
PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Planning and Environment

Other Agencies and Trusts

Western Sydney Parklands & Parramatta Park Trust

RESPONSE RATE

88%

21 OF 24 RESPONDENTS

EMPLOYEE ENGAGEMENT

83%

DIFFERENCE FROM 2017 +12
DIFFERENCE FROM PARENT* +14
DIFFERENCE FROM PUBLIC SECTOR +18

ENGAGEMENT WITH WORK

86%

DIFFERENCE FROM 2017 +8
DIFFERENCE FROM PARENT* +11
DIFFERENCE FROM PUBLIC SECTOR +14

SENIOR MANAGERS

78%

DIFFERENCE FROM 2017 +12
DIFFERENCE FROM PARENT* +28
DIFFERENCE FROM PUBLIC SECTOR +29

COMMUNICATION

80%

DIFFERENCE FROM 2017 +7
DIFFERENCE FROM PARENT* +14
DIFFERENCE FROM PUBLIC SECTOR +19

HIGH PERFORMANCE

84%

DIFFERENCE FROM 2017 +9
DIFFERENCE FROM PARENT* +18
DIFFERENCE FROM PUBLIC SECTOR +19

PUBLIC SECTOR VALUES

80%

DIFFERENCE FROM 2017 +3
DIFFERENCE FROM PARENT* +14
DIFFERENCE FROM PUBLIC SECTOR +18

DIVERSITY & INCLUSION

83%

DIFFERENCE FROM PARENT* +8
DIFFERENCE FROM PUBLIC SECTOR +15

FLEXIBLE WORKING SATISFACTION

71%

DIFFERENCE FROM 2017 +3
DIFFERENCE FROM PARENT* +10
DIFFERENCE FROM PUBLIC SECTOR +13

ACTION ON RESULTS

67%

DIFFERENCE FROM 2017 +17
DIFFERENCE FROM PARENT* +20
DIFFERENCE FROM PUBLIC SECTOR +30



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

*Parent refers to Other Agencies and Trusts

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	95%	96%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	90%	68%
1c.	My job gives me a feeling of personal accomplishment	90%	82%
1g.	I know how to address a health and safety issue I have identified	90%	-
7i.	I would recommend my organisation as a great place to work	90%	73%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	90%	77%
8c.	I am able to speak up and share a different view to my colleagues and manager	90%	68%
2a.	My workgroup strives to achieve customer/client satisfaction	90%	100%
2b.	My workgroup works collaboratively to achieve its objectives	86%	78%
2c.	I receive help and support from other members of my workgroup	86%	83%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

5h.	My manager appropriately deals with employees who perform poorly	48%	22%
3g.	I am satisfied with the opportunities available for career development in my organisation	52%	39%
9a.	I have confidence in the ways my organisation resolves grievances	57%	36%
7f.	My organisation is committed to developing its employees	62%	55%
7g.	I have confidence in the way recruitment decisions are made	62%	55%
6g.	I feel that senior managers keep employees informed about what's going on	67%	59%
14.	I believe action will be taken on the results from this survey by my organisation	67%	50%
7e.	People in my organisation take responsibility for their own actions	67%	64%
3f.	I have received appropriate training and development to do my job well	67%	61%
1f.	I am able to keep my work stress at an acceptable level	67%	65%



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

	AGREEMENT 2018	AGREEMENT 2017
7d. There is good co-operation between teams across our organisation	81%	45%
7l. My organisation motivates me to help it achieve its objectives	86%	55%
7m. My organisation inspires me to do the best in my job	86%	55%
5h. My manager appropriately deals with employees who perform poorly	48%	22%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	90%	68%
8c. I am able to speak up and share a different view to my colleagues and manager	90%	68%
6h. I feel that senior managers listen to employees	76%	55%
9a. I have confidence in the ways my organisation resolves grievances	57%	36%
3e. My performance is assessed against clear criteria	75%	57%
7i. I would recommend my organisation as a great place to work	90%	73%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018
AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
2a. My workgroup strives to achieve customer/client satisfaction	90%	100%
6i. Senior managers in my organisation support the career advancement of women	76%	82%
5e. My manager involves my workgroup in decisions about our work	86%	91%
5c. My manager communicates effectively with me	76%	78%
4a. I am paid fairly for the work I do	81%	83%
2e. People in my workgroup treat each other with respect	86%	87%
5a. My manager encourages people in my workgroup to keep improving the work they do	86%	87%
5b. My manager listens to what I have to say	86%	87%
7a. My organisation focuses on improving the work we do	81%	82%
5d. My manager encourages and values employee input	86%	86%



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

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



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



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



Q3g. I am satisfied with the opportunities available for career development in my organisation



Q3g. I am satisfied with the opportunities available for career development in my organisation



Q3g. I am satisfied with the opportunities available for career development in my organisation



Q5h. My manager appropriately deals with employees who perform poorly



Q5h. My manager appropriately deals with employees who perform poorly



Q5h. My manager appropriately deals with employees who perform poorly



Q3f. I have received appropriate training and development to do my job well



Q3f. I have received appropriate training and development to do my job well



Q3f. I have received appropriate training and development to do my job well



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



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



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



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.

67%

of employees replied favourably to:

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

37%

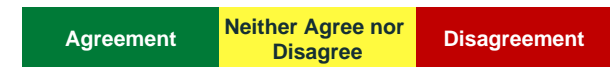
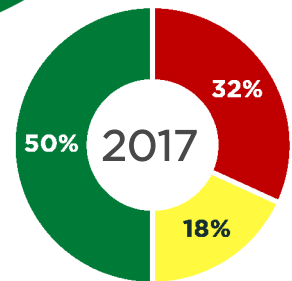
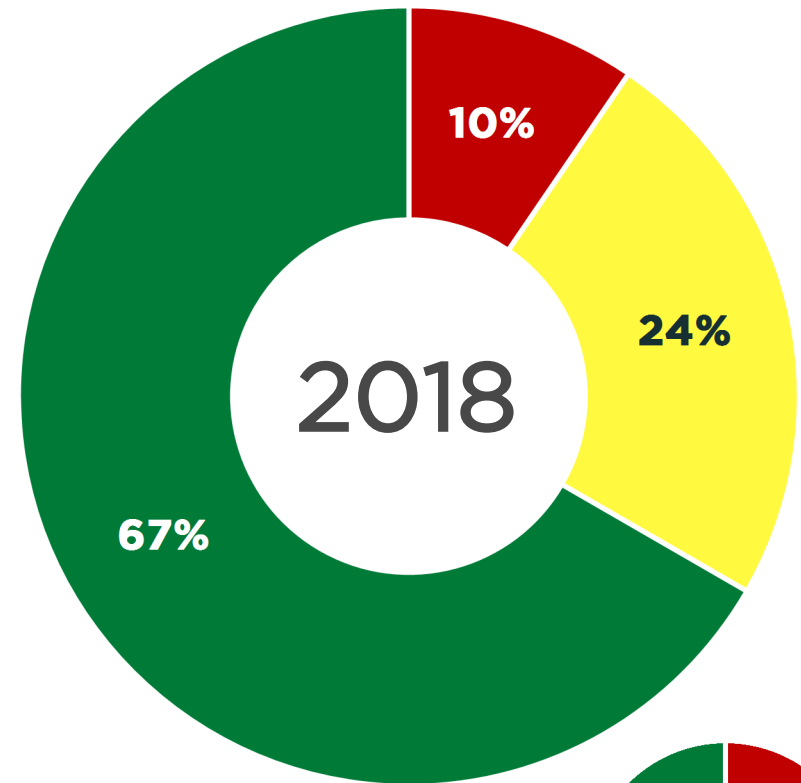
SECTOR

47%

CLUSTER

50%

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.

** As your organisation received less than 30 responses, the key drivers are taken from the questions for Other Agencies and Trusts.

*Parent refers to Other Agencies and Trusts

RANK

		% AGREEMENT 2018	% AGREEMENT 2017	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7a. My organisation focuses on improving the work we do	81%	82%	75%	69%
2	Q6c. I feel that senior managers model the values of my organisation	76%	65%	60%	50%
3	Q6a. I believe senior managers provide clear direction for the future of the organisation	76%	70%	61%	49%
4	Q7b. My organisation is making the necessary improvements to meet our future challenges	81%	77%	66%	57%
5	Q6b. I feel that senior managers effectively lead and manage change	71%	65%	55%	46%
6	Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	86%	82%	84%	76%



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	83% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018	
Q7i. I would recommend my organisation as a great place to work	52	38	90%	73%	76%	66%	61%	
Q7j. I am proud to tell others I work for my organisation	55	30	15	85%	73%	86%	75%	69%
Q7k. I feel a strong personal attachment to my organisation	48	33	14	81%	64%	80%	69%	63%
Q7l. My organisation motivates me to help it achieve its objectives	43	43	10	86%	55%	72%	59%	55%
Q7m. My organisation inspires me to do the best in my job	57	29	10	86%	55%	72%	59%	55%

KEY





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ENGAGEMENT WITH WORK	86% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018	
Q1c. My job gives me a feeling of personal accomplishment	57	33	90%	82%	84%	76%	76%	
Q1d. I feel motivated to contribute more than what is normally required at work	43	43	10	86%	74%	82%	76%	72%
Q1e. I am satisfied with my job	38	43	14	81%	78%	79%	71%	69%

KEY





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SENIOR MANAGERS	78% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	48	29	14	10	76%	70%	61%	50%	49%
Q6b. I feel that senior managers effectively lead and manage change	24	48	19	10	71%	65%	55%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	38	38	24		76%	65%	60%	51%	50%
Q6d. Senior managers encourage innovation by employees	43	43		10	86%	73%	60%	51%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	43	48		10	90%	68%	59%	55%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	48	38		10	86%	86%	75%	68%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	38	29	14	14	67%	59%	61%	50%	47%
Q6h. I feel that senior managers listen to employees	38	38		19	76%	55%	51%	46%	43%
Q7c. I feel that change is managed well in my organisation	29	43	19	10	71%	55%	49%	32%	40%

KEY





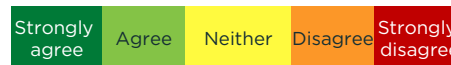
EXPLORE THE FULL RESULTS

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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.

COMMUNICATION	80% AGGREGATE SCORE			AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	43	33	19	76%	78%	78%	75%	72%	
Q5d. My manager encourages and values employee input	52	33	10	86%	86%	80%	79%	72%	
Q5e. My manager involves my workgroup in decisions about our work	48	38	14	86%	91%	75%	72%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	38	29	14	14	67%	59%	61%	50%	47%
Q6h. I feel that senior managers listen to employees	38	38	19	76%	55%	51%	46%	43%	
Q8c. I am able to speak up and share a different view to my colleagues and manager	52	38	10	90%	68%	77%	75%	67%	

KEY





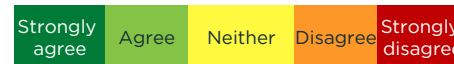
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

	HIGH PERFORMANCE		84% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
Q1a. I understand what is expected of me to do well in my role	52	43		95%	96%	92%	86%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	48	38	10	86%	78%	85%	84%	79%
Q3f. I have received appropriate training and development to do my job well	29	38	33	67%	61%	66%	63%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	43	43	14	86%	87%	81%	78%	74%
Q5f. I have confidence in the decisions my manager makes	52	33	10	86%	78%	76%	74%	68%
Q6d. Senior managers encourage innovation by employees	43	43	10	86%	73%	60%	51%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	43	48	10	90%	68%	59%	55%	52%
Q7a. My organisation focuses on improving the work we do	43	38	19	81%	82%	75%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	38	43	19	81%	77%	66%	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.

	84% AGGREGATE SCORE			AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
Q7d. There is good co-operation between teams across our organisation	38	43	14	81%	45%	52%	48%	49%
Q7h. My organisation generally selects capable people to do the job	33	48	14	81%	68%	66%	63%	54%

KEY





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Questions are grouped by topics in this report.

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

PUBLIC SECTOR VALUES	80% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018		
Q2a. My workgroup strives to achieve customer/client satisfaction	55	35	10	90%	100%	91%	90%	86%	
Q2e. People in my workgroup treat each other with respect	48	38	10	86%	87%	80%	83%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	43	43	14	86%	87%	81%	78%	74%	
Q5b. My manager listens to what I have to say	57	29	10	86%	87%	85%	82%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	48	29	14	10	76%	70%	61%	50%	49%
Q6c. I feel that senior managers model the values of my organisation	38	38	24	76%	65%	60%	51%	50%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	48	38	10	86%	86%	75%	68%	62%	
Q6g. I feel that senior managers keep employees informed about what's going on	38	29	14	14	67%	59%	61%	50%	47%
Q6h. I feel that senior managers listen to employees	38	38	19	76%	55%	51%	46%	43%	

KEY





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Questions are grouped by topics in this report.

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

PUBLIC SECTOR VALUES		80% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do		43	38	19		81%	82%	75%	68%	69%	
Q7e. People in my organisation take responsibility for their own actions		38	29	14	10	10	67%	64%	56%	52%	49%

KEY





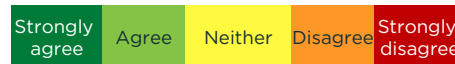
EXPLORE THE FULL RESULTS

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	83% AGGREGATE SCORE			AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	33	48	14	81%	65%	70%	66%	65%
Q5b. My manager listens to what I have to say	57	29	10	86%	87%	85%	82%	76%
Q5d. My manager encourages and values employee input	52	33	10	86%	86%	80%	79%	72%
Q6i. Senior managers in my organisation support the career advancement of women	52	24	24	76%	82%	69%	67%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	48	38	14	86%	82%	84%	80%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	48	43	10	90%	77%	83%	78%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	52	38	10	90%	68%	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>	29	43	24	71%	68%	62%	73%	59%
Q8e. My manager supports flexible working in my team	29	52	14	81%	-	70%	77%	63%

KEY

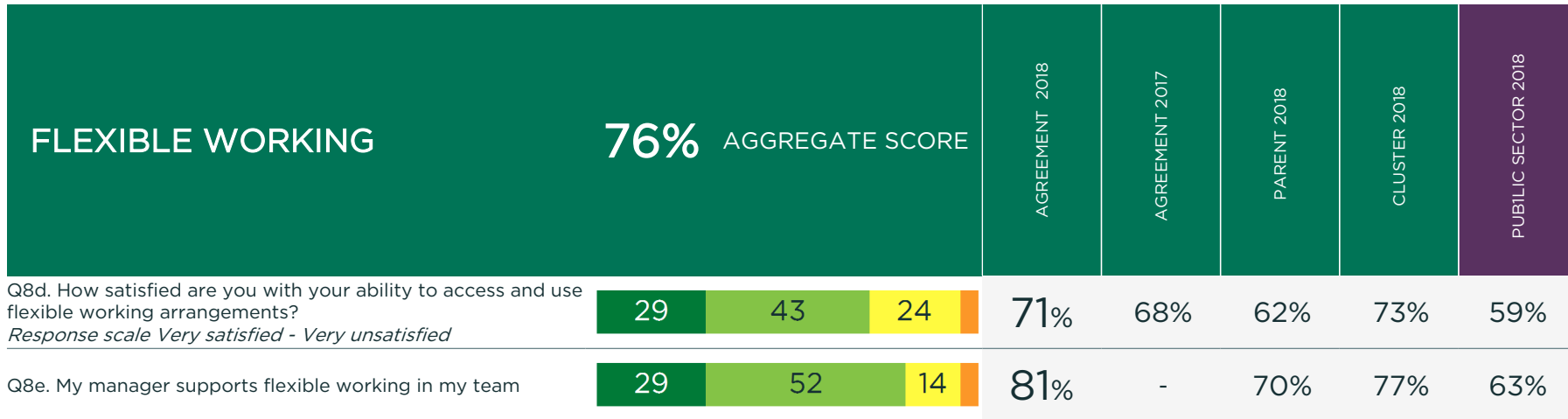




EXPLORE THE FULL RESULTS

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	71% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC LIC SECTOR 2018
Q7g. I have confidence in the way recruitment decisions are made	33	29	24	10	62%	55%	45%	39%	37%
Q7h. My organisation generally selects capable people to do the job	33	48	14		81%	68%	66%	63%	54%

KEY





EXPLORE THE FULL RESULTS

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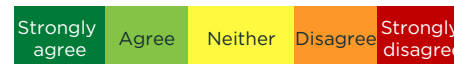
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT

67% AGGREGATE SCORE

		AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC LIC SECTOR 2018
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		81%	78%	71%	67%	65%
Q3e. My performance is assessed against clear criteria		75%	57%	61%	52%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation		52%	39%	50%	47%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do		86%	74%	77%	76%	69%
Q5h. My manager appropriately deals with employees who perform poorly		48%	22%	50%	46%	46%
Q7f. My organisation is committed to developing its employees		62%	55%	53%	52%	52%

KEY





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Questions are grouped by topics in this report.

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

WORKPLACE SUPPORT	77% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018		
Q1b. I am provided with the support I need to do my best at work	33	48	14	81%	65%	70%	66%	65%	
Q1f. I am able to keep my work stress at an acceptable level	19	48	19	14	67%	65%	66%	64%	60%
Q2c. I receive help and support from other members of my workgroup	38	48	14	86%	83%	86%	86%	81%	
Q2d. There is good team spirit in my workgroup	52	24	19	76%	70%	76%	75%	70%	

KEY

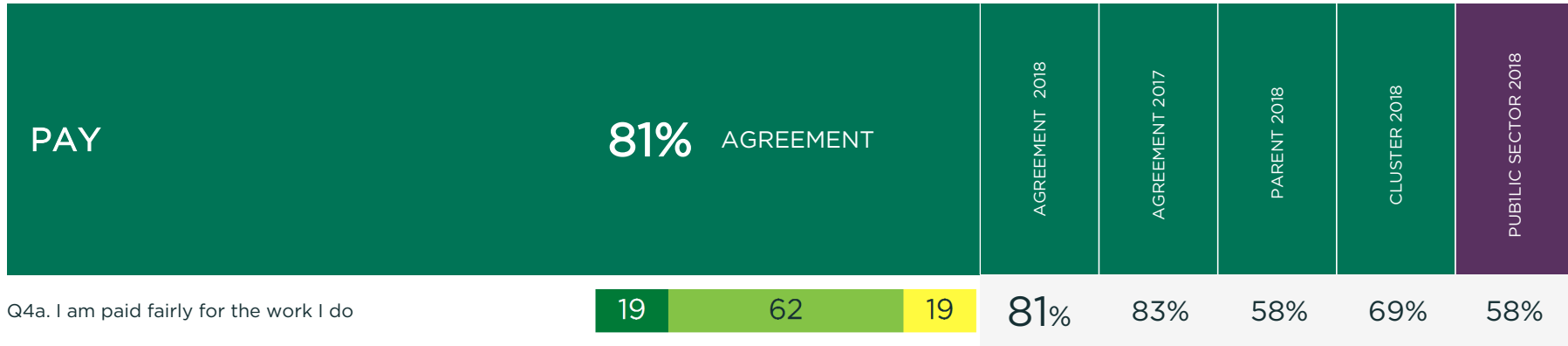




EXPLORE THE FULL RESULTS

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KEY

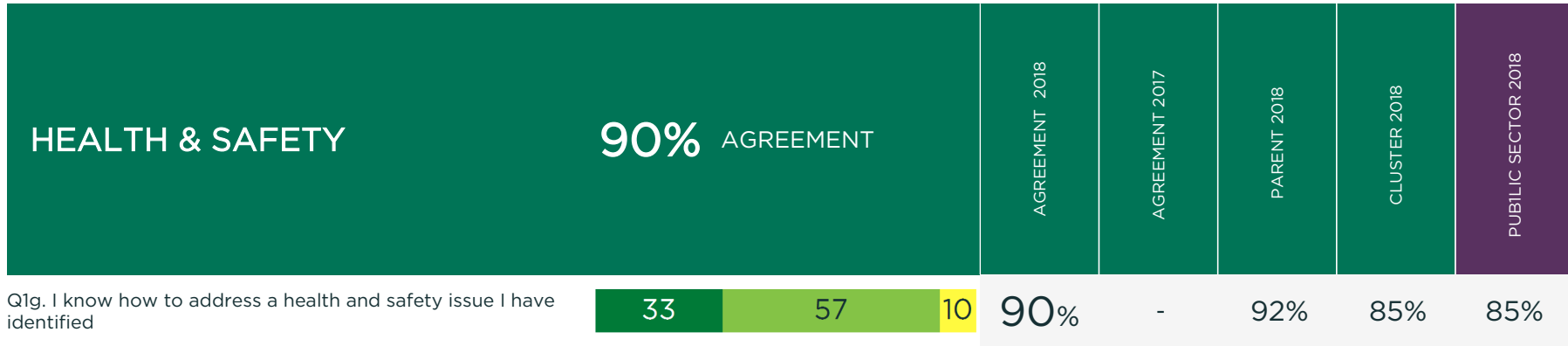




EXPLORE THE FULL RESULTS

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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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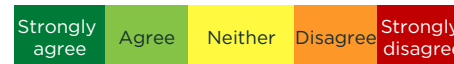
ACTION ON RESULTS

67% AGREEMENT

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



KEY

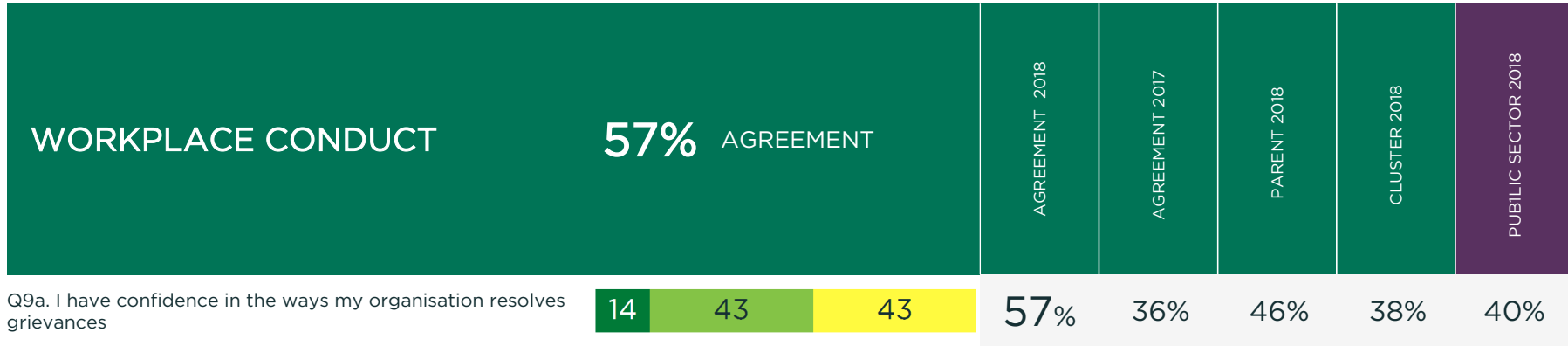




EXPLORE THE FULL RESULTS

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KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT

		2018	2017	PARENT 2018	PUBLIC SECTOR 2018
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		90%	87%	68%	71%
No		10%	13%	32%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		95%	83%	81%	76%
No		5%	17%	19%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		76%	83%	59%	58%
No		24%	17%	41%	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	PARENT 2018	PUBLIC SECTOR 2018
Yes		43%	55%	29%	41%
No		57%	45%	71%	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	PARENT 2018	PUBLIC SECTOR 2018
Lack of visible opportunities		45%	35%	37%	30%
Lack of promotion opportunities		40%	39%	35%	29%
There are no major barriers to my career progression		35%	39%	33%	32%
Geographic location considerations		20%	17%	17%	26%
Personal/family considerations		20%	22%	23%	30%
Lack of support for temporary assignments/secondments		15%	4%	11%	15%
The application/recruitment process is too cumbersome or time consuming		15%	22%	17%	23%
Insufficient training and development		10%	9%	14%	16%
Other		10%	9%	7%	9%
Lack of support from my manager/supervisor		5%	9%	9%	14%



% are calculated with the number of unique respondents (N = 20 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

		2018	2017	PARENT 2018	PUBLIC SECTOR 2018
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		0%	-	18%	24%
No		76%	77%	65%	58%
Don't know		24%	18%	17%	18%
Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes	(r)				
No	(r)				
Don't know	(r)				



EXPLORE THE FULL RESULTS

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UNACCEPTABLE CONDUCT

		2018	2017	PARENT 2018	PUBLIC SECTOR 2018
Q11a. In the last 12 months I have witnessed bullying at work					
Yes		5%	23%	25%	33%
No		81%	64%	67%	57%
Don't know		14%	14%	8%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		5%	14%	11%	18%
No		86%	82%	84%	76%
Don't know		10%	5%	5%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

PARENT 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

PARENT 2018

PUBLIC SECTOR 2018

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

	2018	2017	PARENT 2018	PUBLIC SECTOR 2018
Yes	0%	-	1%	3%
No	100%	-	97%	94%
Don't know	0%	-	2%	2%

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

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



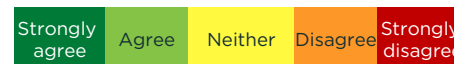
EXPLORE THE FULL RESULTS

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	PARENT 2018	CLUSTER 2018
Q1. My organisation listens to its customers and stakeholders		90%	86%	80%	74%
Q2. I have a clear understanding of the vision of my organisation		76%	86%	84%	68%
Q3. I am aware how my role contributes to the vision of my organisation		81%	82%	86%	75%
Q4. I am encouraged to participate in sustainable work practices by my supervisor or manager		67%	64%	79%	63%
Q5. My team is equipped with the right tools to provide good customer service		67%	59%	70%	63%
Q6. My organisation has the right tools in place to assist and manage geographically dispersed teams		57%	41%	54%	54%
Q7. I have access to the information I need to do my job well		71%	-	75%	71%
Q8. I feel informed about changes in my organisation		67%	-	62%	52%
Q9. The people I work with have safe work practices		86%	-	88%	88%
Q10. My manager promotes safe work practices in my workplace		81%	-	90%	86%

KEY



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

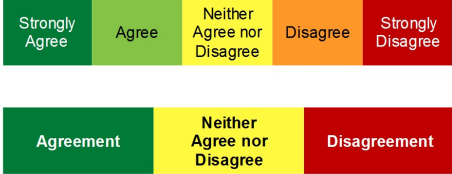
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.