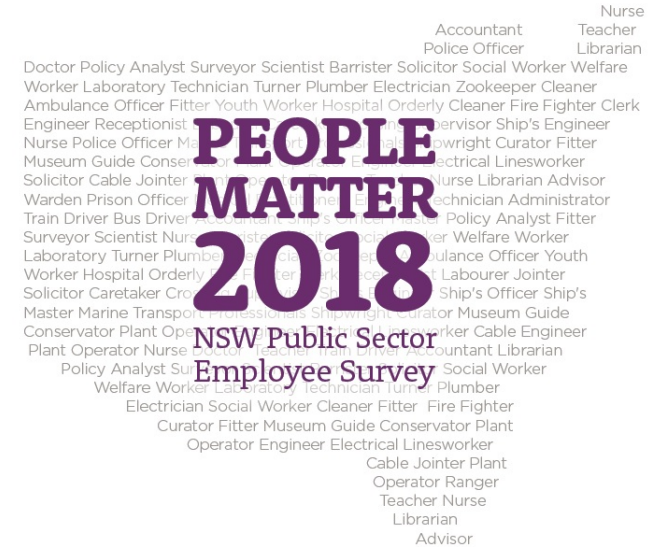

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Planning and Environment

Office of Local Government

RESPONSE RATE

>100%

80 OF 74 RESPONDENTS

EMPLOYEE ENGAGEMENT

66%

DIFFERENCE FROM 2017 +13
DIFFERENCE FROM CLUSTER -2
DIFFERENCE FROM PUBLIC SECTOR +1

ENGAGEMENT WITH WORK

77%

DIFFERENCE FROM 2017 +15
DIFFERENCE FROM CLUSTER +3
DIFFERENCE FROM PUBLIC SECTOR +5

SENIOR MANAGERS

58%

DIFFERENCE FROM 2017 +19
DIFFERENCE FROM CLUSTER +8
DIFFERENCE FROM PUBLIC SECTOR +9

COMMUNICATION

74%

DIFFERENCE FROM 2017 +14
DIFFERENCE FROM CLUSTER +8
DIFFERENCE FROM PUBLIC SECTOR +13

HIGH PERFORMANCE

71%

DIFFERENCE FROM 2017 +16
DIFFERENCE FROM CLUSTER +5
DIFFERENCE FROM PUBLIC SECTOR +7

PUBLIC SECTOR VALUES

71%

DIFFERENCE FROM 2017 +16
DIFFERENCE FROM CLUSTER +6
DIFFERENCE FROM PUBLIC SECTOR +9

DIVERSITY & INCLUSION

81%

DIFFERENCE FROM CLUSTER +6
DIFFERENCE FROM PUBLIC SECTOR +13

FLEXIBLE WORKING SATISFACTION

85%

DIFFERENCE FROM 2017 +4
DIFFERENCE FROM CLUSTER +12
DIFFERENCE FROM PUBLIC SECTOR +26

ACTION ON RESULTS

53%

DIFFERENCE FROM 2017 +14
DIFFERENCE FROM CLUSTER +6
DIFFERENCE FROM PUBLIC SECTOR +16



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
2c. I receive help and support from other members of my workgroup	93%	87%
2e. People in my workgroup treat each other with respect	90%	87%
2a. My workgroup strives to achieve customer/client satisfaction	90%	84%
2b. My workgroup works collaboratively to achieve its objectives	89%	81%
5b. My manager listens to what I have to say	89%	76%
1a. I understand what is expected of me to do well in my role	88%	72%
8e. My manager supports flexible working in my team	87%	-
5d. My manager encourages and values employee input	86%	73%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	85%	83%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	85%	81%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018
AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
9a. I have confidence in the ways my organisation resolves grievances	41%	28%
7c. I feel that change is managed well in my organisation	42%	24%
7g. I have confidence in the way recruitment decisions are made	49%	32%
6d. Senior managers encourage innovation by employees	52%	32%
14. I believe action will be taken on the results from this survey by my organisation	53%	39%
7k. I feel a strong personal attachment to my organisation	53%	43%
5h. My manager appropriately deals with employees who perform poorly	54%	37%
6b. I feel that senior managers effectively lead and manage change	55%	35%
3e. My performance is assessed against clear criteria	56%	43%
6c. I feel that senior managers model the values of my organisation	56%	36%



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

7b.	My organisation is making the necessary improvements to meet our future challenges	65%	39%
7l.	My organisation motivates me to help it achieve its objectives	64%	40%
7f.	My organisation is committed to developing its employees	65%	41%
6h.	I feel that senior managers listen to employees	56%	33%
7h.	My organisation generally selects capable people to do the job	70%	47%
7a.	My organisation focuses on improving the work we do	71%	48%
6g.	I feel that senior managers keep employees informed about what's going on	63%	43%
6b.	I feel that senior managers effectively lead and manage change	55%	35%
6c.	I feel that senior managers model the values of my organisation	56%	36%
6d.	Senior managers encourage innovation by employees	52%	32%



LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

4a.	I am paid fairly for the work I do	81%	83%
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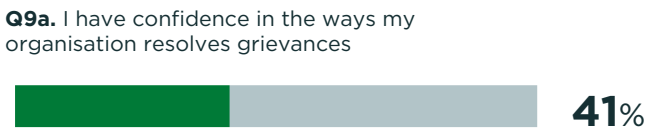
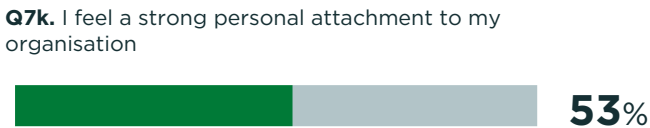
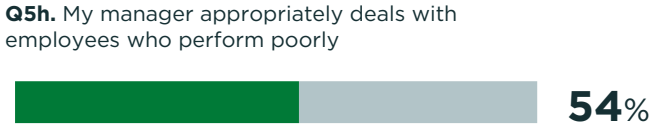
YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

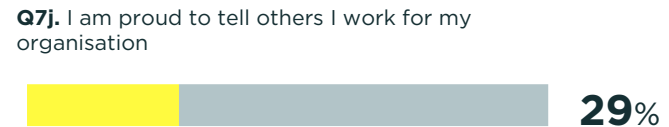
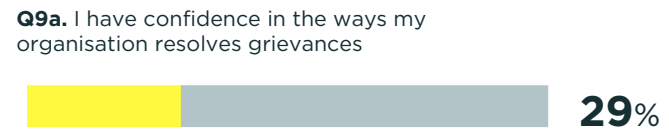
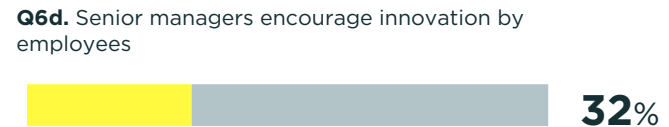
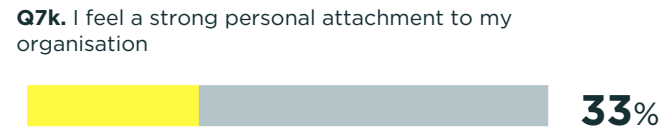
AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE



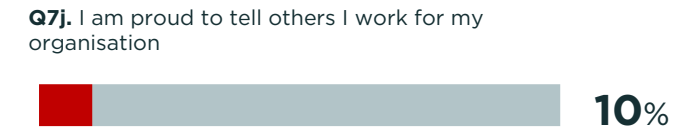
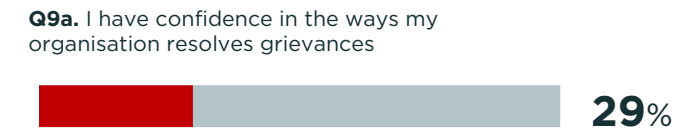
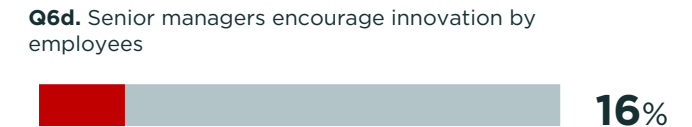
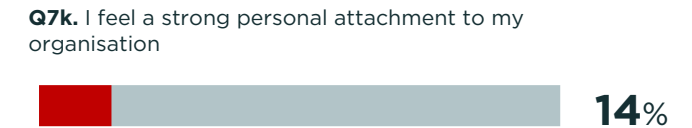
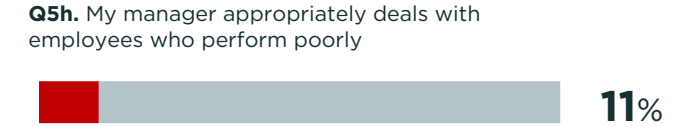
HIGHEST NEUTRAL SCORING QUESTIONS

% 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.

53%

of employees replied favourably to:

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

37%

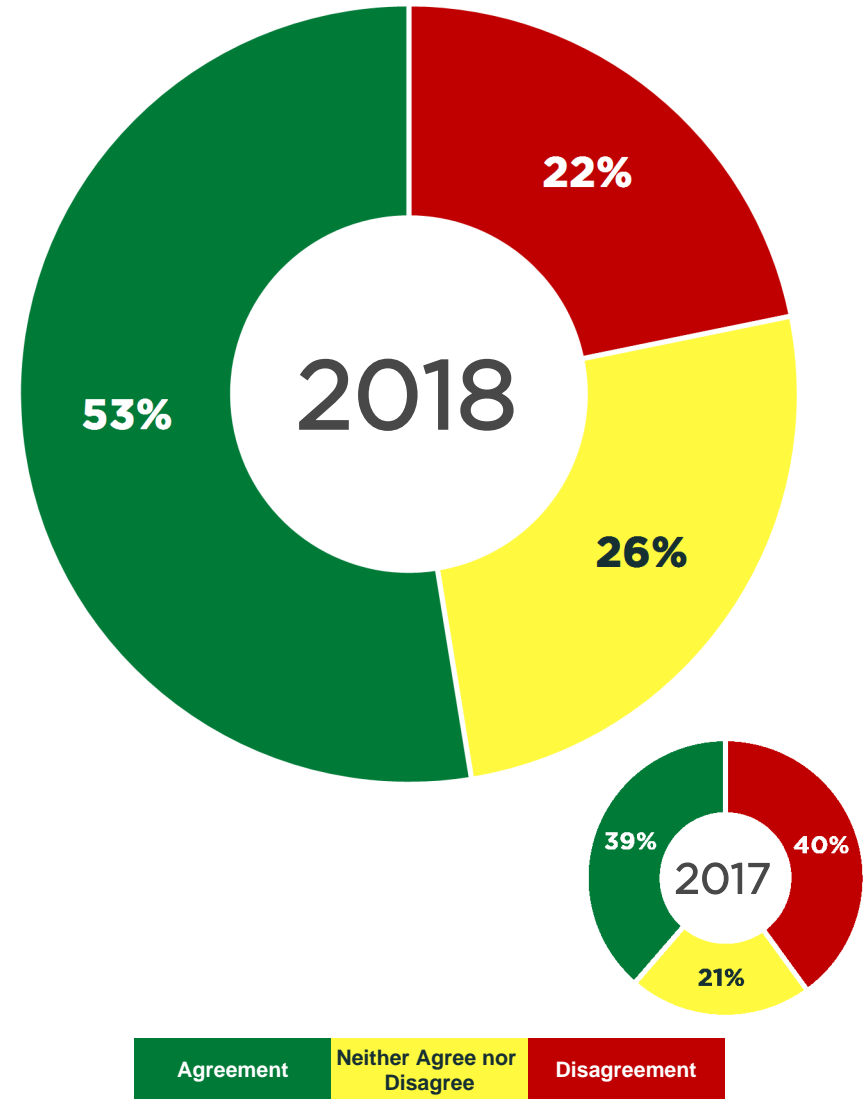
SECTOR

47%

CLUSTER

39%

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	71%	48%	68%	69%
2	Q7f. My organisation is committed to developing its employees	65%	41%	52%	52%
3	Q7b. My organisation is making the necessary improvements to meet our future challenges	65%	39%	54%	57%
4	Q6a. I believe senior managers provide clear direction for the future of the organisation	58%	40%	50%	49%
5	Q6b. I feel that senior managers effectively lead and manage change	55%	35%	44%	46%
6	Q6h. I feel that senior managers listen to employees	56%	33%	46%	43%



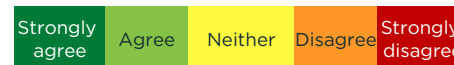
EXPLORE THE FULL RESULTS

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	66% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	18	46	25		63%	48%	66%	61%
Q7j. I am proud to tell others I work for my organisation	19	42	29		61%	41%	75%	69%
Q7k. I feel a strong personal attachment to my organisation	19	34	33	8	53%	43%	69%	63%
Q7l. My organisation motivates me to help it achieve its objectives	21	44	21	10	64%	40%	59%	55%
Q7m. My organisation inspires me to do the best in my job	21	42	22	9	63%	45%	59%	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	77% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q1c. My job gives me a feeling of personal accomplishment	36	43	10	10	79%	60%	76%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	45	33	8	9	78%	65%	76%	72%
Q1e. I am satisfied with my job	33	43	10	10	75%	61%	71%	69%

KEY





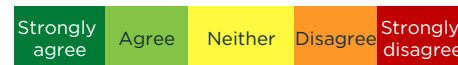
EXPLORE THE FULL RESULTS

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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	58% 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	22	36	22	12	9	58%	40%	50%	49%
Q6b. I feel that senior managers effectively lead and manage change	22	33	19	12	14	55%	35%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	21	36	27	8	9	56%	36%	51%	50%
Q6d. Senior managers encourage innovation by employees	19	33	32	11		52%	32%	51%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	22	47	24			68%	52%	55%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	20	47	23			67%	51%	68%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	20	43	18	11	8	63%	43%	50%	47%
Q6h. I feel that senior managers listen to employees	22	35	19	15	9	56%	33%	46%	43%
Q7c. I feel that change is managed well in my organisation	18	24	24	27	8	42%	24%	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	74% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	37	42	13	8	78%	67%	75%	72%
Q5d. My manager encourages and values employee input	47	39	9		86%	73%	79%	72%
Q5e. My manager involves my workgroup in decisions about our work	35	46	13		81%	71%	72%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	20	43	18	11	63%	43%	50%	47%
Q6h. I feel that senior managers listen to employees	22	35	19	15	56%	33%	46%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	33	48	10		81%	77%	75%	67%

KEY





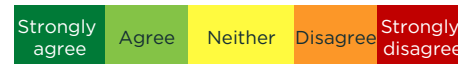
EXPLORE THE FULL RESULTS

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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.

	71% 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	44	44	8	88%	72%	86%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	54	35		89%	81%	84%	79%	
Q3f. I have received appropriate training and development to do my job well	30	36	19	9	66%	48%	63%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	38	44	10		82%	69%	78%	74%
Q5f. I have confidence in the decisions my manager makes	35	39	13	11	75%	69%	74%	68%
Q6d. Senior managers encourage innovation by employees	19	33	32	11	52%	32%	51%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	22	47	24		68%	52%	55%	52%
Q7a. My organisation focuses on improving the work we do	25	46	16	9	71%	48%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	24	41	23	8	65%	39%	54%	57%

KEY

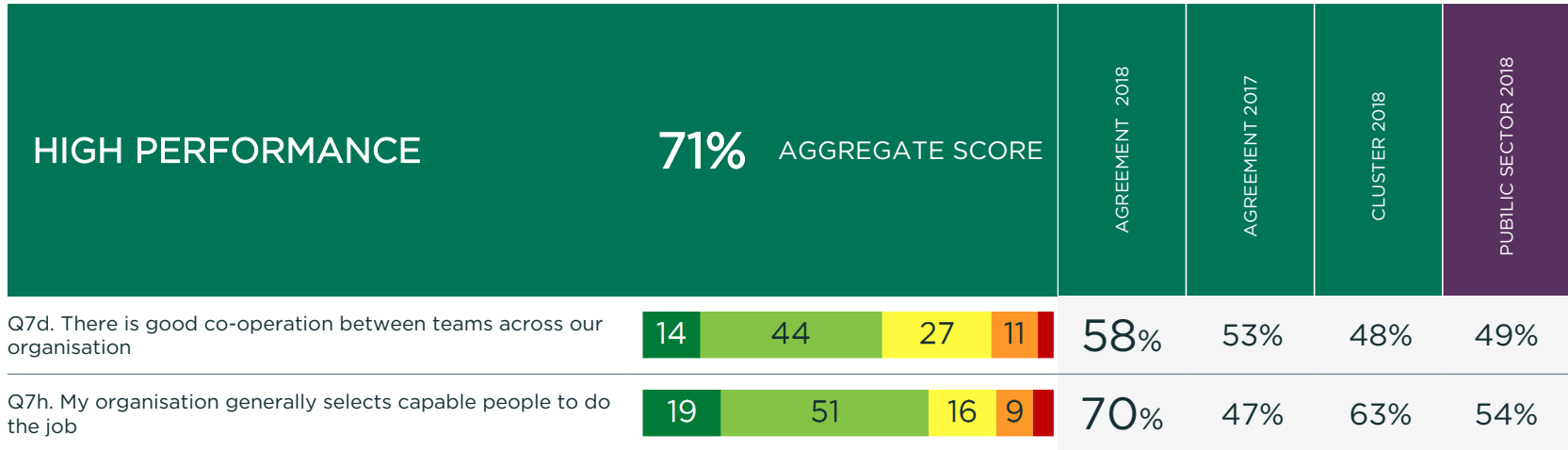




EXPLORE THE FULL RESULTS

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





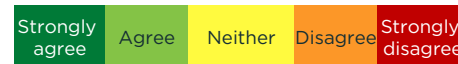
EXPLORE THE FULL RESULTS

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	71% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
Q2a. My workgroup strives to achieve customer/client satisfaction	56	34	90%	84%	90%	86%			
Q2e. People in my workgroup treat each other with respect	50	40	90%	87%	83%	75%			
Q5a. My manager encourages people in my workgroup to keep improving the work they do	38	44	10	82%	69%	78%	74%		
Q5b. My manager listens to what I have to say	47	42	9	89%	76%	82%	76%		
Q6a. I believe senior managers provide clear direction for the future of the organisation	22	36	22	12	9	58%	40%	50%	49%
Q6c. I feel that senior managers model the values of my organisation	21	36	27	8	9	56%	36%	51%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	20	47	23			67%	51%	68%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	20	43	18	11	8	63%	43%	50%	47%
Q6h. I feel that senior managers listen to employees	22	35	19	15	9	56%	33%	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		71% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q7a. My organisation focuses on improving the work we do		25	46	16	9	71%	48%	68%	69%
Q7e. People in my organisation take responsibility for their own actions		12	47	21	17	59%	44%	52%	49%

KEY





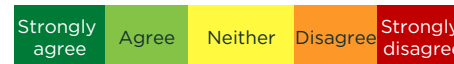
EXPLORE THE FULL RESULTS

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	81% 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	29	41	10	15	70%	53%	66%	65%
Q5b. My manager listens to what I have to say	47	42	9		89%	76%	82%	76%
Q5d. My manager encourages and values employee input	47	39	9		86%	73%	79%	72%
Q6i. Senior managers in my organisation support the career advancement of women	29	36	24		65%	55%	67%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	33	49	13		82%	80%	80%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	35	49	8		85%	83%	78%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	33	48	10		81%	77%	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>	46	38	9		85%	81%	73%	59%
Q8e. My manager supports flexible working in my team	54	33	8		87%	-	77%	63%

KEY

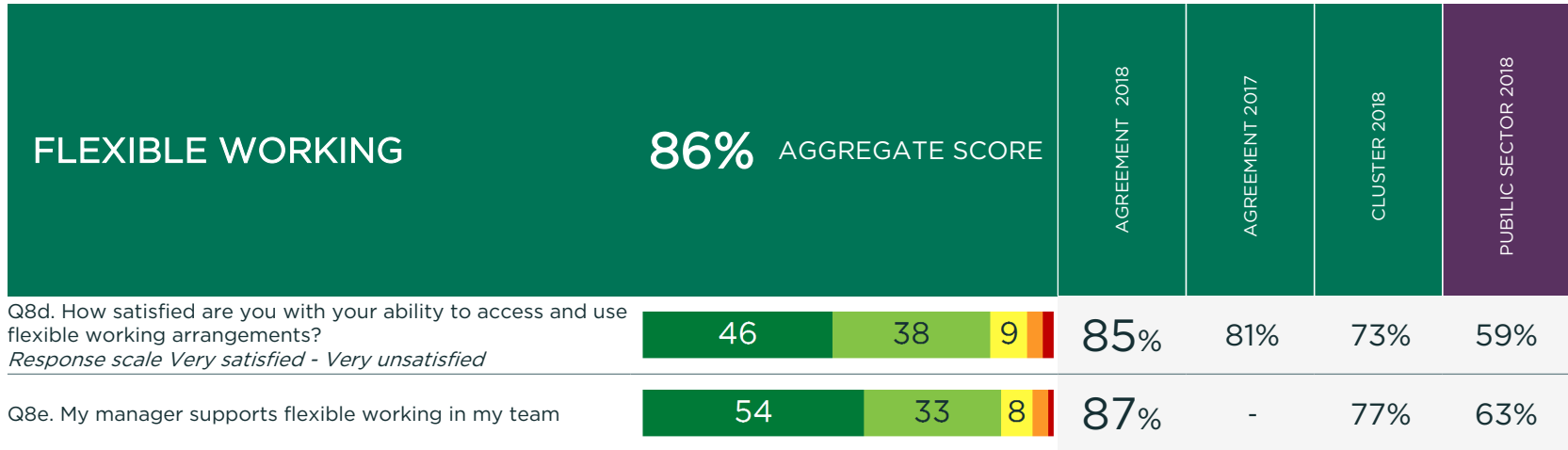




EXPLORE THE FULL RESULTS

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.

RECRUITMENT	59% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7g. I have confidence in the way recruitment decisions are made	23	26	24	13	14	49%	32%	39%	37%
Q7h. My organisation generally selects capable people to do the job	19	51	16	9		70%	47%	63%	54%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

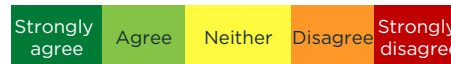
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT

64% 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		70%	63%	67%	65%
Q3e. My performance is assessed against clear criteria		56%	43%	52%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation		58%	47%	47%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do		81%	75%	76%	69%
Q5h. My manager appropriately deals with employees who perform poorly		54%	37%	46%	46%
Q7f. My organisation is committed to developing its employees		65%	41%	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.

	78% 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	29	41	10	15	70%	53%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	26	41	14	13	68%	67%	64%	60%
Q2c. I receive help and support from other members of my workgroup	54	39			93%	87%	86%	81%
Q2d. There is good team spirit in my workgroup	51	31	9	8	83%	79%	75%	70%

KEY

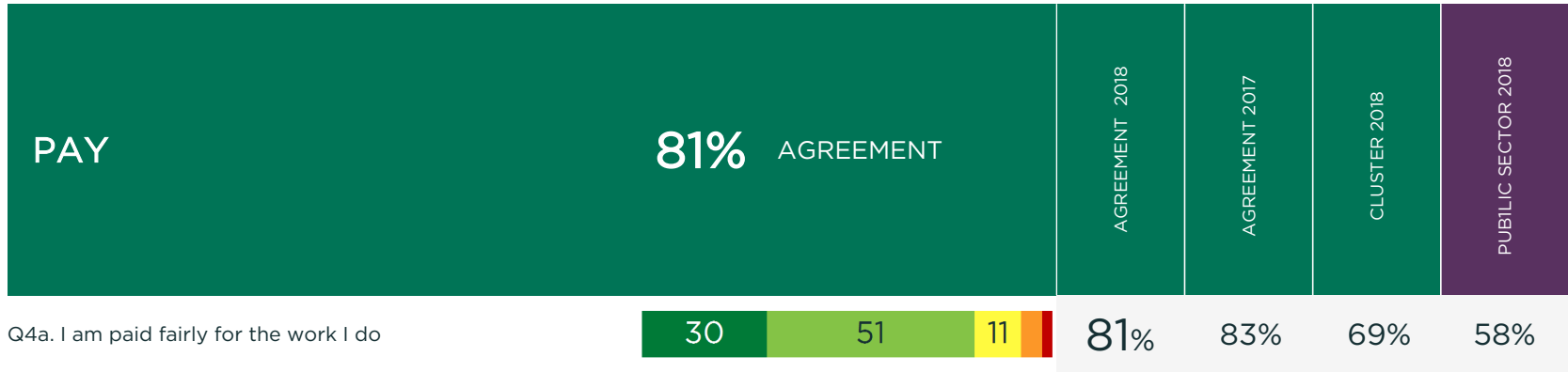




EXPLORE THE FULL RESULTS

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



KEY

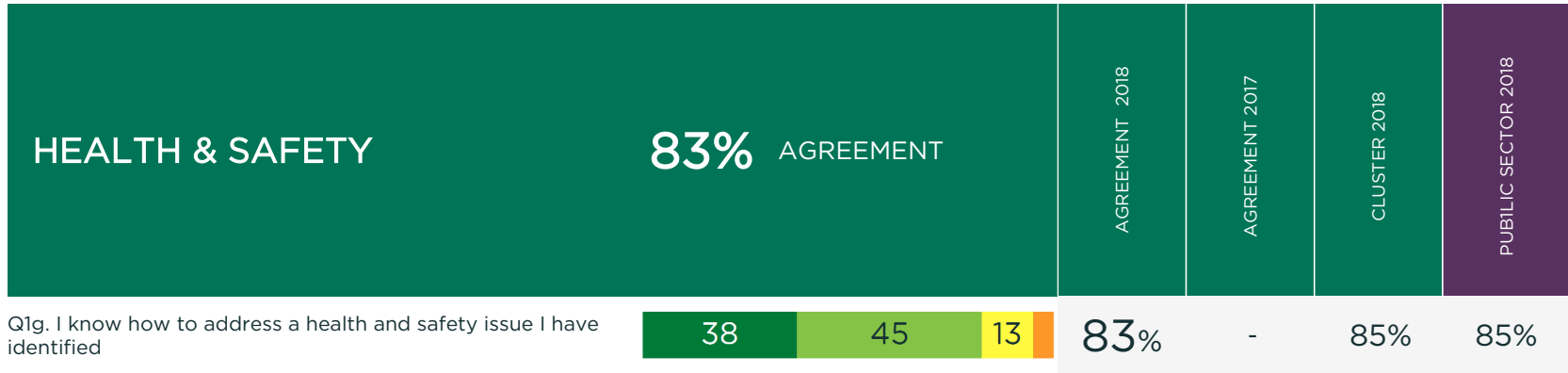




EXPLORE THE FULL RESULTS

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



KEY

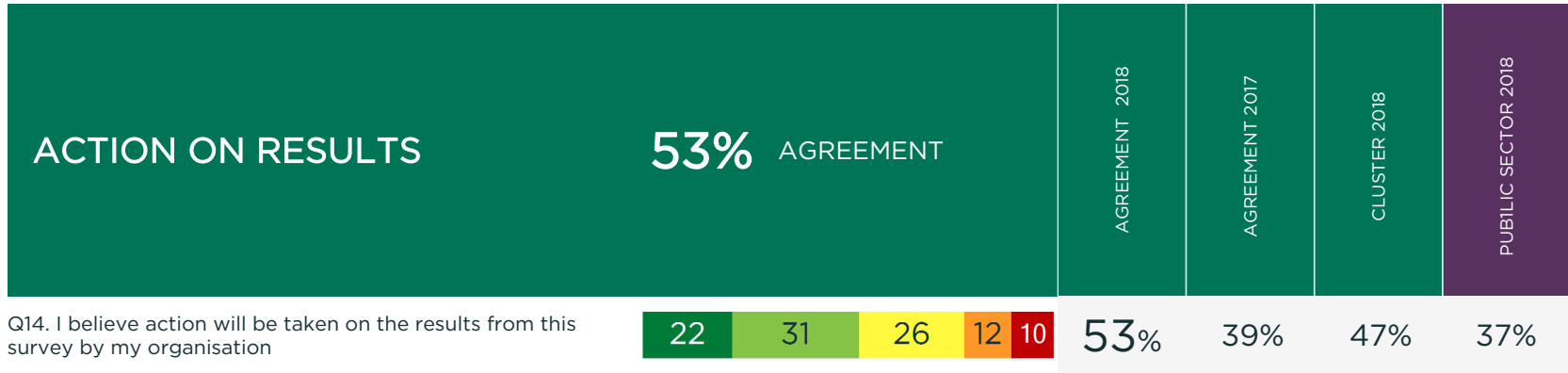




EXPLORE THE FULL RESULTS

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KEY

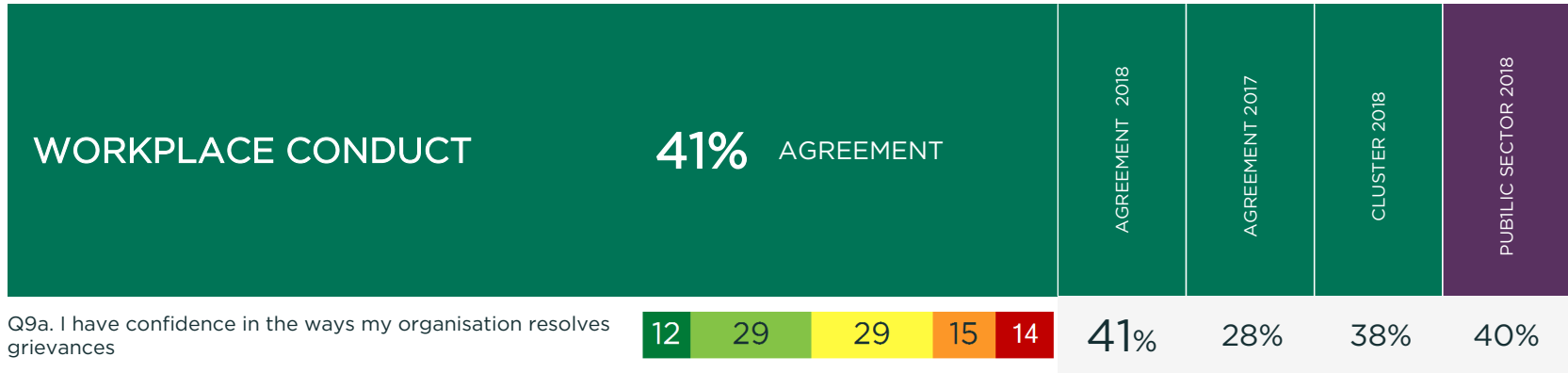




EXPLORE THE FULL RESULTS

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		74%	64%	65%	71%
No		26%	36%	35%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		81%	77%	79%	76%
No		19%	23%	21%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		70%	68%	58%	58%
No		30%	32%	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		40%	56%	40%	41%
No		60%	44%	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
Geographic location considerations		53%	56%	29%	26%
There are no major barriers to my career progression		32%	22%	29%	32%
Personal/family considerations		29%	34%	29%	30%
Lack of visible opportunities		27%	36%	36%	30%
The application/recruitment process is too cumbersome or time consuming		23%	26%	24%	23%
Lack of promotion opportunities		22%	38%	35%	29%
Lack of support for temporary assignments/secondments		14%	14%	15%	15%
Lack of support from my manager/supervisor		12%	12%	12%	14%
Insufficient training and development		12%	11%	14%	16%
Lack of required capabilities or experience		9%	10%	12%	11%
Other		5%	5%	9%	9%

% are calculated with the number of unique respondents (N = 77 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					
Yes		21%	24%	19%	24%
No		64%	61%	65%	58%
Don't know		15%	15%	16%	18%
Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		56%	71%	59%	66%
No		38%	24%	39%	32%
Don't know		6%	6%	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		26%	27%	26%	33%
No		65%	64%	65%	57%
Don't know		9%	9%	9%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		12%	12%	12%	18%
No		87%	83%	82%	76%
Don't know		1%	5%	6%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

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

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



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

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

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	1%	-	1%	3%
No	97%	-	98%	94%
Don't know	1%	-	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)



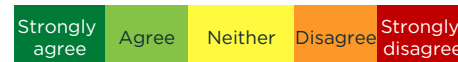
EXPLORE THE FULL RESULTS

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	27	47	17	8	1	74%	68%	74%
Q2. I have a clear understanding of the vision of my organisation	24	42	17	10	7	67%	46%	68%
Q3. I am aware how my role contributes to the vision of my organisation	24	47	18	8	3	72%	57%	75%
Q4. I am encouraged to participate in sustainable work practices by my supervisor or manager	19	44	27	8	2	63%	49%	63%
Q5. My team is equipped with the right tools to provide good customer service	19	48	12	13	8	68%	55%	63%
Q6. My organisation has the right tools in place to assist and manage geographically dispersed teams	26	37	19	12	8	63%	54%	54%
Q7. I have access to the information I need to do my job well	27	51	12	8	2	78%	-	71%
Q8. I feel informed about changes in my organisation	19	43	14	14	9	62%	-	52%
Q9. The people I work with have safe work practices	32	49	13	4	2	80%	-	88%
Q10. My manager promotes safe work practices in my workplace	27	51	14	8	2	78%	-	86%

KEY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		38%
Female		60%
Other		3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		-
20 - 24		-
25 -29		4%
30 - 34		6%
35 - 39		10%
40 - 44		23%
45 - 49		21%
50 - 54		22%
55 - 59		9%
60 - 64		4%
65+		-

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

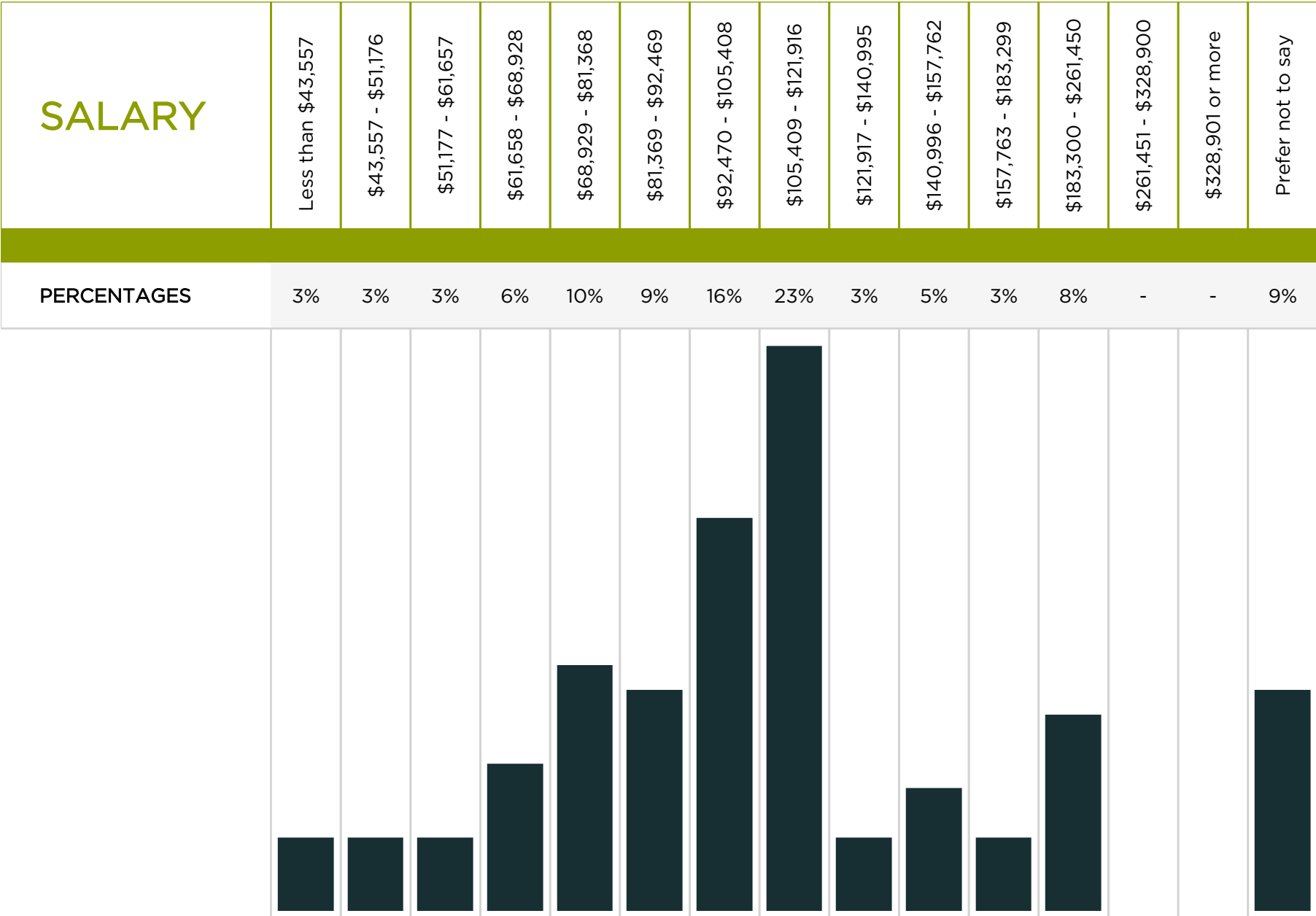
		PERCENTAGE
TYPE OF WORK		
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)		12%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)		7%
Administrative support (e.g. executive/personal assistant, receptionist)		18%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)		11%
Policy		16%
Research		-
Program and project management support		13%
Legal (including developing and/or reviewing legislation)		3%
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		16%
1 - 2 years		16%
2 - 5 years		26%
5 - 10 years		16%
10 - 20 years		26%
More than 20 years		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Flexible start and finish times	74%
Working from home	25%
Working additional hours to make up for time off	17%
Working from different locations	14%
None of the above	13%
Part-time work	12%
Leave without pay	8%

% are calculated with the number of unique respondents (N = 77 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Purchasing annual leave	5%
Working more hours over fewer days	4%
Other	3%
Flexible scheduling for rostered workers	1%
Study leave	1%

% are calculated with the number of unique respondents (N = 77 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.

	Office of Local Government	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	80	9	5	14	8	12	0	10	2	16
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	81%	(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.

	Office of Local Government	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	80	2	2	2	5	8	7	12	18	2	4	2	6	0
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	81%	(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.

	Office of Local Government	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	80	0	7
EMPLOYEE ENGAGEMENT	66%	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)
COMMUNICATION	74%	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)
DIVERSITY & INCLUSION	81%	(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.

	Office of Local Government	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	80	12	12	20	12	20	1
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	74%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	81%	(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.

	Office of Local Government	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	80	57	3	13	1	9	0	11	19	4	6	1	2	10
EMPLOYEE ENGAGEMENT	66%	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	74%	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	81%	80%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

*multiple types may be chosen.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Office of Local Government	Southern Highlands and Shoalhaven	Mid North Coast	Sydney East	Sydney - City and Inner South	Illawarra	Sydney - Baulkham Hills and Hawkesbury	Sydney - Blacktown	Sydney - Eastern Suburbs	Sydney - Inner South West	Sydney - Inner West	Sydney - North Sydney and Hornsby	Sydney - Northern Beaches
NUMBER OF RESPONDENTS	80	57	9	7	7	1	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	66%	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	74%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	81%	79%	(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.

	Office of Local Government	Sydney West	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - Parramatta	Sydney - Ryde	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	80	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	81%	(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.

	Office of Local Government	Murray	New England and North West	Newcastle and Lake Macquarie	OUTSIDE NSW	Richmond - Tweed	Riverina
NUMBER OF RESPONDENTS	80	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	74%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	81%	(r)	(r)	(r)	(r)	(r)	(r)

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

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Office of Local Government	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	80	0	0	3	5	8	18	16	17	7	3	0
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	81%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Office of Local Government	Male	Female	Other
NUMBER OF RESPONDENTS	80	29	46	2
EMPLOYEE ENGAGEMENT	66%	(r)	68%	(r)
ENGAGEMENT WITH WORK	77%	(r)	82%	(r)
SENIOR MANAGERS	58%	(r)	55%	(r)
COMMUNICATION	74%	(r)	77%	(r)
HIGH PERFORMANCE	71%	(r)	72%	(r)
PUBLIC SECTOR VALUES	71%	(r)	71%	(r)
DIVERSITY & INCLUSION	81%	(r)	85%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

GUIDE TO THIS REPORT

i SURVEY TIME FRAME

This report contains results from the 2018 People Matter Employee Survey which was open from 1 June to 2 July 2018.

i PRIVACY

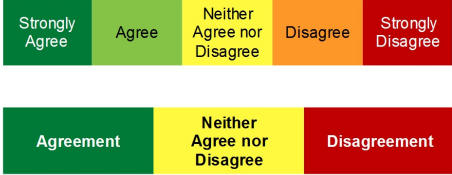
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of work teams that can be reported (10 or more employees) and responses from demographic groups (30 or more employees).

Where people work in small teams, the results are merged with larger business units and results are not available. Where this happens an 'r' is shown in reports.

i HOW TO READ THIS REPORT

The majority of questions have a 5-point answer scale. The Strongly Agree and Agree scores are combined to create an agreement (or positive) score which is shown as a rounded percentage.



i ROUNDING

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of the calculation for maximum accuracy.

Values from .00 to .49 are rounded down, whereas values from .50 to .99 are rounded up. Therefore, in some instances the data will not add up to 100%.

i MORE DETAILS ABOUT THE SURVEY AND ITS METHODOLOGY

See the Main Findings report on the Public Service Commission web site.