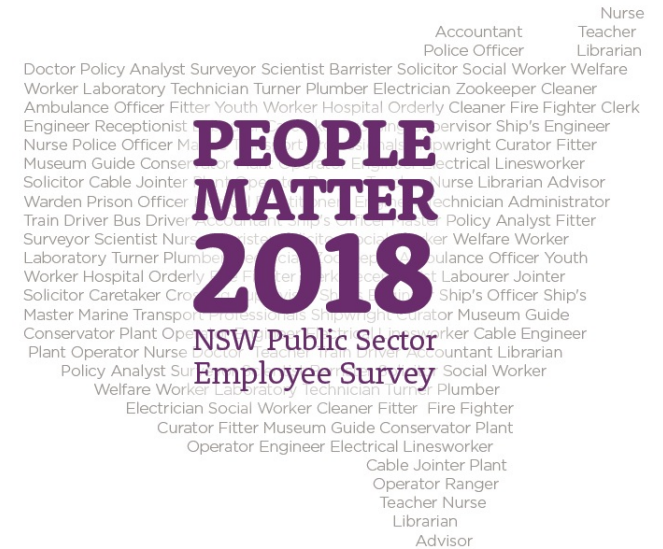


PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Health

Mental Health Commission

RESPONSE RATE

>100%

37 OF 22 RESPONDENTS

EMPLOYEE ENGAGEMENT

64%

DIFFERENCE FROM 2017 -5
DIFFERENCE FROM CLUSTER -1
DIFFERENCE FROM PUBLIC SECTOR -1

ENGAGEMENT WITH WORK

62%

DIFFERENCE FROM 2017 -14
DIFFERENCE FROM CLUSTER -11
DIFFERENCE FROM PUBLIC SECTOR -10

SENIOR MANAGERS

32%

DIFFERENCE FROM 2017 -26
DIFFERENCE FROM CLUSTER -14
DIFFERENCE FROM PUBLIC SECTOR -17

COMMUNICATION

53%

DIFFERENCE FROM 2017 -12
DIFFERENCE FROM CLUSTER -7
DIFFERENCE FROM PUBLIC SECTOR -9

HIGH PERFORMANCE

55%

DIFFERENCE FROM 2017 -14
DIFFERENCE FROM CLUSTER -9
DIFFERENCE FROM PUBLIC SECTOR -10

PUBLIC SECTOR VALUES

47%

DIFFERENCE FROM 2017 -21
DIFFERENCE FROM CLUSTER -12
DIFFERENCE FROM PUBLIC SECTOR -15

DIVERSITY & INCLUSION

59%

DIFFERENCE FROM CLUSTER -7
DIFFERENCE FROM PUBLIC SECTOR -9

FLEXIBLE WORKING SATISFACTION

39%

DIFFERENCE FROM 2017 -38
DIFFERENCE FROM CLUSTER -19
DIFFERENCE FROM PUBLIC SECTOR -20

ACTION ON RESULTS

38%

DIFFERENCE FROM 2017 -19
DIFFERENCE FROM CLUSTER +2
DIFFERENCE FROM PUBLIC SECTOR +2



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
2018

AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
2a. My workgroup strives to achieve customer/client satisfaction	84%	79%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	78%	85%
1a. I understand what is expected of me to do well in my role	76%	86%
2c. I receive help and support from other members of my workgroup	76%	86%
4a. I am paid fairly for the work I do	73%	61%
1g. I know how to address a health and safety issue I have identified	73%	-
2b. My workgroup works collaboratively to achieve its objectives	73%	82%
7j. I am proud to tell others I work for my organisation	72%	74%
2e. People in my workgroup treat each other with respect	70%	79%
2d. There is good team spirit in my workgroup	68%	79%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
6b. I feel that senior managers effectively lead and manage change	19%	43%
6c. I feel that senior managers model the values of my organisation	19%	61%
7c. I feel that change is managed well in my organisation	22%	52%
7g. I have confidence in the way recruitment decisions are made	23%	48%
6a. I believe senior managers provide clear direction for the future of the organisation	23%	57%
7e. People in my organisation take responsibility for their own actions	28%	48%
7f. My organisation is committed to developing its employees	31%	56%
6d. Senior managers encourage innovation by employees	31%	46%
3e. My performance is assessed against clear criteria	32%	46%
7d. There is good co-operation between teams across our organisation	33%	48%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are your highest and lowest scoring agreement questions from the survey, based on respondents who have selected 'Strongly Agree' and 'Agree'.

MOST AND LEAST IMPROVED QUESTIONS

+ MOST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

4a.	I am paid fairly for the work I do	73%	61%
2a.	My workgroup strives to achieve customer/client satisfaction	84%	79%
1f.	I am able to keep my work stress at an acceptable level	54%	50%
7k.	I feel a strong personal attachment to my organisation	67%	63%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

6c.	I feel that senior managers model the values of my organisation	19%	61%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	39%	77%
6a.	I believe senior managers provide clear direction for the future of the organisation	23%	57%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	47%	81%
7m.	My organisation inspires me to do the best in my job	47%	78%
7c.	I feel that change is managed well in my organisation	22%	52%
6g.	I feel that senior managers keep employees informed about what's going on	34%	61%
7g.	I have confidence in the way recruitment decisions are made	23%	48%
7f.	My organisation is committed to developing its employees	31%	56%
1b.	I am provided with the support I need to do my best at work	54%	79%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

HIGHEST NEUTRAL SCORING QUESTIONS

AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE



FIND YOUR HIGHEST NEUTRAL SCORES

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.

38%

of employees replied favourably to:

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

37%

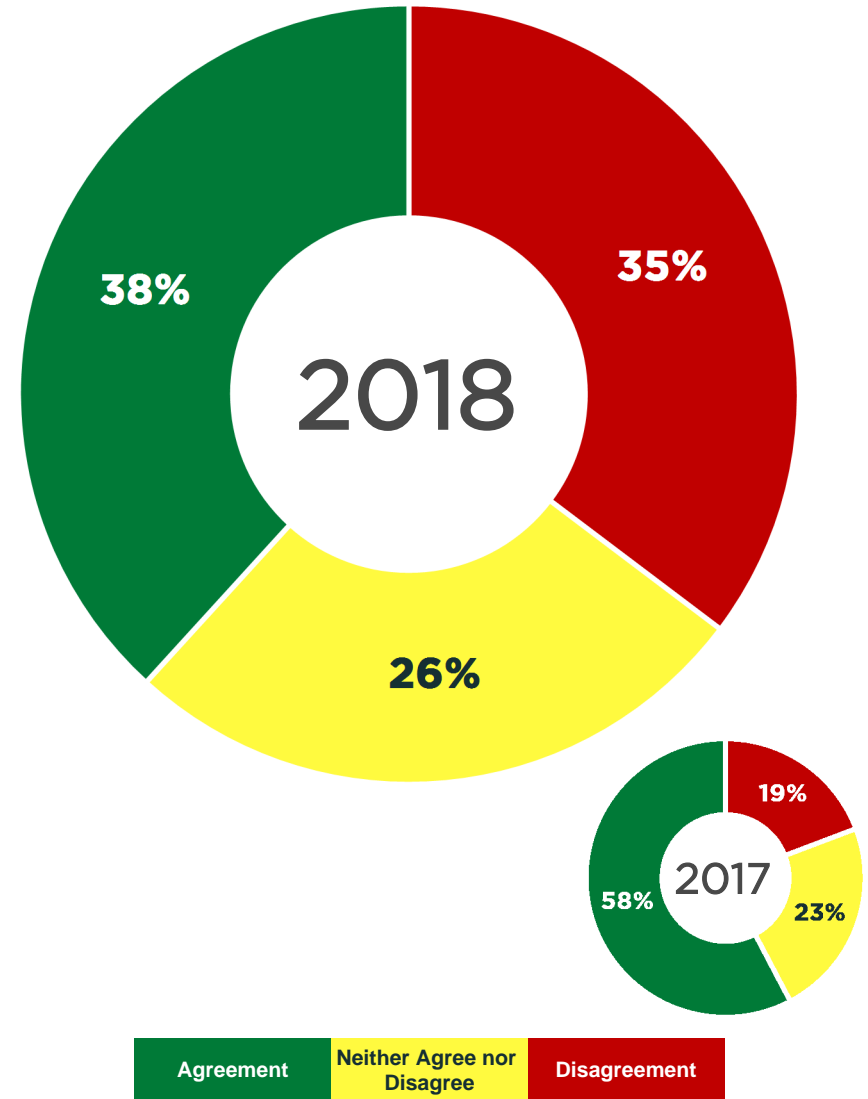
SECTOR

36%

CLUSTER

58%

2017



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 2018	% AGREEMENT 2017	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7h. My organisation generally selects capable people to do the job	53%	63%	54%	54%
2	Q7g. I have confidence in the way recruitment decisions are made	23%	48%	39%	37%
3	Q9a. I have confidence in the ways my organisation resolves grievances	33%	48%	41%	40%
4	Q7f. My organisation is committed to developing its employees	31%	56%	51%	52%
5	Q6g. I feel that senior managers keep employees informed about what's going on	34%	61%	44%	47%
6	Q6i. Senior managers in my organisation support the career advancement of women	56%	68%	54%	60%



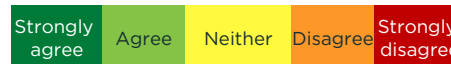
EXPLORE THE FULL RESULTS

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.

EMPLOYEE ENGAGEMENT	64% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	17	44	25	8	61%	74%	61%	61%
Q7j. I am proud to tell others I work for my organisation	25	47	17	11	72%	74%	69%	69%
Q7k. I feel a strong personal attachment to my organisation	28	39	19	11	67%	63%	62%	63%
Q7l. My organisation motivates me to help it achieve its objectives	14	39	25	11	53%	70%	54%	55%
Q7m. My organisation inspires me to do the best in my job	17	31	31	11	47%	78%	55%	55%

KEY





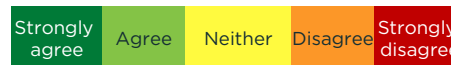
EXPLORE THE FULL RESULTS

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.

ENGAGEMENT WITH WORK	62% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
Q1c. My job gives me a feeling of personal accomplishment	24	35	24	8	8	59%	68%	77%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	32	30	22	8	8	62%	82%	72%	72%
Q1e. I am satisfied with my job	19	44	19	8	8	64%	79%	70%	69%

KEY





EXPLORE THE FULL RESULTS

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

SENIOR MANAGERS	32% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q6a. I believe senior managers provide clear direction for the future of the organisation	17	34	29	14	23%	57%	46%	49%	
Q6b. I feel that senior managers effectively lead and manage change	8	11	39	31	11	19%	43%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	8	11	39	31	11	19%	61%	47%	50%
Q6d. Senior managers encourage innovation by employees	25	31	28	11	31%	46%	47%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	11	47	31	8	58%	68%	48%	52%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	14	33	36	14	47%	81%	57%	62%	
Q6g. I feel that senior managers keep employees informed about what's going on	9	26	29	20	17	34%	61%	44%	47%
Q6h. I feel that senior managers listen to employees	9	26	31	14	20	34%	54%	40%	43%
Q7c. I feel that change is managed well in my organisation	8	14	28	33	17	22%	52%	42%	40%

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.

COMMUNICATION	53% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	19	44	17	8	11	64%	68%	70%	72%
Q5d. My manager encourages and values employee input	19	44	17	8	11	64%	75%	70%	72%
Q5e. My manager involves my workgroup in decisions about our work	17	39	25	8	11	56%	68%	65%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	9	26	29	20	17	34%	61%	44%	47%
Q6h. I feel that senior managers listen to employees	9	26	31	14	20	34%	54%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	11	51	23		9	63%	65%	66%	67%

KEY





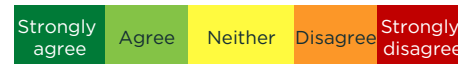
EXPLORE THE FULL RESULTS

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

	HIGH PERFORMANCE				55% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1a. I understand what is expected of me to do well in my role	32	43	11	8	76%	86%	92%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	32	41	19		73%	82%	79%	79%	
Q3f. I have received appropriate training and development to do my job well	19	32	24	11	51%	61%	70%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	17	42	25	8	58%	79%	71%	74%	
Q5f. I have confidence in the decisions my manager makes	25	39	14	8	64%	82%	65%	68%	
Q6d. Senior managers encourage innovation by employees	25	31	28	11	31%	46%	47%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	11	47	31	8	58%	68%	48%	52%	
Q7a. My organisation focuses on improving the work we do	17	33	36	11	50%	70%	68%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	11	42	22	19	53%	67%	56%	57%	

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.

	HIGH PERFORMANCE					AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
	55%									
Q7d. There is good co-operation between teams across our organisation	8	25	25	31	11	33%	48%	50%	49%	
Q7h. My organisation generally selects capable people to do the job		47	17	22	8	53%	63%	54%	54%	

KEY





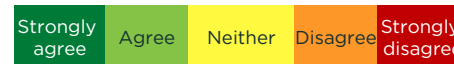
EXPLORE THE FULL RESULTS

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

PUBLIC SECTOR VALUES		47% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
Q2a. My workgroup strives to achieve customer/client satisfaction		38	46	14	2	2	84%	79%	87%	86%
Q2e. People in my workgroup treat each other with respect		24	46	11	16	3	70%	79%	71%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		17	42	25	8	8	58%	79%	71%	74%
Q5b. My manager listens to what I have to say		19	47	17	11	6	67%	79%	73%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation		17	34	29	14	6	23%	57%	46%	49%
Q6c. I feel that senior managers model the values of my organisation		8	11	39	31	11	19%	61%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		14	33	36	14	3	47%	81%	57%	62%
Q6g. I feel that senior managers keep employees informed about what's going on		9	26	29	20	17	34%	61%	44%	47%
Q6h. I feel that senior managers listen to employees		9	26	31	14	20	34%	54%	40%	43%

KEY





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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.

PUBLIC SECTOR VALUES		47% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do		50%	70%	68%	69%				
Q7e. People in my organisation take responsibility for their own actions		28%	48%	49%	49%				

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.

DIVERSITY & INCLUSION		59% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work		54%	79%	66%	65%					
Q5b. My manager listens to what I have to say		67%	79%	73%	76%					
Q5d. My manager encourages and values employee input		64%	75%	70%	72%					
Q6i. Senior managers in my organisation support the career advancement of women		56%	68%	54%	60%					
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		67%	85%	74%	76%					
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)		78%	85%	75%	75%					
Q8c. I am able to speak up and share a different view to my colleagues and manager		63%	65%	66%	67%					
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>		39%	77%	58%	59%					
Q8e. My manager supports flexible working in my team		46%	-	61%	63%					

KEY

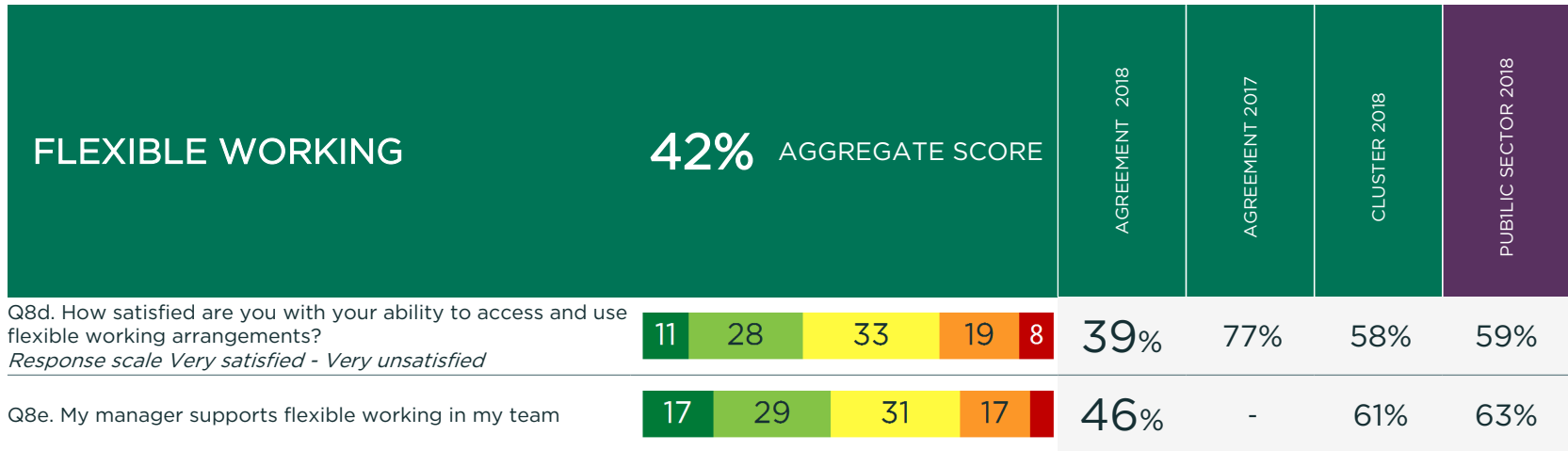




EXPLORE THE FULL RESULTS

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.



KEY

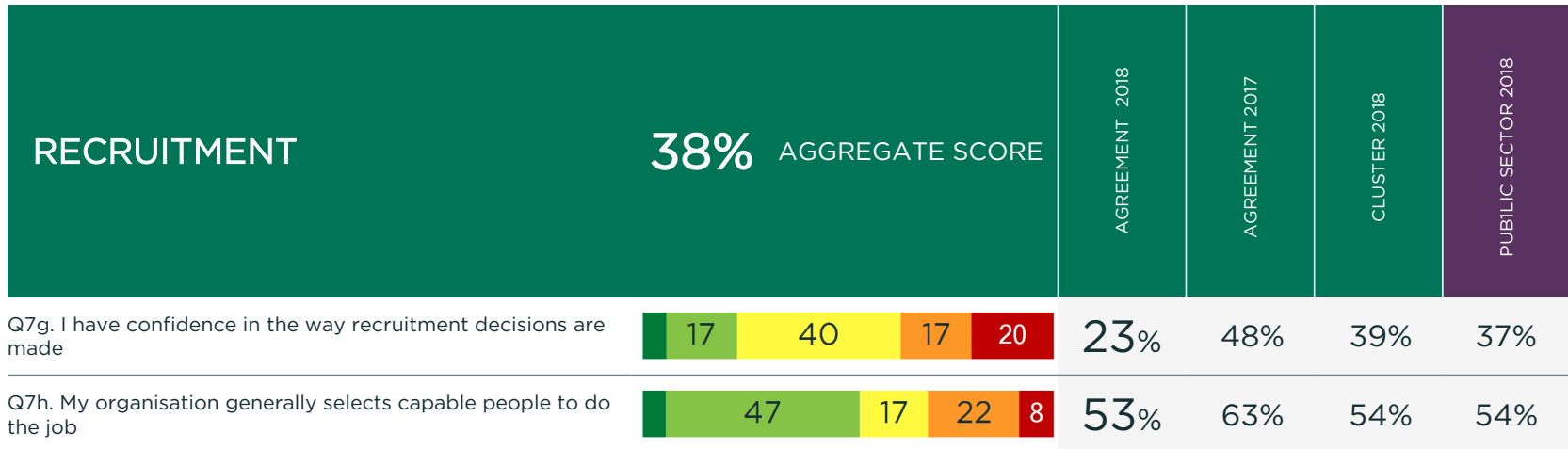




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KEY





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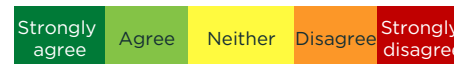
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT

44% AGGREGATE SCORE

		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	16 38 16 16 14	54%	64%	65%	65%
Q3e. My performance is assessed against clear criteria	11 22 27 22 19	32%	46%	60%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	14 30 24 16 16	43%	43%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	28 36 17 11 8	64%	79%	66%	69%
Q5h. My manager appropriately deals with employees who perform poorly	17 25 31 11 17	42%	48%	46%	46%
Q7f. My organisation is committed to developing its employees	11 19 39 19 11	31%	56%	51%	52%

KEY





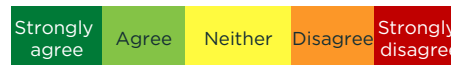
EXPLORE THE FULL RESULTS

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

	63% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	16	38	11	27	8	54%	79%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	11	43	27	8	11	54%	50%	62%	60%
Q2c. I receive help and support from other members of my workgroup	35	41	16			76%	86%	80%	81%
Q2d. There is good team spirit in my workgroup	35	32	14	14		68%	79%	68%	70%

KEY

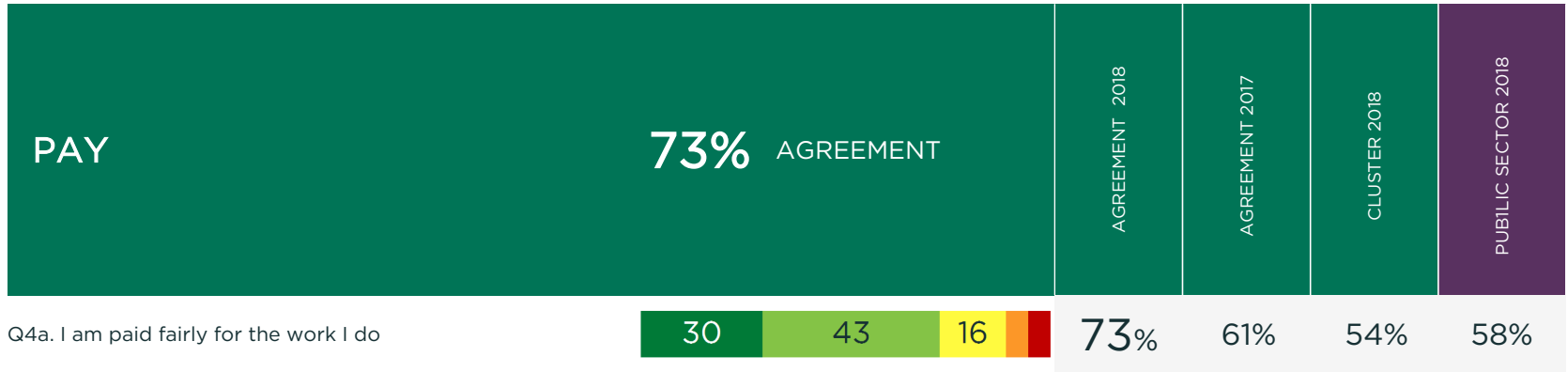




EXPLORE THE FULL RESULTS

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.



KEY

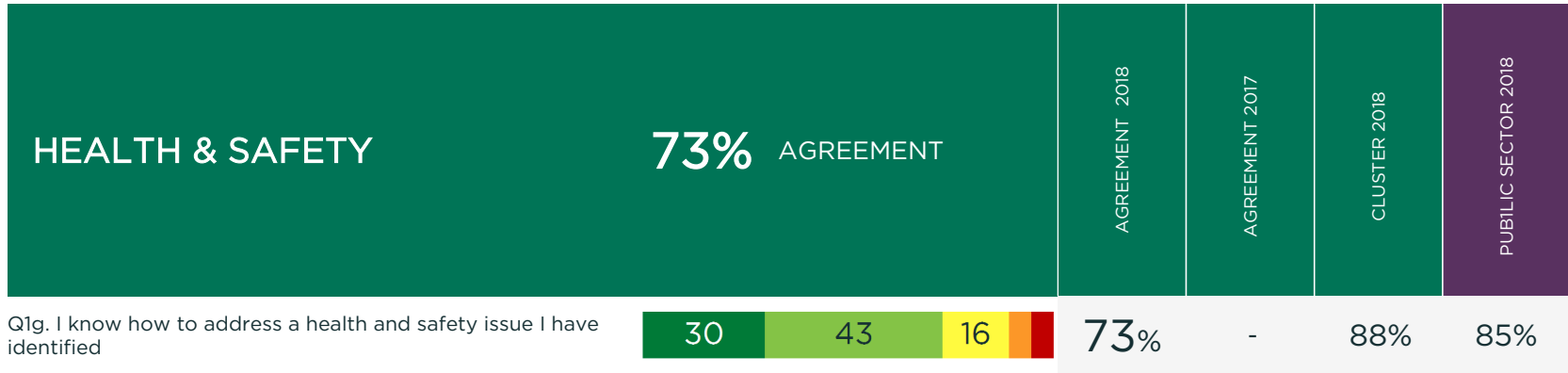




EXPLORE THE FULL RESULTS

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.



KEY

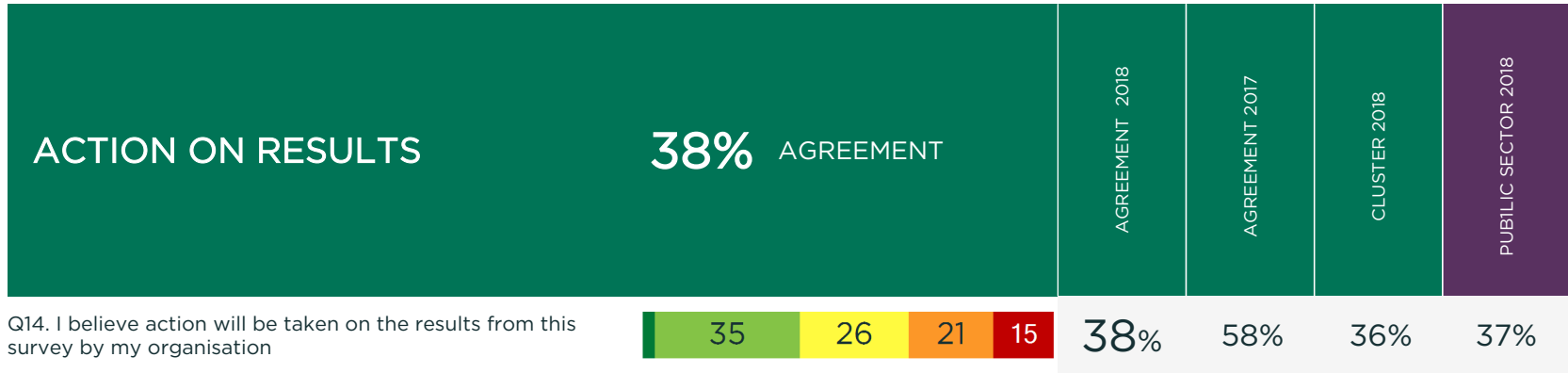




EXPLORE THE FULL RESULTS

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KEY

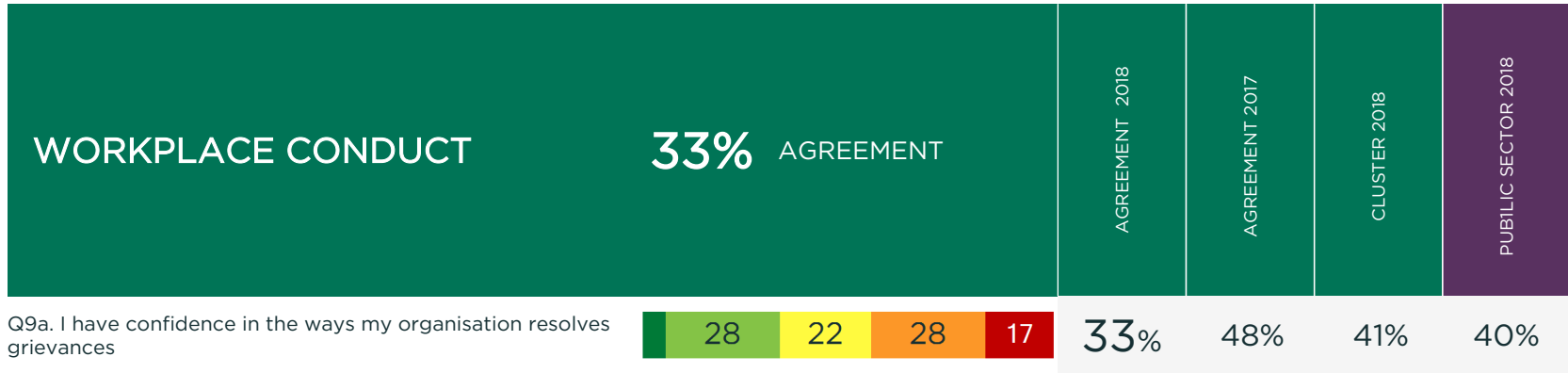




EXPLORE THE FULL RESULTS

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



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		49%	64%	69%	71%
No		51%	36%	31%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		62%	82%	74%	76%
No		38%	18%	26%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		49%	71%	57%	58%
No		51%	29%	43%	42%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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?

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		44%	61%	40%	41%
No		56%	39%	60%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

Q3i. Are there barriers preventing you from moving to another role?

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
There are no major barriers to my career progression		35%	29%	34%	32%
Lack of visible opportunities		30%	29%	29%	30%
Lack of promotion opportunities		30%	36%	27%	29%
Lack of support from my manager/supervisor		19%	14%	15%	14%
The application/recruitment process is too cumbersome or time consuming		19%	21%	18%	23%
Personal/family considerations		16%	21%	29%	30%
Geographic location considerations		14%	11%	23%	26%
Other		14%	29%	9%	9%
Insufficient training and development		11%	18%	15%	16%
Lack of support for temporary assignments/secondments		8%	18%	14%	15%
Lack of required capabilities or experience		3%	14%	10%	11%

% are calculated with the number of unique respondents (N = 37 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		44%	24%	28%	24%
No		31%	68%	54%	58%
Don't know		25%	8%	17%	18%
Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		53%	67%	69%	66%
No		33%	33%	29%	32%
Don't know		13%	-	2%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q11a. In the last 12 months I have witnessed bullying at work					
Yes		58%	38%	39%	33%
No		28%	58%	52%	57%
Don't know		14%	4%	9%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		22%	23%	21%	18%
No		75%	73%	73%	76%
Don't know		3%	4%	6%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

Q11c. 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

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

Q12a. In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		8%	-	5%	3%
No		89%	-	93%	94%
Don't know		3%	-	2%	2%

Q12b. If yes to 12a, 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)



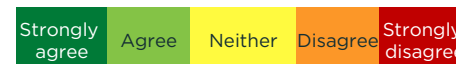
EXPLORE THE FULL RESULTS

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.

HEALTH CUSTOMISED QUESTIONS		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q1. Morale is good in my team		49%	69%	62%
Q2. I believe I am valued for what I can offer at my workplace		57%	88%	70%
Q3. In my workplace, we recognise our successes and innovations		65%	72%	66%
Q4. Staff are treated respectfully regardless of their job		62%	72%	69%
Q5. The senior managers at my workplace lead by example in creating a positive workplace		34%	64%	53%

KEY





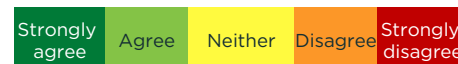
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

HEALTH CUSTOMISED QUESTIONS						AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q6. Overall, I have confidence in the decisions made by my senior managers	9	38	26	15	12	47%	75%	52%
Q7. I have a say in decisions which affect my work	9	37	31	17		46%	68%	55%
Q8. Where I work, we share the lessons learnt when mistakes are made	9	49	26	14		57%	68%	68%
Q9. My team's objectives/work plans are clearly outlined	14	40	17	23		54%	68%	66%
Q10. Our objectives/work plans help us to deliver a quality service	11	34	31	17		46%	60%	68%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	11	14	23	31	20	26%	50%	44%

KEY



GUIDE TO THIS REPORT

i SURVEY TIME FRAME

This report contains results from the 2018 People Matter Employee Survey which was open from 1 June to 2 July 2018.

i PRIVACY

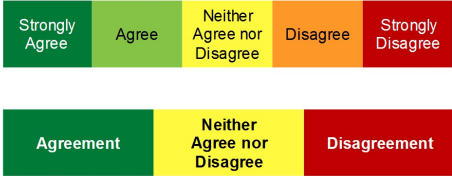
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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 THE SURVEY AND ITS METHODOLOGY

See the Main Findings report on the Public Service Commission web site.