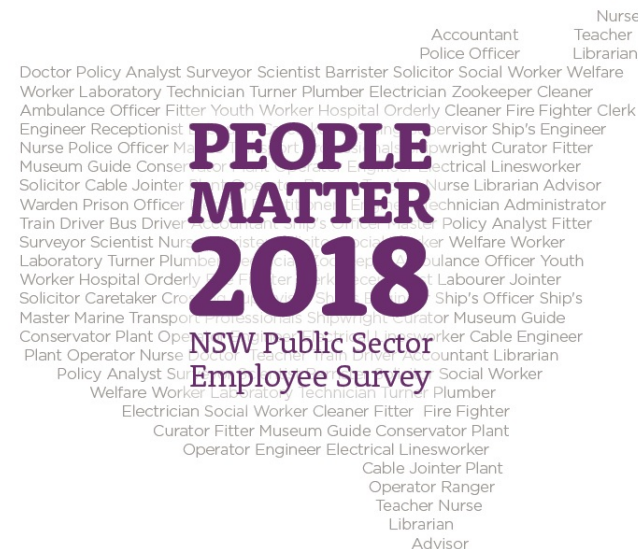

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Planning and Environment

Art Gallery NSW

RESPONSE RATE

54%

165 OF 305 RESPONDENTS

EMPLOYEE ENGAGEMENT

76%

DIFFERENCE FROM 2017 -5
 DIFFERENCE FROM CLUSTER +7
 DIFFERENCE FROM PUBLIC SECTOR +11

ENGAGEMENT WITH WORK

75%

DIFFERENCE FROM 2017 -8
 DIFFERENCE FROM CLUSTER +1
 DIFFERENCE FROM PUBLIC SECTOR +3

SENIOR MANAGERS

41%

DIFFERENCE FROM 2017 -14
 DIFFERENCE FROM CLUSTER -9
 DIFFERENCE FROM PUBLIC SECTOR -8

COMMUNICATION

56%

DIFFERENCE FROM 2017 -10
 DIFFERENCE FROM CLUSTER -10
 DIFFERENCE FROM PUBLIC SECTOR -6

HIGH PERFORMANCE

62%

DIFFERENCE FROM 2017 -9
 DIFFERENCE FROM CLUSTER -4
 DIFFERENCE FROM PUBLIC SECTOR -2

PUBLIC SECTOR VALUES

59%

DIFFERENCE FROM 2017 -10
 DIFFERENCE FROM CLUSTER -6
 DIFFERENCE FROM PUBLIC SECTOR -3

DIVERSITY & INCLUSION

70%

DIFFERENCE FROM CLUSTER -5
 DIFFERENCE FROM PUBLIC SECTOR +2

FLEXIBLE WORKING SATISFACTION

71%

DIFFERENCE FROM 2017 -7
 DIFFERENCE FROM CLUSTER -2
 DIFFERENCE FROM PUBLIC SECTOR +12

ACTION ON RESULTS

31%

DIFFERENCE FROM 2017 -4
 DIFFERENCE FROM CLUSTER -15
 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

2a.	My workgroup strives to achieve customer/client satisfaction	92%	93%
7j.	I am proud to tell others I work for my organisation	90%	91%
1a.	I understand what is expected of me to do well in my role	87%	91%
7k.	I feel a strong personal attachment to my organisation	85%	90%
1d.	I feel motivated to contribute more than what is normally required at work	81%	87%
2b.	My workgroup works collaboratively to achieve its objectives	80%	83%
2e.	People in my workgroup treat each other with respect	80%	86%
2c.	I receive help and support from other members of my workgroup	80%	87%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	80%	81%
1c.	My job gives me a feeling of personal accomplishment	79%	84%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

9a.	I have confidence in the ways my organisation resolves grievances	27%	34%
6h.	I feel that senior managers listen to employees	29%	39%
7c.	I feel that change is managed well in my organisation	30%	38%
14.	I believe action will be taken on the results from this survey by my organisation	31%	36%
7g.	I have confidence in the way recruitment decisions are made	32%	46%
6b.	I feel that senior managers effectively lead and manage change	34%	52%
7f.	My organisation is committed to developing its employees	35%	50%
6g.	I feel that senior managers keep employees informed about what's going on	36%	47%
5h.	My manager appropriately deals with employees who perform poorly	37%	43%
3g.	I am satisfied with the opportunities available for career development in my organisation	38%	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



LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

6a.	I believe senior managers provide clear direction for the future of the organisation	40%	64%
6b.	I feel that senior managers effectively lead and manage change	34%	52%
7f.	My organisation is committed to developing its employees	35%	50%
5c.	My manager communicates effectively with me	67%	81%
6d.	Senior managers encourage innovation by employees	45%	59%
1e.	I am satisfied with my job	64%	78%
7b.	My organisation is making the necessary improvements to meet our future challenges	57%	71%
6c.	I feel that senior managers model the values of my organisation	43%	56%
7g.	I have confidence in the way recruitment decisions are made	32%	46%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	48%	61%



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

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



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



Q6. My organisation has the right tools in place to assist and manage geographically dispersed teams



Q6. My organisation has the right tools in place to assist and manage geographically dispersed teams



Q6. My organisation has the right tools in place to assist and manage geographically dispersed teams



Q5h. My manager appropriately deals with employees who perform poorly



Q5h. My manager appropriately deals with employees who perform poorly



Q5h. My manager appropriately deals with employees who perform poorly



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



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



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



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%

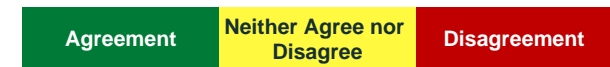
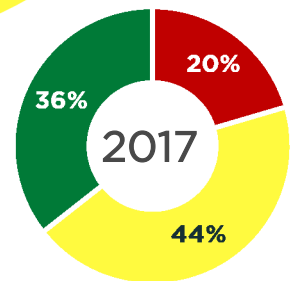
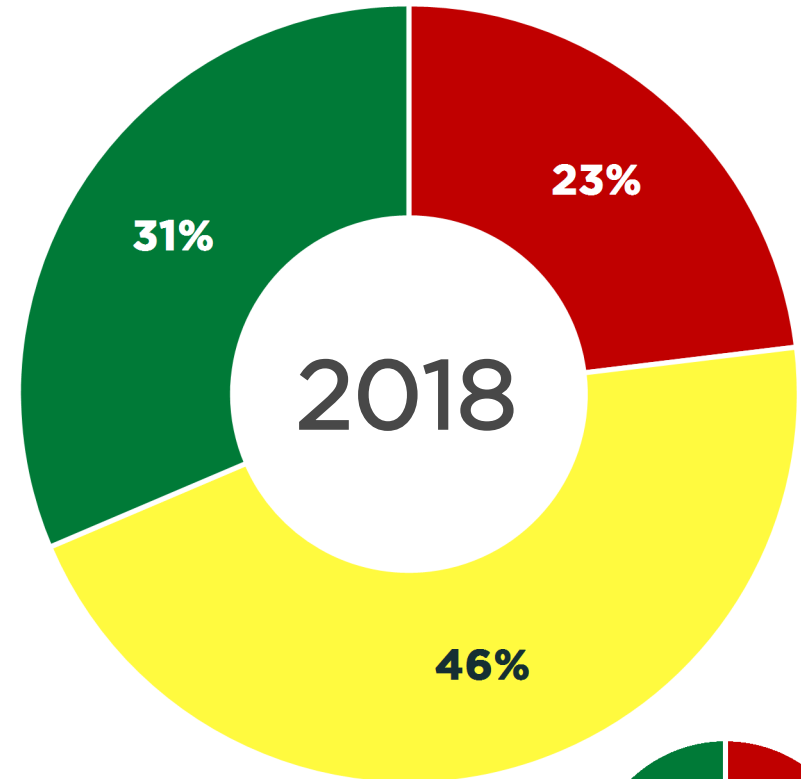
SECTOR

47%

CLUSTER

36%

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
1	Q7a. My organisation focuses on improving the work we do	65%	74%	68%	69%
2	Q7f. My organisation is committed to developing its employees	35%	50%	52%	52%
3	Q6c. I feel that senior managers model the values of my organisation	43%	56%	51%	50%
4	Q7b. My organisation is making the necessary improvements to meet our future challenges	57%	71%	54%	57%
5	Q6b. I feel that senior managers effectively lead and manage change	34%	52%	44%	46%
6	Q6a. I believe senior managers provide clear direction for the future of the organisation	40%	64%	50%	49%



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	76% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	26	45	19	8	71%	80%	66%	61%
Q7j. I am proud to tell others I work for my organisation	49	40	8		90%	91%	75%	69%
Q7k. I feel a strong personal attachment to my organisation	48	36	10		85%	90%	69%	63%
Q7l. My organisation motivates me to help it achieve its objectives	35	29	23	9	64%	71%	59%	55%
Q7m. My organisation inspires me to do the best in my job	35	32	21	7	67%	77%	59%	55%

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.

ENGAGEMENT WITH WORK	75% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q1c. My job gives me a feeling of personal accomplishment	32	47	13	79%	84%	76%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	38	43	8 8	81%	87%	76%	72%
Q1e. I am satisfied with my job	25	39	21 12	64%	78%	71%	69%

KEY





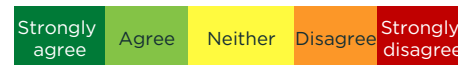
EXPLORE THE FULL RESULTS

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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	41% 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	13	26	28	19	13	40%	64%	50%	49%
Q6b. I feel that senior managers effectively lead and manage change	13	21	27	21	17	34%	52%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	14	28	28	15	14	43%	56%	51%	50%
Q6d. Senior managers encourage innovation by employees	12	33	34	13	7	45%	59%	51%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	35	34	12		48%	61%	55%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	18	42	21	13		61%	73%	68%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	9	27	25	25	15	36%	47%	50%	47%
Q6h. I feel that senior managers listen to employees	9	21	36	18	17	29%	39%	46%	43%
Q7c. I feel that change is managed well in my organisation	8	22	33	23	14	30%	38%	32%	40%

KEY





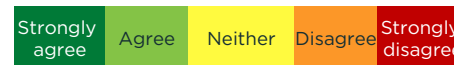
EXPLORE THE FULL RESULTS

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	56% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	29	38	21	7	67%	81%	75%	72%	
Q5d. My manager encourages and values employee input	35	39	15		74%	85%	79%	72%	
Q5e. My manager involves my workgroup in decisions about our work	30	38	19	7	68%	73%	72%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	9	27	25	25	15	36%	47%	50%	47%
Q6h. I feel that senior managers listen to employees	9	21	36	18	17	29%	39%	46%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	21	40	23	12		61%	67%	75%	67%

KEY





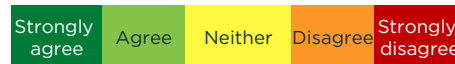
EXPLORE THE FULL RESULTS

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		62% 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	35	52		87%	91%	86%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	39	41	10	80%	83%	84%	79%		
Q3f. I have received appropriate training and development to do my job well	13	37	29	15	50%	58%	63%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	25	46	19	8	72%	84%	78%	74%	
Q5f. I have confidence in the decisions my manager makes	34	33	19	8	67%	77%	74%	68%	
Q6d. Senior managers encourage innovation by employees	12	33	34	13	7	45%	59%	51%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	35	34	12		48%	61%	55%	52%
Q7a. My organisation focuses on improving the work we do	21	44	23	11		65%	74%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	19	38	23	14		57%	71%	54%	57%

KEY

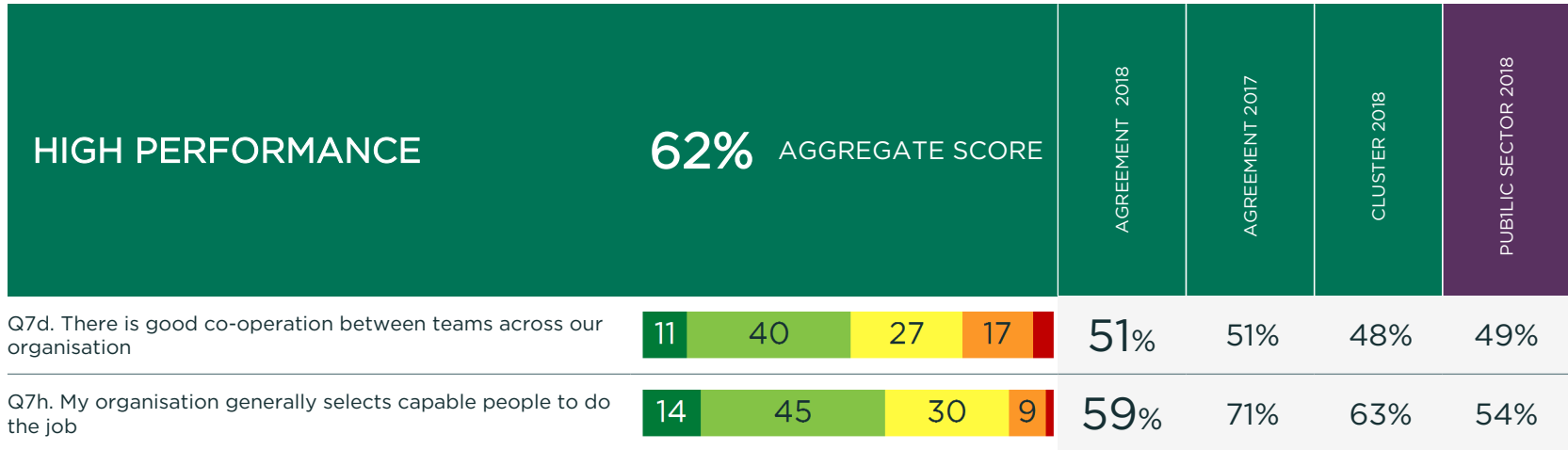




EXPLORE THE FULL RESULTS

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



KEY





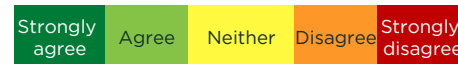
EXPLORE THE FULL RESULTS

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

PUBLIC SECTOR VALUES		59% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
Q2a. My workgroup strives to achieve customer/client satisfaction		58	35	7	92%	93%	90%	86%		
Q2e. People in my workgroup treat each other with respect		39	41	8	80%	86%	83%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do		25	46	19	72%	84%	78%	74%		
Q5b. My manager listens to what I have to say		35	45	12	79%	86%	82%	76%		
Q6a. I believe senior managers provide clear direction for the future of the organisation		13	26	28	19	13	40%	64%	50%	49%
Q6c. I feel that senior managers model the values of my organisation		14	28	28	15	14	43%	56%	51%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		18	42	21	13	6	61%	73%	68%	62%
Q6g. I feel that senior managers keep employees informed about what's going on		9	27	25	25	15	36%	47%	50%	47%
Q6h. I feel that senior managers listen to employees		9	21	36	18	17	29%	39%	46%	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.

PUBLIC SECTOR VALUES		59% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do				65%	74%	68%	69%
Q7e. People in my organisation take responsibility for their own actions				49%	53%	52%	49%

KEY





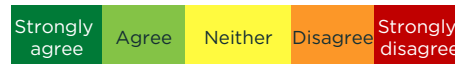
EXPLORE THE FULL RESULTS

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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	70% 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	22	39	21	13	61%	73%	66%	65%
Q5b. My manager listens to what I have to say	35	45	12		79%	86%	82%	76%
Q5d. My manager encourages and values employee input	35	39	15		74%	85%	79%	72%
Q6i. Senior managers in my organisation support the career advancement of women	21	37	25	10	58%	67%	67%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	34	46	10	8	80%	81%	80%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	34	39	18	8	73%	80%	78%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	21	40	23	12	61%	67%	75%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	28	44	21	8	71%	79%	73%	59%
Q8e. My manager supports flexible working in my team	35	42	15		77%	-	77%	63%

KEY

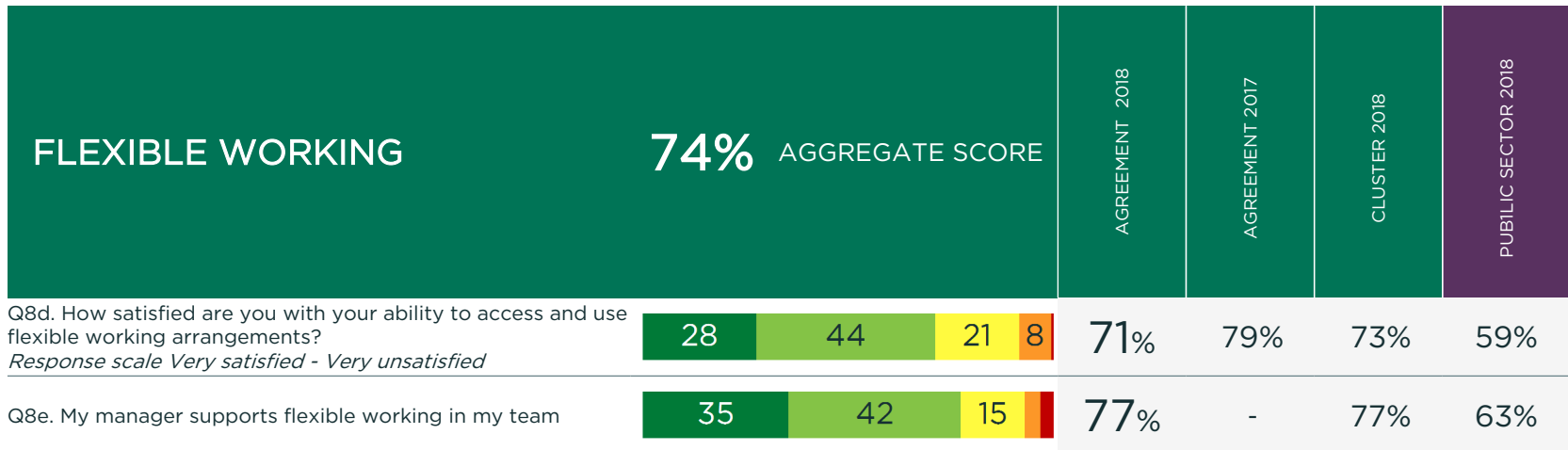




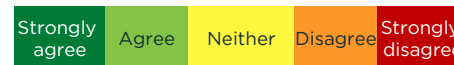
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KEY

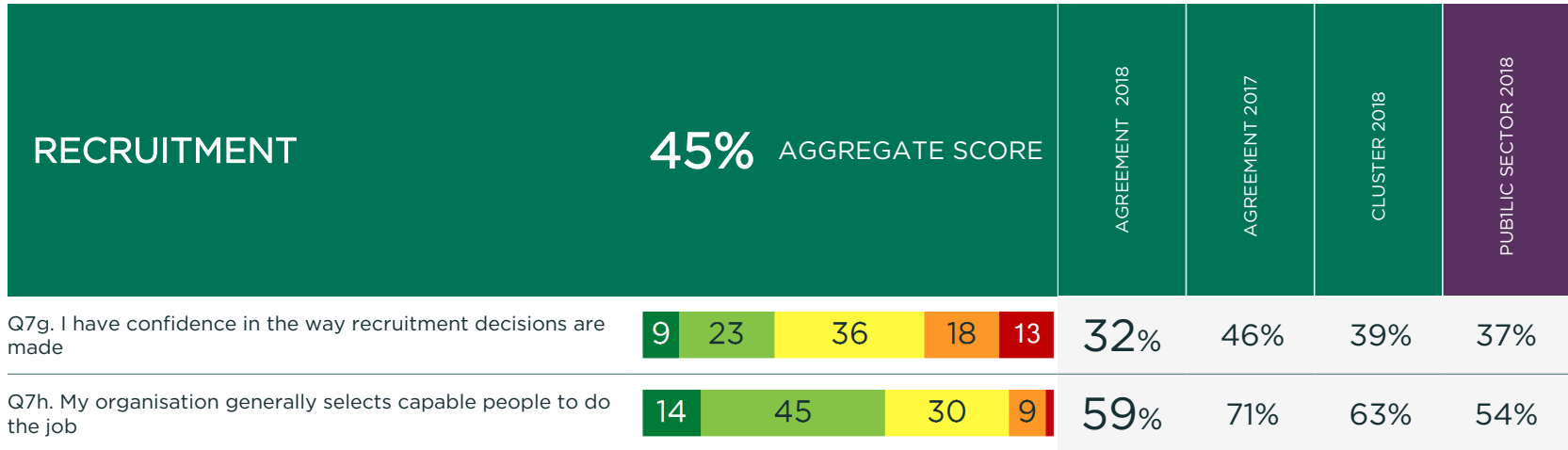




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KEY





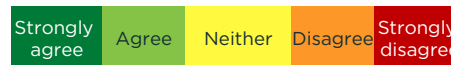
EXPLORE THE FULL RESULTS

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	48% 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	22	36	24	16	58%	69%	67%	65%
Q3e. My performance is assessed against clear criteria	14	31	30	21	45%	50%	52%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	12	26	17	27	38%	42%	47%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	33	43	15		76%	82%	76%	69%
Q5h. My manager appropriately deals with employees who perform poorly	15	23	42	13	37%	43%	46%	46%
Q7f. My organisation is committed to developing its employees	10	25	34	23	35%	50%	52%	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.

	67% 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	22	39	21	13		61%	73%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	15	42	19	17	8	56%	68%	64%	60%
Q2c. I receive help and support from other members of my workgroup	40	40	12			80%	87%	86%	81%
Q2d. There is good team spirit in my workgroup	39	34	10	11		73%	78%	75%	70%

KEY

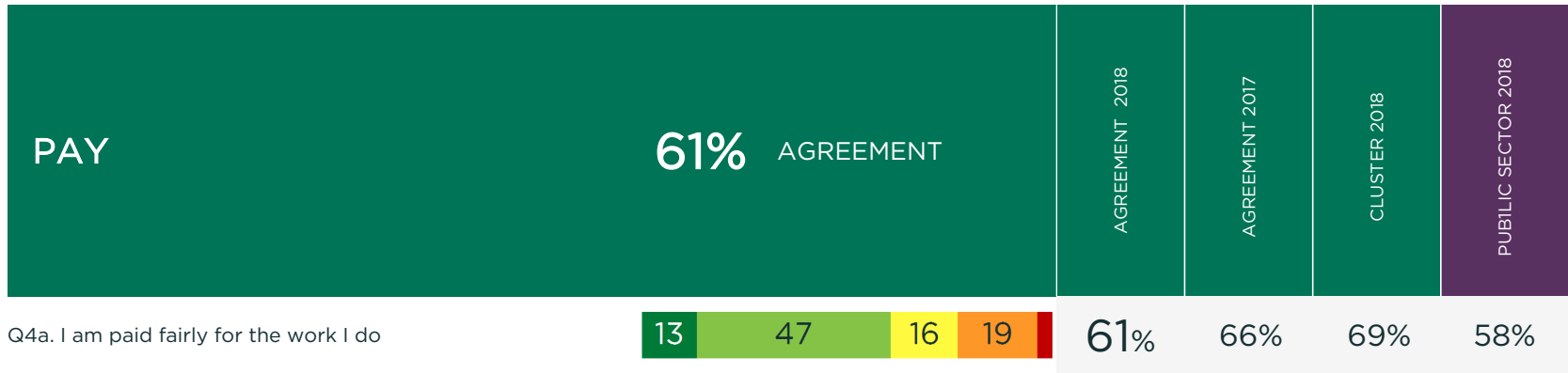




EXPLORE THE FULL RESULTS

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

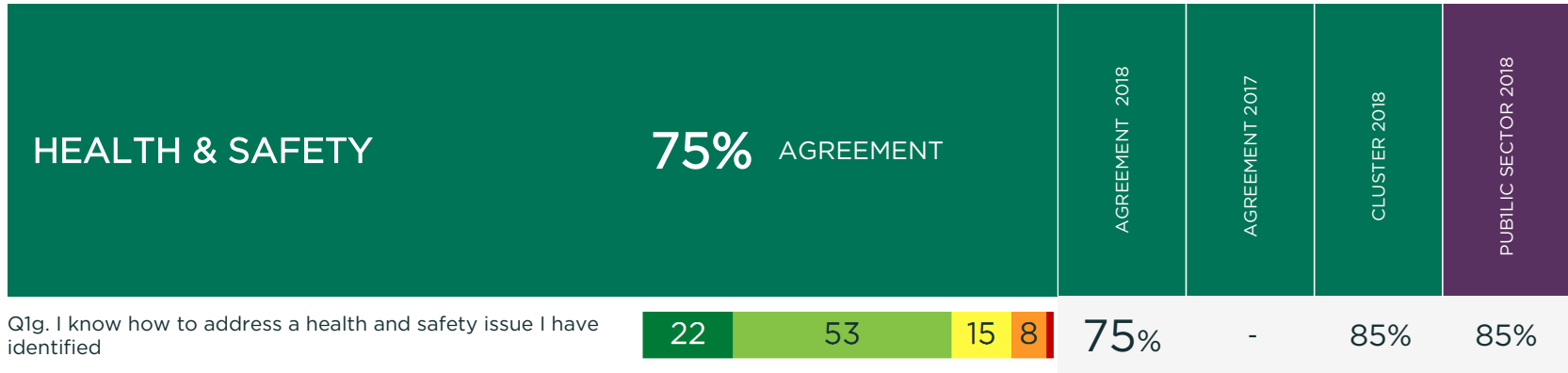




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KEY

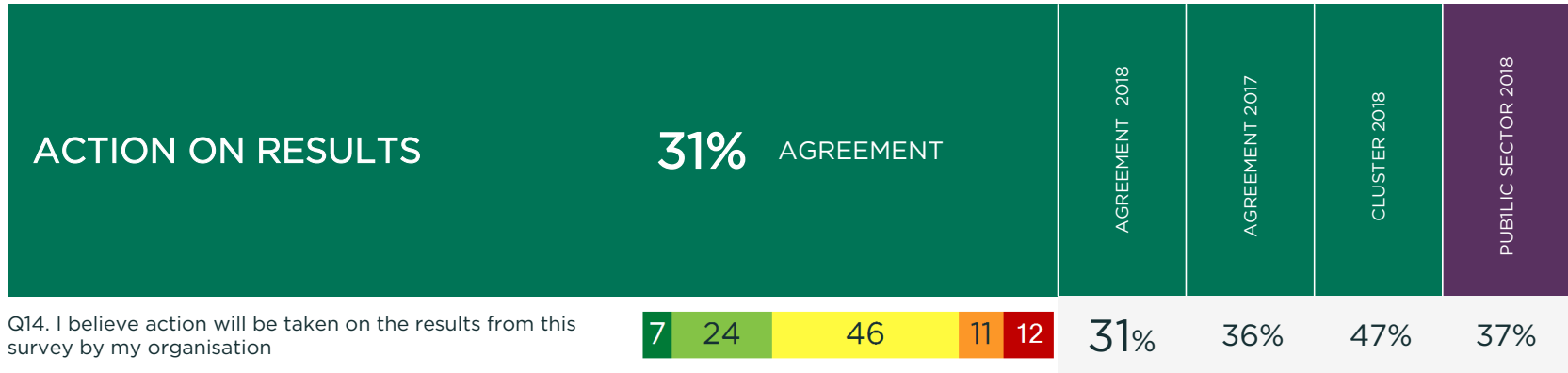




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KEY

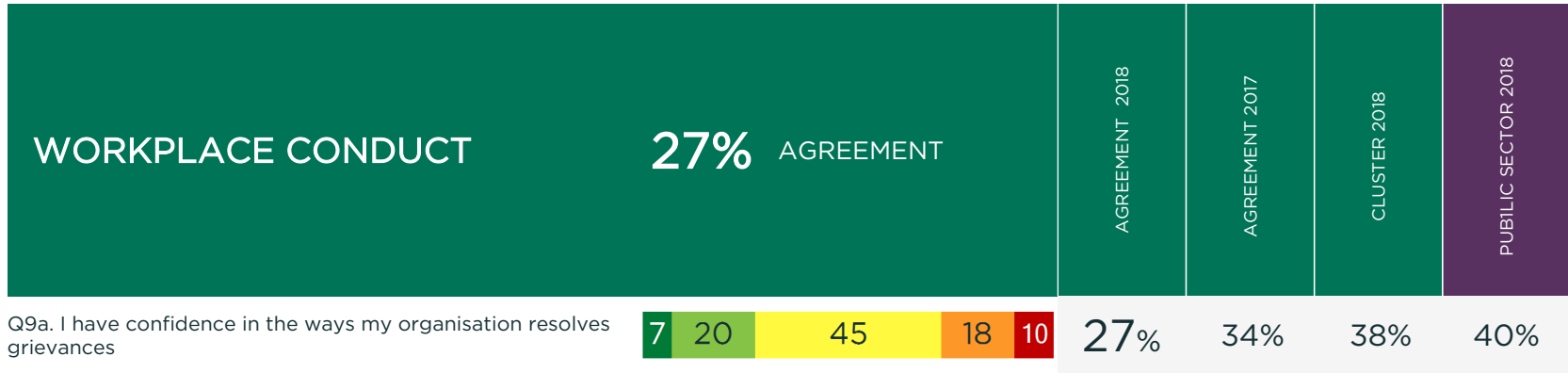




EXPLORE THE FULL RESULTS

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
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		65%	70%	65%	71%
No		35%	30%	35%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		83%	82%	79%	76%
No		17%	18%	21%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		50%	58%	58%	58%
No		50%	42%	42%	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		34%	28%	40%	41%
No		66%	72%	60%	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
Lack of promotion opportunities		57%	41%	35%	29%
Lack of visible opportunities		49%	41%	36%	30%
Personal/family considerations		24%	21%	29%	30%
There are no major barriers to my career progression		23%	31%	29%	32%
Lack of support from my manager/supervisor		21%	13%	12%	14%
Insufficient training and development		18%	10%	14%	16%
Lack of support for temporary assignments/secondments		16%	11%	15%	15%
Geographic location considerations		13%	10%	29%	26%
The application/recruitment process is too cumbersome or time consuming		9%	7%	24%	23%
Lack of required capabilities or experience		7%	11%	12%	11%
Other		3%	4%	9%	9%

% are calculated with the number of unique respondents (N = 160 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		19%	8%	19%	24%
No		55%	75%	65%	58%
Don't know		26%	17%	16%	18%

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







Yes		43%	67%	59%	66%
No		53%	33%	39%	32%
Don't know		3%	-	2%	2%



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					
Yes		31%	21%	26%	33%
No		58%	71%	65%	57%
Don't know		11%	7%	9%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		13%	10%	12%	18%
No		81%	86%	82%	76%
Don't know		5%	4%	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 fellow worker at your level		33%	31%	25%	27%
Your Immediate Manager/Supervisor		29%	15%	21%	23%
A senior manager		19%	38%	26%	21%
Other		10%	-	4%	4%
A member of the public other than a client or customer		5%	-	1%	1%
Prefer not to say		5%	-	14%	14%
A subordinate	(r)				
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		1%	-	1%	3%
No		96%	-	98%	94%
Don't know		3%	-	1%	2%

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

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



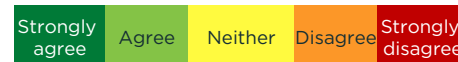
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

PLANNING AND ENVIRONMENT CUSTOMISED QUESTIONS						AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q1. My organisation listens to its customers and stakeholders	24	58	15			81%	82%	74%
Q2. I have a clear understanding of the vision of my organisation	19	48	17	13		67%	79%	68%
Q3. I am aware how my role contributes to the vision of my organisation	26	53	13	7		78%	83%	75%
Q4. I am encouraged to participate in sustainable work practices by my supervisor or manager	19	37	35	8		56%	55%	63%
Q5. My team is equipped with the right tools to provide good customer service	18	42	26	12		60%	68%	63%
Q6. My organisation has the right tools in place to assist and manage geographically dispersed teams	11	30	43	15		41%	46%	54%
Q7. I have access to the information I need to do my job well	17	50	19	11		68%	-	71%
Q8. I feel informed about changes in my organisation	10	35	23	24	8	44%	-	52%
Q9. The people I work with have safe work practices	24	58	14			82%	-	88%
Q10. My manager promotes safe work practices in my workplace	26	47	22			73%	-	86%

KEY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		25%
Female		74%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		-
20 - 24		1%
25 -29	■	7%
30 - 34	■	14%
35 - 39	■	11%
40 - 44	■	16%
45 - 49	■	20%
50 - 54	■	19%
55 - 59	■	5%
60 - 64	■	6%
65+		-

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

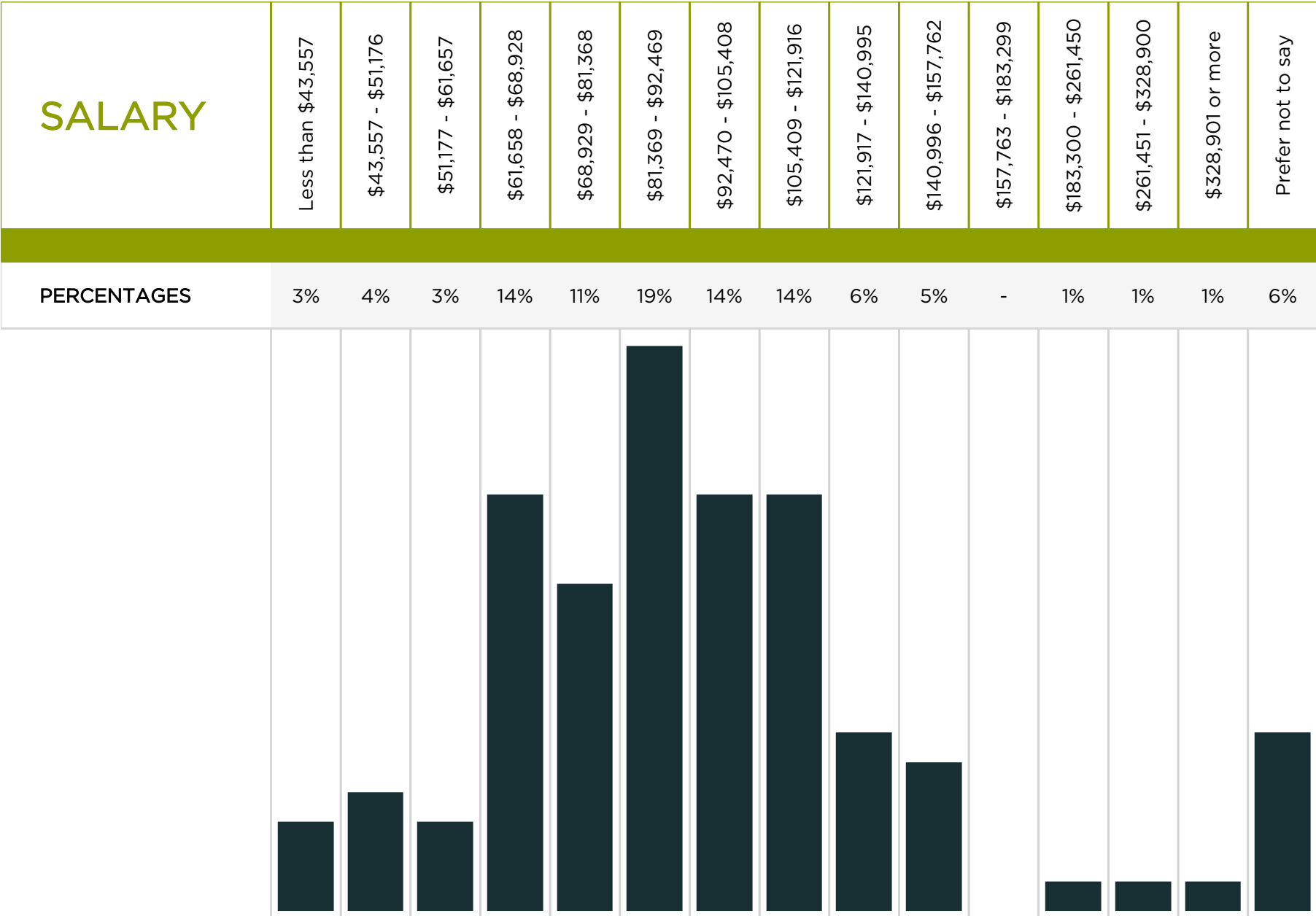
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	19%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	14%
Administrative support (e.g. executive/personal assistant, receptionist)	8%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	12%
Policy	1%
Research	5%
Program and project management support	20%
Legal (including developing and/or reviewing legislation)	-
Other	21%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		15%
1 - 2 years		11%
2 - 5 years		23%
5 - 10 years		18%
10 - 20 years		25%
More than 20 years		7%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
Flexible start and finish times		67%
None of the above		22%
Working additional hours to make up for time off		19%
Part-time work		19%
Working from home		19%
Working from different locations		8%
Leave without pay		5%

% are calculated with the number of unique respondents (N = 154 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Working more hours over fewer days	5%
Flexible scheduling for rostered workers	4%
Job sharing	4%
Study leave	1%
Purchasing annual leave	1%
Other	1%

% are calculated with the number of unique respondents (N = 154 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.

	Art Gallery NSW	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	165	29	22	13	19	1	7	31	0	33
EMPLOYEE ENGAGEMENT	76%	(r)	(r)	(r)	(r)	(r)	(r)	80%	(r)	73%
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)	76%	(r)	68%
SENIOR MANAGERS	41%	(r)	(r)	(r)	(r)	(r)	(r)	46%	(r)	36%
COMMUNICATION	56%	(r)	(r)	(r)	(r)	(r)	(r)	57%	(r)	49%
HIGH PERFORMANCE	62%	(r)	(r)	(r)	(r)	(r)	(r)	65%	(r)	53%
PUBLIC SECTOR VALUES	59%	(r)	(r)	(r)	(r)	(r)	(r)	63%	(r)	55%
DIVERSITY & INCLUSION	70%	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)	66%

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.

	Art Gallery NSW	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	165	5	6	5	21	17	29	21	22	9	7	0	2	1
EMPLOYEE ENGAGEMENT	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(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	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	(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.

	Art Gallery NSW	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	165	1	9
EMPLOYEE ENGAGEMENT	76%	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)
SENIOR MANAGERS	41%	(r)	(r)
COMMUNICATION	56%	(r)	(r)
HIGH PERFORMANCE	62%	(r)	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)
DIVERSITY & INCLUSION	70%	(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.

	Art Gallery NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	165	23	17	35	28	39	11
EMPLOYEE ENGAGEMENT	76%	(r)	(r)	78%	(r)	76%	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	70%	(r)	78%	(r)
SENIOR MANAGERS	41%	(r)	(r)	45%	(r)	43%	(r)
COMMUNICATION	56%	(r)	(r)	63%	(r)	49%	(r)
HIGH PERFORMANCE	62%	(r)	(r)	70%	(r)	61%	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)	63%	(r)	57%	(r)
DIVERSITY & INCLUSION	70%	(r)	(r)	75%	(r)	64%	(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.

	Art Gallery NSW	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	165	103	7	30	6	30	6	12	29	1	8	2	1	34
EMPLOYEE ENGAGEMENT	76%	74%	(r)	76%	(r)	79%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	80%
ENGAGEMENT WITH WORK	75%	73%	(r)	80%	(r)	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	76%
SENIOR MANAGERS	41%	40%	(r)	44%	(r)	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	46%
COMMUNICATION	56%	55%	(r)	64%	(r)	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	54%
HIGH PERFORMANCE	62%	61%	(r)	68%	(r)	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	59%
PUBLIC SECTOR VALUES	59%	59%	(r)	64%	(r)	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	57%
DIVERSITY & INCLUSION	70%	72%	(r)	75%	(r)	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62%

*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.

	Art Gallery NSW	Sydney East	Sydney - City and Inner South	Sydney - Inner West	Sydney - Eastern Suburbs	Sydney West	Sydney - Parramatta	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle
NUMBER OF RESPONDENTS	165	153	147	4	2	1	1	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	76%	76%	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	74%	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	41%	41%	42%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	56%	56%	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	62%	62%	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	59%	59%	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	70%	70%	(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
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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.

	Art Gallery NSW	Illawarra	Mid North Coast	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 - Blacktown	Sydney - Ryde	Sydney - South West
NUMBER OF RESPONDENTS	165	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(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	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	(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.

	Art Gallery NSW	Sydney - Inner South West	Sydney - North Sydney and Hornsby	Sydney - Northern Beaches	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - Sutherland
NUMBER OF RESPONDENTS	165	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	76%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	41%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	56%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	62%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	(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.

	Art Gallery NSW	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	165	0	2	11	21	17	25	31	29	8	10	0
EMPLOYEE ENGAGEMENT	76%	(r)	(r)	(r)	(r)	(r)	(r)	71%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	41%	(r)	(r)	(r)	(r)	(r)	(r)	38%	(r)	(r)	(r)	(r)
COMMUNICATION	56%	(r)	(r)	(r)	(r)	(r)	(r)	53%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	62%	(r)	(r)	(r)	(r)	(r)	(r)	55%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)	(r)	(r)	(r)	(r)	55%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Art Gallery NSW	Male	Female	Other
NUMBER OF RESPONDENTS	165	39	115	1
EMPLOYEE ENGAGEMENT	76%	72%	77%	(r)
ENGAGEMENT WITH WORK	75%	83%	72%	(r)
SENIOR MANAGERS	41%	46%	40%	(r)
COMMUNICATION	56%	59%	54%	(r)
HIGH PERFORMANCE	62%	61%	62%	(r)
PUBLIC SECTOR VALUES	59%	59%	59%	(r)
DIVERSITY & INCLUSION	70%	71%	70%	(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

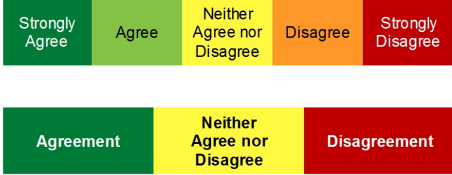
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.