



2019 | NSW Public Sector
Employee Survey

AGENCY REPORT

Planning and Environment

Sydney Opera House



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RESPONSE RATE

73%

440 OF 600 RESPONDENTS

RESPONSE RATE 2018: 69%

EMPLOYEE ENGAGEMENT

78%

DIFFERENCE FROM 2018 -1 (78%)

DIFFERENCE FROM CLUSTER +8 (69%)

DIFFERENCE FROM PUBLIC SECTOR +12 (66%)

ENGAGEMENT WITH WORK

78%

DIFFERENCE FROM 2018 -4 (82%)

DIFFERENCE FROM CLUSTER +4 (74%)

DIFFERENCE FROM PUBLIC SECTOR +5 (73%)

SENIOR MANAGERS

58%

DIFFERENCE FROM 2018 +1 (57%)

DIFFERENCE FROM CLUSTER +6 (51%)

DIFFERENCE FROM PUBLIC SECTOR +8 (50%)

COMMUNICATION

68%

DIFFERENCE FROM 2018 -2 (70%)

DIFFERENCE FROM CLUSTER +1 (67%)

DIFFERENCE FROM PUBLIC SECTOR +5 (62%)

HIGH PERFORMANCE

70%

DIFFERENCE FROM 2018 -3 (73%)

DIFFERENCE FROM CLUSTER +4 (66%)

DIFFERENCE FROM PUBLIC SECTOR +5 (65%)

PUBLIC SECTOR VALUES

69%

DIFFERENCE FROM 2018 -2 (70%)

DIFFERENCE FROM CLUSTER +3 (66%)

DIFFERENCE FROM PUBLIC SECTOR +6 (62%)

DIVERSITY & INCLUSION

75%

DIFFERENCE FROM 2018 -3 (78%)

DIFFERENCE FROM CLUSTER 0 (76%)

DIFFERENCE FROM PUBLIC SECTOR +7 (69%)

FLEXIBLE WORKING SATISFACTION

65%

DIFFERENCE FROM 2018 -4 (68%)

DIFFERENCE FROM CLUSTER -7 (72%)

DIFFERENCE FROM PUBLIC SECTOR +6 (59%)

ACTION ON RESULTS

49%

DIFFERENCE FROM 2018 +4 (45%)

DIFFERENCE FROM CLUSTER +2 (47%)

DIFFERENCE FROM PUBLIC SECTOR +9 (39%)



QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

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

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

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

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
1h. I am comfortable notifying my manager if I become aware of any risks at work	91%	-
2a. My workgroup strives to achieve customer/client satisfaction	90%	93%
1a. I understand what is expected of me to do well in my role	90%	93%
1g. I know how to address a health and safety issue I have identified	88%	90%
7j. I am proud to tell others I work for my organisation	86%	92%
2c. I receive help and support from other members of my workgroup	84%	90%
7k. I feel a strong personal attachment to my organisation	83%	82%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	83%	84%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	82%	84%
5b. My manager listens to what I have to say	82%	84%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
3g. I am satisfied with the opportunities available for career development in my organisation	43%	50%
7g. I have confidence in the way recruitment decisions are made	44%	48%
7c. I feel that change is managed well in my organisation	45%	45%
11a. I have confidence in the ways my organisation resolves grievances	47%	45%
10a. I believe action will be taken on the results from this survey by my organisation	49%	45%
7e. People in my organisation take responsibility for their own actions	50%	52%
5h. My manager deals appropriately with employees who perform poorly	51%	55%
6h. I feel that senior managers listen to employees	53%	50%
7d. There is good co-operation between teams across our organisation	54%	56%
6b. I feel that senior managers effectively lead and manage change	55%	52%



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

10a.	I believe action will be taken on the results from this survey by my organisation	49%	45%
6b.	I feel that senior managers effectively lead and manage change	55%	52%
6h.	I feel that senior managers listen to employees	53%	50%
6a.	I believe senior managers provide clear direction for the future of the organisation	61%	59%
11a.	I have confidence in the ways my organisation resolves grievances	47%	45%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	71%	70%
6g.	I feel that senior managers keep employees informed about what's going on	59%	58%
6c.	I feel that senior managers model the values of my organisation	60%	60%



LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

1f.	I am able to keep my work stress at an acceptable level	64%	71%
3g.	I am satisfied with the opportunities available for career development in my organisation	43%	50%
5d.	My manager encourages and values employee input	75%	82%
7b.	My organisation is making the necessary improvements to meet our future challenges	65%	71%
7j.	I am proud to tell others I work for my organisation	86%	92%
5f.	I have confidence in the decisions my manager makes	74%	79%
2c.	I receive help and support from other members of my workgroup	84%	90%
8e.	My manager supports flexible working in my team	69%	74%
5a.	My manager encourages people in my workgroup to keep improving the work they do	77%	82%
1e.	I am satisfied with my job	74%	79%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

HIGHEST NEUTRAL SCORING QUESTIONS

AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

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



Q5h. My manager deals appropriately with employees who perform poorly



Q7c. I feel that change is managed well in my organisation



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



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



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



Q5h. My manager deals appropriately with employees who perform poorly



Q7c. I feel that change is managed well in my organisation



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



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



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



Q5h. My manager deals appropriately with employees who perform poorly



Q7c. I feel that change is managed well in my organisation



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



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: 440

Gender	Survey %	Employment Status	Survey %	Type of work	Survey %
Male	45	Senior Executive (ongoing/permanent or term)	3	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	30
Female	53	Ongoing/Permanent (other than senior executive)	49	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)	17
Other	2	Temporary (including temporary teachers and graduates)	10	Administrative support (e.g. executive/personal assistant, receptionist)	4
		Casual	16	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	19
Age	Survey %	Contract – Non Executive	20	Policy	0
15 - 34 years	41	Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	1	Research	0
35 - 54 years	46	Other	0	Program and project management support	13
55+ years	13	Don't know	1	Legal (including developing and/or reviewing legislation)	0
				Other	16
LOTE spoken at home	Survey %	Manager of managers	Survey %	Organisation Tenure	Survey %
Yes	19	Yes	11	Less than 1 year	19
No	77	No	89	1 - 2 years	22
Prefer not to say	4			2 - 5 years	23
		Supervisors	Survey %	5 - 10 years	15
Aboriginal and/or Torres Strait Islanders	Survey %	Yes	36	10 - 20 years	16
Yes	2	No	64	More than 20 years	6
No	94			Salary	Survey %
Prefer not to say	4	Working arrangement	Survey %	\$83,402 and below	51
		Full-time	69	\$83,403 - \$108,043	25
Disability	Survey %	Part-time	31	\$108,044 - \$144,520	13
Yes	3			\$144,521 and above	6
No	94			Prefer not to say	6
Prefer not to say	4				
LGBTI	Survey %				
Yes	13				
No	81				
Prefer not to say	6				

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.

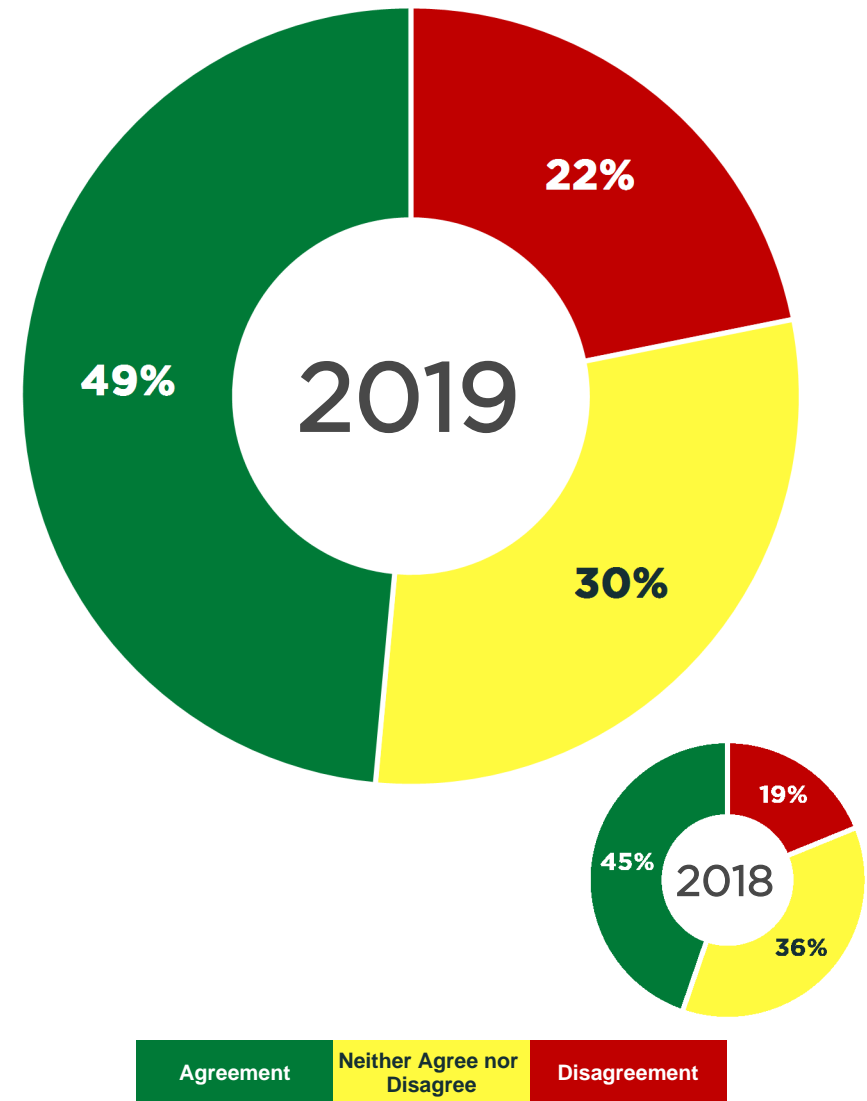
Results are rounded and may not add up to 100%

49%

of employees replied favourably to:

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

39%	47%	45%
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	Q7a. My organisation focuses on improving the work we do	75%	79%	68%	69%
2	Q8c. I am able to speak up and share a different view to my colleagues and manager	75%	76%	75%	69%
3	Q6g. I feel that senior managers keep employees informed about what's going on	59%	58%	54%	48%
4	Q7f. My organisation is committed to developing its employees	56%	60%	52%	53%
5	Q7g. I have confidence in the way recruitment decisions are made	44%	48%	39%	39%
6	Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	58%	58%	56%	53%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Sydney Opera House

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.

	Sydney Opera House	Building Safety & Security	Engagement & Development	People & Government	Production & Events	Programming	SOH - Corporate Services	SOH - Visitor Experience
NUMBER OF RESPONDENTS	440	83	56	20	66	24	54	117
EMPLOYEE ENGAGEMENT	78%	78%	83%	85%	70%	81%	77%	76%
ENGAGEMENT WITH WORK	78%	75%	82%	82%	75%	92%	74%	75%
SENIOR MANAGERS	58%	69%	70%	73%	33%	62%	59%	50%
COMMUNICATION	68%	67%	81%	85%	55%	81%	73%	59%
HIGH PERFORMANCE	70%	71%	78%	80%	59%	75%	73%	64%
PUBLIC SECTOR VALUES	69%	71%	79%	81%	53%	77%	72%	63%
DIVERSITY & INCLUSION	75%	74%	82%	84%	63%	88%	84%	71%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF
LIMIT OF 10 RESPONDENTS



EXPLORE THE FULL RESULTS

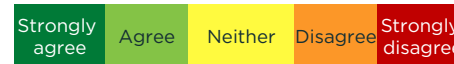
Questions are grouped by topics in this report.

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	78% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
Q7i. I would recommend my organisation as a great place to work	34	41	17	75%	78%	68%	62%
Q7j. I am proud to tell others I work for my organisation	58	28	10	86%	92%	76%	70%
Q7k. I feel a strong personal attachment to my organisation	48	35	10	83%	82%	69%	64%
Q7l. My organisation motivates me to help it achieve its objectives	33	39	18	73%	73%	60%	56%
Q7m. My organisation inspires me to do the best in my job	37	38	15	75%	75%	60%	56%

KEY





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ENGAGEMENT WITH WORK	78% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019		
Q1c. My job gives me a feeling of personal accomplishment	37	42	12	80%	83%	76%	76%	
Q1d. I feel motivated to contribute more than what is normally required at work	39	40	13	79%	83%	75%	72%	
Q1e. I am satisfied with my job	30	44	16	8	74%	79%	70%	69%

KEY





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SENIOR MANAGERS	58% 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	16	45	21	11	61%	59%	51%	51%
Q6b. I feel that senior managers effectively lead and manage change	14	41	25	14	55%	52%	46%	47%
Q6c. I feel that senior managers model the values of my organisation	18	42	26	9	60%	60%	54%	52%
Q6d. Senior managers encourage innovation by employees	14	45	22	15	59%	60%	51%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	41	30	8	58%	58%	56%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	22	47	20		69%	73%	66%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	15	44	19	15	59%	58%	54%	48%
Q6h. I feel that senior managers listen to employees	15	38	25	14	53%	50%	47%	44%
Q7c. I feel that change is managed well in my organisation	10	35	30	18	45%	45%	35%	42%

KEY





EXPLORE THE FULL RESULTS

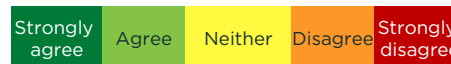
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COMMUNICATION	68% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
Q5c. My manager communicates effectively with me	34	43	11	9	76%	79%	76%	72%	
Q5d. My manager encourages and values employee input	40	36	14	10	75%	82%	79%	73%	
Q5e. My manager involves my workgroup in decisions about our work	30	39	16	11	69%	72%	72%	68%	
Q6g. I feel that senior managers keep employees informed about what's going on	15	44	19	15	8	59%	58%	54%	48%
Q6h. I feel that senior managers listen to employees	15	38	25	14	8	53%	50%	47%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	31	45	12	8	75%	76%	75%	69%	

KEY





EXPLORE THE FULL RESULTS

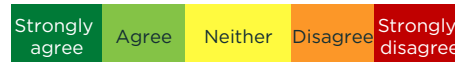
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Results are rounded and may not add up to 100%

	HIGH PERFORMANCE			70% 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	48	42		90%	93%	87%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	39	43	10	81%	84%	82%	79%	
Q3f. I have received appropriate training and development to do my job well	21	50	18	70%	72%	62%	66%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	32	45	14	77%	82%	79%	75%	
Q5f. I have confidence in the decisions my manager makes	33	40	16	74%	79%	73%	69%	
Q6d. Senior managers encourage innovation by employees	14	45	22	59%	60%	51%	51%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	41	30	58%	58%	56%	53%	
Q7a. My organisation focuses on improving the work we do	21	54	16	75%	79%	68%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	21	44	23	65%	71%	55%	57%	

KEY



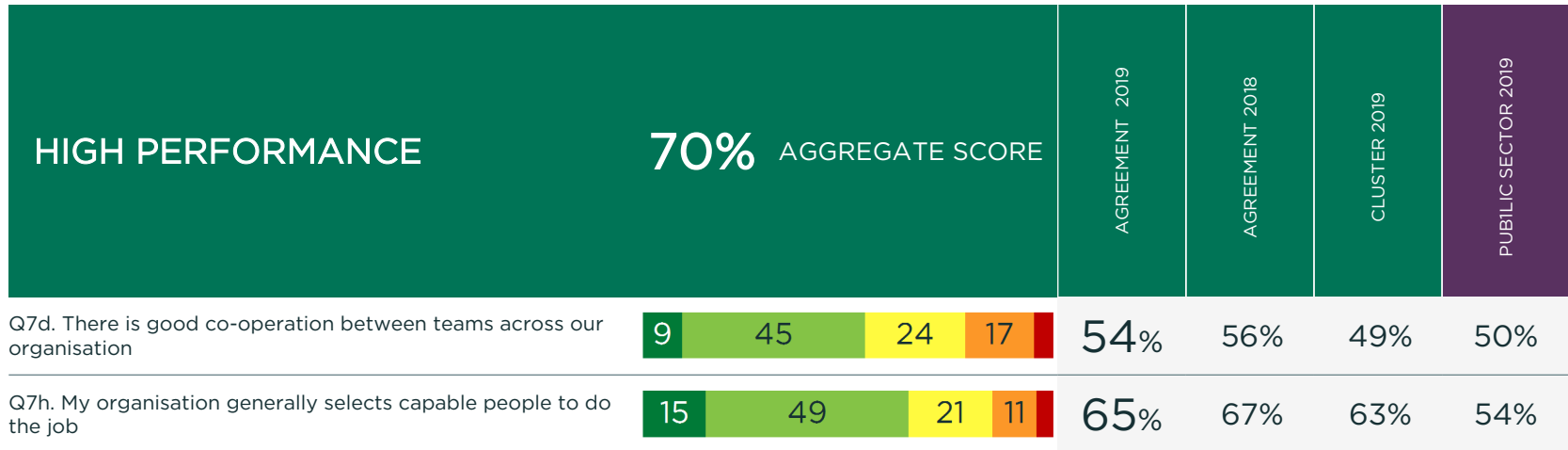


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KEY





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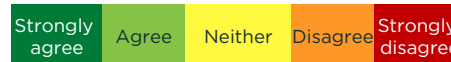
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Results are rounded and may not add up to 100%

PUBLIC SECTOR VALUES	69% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019			
	Q2a. My workgroup strives to achieve customer/client satisfaction	50	40	90%	93%	89%	86%		
Q2e. People in my workgroup treat each other with respect	39	42	10	81%	85%	82%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	32	45	14	7	77%	82%	79%	75%	
Q5b. My manager listens to what I have to say	38	44	9	82%	84%	82%	76%		
Q6a. I believe senior managers provide clear direction for the future of the organisation	16	45	21	11	61%	59%	51%	51%	
Q6c. I feel that senior managers model the values of my organisation	18	42	26	9	60%	60%	54%	52%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	22	47	20	69%	73%	66%	61%		
Q6g. I feel that senior managers keep employees informed about what's going on	15	44	19	15	8	59%	58%	54%	48%
Q6h. I feel that senior managers listen to employees	15	38	25	14	8	53%	50%	47%	44%

KEY



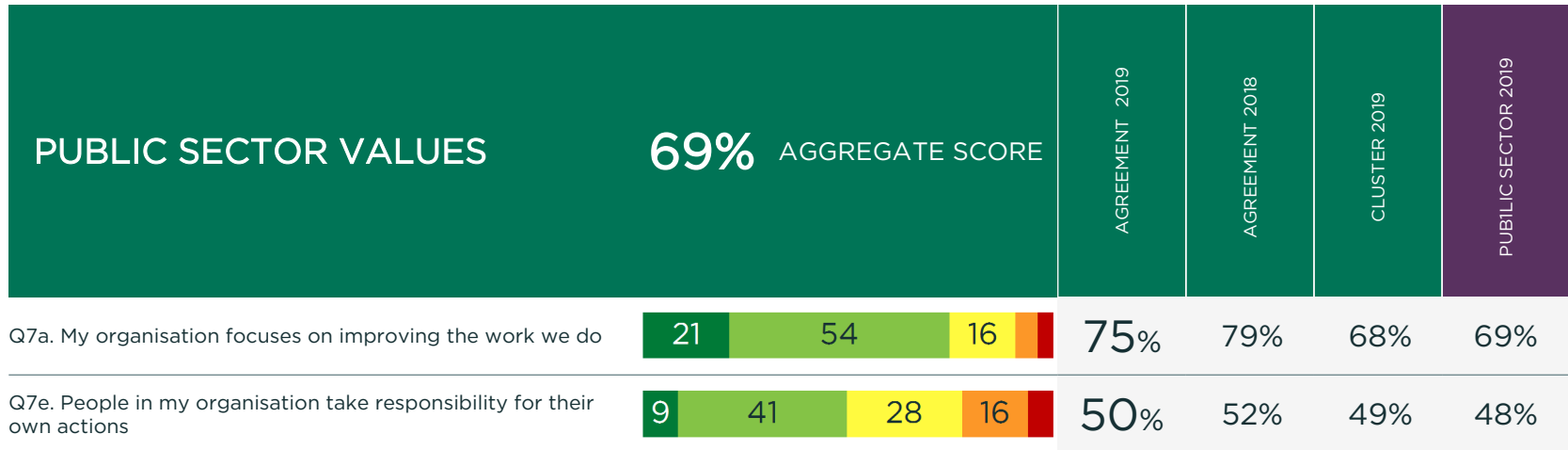


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KEY





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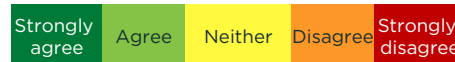
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DIVERSITY & INCLUSION	75% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	30	45	11	10	75%	77%	68%	67%
Q5b. My manager listens to what I have to say	38	44	9		82%	84%	82%	76%
Q5d. My manager encourages and values employee input	40	36	14		75%	82%	79%	73%
Q6i. Senior managers in my organisation support the career advancement of women	35	39	17		75%	74%	69%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	42	40	11		83%	84%	82%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	45	36	11		82%	84%	79%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	31	45	12	8	75%	76%	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>	26	38	22	8	65%	68%	72%	59%
Q8e. My manager supports flexible working in my team	33	36	20		69%	74%	77%	63%

KEY



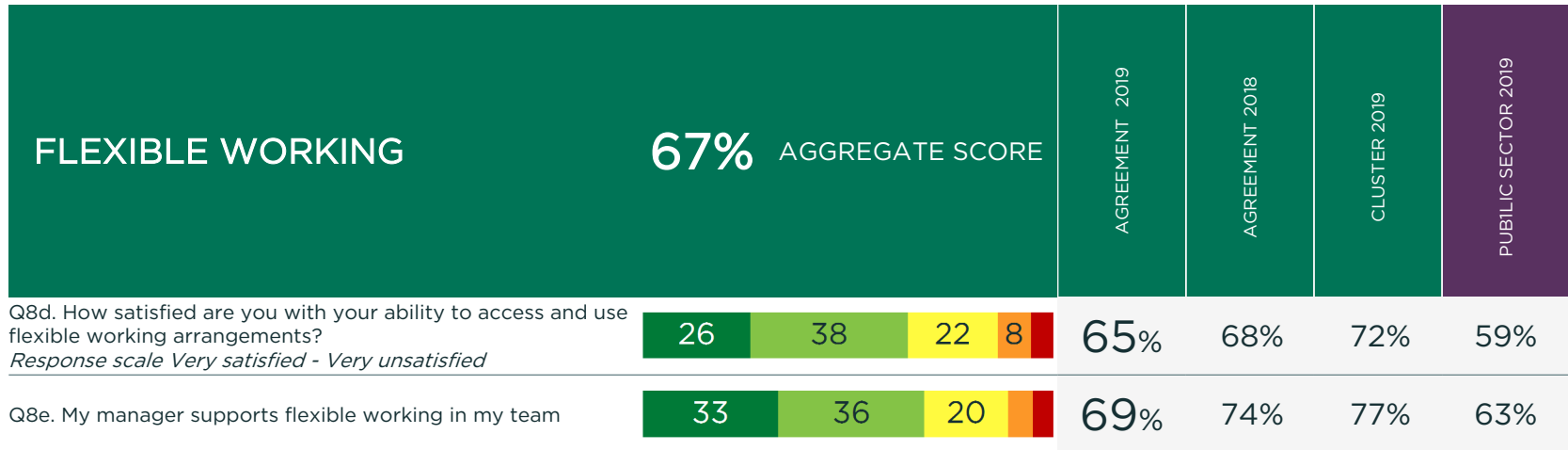


EXPLORE THE FULL RESULTS

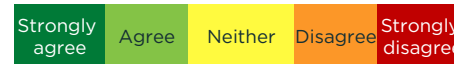
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Results are rounded and may not add up to 100%



KEY



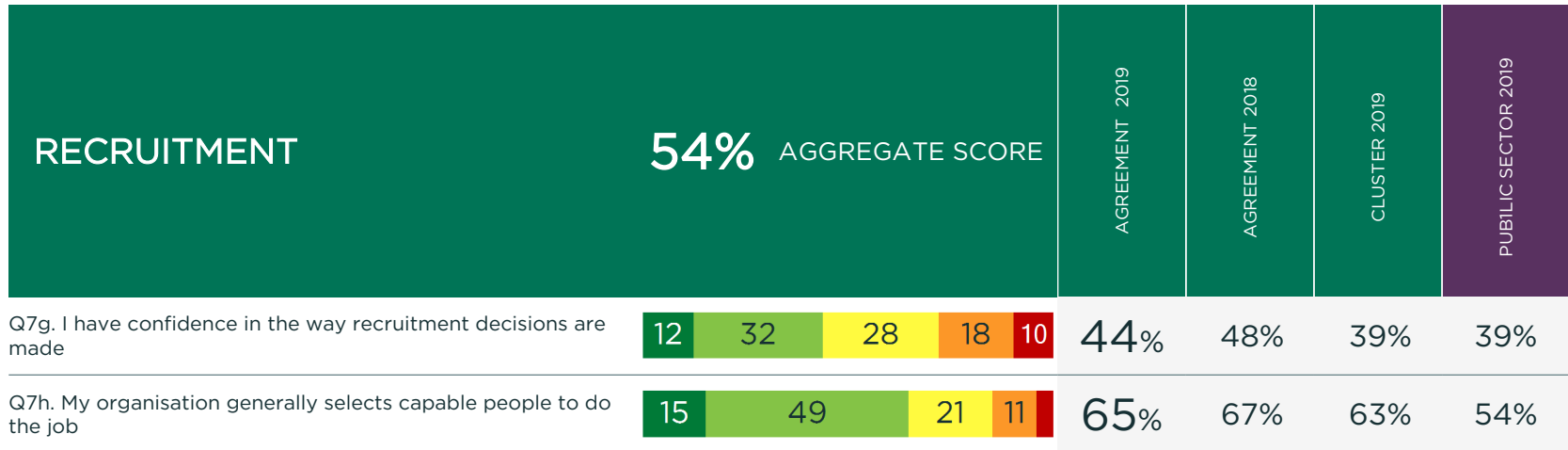


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KEY





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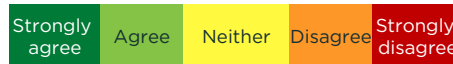
Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

60% 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		71%	70%	69%	66%
Q3e. My performance is assessed against clear criteria		60%	64%	55%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation		43%	50%	45%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do		76%	79%	77%	69%
Q5h. My manager deals appropriately with employees who perform poorly		51%	55%	48%	48%
Q7f. My organisation is committed to developing its employees		56%	60%	52%	53%

KEY





EXPLORE THE FULL RESULTS

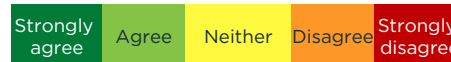
Questions are grouped by topics in this report.

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%

	75% 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	30	45	11	10	75%	77%	68%	67%
Q1f. I am able to keep my work stress at an acceptable level	19	44	18	15	64%	71%	64%	61%
Q2c. I receive help and support from other members of my workgroup	40	44	9		84%	90%	85%	81%
Q2d. There is good team spirit in my workgroup	39	38	12	8	76%	81%	76%	70%

KEY



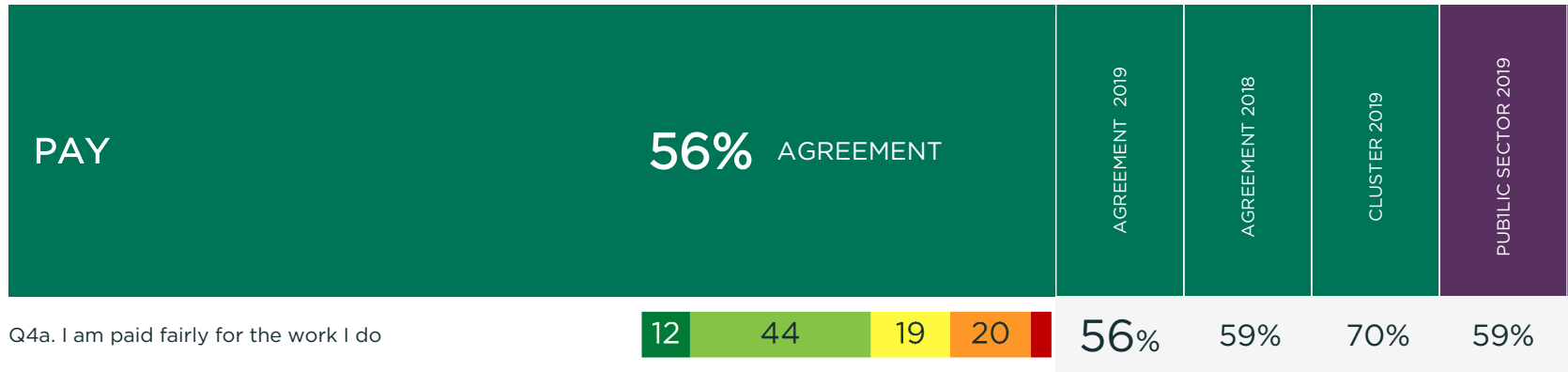


EXPLORE THE FULL RESULTS

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



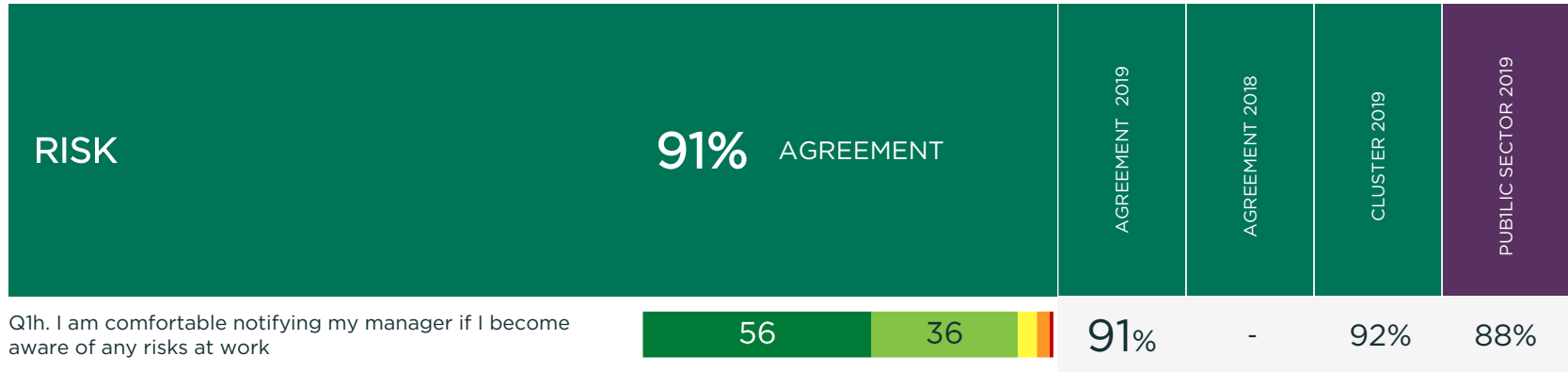


EXPLORE THE FULL RESULTS

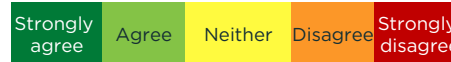
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Results are rounded and may not add up to 100%



KEY



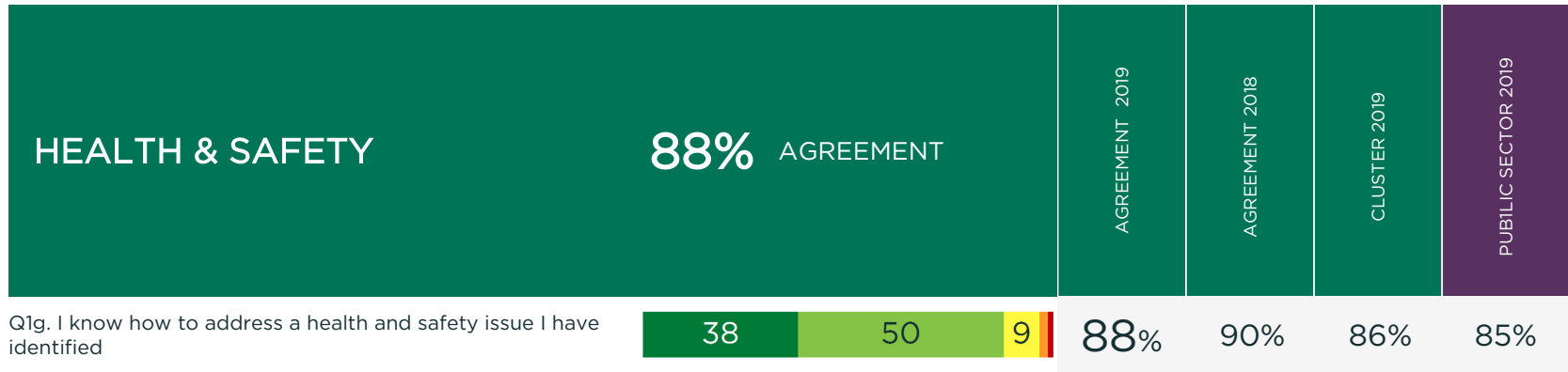


EXPLORE THE FULL RESULTS

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.

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%

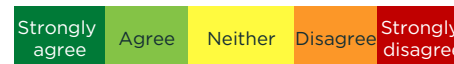
ACTION ON RESULTS

49% 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%

WORKPLACE CONDUCT

47% AGREEMENT

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



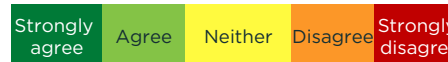
47%

AGREEMENT 2018
45%

CLUSTER 2019
40%

PUBLIC SECTOR 2019
41%

KEY



WELLBEING AND ENGAGEMENT



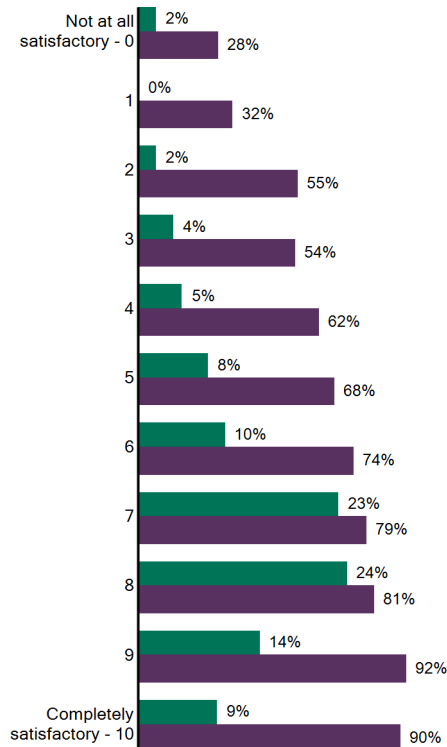
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

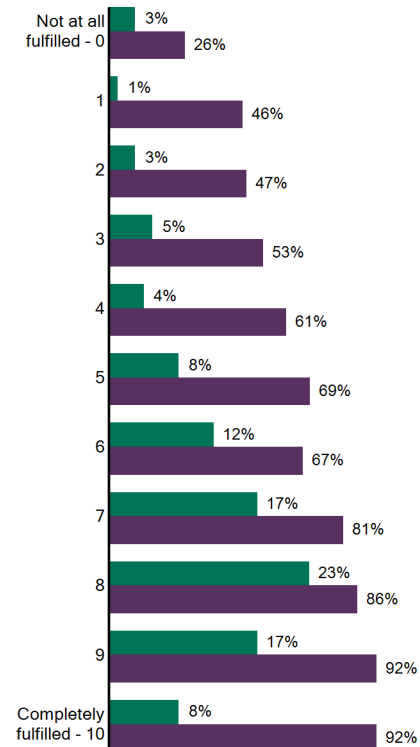
This compares Wellbeing to Engagement.

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



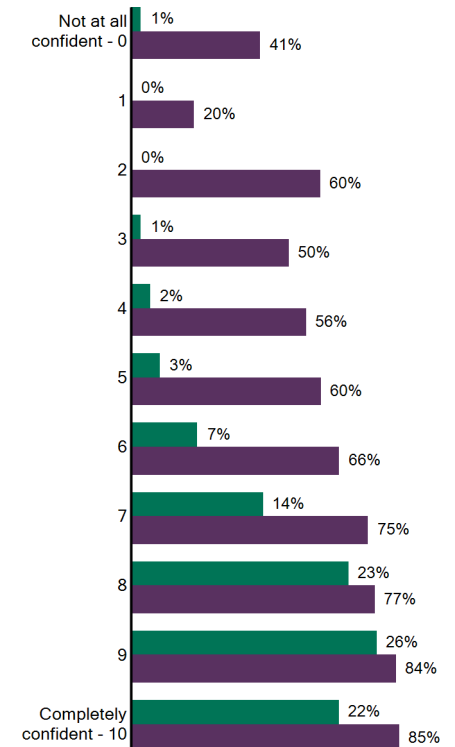
Proportion of respondents answering each response option

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		69%	66%	73%	71%
No		31%	34%	27%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		80%	83%	81%	76%
No		20%	17%	19%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		58%	64%	63%	60%
No		42%	36%	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		35%	31%	43%	41%
No		65%	69%	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		43%	44%	38%	28%
Lack of visible opportunities		40%	36%	41%	29%
There are no major barriers to my career progression		30%	31%	23%	29%
Personal/family considerations		17%	18%	28%	29%
Insufficient training and development		14%	14%	15%	15%
Lack of support from my manager/supervisor		14%	12%	11%	13%
Lack of support for temporary assignments/secondments		14%	14%	16%	15%
The application/recruitment process is too cumbersome or time consuming		12%	13%	23%	22%
Lack of required capabilities or experience		11%	12%	13%	11%
Other		7%	7%	9%	9%
Geographic location considerations		6%	7%	29%	25%

% are calculated with the number of unique respondents (N = 421 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		28%	20%	22%	27%
No		56%	58%	63%	56%
Don't know		16%	21%	15%	17%

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

Yes		63%	55%	58%	65%
No		35%	43%	39%	32%
Don't know		3%	2%	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		20%	21%	27%	33%
No		68%	67%	64%	57%
Don't know		12%	11%	9%	10%

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

Yes		11%	11%	13%	18%
No		83%	84%	81%	75%
Don't know		7%	5%	6%	7%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

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

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
A fellow worker at your level		37%	22%	27%	27%
Your immediate manager/supervisor		26%	22%	24%	23%
A senior manager		21%	28%	22%	21%
Prefer not to say		7%	22%	13%	13%
A client or customer		5%	-	2%	3%
A subordinate		2%	4%	6%	7%
Other		2%	2%	6%	5%
A member of the public other than a client or customer		0%	-	0%	1%



EXPLORE THE FULL RESULTS

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UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

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

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

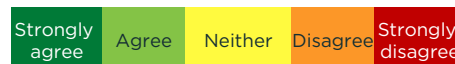
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PLANNING AND ENVIRONMENT CUSTOMISED QUESTIONS

		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019
Q1. I am aware how my role contributes to the vision of my organisation		85%	85%	81%
Q2. My team is equipped with the right tools to provide good customer service		70%	77%	63%
Q3. My organisation has the right tools in place to assist and manage geographically dispersed teams		56%	54%	56%
Q4. I have access to the information I need to do my job well		77%	80%	71%
Q5. I feel informed about changes in my organisation		62%	65%	56%
Q6. The people I work with have safe work practices		86%	92%	89%
Q7. My organisation provides opportunity for collaborative work practices		71%	-	70%
Q8. Overall, I believe the culture at my workplace has improved over the last 12 months		45%	-	45%
Q9. My manager actively supports a diverse and inclusive work environment		81%	-	80%
Q10. My manager keeps me informed about key agency directions		64%	-	70%

KEY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
GENDER		
Male		45%
Female		53%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
AGE		
15-19		0%
20-24		6%
25-29		17%
30-34		17%
35-39		17%
40-44		13%
45-49		9%
50-54		8%
55-59		7%
60-64		3%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

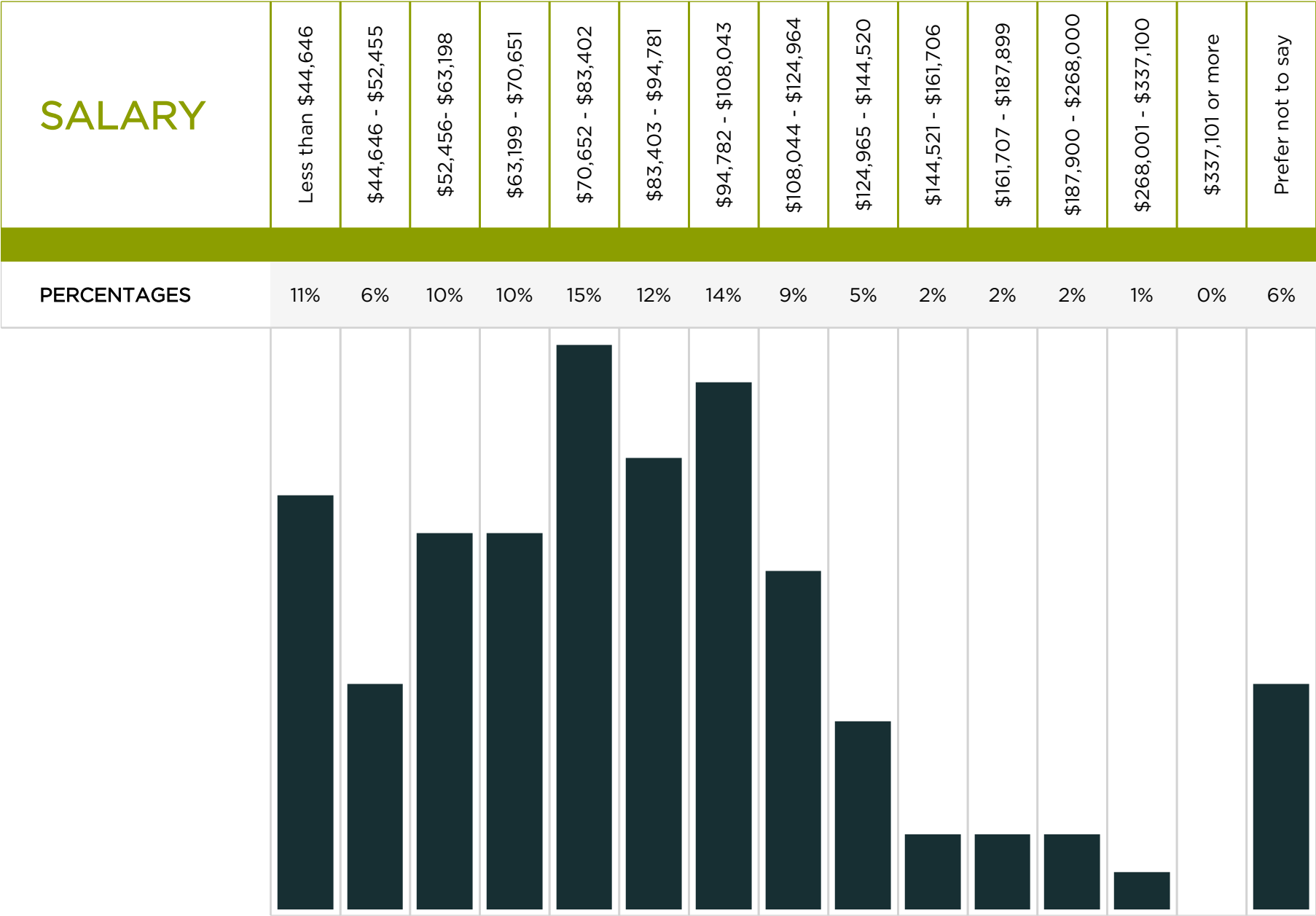
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	30%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	17%
Administrative support (e.g. executive/personal assistant, receptionist)	4%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	19%
Policy	0%
Research	0%
Program and project management support	13%
Legal (including developing and/or reviewing legislation)	0%
Other	16%

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		19%
1 - 2 years		22%
2 - 5 years		23%
5 - 10 years		15%
10 - 20 years		16%
More than 20 years		6%

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		47%
Working from home		39%
None of the above		28%
Leave without pay		14%
Working additional hours to make up for time off		13%
Part-time work		13%
Working more hours over fewer days		11%

% are calculated with the number of unique respondents (N = 395 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
FLEXIBLE WORKING		
Flexible scheduling for rostered workers		11%
Working from different locations		11%
Study leave		4%
Other		3%
Purchasing annual leave		1%
Job sharing		1%

% are calculated with the number of unique respondents (N = 395 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%

	Sydney Opera House	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	440	123	70	17	76	2	1	52	0	63
EMPLOYEE ENGAGEMENT	78%	75%	69%	(r)	81%	(r)	(r)	80%	(r)	84%
ENGAGEMENT WITH WORK	78%	75%	71%	(r)	82%	(r)	(r)	84%	(r)	83%
SENIOR MANAGERS	58%	49%	39%	(r)	70%	(r)	(r)	65%	(r)	67%
COMMUNICATION	68%	57%	58%	(r)	79%	(r)	(r)	77%	(r)	76%
HIGH PERFORMANCE	70%	62%	62%	(r)	79%	(r)	(r)	73%	(r)	77%
PUBLIC SECTOR VALUES	69%	61%	55%	(r)	79%	(r)	(r)	77%	(r)	75%
DIVERSITY & INCLUSION	75%	69%	65%	(r)	86%	(r)	(r)	81%	(r)	81%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Sydney Opera House	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	440	44	22	38	38	61	46	54	35	18	7	6	6	2
EMPLOYEE ENGAGEMENT	78%	76%	(r)	78%	76%	73%	78%	77%	79%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	76%	(r)	84%	73%	75%	80%	76%	83%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	50%	(r)	52%	56%	55%	54%	61%	58%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	68%	61%	(r)	63%	67%	65%	68%	70%	74%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	66%	(r)	67%	67%	70%	71%	70%	70%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	69%	64%	(r)	64%	66%	68%	67%	69%	69%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	70%	(r)	76%	69%	74%	75%	76%	83%	(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%

	Sydney Opera House	\$337,101 or more	Prefer not to say
NUMBER OF RESPONDENTS	440	1	22
EMPLOYEE ENGAGEMENT	78%	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)
COMMUNICATION	68%	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)
DIVERSITY & INCLUSION	75%	(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%

	Sydney Opera House	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	440	76	86	93	60	63	22
EMPLOYEE ENGAGEMENT	78%	79%	82%	76%	76%	73%	(r)
ENGAGEMENT WITH WORK	78%	80%	83%	75%	76%	75%	(r)
SENIOR MANAGERS	58%	68%	64%	57%	52%	44%	(r)
COMMUNICATION	68%	79%	73%	66%	63%	61%	(r)
HIGH PERFORMANCE	70%	76%	75%	69%	64%	63%	(r)
PUBLIC SECTOR VALUES	69%	78%	73%	68%	63%	59%	(r)
DIVERSITY & INCLUSION	75%	82%	81%	76%	72%	67%	(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%

	Sydney Opera House	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	440	184	45	53	43	52	2	43	153	4	55	14	10	110
EMPLOYEE ENGAGEMENT	78%	83%	79%	84%	82%	80%	(r)	83%	81%	(r)	81%	(r)	(r)	72%
ENGAGEMENT WITH WORK	78%	85%	79%	84%	81%	79%	(r)	88%	81%	(r)	81%	(r)	(r)	74%
SENIOR MANAGERS	58%	66%	57%	66%	58%	61%	(r)	66%	66%	(r)	60%	(r)	(r)	46%
COMMUNICATION	68%	77%	67%	76%	62%	71%	(r)	79%	78%	(r)	72%	(r)	(r)	57%
HIGH PERFORMANCE	70%	78%	70%	76%	72%	73%	(r)	82%	77%	(r)	74%	(r)	(r)	60%
PUBLIC SECTOR VALUES	69%	76%	67%	74%	69%	70%	(r)	79%	76%	(r)	71%	(r)	(r)	60%
DIVERSITY & INCLUSION	75%	86%	80%	86%	76%	82%	(r)	88%	86%	(r)	82%	(r)	(r)	62%

*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%

	Sydney Opera House	Sydney East	Sydney West	Sydney - City and Inner South	Sydney - North Sydney and Hornsby	Sydney - Eastern Suburbs	Sydney - Inner South West	Sydney - Parramatta	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle
NUMBER OF RESPONDENTS	440	352	1	346	4	1	1	1	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	78%	(r)	(r)	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	68%	(r)	(r)	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	76%	(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%

	Sydney Opera House	Illawarra	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	Outside NSW	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury	Sydney - Blacktown	Sydney - Inner West	Sydney - Northern Beaches
NUMBER OF RESPONDENTS	440	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(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%

	Sydney Opera House	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - Ryde	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	440	0	0	0	0	0
EMPLOYEE ENGAGEMENT	78%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	68%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(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%

	Sydney Opera House	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
NUMBER OF RESPONDENTS	440	2	26	68	68	68	52	35	31	30	14	8
EMPLOYEE ENGAGEMENT	78%	(r)	(r)	81%	76%	75%	78%	74%	76%	76%	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	80%	73%	74%	85%	80%	78%	79%	(r)	(r)
SENIOR MANAGERS	58%	(r)	(r)	60%	60%	55%	53%	56%	58%	55%	(r)	(r)
COMMUNICATION	68%	(r)	(r)	71%	73%	69%	63%	66%	65%	60%	(r)	(r)
HIGH PERFORMANCE	70%	(r)	(r)	75%	71%	66%	65%	68%	70%	65%	(r)	(r)
PUBLIC SECTOR VALUES	69%	(r)	(r)	72%	70%	67%	64%	66%	68%	64%	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	76%	77%	75%	75%	75%	68%	68%	(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

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%

	Sydney Opera House	Male	Female	Other
NUMBER OF RESPONDENTS	440	182	215	9
EMPLOYEE ENGAGEMENT	78%	75%	81%	(r)
ENGAGEMENT WITH WORK	78%	78%	82%	(r)
SENIOR MANAGERS	58%	58%	60%	(r)
COMMUNICATION	68%	66%	72%	(r)
HIGH PERFORMANCE	70%	69%	72%	(r)
PUBLIC SECTOR VALUES	69%	68%	71%	(r)
DIVERSITY & INCLUSION	75%	74%	79%	(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

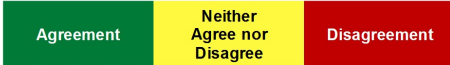
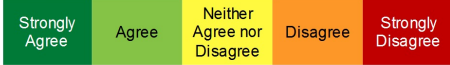
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.