



2019 | NSW Public Sector
Employee Survey

AGENCY REPORT

Planning and Environment

Other Agencies and Trusts

Lord Howe Island Board



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RESPONSE RATE

32%

13 OF 41 RESPONDENTS

RESPONSE RATE 2018: 73%

EMPLOYEE ENGAGEMENT

57%

DIFFERENCE FROM 2018 -9 (67%)

DIFFERENCE FROM PARENT* -18 (75%)

DIFFERENCE FROM PUBLIC SECTOR -8 (66%)

ENGAGEMENT WITH WORK

72%

DIFFERENCE FROM 2018 -15 (87%)

DIFFERENCE FROM PARENT* -4 (76%)

DIFFERENCE FROM PUBLIC SECTOR -1 (73%)

SENIOR MANAGERS

53%

DIFFERENCE FROM 2018 -13 (66%)

DIFFERENCE FROM PARENT* -4 (57%)

DIFFERENCE FROM PUBLIC SECTOR +3 (50%)

COMMUNICATION

64%

DIFFERENCE FROM 2018 -12 (76%)

DIFFERENCE FROM PARENT* -5 (69%)

DIFFERENCE FROM PUBLIC SECTOR +2 (62%)

HIGH PERFORMANCE

61%

DIFFERENCE FROM 2018 -16 (77%)

DIFFERENCE FROM PARENT* -8 (69%)

DIFFERENCE FROM PUBLIC SECTOR -4 (65%)

PUBLIC SECTOR VALUES

59%

DIFFERENCE FROM 2018 -14 (73%)

DIFFERENCE FROM PARENT* -10 (68%)

DIFFERENCE FROM PUBLIC SECTOR -4 (62%)

DIVERSITY & INCLUSION

68%

DIFFERENCE FROM 2018 -9 (77%)

DIFFERENCE FROM PARENT* -7 (75%)

DIFFERENCE FROM PUBLIC SECTOR -1 (69%)

FLEXIBLE WORKING SATISFACTION

54%

DIFFERENCE FROM 2018 -15 (69%)

DIFFERENCE FROM PARENT* -6 (60%)

DIFFERENCE FROM PUBLIC SECTOR -5 (59%)

ACTION ON RESULTS

23%

DIFFERENCE FROM 2018 +2 (21%)

DIFFERENCE FROM PARENT* -25 (48%)

DIFFERENCE FROM PUBLIC SECTOR -16 (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

*Parent refers to Other Agencies and Trusts

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
1h. I am comfortable notifying my manager if I become aware of any risks at work	100%	-
1a. I understand what is expected of me to do well in my role	85%	100%
1d. I feel motivated to contribute more than what is normally required at work	77%	80%
1g. I know how to address a health and safety issue I have identified	77%	97%
5a. My manager encourages people in my workgroup to keep improving the work they do	77%	83%
5b. My manager listens to what I have to say	77%	90%
2e. People in my workgroup treat each other with respect	77%	73%
6i. Senior managers in my organisation support the career advancement of women	77%	76%
8c. I am able to speak up and share a different view to my colleagues and manager	77%	83%
8e. My manager supports flexible working in my team	69%	69%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
7e. People in my organisation take responsibility for their own actions	23%	52%
10a. I believe action will be taken on the results from this survey by my organisation	23%	21%
7f. My organisation is committed to developing its employees	31%	55%
7g. I have confidence in the way recruitment decisions are made	31%	66%
3e. My performance is assessed against clear criteria	38%	57%
4a. I am paid fairly for the work I do	38%	53%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	38%	72%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	46%	66%
6g. I feel that senior managers keep employees informed about what's going on	46%	83%
6d. Senior managers encourage innovation by employees	46%	55%



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
7m. My organisation inspires me to do the best in my job	62%	57%
6a. I believe senior managers provide clear direction for the future of the organisation	69%	66%
6b. I feel that senior managers effectively lead and manage change	69%	66%
2e. People in my workgroup treat each other with respect	77%	73%
10a. I believe action will be taken on the results from this survey by my organisation	23%	21%
6i. Senior managers in my organisation support the career advancement of women	77%	76%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
6g. I feel that senior managers keep employees informed about what's going on	46%	83%
7g. I have confidence in the way recruitment decisions are made	31%	66%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	38%	72%
1b. I am provided with the support I need to do my best at work	46%	76%
7e. People in my organisation take responsibility for their own actions	23%	52%
3f. I have received appropriate training and development to do my job well	54%	80%
7f. My organisation is committed to developing its employees	31%	55%
1c. My job gives me a feeling of personal accomplishment	69%	93%
7i. I would recommend my organisation as a great place to work	46%	69%
7d. There is good co-operation between teams across our organisation	54%	76%



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

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



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



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



Q3e. My performance is assessed against clear criteria



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



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



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



Q3e. My performance is assessed against clear criteria



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



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



Q3e. My performance is assessed against clear criteria



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)**



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.

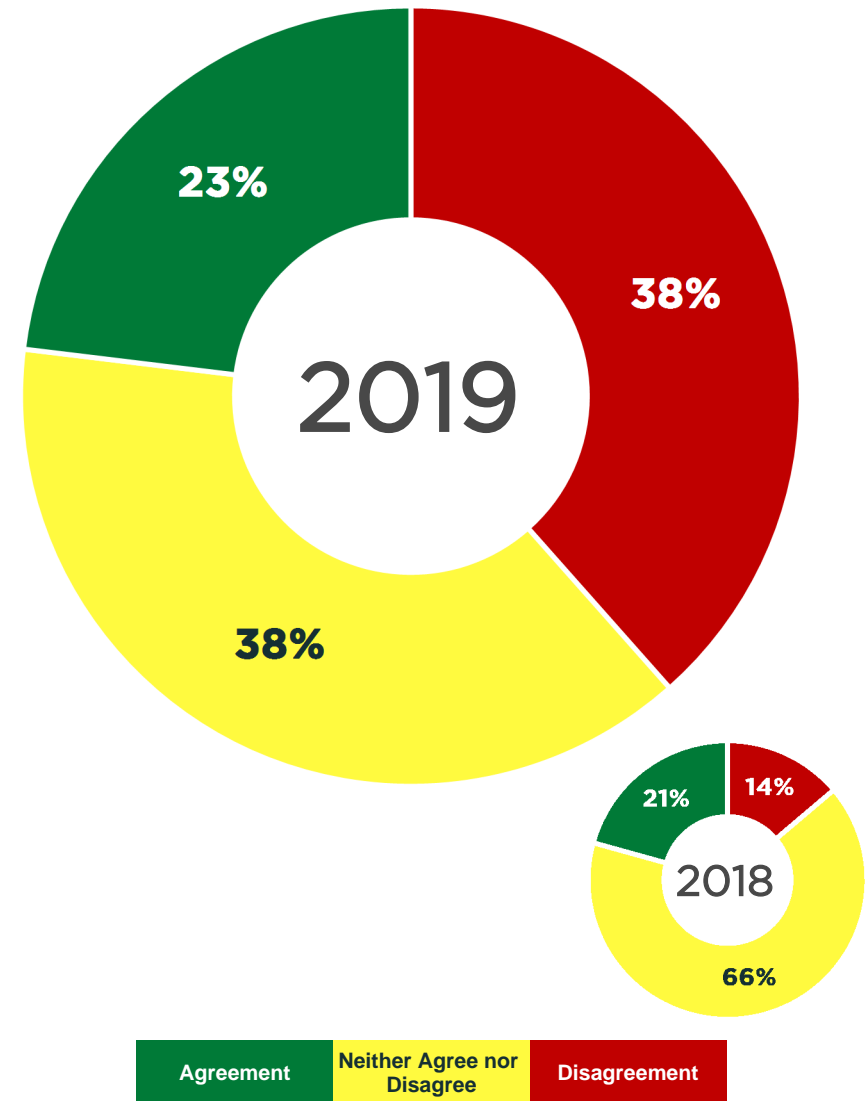
Results are rounded and may not add up to 100%

23%

of employees replied favourably to:

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

39%	47%	21%
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.

*Parent refers to Other Agencies and Trusts

RANK

		% AGREEMENT 2019	% AGREEMENT 2018	% AGREEMENT PARENT	% AGREEMENT PUBLIC SECTOR
1	Q7a. My organisation focuses on improving the work we do	62%	83%	74%	69%
2	Q7b. My organisation is making the necessary improvements to meet our future challenges	54%	69%	63%	57%
3	Q6b. I feel that senior managers effectively lead and manage change	69%	66%	53%	47%
4	Q6h. I feel that senior managers listen to employees	54%	66%	51%	44%
5	Q6c. I feel that senior managers model the values of my organisation	54%	66%	61%	52%
6	Q6a. I believe senior managers provide clear direction for the future of the organisation	69%	66%	59%	51%



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	57% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	15	31	31	15	8	46%	69%	75%	68%	62%
Q7j. I am proud to tell others I work for my organisation	31	38	8	8	15	69%	72%	87%	76%	70%
Q7k. I feel a strong personal attachment to my organisation	8	38	23	8	23	46%	55%	78%	69%	64%
Q7l. My organisation motivates me to help it achieve its objectives	8	46	15	15	15	54%	72%	69%	60%	56%
Q7m. My organisation inspires me to do the best in my job	15	46	8	23	8	62%	57%	68%	60%	56%

KEY





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ENGAGEMENT WITH WORK		72% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC LIC SECTOR 2019
Q1c. My job gives me a feeling of personal accomplishment		69%	93%	78%	76%	76%					
Q1d. I feel motivated to contribute more than what is normally required at work		77%	80%	78%	75%	72%					
Q1e. I am satisfied with my job		69%	87%	73%	70%	69%					

KEY





EXPLORE THE FULL RESULTS

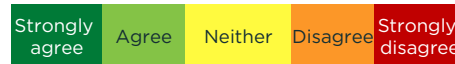
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SENIOR MANAGERS	53% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019
Q6a. I believe senior managers provide clear direction for the future of the organisation	31	38	8	8	15	69%	66%	59%	51%	51%
Q6b. I feel that senior managers effectively lead and manage change	31	38	8	8	15	69%	66%	53%	46%	47%
Q6c. I feel that senior managers model the values of my organisation	31	23	15	23	8	54%	66%	61%	54%	52%
Q6d. Senior managers encourage innovation by employees	15	31	31	8	15	46%	55%	58%	51%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	23	15	38	15	8	38%	72%	58%	56%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	23	23	23	15	15	46%	66%	71%	66%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	15	31	23	23	8	46%	83%	58%	54%	48%
Q6h. I feel that senior managers listen to employees	31	23	23	8	15	54%	66%	51%	47%	44%
Q7c. I feel that change is managed well in my organisation	8	46	15	15	15	54%	54%	47%	35%	42%

KEY





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COMMUNICATION	64% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019
Q5c. My manager communicates effectively with me	38	31	23	8	69%	79%	77%	76%	72%
Q5d. My manager encourages and values employee input	38	31	15	8	69%	76%	82%	79%	73%
Q5e. My manager involves my workgroup in decisions about our work	31	38	23	8	69%	69%	72%	72%	68%
Q6g. I feel that senior managers keep employees informed about what's going on	15	31	23	23	46%	83%	58%	54%	48%
Q6h. I feel that senior managers listen to employees	31	23	23	8	54%	66%	51%	47%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	23	54	23		77%	83%	75%	75%	69%

KEY





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Results are rounded and may not add up to 100%

HIGH PERFORMANCE	61% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019
	Q1a. I understand what is expected of me to do well in my role	31	54	15			85%	100%	91%	87%
Q2b. My workgroup works collaboratively to achieve its objectives	15	54	23	8		69%	77%	79%	82%	79%
Q3f. I have received appropriate training and development to do my job well	23	31	15	23	8	54%	80%	62%	62%	66%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	23	54	15	8		77%	83%	79%	79%	75%
Q5f. I have confidence in the decisions my manager makes	38	31	15	15		69%	69%	76%	73%	69%
Q6d. Senior managers encourage innovation by employees	15	31	31	8	15	46%	55%	58%	51%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	23	15	38	15	8	38%	72%	58%	56%	53%
Q7a. My organisation focuses on improving the work we do	8	54	15	15	8	62%	83%	74%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	8	46	15	23	8	54%	69%	63%	55%	57%

KEY





EXPLORE THE FULL RESULTS

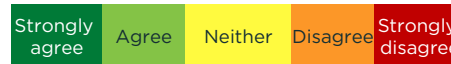
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	HIGH PERFORMANCE					61% AGGREGATE SCORE	AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019
Q7d. There is good co-operation between teams across our organisation	8	46	23	8	15	54%	76%	47%	49%	50%	
Q7h. My organisation generally selects capable people to do the job		62	15	8	15	62%	79%	66%	63%	54%	

KEY





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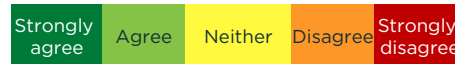
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PUBLIC SECTOR VALUES	59% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019
	Strongly agree	Agree	Neither	Disagree	Strongly disagree					
Q2a. My workgroup strives to achieve customer/client satisfaction	38	23	8	31		62%	77%	88%	89%	86%
Q2e. People in my workgroup treat each other with respect	15	62	15	8		77%	73%	76%	82%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	23	54	15	8		77%	83%	79%	79%	75%
Q5b. My manager listens to what I have to say	38	38	15	8		77%	90%	85%	82%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	31	38	8	8	15	69%	66%	59%	51%	51%
Q6c. I feel that senior managers model the values of my organisation	31	23	15	23	8	54%	66%	61%	54%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	23	23	23	15	15	46%	66%	71%	66%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	15	31	23	23	8	46%	83%	58%	54%	48%
Q6h. I feel that senior managers listen to employees	31	23	23	8	15	54%	66%	51%	47%	44%

KEY





EXPLORE THE FULL RESULTS

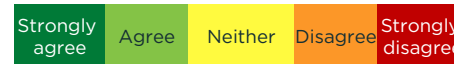
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PUBLIC SECTOR VALUES	59% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019
	Q7a. My organisation focuses on improving the work we do	8	54	15	15	8	62%	83%	74%	68%
Q7e. People in my organisation take responsibility for their own actions	8	15	23	31	23	23%	52%	50%	49%	48%

KEY





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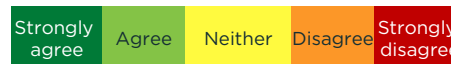
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DIVERSITY & INCLUSION	68% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	15	31	8	31	15	46%	76%	66%	68%	67%
Q5b. My manager listens to what I have to say	38	38	15	8		77%	90%	85%	82%	76%
Q5d. My manager encourages and values employee input	38	31	15	8	8	69%	76%	82%	79%	73%
Q6i. Senior managers in my organisation support the career advancement of women	31	46	15	8		77%	76%	71%	69%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	31	38	8	23		69%	79%	85%	82%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	31	38	15	15		69%	72%	83%	79%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	23	54		23		77%	83%	75%	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>	23	31	31	15		54%	69%	60%	72%	59%
Q8e. My manager supports flexible working in my team	15	54	23	8		69%	69%	68%	77%	63%

KEY



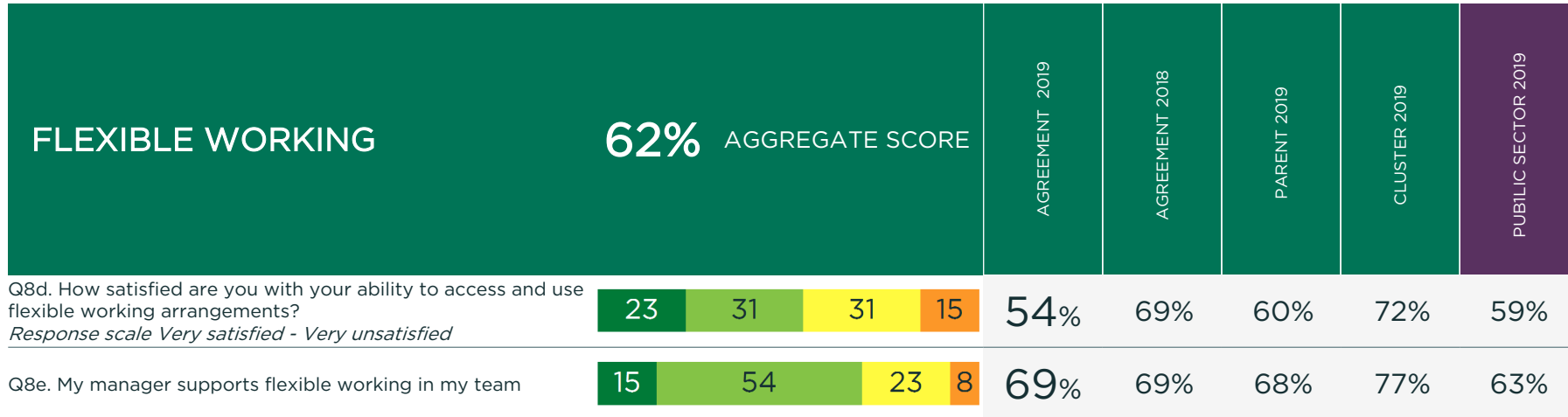


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Results are rounded and may not add up to 100%



KEY



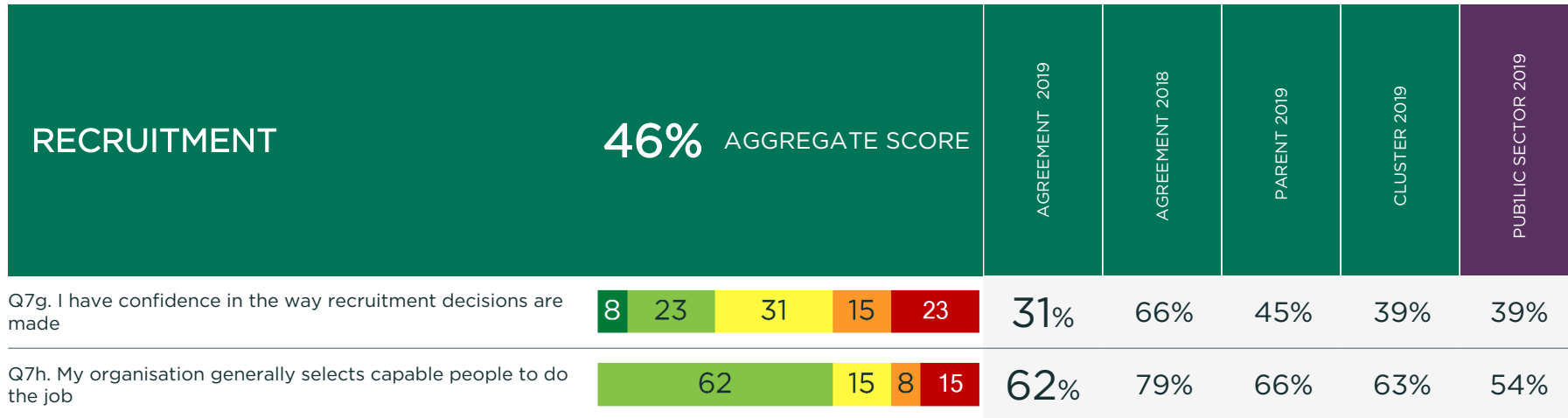


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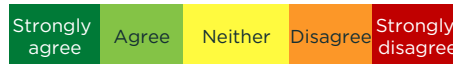
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PERFORMANCE FRAMEWORK & DEVELOPMENT

47% AGGREGATE SCORE

		AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC LIC SECTOR 2019
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		62%	70%	68%	69%	66%
Q3e. My performance is assessed against clear criteria		38%	57%	57%	55%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation		46%	57%	44%	45%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do		62%	71%	76%	77%	69%
Q5h. My manager deals appropriately with employees who perform poorly		46%	48%	49%	48%	48%
Q7f. My organisation is committed to developing its employees		31%	55%	48%	52%	53%

KEY





EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%

WORKPLACE SUPPORT	56% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	15	31	8	31	15	46%	76%	66%	68%	67%
Q1f. I am able to keep my work stress at an acceptable level	8	38		46	8	46%	67%	62%	64%	61%
Q2c. I receive help and support from other members of my workgroup	31	31	23	15		62%	77%	82%	85%	81%
Q2d. There is good team spirit in my workgroup	23	46	15	8	8	69%	70%	72%	76%	70%

KEY



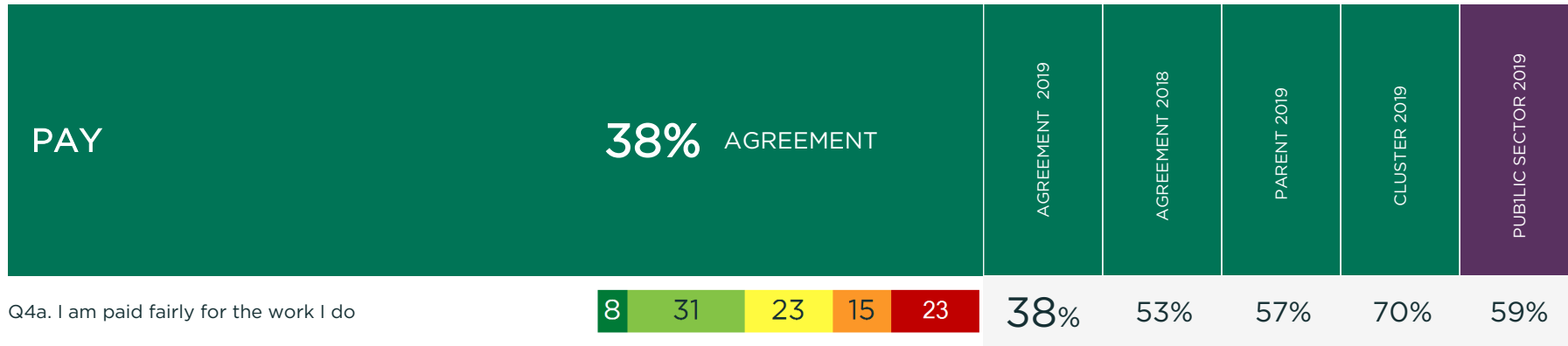


EXPLORE THE FULL RESULTS

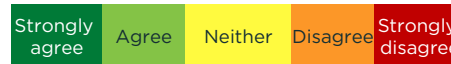
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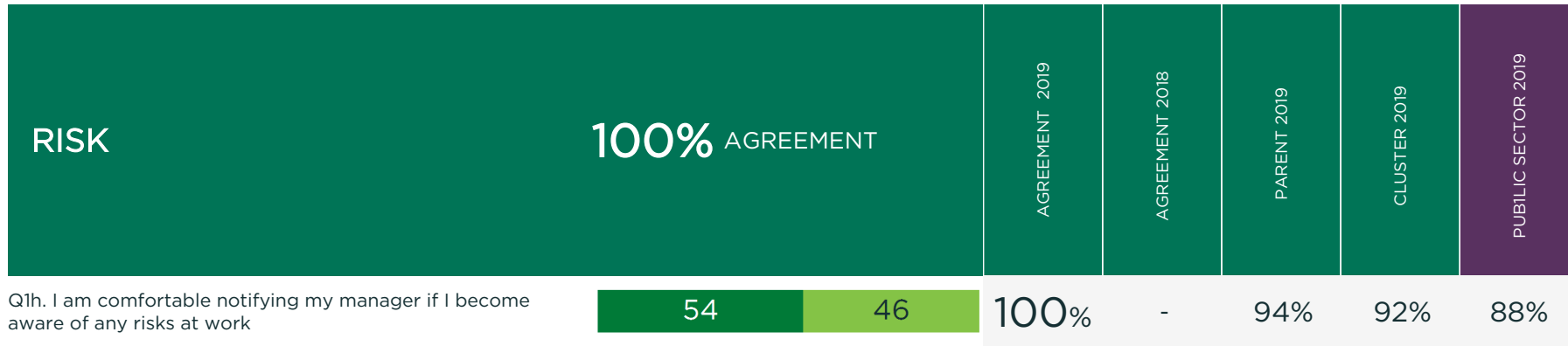


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Results are rounded and may not add up to 100%



KEY





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Results are rounded and may not add up to 100%

HEALTH & SAFETY

77% AGREEMENT

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



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%

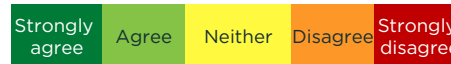
ACTION ON RESULTS

23% AGREEMENT

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



KEY





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WORKPLACE CONDUCT

46% AGREEMENT

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



46%

55%

47%

40%

41%

AGREEMENT 2019

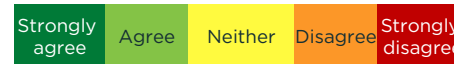
AGREEMENT 2018

PARENT 2019

CLUSTER 2019

PUBLIC LIC SECTOR 2019

KEY

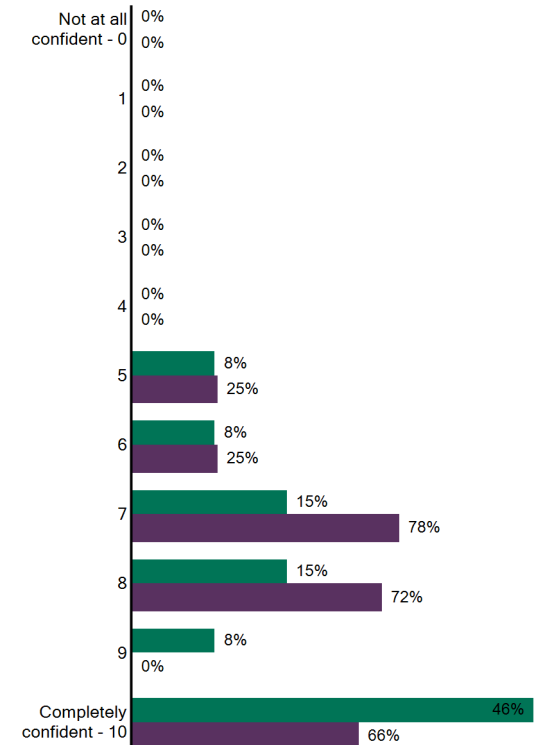
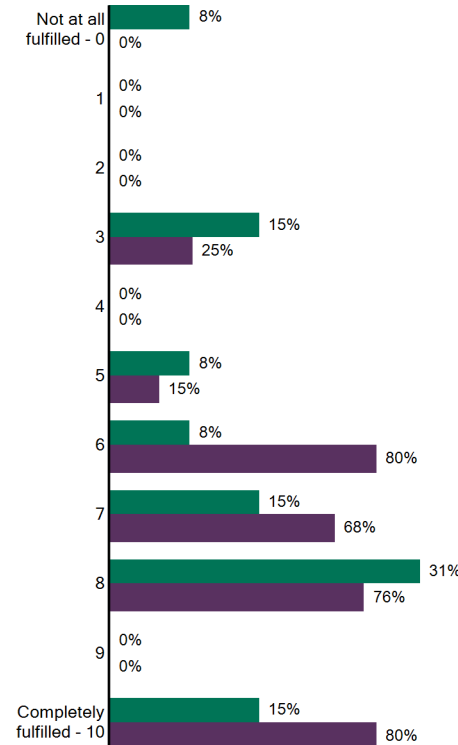
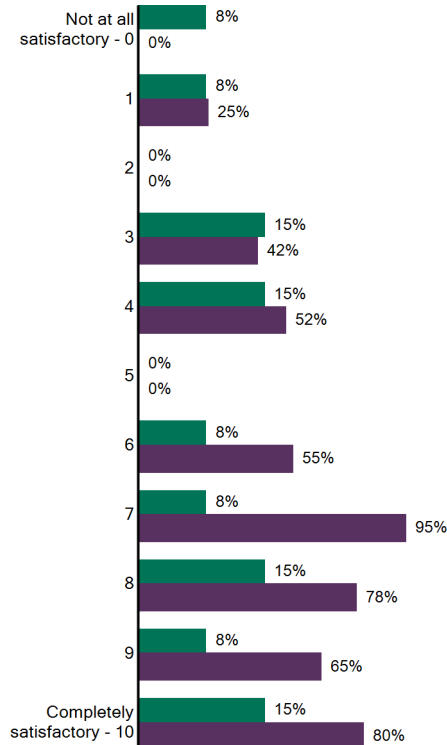


WELLBEING AND ENGAGEMENT

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



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This compares Wellbeing to Engagement.



EXPLORE THE FULL RESULTS

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PERFORMANCE FRAMEWORK & DEVELOPMENT

		2019	2018	PARENT 2019	PUBLIC SECTOR 2019
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		38%	67%	66%	71%
No		62%	33%	34%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		85%	90%	81%	76%
No		15%	10%	19%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		38%	53%	58%	60%
No		62%	47%	42%	40%



EXPLORE THE FULL RESULTS

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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	PARENT 2019	PUBLIC SECTOR 2019
Yes		8%	33%	32%	41%
No		92%	67%	68%	59%



EXPLORE THE FULL RESULTS

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MOBILITY

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

		2019	2018	PARENT 2019	PUBLIC SECTOR 2019
Lack of visible opportunities		55%	34%	41%	29%
Geographic location considerations		45%	45%	21%	25%
Lack of promotion opportunities		36%	31%	40%	28%
There are no major barriers to my career progression		27%	31%	24%	29%
Insufficient training and development		27%	14%	18%	15%
Lack of support from my manager/supervisor		18%	14%	10%	13%
Lack of support for temporary assignments/secondments		18%	-	13%	15%
Personal/family considerations		9%	24%	23%	29%
Lack of required capabilities or experience		0%	10%	13%	11%
The application/recruitment process is too cumbersome or time consuming		0%	3%	15%	22%
Other		0%	7%	9%	9%

% are calculated with the number of unique respondents (N = 11 to this question)



EXPLORE THE FULL RESULTS

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UNACCEPTABLE CONDUCT

2019

2018

PARENT 2019

PUBLIC SECTOR 2019

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

Yes		31%	43%	22%	27%
No		69%	43%	61%	56%
Don't know		0%	14%	17%	17%

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

Yes	(r)
No	(r)
Don't know	(r)



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	PARENT 2019	PUBLIC SECTOR 2019
Q13a. In the last 12 months I have witnessed bullying at work					
Yes		31%	38%	27%	33%
No		69%	55%	65%	57%
Don't know		0%	7%	8%	10%
Q13b. In the last 12 months I have been subjected to bullying at work					
Yes		15%	17%	12%	18%
No		85%	79%	83%	75%
Don't know		0%	3%	5%	7%



EXPLORE THE FULL RESULTS

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UNACCEPTABLE CONDUCT

2019

2018

PARENT 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

A senior manager	(r)
Your immediate manager/supervisor	(r)
A fellow worker at your level	(r)
A subordinate	(r)
A client or customer	(r)
A member of the public other than a client or customer	(r)
Other	(r)
Prefer not to say	(r)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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UNACCEPTABLE CONDUCT

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

	2019	2018	PARENT 2019	PUBLIC SECTOR 2019
Yes	0%	-	2%	4%
No	100%	100%	97%	94%
Don't know	0%	-	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	(r)
A member of the public	(r)
Other	(r)
Prefer not to say	(r)



EXPLORE THE FULL RESULTS

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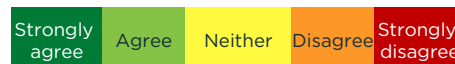
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PLANNING AND ENVIRONMENT CUSTOMISED QUESTIONS

					AGREEMENT 2019	AGREEMENT 2018	PARENT 2019	CLUSTER 2019
Q1. I am aware how my role contributes to the vision of my organisation	23	46	15	15	69%	79%	85%	81%
Q2. My team is equipped with the right tools to provide good customer service	8	38	23	23	8	46%	79%	63%
Q3. My organisation has the right tools in place to assist and manage geographically dispersed teams	46	23	23	8	46%	68%	55%	56%
Q4. I have access to the information I need to do my job well	8	38	23	15	15	46%	82%	73%
Q5. I feel informed about changes in my organisation	8	46	23	8	15	54%	71%	61%
Q6. The people I work with have safe work practices	54	15	23	8	54%	82%	88%	89%
Q7. My organisation provides opportunity for collaborative work practices	31	38	23	8	31%	-	66%	70%
Q8. Overall, I believe the culture at my workplace has improved over the last 12 months	23	46	15	15	23%	-	47%	45%
Q9. My manager actively supports a diverse and inclusive work environment	8	62	23	8	69%	-	81%	80%
Q10. My manager keeps me informed about key agency directions	8	54	15	15	8	62%	-	68%

KEY



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

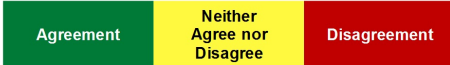
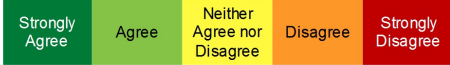
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.