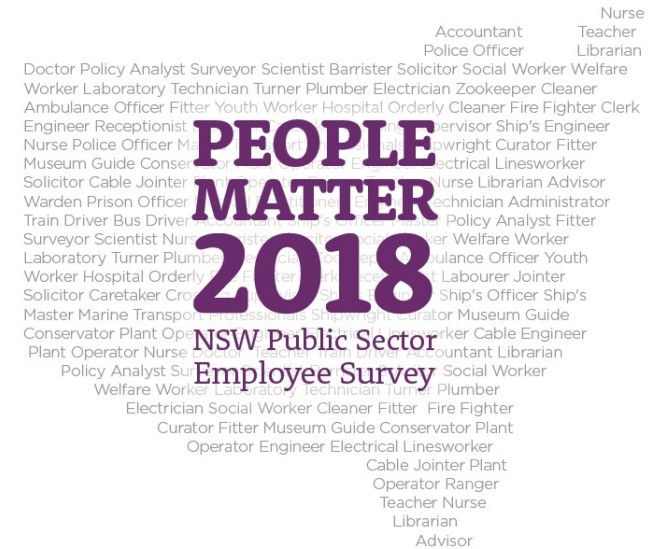

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

NSW Electoral Commission

RESPONSE RATE

81%

117 OF 145 RESPONDENTS

EMPLOYEE ENGAGEMENT

73%

DIFFERENCE FROM 2017 0

DIFFERENCE FROM PUBLIC SECTOR +7

ENGAGEMENT WITH WORK

74%

DIFFERENCE FROM 2017 -3

DIFFERENCE FROM PUBLIC SECTOR +2

SENIOR MANAGERS

63%

DIFFERENCE FROM 2017 +3

DIFFERENCE FROM PUBLIC SECTOR +14

COMMUNICATION

77%

DIFFERENCE FROM 2017 +1

DIFFERENCE FROM PUBLIC SECTOR +15

HIGH PERFORMANCE

74%

DIFFERENCE FROM 2017 +1

DIFFERENCE FROM PUBLIC SECTOR +10

PUBLIC SECTOR VALUES

77%

DIFFERENCE FROM 2017 +2

DIFFERENCE FROM PUBLIC SECTOR +15

DIVERSITY & INCLUSION

80%

DIFFERENCE FROM PUBLIC SECTOR +12

FLEXIBLE WORKING SATISFACTION

72%

DIFFERENCE FROM 2017 -9

DIFFERENCE FROM PUBLIC SECTOR +13

ACTION ON RESULTS

54%

DIFFERENCE FROM 2017 +1

DIFFERENCE FROM PUBLIC SECTOR +17



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	93%	95%
2c. I receive help and support from other members of my workgroup	91%	90%
2e. People in my workgroup treat each other with respect	91%	91%
2b. My workgroup works collaboratively to achieve its objectives	90%	91%
1a. I understand what is expected of me to do well in my role	89%	93%
2d. There is good team spirit in my workgroup	88%	86%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	87%	87%
5a. My manager encourages people in my workgroup to keep improving the work they do	86%	75%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	86%	80%
1g. I know how to address a health and safety issue I have identified	85%	-

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
7c. I feel that change is managed well in my organisation	40%	48%
3g. I am satisfied with the opportunities available for career development in my organisation	45%	39%
9a. I have confidence in the ways my organisation resolves grievances	52%	41%
7d. There is good co-operation between teams across our organisation	54%	66%
14. I believe action will be taken on the results from this survey by my organisation	54%	53%
7f. My organisation is committed to developing its employees	59%	38%
6b. I feel that senior managers effectively lead and manage change	59%	51%
3f. I have received appropriate training and development to do my job well	60%	49%
7e. People in my organisation take responsibility for their own actions	60%	62%
5h. My manager appropriately deals with employees who perform poorly	62%	47%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are your highest and lowest scoring agreement questions from the survey, based on respondents who have selected 'Strongly Agree' and 'Agree'.

MOST AND LEAST IMPROVED QUESTIONS

+ MOST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

7f.	My organisation is committed to developing its employees	59%	38%
3e.	My performance is assessed against clear criteria	68%	47%
7g.	I have confidence in the way recruitment decisions are made	64%	45%
5h.	My manager appropriately deals with employees who perform poorly	62%	47%
6a.	I believe senior managers provide clear direction for the future of the organisation	73%	60%
5a.	My manager encourages people in my workgroup to keep improving the work they do	86%	75%
3f.	I have received appropriate training and development to do my job well	60%	49%
7h.	My organisation generally selects capable people to do the job	72%	61%
9a.	I have confidence in the ways my organisation resolves grievances	52%	41%
4a.	I am paid fairly for the work I do	79%	68%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

7d.	There is good co-operation between teams across our organisation	54%	66%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	72%	81%
7c.	I feel that change is managed well in my organisation	40%	48%
1c.	My job gives me a feeling of personal accomplishment	74%	80%
1e.	I am satisfied with my job	69%	74%
5c.	My manager communicates effectively with me	81%	86%
1a.	I understand what is expected of me to do well in my role	89%	93%
5b.	My manager listens to what I have to say	84%	88%
5g.	My manager provides acknowledgement or other recognition for the work I do	80%	84%
1b.	I am provided with the support I need to do my best at work	79%	83%



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



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.

54%

of employees replied favourably to:

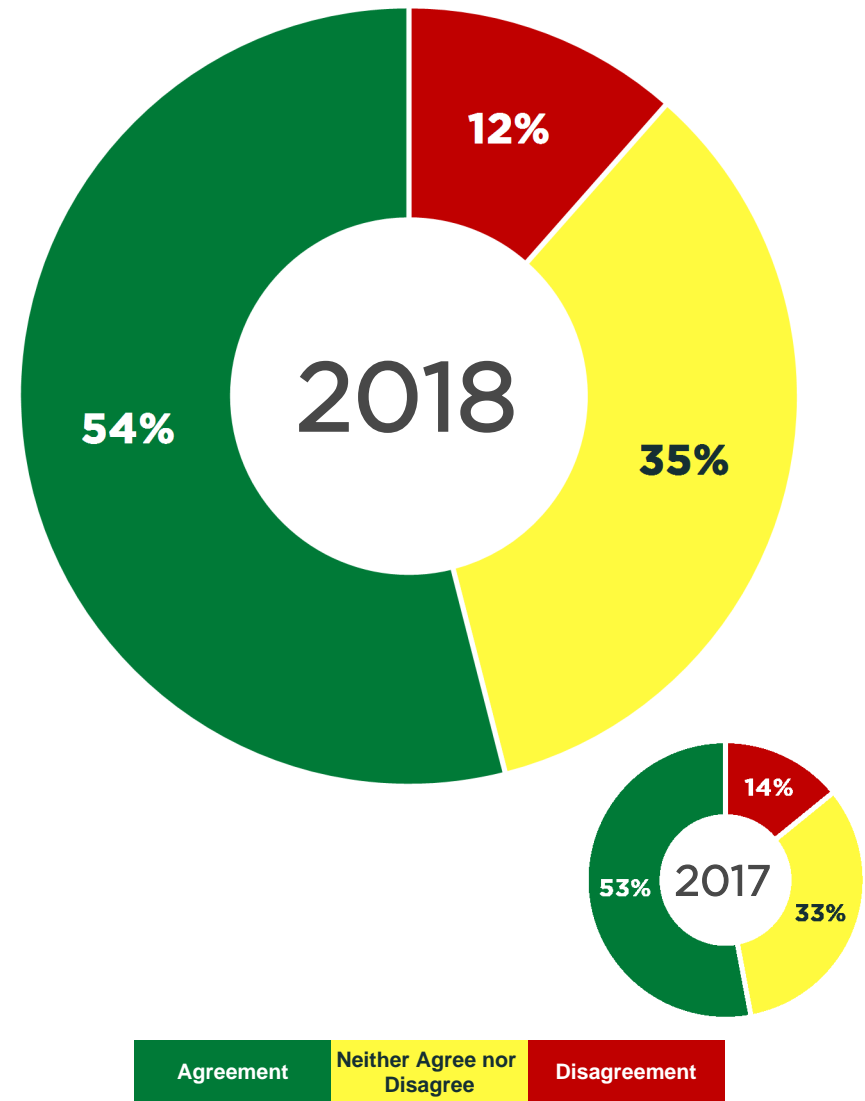
'I believe action will be taken on the results from this survey by my organisation.'

37%

SECTOR

53%

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	Q7h. My organisation generally selects capable people to do the job	72%	61%	54%
2	Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	63%	62%	52%
3	Q5d. My manager encourages and values employee input	84%	87%	72%
4	Q6c. I feel that senior managers model the values of my organisation	69%	63%	50%
5	Q7e. People in my organisation take responsibility for their own actions	60%	62%	49%
6	Q8c. I am able to speak up and share a different view to my colleagues and manager	83%	79%	67%



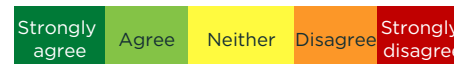
EXPLORE THE FULL RESULTS

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	73% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	28	46	17		75%	72%	61%
Q7j. I am proud to tell others I work for my organisation	33	46	16		80%	78%	69%
Q7k. I feel a strong personal attachment to my organisation	29	36	26	7	64%	64%	63%
Q7l. My organisation motivates me to help it achieve its objectives	25	42	25		68%	67%	55%
Q7m. My organisation inspires me to do the best in my job	28	39	22	8	67%	66%	55%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

ENGAGEMENT WITH WORK	74% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	35	39	14	11	74%	80%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	38	42	13		80%	77%	72%
Q1e. I am satisfied with my job	34	35	19	9	69%	74%	69%

KEY





EXPLORE THE FULL RESULTS

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

SENIOR MANAGERS	63% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC SECTOR 2018	
Q6a. I believe senior managers provide clear direction for the future of the organisation	23	50	15	10	73%	60%	49%	
Q6b. I feel that senior managers effectively lead and manage change	19	41	21	15	59%	51%	46%	
Q6c. I feel that senior managers model the values of my organisation	22	47	17	10	69%	63%	50%	
Q6d. Senior managers encourage innovation by employees	18	44	28	10	62%	64%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	19	44	24	7	63%	62%	52%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	25	51	16	8	77%	79%	62%	
Q6g. I feel that senior managers keep employees informed about what's going on	17	46	22	10	63%	60%	47%	
Q6h. I feel that senior managers listen to employees	16	47	26	10	63%	62%	43%	
Q7c. I feel that change is managed well in my organisation	11	29	30	22	9	40%	48%	40%

KEY





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COMMUNICATION	77% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018		
Q5c. My manager communicates effectively with me	38	43	12	81%	86%	72%	
Q5d. My manager encourages and values employee input	41	43	9	84%	87%	72%	
Q5e. My manager involves my workgroup in decisions about our work	36	49		84%	80%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	17	46	22	10	63%	60%	47%
Q6h. I feel that senior managers listen to employees	16	47	26	10	63%	62%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	35	48	8		83%	79%	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.

	74% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018		
Q1a. I understand what is expected of me to do well in my role	41	48	89%	93%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	49	41	90%	91%	79%		
Q3f. I have received appropriate training and development to do my job well	20	40	26	12	60%	49%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	34	53	12	86%	75%	74%	
Q5f. I have confidence in the decisions my manager makes	37	45	10	82%	84%	68%	
Q6d. Senior managers encourage innovation by employees	18	44	28	62%	64%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	19	44	24	7	63%	62%	52%
Q7a. My organisation focuses on improving the work we do	25	59	12	84%	84%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	24	50	18	75%	71%	57%	

KEY

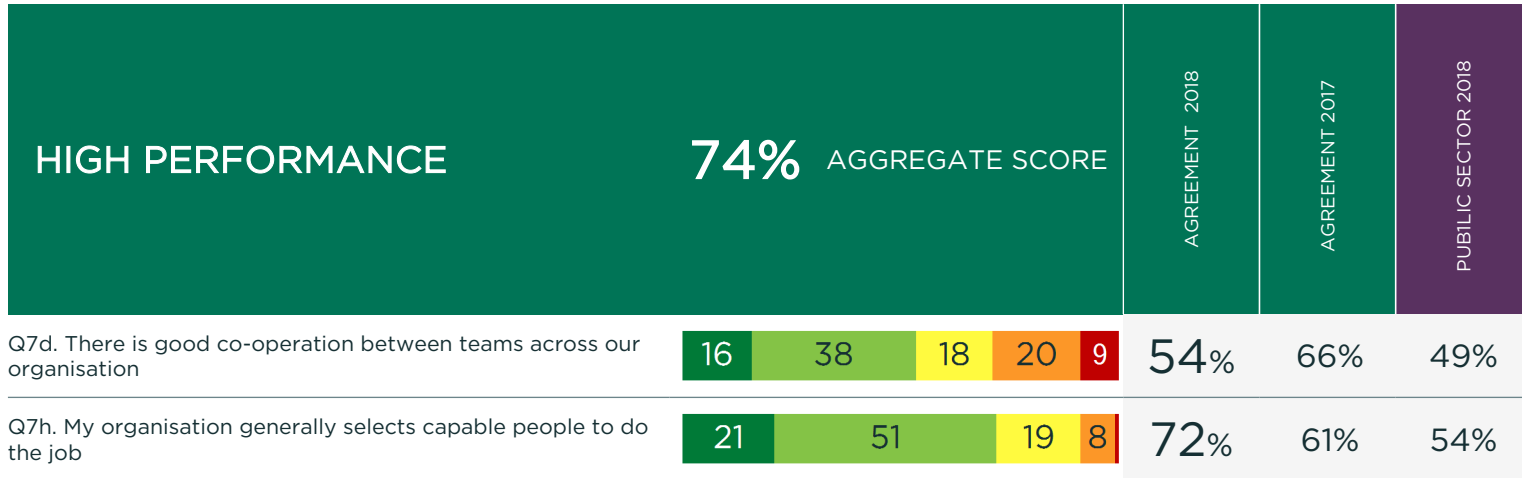




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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY





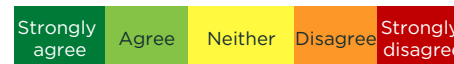
EXPLORE THE FULL RESULTS

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

PUBLIC SECTOR VALUES	77% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	PUBLIC SECTOR 2018		
	Q2a. My workgroup strives to achieve customer/client satisfaction	45	48	93%	95%	86%	
Q2e. People in my workgroup treat each other with respect	56	34	91%	91%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	34	53	12	86%	75%	74%	
Q5b. My manager listens to what I have to say	45	39	11	84%	88%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	23	50	15	10	73%	60%	49%
Q6c. I feel that senior managers model the values of my organisation	22	47	17	10	69%	63%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	25	51	16		77%	79%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	17	46	22	10	63%	60%	47%
Q6h. I feel that senior managers listen to employees	16	47	26	10	63%	62%	43%

KEY

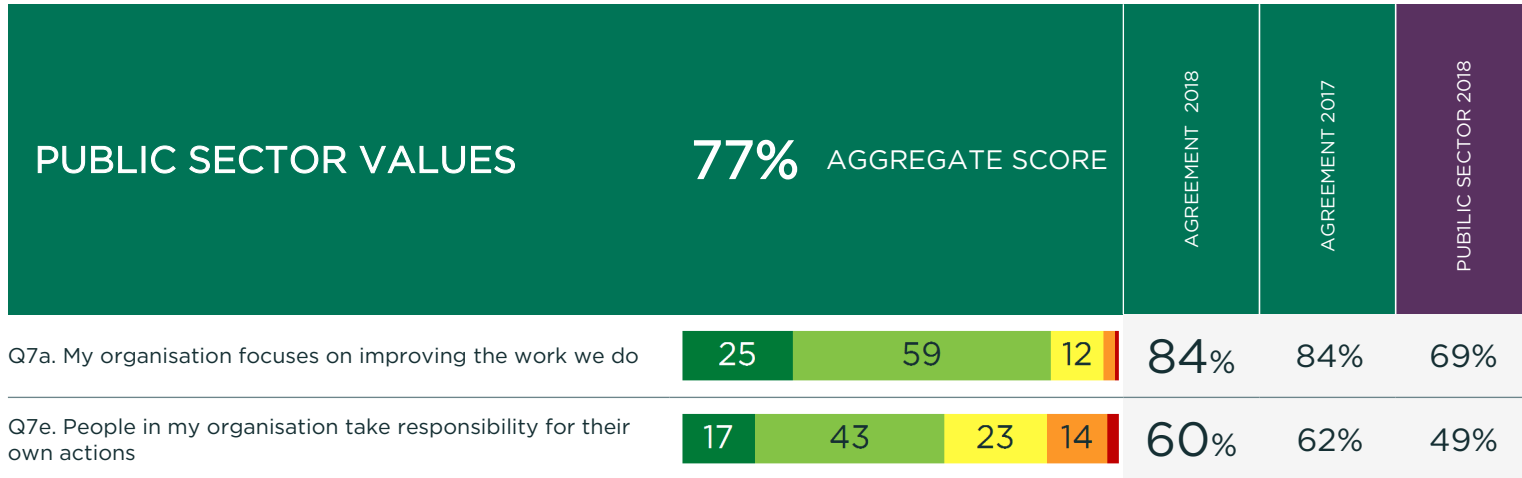




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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY





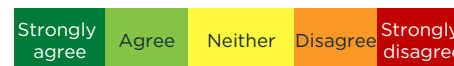
EXPLORE THE FULL RESULTS

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

DIVERSITY & INCLUSION	80% 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	32	47	12	79%	83%	65%
Q5b. My manager listens to what I have to say	45	39	11	84%	88%	76%
Q5d. My manager encourages and values employee input	41	43	9	84%	87%	72%
Q6i. Senior managers in my organisation support the career advancement of women	22	41	31	63%	58%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	32	54	10	86%	80%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	36	51	11	87%	87%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	35	48	8	83%	79%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	32	39	18	72%	81%	59%
Q8e. My manager supports flexible working in my team	38	42	13	80%	-	63%

KEY

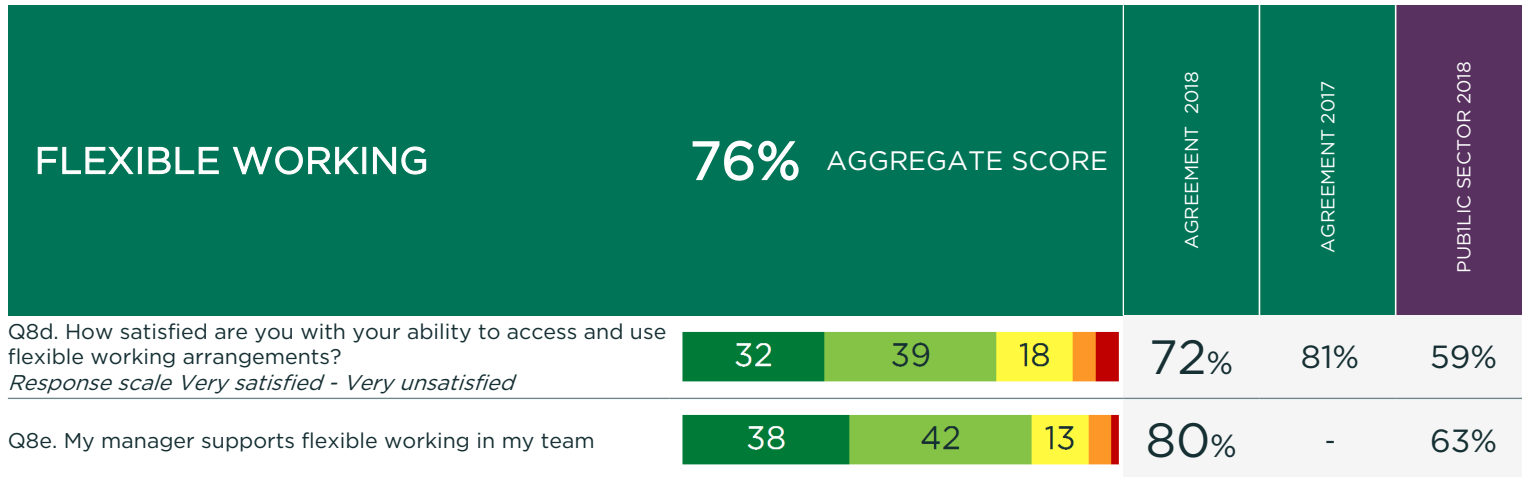




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Questions are grouped by topics in this report.

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



KEY

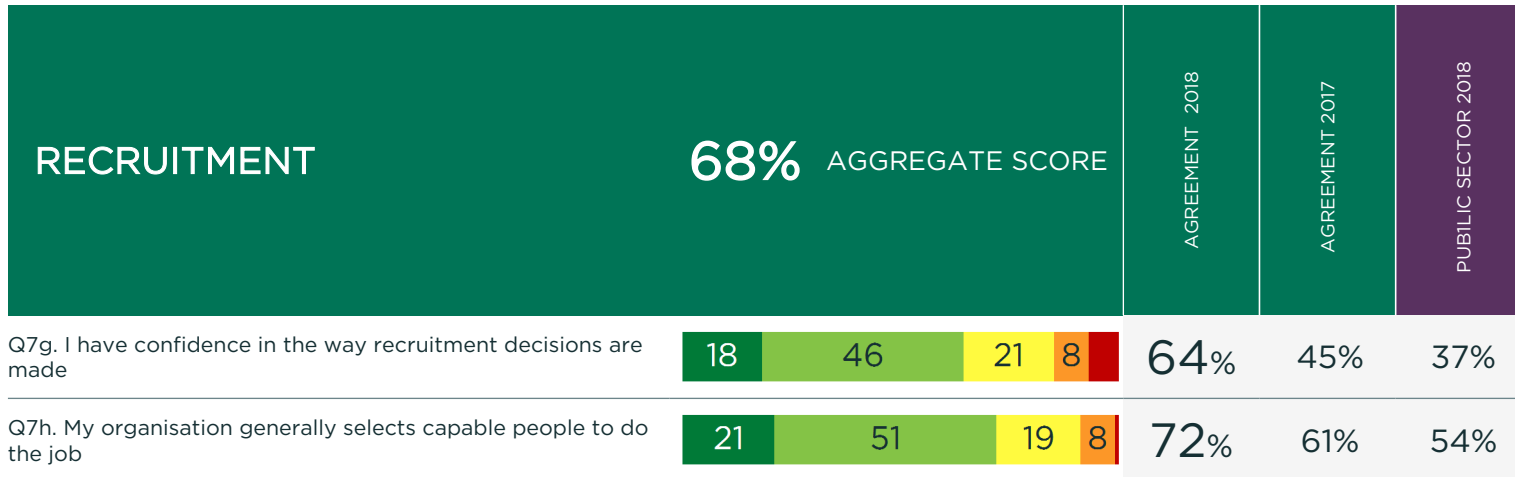




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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY





EXPLORE THE FULL RESULTS

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

PERFORMANCE FRAMEWORK & DEVELOPMENT	65% 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	52	17	74%	65%	65%	
Q3e. My performance is assessed against clear criteria	21	46	24	68%	47%	56%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	15	31	32	16	45%	39%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	36	44	14	80%	84%	69%	
Q5h. My manager appropriately deals with employees who perform poorly	21	41	27	62%	47%	46%	
Q7f. My organisation is committed to developing its employees	16	43	27	11	59%	38%	52%

KEY





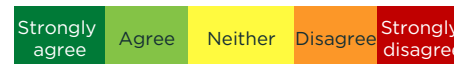
EXPLORE THE FULL RESULTS

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	85% 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	32	47	12	79%	83%	65%
Q1f. I am able to keep my work stress at an acceptable level	28	53	11	81%	75%	60%
Q2c. I receive help and support from other members of my workgroup	49	42		91%	90%	81%
Q2d. There is good team spirit in my workgroup	54	34	10	88%	86%	70%

KEY

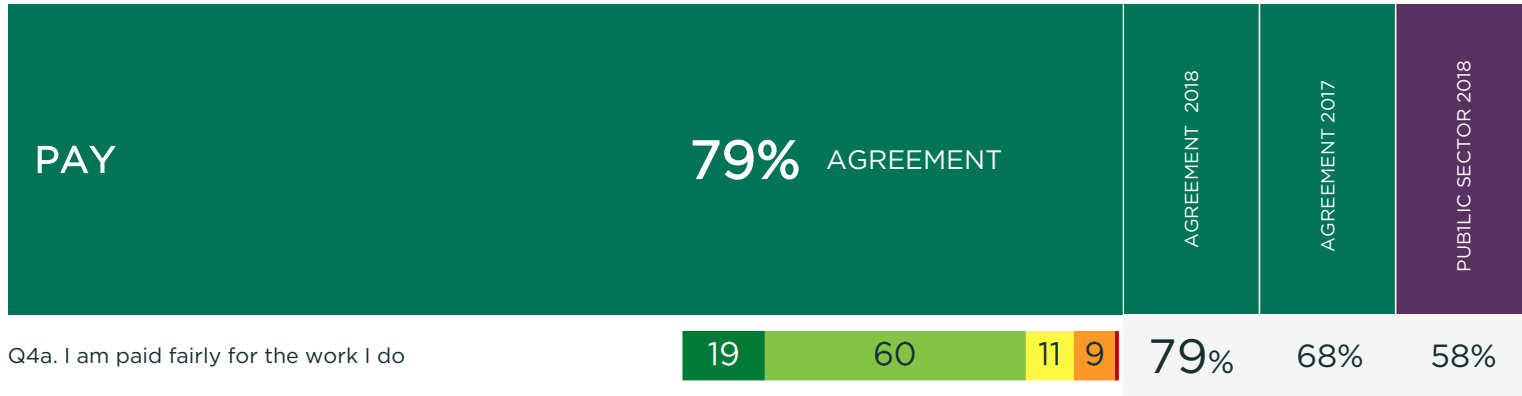




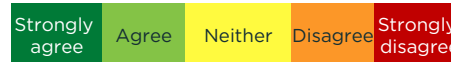
EXPLORE THE FULL RESULTS

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

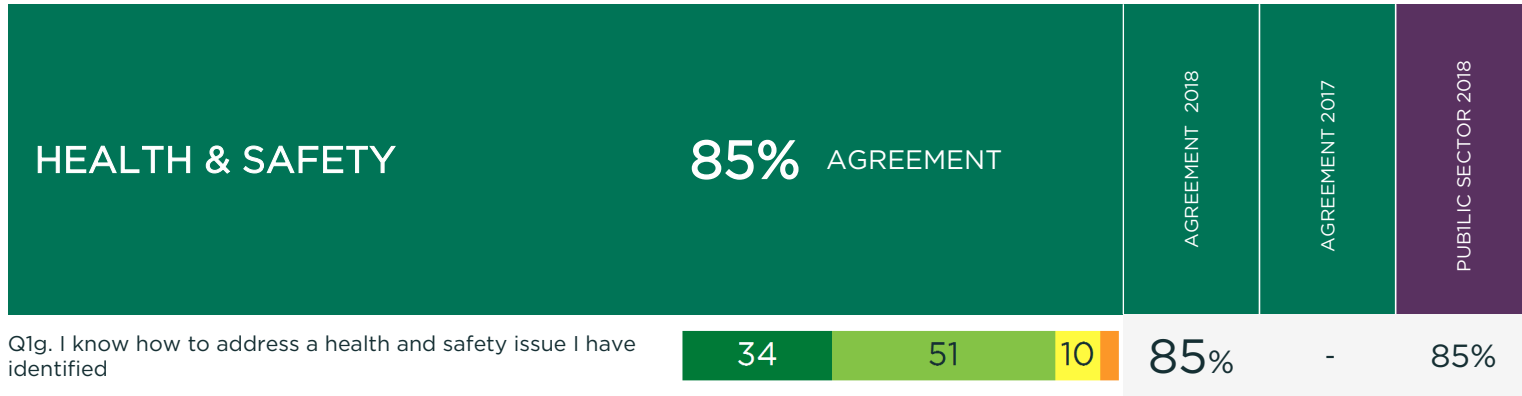




EXPLORE THE FULL RESULTS

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

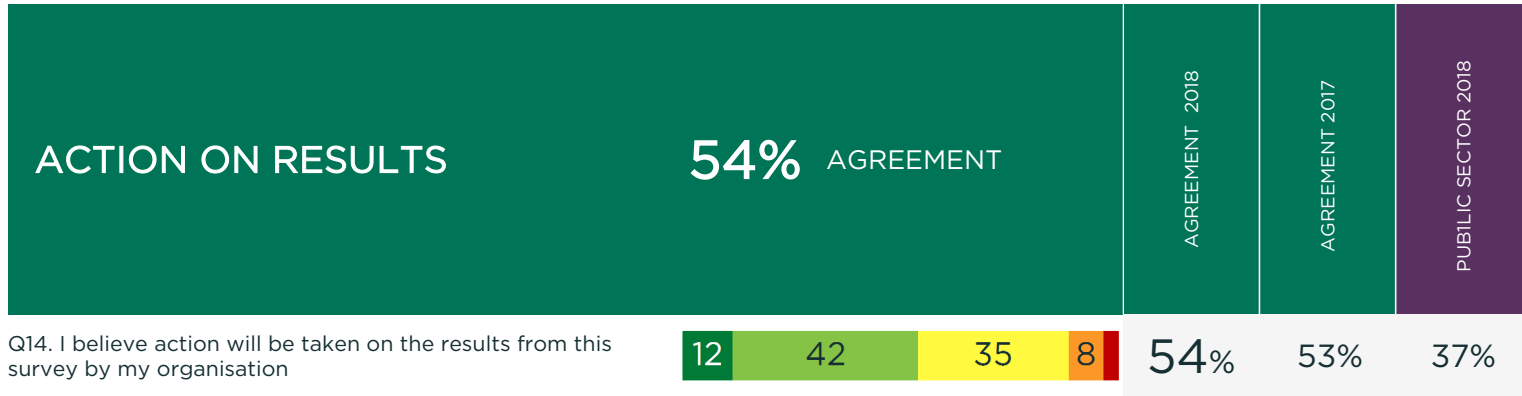




EXPLORE THE FULL RESULTS

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.



KEY

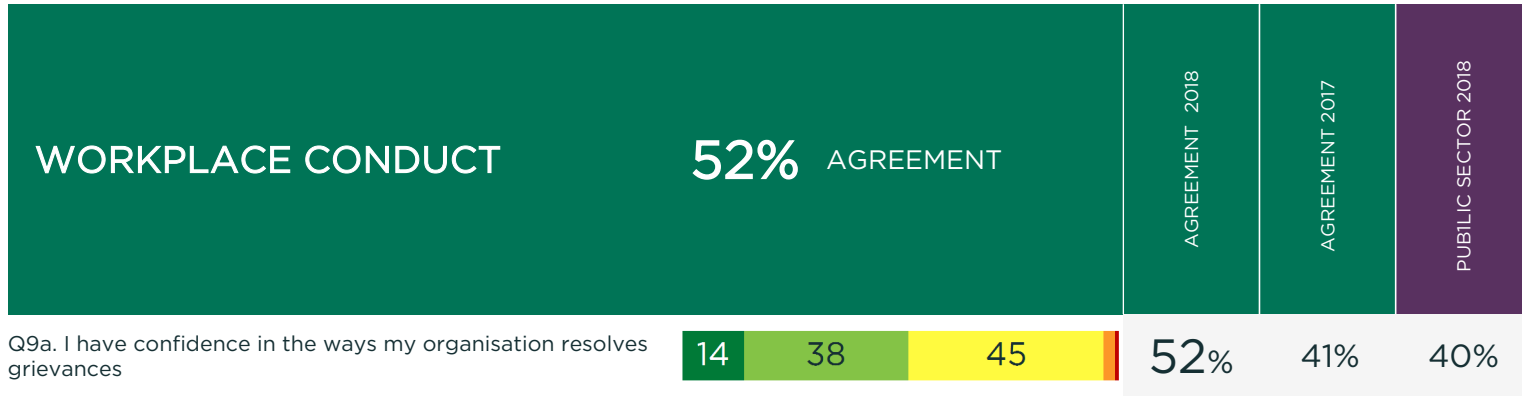




EXPLORE THE FULL RESULTS

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		85%	35%	71%
No		15%	65%	29%
Q3b. I have informal feedback conversations with my manager				
Yes		89%	82%	76%
No		11%	18%	24%
Q3c. I have scheduled feedback conversations with my manager				
Yes		74%	48%	58%
No		26%	52%	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		32%	46%	41%
No		68%	54%	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?				
There are no major barriers to my career progression		42%	32%	32%
Lack of visible opportunities		31%	33%	30%
Lack of promotion opportunities		30%	41%	29%
Personal/family considerations		15%	18%	30%
Lack of support for temporary assignments/secondments		14%	9%	15%
Insufficient training and development		13%	13%	16%
The application/recruitment process is too cumbersome or time consuming		13%	19%	23%
Other		10%	9%	9%
Geographic location considerations		9%	11%	26%
Lack of required capabilities or experience		9%	9%	11%
Lack of support from my manager/supervisor		8%	11%	14%

% are calculated with the number of unique respondents (N = 113 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		14%	8%	24%
No		66%	77%	58%
Don't know		20%	14%	18%

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

Yes		69%	29%	66%
No		31%	57%	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		18%	16%	33%
No		72%	81%	57%
Don't know		10%	3%	10%

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

Yes		11%	8%	18%
No		83%	88%	76%
Don't know		6%	5%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

PUBLIC SECTOR 2018

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

		2018	2017	PUBLIC SECTOR 2018
A senior manager		50%	29%	21%
Prefer not to say		25%	-	14%
Your Immediate Manager/Supervisor		17%	14%	23%
A fellow worker at your level		8%	29%	27%
A subordinate	(r)			
A client or customer	(r)			
A member of the public other than a client or customer	(r)			
Other	(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

	2018	2017	PUBLIC SECTOR 2018
Yes	0%	-	3%
No	97%	-	94%
Don't know	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)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		42%
Female		54%
Other		4%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		-
20 - 24		3%
25 -29		5%
30 - 34		19%
35 - 39		14%
40 - 44		16%
45 - 49		21%
50 - 54		12%
55 - 59		6%
60 - 64		5%
65+		-

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

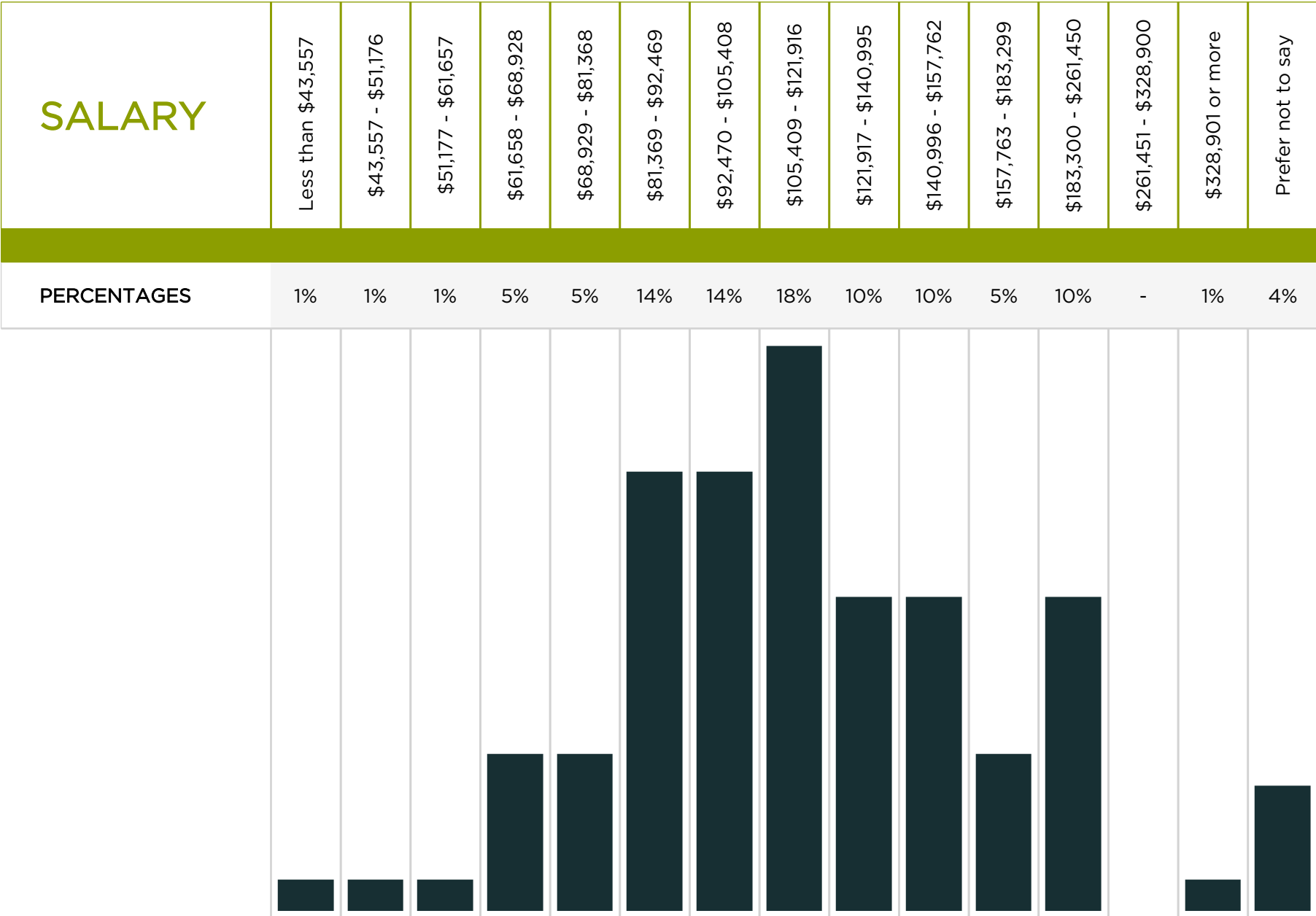
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	12%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	9%
Administrative support (e.g. executive/personal assistant, receptionist)	12%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	37%
Policy	3%
Research	1%
Program and project management support	13%
Legal (including developing and/or reviewing legislation)	4%
Other	11%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		44%
1 - 2 years		15%
2 - 5 years		26%
5 - 10 years		12%
10 - 20 years		4%
More than 20 years		-

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
Flexible start and finish times		76%
Working from home		28%
Working additional hours to make up for time off		22%
Part-time work		11%
None of the above		9%
Working more hours over fewer days		8%
Leave without pay		8%

% are calculated with the number of unique respondents (N = 111 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Study leave	5%
Flexible scheduling for rostered workers	3%
Job sharing	2%
Working from different locations	2%
Other	2%

% are calculated with the number of unique respondents (N = 111 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 Electoral 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	117	13	10	13	41	3	1	14	4	12
EMPLOYEE ENGAGEMENT	73%	(r)	(r)	(r)	76%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	77%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	63%	(r)	(r)	(r)	70%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	77%	(r)	(r)	(r)	80%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	79%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	77%	(r)	(r)	(r)	81%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	(r)	(r)	(r)	80%	(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 Electoral 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	117	1	1	1	6	6	16	16	20	11	11	6	11	0
EMPLOYEE ENGAGEMENT	73%	(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	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	(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 Electoral Commission	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	117	1	4
EMPLOYEE ENGAGEMENT	73%	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)
SENIOR MANAGERS	63%	(r)	(r)
COMMUNICATION	77%	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)
PUBLIC SECTOR VALUES	77%	(r)	(r)
DIVERSITY & INCLUSION	80%	(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 Electoral Commission	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	117	49	17	29	13	4	0
EMPLOYEE ENGAGEMENT	73%	69%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	73%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	63%	63%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	77%	78%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	74%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	77%	76%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	78%	(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 Electoral 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	117	84	9	24	3	12	2	2	31	0	9	5	2	10
EMPLOYEE ENGAGEMENT	73%	71%	(r)	(r)	(r)	(r)	(r)	(r)	74%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	72%	(r)	(r)	(r)	(r)	(r)	(r)	81%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	63%	61%	(r)	(r)	(r)	(r)	(r)	(r)	62%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	77%	74%	(r)	(r)	(r)	(r)	(r)	(r)	77%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	74%	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	77%	75%	(r)	(r)	(r)	(r)	(r)	(r)	77%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	80%	(r)	(r)	(r)	(r)	(r)	(r)	83%	(r)	(r)	(r)	(r)	(r)

*multiple types may be chosen.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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 Electoral Commission	Sydney East	Sydney - City and Inner South	Sydney West	Sydney - Baulkham Hills and Hawkesbury	Sydney - Inner South West	Sydney - Inner West	Sydney - North Sydney and Hornsby	Sydney - Northern Beaches	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - Parramatta	Sydney - Ryde
NUMBER OF RESPONDENTS	117	105	104	1	1	1	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	73%	72%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	74%	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	63%	65%	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	77%	77%	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	75%	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	77%	78%	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	80%	80%	(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 Electoral Commission	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Illawarra	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	117	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	73%	(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	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	(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 Electoral Commission	OUTSIDE NSW	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Blacktown	Sydney - Eastern Suburbs
NUMBER OF RESPONDENTS	117	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	73%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	63%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	77%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	77%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	(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

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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 Electoral 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	117	0	3	6	21	15	18	23	13	7	5	0
EMPLOYEE ENGAGEMENT	73%	(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	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	(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 Electoral Commission	Male	Female	Other
NUMBER OF RESPONDENTS	117	47	60	4
EMPLOYEE ENGAGEMENT	73%	71%	74%	(r)
ENGAGEMENT WITH WORK	74%	74%	77%	(r)
SENIOR MANAGERS	63%	63%	66%	(r)
COMMUNICATION	77%	76%	80%	(r)
HIGH PERFORMANCE	74%	74%	76%	(r)
PUBLIC SECTOR VALUES	77%	77%	79%	(r)
DIVERSITY & INCLUSION	80%	81%	81%	(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

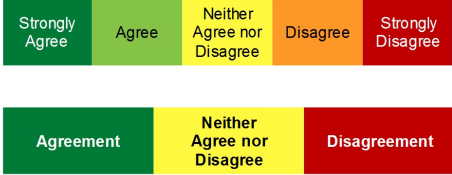
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.