15		79%	76%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	24	52	14		77%	74%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	37	41	13		78%	75%	59%
Q8e. My manager supports flexible working in my team	41	40	12		81%	-	63%

KEY

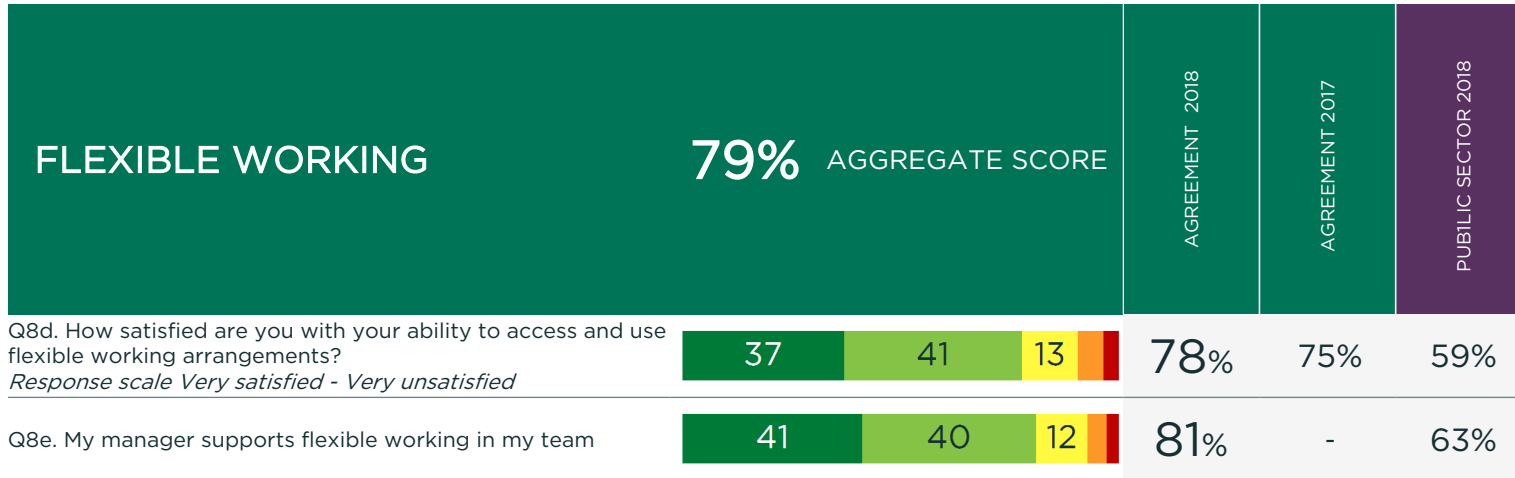




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KEY

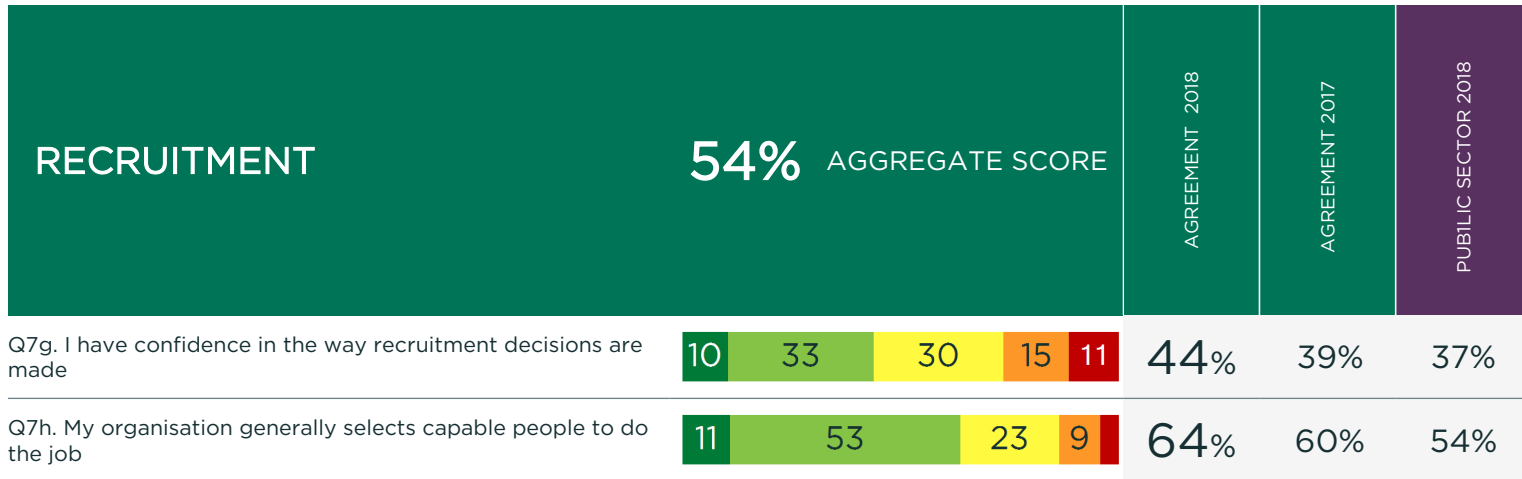




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KEY





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PERFORMANCE FRAMEWORK & DEVELOPMENT

59% AGGREGATE SCORE

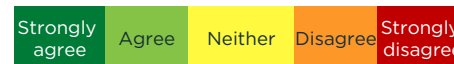
AGREEMENT 2018

AGREEMENT 2017

PUBLIC LIC SECTOR 2018

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	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	48	19	9		69%	66%	65%
Q3e. My performance is assessed against clear criteria	14	40	28	14		54%	51%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	15	36	24	15	9	51%	46%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	35	41	14			76%	74%	69%
Q5h. My manager appropriately deals with employees who perform poorly	16	29	37	11		45%	43%	46%
Q7f. My organisation is committed to developing its employees	13	44	28	10		57%	50%	52%

KEY

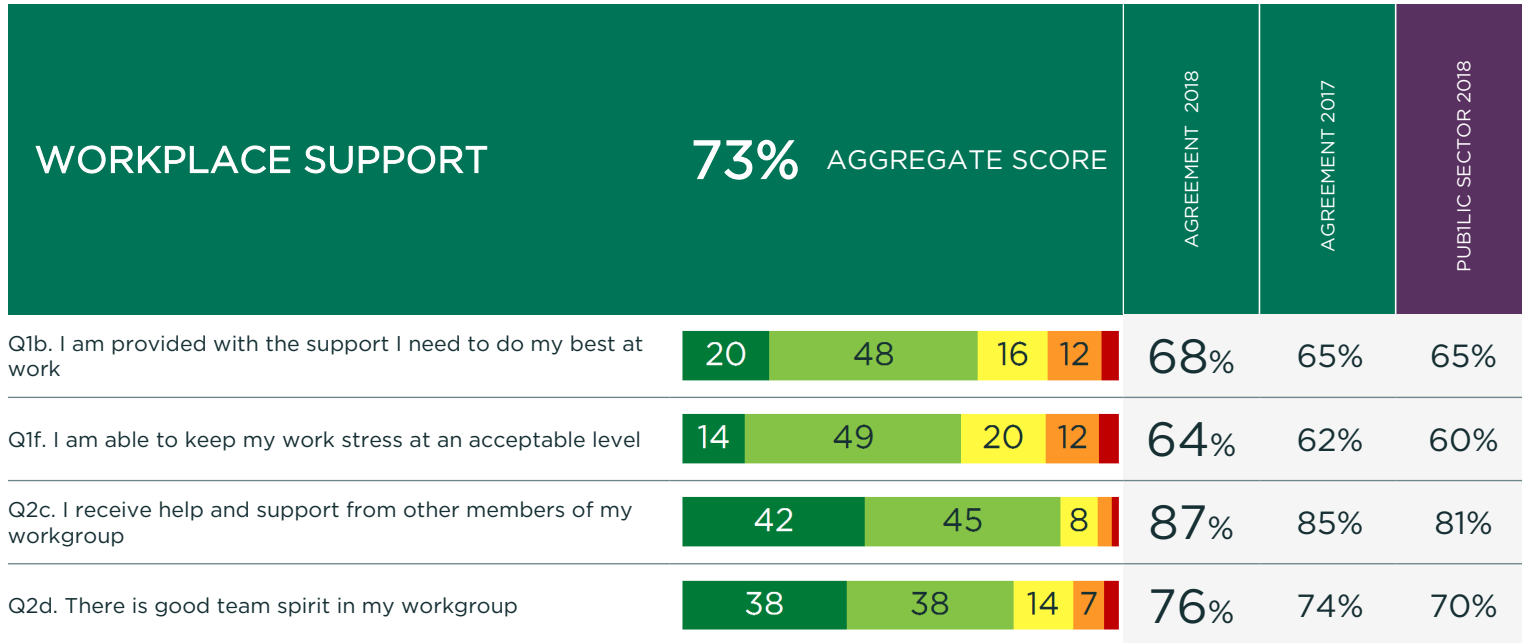




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KEY

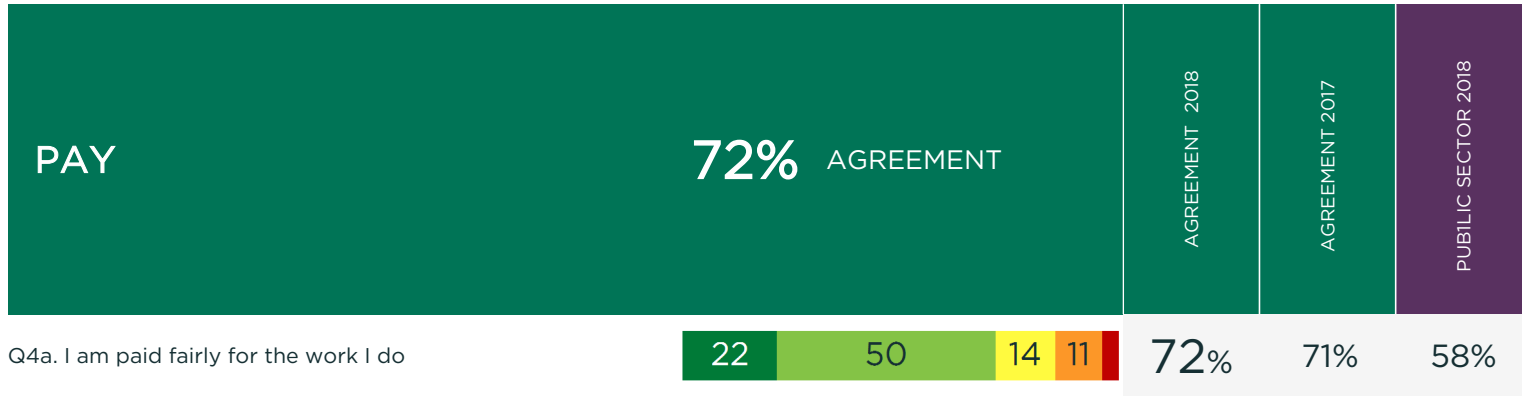




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KEY

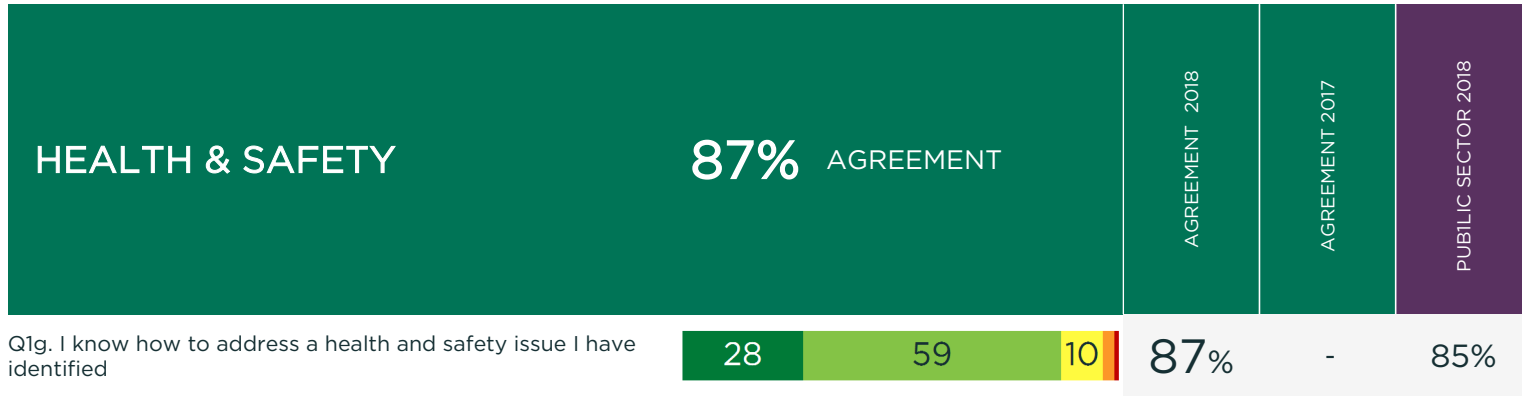




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KEY

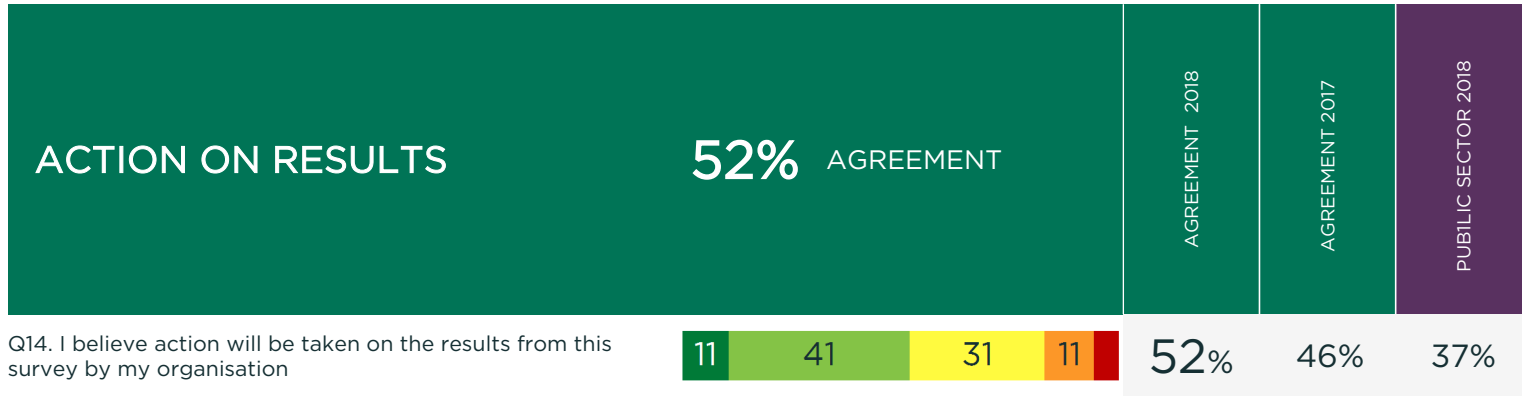




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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY

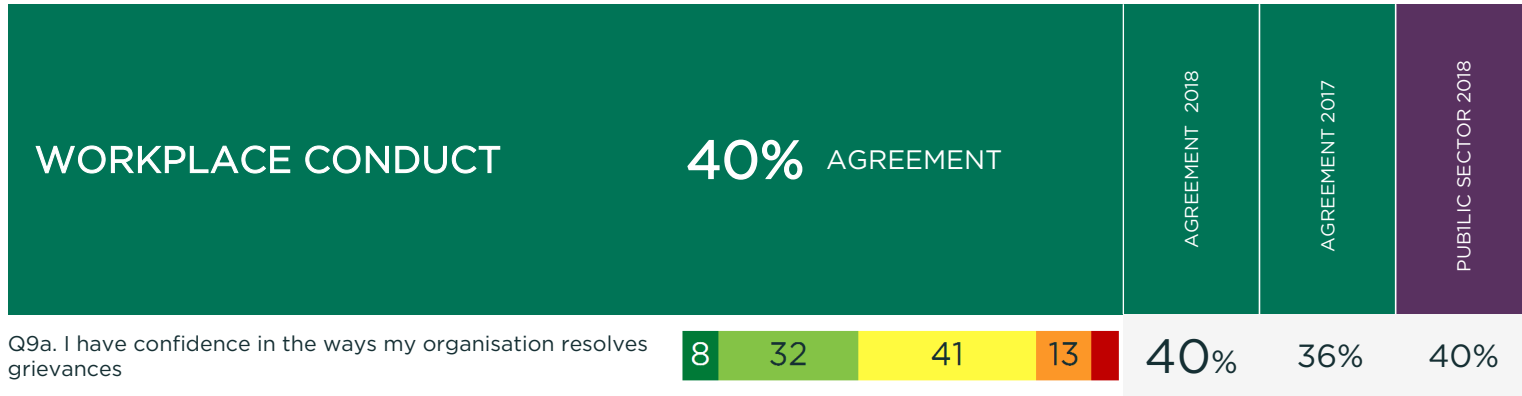




EXPLORE THE FULL RESULTS

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
Q3a. I have a current performance and development plan that sets out my individual objectives				
Yes		78%	73%	71%
No		22%	27%	29%
Q3b. I have informal feedback conversations with my manager				
Yes		81%	80%	76%
No		19%	20%	24%
Q3c. I have scheduled feedback conversations with my manager				
Yes		61%	56%	58%
No		39%	44%	42%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

		2018	2017	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		41%	41%	41%
No		59%	59%	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?				
Geographic location considerations		34%	38%	26%
Personal/family considerations		33%	37%	30%
Lack of promotion opportunities		33%	33%	29%
Lack of visible opportunities		32%	33%	30%
There are no major barriers to my career progression		31%	29%	32%
The application/recruitment process is too cumbersome or time consuming		21%	23%	23%
Lack of support for temporary assignments/secondments		14%	14%	15%
Insufficient training and development		13%	15%	16%
Lack of required capabilities or experience		11%	12%	11%
Lack of support from my manager/supervisor		10%	10%	14%
Other		8%	8%	9%

% are calculated with the number of unique respondents (N = 5,059 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		17%	17%	24%
No		67%	70%	58%
Don't know		16%	13%	18%

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

Yes		59%	58%	66%
No		39%	39%	32%
Don't know		2%	3%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

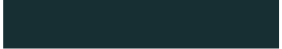

UNACCEPTABLE CONDUCT

2018

2017

PUBLIC SECTOR 2018

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

Yes		22%	22%	33%
No		69%	68%	57%
Don't know		9%	10%	10%

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

Yes		10%	11%	18%
No		83%	83%	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

A fellow worker at your level		25%	24%	27%
Your Immediate Manager/Supervisor		25%	21%	23%
Prefer not to say		18%	19%	14%
A senior manager		17%	22%	21%
A subordinate		7%	8%	7%
Other		7%	4%	4%
A client or customer		1%	2%	2%
A member of the public other than a client or customer		0%	0%	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		1%	-	3%
No		98%	-	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		76%	-	39%
A member of the public		18%	-	37%
Other		5%	-	19%
Prefer not to say	(r)			



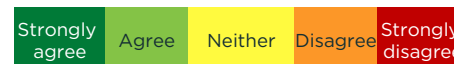
EXPLORE THE FULL RESULTS

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.

INDUSTRY	CUSTOMISED QUESTIONS				AGREEMENT 2018	AGREEMENT 2017	
	Q2. I am regularly consulted on matters affecting safety in my workforce	22	48	21	8	70%	67%
	Q3. My senior manager encourages my team to reflect and learn when things don't go as expected	21	46	23	7	67%	64%
	Q4. The rationale for change initiatives is communicated well	11	37	30	15	48%	43%

KEY





EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

INDUSTRY

CUSTOMISED QUESTIONS

2018

Q1. I am aware of our safety and wellbeing strategy

Yes



87%

No



13%

Q5. This survey asks questions about “Senior Managers”. Which of the below categories of Manager is closest to those you were thinking about when you answered these questions?(select all

Secretary and direct reports, (Deputy Secretary, Director General, Agency CEO)



6%

Executive Director, Deputy Director General and equivalent



15%

Director, General Manager, Group Director and equivalent



33%

The managers above my manager



45%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		46%
Female		52%
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	■	14%
40 - 44	■	16%
45 - 49	■	16%
50 - 54	■	14%
55 - 59	■	11%
60 - 64	■	6%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

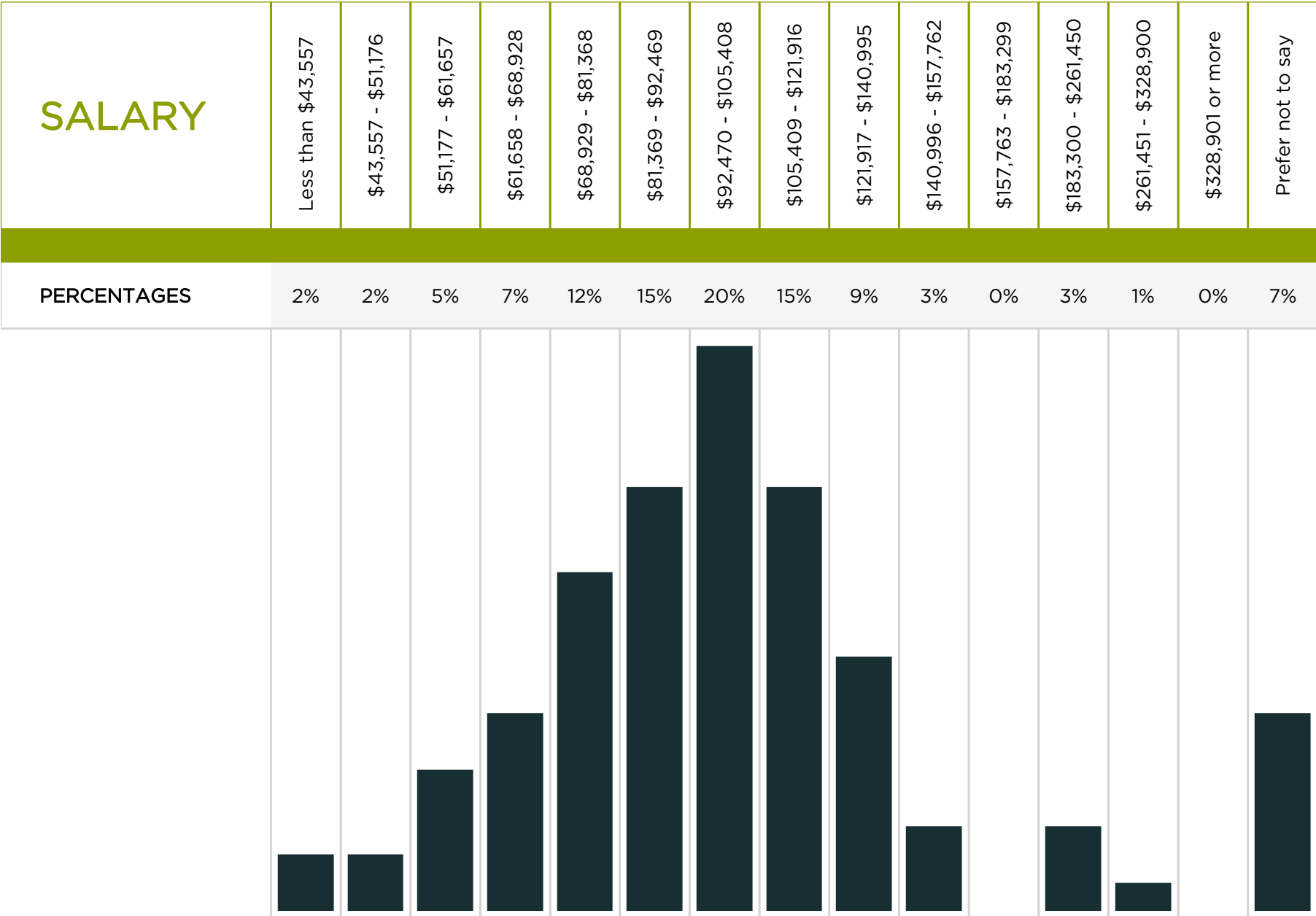
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	23%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	9%
Administrative support (e.g. executive/personal assistant, receptionist)	8%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	13%
Policy	7%
Research	9%
Program and project management support	16%
Legal (including developing and/or reviewing legislation)	1%
Other	14%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		18%
1 - 2 years		13%
2 - 5 years		26%
5 - 10 years		15%
10 - 20 years		17%
More than 20 years		11%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
Flexible start and finish times		73%
Working additional hours to make up for time off		23%
Working from home		21%
Working from different locations		16%
None of the above		16%
Part-time work		9%
Working more hours over fewer days		9%

% are calculated with the number of unique respondents (N = 4,998 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Leave without pay	5%
Flexible scheduling for rostered workers	3%
Study leave	2%
Other	2%
Purchasing annual leave	2%
Job sharing	1%

% are calculated with the number of unique respondents (N = 4,998 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.

	Industry	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	5238	1168	459	407	638	332	477	803	64	705
EMPLOYEE ENGAGEMENT	67%	67%	66%	73%	67%	68%	68%	66%	69%	64%
ENGAGEMENT WITH WORK	73%	73%	70%	75%	72%	76%	80%	73%	79%	72%
SENIOR MANAGERS	55%	55%	51%	64%	54%	63%	55%	55%	59%	50%
COMMUNICATION	68%	67%	66%	73%	67%	76%	71%	71%	74%	65%
HIGH PERFORMANCE	68%	68%	65%	74%	68%	73%	70%	69%	72%	65%
PUBLIC SECTOR VALUES	68%	67%	65%	73%	68%	75%	69%	69%	73%	64%
DIVERSITY & INCLUSION	77%	77%	75%	81%	76%	82%	80%	79%	77%	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 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.

	Industry	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	5238	83	94	238	344	614	730	981	746	445	151	22	169	31
EMPLOYEE ENGAGEMENT	67%	71%	71%	71%	69%	69%	68%	65%	65%	67%	68%	(r)	76%	83%
ENGAGEMENT WITH WORK	73%	75%	77%	77%	74%	71%	72%	73%	74%	78%	79%	(r)	88%	95%
SENIOR MANAGERS	55%	55%	59%	59%	57%	54%	56%	53%	54%	56%	61%	(r)	72%	77%
COMMUNICATION	68%	71%	69%	68%	68%	67%	68%	68%	70%	74%	71%	(r)	82%	87%
HIGH PERFORMANCE	68%	73%	71%	73%	69%	69%	68%	67%	68%	72%	73%	(r)	81%	80%
PUBLIC SECTOR VALUES	68%	68%	70%	69%	68%	67%	68%	67%	69%	71%	73%	(r)	82%	85%
DIVERSITY & INCLUSION	77%	80%	78%	79%	77%	77%	77%	77%	78%	80%	80%	(r)	87%	91%

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.

	Industry	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	5238	11	342
EMPLOYEE ENGAGEMENT	67%	(r)	58%
ENGAGEMENT WITH WORK	73%	(r)	61%
SENIOR MANAGERS	55%	(r)	43%
COMMUNICATION	68%	(r)	57%
HIGH PERFORMANCE	68%	(r)	58%
PUBLIC SECTOR VALUES	68%	(r)	57%
DIVERSITY & INCLUSION	77%	(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.

	Industry	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	5238	875	653	1290	760	848	568
EMPLOYEE ENGAGEMENT	67%	72%	68%	66%	65%	64%	68%
ENGAGEMENT WITH WORK	73%	78%	74%	74%	71%	71%	75%
SENIOR MANAGERS	55%	65%	57%	54%	51%	50%	56%
COMMUNICATION	68%	78%	71%	69%	65%	63%	67%
HIGH PERFORMANCE	68%	74%	70%	69%	66%	65%	69%
PUBLIC SECTOR VALUES	68%	76%	70%	68%	65%	64%	68%
DIVERSITY & INCLUSION	77%	83%	78%	78%	75%	73%	76%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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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.

	Industry	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	5238	3642	452	1153	173	460	71	814	1060	89	266	98	93	799
EMPLOYEE ENGAGEMENT	67%	68%	69%	68%	70%	68%	72%	72%	69%	63%	67%	69%	65%	62%
ENGAGEMENT WITH WORK	73%	75%	77%	75%	80%	79%	79%	82%	80%	71%	70%	73%	72%	68%
SENIOR MANAGERS	55%	57%	58%	58%	58%	58%	64%	63%	60%	52%	56%	58%	56%	47%
COMMUNICATION	68%	70%	73%	72%	70%	73%	75%	76%	76%	69%	72%	73%	66%	60%
HIGH PERFORMANCE	68%	70%	71%	71%	71%	73%	72%	75%	74%	66%	70%	72%	69%	62%
PUBLIC SECTOR VALUES	68%	70%	71%	72%	70%	72%	77%	75%	74%	67%	71%	72%	69%	60%
DIVERSITY & INCLUSION	77%	79%	82%	82%	79%	84%	82%	85%	85%	78%	79%	82%	77%	66%

*multiple types may be chosen.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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.

	Industry	Sydney East	Sydney - City and Inner South	Sydney West	Central West	Sydney - Parramatta	New England and North West	Hunter Valley exc Newcastle	Riverina	Newcastle and Lake Macquarie	Far West and Orana	Capital Region	Murray
NUMBER OF RESPONDENTS	5238	1069	896	891	725	718	278	253	235	230	196	144	127
EMPLOYEE ENGAGEMENT	67%	66%	65%	64%	70%	62%	70%	68%	72%	67%	70%	68%	72%
ENGAGEMENT WITH WORK	73%	73%	72%	68%	77%	67%	82%	75%	83%	78%	75%	80%	77%
SENIOR MANAGERS	55%	55%	56%	52%	58%	50%	59%	57%	62%	50%	61%	52%	68%
COMMUNICATION	68%	69%	69%	64%	71%	63%	73%	73%	73%	70%	76%	70%	77%
HIGH PERFORMANCE	68%	68%	68%	64%	73%	63%	73%	72%	75%	68%	72%	70%	78%
PUBLIC SECTOR VALUES	68%	69%	69%	64%	71%	63%	71%	71%	73%	67%	73%	68%	78%
DIVERSITY & INCLUSION	77%	75%	75%	72%	80%	71%	82%	82%	83%	82%	84%	79%	87%

*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

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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.

	Industry	Coffs Harbour - Grafton	Richmond - Tweed	Sydney - Outer South West	Southern Highlands and Shoalhaven	Sydney - Eastern Suburbs	Mid North Coast	Sydney - Outer West and Blue Mountains	Illawarra	Central Coast	Sydney - North Sydney and Hornsby	Sydney - Northern Beaches	Sydney - Inner South West	Sydney - South West
NUMBER OF RESPONDENTS	5238	117	113	103	76	70	57	51	49	47	43	20	15	15
EMPLOYEE ENGAGEMENT	67%	68%	72%	68%	67%	76%	63%	75%	71%	73%	65%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	77%	84%	72%	71%	81%	74%	76%	80%	81%	69%	(r)	(r)	(r)
SENIOR MANAGERS	55%	58%	61%	56%	52%	64%	61%	73%	62%	61%	45%	(r)	(r)	(r)
COMMUNICATION	68%	72%	73%	66%	63%	79%	74%	80%	75%	73%	59%	(r)	(r)	(r)
HIGH PERFORMANCE	68%	71%	74%	68%	66%	76%	73%	82%	74%	73%	56%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	72%	74%	67%	65%	77%	73%	80%	75%	73%	56%	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	79%	82%	74%	76%	85%	79%	81%	85%	78%	71%	(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

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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.

	Industry	Sydney - Inner West	Sydney - Sutherland	OUTSIDE NSW	Sydney - Ryde	Sydney - Blacktown	Sydney - Baulkham Hills and Hawkesbury
NUMBER OF RESPONDENTS	5238	13	8	7	4	3	1
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	55%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	68%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	68%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(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.

	Industry	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	5238	21	119	384	572	707	776	788	682	538	272	77
EMPLOYEE ENGAGEMENT	67%	(r)	72%	69%	67%	67%	67%	66%	67%	67%	66%	75%
ENGAGEMENT WITH WORK	73%	(r)	75%	73%	72%	71%	75%	74%	75%	74%	75%	84%
SENIOR MANAGERS	55%	(r)	61%	58%	56%	55%	56%	57%	55%	55%	53%	56%
COMMUNICATION	68%	(r)	73%	72%	70%	70%	69%	70%	68%	66%	64%	69%
HIGH PERFORMANCE	68%	(r)	73%	71%	69%	68%	69%	70%	68%	68%	67%	69%
PUBLIC SECTOR VALUES	68%	(r)	74%	71%	69%	68%	69%	69%	68%	67%	66%	67%
DIVERSITY & INCLUSION	77%	(r)	80%	81%	78%	78%	78%	78%	76%	76%	73%	78%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY 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.

	Industry	Male	Female	Other
NUMBER OF RESPONDENTS	5238	2325	2615	79
EMPLOYEE ENGAGEMENT	67%	67%	68%	51%
ENGAGEMENT WITH WORK	73%	73%	75%	55%
SENIOR MANAGERS	55%	55%	56%	28%
COMMUNICATION	68%	70%	69%	45%
HIGH PERFORMANCE	68%	69%	69%	47%
PUBLIC SECTOR VALUES	68%	69%	69%	47%
DIVERSITY & INCLUSION	77%	77%	78%	56%

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.

	Industry	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	5238	116	4712	225
EMPLOYEE ENGAGEMENT	67%	70%	68%	50%
ENGAGEMENT WITH WORK	73%	74%	75%	50%
SENIOR MANAGERS	55%	56%	56%	35%
COMMUNICATION	68%	69%	70%	45%
HIGH PERFORMANCE	68%	68%	70%	48%
PUBLIC SECTOR VALUES	68%	67%	69%	49%
DIVERSITY & INCLUSION	77%	75%	78%	54%

2% 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

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

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.

	Industry	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	5238	639	4205	219
EMPLOYEE ENGAGEMENT	67%	70%	67%	49%
ENGAGEMENT WITH WORK	73%	75%	74%	50%
SENIOR MANAGERS	55%	59%	56%	32%
COMMUNICATION	68%	69%	70%	44%
HIGH PERFORMANCE	68%	69%	70%	48%
PUBLIC SECTOR VALUES	68%	70%	69%	47%
DIVERSITY & INCLUSION	77%	75%	79%	52%

13% of respondents speak a language other than English at home.

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.

	Industry	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	5238	157	4697	215
EMPLOYEE ENGAGEMENT	67%	67%	68%	51%
ENGAGEMENT WITH WORK	73%	74%	75%	51%
SENIOR MANAGERS	55%	56%	56%	34%
COMMUNICATION	68%	67%	70%	45%
HIGH PERFORMANCE	68%	68%	70%	48%
PUBLIC SECTOR VALUES	68%	68%	69%	49%
DIVERSITY & INCLUSION	77%	74%	78%	52%

3% 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

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.

	Industry	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	5238	333	4426	306
EMPLOYEE ENGAGEMENT	67%	62%	68%	53%
ENGAGEMENT WITH WORK	73%	61%	76%	51%
SENIOR MANAGERS	55%	49%	57%	37%
COMMUNICATION	68%	62%	71%	47%
HIGH PERFORMANCE	68%	62%	70%	52%
PUBLIC SECTOR VALUES	68%	63%	70%	52%
DIVERSITY & INCLUSION	77%	71%	79%	57%

7% of respondents identified as having a mental health condition.

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.

	Industry	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	5238	151	4636	251
EMPLOYEE ENGAGEMENT	67%	67%	68%	53%
ENGAGEMENT WITH WORK	73%	72%	75%	56%
SENIOR MANAGERS	55%	56%	56%	35%
COMMUNICATION	68%	70%	70%	50%
HIGH PERFORMANCE	68%	68%	70%	50%
PUBLIC SECTOR VALUES	68%	69%	69%	51%
DIVERSITY & INCLUSION	77%	76%	78%	58%

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

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

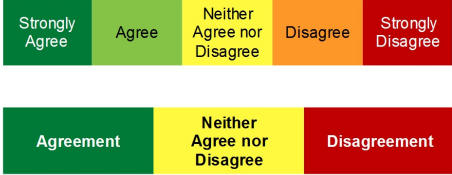
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.