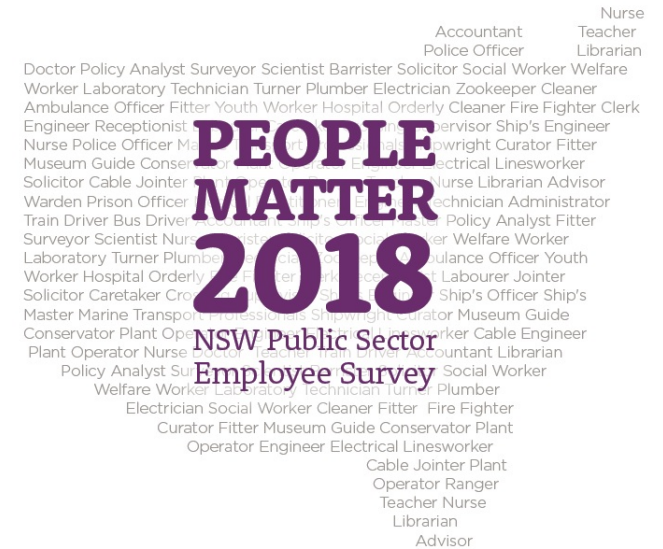

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

NSW Crime Commission

RESPONSE RATE

71%

90 OF 126 RESPONDENTS

EMPLOYEE ENGAGEMENT

63%

DIFFERENCE FROM 2017 +6

DIFFERENCE FROM PUBLIC SECTOR -3

ENGAGEMENT WITH WORK

74%

DIFFERENCE FROM 2017 +5

DIFFERENCE FROM PUBLIC SECTOR +2

SENIOR MANAGERS

41%

DIFFERENCE FROM 2017 +11

DIFFERENCE FROM PUBLIC SECTOR -8

COMMUNICATION

65%

DIFFERENCE FROM 2017 +3

DIFFERENCE FROM PUBLIC SECTOR +3

HIGH PERFORMANCE

59%

DIFFERENCE FROM 2017 +2

DIFFERENCE FROM PUBLIC SECTOR -6

PUBLIC SECTOR VALUES

58%

DIFFERENCE FROM 2017 +4

DIFFERENCE FROM PUBLIC SECTOR -4

DIVERSITY & INCLUSION

67%

DIFFERENCE FROM PUBLIC SECTOR -1

FLEXIBLE WORKING SATISFACTION

48%

DIFFERENCE FROM 2017 +10

DIFFERENCE FROM PUBLIC SECTOR -10

ACTION ON RESULTS

31%

DIFFERENCE FROM 2017 -9

DIFFERENCE FROM PUBLIC SECTOR -5



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

2c.	I receive help and support from other members of my workgroup	89%	85%
2a.	My workgroup strives to achieve customer/client satisfaction	84%	86%
2b.	My workgroup works collaboratively to achieve its objectives	84%	76%
1a.	I understand what is expected of me to do well in my role	83%	81%
5b.	My manager listens to what I have to say	82%	75%
5d.	My manager encourages and values employee input	79%	76%
5g.	My manager provides acknowledgement or other recognition for the work I do	79%	72%
1c.	My job gives me a feeling of personal accomplishment	79%	75%
1d.	I feel motivated to contribute more than what is normally required at work	77%	71%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	76%	71%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018
AGREEMENT
2017

7c.	I feel that change is managed well in my organisation	21%	19%
9a.	I have confidence in the ways my organisation resolves grievances	30%	28%
3g.	I am satisfied with the opportunities available for career development in my organisation	30%	16%
7f.	My organisation is committed to developing its employees	31%	25%
14.	I believe action will be taken on the results from this survey by my organisation	31%	41%
7g.	I have confidence in the way recruitment decisions are made	33%	28%
6a.	I believe senior managers provide clear direction for the future of the organisation	33%	29%
7b.	My organisation is making the necessary improvements to meet our future challenges	34%	42%
6b.	I feel that senior managers effectively lead and manage change	35%	22%
7d.	There is good co-operation between teams across our organisation	37%	35%



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

6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	52%	28%
6i.	Senior managers in my organisation support the career advancement of women	57%	41%
7m.	My organisation inspires me to do the best in my job	53%	37%
7l.	My organisation motivates me to help it achieve its objectives	55%	38%
3g.	I am satisfied with the opportunities available for career development in my organisation	30%	16%
6h.	I feel that senior managers listen to employees	44%	30%
6b.	I feel that senior managers effectively lead and manage change	35%	22%
6d.	Senior managers encourage innovation by employees	42%	29%
3e.	My performance is assessed against clear criteria	57%	45%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	54%	43%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

14.	I believe action will be taken on the results from this survey by my organisation	31%	41%
7b.	My organisation is making the necessary improvements to meet our future challenges	34%	42%
2e.	People in my workgroup treat each other with respect	73%	81%
5a.	My manager encourages people in my workgroup to keep improving the work they do	74%	80%
5f.	I have confidence in the decisions my manager makes	63%	69%
7e.	People in my organisation take responsibility for their own actions	38%	43%
5e.	My manager involves my workgroup in decisions about our work	69%	73%
2d.	There is good team spirit in my workgroup	73%	76%
1f.	I am able to keep my work stress at an acceptable level	53%	56%
8c.	I am able to speak up and share a different view to my colleagues and manager	74%	76%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

HIGHEST NEUTRAL SCORING QUESTIONS

AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

Q6c. I feel that senior managers model the values of my organisation



Q6c. I feel that senior managers model the values of my organisation



Q6c. I feel that senior managers model the values of my organisation



Q7e. People in my organisation take responsibility for their own actions



Q7e. People in my organisation take responsibility for their own actions



Q7e. People in my organisation take responsibility for their own actions



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



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



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



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



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



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



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



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



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



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.

31%

of employees replied favourably to:

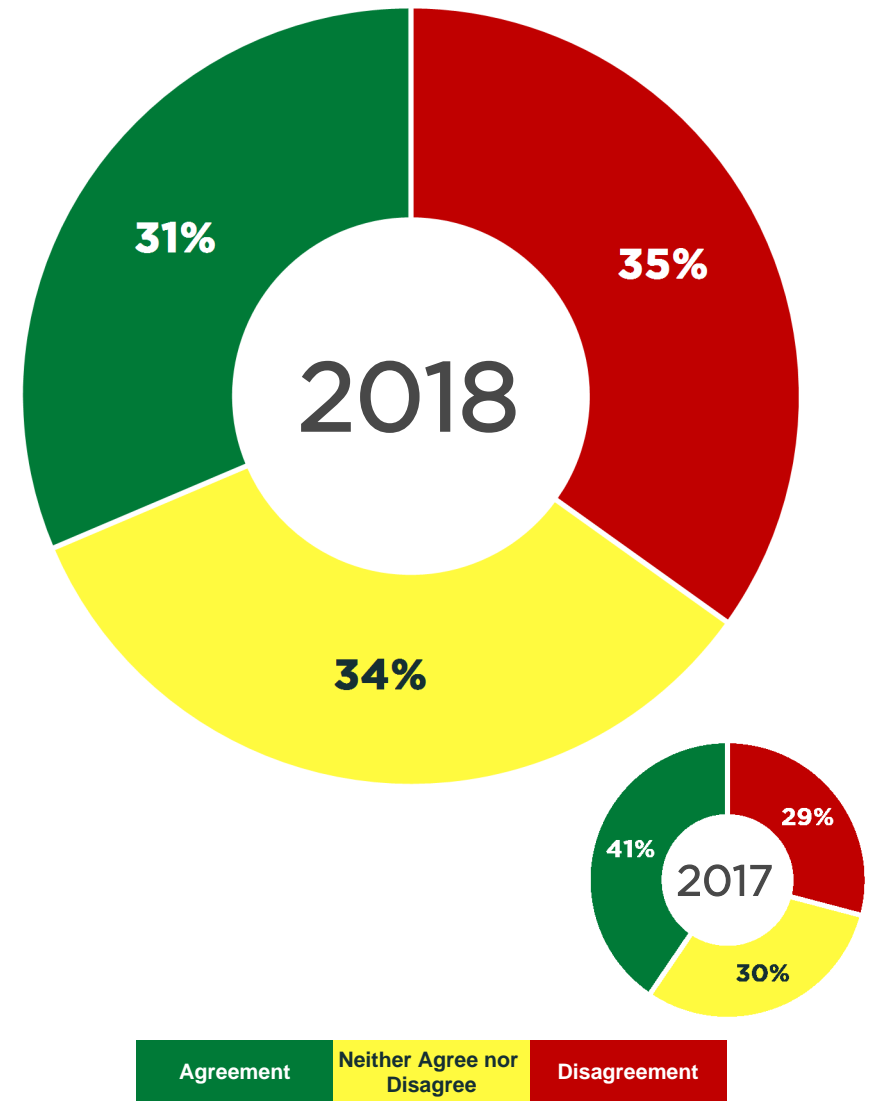
'I believe action will be taken on the results from this survey by my organisation.'

37%

SECTOR

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 PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	31%	25%	52%
2	Q6d. Senior managers encourage innovation by employees	42%	29%	50%
3	Q6g. I feel that senior managers keep employees informed about what's going on	48%	41%	47%
4	Q7c. I feel that change is managed well in my organisation	21%	19%	40%
5	Q1b. I am provided with the support I need to do my best at work	60%	59%	65%
6	Q5f. I have confidence in the decisions my manager makes	63%	69%	68%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for NSW Crime Commission

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

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

	NSW Crime Commission	Corporate Services	Criminal Investigations Division	Financial Investigations Division	Other
NUMBER OF RESPONDENTS	90	20	38	19	13
EMPLOYEE ENGAGEMENT	63%	59%	60%	77%	56%
ENGAGEMENT WITH WORK	74%	67%	75%	88%	59%
SENIOR MANAGERS	41%	30%	33%	68%	43%
COMMUNICATION	65%	58%	57%	89%	64%
HIGH PERFORMANCE	59%	52%	56%	76%	50%
PUBLIC SECTOR VALUES	58%	47%	54%	78%	54%
DIVERSITY & INCLUSION	67%	65%	63%	84%	57%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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



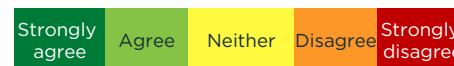
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

EMPLOYEE ENGAGEMENT	63% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	11	35	31	11	11	47%	39%	61%
Q7j. I am proud to tell others I work for my organisation	13	40	33	10	8	54%	50%	69%
Q7k. I feel a strong personal attachment to my organisation	29	40	17	8	8	70%	62%	63%
Q7l. My organisation motivates me to help it achieve its objectives	17	38	30	10	8	55%	38%	55%
Q7m. My organisation inspires me to do the best in my job	17	36	33	8	8	53%	37%	55%

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.

ENGAGEMENT WITH WORK	74% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	32	47	9	8	79%	75%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	34	42	10	10	77%	71%	72%
Q1e. I am satisfied with my job	22	43	13	13	66%	59%	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	41% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	11	22	30	23	15	33%	29%	49%
Q6b. I feel that senior managers effectively lead and manage change	12	22	27	24	15	35%	22%	46%
Q6c. I feel that senior managers model the values of my organisation	16	27	38	9	10	43%	33%	50%
Q6d. Senior managers encourage innovation by employees		36	31	18	9	42%	29%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	11	43	28	12		54%	43%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	10	42	33	8		52%	28%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	11	37	24	17	11	48%	41%	47%
Q6h. I feel that senior managers listen to employees	9	35	25	22	9	44%	30%	43%
Q7c. I feel that change is managed well in my organisation	18		35	28	16	21%	19%	40%

KEY





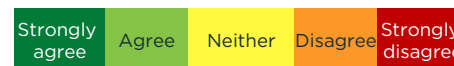
EXPLORE THE FULL RESULTS

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	65% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018			
Q5c. My manager communicates effectively with me	40	34	14	74%	75%	72%		
Q5d. My manager encourages and values employee input	42	37	11	79%	76%	72%		
Q5e. My manager involves my workgroup in decisions about our work	33	36	18	10	69%	73%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	11	37	24	17	11	48%	41%	47%
Q6h. I feel that senior managers listen to employees	9	35	25	22	9	44%	30%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	28	46	8	11	74%	76%	67%	

KEY





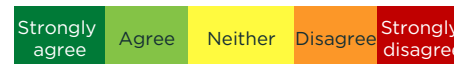
EXPLORE THE FULL RESULTS

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					59% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q1a. I understand what is expected of me to do well in my role	37	47	9			83%	81%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	48	37	8			84%	76%	79%	
Q3f. I have received appropriate training and development to do my job well	16	33	24	19	8	49%	46%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	29	46	11	10		74%	80%	74%	
Q5f. I have confidence in the decisions my manager makes	38	26	17	10	10	63%	69%	68%	
Q6d. Senior managers encourage innovation by employees		36	31	18	9	42%	29%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	11	43	28	12		54%	43%	52%	
Q7a. My organisation focuses on improving the work we do	10	49	22	17		60%	58%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	11	22	33	28		34%	42%	57%	

KEY

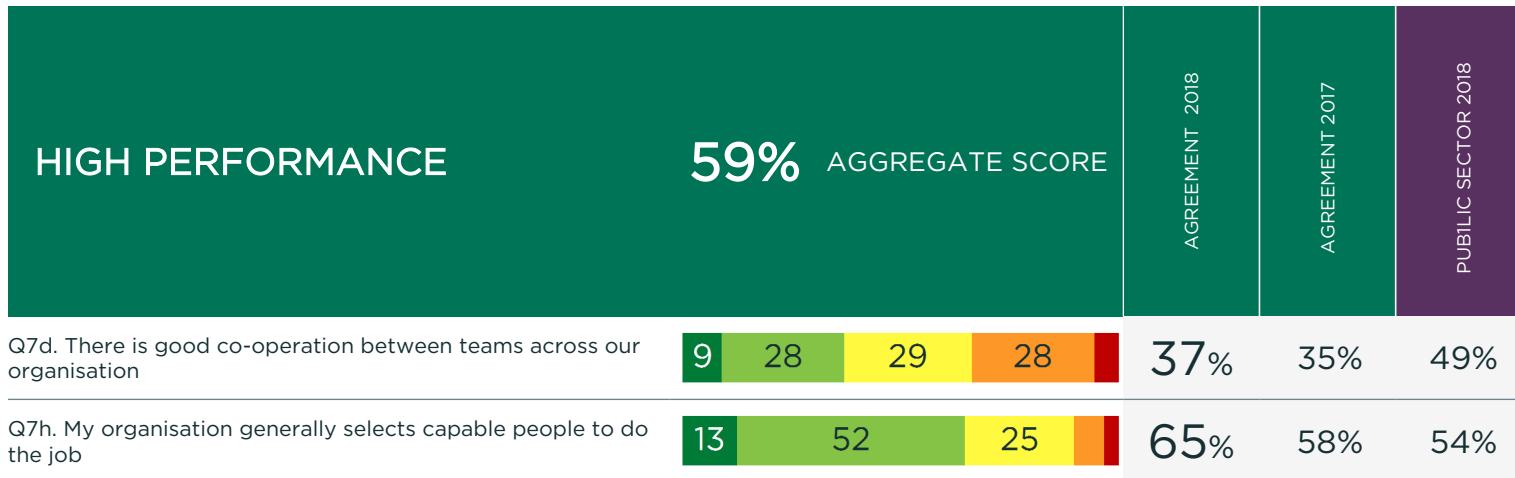




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

PUBLIC SECTOR VALUES	58% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	PUBLIC SECTOR 2018
Q2a. My workgroup strives to achieve customer/client satisfaction	49	36	12			84%	86%	86%
Q2e. People in my workgroup treat each other with respect	41	32	11	9		73%	81%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	29	46	11	10		74%	80%	74%
Q5b. My manager listens to what I have to say	44	38	9			82%	75%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	11	22	30	23	15	33%	29%	49%
Q6c. I feel that senior managers model the values of my organisation	16	27	38	9	10	43%	33%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	10	42	33	8		52%	28%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	11	37	24	17	11	48%	41%	47%
Q6h. I feel that senior managers listen to employees	9	35	25	22	9	44%	30%	43%

KEY

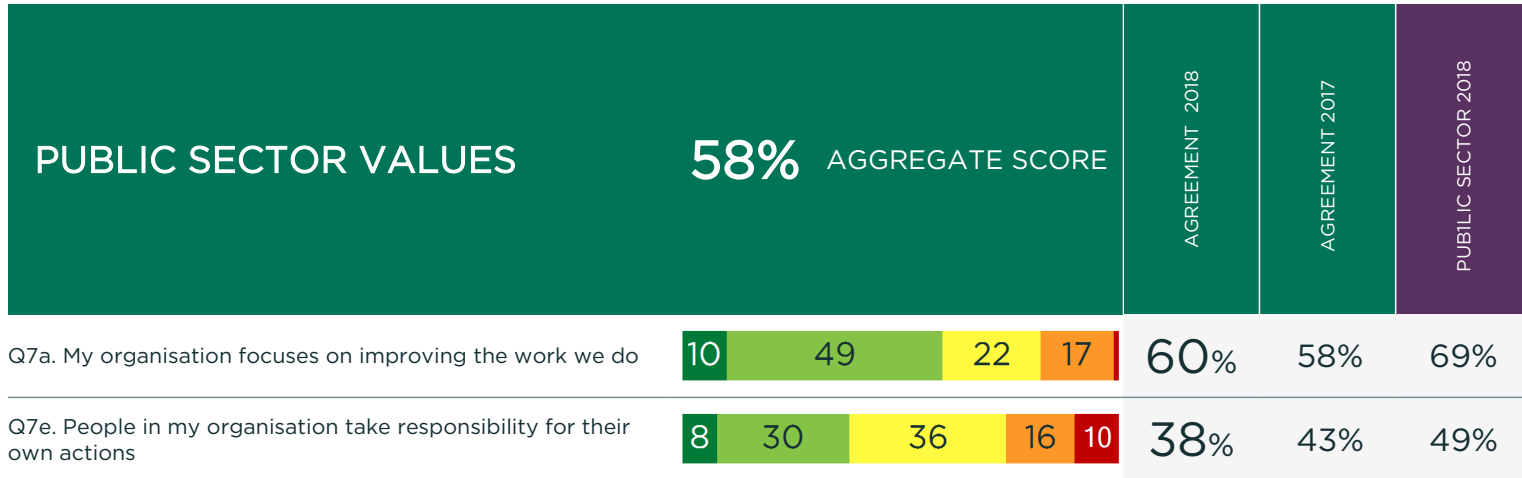




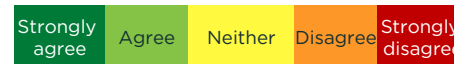
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

DIVERSITY & INCLUSION	67% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	22	37	11	19	10	60%	59%	65%
Q5b. My manager listens to what I have to say	44	38	9			82%	75%	76%
Q5d. My manager encourages and values employee input	42	37	11			79%	76%	72%
Q6i. Senior managers in my organisation support the career advancement of women	21	36	31			57%	41%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	21	55	13	8		76%	71%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	24	44	21			68%	67%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	28	46	8	11		74%	76%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	16	32	28	14	10	48%	38%	59%
Q8e. My manager supports flexible working in my team	19	42	28			60%	-	63%

KEY

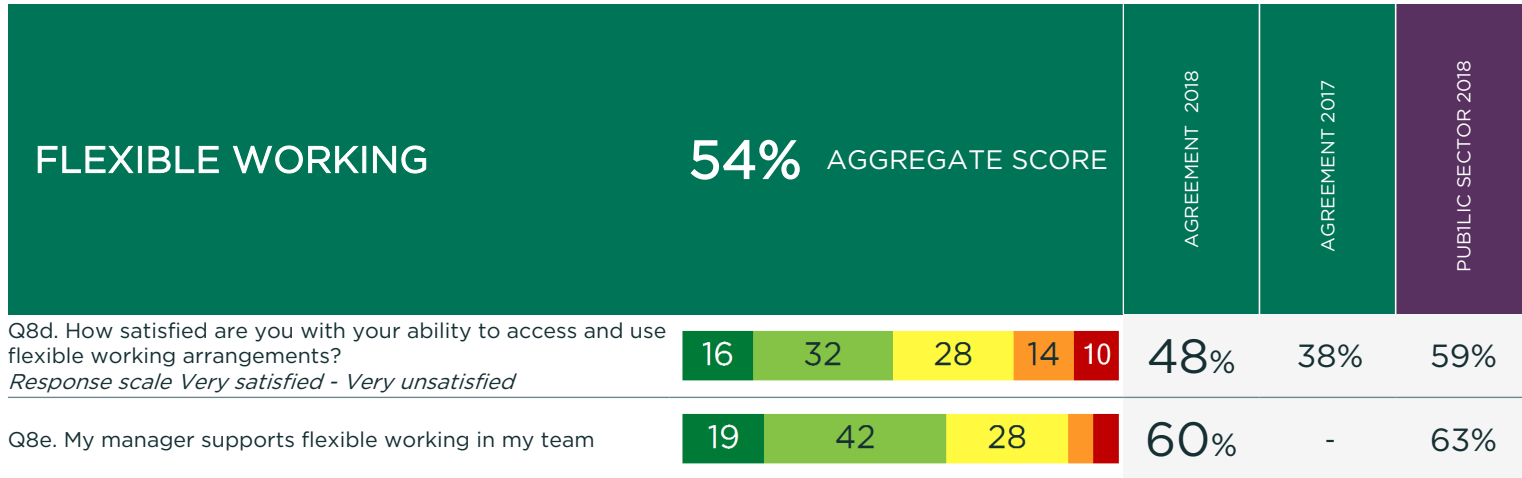




EXPLORE THE FULL RESULTS

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

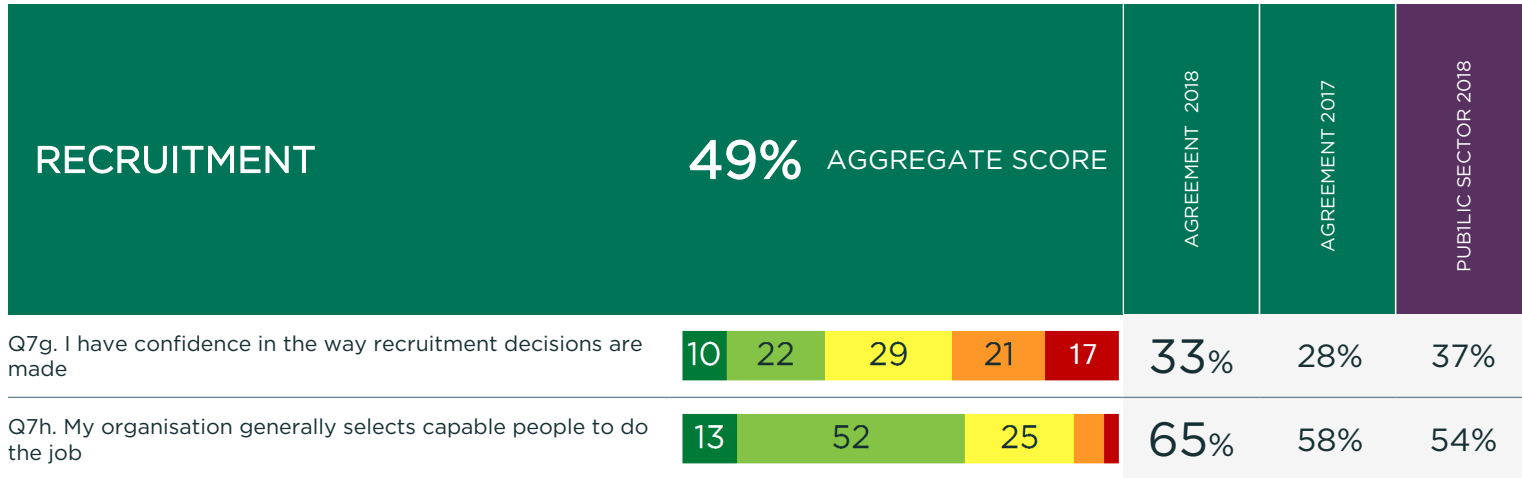




EXPLORE THE FULL RESULTS

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





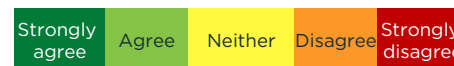
EXPLORE THE FULL RESULTS

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	51% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018			
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	21	42	18	13	63%	63%	65%	
Q3e. My performance is assessed against clear criteria	12	44	24	10	9	57%	45%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	13	17	18	23	29	30%	16%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	34	44	9	9		79%	73%	69%
Q5h. My manager appropriately deals with employees who perform poorly	17	31	23	12	17	48%	39%	46%
Q7f. My organisation is committed to developing its employees	24	24	26	18		31%	25%	52%

KEY

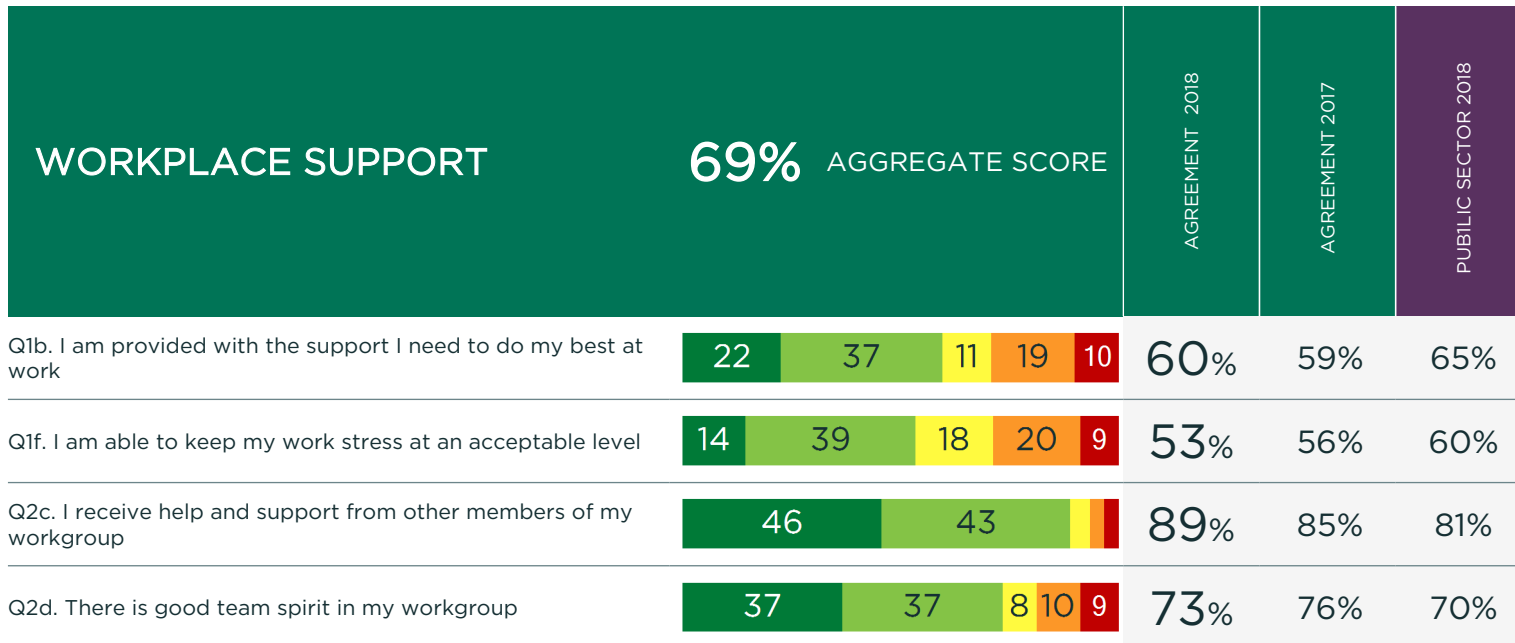




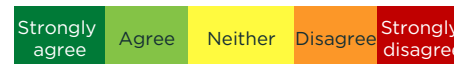
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

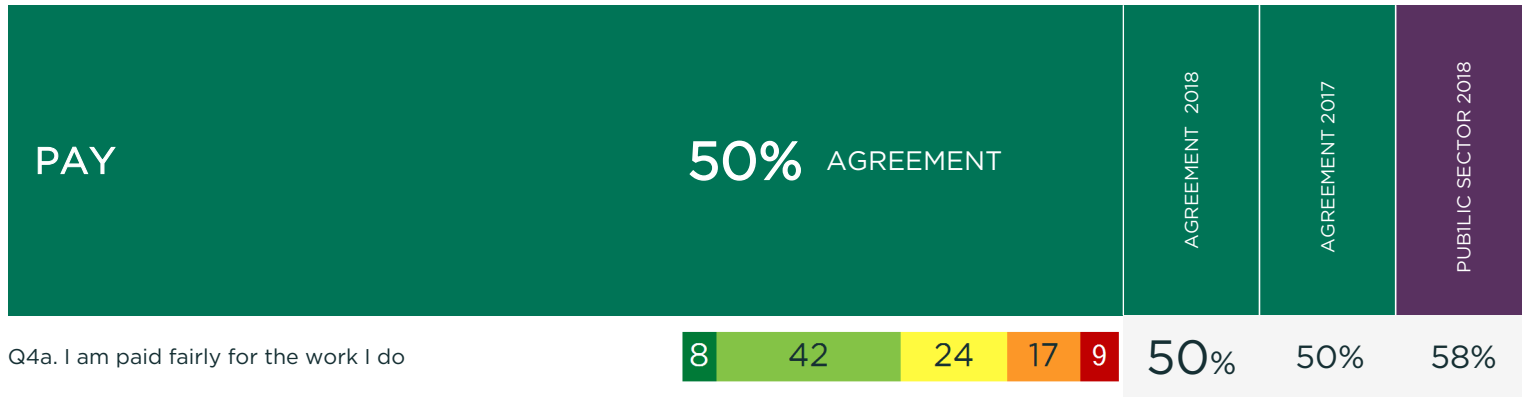




EXPLORE THE FULL RESULTS

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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

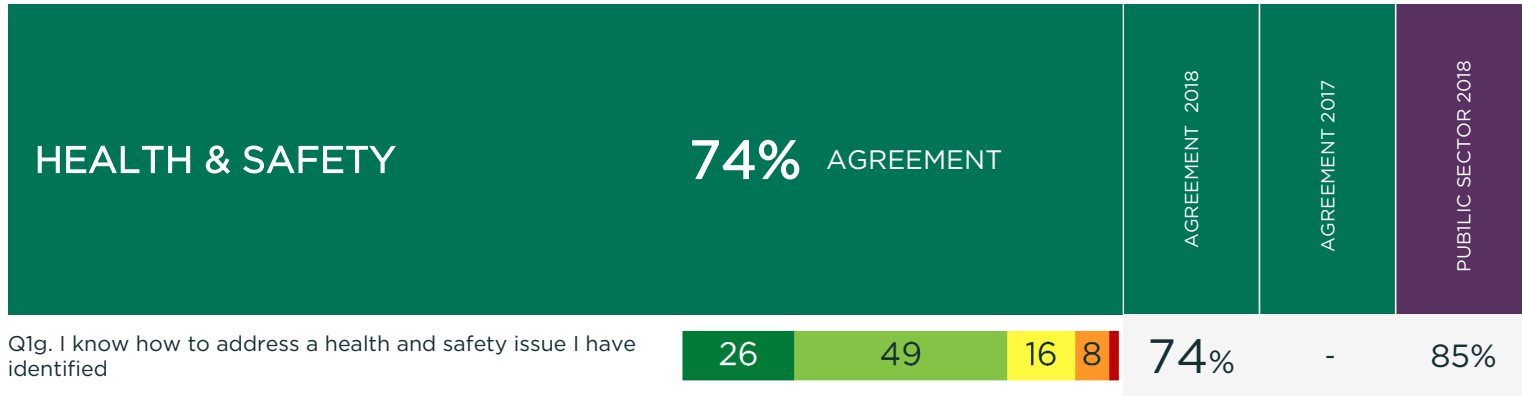




EXPLORE THE FULL RESULTS

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.

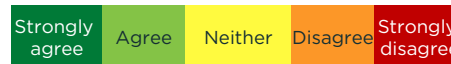
ACTION ON RESULTS

31% AGREEMENT

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



KEY

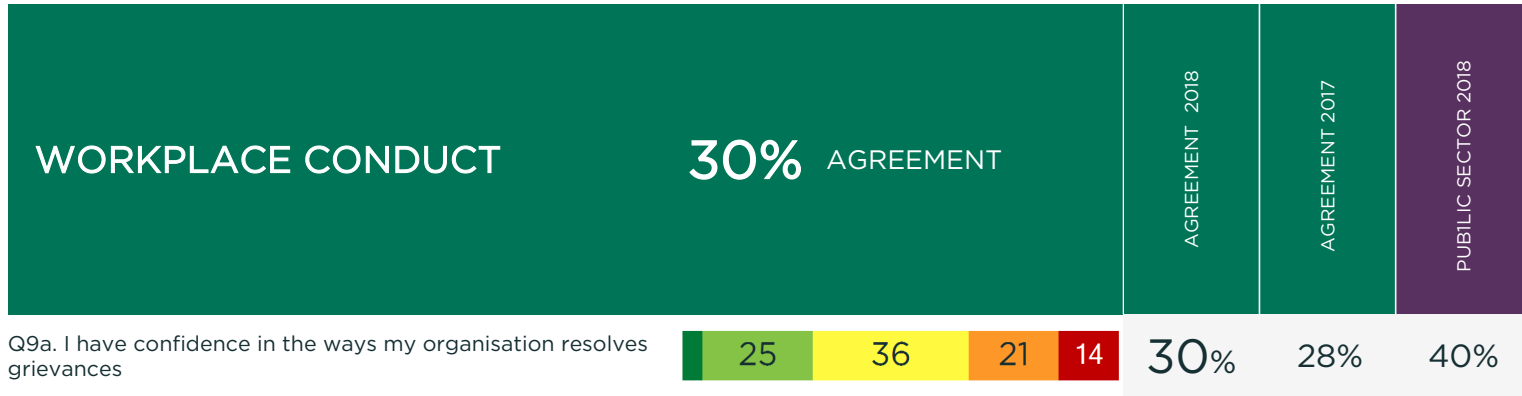




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT

2018

2017

PUBLIC SECTOR 2018

Q3a. I have a current performance and development plan that sets out my individual objectives

Yes



82%

71%

71%

No



18%

29%

29%

Q3b. I have informal feedback conversations with my manager

Yes



79%

75%

76%

No



21%

25%

24%

Q3c. I have scheduled feedback conversations with my manager

Yes

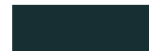


64%

56%

58%

No



36%

44%

42%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

		2018	2017	PUBLIC SECTOR 2018
Q3h. Are you currently looking, or thinking about looking, for a new role within the NSW Public Sector but outside of your current workplace in order to broaden your experience?				
Yes		52%	54%	41%
No		48%	46%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

		2018	2017	PUBLIC SECTOR 2018
Q3i. Are there barriers preventing you from moving to another role?				
Lack of promotion opportunities		59%	58%	29%
Lack of visible opportunities		48%	53%	30%
Lack of support for temporary assignments/secondments		36%	31%	15%
Insufficient training and development		27%	31%	16%
Personal/family considerations		24%	24%	30%
The application/recruitment process is too cumbersome or time consuming		22%	19%	23%
There are no major barriers to my career progression		19%	22%	32%
Lack of required capabilities or experience		16%	14%	11%
Lack of support from my manager/supervisor		12%	12%	14%
Other		11%	10%	9%
Geographic location considerations		8%	8%	26%

% are calculated with the number of unique respondents (N = 85 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

PUBLIC SECTOR 2018

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

Yes		18%	18%	24%
No		68%	71%	58%
Don't know		14%	10%	18%

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

Yes		63%	57%	66%
No		38%	36%	32%

Don't know

(r)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

PUBLIC SECTOR 2018

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

Yes		32%	30%	33%
No		53%	63%	57%
Don't know		15%	6%	10%

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

Yes		13%	13%	18%
No		79%	84%	76%
Don't know		8%	4%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.





UNACCEPTABLE CONDUCT

2018

2017

PUBLIC SECTOR 2018

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

		2018	2017	PUBLIC SECTOR 2018
Your Immediate Manager/Supervisor		64%	20%	23%
A fellow worker at your level		18%	20%	27%
A subordinate		9%	-	7%
Other		9%	10%	4%
A senior manager	(r)			
A client or customer	(r)			
A member of the public other than a client or customer	(r)			
Prefer not to say	(r)			



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

PUBLIC SECTOR 2018

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

Response	2018	2017	Public Sector 2018
Yes	1%	-	3%
No	97%	-	94%
Don't know	2%	-	2%

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

A person at work	(r)
A member of the public	(r)
Other	(r)
Prefer not to say	(r)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		44%
Female		54%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		1%
20 - 24	█	4%
25 -29	█	11%
30 - 34	█	17%
35 - 39	█	13%
40 - 44	█	12%
45 - 49	█	13%
50 - 54	█	12%
55 - 59	█	6%
60 - 64	█	9%
65+		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

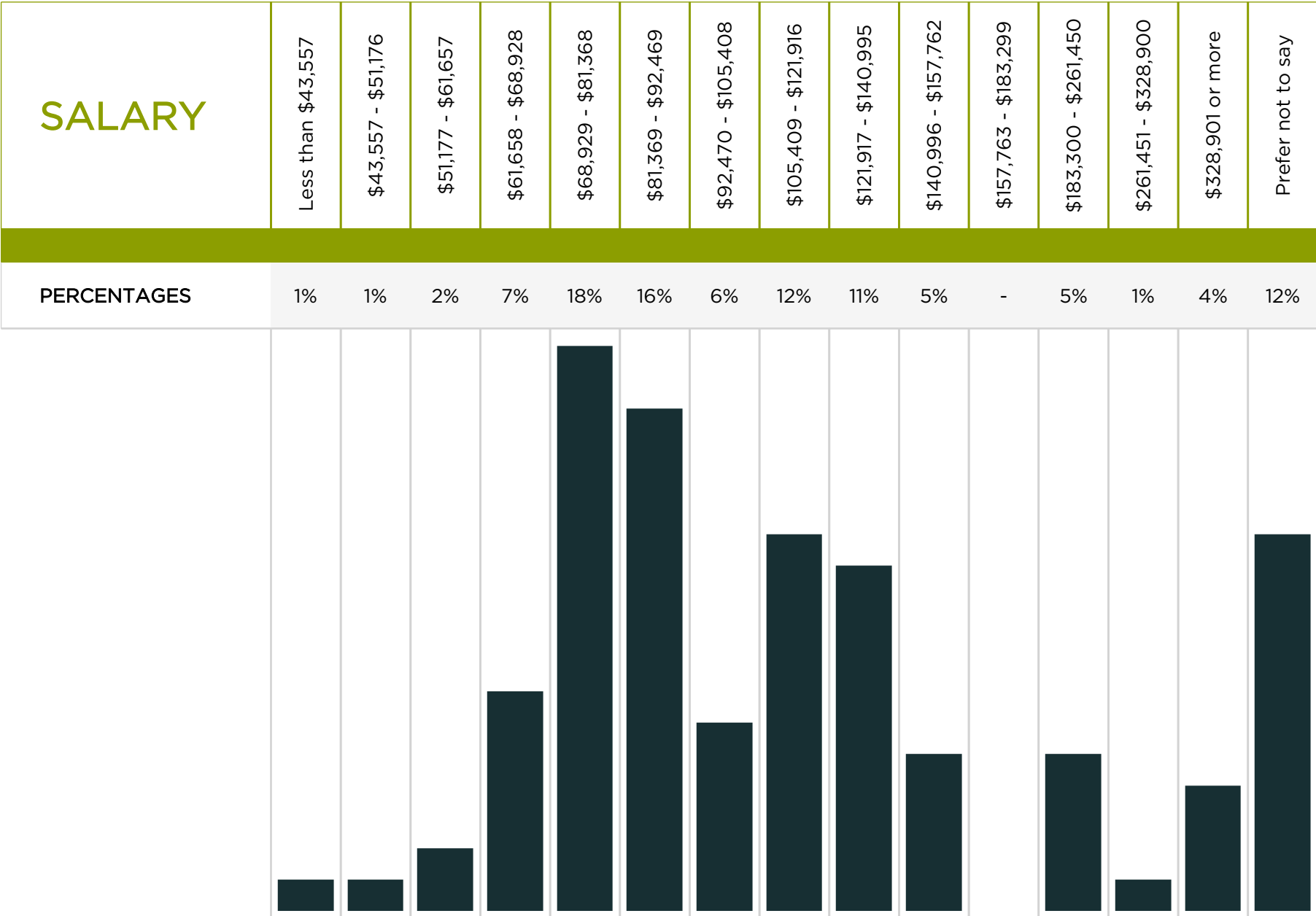
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	5%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	9%
Administrative support (e.g. executive/personal assistant, receptionist)	11%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	19%
Policy	-
Research	8%
Program and project management support	1%
Legal (including developing and/or reviewing legislation)	18%
Other	29%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		10%
1 - 2 years		7%
2 - 5 years		20%
5 - 10 years		22%
10 - 20 years		33%
More than 20 years		8%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
Flexible start and finish times		42%
None of the above		37%
Working from home		23%
Working additional hours to make up for time off		14%
Part-time work		12%
Study leave		12%
Working more hours over fewer days		2%
Purchasing annual leave		2%

% are calculated with the number of unique respondents (N = 84 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Leave without pay	1%

% are calculated with the number of unique respondents (N = 84 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 Crime Commission	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	90	4	8	9	16	0	7	1	15	25
EMPLOYEE ENGAGEMENT	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	41%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	67%	(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.

	NSW Crime Commission	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	90	1	1	2	6	15	14	5	10	9	4	0	4	1
EMPLOYEE ENGAGEMENT	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	41%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	67%	(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.

	NSW Crime Commission	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	90	3	10
EMPLOYEE ENGAGEMENT	63%	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)
SENIOR MANAGERS	41%	(r)	(r)
COMMUNICATION	65%	(r)	(r)
HIGH PERFORMANCE	59%	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)
DIVERSITY & INCLUSION	67%	(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 Crime Commission	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	90	8	6	17	18	27	7
EMPLOYEE ENGAGEMENT	63%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	41%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	65%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	59%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	67%	(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.

	NSW Crime Commission	Flexible start and finish times	Working more hours over fewer days	Working additional hours to make up for time off	Flexible scheduling for rostered workers	Part-time work	Job sharing	Working from different locations	Working from home	Purchasing annual leave	Leave without pay	Study leave	Other	None of the above
NUMBER OF RESPONDENTS	90	35	2	12	0	10	0	0	19	2	1	10	0	31
EMPLOYEE ENGAGEMENT	63%	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	60%
ENGAGEMENT WITH WORK	74%	83%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68%
SENIOR MANAGERS	41%	46%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	46%
COMMUNICATION	65%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	60%
HIGH PERFORMANCE	59%	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	57%
PUBLIC SECTOR VALUES	58%	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	58%
DIVERSITY & INCLUSION	67%	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	61%

*multiple types may be chosen.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	NSW Crime Commission	Sydney East	Sydney - City and Inner South	Sydney West	Sydney - Blacktown	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Illawarra	Mid North Coast
NUMBER OF RESPONDENTS	90	84	84	1	1	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	63%	63%	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	75%	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	41%	41%	41%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	65%	65%	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	59%	59%	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	58%	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	67%	68%	68%	(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
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AT LEAST 5 PERCENTAGE POINTS
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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 Crime Commission	Murray	New England and North West	Newcastle and Lake Macquarie	OUTSIDE NSW	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury	Sydney - Eastern Suburbs	Sydney - Inner South West	Sydney - Inner West	Sydney - North Sydney and Hornsby	Sydney - Northern Beaches
NUMBER OF RESPONDENTS	90	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	41%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	67%	(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

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RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	NSW Crime Commission	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - Parramatta	Sydney - Ryde	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	90	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	63%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	41%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	65%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	59%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	67%	(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

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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 Crime Commission	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	90	1	3	9	14	11	10	11	10	5	7	1
EMPLOYEE ENGAGEMENT	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	41%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	67%	(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
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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 Crime Commission	Male	Female	Other
NUMBER OF RESPONDENTS	90	37	45	2
EMPLOYEE ENGAGEMENT	63%	65%	62%	(r)
ENGAGEMENT WITH WORK	74%	77%	73%	(r)
SENIOR MANAGERS	41%	49%	38%	(r)
COMMUNICATION	65%	69%	65%	(r)
HIGH PERFORMANCE	59%	63%	59%	(r)
PUBLIC SECTOR VALUES	58%	64%	57%	(r)
DIVERSITY & INCLUSION	67%	71%	67%	(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

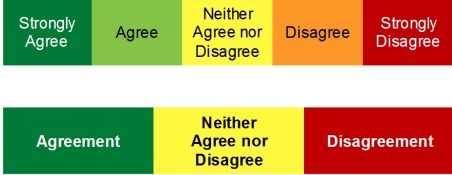
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.