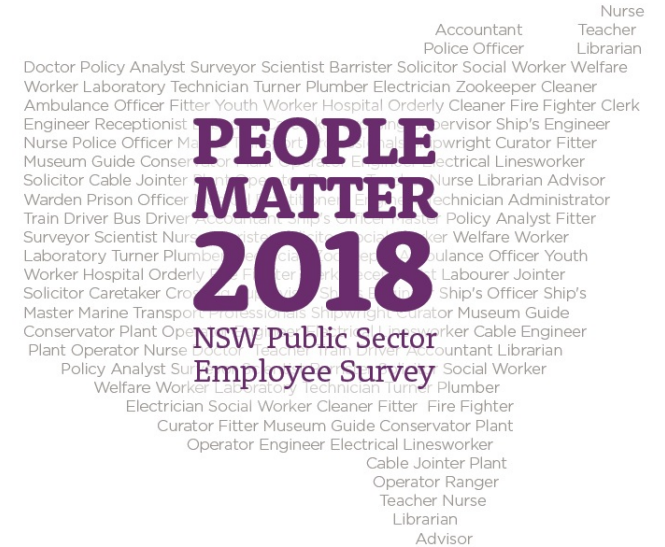

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Premier and Cabinet

Parliamentary Counsel's Office

RESPONSE RATE

87%

46 OF 53 RESPONDENTS

EMPLOYEE ENGAGEMENT

60%

DIFFERENCE FROM 2017 -12
 DIFFERENCE FROM CLUSTER -11
 DIFFERENCE FROM PUBLIC SECTOR -6

ENGAGEMENT WITH WORK

62%

DIFFERENCE FROM 2017 -9
 DIFFERENCE FROM CLUSTER -13
 DIFFERENCE FROM PUBLIC SECTOR -10

SENIOR MANAGERS

44%

DIFFERENCE FROM 2017 -14
 DIFFERENCE FROM CLUSTER -19
 DIFFERENCE FROM PUBLIC SECTOR -5

COMMUNICATION

46%

DIFFERENCE FROM 2017 -10
 DIFFERENCE FROM CLUSTER -27
 DIFFERENCE FROM PUBLIC SECTOR -16

HIGH PERFORMANCE

55%

DIFFERENCE FROM 2017 -15
 DIFFERENCE FROM CLUSTER -19
 DIFFERENCE FROM PUBLIC SECTOR -9

PUBLIC SECTOR VALUES

57%

DIFFERENCE FROM 2017 -10
 DIFFERENCE FROM CLUSTER -17
 DIFFERENCE FROM PUBLIC SECTOR -5

DIVERSITY & INCLUSION

56%

DIFFERENCE FROM CLUSTER -24
 DIFFERENCE FROM PUBLIC SECTOR -12

FLEXIBLE WORKING SATISFACTION

52%

DIFFERENCE FROM 2017 -20
 DIFFERENCE FROM CLUSTER -29
 DIFFERENCE FROM PUBLIC SECTOR -6

ACTION ON RESULTS

40%

DIFFERENCE FROM 2017 -18
 DIFFERENCE FROM CLUSTER -20
 DIFFERENCE FROM PUBLIC SECTOR +3



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

1a.	I understand what is expected of me to do well in my role	83%	86%
7a.	My organisation focuses on improving the work we do	76%	85%
2a.	My workgroup strives to achieve customer/client satisfaction	74%	94%
2c.	I receive help and support from other members of my workgroup	70%	74%
5b.	My manager listens to what I have to say	67%	71%
1c.	My job gives me a feeling of personal accomplishment	67%	77%
2e.	People in my workgroup treat each other with respect	65%	71%
1d.	I feel motivated to contribute more than what is normally required at work	63%	71%
3e.	My performance is assessed against clear criteria	63%	71%
7j.	I am proud to tell others I work for my organisation	61%	79%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

7g.	I have confidence in the way recruitment decisions are made	22%	42%
9a.	I have confidence in the ways my organisation resolves grievances	22%	45%
5h.	My manager appropriately deals with employees who perform poorly	28%	26%
3g.	I am satisfied with the opportunities available for career development in my organisation	35%	46%
6d.	Senior managers encourage innovation by employees	37%	55%
5e.	My manager involves my workgroup in decisions about our work	38%	43%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	39%	55%
6h.	I feel that senior managers listen to employees	39%	52%
7c.	I feel that change is managed well in my organisation	40%	55%
14.	I believe action will be taken on the results from this survey by my organisation	40%	58%



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

5h.	My manager appropriately deals with employees who perform poorly	28%	26%
-----	--	-----	-----



LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

3f.	I have received appropriate training and development to do my job well	40%	69%
9a.	I have confidence in the ways my organisation resolves grievances	22%	45%
7m.	My organisation inspires me to do the best in my job	41%	64%
2b.	My workgroup works collaboratively to achieve its objectives	61%	83%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	52%	73%
7l.	My organisation motivates me to help it achieve its objectives	43%	64%
2a.	My workgroup strives to achieve customer/client satisfaction	74%	94%
7g.	I have confidence in the way recruitment decisions are made	22%	42%
6i.	Senior managers in my organisation support the career advancement of women	59%	79%
6b.	I feel that senior managers effectively lead and manage change	43%	63%



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

Q5. Recruitment processes at DPC have improved from 12 months ago



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



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



Q5h. My manager appropriately deals with employees who perform poorly



Q7l. My organisation motivates me to help it achieve its objectives



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

Q5. Recruitment processes at DPC have improved from 12 months ago



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



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



Q5h. My manager appropriately deals with employees who perform poorly



Q7l. My organisation motivates me to help it achieve its objectives



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

Q5. Recruitment processes at DPC have improved from 12 months ago



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



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



Q5h. My manager appropriately deals with employees who perform poorly



Q7l. My organisation motivates me to help it achieve its objectives



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.

40%

of employees replied favourably to:

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

37%

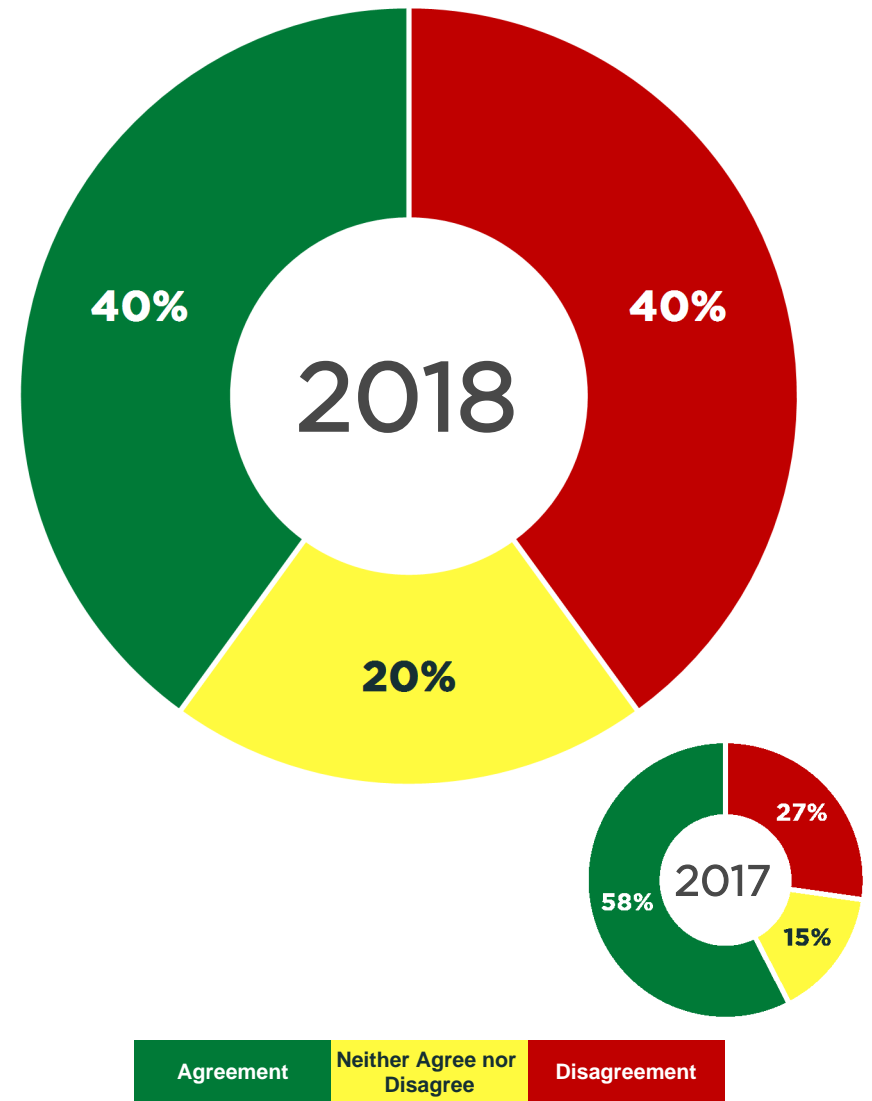
SECTOR

60%

CLUSTER

58%

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	Q7b. My organisation is making the necessary improvements to meet our future challenges	60%	79%	65%	57%
2	Q6c. I feel that senior managers model the values of my organisation	54%	66%	65%	50%
3	Q7f. My organisation is committed to developing its employees	42%	55%	69%	52%
4	Q7a. My organisation focuses on improving the work we do	76%	85%	81%	69%
5	Q6h. I feel that senior managers listen to employees	39%	52%	60%	43%
6	Q1f. I am able to keep my work stress at an acceptable level	48%	63%	70%	60%



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	60% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	20	39	11	11	18	59%	67%	75%	61%
Q7j. I am proud to tell others I work for my organisation	39	23	18	14	8	61%	79%	81%	69%
Q7k. I feel a strong personal attachment to my organisation	25	32	25	16	2	57%	69%	60%	63%
Q7l. My organisation motivates me to help it achieve its objectives	18	25	36	16	3	43%	64%	65%	55%
Q7m. My organisation inspires me to do the best in my job	18	23	36	9	14	41%	64%	66%	55%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

ENGAGEMENT WITH WORK	62% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	37	30	15	17	67%	77%	76%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	26	37	17	15	63%	71%	78%	72%
Q1e. I am satisfied with my job	18	38	18	9	56%	66%	72%	69%

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.

SENIOR MANAGERS		44% 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		43%	60%	62%	49%					
Q6b. I feel that senior managers effectively lead and manage change		43%	63%	58%	46%					
Q6c. I feel that senior managers model the values of my organisation		54%	66%	65%	50%					
Q6d. Senior managers encourage innovation by employees		37%	55%	62%	50%					
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		39%	55%	72%	52%					
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		57%	61%	79%	62%					
Q6g. I feel that senior managers keep employees informed about what's going on		46%	58%	63%	47%					
Q6h. I feel that senior managers listen to employees		39%	52%	60%	43%					
Q7c. I feel that change is managed well in my organisation		40%	55%	49%	40%					

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.

COMMUNICATION	46% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	20	37	24	11	9	57%	62%	79%	72%
Q5d. My manager encourages and values employee input	22	30	24	13	11	52%	66%	81%	72%
Q5e. My manager involves my workgroup in decisions about our work	11	27	29	20	13	38%	43%	76%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	9	37	13	11	30	46%	58%	63%	47%
Q6h. I feel that senior managers listen to employees	9	30	28		26	39%	52%	60%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	13	29	36		18	42%	52%	76%	67%

KEY





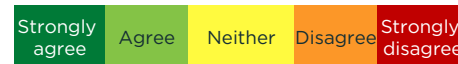
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

	HIGH PERFORMANCE					55% 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	30	52	11			83%	86%	87%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	26	35	22	11		61%	83%	86%	79%	
Q3f. I have received appropriate training and development to do my job well	13	27	22	16	22	40%	69%	64%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	15	39	35	9		54%	69%	83%	74%	
Q5f. I have confidence in the decisions my manager makes	24	30	33			54%	74%	79%	68%	
Q6d. Senior managers encourage innovation by employees		33	28	13	22	37%	55%	62%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	15	24	33	11	17	39%	55%	72%	52%	
Q7a. My organisation focuses on improving the work we do	24	51	11	9		76%	85%	81%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	24	36	22	11		60%	79%	65%	57%	

KEY

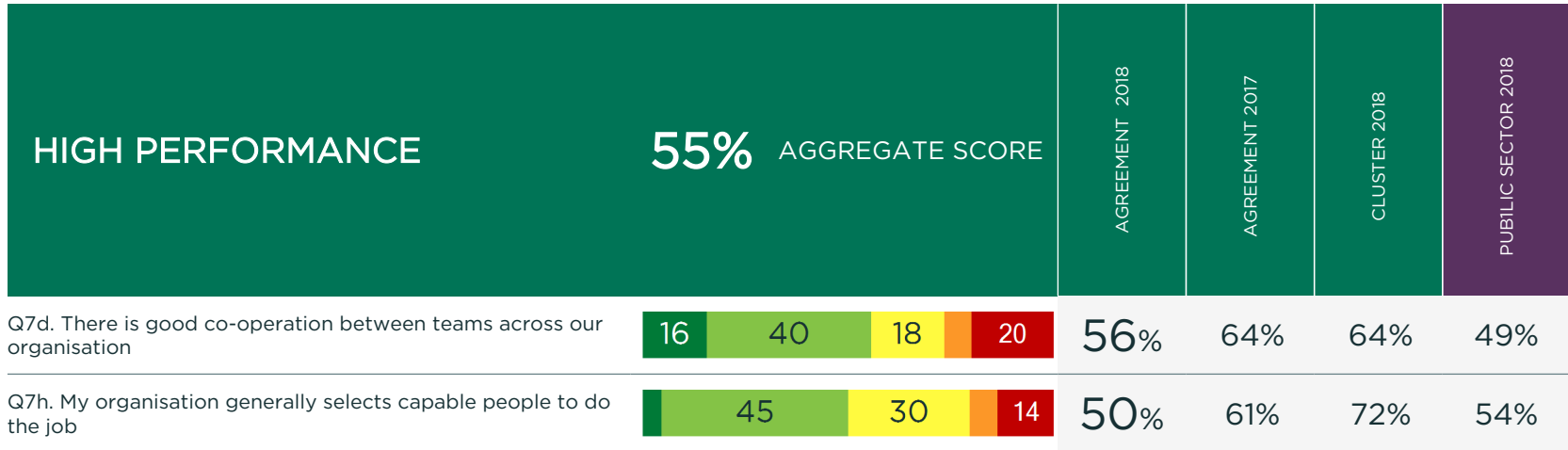




EXPLORE THE FULL RESULTS

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





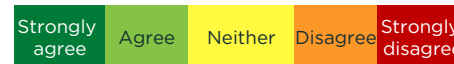
EXPLORE THE FULL RESULTS

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	57% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
	Q2a. My workgroup strives to achieve customer/client satisfaction	43	30	15	74%	94%	93%	86%	
Q2e. People in my workgroup treat each other with respect	22	43	20	13	65%	71%	83%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	15	39	35	9	54%	69%	83%	74%	
Q5b. My manager listens to what I have to say	22	46	22	9	67%	71%	84%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	13	30	28	9	20	43%	60%	62%	49%
Q6c. I feel that senior managers model the values of my organisation	20	35	24	17	54%	66%	65%	50%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	17	39	24	15	57%	61%	79%	62%	
Q6g. I feel that senior managers keep employees informed about what's going on	9	37	13	11	30	46%	58%	63%	47%
Q6h. I feel that senior managers listen to employees	9	30	28	26	39%	52%	60%	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		57% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do		76%	85%	81%	69%				
Q7e. People in my organisation take responsibility for their own actions		49%	52%	64%	49%				

KEY





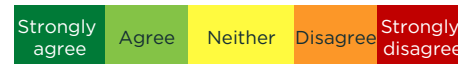
EXPLORE THE FULL RESULTS

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	56% 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	20	37	13	11	20	57%	71%	74%	65%
Q5b. My manager listens to what I have to say	22	46	22	9		67%	71%	84%	76%
Q5d. My manager encourages and values employee input	22	30	24	13	11	52%	66%	81%	72%
Q6i. Senior managers in my organisation support the career advancement of women	33	26	24	15		59%	79%	74%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	20	38	20	16		58%	67%	80%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	29	29	20	16		58%	70%	78%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	13	29	36	18		42%	52%	76%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	20	32	18	23		52%	73%	81%	59%
Q8e. My manager supports flexible working in my team	18	38	18	22		56%	-	84%	63%

KEY

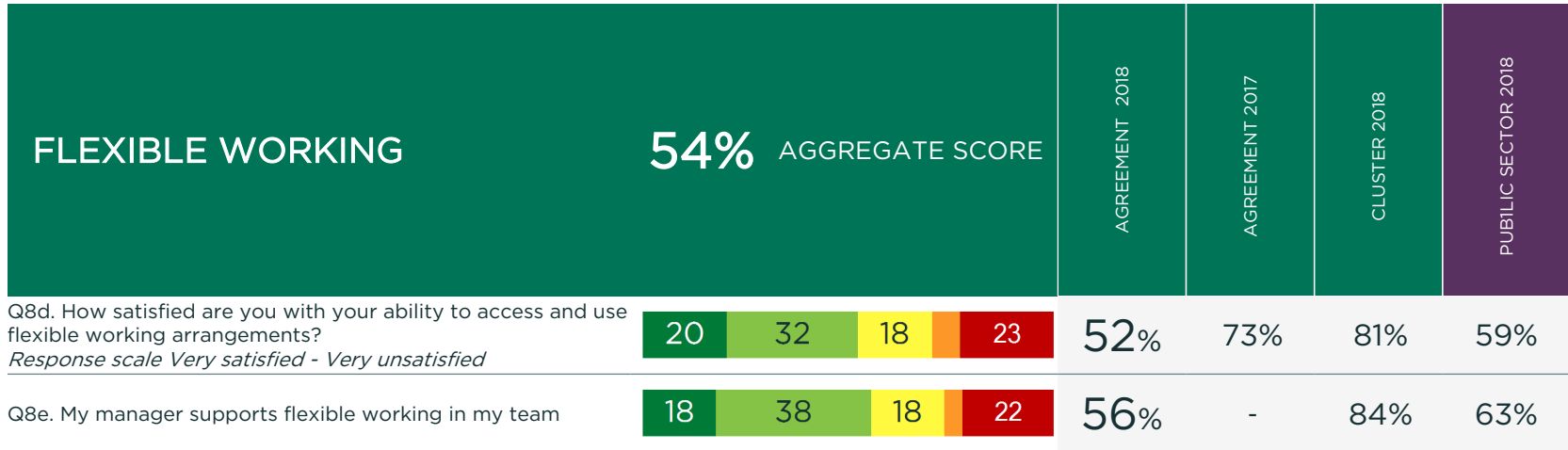




EXPLORE THE FULL RESULTS

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

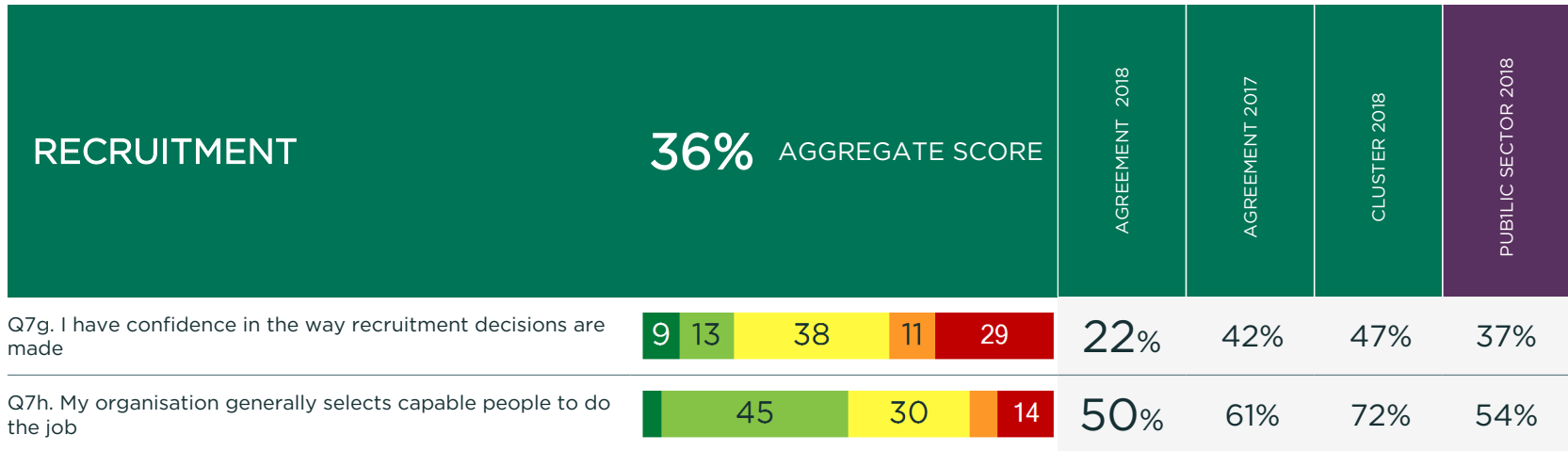




EXPLORE THE FULL RESULTS

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.



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

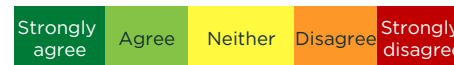
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT

45% 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		52%	60%	74%	65%
Q3e. My performance is assessed against clear criteria		63%	71%	61%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation		35%	46%	52%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do		52%	57%	81%	69%
Q5h. My manager appropriately deals with employees who perform poorly		28%	26%	51%	46%
Q7f. My organisation is committed to developing its employees		42%	55%	69%	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.

	55% 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	20	37	13	11	20	57%	71%	74%	65%
Q1f. I am able to keep my work stress at an acceptable level	13	35	20	15	17	48%	63%	70%	60%
Q2c. I receive help and support from other members of my workgroup	22	48	13	15		70%	74%	88%	81%
Q2d. There is good team spirit in my workgroup	17	30	26	9	17	48%	54%	78%	70%

KEY

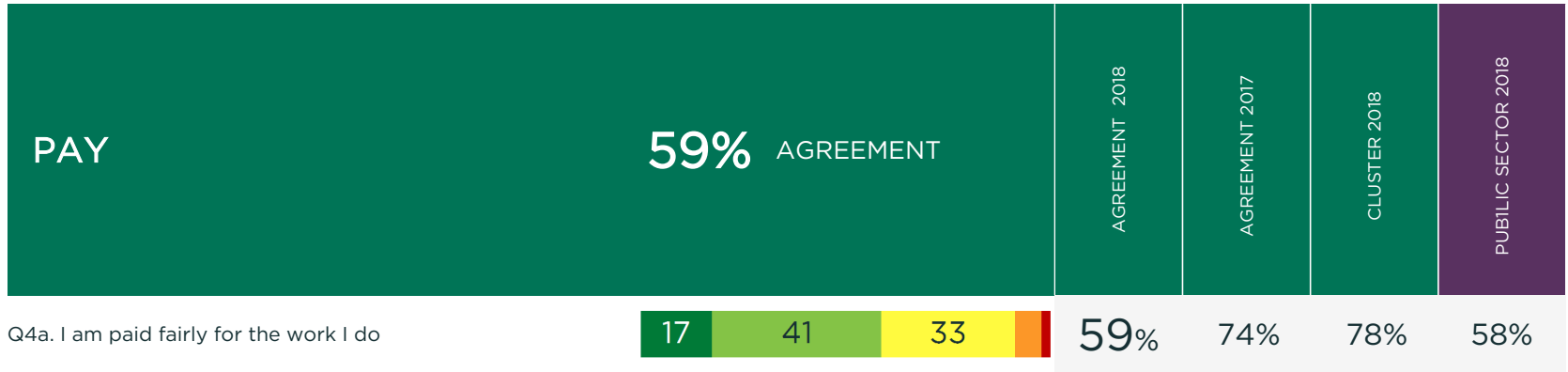




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

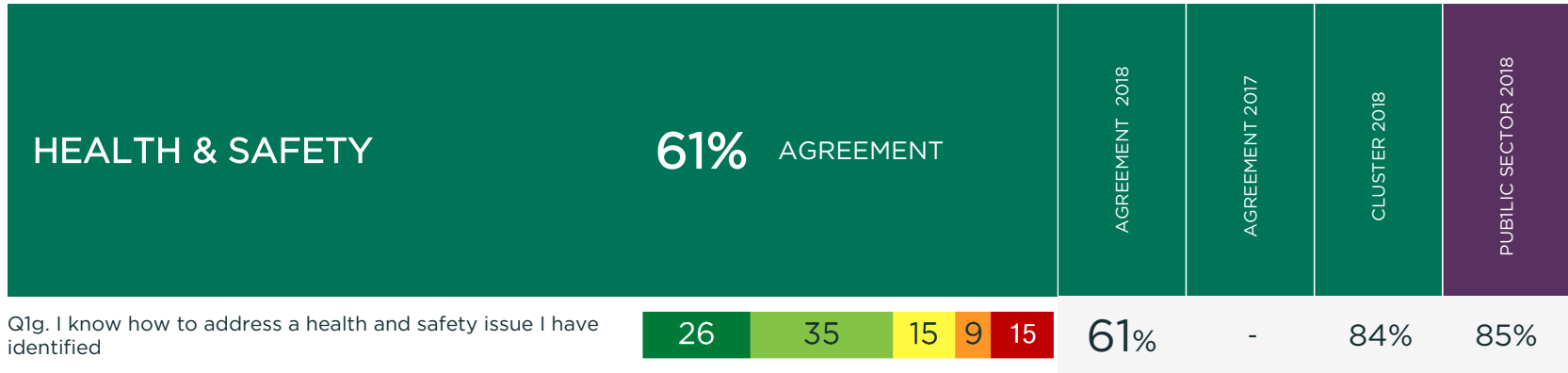




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

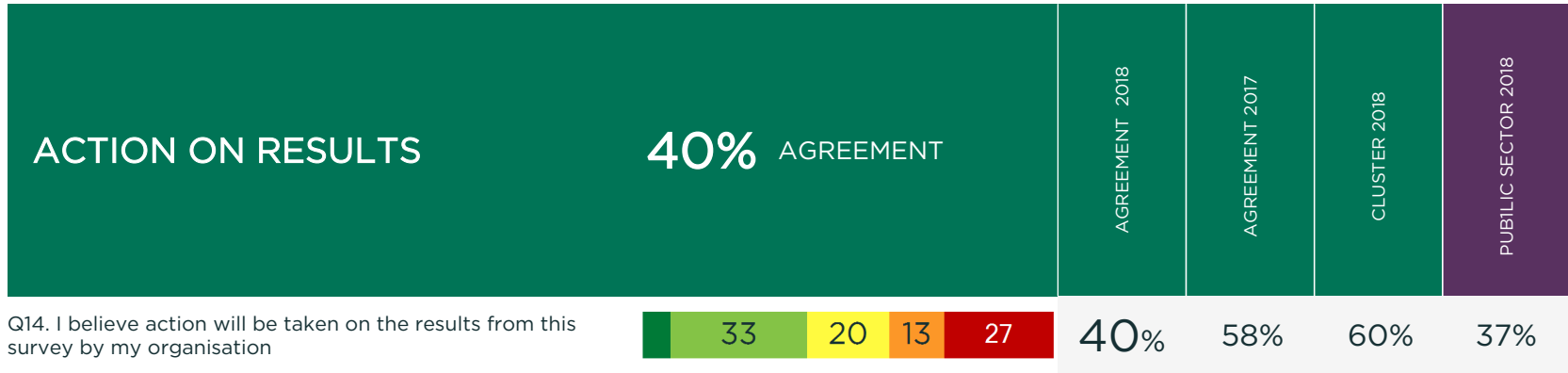




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

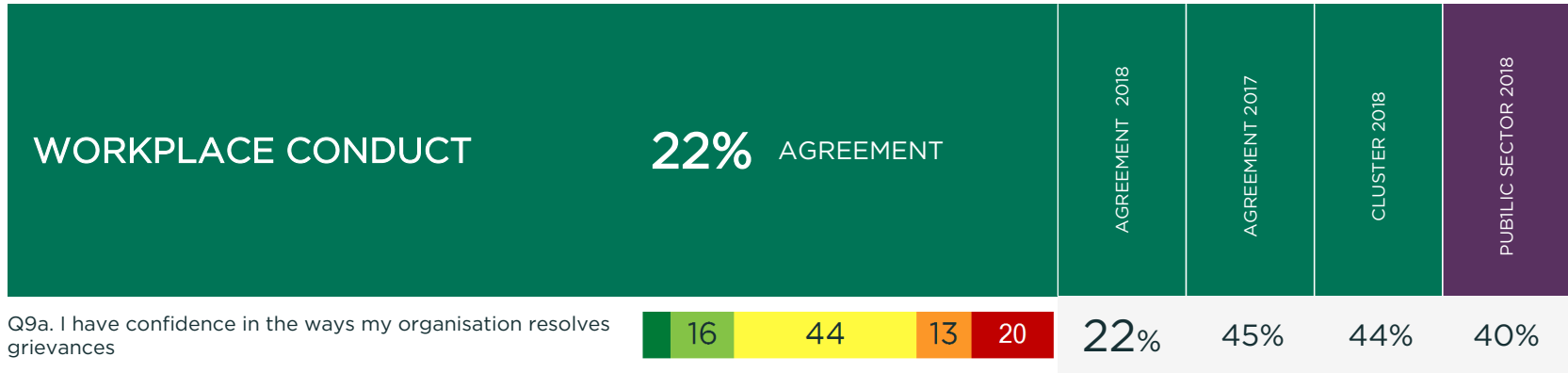




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		76%	91%	64%	71%
No		24%	9%	36%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		65%	60%	83%	76%
No		35%	40%	17%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		50%	49%	71%	58%
No		50%	51%	29%	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		57%	43%	46%	41%
No		43%	57%	54%	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		59%	40%	34%	30%
Lack of promotion opportunities		57%	51%	33%	29%
Personal/family considerations		33%	23%	22%	30%
Lack of support for temporary assignments/secondments		33%	26%	14%	15%
The application/recruitment process is too cumbersome or time consuming		33%	29%	20%	23%
Lack of required capabilities or experience		30%	20%	10%	11%
There are no major barriers to my career progression		28%	23%	38%	32%
Lack of support from my manager/supervisor		24%	20%	10%	14%
Insufficient training and development		24%	14%	10%	16%
Geographic location considerations		20%	3%	19%	26%

% are calculated with the number of unique respondents (N = 46 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		22%	6%	14%	24%
No		58%	81%	73%	58%
Don't know		20%	13%	12%	18%

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







Yes		40%	50%	52%	66%
No		60%	50%	45%	32%
Don't know	(r)				



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q11a. In the last 12 months I have witnessed bullying at work					
Yes		31%	12%	21%	33%
No		47%	70%	70%	57%
Don't know		22%	18%	9%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		11%	12%	10%	18%
No		64%	82%	84%	76%
Don't know		24%	6%	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

	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
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

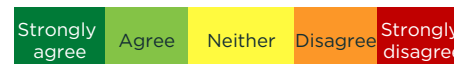
Questions are grouped by topics in this report.

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

**For Q7-Q10, the proportion of respondents answering not applicable is included in the result but not displayed.

PREMIER AND CABINET CUSTOMISED QUESTIONS		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q1. I received quality feedback in the last performance development cycle		48%	52%	59%
Q2. I was not surprised by the feedback offered in my performance discussions		61%	61%	62%
Q3. The feedback from the performance development framework has been useful and applicable in my role		45%	55%	57%
Q4. I understand how my role makes a difference to our stakeholders		70%	-	81%
Q5. Recruitment processes at DPC have improved from 12 months ago		7%	-	20%
Q6. My manager actively supports a diverse, inclusive and flexible work environment		55%	-	84%

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

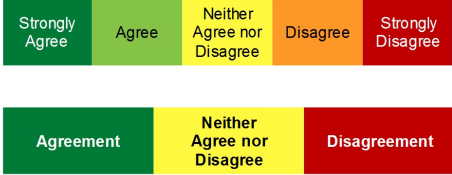
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.