



2019 | NSW Public Sector
Employee Survey

AGENCY REPORT

Premier and Cabinet

Western City and Aerotropolis Authority



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RESPONSE RATE

>100%

13 OF 12 RESPONDENTS

EMPLOYEE ENGAGEMENT

85%

DIFFERENCE FROM CLUSTER +15 (69%)

DIFFERENCE FROM PUBLIC SECTOR +19 (66%)

ENGAGEMENT WITH WORK

97%

DIFFERENCE FROM CLUSTER +24 (74%)

DIFFERENCE FROM PUBLIC SECTOR +25 (73%)

SENIOR MANAGERS

86%

DIFFERENCE FROM CLUSTER +25 (61%)

DIFFERENCE FROM PUBLIC SECTOR +36 (50%)

COMMUNICATION

94%

DIFFERENCE FROM CLUSTER +23 (71%)

DIFFERENCE FROM PUBLIC SECTOR +32 (62%)

HIGH PERFORMANCE

89%

DIFFERENCE FROM CLUSTER +16 (73%)

DIFFERENCE FROM PUBLIC SECTOR +24 (65%)

PUBLIC SECTOR VALUES

89%

DIFFERENCE FROM CLUSTER +17 (73%)

DIFFERENCE FROM PUBLIC SECTOR +27 (62%)

DIVERSITY & INCLUSION

93%

DIFFERENCE FROM CLUSTER +12 (81%)

DIFFERENCE FROM PUBLIC SECTOR +24 (69%)

FLEXIBLE WORKING SATISFACTION

92%

DIFFERENCE FROM CLUSTER +7 (84%)

DIFFERENCE FROM PUBLIC SECTOR +33 (59%)

ACTION ON RESULTS

58%

DIFFERENCE FROM CLUSTER +2 (56%)

DIFFERENCE FROM PUBLIC SECTOR +19 (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

1c. My job gives me a feeling of personal accomplishment	100%
1d. I feel motivated to contribute more than what is normally required at work	100%
1h. I am comfortable notifying my manager if I become aware of any risks at work	100%
1a. I understand what is expected of me to do well in my role	100%
5b. My manager listens to what I have to say	100%
5c. My manager communicates effectively with me	100%
5d. My manager encourages and values employee input	100%
5f. I have confidence in the decisions my manager makes	100%
5g. My manager provides acknowledgement or other recognition for the work I do	100%
7b. My organisation is making the necessary improvements to meet our future challenges	100%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019

10a. I believe action will be taken on the results from this survey by my organisation	58%
3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	69%
3e. My performance is assessed against clear criteria	69%
3f. I have received appropriate training and development to do my job well	69%
3g. I am satisfied with the opportunities available for career development in my organisation	69%
5h. My manager deals appropriately with employees who perform poorly	75%
11a. I have confidence in the ways my organisation resolves grievances	75%
7c. I feel that change is managed well in my organisation	75%
7d. There is good co-operation between teams across our organisation	75%
7e. People in my organisation take responsibility for their own actions	83%



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'.

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



Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results



Q3e. My performance is assessed against clear criteria



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



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



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results



Q3e. My performance is assessed against clear criteria



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



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



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results



Q3e. My performance is assessed against clear criteria



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



Q7c. I feel that change is managed well in 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)



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%

58%

of employees replied favourably to:

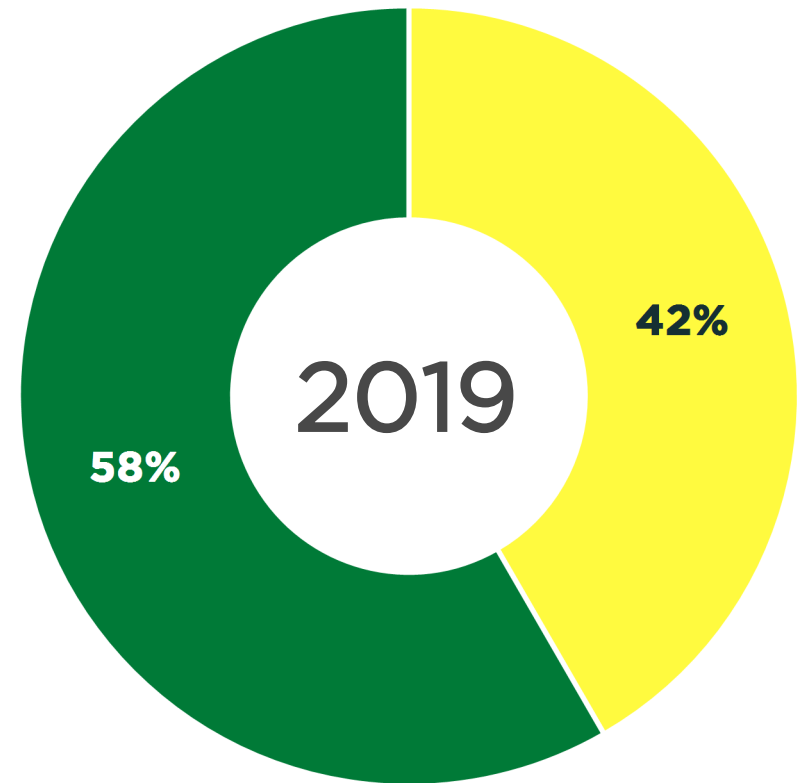
'I believe action will be taken on the results from this survey by my organisation.'

39%

SECTOR

56%

CLUSTER



Agreement

Neither Agree nor Disagree

Disagreement

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 CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7a. My organisation focuses on improving the work we do	92%	80%	69%
2	Q7b. My organisation is making the necessary improvements to meet our future challenges	100%	64%	57%
3	Q7h. My organisation generally selects capable people to do the job	92%	72%	54%
4	Q7d. There is good co-operation between teams across our organisation	75%	62%	50%
5	Q1b. I am provided with the support I need to do my best at work	92%	72%	67%
6	Q1a. I understand what is expected of me to do well in my role	100%	86%	90%



EXPLORE THE FULL RESULTS

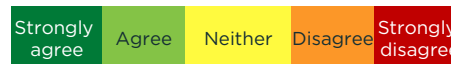
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EMPLOYEE ENGAGEMENT	85% AGGREGATE SCORE			AGREEMENT 2019	CLUSTER 2019	PUBLIC LIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	50	42	8	92%	69%	62%
Q7j. I am proud to tell others I work for my organisation	58	42		100%	78%	70%
Q7k. I feel a strong personal attachment to my organisation	42	50	8	92%	58%	64%
Q7l. My organisation motivates me to help it achieve its objectives	42	42	17	83%	64%	56%
Q7m. My organisation inspires me to do the best in my job	42	50	8	92%	62%	56%

KEY





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ENGAGEMENT WITH WORK	97%	AGGREGATE SCORE	AGREEMENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019
Q1c. My job gives me a feeling of personal accomplishment	54	46	100%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	69	31	100%	76%	72%
Q1e. I am satisfied with my job	38	54	8	92%	69%

KEY





EXPLORE THE FULL RESULTS

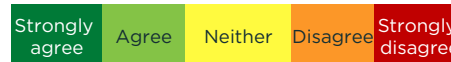
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SENIOR MANAGERS	86% AGGREGATE SCORE			AGREEMENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019
Q6a. I believe senior managers provide clear direction for the future of the organisation	42	42	17	83%	58%	51%
Q6b. I feel that senior managers effectively lead and manage change	33	50	17	83%	55%	47%
Q6c. I feel that senior managers model the values of my organisation	58	33	8	92%	63%	52%
Q6d. Senior managers encourage innovation by employees	27	64	9	91%	60%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	50	33	8	83%	73%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	67	25	8	92%	77%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	42	50	8	92%	62%	48%
Q6h. I feel that senior managers listen to employees	42	42	8	83%	55%	44%
Q7c. I feel that change is managed well in my organisation	17	58	25	75%	46%	42%

KEY





EXPLORE THE FULL RESULTS

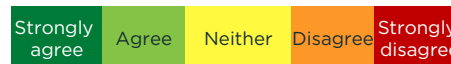
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COMMUNICATION	94% AGGREGATE SCORE		AGREEMENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019	
Q5c. My manager communicates effectively with me	50	50	100%	77%	72%	
Q5d. My manager encourages and values employee input	50	50	100%	81%	73%	
Q5e. My manager involves my workgroup in decisions about our work	50	42	8	92%	76%	68%
Q6g. I feel that senior managers keep employees informed about what's going on	42	50	8	92%	62%	48%
Q6h. I feel that senior managers listen to employees	42	42	8	83%	55%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	50	50	100%	78%	69%	

KEY





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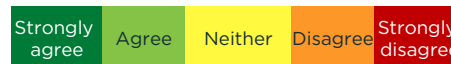
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	HIGH PERFORMANCE		89% AGGREGATE SCORE	AGREEMENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019
Q1a. I understand what is expected of me to do well in my role	46	54		100%	86%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	31	54	8 8	85%	85%	79%
Q3f. I have received appropriate training and development to do my job well	8	62	15 15	69%	63%	66%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	50	42	8	92%	81%	75%
Q5f. I have confidence in the decisions my manager makes	67	33		100%	77%	69%
Q6d. Senior managers encourage innovation by employees	27	64	9	91%	60%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	50	33	8 8	83%	73%	53%
Q7a. My organisation focuses on improving the work we do	42	50	8	92%	80%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	42	58		100%	64%	57%

KEY



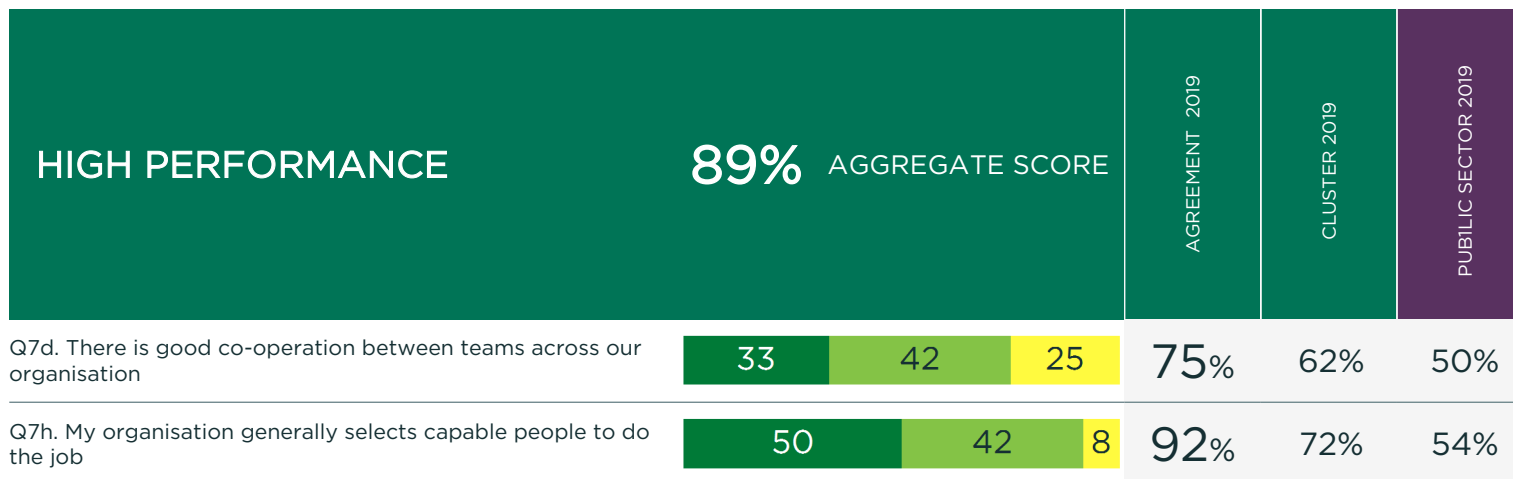


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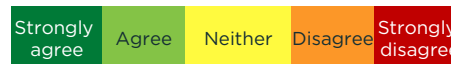
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KEY





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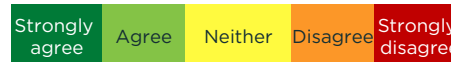
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PUBLIC SECTOR VALUES	89% AGGREGATE SCORE			AGREEMENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019
Q2a. My workgroup strives to achieve customer/client satisfaction	54	31	8 8	85%	94%	86%
Q2e. People in my workgroup treat each other with respect	38	54	8	92%	84%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	50	42	8	92%	81%	75%
Q5b. My manager listens to what I have to say	73	27		100%	82%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	42	42	17	83%	58%	51%
Q6c. I feel that senior managers model the values of my organisation	58	33	8	92%	63%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	67	25	8	92%	77%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	42	50	8	92%	62%	48%
Q6h. I feel that senior managers listen to employees	42	42	8 8	83%	55%	44%

KEY





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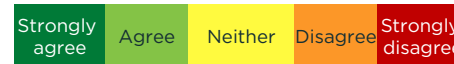
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PUBLIC SECTOR VALUES	89% AGGREGATE SCORE			AGREEMENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019
	Q7a. My organisation focuses on improving the work we do	42	50	8	92%	80%
Q7e. People in my organisation take responsibility for their own actions	42	42	17	83%	65%	48%

KEY





EXPLORE THE FULL RESULTS

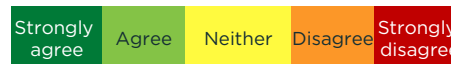
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DIVERSITY & INCLUSION	93% AGGREGATE SCORE			AGREEMENT 2019	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	38	54	8	92%	72%	67%
Q5b. My manager listens to what I have to say	73	27		100%	82%	76%
Q5d. My manager encourages and values employee input	50	50		100%	81%	73%
Q6i. Senior managers in my organisation support the career advancement of women	58	25	17	83%	79%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	58	33	8	92%	85%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	50	33	8	83%	80%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	50	50		100%	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>	67	25	8	92%	84%	59%
Q8e. My manager supports flexible working in my team	75	17	8	92%	88%	63%

KEY



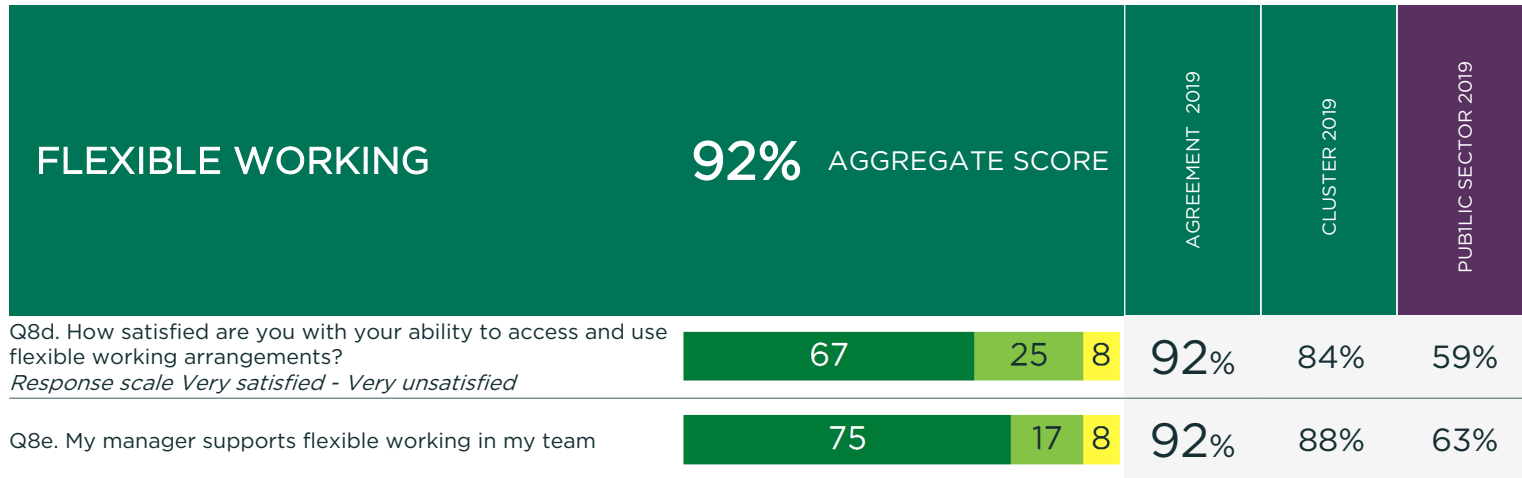


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KEY



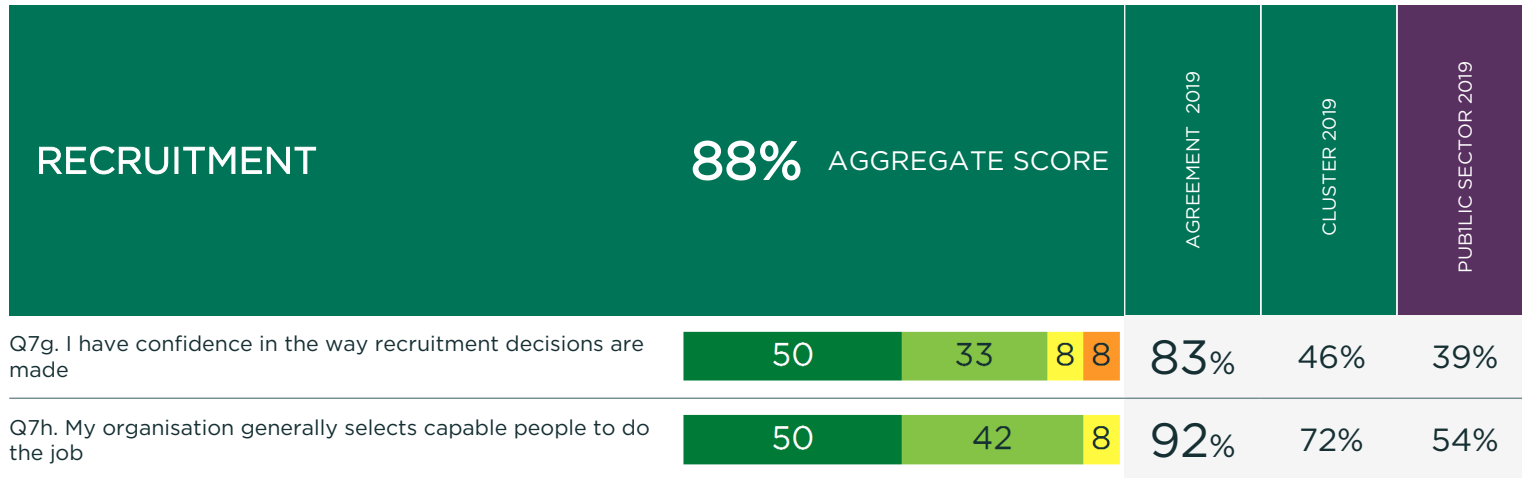


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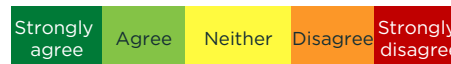
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PERFORMANCE FRAMEWORK & DEVELOPMENT

77% AGGREGATE SCORE

				AGREEMENT 2019	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	31	38	31	69%	72%	66%	
Q3e. My performance is assessed against clear criteria	8	62	31	69%	57%	57%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	31	38	31	69%	47%	51%	
Q5g. My manager provides acknowledgement or other recognition for the work I do	75	25		100%	78%	69%	
Q5h. My manager deals appropriately with employees who perform poorly	42	33	17	8	75%	53%	48%
Q7f. My organisation is committed to developing its employees	25	58	17		83%	65%	53%

KEY





EXPLORE THE FULL RESULTS

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WORKPLACE SUPPORT	90% AGGREGATE SCORE			AGREEMENT 2019	CLUSTER 2019	PUBLIC LIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	38	54	8	92%	72%	67%
Q1f. I am able to keep my work stress at an acceptable level	46	46	8	92%	68%	61%
Q2c. I receive help and support from other members of my workgroup	46	38	8	85%	87%	81%
Q2d. There is good team spirit in my workgroup	46	46	8	92%	81%	70%

KEY



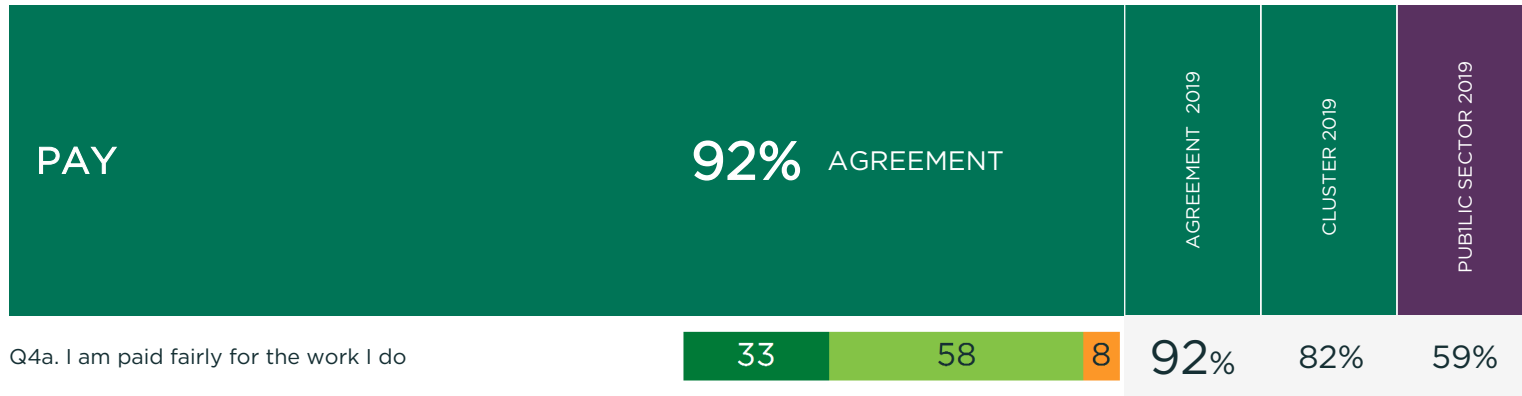


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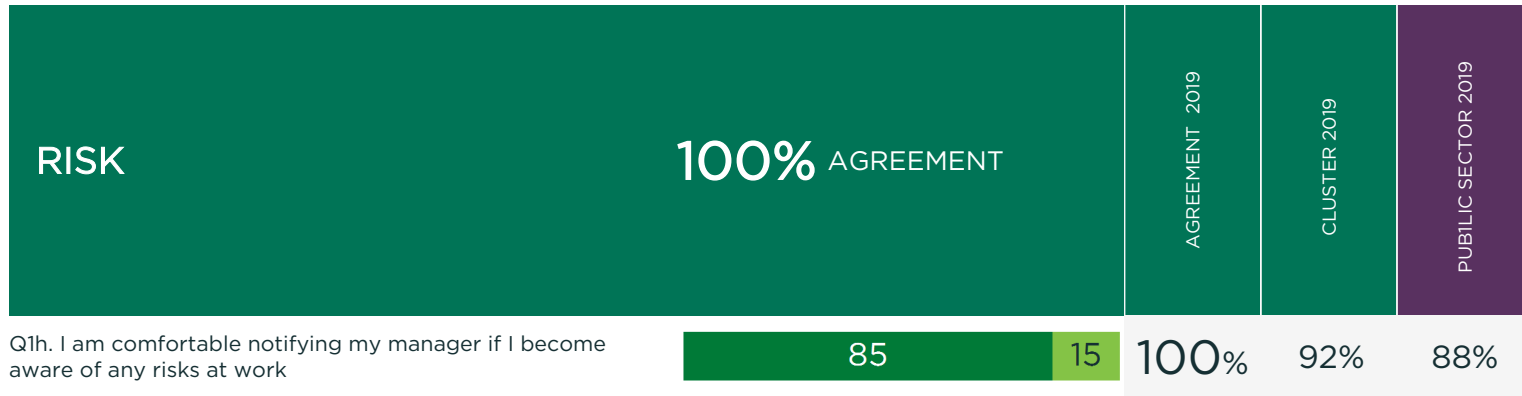


EXPLORE THE FULL RESULTS

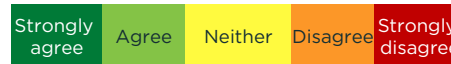
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KEY



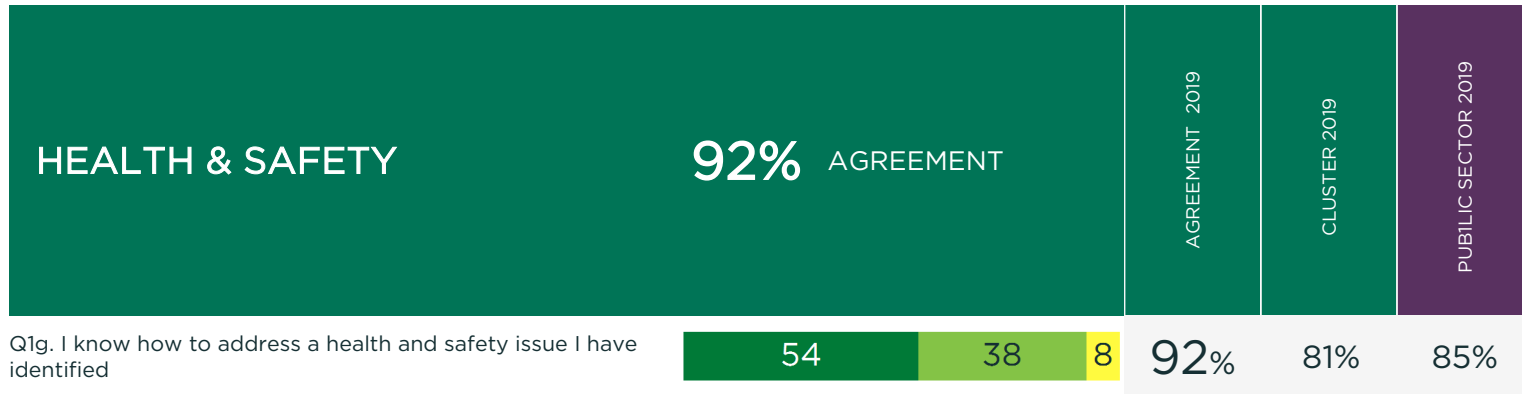


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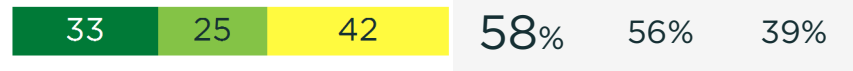
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ACTION ON RESULTS

58% AGREEMENT

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



KEY



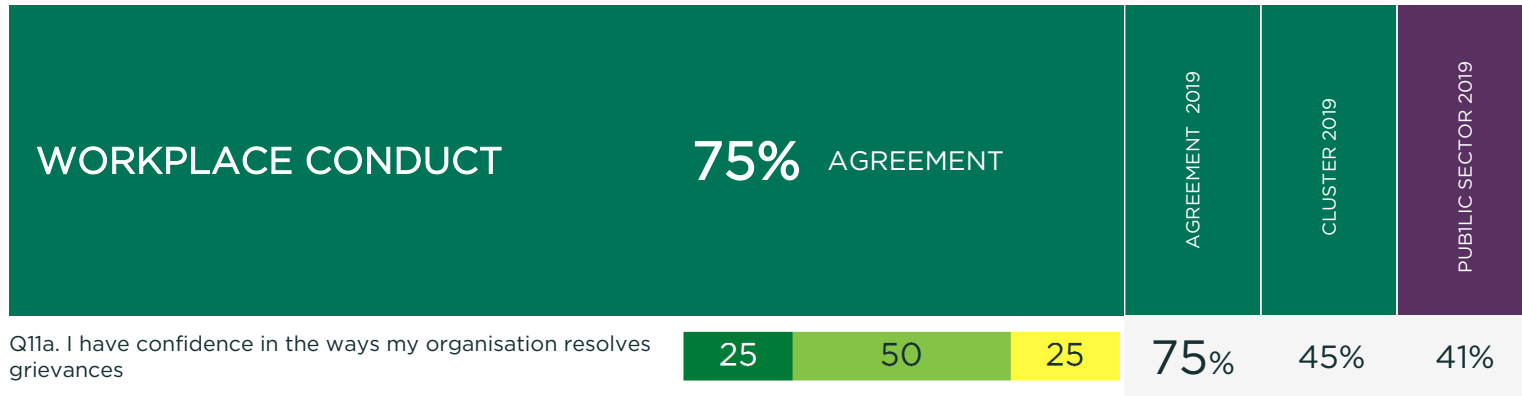


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KEY





WELLBEING AND ENGAGEMENT

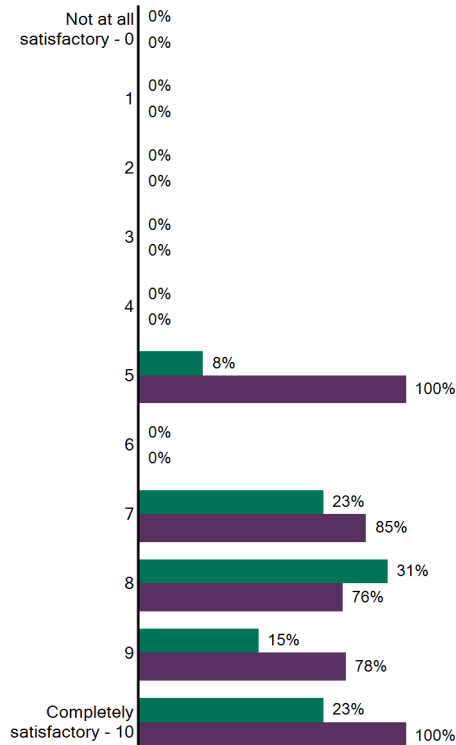
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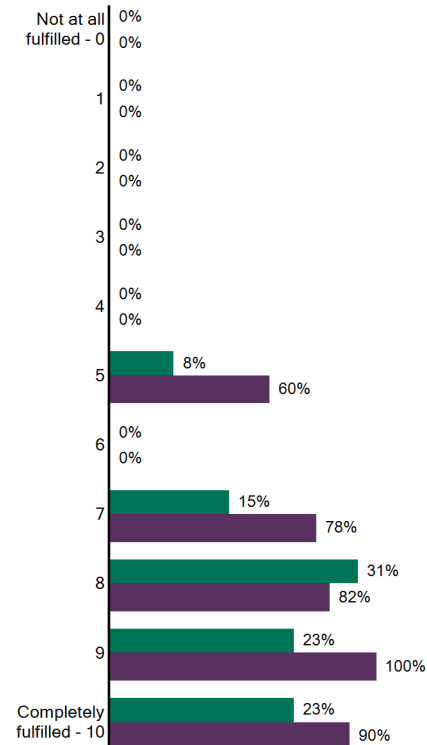
Results are rounded and may not add up to 100%

This compares Wellbeing to Engagement.

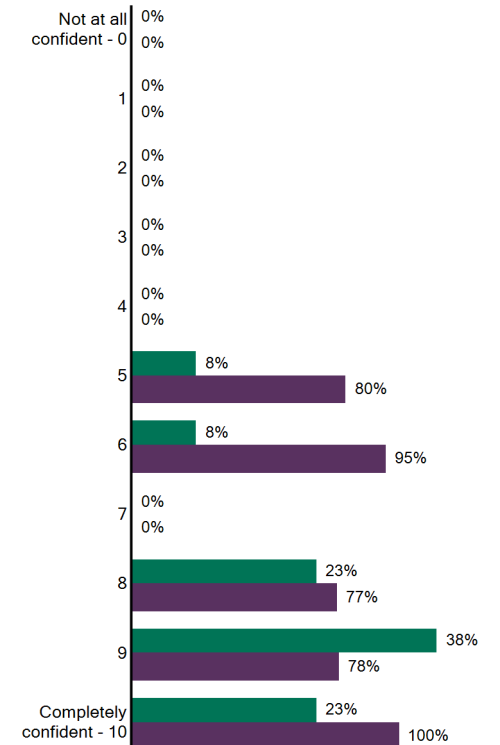
Q1i. In general, my sense of wellbeing is....



Q1j. I find my life at work fulfilling



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



Proportion of respondents answering each response option

Employee engagement score



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

CLUSTER 2019

PUBLIC SECTOR 2019

Q3a. I have a current performance and development plan that sets out my individual objectives

Yes



15%

62%

71%

No



85%

38%

29%

Q3b. I have informal feedback conversations with my manager

Yes



100%

81%

76%

No

0%

19%

24%

Q3c. I have scheduled feedback conversations with my manager

Yes



38%

66%

60%

No



62%

34%

40%



EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%

MOBILITY

2019

CLUSTER 2019

PUBLIC SECTOR 2019

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?

Yes		8%	51%	41%
No		92%	49%	59%



EXPLORE THE FULL RESULTS

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MOBILITY

2019

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	CLUSTER 2019	PUBLIC SECTOR 2019
There are no major barriers to my career progression		67%	30%	29%
Other		17%	7%	9%
Geographic location considerations		8%	23%	25%
Personal/family considerations		8%	22%	29%
The application/recruitment process is too cumbersome or time consuming		8%	18%	22%
Lack of visible opportunities		0%	36%	29%
Lack of promotion opportunities		0%	35%	28%
Lack of support from my manager/supervisor		0%	8%	13%
Insufficient training and development		0%	9%	15%
Lack of required capabilities or experience		0%	9%	11%
Lack of support for temporary assignments/secondments		0%	14%	15%

% are calculated with the number of unique respondents (N = 12 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

CLUSTER 2019

PUBLIC SECTOR 2019

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

Yes		8%	15%	27%
No		75%	73%	56%
Don't know		17%	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

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

2019

CLUSTER 2019

PUBLIC SECTOR 2019

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

Yes		17%	25%	33%
No		83%	68%	57%
Don't know		0%	8%	10%

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

Yes		0%	11%	18%
No		92%	83%	75%
Don't know		8%	6%	7%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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UNACCEPTABLE CONDUCT

2019

CLUSTER 2019

PUBLIC SECTOR 2019

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

A senior manager	(r)
Your immediate manager/supervisor	(r)
A fellow worker at your level	(r)
A subordinate	(r)
A client or customer	(r)
A member of the public other than a client or customer	(r)
Other	(r)
Prefer not to say	(r)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

2019

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	CLUSTER 2019	PUBLIC SECTOR 2019
Yes	0%	1%	4%
No	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

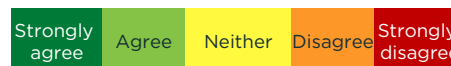
Questions are grouped by topics in this report.

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%

PREMIER AND CABINET CUSTOMISED QUESTIONS				AGREEMENT 2019	CLUSTER 2019
Q1. My manager actively supports a diverse and inclusive work environment	67	25	8	92%	85%
Q2. I feel a sense of belonging in my team	42	58		100%	80%
Q3. The people I work with have safe work practices	50	50		100%	90%
Q4. My manager promotes safe work practices in my workplace	42	50	8	92%	85%
Q5. I feel senior managers provide me with opportunities to give feedback on my workplace experience	50	42	8	92%	68%
Q6. I feel comfortable providing feedback to senior managers	42	50	8	92%	64%
Q7. I believe my manager considers the Public Service values when recruiting new employees	50	42	8	92%	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		0%	8%
Reduced time for the recruitment process		33%	34%
More attention given to my induction by my manager		0%	19%
Reduced time to receive network access/equipment i.e. laptop		42%	18%
Not applicable - I would not change anything		25%	21%



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

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

		2019	CLUSTER 2019
Head of the agency		42%	7%
Deputy Secretaries or equivalent		8%	16%
Executive Directors or equivalent		42%	28%
Directors or equivalent		8%	18%
The managers above my manager		0%	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

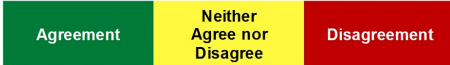
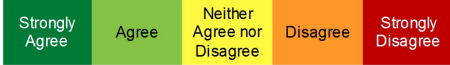
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.