



2019 | NSW Public Sector
Employee Survey

AGENCY REPORT

Justice

Crown Solicitor's Office



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RESPONSE RATE

86%

402 OF 465 RESPONDENTS

RESPONSE RATE 2018: 53%

EMPLOYEE ENGAGEMENT

68%



DIFFERENCE FROM 2018 **+4**
(64%)

DIFFERENCE FROM CLUSTER **+6**
(62%)

DIFFERENCE FROM PUBLIC SECTOR **+2**
(66%)

ENGAGEMENT WITH WORK

74%



DIFFERENCE FROM 2018 **+5**
(69%)

DIFFERENCE FROM CLUSTER **+7**
(68%)

DIFFERENCE FROM PUBLIC SECTOR **+2**
(73%)

SENIOR MANAGERS

53%



DIFFERENCE FROM 2018 **+13**
(40%)

DIFFERENCE FROM CLUSTER **+11**
(41%)

DIFFERENCE FROM PUBLIC SECTOR **+3**
(50%)

COMMUNICATION

67%



DIFFERENCE FROM 2018 **+11**
(56%)

DIFFERENCE FROM CLUSTER **+12**
(55%)

DIFFERENCE FROM PUBLIC SECTOR **+5**
(62%)

HIGH PERFORMANCE

65%



DIFFERENCE FROM 2018 **+7**
(58%)

DIFFERENCE FROM CLUSTER **+8**
(56%)

DIFFERENCE FROM PUBLIC SECTOR **0**
(65%)

PUBLIC SECTOR VALUES

69%



DIFFERENCE FROM 2018 **+10**
(59%)

DIFFERENCE FROM CLUSTER **+15**
(54%)

DIFFERENCE FROM PUBLIC SECTOR **+7**
(62%)

DIVERSITY & INCLUSION

74%



DIFFERENCE FROM 2018 **+6**
(68%)

DIFFERENCE FROM CLUSTER **+10**
(64%)

DIFFERENCE FROM PUBLIC SECTOR **+5**
(69%)

FLEXIBLE WORKING SATISFACTION

64%



DIFFERENCE FROM 2018 **+5**
(59%)

DIFFERENCE FROM CLUSTER **+5**
(59%)

DIFFERENCE FROM PUBLIC SECTOR **+5**
(59%)

ACTION ON RESULTS

45%



DIFFERENCE FROM 2018 **+10**
(36%)

DIFFERENCE FROM CLUSTER **+15**
(30%)

DIFFERENCE FROM PUBLIC SECTOR **+6**
(39%)



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
2019
AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
2a. My workgroup strives to achieve customer/client satisfaction	93%	90%
1h. I am comfortable notifying my manager if I become aware of any risks at work	90%	-
1a. I understand what is expected of me to do well in my role	89%	86%
2e. People in my workgroup treat each other with respect	85%	80%
2c. I receive help and support from other members of my workgroup	83%	77%
5b. My manager listens to what I have to say	83%	74%
5c. My manager communicates effectively with me	82%	66%
5a. My manager encourages people in my workgroup to keep improving the work they do	80%	69%
5d. My manager encourages and values employee input	80%	70%
6i. Senior managers in my organisation support the career advancement of women	79%	72%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019
AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
11a. I have confidence in the ways my organisation resolves grievances	39%	31%
6d. Senior managers encourage innovation by employees	39%	32%
7g. I have confidence in the way recruitment decisions are made	39%	35%
7d. There is good co-operation between teams across our organisation	40%	48%
7c. I feel that change is managed well in my organisation	43%	32%
10a. I believe action will be taken on the results from this survey by my organisation	45%	36%
5h. My manager deals appropriately with employees who perform poorly	46%	35%
3g. I am satisfied with the opportunities available for career development in my organisation	47%	37%
7f. My organisation is committed to developing its employees	48%	37%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	49%	37%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

The highest and lowest scoring agreement questions based on respondents who have selected 'Strongly agree' and 'Agree'.

MOST AND LEAST IMPROVED QUESTIONS

+ MOST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

6c.	I feel that senior managers model the values of my organisation	61%	40%
6b.	I feel that senior managers effectively lead and manage change	55%	37%
5c.	My manager communicates effectively with me	82%	66%
7b.	My organisation is making the necessary improvements to meet our future challenges	56%	42%
6a.	I believe senior managers provide clear direction for the future of the organisation	53%	39%
6h.	I feel that senior managers listen to employees	50%	38%
5f.	I have confidence in the decisions my manager makes	78%	66%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	49%	37%
7f.	My organisation is committed to developing its employees	48%	37%
7i.	I would recommend my organisation as a great place to work	69%	57%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

7d.	There is good co-operation between teams across our organisation	40%	48%
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YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

HIGHEST NEUTRAL SCORING QUESTIONS

AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

Q11a. I have confidence in the ways my organisation resolves grievances



Q5h. My manager deals appropriately with employees who perform poorly



Q6d. Senior managers encourage innovation by employees



Q6e. Senior managers promote collaboration between my organisation and other organisations we work with



Q10a. I believe action will be taken on the results from this survey by my organisation



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

Q11a. I have confidence in the ways my organisation resolves grievances



Q5h. My manager deals appropriately with employees who perform poorly



Q6d. Senior managers encourage innovation by employees



Q6e. Senior managers promote collaboration between my organisation and other organisations we work with



Q10a. I believe action will be taken on the results from this survey by my organisation



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

Q11a. I have confidence in the ways my organisation resolves grievances



Q5h. My manager deals appropriately with employees who perform poorly



Q6d. Senior managers encourage innovation by employees



Q6e. Senior managers promote collaboration between my organisation and other organisations we work with



Q10a. I believe action will be taken on the results from this survey by my organisation



FIND YOUR HIGHEST NEUTRAL SCORES

Results are rounded and may not add up to 100%

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)**

RESPONDENT PROFILE

This data shows the proportion of people who completed the survey.

Survey responses: 402

Gender	Survey %	Employment Status	Survey %	Type of work	Survey %
Male	28	Senior Executive (ongoing/permanent or term)	4	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	0
Female	71	Ongoing/Permanent (other than senior executive)	55	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)	2
Other	2	Temporary (including temporary teachers and graduates)	24	Administrative support (e.g. executive/personal assistant, receptionist)	19
		Casual	0	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	13
		Contract – Non Executive	11	Policy	0
		Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	4	Research	1
		Other	0	Program and project management support	1
		Don't know	2	Legal (including developing and/or reviewing legislation)	63
				Other	2
Age	Survey %	Manager of managers	Survey %	Organisation Tenure	Survey %
15 - 34 years	48	Yes	9	Less than 1 year	30
35 - 54 years	41	No	91	1 - 2 years	17
55+ years	12			2 - 5 years	19
		Supervisors	Survey %	5 - 10 years	9
		Yes	34	10 - 20 years	18
		No	66	More than 20 years	7
		Working arrangement	Survey %		
		Full-time	83	Salary	Survey %
		Part-time	17	\$83,402 and below	42
				\$83,403 - \$108,043	14
				\$108,044 - \$144,520	28
				\$144,521 and above	7
				Prefer not to say	9
LOTE spoken at home	Survey %				
Yes	22				
No	73				
Prefer not to say	6				
Aboriginal and/or Torres Strait Islanders	Survey %				
Yes	0				
No	97				
Prefer not to say	3				
Disability	Survey %				
Yes	4				
No	93				
Prefer not to say	3				
LGBTI	Survey %				
Yes	7				
No	89				
Prefer not to say	4				

Results are rounded and may not add up to 100%



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.

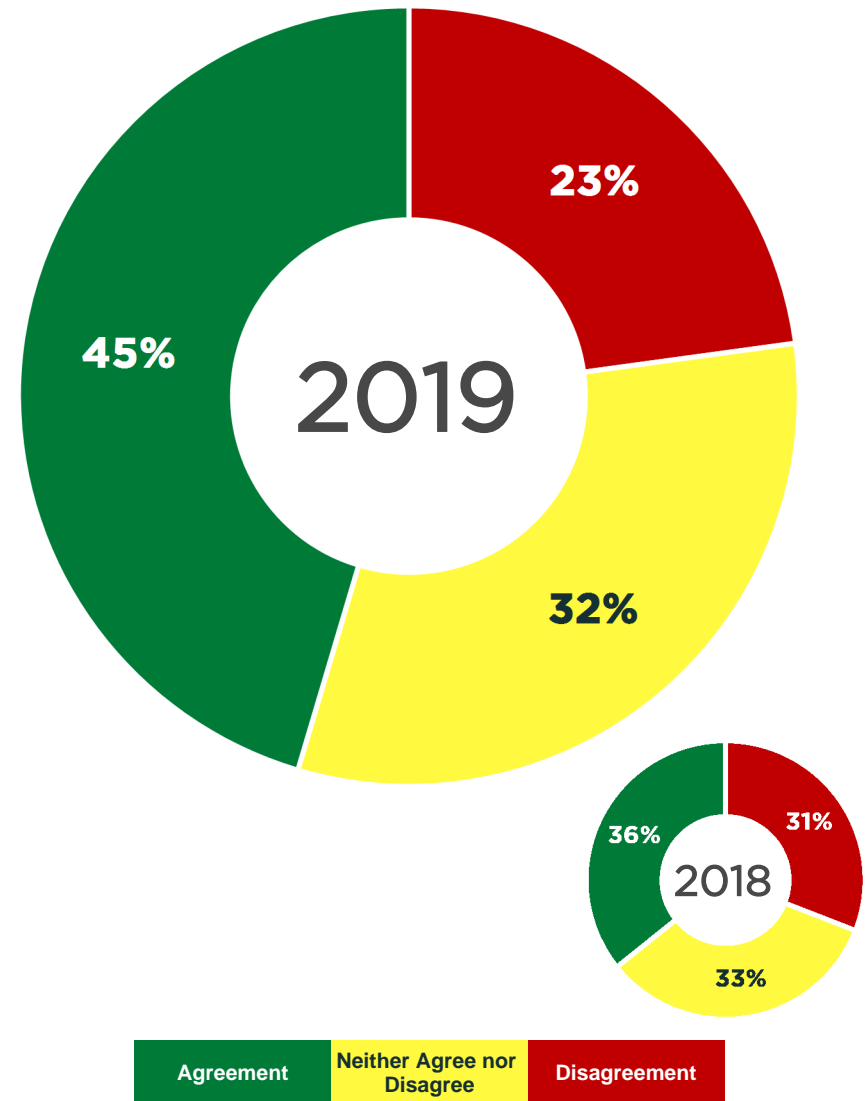
Results are rounded and may not add up to 100%

45%

of employees replied favourably to:

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

39%	30%	36%
SECTOR	CLUSTER	2018



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 2019	% AGREEMENT 2018	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7g. I have confidence in the way recruitment decisions are made	39%	35%	27%	39%
2	Q7f. My organisation is committed to developing its employees	48%	37%	41%	53%
3	Q6c. I feel that senior managers model the values of my organisation	61%	40%	45%	52%
4	Q6h. I feel that senior managers listen to employees	50%	38%	36%	44%
5	Q7c. I feel that change is managed well in my organisation	43%	32%	32%	42%
6	Q6b. I feel that senior managers effectively lead and manage change	55%	37%	40%	47%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Crown Solicitor's Office

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

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

	Crown Solicitor's Office	Civil Law Division	Commercial & Property Law Division	Corporate Services Division - CSO	Inquiries & Criminal Law Division	Public Law, Employment & Child Protection Division
NUMBER OF RESPONDENTS	402	108	59	73	77	75
EMPLOYEE ENGAGEMENT	68%	66%	62%	65%	69%	75%
ENGAGEMENT WITH WORK	74%	69%	67%	77%	79%	79%
SENIOR MANAGERS	53%	48%	46%	56%	54%	58%
COMMUNICATION	67%	66%	59%	70%	71%	68%
HIGH PERFORMANCE	65%	63%	58%	66%	67%	67%
PUBLIC SECTOR VALUES	69%	68%	62%	67%	73%	73%
DIVERSITY & INCLUSION	74%	75%	68%	77%	73%	77%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%

EMPLOYEE ENGAGEMENT	68% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	25	44	21	8	69%	57%	56%	62%
Q7j. I am proud to tell others I work for my organisation	30	48	17	5	78%	70%	66%	70%
Q7k. I feel a strong personal attachment to my organisation	20	39	28	9	59%	54%	60%	64%
Q7l. My organisation motivates me to help it achieve its objectives	16	38	31	10	55%	51%	47%	56%
Q7m. My organisation inspires me to do the best in my job	17	41	28	11	58%	47%	47%	56%

KEY





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ENGAGEMENT WITH WORK	74% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1c. My job gives me a feeling of personal accomplishment	23	51	17	7	74%	73%	69%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	29	48	13	8	77%	73%	67%	72%
Q1e. I am satisfied with my job	19	52	17	10	71%	63%	67%	69%

KEY





EXPLORE THE FULL RESULTS

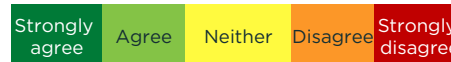
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SENIOR MANAGERS	53% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
Q6a. I believe senior managers provide clear direction for the future of the organisation	14	39	31	11	53%	39%	42%	51%	
Q6b. I feel that senior managers effectively lead and manage change	16	40	29	10	55%	37%	40%	47%	
Q6c. I feel that senior managers model the values of my organisation	19	42	29		61%	40%	45%	52%	
Q6d. Senior managers encourage innovation by employees	14	25	39	18	39%	32%	39%	51%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	36	37	11	49%	37%	45%	53%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	23	45	25		68%	60%	52%	61%	
Q6g. I feel that senior managers keep employees informed about what's going on	16	38	27	13	54%	43%	40%	48%	
Q6h. I feel that senior managers listen to employees	16	34	29	14	7	50%	38%	36%	44%
Q7c. I feel that change is managed well in my organisation	10	33	30	20		43%	32%	32%	42%

KEY





EXPLORE THE FULL RESULTS

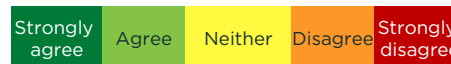
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COMMUNICATION	67% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
Q5c. My manager communicates effectively with me	38	44	12		82%	66%	68%	72%	
Q5d. My manager encourages and values employee input	37	42	13		80%	70%	66%	73%	
Q5e. My manager involves my workgroup in decisions about our work	28	40	22	8	68%	57%	60%	68%	
Q6g. I feel that senior managers keep employees informed about what's going on	16	38	27	13	54%	43%	40%	48%	
Q6h. I feel that senior managers listen to employees	16	34	29	14	7	50%	38%	36%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	24	45	19	8	70%	63%	62%	69%	

KEY





EXPLORE THE FULL RESULTS

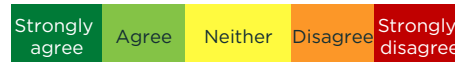
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HIGH PERFORMANCE	65% AGGREGATE SCORE			AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
	Q1a. I understand what is expected of me to do well in my role	35	53	7	89%	86%	88%
Q2b. My workgroup works collaboratively to achieve its objectives	36	42	13	78%	77%	73%	79%
Q3f. I have received appropriate training and development to do my job well	13	42	27	55%	48%	57%	66%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	29	51	14	80%	69%	67%	75%
Q5f. I have confidence in the decisions my manager makes	37	41	15	78%	66%	64%	69%
Q6d. Senior managers encourage innovation by employees	14	25	39	39%	32%	39%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	13	36	37	49%	37%	45%	53%
Q7a. My organisation focuses on improving the work we do	19	55	18	74%	65%	58%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	15	41	29	56%	42%	48%	57%

KEY



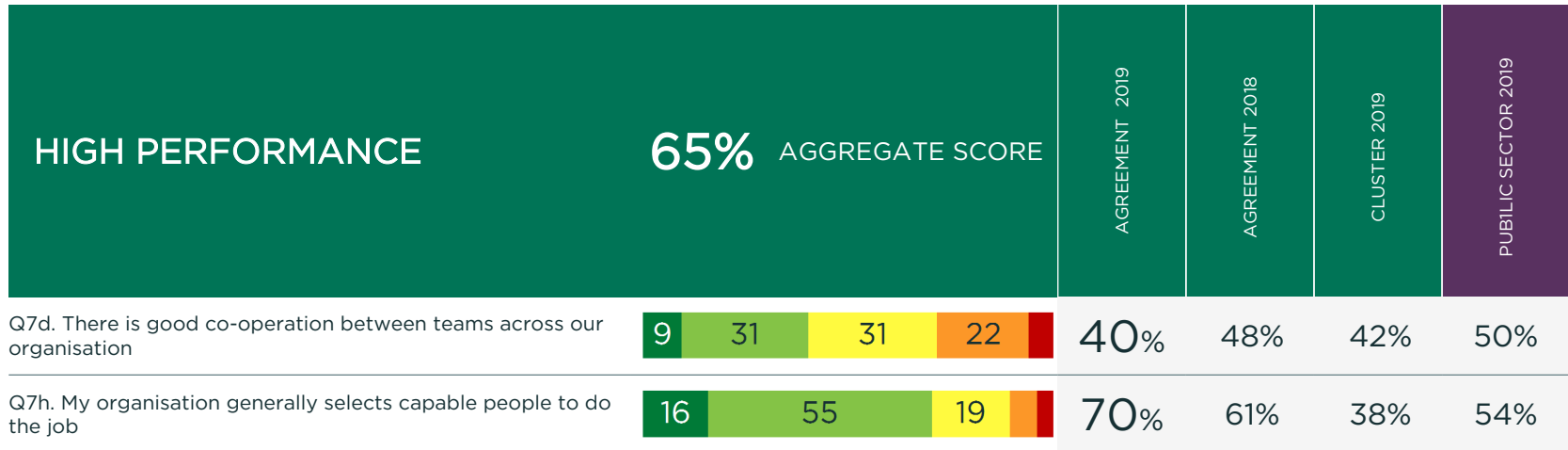


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KEY





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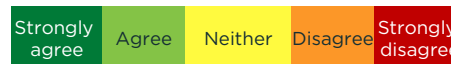
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PUBLIC SECTOR VALUES	69% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019			
Q2a. My workgroup strives to achieve customer/client satisfaction	44	49	93%	90%	78%	86%			
Q2e. People in my workgroup treat each other with respect	45	40	7	85%	80%	68%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	29	51	14	80%	69%	67%	75%		
Q5b. My manager listens to what I have to say	39	44	11	83%	74%	70%	76%		
Q6a. I believe senior managers provide clear direction for the future of the organisation	14	39	31	11	53%	39%	42%	51%	
Q6c. I feel that senior managers model the values of my organisation	19	42	29		61%	40%	45%	52%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	23	45	25		68%	60%	52%	61%	
Q6g. I feel that senior managers keep employees informed about what's going on	16	38	27	13	54%	43%	40%	48%	
Q6h. I feel that senior managers listen to employees	16	34	29	14	7	50%	38%	36%	44%

KEY



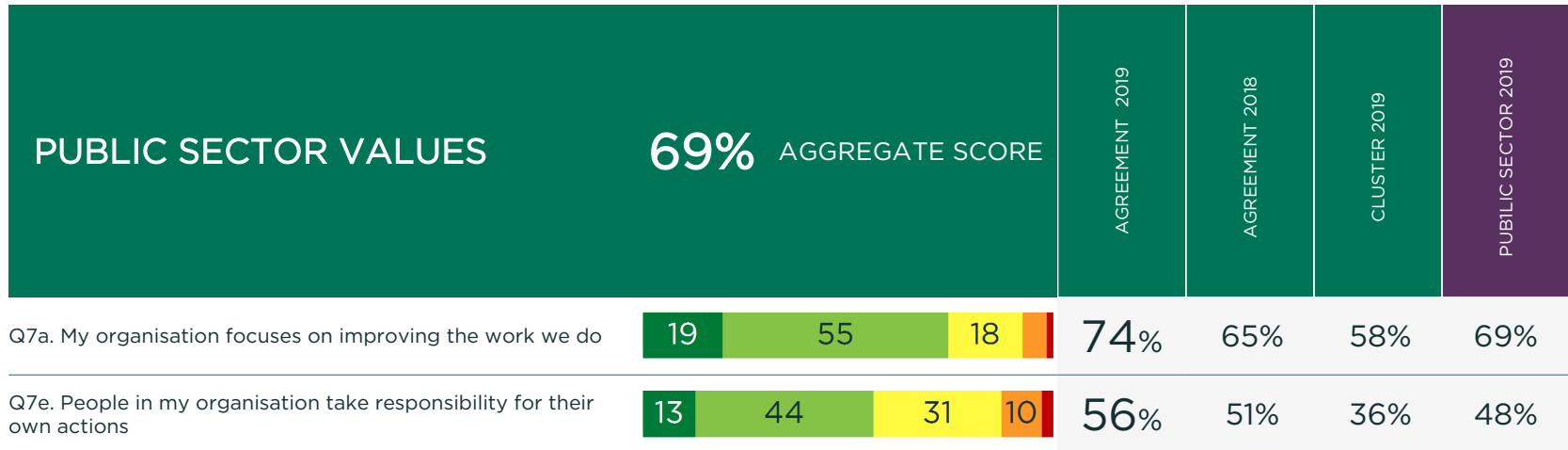


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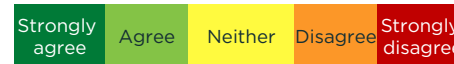
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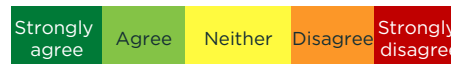
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DIVERSITY & INCLUSION	74% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	21	45	19	11	66%	55%	60%	67%
Q5b. My manager listens to what I have to say	39	44	11		83%	74%	70%	76%
Q5d. My manager encourages and values employee input	37	42	13		80%	70%	66%	73%
Q6i. Senior managers in my organisation support the career advancement of women	38	41	18		79%	72%	59%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	30	49	16		78%	77%	70%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	31	45	15		76%	75%	68%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	24	45	19	8	70%	63%	62%	69%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	26	38	20	12	64%	59%	59%	59%
Q8e. My manager supports flexible working in my team	33	41	17		74%	70%	62%	63%

KEY



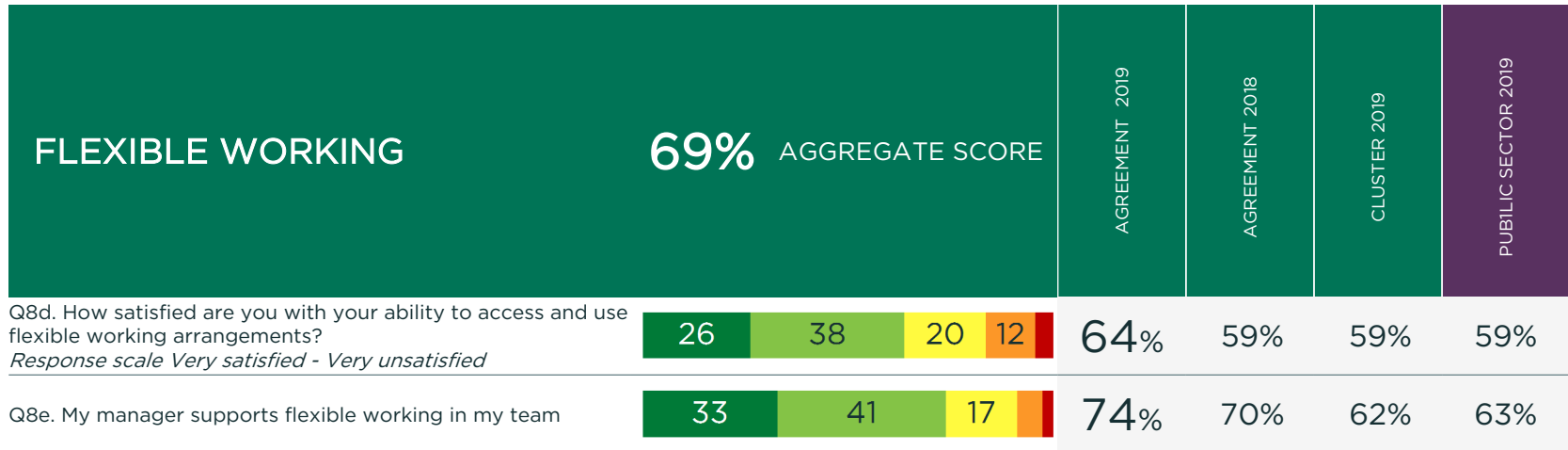


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KEY



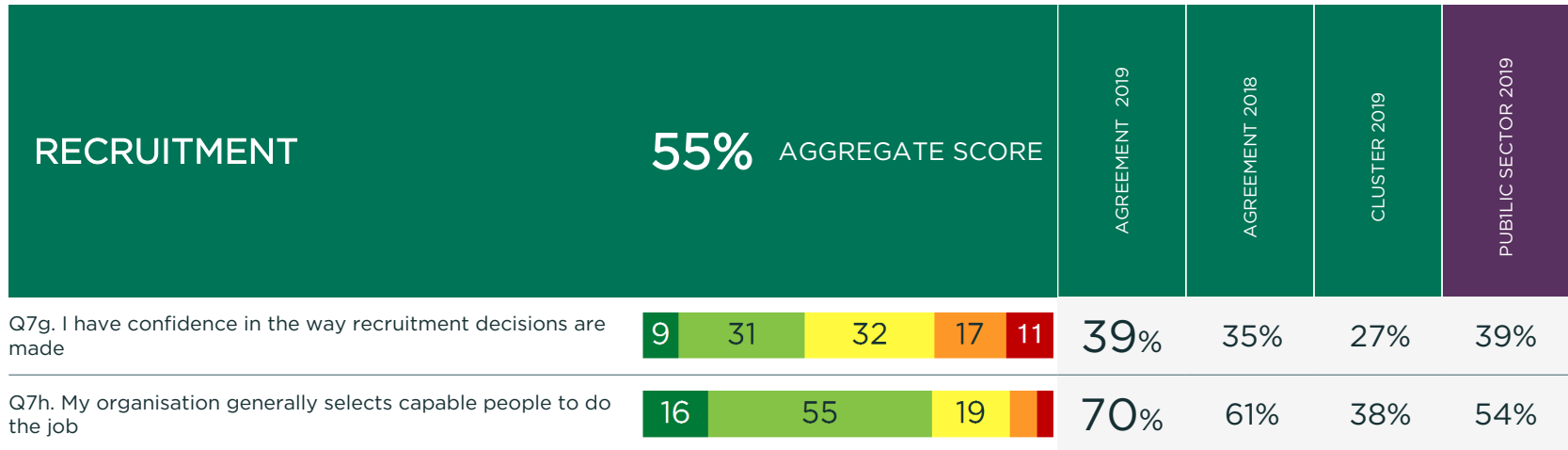


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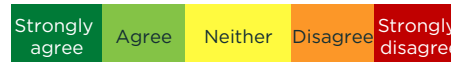
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PERFORMANCE FRAMEWORK & DEVELOPMENT

56% AGGREGATE SCORE

					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	21	48	21	10	69%	63%	56%	66%	
Q3e. My performance is assessed against clear criteria	13	39	29	18	52%	41%	46%	57%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	13	34	24	18	11	47%	37%	42%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do	35	41	15	8	76%	72%	63%	69%	
Q5h. My manager deals appropriately with employees who perform poorly	18	29	42	9	46%	35%	42%	48%	
Q7f. My organisation is committed to developing its employees	10	39	28	17	48%	37%	41%	53%	

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.

Results are rounded and may not add up to 100%

WORKPLACE SUPPORT	71% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	21	45	19	11	66%	55%	60%	67%
Q1f. I am able to keep my work stress at an acceptable level	14	48	17	16	62%	56%	61%	61%
Q2c. I receive help and support from other members of my workgroup	36	47	12		83%	77%	77%	81%
Q2d. There is good team spirit in my workgroup	34	39	15	10	73%	66%	65%	70%

KEY



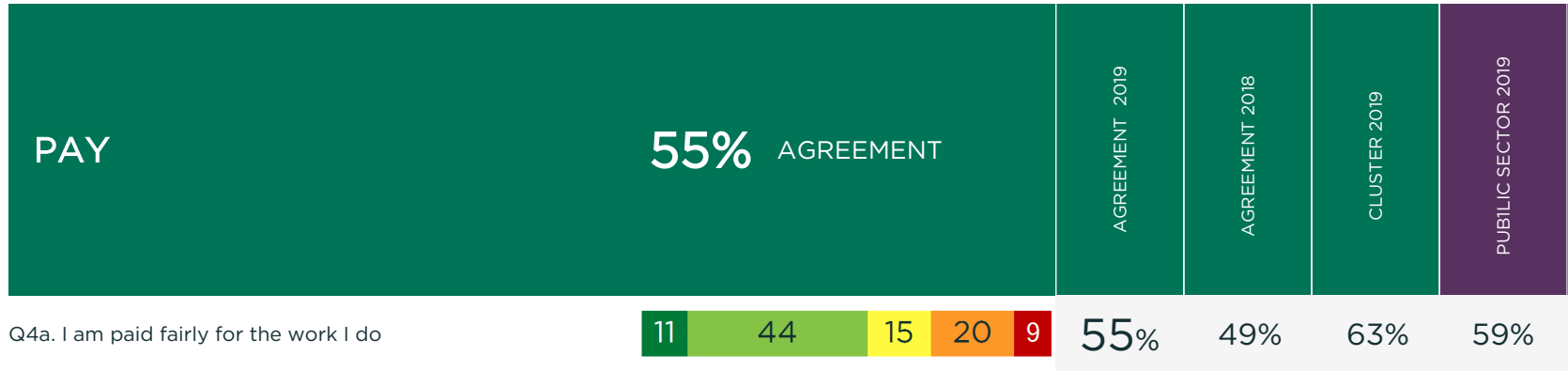


EXPLORE THE FULL RESULTS

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.

Results are rounded and may not add up to 100%



KEY



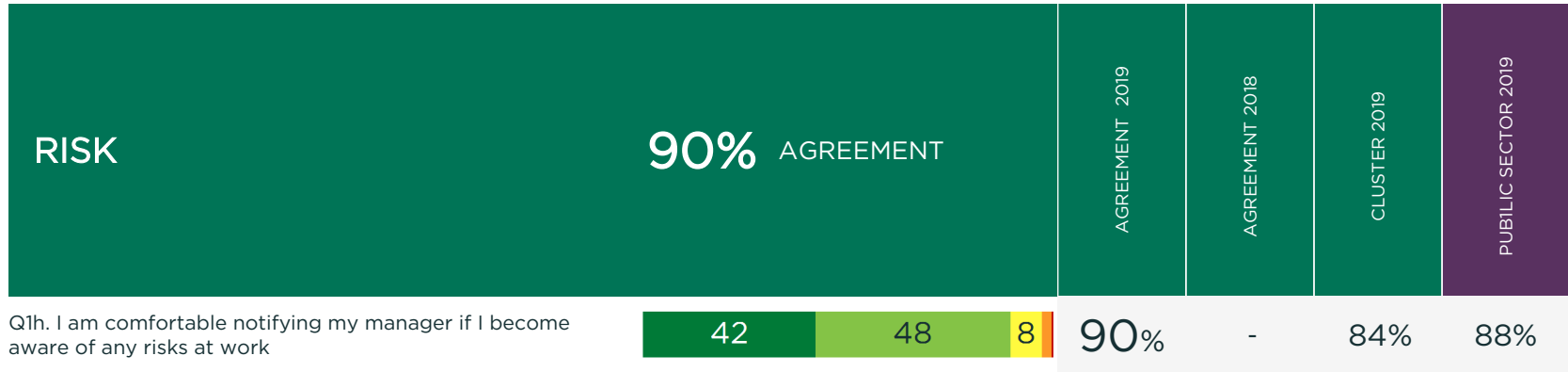


EXPLORE THE FULL RESULTS

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.

Results are rounded and may not add up to 100%



KEY



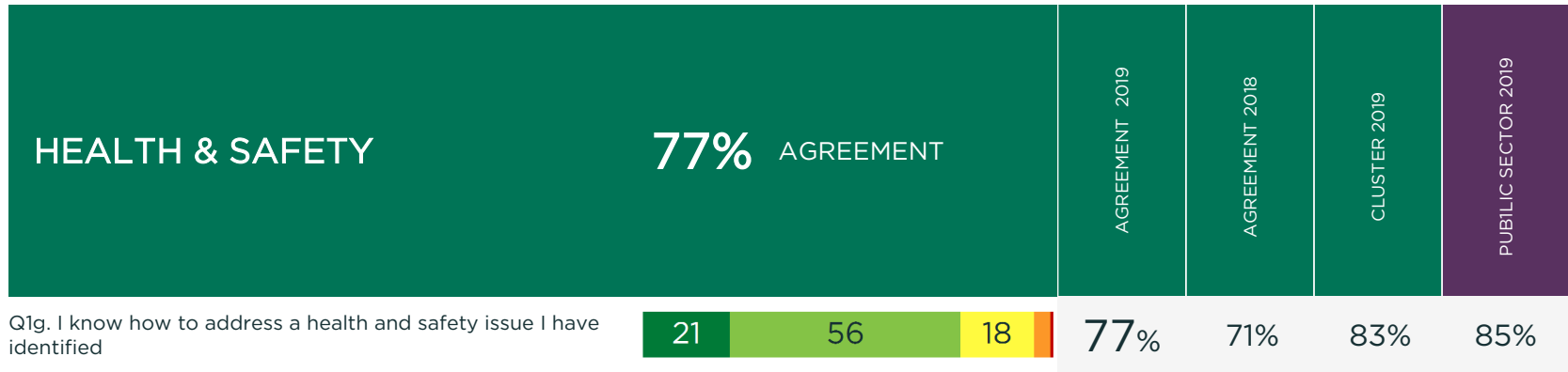


EXPLORE THE FULL RESULTS

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.

Results are rounded and may not add up to 100%



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.

Results are rounded and may not add up to 100%

ACTION ON RESULTS

45% AGREEMENT

Q10a. I believe action will be taken on the results from this survey by my organisation



KEY



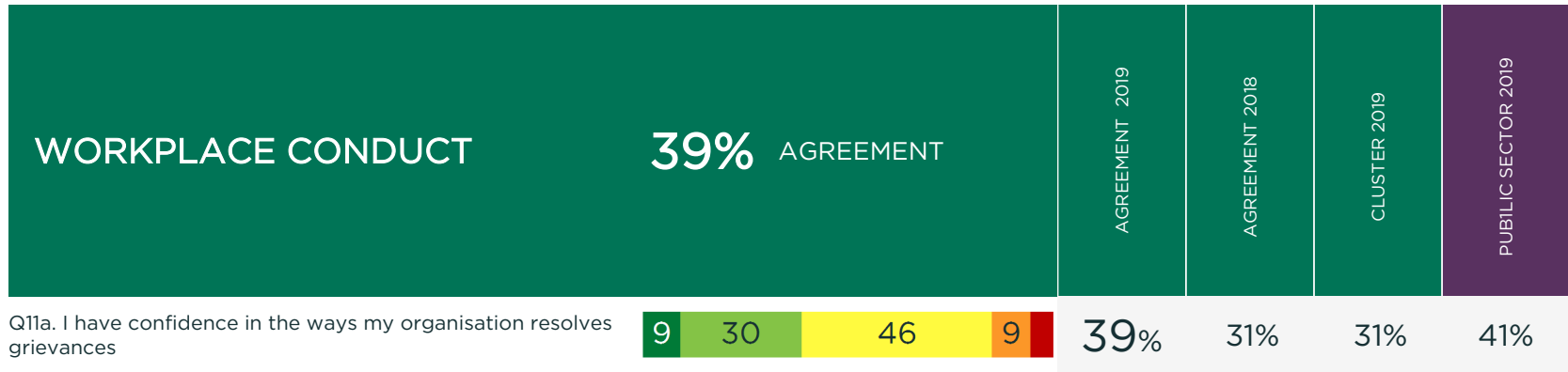


EXPLORE THE FULL RESULTS

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.

Results are rounded and may not add up to 100%



KEY





WELLBEING AND ENGAGEMENT

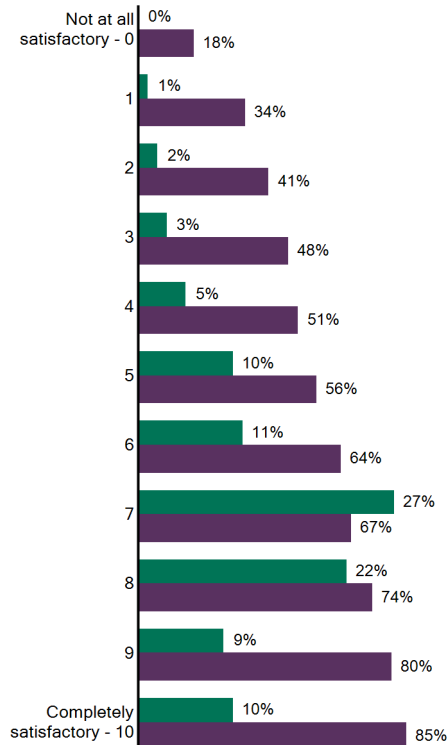
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

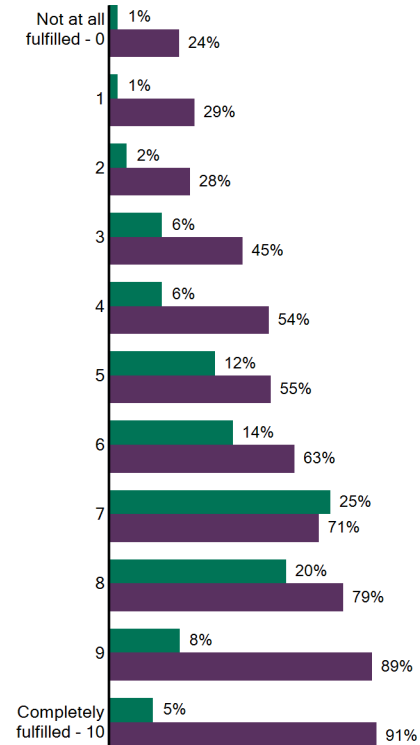
This compares Wellbeing to Engagement.

Q1i. In general, my sense of wellbeing is.....



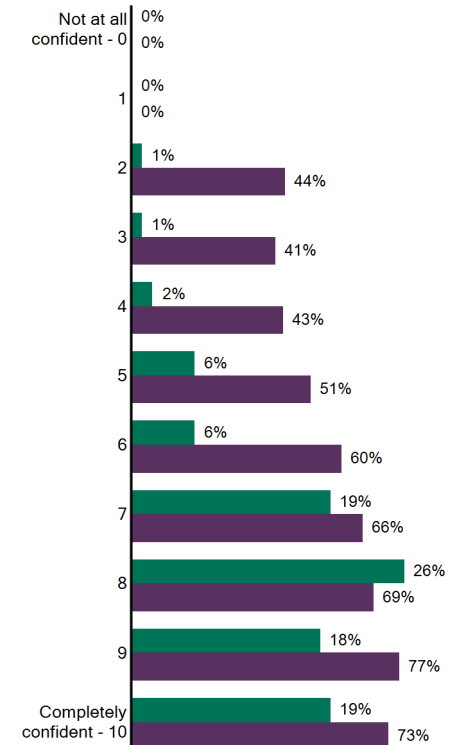
Proportion of respondents answering each response option

Q1j. I find my life at work fulfilling



Employee engagement score

Q1k. I am confident that I am contributing my best at work





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		70%	62%	50%	71%
No		30%	38%	50%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		75%	72%	66%	76%
No		25%	28%	34%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		55%	32%	42%	60%
No		45%	68%	58%	40%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

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?

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Yes		47%	54%	42%	41%
No		53%	46%	58%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

MOBILITY

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

Q3i. Are there barriers preventing you from moving to another role? If so, what are they? (select all that apply)

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Lack of promotion opportunities		34%	40%	34%	28%
Lack of visible opportunities		30%	36%	31%	29%
There are no major barriers to my career progression		30%	29%	23%	29%
The application/recruitment process is too cumbersome or time consuming		24%	29%	26%	22%
Personal/family considerations		20%	18%	33%	29%
Lack of support for temporary assignments/secondments		18%	29%	20%	15%
Insufficient training and development		15%	17%	21%	15%
Lack of required capabilities or experience		13%	11%	12%	11%
Lack of support from my manager/supervisor		11%	14%	17%	13%
Geographic location considerations		10%	9%	33%	25%
Other		9%	11%	10%	9%

% are calculated with the number of unique respondents (N = 386 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q12a. In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		11%	11%	28%	27%
No		76%	70%	56%	56%
Don't know		13%	20%	16%	17%
Q12b. If yes to 12a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		55%	44%	68%	65%
No		38%	50%	29%	32%
Don't know		8%	6%	3%	4%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q13a. In the last 12 months I have witnessed bullying at work					
Yes		15%	15%	35%	33%
No		74%	66%	56%	57%
Don't know		11%	20%	9%	10%
Q13b. In the last 12 months I have been subjected to bullying at work					
Yes		10%	6%	21%	18%
No		83%	82%	73%	75%
Don't know		7%	12%	7%	7%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

Q13c. 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

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Your immediate manager/supervisor		33%	30%	25%	23%
A senior manager		23%	10%	25%	21%
Prefer not to say		23%	30%	14%	13%
A fellow worker at your level		15%	30%	24%	27%
Other		5%	-	3%	5%
A subordinate		0%	-	8%	7%
A client or customer		0%	-	1%	3%
A member of the public other than a client or customer		0%	-	0%	1%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

Q14a. In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work

	2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Yes	1%	1%	5%	4%
No	97%	97%	93%	94%
Don't know	2%	2%	3%	2%

Q14b. If yes to 14a, 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 SURVEY RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

JUSTICE CUSTOMISED QUESTIONS		2019	CLUSTER 2019
Q1. What is your work location?			
Metropolitan NSW		99%	63%
Regional NSW		1%	37%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

JUSTICE

CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q2. What best describes your role in the Justice cluster, e.g. within the Department of Justice, NSW Police, NSW Rural Fire Service or Fire and Rescue NSW, etc.?

	2019	CLUSTER 2019
Sworn police officer - general duties	0%	4%
Sworn police officer - other	0%	10%
Non-sworn employee of NSW Police Force	0%	6%
Permanent Fire fighter	0%	6%
Retained Fire fighter	0%	2%
Custodial Officer	0%	21%
Youth Worker	0%	2%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

JUSTICE CUSTOMISED QUESTIONS		2019	CLUSTER 2019
Q2. What best describes your role in the Justice cluster, e.g. within the Department of Justice, NSW Police, NSW Rural Fire Service or Fire and Rescue NSW, etc.?			
Legal officer or other legal professional		64%	3%
Administrative or other clerical worker		27%	22%
Sheriff's Officer		0%	1%
Community Corrections Officer (Probation & Parole)		0%	5%
Psychologist		0%	1%
Teacher		0%	0%
Welfare Officer		0%	2%
Other		9%	14%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

JUSTICE		2019	CLUSTER 2019
CUSTOMISED QUESTIONS			
Q3. When you answered the questions on Senior Managers were you mainly thinking about:			
The most senior leadership in the Department. That is Secretary, Public Service Senior Executives across Bands 1 to 3 and direct reports (for example, Deputy Secretaries,		77%	56%
Other		23%	44%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
GENDER		
Male		28%
Female		71%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
AGE		
15-19		0%
20-24		13%
25-29		23%
30-34		12%
35-39		14%
40-44		10%
45-49		9%
50-54		9%
55-59		6%
60-64		4%
65+		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

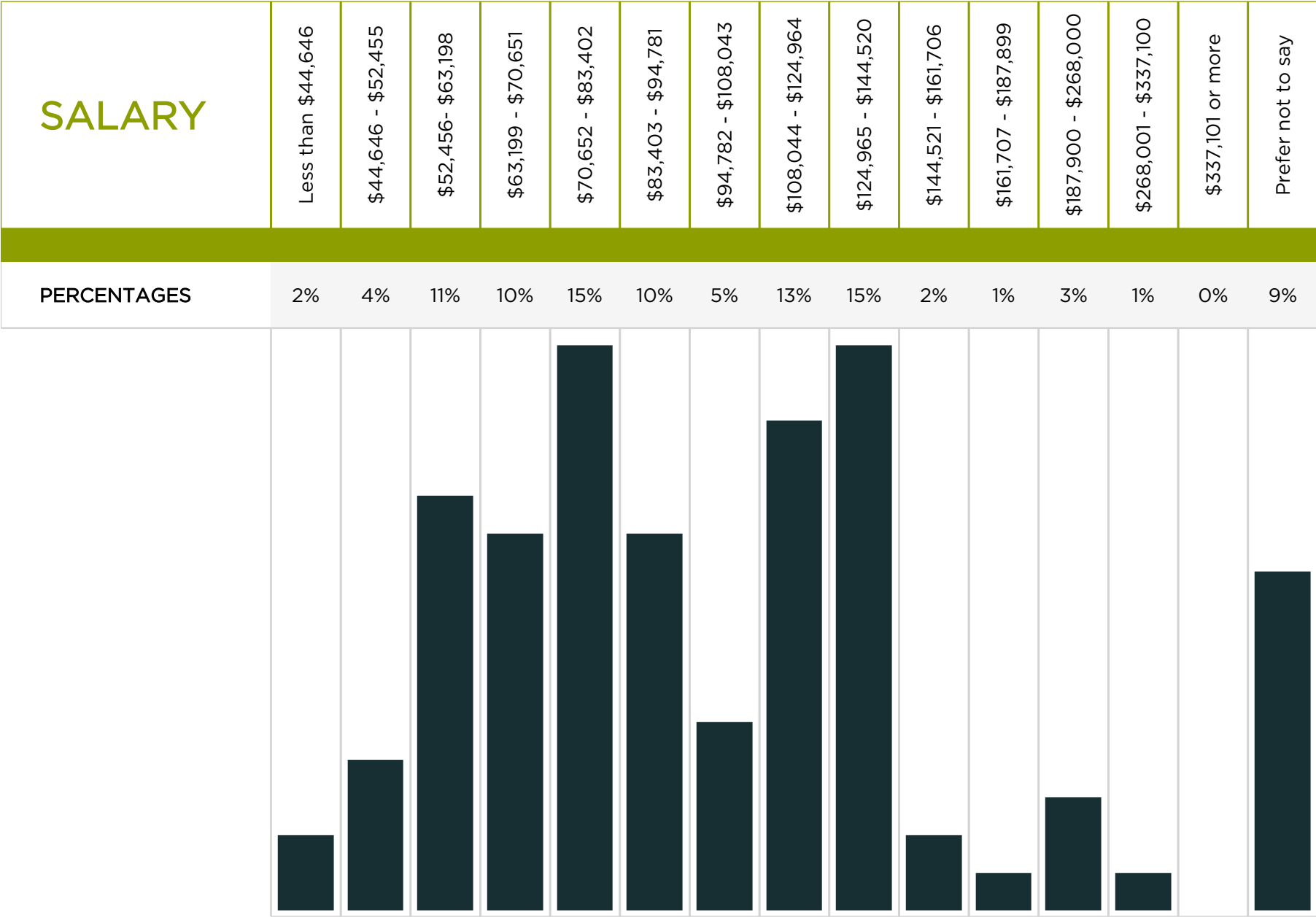
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	0%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	2%
Administrative support (e.g. executive/personal assistant, receptionist)	19%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	13%
Policy	0%
Research	1%
Program and project management support	1%
Legal (including developing and/or reviewing legislation)	63%
Other	2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%








		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		30%
1 - 2 years		17%
2 - 5 years		19%
5 - 10 years		9%
10 - 20 years		18%
More than 20 years		7%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
FLEXIBLE WORKING		
Flexible start and finish times		60%
Working from home		32%
None of the above		18%
Part-time work		17%
Working additional hours to make up for time off		16%
Leave without pay		11%
Working more hours over fewer days		8%

% are calculated with the number of unique respondents (N = 374 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

	PERCENTAGE
FLEXIBLE WORKING	
Working from different locations	5%
Study leave	5%
Job sharing	3%
Other	3%
Flexible scheduling for rostered workers	2%
Purchasing annual leave	0%

% are calculated with the number of unique respondents (N = 374 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.

Results are rounded and may not add up to 100%

	Crown Solicitor's Office	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	402	1	7	70	47	0	2	3	237	8
EMPLOYEE ENGAGEMENT	68%	(r)	(r)	68%	64%	(r)	(r)	(r)	68%	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	76%	72%	(r)	(r)	(r)	74%	(r)
SENIOR MANAGERS	53%	(r)	(r)	61%	57%	(r)	(r)	(r)	49%	(r)
COMMUNICATION	67%	(r)	(r)	69%	74%	(r)	(r)	(r)	66%	(r)
HIGH PERFORMANCE	65%	(r)	(r)	70%	68%	(r)	(r)	(r)	63%	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)	69%	69%	(r)	(r)	(r)	69%	(r)
DIVERSITY & INCLUSION	74%	(r)	(r)	74%	80%	(r)	(r)	(r)	74%	(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.

Results are rounded and may not add up to 100%

	Crown Solicitor's Office	Less than \$44,646	\$44,646 - \$52,455	\$52,456 - \$63,198	\$63,199 - \$70,651	\$70,652 - \$83,402	\$83,403 - \$94,781	\$94,782 - \$108,043	\$108,044 - \$124,964	\$124,965 - \$144,520	\$144,521 - \$161,706	\$161,707 - \$187,899	\$187,900 - \$268,000	\$268,001 - \$337,100
NUMBER OF RESPONDENTS	402	8	16	42	36	54	36	17	49	54	7	2	11	4
EMPLOYEE ENGAGEMENT	68%	(r)	(r)	74%	64%	73%	71%	(r)	61%	65%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	80%	74%	77%	85%	(r)	61%	75%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	73%	59%	61%	47%	(r)	33%	41%	(r)	(r)	(r)	(r)
COMMUNICATION	67%	(r)	(r)	79%	66%	74%	70%	(r)	59%	62%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)	78%	68%	70%	64%	(r)	51%	60%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)	82%	67%	75%	68%	(r)	59%	65%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	74%	(r)	(r)	82%	66%	81%	77%	(r)	65%	76%	(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.

Results are rounded and may not add up to 100%

	Crown Solicitor's Office	\$337,101 or more	Prefer not to say
NUMBER OF RESPONDENTS	402	1	33
EMPLOYEE ENGAGEMENT	68%	(r)	67%
ENGAGEMENT WITH WORK	74%	(r)	73%
SENIOR MANAGERS	53%	(r)	52%
COMMUNICATION	67%	(r)	65%
HIGH PERFORMANCE	65%	(r)	65%
PUBLIC SECTOR VALUES	69%	(r)	65%
DIVERSITY & INCLUSION	74%	(r)	73%

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.

Results are rounded and may not add up to 100%

	Crown Solicitor's Office	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	402	109	63	69	35	68	25
EMPLOYEE ENGAGEMENT	68%	73%	70%	70%	63%	61%	(r)
ENGAGEMENT WITH WORK	74%	81%	76%	75%	77%	64%	(r)
SENIOR MANAGERS	53%	63%	59%	47%	45%	42%	(r)
COMMUNICATION	67%	77%	72%	68%	59%	56%	(r)
HIGH PERFORMANCE	65%	73%	68%	64%	58%	58%	(r)
PUBLIC SECTOR VALUES	69%	78%	74%	68%	60%	59%	(r)
DIVERSITY & INCLUSION	74%	82%	78%	73%	69%	68%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULTS BY TYPES OF FLEXIBLE WORKING



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Crown Solicitor's Office	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	402	226	29	60	9	65	13	19	119	0	41	17	10	68
EMPLOYEE ENGAGEMENT	68%	69%	(r)	71%	(r)	68%	(r)	(r)	69%	(r)	70%	(r)	(r)	67%
ENGAGEMENT WITH WORK	74%	75%	(r)	74%	(r)	74%	(r)	(r)	78%	(r)	70%	(r)	(r)	74%
SENIOR MANAGERS	53%	52%	(r)	57%	(r)	48%	(r)	(r)	51%	(r)	57%	(r)	(r)	56%
COMMUNICATION	67%	68%	(r)	71%	(r)	69%	(r)	(r)	69%	(r)	72%	(r)	(r)	66%
HIGH PERFORMANCE	65%	66%	(r)	67%	(r)	64%	(r)	(r)	65%	(r)	68%	(r)	(r)	67%
PUBLIC SECTOR VALUES	69%	69%	(r)	73%	(r)	68%	(r)	(r)	70%	(r)	72%	(r)	(r)	70%
DIVERSITY & INCLUSION	74%	78%	(r)	79%	(r)	76%	(r)	(r)	79%	(r)	79%	(r)	(r)	67%

*multiple types may be chosen.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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



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.

Results are rounded and may not add up to 100%

	Crown Solicitor's Office	Sydney East	Sydney West	Sydney - City and Inner South	Sydney - Northern Beaches	Sydney - Parramatta	Sydney - Ryde	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Illawarra
NUMBER OF RESPONDENTS	402	339	1	337	1	1	1	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	68%	(r)	(r)	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	67%	(r)	(r)	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	74%	(r)	(r)	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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Results are rounded and may not add up to 100%

	Crown Solicitor's Office	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	Outside NSW	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury	Sydney - Blacktown	Sydney - Eastern Suburbs	Sydney - Inner South West	Sydney - Inner West
NUMBER OF RESPONDENTS	402	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	Crown Solicitor's Office	Sydney - North Sydney and Hornsby	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	402	0	0	0	0	0
EMPLOYEE ENGAGEMENT	68%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	67%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	74%	(r)	(r)	(r)	(r)	(r)

KEY

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RESULT BY AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	Crown Solicitor's Office	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
NUMBER OF RESPONDENTS	402	0	47	86	43	50	36	32	32	23	16	4
EMPLOYEE ENGAGEMENT	68%	(r)	77%	68%	68%	68%	63%	65%	67%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	78%	75%	78%	77%	65%	79%	71%	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	77%	50%	51%	51%	47%	45%	49%	(r)	(r)	(r)
COMMUNICATION	67%	(r)	85%	68%	67%	69%	65%	61%	59%	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	82%	62%	63%	66%	62%	64%	62%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	87%	69%	69%	70%	66%	63%	63%	(r)	(r)	(r)
DIVERSITY & INCLUSION	74%	(r)	86%	77%	69%	78%	71%	70%	70%	(r)	(r)	(r)

KEY

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RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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Results are rounded and may not add up to 100%

	Crown Solicitor's Office	Male	Female	Other
NUMBER OF RESPONDENTS	402	104	263	6
EMPLOYEE ENGAGEMENT	68%	68%	68%	(r)
ENGAGEMENT WITH WORK	74%	74%	76%	(r)
SENIOR MANAGERS	53%	51%	54%	(r)
COMMUNICATION	67%	69%	68%	(r)
HIGH PERFORMANCE	65%	66%	65%	(r)
PUBLIC SECTOR VALUES	69%	69%	70%	(r)
DIVERSITY & INCLUSION	74%	77%	75%	(r)

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WHAT IS YOUR WORK LOCATION?



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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Results are rounded and may not add up to 100%

	Crown Solicitor's Office	Metropolitan NSW	Regional NSW
NUMBER OF RESPONDENTS	402	375	3
EMPLOYEE ENGAGEMENT	68%	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)
COMMUNICATION	67%	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)
DIVERSITY & INCLUSION	74%	(r)	(r)

KEY

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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Results are rounded and may not add up to 100%

	Crown Solicitor's Office	Sworn police officer - general duties	Sworn police officer - other	Non-sworn employee of NSW Police Force	Permanent Fire fighter	Retained Fire fighter	Custodial Officer	Youth Worker	Legal officer or other legal professional	Administrative or other clerical worker	Sheriff's Officer	Community Corrections Officer (Probation & Parole)	Psychologist	Teacher
NUMBER OF RESPONDENTS	402	0	0	0	0	0	0	0	239	103	0	0	0	0
EMPLOYEE ENGAGEMENT	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68%	65%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74%	72%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	50%	58%	(r)	(r)	(r)	(r)
COMMUNICATION	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	67%	68%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%	67%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	70%	69%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74%	73%	(r)	(r)	(r)	(r)

KEY

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	Crown Solicitor's Office	Welfare Officer	Other
NUMBER OF RESPONDENTS	402	0	34
EMPLOYEE ENGAGEMENT	68%	(r)	73%
ENGAGEMENT WITH WORK	74%	(r)	89%
SENIOR MANAGERS	53%	(r)	57%
COMMUNICATION	67%	(r)	77%
HIGH PERFORMANCE	65%	(r)	73%
PUBLIC SECTOR VALUES	69%	(r)	70%
DIVERSITY & INCLUSION	74%	(r)	86%

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GUIDE TO THIS REPORT

i SURVEY TIME FRAME

This report contains results from the 2019 People Matter Employee Survey which was open from 30 May to 28 June 2019.

i PRIVACY

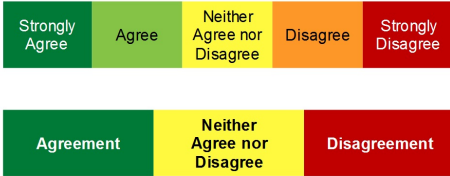
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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 METHODOLOGY

See the 2018 Main Findings report on the Public Service Commission web site.