



2019 | NSW Public Sector
Employee Survey

AGENCY REPORT

Planning and Environment

Australian Museum



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RESPONSE RATE

85%

188 OF 220 RESPONDENTS

RESPONSE RATE 2018: 100%

EMPLOYEE ENGAGEMENT

70%

DIFFERENCE FROM 2018 -3 (73%)

DIFFERENCE FROM CLUSTER +1 (69%)

DIFFERENCE FROM PUBLIC SECTOR +4 (66%)

ENGAGEMENT WITH WORK

71%

DIFFERENCE FROM 2018 -7 (78%)

DIFFERENCE FROM CLUSTER -3 (74%)

DIFFERENCE FROM PUBLIC SECTOR -1 (73%)

SENIOR MANAGERS

36%

DIFFERENCE FROM 2018 -10 (46%)

DIFFERENCE FROM CLUSTER -15 (51%)

DIFFERENCE FROM PUBLIC SECTOR -14 (50%)

COMMUNICATION

58%

DIFFERENCE FROM 2018 -4 (62%)

DIFFERENCE FROM CLUSTER -9 (67%)

DIFFERENCE FROM PUBLIC SECTOR -4 (62%)

HIGH PERFORMANCE

57%

DIFFERENCE FROM 2018 -8 (66%)

DIFFERENCE FROM CLUSTER -9 (66%)

DIFFERENCE FROM PUBLIC SECTOR -8 (65%)

PUBLIC SECTOR VALUES

56%

DIFFERENCE FROM 2018 -7 (63%)

DIFFERENCE FROM CLUSTER -10 (66%)

DIFFERENCE FROM PUBLIC SECTOR -6 (62%)

DIVERSITY & INCLUSION

71%

DIFFERENCE FROM 2018 -7 (78%)

DIFFERENCE FROM CLUSTER -5 (76%)

DIFFERENCE FROM PUBLIC SECTOR +2 (69%)

FLEXIBLE WORKING SATISFACTION

59%

DIFFERENCE FROM 2018 -16 (75%)

DIFFERENCE FROM CLUSTER -13 (72%)

DIFFERENCE FROM PUBLIC SECTOR 0 (59%)

ACTION ON RESULTS

30%

DIFFERENCE FROM 2018 -5 (35%)

DIFFERENCE FROM CLUSTER -16 (47%)

DIFFERENCE FROM PUBLIC SECTOR -9 (39%)



QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

This page compares the aggregate or individual scores for key topics. The individual questions in each group are listed in the All Questions section.

The Employee Engagement index is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

Response Rate: some entities exceed 100% where responses were greater than the employee headcount. This is thought to be primarily due to employees selecting the wrong work location in the survey

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
2a. My workgroup strives to achieve customer/client satisfaction	91%	92%
1h. I am comfortable notifying my manager if I become aware of any risks at work	91%	-
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	86%	86%
1a. I understand what is expected of me to do well in my role	85%	88%
7j. I am proud to tell others I work for my organisation	84%	87%
7k. I feel a strong personal attachment to my organisation	84%	85%
2c. I receive help and support from other members of my workgroup	82%	86%
5b. My manager listens to what I have to say	82%	83%
2b. My workgroup works collaboratively to achieve its objectives	82%	84%
2e. People in my workgroup treat each other with respect	81%	86%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
7g. I have confidence in the way recruitment decisions are made	23%	34%
7f. My organisation is committed to developing its employees	26%	40%
6h. I feel that senior managers listen to employees	27%	35%
7c. I feel that change is managed well in my organisation	28%	32%
3g. I am satisfied with the opportunities available for career development in my organisation	29%	40%
10a. I believe action will be taken on the results from this survey by my organisation	30%	35%
11a. I have confidence in the ways my organisation resolves grievances	33%	34%
6g. I feel that senior managers keep employees informed about what's going on	34%	43%
6d. Senior managers encourage innovation by employees	34%	48%
6b. I feel that senior managers effectively lead and manage change	35%	40%



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
5a. My manager encourages people in my workgroup to keep improving the work they do	78%	75%
5c. My manager communicates effectively with me	74%	72%
1f. I am able to keep my work stress at an acceptable level	64%	63%
1e. I am satisfied with my job	70%	68%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
3f. I have received appropriate training and development to do my job well	47%	65%
1d. I feel motivated to contribute more than what is normally required at work	67%	85%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	49%	66%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	59%	75%
7a. My organisation focuses on improving the work we do	53%	68%
7f. My organisation is committed to developing its employees	26%	40%
7m. My organisation inspires me to do the best in my job	55%	69%
6d. Senior managers encourage innovation by employees	34%	48%
8e. My manager supports flexible working in my team	68%	82%
1b. I am provided with the support I need to do my best at work	54%	67%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

HIGHEST NEUTRAL SCORING QUESTIONS

AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

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



Q7f. My organisation is committed to developing its employees



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



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



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



Q7f. My organisation is committed to developing its employees



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



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



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



Q7f. My organisation is committed to developing its employees



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



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



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: 188

Gender	Survey %	Employment Status	Survey %	Type of work	Survey %
Male	35	Senior Executive (ongoing/permanent or term)	4	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	23
Female	61	Ongoing/Permanent (other than senior executive)	57	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)	13
Other	4	Temporary (including temporary teachers and graduates)	12	Administrative support (e.g. executive/personal assistant, receptionist)	4
		Casual	14	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	12
		Contract – Non Executive	9	Policy	1
		Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	2	Research	14
		Other	1	Program and project management support	14
		Don't know	1	Legal (including developing and/or reviewing legislation)	1
				Other	18
Age	Survey %	Manager of managers	Survey %	Organisation Tenure	Survey %
15 - 34 years	31	Yes	10	Less than 1 year	15
35 - 54 years	50	No	90	1 - 2 years	11
55+ years	19			2 - 5 years	31
		Supervisors	Survey %	5 - 10 years	20
		Yes	36	10 - 20 years	13
		No	64	More than 20 years	10
		Working arrangement	Survey %		
		Full-time	68	Salary	Survey %
		Part-time	32	\$83,402 and below	40
				\$83,403 - \$108,043	32
				\$108,044 - \$144,520	11
				\$144,521 and above	8
				Prefer not to say	10
LOTE spoken at home	Survey %				
Yes	16				
No	76				
Prefer not to say	8				
Aboriginal and/or Torres Strait Islanders	Survey %				
Yes	1				
No	93				
Prefer not to say	5				
Disability	Survey %				
Yes	4				
No	90				
Prefer not to say	6				
LGBTI	Survey %				
Yes	8				
No	84				
Prefer not to say	8				

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.

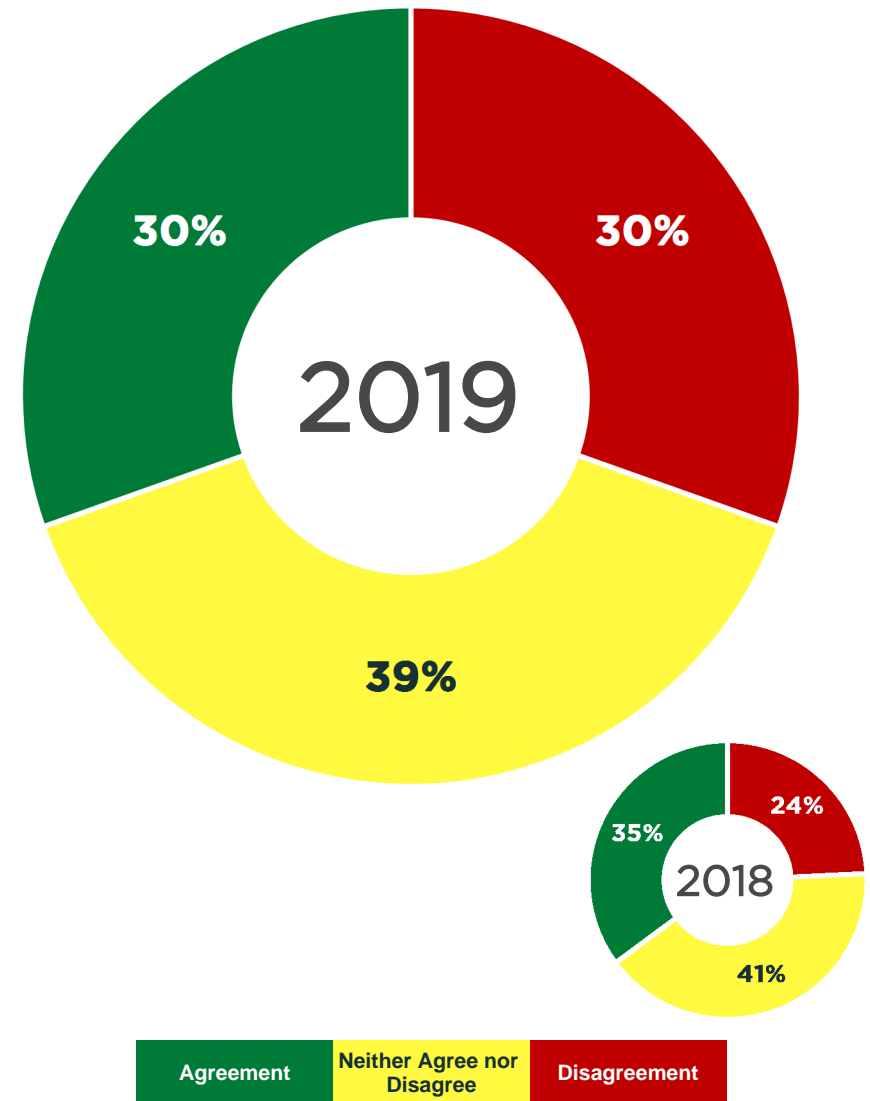
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30%

of employees replied favourably to:

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

39%	47%	35%
SECTOR	CLUSTER	2018



KEY DRIVERS OF ENGAGEMENT



Employee Engagement scores at different levels are shown in earlier and following pages.

These results show the issues that are the most significant influencers of employee engagement in the workplace at this level.

The questions are ranked in order of influence. In prioritising areas for action, it is common to focus on items with a low agreement score but higher in the ranked list of drivers, as they have higher impact. Variation of drivers within the organisation and business priorities should be considered.

If Engagement scores are high, other scores are often high as well.

RANK

		% AGREEMENT 2019	% AGREEMENT 2018	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7h. My organisation generally selects capable people to do the job	57%	63%	63%	54%
2	Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	86%	86%	82%	77%
3	Q7a. My organisation focuses on improving the work we do	53%	68%	68%	69%
4	Q7b. My organisation is making the necessary improvements to meet our future challenges	49%	57%	55%	57%
5	Q7f. My organisation is committed to developing its employees	26%	40%	52%	53%
6	Q6c. I feel that senior managers model the values of my organisation	37%	49%	54%	52%



EXPLORE THE FULL RESULTS

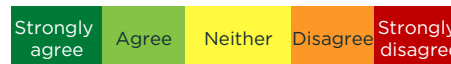
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EMPLOYEE ENGAGEMENT	70% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	18	40	29	10	59%	69%	68%	62%
Q7j. I am proud to tell others I work for my organisation	42	42	13		84%	87%	76%	70%
Q7k. I feel a strong personal attachment to my organisation	35	48	11		84%	85%	69%	64%
Q7l. My organisation motivates me to help it achieve its objectives	17	38	28	13	55%	65%	60%	56%
Q7m. My organisation inspires me to do the best in my job	17	38	28	13	55%	69%	60%	56%

KEY





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ENGAGEMENT WITH WORK	71% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019		
Q1c. My job gives me a feeling of personal accomplishment	30	47	14	77%	81%	76%	76%	
Q1d. I feel motivated to contribute more than what is normally required at work	29	38	17	12	67%	85%	75%	72%
Q1e. I am satisfied with my job	20	50	14	12	70%	68%	70%	69%

KEY





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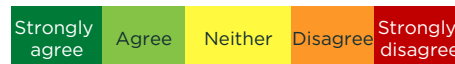
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SENIOR MANAGERS	36% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q6a. I believe senior managers provide clear direction for the future of the organisation	9	32	25	23	11	41%	50%	51%	51%
Q6b. I feel that senior managers effectively lead and manage change		29	26	26	12	35%	40%	46%	47%
Q6c. I feel that senior managers model the values of my organisation	9	28	32	20	11	37%	49%	54%	52%
Q6d. Senior managers encourage innovation by employees	9	25	36	21	9	34%	48%	51%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	10	30	37	16	7	39%	50%	56%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	12	37	32	13		49%	66%	66%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	7	27	27	23	15	34%	43%	54%	48%
Q6h. I feel that senior managers listen to employees		23	35	20	17	27%	35%	47%	44%
Q7c. I feel that change is managed well in my organisation		22	26	31	15	28%	32%	35%	42%

KEY





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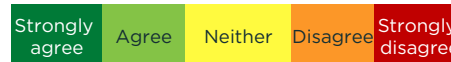
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COMMUNICATION	58% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019			
Q5c. My manager communicates effectively with me	30	44	10	11	74%	72%	76%	72%	
Q5d. My manager encourages and values employee input	36	42	13		78%	81%	79%	73%	
Q5e. My manager involves my workgroup in decisions about our work	29	41	14	11	70%	72%	72%	68%	
Q6g. I feel that senior managers keep employees informed about what's going on	7	27	27	23	15	34%	43%	54%	48%
Q6h. I feel that senior managers listen to employees	23	35	20	17	27%	35%	47%	44%	
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	47	20	8	67%	69%	75%	69%	

KEY





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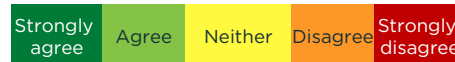
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HIGH PERFORMANCE	57% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019			
Q1a. I understand what is expected of me to do well in my role	30	55	11	85%	88%	87%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	35	48	9 7	82%	84%	82%	79%		
Q3f. I have received appropriate training and development to do my job well	14	34	34	13	47%	65%	62%	66%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	22	56	13	78%	75%	79%	75%		
Q5f. I have confidence in the decisions my manager makes	29	38	16	13	67%	75%	73%	69%	
Q6d. Senior managers encourage innovation by employees	9	25	36	21	9	34%	48%	51%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	10	30	37	16	7	39%	50%	56%	53%
Q7a. My organisation focuses on improving the work we do	13	40	28	14	53%	68%	68%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	12	37	33	15	49%	57%	55%	57%	

KEY



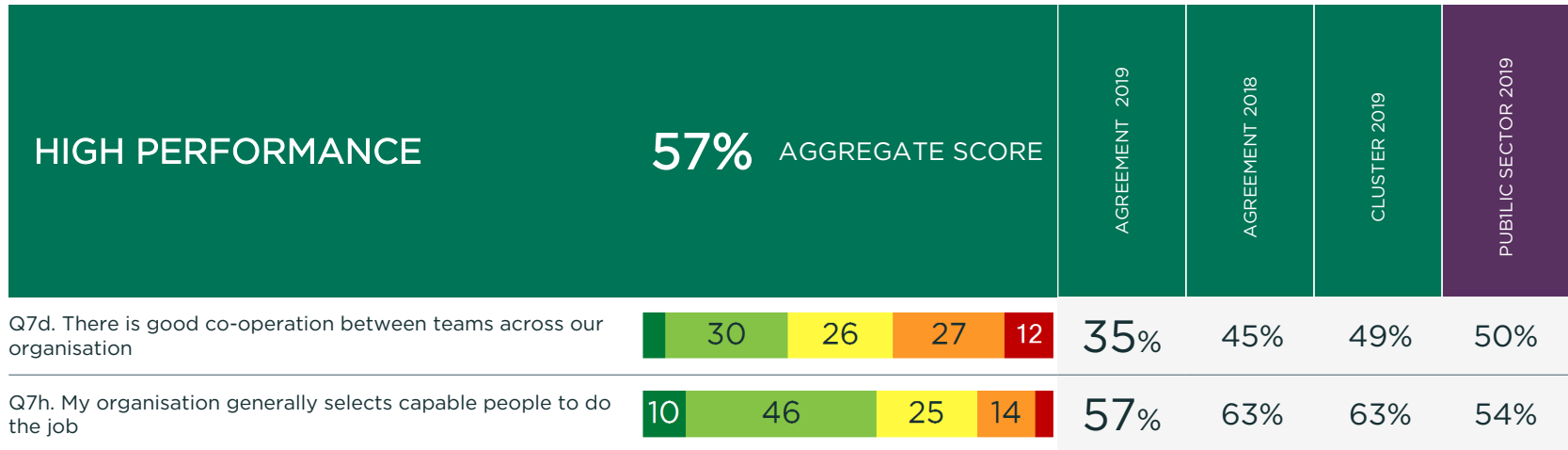


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Results are rounded and may not add up to 100%



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PUBLIC SECTOR VALUES	56% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019			
	Q2a. My workgroup strives to achieve customer/client satisfaction	45	47	91%	92%	89%	86%		
Q2e. People in my workgroup treat each other with respect	39	42	11	81%	86%	82%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	22	56	13	78%	75%	79%	75%		
Q5b. My manager listens to what I have to say	37	45	10	82%	83%	82%	76%		
Q6a. I believe senior managers provide clear direction for the future of the organisation	9	32	25	23	11	41%	50%	51%	51%
Q6c. I feel that senior managers model the values of my organisation	9	28	32	20	11	37%	49%	54%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	12	37	32	13		49%	66%	66%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	7	27	27	23	15	34%	43%	54%	48%
Q6h. I feel that senior managers listen to employees		23	35	20	17	27%	35%	47%	44%

KEY



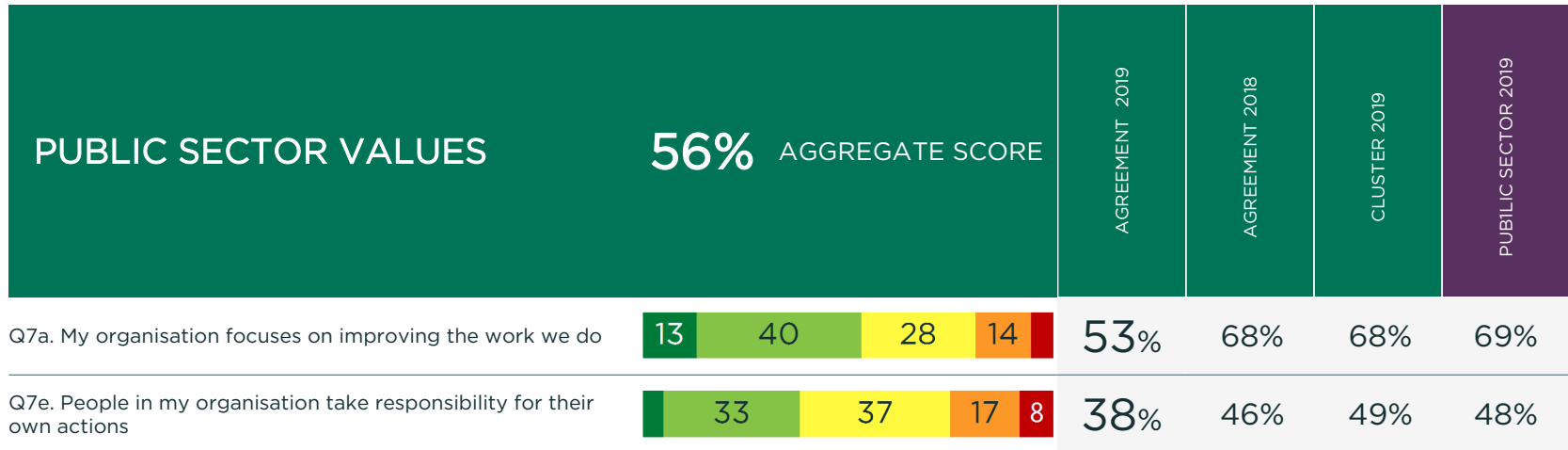


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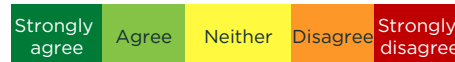
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DIVERSITY & INCLUSION	71% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	16	38	15	25		54%	67%	68%	67%
Q5b. My manager listens to what I have to say	37	45	10			82%	83%	82%	76%
Q5d. My manager encourages and values employee input	36	42	13			78%	81%	79%	73%
Q6i. Senior managers in my organisation support the career advancement of women	26	37	30			63%	74%	69%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	32	54	8			86%	86%	82%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	30	49	14			79%	84%	79%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	47	20	8		67%	69%	75%	69%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	22	37	21	11	9	59%	75%	72%	59%
Q8e. My manager supports flexible working in my team	29	39	17	7	7	68%	82%	77%	63%

KEY



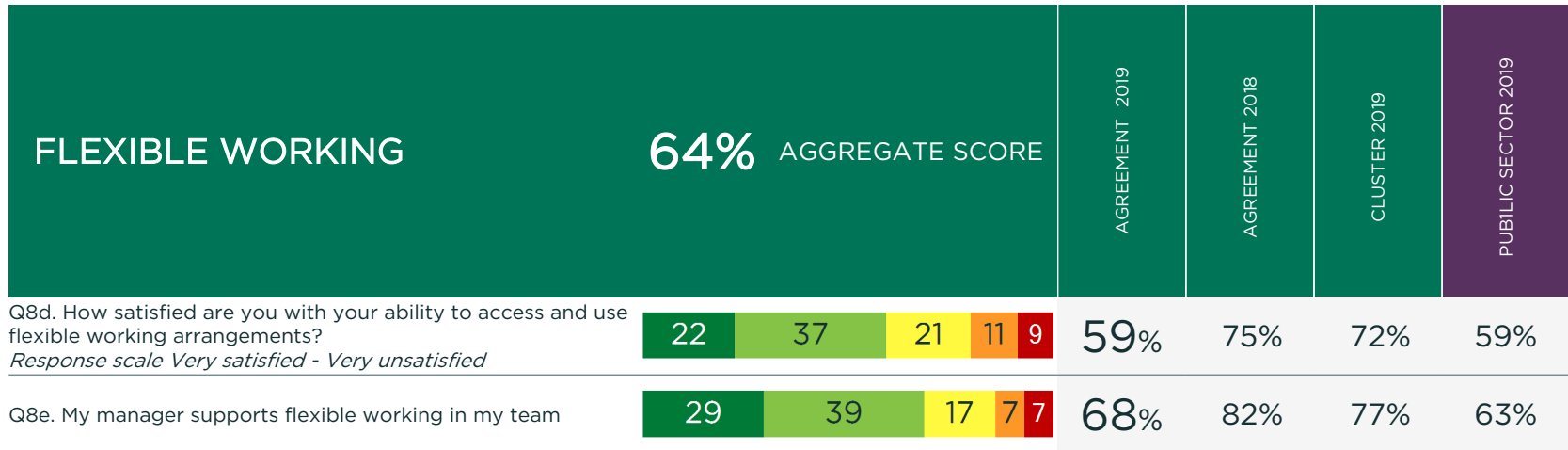


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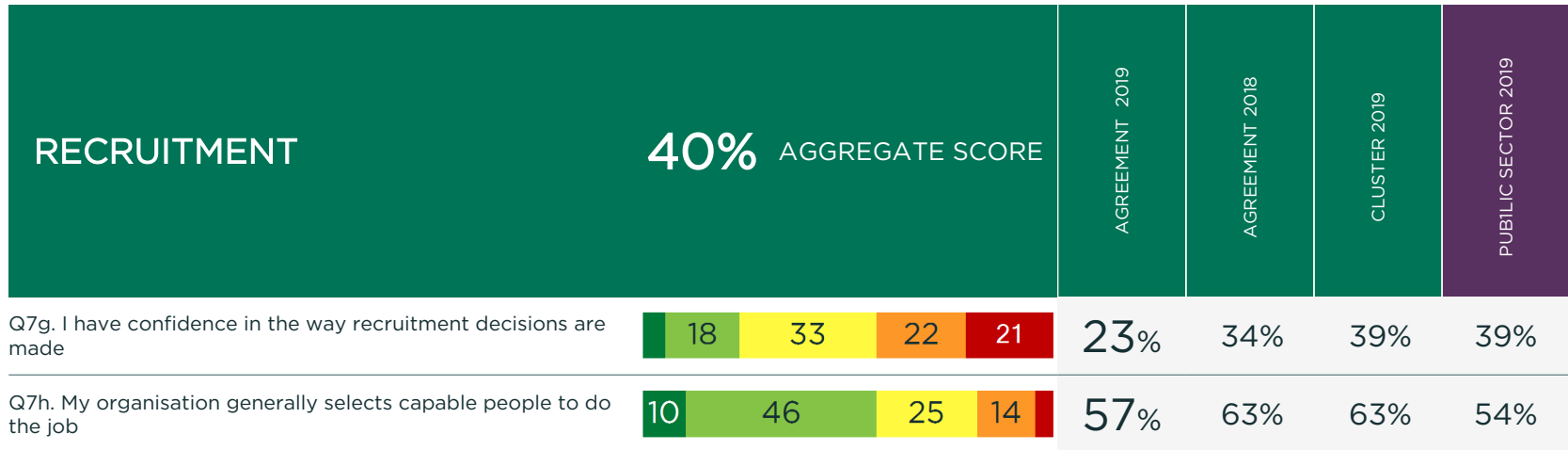


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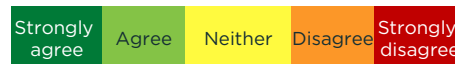
Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

47% AGGREGATE SCORE

		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	19 45 19 16	63%	73%	69%	66%
Q3e. My performance is assessed against clear criteria	12 38 28 18	51%	57%	55%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation	22 23 27 21	29%	40%	45%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do	33 38 12 13	71%	76%	77%	69%
Q5h. My manager deals appropriately with employees who perform poorly	14 28 38 12 9	41%	45%	48%	48%
Q7f. My organisation is committed to developing its employees	7 18 40 22 13	26%	40%	52%	53%

KEY





EXPLORE THE FULL RESULTS

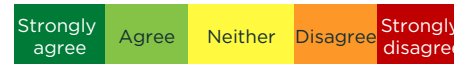
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Results are rounded and may not add up to 100%

	69% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	16	38	15	25		54%	67%	68%	67%
Q1f. I am able to keep my work stress at an acceptable level	14	50	12	17		64%	63%	64%	61%
Q2c. I receive help and support from other members of my workgroup	36	46	9	7		82%	86%	85%	81%
Q2d. There is good team spirit in my workgroup	35	39	14			74%	79%	76%	70%

KEY



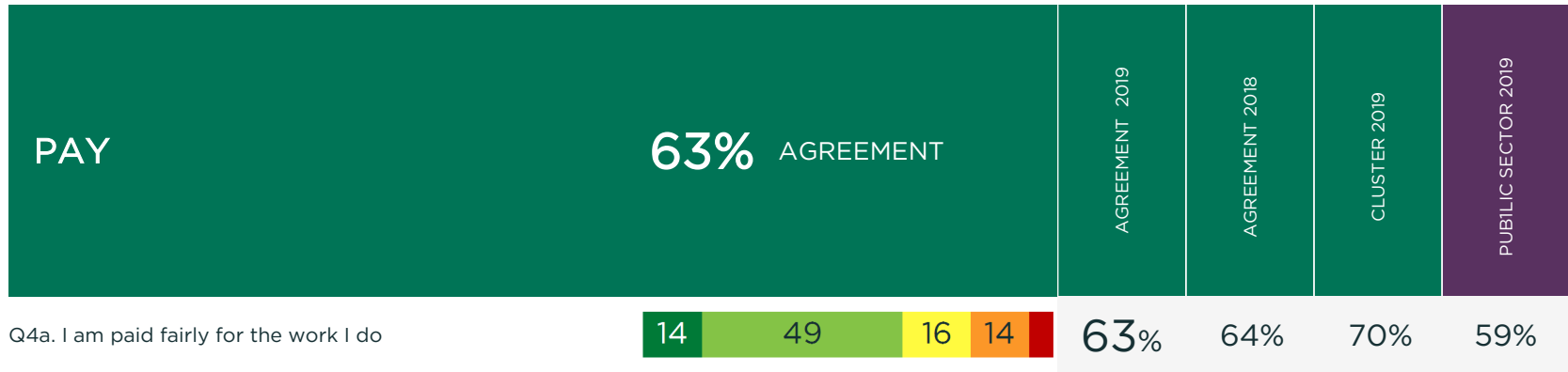


EXPLORE THE FULL RESULTS

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



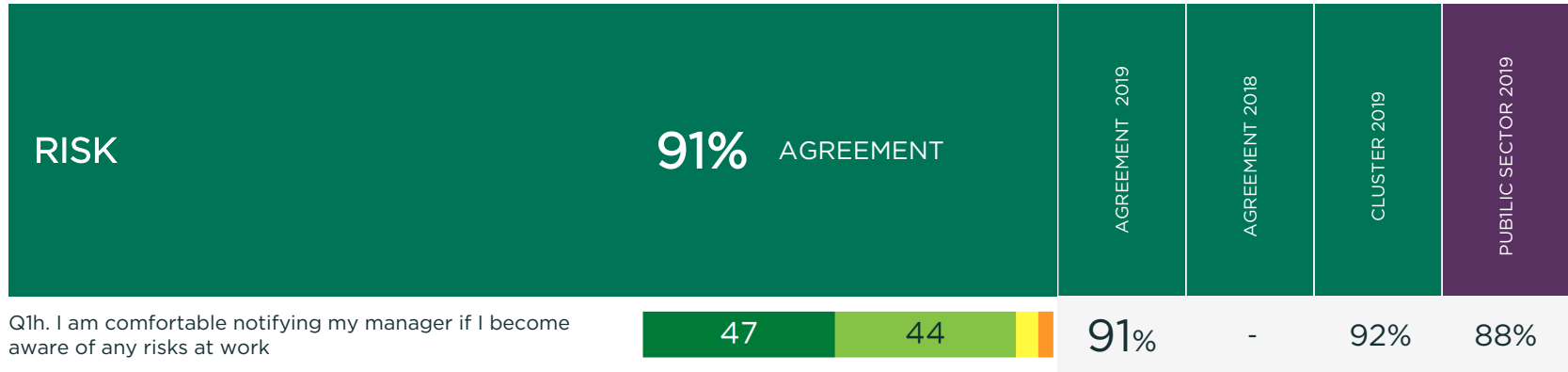


EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%



KEY



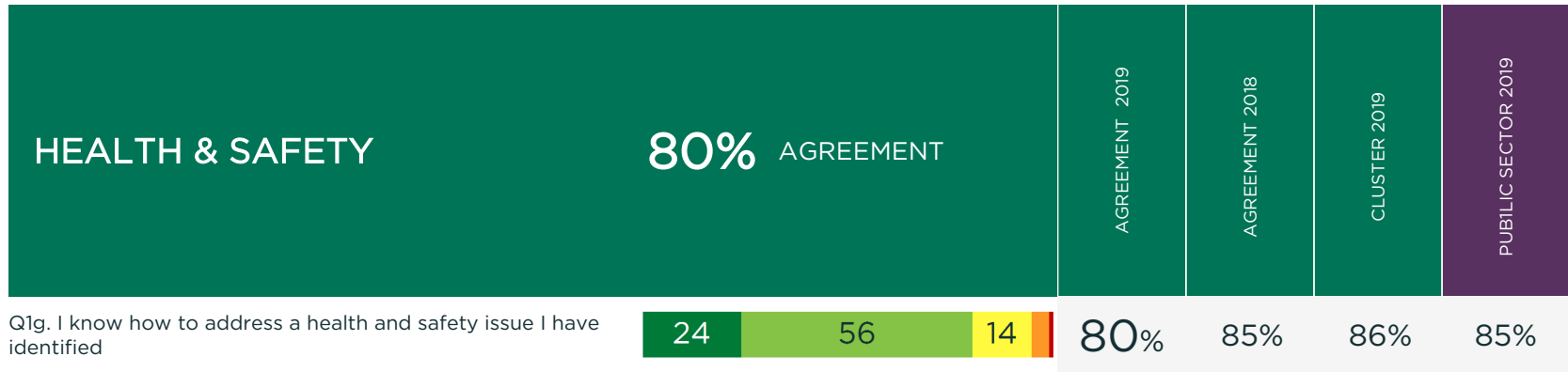


EXPLORE THE FULL RESULTS

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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.

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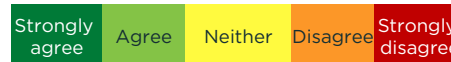
ACTION ON RESULTS

30% AGREEMENT

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



KEY



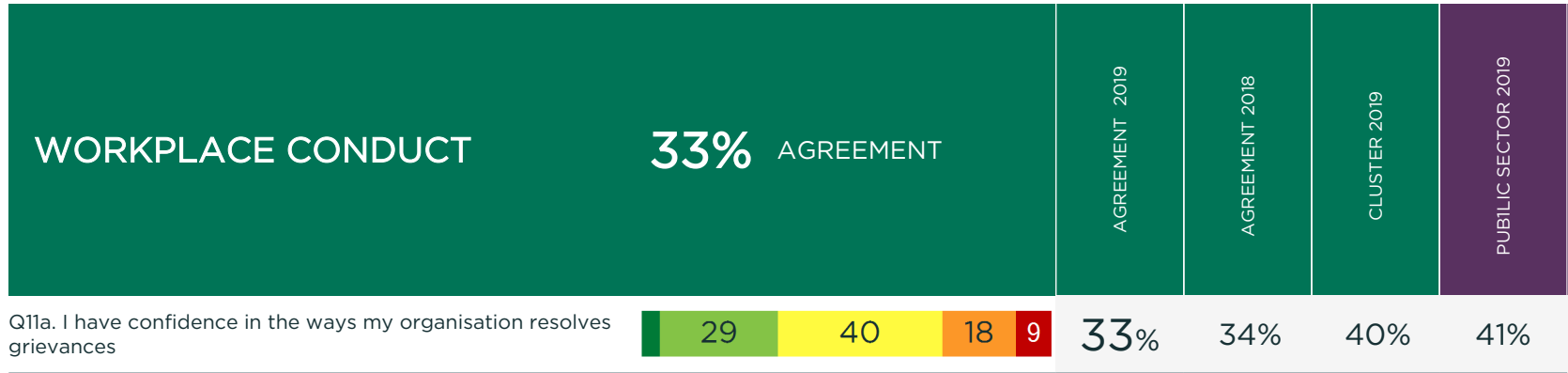


EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%



KEY

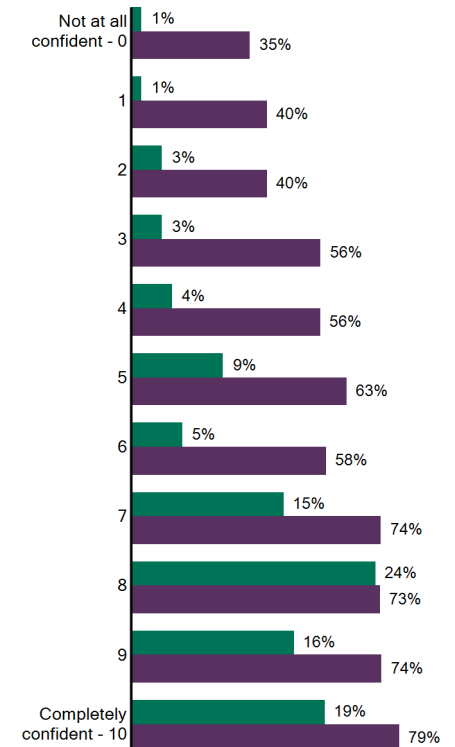
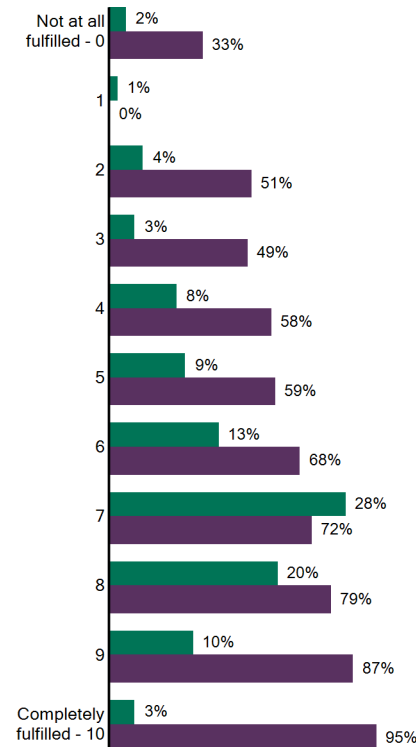
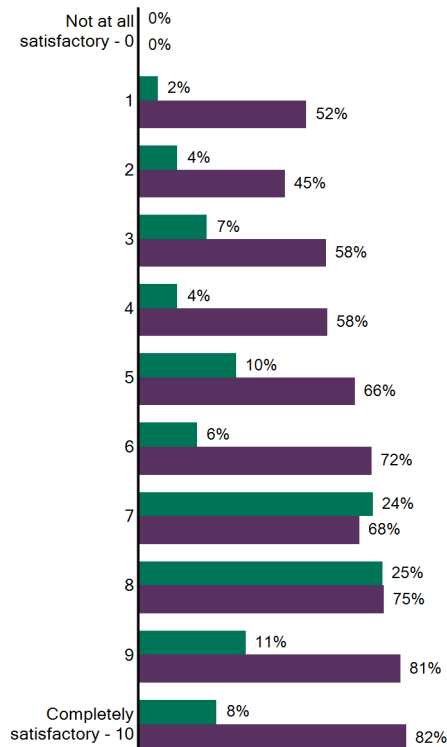


WELLBEING AND ENGAGEMENT

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

Q1j. I find my life at work fulfilling

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



Proportion of respondents answering each response option

Employee engagement score

EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

This compares Wellbeing to Engagement.



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		78%	73%	73%	71%
No		22%	27%	27%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		87%	84%	81%	76%
No		13%	16%	19%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		65%	66%	63%	60%
No		35%	34%	37%	40%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

MOBILITY

Q3h. Are you currently looking, or thinking about looking, for a new role within the NSW Public Sector but outside of your current workplace in order to broaden your experience?

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Yes		43%	33%	43%	41%
No		57%	67%	57%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

MOBILITY

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

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Lack of promotion opportunities		55%	44%	38%	28%
Lack of visible opportunities		53%	44%	41%	29%
Lack of support for temporary assignments/secondments		23%	15%	16%	15%
The application/recruitment process is too cumbersome or time consuming		22%	14%	23%	22%
Insufficient training and development		20%	14%	15%	15%
There are no major barriers to my career progression		16%	28%	23%	29%
Lack of support from my manager/supervisor		16%	11%	11%	13%
Personal/family considerations		15%	20%	28%	29%
Lack of required capabilities or experience		15%	10%	13%	11%
Geographic location considerations		14%	12%	29%	25%
Other		11%	11%	9%	9%

% are calculated with the number of unique respondents (N = 182 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

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

Yes		26%	18%	22%	27%
No		55%	65%	63%	56%
Don't know		19%	18%	15%	17%

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

Yes		62%	50%	58%	65%
No		36%	47%	39%	32%
Don't know		2%	3%	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	CLUSTER 2019	PUBLIC SECTOR 2019
Q13a. In the last 12 months I have witnessed bullying at work					
Yes		38%	30%	27%	33%
No		52%	60%	64%	57%
Don't know		10%	9%	9%	10%
Q13b. In the last 12 months I have been subjected to bullying at work					
Yes		16%	13%	13%	18%
No		77%	81%	81%	75%
Don't know		7%	5%	6%	7%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

Q13c. Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
A fellow worker at your level		38%	30%	27%	27%
Your immediate manager/supervisor		24%	26%	24%	23%
A senior manager		14%	26%	22%	21%
A subordinate		10%	4%	6%	7%
Prefer not to say		10%	15%	13%	13%
Other		3%	-	6%	5%
A client or customer		0%	-	2%	3%
A member of the public other than a client or customer		0%	-	0%	1%



EXPLORE THE FULL RESULTS

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UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

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

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Yes		3%	0%	1%	4%
No		95%	98%	97%	94%
Don't know		2%	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)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

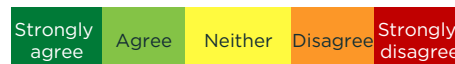
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Results are rounded and may not add up to 100%

PLANNING AND ENVIRONMENT CUSTOMISED QUESTIONS

		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019
Q1. I am aware how my role contributes to the vision of my organisation		79%	76%	81%
Q2. My team is equipped with the right tools to provide good customer service		50%	65%	63%
Q3. My organisation has the right tools in place to assist and manage geographically dispersed teams		31%	41%	56%
Q4. I have access to the information I need to do my job well		64%	73%	71%
Q5. I feel informed about changes in my organisation		39%	48%	56%
Q6. The people I work with have safe work practices		88%	92%	89%
Q7. My organisation provides opportunity for collaborative work practices		53%	-	70%
Q8. Overall, I believe the culture at my workplace has improved over the last 12 months		27%	-	45%
Q9. My manager actively supports a diverse and inclusive work environment		77%	-	80%
Q10. My manager keeps me informed about key agency directions		66%	-	70%

KEY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
GENDER		
Male		35%
Female		61%
Other		4%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
AGE		
15-19		0%
20-24		2%
25-29	■	18%
30-34	■	11%
35-39	■	14%
40-44	■	12%
45-49	■	13%
50-54	■	10%
55-59	■	10%
60-64		4%
65+		4%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

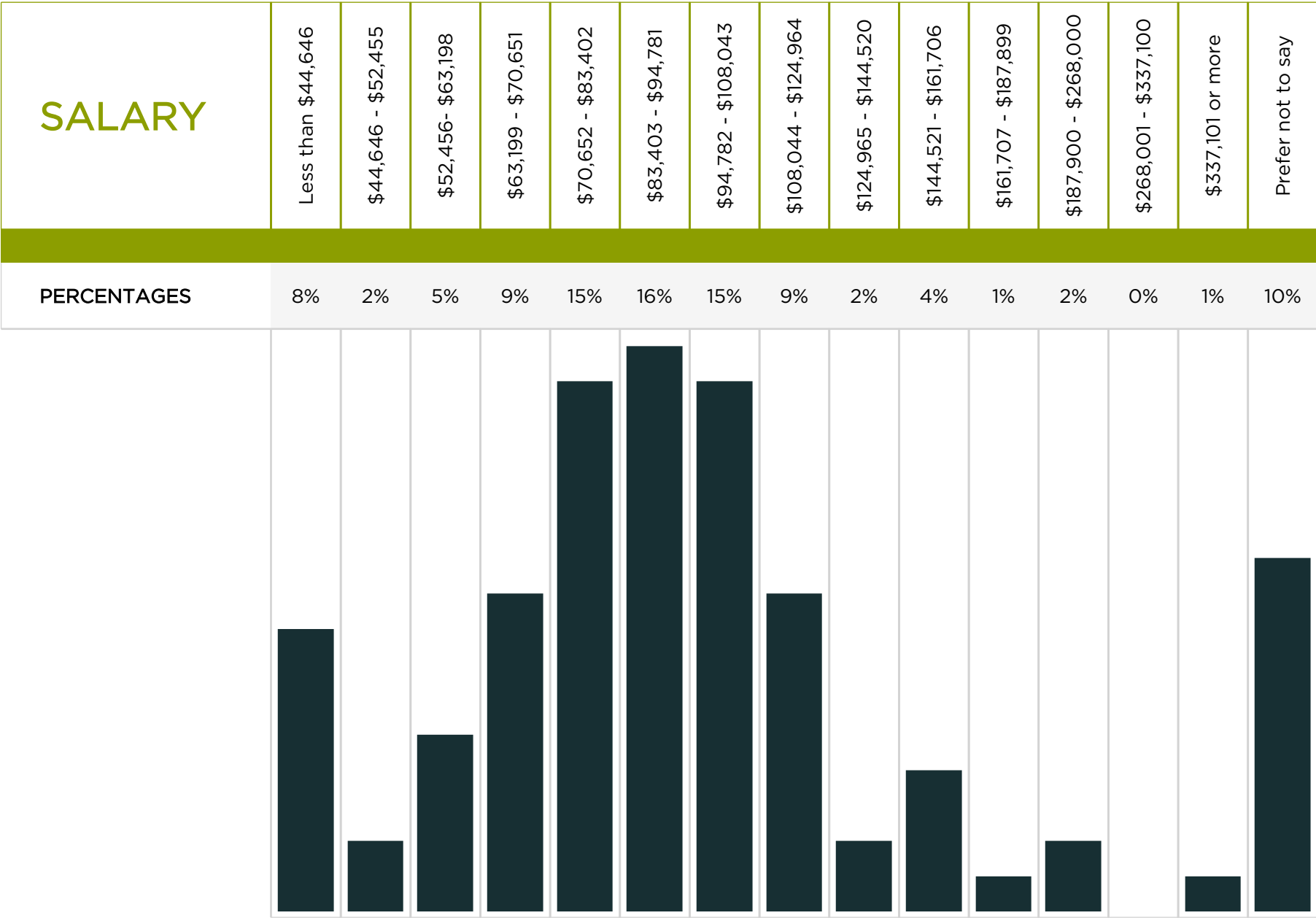
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	23%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	13%
Administrative support (e.g. executive/personal assistant, receptionist)	4%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	12%
Policy	1%
Research	14%
Program and project management support	14%
Legal (including developing and/or reviewing legislation)	1%
Other	18%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		15%
1 - 2 years		11%
2 - 5 years		31%
5 - 10 years		20%
10 - 20 years		13%
More than 20 years		10%

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		66%
Working additional hours to make up for time off		25%
None of the above		20%
Part-time work		17%
Working more hours over fewer days		15%
Working from home		11%
Leave without pay		8%

% are calculated with the number of unique respondents (N = 179 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
FLEXIBLE WORKING		
Working from different locations		7%
Job sharing		5%
Flexible scheduling for rostered workers		4%
Purchasing annual leave		2%
Study leave		2%
Other		2%

% are calculated with the number of unique respondents (N = 179 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%

	Australian Museum	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	188	43	24	7	22	1	26	26	1	33
EMPLOYEE ENGAGEMENT	70%	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	64%
ENGAGEMENT WITH WORK	71%	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	64%
SENIOR MANAGERS	36%	35%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	26%
COMMUNICATION	58%	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	51%
HIGH PERFORMANCE	57%	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	48%
PUBLIC SECTOR VALUES	56%	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	46%
DIVERSITY & INCLUSION	71%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	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 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.

Results are rounded and may not add up to 100%

	Australian Museum	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	188	14	4	10	17	27	30	28	17	3	8	1	4	0
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	(r)	(r)	(r)	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	71%	(r)	(r)	(r)	(r)	(r)	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	36%	(r)	(r)	(r)	(r)	(r)	32%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	58%	(r)	(r)	(r)	(r)	(r)	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	57%	(r)	(r)	(r)	(r)	(r)	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	56%	(r)	(r)	(r)	(r)	(r)	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	76%	(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.

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Results are rounded and may not add up to 100%

	Australian Museum	\$337,101 or more	Prefer not to say
NUMBER OF RESPONDENTS	188	1	18
EMPLOYEE ENGAGEMENT	70%	(r)	(r)
ENGAGEMENT WITH WORK	71%	(r)	(r)
SENIOR MANAGERS	36%	(r)	(r)
COMMUNICATION	58%	(r)	(r)
HIGH PERFORMANCE	57%	(r)	(r)
PUBLIC SECTOR VALUES	56%	(r)	(r)
DIVERSITY & INCLUSION	71%	(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

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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%

	Australian Museum	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	188	28	20	56	36	23	19
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	69%	69%	(r)	(r)
ENGAGEMENT WITH WORK	71%	(r)	(r)	67%	71%	(r)	(r)
SENIOR MANAGERS	36%	(r)	(r)	39%	30%	(r)	(r)
COMMUNICATION	58%	(r)	(r)	64%	43%	(r)	(r)
HIGH PERFORMANCE	57%	(r)	(r)	61%	53%	(r)	(r)
PUBLIC SECTOR VALUES	56%	(r)	(r)	60%	48%	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	78%	60%	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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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.

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	Australian Museum	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	188	119	26	44	8	30	9	13	20	4	14	3	3	36
EMPLOYEE ENGAGEMENT	70%	70%	(r)	75%	(r)	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	73%
ENGAGEMENT WITH WORK	71%	73%	(r)	80%	(r)	86%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	70%
SENIOR MANAGERS	36%	35%	(r)	37%	(r)	45%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	43%
COMMUNICATION	58%	60%	(r)	67%	(r)	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	58%
HIGH PERFORMANCE	57%	57%	(r)	62%	(r)	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	60%
PUBLIC SECTOR VALUES	56%	55%	(r)	58%	(r)	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	59%
DIVERSITY & INCLUSION	71%	74%	(r)	82%	(r)	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	65%

*multiple types may be chosen.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	Australian Museum	Sydney East	Sydney West	Sydney - City and Inner South	Outside NSW	Sydney - North Sydney and Hornsby	Sydney - Parramatta	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Illawarra
NUMBER OF RESPONDENTS	188	165	1	163	2	2	1	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	70%	70%	(r)	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	71%	71%	(r)	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	36%	36%	(r)	36%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	58%	59%	(r)	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	57%	57%	(r)	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	56%	56%	(r)	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	71%	(r)	70%	(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.

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	Australian Museum	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury	Sydney - Blacktown	Sydney - Eastern Suburbs	Sydney - Inner South West	Sydney - Inner West	Sydney - Northern Beaches
NUMBER OF RESPONDENTS	188	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	36%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(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%

	Australian Museum	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - Ryde	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	188	0	0	0	0	0
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	71%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	36%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	58%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	57%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	56%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(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%

	Australian Museum	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
NUMBER OF RESPONDENTS	188	0	4	33	20	26	22	23	19	18	8	8
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	71%	(r)	(r)	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	36%	(r)	(r)	42%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	58%	(r)	(r)	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	57%	(r)	(r)	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	56%	(r)	(r)	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	76%	(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%

	Australian Museum	Male	Female	Other
NUMBER OF RESPONDENTS	188	63	110	7
EMPLOYEE ENGAGEMENT	70%	72%	69%	(r)
ENGAGEMENT WITH WORK	71%	77%	69%	(r)
SENIOR MANAGERS	36%	39%	34%	(r)
COMMUNICATION	58%	61%	56%	(r)
HIGH PERFORMANCE	57%	61%	54%	(r)
PUBLIC SECTOR VALUES	56%	58%	55%	(r)
DIVERSITY & INCLUSION	71%	73%	69%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

GUIDE TO THIS REPORT

i SURVEY TIME FRAME

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

i PRIVACY

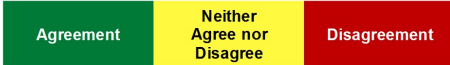
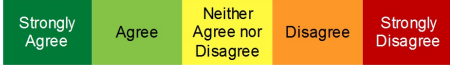
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.