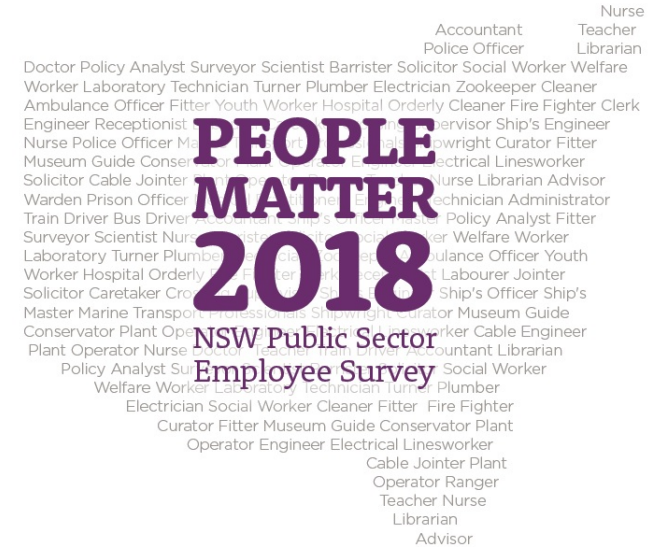


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# PEOPLE MATTER 2018

NSW Public Sector Employee Survey



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## AGENCY REPORT

Industry

# Sydney Cricket and Sports Ground Trust

## RESPONSE RATE

**68%**

86 OF 127 RESPONDENTS

## EMPLOYEE ENGAGEMENT

**75%**

DIFFERENCE FROM 2017 **+3**  
 DIFFERENCE FROM CLUSTER **+8**  
 DIFFERENCE FROM PUBLIC SECTOR **+10**

## ENGAGEMENT WITH WORK

**80%**

DIFFERENCE FROM 2017 **+4**  
 DIFFERENCE FROM CLUSTER **+7**  
 DIFFERENCE FROM PUBLIC SECTOR **+8**

## SENIOR MANAGERS

**63%**

DIFFERENCE FROM 2017 **+10**  
 DIFFERENCE FROM CLUSTER **+8**  
 DIFFERENCE FROM PUBLIC SECTOR **+14**

## COMMUNICATION

**78%**

DIFFERENCE FROM 2017 **+9**  
 DIFFERENCE FROM CLUSTER **+9**  
 DIFFERENCE FROM PUBLIC SECTOR **+16**

## HIGH PERFORMANCE

**75%**

DIFFERENCE FROM 2017 **+7**  
 DIFFERENCE FROM CLUSTER **+6**  
 DIFFERENCE FROM PUBLIC SECTOR **+10**

## PUBLIC SECTOR VALUES

**76%**

DIFFERENCE FROM 2017 **+10**  
 DIFFERENCE FROM CLUSTER **+8**  
 DIFFERENCE FROM PUBLIC SECTOR **+14**

## DIVERSITY & INCLUSION

**84%**

DIFFERENCE FROM CLUSTER **+8**  
 DIFFERENCE FROM PUBLIC SECTOR **+16**

## FLEXIBLE WORKING SATISFACTION

**79%**

DIFFERENCE FROM 2017 **+15**  
 DIFFERENCE FROM CLUSTER **+1**  
 DIFFERENCE FROM PUBLIC SECTOR **+20**

## ACTION ON RESULTS

**44%**

DIFFERENCE FROM 2017 **+2**  
 DIFFERENCE FROM CLUSTER **-8**  
 DIFFERENCE FROM PUBLIC SECTOR **+7**



## 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

2a.	My workgroup strives to achieve customer/client satisfaction	94%	89%
5b.	My manager listens to what I have to say	94%	86%
2e.	People in my workgroup treat each other with respect	91%	75%
1a.	I understand what is expected of me to do well in my role	91%	89%
1g.	I know how to address a health and safety issue I have identified	90%	-
2c.	I receive help and support from other members of my workgroup	90%	82%
5d.	My manager encourages and values employee input	90%	79%
8c.	I am able to speak up and share a different view to my colleagues and manager	88%	78%
5f.	I have confidence in the decisions my manager makes	87%	73%
5a.	My manager encourages people in my workgroup to keep improving the work they do	87%	75%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

14.	I believe action will be taken on the results from this survey by my organisation	44%	42%
4a.	I am paid fairly for the work I do	47%	59%
7g.	I have confidence in the way recruitment decisions are made	48%	43%
7c.	I feel that change is managed well in my organisation	52%	46%
6h.	I feel that senior managers listen to employees	56%	57%
7d.	There is good co-operation between teams across our organisation	56%	51%
9a.	I have confidence in the ways my organisation resolves grievances	56%	58%
3g.	I am satisfied with the opportunities available for career development in my organisation	57%	55%
7e.	People in my organisation take responsibility for their own actions	58%	52%
6b.	I feel that senior managers effectively lead and manage change	59%	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

6a.	I believe senior managers provide clear direction for the future of the organisation	69%	47%
2e.	People in my workgroup treat each other with respect	91%	75%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	79%	64%
5f.	I have confidence in the decisions my manager makes	87%	73%
7m.	My organisation inspires me to do the best in my job	77%	63%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	76%	62%
7i.	I would recommend my organisation as a great place to work	86%	72%
6g.	I feel that senior managers keep employees informed about what's going on	65%	52%
6d.	Senior managers encourage innovation by employees	64%	51%
7a.	My organisation focuses on improving the work we do	80%	67%



## LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

1f.	I am able to keep my work stress at an acceptable level	75%	88%
4a.	I am paid fairly for the work I do	47%	59%
3e.	My performance is assessed against clear criteria	63%	72%
9a.	I have confidence in the ways my organisation resolves grievances	56%	58%
6h.	I feel that senior managers listen to employees	56%	57%



## 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

**Q4.** The rationale for change initiatives is communicated well



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



**Q6h.** I feel that senior managers listen to employees



**Q3e.** My performance is assessed against clear criteria



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



## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

**Q4.** The rationale for change initiatives is communicated well



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



**Q6h.** I feel that senior managers listen to employees



**Q3e.** My performance is assessed against clear criteria



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



## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

**Q4.** The rationale for change initiatives is communicated well



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



**Q6h.** I feel that senior managers listen to employees



**Q3e.** My performance is assessed against clear criteria



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



## 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.

# 44%

of employees replied favourably to:

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

## 37%

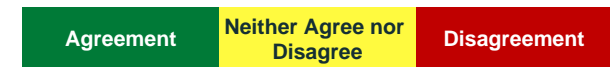
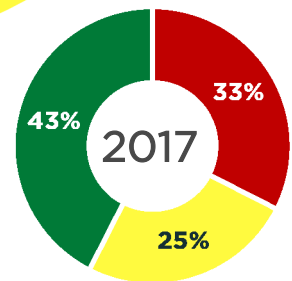
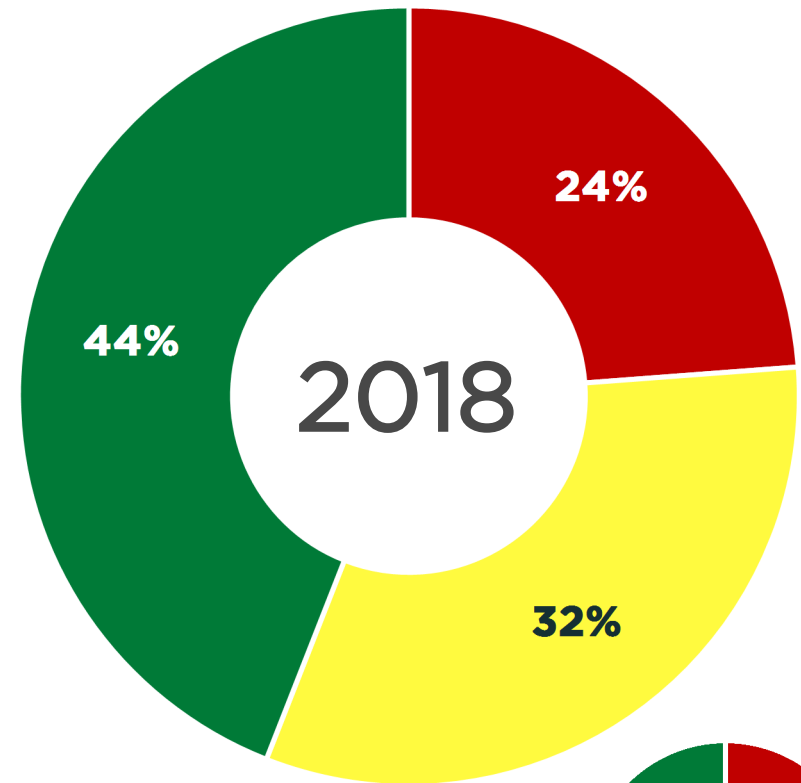
SECTOR

## 52%

CLUSTER

## 43%

2017



# KEY DRIVERS OF ENGAGEMENT



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

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

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

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

## RANK

		% AGREEMENT 2018	% AGREEMENT 2017	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
<b>1</b>	<b>Q2b.</b> My workgroup works collaboratively to achieve its objectives	<b>85%</b>	83%	83%	79%
<b>2</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>80%</b>	67%	73%	69%
<b>3</b>	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	<b>74%</b>	65%	62%	57%
<b>4</b>	<b>Q6c.</b> I feel that senior managers model the values of my organisation	<b>60%</b>	58%	56%	50%
<b>5</b>	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>59%</b>	50%	49%	46%
<b>6</b>	<b>Q8a.</b> My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	<b>86%</b>	83%	81%	76%



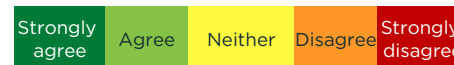
## EXPLORE THE FULL RESULTS

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	75% AGGREGATE SCORE			AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	29	57	11	86%	72%	67%	61%
Q7j. I am proud to tell others I work for my organisation	39	48	11	87%	82%	71%	69%
Q7k. I feel a strong personal attachment to my organisation	35	42	15	76%	73%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives	24	49	19	73%	65%	58%	55%
Q7m. My organisation inspires me to do the best in my job	26	51	14	77%	63%	57%	55%

KEY







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ENGAGEMENT WITH WORK	80% AGGREGATE SCORE			AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	34	45	15	79%	72%	75%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	35	47	12	81%	80%	75%	72%
Q1e. I am satisfied with my job	26	55	17	80%	78%	70%	69%

KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

SENIOR MANAGERS	63% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	19	50	22		69%	47%	54%	49%
Q6b. I feel that senior managers effectively lead and manage change	20	40	29		59%	50%	49%	46%
Q6c. I feel that senior managers model the values of my organisation	20	41	31		60%	58%	56%	50%
Q6d. Senior managers encourage innovation by employees	19	45	28	7	64%	51%	58%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	20	42	29	8	62%	55%	61%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	27	49	14	8	76%	62%	71%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	19	47	21	10	65%	52%	55%	47%
Q6h. I feel that senior managers listen to employees	20	36	34		56%	57%	51%	43%
Q7c. I feel that change is managed well in my organisation	14	38	31	12	52%	46%	39%	40%

KEY





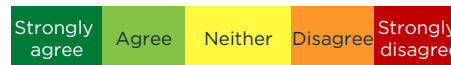
## EXPLORE THE FULL RESULTS

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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.

COMMUNICATION	78% AGGREGATE SCORE			AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	30	56	13	86%	78%	75%	72%	
Q5d. My manager encourages and values employee input	29	60	9	90%	79%	80%	72%	
Q5e. My manager involves my workgroup in decisions about our work	22	59	16	81%	71%	73%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	19	47	21	10	65%	52%	55%	47%
Q6h. I feel that senior managers listen to employees	20	36	34		56%	57%	51%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	66	10		88%	78%	77%	67%

KEY





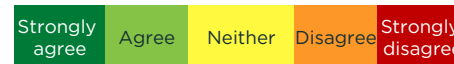
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

	HIGH PERFORMANCE			75% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1a. I understand what is expected of me to do well in my role	40	51	9	91%	89%	86%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	33	52	10	85%	83%	83%	79%	
Q3f. I have received appropriate training and development to do my job well	17	49	21	12	66%	67%	64%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	26	62	9	87%	75%	79%	74%	
Q5f. I have confidence in the decisions my manager makes	30	57	9	87%	73%	74%	68%	
Q6d. Senior managers encourage innovation by employees	19	45	28	7	64%	51%	58%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	20	42	29	8	62%	55%	61%	52%
Q7a. My organisation focuses on improving the work we do	19	62	14	80%	67%	73%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	20	55	13	10	74%	65%	62%	57%

### KEY

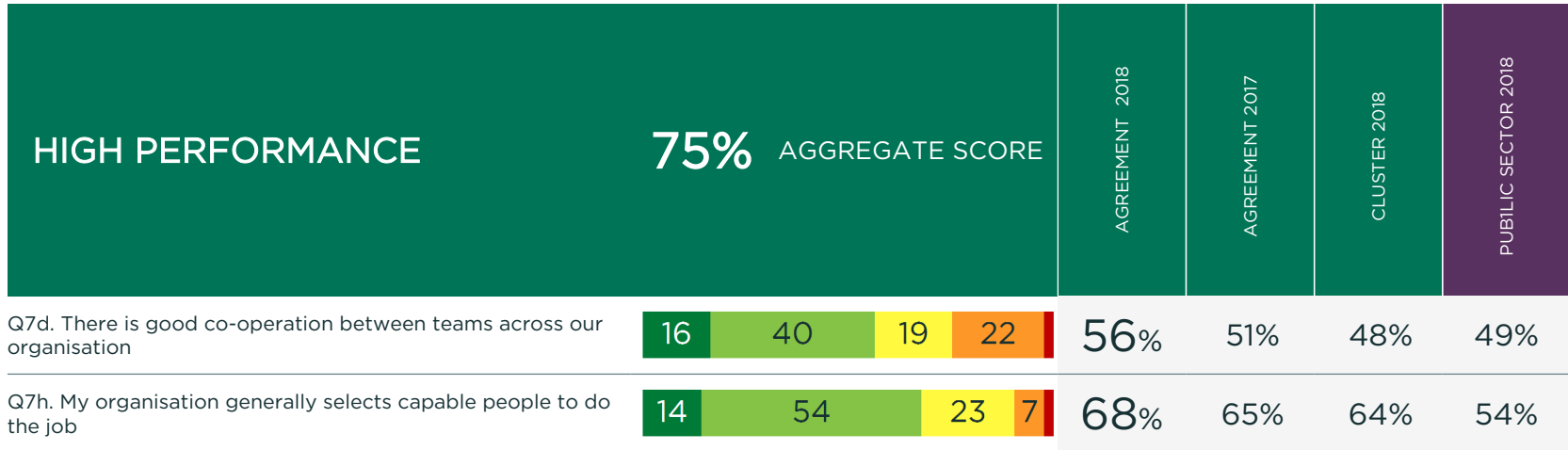




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KEY





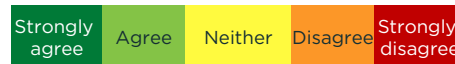
## EXPLORE THE FULL RESULTS

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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.

PUBLIC SECTOR VALUES	76% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
	Q2a. My workgroup strives to achieve customer/client satisfaction	38	56	94%	89%	90%
Q2e. People in my workgroup treat each other with respect	42	49	91%	75%	83%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	26	62	87%	75%	79%	74%
Q5b. My manager listens to what I have to say	33	62	94%	86%	82%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	19	50	69%	47%	54%	49%
Q6c. I feel that senior managers model the values of my organisation	20	41	60%	58%	56%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	27	49	76%	62%	71%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	19	47	65%	52%	55%	47%
Q6h. I feel that senior managers listen to employees	20	36	56%	57%	51%	43%

KEY





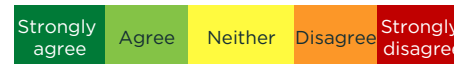
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PUBLIC SECTOR VALUES		76% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do				80%	67%	73%	69%
Q7e. People in my organisation take responsibility for their own actions				58%	52%	53%	49%

KEY





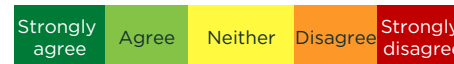
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

DIVERSITY & INCLUSION	84% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q1b. I am provided with the support I need to do my best at work	23	55	16	78%	73%	68%	65%
Q5b. My manager listens to what I have to say	33	62	5	94%	86%	82%	76%
Q5d. My manager encourages and values employee input	29	60	9	90%	79%	80%	72%
Q6i. Senior managers in my organisation support the career advancement of women	27	48	24	74%	67%	68%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	24	62	14	86%	83%	81%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	30	56	8	86%	81%	79%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	66	10	88%	78%	77%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	33	47	13	79%	64%	78%	59%
Q8e. My manager supports flexible working in my team	37	48	14	85%	-	81%	63%

KEY



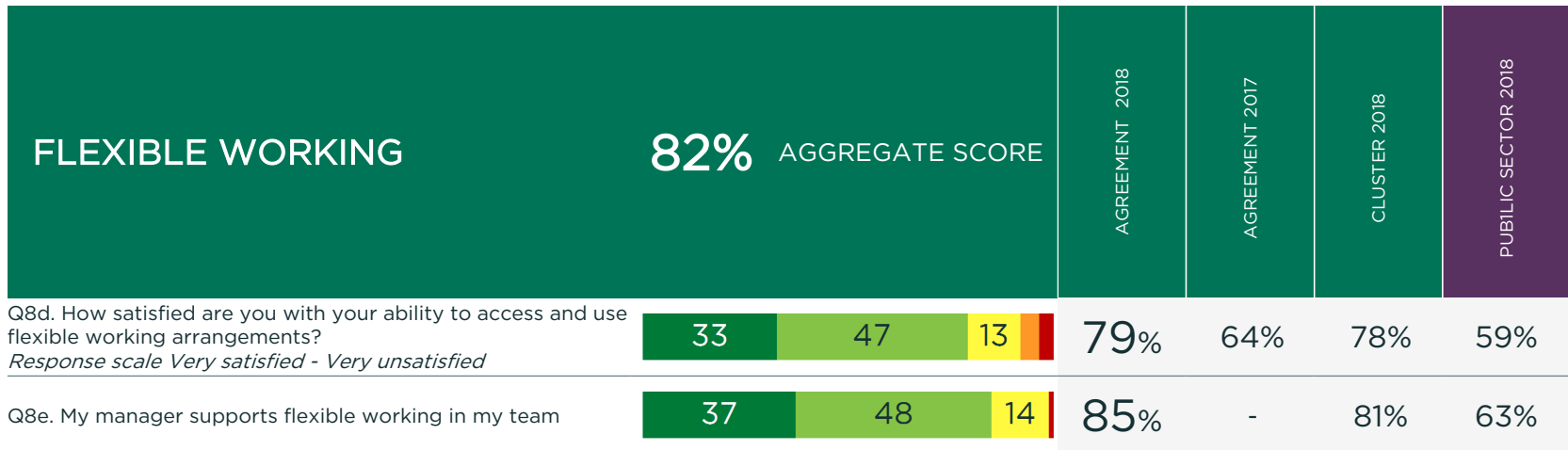




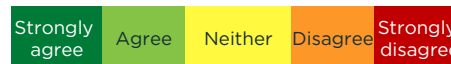
## EXPLORE THE FULL RESULTS

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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.



KEY

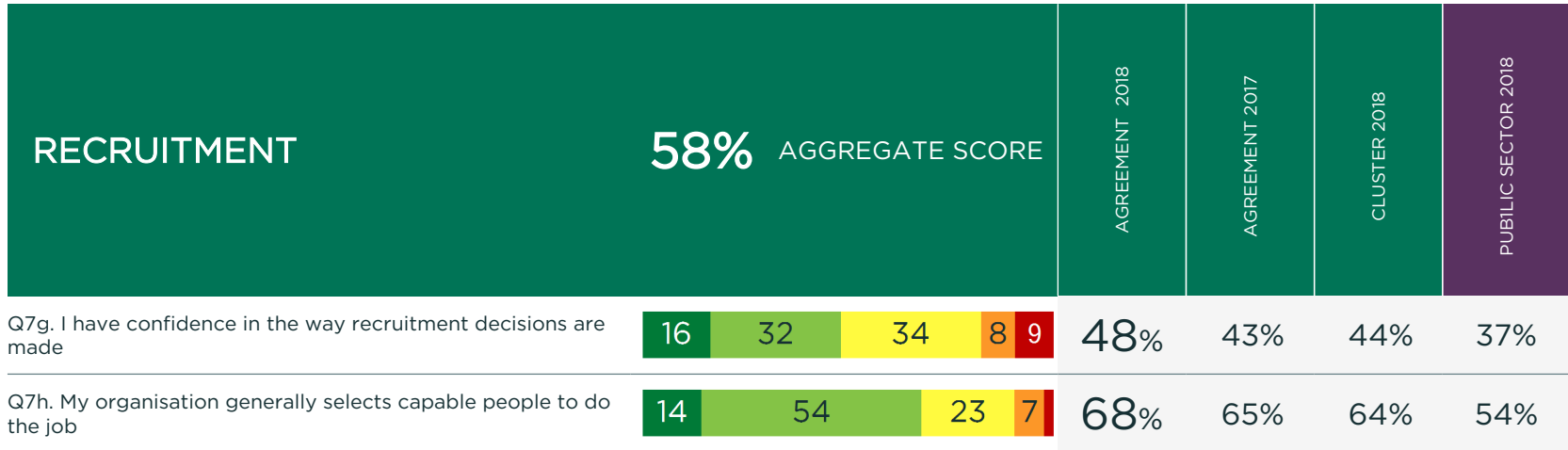




## EXPLORE THE FULL RESULTS

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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.



KEY





## EXPLORE THE FULL RESULTS

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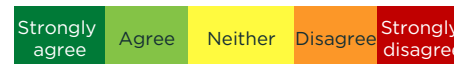
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

## PERFORMANCE FRAMEWORK & DEVELOPMENT

**67%** AGGREGATE SCORE

		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		77%	76%	69%	65%
Q3e. My performance is assessed against clear criteria		63%	72%	54%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation		57%	55%	51%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do		83%	77%	76%	69%
Q5h. My manager appropriately deals with employees who perform poorly		60%	51%	45%	46%
Q7f. My organisation is committed to developing its employees		60%	48%	57%	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.

WORKPLACE SUPPORT	82% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q1b. I am provided with the support I need to do my best at work	23	55	16	78%	73%	68%	65%
Q1f. I am able to keep my work stress at an acceptable level	22	53	18	75%	88%	64%	60%
Q2c. I receive help and support from other members of my workgroup	38	51	10	90%	82%	87%	81%
Q2d. There is good team spirit in my workgroup	42	44	10	86%	74%	76%	70%

KEY

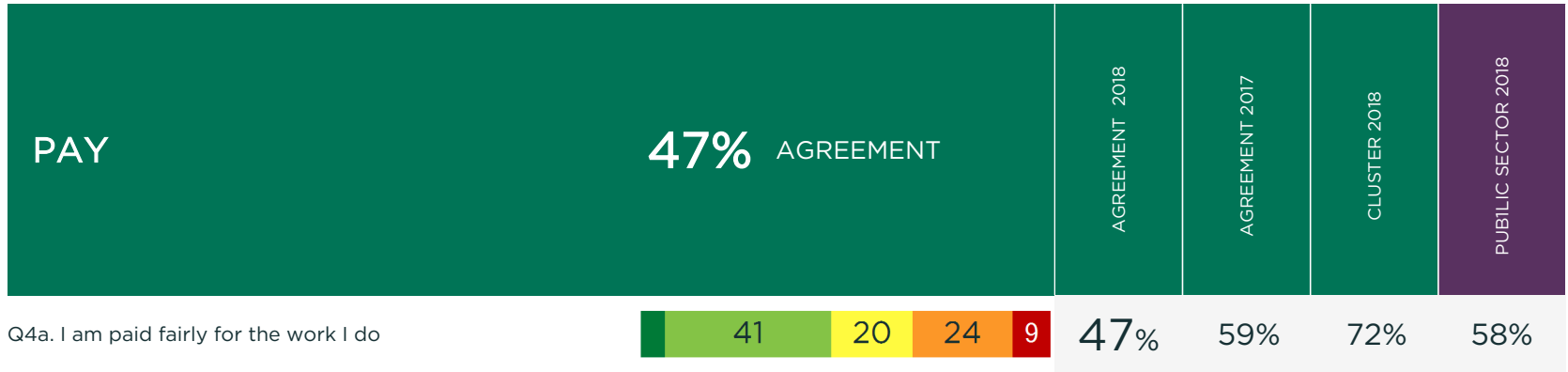




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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



### KEY

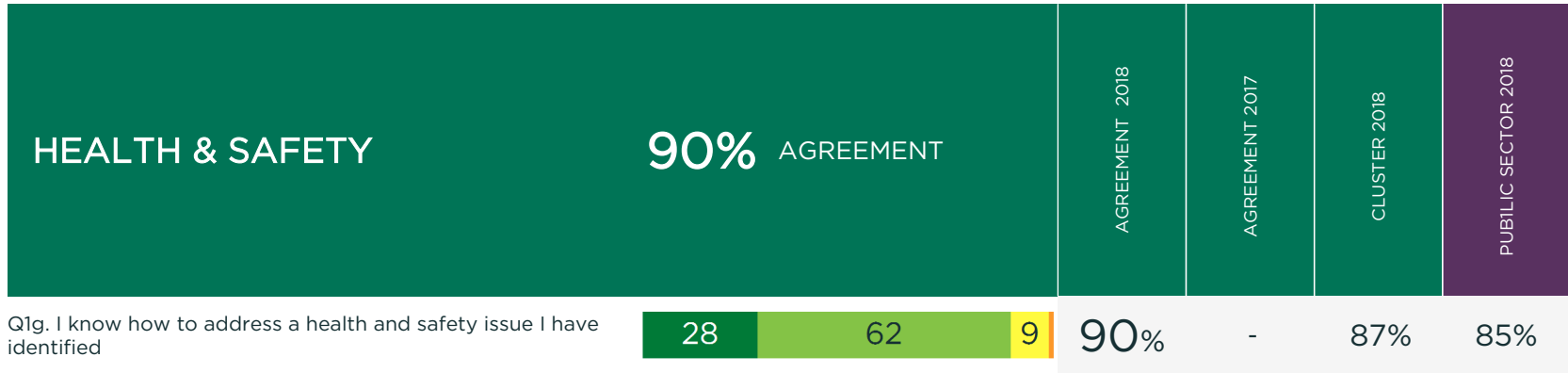




## EXPLORE THE FULL RESULTS

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

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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

44% AGREEMENT

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



KEY

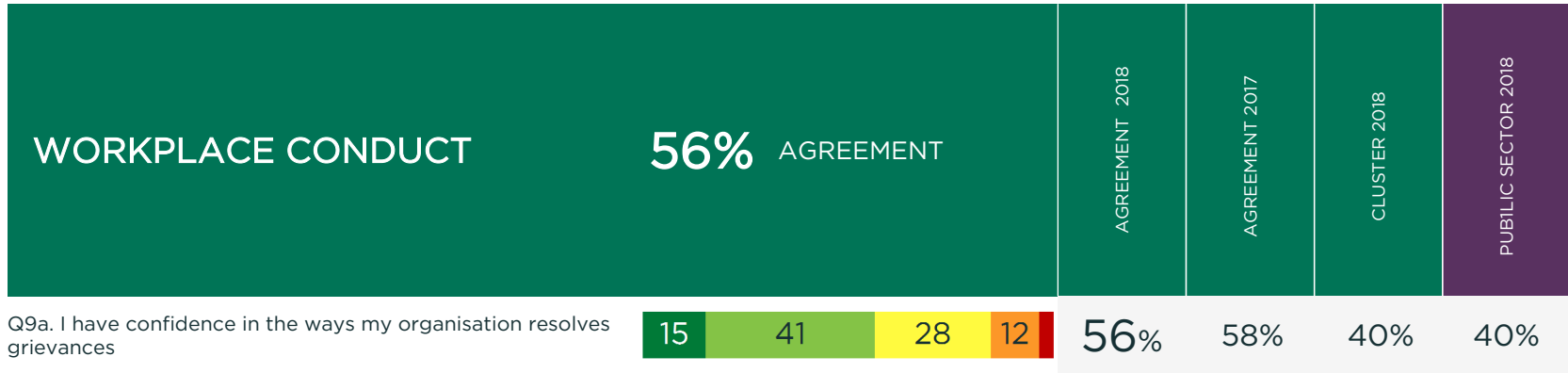




## EXPLORE THE FULL RESULTS

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	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives					
Yes		84%	82%	78%	71%
No		16%	18%	22%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		88%	80%	81%	76%
No		12%	20%	19%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		75%	60%	61%	58%
No		25%	40%	39%	42%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### MOBILITY

**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?

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		27%	31%	41%	41%
No		73%	69%	59%	59%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## MOBILITY

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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
There are no major barriers to my career progression		45%	48%	31%	32%
Lack of promotion opportunities		36%	30%	33%	29%
Lack of visible opportunities		35%	34%	32%	30%
Insufficient training and development		19%	18%	13%	16%
Personal/family considerations		12%	22%	33%	30%
The application/recruitment process is too cumbersome or time consuming		12%	14%	21%	23%
Other		8%	13%	8%	9%
Geographic location considerations		6%	9%	34%	26%
Lack of support from my manager/supervisor		4%	11%	10%	14%
Lack of required capabilities or experience		4%	10%	11%	11%

% are calculated with the number of unique respondents (N = 83 to this question)



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		12%	16%	17%	24%
No		72%	64%	67%	58%
Don't know		16%	21%	16%	18%

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

Yes		60%	58%	59%	66%
No		40%	33%	39%	32%
Don't know	(r)				



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q11a. In the last 12 months I have witnessed bullying at work</b>					
Yes		8%	15%	22%	33%
No		86%	70%	69%	57%
Don't know		6%	15%	9%	10%
<b>Q11b. In the last 12 months I have been subjected to bullying at work</b>					
Yes		5%	7%	10%	18%
No		93%	83%	83%	76%
Don't know		2%	10%	6%	6%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

**Q11c.** Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months

A senior manager	(r)
Your Immediate Manager/Supervisor	(r)
A fellow worker at your level	(r)
A subordinate	(r)
A client or customer	(r)
A member of the public other than a client or customer	(r)
Other	(r)
Prefer not to say	(r)



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		1%	-	1%	3%
No	████████████████████	98%	-	98%	94%
Don't know		1%	-	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	(r)
A member of the public	(r)
Other	(r)
Prefer not to say	(r)



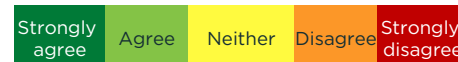
## EXPLORE THE FULL RESULTS

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	CLUSTER 2018
Q2. I am regularly consulted on matters affecting safety in my workforce	14	47	28	11	61%	53%	70%
Q3. My senior manager encourages my team to reflect and learn when things don't go as expected	18	54	20	7	72%	60%	67%
Q4. The rationale for change initiatives is communicated well	13	44	35		57%	49%	48%

KEY







## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

INDUSTRY		2018	CLUSTER 2018
<b>CUSTOMISED QUESTIONS</b>			
<b>Q1. I am aware of our safety and wellbeing strategy</b>			
Yes		73%	87%
No		27%	13%
<b>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</b>			
Secretary and direct reports, (Deputy Secretary, Director General, Agency CEO)		13%	6%
Executive Director, Deputy Director General and equivalent		1%	15%
Director, General Manager, Group Director and equivalent		50%	33%
The managers above my manager		36%	45%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		57%
Female		40%
Other		4%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		1%
20 - 24	■	10%
25 -29	■	12%
30 - 34	■	15%
35 - 39	■	14%
40 - 44	■	10%
45 - 49	■	10%
50 - 54	■	12%
55 - 59	■	10%
60 - 64		1%
65+	■	5%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

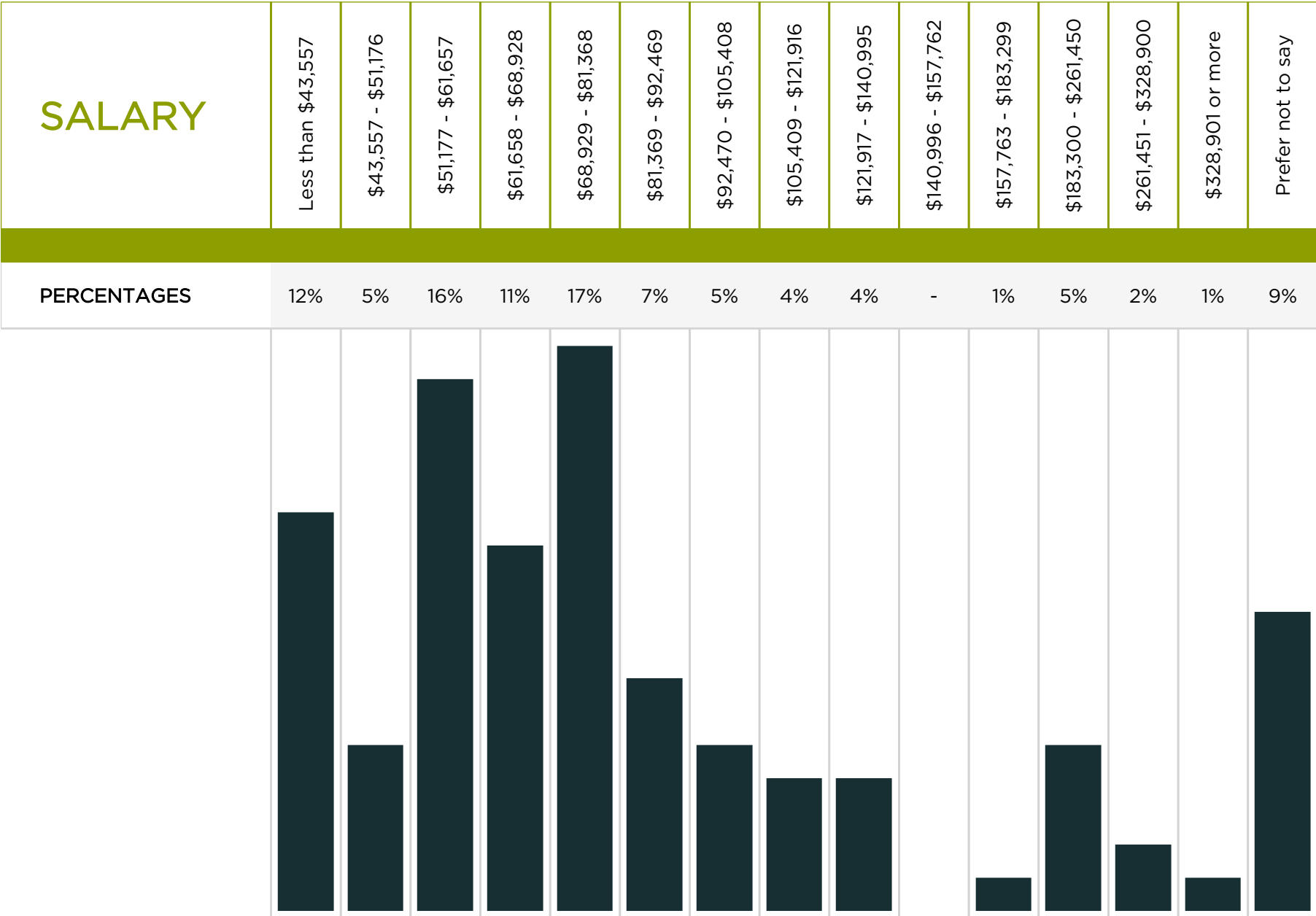
	PERCENTAGE
<b>TYPE OF WORK</b>	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	23%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	18%
Administrative support (e.g. executive/personal assistant, receptionist)	12%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	14%
Policy	1%
Research	-
Program and project management support	2%
Legal (including developing and/or reviewing legislation)	-
Other	29%

# 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		13%
1 - 2 years		16%
2 - 5 years		22%
5 - 10 years		17%
10 - 20 years		24%
More than 20 years		8%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
Flexible start and finish times	47%
None of the above	36%
Part-time work	14%
Working additional hours to make up for time off	11%
Working from home	10%
Working more hours over fewer days	7%
Flexible scheduling for rostered workers	7%

% are calculated with the number of unique respondents (N = 81 to this question)

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
Working from different locations	5%
Leave without pay	5%
Purchasing annual leave	4%
Other	4%
Job sharing	1%
Study leave	1%

% are calculated with the number of unique respondents (N = 81 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.

	Sydney Cricket and Sports Ground Trust	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
<b>NUMBER OF RESPONDENTS</b>	<b>86</b>	<b>19</b>	<b>15</b>	<b>10</b>	<b>12</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>24</b>
<b>EMPLOYEE ENGAGEMENT</b>	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	84%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# RESULT BY 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.

	Sydney Cricket and Sports Ground Trust	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
<b>NUMBER OF RESPONDENTS</b>	<b>86</b>	<b>10</b>	<b>4</b>	<b>13</b>	<b>9</b>	<b>14</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>2</b>
<b>EMPLOYEE ENGAGEMENT</b>	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	84%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# RESULT BY 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.

	Sydney Cricket and Sports Ground Trust	\$328,901 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>86</b>	<b>1</b>	<b>7</b>
<b>EMPLOYEE ENGAGEMENT</b>	75%	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)
SENIOR MANAGERS	63%	(r)	(r)
COMMUNICATION	78%	(r)	(r)
HIGH PERFORMANCE	75%	(r)	(r)
PUBLIC SECTOR VALUES	76%	(r)	(r)
DIVERSITY & INCLUSION	84%	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# RESULT BY 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.

	Sydney Cricket and Sports Ground Trust	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>86</b>	<b>11</b>	<b>13</b>	<b>18</b>	<b>14</b>	<b>20</b>	<b>7</b>
<b>EMPLOYEE ENGAGEMENT</b>	75%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	63%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	78%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	75%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	76%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	84%	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# 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.

	Sydney Cricket and Sports Ground Trust	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>	<b>86</b>	<b>38</b>	<b>6</b>	<b>9</b>	<b>6</b>	<b>11</b>	<b>1</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>29</b>
<b>EMPLOYEE ENGAGEMENT</b>	75%	81%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	80%	88%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	63%	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	78%	82%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	75%	79%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	76%	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	84%	89%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

\*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.

	Sydney Cricket and Sports Ground Trust	Sydney East	Sydney - Eastern Suburbs	Sydney - City and Inner South	Sydney - North Sydney and Hornsby	Sydney - Inner South West	Sydney - Northern Beaches	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - Parramatta	Sydney - Ryde	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	86	76	68	7	1	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	75%	77%	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	83%	82%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	63%	64%	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	78%	79%	79%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	75%	77%	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	76%	77%	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	84%	85%	86%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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

KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# RESULTS BY REGION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Sydney Cricket and Sports Ground Trust	Sydney West	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Illawarra	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	Sydney - Inner West
NUMBER OF RESPONDENTS	86	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	84%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# RESULTS BY REGION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Sydney Cricket and Sports Ground Trust	OUTSIDE NSW	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury	Sydney - Blacktown
<b>NUMBER OF RESPONDENTS</b>	<b>86</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>EMPLOYEE ENGAGEMENT</b>	75%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	63%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	78%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	75%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	76%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	84%	(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.

	Sydney Cricket and Sports Ground Trust	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	86	1	8	10	12	11	8	8	10	8	1	4
EMPLOYEE ENGAGEMENT	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	84%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# RESULT BY GENDER



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement 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.

	Sydney Cricket and Sports Ground Trust	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>86</b>	<b>47</b>	<b>33</b>	<b>3</b>
<b>EMPLOYEE ENGAGEMENT</b>	75%	75%	78%	(r)
ENGAGEMENT WITH WORK	80%	79%	81%	(r)
SENIOR MANAGERS	63%	62%	66%	(r)
COMMUNICATION	78%	74%	84%	(r)
HIGH PERFORMANCE	75%	73%	82%	(r)
PUBLIC SECTOR VALUES	76%	73%	81%	(r)
DIVERSITY & INCLUSION	84%	84%	85%	(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

# 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

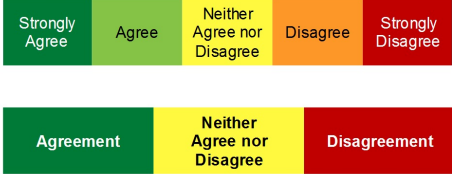
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.