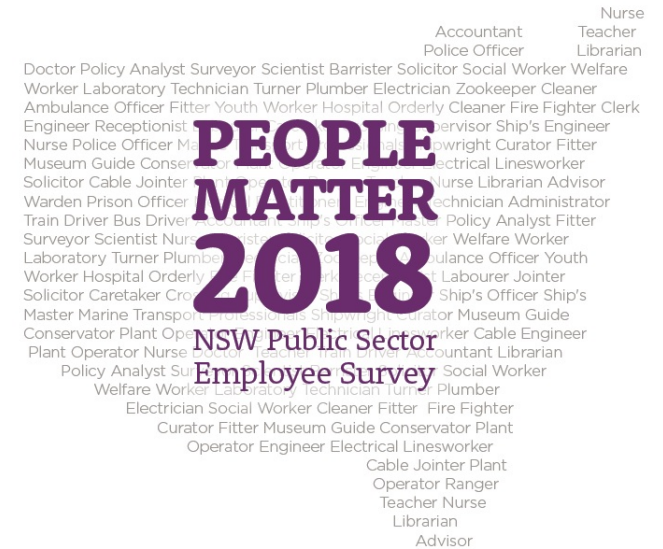

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



LARGE BUSINESS UNIT

Education

Public schools - teachers

RESPONSE RATE

16,862 RESPONDENTS

EMPLOYEE ENGAGEMENT

64%

DIFFERENCE FROM 2017 0
 DIFFERENCE FROM CLUSTER -3
 DIFFERENCE FROM PUBLIC SECTOR -1

ENGAGEMENT WITH WORK

70%

DIFFERENCE FROM 2017 -3
 DIFFERENCE FROM CLUSTER -4
 DIFFERENCE FROM PUBLIC SECTOR -2

SENIOR MANAGERS

55%

DIFFERENCE FROM 2017 +2
 DIFFERENCE FROM CLUSTER -2
 DIFFERENCE FROM PUBLIC SECTOR +6

COMMUNICATION

61%

DIFFERENCE FROM 2017 +1
 DIFFERENCE FROM CLUSTER -3
 DIFFERENCE FROM PUBLIC SECTOR 0

HIGH PERFORMANCE

67%

DIFFERENCE FROM 2017 0
 DIFFERENCE FROM CLUSTER -1
 DIFFERENCE FROM PUBLIC SECTOR +3

PUBLIC SECTOR VALUES

65%

DIFFERENCE FROM 2017 +1
 DIFFERENCE FROM CLUSTER -2
 DIFFERENCE FROM PUBLIC SECTOR +3

DIVERSITY & INCLUSION

63%

DIFFERENCE FROM CLUSTER -4
 DIFFERENCE FROM PUBLIC SECTOR -5

FLEXIBLE WORKING SATISFACTION

40%

DIFFERENCE FROM 2017 -1
 DIFFERENCE FROM CLUSTER -7
 DIFFERENCE FROM PUBLIC SECTOR -19

ACTION ON RESULTS

23%

DIFFERENCE FROM 2017 +1
 DIFFERENCE FROM CLUSTER -6
 DIFFERENCE FROM PUBLIC SECTOR -13



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	91%	91%
2a.	My workgroup strives to achieve customer/client satisfaction	86%	85%
2c.	I receive help and support from other members of my workgroup	80%	79%
7a.	My organisation focuses on improving the work we do	78%	78%
5a.	My manager encourages people in my workgroup to keep improving the work they do	78%	77%
1c.	My job gives me a feeling of personal accomplishment	77%	79%
2b.	My workgroup works collaboratively to achieve its objectives	76%	76%
1g.	I know how to address a health and safety issue I have identified	75%	-
5b.	My manager listens to what I have to say	75%	74%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	74%	73%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

14.	I believe action will be taken on the results from this survey by my organisation	23%	22%
7g.	I have confidence in the way recruitment decisions are made	34%	33%
1f.	I am able to keep my work stress at an acceptable level	38%	41%
9a.	I have confidence in the ways my organisation resolves grievances	38%	36%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	40%	40%
4a.	I am paid fairly for the work I do	43%	49%
5h.	My manager appropriately deals with employees who perform poorly	43%	43%
7c.	I feel that change is managed well in my organisation	45%	46%
8e.	My manager supports flexible working in my team	45%	-
6h.	I feel that senior managers listen to employees	47%	45%



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
6a. I believe senior managers provide clear direction for the future of the organisation	58%	55%
6c. I feel that senior managers model the values of my organisation	55%	53%
6b. I feel that senior managers effectively lead and manage change	51%	49%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	66%	63%
6h. I feel that senior managers listen to employees	47%	45%
6d. Senior managers encourage innovation by employees	60%	58%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	59%	57%
9a. I have confidence in the ways my organisation resolves grievances	38%	36%
6i. Senior managers in my organisation support the career advancement of women	67%	65%
6g. I feel that senior managers keep employees informed about what's going on	51%	50%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
4a. I am paid fairly for the work I do	43%	49%
1f. I am able to keep my work stress at an acceptable level	38%	41%
1d. I feel motivated to contribute more than what is normally required at work	70%	73%
1e. I am satisfied with my job	64%	66%
1c. My job gives me a feeling of personal accomplishment	77%	79%
1b. I am provided with the support I need to do my best at work	58%	60%
3e. My performance is assessed against clear criteria	60%	62%
3f. I have received appropriate training and development to do my job well	65%	66%
7j. I am proud to tell others I work for my organisation	67%	68%
7c. I feel that change is managed well in my organisation	45%	46%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are the questions that have shown the greatest percentage increase and decrease in agreement, based on respondents who have selected 'Strongly agree' and 'Agree'.

HIGHEST NEUTRAL SCORING QUESTIONS

AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



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



Q8d. How satisfied are you with your ability to access and use flexible working arrangements?



Q8d. How satisfied are you with your ability to access and use flexible working arrangements?



Q8d. How satisfied are you with your ability to access and use flexible working arrangements?



Q8e. My manager supports flexible working in my team



Q8e. My manager supports flexible working in my team



Q8e. My manager supports flexible working in my team



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



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



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.

23%

of employees replied favourably to:

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

37%

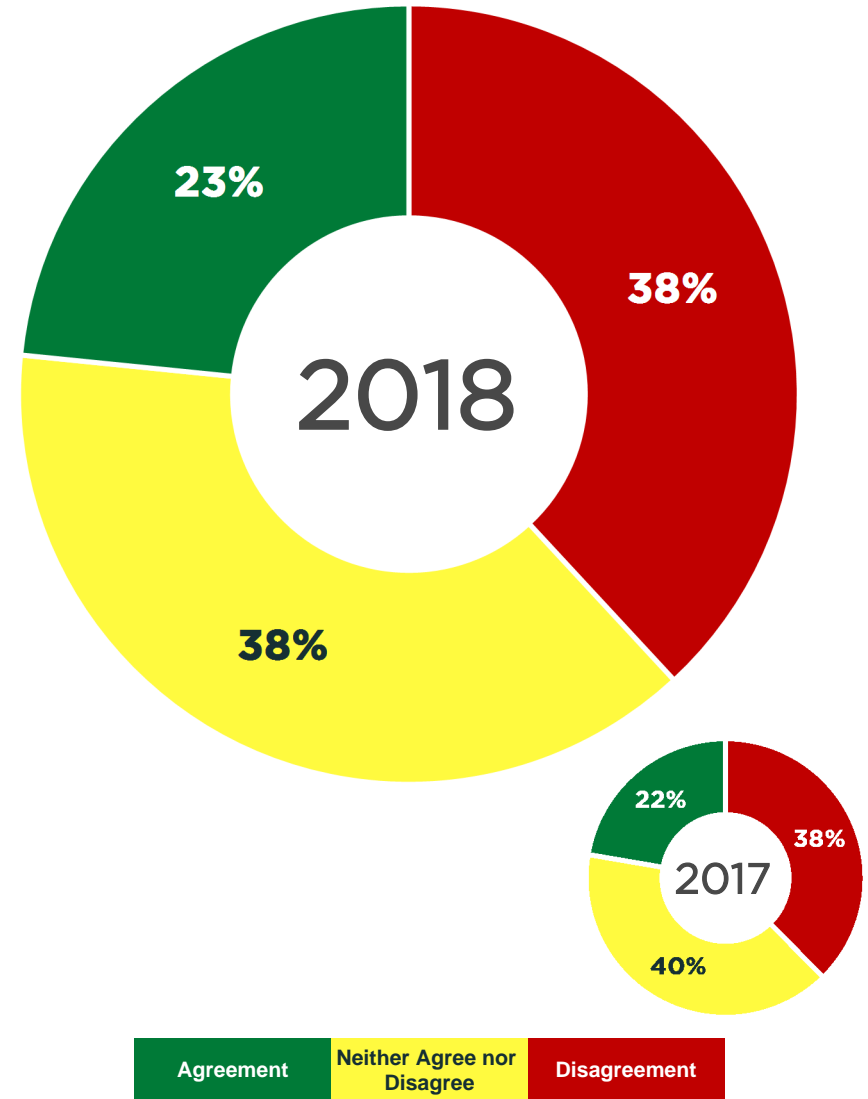
SECTOR

29%

CLUSTER

22%

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.

*The key drivers are taken from the questions for your cluster.

RANK

		% AGREEMENT 2018	% AGREEMENT 2017	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	59%	59%	61%	52%
2	Q7c. I feel that change is managed well in my organisation	45%	46%	47%	40%
3	Q7b. My organisation is making the necessary improvements to meet our future challenges	62%	62%	64%	57%
4	Q7a. My organisation focuses on improving the work we do	78%	78%	77%	69%
5	Q1b. I am provided with the support I need to do my best at work	58%	60%	63%	65%
6	Q3g. I am satisfied with the opportunities available for career development in my organisation	51%	51%	53%	50%



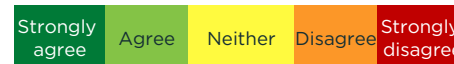
EXPLORE THE FULL RESULTS

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	64% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	18	38	24	13	8	56%	56%	62%	61%
Q7j. I am proud to tell others I work for my organisation	25	42	20	7		67%	68%	72%	69%
Q7k. I feel a strong personal attachment to my organisation	26	41	19	8		67%	68%	71%	63%
Q7l. My organisation motivates me to help it achieve its objectives	17	37	26	13		54%	55%	59%	55%
Q7m. My organisation inspires me to do the best in my job	18	36	26	13		54%	54%	58%	55%

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.

ENGAGEMENT WITH WORK	70% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	31	46	11	8	77%	79%	79%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	30	40	13	12	70%	73%	75%	72%
Q1e. I am satisfied with my job	19	44	17	14	64%	66%	69%	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	55% 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	17	41	21	14	8	58%	55%	59%	49%
Q6b. I feel that senior managers effectively lead and manage change	16	36	22	16	10	51%	49%	54%	46%
Q6c. I feel that senior managers model the values of my organisation	18	37	23	13	10	55%	53%	58%	50%
Q6d. Senior managers encourage innovation by employees	17	43	23	11		60%	58%	60%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	43	25	10		59%	57%	59%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	19	47	22	8		66%	63%	67%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	14	37	23	17	10	51%	50%	53%	47%
Q6h. I feel that senior managers listen to employees	14	34	24	17	12	47%	45%	51%	43%
Q7c. I feel that change is managed well in my organisation	12	33	25	21	9	45%	46%	47%	40%

KEY





EXPLORE THE FULL RESULTS

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COMMUNICATION	61% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	30	41	14	9	71%	70%	73%	72%	
Q5d. My manager encourages and values employee input	31	41	14	9	72%	71%	74%	72%	
Q5e. My manager involves my workgroup in decisions about our work	28	41	16	10	68%	68%	69%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	14	37	23	17	10	51%	50%	53%	47%
Q6h. I feel that senior managers listen to employees	14	34	24	17	12	47%	45%	51%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	18	40	18	14	10	58%	59%	64%	67%

KEY





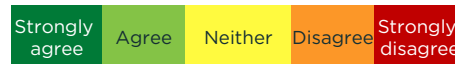
EXPLORE THE FULL RESULTS

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

	HIGH PERFORMANCE		67% 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	41	50		91%	91%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	30	46	11 9	76%	76%	79%	79%
Q3f. I have received appropriate training and development to do my job well	18	47	19 12	65%	66%	64%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	30	48	13	78%	77%	78%	74%
Q5f. I have confidence in the decisions my manager makes	28	38	18 10	66%	66%	69%	68%
Q6d. Senior managers encourage innovation by employees	17	43	23 11	60%	58%	60%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	43	25 10	59%	57%	59%	52%
Q7a. My organisation focuses on improving the work we do	25	53	13	78%	78%	77%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	18	44	21 12	62%	62%	64%	57%

KEY

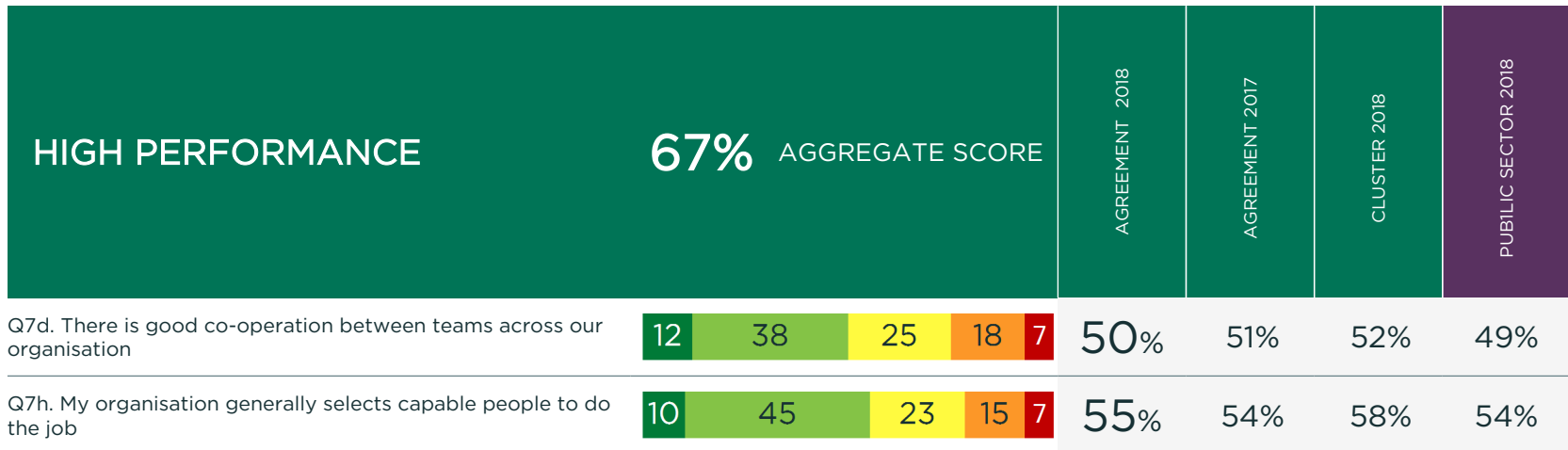




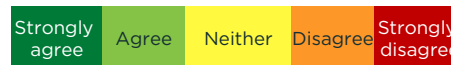
EXPLORE THE FULL RESULTS

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	65% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
	Q2a. My workgroup strives to achieve customer/client satisfaction	37	49	9	86%	85%	87%	86%	
Q2e. People in my workgroup treat each other with respect	31	41	14	9	73%	73%	75%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	30	48	13		78%	77%	78%	74%	
Q5b. My manager listens to what I have to say	33	43	12	8	75%	74%	78%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	17	41	21	14	8	58%	55%	59%	49%
Q6c. I feel that senior managers model the values of my organisation	18	37	23	13	10	55%	53%	58%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	19	47	22	8		66%	63%	67%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	14	37	23	17	10	51%	50%	53%	47%
Q6h. I feel that senior managers listen to employees	14	34	24	17	12	47%	45%	51%	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		65% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do				78%	78%	77%	69%
Q7e. People in my organisation take responsibility for their own actions				52%	53%	53%	49%

KEY





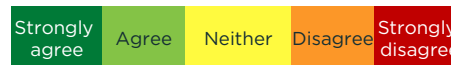
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

DIVERSITY & INCLUSION	63% 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	16	42	18	18	58%	60%	63%	65%
Q5b. My manager listens to what I have to say	33	43	12	8	75%	74%	78%	76%
Q5d. My manager encourages and values employee input	31	41	14	9	72%	71%	74%	72%
Q6i. Senior managers in my organisation support the career advancement of women	26	40	24		67%	65%	67%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	27	47	15		74%	73%	78%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	30	45	14		74%	73%	78%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	18	40	18	14	58%	59%	64%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	12	28	35	15	40%	40%	47%	59%
Q8e. My manager supports flexible working in my team	14	31	35	12	45%	-	51%	63%

KEY

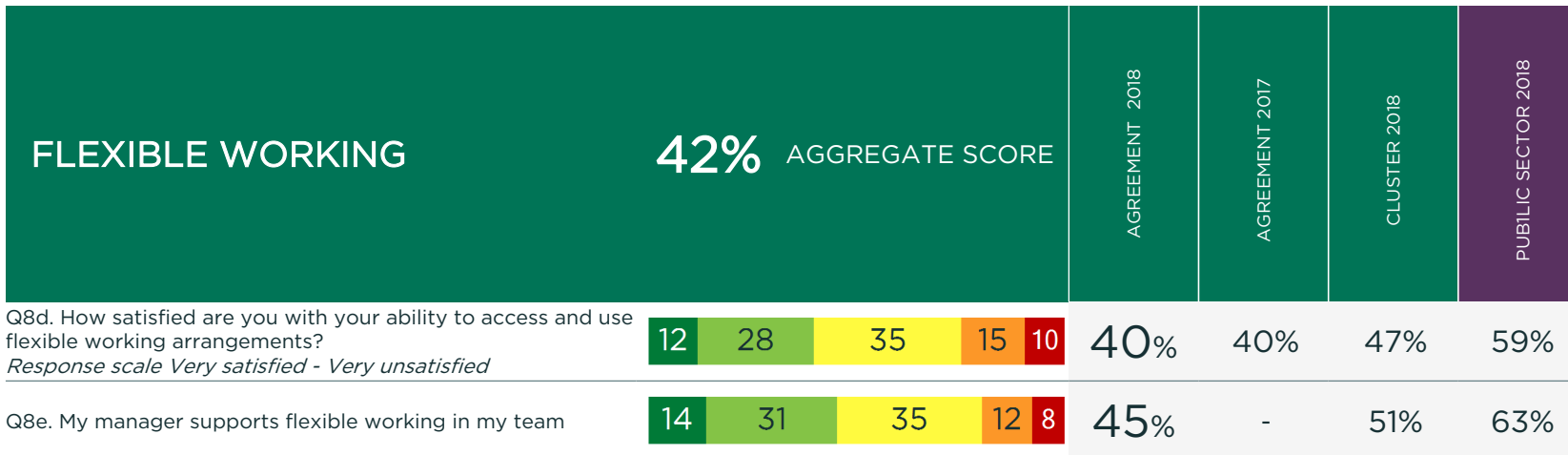




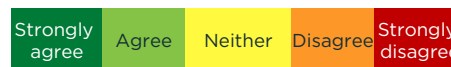
EXPLORE THE FULL RESULTS

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



KEY

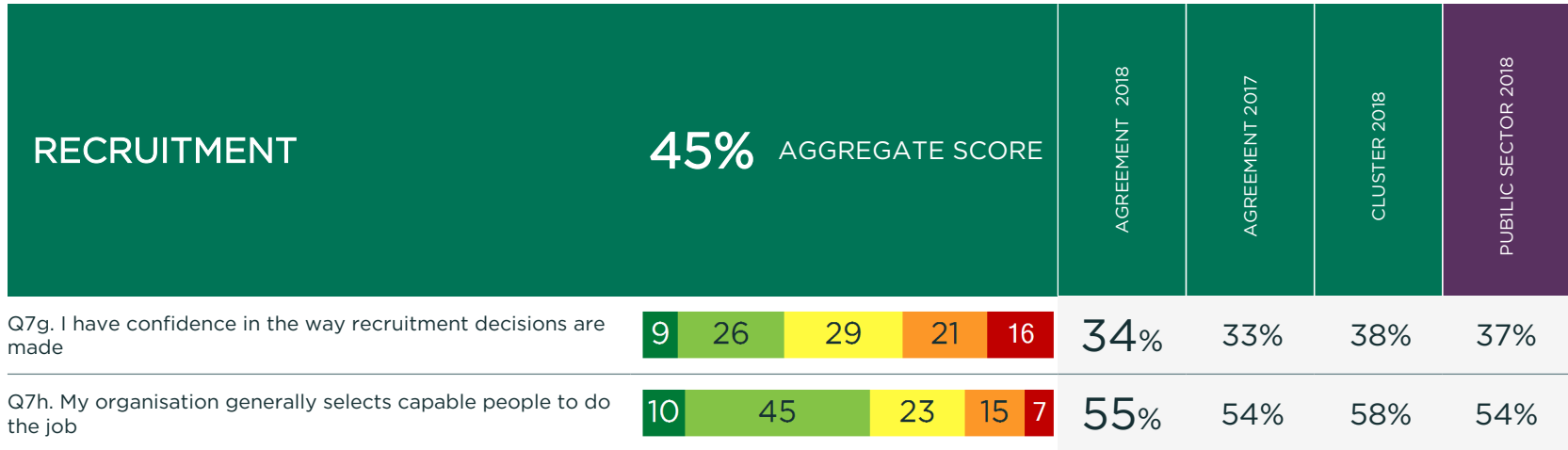




EXPLORE THE FULL RESULTS

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



KEY





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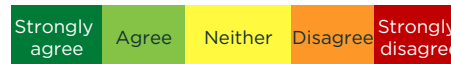
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT

58% 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	20 48 17 11	68%	68%	67%	65%
Q3e. My performance is assessed against clear criteria	17 43 23 13	60%	62%	57%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	14 37 22 18 10	51%	51%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	29 39 16 10	68%	68%	70%	69%
Q5h. My manager appropriately deals with employees who perform poorly	16 28 33 14 9	43%	43%	46%	46%
Q7f. My organisation is committed to developing its employees	15 44 23 11	59%	59%	61%	52%

KEY

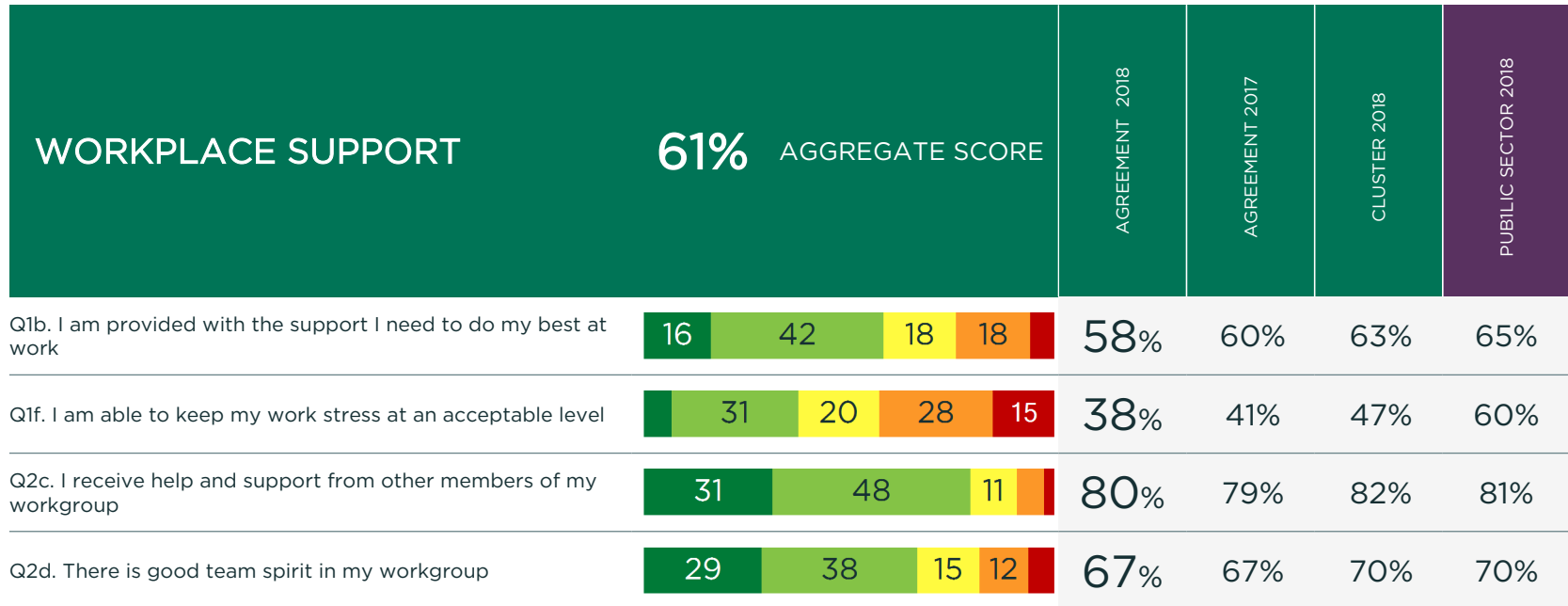




EXPLORE THE FULL RESULTS

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.



KEY

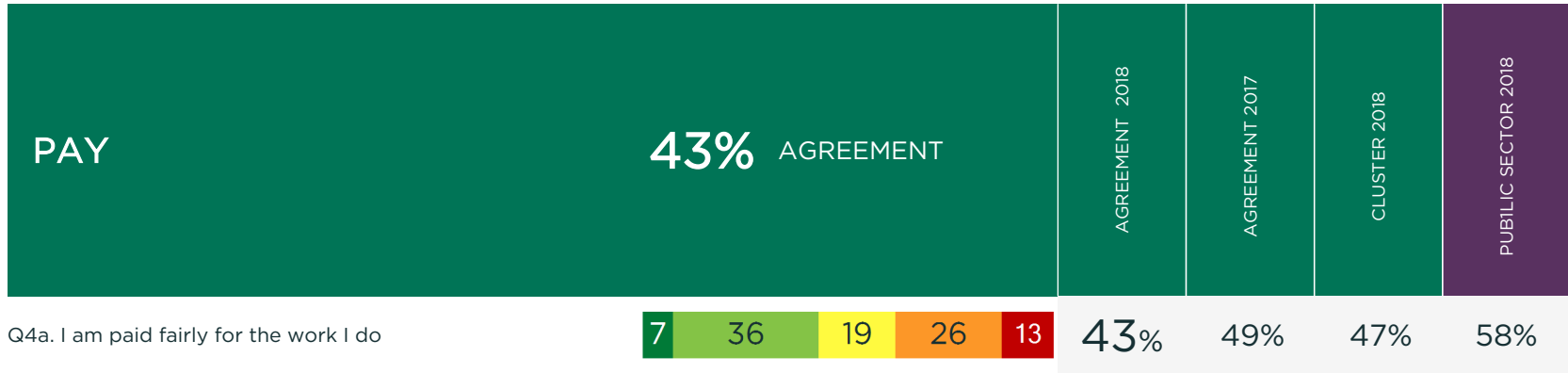




EXPLORE THE FULL RESULTS

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



KEY

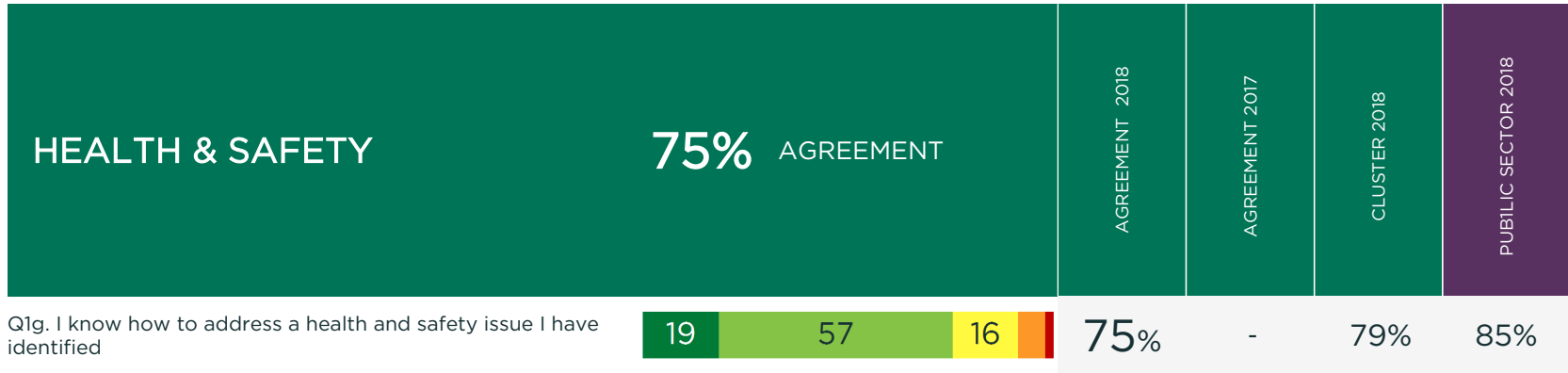




EXPLORE THE FULL RESULTS

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



KEY

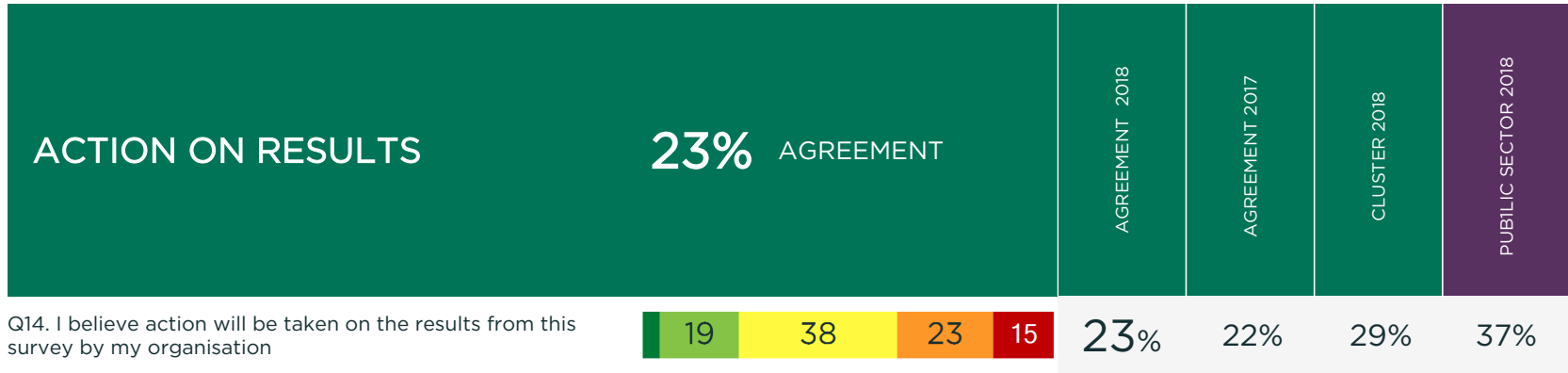




EXPLORE THE FULL RESULTS

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



KEY

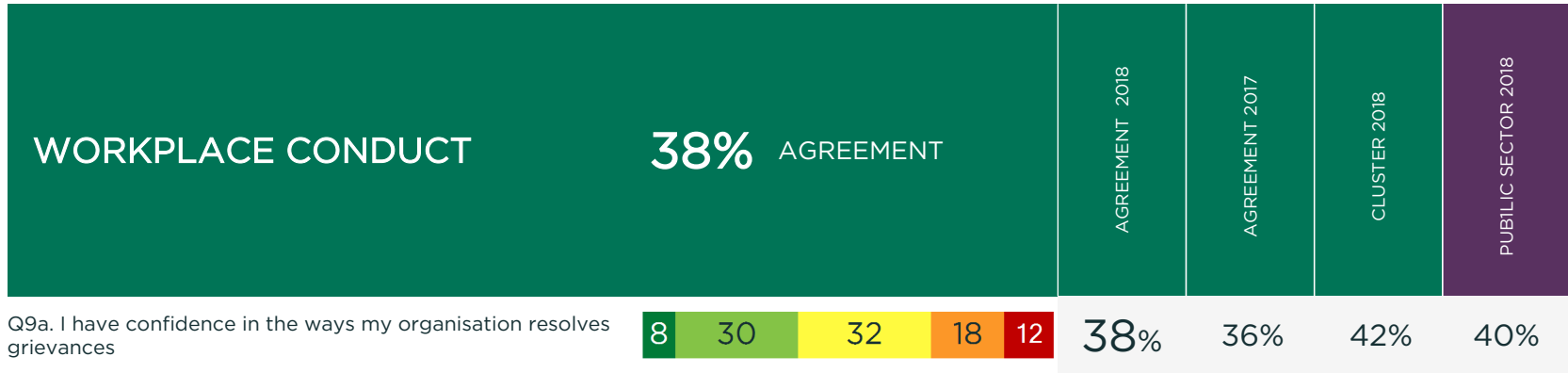




EXPLORE THE FULL RESULTS

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		91%	91%	84%	71%
No		9%	9%	16%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		83%	83%	81%	76%
No		17%	17%	19%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		69%	69%	65%	58%
No		31%	31%	35%	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		38%	37%	37%	41%
No		62%	63%	63%	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
Personal/family considerations		42%	42%	37%	30%
The application/recruitment process is too cumbersome or time consuming		37%	34%	30%	23%
Geographic location considerations		31%	31%	29%	26%
Lack of visible opportunities		30%	32%	28%	30%
There are no major barriers to my career progression		28%	28%	32%	32%
Lack of promotion opportunities		23%	24%	24%	29%
Insufficient training and development		17%	16%	16%	16%
Lack of support from my manager/supervisor		15%	14%	12%	14%
Lack of required capabilities or experience		14%	13%	12%	11%
Lack of support for temporary assignments/secondments		13%	12%	11%	15%
Other		10%	10%	9%	9%

% are calculated with the number of unique respondents (N = 16,207 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		26%	27%	25%	24%
No		54%	58%	56%	58%
Don't know		21%	16%	19%	18%

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







		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		59%	56%	66%	66%
No		38%	41%	32%	32%
Don't know		3%	3%	2%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q11a. In the last 12 months I have witnessed bullying at work					
Yes		38%	37%	34%	33%
No		51%	52%	55%	57%
Don't know		11%	11%	10%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		20%	19%	19%	18%
No		74%	74%	75%	76%
Don't know		7%	7%	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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
A senior manager		31%	31%	25%	21%
A fellow worker at your level		25%	24%	23%	27%
Your Immediate Manager/Supervisor		20%	21%	19%	23%
Prefer not to say		14%	13%	14%	14%
A client or customer		4%	4%	5%	2%
A subordinate		4%	4%	10%	7%
Other		2%	2%	3%	4%
A member of the public other than a client or customer		1%	1%	1%	1%



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		4%	-	4%	3%
No		94%	-	95%	94%
Don't know		2%	-	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		48%	-	42%	39%
A member of the public		9%	-	14%	37%
Other		36%	-	38%	19%
Prefer not to say		8%	-	6%	6%



EXPLORE THE FULL RESULTS

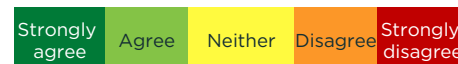
Questions are grouped by topics in this report.

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

EDUCATION CUSTOMISED QUESTIONS

					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q1. My workgroup is able to manage the changing demands of our work environment.	9	46	23	18	55%	58%	60%
Q2. The changes within my organisation will improve outcomes for the community.	13	44	28	12	57%	58%	60%
Q3. Our leaders frequently and effectively communicate organisational objectives.	15	49	20	12	63%	62%	64%
Q4. My workgroup acknowledges my contributions to the team.	17	49	20	10	66%	66%	69%
Q5. My workgroup regularly works with different workgroups to achieve organisational objectives.	12	47	27	11	59%	60%	63%
Q6. My workgroup learns from past experiences and makes improvements to the way we work.	16	48	20	11	64%	66%	68%
Q7. My workgroup is able to demonstrate outcomes of our work.	19	59	16		77%	78%	78%
Q8. My job offers the opportunity for me to work on innovative projects.	14	43	25	12	57%	59%	58%

KEY





EXPLORE THE FULL SURVEY RESULTS


Questions are grouped by topics in this report.

EDUCATION CUSTOMISED QUESTIONS

2018

CLUSTER 2018

Q9. Which category of staff are you?

Teaching staff		100%	54%
School executive (Principals, Deputy Principals, Assistant Principals)		0%	15%
School Administrative and Support Staff (SASS)		0%	16%
Other non-teaching staff in schools		0%	4%
Non school based teaching service staff		0%	1%
Aboriginal Affairs		0%	0%
Corporate staff		0%	10%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

EDUCATION CUSTOMISED QUESTIONS

2018

CLUSTER 2018

Q10. This survey asks questions about Senior Managers. How do you define a Senior Manager?

		2018	CLUSTER 2018
Executive Director		2%	7%
Director		7%	17%
Manager		1%	5%
Principal		61%	51%
Deputy Principal		17%	11%
Assistant Principal		8%	5%
Head Teacher		5%	4%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		21%
Female		78%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		0%
20 - 24		3%
25 -29		12%
30 - 34		12%
35 - 39		12%
40 - 44		13%
45 - 49		15%
50 - 54		12%
55 - 59		11%
60 - 64		7%
65+		3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

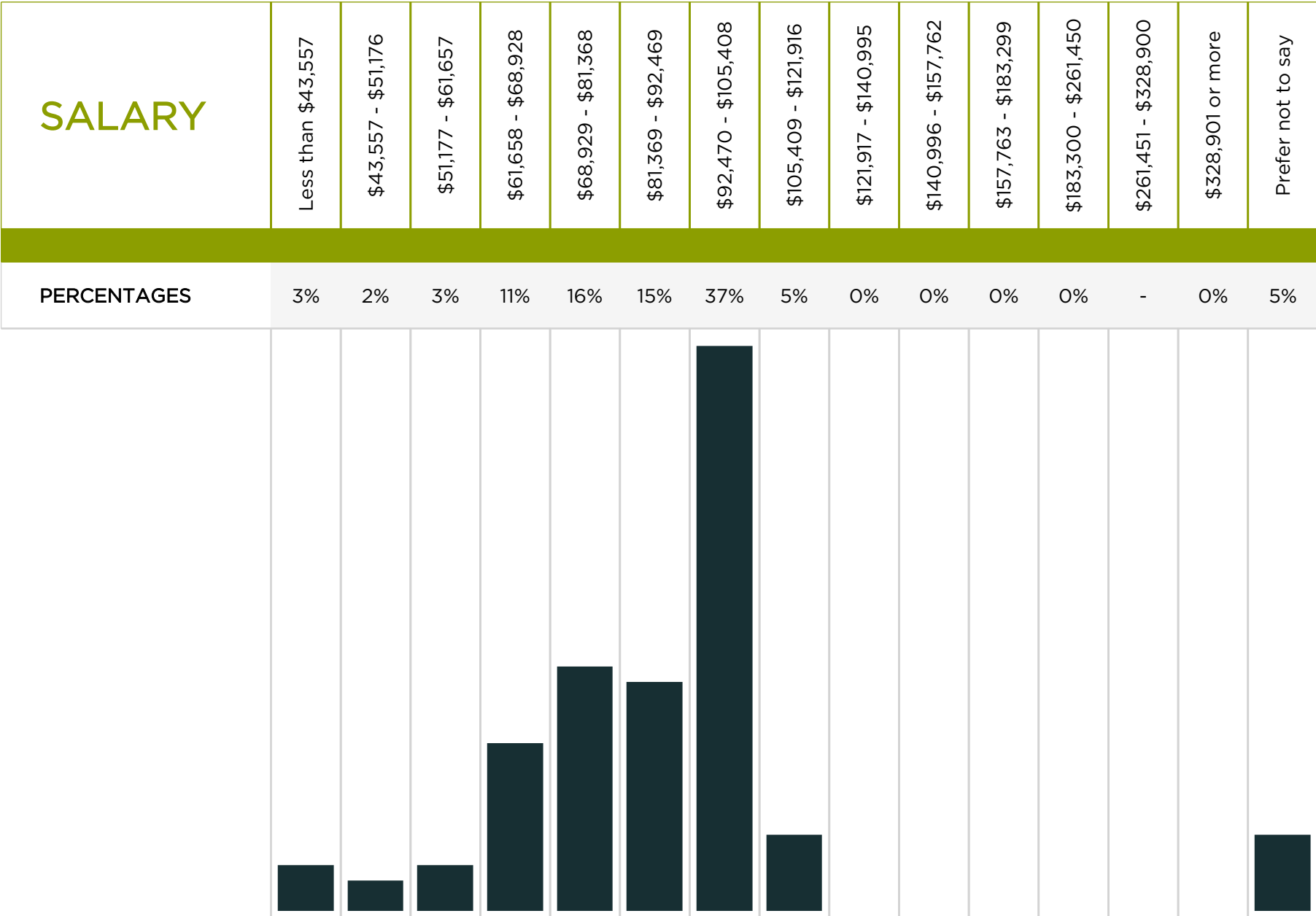
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	96%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	0%
Administrative support (e.g. executive/personal assistant, receptionist)	0%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	0%
Policy	0%
Research	0%
Program and project management support	0%
Legal (including developing and/or reviewing legislation)	0%
Other	4%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		8%
1 - 2 years		8%
2 - 5 years		18%
5 - 10 years		22%
10 - 20 years		25%
More than 20 years		20%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
None of the above		69%
Part-time work		15%
Leave without pay		11%
Job sharing		7%
Flexible start and finish times		3%
Other		2%
Working from different locations		2%

% are calculated with the number of unique respondents (N = 16,043 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
Working from home		1%
Working additional hours to make up for time off		1%
Working more hours over fewer days		1%
Study leave		1%
Purchasing annual leave		0%
Flexible scheduling for rostered workers		0%

% are calculated with the number of unique respondents (N = 16,043 to this question)

RESULT BY TYPE OF WORK



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Public schools - teachers	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	16862	15914	21	22	1	4	4	14	1	674
EMPLOYEE ENGAGEMENT	64%	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	64%
ENGAGEMENT WITH WORK	70%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	70%
SENIOR MANAGERS	55%	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	54%
COMMUNICATION	61%	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	60%
HIGH PERFORMANCE	67%	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	67%
PUBLIC SECTOR VALUES	65%	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%
DIVERSITY & INCLUSION	63%	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Public schools - teachers	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	16862	577	359	524	1810	2698	2548	6214	913	50	7	6	10	0
EMPLOYEE ENGAGEMENT	64%	70%	69%	71%	71%	67%	63%	60%	65%	62%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	70%	77%	78%	75%	77%	74%	69%	66%	70%	70%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	55%	59%	62%	64%	64%	60%	54%	49%	57%	60%	(r)	(r)	(r)	(r)
COMMUNICATION	61%	65%	67%	69%	70%	65%	61%	57%	62%	58%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	67%	71%	73%	73%	74%	71%	67%	63%	68%	67%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	65%	69%	71%	72%	73%	69%	65%	61%	67%	67%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	69%	70%	70%	70%	66%	62%	58%	63%	58%	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Public schools - teachers	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	16862	5	901
EMPLOYEE ENGAGEMENT	64%	(r)	62%
ENGAGEMENT WITH WORK	70%	(r)	67%
SENIOR MANAGERS	55%	(r)	49%
COMMUNICATION	61%	(r)	56%
HIGH PERFORMANCE	67%	(r)	64%
PUBLIC SECTOR VALUES	65%	(r)	61%
DIVERSITY & INCLUSION	63%	(r)	59%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Public schools - teachers	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	16862	1293	1284	2909	3579	4125	3278
EMPLOYEE ENGAGEMENT	64%	74%	71%	67%	63%	61%	61%
ENGAGEMENT WITH WORK	70%	80%	78%	72%	68%	66%	70%
SENIOR MANAGERS	55%	69%	66%	59%	52%	50%	49%
COMMUNICATION	61%	74%	72%	65%	58%	57%	58%
HIGH PERFORMANCE	67%	77%	75%	70%	65%	64%	64%
PUBLIC SECTOR VALUES	65%	77%	74%	68%	63%	61%	62%
DIVERSITY & INCLUSION	63%	74%	71%	66%	60%	58%	60%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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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.

	Public schools - teachers	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	16862	447	124	180	42	2392	1044	249	224	43	1708	102	303	11038
EMPLOYEE ENGAGEMENT	64%	69%	64%	67%	69%	67%	67%	66%	66%	58%	64%	65%	65%	64%
ENGAGEMENT WITH WORK	70%	77%	75%	72%	66%	74%	72%	76%	72%	61%	69%	70%	71%	69%
SENIOR MANAGERS	55%	59%	60%	57%	62%	59%	60%	55%	56%	47%	54%	56%	56%	53%
COMMUNICATION	61%	68%	67%	64%	69%	66%	66%	62%	63%	53%	62%	62%	61%	60%
HIGH PERFORMANCE	67%	72%	71%	69%	74%	72%	73%	68%	68%	63%	68%	68%	67%	66%
PUBLIC SECTOR VALUES	65%	69%	70%	66%	72%	70%	70%	66%	66%	58%	66%	65%	65%	64%
DIVERSITY & INCLUSION	63%	74%	72%	69%	74%	71%	72%	66%	67%	60%	65%	67%	65%	60%

*multiple types may be chosen.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Public schools - teachers	Sydney West	Sydney East	Sydney - Inner South West	Sydney - South West	Sydney - Parramatta	Newcastle and Lake Macquarie	Sydney - Blacktown	Illawarra	Hunter Valley exc Newcastle	Central Coast	Sydney - Outer South West	Sydney - Outer West and Blue Mountains
NUMBER OF RESPONDENTS	16862	4219	3986	1103	864	822	819	768	732	714	699	689	684
EMPLOYEE ENGAGEMENT	64%	65%	66%	65%	66%	65%	66%	65%	66%	62%	65%	65%	65%
ENGAGEMENT WITH WORK	70%	70%	73%	71%	71%	73%	73%	69%	75%	66%	70%	68%	69%
SENIOR MANAGERS	55%	58%	57%	57%	59%	57%	56%	59%	58%	52%	54%	58%	56%
COMMUNICATION	61%	64%	62%	62%	66%	64%	61%	61%	65%	58%	60%	63%	64%
HIGH PERFORMANCE	67%	69%	69%	69%	70%	69%	68%	69%	70%	66%	66%	70%	69%
PUBLIC SECTOR VALUES	65%	67%	67%	67%	68%	67%	66%	67%	69%	63%	64%	67%	67%
DIVERSITY & INCLUSION	63%	65%	64%	64%	67%	65%	62%	63%	65%	60%	61%	64%	64%

*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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CUT OFF LIMIT OF 30 RESPONDENTS

RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Public schools - teachers	Central West	Richmond - Tweed	Sydney - North Sydney and Hornsby	Capital Region	New England and North West	Mid North Coast	Far West and Orana	Coffs Harbour - Grafton	Sydney - Inner West	Sydney - Sutherland	Sydney - Northern Beaches	Riverina	Sydney - Baulkham Hills and Hawkesbury
NUMBER OF RESPONDENTS	16862	651	638	621	575	572	566	465	461	458	450	433	427	392
EMPLOYEE ENGAGEMENT	64%	64%	62%	65%	62%	61%	61%	63%	67%	65%	68%	68%	59%	64%
ENGAGEMENT WITH WORK	70%	69%	69%	73%	67%	65%	66%	68%	75%	72%	75%	79%	64%	69%
SENIOR MANAGERS	55%	54%	50%	56%	47%	48%	51%	50%	58%	57%	60%	59%	41%	59%
COMMUNICATION	61%	62%	62%	61%	56%	57%	59%	61%	63%	63%	65%	63%	52%	65%
HIGH PERFORMANCE	67%	66%	66%	69%	62%	64%	63%	65%	70%	69%	70%	72%	60%	69%
PUBLIC SECTOR VALUES	65%	65%	64%	67%	61%	60%	61%	63%	68%	68%	69%	69%	55%	69%
DIVERSITY & INCLUSION	63%	63%	62%	61%	59%	60%	62%	63%	65%	64%	65%	65%	57%	64%

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

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
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RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Public schools - teachers	Sydney - City and Inner South	Sydney - Ryde	Southern Highlands and Shoalhaven	Murray	Sydney - Eastern Suburbs	OUTSIDE NSW
NUMBER OF RESPONDENTS	16862	374	335	328	312	212	3
EMPLOYEE ENGAGEMENT	64%	66%	64%	64%	63%	64%	(r)
ENGAGEMENT WITH WORK	70%	75%	74%	69%	67%	72%	(r)
SENIOR MANAGERS	55%	53%	57%	49%	47%	54%	(r)
COMMUNICATION	61%	61%	64%	57%	58%	61%	(r)
HIGH PERFORMANCE	67%	68%	68%	63%	64%	67%	(r)
PUBLIC SECTOR VALUES	65%	64%	68%	61%	61%	66%	(r)
DIVERSITY & INCLUSION	63%	66%	63%	58%	61%	59%	(r)

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

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
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RESULT BY AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Public schools - teachers	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	16862	19	499	1974	1977	1922	2139	2489	2043	1820	1227	460
EMPLOYEE ENGAGEMENT	64%	(r)	79%	69%	65%	63%	64%	62%	61%	62%	65%	69%
ENGAGEMENT WITH WORK	70%	(r)	87%	73%	68%	67%	69%	68%	68%	70%	77%	84%
SENIOR MANAGERS	55%	(r)	74%	61%	56%	56%	55%	51%	51%	50%	53%	58%
COMMUNICATION	61%	(r)	78%	68%	63%	61%	62%	58%	58%	57%	62%	66%
HIGH PERFORMANCE	67%	(r)	83%	73%	68%	67%	67%	65%	64%	65%	68%	71%
PUBLIC SECTOR VALUES	65%	(r)	80%	70%	66%	65%	65%	63%	62%	63%	66%	70%
DIVERSITY & INCLUSION	63%	(r)	79%	69%	65%	64%	63%	59%	59%	58%	64%	69%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Public schools - teachers	Male	Female	Other
NUMBER OF RESPONDENTS	16862	3446	13085	193
EMPLOYEE ENGAGEMENT	64%	61%	66%	49%
ENGAGEMENT WITH WORK	70%	63%	72%	48%
SENIOR MANAGERS	55%	51%	56%	28%
COMMUNICATION	61%	61%	62%	35%
HIGH PERFORMANCE	67%	63%	69%	44%
PUBLIC SECTOR VALUES	65%	63%	66%	41%
DIVERSITY & INCLUSION	63%	62%	63%	37%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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STAFF CATEGORY



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.

	Public schools - teachers	Teaching staff	School executive (Principals, Deputy Principals, Assistant Principals)	School Administrative and Support Staff (SASS)	Other non-teaching staff in schools	Non school based teaching service staff	Aboriginal Affairs	Corporate staff
NUMBER OF RESPONDENTS	16862	16862	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	64%	64%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	70%	70%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	55%	55%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	61%	61%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	67%	67%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	65%	65%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	63%	(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

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

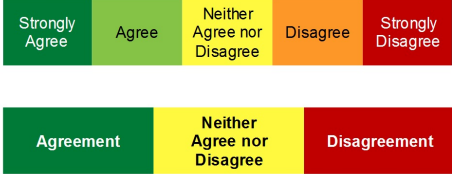
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.