



2019 | NSW Public Sector  
Employee Survey

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AGENCY REPORT

Treasury

SAS Trustee Corporation (State Super)



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## RESPONSE RATE

>100%

35 OF 34 RESPONDENTS

RESPONSE RATE 2018: >100%

## EMPLOYEE ENGAGEMENT

80% 

DIFFERENCE FROM 2018 +3 (77%)

DIFFERENCE FROM CLUSTER +11 (70%)

DIFFERENCE FROM PUBLIC SECTOR +14 (66%)

## ENGAGEMENT WITH WORK

83% 

DIFFERENCE FROM 2018 0 (83%)

DIFFERENCE FROM CLUSTER +8 (75%)

DIFFERENCE FROM PUBLIC SECTOR +10 (73%)

## SENIOR MANAGERS

77% 

DIFFERENCE FROM 2018 -4 (80%)

DIFFERENCE FROM CLUSTER +19 (58%)

DIFFERENCE FROM PUBLIC SECTOR +27 (50%)

## COMMUNICATION

90% 

DIFFERENCE FROM 2018 +4 (87%)

DIFFERENCE FROM CLUSTER +18 (72%)

DIFFERENCE FROM PUBLIC SECTOR +28 (62%)

## HIGH PERFORMANCE

85% 

DIFFERENCE FROM 2018 0 (85%)

DIFFERENCE FROM CLUSTER +15 (70%)

DIFFERENCE FROM PUBLIC SECTOR +20 (65%)

## PUBLIC SECTOR VALUES

88% 

DIFFERENCE FROM 2018 +2 (86%)

DIFFERENCE FROM CLUSTER +17 (71%)

DIFFERENCE FROM PUBLIC SECTOR +25 (62%)

## DIVERSITY & INCLUSION

92% 

DIFFERENCE FROM 2018 +5 (87%)

DIFFERENCE FROM CLUSTER +12 (80%)

DIFFERENCE FROM PUBLIC SECTOR +23 (69%)

## FLEXIBLE WORKING SATISFACTION

86% 

DIFFERENCE FROM 2018 +6 (80%)

DIFFERENCE FROM CLUSTER +5 (81%)

DIFFERENCE FROM PUBLIC SECTOR +27 (59%)

## ACTION ON RESULTS

69% 

DIFFERENCE FROM 2018 -6 (75%)

DIFFERENCE FROM CLUSTER +15 (54%)

DIFFERENCE FROM PUBLIC SECTOR +29 (39%)



## QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

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

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

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

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2019  
AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
1g. I know how to address a health and safety issue I have identified	100%	92%
1h. I am comfortable notifying my manager if I become aware of any risks at work	100%	-
2c. I receive help and support from other members of my workgroup	100%	98%
2d. There is good team spirit in my workgroup	100%	98%
2e. People in my workgroup treat each other with respect	100%	98%
5a. My manager encourages people in my workgroup to keep improving the work they do	100%	88%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	100%	90%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	97%	90%
5b. My manager listens to what I have to say	97%	93%
2a. My workgroup strives to achieve customer/client satisfaction	97%	98%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2019  
AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
3g. I am satisfied with the opportunities available for career development in my organisation	34%	54%
4a. I am paid fairly for the work I do	60%	59%
3f. I have received appropriate training and development to do my job well	69%	73%
6d. Senior managers encourage innovation by employees	69%	78%
7c. I feel that change is managed well in my organisation	69%	78%
10a. I believe action will be taken on the results from this survey by my organisation	69%	75%
7f. My organisation is committed to developing its employees	71%	72%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	71%	83%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	71%	88%
5h. My manager deals appropriately with employees who perform poorly	71%	54%



## 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
5h. My manager deals appropriately with employees who perform poorly	71%	54%
7g. I have confidence in the way recruitment decisions are made	74%	59%
5a. My manager encourages people in my workgroup to keep improving the work they do	100%	88%
5g. My manager provides acknowledgement or other recognition for the work I do	97%	85%
3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	91%	80%
7k. I feel a strong personal attachment to my organisation	83%	73%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	100%	90%
8c. I am able to speak up and share a different view to my colleagues and manager	94%	85%
7d. There is good co-operation between teams across our organisation	86%	78%
1g. I know how to address a health and safety issue I have identified	100%	92%

## - LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2019

AGREEMENT  
2018

	AGREEMENT 2019	AGREEMENT 2018
3g. I am satisfied with the opportunities available for career development in my organisation	34%	54%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	71%	88%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	71%	83%
6d. Senior managers encourage innovation by employees	69%	78%
7c. I feel that change is managed well in my organisation	69%	78%
10a. I believe action will be taken on the results from this survey by my organisation	69%	75%
1d. I feel motivated to contribute more than what is normally required at work	80%	85%
3f. I have received appropriate training and development to do my job well	69%	73%
6i. Senior managers in my organisation support the career advancement of women	83%	85%
5f. I have confidence in the decisions my manager makes	89%	90%



### 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



**Q3f.** I have received appropriate training and development to do my job well



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



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



**Q6f.** Senior managers communicate the importance of customers/clients in achieving our business objectives



## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



**Q3f.** I have received appropriate training and development to do my job well



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



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



**Q6f.** Senior managers communicate the importance of customers/clients in achieving our business objectives



## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



**Q3f.** I have received appropriate training and development to do my job well



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



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



**Q6f.** Senior managers communicate the importance of customers/clients in achieving our business objectives



## 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%

# 69%

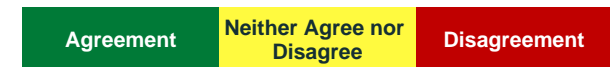
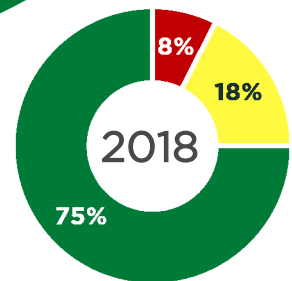
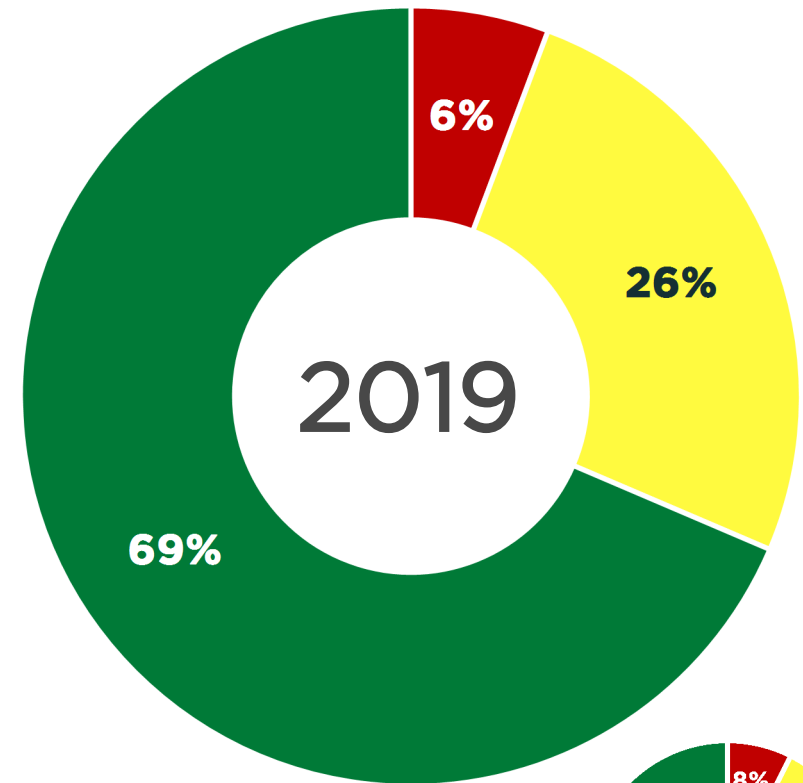
of employees replied favourably to:

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

**39%**  
SECTOR

**54%**  
CLUSTER

**75%**  
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>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>77%</b>	73%	50%	47%
2	<b>Q7f.</b> My organisation is committed to developing its employees	<b>71%</b>	73%	61%	53%
3	<b>Q6a.</b> I believe senior managers provide clear direction for the future of the organisation	<b>80%</b>	80%	59%	51%
4	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>69%</b>	78%	43%	42%
5	<b>Q7g.</b> I have confidence in the way recruitment decisions are made	<b>74%</b>	59%	48%	39%
6	<b>Q6i.</b> Senior managers in my organisation support the career advancement of women	<b>83%</b>	85%	66%	61%





## EXPLORE THE FULL RESULTS

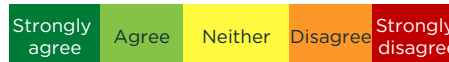
Questions are grouped by topics in this report.

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	80% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	43	46	89%	83%	72%	62%
Q7j. I am proud to tell others I work for my organisation	49	37	86%	83%	74%	70%
Q7k. I feel a strong personal attachment to my organisation	40	43	83%	73%	63%	64%
Q7l. My organisation motivates me to help it achieve its objectives	37	40	77%	78%	65%	56%
Q7m. My organisation inspires me to do the best in my job	40	43	83%	80%	64%	56%

### KEY





## EXPLORE THE FULL RESULTS

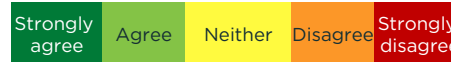
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	83% AGGREGATE SCORE			AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1c. My job gives me a feeling of personal accomplishment	40	43	11	83%	80%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	49	31	14	80%	85%	78%	72%
Q1e. I am satisfied with my job	37	49	11	86%	85%	71%	69%

KEY





## EXPLORE THE FULL RESULTS

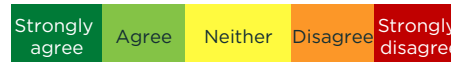
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SENIOR MANAGERS	77% AGGREGATE SCORE			AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
Q6a. I believe senior managers provide clear direction for the future of the organisation	31	49	17	80%	80%	59%	51%	
Q6b. I feel that senior managers effectively lead and manage change	34	43	20	77%	73%	50%	47%	
Q6c. I feel that senior managers model the values of my organisation	34	49	14	83%	78%	58%	52%	
Q6d. Senior managers encourage innovation by employees	34	34	29	69%	78%	58%	51%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	40	31	29	71%	83%	62%	53%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	34	37	26	71%	88%	77%	61%	
Q6g. I feel that senior managers keep employees informed about what's going on	26	57	14	83%	80%	59%	48%	
Q6h. I feel that senior managers listen to employees	26	60	11	86%	83%	53%	44%	
Q7c. I feel that change is managed well in my organisation	26	43	23	9	69%	78%	43%	42%

KEY





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COMMUNICATION	90% AGGREGATE SCORE			AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q5c. My manager communicates effectively with me	51	37	11	89%	88%	79%	72%
Q5d. My manager encourages and values employee input	63	34	3	97%	90%	83%	73%
Q5e. My manager involves my workgroup in decisions about our work	57	37	6	94%	93%	79%	68%
Q6g. I feel that senior managers keep employees informed about what's going on	26	57	14	83%	80%	59%	48%
Q6h. I feel that senior managers listen to employees	26	60	11	86%	83%	53%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	57	37	6	94%	85%	81%	69%

KEY





## EXPLORE THE FULL RESULTS

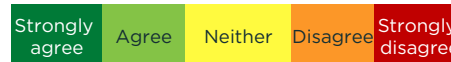
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	HIGH PERFORMANCE		85% AGGREGATE SCORE	AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1a. I understand what is expected of me to do well in my role	46	51		97%	95%	85%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	54	43		97%	98%	84%	79%
Q3f. I have received appropriate training and development to do my job well	23	46	31	69%	73%	60%	66%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	49	51		100%	88%	83%	75%
Q5f. I have confidence in the decisions my manager makes	57	31	11	89%	90%	79%	69%
Q6d. Senior managers encourage innovation by employees	34	34	29	69%	78%	58%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	40	31	29	71%	83%	62%	53%
Q7a. My organisation focuses on improving the work we do	37	51	11	89%	85%	77%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	34	43	23	77%	78%	64%	57%

KEY





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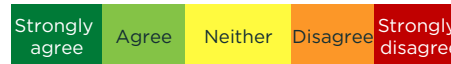
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	85% AGGREGATE SCORE			AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7d. There is good co-operation between teams across our organisation	40	46	9	86%	78%	54%	50%
Q7h. My organisation generally selects capable people to do the job	31	63		94%	90%	66%	54%

### KEY





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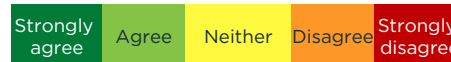
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PUBLIC SECTOR VALUES	88% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
	Q2a. My workgroup strives to achieve customer/client satisfaction	57	40	97%	98%	90%	86%
Q2e. People in my workgroup treat each other with respect	60	40	100%	98%	86%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	49	51	100%	88%	83%	75%	
Q5b. My manager listens to what I have to say	57	40	97%	93%	85%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	31	49	17	80%	80%	59%	51%
Q6c. I feel that senior managers model the values of my organisation	34	49	14	83%	78%	58%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	34	37	26	71%	88%	77%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	26	57	14	83%	80%	59%	48%
Q6h. I feel that senior managers listen to employees	26	60	11	86%	83%	53%	44%

KEY





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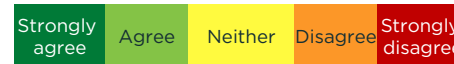
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PUBLIC SECTOR VALUES	88% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019		
	Q7a. My organisation focuses on improving the work we do	37	51	11	89%	85%	77%	69%
Q7e. People in my organisation take responsibility for their own actions	26	54	11	9	80%	75%	54%	48%

### KEY







## EXPLORE THE FULL RESULTS

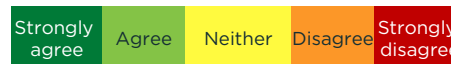
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Results are rounded and may not add up to 100%

DIVERSITY & INCLUSION	92% 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	43	49	91%	88%	74%	67%	
Q5b. My manager listens to what I have to say	57	40	97%	93%	85%	76%	
Q5d. My manager encourages and values employee input	63	34	97%	90%	83%	73%	
Q6i. Senior managers in my organisation support the career advancement of women	43	40	17	83%	85%	66%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	54	46	100%	90%	86%	77%	
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	51	46	97%	90%	83%	76%	
Q8c. I am able to speak up and share a different view to my colleagues and manager	57	37	94%	85%	81%	69%	
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	54	31	9	86%	80%	81%	59%
Q8e. My manager supports flexible working in my team	57	29	11	86%	83%	85%	63%

KEY



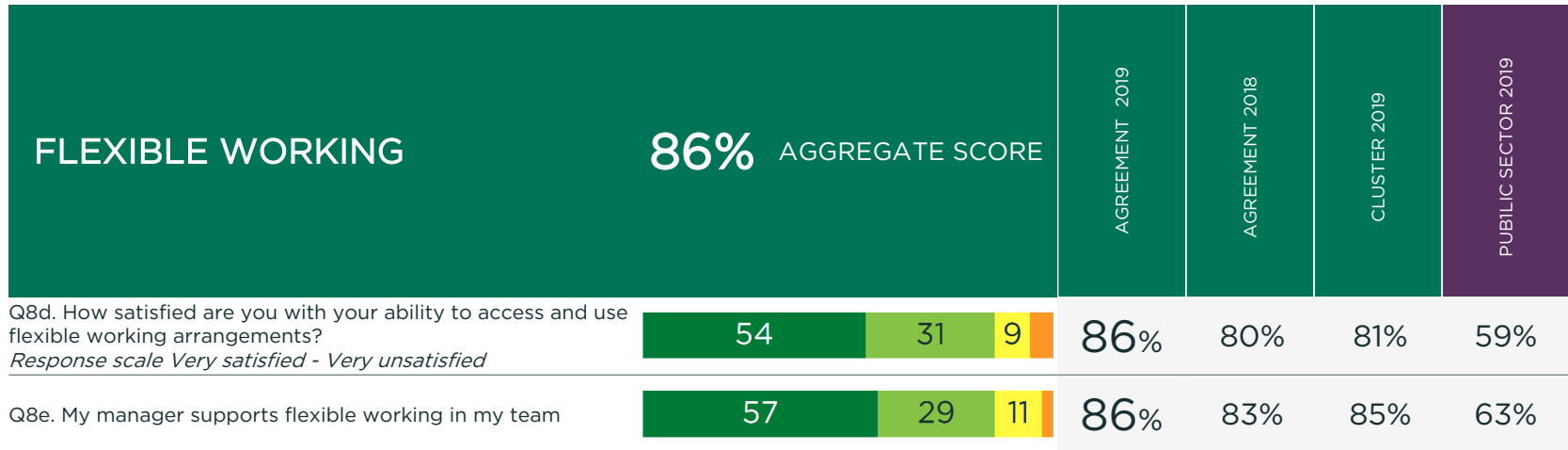


## EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%



KEY



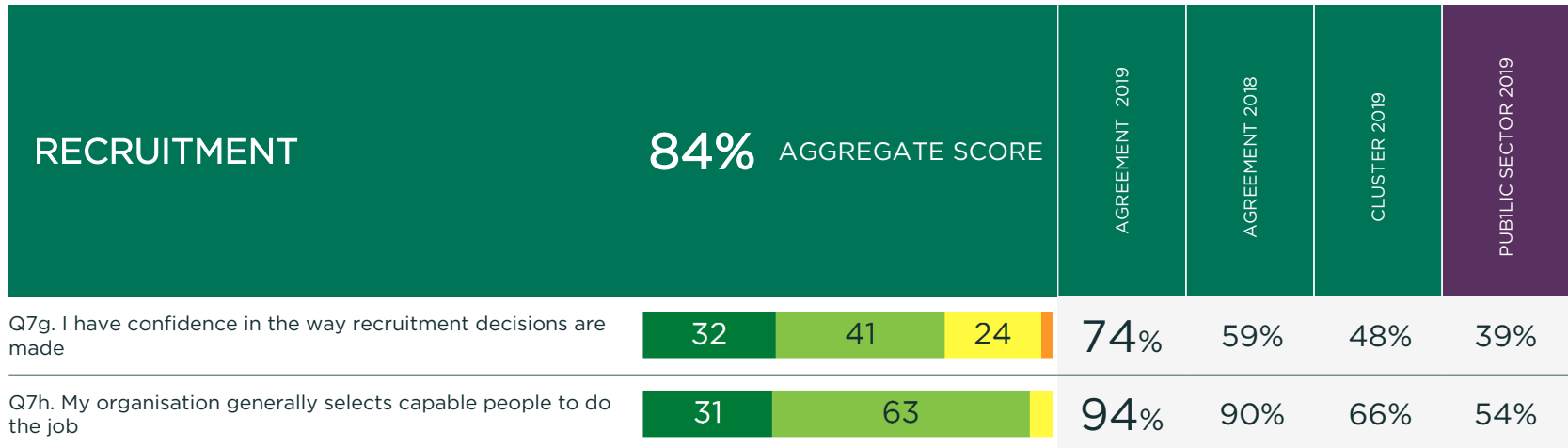


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Results are rounded and may not add up to 100%



### KEY





## EXPLORE THE FULL RESULTS

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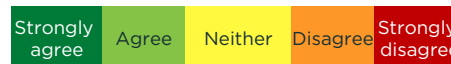
Results are rounded and may not add up to 100%

## PERFORMANCE FRAMEWORK & DEVELOPMENT

**73%** 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			91%	80%	72%	66%
Q3e. My performance is assessed against clear criteria			71%	68%	52%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation			34%	54%	51%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do			97%	85%	80%	69%
Q5h. My manager deals appropriately with employees who perform poorly			71%	54%	55%	48%
Q7f. My organisation is committed to developing its employees			71%	73%	61%	53%

KEY





## EXPLORE THE FULL RESULTS

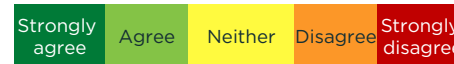
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Results are rounded and may not add up to 100%

	96% 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	43	49	91%	88%	74%	67%
Q1f. I am able to keep my work stress at an acceptable level	34	57	91%	90%	71%	61%
Q2c. I receive help and support from other members of my workgroup	60	40	100%	98%	86%	81%
Q2d. There is good team spirit in my workgroup	63	37	100%	98%	81%	70%

### KEY



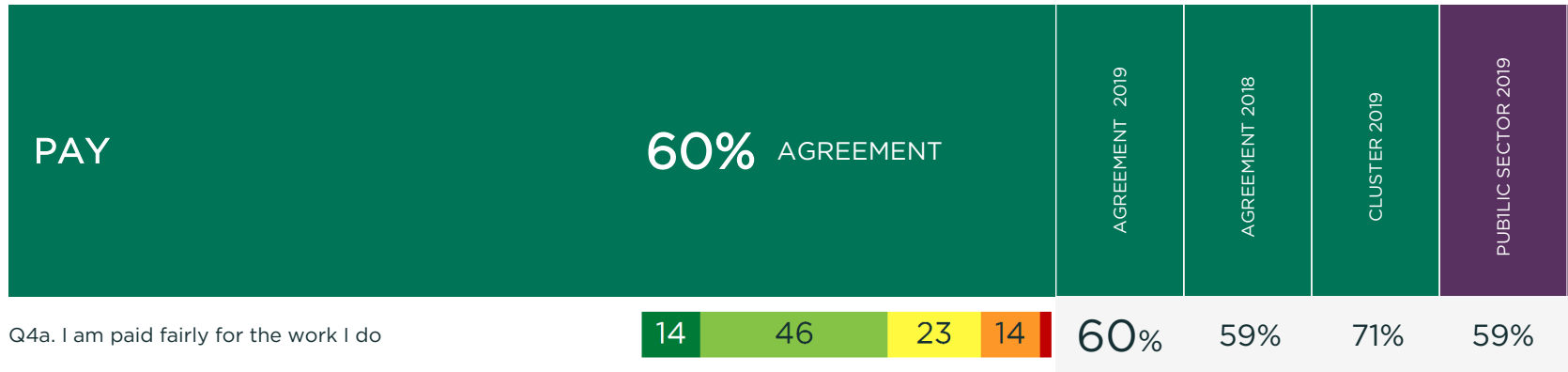


## EXPLORE THE FULL RESULTS

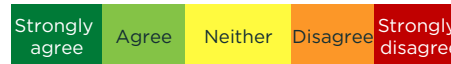
Questions are grouped by topics in this report.

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



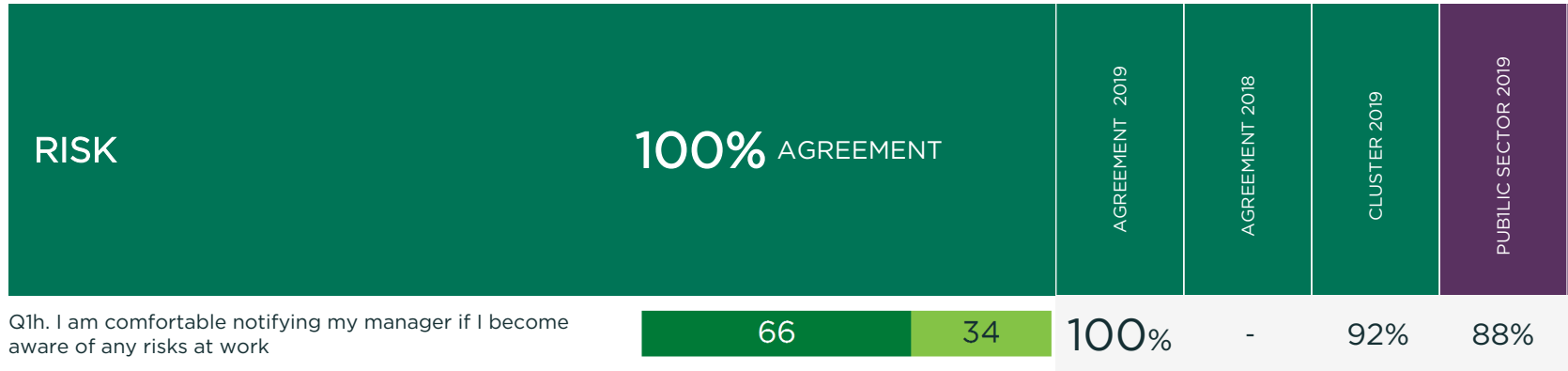


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### KEY



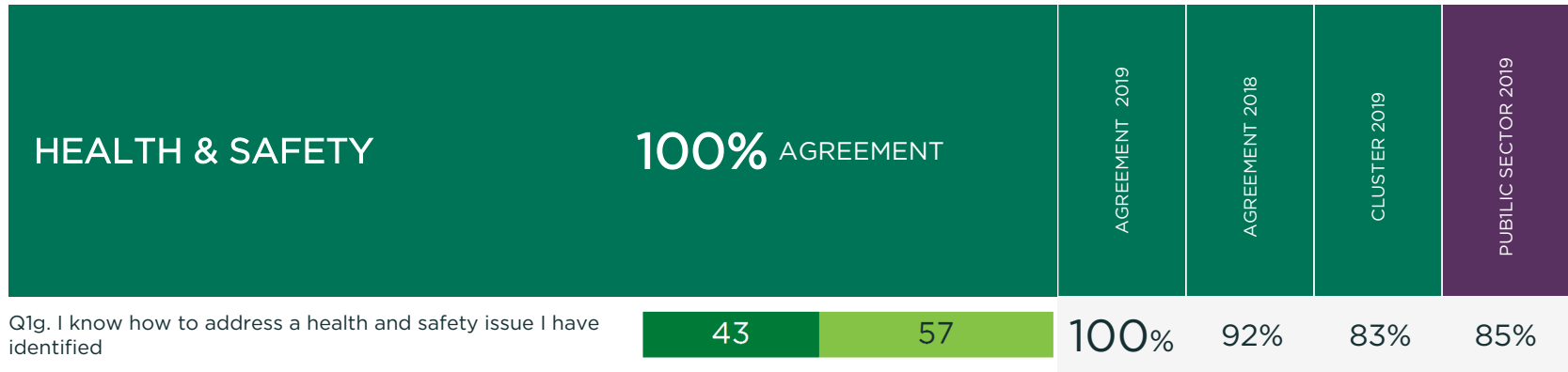


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### KEY







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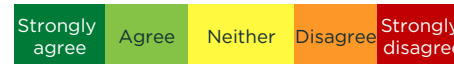
## ACTION ON RESULTS

69% AGREEMENT

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



KEY



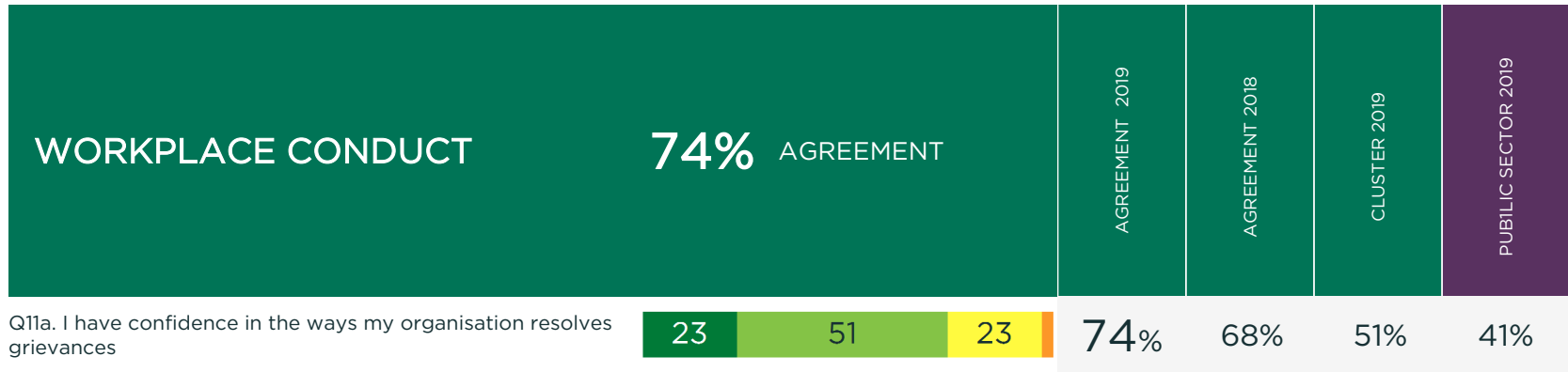


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Results are rounded and may not add up to 100%



### KEY





## WELLBEING AND ENGAGEMENT

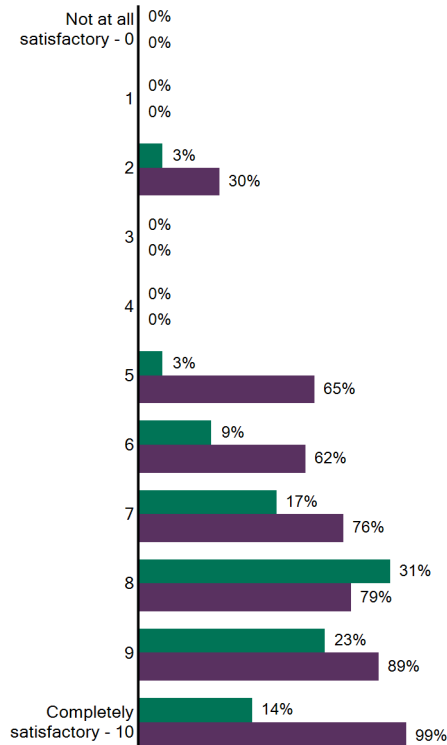
### EXPLORE THE FULL RESULTS

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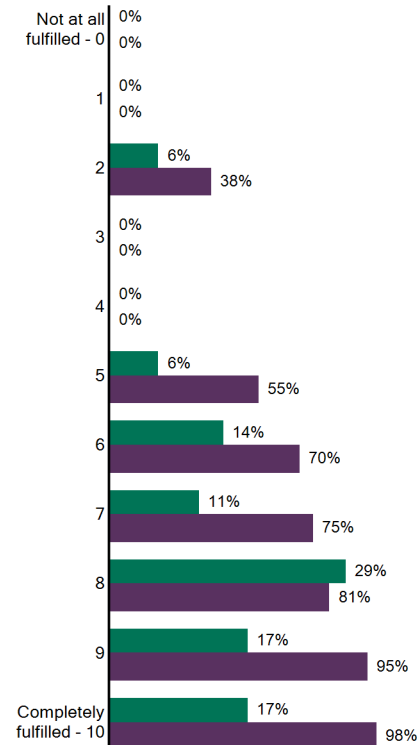
This compares Wellbeing to Engagement.

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



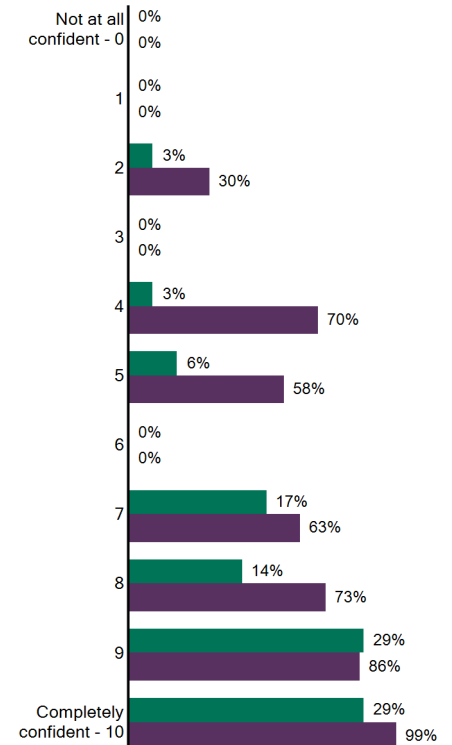
Proportion of respondents answering each response option

**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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Results are rounded and may not add up to 100%

## 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		77%	80%	64%	71%
No		23%	20%	36%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		100%	95%	83%	76%
No		0%	5%	17%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		80%	78%	73%	60%
No		20%	22%	27%	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		14%	23%	36%	41%
No		86%	78%	64%	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 promotion opportunities		56%	36%	32%	28%
Lack of visible opportunities		44%	31%	32%	29%
There are no major barriers to my career progression		32%	56%	37%	29%
Personal/family considerations		9%	10%	17%	29%
Lack of required capabilities or experience		9%	5%	10%	11%
Lack of support for temporary assignments/secondments		6%	3%	10%	15%
The application/recruitment process is too cumbersome or time consuming		6%	10%	13%	22%
Geographic location considerations		3%	-	12%	25%
Insufficient training and development		3%	-	11%	15%
Lack of support from my manager/supervisor		0%	-	8%	13%
Other		0%	10%	8%	9%

% are calculated with the number of unique respondents (N = 34 to this question)



## EXPLORE THE FULL RESULTS

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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

	2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Yes	0%	-	13%	27%
No	94%	95%	70%	56%
Don't know	6%	5%	17%	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		6%	3%	17%	33%
No		89%	98%	73%	57%
Don't know		6%	-	10%	10%
<b>Q13b.</b> In the last 12 months I have been subjected to bullying at work					
Yes		3%	-	8%	18%
No		94%	98%	85%	75%
Don't know		3%	3%	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
<b>Q14a.</b> In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work					
Yes		3%	-	1%	4%
No		97%	100%	97%	94%
Don't know		0%	-	2%	2%
<b>Q14b.</b> 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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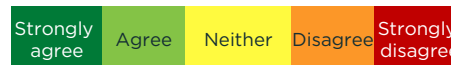
Results are rounded and may not add up to 100%

## TREASURY

### CUSTOMISED QUESTIONS

				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019
Q1. I have a clear understanding how my work contributes to the strategic plan and goals	31	51	14	83%	-	80%
Q3. My manager actively supports a team of highly capable and engaged people, sought after for the quality of their advice	46	40	14	86%	-	81%
Q4. I am satisfied with the onboarding experience (this includes pre - employment offer of employment, new starter welcome and communication with my hiring manager and	37	23	34	60%	-	49%

KEY





## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

## TREASURY CUSTOMISED QUESTIONS

2019

CLUSTER 2019

**Q2.** I am not surprised by the feedback offered in my performance and development discussions with my manager

		2019	CLUSTER 2019
Always		40%	29%
Often		37%	34%
Sometimes		17%	19%
Rarely		3%	13%
Never		3%	4%



## EXPLORE THE FULL SURVEY RESULTS

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Results are rounded and may not add up to 100%

## TREASURY CUSTOMISED QUESTIONS

2019

CLUSTER 2019

**Q5.** In the past 12 months, what made the greatest difference to your career development

		2019	CLUSTER 2019
Attending a development program or workshop		14%	10%
Discussions with my manager		20%	12%
Formal or informal coaching		6%	6%
Stretch opportunities within my current role		9%	13%
Critical experiences		0%	5%
On-the-job experience		43%	36%
Exposure to other teams and departments		6%	11%
Networking opportunities		3%	4%
Formal or informal mentoring		0%	3%



## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

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## TREASURY CUSTOMISED QUESTIONS

2019

CLUSTER 2019

**Q6.** When completing this survey, I believed the term 'Senior Managers' referred to the following people:

		2019	CLUSTER 2019
Treasury Secretary/Deputy Secretaries		0%	22%
Chief Executive and their team		66%	14%
Senior Executives		23%	17%
Executive Directors		0%	10%
Directors / General Managers		6%	11%
The managers above my manager		6%	27%

# 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

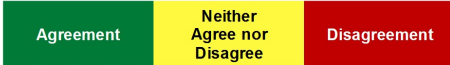
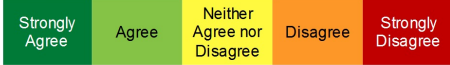
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.