



**2019** | NSW Public Sector  
Employee Survey

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AGENCY REPORT  
Landcom



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## RESPONSE RATE

# 85%

131 OF 154 RESPONDENTS

RESPONSE RATE 2018: 72%

## EMPLOYEE ENGAGEMENT

# 68%

DIFFERENCE FROM 2018 **+1**  
(67%)

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

## ENGAGEMENT WITH WORK

# 79%

DIFFERENCE FROM 2018 **+7**  
(72%)

DIFFERENCE FROM PUBLIC SECTOR **+6**  
(73%)

## SENIOR MANAGERS

# 52%

DIFFERENCE FROM 2018 **+5**  
(47%)

DIFFERENCE FROM PUBLIC SECTOR **+2**  
(50%)

## COMMUNICATION

# 74%

DIFFERENCE FROM 2018 **+7**  
(67%)

DIFFERENCE FROM PUBLIC SECTOR **+11**  
(62%)

## HIGH PERFORMANCE

# 69%

DIFFERENCE FROM 2018 **+3**  
(66%)

DIFFERENCE FROM PUBLIC SECTOR **+4**  
(65%)

## PUBLIC SECTOR VALUES

# 67%

DIFFERENCE FROM 2018 **+5**  
(62%)

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

## DIVERSITY & INCLUSION

# 79%

DIFFERENCE FROM 2018 **+6**  
(73%)

DIFFERENCE FROM PUBLIC SECTOR **+10**  
(69%)

## FLEXIBLE WORKING SATISFACTION

# 70%

DIFFERENCE FROM 2018 **-4**  
(74%)

DIFFERENCE FROM PUBLIC SECTOR **+11**  
(59%)

## ACTION ON RESULTS

# 60%

DIFFERENCE FROM 2018 **+13**  
(46%)

DIFFERENCE FROM PUBLIC SECTOR **+20**  
(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	96%	-
2a. My workgroup strives to achieve customer/client satisfaction	92%	86%
2e. People in my workgroup treat each other with respect	91%	80%
1a. I understand what is expected of me to do well in my role	89%	86%
2c. I receive help and support from other members of my workgroup	89%	86%
5b. My manager listens to what I have to say	89%	81%
5c. My manager communicates effectively with me	87%	74%
2b. My workgroup works collaboratively to achieve its objectives	87%	84%
5d. My manager encourages and values employee input	87%	83%
5a. My manager encourages people in my workgroup to keep improving the work they do	85%	80%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2019

AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
7c. I feel that change is managed well in my organisation	29%	21%
7g. I have confidence in the way recruitment decisions are made	36%	23%
7e. People in my organisation take responsibility for their own actions	40%	37%
6b. I feel that senior managers effectively lead and manage change	43%	38%
11a. I have confidence in the ways my organisation resolves grievances	45%	35%
6h. I feel that senior managers listen to employees	48%	40%
6c. I feel that senior managers model the values of my organisation	49%	44%
6d. Senior managers encourage innovation by employees	51%	53%
3g. I am satisfied with the opportunities available for career development in my organisation	51%	34%
6a. I believe senior managers provide clear direction for the future of the organisation	52%	46%



### 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
3g. I am satisfied with the opportunities available for career development in my organisation	51%	34%
1f. I am able to keep my work stress at an acceptable level	75%	59%
6i. Senior managers in my organisation support the career advancement of women	69%	53%
5h. My manager deals appropriately with employees who perform poorly	58%	44%
10a. I believe action will be taken on the results from this survey by my organisation	60%	46%
7g. I have confidence in the way recruitment decisions are made	36%	23%
5c. My manager communicates effectively with me	87%	74%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	84%	73%
2e. People in my workgroup treat each other with respect	91%	80%
7d. There is good co-operation between teams across our organisation	55%	44%

## - LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2019

AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
7a. My organisation focuses on improving the work we do	64%	75%
7k. I feel a strong personal attachment to my organisation	63%	69%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	70%	74%
1g. I know how to address a health and safety issue I have identified	84%	88%
7j. I am proud to tell others I work for my organisation	71%	75%
7b. My organisation is making the necessary improvements to meet our future challenges	60%	62%
6d. Senior managers encourage innovation by employees	51%	53%



### 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

**Q7e.** People in my organisation take responsibility for their own actions



**Q6h.** I feel that senior managers listen to employees



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



**Q7c.** I feel that change is managed well in my organisation



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



## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

**Q7e.** People in my organisation take responsibility for their own actions



**Q6h.** I feel that senior managers listen to employees



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



**Q7c.** I feel that change is managed well in my organisation



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



## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

**Q7e.** People in my organisation take responsibility for their own actions



**Q6h.** I feel that senior managers listen to employees



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



**Q7c.** I feel that change is managed well in my organisation



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



## 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: 131

Gender	Survey %	Employment Status	Survey %	Type of work	Survey %
Male	46	Senior Executive (ongoing/permanent or term)	10	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	5
Female	51	Ongoing/Permanent (other than senior executive)	83	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)	6
Other	2	Temporary (including temporary teachers and graduates)	0	Administrative support (e.g. executive/personal assistant, receptionist)	7
		Casual	0	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	27
		Contract – Non Executive	4	Policy	2
		Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	2	Research	1
		Other	0	Program and project management support	21
		Don't know	1	Legal (including developing and/or reviewing legislation)	6
				Other	25
Age	Survey %	Manager of managers	Survey %	Organisation Tenure	Survey %
15 - 34 years	28	Yes	16	Less than 1 year	22
35 - 54 years	63	No	84	1 - 2 years	14
55+ years	9			2 - 5 years	32
		Supervisors	Survey %	5 - 10 years	14
		Yes	36	10 - 20 years	14
		No	64	More than 20 years	4
		Working arrangement	Survey %		
		Full-time	96	Salary	Survey %
		Part-time	4	\$83,402 and below	6
				\$83,403 - \$108,043	11
				\$108,044 - \$144,520	27
				\$144,521 and above	44
				Prefer not to say	12
LOTE spoken at home	Survey %				
Yes	28				
No	64				
Prefer not to say	8				
Aboriginal and/or Torres Strait Islanders	Survey %				
Yes	0				
No	95				
Prefer not to say	5				
Disability	Survey %				
Yes	4				
No	94				
Prefer not to say	2				
LGBTI	Survey %				
Yes	9				
No	87				
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%

# 60%

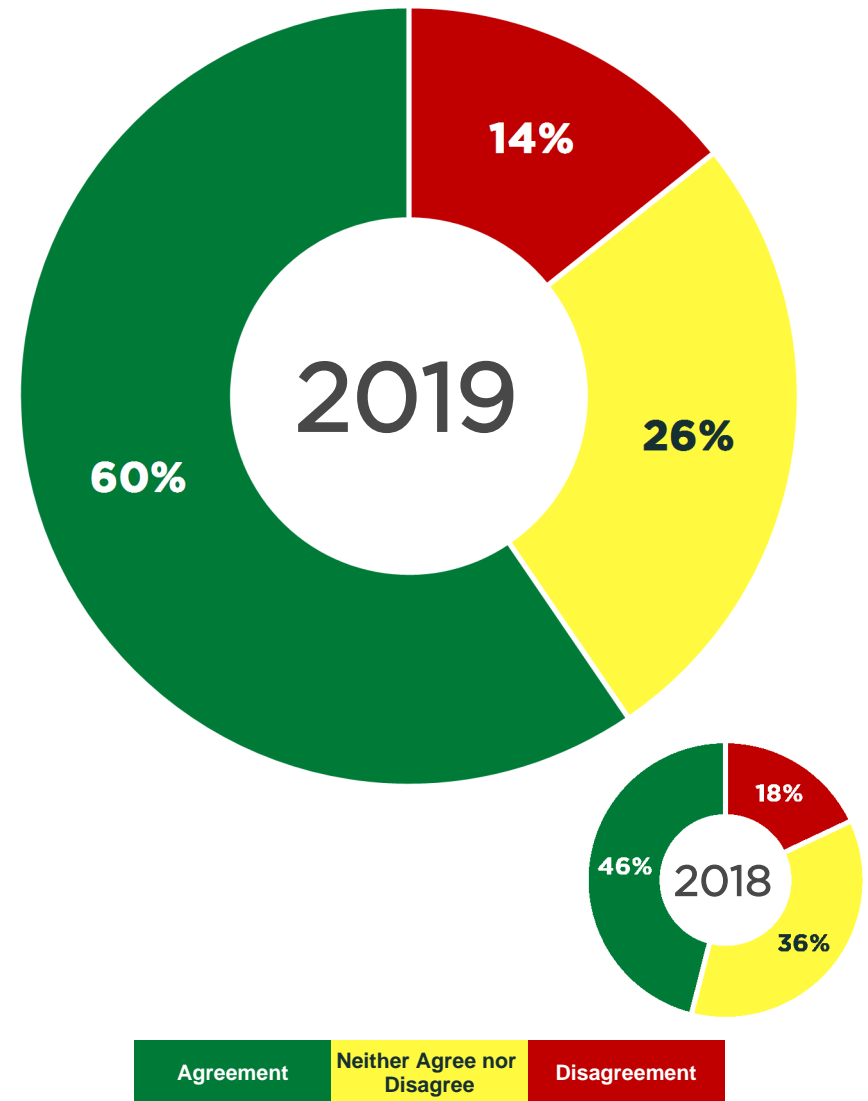
of employees replied favourably to:

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

**39%**  
SECTOR

**0%**  
CLUSTER

**46%**  
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 PUBLIC SECTOR
<b>1</b>	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>29%</b>	21%	42%
<b>2</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>64%</b>	75%	69%
<b>3</b>	<b>Q7f.</b> My organisation is committed to developing its employees	<b>54%</b>	50%	53%
<b>4</b>	<b>Q8c.</b> I am able to speak up and share a different view to my colleagues and manager	<b>82%</b>	77%	69%
<b>5</b>	<b>Q6h.</b> I feel that senior managers listen to employees	<b>48%</b>	40%	44%
<b>6</b>	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>43%</b>	38%	47%

# BUSINESS UNIT COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Landcom

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.

	Landcom	Communications & Policy	Finance & Commercial	Legal & Compliance	Partnerships & Business Development	Projects (1)	Projects (2)
NUMBER OF RESPONDENTS	131	16	23	10	14	34	24
EMPLOYEE ENGAGEMENT	68%	53%	71%	67%	77%	62%	70%
ENGAGEMENT WITH WORK	79%	69%	74%	90%	93%	69%	85%
SENIOR MANAGERS	52%	35%	46%	57%	61%	48%	55%
COMMUNICATION	74%	70%	70%	83%	81%	70%	69%
HIGH PERFORMANCE	69%	59%	67%	70%	76%	64%	69%
PUBLIC SECTOR VALUES	67%	59%	64%	70%	73%	64%	66%
DIVERSITY & INCLUSION	79%	76%	76%	88%	86%	74%	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	PUBLIC LIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	22	43	26		65%	62%	62%
Q7j. I am proud to tell others I work for my organisation	27	45	23		71%	75%	70%
Q7k. I feel a strong personal attachment to my organisation	23	40	24	7	63%	69%	64%
Q7l. My organisation motivates me to help it achieve its objectives	22	36	28	9	58%	55%	56%
Q7m. My organisation inspires me to do the best in my job	25	32	29	9	57%	55%	56%

KEY



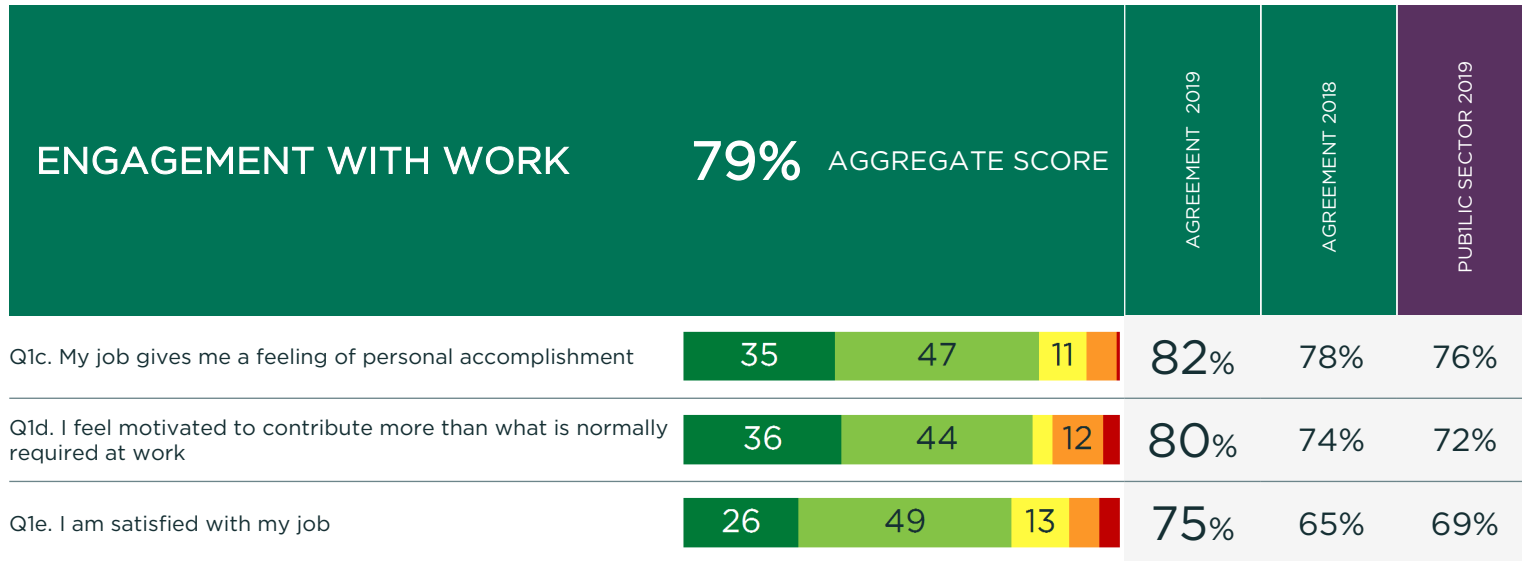


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KEY





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SENIOR MANAGERS	52% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	PUBLIC SECTOR 2019
Q6a. I believe senior managers provide clear direction for the future of the organisation	9	43	26	19		52%	46%	51%
Q6b. I feel that senior managers effectively lead and manage change	9	33	27	23		43%	38%	47%
Q6c. I feel that senior managers model the values of my organisation	12	37	32	14		49%	44%	52%
Q6d. Senior managers encourage innovation by employees	11	40	32	14		51%	53%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	52	23			69%	65%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	19	50	21	7		69%	63%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	11	45	27	13		56%	52%	48%
Q6h. I feel that senior managers listen to employees	13	35	38	9		48%	40%	44%
Q7c. I feel that change is managed well in my organisation	8	21	35	22	14	29%	21%	42%

KEY





## EXPLORE THE FULL RESULTS

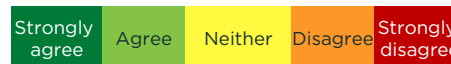
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COMMUNICATION	74% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	PUBLIC SECTOR 2019		
Q5c. My manager communicates effectively with me	40	47	9	87%	74%	72%	
Q5d. My manager encourages and values employee input	44	43	8	87%	83%	73%	
Q5e. My manager involves my workgroup in decisions about our work	35	45	14	81%	73%	68%	
Q6g. I feel that senior managers keep employees informed about what's going on	11	45	27	13	56%	52%	48%
Q6h. I feel that senior managers listen to employees	13	35	38	9	48%	40%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	21	61	13		82%	77%	69%

KEY





## EXPLORE THE FULL RESULTS

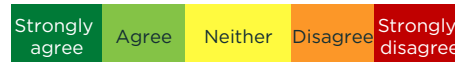
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Results are rounded and may not add up to 100%

	HIGH PERFORMANCE				69% AGGREGATE SCORE	AGREEMENT 2019	AGREEMENT 2018	PUBLIC SECTOR 2019	
Q1a. I understand what is expected of me to do well in my role					37	53	89%	86%	90%
Q2b. My workgroup works collaboratively to achieve its objectives					44	44	87%	84%	79%
Q3f. I have received appropriate training and development to do my job well					20	44	63%	54%	66%
Q5a. My manager encourages people in my workgroup to keep improving the work they do					36	50	85%	80%	75%
Q5f. I have confidence in the decisions my manager makes					35	44	79%	77%	69%
Q6d. Senior managers encourage innovation by employees					11	40	51%	53%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with					17	52	69%	65%	53%
Q7a. My organisation focuses on improving the work we do					16	48	64%	75%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges					19	41	60%	62%	57%

KEY



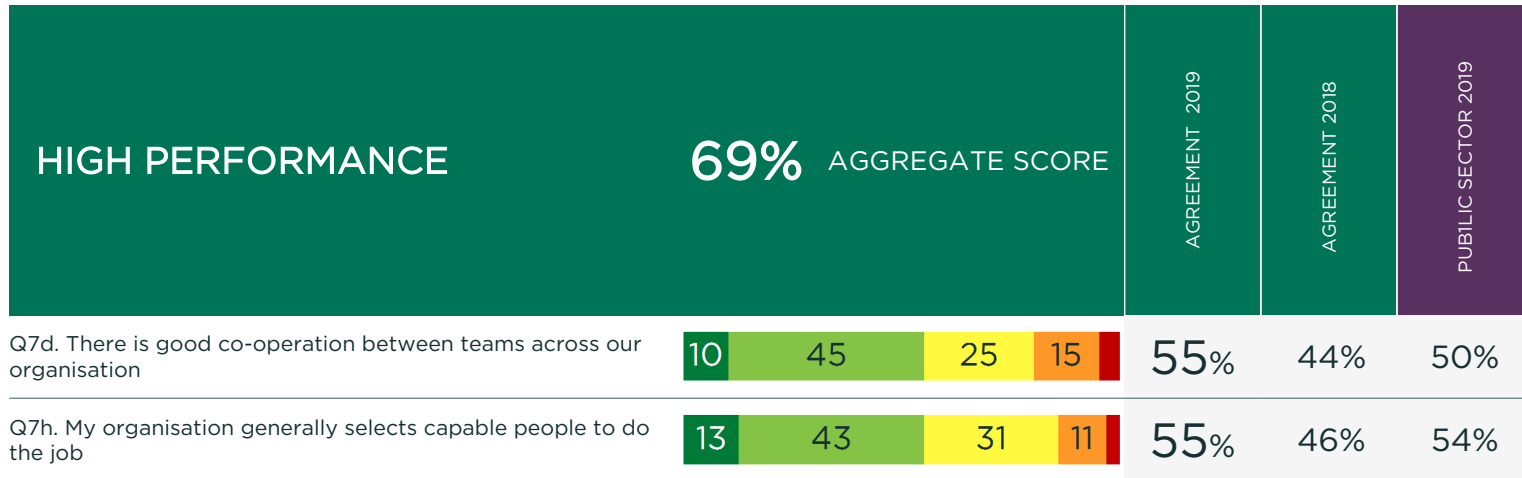


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Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%



KEY







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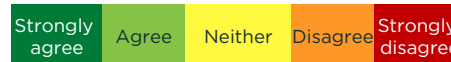
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Results are rounded and may not add up to 100%

PUBLIC SECTOR VALUES	67% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	PUBLIC SECTOR 2019
Q2a. My workgroup strives to achieve customer/client satisfaction	48	44	92%	86%	86%
Q2e. People in my workgroup treat each other with respect	50	40	91%	80%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	36	50	85%	80%	75%
Q5b. My manager listens to what I have to say	47	42	89%	81%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	9	43	52%	46%	51%
Q6c. I feel that senior managers model the values of my organisation	12	37	49%	44%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	19	50	69%	63%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	11	45	56%	52%	48%
Q6h. I feel that senior managers listen to employees	13	35	48%	40%	44%

KEY



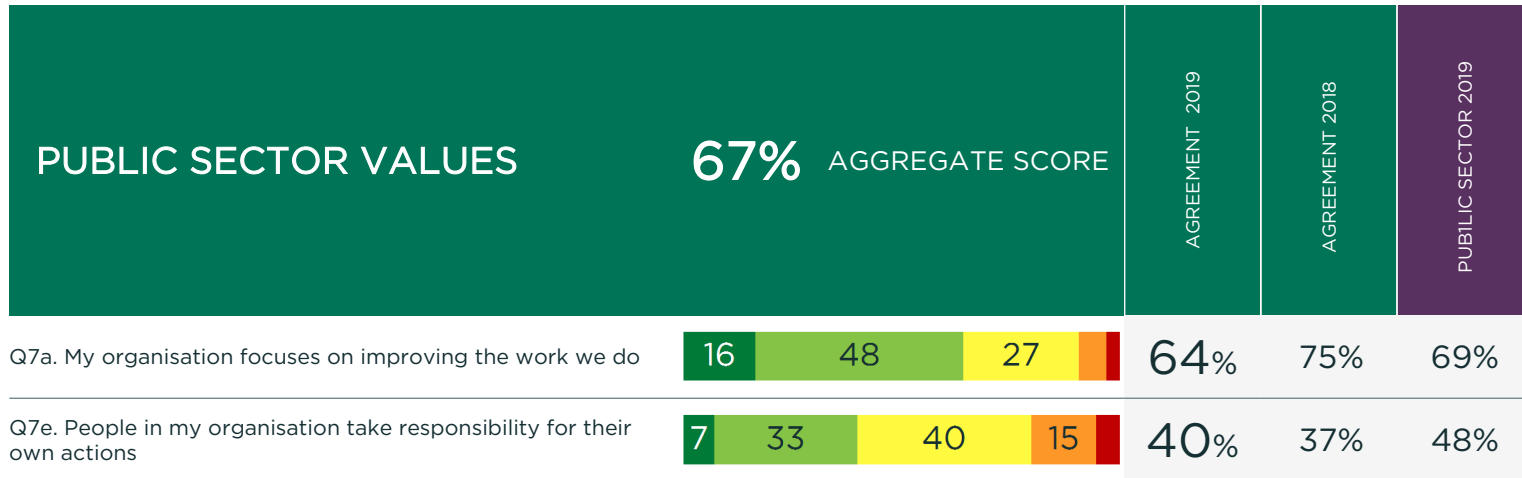


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Results are rounded and may not add up to 100%



KEY





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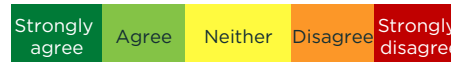
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Results are rounded and may not add up to 100%

DIVERSITY & INCLUSION	79% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	PUBLIC LIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	27	47	13	12	73%	66%	67%
Q5b. My manager listens to what I have to say	47	42	10		89%	81%	76%
Q5d. My manager encourages and values employee input	44	43	8		87%	83%	73%
Q6i. Senior managers in my organisation support the career advancement of women	25	43	26		69%	53%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	30	54	9		84%	73%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	30	50	13		80%	71%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	21	61	13		82%	77%	69%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	29	41	18	8	70%	74%	59%
Q8e. My manager supports flexible working in my team	38	42	11	7	80%	77%	63%

KEY



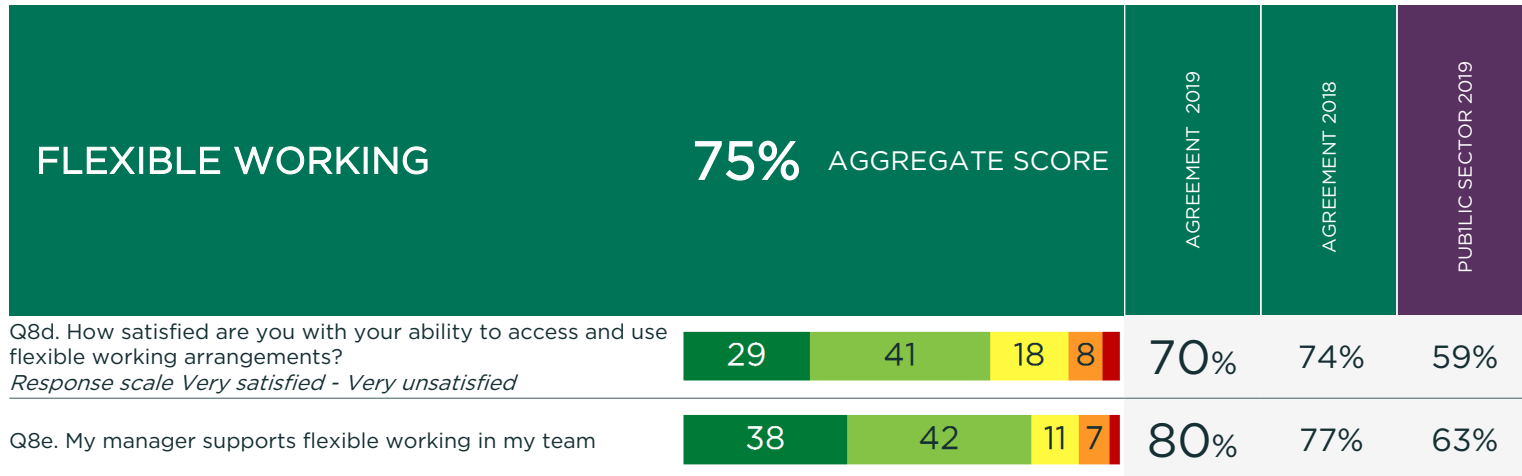


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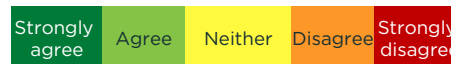
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KEY



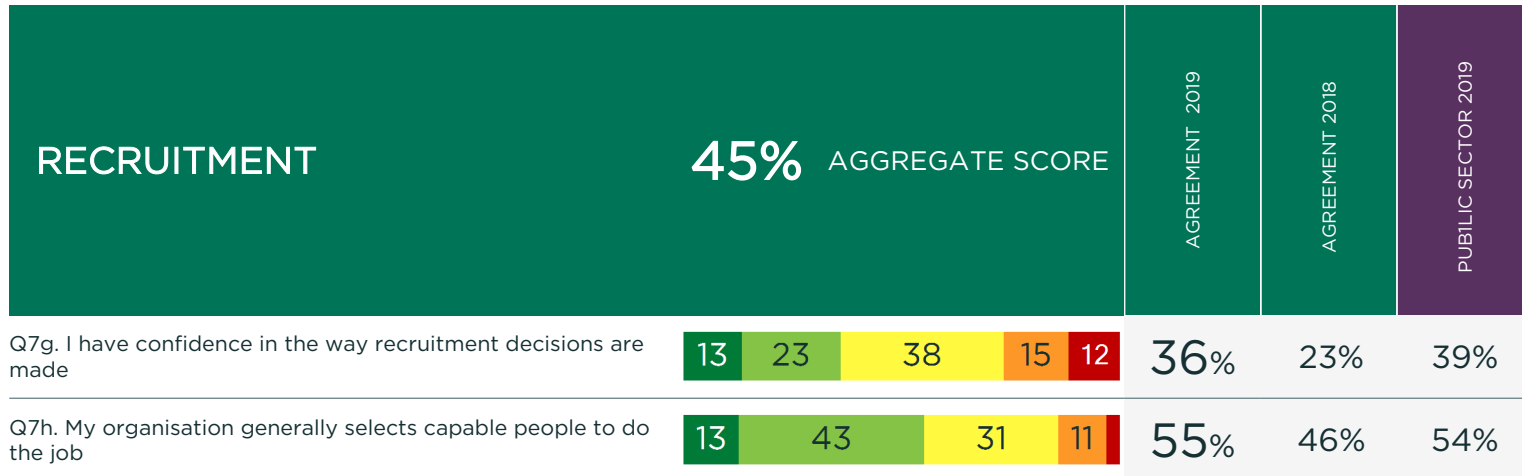


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Results are rounded and may not add up to 100%



### KEY





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Results are rounded and may not add up to 100%

## PERFORMANCE FRAMEWORK & DEVELOPMENT

**65%** AGGREGATE SCORE

AGREEMENT 2019

AGREEMENT 2018

PUBLIC LIC SECTOR 2019

Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	28	47	18		76%	66%	66%	
Q3e. My performance is assessed against clear criteria	21	44	27		65%	57%	57%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	16	35	22	13	14	51%	34%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do	38	46	9		84%	77%	69%	
Q5h. My manager deals appropriately with employees who perform poorly	24	34	31	8	58%	44%	48%	
Q7f. My organisation is committed to developing its employees	16	38	30	10	54%	50%	53%	

KEY





## EXPLORE THE FULL RESULTS

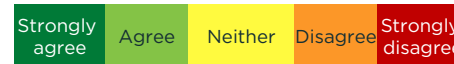
Questions are grouped by topics in this report.

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%

	80% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	PUBLIC LIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	27	47	13	12	73%	66%	67%
Q1f. I am able to keep my work stress at an acceptable level	18	57	15	10	75%	59%	61%
Q2c. I receive help and support from other members of my workgroup	44	45			89%	86%	81%
Q2d. There is good team spirit in my workgroup	44	40	8		83%	75%	70%

KEY



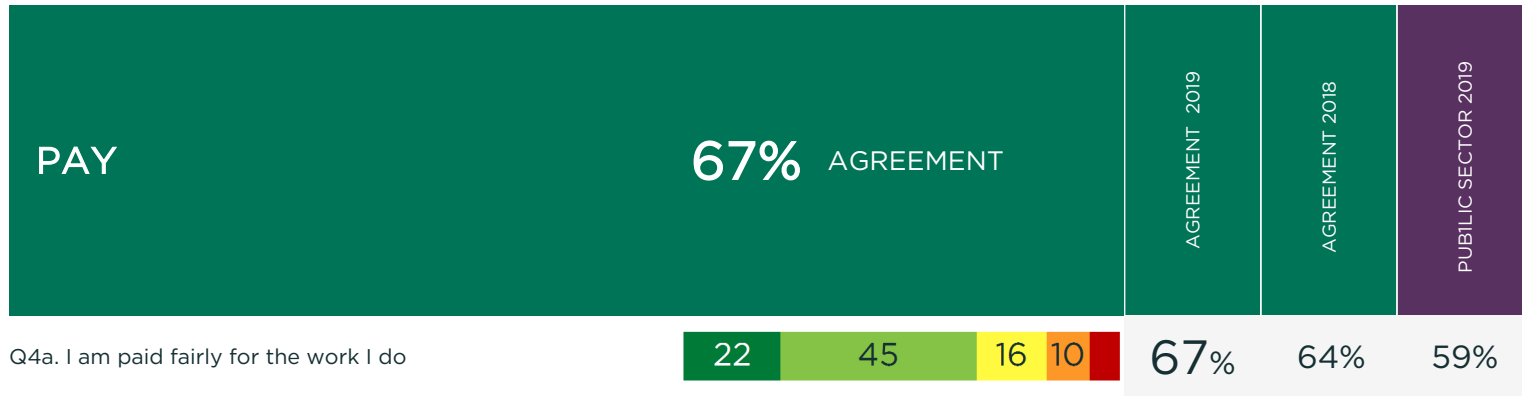


## EXPLORE THE FULL RESULTS

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





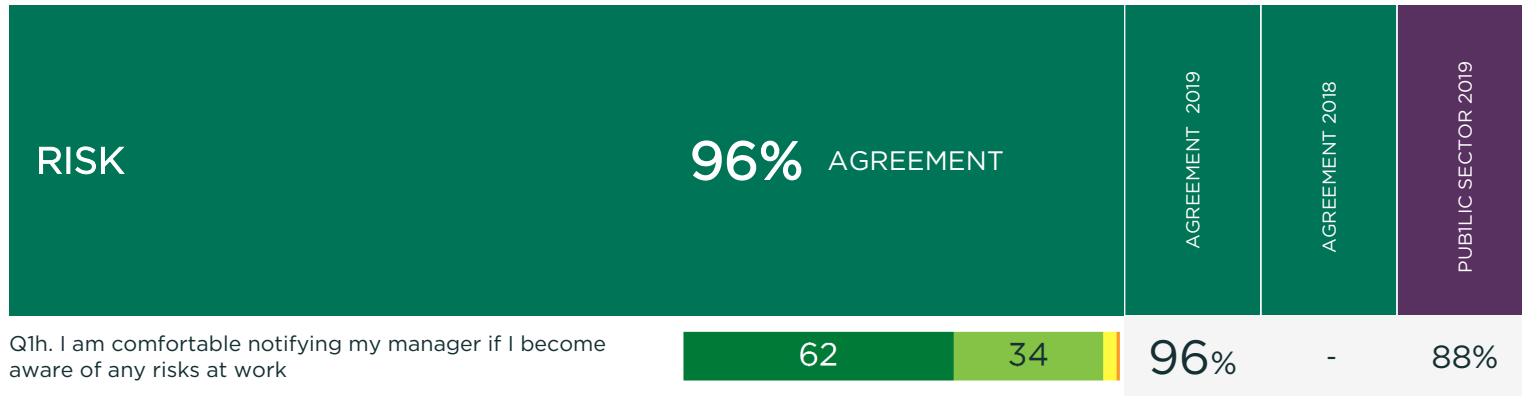


## EXPLORE THE FULL RESULTS

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



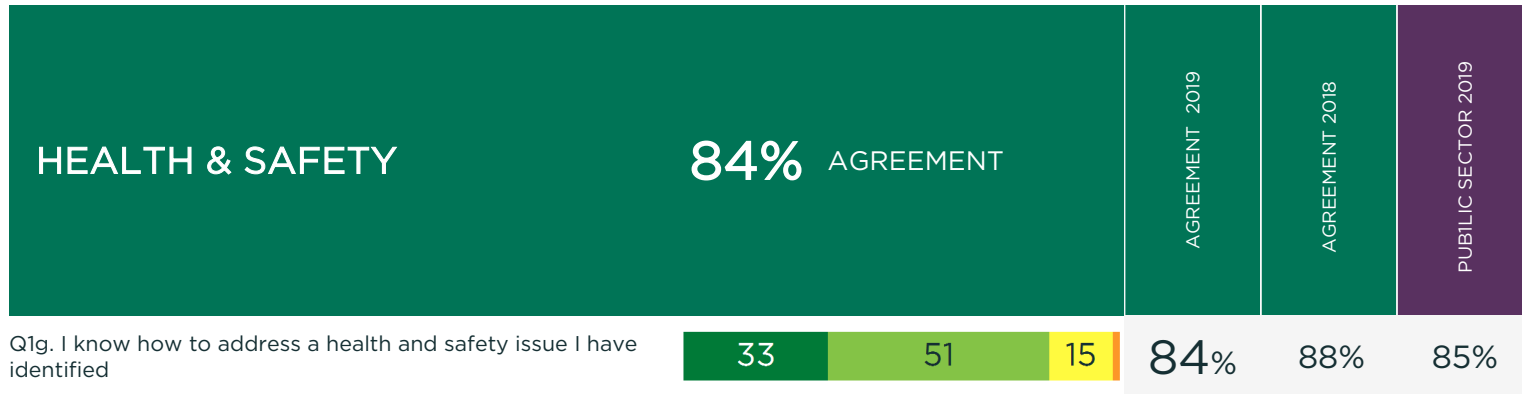


## EXPLORE THE FULL RESULTS

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

60% 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.

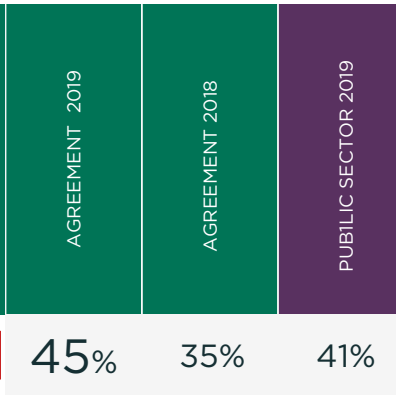
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

Results are rounded and may not add up to 100%

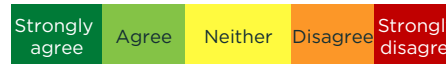
## WORKPLACE CONDUCT

45% AGREEMENT

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



KEY



## WELLBEING AND ENGAGEMENT



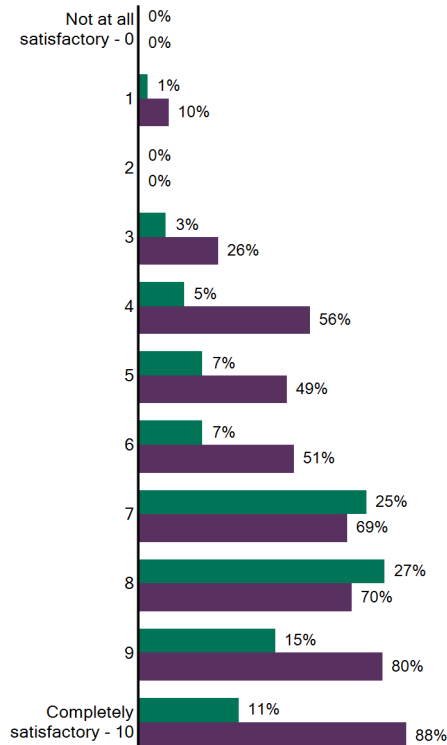
### EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

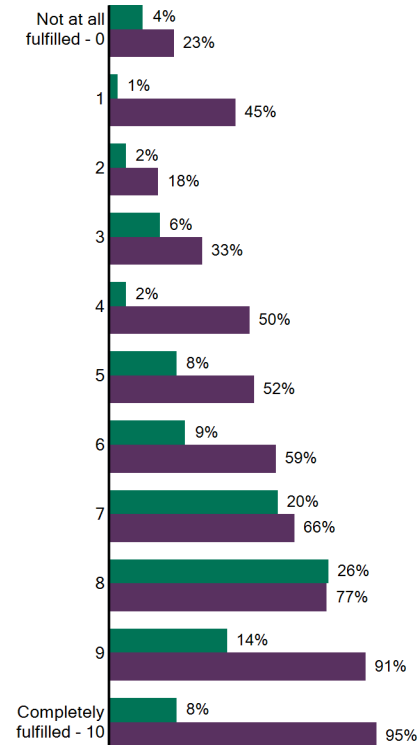
This compares Wellbeing to Engagement.

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



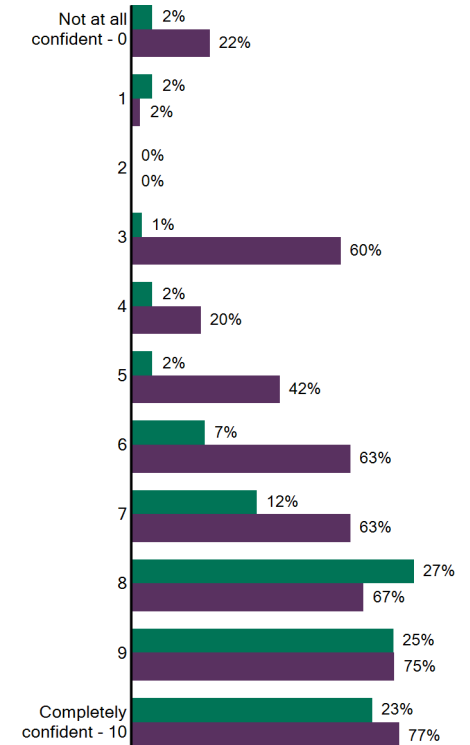
Proportion of respondents answering each response option

**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

PUBLIC SECTOR 2019

**Q3a.** I have a current performance and development plan that sets out my individual objectives

Yes



81%

83%

71%

No



19%

17%

29%

**Q3b.** I have informal feedback conversations with my manager

Yes



87%

80%

76%

No



13%

20%

24%

**Q3c.** I have scheduled feedback conversations with my manager

Yes



82%

70%

60%

No



18%

30%

40%



## 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

PUBLIC SECTOR 2019

**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?

Yes		25%	34%	41%
No		75%	66%	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

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	PUBLIC SECTOR 2019
Lack of visible opportunities		39%	36%	29%
Lack of promotion opportunities		39%	50%	28%
There are no major barriers to my career progression		32%	25%	29%
Personal/family considerations		18%	19%	29%
Geographic location considerations		12%	12%	25%
Insufficient training and development		9%	12%	15%
Lack of support from my manager/supervisor		9%	12%	13%
Lack of required capabilities or experience		9%	7%	11%
Lack of support for temporary assignments/secondments		9%	13%	15%
The application/recruitment process is too cumbersome or time consuming		7%	13%	22%
Other		7%	16%	9%

% are calculated with the number of unique respondents (N = 129 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

PUBLIC SECTOR 2019

**Q12a.** In the last 12 months I have witnessed misconduct/wrongdoing at work

Yes		20%	17%	27%
No		65%	60%	56%
Don't know		15%	23%	17%

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

Yes		56%	58%	65%
No		40%	42%	32%
Don't know		4%	-	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

PUBLIC SECTOR 2019

### Q13a. In the last 12 months I have witnessed bullying at work

Yes		34%	31%	33%
No		54%	58%	57%
Don't know		12%	11%	10%

### Q13b. In the last 12 months I have been subjected to bullying at work

Yes		14%	13%	18%
No		76%	75%	75%
Don't know		10%	12%	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

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	PUBLIC SECTOR 2019
A senior manager		39%	32%	21%
Your immediate manager/supervisor		28%	26%	23%
Prefer not to say		17%	11%	13%
A fellow worker at your level		6%	21%	27%
A subordinate		6%	5%	7%
Other		6%	5%	5%
A client or customer		0%	-	3%
A member of the public other than a client or customer		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

PUBLIC SECTOR 2019

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

Yes		1%	1%	4%
No	████████████████████	98%	98%	94%
Don't know		1%	1%	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)

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
<b>GENDER</b>		
Male		46%
Female		51%
Other		2%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
<b>AGE</b>		
15-19		0%
20-24		0%
25-29		9%
30-34		19%
35-39		22%
40-44		17%
45-49		12%
50-54		11%
55-59		5%
60-64		3%
65+		1%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

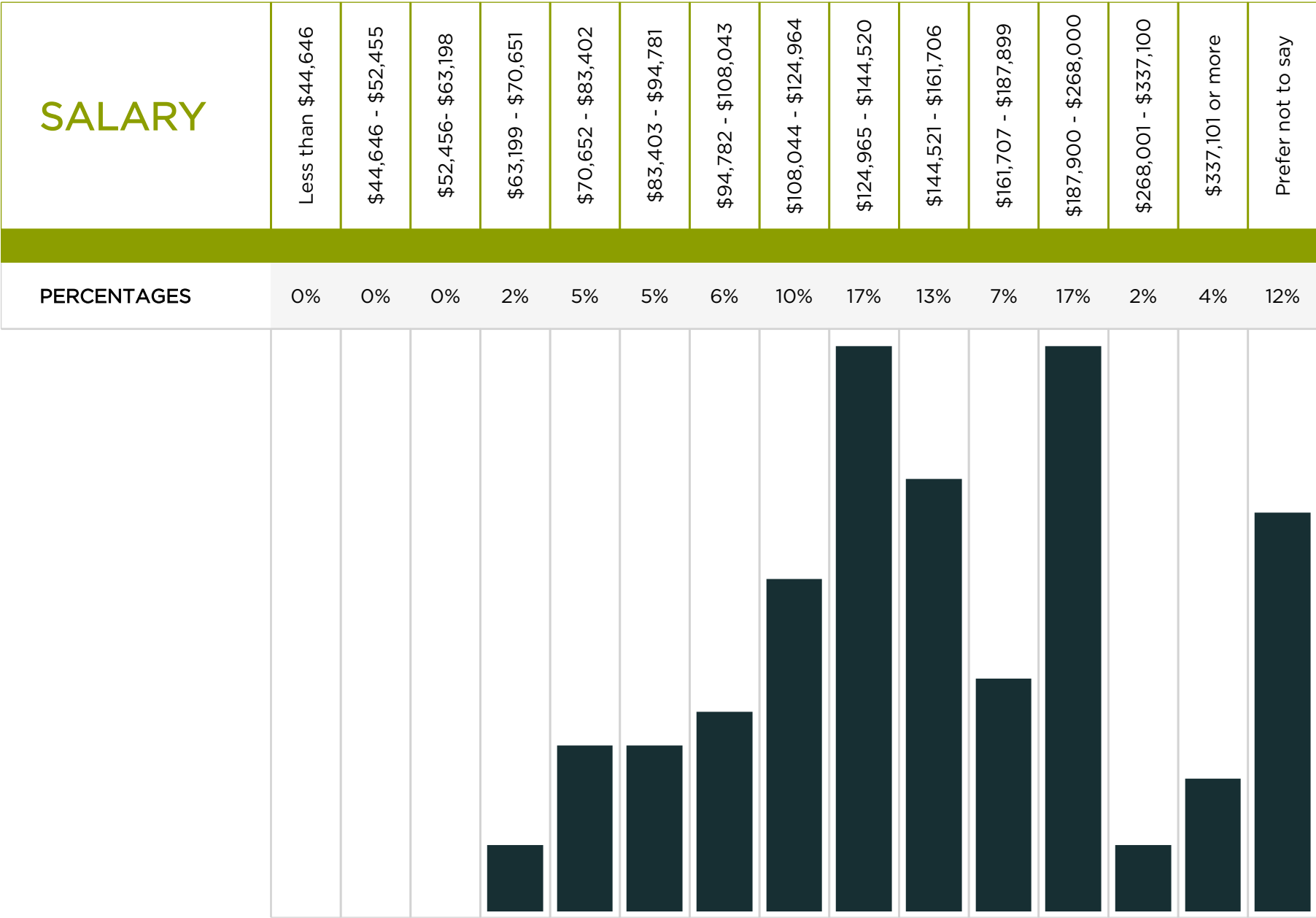
	PERCENTAGE
<b>TYPE OF WORK</b>	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	5%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	6%
Administrative support (e.g. executive/personal assistant, receptionist)	7%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	27%
Policy	2%
Research	1%
Program and project management support	21%
Legal (including developing and/or reviewing legislation)	6%
Other	25%

# 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
<b>TENURE IN ORGANISATION</b>		
Less than 1 year		22%
1 - 2 years		14%
2 - 5 years		32%
5 - 10 years		14%
10 - 20 years		14%
More than 20 years		4%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
<b>FLEXIBLE WORKING</b>		
Working from home		63%
Flexible start and finish times		53%
Working from different locations		44%
Working additional hours to make up for time off		13%
None of the above		13%
Leave without pay		11%
Part-time work		6%

% are calculated with the number of unique respondents (N = 125 to this question)

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
Study leave	5%
Working more hours over fewer days	4%
Flexible scheduling for rostered workers	2%
Other	2%
Purchasing annual leave	1%
Job sharing	0%

% are calculated with the number of unique respondents (N = 125 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%

	Landcom	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
<b>NUMBER OF RESPONDENTS</b>	131	6	8	9	33	3	1	26	7	31
<b>EMPLOYEE ENGAGEMENT</b>	68%	(r)	(r)	(r)	72%	(r)	(r)	(r)	(r)	65%
<b>ENGAGEMENT WITH WORK</b>	79%	(r)	(r)	(r)	79%	(r)	(r)	(r)	(r)	70%
<b>SENIOR MANAGERS</b>	52%	(r)	(r)	(r)	59%	(r)	(r)	(r)	(r)	49%
<b>COMMUNICATION</b>	74%	(r)	(r)	(r)	79%	(r)	(r)	(r)	(r)	68%
<b>HIGH PERFORMANCE</b>	69%	(r)	(r)	(r)	76%	(r)	(r)	(r)	(r)	62%
<b>PUBLIC SECTOR VALUES</b>	67%	(r)	(r)	(r)	74%	(r)	(r)	(r)	(r)	62%
<b>DIVERSITY &amp; INCLUSION</b>	79%	(r)	(r)	(r)	84%	(r)	(r)	(r)	(r)	72%

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%

	Landcom	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
<b>NUMBER OF RESPONDENTS</b>	131	0	0	0	2	6	6	8	13	21	17	9	22	2
<b>EMPLOYEE ENGAGEMENT</b>	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	79%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	79%	(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

# 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%

	Landcom	\$337,101 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>131</b>	<b>5</b>	<b>15</b>
<b>EMPLOYEE ENGAGEMENT</b>	68%	(r)	(r)
ENGAGEMENT WITH WORK	79%	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)
COMMUNICATION	74%	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)
DIVERSITY & INCLUSION	79%	(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%

	Landcom	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
<b>NUMBER OF RESPONDENTS</b>	131	27	18	40	18	17	5
<b>EMPLOYEE ENGAGEMENT</b>	68%	(r)	(r)	64%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	79%	(r)	(r)	77%	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	52%	(r)	(r)	(r)
COMMUNICATION	74%	(r)	(r)	73%	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	68%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	67%	(r)	(r)	(r)
DIVERSITY & INCLUSION	79%	(r)	(r)	77%	(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

# 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%

	Landcom	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
<b>NUMBER OF RESPONDENTS</b>	131	66	5	16	2	7	0	55	79	1	14	6	2	16
<b>EMPLOYEE ENGAGEMENT</b>	68%	70%	(r)	(r)	(r)	(r)	(r)	70%	67%	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	79%	83%	(r)	(r)	(r)	(r)	(r)	85%	80%	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	52%	56%	(r)	(r)	(r)	(r)	(r)	57%	51%	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	74%	75%	(r)	(r)	(r)	(r)	(r)	77%	74%	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	69%	72%	(r)	(r)	(r)	(r)	(r)	70%	68%	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	67%	69%	(r)	(r)	(r)	(r)	(r)	70%	66%	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	79%	83%	(r)	(r)	(r)	(r)	(r)	82%	80%	(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%

	Landcom	Sydney East	Sydney West	Sydney - Parramatta	Sydney - Outer South West	Sydney - City and Inner South	Sydney - Baulkham Hills and Hawkesbury	Sydney - Inner South West	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle
NUMBER OF RESPONDENTS	131	3	113	108	4	2	1	1	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	79%	(r)	(r)	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	74%	(r)	(r)	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	79%	(r)	(r)	81%	(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%

	Landcom	Illawarra	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	Outside NSW	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Blacktown	Sydney - Eastern Suburbs	Sydney - Inner West	Sydney - North Sydney and Hornsby
NUMBER OF RESPONDENTS	131	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	79%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	79%	(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

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%

	Landcom	Sydney - Northern Beaches	Sydney - Outer West and Blue Mountains	Sydney - Ryde	Sydney - South West	Sydney - Sutherland
<b>NUMBER OF RESPONDENTS</b>	131	0	0	0	0	0
<b>EMPLOYEE ENGAGEMENT</b>	68%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	79%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	74%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	79%	(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 AGE



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Landcom	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
<b>NUMBER OF RESPONDENTS</b>	131	0	0	11	23	27	21	15	14	6	4	1
<b>EMPLOYEE ENGAGEMENT</b>	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	79%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	79%	(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

# RESULT BY GENDER



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Landcom	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>131</b>	<b>56</b>	<b>62</b>	<b>3</b>
<b>EMPLOYEE ENGAGEMENT</b>	68%	69%	68%	(r)
ENGAGEMENT WITH WORK	79%	80%	77%	(r)
SENIOR MANAGERS	52%	54%	53%	(r)
COMMUNICATION	74%	75%	74%	(r)
HIGH PERFORMANCE	69%	69%	70%	(r)
PUBLIC SECTOR VALUES	67%	68%	67%	(r)
DIVERSITY & INCLUSION	79%	83%	77%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# GUIDE TO THIS REPORT

## SURVEY TIME FRAME

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

## PRIVACY

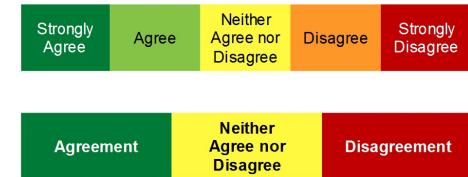
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.

## 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.



## 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%.

## MORE DETAILS ABOUT METHODOLOGY

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