



2019 | NSW Public Sector  
Employee Survey

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## AGENCY REPORT

Premier and Cabinet

# Natural Resources Commission



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## RESPONSE RATE

# 91%

20 OF 22 RESPONDENTS

RESPONSE RATE 2018: 100%

## EMPLOYEE ENGAGEMENT

# 68%

DIFFERENCE FROM 2018 **+1**  
(67%)

DIFFERENCE FROM CLUSTER **-1**  
(69%)

DIFFERENCE FROM PUBLIC SECTOR **+2**  
(66%)

## ENGAGEMENT WITH WORK

# 80%

DIFFERENCE FROM 2018 **+16**  
(64%)

DIFFERENCE FROM CLUSTER **+6**  
(74%)

DIFFERENCE FROM PUBLIC SECTOR **+7**  
(73%)

## SENIOR MANAGERS

# 68%

DIFFERENCE FROM 2018 **+1**  
(67%)

DIFFERENCE FROM CLUSTER **+7**  
(61%)

DIFFERENCE FROM PUBLIC SECTOR **+18**  
(50%)

## COMMUNICATION

# 71%

DIFFERENCE FROM 2018 **-6**  
(77%)

DIFFERENCE FROM CLUSTER **-1**  
(71%)

DIFFERENCE FROM PUBLIC SECTOR **+8**  
(62%)

## HIGH PERFORMANCE

# 76%

DIFFERENCE FROM 2018 **-5**  
(82%)

DIFFERENCE FROM CLUSTER **+3**  
(73%)

DIFFERENCE FROM PUBLIC SECTOR **+11**  
(65%)

## PUBLIC SECTOR VALUES

# 79%

DIFFERENCE FROM 2018 **0**  
(79%)

DIFFERENCE FROM CLUSTER **+6**  
(73%)

DIFFERENCE FROM PUBLIC SECTOR **+17**  
(62%)

## DIVERSITY & INCLUSION

# 82%

DIFFERENCE FROM 2018 **-1**  
(83%)

DIFFERENCE FROM CLUSTER **+1**  
(81%)

DIFFERENCE FROM PUBLIC SECTOR **+13**  
(69%)

## FLEXIBLE WORKING SATISFACTION

# 95%

DIFFERENCE FROM 2018 **+8**  
(87%)

DIFFERENCE FROM CLUSTER **+11**  
(84%)

DIFFERENCE FROM PUBLIC SECTOR **+36**  
(59%)

## ACTION ON RESULTS

# 75%

DIFFERENCE FROM 2018 **-5**  
(80%)

DIFFERENCE FROM CLUSTER **+19**  
(56%)

DIFFERENCE FROM PUBLIC SECTOR **+36**  
(39%)



## QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

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

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

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

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2019  
AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
2a. My workgroup strives to achieve customer/client satisfaction	100%	93%
1g. I know how to address a health and safety issue I have identified	95%	100%
4a. I am paid fairly for the work I do	95%	67%
7a. My organisation focuses on improving the work we do	95%	93%
7h. My organisation generally selects capable people to do the job	95%	93%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	95%	87%
1h. I am comfortable notifying my manager if I become aware of any risks at work	95%	-
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	90%	87%
8e. My manager supports flexible working in my team	90%	87%
7f. My organisation is committed to developing its employees	90%	93%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2019  
AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
5h. My manager deals appropriately with employees who perform poorly	40%	47%
6c. I feel that senior managers model the values of my organisation	45%	47%
3g. I am satisfied with the opportunities available for career development in my organisation	45%	40%
7d. There is good co-operation between teams across our organisation	50%	53%
7i. I would recommend my organisation as a great place to work	50%	67%
7k. I feel a strong personal attachment to my organisation	50%	53%
7l. My organisation motivates me to help it achieve its objectives	55%	67%
11a. I have confidence in the ways my organisation resolves grievances	55%	73%
3e. My performance is assessed against clear criteria	55%	73%
5e. My manager involves my workgroup in decisions about our work	55%	87%



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

# MOST AND LEAST IMPROVED QUESTIONS

## + MOST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2019

AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
4a. I am paid fairly for the work I do	95%	67%
1e. I am satisfied with my job	80%	60%
1c. My job gives me a feeling of personal accomplishment	85%	67%
1b. I am provided with the support I need to do my best at work	80%	67%
7b. My organisation is making the necessary improvements to meet our future challenges	80%	67%
7c. I feel that change is managed well in my organisation	65%	53%
1d. I feel motivated to contribute more than what is normally required at work	75%	64%
6h. I feel that senior managers listen to employees	70%	60%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	95%	87%
2a. My workgroup strives to achieve customer/client satisfaction	100%	93%

## - LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2019

AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
5e. My manager involves my workgroup in decisions about our work	55%	87%
3f. I have received appropriate training and development to do my job well	70%	93%
6d. Senior managers encourage innovation by employees	60%	80%
3e. My performance is assessed against clear criteria	55%	73%
11a. I have confidence in the ways my organisation resolves grievances	55%	73%
7e. People in my organisation take responsibility for their own actions	70%	87%
7i. I would recommend my organisation as a great place to work	50%	67%
1a. I understand what is expected of me to do well in my role	80%	93%
5c. My manager communicates effectively with me	60%	73%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	80%	93%



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

# HIGHEST NEUTRAL SCORING QUESTIONS

## AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

**Q3g.** I am satisfied with the opportunities available for career development in my organisation



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



**Q6d.** Senior managers encourage innovation by employees



**Q7i.** I would recommend my organisation as a great place to work



**Q3e.** My performance is assessed against clear criteria



## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

**Q3g.** I am satisfied with the opportunities available for career development in my organisation



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



**Q6d.** Senior managers encourage innovation by employees



**Q7i.** I would recommend my organisation as a great place to work



**Q3e.** My performance is assessed against clear criteria



## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

**Q3g.** I am satisfied with the opportunities available for career development in my organisation



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



**Q6d.** Senior managers encourage innovation by employees



**Q7i.** I would recommend my organisation as a great place to work



**Q3e.** My performance is assessed against clear criteria



## FIND YOUR HIGHEST NEUTRAL SCORES

Results are rounded and may not add up to 100%

## THESE ARE YOUR HIGHEST NEUTRAL SCORING QUESTIONS

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT? **(STRENGTHS)**

- WHAT ARE EMPLOYEES MOST NEUTRAL ABOUT? WHERE A LOT OF EMPLOYEES ARE RESPONDING 'NEITHER AGREE NOR DISAGREE' (% NEUTRAL), THIS MAY INDICATE MIXED VIEWS OR INCONSISTENT EXPERIENCES. **(AREAS OF POTENTIAL)**

- WHAT ARE EMPLOYEES MOST NEGATIVE ABOUT? **(AREAS OF CONCERN)**



## WHAT'S NEXT?

Sector employees have given their feedback and these results show where actions and improvements are required.

Research has shown that a key reason why employees can become disengaged is if they are asked their opinion and then no action takes place as a result.

Results are rounded and may not add up to 100%

# 75%

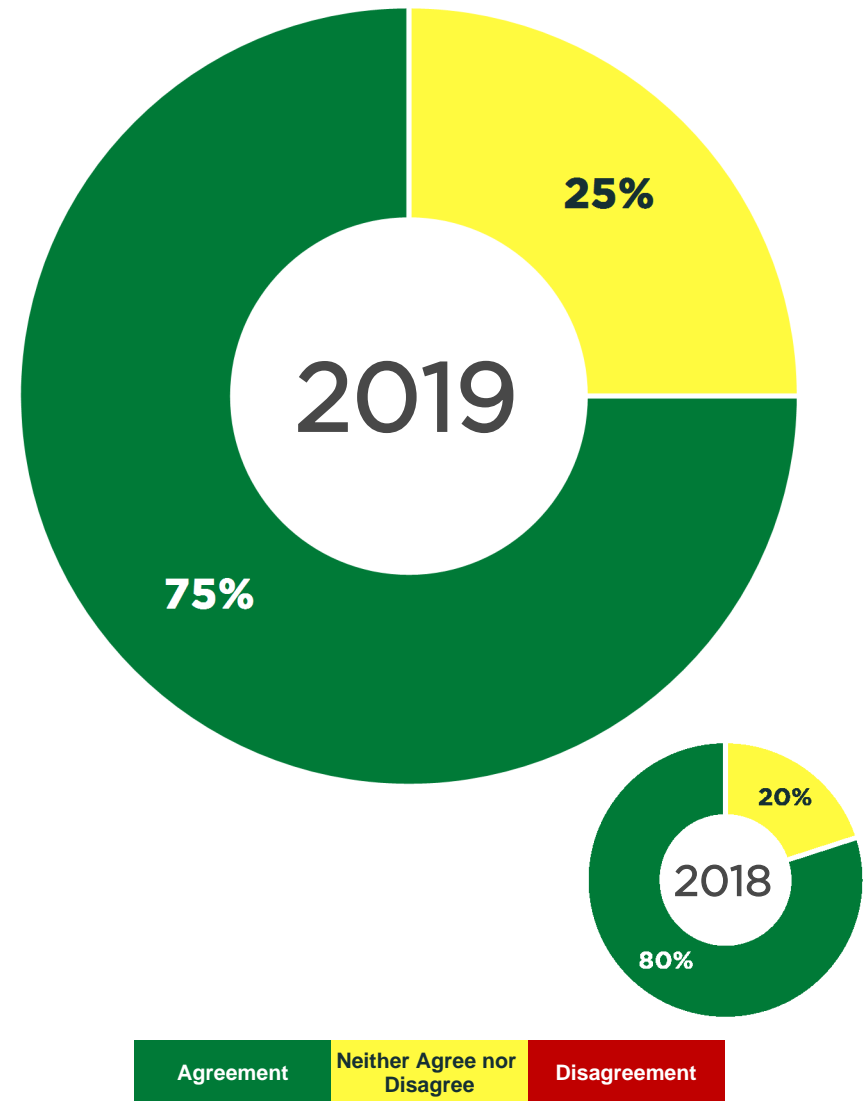
of employees replied favourably to:

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

**39%**  
SECTOR

**56%**  
CLUSTER

**80%**  
2018



# KEY DRIVERS OF ENGAGEMENT



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

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

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

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

## RANK

		% AGREEMENT 2019	% AGREEMENT 2018	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
<b>1</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>95%</b>	93%	80%	69%
<b>2</b>	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	<b>80%</b>	67%	64%	57%
<b>3</b>	<b>Q7h.</b> My organisation generally selects capable people to do the job	<b>95%</b>	93%	72%	54%
<b>4</b>	<b>Q7d.</b> There is good co-operation between teams across our organisation	<b>50%</b>	53%	62%	50%
<b>5</b>	<b>Q1b.</b> I am provided with the support I need to do my best at work	<b>80%</b>	67%	72%	67%
<b>6</b>	<b>Q1a.</b> I understand what is expected of me to do well in my role	<b>80%</b>	93%	86%	90%





## 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	68% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	25	25	40	10	50%	67%	69%	62%
Q7j. I am proud to tell others I work for my organisation	25	60	10		85%	80%	78%	70%
Q7k. I feel a strong personal attachment to my organisation	20	30	35	10	50%	53%	58%	64%
Q7l. My organisation motivates me to help it achieve its objectives	25	30	35	10	55%	67%	64%	56%
Q7m. My organisation inspires me to do the best in my job	25	40	15	20	65%	67%	62%	56%

KEY





## EXPLORE THE FULL RESULTS

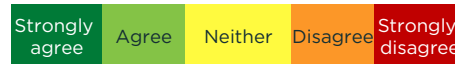
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ENGAGEMENT WITH WORK		80% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019		
Q1c. My job gives me a feeling of personal accomplishment		20	65	10	85%	67%	77%	76%	
Q1d. I feel motivated to contribute more than what is normally required at work		20	55	20	75%	64%	76%	72%	
Q1e. I am satisfied with my job		20	60	10	10	80%	60%	69%	69%

### KEY





## EXPLORE THE FULL RESULTS

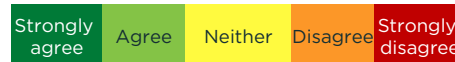
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SENIOR MANAGERS	68% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q6a. I believe senior managers provide clear direction for the future of the organisation	25	45	20	10	70%	73%	58%	51%
Q6b. I feel that senior managers effectively lead and manage change	15	50	30		65%	60%	55%	47%
Q6c. I feel that senior managers model the values of my organisation	25	20	35	20	45%	47%	63%	52%
Q6d. Senior managers encourage innovation by employees	15	45	40		60%	80%	60%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	20	50	30		70%	73%	73%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	20	70			90%	87%	77%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	20	60	15		80%	73%	62%	48%
Q6h. I feel that senior managers listen to employees	20	50	10	20	70%	60%	55%	44%
Q7c. I feel that change is managed well in my organisation	10	55	30		65%	53%	46%	42%

KEY





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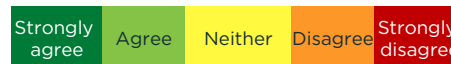
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COMMUNICATION	71% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q5c. My manager communicates effectively with me	20	40	20	20	60%	73%	77%	72%
Q5d. My manager encourages and values employee input	25	55	15	15	80%	87%	81%	73%
Q5e. My manager involves my workgroup in decisions about our work	25	30	20	25	55%	87%	76%	68%
Q6g. I feel that senior managers keep employees informed about what's going on	20	60	15	15	80%	73%	62%	48%
Q6h. I feel that senior managers listen to employees	20	50	10	20	70%	60%	55%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	55	15	15	80%	80%	78%	69%

KEY





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

Results are rounded and may not add up to 100%

HIGH PERFORMANCE	76% 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	10	70	15	80%	93%	86%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	35	45	15	80%	79%	85%	79%	
Q3f. I have received appropriate training and development to do my job well	15	55	25	70%	93%	63%	66%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	15	70	10	85%	93%	81%	75%	
Q5f. I have confidence in the decisions my manager makes	25	50	15	10	75%	80%	77%	69%
Q6d. Senior managers encourage innovation by employees	15	45	40	60%	80%	60%	51%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	20	50	30	70%	73%	73%	53%	
Q7a. My organisation focuses on improving the work we do	25	70	5	95%	93%	80%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	10	70	15	80%	67%	64%	57%	

KEY



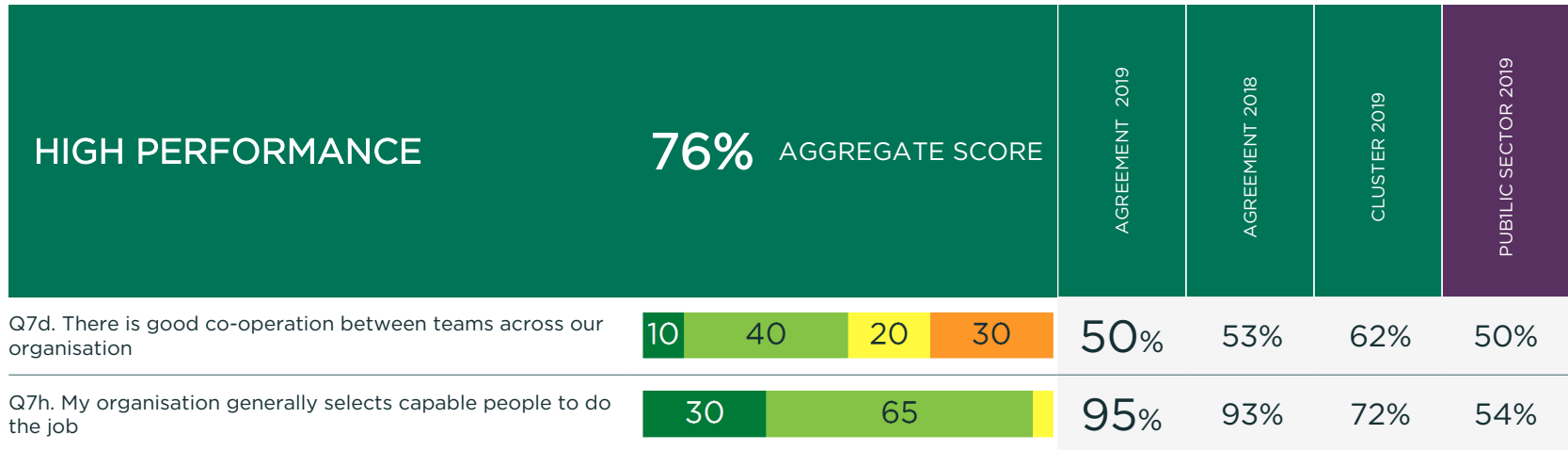


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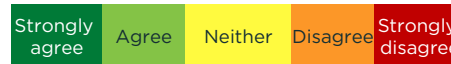
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### KEY





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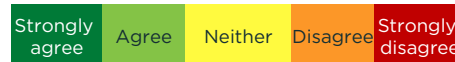
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PUBLIC SECTOR VALUES	79% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019		
	Q2a. My workgroup strives to achieve customer/client satisfaction	40	60	100%	93%	94%	86%	
Q2e. People in my workgroup treat each other with respect	30	50	15	80%	79%	84%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	15	70	10	85%	93%	81%	75%	
Q5b. My manager listens to what I have to say	25	60	15	85%	87%	82%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	25	45	20	10	70%	73%	58%	51%
Q6c. I feel that senior managers model the values of my organisation	25	20	35	20	45%	47%	63%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	20	70		90%	87%	77%	61%	
Q6g. I feel that senior managers keep employees informed about what's going on	20	60	15	80%	73%	62%	48%	
Q6h. I feel that senior managers listen to employees	20	50	10	20	70%	60%	55%	44%

KEY



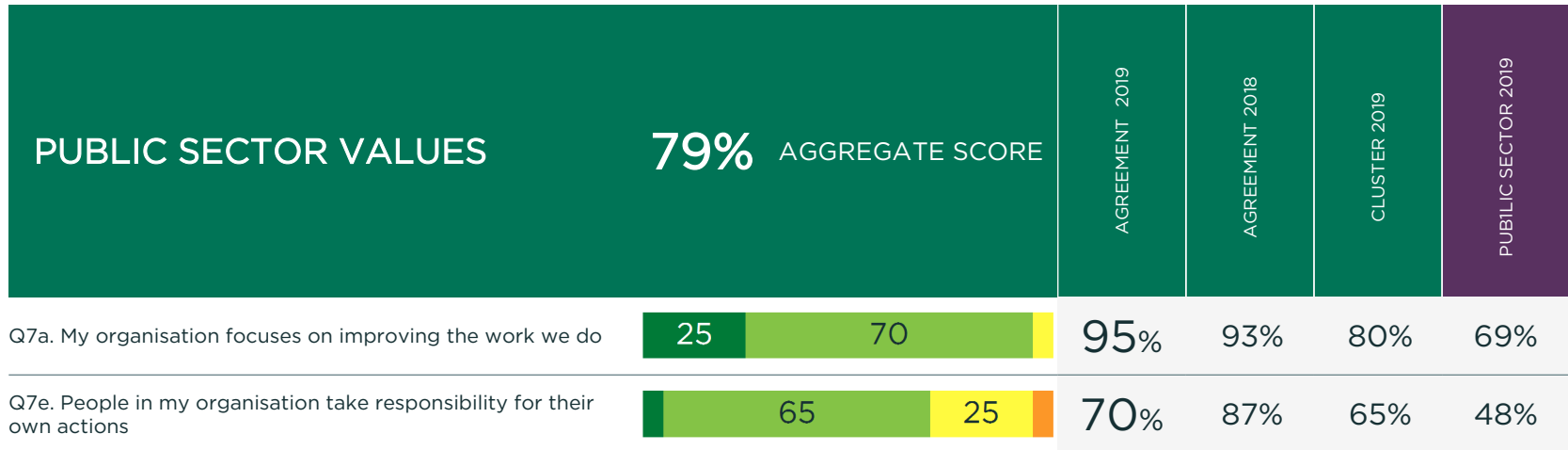


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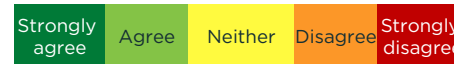
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### KEY







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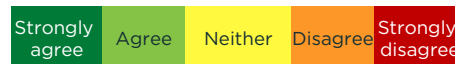
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DIVERSITY & INCLUSION	82% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019		
Q1b. I am provided with the support I need to do my best at work	15	65	10	10	80%	67%	72%	67%
Q5b. My manager listens to what I have to say	25	60	15		85%	87%	82%	76%
Q5d. My manager encourages and values employee input	25	55	15		80%	87%	81%	73%
Q6i. Senior managers in my organisation support the career advancement of women	25	45	25		70%	73%	79%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	35	45	20		80%	93%	85%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	30	50	15		80%	87%	80%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	55	15		80%	80%	78%	69%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	50	45			95%	87%	84%	59%
Q8e. My manager supports flexible working in my team	70	20	10		90%	87%	88%	63%

KEY



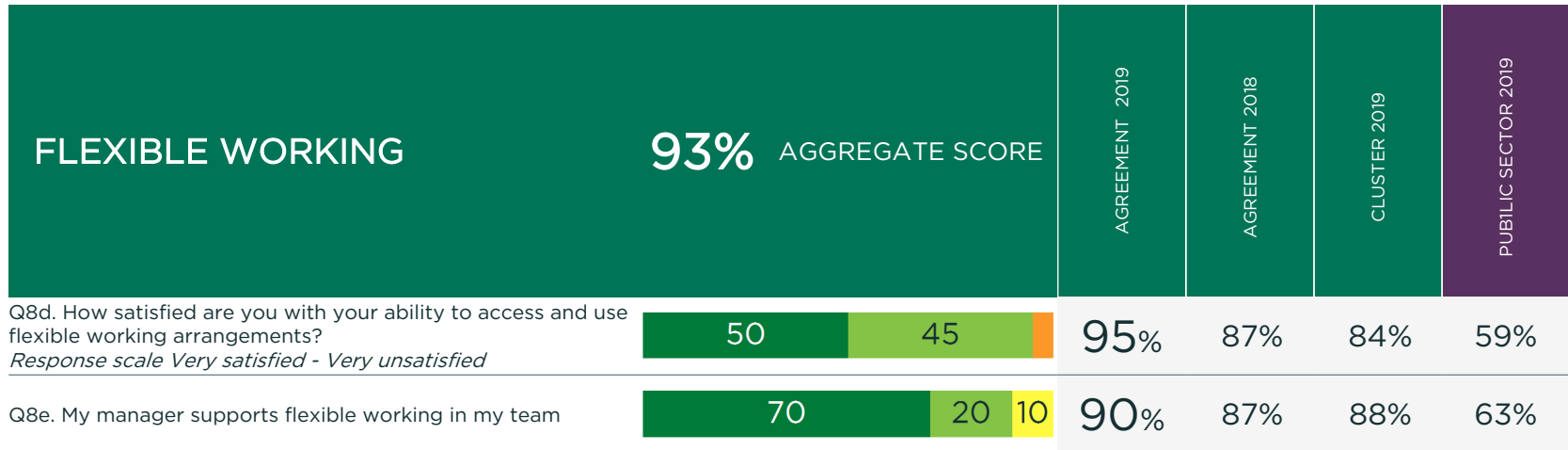


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KEY



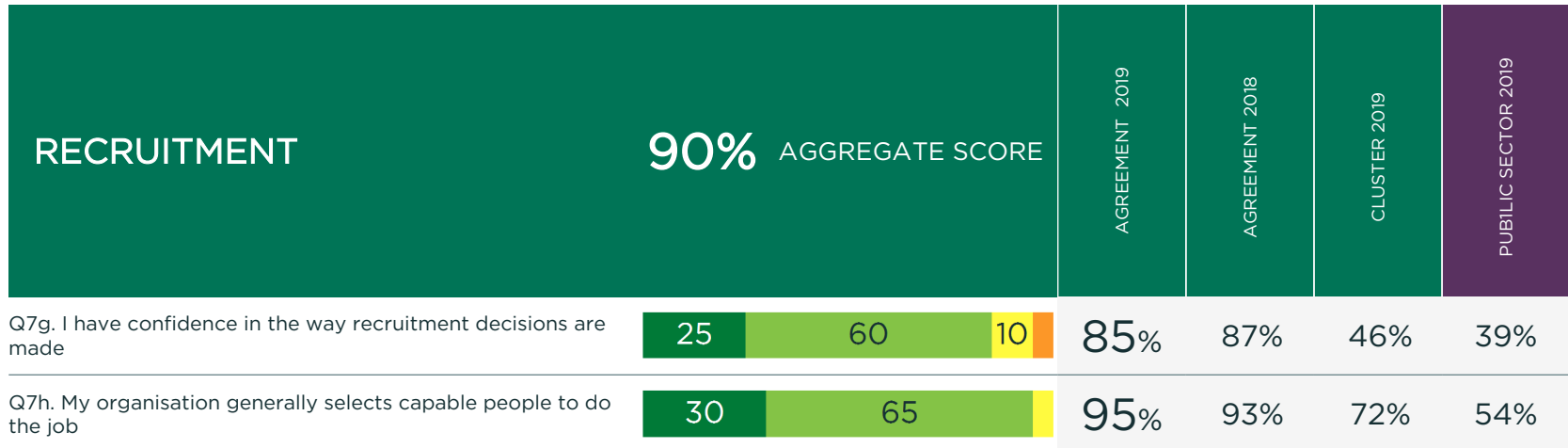


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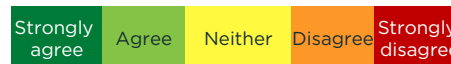
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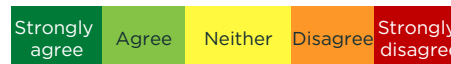
Results are rounded and may not add up to 100%

## PERFORMANCE FRAMEWORK & DEVELOPMENT

**63%** 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	20 45 25 10	65%	67%	72%	66%
Q3e. My performance is assessed against clear criteria	15 40 35 10	55%	73%	57%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation	10 35 40 15	45%	40%	47%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do	25 60 15	85%	93%	78%	69%
Q5h. My manager deals appropriately with employees who perform poorly	20 20 40 15	40%	47%	53%	48%
Q7f. My organisation is committed to developing its employees	25 65	90%	93%	65%	53%

KEY





## EXPLORE THE FULL RESULTS

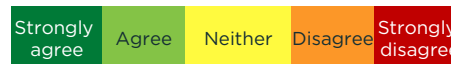
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Results are rounded and may not add up to 100%

WORKPLACE SUPPORT	74% 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	15	65	10	10	80%	67%	72%	67%
Q1f. I am able to keep my work stress at an acceptable level	10	50	25	15	60%	60%	68%	61%
Q2c. I receive help and support from other members of my workgroup	25	55	15	5	80%	86%	87%	81%
Q2d. There is good team spirit in my workgroup	25	50	15	10	75%	79%	81%	70%

KEY



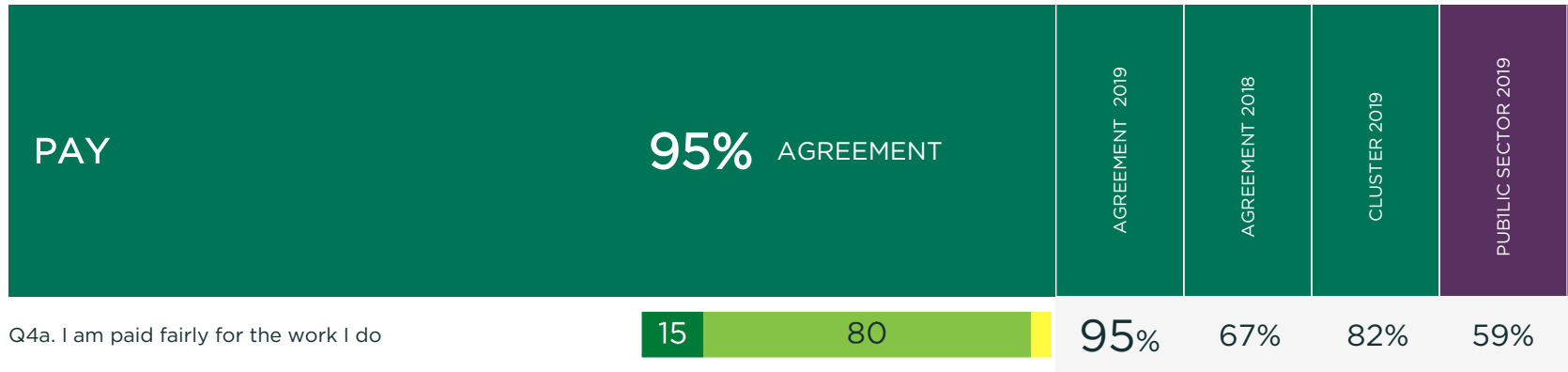


## EXPLORE THE FULL RESULTS

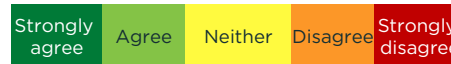
Questions are grouped by topics in this report.

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



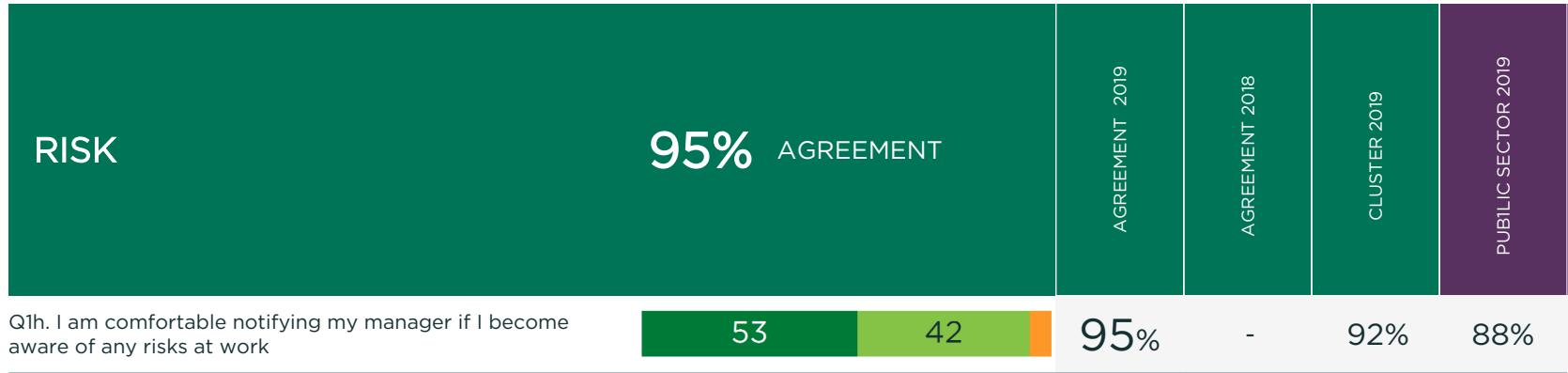


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### KEY





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## HEALTH & SAFETY

95% AGREEMENT

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



KEY







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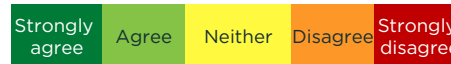
## ACTION ON RESULTS

**75%** AGREEMENT

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



KEY



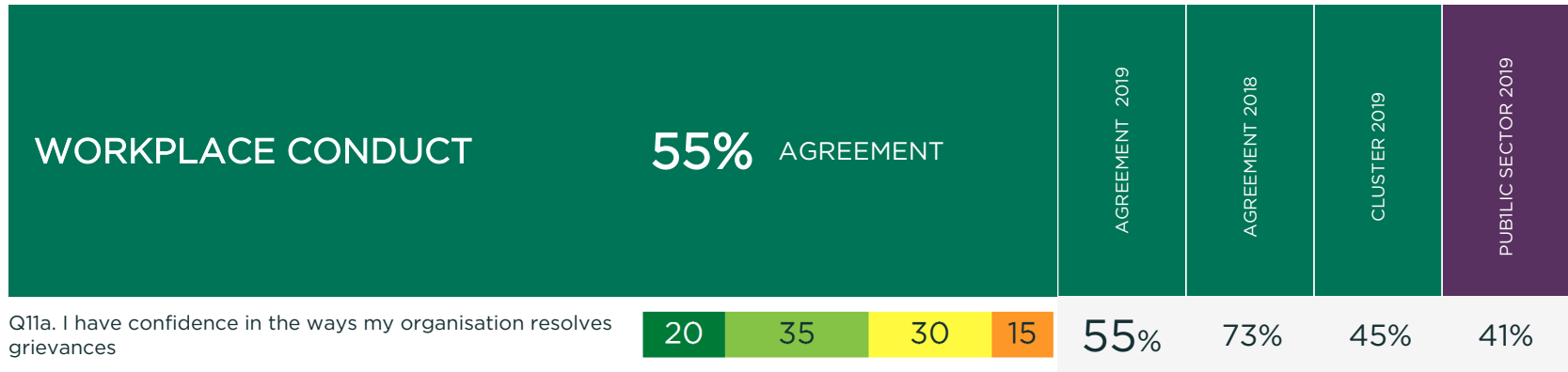


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### KEY





## WELLBEING AND ENGAGEMENT

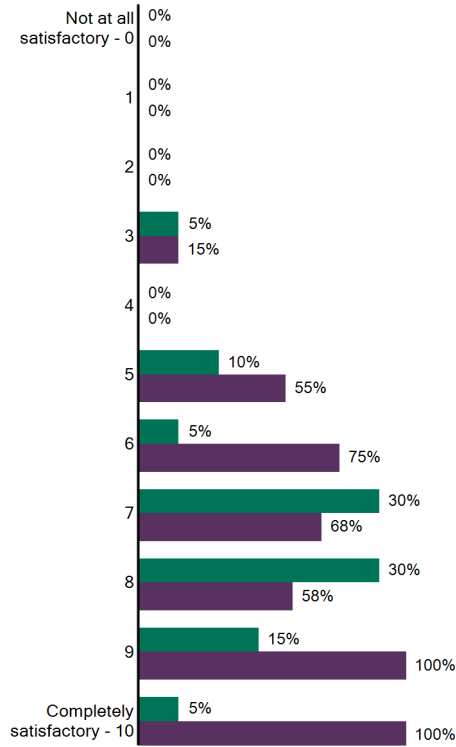
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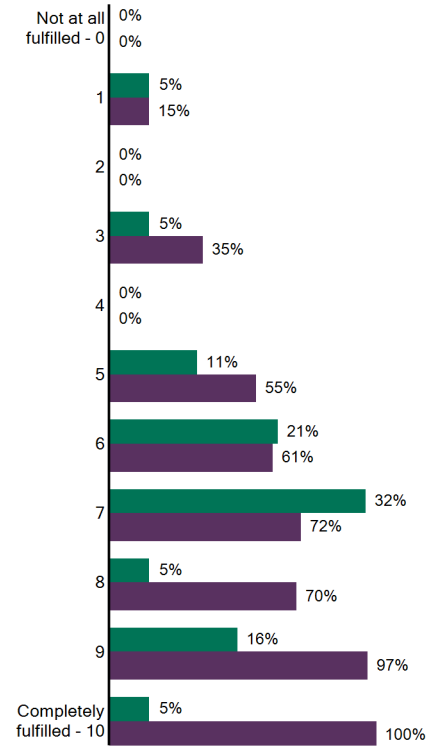
This compares Wellbeing to Engagement.

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



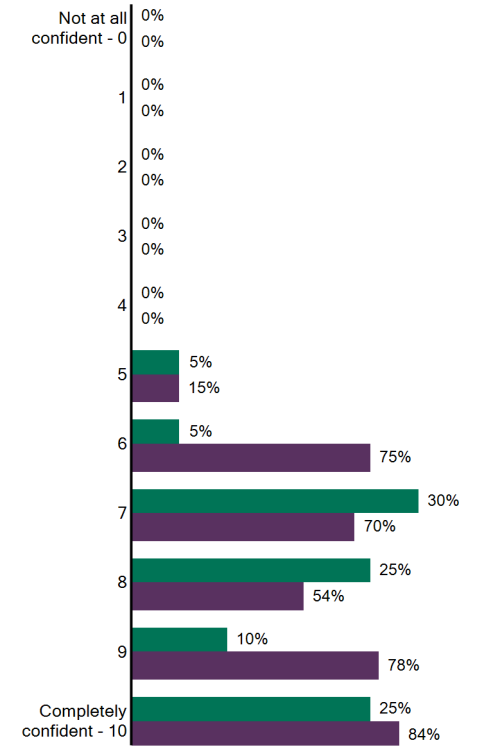
Proportion of respondents answering each response option

**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

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## PERFORMANCE FRAMEWORK & DEVELOPMENT

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives					
Yes		95%	87%	62%	71%
No		5%	13%	38%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		85%	87%	81%	76%
No		15%	13%	19%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		85%	87%	66%	60%
No		15%	13%	34%	40%



## EXPLORE THE FULL RESULTS

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## MOBILITY

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

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Yes		35%	47%	51%	41%
No		65%	53%	49%	59%



## EXPLORE THE FULL RESULTS

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## MOBILITY

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

**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		39%	36%	35%	28%
The application/recruitment process is too cumbersome or time consuming		39%	21%	18%	22%
There are no major barriers to my career progression		28%	43%	30%	29%
Lack of visible opportunities		28%	50%	36%	29%
Geographic location considerations		28%	14%	23%	25%
Personal/family considerations		22%	29%	22%	29%
Lack of support for temporary assignments/secondments		6%	7%	14%	15%
Lack of support from my manager/supervisor		0%	7%	8%	13%
Insufficient training and development		0%	-	9%	15%
Lack of required capabilities or experience		0%	-	9%	11%
Other		0%	7%	7%	9%

% are calculated with the number of unique respondents (N = 18 to this question)



## EXPLORE THE FULL RESULTS

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## UNACCEPTABLE CONDUCT

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
<b>Q12a.</b> In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		20%	-	15%	27%
No		70%	80%	73%	56%
Don't know		10%	20%	12%	17%
<b>Q12b.</b> If yes to 12a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes	(r)				
No	(r)				
Don't know	(r)				



## EXPLORE THE FULL RESULTS

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## UNACCEPTABLE CONDUCT

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
<b>Q13a.</b> In the last 12 months I have witnessed bullying at work					
Yes		30%	13%	25%	33%
No		50%	73%	68%	57%
Don't know		20%	13%	8%	10%
<b>Q13b.</b> In the last 12 months I have been subjected to bullying at work					
Yes		5%	7%	11%	18%
No		90%	87%	83%	75%
Don't know		5%	7%	6%	7%





## EXPLORE THE FULL RESULTS

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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

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

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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	0%	-	1%	4%
No	100%	100%	98%	94%
Don't know	0%	-	2%	2%

**Q14b.** If yes to 14a, please indicate the role of the person who has been the source of the most serious physical harm and/or sexual harassment or abuse you have been subjected to in the last 12 months

A person at work	(r)
A member of the public	(r)
Other	(r)
Prefer not to say	(r)



## EXPLORE THE FULL RESULTS

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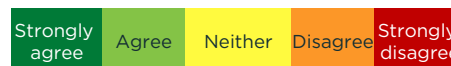
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## PREMIER AND CABINET CUSTOMISED QUESTIONS

				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	
Q1. My manager actively supports a diverse and inclusive work environment	20	65	15	85%	-	85%	
Q2. I feel a sense of belonging in my team	11	53	21	16	63%	-	80%
Q3. The people I work with have safe work practices	15	65	15		80%	-	90%
Q4. My manager promotes safe work practices in my workplace	20	55	20		75%	-	85%
Q5. I feel senior managers provide me with opportunities to give feedback on my workplace experience	20	55	25		75%	-	68%
Q6. I feel comfortable providing feedback to senior managers	25	25	30	20	50%	-	64%
Q7. I believe my manager considers the Public Service values when recruiting new employees	25	55	20		80%	-	71%

KEY





## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

## PREMIER AND CABINET CUSTOMISED QUESTIONS

2019

CLUSTER 2019

**Q8.** If I were to change one thing about the recruitment or on boarding experience it would be:

More clarity as to my role/responsibilities as a Hiring Manager		10%	8%
Reduced time for the recruitment process		10%	34%
More attention given to my induction by my manager		25%	19%
Reduced time to receive network access/equipment i.e. laptop		5%	18%
Not applicable - I would not change anything		50%	21%



## EXPLORE THE FULL SURVEY RESULTS

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## PREMIER AND CABINET CUSTOMISED QUESTIONS

2019

CLUSTER 2019

**Q9.** When completing this survey I believed the term 'Senior Managers' referred to the following people:

		2019	CLUSTER 2019
Head of the agency		0%	7%
Deputy Secretaries or equivalent		0%	16%
Executive Directors or equivalent		45%	28%
Directors or equivalent		40%	18%
The managers above my manager		15%	31%

# 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

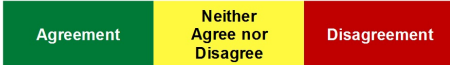
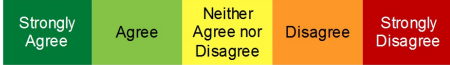
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.