



2019 | NSW Public Sector
Employee Survey

NSW Public Sector



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RESPONSE RATE

53%

185,289 OF 350,723 RESPONDENTS

RESPONSE RATE 2018: 51%

EMPLOYEE ENGAGEMENT

66% -

DIFFERENCE FROM 2018 ⁰ (65%)

ENGAGEMENT WITH WORK

73% -

DIFFERENCE FROM 2018 ⁰ (72%)

SENIOR MANAGERS

50% ↑

DIFFERENCE FROM 2018 ⁺¹ (49%)

COMMUNICATION

62% ↑

DIFFERENCE FROM 2018 ⁺¹ (61%)

HIGH PERFORMANCE

65% ↑

DIFFERENCE FROM 2018 ⁺¹ (64%)

PUBLIC SECTOR VALUES

62% ↑

DIFFERENCE FROM 2018 ⁺¹ (62%)

DIVERSITY & INCLUSION

69% ↑

DIFFERENCE FROM 2018 ⁺¹ (68%)

FLEXIBLE WORKING SATISFACTION

59% -

DIFFERENCE FROM 2018 ⁰ (59%)

ACTION ON RESULTS

39% ↑

DIFFERENCE FROM 2018 ⁺³ (37%)



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
1a. I understand what is expected of me to do well in my role	90%	90%
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	86%	86%
1g. I know how to address a health and safety issue I have identified	85%	85%
2c. I receive help and support from other members of my workgroup	81%	81%
2b. My workgroup works collaboratively to achieve its objectives	79%	79%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	77%	76%
5b. My manager listens to what I have to say	76%	76%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	76%	75%
1c. My job gives me a feeling of personal accomplishment	76%	76%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019
AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
7g. I have confidence in the way recruitment decisions are made	39%	37%
10a. I believe action will be taken on the results from this survey by my organisation	39%	37%
11a. I have confidence in the ways my organisation resolves grievances	41%	40%
7c. I feel that change is managed well in my organisation	42%	40%
6h. I feel that senior managers listen to employees	44%	43%
6b. I feel that senior managers effectively lead and manage change	47%	46%
5h. My manager deals appropriately with employees who perform poorly	48%	46%
6g. I feel that senior managers keep employees informed about what's going on	48%	47%
7e. People in my organisation take responsibility for their own actions	48%	49%
7d. There is good co-operation between teams across our organisation	50%	49%



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
10a. I believe action will be taken on the results from this survey by my organisation	39%	37%
5h. My manager deals appropriately with employees who perform poorly	48%	46%
6c. I feel that senior managers model the values of my organisation	52%	50%
1b. I am provided with the support I need to do my best at work	67%	65%
7c. I feel that change is managed well in my organisation	42%	40%
7g. I have confidence in the way recruitment decisions are made	39%	37%
8c. I am able to speak up and share a different view to my colleagues and manager	69%	67%
6b. I feel that senior managers effectively lead and manage change	47%	46%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	77%	76%
11a. I have confidence in the ways my organisation resolves grievances	41%	40%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

HIGHEST NEUTRAL SCORING QUESTIONS

AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



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



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



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



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



Q5h. My manager deals appropriately with employees who perform poorly



Q5h. My manager deals appropriately with employees who perform poorly



Q5h. My manager deals appropriately with employees who perform poorly



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



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



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



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



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



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



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: 185289

Gender	Survey %	Employment Status	Survey %	Type of work	Survey %
Male	34	Senior Executive (ongoing/permanent or term)	4	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	50
Female	64	Ongoing/Permanent (other than senior executive)	73	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)	10
Other	2	Temporary (including temporary teachers and graduates)	9	Administrative support (e.g. executive/personal assistant, receptionist)	9
Age	Survey %	Casual	3	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	9
15 - 34 years	25	Contract – Non Executive	7	Policy	2
35 - 54 years	54	Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	2	Research	1
55+ years	21	Other	1	Program and project management support	7
LOTE spoken at home	Survey %	Don't know	2	Legal (including developing and/or reviewing legislation)	1
Yes	20	Manager of managers	Survey %	Other	12
No	75	Yes	8	Organisation Tenure	Survey %
Prefer not to say	4	No	92	Less than 1 year	12
Aboriginal and/or Torres Strait Islanders	Survey %	Supervisors	Survey %	1 - 2 years	11
Yes	3	Yes	33	2 - 5 years	20
No	92	No	67	5 - 10 years	19
Prefer not to say	5	Working arrangement	Survey %	10 - 20 years	23
Disability	Survey %	Full-time	80	More than 20 years	15
Yes	3	Part-time	20	Salary	Survey %
No	94			\$83,402 and below	39
Prefer not to say	4			\$83,403 - \$108,043	27
LGBTI	Survey %			\$108,044 - \$144,520	18
Yes	4			\$144,521 and above	7
No	91			Prefer not to say	9
Prefer not to say	5				

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%

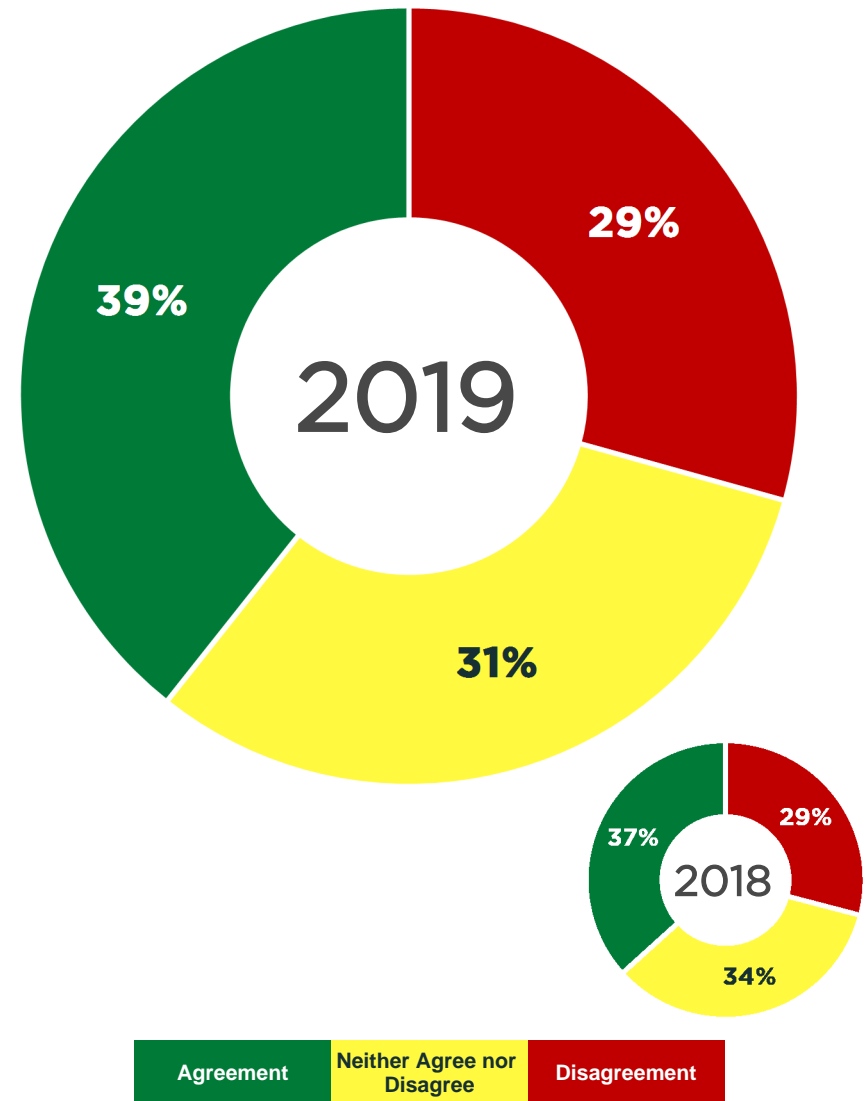
39%

of employees replied favourably to:

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

37%

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
1	Q7f. My organisation is committed to developing its employees	53%	52%
2	Q7a. My organisation focuses on improving the work we do	69%	69%
3	Q7h. My organisation generally selects capable people to do the job	54%	54%
4	Q7d. There is good co-operation between teams across our organisation	50%	49%
5	Q8c. I am able to speak up and share a different view to my colleagues and manager	69%	67%
6	Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	77%	76%

CLUSTER COMPARISON



COMPARISON OF CLUSTERS

This page compares key question group scores for the 10 clusters.

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 Public Sector	Education	Family and Community Services	Finance and Services	Health	Industry	Justice	Planning and Environment	Premier and Cabinet	Transport	Treasury
NUMBER OF RESPONDENTS	185289	38188	7206	7984	72279	5563	18048	6778	953	21728	1847
EMPLOYEE ENGAGEMENT	66%	68%	66%	67%	65%	68%	62%	69%	69%	65%	70%
ENGAGEMENT WITH WORK	73%	74%	74%	71%	73%	75%	68%	74%	74%	71%	75%
SENIOR MANAGERS	50%	58%	53%	57%	46%	58%	41%	51%	61%	47%	58%
COMMUNICATION	62%	65%	67%	68%	60%	71%	55%	67%	71%	63%	72%
HIGH PERFORMANCE	65%	69%	67%	69%	64%	70%	56%	66%	73%	62%	70%
PUBLIC SECTOR VALUES	62%	68%	66%	69%	60%	70%	54%	66%	73%	61%	71%
DIVERSITY & INCLUSION	69%	68%	74%	75%	67%	79%	64%	76%	81%	70%	80%

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

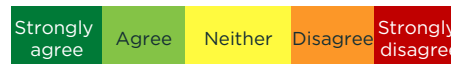
Questions are grouped by topics in this report.

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	66% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018
Q7i. I would recommend my organisation as a great place to work	20	43	23	9	62%	61%
Q7j. I am proud to tell others I work for my organisation	26	44	20		70%	69%
Q7k. I feel a strong personal attachment to my organisation	24	40	23	8	64%	63%
Q7l. My organisation motivates me to help it achieve its objectives	18	39	27	11	56%	55%
Q7m. My organisation inspires me to do the best in my job	19	38	27	11	56%	55%

KEY





EXPLORE THE FULL RESULTS

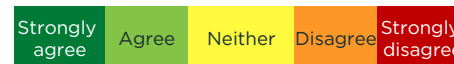
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ENGAGEMENT WITH WORK		73% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018
Q1c. My job gives me a feeling of personal accomplishment		30	46	13	7	76%	76%
Q1d. I feel motivated to contribute more than what is normally required at work		31	41	14	9	72%	72%
Q1e. I am satisfied with my job		24	45	17	10	69%	69%

KEY





EXPLORE THE FULL RESULTS

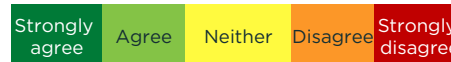
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SENIOR MANAGERS	50% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	14	37	26	15	9	51%	49%
Q6b. I feel that senior managers effectively lead and manage change	13	34	27	16	10	47%	46%
Q6c. I feel that senior managers model the values of my organisation	15	37	26	12	10	52%	50%
Q6d. Senior managers encourage innovation by employees	14	37	28	13	8	51%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	15	38	30	11	7	53%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	18	44	24	8		61%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	13	35	25	16	11	48%	47%
Q6h. I feel that senior managers listen to employees	13	31	27	16	13	44%	43%
Q7c. I feel that change is managed well in my organisation	11	31	28	20	11	42%	40%

KEY





EXPLORE THE FULL RESULTS

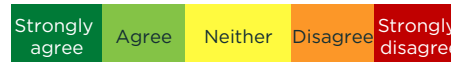
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Results are rounded and may not add up to 100%

COMMUNICATION	62% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018
Q5c. My manager communicates effectively with me	32	41	14	8		72%	72%
Q5d. My manager encourages and values employee input	33	40	14	7		73%	72%
Q5e. My manager involves my workgroup in decisions about our work	29	39	17	9		68%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	13	35	25	16	11	48%	47%
Q6h. I feel that senior managers listen to employees	13	31	27	16	13	44%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	46	16	9		69%	67%

KEY





EXPLORE THE FULL RESULTS

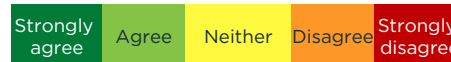
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Results are rounded and may not add up to 100%

	HIGH PERFORMANCE					65% AGGREGATE SCORE	AGREEMENT 2019	AGREEMENT 2018
Q1a. I understand what is expected of me to do well in my role	41	49					90%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	34	45	11				79%	79%
Q3f. I have received appropriate training and development to do my job well	20	46	19	10			66%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	29	45	15				75%	74%
Q5f. I have confidence in the decisions my manager makes	30	38	17	8			69%	68%
Q6d. Senior managers encourage innovation by employees	14	37	28	13	8		51%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	15	38	30	11	7		53%	52%
Q7a. My organisation focuses on improving the work we do	20	50	19	8			69%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	16	41	24	12			57%	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%

	HIGH PERFORMANCE					65% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018
Q7d. There is good co-operation between teams across our organisation	12	38	26	17	8	50%	49%		
Q7h. My organisation generally selects capable people to do the job	11	44	24	14	8	54%	54%		

KEY





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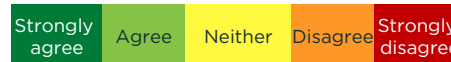
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Results are rounded and may not add up to 100%

PUBLIC SECTOR VALUES	62% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018
Q2a. My workgroup strives to achieve customer/client satisfaction	39	47	8			86%	86%
Q2e. People in my workgroup treat each other with respect	34	41	14	7		75%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	29	45	15			75%	74%
Q5b. My manager listens to what I have to say	34	42	12			76%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	14	37	26	15	9	51%	49%
Q6c. I feel that senior managers model the values of my organisation	15	37	26	12	10	52%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	18	44	24	8		61%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	13	35	25	16	11	48%	47%
Q6h. I feel that senior managers listen to employees	13	31	27	16	13	44%	43%

KEY





EXPLORE THE FULL RESULTS

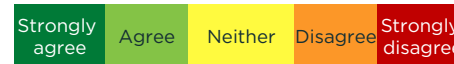
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Results are rounded and may not add up to 100%

PUBLIC SECTOR VALUES		62% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	
Q7a. My organisation focuses on improving the work we do		20	50	19	8	69%	69%	
Q7e. People in my organisation take responsibility for their own actions		11	38	28	15	8	48%	49%

KEY





EXPLORE THE FULL RESULTS

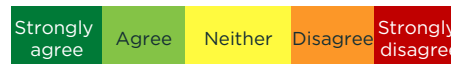
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Results are rounded and may not add up to 100%

DIVERSITY & INCLUSION	69% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018
Q1b. I am provided with the support I need to do my best at work	22	44	15	13		67%	65%
Q5b. My manager listens to what I have to say	34	42	12			76%	76%
Q5d. My manager encourages and values employee input	33	40	14	7		73%	72%
Q6i. Senior managers in my organisation support the career advancement of women	23	38	29			61%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	27	50	15			77%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	29	47	15			76%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	46	16	9		69%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	24	35	23	11	8	59%	59%
Q8e. My manager supports flexible working in my team	27	36	22	8		63%	63%

KEY





EXPLORE THE FULL RESULTS

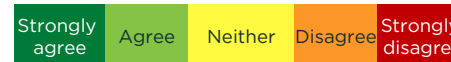
Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%

FLEXIBLE WORKING		61% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	24	35	23	11	8	59%	59%	
Q8e. My manager supports flexible working in my team	27	36	22	8		63%	63%	

KEY



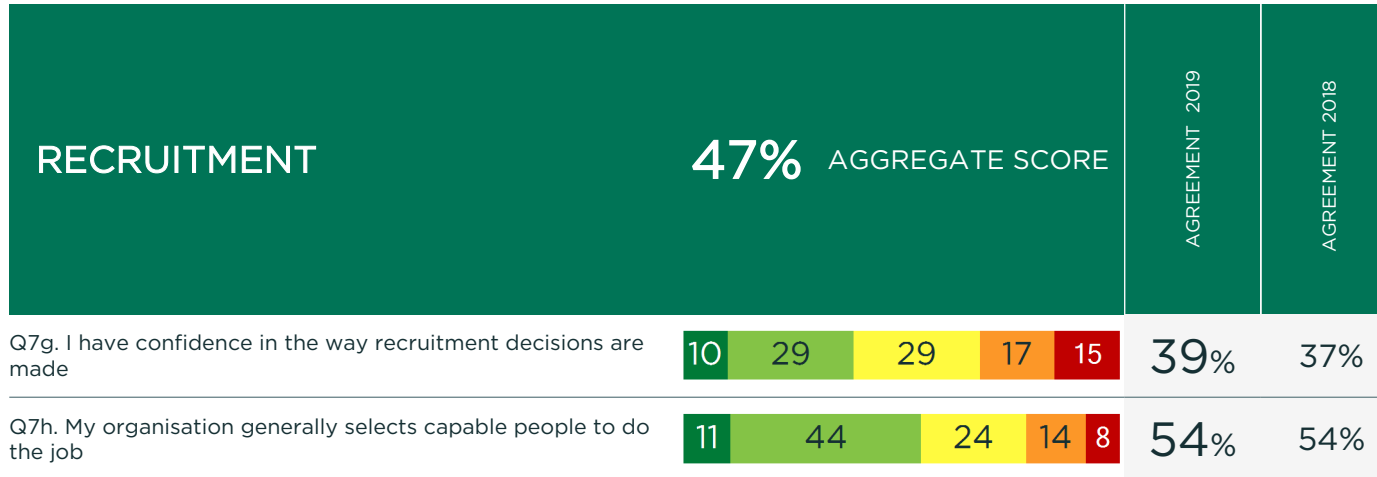


EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%



KEY





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

Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

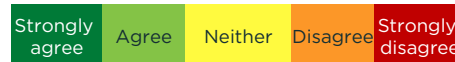
57% AGGREGATE SCORE

AGREEMENT 2019

AGREEMENT 2018

Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	22	44	18	11	66%	65%	
Q3e. My performance is assessed against clear criteria	17	40	24	13	57%	56%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	16	35	23	15	11	51%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	31	38	16	8	69%	69%	
Q5h. My manager deals appropriately with employees who perform poorly	19	29	30	12	10	48%	46%
Q7f. My organisation is committed to developing its employees	13	40	27	13	8	53%	52%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%

	70% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018
Q1b. I am provided with the support I need to do my best at work	22	44	15	13		67%	65%
Q1f. I am able to keep my work stress at an acceptable level	16	45	18	14		61%	60%
Q2c. I receive help and support from other members of my workgroup	35	46	11			81%	81%
Q2d. There is good team spirit in my workgroup	32	38	15	9		70%	70%

KEY



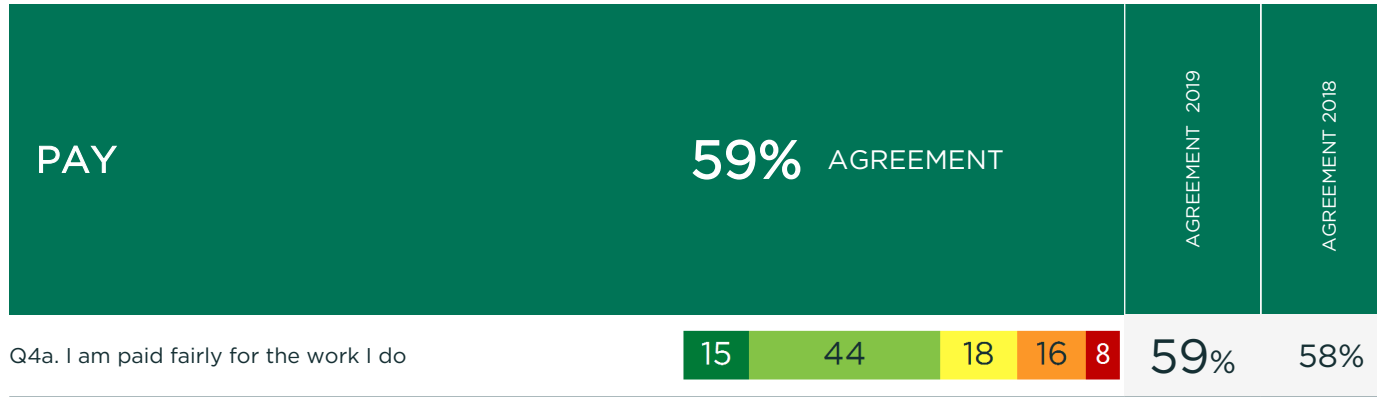


EXPLORE THE FULL RESULTS

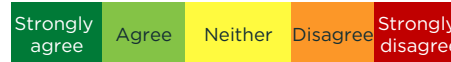
Questions are grouped by topics in this report.

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



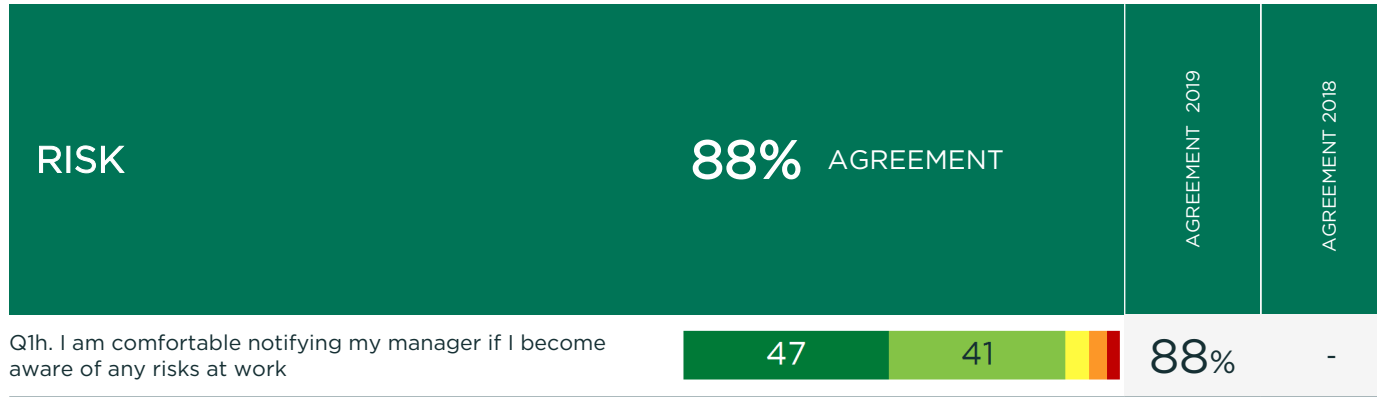


EXPLORE THE FULL RESULTS

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



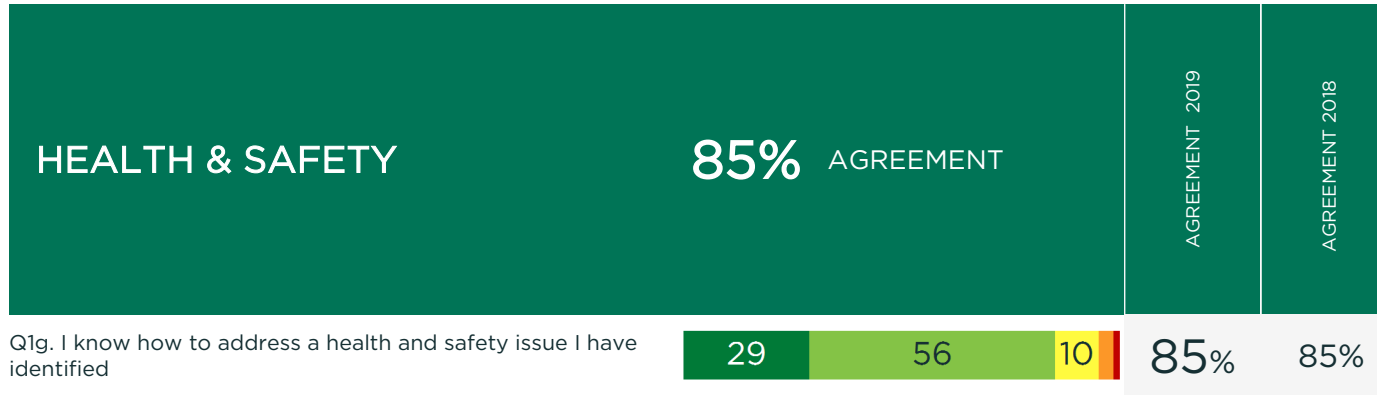


EXPLORE THE FULL RESULTS

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

39% AGREEMENT

AGREEMENT 2019

AGREEMENT 2018

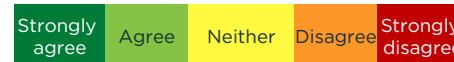
Q10a. I believe action will be taken on the results from this survey by my organisation



39%

37%

KEY



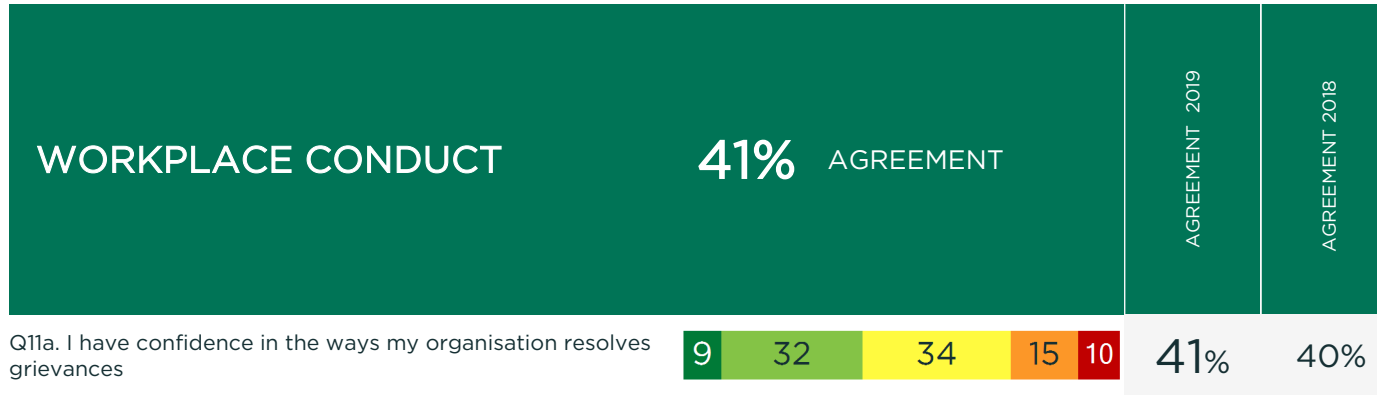


EXPLORE THE FULL RESULTS

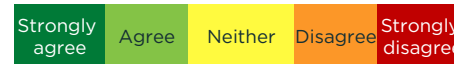
Questions are grouped by topics in this report.

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

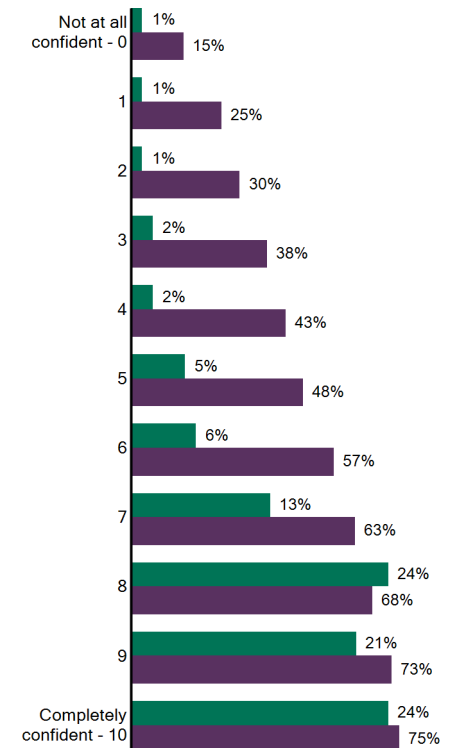
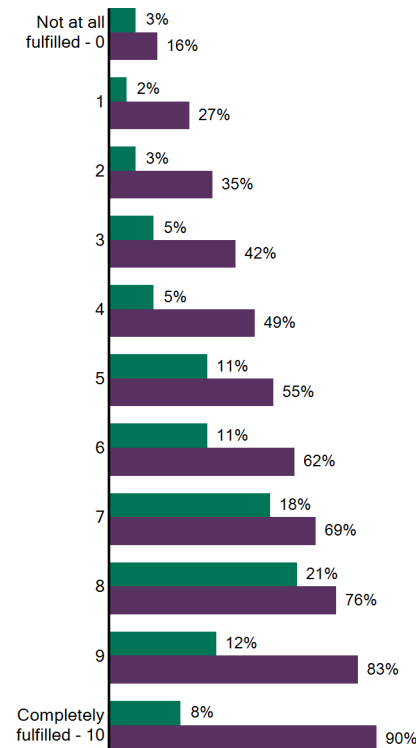
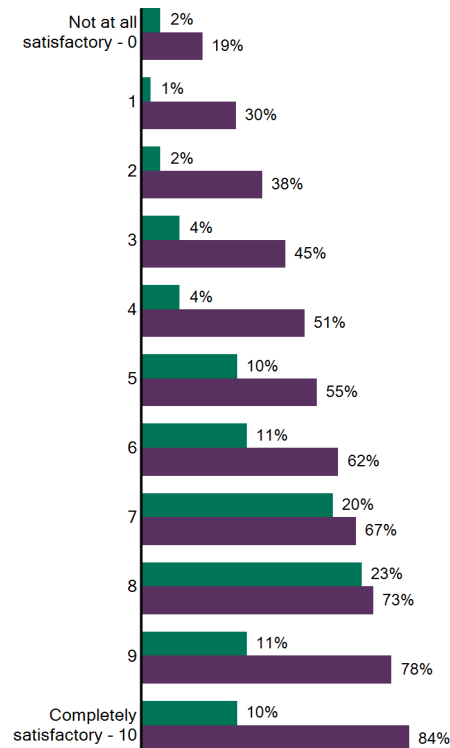


WELLBEING AND ENGAGEMENT

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

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

Yes



71% 71%

No



29% 29%

Q3b. I have informal feedback conversations with my manager

Yes



76% 76%

No



24% 24%

Q3c. I have scheduled feedback conversations with my manager

Yes



60% 58%

No



40% 42%



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
Yes		41%	41%
No		59%	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

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

		2019	2018
Lack of visible opportunities		29%	30%
Personal/family considerations		29%	30%
There are no major barriers to my career progression		29%	32%
Lack of promotion opportunities		28%	29%
Geographic location considerations		25%	26%
The application/recruitment process is too cumbersome or time consuming		22%	23%
Insufficient training and development		15%	16%
Lack of support for temporary assignments/secondments		15%	15%
Lack of support from my manager/supervisor		13%	14%
Lack of required capabilities or experience		11%	11%
Other		9%	9%

% are calculated with the number of unique respondents (N = 178,110 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

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

Yes



27%

24%

No



56%

58%

Don't know

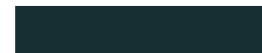


17%

18%

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

Yes



65%

66%

No



32%

32%

Don't know



4%

2%



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

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

Yes		33%	33%
No		57%	57%
Don't know		10%	10%

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

Yes		18%	18%
No		75%	76%
Don't know		7%	6%



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

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

A fellow worker at your level		27%	27%
Your immediate manager/supervisor		23%	23%
A senior manager		21%	21%
Prefer not to say		13%	14%
A subordinate		7%	7%
Other		5%	4%
A client or customer		3%	2%
A member of the public other than a client or customer		1%	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

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

Yes		4%	3%
No		94%	94%
Don't know		2%	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		38%	39%
A member of the public		36%	37%
Other		19%	19%
Prefer not to say		7%	6%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
GENDER		
Male		34%
Female		64%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
AGE		
15-19		0%
20-24		3%
25-29		9%
30-34		12%
35-39		13%
40-44		14%
45-49		15%
50-54		13%
55-59		12%
60-64		7%
65+		3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

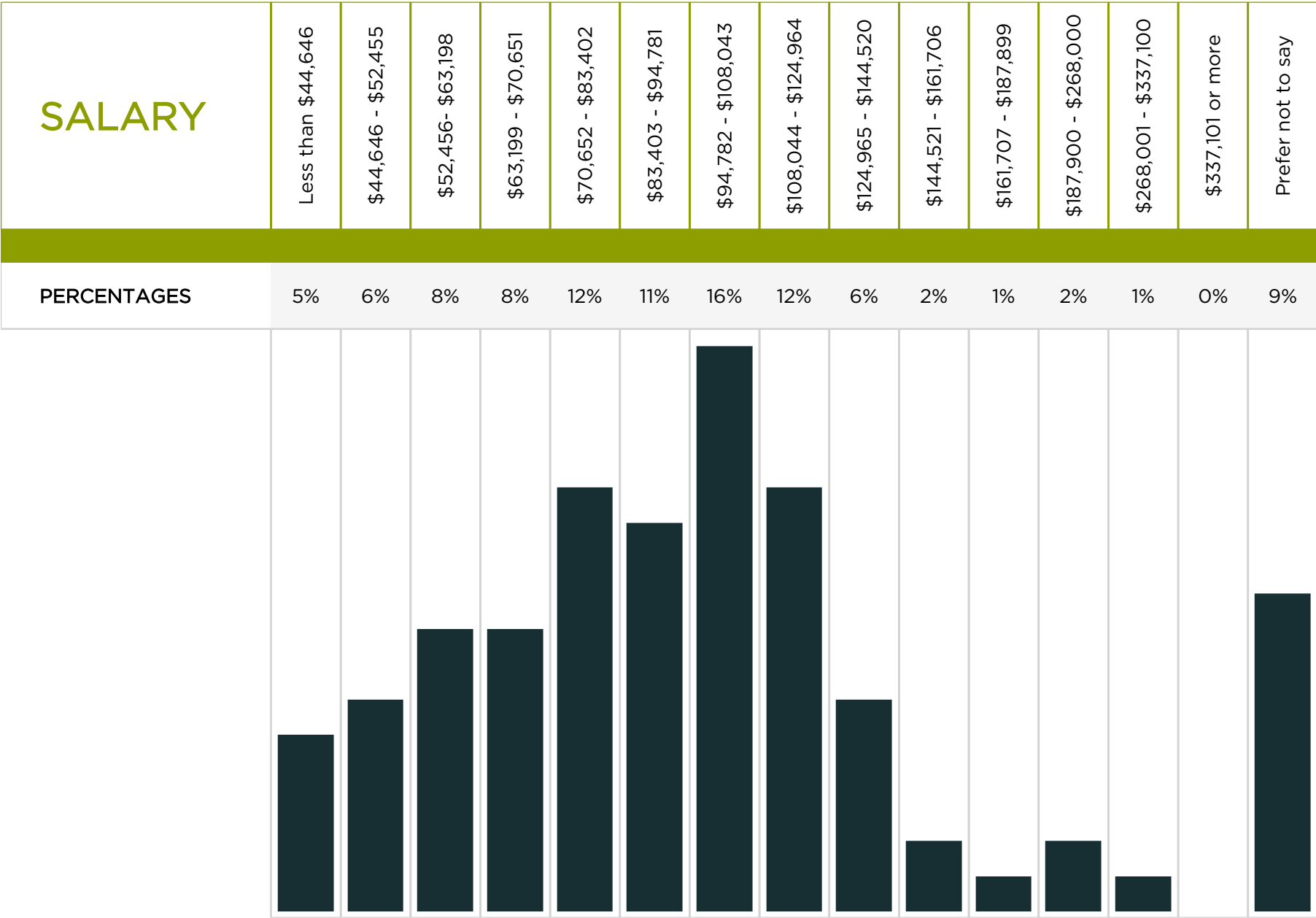
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	50%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	10%
Administrative support (e.g. executive/personal assistant, receptionist)	9%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	9%
Policy	2%
Research	1%
Program and project management support	7%
Legal (including developing and/or reviewing legislation)	1%
Other	12%

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		12%
1 - 2 years		11%
2 - 5 years		20%
5 - 10 years		19%
10 - 20 years		23%
More than 20 years		15%

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		38%
None of the above		37%
Working from home		17%
Working from different locations		14%
Working additional hours to make up for time off		13%
Part-time work		12%
Leave without pay		9%

% are calculated with the number of unique respondents (N = 169,651 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
FLEXIBLE WORKING		
Working more hours over fewer days		8%
Flexible scheduling for rostered workers		5%
Study leave		5%
Other		3%
Job sharing		3%
Purchasing annual leave		1%

% are calculated with the number of unique respondents (N = 169,651 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 Public Sector	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	185289	85336	17475	14773	14724	2936	2035	11578	2124	20940
EMPLOYEE ENGAGEMENT	66%	65%	65%	70%	68%	67%	69%	68%	71%	64%
ENGAGEMENT WITH WORK	73%	73%	71%	75%	74%	74%	78%	76%	81%	71%
SENIOR MANAGERS	50%	48%	48%	56%	57%	56%	55%	56%	55%	48%
COMMUNICATION	62%	60%	62%	66%	70%	71%	70%	70%	69%	60%
HIGH PERFORMANCE	65%	64%	63%	68%	68%	70%	69%	69%	69%	62%
PUBLIC SECTOR VALUES	62%	61%	61%	66%	68%	70%	68%	69%	69%	59%
DIVERSITY & INCLUSION	69%	65%	70%	74%	77%	79%	78%	78%	76%	67%

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

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

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	NSW Public Sector	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	185289	8897	9858	14318	13907	19977	19547	26885	19713	10696	4106	2532	3872	871
EMPLOYEE ENGAGEMENT	66%	71%	68%	67%	67%	65%	64%	63%	66%	69%	70%	73%	72%	74%
ENGAGEMENT WITH WORK	73%	79%	75%	73%	73%	71%	71%	71%	75%	78%	79%	82%	82%	85%
SENIOR MANAGERS	50%	56%	52%	50%	52%	48%	46%	47%	52%	56%	59%	61%	63%	64%
COMMUNICATION	62%	65%	62%	61%	63%	61%	60%	61%	66%	70%	72%	74%	76%	75%
HIGH PERFORMANCE	65%	69%	66%	65%	66%	64%	62%	63%	67%	69%	71%	72%	74%	75%
PUBLIC SECTOR VALUES	62%	66%	62%	61%	63%	61%	60%	61%	65%	69%	71%	73%	75%	75%
DIVERSITY & INCLUSION	69%	73%	70%	68%	69%	67%	67%	67%	72%	77%	79%	79%	82%	81%

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 Public Sector	\$337,101 or more	Prefer not to say
NUMBER OF RESPONDENTS	185289	535	15378
EMPLOYEE ENGAGEMENT	66%	73%	61%
ENGAGEMENT WITH WORK	73%	83%	66%
SENIOR MANAGERS	50%	62%	42%
COMMUNICATION	62%	73%	56%
HIGH PERFORMANCE	65%	73%	58%
PUBLIC SECTOR VALUES	62%	72%	56%
DIVERSITY & INCLUSION	69%	77%	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

RESULT BY TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	NSW Public Sector	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	185289	20904	18584	34167	31467	39319	25560
EMPLOYEE ENGAGEMENT	66%	74%	69%	66%	63%	63%	64%
ENGAGEMENT WITH WORK	73%	81%	76%	73%	70%	70%	73%
SENIOR MANAGERS	50%	65%	56%	51%	46%	45%	47%
COMMUNICATION	62%	76%	68%	64%	59%	58%	59%
HIGH PERFORMANCE	65%	76%	69%	65%	62%	61%	63%
PUBLIC SECTOR VALUES	62%	75%	68%	63%	59%	58%	60%
DIVERSITY & INCLUSION	69%	80%	75%	71%	67%	65%	66%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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CUT OFF LIMIT OF 30 RESPONDENTS

RESULTS BY TYPES OF FLEXIBLE WORKING



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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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 Public Sector	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	185289	63632	12776	22890	8705	20607	4419	23783	29571	2397	14506	8532	4615	63617
EMPLOYEE ENGAGEMENT	66%	69%	69%	69%	69%	67%	69%	70%	69%	66%	67%	69%	65%	63%
ENGAGEMENT WITH WORK	73%	76%	76%	76%	76%	74%	77%	79%	77%	72%	72%	78%	70%	70%
SENIOR MANAGERS	50%	55%	53%	54%	51%	50%	56%	57%	57%	52%	52%	52%	47%	46%
COMMUNICATION	62%	69%	67%	69%	65%	64%	67%	71%	72%	64%	65%	67%	59%	57%
HIGH PERFORMANCE	65%	69%	68%	69%	67%	67%	71%	71%	70%	66%	67%	70%	62%	61%
PUBLIC SECTOR VALUES	62%	68%	66%	67%	64%	64%	68%	70%	70%	63%	65%	66%	59%	58%
DIVERSITY & INCLUSION	69%	79%	77%	78%	75%	73%	76%	81%	82%	71%	72%	74%	67%	61%

*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

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	NSW Public Sector	Sydney East	Sydney West	Sydney - City and Inner South	Sydney - Parramatta	Newcastle and Lake Macquarie	Sydney - North Sydney and Hornsby	Sydney - Inner West	Central Coast	Sydney - Inner South West	Sydney - South West	Central West	Illawarra	Sydney - Outer West and Blue Mountains
NUMBER OF RESPONDENTS	185289	53213	35304	24194	16808	9623	8256	6291	6032	6019	5969	5836	4934	4605
EMPLOYEE ENGAGEMENT	66%	68%	66%	68%	66%	64%	69%	69%	66%	68%	68%	66%	64%	64%
ENGAGEMENT WITH WORK	73%	75%	73%	74%	73%	71%	76%	75%	72%	76%	76%	73%	72%	71%
SENIOR MANAGERS	50%	54%	52%	53%	51%	46%	55%	54%	48%	55%	56%	50%	46%	47%
COMMUNICATION	62%	67%	64%	67%	64%	60%	67%	68%	61%	66%	66%	62%	61%	61%
HIGH PERFORMANCE	65%	68%	66%	67%	65%	63%	69%	68%	64%	69%	69%	66%	64%	63%
PUBLIC SECTOR VALUES	62%	67%	64%	67%	63%	60%	67%	67%	62%	66%	66%	62%	60%	60%
DIVERSITY & INCLUSION	69%	73%	70%	75%	71%	68%	73%	74%	68%	71%	70%	70%	69%	66%

*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 Public Sector	Far West and Orana	Capital Region	New England and North West	Hunter Valley exc Newcastle	Richmond - Tweed	Riverina	Sydney - Outer South West	Sydney - Blacktown	Mid North Coast	Coffs Harbour - Grafton	Sydney - Eastern Suburbs	Sydney - Ryde	Southern Highlands and Shoalhaven
NUMBER OF RESPONDENTS	185289	4417	4189	4092	4047	3868	3613	3506	3448	3335	3314	3070	2270	2243
EMPLOYEE ENGAGEMENT	66%	66%	65%	66%	64%	63%	67%	66%	66%	64%	63%	66%	68%	64%
ENGAGEMENT WITH WORK	73%	74%	74%	75%	71%	72%	75%	72%	74%	73%	72%	74%	77%	72%
SENIOR MANAGERS	50%	52%	48%	51%	49%	44%	50%	50%	52%	44%	45%	47%	57%	46%
COMMUNICATION	62%	62%	62%	61%	60%	58%	62%	63%	63%	59%	60%	61%	68%	58%
HIGH PERFORMANCE	65%	65%	64%	66%	63%	62%	65%	66%	67%	62%	62%	64%	70%	61%
PUBLIC SECTOR VALUES	62%	62%	61%	62%	61%	58%	62%	62%	64%	59%	59%	61%	69%	58%
DIVERSITY & INCLUSION	69%	68%	68%	68%	67%	64%	69%	67%	67%	66%	67%	67%	73%	65%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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CUT OFF LIMIT OF 30 RESPONDENTS



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.

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Results are rounded and may not add up to 100%

	NSW Public Sector	Sydney - Sutherland	Murray	Sydney - Northern Beaches	Sydney - Baulkham Hills and Hawkesbury	Outside NSW
NUMBER OF RESPONDENTS	185289	1832	1656	1281	968	38
EMPLOYEE ENGAGEMENT	66%	68%	66%	69%	68%	64%
ENGAGEMENT WITH WORK	73%	75%	74%	78%	77%	73%
SENIOR MANAGERS	50%	56%	49%	52%	59%	48%
COMMUNICATION	62%	66%	62%	64%	70%	60%
HIGH PERFORMANCE	65%	70%	65%	68%	71%	58%
PUBLIC SECTOR VALUES	62%	68%	62%	66%	70%	61%
DIVERSITY & INCLUSION	69%	69%	70%	69%	71%	65%

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%

	NSW Public Sector	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
NUMBER OF RESPONDENTS	185289	572	5805	15254	20157	22118	22973	24806	22530	19884	11633	4313
EMPLOYEE ENGAGEMENT	66%	73%	73%	68%	66%	66%	65%	65%	65%	65%	66%	69%
ENGAGEMENT WITH WORK	73%	79%	78%	73%	72%	72%	72%	72%	73%	74%	76%	82%
SENIOR MANAGERS	50%	64%	61%	53%	51%	51%	50%	50%	49%	48%	49%	52%
COMMUNICATION	62%	70%	71%	66%	65%	64%	63%	62%	61%	60%	61%	64%
HIGH PERFORMANCE	65%	75%	75%	68%	66%	65%	64%	64%	63%	64%	65%	67%
PUBLIC SECTOR VALUES	62%	72%	71%	65%	64%	63%	62%	62%	61%	61%	62%	65%
DIVERSITY & INCLUSION	69%	76%	77%	72%	71%	70%	69%	68%	67%	67%	68%	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 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%

	NSW Public Sector	Male	Female	Other
NUMBER OF RESPONDENTS	185289	58926	109480	3117
EMPLOYEE ENGAGEMENT	66%	65%	67%	49%
ENGAGEMENT WITH WORK	73%	72%	74%	48%
SENIOR MANAGERS	50%	49%	52%	26%
COMMUNICATION	62%	63%	63%	39%
HIGH PERFORMANCE	65%	64%	66%	42%
PUBLIC SECTOR VALUES	62%	62%	64%	40%
DIVERSITY & INCLUSION	69%	70%	70%	46%

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

ABORIGINAL AND/OR TORRES STRAIT ISLANDER



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 Public Sector	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	185289	5850	158729	7847
EMPLOYEE ENGAGEMENT	66%	66%	67%	50%
ENGAGEMENT WITH WORK	73%	72%	74%	51%
SENIOR MANAGERS	50%	50%	51%	28%
COMMUNICATION	62%	60%	64%	40%
HIGH PERFORMANCE	65%	64%	66%	44%
PUBLIC SECTOR VALUES	62%	60%	64%	41%
DIVERSITY & INCLUSION	69%	66%	71%	46%

3% of respondents identified as Aboriginal and/or Torres Strait Islander.

KEY

AT LEAST 5 PERCENTAGE POINTS
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AT LEAST 5 PERCENTAGE POINTS
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LANGUAGE OTHER THAN ENGLISH



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 Public Sector	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	185289	35464	129748	7784
EMPLOYEE ENGAGEMENT	66%	69%	66%	51%
ENGAGEMENT WITH WORK	73%	77%	73%	52%
SENIOR MANAGERS	50%	58%	49%	31%
COMMUNICATION	62%	68%	62%	42%
HIGH PERFORMANCE	65%	70%	65%	46%
PUBLIC SECTOR VALUES	62%	68%	62%	44%
DIVERSITY & INCLUSION	69%	73%	69%	48%

20% of respondents speak a language other than English at home.

KEY

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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 Public Sector	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	185289	4947	161775	6135
EMPLOYEE ENGAGEMENT	66%	61%	67%	49%
ENGAGEMENT WITH WORK	73%	65%	74%	50%
SENIOR MANAGERS	50%	44%	51%	28%
COMMUNICATION	62%	55%	64%	41%
HIGH PERFORMANCE	65%	58%	66%	44%
PUBLIC SECTOR VALUES	62%	56%	64%	42%
DIVERSITY & INCLUSION	69%	62%	70%	47%

3% of respondents identified as having a disability.

KEY

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GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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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 Public Sector	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	185289	13634	150478	8040
EMPLOYEE ENGAGEMENT	66%	58%	67%	52%
ENGAGEMENT WITH WORK	73%	60%	75%	53%
SENIOR MANAGERS	50%	41%	52%	33%
COMMUNICATION	62%	53%	64%	46%
HIGH PERFORMANCE	65%	56%	67%	49%
PUBLIC SECTOR VALUES	62%	54%	64%	47%
DIVERSITY & INCLUSION	69%	60%	71%	52%

8% of respondents identified as having a mental health condition.

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 Public Sector	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	185289	7129	156920	8050
EMPLOYEE ENGAGEMENT	66%	65%	67%	50%
ENGAGEMENT WITH WORK	73%	72%	74%	52%
SENIOR MANAGERS	50%	49%	51%	29%
COMMUNICATION	62%	62%	64%	43%
HIGH PERFORMANCE	65%	64%	66%	45%
PUBLIC SECTOR VALUES	62%	62%	64%	43%
DIVERSITY & INCLUSION	69%	69%	70%	49%

4% of respondents identified as lesbian, gay, bisexual, transgender, intersex or gender diverse.

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

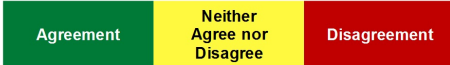
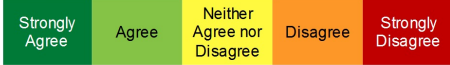
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.