



2019 | NSW Public Sector  
Employee Survey

---

## AGENCY REPORT

Planning and Environment

# Museum of Applied Arts and Sciences



# Contents

<b>Headlines</b> . . . . .	<b>3</b>
<b>Highest and Lowest Questions</b> . . . . .	<b>4</b>
<b>Most and Least Improved Questions</b> . . . . .	<b>5</b>
<b>Highest Neutral Scoring Questions</b> . . . . .	<b>6</b>
<b>Respondent Profile</b> . . . . .	<b>7</b>
<b>Taking Action</b> . . . . .	<b>8</b>
<b>Key Drivers of Engagement</b> . . . . .	<b>9</b>
<b>Team Comparison</b> . . . . .	<b>10</b>
<b>All Questions by Topic</b> . . . . .	<b>11</b>
<b>Profile of Respondents</b> . . . . .	<b>38</b>
<b>Results by Select Demographics</b> . . . . .	<b>45</b>
<b>Report Guide</b> . . . . .	<b>55</b>

## RESPONSE RATE

# 92%

214 OF 233 RESPONDENTS

RESPONSE RATE 2018: 55%

## EMPLOYEE ENGAGEMENT

# 62%

DIFFERENCE FROM 2018 -2 (64%)

DIFFERENCE FROM CLUSTER -7 (69%)

DIFFERENCE FROM PUBLIC SECTOR -4 (66%)

## ENGAGEMENT WITH WORK

# 66%

DIFFERENCE FROM 2018 +2 (64%)

DIFFERENCE FROM CLUSTER -8 (74%)

DIFFERENCE FROM PUBLIC SECTOR -6 (73%)

## SENIOR MANAGERS

# 31%

DIFFERENCE FROM 2018 +2 (29%)

DIFFERENCE FROM CLUSTER -20 (51%)

DIFFERENCE FROM PUBLIC SECTOR -18 (50%)

## COMMUNICATION

# 58%

DIFFERENCE FROM 2018 +9 (49%)

DIFFERENCE FROM CLUSTER -9 (67%)

DIFFERENCE FROM PUBLIC SECTOR -5 (62%)

## HIGH PERFORMANCE

# 56%

DIFFERENCE FROM 2018 +3 (53%)

DIFFERENCE FROM CLUSTER -10 (66%)

DIFFERENCE FROM PUBLIC SECTOR -9 (65%)

## PUBLIC SECTOR VALUES

# 52%

DIFFERENCE FROM 2018 +2 (49%)

DIFFERENCE FROM CLUSTER -14 (66%)

DIFFERENCE FROM PUBLIC SECTOR -11 (62%)

## DIVERSITY & INCLUSION

# 71%

DIFFERENCE FROM 2018 +7 (63%)

DIFFERENCE FROM CLUSTER -5 (76%)

DIFFERENCE FROM PUBLIC SECTOR +2 (69%)

## FLEXIBLE WORKING SATISFACTION

# 75%

DIFFERENCE FROM 2018 +10 (65%)

DIFFERENCE FROM CLUSTER +3 (72%)

DIFFERENCE FROM PUBLIC SECTOR +16 (59%)

## ACTION ON RESULTS

# 35%

DIFFERENCE FROM 2018 +4 (31%)

DIFFERENCE FROM CLUSTER -12 (47%)

DIFFERENCE FROM PUBLIC SECTOR -5 (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	92%	93%
1h. I am comfortable notifying my manager if I become aware of any risks at work	89%	-
2b. My workgroup works collaboratively to achieve its objectives	86%	79%
2c. I receive help and support from other members of my workgroup	85%	78%
1a. I understand what is expected of me to do well in my role	83%	82%
1g. I know how to address a health and safety issue I have identified	81%	78%
2e. People in my workgroup treat each other with respect	79%	78%
5b. My manager listens to what I have to say	79%	70%
8e. My manager supports flexible working in my team	79%	69%
5d. My manager encourages and values employee input	78%	66%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2019  
AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
7c. I feel that change is managed well in my organisation	20%	16%
6h. I feel that senior managers listen to employees	28%	24%
6a. I believe senior managers provide clear direction for the future of the organisation	28%	26%
6b. I feel that senior managers effectively lead and manage change	29%	19%
3g. I am satisfied with the opportunities available for career development in my organisation	30%	25%
11a. I have confidence in the ways my organisation resolves grievances	31%	28%
6d. Senior managers encourage innovation by employees	32%	35%
6c. I feel that senior managers model the values of my organisation	32%	23%
7e. People in my organisation take responsibility for their own actions	33%	31%
10a. I believe action will be taken on the results from this survey by my organisation	35%	31%



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

The highest and lowest scoring agreement questions based on respondents who have selected 'Strongly agree' and 'Agree'.

# MOST AND LEAST IMPROVED QUESTIONS

## + MOST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2019

AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
3e. My performance is assessed against clear criteria	50%	23%
3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	69%	51%
5h. My manager deals appropriately with employees who perform poorly	42%	29%
5d. My manager encourages and values employee input	78%	66%
6g. I feel that senior managers keep employees informed about what's going on	36%	24%
5f. I have confidence in the decisions my manager makes	70%	58%
5e. My manager involves my workgroup in decisions about our work	69%	57%
7f. My organisation is committed to developing its employees	39%	29%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	75%	65%
5c. My manager communicates effectively with me	70%	60%

## - LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2019

AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	43%	56%
6d. Senior managers encourage innovation by employees	32%	35%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	36%	39%
7k. I feel a strong personal attachment to my organisation	70%	73%
7j. I am proud to tell others I work for my organisation	65%	66%
4a. I am paid fairly for the work I do	67%	69%
1d. I feel motivated to contribute more than what is normally required at work	68%	70%
2a. My workgroup strives to achieve customer/client satisfaction	92%	93%



### 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



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



**Q5h.** My manager deals appropriately with employees who perform poorly



**Q7a.** My organisation focuses on improving the work we do



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



## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



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



**Q5h.** My manager deals appropriately with employees who perform poorly



**Q7a.** My organisation focuses on improving the work we do



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



## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



**Q5h.** My manager deals appropriately with employees who perform poorly



**Q7a.** My organisation focuses on improving the work we do



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



## 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: 214

<b>Gender</b>	<b>Survey %</b>	<b>Employment Status</b>	<b>Survey %</b>	<b>Type of work</b>	<b>Survey %</b>
Male	29	Senior Executive (ongoing/permanent or term)	1	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	25
Female	66	Ongoing/Permanent (other than senior executive)	66	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)	16
Other	5	Temporary (including temporary teachers and graduates)	12	Administrative support (e.g. executive/personal assistant, receptionist)	4
<b>Age</b>	<b>Survey %</b>	Casual	7	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	13
15 - 34 years	37	Contract – Non Executive	13	Policy	0
35 - 54 years	48	Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	0	Research	5
55+ years	15	Other	1	Program and project management support	18
<b>LOTE spoken at home</b>	<b>Survey %</b>	Don't know	0	Legal (including developing and/or reviewing legislation)	0
Yes	11	<b>Manager of managers</b>	<b>Survey %</b>	Other	19
No	83	Yes	11	<b>Organisation Tenure</b>	<b>Survey %</b>
Prefer not to say	7	No	89	Less than 1 year	13
<b>Aboriginal and/or Torres Strait Islanders</b>	<b>Survey %</b>	<b>Supervisors</b>	<b>Survey %</b>	1 - 2 years	18
Yes	1	Yes	38	2 - 5 years	32
No	94	No	62	5 - 10 years	10
Prefer not to say	5	<b>Working arrangement</b>	<b>Survey %</b>	10 - 20 years	14
<b>Disability</b>	<b>Survey %</b>	Full-time	80	More than 20 years	14
Yes	4	Part-time	20	<b>Salary</b>	<b>Survey %</b>
No	93			\$83,402 and below	44
Prefer not to say	3			\$83,403 - \$108,043	35
<b>LGBTI</b>	<b>Survey %</b>			\$108,044 - \$144,520	12
Yes	13			\$144,521 and above	3
No	80			Prefer not to say	6
Prefer not to say	7				

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%

# 35%

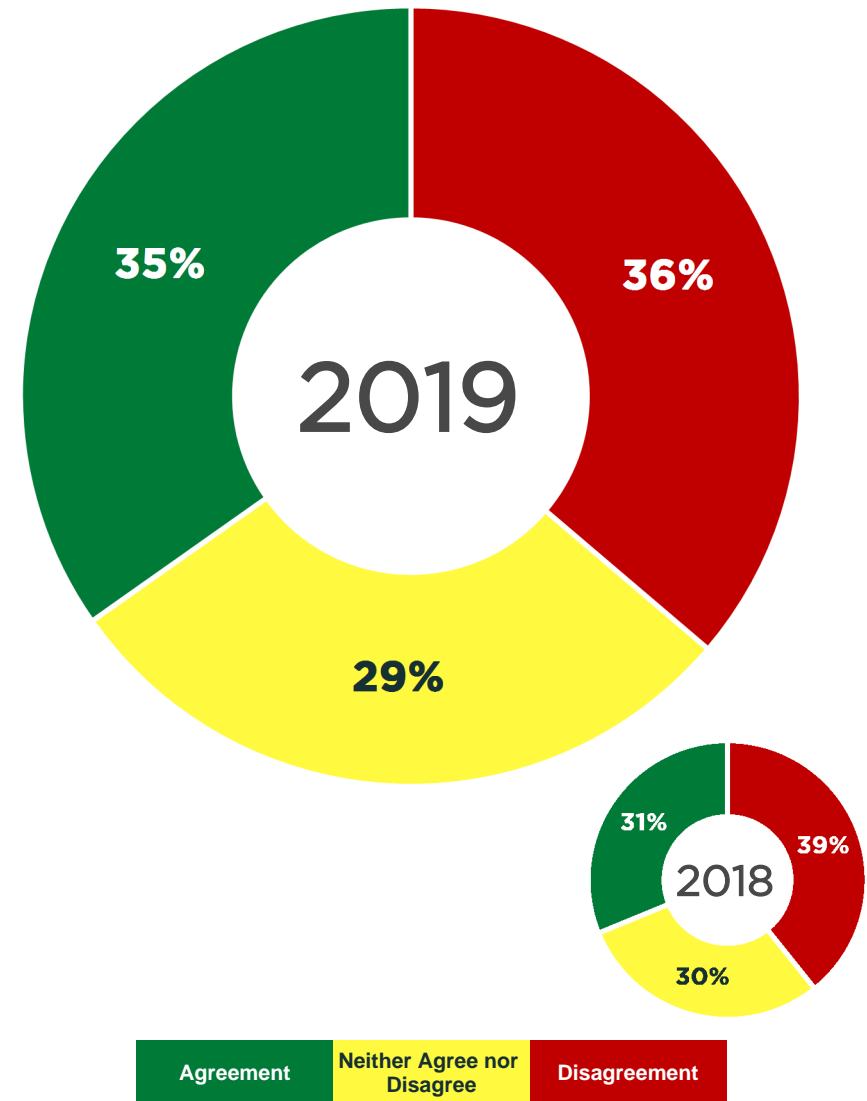
of employees replied favourably to:

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

**39%**  
SECTOR

**47%**  
CLUSTER

**31%**  
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
<b>1</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>47%</b>	48%	68%	69%
<b>2</b>	<b>Q7e.</b> People in my organisation take responsibility for their own actions	<b>33%</b>	31%	49%	48%
<b>3</b>	<b>Q6h.</b> I feel that senior managers listen to employees	<b>28%</b>	24%	47%	44%
<b>4</b>	<b>Q6d.</b> Senior managers encourage innovation by employees	<b>32%</b>	35%	51%	51%
<b>5</b>	<b>Q1b.</b> I am provided with the support I need to do my best at work	<b>57%</b>	48%	68%	67%
<b>6</b>	<b>Q6a.</b> I believe senior managers provide clear direction for the future of the organisation	<b>28%</b>	26%	51%	51%

# BUSINESS UNIT COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Museum of Applied Arts and Sciences

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.

	Museum of Applied Arts and Sciences	Corporate Services	Curatorial, Collections & Exhibitions	Development & External Affairs	Programs & Engagement
NUMBER OF RESPONDENTS	214	34	88	11	56
EMPLOYEE ENGAGEMENT	62%	64%	65%	66%	57%
ENGAGEMENT WITH WORK	66%	62%	72%	64%	61%
SENIOR MANAGERS	31%	30%	35%	32%	21%
COMMUNICATION	58%	60%	60%	68%	48%
HIGH PERFORMANCE	56%	57%	58%	65%	46%
PUBLIC SECTOR VALUES	52%	52%	55%	58%	44%
DIVERSITY & INCLUSION	71%	74%	71%	83%	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 10 RESPONDENTS



## EXPLORE THE FULL RESULTS

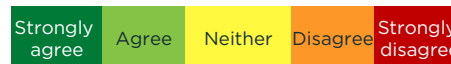
Questions are grouped by topics in this report.

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	62% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	10	42	24	13	10	52%	52%	68%	62%
Q7j. I am proud to tell others I work for my organisation	21	44	17	12		65%	66%	76%	70%
Q7k. I feel a strong personal attachment to my organisation	31	39	17	8		70%	73%	69%	64%
Q7l. My organisation motivates me to help it achieve its objectives	13	38	27	15	8	50%	49%	60%	56%
Q7m. My organisation inspires me to do the best in my job	15	36	27	14	8	52%	51%	60%	56%

### KEY



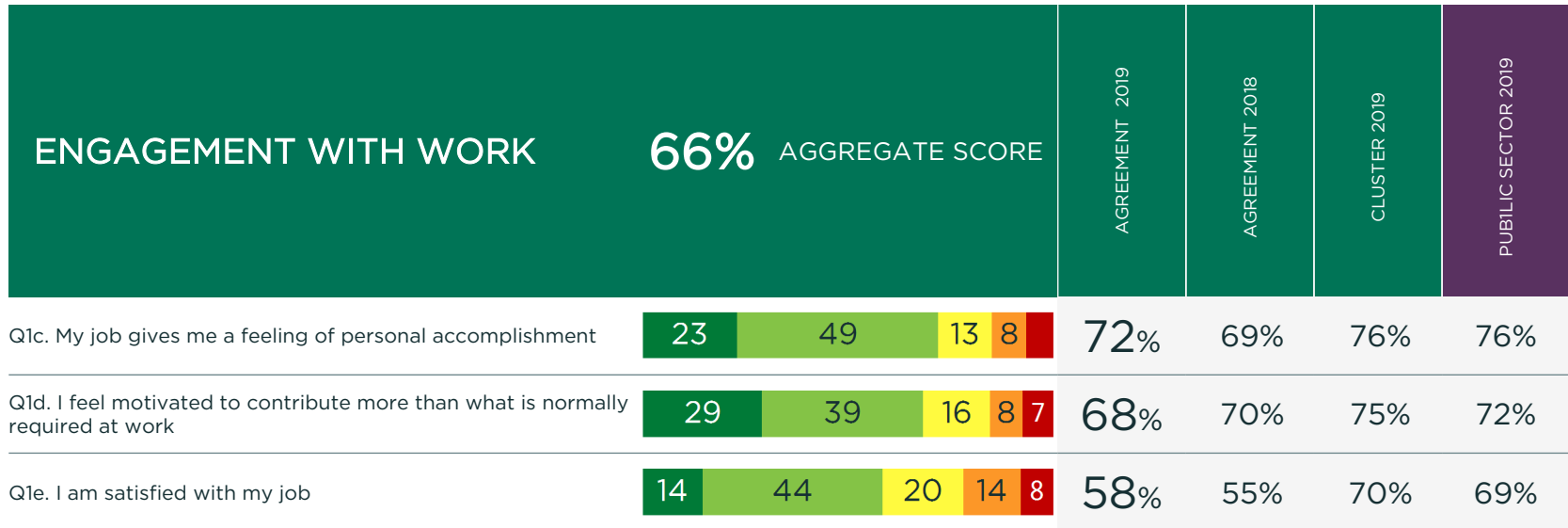


## EXPLORE THE FULL RESULTS

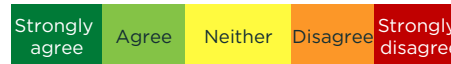
Questions are grouped by topics in this report.

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

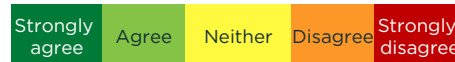
Questions are grouped by topics in this report.

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%

SENIOR MANAGERS	31% 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	21	25	29	19	28%	26%	51%	51%
Q6b. I feel that senior managers effectively lead and manage change	23	27	25	20	29%	19%	46%	47%
Q6c. I feel that senior managers model the values of my organisation	26	29	17	21	32%	23%	54%	52%
Q6d. Senior managers encourage innovation by employees	7	25	31	21	32%	35%	51%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	8	29	38	15	36%	39%	56%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	9	34	31	14	43%	56%	66%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	7	29	23	24	36%	24%	54%	48%
Q6h. I feel that senior managers listen to employees	7	21	27	22	28%	24%	47%	44%
Q7c. I feel that change is managed well in my organisation	16	26	34	20	20%	16%	35%	42%

KEY





## EXPLORE THE FULL RESULTS

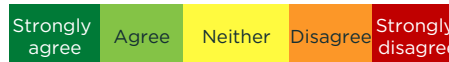
Questions are grouped by topics in this report.

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%

COMMUNICATION	58% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q5c. My manager communicates effectively with me	25	46	14	10		70%	60%	76%	72%
Q5d. My manager encourages and values employee input	32	46	13			78%	66%	79%	73%
Q5e. My manager involves my workgroup in decisions about our work	26	43	19	7		69%	57%	72%	68%
Q6g. I feel that senior managers keep employees informed about what's going on	7	29	23	24	17	36%	24%	54%	48%
Q6h. I feel that senior managers listen to employees	7	21	27	22	23	28%	24%	47%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	17	50	17	8	9	66%	59%	75%	69%

KEY





## EXPLORE THE FULL RESULTS

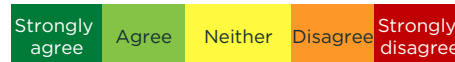
Questions are grouped by topics in this report.

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%

	HIGH PERFORMANCE					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	52	8			83%	82%	87%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	46	40	8			86%	79%	82%	79%	
Q3f. I have received appropriate training and development to do my job well	12	39	29	12	8	51%	48%	62%	66%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	28	47	16			75%	70%	79%	75%	
Q5f. I have confidence in the decisions my manager makes	25	45	14	9	7	70%	58%	73%	69%	
Q6d. Senior managers encourage innovation by employees	7	25	31	21	16	32%	35%	51%	51%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	8	29	38	15	12	36%	39%	56%	53%	
Q7a. My organisation focuses on improving the work we do	10	38	34	11	8	47%	48%	68%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	8	36	30	16	10	44%	36%	55%	57%	

KEY



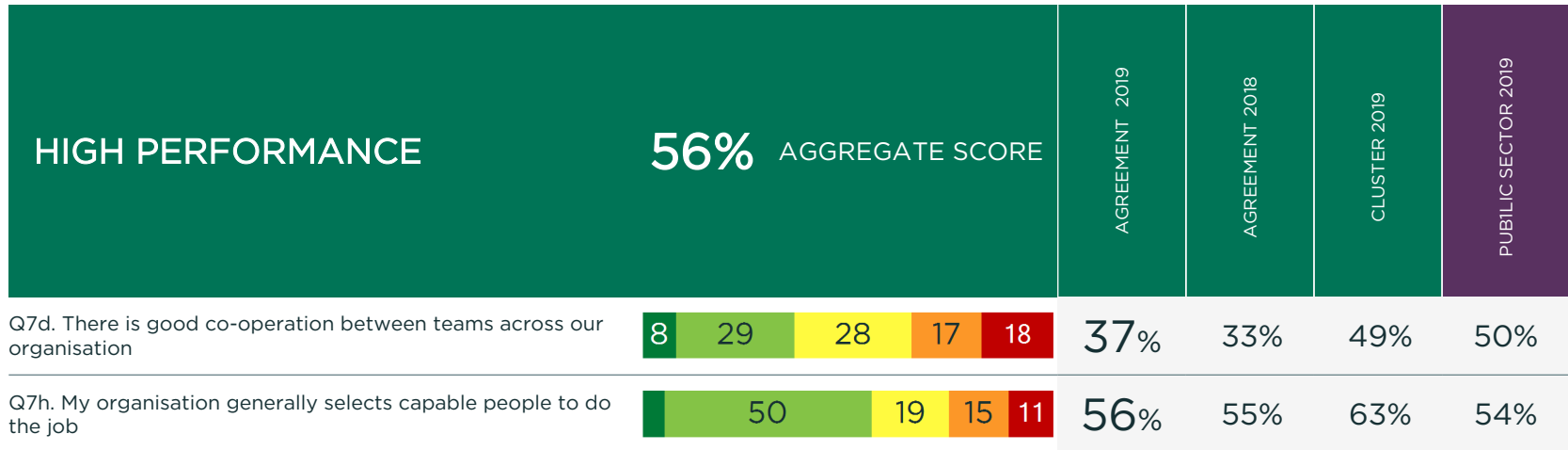


## EXPLORE THE FULL RESULTS

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%

PUBLIC SECTOR VALUES	52% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019			
	Q2a. My workgroup strives to achieve customer/client satisfaction	55	37	92%	93%	89%	86%		
Q2e. People in my workgroup treat each other with respect	39	40	11	79%	78%	82%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	28	47	16	75%	70%	79%	75%		
Q5b. My manager listens to what I have to say	35	44	8	7	79%	70%	82%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	21	25	29	19	28%	26%	51%	51%	
Q6c. I feel that senior managers model the values of my organisation	26	29	17	21	32%	23%	54%	52%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	9	34	31	14	13	43%	56%	66%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	7	29	23	24	17	36%	24%	54%	48%
Q6h. I feel that senior managers listen to employees	7	21	27	22	23	28%	24%	47%	44%

KEY



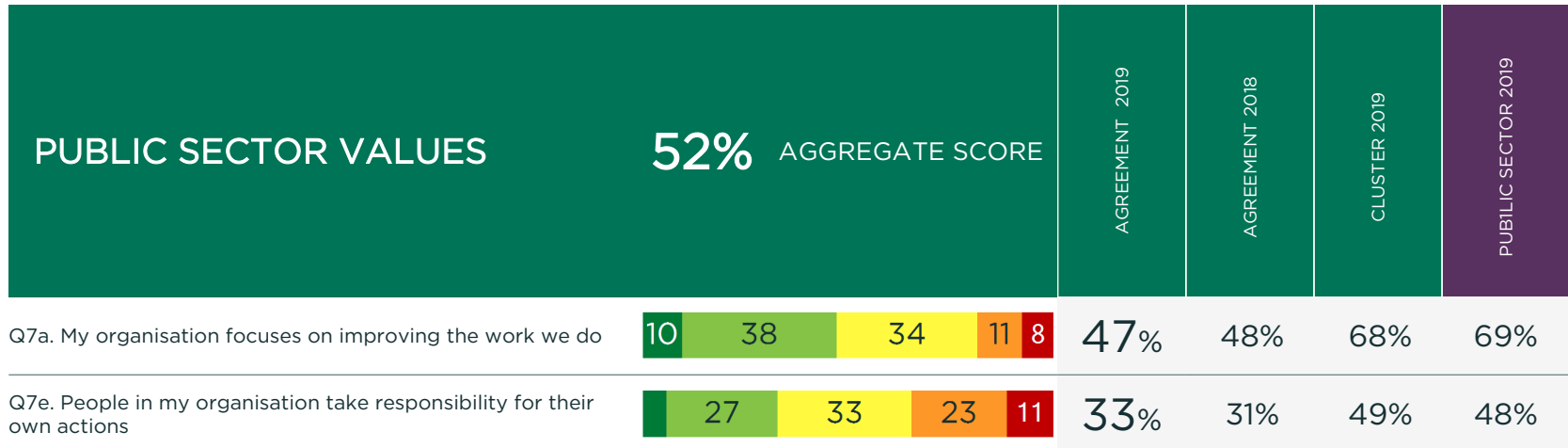


## EXPLORE THE FULL RESULTS

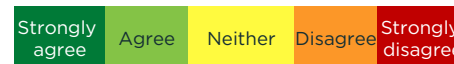
Questions are grouped by topics in this report.

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

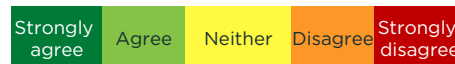
Questions are grouped by topics in this report.

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%

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	14	44	14	18	11	57%	48%	68%	67%
Q5b. My manager listens to what I have to say	35	44	8	7		79%	70%	82%	76%
Q5d. My manager encourages and values employee input	32	46	13			78%	66%	79%	73%
Q6i. Senior managers in my organisation support the career advancement of women	20	35	31	7		55%	55%	69%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	23	51	12	7		75%	71%	82%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	24	47	13	9	7	71%	68%	79%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	17	50	17	8	9	66%	59%	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>	30	45	15			75%	65%	72%	59%
Q8e. My manager supports flexible working in my team	37	42	14			79%	69%	77%	63%

### KEY



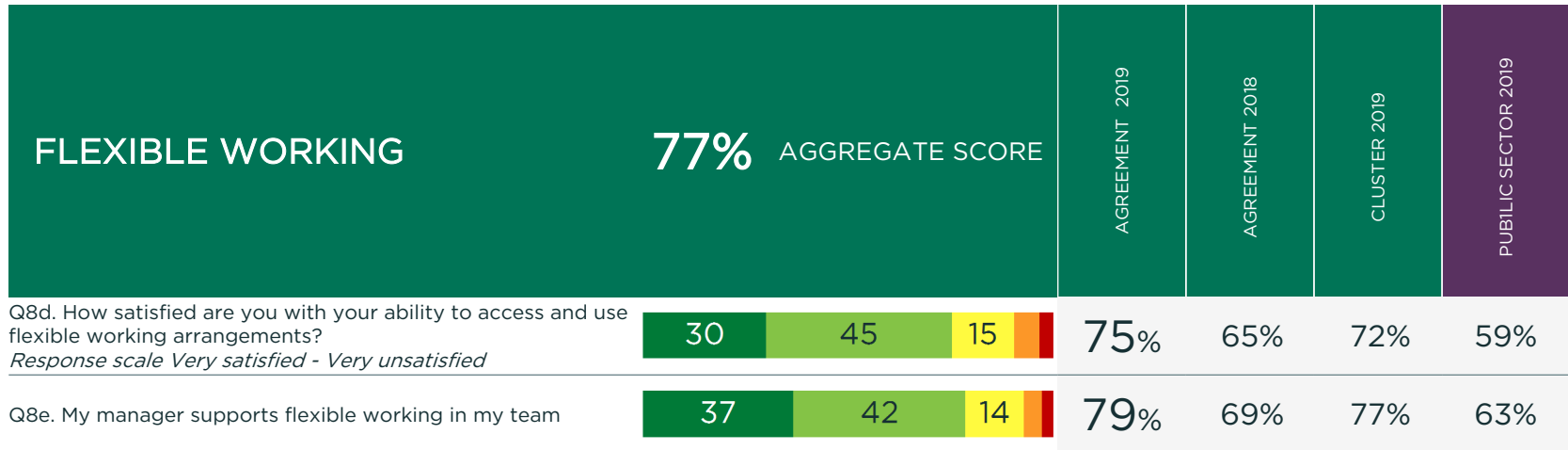


## EXPLORE THE FULL RESULTS

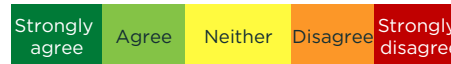
Questions are grouped by topics in this report.

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



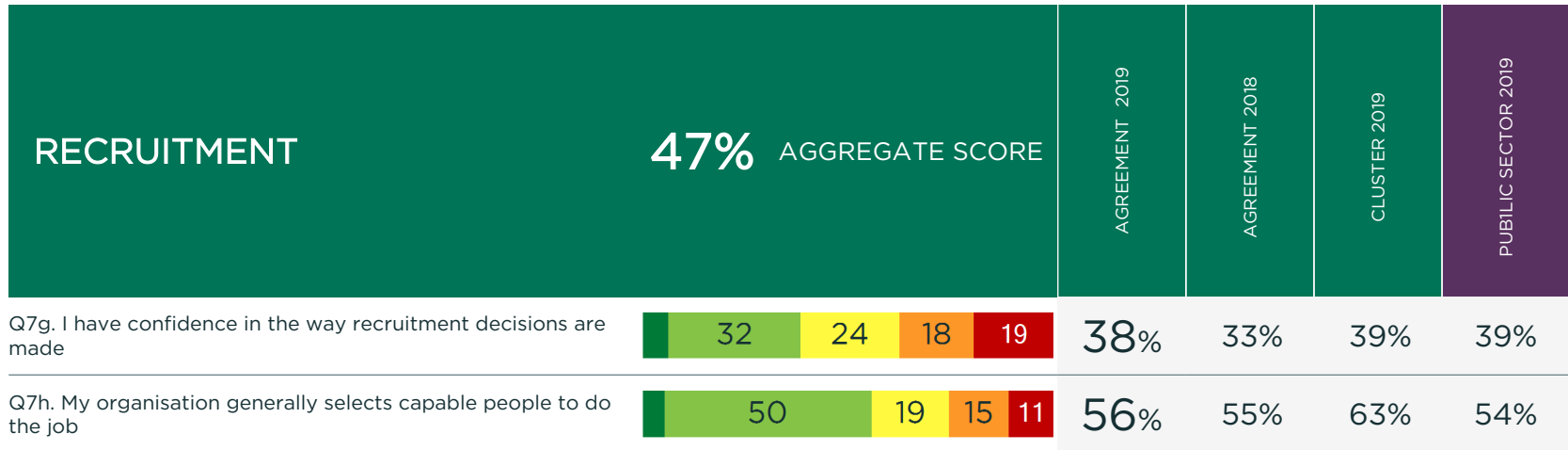


## EXPLORE THE FULL RESULTS

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.

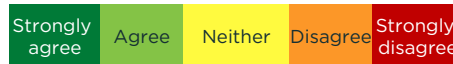
Results are rounded and may not add up to 100%

## PERFORMANCE FRAMEWORK & DEVELOPMENT

**51%** 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		69%	51%	69%	66%
Q3e. My performance is assessed against clear criteria		50%	23%	55%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation		30%	25%	45%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do		74%	64%	77%	69%
Q5h. My manager deals appropriately with employees who perform poorly		42%	29%	48%	48%
Q7f. My organisation is committed to developing its employees		39%	29%	52%	53%

KEY





## EXPLORE THE FULL RESULTS

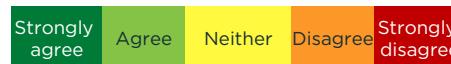
Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%

	68% 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	14	44	14	18	11	57%	48%	68%	67%
Q1f. I am able to keep my work stress at an acceptable level	13	42	19	17	9	55%	51%	64%	61%
Q2c. I receive help and support from other members of my workgroup	47	38	9			85%	78%	85%	81%
Q2d. There is good team spirit in my workgroup	35	38	14	8		73%	67%	76%	70%

### KEY



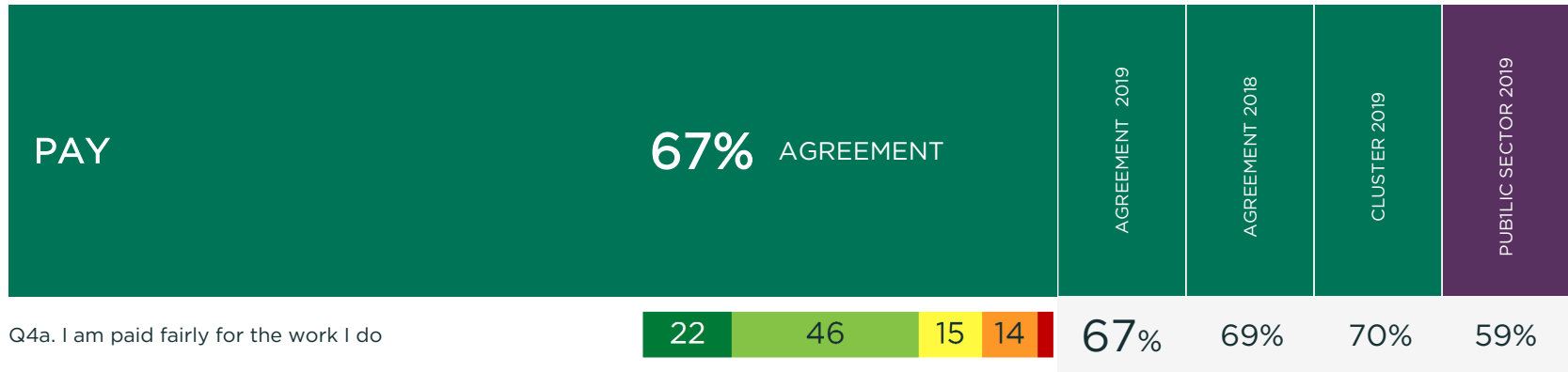


## EXPLORE THE FULL RESULTS

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





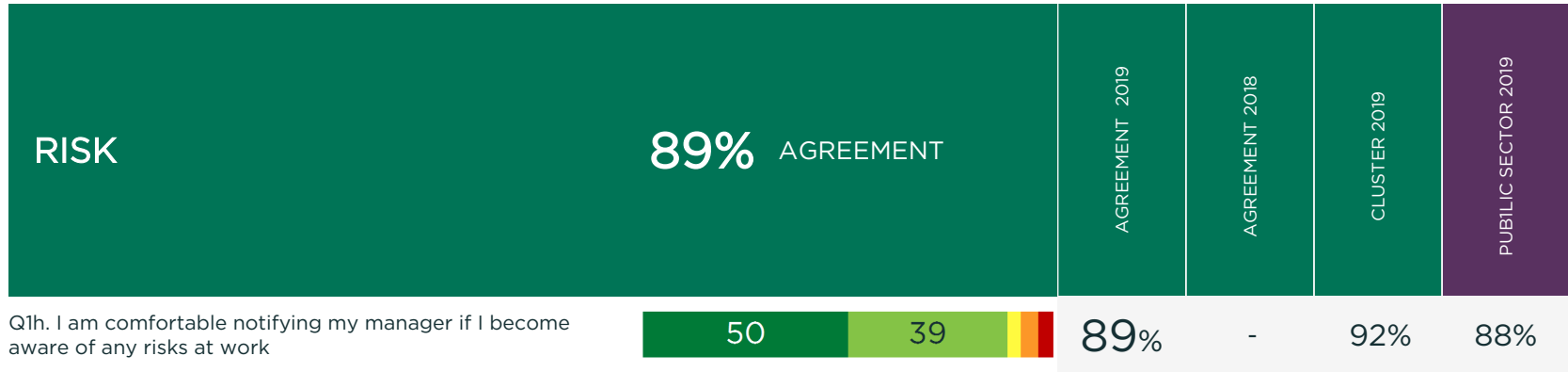


## EXPLORE THE FULL RESULTS

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



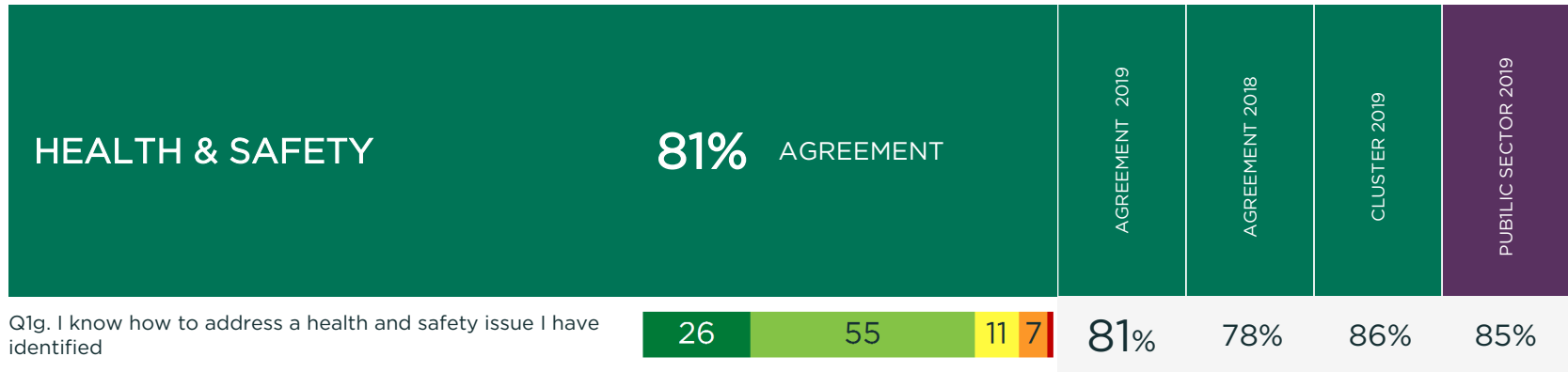


## EXPLORE THE FULL RESULTS

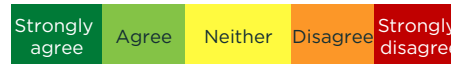
Questions are grouped by topics in this report.

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

**35%** AGREEMENT

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



KEY



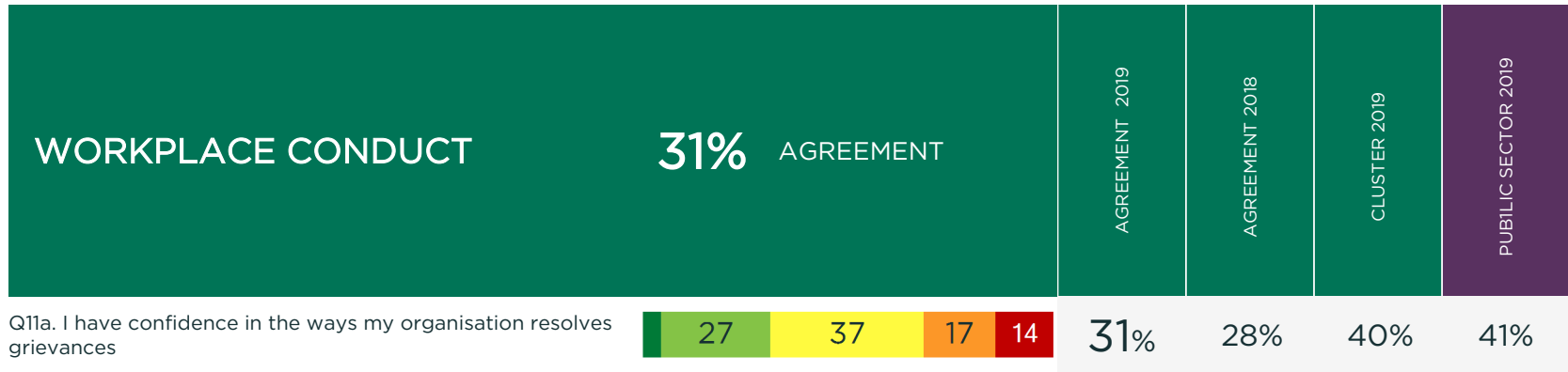


## EXPLORE THE FULL RESULTS

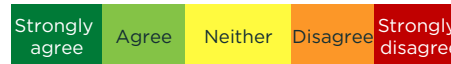
Questions are grouped by topics in this report.

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

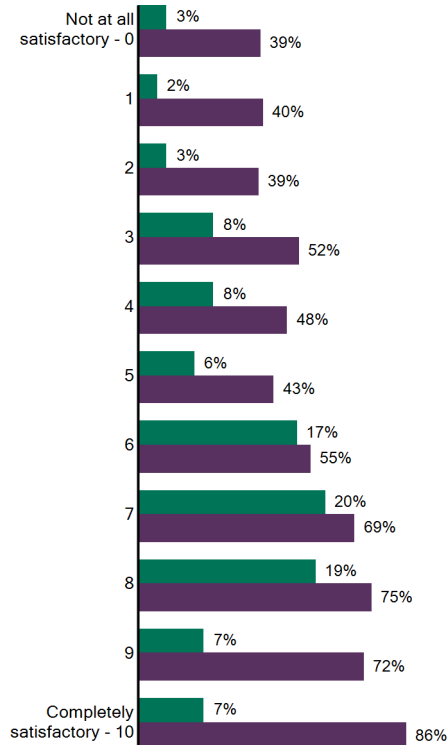
### EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

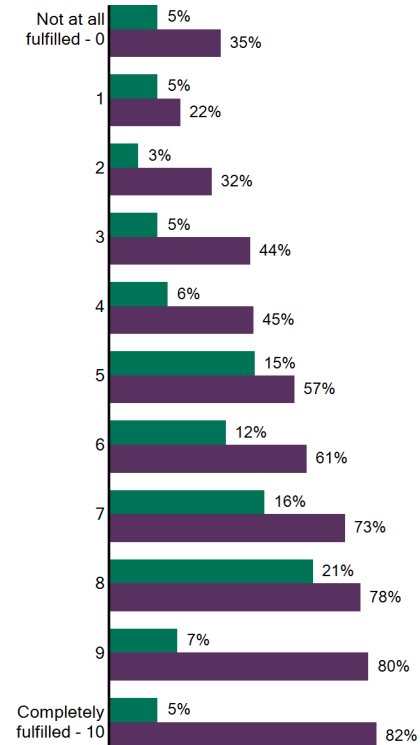
This compares Wellbeing to Engagement.

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



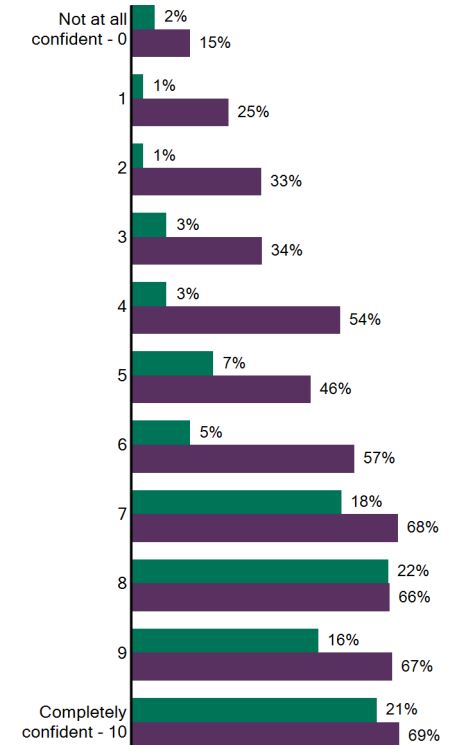
Proportion of respondents answering each response option

**Q1j.** I find my life at work fulfilling



Employee engagement score

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





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

## PERFORMANCE FRAMEWORK & DEVELOPMENT

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives					
Yes		77%	39%	73%	71%
No		23%	61%	27%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		77%	60%	81%	76%
No		23%	40%	19%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		64%	37%	63%	60%
No		36%	63%	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		50%	52%	43%	41%
No		50%	48%	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		54%	49%	38%	28%
Lack of visible opportunities		49%	50%	41%	29%
Lack of support for temporary assignments/secondments		23%	23%	16%	15%
Insufficient training and development		22%	32%	15%	15%
Personal/family considerations		19%	21%	28%	29%
There are no major barriers to my career progression		18%	22%	23%	29%
Lack of required capabilities or experience		16%	19%	13%	11%
Lack of support from my manager/supervisor		15%	23%	11%	13%
The application/recruitment process is too cumbersome or time consuming		14%	15%	23%	22%
Geographic location considerations		13%	18%	29%	25%
Other		10%	12%	9%	9%

% are calculated with the number of unique respondents (N = 211 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
<b>Q12a.</b> In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		29%	29%	22%	27%
No		56%	45%	63%	56%
Don't know		16%	26%	15%	17%
<b>Q12b.</b> If yes to 12a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		58%	49%	58%	65%
No		41%	49%	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

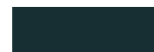
2018

CLUSTER 2019

PUBLIC SECTOR 2019

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

Yes



38%

32%

27%

33%

No



54%

58%

64%

57%

Don't know



7%

10%

9%

10%

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

Yes



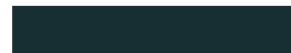
22%

15%

13%

18%

No



73%

77%

81%

75%

Don't know



4%

8%

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 senior manager		28%	33%	22%	21%
A fellow worker at your level		22%	25%	27%	27%
Prefer not to say		20%	11%	13%	13%
Your immediate manager/supervisor		15%	17%	24%	23%
Other		9%	8%	6%	5%
A subordinate		2%	3%	6%	7%
A client or customer		2%	-	2%	3%
A member of the public other than a client or customer		2%	3%	0%	1%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

## UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

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

	2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Yes	1%	2%	1%	4%
No	97%	96%	97%	94%
Don't know	1%	2%	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.

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%

## 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		73%	73%	81%
Q2. My team is equipped with the right tools to provide good customer service		51%	48%	63%
Q3. My organisation has the right tools in place to assist and manage geographically dispersed teams		29%	23%	56%
Q4. I have access to the information I need to do my job well		55%	54%	71%
Q5. I feel informed about changes in my organisation		34%	27%	56%
Q6. The people I work with have safe work practices		82%	77%	89%
Q7. My organisation provides opportunity for collaborative work practices		65%	-	70%
Q8. Overall, I believe the culture at my workplace has improved over the last 12 months		31%	-	45%
Q9. My manager actively supports a diverse and inclusive work environment		75%	-	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
<b>GENDER</b>		
Male		29%
Female		66%
Other		5%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
<b>AGE</b>		
15-19		0%
20-24		6%
25-29		10%
30-34		20%
35-39		11%
40-44		12%
45-49		13%
50-54		12%
55-59		8%
60-64		6%
65+		1%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

	PERCENTAGE
<b>TYPE OF WORK</b>	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	25%
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)	16%
Administrative support (e.g. executive/personal assistant, receptionist)	4%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	13%
Policy	0%
Research	5%
Program and project management support	18%
Legal (including developing and/or reviewing legislation)	0%
Other	19%

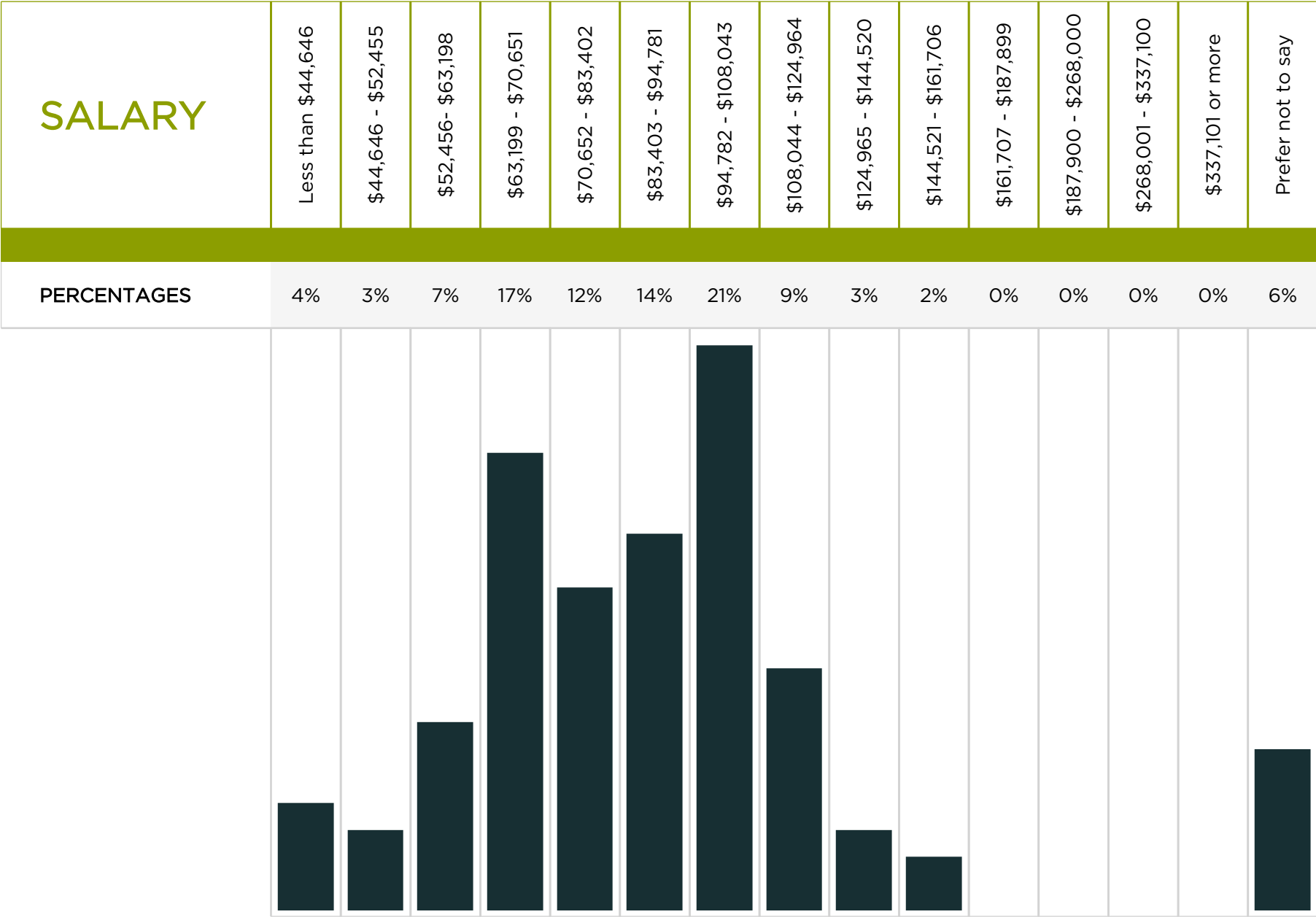


# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%








		PERCENTAGE
<b>TENURE IN ORGANISATION</b>		
Less than 1 year		13%
1 - 2 years		18%
2 - 5 years		32%
5 - 10 years		10%
10 - 20 years		14%
More than 20 years		14%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
<b>FLEXIBLE WORKING</b>		
Flexible start and finish times		73%
Working additional hours to make up for time off		26%
Working from different locations		15%
Working from home		14%
None of the above		14%
Part-time work		13%
Working more hours over fewer days		13%

% are calculated with the number of unique respondents (N = 204 to this question)

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
<b>FLEXIBLE WORKING</b>		
Leave without pay		10%
Flexible scheduling for rostered workers		5%
Other		3%
Job sharing		3%
Study leave		1%
Purchasing annual leave		0%

% are calculated with the number of unique respondents (N = 204 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%

	Museum of Applied Arts and Sciences	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing,	Other service delivery work (work that does not involve contact with the public, but it is critical to the	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
<b>NUMBER OF RESPONDENTS</b>	214	52	34	8	26	0	11	37	0	40
<b>EMPLOYEE ENGAGEMENT</b>	62%	54%	67%	(r)	(r)	(r)	(r)	62%	(r)	62%
<b>ENGAGEMENT WITH WORK</b>	66%	60%	76%	(r)	(r)	(r)	(r)	67%	(r)	60%
<b>SENIOR MANAGERS</b>	31%	20%	36%	(r)	(r)	(r)	(r)	36%	(r)	26%
<b>COMMUNICATION</b>	58%	52%	59%	(r)	(r)	(r)	(r)	62%	(r)	54%
<b>HIGH PERFORMANCE</b>	56%	48%	58%	(r)	(r)	(r)	(r)	60%	(r)	52%
<b>PUBLIC SECTOR VALUES</b>	52%	45%	56%	(r)	(r)	(r)	(r)	55%	(r)	46%
<b>DIVERSITY &amp; INCLUSION</b>	71%	67%	72%	(r)	(r)	(r)	(r)	71%	(r)	66%

### 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%

	Museum of Applied Arts and Sciences	Less than \$44,646	\$44,646 - \$52,455	\$52,456 - \$63,198	\$63,199 - \$70,651	\$70,652 - \$83,402	\$83,403 - \$94,781	\$94,782 - \$108,043	\$108,044 - \$124,964	\$124,965 - \$144,520	\$144,521 - \$161,706	\$161,707 - \$187,899	\$187,900 - \$268,000	\$268,001 - \$337,100
<b>NUMBER OF RESPONDENTS</b>	214	9	7	15	36	24	30	43	18	6	5	0	1	1
<b>EMPLOYEE ENGAGEMENT</b>	62%	(r)	(r)	(r)	64%	(r)	56%	66%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	66%	(r)	(r)	(r)	59%	(r)	60%	74%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	31%	(r)	(r)	(r)	31%	(r)	26%	33%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	58%	(r)	(r)	(r)	58%	(r)	50%	56%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	56%	(r)	(r)	(r)	54%	(r)	50%	56%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	(r)	(r)	(r)	51%	(r)	48%	53%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	70%	(r)	61%	75%	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# RESULT BY SALARY



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Museum of Applied Arts and Sciences	\$337,101 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>214</b>	<b>0</b>	<b>12</b>
<b>EMPLOYEE ENGAGEMENT</b>	62%	(r)	(r)
ENGAGEMENT WITH WORK	66%	(r)	(r)
SENIOR MANAGERS	31%	(r)	(r)
COMMUNICATION	58%	(r)	(r)
HIGH PERFORMANCE	56%	(r)	(r)
PUBLIC SECTOR VALUES	52%	(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

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%

	Museum of Applied Arts and Sciences	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
<b>NUMBER OF RESPONDENTS</b>	214	26	36	65	21	28	29
<b>EMPLOYEE ENGAGEMENT</b>	62%	(r)	57%	61%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	66%	(r)	63%	59%	(r)	(r)	(r)
SENIOR MANAGERS	31%	(r)	31%	29%	(r)	(r)	(r)
COMMUNICATION	58%	(r)	59%	57%	(r)	(r)	(r)
HIGH PERFORMANCE	56%	(r)	55%	55%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	(r)	54%	50%	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	75%	69%	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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



# RESULTS BY TYPES OF FLEXIBLE WORKING



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Museum of Applied Arts and Sciences	Flexible start and finish times	Working more hours over fewer days	Working additional hours to make up for time off	Flexible scheduling for rostered workers	Part-time work	Job sharing	Working from different locations	Working from home	Purchasing annual leave	Leave without pay	Study leave	Other	None of the above
<b>NUMBER OF RESPONDENTS</b>	214	148	26	53	11	27	6	30	29	1	21	3	7	28
<b>EMPLOYEE ENGAGEMENT</b>	62%	62%	(r)	64%	(r)	(r)	(r)	62%	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	66%	65%	(r)	65%	(r)	(r)	(r)	73%	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	31%	30%	(r)	40%	(r)	(r)	(r)	30%	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	58%	56%	(r)	62%	(r)	(r)	(r)	55%	(r)	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	56%	55%	(r)	59%	(r)	(r)	(r)	55%	(r)	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	52%	50%	(r)	57%	(r)	(r)	(r)	50%	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	71%	71%	(r)	76%	(r)	(r)	(r)	74%	(r)	(r)	(r)	(r)	(r)	(r)

\*multiple types may be chosen.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Museum of Applied Arts and Sciences	Sydney East	Sydney West	Sydney - City and Inner South	Sydney - Inner West	Sydney - Baukham Hills and Hawkesbury	Sydney - North Sydney and Hornsby	Sydney - Outer South West	Sydney - Parramatta	Sydney - Sutherland	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton
NUMBER OF RESPONDENTS	214	186	3	182	2	1	1	1	1	1	0	0	0	0
EMPLOYEE ENGAGEMENT	62%	(r)	(r)	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	66%	(r)	(r)	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	31%	(r)	(r)	31%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	58%	(r)	(r)	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	56%	(r)	(r)	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	(r)	(r)	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(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.

Results are rounded and may not add up to 100%

	Museum of Applied Arts and Sciences	Far West and Orana	Hunter Valley exc Newcastle	Illawarra	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	Outside NSW	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Blacktown	Sydney - Eastern Suburbs
NUMBER OF RESPONDENTS	214	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	31%	(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	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	(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%

	Museum of Applied Arts and Sciences	Sydney - Inner South West	Sydney - Northern Beaches	Sydney - Outer West and Blue Mountains	Sydney - Ryde	Sydney - South West
<b>NUMBER OF RESPONDENTS</b>	214	0	0	0	0	0
<b>EMPLOYEE ENGAGEMENT</b>	62%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	66%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	31%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	58%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	56%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	(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%

	Museum of Applied Arts and Sciences	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
NUMBER OF RESPONDENTS	214	1	13	21	40	23	24	26	24	16	13	2
EMPLOYEE ENGAGEMENT	62%	(r)	(r)	(r)	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	66%	(r)	(r)	(r)	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	31%	(r)	(r)	(r)	26%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	58%	(r)	(r)	(r)	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	56%	(r)	(r)	(r)	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	52%	(r)	(r)	(r)	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	73%	(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%

	Museum of Applied Arts and Sciences	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>214</b>	<b>60</b>	<b>136</b>	<b>11</b>
<b>EMPLOYEE ENGAGEMENT</b>	62%	65%	62%	(r)
ENGAGEMENT WITH WORK	66%	67%	67%	(r)
SENIOR MANAGERS	31%	39%	29%	(r)
COMMUNICATION	58%	60%	57%	(r)
HIGH PERFORMANCE	56%	57%	57%	(r)
PUBLIC SECTOR VALUES	52%	55%	51%	(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

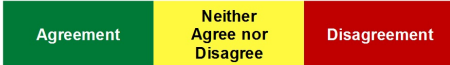
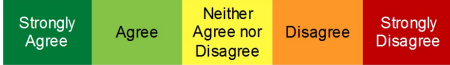
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.