



2019 | NSW Public Sector
Employee Survey

AGENCY REPORT

Justice

NSW State Emergency Service



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RESPONSE RATE

79%

262 OF 330 RESPONDENTS

RESPONSE RATE 2018: 82%

EMPLOYEE ENGAGEMENT

53%

DIFFERENCE FROM 2018 -10 (63%)

DIFFERENCE FROM CLUSTER -8 (62%)

DIFFERENCE FROM PUBLIC SECTOR -12 (66%)

ENGAGEMENT WITH WORK

52%

DIFFERENCE FROM 2018 -12 (64%)

DIFFERENCE FROM CLUSTER -15 (68%)

DIFFERENCE FROM PUBLIC SECTOR -20 (73%)

SENIOR MANAGERS

26%

DIFFERENCE FROM 2018 -9 (34%)

DIFFERENCE FROM CLUSTER -16 (41%)

DIFFERENCE FROM PUBLIC SECTOR -24 (50%)

COMMUNICATION

51%

DIFFERENCE FROM 2018 -2 (54%)

DIFFERENCE FROM CLUSTER -4 (55%)

DIFFERENCE FROM PUBLIC SECTOR -11 (62%)

HIGH PERFORMANCE

45%

DIFFERENCE FROM 2018 -10 (54%)

DIFFERENCE FROM CLUSTER -12 (56%)

DIFFERENCE FROM PUBLIC SECTOR -20 (65%)

PUBLIC SECTOR VALUES

45%

DIFFERENCE FROM 2018 -6 (51%)

DIFFERENCE FROM CLUSTER -9 (54%)

DIFFERENCE FROM PUBLIC SECTOR -17 (62%)

DIVERSITY & INCLUSION

63%

DIFFERENCE FROM 2018 -3 (66%)

DIFFERENCE FROM CLUSTER -1 (64%)

DIFFERENCE FROM PUBLIC SECTOR -6 (69%)

FLEXIBLE WORKING SATISFACTION

70%

DIFFERENCE FROM 2018 +4 (66%)

DIFFERENCE FROM CLUSTER +11 (59%)

DIFFERENCE FROM PUBLIC SECTOR +11 (59%)

ACTION ON RESULTS

20%

DIFFERENCE FROM 2018 -13 (33%)

DIFFERENCE FROM CLUSTER -10 (30%)

DIFFERENCE FROM PUBLIC SECTOR -19 (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
1h. I am comfortable notifying my manager if I become aware of any risks at work	88%	-
2a. My workgroup strives to achieve customer/client satisfaction	82%	87%
1g. I know how to address a health and safety issue I have identified	82%	85%
2e. People in my workgroup treat each other with respect	78%	78%
2c. I receive help and support from other members of my workgroup	77%	83%
5b. My manager listens to what I have to say	74%	73%
2b. My workgroup works collaboratively to achieve its objectives	74%	79%
8e. My manager supports flexible working in my team	71%	76%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	70%	66%
5d. My manager encourages and values employee input	69%	71%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
7c. I feel that change is managed well in my organisation	9%	19%
7e. People in my organisation take responsibility for their own actions	17%	20%
6b. I feel that senior managers effectively lead and manage change	18%	24%
7g. I have confidence in the way recruitment decisions are made	19%	19%
11a. I have confidence in the ways my organisation resolves grievances	20%	18%
10a. I believe action will be taken on the results from this survey by my organisation	20%	33%
7d. There is good co-operation between teams across our organisation	21%	29%
7f. My organisation is committed to developing its employees	22%	29%
6a. I believe senior managers provide clear direction for the future of the organisation	22%	33%
6g. I feel that senior managers keep employees informed about what's going on	22%	36%



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

	AGREEMENT 2019	AGREEMENT 2018
3e. My performance is assessed against clear criteria	45%	31%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	70%	66%
6h. I feel that senior managers listen to employees	25%	21%
4a. I am paid fairly for the work I do	59%	56%
5h. My manager deals appropriately with employees who perform poorly	37%	34%
5a. My manager encourages people in my workgroup to keep improving the work they do	68%	66%
5b. My manager listens to what I have to say	74%	73%
11a. I have confidence in the ways my organisation resolves grievances	20%	18%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
7b. My organisation is making the necessary improvements to meet our future challenges	30%	58%
7a. My organisation focuses on improving the work we do	40%	66%
7k. I feel a strong personal attachment to my organisation	56%	73%
7j. I am proud to tell others I work for my organisation	58%	75%
1c. My job gives me a feeling of personal accomplishment	53%	69%
7l. My organisation motivates me to help it achieve its objectives	34%	48%
6d. Senior managers encourage innovation by employees	24%	37%
6g. I feel that senior managers keep employees informed about what's going on	22%	36%
1a. I understand what is expected of me to do well in my role	66%	79%
10a. I believe action will be taken on the results from this survey by my organisation	20%	33%



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

Q5h. My manager deals appropriately with employees who perform poorly



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



Q6i. Senior managers in my organisation support the career advancement of women



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



Q6d. Senior managers encourage innovation by employees



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

Q5h. My manager deals appropriately with employees who perform poorly



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



Q6i. Senior managers in my organisation support the career advancement of women



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



Q6d. Senior managers encourage innovation by employees



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

Q5h. My manager deals appropriately with employees who perform poorly



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



Q6i. Senior managers in my organisation support the career advancement of women



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



Q6d. Senior managers encourage innovation by employees



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: 262

Gender	Survey %	Employment Status	Survey %	Type of work	Survey %
Male	46	Senior Executive (ongoing/permanent or term)	4	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	15
Female	51	Ongoing/Permanent (other than senior executive)	85	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)	15
Other	3	Temporary (including temporary teachers and graduates)	3	Administrative support (e.g. executive/personal assistant, receptionist)	12
		Casual	1	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	28
		Contract – Non Executive	3	Policy	1
		Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	3	Research	2
		Other	0	Program and project management support	9
		Don't know	1	Legal (including developing and/or reviewing legislation)	0
				Other	18
Age	Survey %	Manager of managers	Survey %	Organisation Tenure	Survey %
15 - 34 years	11	Yes	13	Less than 1 year	15
35 - 54 years	66	No	87	1 - 2 years	6
55+ years	23			2 - 5 years	22
		Supervisors	Survey %	5 - 10 years	29
		Yes	41	10 - 20 years	23
		No	59	More than 20 years	6
		Working arrangement	Survey %		
		Full-time	95	Salary	Survey %
		Part-time	5	\$83,402 and below	25
				\$83,403 - \$108,043	40
				\$108,044 - \$144,520	19
				\$144,521 and above	6
				Prefer not to say	9
LOTE spoken at home	Survey %				
Yes	10				
No	86				
Prefer not to say	4				
Aboriginal and/or Torres Strait Islanders	Survey %				
Yes	2				
No	94				
Prefer not to say	4				
Disability	Survey %				
Yes	6				
No	91				
Prefer not to say	4				
LGBTI	Survey %				
Yes	3				
No	92				
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.

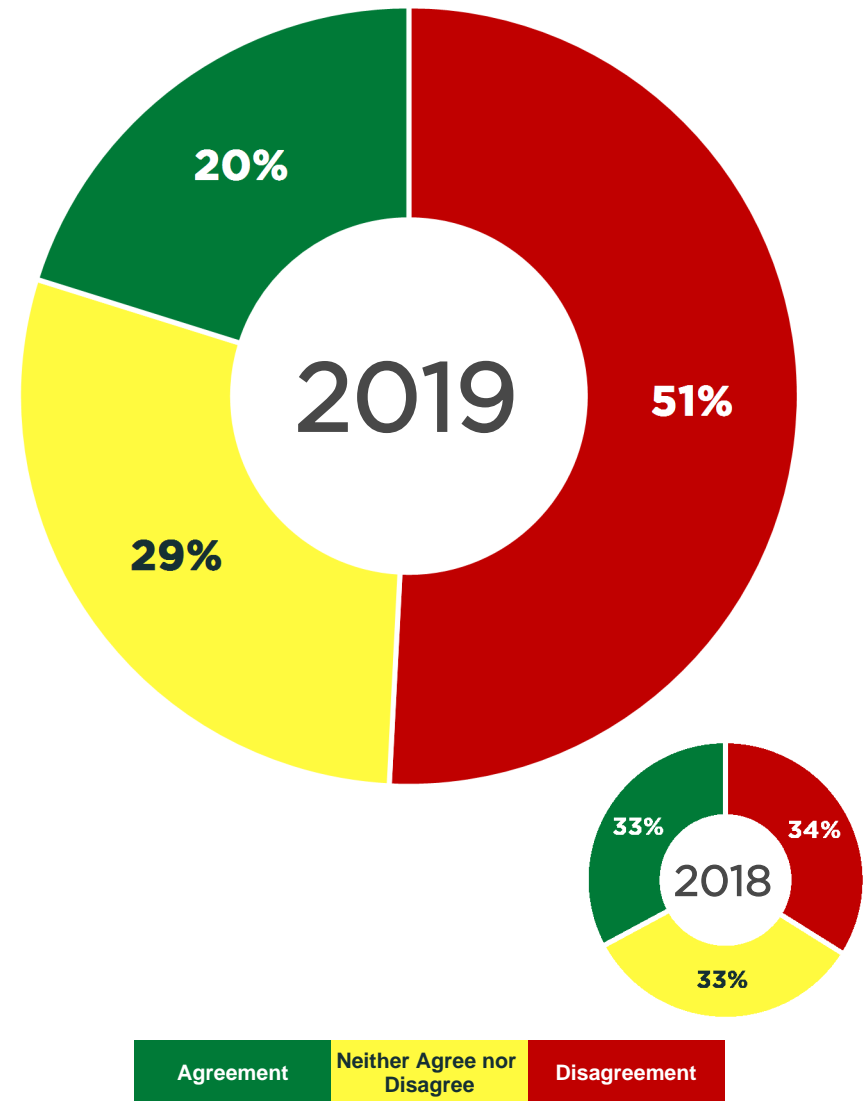
Results are rounded and may not add up to 100%

20%

of employees replied favourably to:

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

39%	30%	33%
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	Q6c. I feel that senior managers model the values of my organisation	27%	32%	45%	52%
2	Q7a. My organisation focuses on improving the work we do	40%	66%	58%	69%
3	Q7b. My organisation is making the necessary improvements to meet our future challenges	30%	58%	48%	57%
4	Q7f. My organisation is committed to developing its employees	22%	29%	41%	53%
5	Q6a. I believe senior managers provide clear direction for the future of the organisation	22%	33%	42%	51%
6	Q6b. I feel that senior managers effectively lead and manage change	18%	24%	40%	47%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for NSW State Emergency Service

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.

	NSW State Emergency Service	Finance, Asset & Business Services	Information & Communications Technology	Office of the Commissioner	Operational Response	Organisational Performance & Engagement	People & Development	Planning & Preparedness	Training
NUMBER OF RESPONDENTS	262	49	30	14	44	27	33	33	28
EMPLOYEE ENGAGEMENT	53%	54%	59%	67%	52%	54%	48%	44%	59%
ENGAGEMENT WITH WORK	52%	48%	60%	74%	55%	53%	45%	33%	64%
SENIOR MANAGERS	26%	21%	33%	54%	19%	26%	21%	22%	35%
COMMUNICATION	51%	52%	63%	60%	48%	55%	43%	41%	60%
HIGH PERFORMANCE	45%	42%	54%	61%	42%	50%	35%	33%	57%
PUBLIC SECTOR VALUES	45%	43%	53%	61%	40%	50%	40%	40%	53%
DIVERSITY & INCLUSION	63%	60%	73%	68%	58%	71%	55%	59%	71%

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	53% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
Q7i. I would recommend my organisation as a great place to work	27	29	20	17	34%	44%	56%	62%	
Q7j. I am proud to tell others I work for my organisation	16	42	22	10	10	58%	75%	66%	70%
Q7k. I feel a strong personal attachment to my organisation	20	36	25	9	10	56%	73%	60%	64%
Q7l. My organisation motivates me to help it achieve its objectives	28	33	20	13	34%	48%	47%	56%	
Q7m. My organisation inspires me to do the best in my job	9	27	32	18	13	36%	45%	47%	56%

KEY





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ENGAGEMENT WITH WORK	52% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1c. My job gives me a feeling of personal accomplishment	18	35	17	16	13	53%	69%	69%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	21	35	16	16	12	56%	65%	67%	72%
Q1e. I am satisfied with my job	8	40	18	20	14	48%	59%	67%	69%

KEY





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Results are rounded and may not add up to 100%

SENIOR MANAGERS	26% 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	20	22	31	25	22%	33%	42%	51%	
Q6b. I feel that senior managers effectively lead and manage change	14	24	28	31	18%	24%	40%	47%	
Q6c. I feel that senior managers model the values of my organisation	22	23	23	27	27%	32%	45%	52%	
Q6d. Senior managers encourage innovation by employees	20	33	24	19	24%	37%	39%	51%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	9	33	30	14	13	42%	54%	45%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	36	25	19	16	41%	53%	52%	61%	
Q6g. I feel that senior managers keep employees informed about what's going on	19	23	25	30	22%	36%	40%	48%	
Q6h. I feel that senior managers listen to employees	21	21	23	32	25%	21%	36%	44%	
Q7c. I feel that change is managed well in my organisation	7	14	34	43	9%	19%	32%	42%	

KEY





EXPLORE THE FULL RESULTS

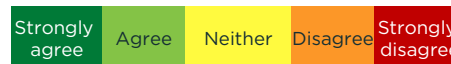
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Results are rounded and may not add up to 100%

COMMUNICATION	51% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q5c. My manager communicates effectively with me	22	44	16	12		66%	66%	68%	72%
Q5d. My manager encourages and values employee input	24	45	16	10		69%	71%	66%	73%
Q5e. My manager involves my workgroup in decisions about our work	22	41	17	12	8	63%	65%	60%	68%
Q6g. I feel that senior managers keep employees informed about what's going on	19	23	25	30		22%	36%	40%	48%
Q6h. I feel that senior managers listen to employees	21	21	23	32		25%	21%	36%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	13	48	20	12		62%	64%	62%	69%

KEY





EXPLORE THE FULL RESULTS

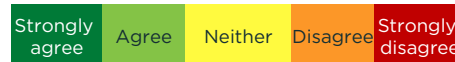
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	HIGH PERFORMANCE				45% AGGREGATE SCORE	AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1a. I understand what is expected of me to do well in my role	17	49	10	17		66%	79%	88%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	28	46	11	10		74%	79%	73%	79%
Q3f. I have received appropriate training and development to do my job well		31	25	20	18	37%	37%	57%	66%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	19	48	19	10		68%	66%	67%	75%
Q5f. I have confidence in the decisions my manager makes	21	38	22	12		59%	59%	64%	69%
Q6d. Senior managers encourage innovation by employees	20	33	24	19		24%	37%	39%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	9	33	30	14	13	42%	54%	45%	53%
Q7a. My organisation focuses on improving the work we do	36	27	19	13		40%	66%	58%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	25	20	29	21		30%	58%	48%	57%

KEY



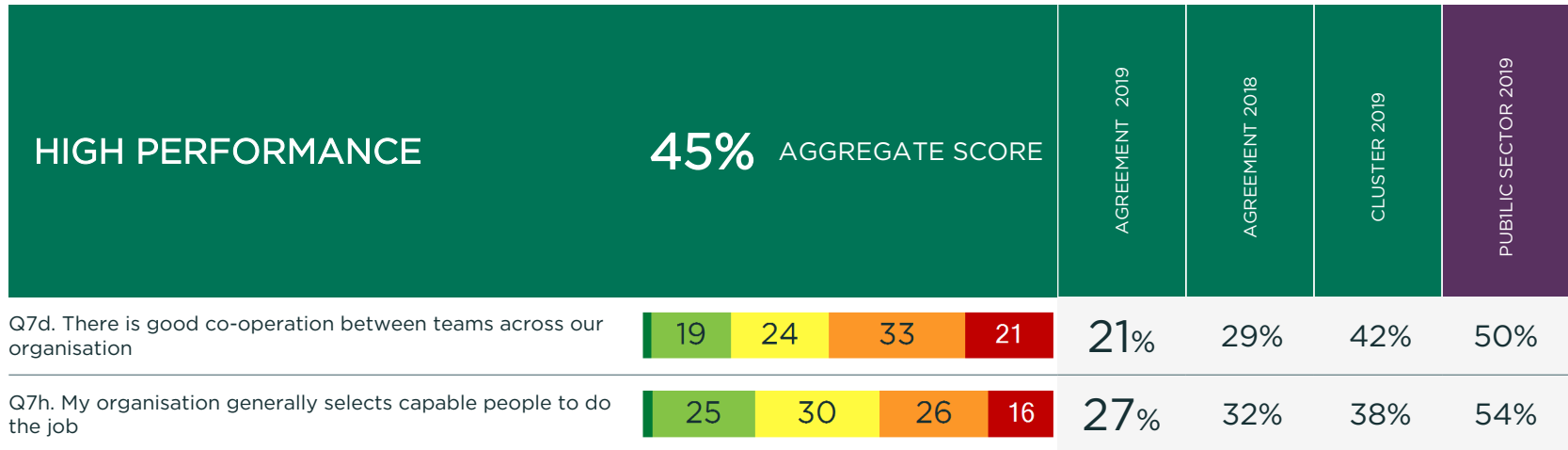


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Results are rounded and may not add up to 100%



KEY





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Results are rounded and may not add up to 100%

PUBLIC SECTOR VALUES	45% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q2a. My workgroup strives to achieve customer/client satisfaction	40	42	10		82%	87%	78%	86%
Q2e. People in my workgroup treat each other with respect	28	50	10		78%	78%	68%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	19	48	19	10	68%	66%	67%	75%
Q5b. My manager listens to what I have to say	24	50	11	10	74%	73%	70%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	20	22	31	25	22%	33%	42%	51%
Q6c. I feel that senior managers model the values of my organisation	22	23	23	27	27%	32%	45%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	36	25	19	16	41%	53%	52%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	19	23	25	30	22%	36%	40%	48%
Q6h. I feel that senior managers listen to employees	21	21	23	32	25%	21%	36%	44%

KEY



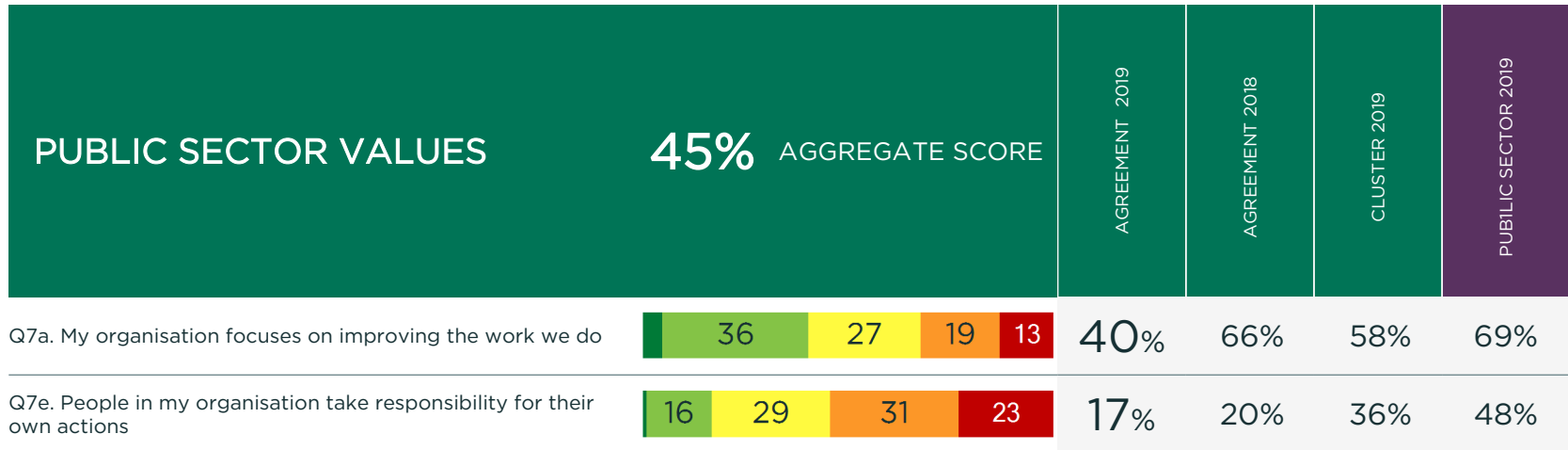


EXPLORE THE FULL RESULTS

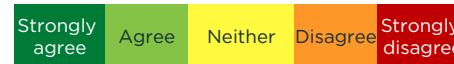
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KEY





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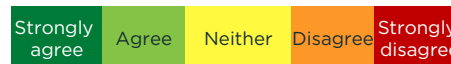
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DIVERSITY & INCLUSION	63% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	10	37	17	24	12	47%	49%	60%	67%
Q5b. My manager listens to what I have to say	24	50	11	10		74%	73%	70%	76%
Q5d. My manager encourages and values employee input	24	45	16	10		69%	71%	66%	73%
Q6i. Senior managers in my organisation support the career advancement of women	15	35	35	9		49%	57%	59%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	12	52	23	8		63%	66%	70%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	15	48	23	10		63%	70%	68%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	13	48	20	12		62%	64%	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>	33	37	15	11		70%	66%	59%	59%
Q8e. My manager supports flexible working in my team	35	36	19			71%	76%	62%	63%

KEY



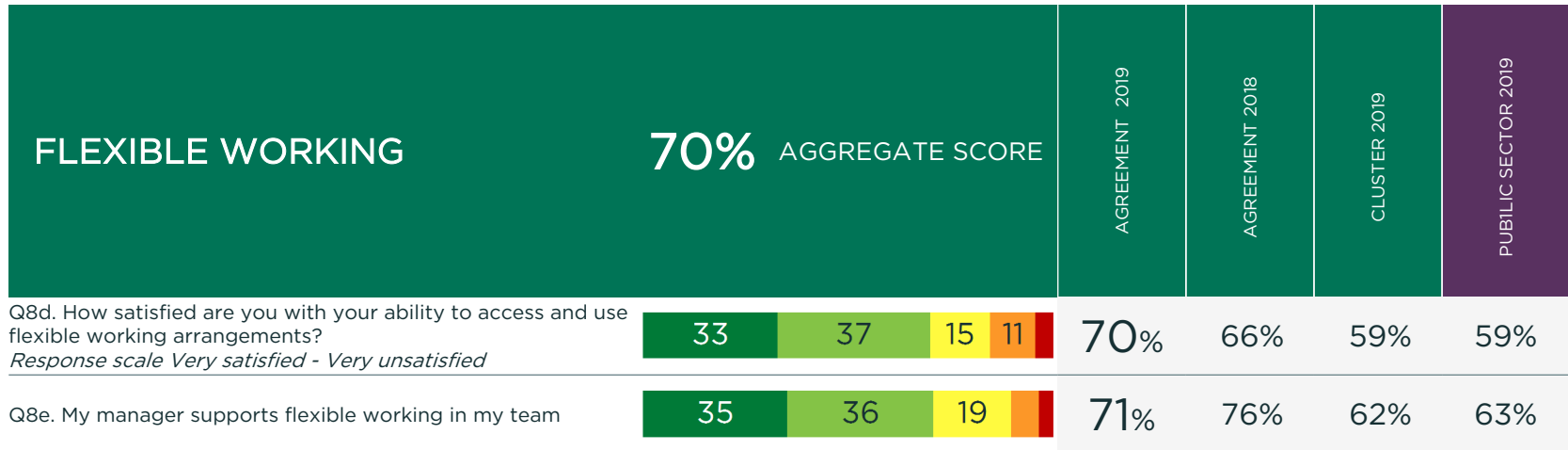


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Results are rounded and may not add up to 100%



KEY



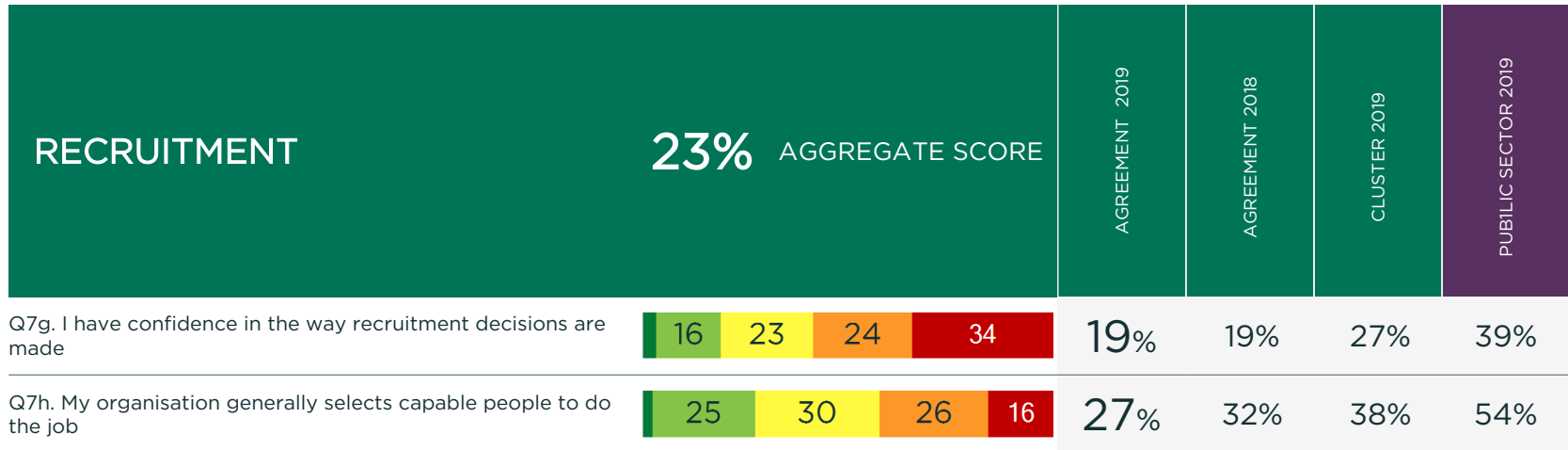


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KEY





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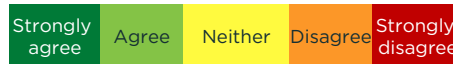
Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

41% 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		51%	51%	56%	66%
Q3e. My performance is assessed against clear criteria		45%	31%	46%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation		25%	29%	42%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do		65%	65%	63%	69%
Q5h. My manager deals appropriately with employees who perform poorly		37%	34%	42%	48%
Q7f. My organisation is committed to developing its employees		22%	29%	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	57% 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	10	37	17	24	12	47%	49%	60%	67%
Q1f. I am able to keep my work stress at an acceptable level	7	36	21	21	15	43%	49%	61%	61%
Q2c. I receive help and support from other members of my workgroup	34	44	11	8		77%	83%	77%	81%
Q2d. There is good team spirit in my workgroup	24	38	19	9	9	62%	66%	65%	70%

KEY



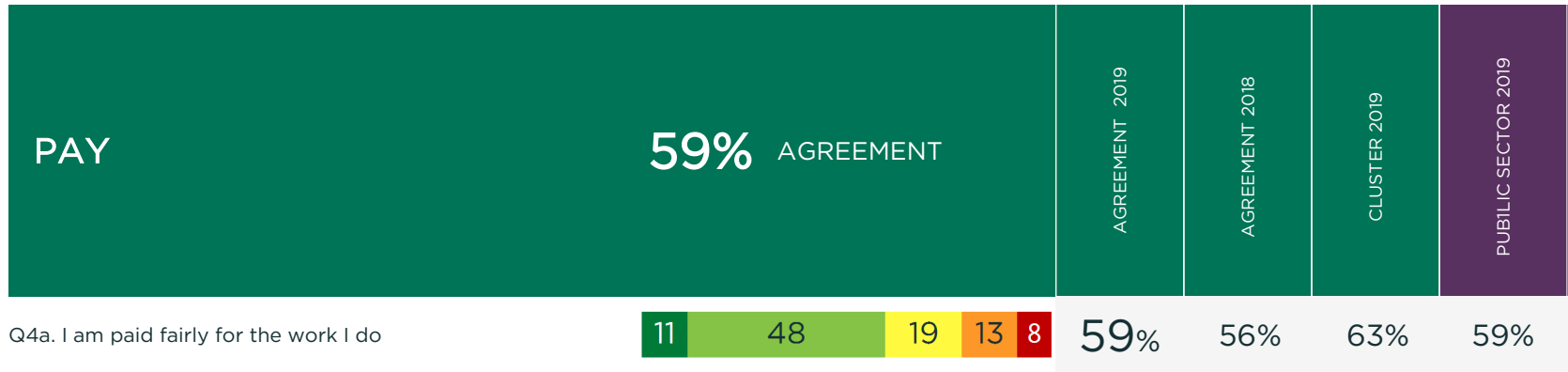


EXPLORE THE FULL RESULTS

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



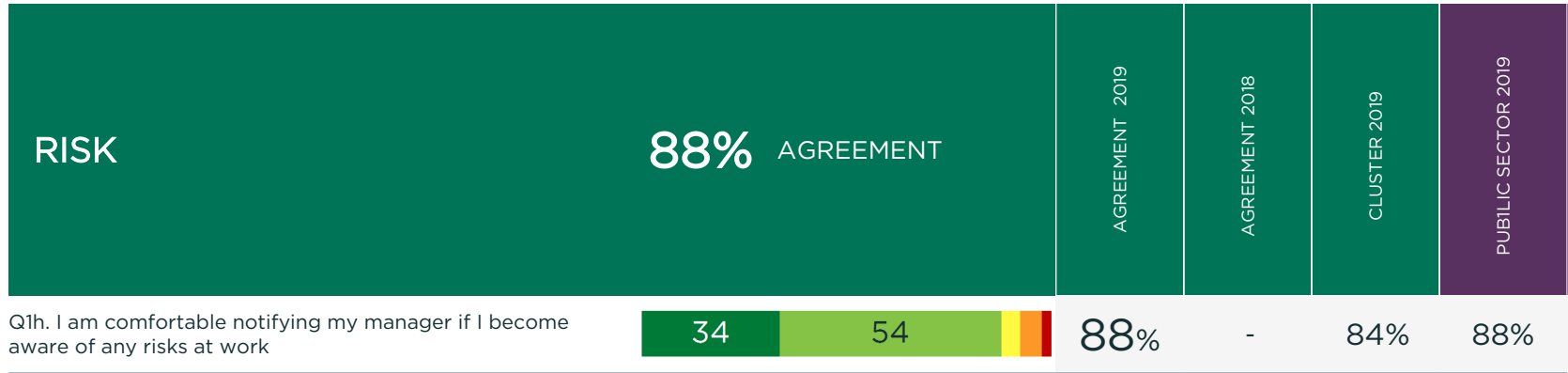


EXPLORE THE FULL RESULTS

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%

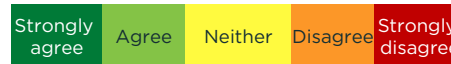
HEALTH & SAFETY

82% AGREEMENT

Q1g. I know how to address a health and safety issue I have identified



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

20% AGREEMENT

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



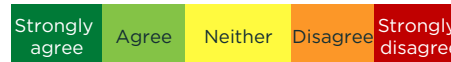
AGREEMENT 2019

AGREEMENT 2018

CLUSTER 2019

PUBLIC SECTOR 2019

KEY



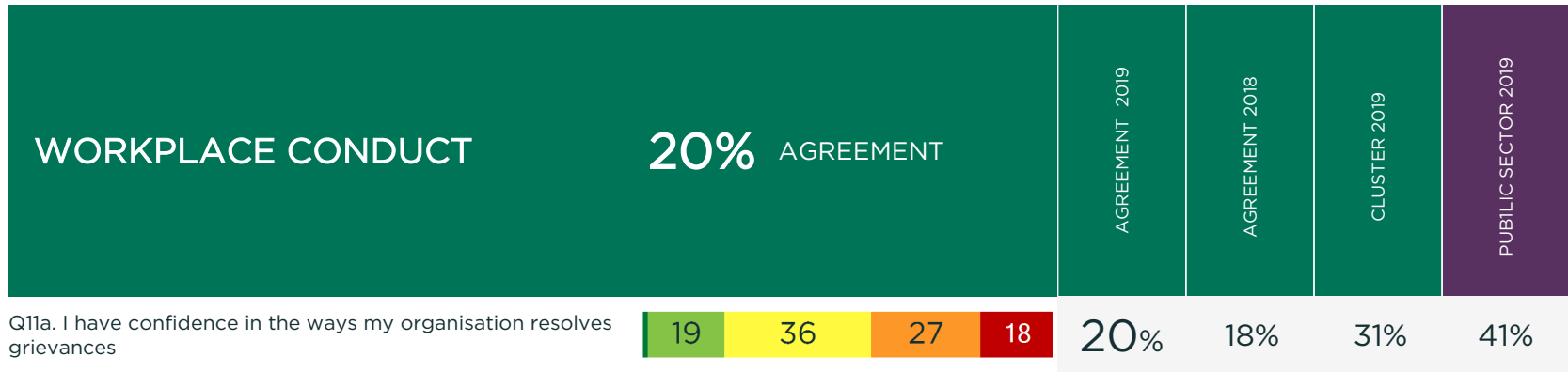


EXPLORE THE FULL RESULTS

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

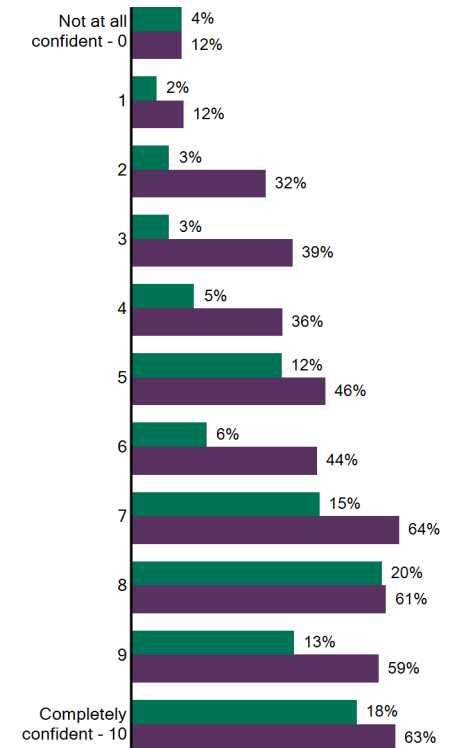
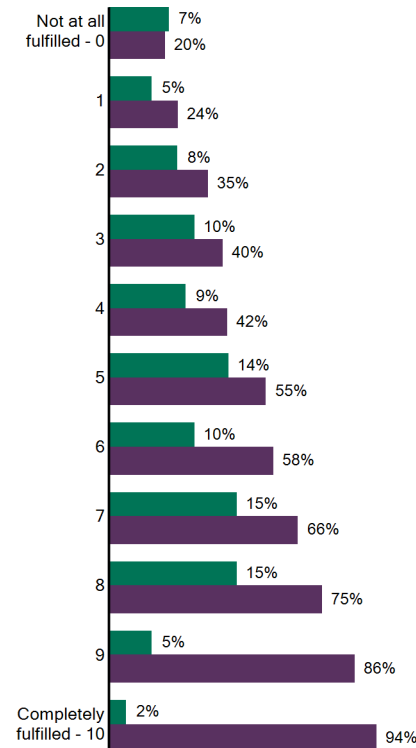
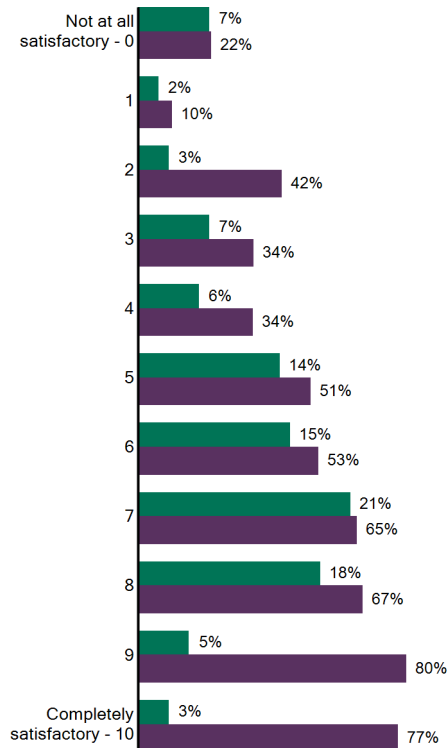


WELLBEING AND ENGAGEMENT

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

Q1j. I find my life at work fulfilling

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



Proportion of respondents answering each response option

Employee engagement score

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.



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		77%	52%	50%	71%
No		23%	48%	50%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		77%	66%	66%	76%
No		23%	34%	34%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		63%	42%	42%	60%
No		37%	58%	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		61%	61%	42%	41%
No		39%	39%	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

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
Geographic location considerations		45%	46%	33%	25%
The application/recruitment process is too cumbersome or time consuming		42%	30%	26%	22%
Lack of promotion opportunities		40%	40%	34%	28%
Lack of visible opportunities		39%	42%	31%	29%
Personal/family considerations		38%	45%	33%	29%
Insufficient training and development		30%	29%	21%	15%
Lack of support for temporary assignments/secondments		27%	25%	20%	15%
Lack of support from my manager/supervisor		19%	18%	17%	13%
There are no major barriers to my career progression		14%	20%	23%	29%
Lack of required capabilities or experience		12%	12%	12%	11%
Other		11%	12%	10%	9%

% are calculated with the number of unique respondents (N = 253 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		31%	34%	28%	27%
No		48%	52%	56%	56%
Don't know		21%	14%	16%	17%

Q12b. If yes to 12a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?

Yes		72%	71%	68%	65%
No		21%	29%	29%	32%
Don't know		7%	-	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		31%	37%	35%	33%
No		53%	56%	56%	57%
Don't know		16%	7%	9%	10%
Q13b. In the last 12 months I have been subjected to bullying at work					
Yes		23%	16%	21%	18%
No		69%	80%	73%	75%
Don't know		8%	5%	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
A senior manager		41%	36%	25%	21%
Your immediate manager/supervisor		14%	20%	25%	23%
A fellow worker at your level		14%	18%	24%	27%
Prefer not to say		12%	13%	14%	13%
A subordinate		9%	11%	8%	7%
Other		7%	2%	3%	5%
A client or customer		3%	-	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		2%	2%	5%	4%
No		94%	97%	93%	94%
Don't know		4%	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		2019	CLUSTER 2019
CUSTOMISED QUESTIONS			
Q1. What is your work location?			
Metropolitan NSW		27%	63%
Regional NSW		73%	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	0%	3%
Administrative or other clerical worker	49%	22%
Sheriff's Officer	0%	1%
Community Corrections Officer (Probation & Parole)	0%	5%
Psychologist	0%	1%
Teacher	0%	0%
Welfare Officer	1%	2%
Other	48%	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,		67%	56%
Other		33%	44%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
GENDER		
Male		46%
Female		51%
Other		3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
AGE		
15-19		0%
20-24		0%
25-29		2%
30-34	■	8%
35-39	■	15%
40-44	■	16%
45-49	■	17%
50-54	■	18%
55-59	■	16%
60-64		5%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

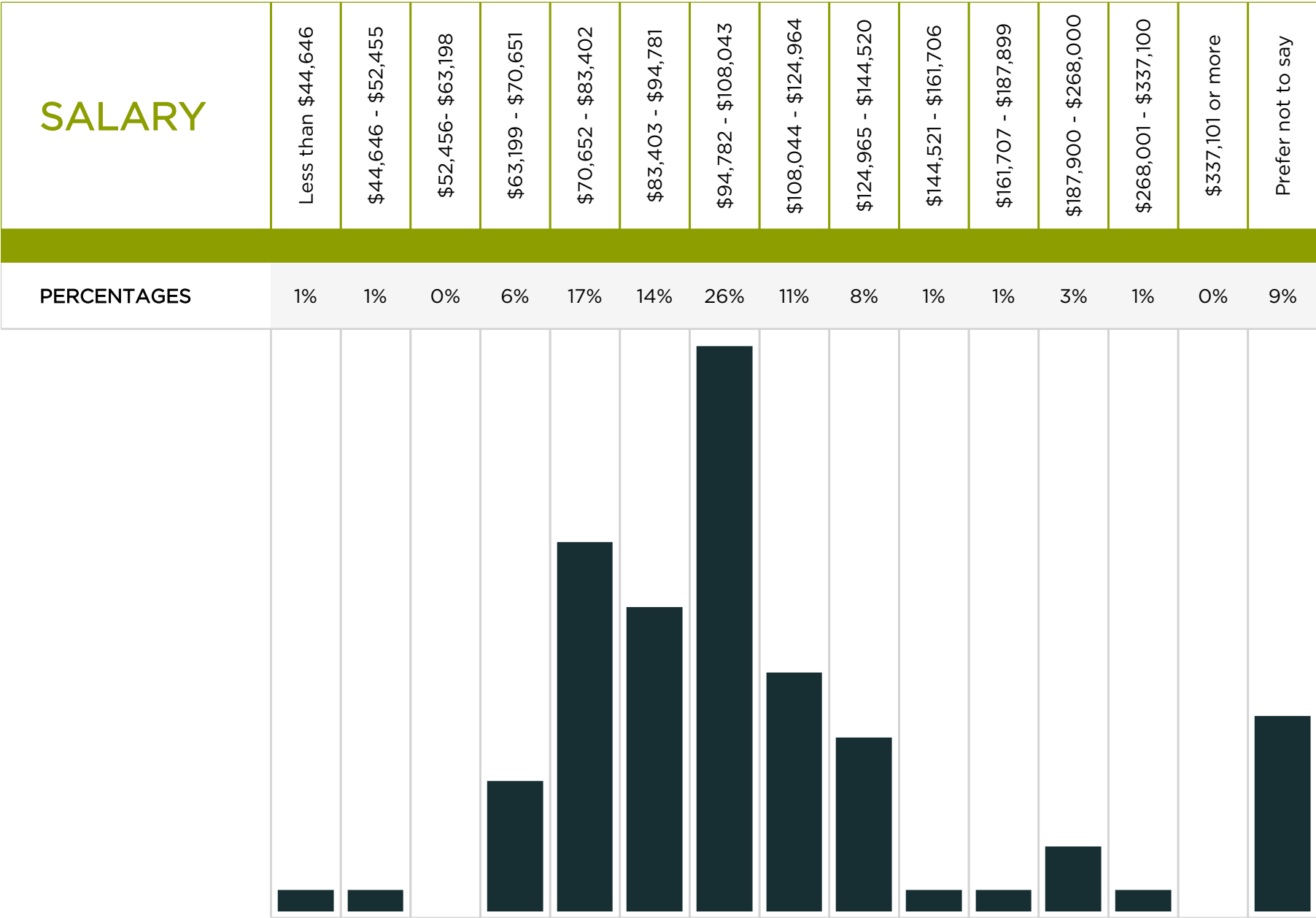
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	15%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	15%
Administrative support (e.g. executive/personal assistant, receptionist)	12%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	28%
Policy	1%
Research	2%
Program and project management support	9%
Legal (including developing and/or reviewing legislation)	0%
Other	18%

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		15%
1 - 2 years		6%
2 - 5 years		22%
5 - 10 years		29%
10 - 20 years		23%
More than 20 years		6%

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		84%
Working from home		44%
Working from different locations		33%
Working additional hours to make up for time off		29%
Working more hours over fewer days		19%
None of the above		11%
Part-time work		5%

% are calculated with the number of unique respondents (N = 248 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
FLEXIBLE WORKING		
Leave without pay		3%
Flexible scheduling for rostered workers		2%
Job sharing		2%
Purchasing annual leave		2%
Other		2%
Study leave		1%

% are calculated with the number of unique respondents (N = 248 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%

	NSW State Emergency Service	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	262	38	37	30	68	3	5	21	0	45
EMPLOYEE ENGAGEMENT	53%	59%	43%	55%	57%	(r)	(r)	(r)	(r)	53%
ENGAGEMENT WITH WORK	52%	57%	43%	43%	59%	(r)	(r)	(r)	(r)	53%
SENIOR MANAGERS	26%	22%	21%	23%	33%	(r)	(r)	(r)	(r)	23%
COMMUNICATION	51%	54%	39%	43%	62%	(r)	(r)	(r)	(r)	49%
HIGH PERFORMANCE	45%	46%	37%	42%	52%	(r)	(r)	(r)	(r)	40%
PUBLIC SECTOR VALUES	45%	44%	37%	42%	53%	(r)	(r)	(r)	(r)	41%
DIVERSITY & INCLUSION	63%	63%	51%	62%	69%	(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.

Results are rounded and may not add up to 100%

	NSW State Emergency Service	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	262	2	2	1	15	42	35	65	28	20	2	2	7	2
EMPLOYEE ENGAGEMENT	53%	(r)	(r)	(r)	(r)	51%	52%	53%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	52%	(r)	(r)	(r)	(r)	42%	63%	49%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	26%	(r)	(r)	(r)	(r)	17%	27%	25%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	51%	(r)	(r)	(r)	(r)	47%	56%	50%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	45%	(r)	(r)	(r)	(r)	38%	46%	43%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	45%	(r)	(r)	(r)	(r)	41%	48%	42%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	(r)	(r)	(r)	(r)	63%	66%	61%	(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

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%

	NSW State Emergency Service	\$337,101 or more	Prefer not to say
NUMBER OF RESPONDENTS	262	1	23
EMPLOYEE ENGAGEMENT	53%	(r)	(r)
ENGAGEMENT WITH WORK	52%	(r)	(r)
SENIOR MANAGERS	26%	(r)	(r)
COMMUNICATION	51%	(r)	(r)
HIGH PERFORMANCE	45%	(r)	(r)
PUBLIC SECTOR VALUES	45%	(r)	(r)
DIVERSITY & INCLUSION	63%	(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 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%

	NSW State Emergency Service	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	262	38	14	54	72	57	14
EMPLOYEE ENGAGEMENT	53%	68%	(r)	52%	49%	48%	(r)
ENGAGEMENT WITH WORK	52%	80%	(r)	58%	42%	35%	(r)
SENIOR MANAGERS	26%	49%	(r)	28%	22%	10%	(r)
COMMUNICATION	51%	72%	(r)	52%	48%	41%	(r)
HIGH PERFORMANCE	45%	66%	(r)	49%	38%	32%	(r)
PUBLIC SECTOR VALUES	45%	66%	(r)	47%	40%	33%	(r)
DIVERSITY & INCLUSION	63%	80%	(r)	62%	62%	51%	(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%

	NSW State Emergency Service	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	262	209	46	71	6	12	6	83	108	6	8	2	6	27
EMPLOYEE ENGAGEMENT	53%	53%	55%	55%	(r)	(r)	(r)	56%	54%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	52%	50%	48%	51%	(r)	(r)	(r)	52%	55%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	26%	27%	22%	26%	(r)	(r)	(r)	31%	26%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	51%	53%	51%	52%	(r)	(r)	(r)	59%	56%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	45%	45%	41%	46%	(r)	(r)	(r)	47%	46%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	45%	46%	44%	46%	(r)	(r)	(r)	50%	48%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	65%	70%	68%	(r)	(r)	(r)	72%	69%	(r)	(r)	(r)	(r)	(r)

*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%

	NSW State Emergency Service	Sydney East	Sydney West	Illawarra	Sydney - Parramatta	Riverina	Central West	Coffs Harbour - Grafton	Hunter Valley exc Newcastle	Capital Region	New England and North West	Richmond - Tweed	Far West and Orana	Sydney - City and Inner South
NUMBER OF RESPONDENTS	262	5	17	160	15	6	5	5	5	4	4	4	3	3
EMPLOYEE ENGAGEMENT	53%	(r)	(r)	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	52%	(r)	(r)	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	26%	(r)	(r)	29%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	51%	(r)	(r)	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	45%	(r)	(r)	47%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	45%	(r)	(r)	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	(r)	(r)	63%	(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

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%

	NSW State Emergency Service	Mid North Coast	Central Coast	Newcastle and Lake Macquarie	Sydney - Blacktown	Sydney - North Sydney and Hornsby	Sydney - Outer West and Blue Mountains	Sydney - Ryde	Murray	Outside NSW	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury	Sydney - Eastern Suburbs	Sydney - Inner South West
NUMBER OF RESPONDENTS	262	2	1	1	1	1	1	1	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	26%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	45%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	45%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	(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

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%

	NSW State Emergency Service	Sydney - Inner West	Sydney - Northern Beaches	Sydney - Outer South West	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	262	0	0	0	0	0
EMPLOYEE ENGAGEMENT	53%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	52%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	26%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	51%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	45%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	45%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	(r)	(r)	(r)	(r)	(r)

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

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	NSW State Emergency Service	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
NUMBER OF RESPONDENTS	262	0	0	6	20	36	38	42	44	39	12	4
EMPLOYEE ENGAGEMENT	53%	(r)	(r)	(r)	(r)	55%	54%	53%	49%	55%	(r)	(r)
ENGAGEMENT WITH WORK	52%	(r)	(r)	(r)	(r)	52%	54%	54%	53%	46%	(r)	(r)
SENIOR MANAGERS	26%	(r)	(r)	(r)	(r)	31%	30%	13%	23%	21%	(r)	(r)
COMMUNICATION	51%	(r)	(r)	(r)	(r)	53%	61%	54%	47%	44%	(r)	(r)
HIGH PERFORMANCE	45%	(r)	(r)	(r)	(r)	48%	50%	41%	43%	37%	(r)	(r)
PUBLIC SECTOR VALUES	45%	(r)	(r)	(r)	(r)	49%	51%	40%	43%	40%	(r)	(r)
DIVERSITY & INCLUSION	63%	(r)	(r)	(r)	(r)	67%	67%	65%	61%	60%	(r)	(r)

KEY

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AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

Results are rounded and may not add up to 100%

	NSW State Emergency Service	Male	Female	Other
NUMBER OF RESPONDENTS	262	114	126	7
EMPLOYEE ENGAGEMENT	53%	53%	55%	(r)
ENGAGEMENT WITH WORK	52%	51%	54%	(r)
SENIOR MANAGERS	26%	26%	27%	(r)
COMMUNICATION	51%	50%	53%	(r)
HIGH PERFORMANCE	45%	43%	46%	(r)
PUBLIC SECTOR VALUES	45%	44%	48%	(r)
DIVERSITY & INCLUSION	63%	62%	64%	(r)

KEY

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WHAT IS YOUR WORK LOCATION?



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%

	NSW State Emergency Service	Metropolitan NSW	Regional NSW
NUMBER OF RESPONDENTS	262	68	181
EMPLOYEE ENGAGEMENT	53%	58%	52%
ENGAGEMENT WITH WORK	52%	54%	50%
SENIOR MANAGERS	26%	28%	25%
COMMUNICATION	51%	56%	50%
HIGH PERFORMANCE	45%	48%	43%
PUBLIC SECTOR VALUES	45%	48%	44%
DIVERSITY & INCLUSION	63%	66%	62%

KEY

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	NSW State Emergency Service	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	262	1	0	1	1	1	1	0	1	122	0	0	0	1
EMPLOYEE ENGAGEMENT	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	54%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	49%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	26%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	27%	(r)	(r)	(r)	(r)
COMMUNICATION	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	51%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	45%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	44%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	45%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	46%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%	(r)	(r)	(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%

	NSW State Emergency Service	Welfare Officer	Other
NUMBER OF RESPONDENTS	262	2	119
EMPLOYEE ENGAGEMENT	53%	(r)	53%
ENGAGEMENT WITH WORK	52%	(r)	54%
SENIOR MANAGERS	26%	(r)	24%
COMMUNICATION	51%	(r)	52%
HIGH PERFORMANCE	45%	(r)	44%
PUBLIC SECTOR VALUES	45%	(r)	44%
DIVERSITY & INCLUSION	63%	(r)	63%

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 2019 People Matter Employee Survey which was open from 30 May to 28 June 2019.

i PRIVACY

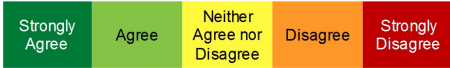
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.