PEOPLE MATTER 2018

NSW Public Sector Employee Survey
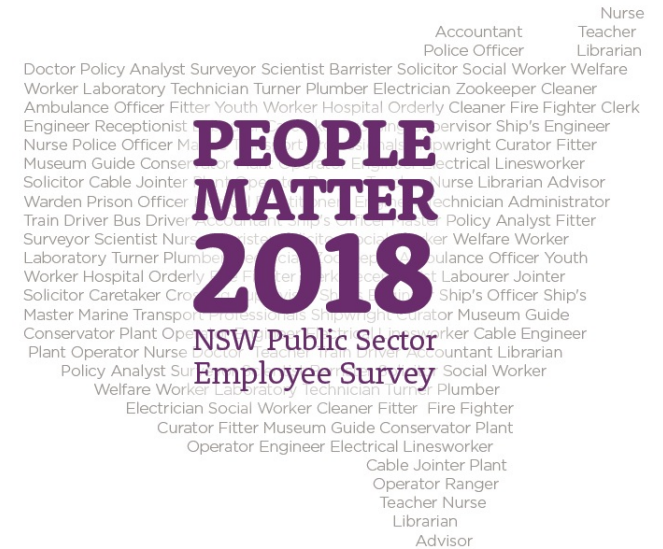
AGENCY REPORT

Planning and Environment

State Library of NSW

Public Service Commission

ORC INTERNATIONAL

HEADLINES

RESPONSE RATE

69%

232 OF 337 RESPONDENTS

EMPLOYEE ENGAGEMENT

75%

DIFFERENCE FROM 2017	+6
DIFFERENCE FROM CLUSTER	+7
DIFFERENCE FROM PUBLIC SECTOR	+10

ENGAGEMENT WITH WORK

79%

DIFFERENCE FROM 2017	+3
DIFFERENCE FROM CLUSTER	+5
DIFFERENCE FROM PUBLIC SECTOR	+7

SENIOR MANAGERS

52%

DIFFERENCE FROM 2017	+8
DIFFERENCE FROM CLUSTER	+2
DIFFERENCE FROM PUBLIC SECTOR	+3

COMMUNICATION

70%

DIFFERENCE FROM 2017	+7
DIFFERENCE FROM CLUSTER	+4
DIFFERENCE FROM PUBLIC SECTOR	+9

HIGH PERFORMANCE

70%

DIFFERENCE FROM 2017	+4
DIFFERENCE FROM CLUSTER	+4
DIFFERENCE FROM PUBLIC SECTOR	+5

PUBLIC SECTOR VALUES

68%

DIFFERENCE FROM 2017	+7
DIFFERENCE FROM CLUSTER	+3
DIFFERENCE FROM PUBLIC SECTOR	+6

DIVERSITY & INCLUSION

80%

DIFFERENCE FROM CLUSTER	+5
DIFFERENCE FROM PUBLIC SECTOR	+12

FLEXIBLE WORKING SATISFACTION

82%

DIFFERENCE FROM 2017	+4
DIFFERENCE FROM CLUSTER	+9
DIFFERENCE FROM PUBLIC SECTOR	+23

ACTION ON RESULTS

34%

DIFFERENCE FROM 2017	-1
DIFFERENCE FROM CLUSTER	-12
DIFFERENCE FROM PUBLIC SECTOR	-2

HIGHEST AND LOWEST QUESTIONS

	HIGHEST SCORING AGREEMENT QUESTIONS	AGREEMENT 2018	AGREEMENT 2017
1a.	I understand what is expected of me to do well in my role	94%	92%
2a.	My workgroup strives to achieve customer/client satisfaction	93%	87%
2c.	I receive help and support from other members of my workgroup	92%	85%
5b.	My manager listens to what I have to say	89%	80%
1g.	I know how to address a health and safety issue I have identified	88%	-
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	85%	75%
8e.	My manager supports flexible working in my team	85%	-
2b.	My workgroup works collaboratively to achieve its objectives	85%	81%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	83%	79%
2e.	People in my workgroup treat each other with respect	83%	80%

	LOWEST SCORING AGREEMENT QUESTIONS	AGREEMENT 2018	AGREEMENT 2017
14.	I believe action will be taken on the results from this survey by my organisation	34%	35%
7c.	I feel that change is managed well in my organisation	38%	28%
9a.	I have confidence in the ways my organisation resolves grievances	40%	36%
6b.	I feel that senior managers effectively lead and manage change	44%	37%
5h.	My manager appropriately deals with employees who perform poorly	44%	41%
7g.	I have confidence in the way recruitment decisions are made	50%	47%
3g.	I am satisfied with the opportunities available for career development in my organisation	50%	44%
6a.	I believe senior managers provide clear direction for the future of the organisation	51%	41%
7e.	People in my organisation take responsibility for their own actions	52%	47%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	52%	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
6h.	I feel that senior managers listen to employees	53%	41%
7l.	My organisation motivates me to help it achieve its objectives	70%	58%
7k.	I feel a strong personal attachment to my organisation	80%	69%
6a.	I believe senior managers provide clear direction for the future of the organisation	51%	41%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	85%	75%
7m.	My organisation inspires me to do the best in my job	71%	61%
7c.	I feel that change is managed well in my organisation	38%	28%
6c.	I feel that senior managers model the values of my organisation	58%	48%
7i.	I would recommend my organisation as a great place to work	75%	67%
5b.	My manager listens to what I have to say	89%	80%

	LEAST IMPROVED AGREEMENT QUESTIONS	AGREEMENT 2018	AGREEMENT 2017
6i.	Senior managers in my organisation support the career advancement of women	62%	63%
14.	I believe action will be taken on the results from this survey by my organisation	34%	35%

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
Q6. My organisation has the right tools in place to assist and manage geographically dispersed teams	**38**%
Q9a. I have confidence in the ways my organisation resolves grievances	**40**%
Q14. I believe action will be taken on the results from this survey by my organisation	**34**%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	**52**%
Q5h. My manager appropriately deals with employees who perform poorly	**44**%

HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL
Q6. My organisation has the right tools in place to assist and manage geographically dispersed teams	**53**%
Q9a. I have confidence in the ways my organisation resolves grievances	**42**%
Q14. I believe action will be taken on the results from this survey by my organisation	**40**%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	**37**%
Q5h. My manager appropriately deals with employees who perform poorly	**33**%

DISAGREEMENT SCORES FOR HIGHEST NEUTRAL	% NEGATIVE
Q6. My organisation has the right tools in place to assist and manage geographically dispersed teams	**9**%
Q9a. I have confidence in the ways my organisation resolves grievances	**18**%
Q14. I believe action will be taken on the results from this survey by my organisation	**26**%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	**11**%
Q5h. My manager appropriately deals with employees who perform poorly	**22**%

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)**

34%

of employees replied favourably to:

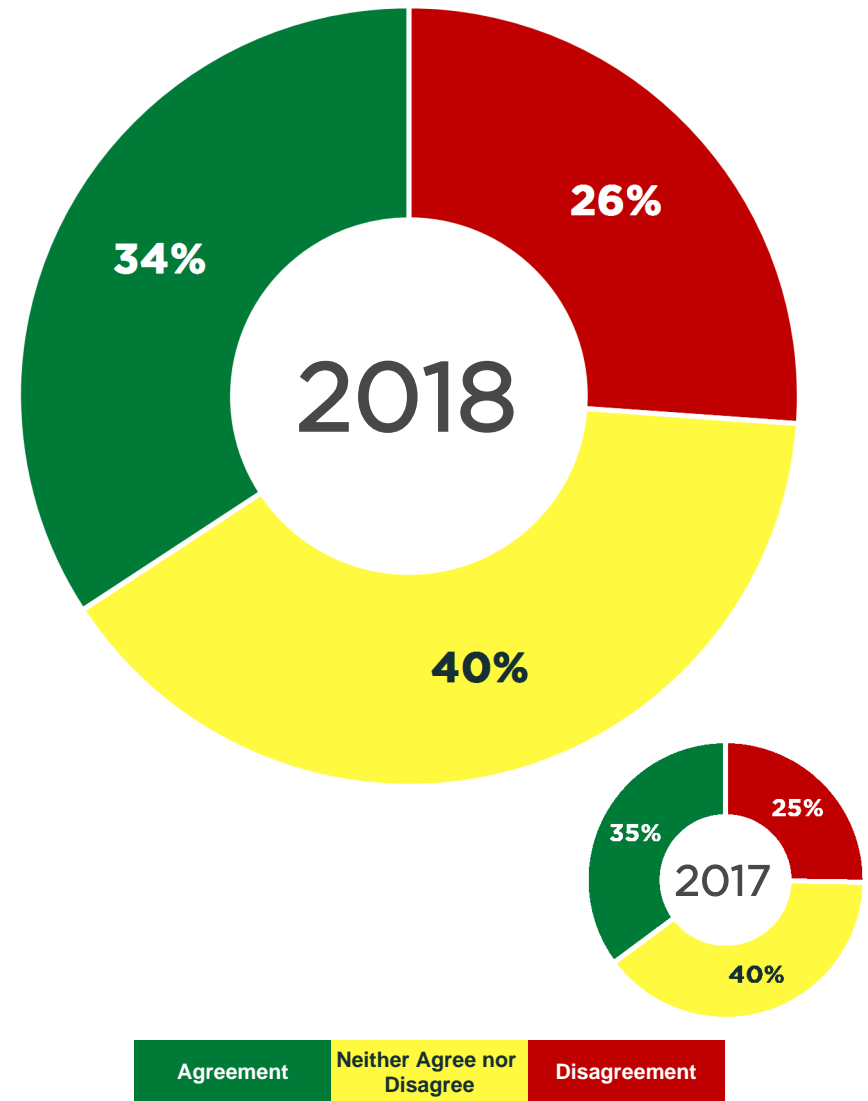'I believe action will be taken on the results from this survey by my organisation.'

37%	47%	35%
SECTOR	CLUSTER	2017

2018

- 34%
- 26%
- 40%

2017

- 35%
- 25%
- 40%

Agreement | **Neither Agree nor Disagree** | **Disagreement**

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

RANK	Question	% AGREEMENT 2018	% AGREEMENT 2017	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	**Q7a.** My organisation focuses on improving the work we do	**68**%	65%	68%	69%
2	**Q6a.** I believe senior managers provide clear direction for the future of the organisation	**51**%	41%	50%	49%
3	**Q6b.** I feel that senior managers effectively lead and manage change	**44**%	37%	44%	46%
4	**Q7c.** I feel that change is managed well in my organisation	**38**%	28%	32%	40%
5	**Q7b.** My organisation is making the necessary improvements to meet our future challenges	**58**%	52%	54%	57%
6	**Q8b.** Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	**85**%	75%	78%	75%

COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for State Library of NSW

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

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

	State Library of NSW	Digital Experience Division	Library and Information Services	Mitchell Librarian and Education and Scholarship	Operations and Infrastructure and Office of the State Librarian	Public Libraries and Engagement
NUMBER OF RESPONDENTS	232	35	125	11	27	31
EMPLOYEE ENGAGEMENT	75%	76%	74%	87%	84%	67%
ENGAGEMENT WITH WORK	79%	70%	78%	100%	90%	74%
SENIOR MANAGERS	52%	52%	47%	73%	66%	45%
COMMUNICATION	70%	73%	67%	77%	83%	63%
HIGH PERFORMANCE	70%	74%	66%	85%	82%	62%
PUBLIC SECTOR VALUES	68%	70%	65%	81%	78%	58%
DIVERSITY & INCLUSION	80%	81%	78%	92%	88%	72%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

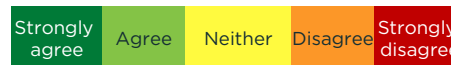r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 10 RESPONDENTS

EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

EMPLOYEE ENGAGEMENT — 75% AGGREGATE SCORE

					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	35	40	17		75%	67%	66%	61%
Q7j. I am proud to tell others I work for my organisation	45	37	13		82%	83%	75%	69%
Q7k. I feel a strong personal attachment to my organisation	37	42	17		80%	69%	69%	63%
Q7l. My organisation motivates me to help it achieve its objectives	27	43	21		70%	58%	59%	55%
Q7m. My organisation inspires me to do the best in my job	30	42	20	7	71%	61%	59%	55%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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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	79% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	38	43	15	81%	79%	76%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	37	43	13	7	80%	76%	76%	72%
Q1e. I am satisfied with my job	28	49	16	77%	72%	71%	69%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

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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 — 52% AGGREGATE SCORE

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	10	41	29	15		51%	41%	50%	49%
Q6b. I feel that senior managers effectively lead and manage change	10	34	31	17	7	44%	37%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	12	45	28	8		58%	48%	51%	50%
Q6d. Senior managers encourage innovation by employees	10	44	29	14		54%	47%	51%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	40	37	9		52%	47%	55%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	18	46	26	7		64%	57%	68%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	12	41	29	13		52%	44%	50%	47%
Q6h. I feel that senior managers listen to employees	11	42	28	12	7	53%	41%	46%	43%
Q7c. I feel that change is managed well in my organisation	9	29	32	18	12	38%	28%	32%	40%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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   70% AGGREGATE SCORE

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	33	48	12			81%	74%	75%	72%
Q5d. My manager encourages and values employee input	38	44	13			82%	76%	79%	72%
Q5e. My manager involves my workgroup in decisions about our work	33	41	18			74%	73%	72%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	12	41	29	13		52%	44%	50%	47%
Q6h. I feel that senior managers listen to employees	11	42	28	12	7	53%	41%	46%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	23	54	16			78%	71%	75%	67%

KEY

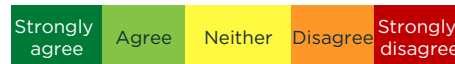| Strongly agree	Agree	Neither	Disagree	Strongly disagree

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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.

HIGH PERFORMANCE

70% AGGREGATE SCORE

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1a. I understand what is expected of me to do well in my role	46	48				94%	92%	86%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	42	43	8			85%	81%	84%	79%
Q3f. I have received appropriate training and development to do my job well	21	53	19			74%	72%	63%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	27	53	15			81%	77%	78%	74%
Q5f. I have confidence in the decisions my manager makes	34	44	17			78%	70%	74%	68%
Q6d. Senior managers encourage innovation by employees	10	44	29	14		54%	47%	51%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	40	37	9		52%	47%	55%	52%
Q7a. My organisation focuses on improving the work we do	19	50	23			68%	65%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	14	44	25	10		58%	52%	54%	57%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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 — 70% AGGREGATE SCORE

		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7d. There is good co-operation between teams across our organisation	11 / 41 / 26 / 17	53%	48%	48%	49%
Q7h. My organisation generally selects capable people to do the job	14 / 54 / 19 / 11	68%	67%	63%	54%

KEY

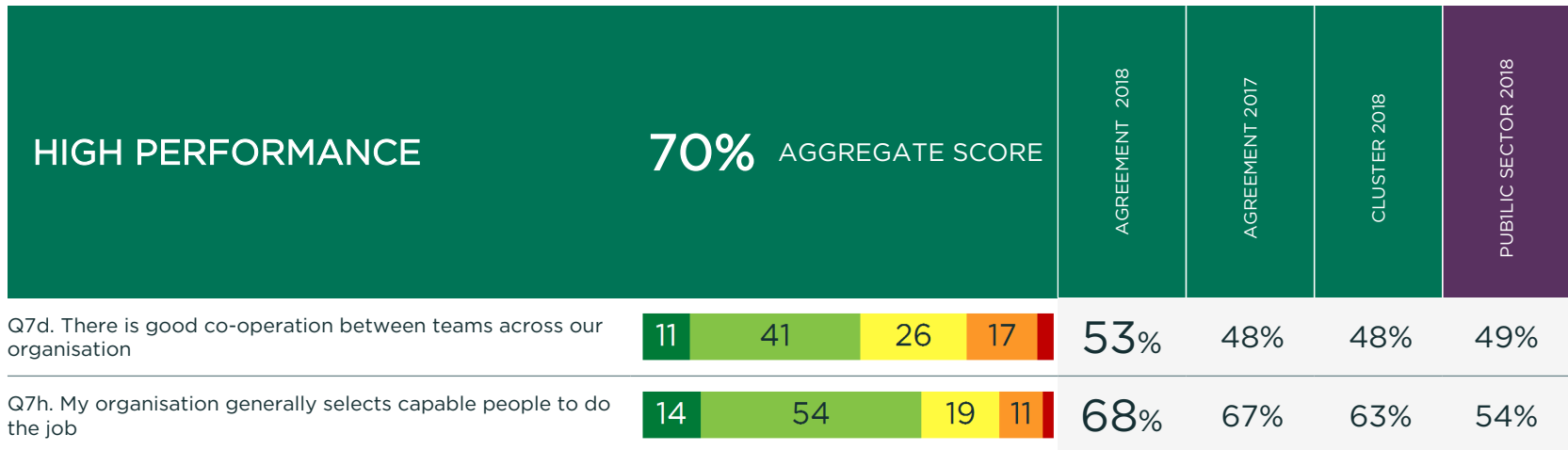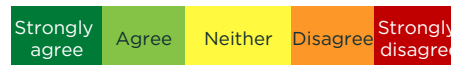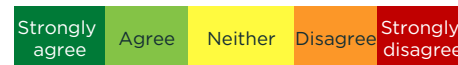| Strongly agree	Agree	Neither	Disagree	Strongly disagree

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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.

PUBLIC SECTOR VALUES — 68% AGGREGATE SCORE

Question	Responses	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q2a. My workgroup strives to achieve customer/client satisfaction	51 / 42	93%	87%	90%	86%
Q2e. People in my workgroup treat each other with respect	37 / 46 / 10	83%	80%	83%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	27 / 53 / 15	81%	77%	78%	74%
Q5b. My manager listens to what I have to say	37 / 52	89%	80%	82%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	10 / 41 / 29 / 15	51%	41%	50%	49%
Q6c. I feel that senior managers model the values of my organisation	12 / 45 / 28 / 8	58%	48%	51%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	18 / 46 / 26 / 7	64%	57%	68%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	12 / 41 / 29 / 13	52%	44%	50%	47%
Q6h. I feel that senior managers listen to employees	11 / 42 / 28 / 12 / 7	53%	41%	46%	43%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

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 — 68% AGGREGATE SCORE

	Responses	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do	19 / 50 / 23	68%	65%	68%	69%
Q7e. People in my organisation take responsibility for their own actions	8 / 44 / 32 / 12	52%	47%	52%	49%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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

80% AGGREGATE SCORE

Question	Distribution	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	24 / 47 / 17 / 10	71%	69%	66%	65%
Q5b. My manager listens to what I have to say	37 / 52	89%	80%	82%	76%
Q5d. My manager encourages and values employee input	38 / 44 / 13	82%	76%	79%	72%
Q6i. Senior managers in my organisation support the career advancement of women	22 / 40 / 32	62%	63%	67%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	28 / 55 / 11	83%	79%	80%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	31 / 54 / 11	85%	75%	78%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	23 / 54 / 16	78%	71%	75%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? *Response scale Very satisfied - Very unsatisfied*	38 / 44 / 11	82%	78%	73%	59%
Q8e. My manager supports flexible working in my team	42 / 43 / 11	85%	-	77%	63%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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.

FLEXIBLE WORKING   83% AGGREGATE SCORE

		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? *Response scale Very satisfied - Very unsatisfied*	38 / 44 / 11	82%	78%	73%	59%
Q8e. My manager supports flexible working in my team	42 / 43 / 11	85%	-	77%	63%

KEY

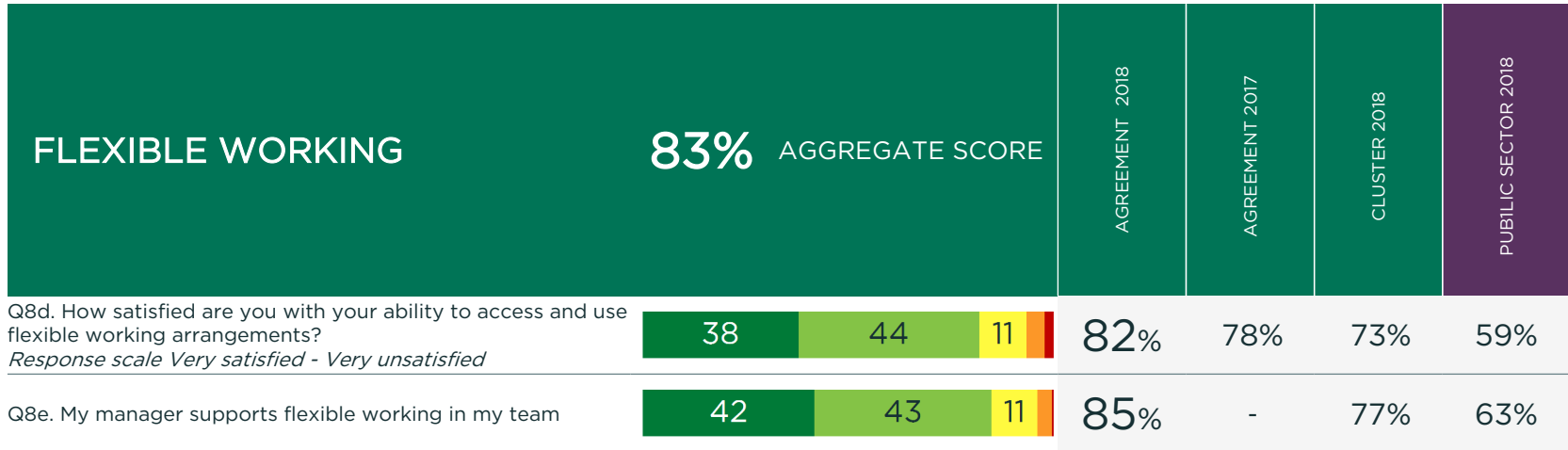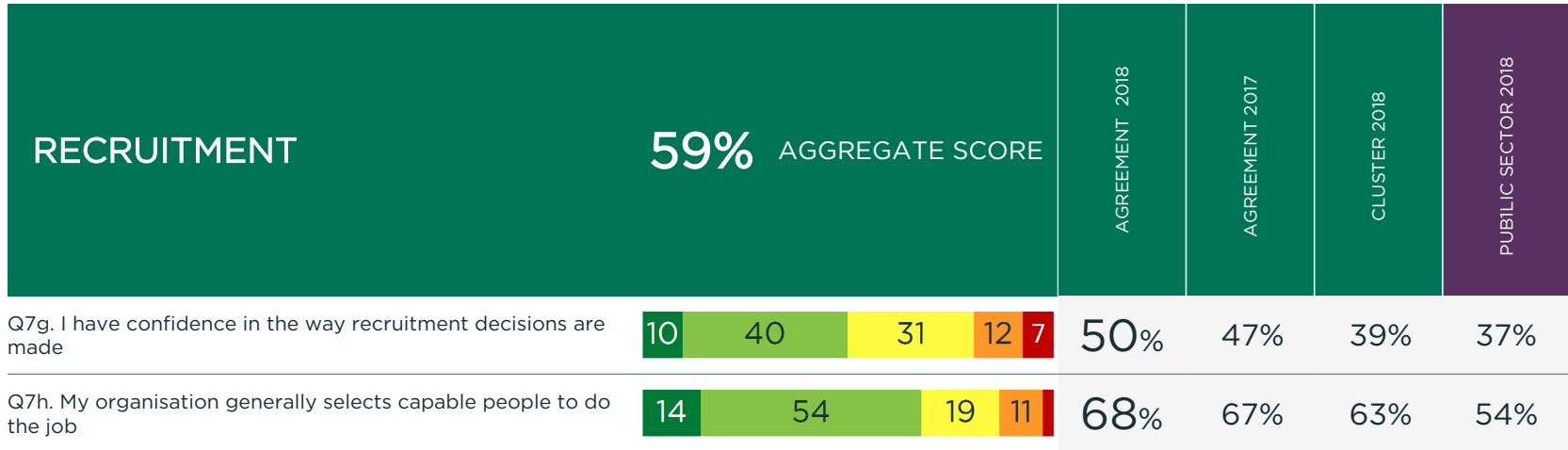| Strongly agree	Agree	Neither	Disagree	Strongly disagree

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	10 / 40 / 31 / 12 / 7	50%	47%	39%	37%
Q7h. My organisation generally selects capable people to do the job	14 / 54 / 19 / 11	68%	67%	63%	54%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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

Question	Responses	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	24 / 53 / 14 / 7	78%	76%	67%	65%
Q3e. My performance is assessed against clear criteria	20 / 52 / 18 / 9	72%	72%	52%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	19 / 32 / 27 / 16 / 7	50%	44%	47%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	38 / 41 / 13	79%	75%	76%	69%
Q5h. My manager appropriately deals with employees who perform poorly	15 / 30 / 33 / 15	44%	41%	46%	46%
Q7f. My organisation is committed to developing its employees	14 / 48 / 28 / 7	61%	54%	52%	52%

KEY

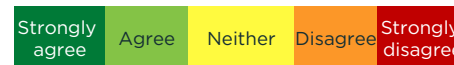| Strongly agree	Agree	Neither	Disagree	Strongly disagree

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 — 77% AGGREGATE SCORE

	Response distribution	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	24 / 47 / 17 / 10	71%	69%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	17 / 49 / 20 / 11	66%	61%	64%	60%
Q2c. I receive help and support from other members of my workgroup	45 / 46	92%	85%	86%	81%
Q2d. There is good team spirit in my workgroup	37 / 41 / 13 / 8	77%	73%	75%	70%

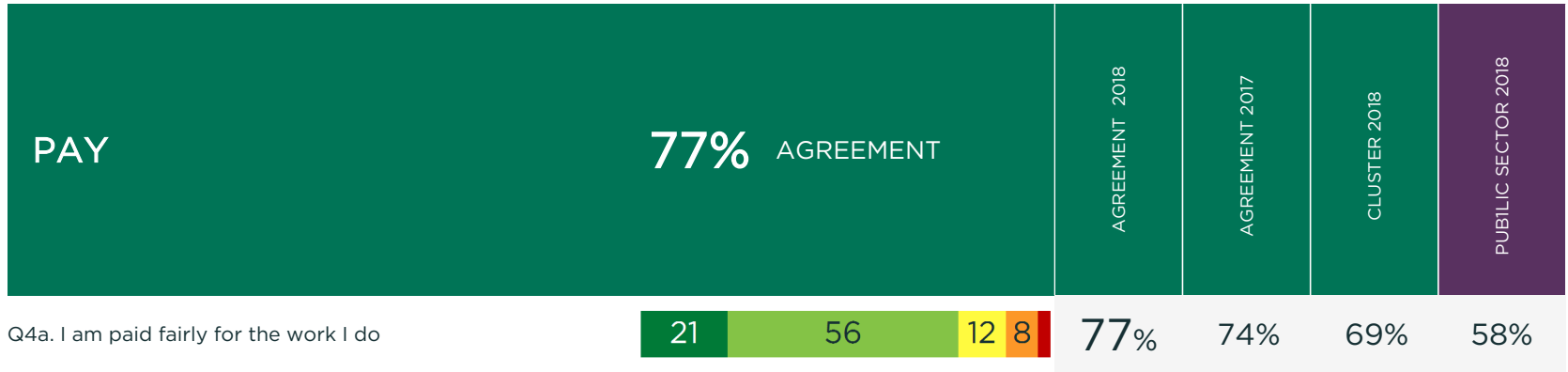KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

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.

PAY	77% AGREEMENT	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q4a. I am paid fairly for the work I do	21 / 56 / 12 / 8	77%	74%	69%	58%

KEY

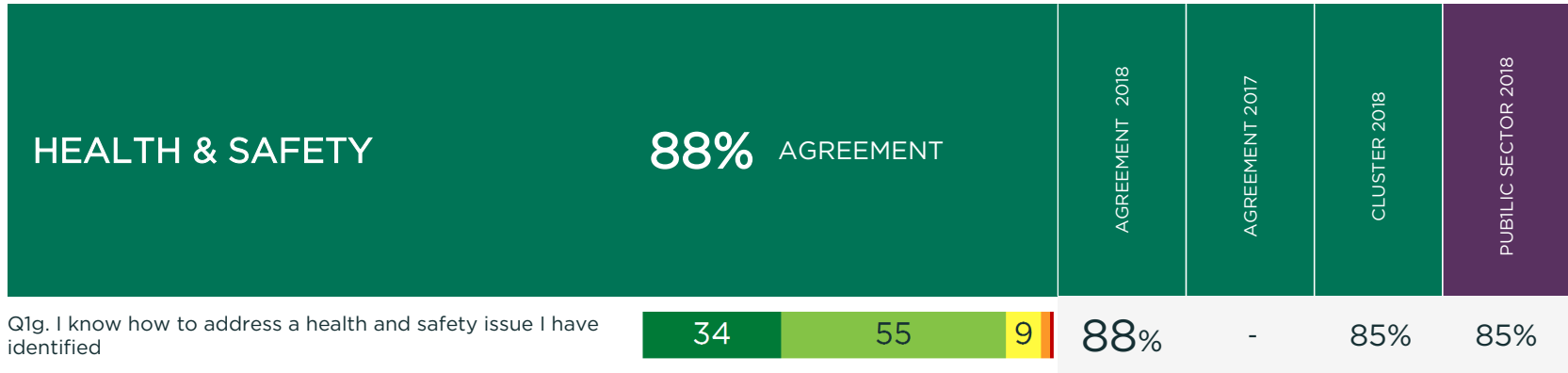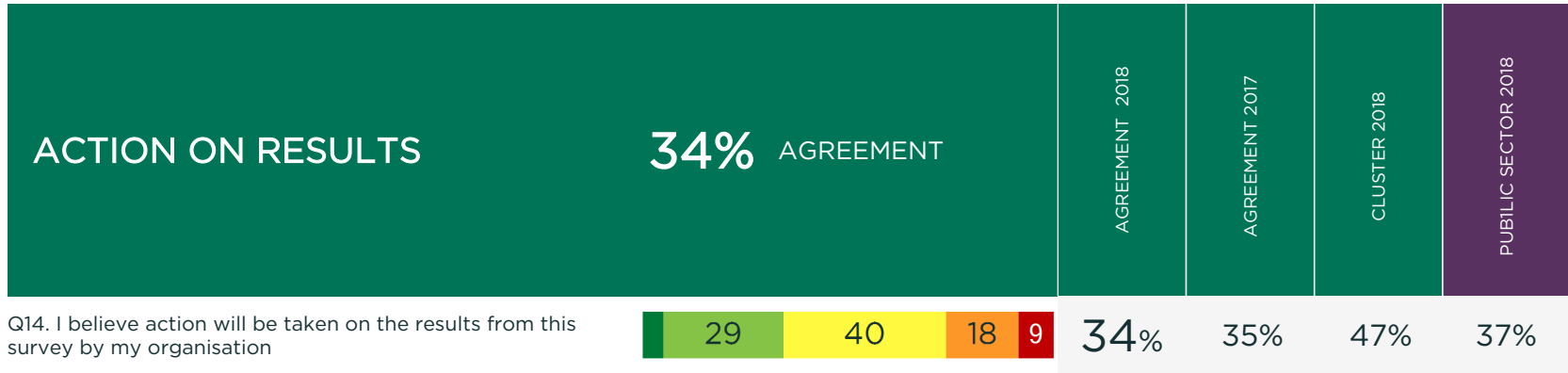| Strongly agree	Agree	Neither	Disagree	Strongly disagree

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.

HEALTH & SAFETY   88% AGREEMENT

					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1g. I know how to address a health and safety issue I have identified	34	55	9		88%	-	85%	85%

KEY

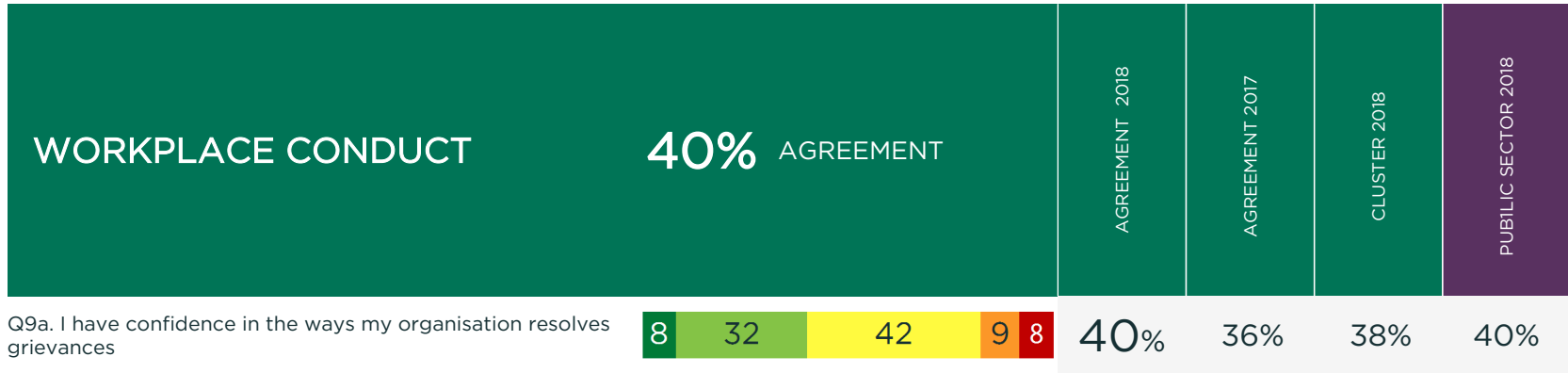| Strongly agree	Agree	Neither	Disagree	Strongly disagree

EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

ACTION ON RESULTS — 34% AGREEMENT

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBILIC SECTOR 2018
Q14. I believe action will be taken on the results from this survey by my organisation		29	40	18	9	34%	35%	47%	37%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

25

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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 CONDUCT — 40% AGREEMENT

		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q9a. I have confidence in the ways my organisation resolves grievances	8 / 32 / 42 / 9 / 8	40%	36%	38%	40%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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		94%	94%	65%	71%
No		6%	6%	35%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		87%	87%	79%	76%
No		13%	13%	21%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		72%	79%	58%	58%
No		28%	21%	42%	42%

EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

		2018	2017	CLUSTER 2018	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		35%	42%	40%	41%
No		65%	58%	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 visible opportunities	48%	49%	36%	30%
Lack of promotion opportunities	43%	37%	35%	29%
There are no major barriers to my career progression	27%	26%	29%	32%
Personal/family considerations	23%	30%	29%	30%
The application/recruitment process is too cumbersome or time consuming	17%	20%	24%	23%
Geographic location considerations	15%	15%	29%	26%
Lack of support for temporary assignments/secondments	14%	20%	15%	15%
Lack of required capabilities or experience	13%	12%	12%	11%
Insufficient training and development	9%	8%	14%	16%
Other	9%	10%	9%	9%
Lack of support from my manager/supervisor	7%	10%	12%	14%

% are calculated with the number of unique respondents (N = 216 to this question)

UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		18%	18%	19%	24%
No		66%	69%	65%	58%
Don't know		17%	13%	16%	18%
Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		74%	73%	59%	66%
No		26%	24%	39%	32%
Don't know	(r)				

UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q11a. In the last 12 months I have witnessed bullying at work					
Yes		32%	31%	26%	33%
No		55%	55%	65%	57%
Don't know		12%	13%	9%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		13%	13%	12%	18%
No		81%	78%	82%	76%
Don't know		6%	10%	6%	6%

UNACCEPTABLE CONDUCT

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	CLUSTER 2018	PUBLIC SECTOR 2018
A fellow worker at your level		43%	42%	25%	27%
A senior manager		17%	19%	26%	21%
Your Immediate Manager/Supervisor		13%	15%	21%	23%
A subordinate		10%	8%	8%	7%
Prefer not to say		10%	12%	14%	14%
Other		7%	4%	4%	4%
A client or customer	(r)				
A member of the public other than a client or customer	(r)				

EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

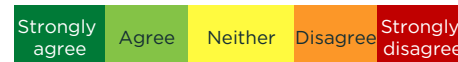|	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q12a. In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work				
Yes	0%	-	1%	3%
No	98%	-	98%	94%
Don't know	2%	-	1%	2%
Q12b. If yes to 12a, please indicate the role of the person who has been the source of the 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

Question	Responses	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q1. My organisation listens to its customers and stakeholders	18 / 60 / 19	77%	75%	74%
Q2. I have a clear understanding of the vision of my organisation	16 / 57 / 19 / 8	73%	70%	68%
Q3. I am aware how my role contributes to the vision of my organisation	21 / 61 / 14	82%	81%	75%
Q4. I am encouraged to participate in sustainable work practices by my supervisor or manager	13 / 47 / 31 / 7	60%	56%	63%
Q5. My team is equipped with the right tools to provide good customer service	13 / 50 / 24 / 9	63%	66%	63%
Q6. My organisation has the right tools in place to assist and manage geographically dispersed teams	9 / 29 / 53	38%	33%	54%
Q7. I have access to the information I need to do my job well	17 / 60 / 16	77%	-	71%
Q8. I feel informed about changes in my organisation	15 / 47 / 23 / 11	62%	-	52%
Q9. The people I work with have safe work practices	27 / 65	91%	-	88%
Q10. My manager promotes safe work practices in my workplace	30 / 54 / 14	85%	-	86%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

PERSONAL AND WORK PROFILES

	PERCENTAGE
GENDER	
Male	30%
Female	66%
Other	4%

PERSONAL AND WORK PROFILES

AGE	PERCENTAGE
15 - 19	-
20 - 24	1%
25 -29	6%
30 - 34	13%
35 - 39	10%
40 - 44	14%
45 - 49	16%
50 - 54	16%
55 - 59	15%
60 - 64	7%
65+	2%

	PERCENTAGE

PERSONAL AND WORK PROFILES

TYPE OF WORK

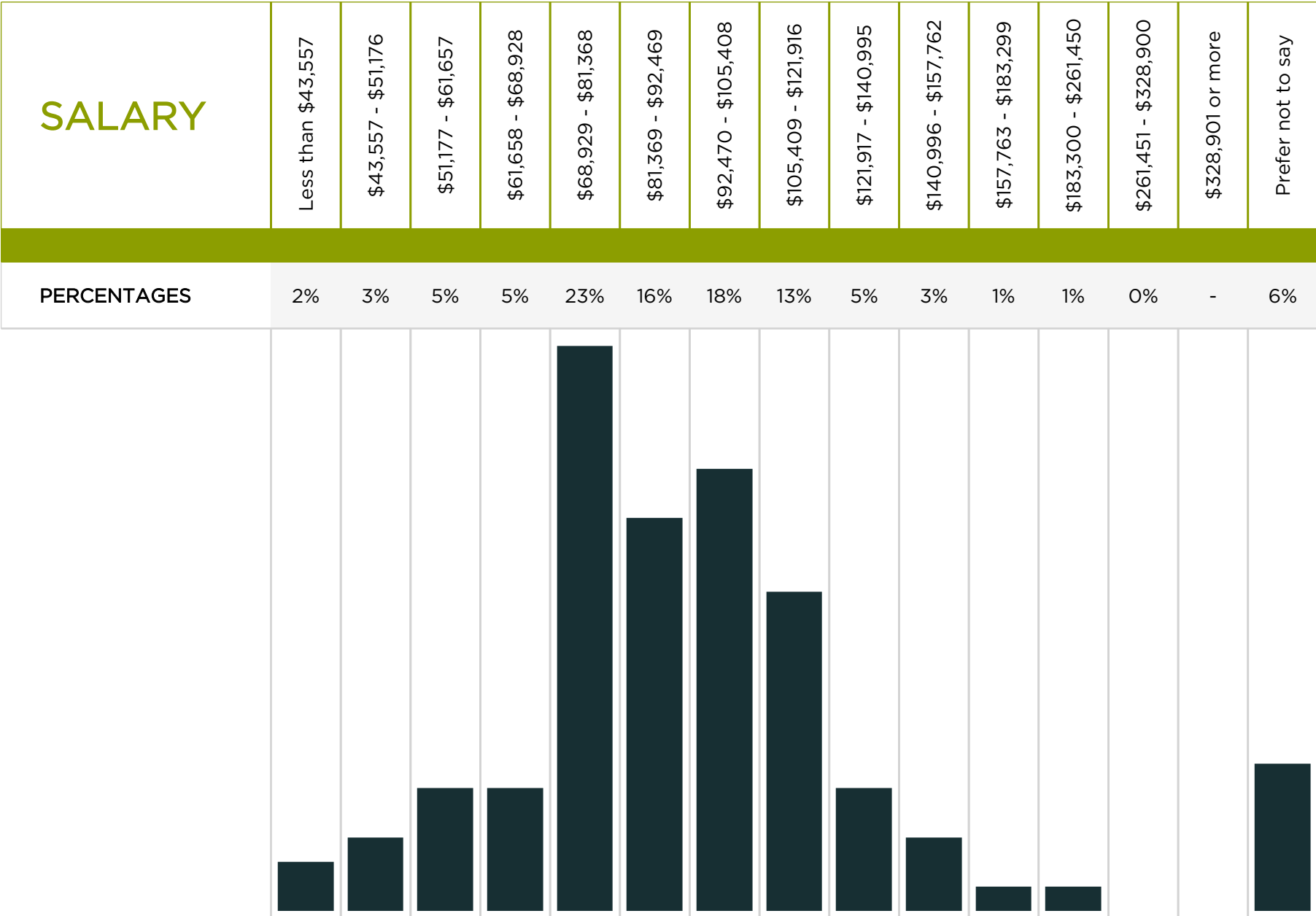|		PERCENTAGE
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)		27%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)		23%
Administrative support (e.g. executive/personal assistant, receptionist)		5%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)		14%
Policy		2%
Research		5%
Program and project management support		10%
Legal (including developing and/or reviewing legislation)		-
Other		15%

PERSONAL AND WORK PROFILES

SALARY

	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	$328,901 or more	Prefer not to say
PERCENTAGES	2%	3%	5%	5%	23%	16%	18%	13%	5%	3%	1%	1%	0%	-	6%

PERCENTAGE

PERSONAL AND WORK PROFILES

TENURE IN ORGANISATION

	PERCENTAGE
Less than 1 year	16%
1 - 2 years	10%
2 - 5 years	22%
5 - 10 years	18%
10 - 20 years	11%
More than 20 years	23%

PERSONAL AND WORK PROFILES

81

29

16

11

9

8

8

	PERCENTAGE
FLEXIBLE WORKING	
Flexible start and finish times	81%
Working additional hours to make up for time off	29%
Part-time work	16%
Working more hours over fewer days	11%
None of the above	9%
Working from home	8%
Leave without pay	8%

% are calculated with the number of unique respondents (N = 219 to this question)

PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Flexible scheduling for rostered workers	7%
Study leave	4%
Purchasing annual leave	2%
Job sharing	1%
Working from different locations	0%
Other	0%

% are calculated with the number of unique respondents (N = 219 to this question)

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.

	State Library of 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	232	59	50	10	30	4	12	22	0	34
EMPLOYEE ENGAGEMENT	75%	83%	74%	(r)	79%	(r)	(r)	(r)	(r)	67%
ENGAGEMENT WITH WORK	79%	84%	75%	(r)	88%	(r)	(r)	(r)	(r)	68%
SENIOR MANAGERS	52%	59%	48%	(r)	59%	(r)	(r)	(r)	(r)	38%
COMMUNICATION	70%	73%	64%	(r)	80%	(r)	(r)	(r)	(r)	61%
HIGH PERFORMANCE	70%	75%	64%	(r)	80%	(r)	(r)	(r)	(r)	57%
PUBLIC SECTOR VALUES	68%	73%	63%	(r)	74%	(r)	(r)	(r)	(r)	56%
DIVERSITY & INCLUSION	80%	79%	79%	(r)	87%	(r)	(r)	(r)	(r)	74%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	State Library of 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	232	5	6	11	11	51	35	40	28	10	6	2	2	1
EMPLOYEE ENGAGEMENT	75%	(r)	(r)	(r)	(r)	75%	82%	71%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	79%	(r)	(r)	(r)	(r)	77%	93%	75%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	51%	57%	53%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(r)	(r)	(r)	(r)	68%	79%	73%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	67%	78%	69%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	67%	75%	69%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	(r)	(r)	(r)	(r)	75%	86%	83%	(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

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.

	State Library of NSW	$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	232	0	13
EMPLOYEE ENGAGEMENT	75%	(r)	(r)
ENGAGEMENT WITH WORK	79%	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)
COMMUNICATION	70%	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)
PUBLIC SECTOR VALUES	68%	(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

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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.

	State Library of NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	232	34	22	48	40	24	49
EMPLOYEE ENGAGEMENT	75%	86%	(r)	75%	75%	(r)	74%
ENGAGEMENT WITH WORK	79%	91%	(r)	85%	79%	(r)	74%
SENIOR MANAGERS	52%	68%	(r)	51%	46%	(r)	50%
COMMUNICATION	70%	86%	(r)	71%	69%	(r)	67%
HIGH PERFORMANCE	70%	81%	(r)	70%	67%	(r)	67%
PUBLIC SECTOR VALUES	68%	80%	(r)	68%	65%	(r)	65%
DIVERSITY & INCLUSION	80%	90%	(r)	78%	82%	(r)	75%

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.

	State Library of 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	232	177	25	64	16	36	2	1	17	4	17	9	1	20
EMPLOYEE ENGAGEMENT	75%	75%	(r)	75%	(r)	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	79%	79%	(r)	75%	(r)	86%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	50%	(r)	51%	(r)	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	70%	(r)	72%	(r)	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	70%	(r)	70%	(r)	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	67%	(r)	68%	(r)	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	81%	(r)	82%	(r)	83%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

*multiple types may be choosen.

KEY   AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE   AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE   r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	State Library of NSW	Sydney East	Sydney - City and Inner South	Sydney - North Sydney and Hornsby	Sydney - Northern Beaches	Sydney - Eastern Suburbs	Sydney - Inner South West	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - Parramatta	Sydney - Ryde	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	232	214	212	1	1	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	75%	76%	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	79%	81%	81%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	52%	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	71%	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	70%	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	68%	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	80%	81%	(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

EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

	State Library of NSW	Sydney West	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 - Inner West
NUMBER OF RESPONDENTS	232	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	79%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	(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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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.

	State Library of NSW	OUTSIDE NSW	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury	Sydney - Blacktown
NUMBER OF RESPONDENTS	232	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	75%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	79%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	70%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	(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

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	State Library of 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	232	0	2	13	29	22	31	35	36	32	15	5
EMPLOYEE ENGAGEMENT	75%	(r)	(r)	(r)	(r)	(r)	72%	78%	76%	77%	(r)	(r)
ENGAGEMENT WITH WORK	79%	(r)	(r)	(r)	(r)	(r)	76%	83%	77%	79%	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)	43%	59%	50%	57%	(r)	(r)
COMMUNICATION	70%	(r)	(r)	(r)	(r)	(r)	63%	77%	63%	71%	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	67%	73%	67%	71%	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	63%	73%	62%	72%	(r)	(r)
DIVERSITY & INCLUSION	80%	(r)	(r)	(r)	(r)	(r)	76%	80%	77%	79%	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	State Library of NSW	Male	Female	Other
NUMBER OF RESPONDENTS	232	67	147	8
EMPLOYEE ENGAGEMENT	75%	80%	75%	(r)
ENGAGEMENT WITH WORK	79%	81%	80%	(r)
SENIOR MANAGERS	52%	63%	48%	(r)
COMMUNICATION	70%	77%	67%	(r)
HIGH PERFORMANCE	70%	76%	68%	(r)
PUBLIC SECTOR VALUES	68%	77%	65%	(r)
DIVERSITY & INCLUSION	80%	84%	78%	(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.

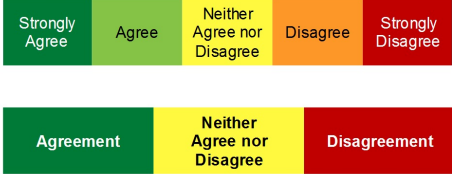## ℹ HOW TO READ THIS REPORT

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.

| Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |

| Agreement | Neither Agree nor Disagree | Disagreement |

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 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.