



2019 | NSW Public Sector  
Employee Survey

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AGENCY REPORT

Premier and Cabinet

Urban Growth NSW Development Corporation



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## RESPONSE RATE

# 39%

46 OF 119 RESPONDENTS

RESPONSE RATE 2018: 111%

## EMPLOYEE ENGAGEMENT

# 76%

DIFFERENCE FROM 2018 **+9**  
(68%)

DIFFERENCE FROM CLUSTER **+7**  
(69%)

DIFFERENCE FROM PUBLIC SECTOR **+11**  
(66%)

## ENGAGEMENT WITH WORK

# 77%

DIFFERENCE FROM 2018 **+7**  
(70%)

DIFFERENCE FROM CLUSTER **+3**  
(74%)

DIFFERENCE FROM PUBLIC SECTOR **+4**  
(73%)

## SENIOR MANAGERS

# 82%

DIFFERENCE FROM 2018 **+13**  
(69%)

DIFFERENCE FROM CLUSTER **+21**  
(61%)

DIFFERENCE FROM PUBLIC SECTOR **+32**  
(50%)

## COMMUNICATION

# 87%

DIFFERENCE FROM 2018 **+13**  
(74%)

DIFFERENCE FROM CLUSTER **+16**  
(71%)

DIFFERENCE FROM PUBLIC SECTOR **+25**  
(62%)

## HIGH PERFORMANCE

# 82%

DIFFERENCE FROM 2018 **+7**  
(75%)

DIFFERENCE FROM CLUSTER **+9**  
(73%)

DIFFERENCE FROM PUBLIC SECTOR **+17**  
(65%)

## PUBLIC SECTOR VALUES

# 87%

DIFFERENCE FROM 2018 **+13**  
(74%)

DIFFERENCE FROM CLUSTER **+14**  
(73%)

DIFFERENCE FROM PUBLIC SECTOR **+25**  
(62%)

## DIVERSITY & INCLUSION

# 90%

DIFFERENCE FROM 2018 **+13**  
(77%)

DIFFERENCE FROM CLUSTER **+9**  
(81%)

DIFFERENCE FROM PUBLIC SECTOR **+21**  
(69%)

## FLEXIBLE WORKING SATISFACTION

# 88%

DIFFERENCE FROM 2018 **+18**  
(71%)

DIFFERENCE FROM CLUSTER **+4**  
(84%)

DIFFERENCE FROM PUBLIC SECTOR **+29**  
(59%)

## ACTION ON RESULTS

# 21%

DIFFERENCE FROM 2018 **-38**  
(60%)

DIFFERENCE FROM CLUSTER **-35**  
(56%)

DIFFERENCE FROM PUBLIC SECTOR **-18**  
(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	98%	-
2a. My workgroup strives to achieve customer/client satisfaction	96%	90%
6i. Senior managers in my organisation support the career advancement of women	93%	77%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	93%	85%
8e. My manager supports flexible working in my team	93%	80%
1g. I know how to address a health and safety issue I have identified	91%	91%
5a. My manager encourages people in my workgroup to keep improving the work they do	91%	82%
5b. My manager listens to what I have to say	91%	81%
5d. My manager encourages and values employee input	91%	79%
6a. I believe senior managers provide clear direction for the future of the organisation	91%	66%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2019  
AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
10a. I believe action will be taken on the results from this survey by my organisation	21%	60%
3g. I am satisfied with the opportunities available for career development in my organisation	35%	47%
7c. I feel that change is managed well in my organisation	58%	50%
11a. I have confidence in the ways my organisation resolves grievances	62%	56%
7g. I have confidence in the way recruitment decisions are made	64%	44%
7b. My organisation is making the necessary improvements to meet our future challenges	65%	76%
5h. My manager deals appropriately with employees who perform poorly	65%	52%
1e. I am satisfied with my job	65%	59%
7k. I feel a strong personal attachment to my organisation	67%	55%
7e. People in my organisation take responsibility for their own actions	70%	45%



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

# MOST AND LEAST IMPROVED QUESTIONS

## + MOST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2019

AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
3e. My performance is assessed against clear criteria	76%	43%
6a. I believe senior managers provide clear direction for the future of the organisation	91%	66%
7e. People in my organisation take responsibility for their own actions	70%	45%
7g. I have confidence in the way recruitment decisions are made	64%	44%
7f. My organisation is committed to developing its employees	83%	65%
6b. I feel that senior managers effectively lead and manage change	84%	66%
1a. I understand what is expected of me to do well in my role	87%	69%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	88%	71%
6g. I feel that senior managers keep employees informed about what's going on	86%	70%
7m. My organisation inspires me to do the best in my job	81%	65%

## - LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2019

AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
10a. I believe action will be taken on the results from this survey by my organisation	21%	60%
3g. I am satisfied with the opportunities available for career development in my organisation	35%	47%
7b. My organisation is making the necessary improvements to meet our future challenges	65%	76%
2c. I receive help and support from other members of my workgroup	85%	87%



### 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

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



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



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



**Q7k.** I feel a strong personal attachment to my organisation



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



## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



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



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



**Q7k.** I feel a strong personal attachment to my organisation



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



## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



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



**Q7k.** I feel a strong personal attachment to my organisation



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



### 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%

# 21%

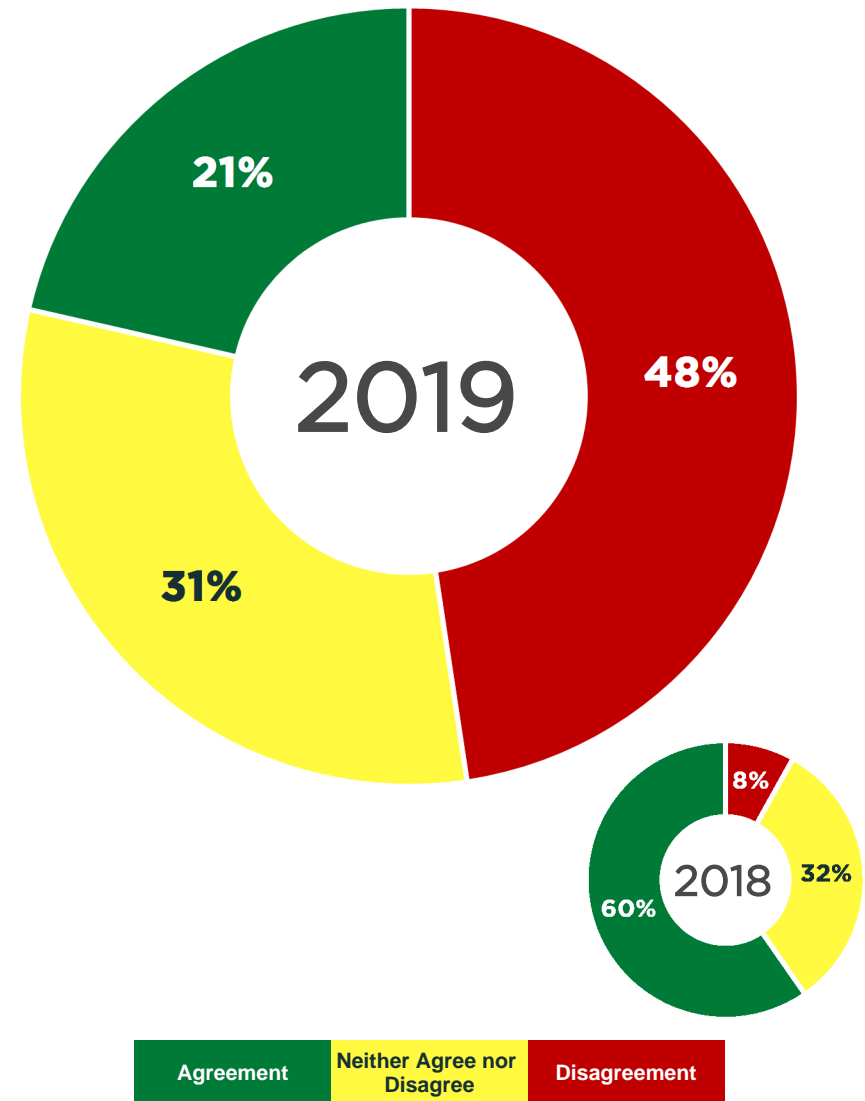
of employees replied favourably to:

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

**39%**  
SECTOR

**56%**  
CLUSTER

**60%**  
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	<b>Q7h.</b> My organisation generally selects capable people to do the job	86%	77%	72%	54%
2	<b>Q7a.</b> My organisation focuses on improving the work we do	88%	85%	80%	69%
3	<b>Q6d.</b> Senior managers encourage innovation by employees	76%	65%	60%	51%
4	<b>Q7f.</b> My organisation is committed to developing its employees	83%	65%	65%	53%
5	<b>Q3e.</b> My performance is assessed against clear criteria	76%	43%	57%	57%
6	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	84%	66%	55%	47%



# BUSINESS UNIT COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Urban Growth NSW Development Corporation

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.

	Urban Growth NSW Development Corporation	Commercial Operations	Program Strategy
NUMBER OF RESPONDENTS	46	10	14
EMPLOYEE ENGAGEMENT	76%	87%	70%
ENGAGEMENT WITH WORK	77%	83%	74%
SENIOR MANAGERS	82%	93%	76%
COMMUNICATION	87%	100%	82%
HIGH PERFORMANCE	82%	88%	79%
PUBLIC SECTOR VALUES	87%	96%	84%
DIVERSITY & INCLUSION	90%	99%	91%

### 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	76% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	43	29	19	7	71%	58%	69%	62%
Q7j. I am proud to tell others I work for my organisation	44	37	15	2	80%	69%	78%	70%
Q7k. I feel a strong personal attachment to my organisation	38	29	26	7	67%	55%	58%	64%
Q7l. My organisation motivates me to help it achieve its objectives	38	40	14	8	79%	66%	64%	56%
Q7m. My organisation inspires me to do the best in my job	45	36	14	5	81%	65%	62%	56%

### KEY





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ENGAGEMENT WITH WORK		77% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1c. My job gives me a feeling of personal accomplishment				85%	74%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work				80%	76%	76%	72%
Q1e. I am satisfied with my job				65%	59%	69%	69%

KEY





## EXPLORE THE FULL RESULTS

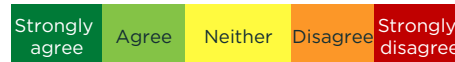
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SENIOR MANAGERS	82% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q6a. I believe senior managers provide clear direction for the future of the organisation	47	44	91%	66%	58%	51%
Q6b. I feel that senior managers effectively lead and manage change	47	37	84%	66%	55%	47%
Q6c. I feel that senior managers model the values of my organisation	53	30	84%	68%	63%	52%
Q6d. Senior managers encourage innovation by employees	36	40	76%	65%	60%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	52	36	88%	88%	73%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	53	37	91%	80%	77%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	47	40	86%	70%	62%	48%
Q6h. I feel that senior managers listen to employees	47	35	81%	68%	55%	44%
Q7c. I feel that change is managed well in my organisation	28	30	58%	50%	46%	42%

KEY





## EXPLORE THE FULL RESULTS

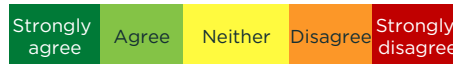
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COMMUNICATION	87% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q5c. My manager communicates effectively with me	59	30	89%	76%	77%	72%
Q5d. My manager encourages and values employee input	68	23	91%	79%	81%	73%
Q5e. My manager involves my workgroup in decisions about our work	58	30	88%	76%	76%	68%
Q6g. I feel that senior managers keep employees informed about what's going on	47	40	86%	70%	62%	48%
Q6h. I feel that senior managers listen to employees	47	35	81%	68%	55%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	40	48	88%	74%	78%	69%

KEY





## EXPLORE THE FULL RESULTS

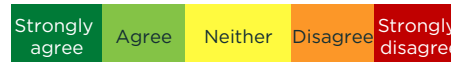
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Results are rounded and may not add up to 100%

	HIGH PERFORMANCE			82% 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	43	43	9	87%	69%	86%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	70	17	9	87%	78%	85%	79%	
Q3f. I have received appropriate training and development to do my job well	26	48	22	74%	68%	63%	66%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	59	32		91%	82%	81%	75%	
Q5f. I have confidence in the decisions my manager makes	63	26		88%	76%	77%	69%	
Q6d. Senior managers encourage innovation by employees	36	40	12	76%	65%	60%	51%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	52	36		88%	88%	73%	53%	
Q7a. My organisation focuses on improving the work we do	47	42		88%	85%	80%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	33	33	16	65%	76%	64%	57%	

KEY



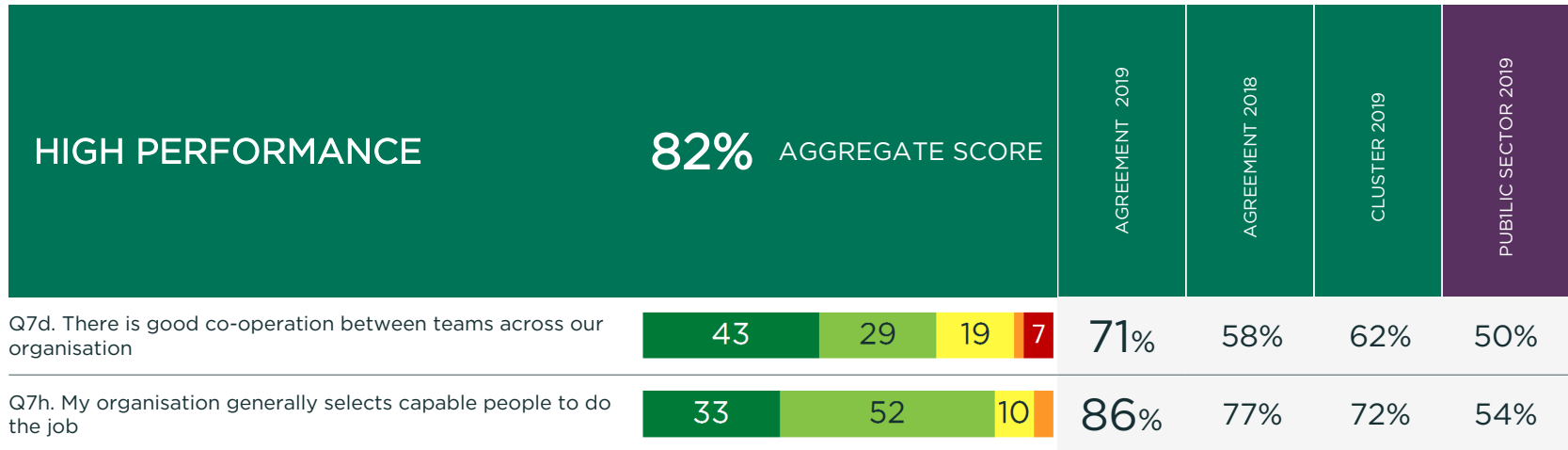


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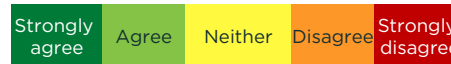
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Results are rounded and may not add up to 100%



KEY





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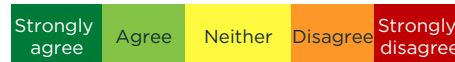
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Results are rounded and may not add up to 100%

PUBLIC SECTOR VALUES	87% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
	Q2a. My workgroup strives to achieve customer/client satisfaction	63	33	96%	90%	94%	86%
Q2e. People in my workgroup treat each other with respect	61	28	9	89%	81%	84%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	59	32		91%	82%	81%	75%
Q5b. My manager listens to what I have to say	66	25		91%	81%	82%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	47	44		91%	66%	58%	51%
Q6c. I feel that senior managers model the values of my organisation	53	30		84%	68%	63%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	53	37		91%	80%	77%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	47	40		86%	70%	62%	48%
Q6h. I feel that senior managers listen to employees	47	35	9	81%	68%	55%	44%

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%

PUBLIC SECTOR VALUES	87% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019		
	Q7a. My organisation focuses on improving the work we do	47	42	88%	85%	80%	69%	
Q7e. People in my organisation take responsibility for their own actions	28	42	19	9	70%	45%	65%	48%

### KEY





## EXPLORE THE FULL RESULTS

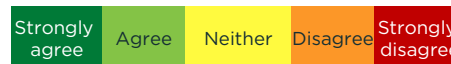
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Results are rounded and may not add up to 100%

DIVERSITY & INCLUSION	90% 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	39	39	13	78%	63%	72%	67%
Q5b. My manager listens to what I have to say	66	25		91%	81%	82%	76%
Q5d. My manager encourages and values employee input	68	23		91%	79%	81%	73%
Q6i. Senior managers in my organisation support the career advancement of women	65	28		93%	77%	79%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	47	47		93%	85%	85%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	56	35	9	91%	80%	80%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	40	48	7	88%	74%	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>	40	49		88%	71%	84%	59%
Q8e. My manager supports flexible working in my team	60	33		93%	80%	88%	63%

### KEY



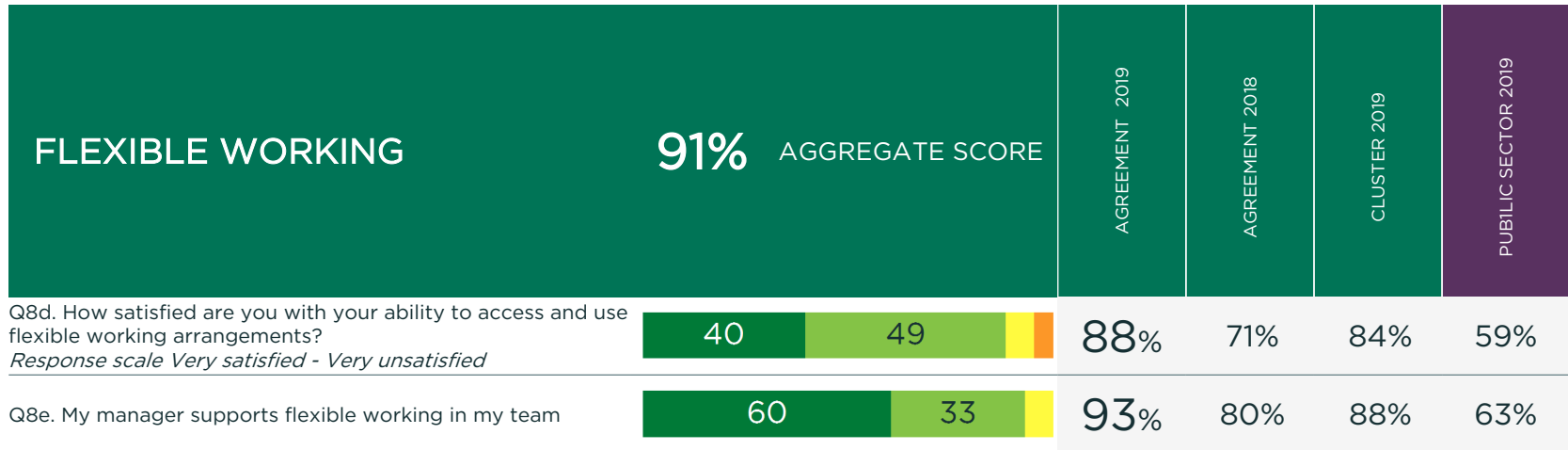


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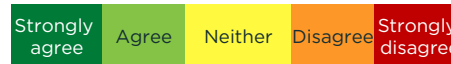
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KEY



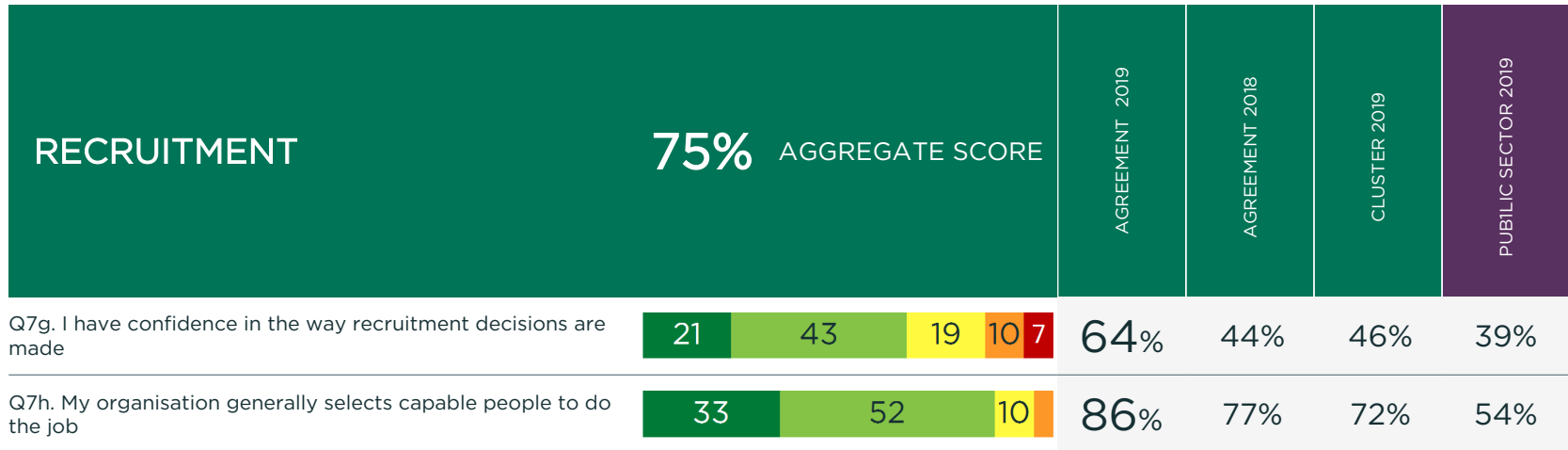


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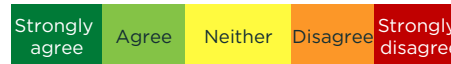
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KEY





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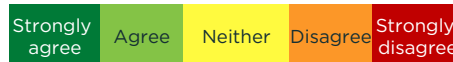
Results are rounded and may not add up to 100%

## PERFORMANCE FRAMEWORK & DEVELOPMENT

**71%** 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		80%	68%	72%	66%
Q3e. My performance is assessed against clear criteria		76%	43%	57%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation		35%	47%	47%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do		86%	75%	78%	69%
Q5h. My manager deals appropriately with employees who perform poorly		65%	52%	53%	48%
Q7f. My organisation is committed to developing its employees		83%	65%	65%	53%

KEY





## EXPLORE THE FULL RESULTS

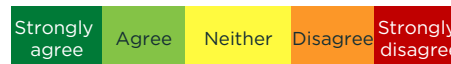
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Results are rounded and may not add up to 100%

WORKPLACE SUPPORT	78% 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	39	39	13	78%	63%	72%	67%	
Q1f. I am able to keep my work stress at an acceptable level	26	46	9	17	72%	71%	68%	61%
Q2c. I receive help and support from other members of my workgroup	70	15	11	85%	87%	87%	81%	
Q2d. There is good team spirit in my workgroup	63	13	9	11	76%	63%	81%	70%

KEY



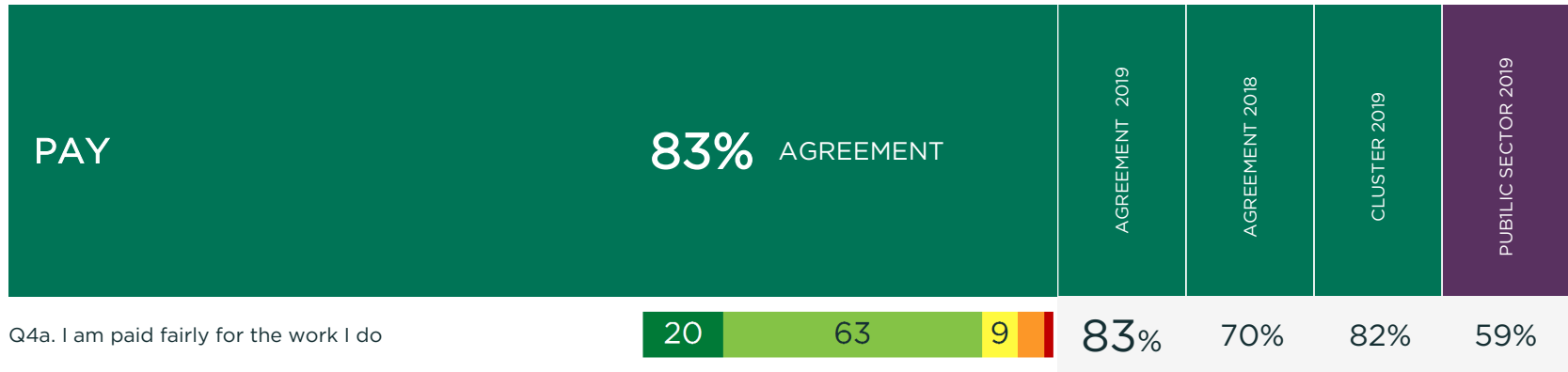


## EXPLORE THE FULL RESULTS

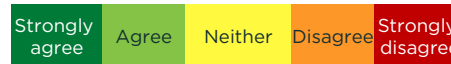
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Results are rounded and may not add up to 100%



KEY



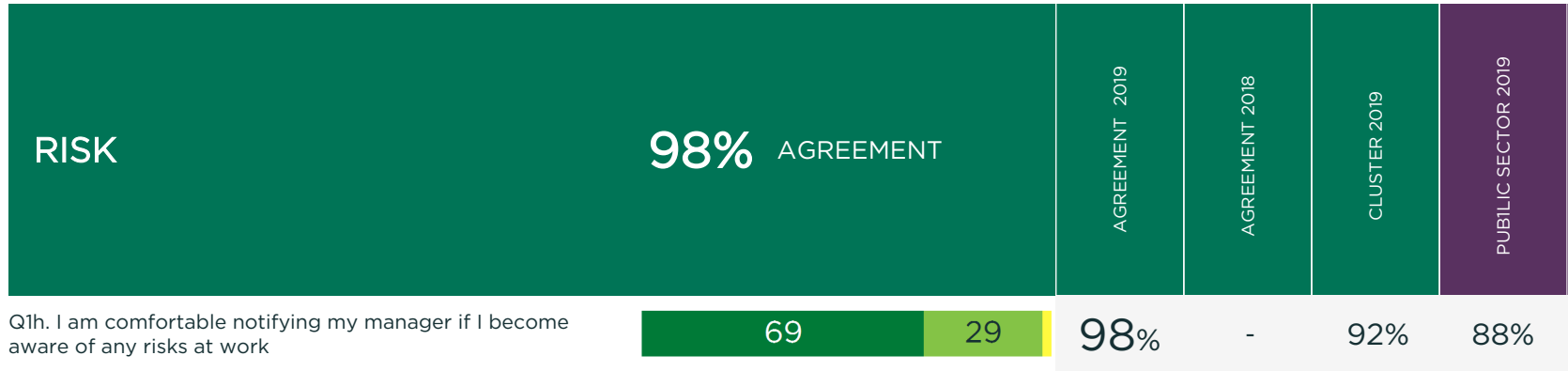


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### KEY





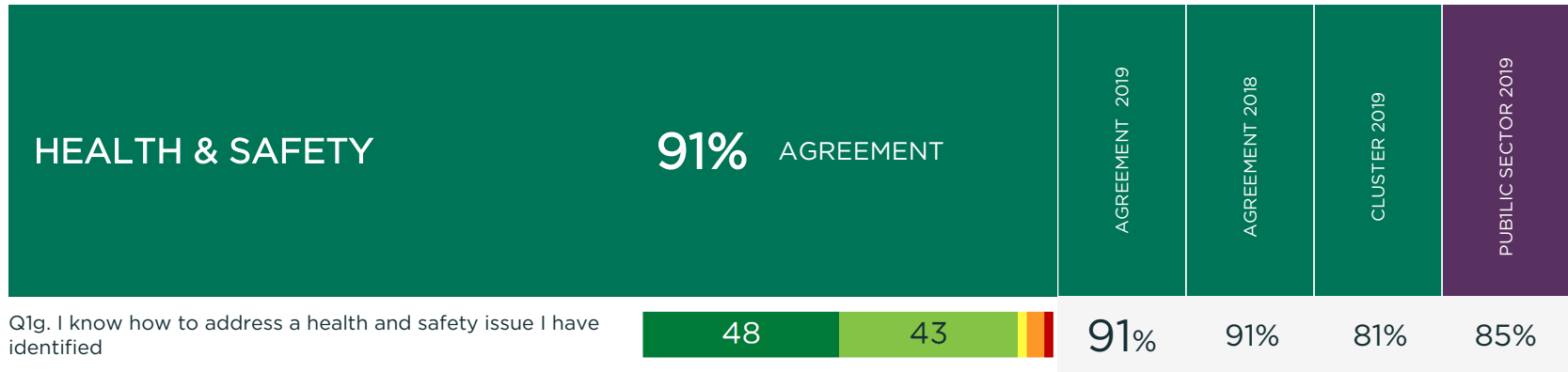


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### KEY





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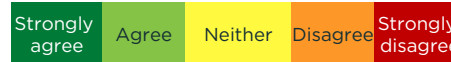
## ACTION ON RESULTS

21% 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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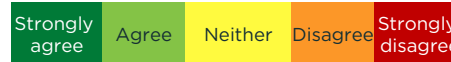
## WORKPLACE CONDUCT

62% AGREEMENT

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



KEY





## WELLBEING AND ENGAGEMENT

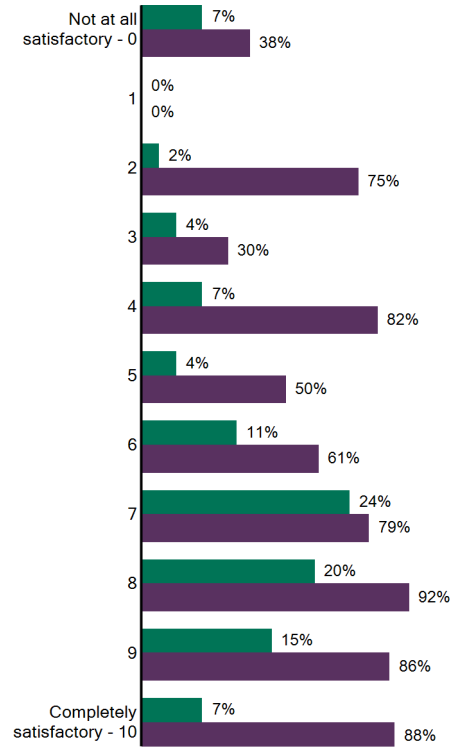
### EXPLORE THE FULL RESULTS

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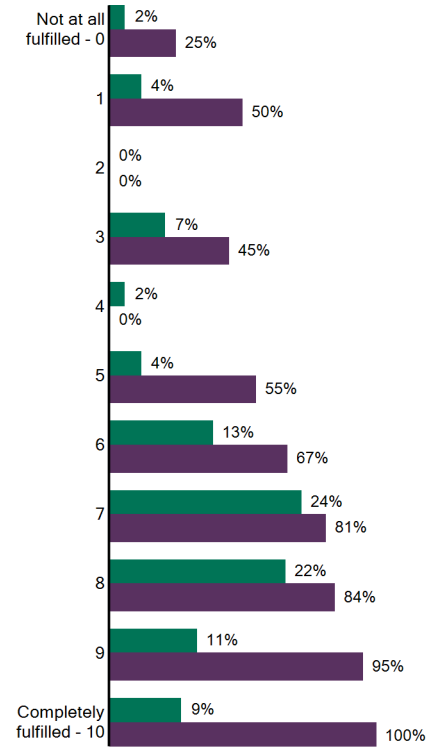
This compares Wellbeing to Engagement.

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



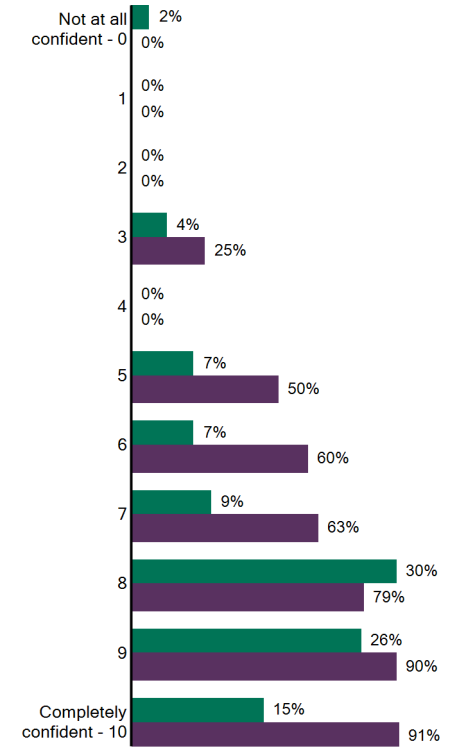
Proportion of respondents answering each response option

**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		91%	59%	62%	71%
No		9%	41%	38%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		96%	87%	81%	76%
No		4%	13%	19%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		83%	65%	66%	60%
No		17%	35%	34%	40%



## EXPLORE THE FULL RESULTS

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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		64%	29%	51%	41%
No		36%	71%	49%	59%



## EXPLORE THE FULL RESULTS

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## MOBILITY

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

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Lack of visible opportunities		49%	34%	36%	29%
Lack of promotion opportunities		44%	35%	35%	28%
The application/recruitment process is too cumbersome or time consuming		23%	14%	18%	22%
Geographic location considerations		19%	5%	23%	25%
Lack of required capabilities or experience		19%	12%	9%	11%
Other		19%	5%	7%	9%
Lack of support for temporary assignments/secondments		14%	6%	14%	15%
There are no major barriers to my career progression		12%	42%	30%	29%
Personal/family considerations		9%	12%	22%	29%
Insufficient training and development		9%	3%	9%	15%
Lack of support from my manager/supervisor		5%	11%	8%	13%

% are calculated with the number of unique respondents (N = 43 to this question)



## 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

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

Yes		14%	14%	15%	27%
No		67%	75%	73%	56%
Don't know		19%	11%	12%	17%

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

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





## EXPLORE THE FULL RESULTS

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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		14%	29%	25%	33%
No		83%	63%	68%	57%
Don't know		2%	8%	8%	10%
<b>Q13b.</b> In the last 12 months I have been subjected to bullying at work					
Yes		5%	11%	11%	18%
No		95%	80%	83%	75%
Don't know		0%	9%	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%	2%	1%	4%
No	100%	98%	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

Questions are grouped by topics in this report.

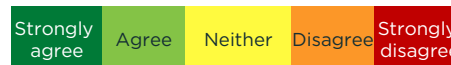
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## PREMIER AND CABINET CUSTOMISED QUESTIONS

			AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019		
Q1. My manager actively supports a diverse and inclusive work environment	56	39	95%	-	85%		
Q2. I feel a sense of belonging in my team	56	27	10	7	83%	-	80%
Q3. The people I work with have safe work practices	63	35	98%	-	90%		
Q4. My manager promotes safe work practices in my workplace	56	39	95%	-	85%		
Q5. I feel senior managers provide me with opportunities to give feedback on my workplace experience	39	44	10	83%	-	68%	
Q6. I feel comfortable providing feedback to senior managers	49	29	17	78%	-	64%	
Q7. I believe my manager considers the Public Service values when recruiting new employees	44	41	12	85%	-	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		7%	8%
Reduced time for the recruitment process		46%	34%
More attention given to my induction by my manager		17%	19%
Reduced time to receive network access/equipment i.e. laptop		10%	18%
Not applicable - I would not change anything		20%	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		5%	7%
Deputy Secretaries or equivalent		2%	16%
Executive Directors or equivalent		59%	28%
Directors or equivalent		24%	18%
The managers above my manager		10%	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

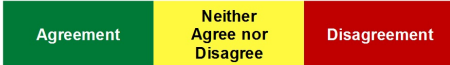
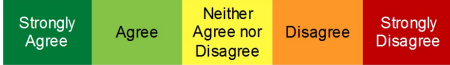
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.