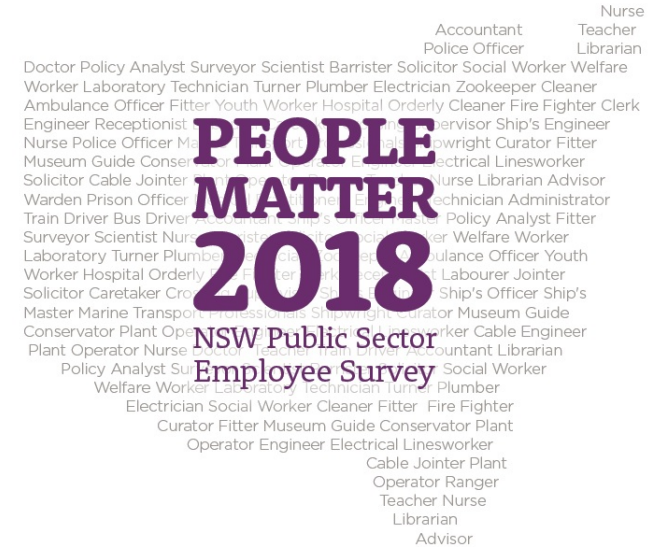


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# PEOPLE MATTER 2018

NSW Public Sector Employee Survey



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## AGENCY REPORT

Justice

# NSW State Emergency Service

## RESPONSE RATE

# 82%

298 OF 363 RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 63%

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

## ENGAGEMENT WITH WORK

# 64%

DIFFERENCE FROM 2017 -6  
 DIFFERENCE FROM CLUSTER -2  
 DIFFERENCE FROM PUBLIC SECTOR -8

## SENIOR MANAGERS

# 34%

DIFFERENCE FROM 2017 -1  
 DIFFERENCE FROM CLUSTER -5  
 DIFFERENCE FROM PUBLIC SECTOR -15

## COMMUNICATION

# 54%

DIFFERENCE FROM 2017 -3  
 DIFFERENCE FROM CLUSTER 0  
 DIFFERENCE FROM PUBLIC SECTOR -8

## HIGH PERFORMANCE

# 54%

DIFFERENCE FROM 2017 -1  
 DIFFERENCE FROM CLUSTER -1  
 DIFFERENCE FROM PUBLIC SECTOR -10

## PUBLIC SECTOR VALUES

# 51%

DIFFERENCE FROM 2017 -1  
 DIFFERENCE FROM CLUSTER -2  
 DIFFERENCE FROM PUBLIC SECTOR -11

## DIVERSITY & INCLUSION

# 66%

DIFFERENCE FROM CLUSTER +3  
 DIFFERENCE FROM PUBLIC SECTOR -2

## FLEXIBLE WORKING SATISFACTION

# 66%

DIFFERENCE FROM 2017 -6  
 DIFFERENCE FROM CLUSTER +6  
 DIFFERENCE FROM PUBLIC SECTOR +7

## ACTION ON RESULTS

# 33%

DIFFERENCE FROM 2017 -8  
 DIFFERENCE FROM CLUSTER +4  
 DIFFERENCE FROM PUBLIC SECTOR -4



## QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

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

The Employee Engagement index is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

Response Rate: some entities exceed 100% where responses were greater than the employee headcount. This is thought to be primarily due to employees selecting the wrong work location in the survey

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018  
AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
2a. My workgroup strives to achieve customer/client satisfaction	87%	87%
1g. I know how to address a health and safety issue I have identified	85%	-
2c. I receive help and support from other members of my workgroup	83%	81%
2b. My workgroup works collaboratively to achieve its objectives	79%	77%
1a. I understand what is expected of me to do well in my role	79%	77%
2e. People in my workgroup treat each other with respect	78%	76%
8e. My manager supports flexible working in my team	76%	-
7j. I am proud to tell others I work for my organisation	75%	79%
7k. I feel a strong personal attachment to my organisation	73%	72%
5b. My manager listens to what I have to say	73%	71%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018  
AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
9a. I have confidence in the ways my organisation resolves grievances	18%	15%
7c. I feel that change is managed well in my organisation	19%	20%
7g. I have confidence in the way recruitment decisions are made	19%	18%
7e. People in my organisation take responsibility for their own actions	20%	20%
6h. I feel that senior managers listen to employees	21%	28%
6b. I feel that senior managers effectively lead and manage change	24%	27%
7d. There is good co-operation between teams across our organisation	29%	26%
3g. I am satisfied with the opportunities available for career development in my organisation	29%	31%
7f. My organisation is committed to developing its employees	29%	31%
3e. My performance is assessed against clear criteria	31%	42%



### 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

6e.	Senior managers promote collaboration between my organisation and other organisations we work with	54%	46%
6i.	Senior managers in my organisation support the career advancement of women	57%	49%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	53%	48%
9a.	I have confidence in the ways my organisation resolves grievances	18%	15%
5c.	My manager communicates effectively with me	66%	62%
5h.	My manager appropriately deals with employees who perform poorly	34%	32%
1b.	I am provided with the support I need to do my best at work	49%	47%
2c.	I receive help and support from other members of my workgroup	83%	81%
1a.	I understand what is expected of me to do well in my role	79%	77%
7d.	There is good co-operation between teams across our organisation	29%	26%



## LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

3e.	My performance is assessed against clear criteria	31%	42%
7i.	I would recommend my organisation as a great place to work	44%	54%
7m.	My organisation inspires me to do the best in my job	45%	54%
14.	I believe action will be taken on the results from this survey by my organisation	33%	41%
6h.	I feel that senior managers listen to employees	21%	28%
6a.	I believe senior managers provide clear direction for the future of the organisation	33%	40%
7b.	My organisation is making the necessary improvements to meet our future challenges	58%	65%
7l.	My organisation motivates me to help it achieve its objectives	48%	54%
1f.	I am able to keep my work stress at an acceptable level	49%	55%
8c.	I am able to speak up and share a different view to my colleagues and manager	64%	70%



## YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

# HIGHEST NEUTRAL SCORING QUESTIONS

## AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

**Q7f.** My organisation is committed to developing its employees



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



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



**Q7i.** I would recommend my organisation as a great place to work



**Q6d.** Senior managers encourage innovation by employees



## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

**Q7f.** My organisation is committed to developing its employees



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



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



**Q7i.** I would recommend my organisation as a great place to work



**Q6d.** Senior managers encourage innovation by employees



## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

**Q7f.** My organisation is committed to developing its employees



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



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



**Q7i.** I would recommend my organisation as a great place to work



**Q6d.** Senior managers encourage innovation by employees



## 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.

# 33%

of employees replied favourably to:

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

## 37%

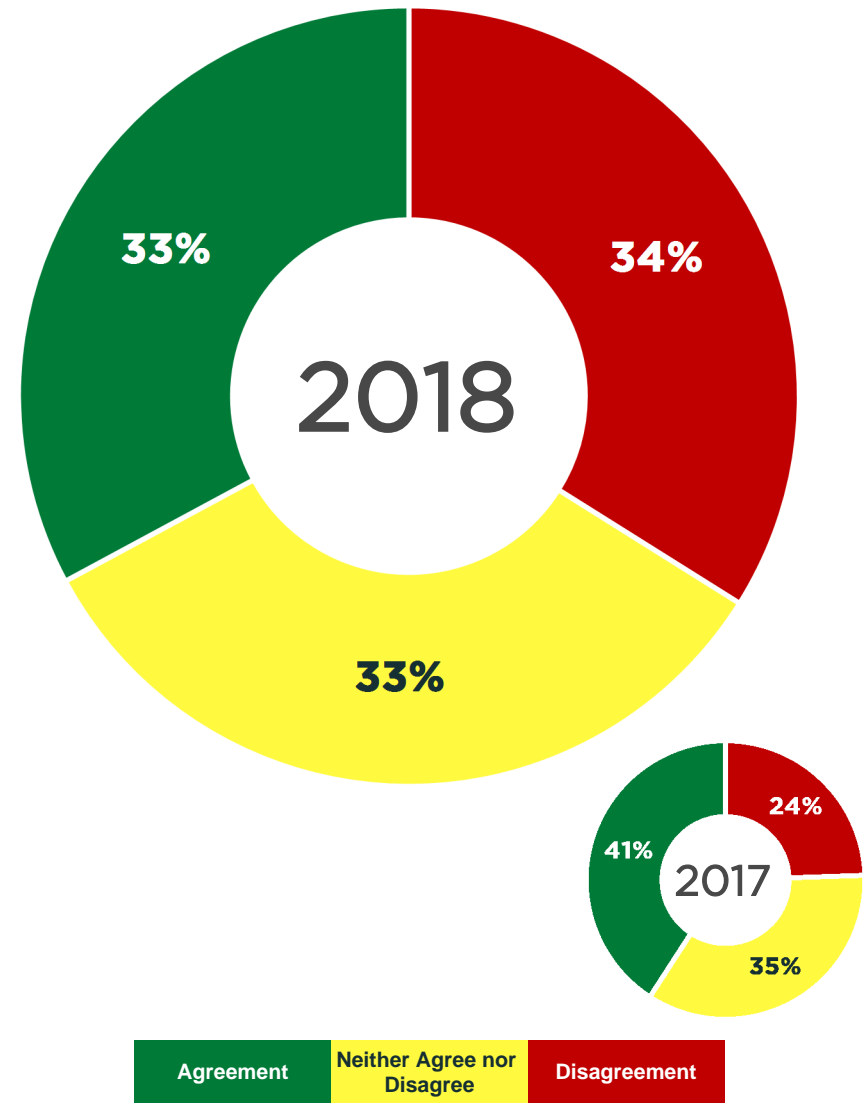
SECTOR

## 28%

CLUSTER

## 41%

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>Q7a.</b> My organisation focuses on improving the work we do	<b>66%</b>	66%	58%	69%
<b>2</b>	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	<b>58%</b>	65%	47%	57%
<b>3</b>	<b>Q7h.</b> My organisation generally selects capable people to do the job	<b>32%</b>	36%	38%	54%
<b>4</b>	<b>Q6h.</b> I feel that senior managers listen to employees	<b>21%</b>	28%	34%	43%
<b>5</b>	<b>Q6c.</b> I feel that senior managers model the values of my organisation	<b>32%</b>	35%	42%	50%
<b>6</b>	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>19%</b>	20%	31%	40%



## 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	63% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	8	36	33	14	9	44%	54%	54%	61%
Q7j. I am proud to tell others I work for my organisation	28	47	16			75%	79%	66%	69%
Q7k. I feel a strong personal attachment to my organisation	30	43	17			73%	72%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives	14	34	31	16		48%	54%	47%	55%
Q7m. My organisation inspires me to do the best in my job	15	30	32	14	9	45%	54%	46%	55%

KEY







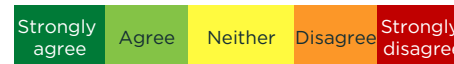
## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

ENGAGEMENT WITH WORK	64% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	27	42	12	12	7	69%	74%	68%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	28	38	13	14	7	65%	71%	65%	72%
Q1e. I am satisfied with my job	17	42	20	14	7	59%	64%	65%	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	34% 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	8	24	21	25	21	33%	40%	40%	49%
Q6b. I feel that senior managers effectively lead and manage change	19	23	27	25		24%	27%	37%	46%
Q6c. I feel that senior managers model the values of my organisation	25	26	21	22		32%	35%	42%	50%
Q6d. Senior managers encourage innovation by employees	31	32	20	11		37%	36%	38%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	10	44	29	11		54%	46%	44%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	9	43	25	15	7	53%	48%	53%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	29	23	27	14		36%	38%	39%	47%
Q6h. I feel that senior managers listen to employees	16	27	27	25		21%	28%	34%	43%
Q7c. I feel that change is managed well in my organisation	15	22	29	30		19%	20%	31%	40%

KEY





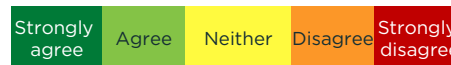
## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

COMMUNICATION	54% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	22	44	16	12	66%	62%	66%	72%
Q5d. My manager encourages and values employee input	26	45	15	9	71%	72%	65%	72%
Q5e. My manager involves my workgroup in decisions about our work	22	43	18	14	65%	66%	59%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	29	23	27	14	36%	38%	39%	47%
Q6h. I feel that senior managers listen to employees	16	27	27	25	21%	28%	34%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	19	45	15	13	64%	70%	60%	67%

KEY





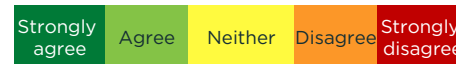
## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

	HIGH PERFORMANCE				54% 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	26	53	10	8	79%	77%	88%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	40	39	10	8	79%	77%	72%	79%	
Q3f. I have received appropriate training and development to do my job well	31	26	24	13	37%	41%	56%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	20	46	16	13	66%	69%	65%	74%	
Q5f. I have confidence in the decisions my manager makes	23	36	25	10	59%	63%	63%	68%	
Q6d. Senior managers encourage innovation by employees	31	32	20	11	37%	36%	38%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	10	44	29	11	54%	46%	44%	52%	
Q7a. My organisation focuses on improving the work we do	17	49	18	12	66%	66%	58%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	21	37	22	11	58%	65%	47%	57%	

KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

	HIGH PERFORMANCE				54% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7d. There is good co-operation between teams across our organisation	23	29	28	14	29%	26%	41%	49%				
Q7h. My organisation generally selects capable people to do the job	28	30	28	10	32%	36%	38%	54%				

### KEY





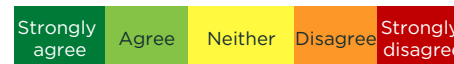
## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

PUBLIC SECTOR VALUES		51% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q2a. My workgroup strives to achieve customer/client satisfaction		48	40	87%	87%	78%	86%
Q2e. People in my workgroup treat each other with respect		37	41	78%	76%	69%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		20	46	66%	69%	65%	74%
Q5b. My manager listens to what I have to say		26	46	73%	71%	70%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation		8	24	33%	40%	40%	49%
Q6c. I feel that senior managers model the values of my organisation		25	26	32%	35%	42%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		9	43	53%	48%	53%	62%
Q6g. I feel that senior managers keep employees informed about what's going on		29	23	36%	38%	39%	47%
Q6h. I feel that senior managers listen to employees		16	27	21%	28%	34%	43%

### KEY

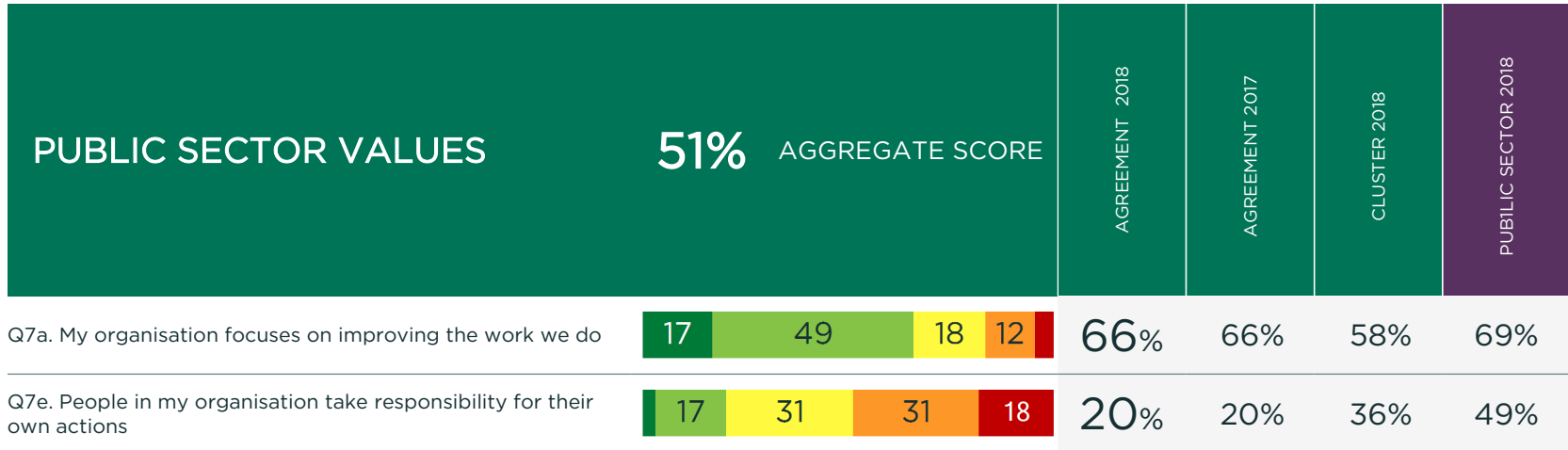




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

DIVERSITY & INCLUSION		66% 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		49%	47%	57%	65%					
Q5b. My manager listens to what I have to say		73%	71%	70%	76%					
Q5d. My manager encourages and values employee input		71%	72%	65%	72%					
Q6i. Senior managers in my organisation support the career advancement of women		57%	49%	58%	60%					
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		66%	65%	68%	76%					
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)		70%	70%	68%	75%					
Q8c. I am able to speak up and share a different view to my colleagues and manager		64%	70%	60%	67%					
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>		66%	71%	60%	59%					
Q8e. My manager supports flexible working in my team		76%	-	63%	63%					

KEY



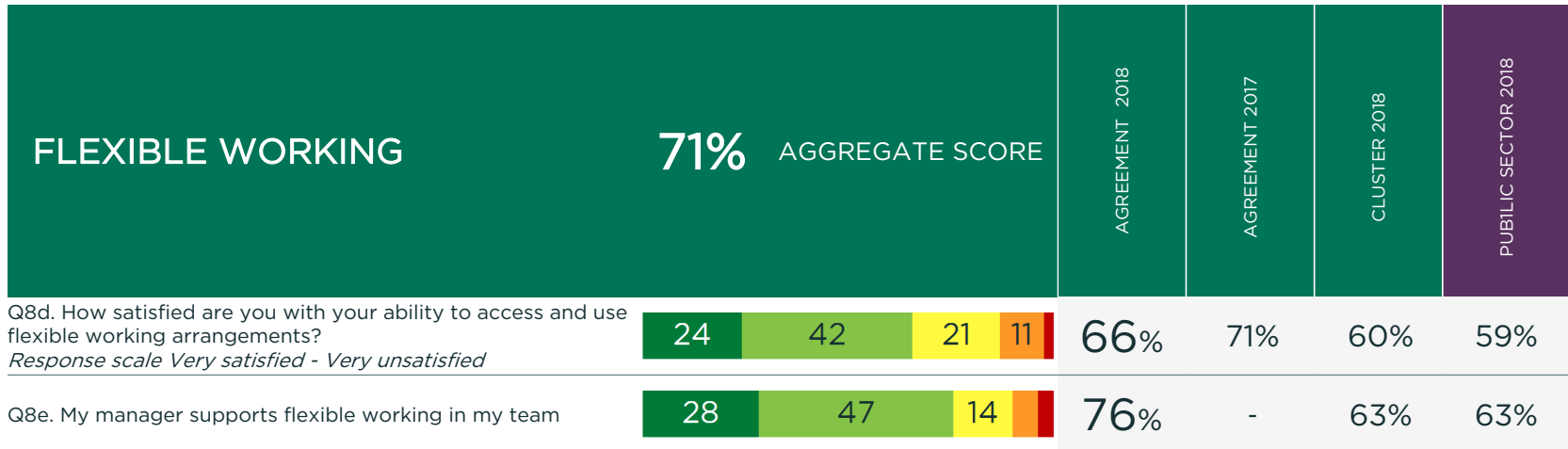




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

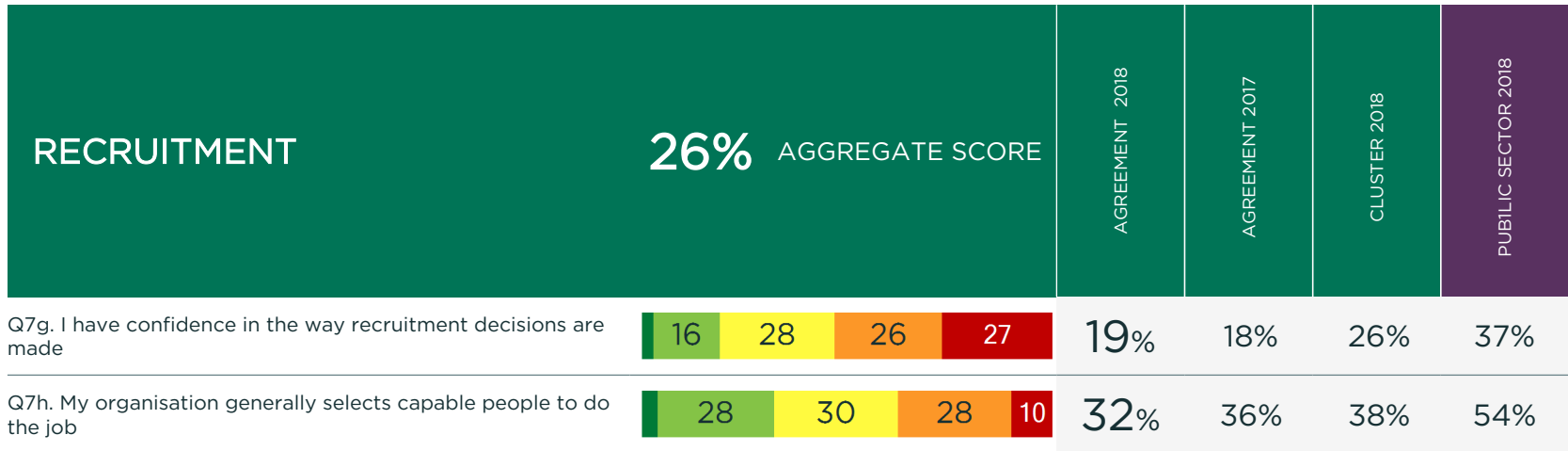




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



### KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

PERFORMANCE FRAMEWORK & DEVELOPMENT	40% 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	14	37	21	19	9	51%	51%	55%	65%
Q3e. My performance is assessed against clear criteria	10	21	29	26	15	31%	42%	45%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	7	22	24	24	24	29%	31%	41%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	24	41	16	10	9	65%	66%	62%	69%
Q5h. My manager appropriately deals with employees who perform poorly	13	21	32	18	15	34%	32%	40%	46%
Q7f. My organisation is committed to developing its employees	26	34	22	14		29%	31%	40%	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		62% 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		49%	47%	57%	65%					
Q1f. I am able to keep my work stress at an acceptable level		49%	55%	60%	60%					
Q2c. I receive help and support from other members of my workgroup		83%	81%	77%	81%					
Q2d. There is good team spirit in my workgroup		66%	70%	64%	70%					

KEY

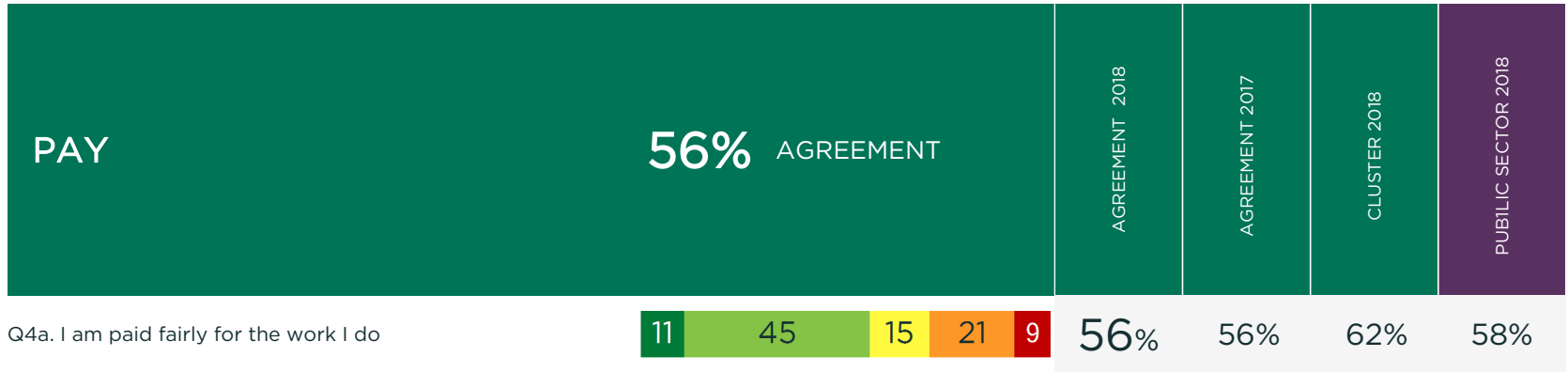




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



### KEY

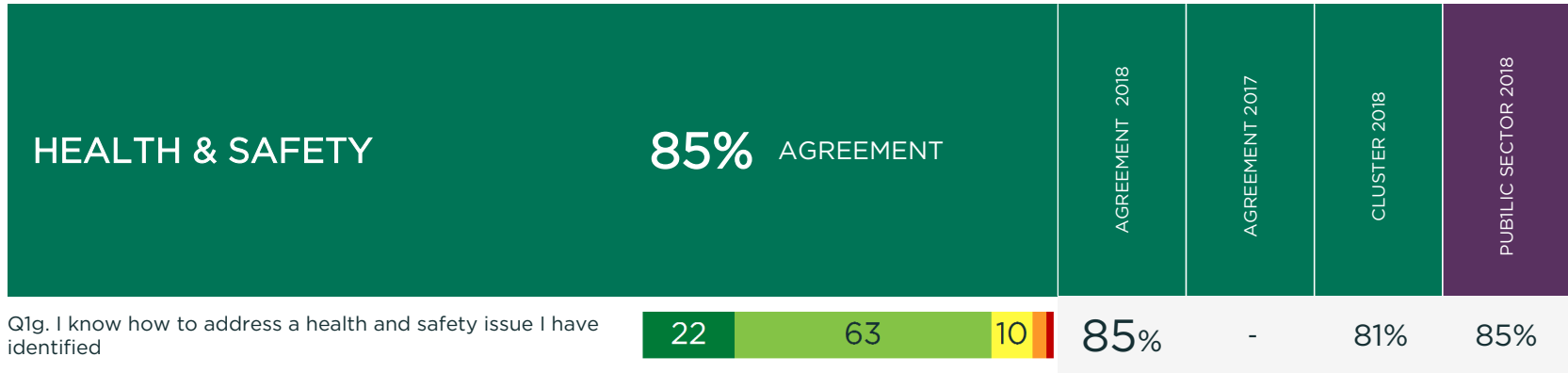




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



### KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

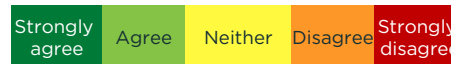
## ACTION ON RESULTS

**33%** AGREEMENT

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



KEY

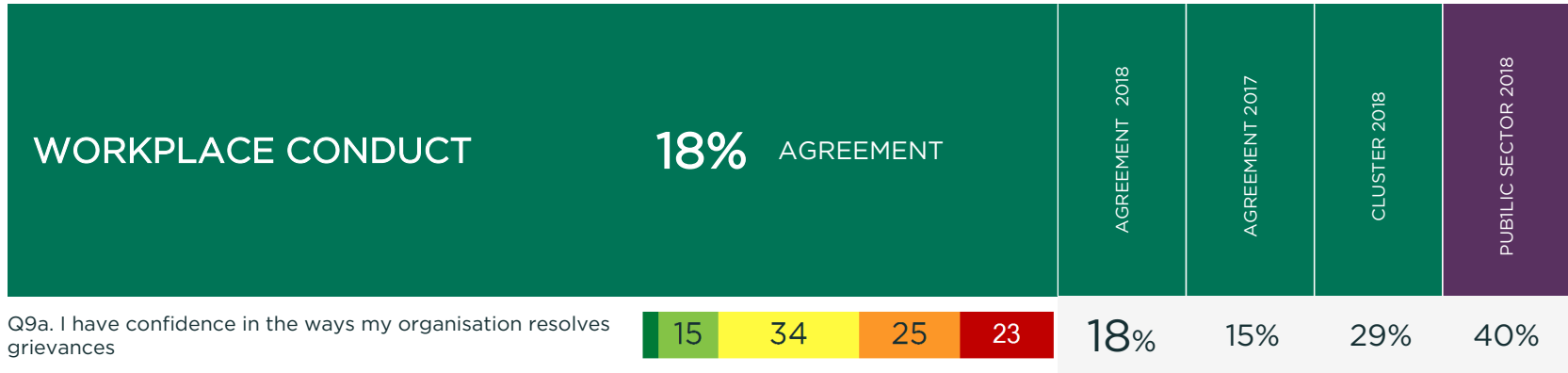




## EXPLORE THE FULL RESULTS

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		52%	67%	52%	71%
No		48%	33%	48%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		66%	72%	67%	76%
No		34%	28%	33%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		42%	44%	43%	58%
No		58%	56%	57%	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		61%	52%	42%	41%
No		39%	48%	58%	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
Geographic location considerations		46%	41%	35%	26%
Personal/family considerations		45%	44%	34%	30%
Lack of visible opportunities		42%	35%	33%	30%
Lack of promotion opportunities		40%	36%	37%	29%
The application/recruitment process is too cumbersome or time consuming		30%	35%	27%	23%
Insufficient training and development		29%	27%	22%	16%
Lack of support for temporary assignments/secondments		25%	23%	21%	15%
There are no major barriers to my career progression		20%	19%	27%	32%
Lack of support from my manager/supervisor		18%	17%	18%	14%
Lack of required capabilities or experience		12%	12%	12%	11%
Other		12%	10%	10%	9%

% are calculated with the number of unique respondents (N = 291 to this question)



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q10a.</b> In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		34%	32%	24%	24%
No		52%	51%	59%	58%
Don't know		14%	17%	17%	18%
<b>Q10b.</b> If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		71%	75%	67%	66%
No		29%	24%	31%	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

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

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	37%	36%	34%	33%
No	56%	54%	57%	57%
Don't know	7%	10%	9%	10%

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

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	16%	14%	20%	18%
No	80%	77%	73%	76%
Don't know	5%	9%	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		36%	27%	26%	21%
Your Immediate Manager/Supervisor		20%	33%	25%	23%
A fellow worker at your level		18%	16%	23%	27%
Prefer not to say		13%	4%	14%	14%
A subordinate		11%	11%	8%	7%
Other		2%	7%	3%	4%
A client or customer	(r)				
A member of the public other than a client or customer	(r)				



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

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

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

Questions are grouped by topics in this report.

JUSTICE CUSTOMISED QUESTIONS		2018	CLUSTER 2018
Q1. What is your work location?			
Metropolitan NSW		31%	63%
Regional NSW		69%	37%





## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

## JUSTICE CUSTOMISED QUESTIONS

2018

CLUSTER 2018

**Q2.** What best describes your role in the Justice cluster, e.g. within the Department of Justice, NSW Police, NSW Rural Fire Service or Fire and Rescue NSW, etc.?

	2018	CLUSTER 2018
Sworn police officer - general duties	0%	5%
Sworn police officer - other	0%	9%
Non-sworn employee of NSW Police Force	0%	6%
Permanent Fire fighter	1%	6%
Retained Fire fighter	0%	2%
Custodial Officer	1%	18%
Youth Worker	0%	3%
Legal officer or other legal professional	0%	3%



## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

JUSTICE CUSTOMISED QUESTIONS		2018	CLUSTER 2018
<b>Q2.</b> What best describes your role in the Justice cluster, e.g. within the Department of Justice, NSW Police, NSW Rural Fire Service or Fire and Rescue NSW, etc.?			
Administrative or other clerical worker		46%	24%
Sheriff's Officer		0%	2%
Community Corrections Officer (Probation & Parole)		0%	5%
Psychologist		0%	1%
Teacher		2%	0%
Welfare Officer		0%	1%
Other		49%	16%
<b>Q3.</b> When you answered the questions on Senior Managers e.g. "I feel that senior managers effectively lead and manage change" were you mainly thinking about:			
The most senior leadership in the Department. That is Secretary, Public Service Senior Executives across Bands 1 to 3 and direct reports		82%	55%
Other		18%	45%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		44%
Female		55%
Other		1%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>AGE</b>		
15 - 19		-
20 - 24		1%
25 -29	█	5%
30 - 34	█	9%
35 - 39	█	14%
40 - 44	█	15%
45 - 49	█	21%
50 - 54	█	18%
55 - 59	█	11%
60 - 64	█	6%
65+		1%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

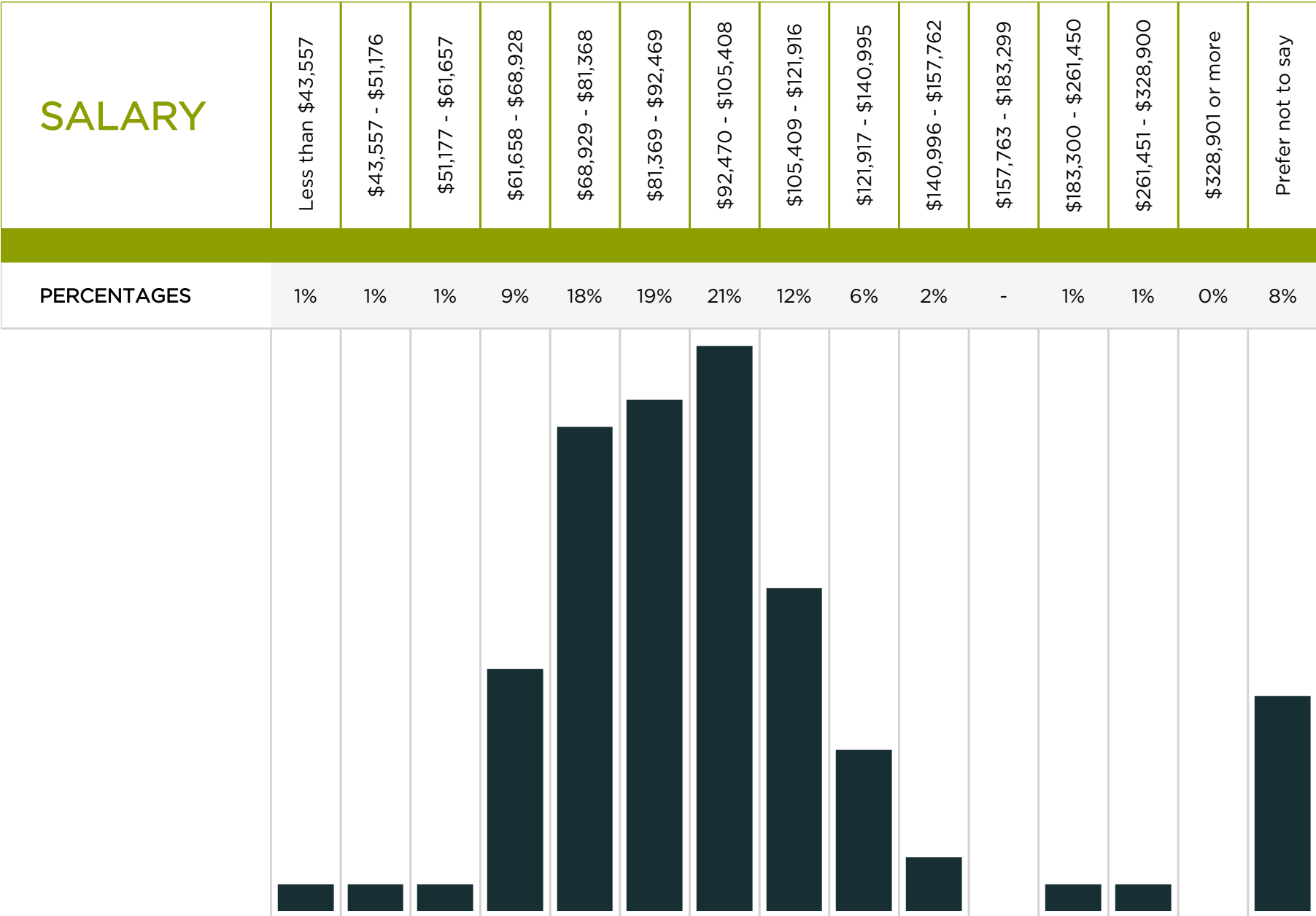
	PERCENTAGE
<b>TYPE OF WORK</b>	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	18%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	12%
Administrative support (e.g. executive/personal assistant, receptionist)	12%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	24%
Policy	1%
Research	1%
Program and project management support	11%
Legal (including developing and/or reviewing legislation)	0%
Other	22%

# 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		6%
1 - 2 years		12%
2 - 5 years		26%
5 - 10 years		27%
10 - 20 years		24%
More than 20 years		5%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>FLEXIBLE WORKING</b>		
Flexible start and finish times		81%
Working additional hours to make up for time off		32%
Working from home		26%
Working from different locations		23%
Working more hours over fewer days		19%
None of the above		12%
Part-time work		5%

% are calculated with the number of unique respondents (N = 282 to this question)



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
Leave without pay	4%
Flexible scheduling for rostered workers	3%
Other	3%
Purchasing annual leave	2%
Study leave	1%
Job sharing	1%

% are calculated with the number of unique respondents (N = 282 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.

	NSW State Emergency Service	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	298	50	34	34	67	2	4	30	1	61
EMPLOYEE ENGAGEMENT	63%	63%	60%	70%	63%	(r)	(r)	67%	(r)	59%
ENGAGEMENT WITH WORK	64%	66%	65%	70%	63%	(r)	(r)	64%	(r)	59%
SENIOR MANAGERS	34%	27%	31%	37%	37%	(r)	(r)	43%	(r)	33%
COMMUNICATION	54%	45%	49%	57%	61%	(r)	(r)	63%	(r)	49%
HIGH PERFORMANCE	54%	49%	51%	58%	57%	(r)	(r)	60%	(r)	53%
PUBLIC SECTOR VALUES	51%	43%	49%	55%	55%	(r)	(r)	56%	(r)	52%
DIVERSITY & INCLUSION	66%	57%	59%	72%	72%	(r)	(r)	74%	(r)	61%

### 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.

	NSW State Emergency Service	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	298	4	2	3	26	52	53	59	33	17	7	0	4	2
EMPLOYEE ENGAGEMENT	63%	(r)	(r)	(r)	(r)	60%	60%	62%	65%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	64%	(r)	(r)	(r)	(r)	54%	62%	67%	58%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	34%	(r)	(r)	(r)	(r)	30%	27%	38%	32%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	54%	(r)	(r)	(r)	(r)	51%	52%	59%	53%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	54%	(r)	(r)	(r)	(r)	52%	48%	57%	56%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	51%	(r)	(r)	(r)	(r)	49%	47%	54%	51%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	66%	(r)	(r)	(r)	(r)	65%	63%	69%	67%	(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.

	NSW State Emergency Service	\$328,901 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>298</b>	<b>1</b>	<b>22</b>
<b>EMPLOYEE ENGAGEMENT</b>	63%	(r)	(r)
ENGAGEMENT WITH WORK	64%	(r)	(r)
SENIOR MANAGERS	34%	(r)	(r)
COMMUNICATION	54%	(r)	(r)
HIGH PERFORMANCE	54%	(r)	(r)
PUBLIC SECTOR VALUES	51%	(r)	(r)
DIVERSITY & INCLUSION	66%	(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.

	NSW State Emergency Service	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>	298	17	33	73	75	67	14
<b>EMPLOYEE ENGAGEMENT</b>	63%	(r)	70%	60%	64%	57%	(r)
ENGAGEMENT WITH WORK	64%	(r)	84%	63%	58%	49%	(r)
SENIOR MANAGERS	34%	(r)	41%	32%	34%	23%	(r)
COMMUNICATION	54%	(r)	61%	55%	51%	50%	(r)
HIGH PERFORMANCE	54%	(r)	62%	53%	51%	48%	(r)
PUBLIC SECTOR VALUES	51%	(r)	59%	52%	47%	44%	(r)
DIVERSITY & INCLUSION	66%	(r)	78%	66%	64%	58%	(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.

	NSW State Emergency Service	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>298</b>	<b>228</b>	<b>53</b>	<b>91</b>	<b>9</b>	<b>14</b>	<b>3</b>	<b>65</b>	<b>72</b>	<b>6</b>	<b>12</b>	<b>4</b>	<b>9</b>	<b>35</b>
<b>EMPLOYEE ENGAGEMENT</b>	63%	63%	61%	63%	(r)	(r)	(r)	65%	67%	(r)	(r)	(r)	(r)	65%
ENGAGEMENT WITH WORK	64%	63%	69%	61%	(r)	(r)	(r)	71%	70%	(r)	(r)	(r)	(r)	70%
SENIOR MANAGERS	34%	34%	33%	30%	(r)	(r)	(r)	44%	42%	(r)	(r)	(r)	(r)	34%
COMMUNICATION	54%	57%	53%	54%	(r)	(r)	(r)	58%	65%	(r)	(r)	(r)	(r)	39%
HIGH PERFORMANCE	54%	55%	54%	54%	(r)	(r)	(r)	61%	65%	(r)	(r)	(r)	(r)	51%
PUBLIC SECTOR VALUES	51%	52%	49%	50%	(r)	(r)	(r)	57%	58%	(r)	(r)	(r)	(r)	49%
DIVERSITY & INCLUSION	66%	68%	67%	69%	(r)	(r)	(r)	72%	76%	(r)	(r)	(r)	(r)	56%

\*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.

	NSW State Emergency Service	Illawarra	Sydney East	Far West and Orana	Sydney - Inner South West	Central West	New England and North West	Capital Region	Coffs Harbour - Grafton	Hunter Valley exc Newcastle	Sydney - North Sydney and Hornsby	Richmond - Tweed	Sydney - City and Inner South
<b>NUMBER OF RESPONDENTS</b>	298	185	17	7	7	6	6	5	5	5	5	3	3
<b>EMPLOYEE ENGAGEMENT</b>	63%	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	64%	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	34%	37%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	54%	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	54%	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	51%	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	66%	69%	(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.

	NSW State Emergency Service	Mid North Coast	Sydney West	Sydney - Blacktown	Central Coast	Murray	Newcastle and Lake Macquarie	Riverina	Sydney - Eastern Suburbs	Sydney - Northern Beaches	Sydney - Inner West	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - Parramatta
NUMBER OF RESPONDENTS	298	3	2	2	1	1	1	1	1	1	0	0	0	0
EMPLOYEE ENGAGEMENT	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	34%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	66%	(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.

	NSW State Emergency Service	OUTSIDE NSW	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury	Sydney - Ryde	Sydney - South West	Sydney - Sutherland
<b>NUMBER OF RESPONDENTS</b>	<b>298</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>EMPLOYEE ENGAGEMENT</b>	63%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	64%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	34%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	54%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	54%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	51%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	66%	(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.

	NSW State Emergency Service	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
<b>NUMBER OF RESPONDENTS</b>	298	0	2	15	25	40	41	58	51	31	16	2
<b>EMPLOYEE ENGAGEMENT</b>	63%	(r)	(r)	(r)	(r)	61%	68%	60%	63%	66%	(r)	(r)
ENGAGEMENT WITH WORK	64%	(r)	(r)	(r)	(r)	57%	61%	65%	65%	60%	(r)	(r)
SENIOR MANAGERS	34%	(r)	(r)	(r)	(r)	33%	36%	28%	37%	34%	(r)	(r)
COMMUNICATION	54%	(r)	(r)	(r)	(r)	54%	54%	53%	57%	48%	(r)	(r)
HIGH PERFORMANCE	54%	(r)	(r)	(r)	(r)	48%	56%	54%	55%	50%	(r)	(r)
PUBLIC SECTOR VALUES	51%	(r)	(r)	(r)	(r)	49%	52%	48%	54%	47%	(r)	(r)
DIVERSITY & INCLUSION	66%	(r)	(r)	(r)	(r)	64%	68%	66%	67%	63%	(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.

	NSW State Emergency Service	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>298</b>	<b>127</b>	<b>156</b>	<b>3</b>
<b>EMPLOYEE ENGAGEMENT</b>	63%	63%	64%	(r)
ENGAGEMENT WITH WORK	64%	60%	66%	(r)
SENIOR MANAGERS	34%	37%	32%	(r)
COMMUNICATION	54%	52%	55%	(r)
HIGH PERFORMANCE	54%	53%	55%	(r)
PUBLIC SECTOR VALUES	51%	52%	50%	(r)
DIVERSITY & INCLUSION	66%	65%	66%	(r)

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# WHAT IS YOUR WORK LOCATION?



## 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.

	NSW State Emergency Service	Metropolitan NSW	Regional NSW
<b>NUMBER OF RESPONDENTS</b>	<b>298</b>	<b>87</b>	<b>196</b>
<b>EMPLOYEE ENGAGEMENT</b>	63%	64%	63%
ENGAGEMENT WITH WORK	64%	67%	62%
SENIOR MANAGERS	34%	37%	34%
COMMUNICATION	54%	58%	52%
HIGH PERFORMANCE	54%	56%	54%
PUBLIC SECTOR VALUES	51%	54%	51%
DIVERSITY & INCLUSION	66%	71%	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



## 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.

	NSW State Emergency Service	Sworn police officer - general duties	Sworn police officer - other	Non-sworn employee of NSW Police Force	Permanent Fire fighter	Retained Fire fighter	Custodial Officer	Youth Worker	Legal officer or other legal professional	Administrative or other clerical worker	Sheriff's Officer	Community Corrections Officer (Probation & Parole)	Psychologist	Teacher
<b>NUMBER OF RESPONDENTS</b>	298	0	0	1	2	0	2	0	1	132	0	0	0	5
<b>EMPLOYEE ENGAGEMENT</b>	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62%	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	34%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	31%	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	55%	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	53%	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	50%	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	67%	(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



**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.

	NSW State Emergency Service	Welfare Officer	Other
<b>NUMBER OF RESPONDENTS</b>	<b>298</b>	<b>1</b>	<b>141</b>
<b>EMPLOYEE ENGAGEMENT</b>	63%	(r)	65%
ENGAGEMENT WITH WORK	64%	(r)	63%
SENIOR MANAGERS	34%	(r)	38%
COMMUNICATION	54%	(r)	53%
HIGH PERFORMANCE	54%	(r)	55%
PUBLIC SECTOR VALUES	51%	(r)	54%
DIVERSITY & INCLUSION	66%	(r)	65%

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# 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

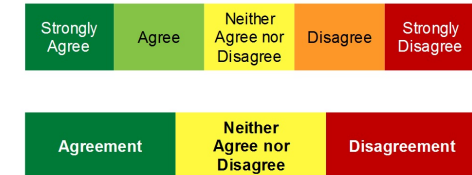
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.