



2019 | NSW Public Sector
Employee Survey

AGENCY REPORT

Planning and Environment

Office of Local Government



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RESPONSE RATE

75%

57 OF 76 RESPONDENTS

RESPONSE RATE 2018: 108%

EMPLOYEE ENGAGEMENT

59%

DIFFERENCE FROM 2018 -7 (66%)

DIFFERENCE FROM CLUSTER -10 (69%)

DIFFERENCE FROM PUBLIC SECTOR -7 (66%)

ENGAGEMENT WITH WORK

72%

DIFFERENCE FROM 2018 -5 (77%)

DIFFERENCE FROM CLUSTER -2 (74%)

DIFFERENCE FROM PUBLIC SECTOR -1 (73%)

SENIOR MANAGERS

43%

DIFFERENCE FROM 2018 -14 (58%)

DIFFERENCE FROM CLUSTER -8 (51%)

DIFFERENCE FROM PUBLIC SECTOR -7 (50%)

COMMUNICATION

61%

DIFFERENCE FROM 2018 -13 (74%)

DIFFERENCE FROM CLUSTER -6 (67%)

DIFFERENCE FROM PUBLIC SECTOR -1 (62%)

HIGH PERFORMANCE

60%

DIFFERENCE FROM 2018 -11 (71%)

DIFFERENCE FROM CLUSTER -6 (66%)

DIFFERENCE FROM PUBLIC SECTOR -5 (65%)

PUBLIC SECTOR VALUES

60%

DIFFERENCE FROM 2018 -12 (71%)

DIFFERENCE FROM CLUSTER -6 (66%)

DIFFERENCE FROM PUBLIC SECTOR -3 (62%)

DIVERSITY & INCLUSION

73%

DIFFERENCE FROM 2018 -8 (81%)

DIFFERENCE FROM CLUSTER -3 (76%)

DIFFERENCE FROM PUBLIC SECTOR +4 (69%)

FLEXIBLE WORKING SATISFACTION

80%

DIFFERENCE FROM 2018 -4 (85%)

DIFFERENCE FROM CLUSTER +8 (72%)

DIFFERENCE FROM PUBLIC SECTOR +21 (59%)

ACTION ON RESULTS

45%

DIFFERENCE FROM 2018 -7 (53%)

DIFFERENCE FROM CLUSTER -1 (47%)

DIFFERENCE FROM PUBLIC SECTOR +6 (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
1g. I know how to address a health and safety issue I have identified	89%	82%
1h. I am comfortable notifying my manager if I become aware of any risks at work	89%	-
2c. I receive help and support from other members of my workgroup	88%	92%
4a. I am paid fairly for the work I do	86%	81%
2e. People in my workgroup treat each other with respect	84%	90%
8e. My manager supports flexible working in my team	84%	87%
2a. My workgroup strives to achieve customer/client satisfaction	84%	90%
2b. My workgroup works collaboratively to achieve its objectives	82%	89%
1a. I understand what is expected of me to do well in my role	82%	88%
2d. There is good team spirit in my workgroup	82%	82%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
11a. I have confidence in the ways my organisation resolves grievances	33%	41%
7c. I feel that change is managed well in my organisation	33%	42%
6d. Senior managers encourage innovation by employees	37%	52%
6a. I believe senior managers provide clear direction for the future of the organisation	39%	58%
6b. I feel that senior managers effectively lead and manage change	39%	55%
3g. I am satisfied with the opportunities available for career development in my organisation	39%	57%
6c. I feel that senior managers model the values of my organisation	39%	56%
5h. My manager deals appropriately with employees who perform poorly	40%	54%
7f. My organisation is committed to developing its employees	42%	65%
7g. I have confidence in the way recruitment decisions are made	42%	49%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

MOST AND LEAST IMPROVED QUESTIONS

+ MOST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

1g.	I know how to address a health and safety issue I have identified	89%	83%
4a.	I am paid fairly for the work I do	86%	81%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

5e.	My manager involves my workgroup in decisions about our work	58%	81%
7b.	My organisation is making the necessary improvements to meet our future challenges	42%	65%
7f.	My organisation is committed to developing its employees	42%	65%
7l.	My organisation motivates me to help it achieve its objectives	44%	64%
6a.	I believe senior managers provide clear direction for the future of the organisation	39%	58%
3g.	I am satisfied with the opportunities available for career development in my organisation	39%	58%
6c.	I feel that senior managers model the values of my organisation	39%	56%
6b.	I feel that senior managers effectively lead and manage change	39%	55%
6g.	I feel that senior managers keep employees informed about what's going on	47%	63%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	53%	68%



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

Q5h. My manager deals appropriately with employees who perform poorly



Q7f. My organisation is committed to developing its employees



Q7j. I am proud to tell others I work for my organisation



Q7l. My organisation motivates me to help it achieve its objectives



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



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

Q5h. My manager deals appropriately with employees who perform poorly



Q7f. My organisation is committed to developing its employees



Q7j. I am proud to tell others I work for my organisation



Q7l. My organisation motivates me to help it achieve its objectives



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



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

Q5h. My manager deals appropriately with employees who perform poorly



Q7f. My organisation is committed to developing its employees



Q7j. I am proud to tell others I work for my organisation



Q7l. My organisation motivates me to help it achieve its objectives



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



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: 57

Gender	Survey %	Employment Status	Survey %	Type of work	Survey %
Male	31	Senior Executive (ongoing/permanent or term)	9	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	6
Female	69	Ongoing/Permanent (other than senior executive)	70	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)	4
Other	0	Temporary (including temporary teachers and graduates)	6	Administrative support (e.g. executive/personal assistant, receptionist)	11
		Casual	4	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	9
		Contract – Non Executive	9	Policy	25
		Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	2	Research	0
		Other	0	Program and project management support	13
		Don't know	0	Legal (including developing and/or reviewing legislation)	6
				Other	26
Age	Survey %	Manager of managers	Survey %	Organisation Tenure	Survey %
15 - 34 years	10	Yes	9	Less than 1 year	6
35 - 54 years	77	No	91	1 - 2 years	17
55+ years	13			2 - 5 years	35
		Supervisors	Survey %	5 - 10 years	12
		Yes	31	10 - 20 years	31
		No	69	More than 20 years	0
LOTE spoken at home	Survey %	Working arrangement	Survey %	Salary	Survey %
Yes	7	Full-time	87	\$83,402 and below	13
No	89	Part-time	13	\$83,403 - \$108,043	26
Prefer not to say	4			\$108,044 - \$144,520	43
				\$144,521 and above	9
				Prefer not to say	8
Aboriginal and/or Torres Strait Islanders	Survey %				
Yes	2				
No	96				
Prefer not to say	2				
Disability	Survey %				
Yes	7				
No	85				
Prefer not to say	7				
LGBTI	Survey %				
Yes	2				
No	91				
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.

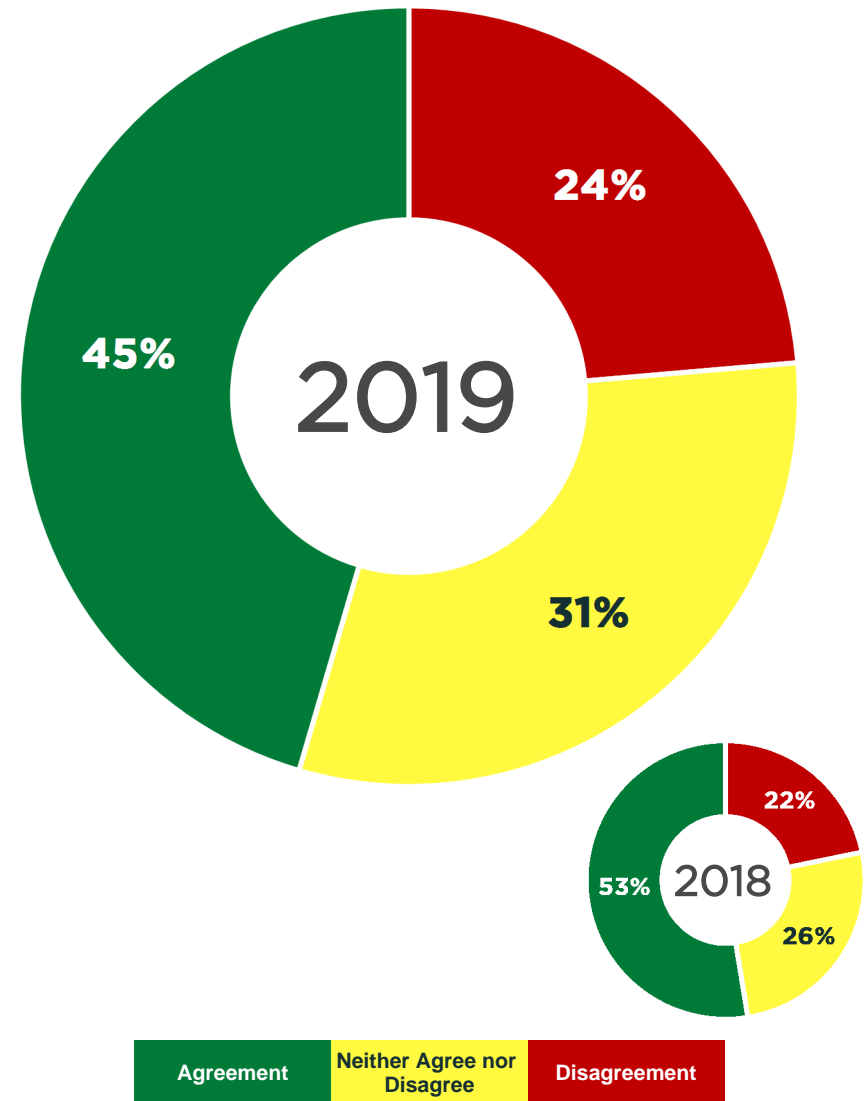
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45%

of employees replied favourably to:

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

39%	47%	53%
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	60%	70%	63%	54%
2	Q11a. I have confidence in the ways my organisation resolves grievances	33%	41%	40%	41%
3	Q6c. I feel that senior managers model the values of my organisation	39%	56%	54%	52%
4	Q6d. Senior managers encourage innovation by employees	37%	52%	51%	51%
5	Q7a. My organisation focuses on improving the work we do	60%	71%	68%	69%
6	Q7c. I feel that change is managed well in my organisation	33%	42%	35%	42%



EXPLORE THE FULL RESULTS

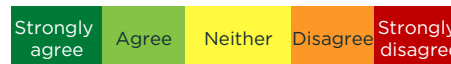
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Results are rounded and may not add up to 100%

EMPLOYEE ENGAGEMENT	59% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	14	42	19	16	9	56%	63%	68%	62%
Q7j. I am proud to tell others I work for my organisation	18	35	33	7	7	53%	61%	76%	70%
Q7k. I feel a strong personal attachment to my organisation	18	35	26	16		53%	53%	69%	64%
Q7l. My organisation motivates me to help it achieve its objectives	14	30	32	16	9	44%	64%	60%	56%
Q7m. My organisation inspires me to do the best in my job	19	28	28	12	12	47%	63%	60%	56%

KEY





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	72% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1c. My job gives me a feeling of personal accomplishment	25	45	14	11	70%	79%	76%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	33	40	11	12	74%	78%	75%	72%
Q1e. I am satisfied with my job	23	49	7	14	72%	75%	70%	69%

KEY





EXPLORE THE FULL RESULTS

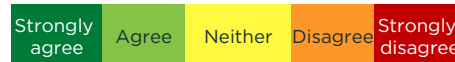
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SENIOR MANAGERS	43% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q6a. I believe senior managers provide clear direction for the future of the organisation	18	21	21	18	23	39%	58%	51%	51%
Q6b. I feel that senior managers effectively lead and manage change	16	23	14	21	26	39%	55%	46%	47%
Q6c. I feel that senior managers model the values of my organisation	18	21	25	13	23	39%	56%	54%	52%
Q6d. Senior managers encourage innovation by employees	14	23	28	19	16	37%	52%	51%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	40	28	7	12	53%	68%	56%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	16	42	18	7	18	58%	67%	66%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	12	35	19	16	18	47%	63%	54%	48%
Q6h. I feel that senior managers listen to employees	16	28	16	16	25	44%	56%	47%	44%
Q7c. I feel that change is managed well in my organisation	9	25	25	21	21	33%	42%	35%	42%

KEY





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COMMUNICATION	61% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q5c. My manager communicates effectively with me	25	42	12	11	11	67%	78%	76%	72%
Q5d. My manager encourages and values employee input	23	51	14	9	9	74%	86%	79%	73%
Q5e. My manager involves my workgroup in decisions about our work	26	32	18	16	9	58%	81%	72%	68%
Q6g. I feel that senior managers keep employees informed about what's going on	12	35	19	16	18	47%	63%	54%	48%
Q6h. I feel that senior managers listen to employees	16	28	16	16	25	44%	56%	47%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	30	46	13	9	9	77%	81%	75%	69%

KEY





EXPLORE THE FULL RESULTS

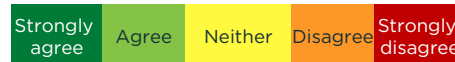
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	HIGH PERFORMANCE				60% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1a. I understand what is expected of me to do well in my role	30	53	11	7	82%	88%	87%	90%				
Q2b. My workgroup works collaboratively to achieve its objectives	46	37	7	7	82%	89%	82%	79%				
Q3f. I have received appropriate training and development to do my job well	23	30	26	16	53%	66%	62%	66%				
Q5a. My manager encourages people in my workgroup to keep improving the work they do	28	47	11	9	75%	82%	79%	75%				
Q5f. I have confidence in the decisions my manager makes	30	37	9	11	14	67%	75%	73%	69%			
Q6d. Senior managers encourage innovation by employees	14	23	28	19	16	37%	52%	51%	51%			
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	40	28	7	12	53%	68%	56%	53%			
Q7a. My organisation focuses on improving the work we do	16	44	16	21	16	60%	71%	68%	69%			
Q7b. My organisation is making the necessary improvements to meet our future challenges	18	25	21	21	16	42%	65%	55%	57%			

KEY



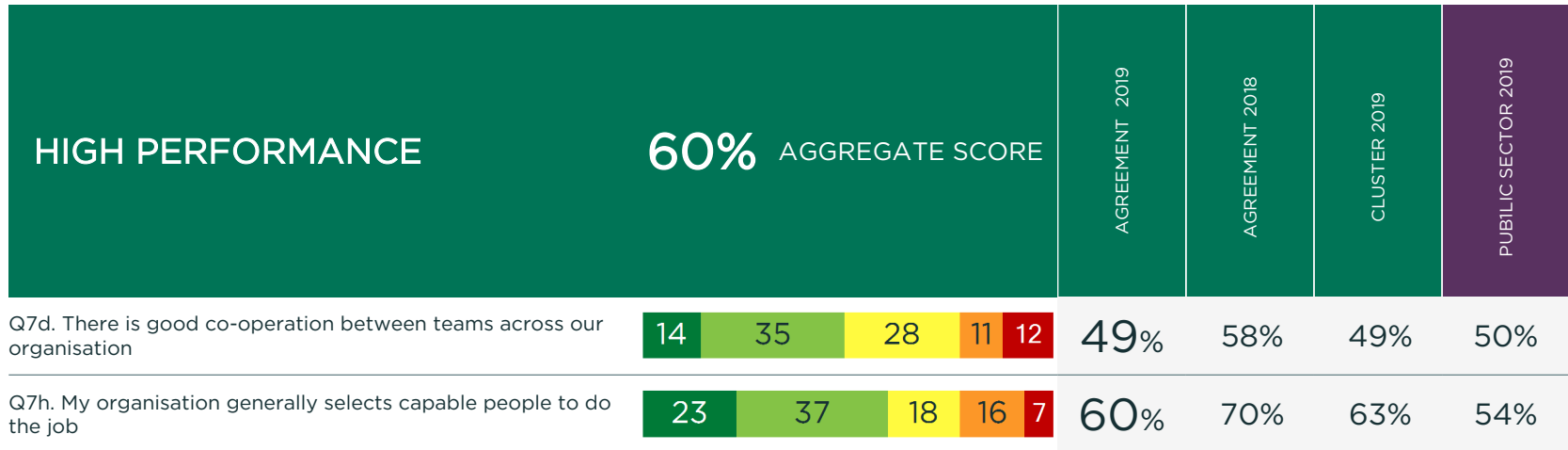


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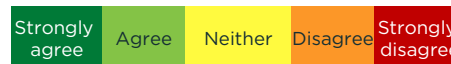
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PUBLIC SECTOR VALUES	60% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
Q2a. My workgroup strives to achieve customer/client satisfaction	45	39	11	84%	90%	89%	86%
Q2e. People in my workgroup treat each other with respect	53	32	7 9	84%	90%	82%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	28	47	11 9	75%	82%	79%	75%
Q5b. My manager listens to what I have to say	32	44	14 7	75%	89%	82%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	18	21	21 18 23	39%	58%	51%	51%
Q6c. I feel that senior managers model the values of my organisation	18	21	25 13 23	39%	56%	54%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	16	42	18 7 18	58%	67%	66%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	12	35	19 16 18	47%	63%	54%	48%
Q6h. I feel that senior managers listen to employees	16	28	16 16 25	44%	56%	47%	44%

KEY





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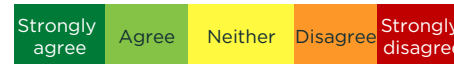
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PUBLIC SECTOR VALUES	60% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
	Q7a. My organisation focuses on improving the work we do	16	44	16	21	60%	71%	68%	69%
Q7e. People in my organisation take responsibility for their own actions	12	37	21	23	7	49%	59%	49%	48%

KEY





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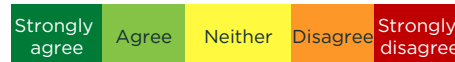
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DIVERSITY & INCLUSION	73% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	26	32	9	21	12	58%	70%	68%	67%
Q5b. My manager listens to what I have to say	32	44	14	7		75%	89%	82%	76%
Q5d. My manager encourages and values employee input	23	51	14	9		74%	86%	79%	73%
Q6i. Senior managers in my organisation support the career advancement of women	26	26	28	16		53%	65%	69%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	25	52	16			77%	82%	82%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	28	49	18			77%	85%	79%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	30	46	13	9		77%	81%	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>	46	34	9	9		80%	85%	72%	59%
Q8e. My manager supports flexible working in my team	49	35	9			84%	87%	77%	63%

KEY



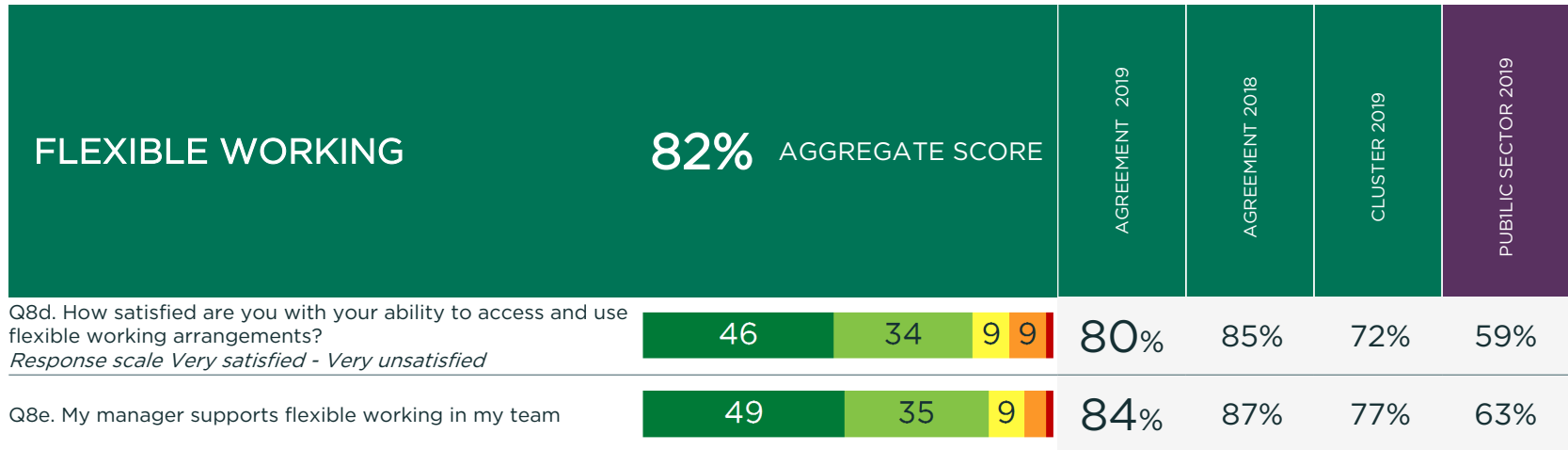


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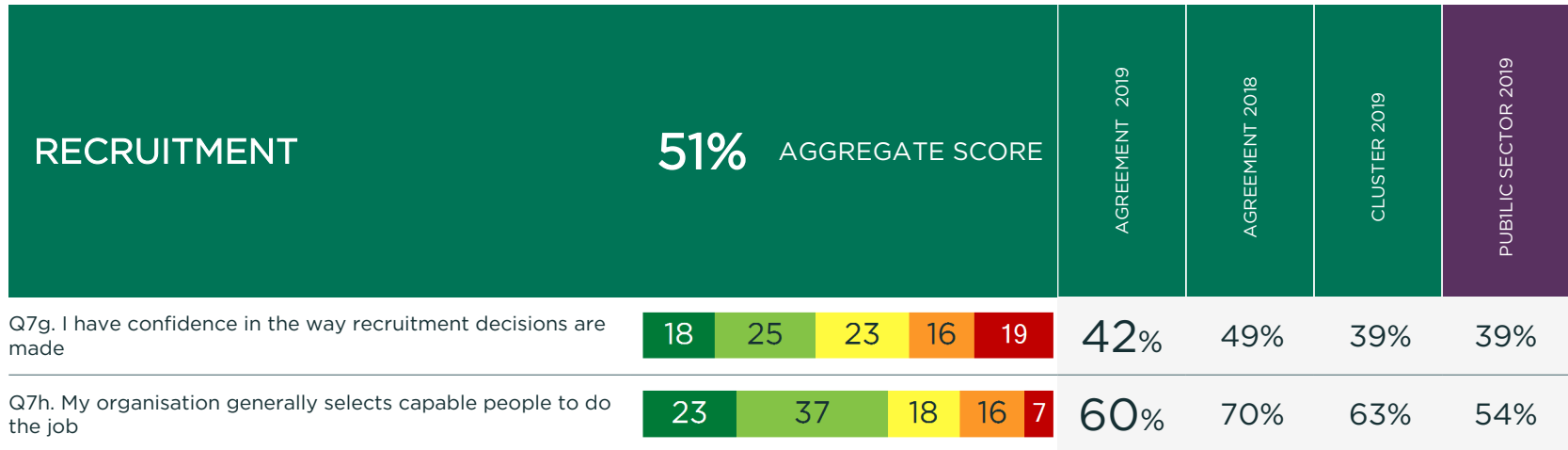


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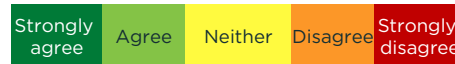
Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

52% 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	21	46	11	16	7	67%	70%	69%	66%
Q3e. My performance is assessed against clear criteria	14	35	14	28	9	49%	56%	55%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation	18	21	23	16	23	39%	58%	45%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do	26	49	9	11		75%	81%	77%	69%
Q5h. My manager deals appropriately with employees who perform poorly	16	25	33	11	16	40%	54%	48%	48%
Q7f. My organisation is committed to developing its employees	14	28	33	9	16	42%	65%	52%	53%

KEY





EXPLORE THE FULL RESULTS

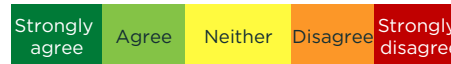
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WORKPLACE SUPPORT	73% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	26	32	9	21	12	58%	70%	68%	67%
Q1f. I am able to keep my work stress at an acceptable level	18	47	18	7	11	65%	68%	64%	61%
Q2c. I receive help and support from other members of my workgroup	58	30				88%	93%	85%	81%
Q2d. There is good team spirit in my workgroup	56	26	9			82%	83%	76%	70%

KEY



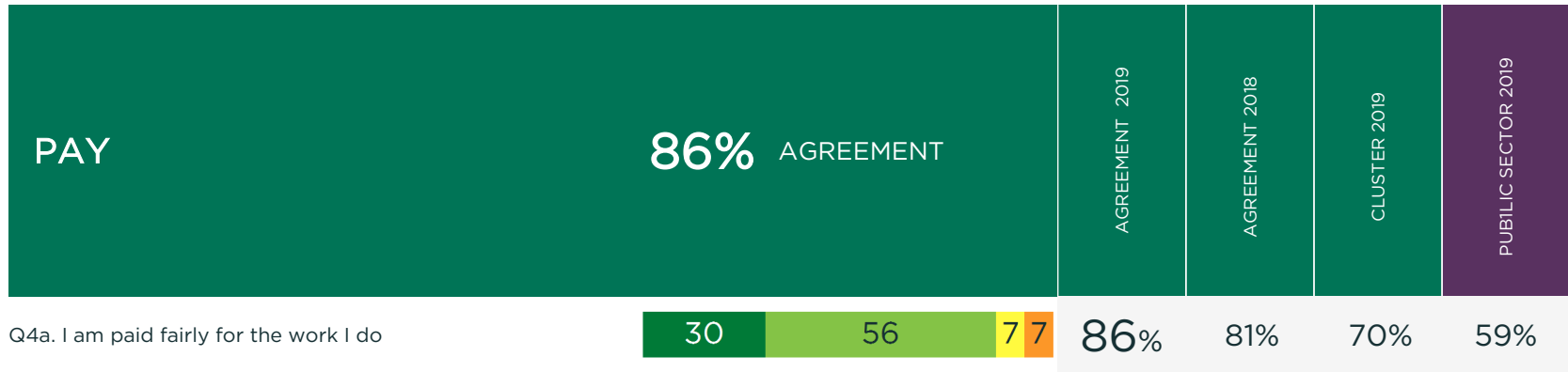


EXPLORE THE FULL RESULTS

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



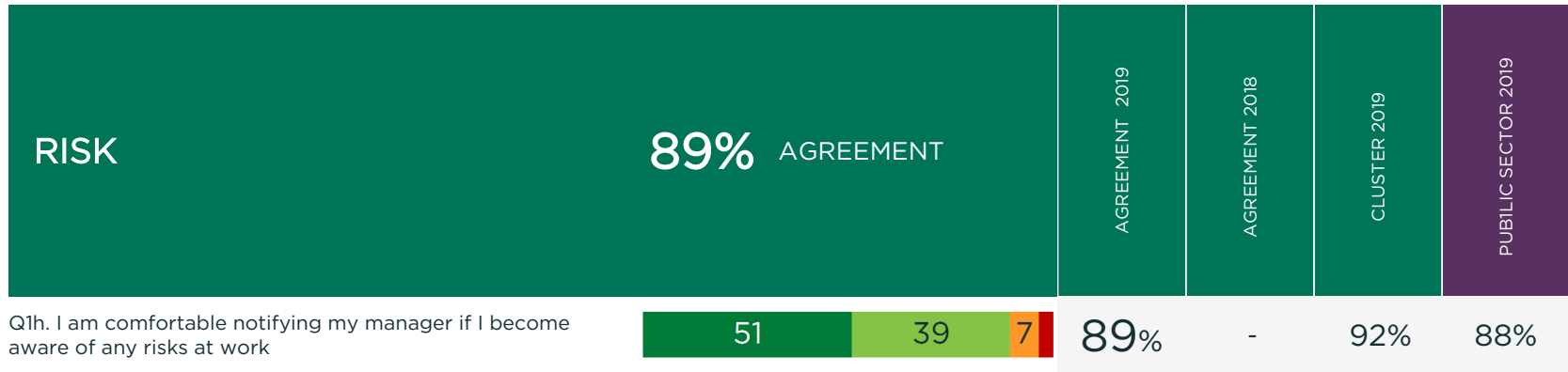


EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%



KEY



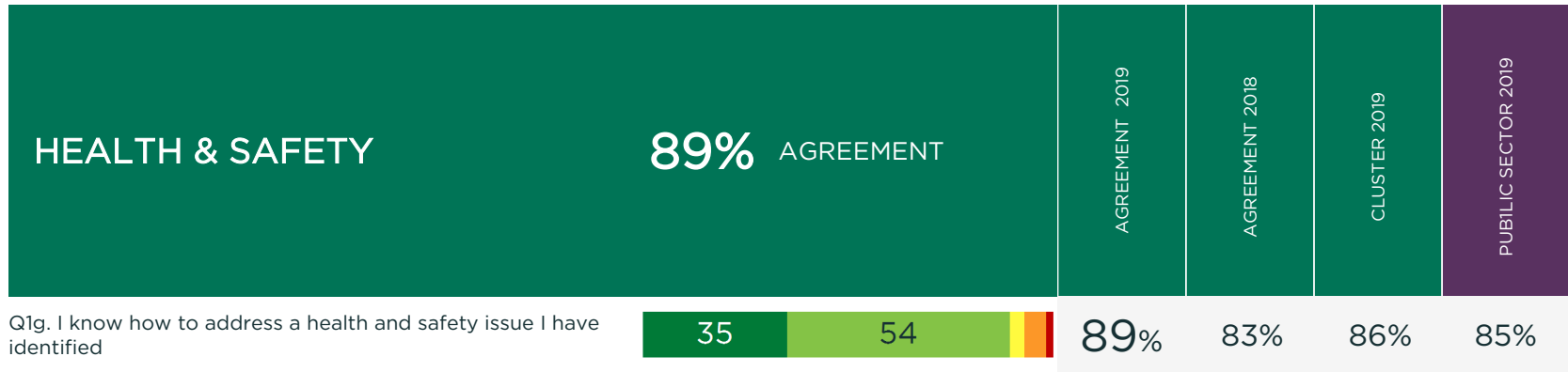


EXPLORE THE FULL RESULTS

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.

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Results are rounded and may not add up to 100%

ACTION ON RESULTS

45% AGREEMENT

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



KEY



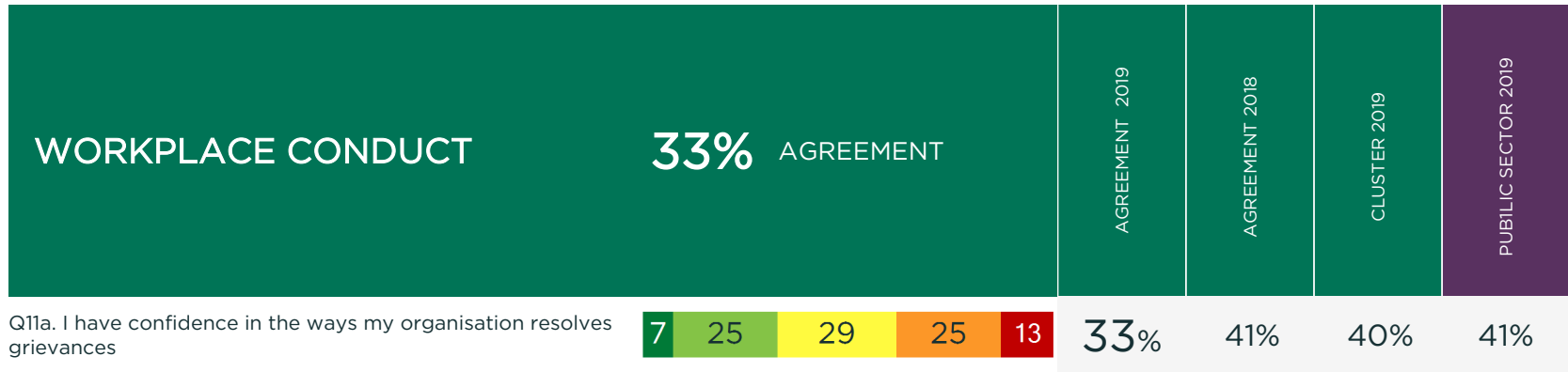


EXPLORE THE FULL RESULTS

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

Results are rounded and may not add up to 100%



KEY





WELLBEING AND ENGAGEMENT

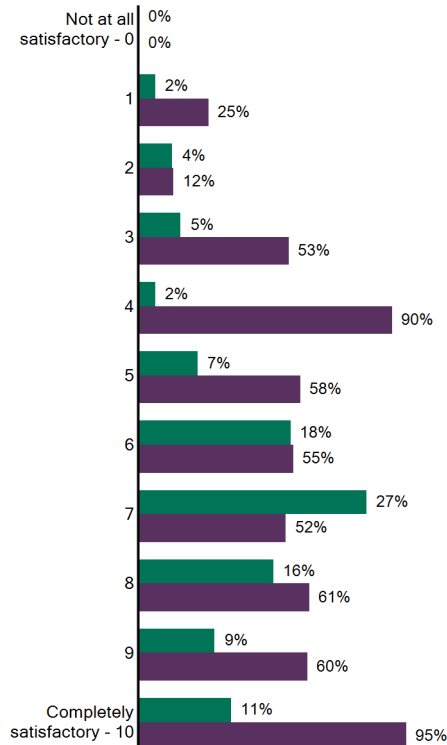
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

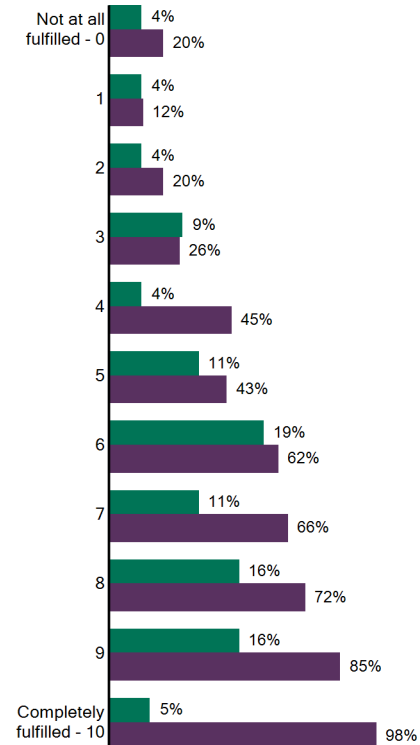
This compares Wellbeing to Engagement.

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



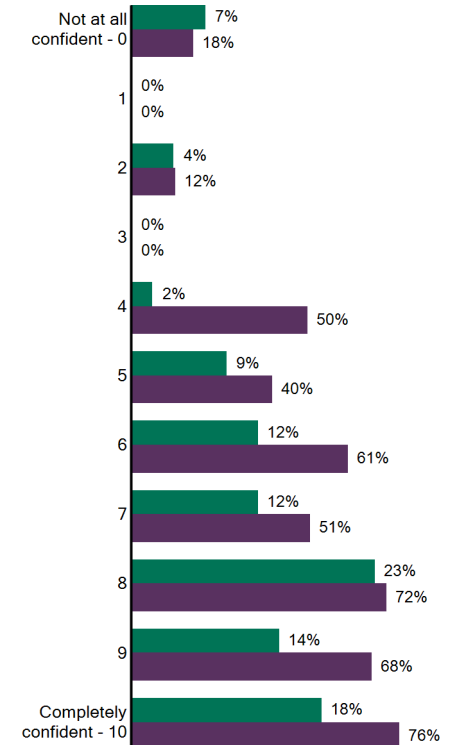
Proportion of respondents answering each response option

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
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		56%	74%	73%	71%
No		44%	26%	27%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		79%	81%	81%	76%
No		21%	19%	19%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		70%	70%	63%	60%
No		30%	30%	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		55%	40%	43%	41%
No		45%	60%	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
Geographic location considerations		60%	53%	29%	25%
Lack of promotion opportunities		44%	22%	38%	28%
Personal/family considerations		39%	29%	28%	29%
Lack of visible opportunities		37%	27%	41%	29%
The application/recruitment process is too cumbersome or time consuming		26%	23%	23%	22%
Lack of support for temporary assignments/secondments		25%	14%	16%	15%
There are no major barriers to my career progression		16%	32%	23%	29%
Lack of support from my manager/supervisor		16%	12%	11%	13%
Insufficient training and development		12%	12%	15%	15%
Lack of required capabilities or experience		11%	9%	13%	11%
Other		9%	5%	9%	9%

% are calculated with the number of unique respondents (N = 57 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		19%	21%	22%	27%
No		72%	64%	63%	56%
Don't know		9%	15%	15%	17%
Q12b. If yes to 12a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		60%	56%	58%	65%
No		40%	38%	39%	32%
Don't know		0%	6%	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		31%	26%	27%	33%
No		65%	65%	64%	57%
Don't know		4%	9%	9%	10%
Q13b. In the last 12 months I have been subjected to bullying at work					
Yes		16%	12%	13%	18%
No		80%	87%	81%	75%
Don't know		4%	1%	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

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.

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	4%	1%	1%	4%
No	96%	97%	97%	94%
Don't know	0%	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.

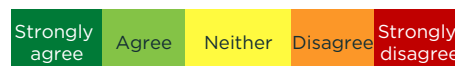
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

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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	30	52	11	7	81%	72%	81%	
Q2. My team is equipped with the right tools to provide good customer service	20	43	11	22	63%	68%	63%	
Q3. My organisation has the right tools in place to assist and manage geographically dispersed teams	20	50	20	7	70%	63%	56%	
Q4. I have access to the information I need to do my job well	24	43	22	7	67%	78%	71%	
Q5. I feel informed about changes in my organisation	11	44	13	20	11	56%	62%	56%
Q6. The people I work with have safe work practices	33	59			93%	80%	89%	
Q7. My organisation provides opportunity for collaborative work practices	24	44	22	7	69%	-	70%	
Q8. Overall, I believe the culture at my workplace has improved over the last 12 months	9	24	28	24	15	33%	-	45%
Q9. My manager actively supports a diverse and inclusive work environment	31	39	24		70%	-	80%	
Q10. My manager keeps me informed about key agency directions	26	44	13	9	7	70%	-	70%

KEY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
GENDER		
Male		31%
Female		69%
Other		0%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
AGE		
15-19		0%
20-24		0%
25-29		4%
30-34		6%
35-39		10%
40-44		25%
45-49		27%
50-54		15%
55-59		10%
60-64		4%
65+		0%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

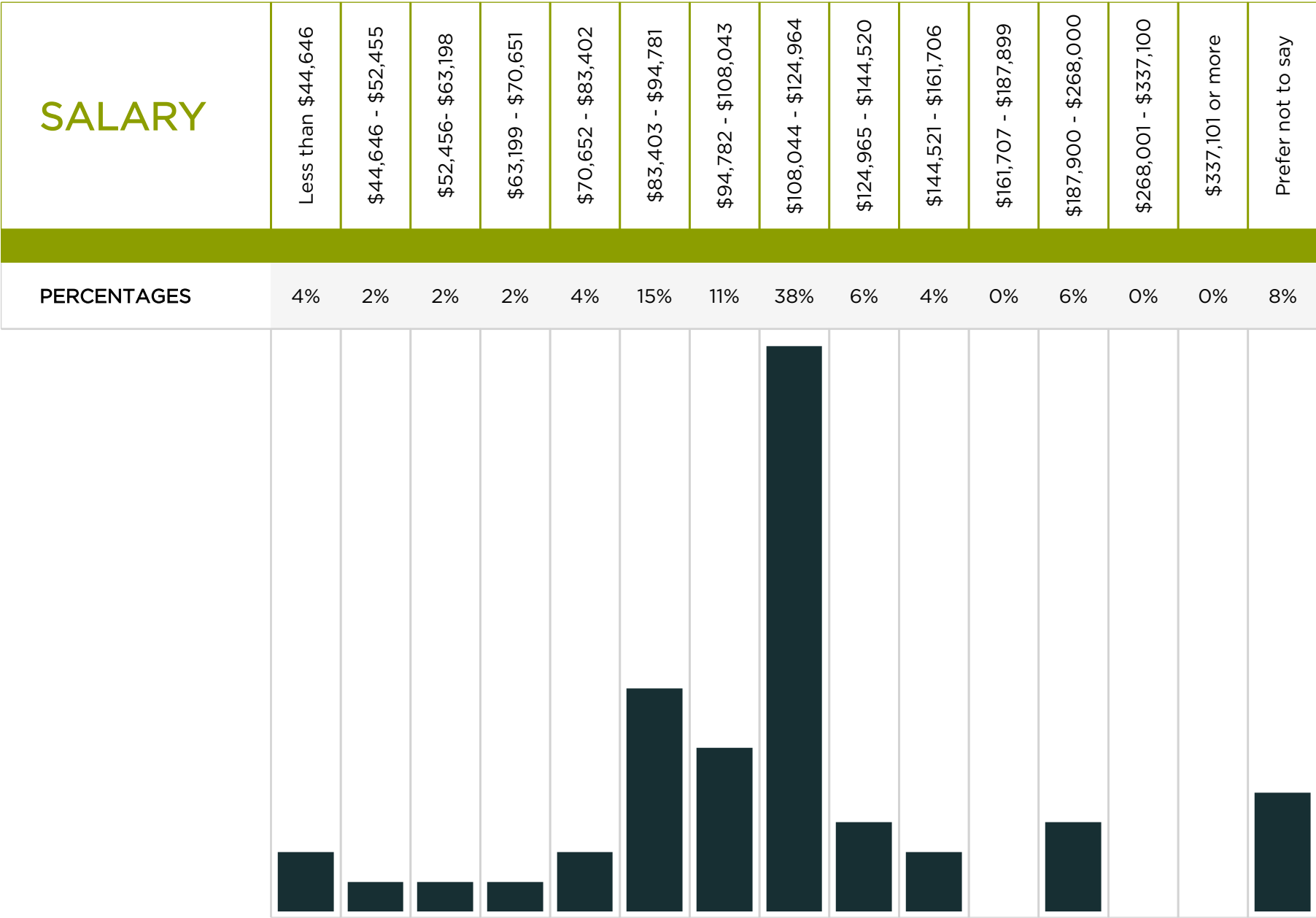
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	6%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	4%
Administrative support (e.g. executive/personal assistant, receptionist)	11%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	9%
Policy	25%
Research	0%
Program and project management support	13%
Legal (including developing and/or reviewing legislation)	6%
Other	26%

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		6%
1 - 2 years		17%
2 - 5 years		35%
5 - 10 years		12%
10 - 20 years		31%
More than 20 years		0%

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	89%
Working from home	53%
Working additional hours to make up for time off	32%
Working from different locations	28%
Working more hours over fewer days	15%
Part-time work	11%
Purchasing annual leave	6%

% are calculated with the number of unique respondents (N = 53 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
FLEXIBLE WORKING		
Leave without pay		4%
Study leave		4%
None of the above		4%
Flexible scheduling for rostered workers		2%
Other		2%
Job sharing		0%

% are calculated with the number of unique respondents (N = 53 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%

	Office of Local Government	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	57	3	2	6	5	13	0	7	3	14
EMPLOYEE ENGAGEMENT	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	43%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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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%

	Office of Local Government	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	57	2	1	1	1	2	8	6	20	3	2	0	3	0
EMPLOYEE ENGAGEMENT	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	43%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Office of Local Government	\$337,101 or more	Prefer not to say
NUMBER OF RESPONDENTS	57	0	4
EMPLOYEE ENGAGEMENT	59%	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)
SENIOR MANAGERS	43%	(r)	(r)
COMMUNICATION	61%	(r)	(r)
HIGH PERFORMANCE	60%	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)
DIVERSITY & INCLUSION	73%	(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.

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	Office of Local Government	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	57	3	9	18	6	16	0
EMPLOYEE ENGAGEMENT	59%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	43%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	61%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	60%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(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

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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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	Office of Local Government	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	57	47	8	17	1	6	0	15	28	3	2	2	1	2
EMPLOYEE ENGAGEMENT	59%	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	43%	40%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	61%	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	60%	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(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.

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	Office of Local Government	Sydney East	Sydney West	Southern Highlands and Shoalhaven	Sydney - City and Inner South	Sydney - Outer West and Blue Mountains	Far West and Orana	Sydney - North Sydney and Hornsby	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Hunter Valley exc Newcastle	Illawarra
NUMBER OF RESPONDENTS	57	3	2	44	2	2	1	1	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	59%	(r)	(r)	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	43%	(r)	(r)	36%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	61%	(r)	(r)	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	60%	(r)	(r)	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	71%	(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%

	Office of Local Government	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	Outside NSW	Richmond - Tweed	Riverina	Sydney - Baulkham Hills and Hawkesbury	Sydney - Blacktown	Sydney - Eastern Suburbs	Sydney - Inner South West	Sydney - Inner West	Sydney - Northern Beaches
NUMBER OF RESPONDENTS	57	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	43%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(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%

	Office of Local Government	Sydney - Outer South West	Sydney - Parramatta	Sydney - Ryde	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	57	0	0	0	0	0
EMPLOYEE ENGAGEMENT	59%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	43%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	61%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	60%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(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%

	Office of Local Government	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
NUMBER OF RESPONDENTS	57	0	0	2	3	5	13	14	8	5	2	0
EMPLOYEE ENGAGEMENT	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	43%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Office of Local Government	Male	Female	Other
NUMBER OF RESPONDENTS	57	17	37	0
EMPLOYEE ENGAGEMENT	59%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	72%	(r)	(r)	(r)
SENIOR MANAGERS	43%	(r)	(r)	(r)
COMMUNICATION	61%	(r)	(r)	(r)
HIGH PERFORMANCE	60%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(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

GUIDE TO THIS REPORT

SURVEY TIME FRAME

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

PRIVACY

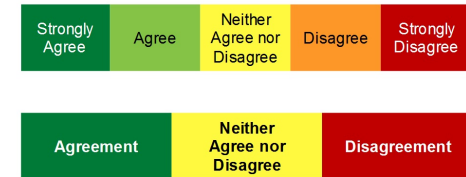
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of work teams that can be reported (10 or more employees) and responses from demographic groups (30 or more employees).

Where people work in small teams, the results are merged with larger business units and results are not available. Where this happens an 'r' is shown in reports.

HOW TO READ THIS REPORT

The majority of questions have a 5-point answer scale. The Strongly Agree and Agree scores are combined to create an agreement (or positive) score which is shown as a rounded percentage.



ROUNDING

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of the calculation for maximum accuracy.

Values from .00 to .49 are rounded down, whereas values from .50 to .99 are rounded up. Therefore, in some instances the data will not add up to 100%.

MORE DETAILS ABOUT METHODOLOGY

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