

PEOPLE MATTER 2017

NSW Public Sector Employee Survey

Doctor Policy Analyst Surveyor Scientist Barrister Solicitor Social Worker Welfare
Worker Laboratory Technician Turner Plumber Electrician Zookeeper Cleaner
Ambulance Officer Fitter Youth Worker Hospital Orderly Cleaner Fire Fighter Clerk
Engineer Receptionist Supervisor Ship's Engineer
Nurse Police Officer Museum Guide Conservator Electrical Linesworker
Solicitor Cable Jointer Nurse Librarian Advisor
Warden Prison Officer Technician Administrator
Train Driver Bus Driver Policy Analyst Fitter
Surveyor Scientist Nurse Welfare Worker
Laboratory Turner Plumber Ambulance Officer Youth
Worker Hospital Orderly Receptionist Labourer Joiner
Solicitor Caretaker Cross Engineer Ship's Officer Ship's
Master Marine Transport Curator Museum Guide
Conservator Plant Operator Cable Engineer
Plant Operator Nurse Doctor Teacher Train Driver Accountant Librarian
Policy Analyst Surveyor Social Worker
Welfare Worker Laboratory Technician Turner Plumber
Electrician Social Worker Cleaner Fitter Fire Fighter
Curator Fitter Museum Guide Conservator Plant
Operator Engineer Electrical Linesworker
Cable Jointer Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

AGENCY REPORT

Education

Public Schools NSW

HEADLINES

RESPONSE RATE

36%

26,791 OF 74,467 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

67%

DIFFERENCE FROM 2016 -2

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR +3

SENIOR MANAGERS

54%

DIFFERENCE FROM 2016 -3

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR +7

COMMUNICATION

62%

DIFFERENCE FROM 2016 -1

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR +3



QUESTIONS ARE GROUPED INTO THEMES IN THIS REPORT.

This page compares the aggregate scores for key themes. The individual questions in each group are listed in the All Questions section. Comparisons with 2016 are not included where the number of questions were reduced for 2017.

The Employee Engagement score 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 or closing a partially completed survey then needing to start a new one if their password is forgotten or lost.

ENGAGEMENT WITH WORK

76%

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR +4

HIGH PERFORMANCE

68%

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR +5

PUBLIC SECTOR VALUES

65%

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR +5

DIVERSITY & INCLUSION

68%

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR 0

KEY DRIVERS OF ENGAGEMENT



WHAT TO FOCUS ON?

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 reporting level.

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

		AGREEMENT	% AGREEMENT 2016	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	61%	68%	59%	50%
2	Q7c. I feel that change is managed well in my organisation	47%	52%	46%	39%
3	Q6h. I feel that senior managers listen to employees	48%	49%	47%	41%
4	Q6b. I feel that senior managers effectively lead and manage change	51%	54%	51%	44%
5	Q7b. My organisation is making the necessary improvements to meet our future challenges	64%	72%	63%	57%
6	Q8c. I am able to speak up and share a different view to my colleagues and manager	63%	67%	64%	66%

HIGHEST AND LOWEST QUESTIONS

<div> <div>+</div> <div>HIGHEST AGREEMENT SCORING QUESTIONS</div> </div>		AGREEMENT 2017
1a.	I understand what is expected of me to do well in my role	92%
2a.	My workgroup strives to achieve customer/client satisfaction	87%
1c.	My job gives me a feeling of personal accomplishment	81%
2c.	I receive help and support from other members of my workgroup	81%
2b.	My workgroup works collaboratively to achieve its objectives	78%
7a.	My organisation focuses on improving the work we do	77%
8b.	Personal background is not a barrier to success in my organisation	77%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	77%
1d.	I feel motivated to contribute more than what is normally required at work	77%
5b.	My manager listens to what I have to say	77%

<div> <div>-</div> <div>LOWEST AGREEMENT SCORING QUESTIONS</div> </div>		AGREEMENT 2017
14.	I believe action will be taken on the results from this survey by my organisation	25%
7g.	I have confidence in the way recruitment decisions are made	36%
9a.	I have confidence in the ways my organisation resolves grievances	40%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	44%
5h.	My manager appropriately deals with employees who perform poorly	45%
1f.	I am able to keep my work stress at an acceptable level	47%
7c.	I feel that change is managed well in my organisation	47%
6h.	I feel that senior managers listen to employees	48%
4a.	I am paid fairly for the work I do	48%
6g.	I feel that senior managers keep employees informed about what's going on	51%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

MOST AND LEAST IMPROVED QUESTIONS

+ MOST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

3g.	I am satisfied with the opportunities available for career development in my organisation	52%	50%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	66%	64%
4a.	I am paid fairly for the work I do	48%	46%
1e.	I am satisfied with my job	70%	68%
2e.	People in my workgroup treat each other with respect	75%	73%
7h.	My organisation generally selects capable people to do the job	56%	55%
2b.	My workgroup works collaboratively to achieve its objectives	78%	77%
5b.	My manager listens to what I have to say	77%	76%
6i.	Senior managers in my organisation support the career advancement of women	66%	65%
14.	I believe action will be taken on the results from this survey by my organisation	25%	24%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

9a.	I have confidence in the ways my organisation resolves grievances	40%	51%
7b.	My organisation is making the necessary improvements to meet our future challenges	64%	72%
7a.	My organisation focuses on improving the work we do	77%	85%
1d.	I feel motivated to contribute more than what is normally required at work	77%	84%
7f.	My organisation is committed to developing its employees	61%	68%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	58%	63%
7c.	I feel that change is managed well in my organisation	47%	52%
7d.	There is good co-operation between teams across our organisation	52%	56%
8c.	I am able to speak up and share a different view to my colleagues and manager	63%	67%
1c.	My job gives me a feeling of personal accomplishment	81%	85%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are your least improved and most improved scoring questions from the survey, based on respondents who have selected 'Strongly Agree' and 'Agree'.

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Public Schools NSW

The Engagement Score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in a group.

Significant differences have been highlighted to demonstrate best practice and areas that require attention.

	Public Schools NSW	Executive Director Macquarie Park	Executive Director Tamworth	Executive Director Ultimo	Executive Director, Wagga Wagga
NUMBER OF RESPONDENTS	26791	7305	6647	7151	5669
EMPLOYEE ENGAGEMENT	67%	66%	68%	68%	67%
ENGAGEMENT WITH WORK	76%	75%	76%	77%	75%
SENIOR MANAGERS	54%	53%	54%	57%	51%
COMMUNICATION	62%	62%	63%	65%	60%
HIGH PERFORMANCE	68%	67%	68%	70%	66%
PUBLIC SECTOR VALUES	65%	65%	66%	67%	63%
DIVERSITY & INCLUSION	68%	67%	68%	70%	66%

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



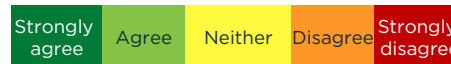
EXPLORE THE FULL RESULTS

Questions are grouped by themes 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		67% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q7i. I would recommend my organisation as a great place to work	21	41	22	10	62%	64%	61%	60%
Q7j. I am proud to tell others I work for my organisation	29	44	18		73%	75%	72%	68%
Q7k. I feel a strong personal attachment to my organisation	31	41	18		72%	74%	71%	63%
Q7l. My organisation motivates me to help it achieve its objectives	20	38	26	11	58%	61%	58%	53%
Q7m. My organisation inspires me to do the best in my job	21	36	26	11	58%	61%	57%	53%

KEY





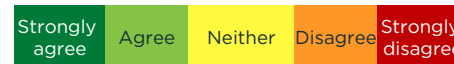
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ENGAGEMENT WITH WORK		76% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	<div><div>37</div><div>44</div><div>10</div><div></div></div>		81%	85%	80%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	<div><div>39</div><div>38</div><div>11</div><div>8</div></div>		77%	84%	76%	72%
Q1e. I am satisfied with my job	<div><div>26</div><div>43</div><div>15</div><div>11</div></div>		70%	68%	70%	68%

KEY



ALL QUESTIONS



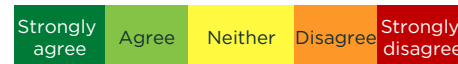
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SENIOR MANAGERS		54% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	17	39	24	13		56%	58%	55%	48%
Q6b. I feel that senior managers effectively lead and manage change	16	35	25	15	9	51%	54%	51%	44%
Q6c. I feel that senior managers model the values of my organisation	19	37	25	11	8	55%	58%	55%	48%
Q6d. Senior managers encourage innovation by employees	17	41	26	11		58%	62%	57%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	41	28	9		58%	63%	57%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	18	45	25	8		63%	65%	64%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	14	37	26	16	8	51%	52%	50%	45%
Q6h. I feel that senior managers listen to employees	14	34	26	16	11	48%	49%	47%	41%
Q7c. I feel that change is managed well in my organisation	13	34	25	19	9	47%	52%	46%	39%

KEY





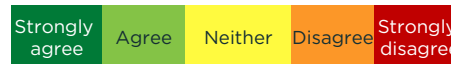
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COMMUNICATION	62% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me	<div><div>32</div><div>41</div><div>14</div><div>9</div></div>	72%	72%	72%	70%
Q5d. My manager encourages and values employee input	<div><div>33</div><div>39</div><div>15</div><div>8</div></div>	72%	72%	73%	71%
Q5e. My manager involves my workgroup in decisions about our work	<div><div>28</div><div>40</div><div>17</div><div>10</div></div>	68%	68%	68%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	<div><div>14</div><div>37</div><div>26</div><div>16</div><div>8</div></div>	51%	52%	50%	45%
Q6h. I feel that senior managers listen to employees	<div><div>14</div><div>34</div><div>26</div><div>16</div><div>11</div></div>	48%	49%	47%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	<div><div>22</div><div>42</div><div>17</div><div>11</div><div>8</div></div>	63%	67%	64%	66%

KEY



ALL QUESTIONS



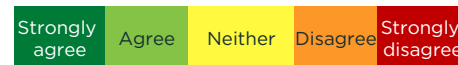
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HIGH PERFORMANCE		68% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	46	46	92%	93%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	33	46	78%	77%	79%	78%
Q3f. I have received appropriate training and development to do my job well	20	45	65%	68%	63%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	30	46	77%	78%	76%	72%
Q5f. I have confidence in the decisions my manager makes	30	38	68%	69%	69%	67%
Q6d. Senior managers encourage innovation by employees	17	41	58%	62%	57%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	41	58%	63%	57%	51%
Q7a. My organisation focuses on improving the work we do	25	52	77%	85%	76%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	19	44	64%	72%	63%	57%

KEY





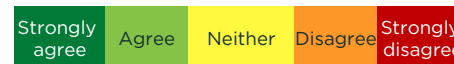
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HIGH PERFORMANCE					68% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation					13 39 25 17	52%	56%	51%	47%
Q7h. My organisation generally selects capable people to do the job					11 46 24 14	56%	55%	56%	52%

KEY



ALL QUESTIONS



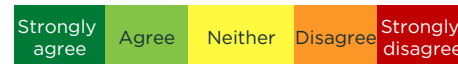
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PUBLIC SECTOR VALUES		65% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q2a. My workgroup strives to achieve customer/client satisfaction	39	47	9	87%	88%	87%	85%		
Q2e. People in my workgroup treat each other with respect	34	42	13	8	75%	73%	76%	74%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	30	46	14		77%	78%	76%	72%	
Q5b. My manager listens to what I have to say	35	42	12		77%	76%	77%	75%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	17	39	24	13	56%	58%	55%	48%	
Q6c. I feel that senior managers model the values of my organisation	19	37	25	11	55%	58%	55%	48%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	18	45	25	8	63%	65%	64%	60%	
Q6g. I feel that senior managers keep employees informed about what's going on	14	37	26	16	8	51%	52%	50%	45%
Q6h. I feel that senior managers listen to employees	14	34	26	16	11	48%	49%	47%	41%

KEY





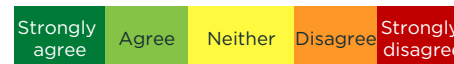
EXPLORE THE FULL RESULTS

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PUBLIC SECTOR VALUES		65% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do	25	52	14	77%	85%	76%	69%
Q7e. People in my organisation take responsibility for their own actions	11	41	28	53%	55%	52%	47%

KEY



ALL QUESTIONS



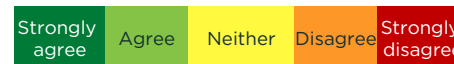
EXPLORE THE FULL RESULTS

Questions are grouped by themes 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		68% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	<div><div>21</div><div>43</div><div>17</div><div>15</div><div></div></div>	64%	64%	64%	63%		
Q5b. My manager listens to what I have to say	<div><div>35</div><div>42</div><div>12</div><div></div><div></div></div>	77%	76%	77%	75%		
Q5d. My manager encourages and values employee input	<div><div>33</div><div>39</div><div>15</div><div>8</div><div></div></div>	72%	72%	73%	71%		
Q6i. Senior managers in my organisation support the career advancement of women	<div><div>26</div><div>40</div><div>26</div><div></div><div></div></div>	66%	65%	65%	58%		
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	<div><div>29</div><div>48</div><div>14</div><div></div><div></div></div>	77%	79%	77%	74%		
Q8b. Personal background is not a barrier to success in my organisation	<div><div>31</div><div>46</div><div>14</div><div></div><div></div></div>	77%	-	77%	74%		
Q8c. I am able to speak up and share a different view to my colleagues and manager	<div><div>22</div><div>42</div><div>17</div><div>11</div><div>8</div></div>	63%	67%	64%	66%		
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	<div><div>14</div><div>29</div><div>33</div><div>14</div><div>9</div></div>	44%	46%	47%	57%		

KEY





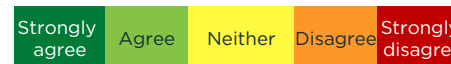
EXPLORE THE FULL RESULTS

Questions are grouped by themes 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.

RECRUITMENT	46% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	10	26	31	19	14	36%	-	36%	35%
Q7h. My organisation generally selects capable people to do the job	11	46	24	14		56%	55%	56%	52%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes 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.

PERFORMANCE FRAMEWORK & DEVELOPMENT

58% RESPONSE SCALE

					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	21	45	18	11	66%	64%	66%	63%
Q3e. My performance is assessed against clear criteria	17	39	26	13	56%	58%	55%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	16	37	23	16	52%	50%	51%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	31	39	16	9	69%	71%	70%	67%
Q5h. My manager appropriately deals with employees who perform poorly	17	28	34	13	45%	46%	45%	44%
Q7f. My organisation is committed to developing its employees	16	46	24	10	61%	68%	59%	50%

KEY

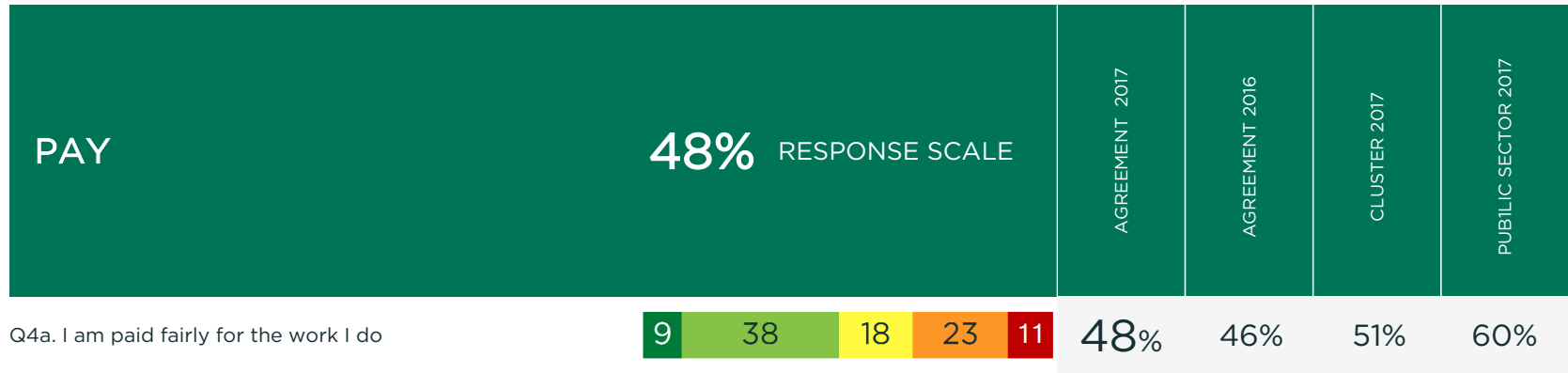




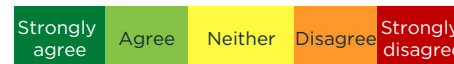
EXPLORE THE FULL RESULTS

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KEY





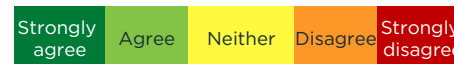
EXPLORE THE FULL RESULTS

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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.

WORKPLACE SUPPORT		65% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	<div><div>21</div><div>43</div><div>17</div><div>15</div><div></div></div>	64%	64%	64%	63%		
Q1f. I am able to keep my work stress at an acceptable level	<div><div>11</div><div>36</div><div>19</div><div>23</div><div>11</div></div>	47%	51%	49%	59%		
Q2c. I receive help and support from other members of my workgroup	<div><div>34</div><div>47</div><div>11</div><div></div><div></div></div>	81%	82%	81%	81%		
Q2d. There is good team spirit in my workgroup	<div><div>32</div><div>38</div><div>14</div><div>10</div><div></div></div>	70%	71%	71%	69%		

KEY





EXPLORE THE FULL RESULTS

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ACTION ABOUT SURVEY RESULTS

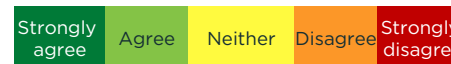
25% RESPONSE SCALE

Q14. I believe action will be taken on the results from this survey by my organisation



AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
25%	24%	27%	34%

KEY





EXPLORE THE FULL RESULTS

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WORKPLACE CONDUCT

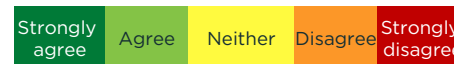
40% RESPONSE SCALE

Q9a. I have confidence in the ways my organisation resolves grievances



AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
40%	51%	40%	36%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT

RESPONSE SCALE

2017

CLUSTER 2017

PUBLIC SECTOR 2017

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

Yes



79%

78%

67%

No



21%

22%

33%

Q3b. I have informal feedback conversations with my manager

Yes



80%

80%

75%

No



20%

20%

25%

Q3c. I have scheduled feedback conversations with my manager

Yes



63%

62%

57%

No



37%

38%

43%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY		RESPONSE SCALE			2017	CLUSTER 2017	PUBLIC SECTOR 2017
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	<div></div>				34%	36%	41%
No	<div></div>				66%	64%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q3i. Are there any barriers preventing you from moving to another role?				
There are no major barriers to my career progression		31%	31%	30%
Lack of visible opportunities		29%	29%	31%
Lack of promotion opportunities		24%	25%	30%
Lack of support from my manager / supervisor		12%	12%	14%
Geographic location considerations		28%	29%	28%
Personal / family considerations		39%	37%	33%
Insufficient training and development		15%	15%	16%
Lack of required capabilities or experience		11%	11%	11%
Lack of support for temporary assignments/secondments		10%	11%	15%
The application/recruitment process is too cumbersome or time consuming		28%	28%	23%
Other		10%	10%	9%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT		2017	CLUSTER 2017	PUBLIC SECTOR 2017
RESPONSE SCALE				
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work				
Yes	<div></div>	27%	26%	25%
No	<div></div>	59%	60%	62%
Don't know	<div></div>	14%	14%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes	<div></div>	64%	63%	63%
No	<div></div>	34%	34%	35%
Don't know	<div></div>	3%	2%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT

RESPONSE SCALE

2017

CLUSTER 2017

PUBLIC SECTOR 2017

Q10c. In the last 12 months I have witnessed bullying at work

Yes



35%

34%

33%

No



55%

56%

58%

Don't know



10%

10%

9%

Q10d. In the last 12 months I have been subjected to bullying at work

Yes



19%

18%

18%

No



75%

76%

76%

Don't know



6%

6%

6%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT

RESPONSE SCALE

2017

CLUSTER 2017

PUBLIC SECTOR 2017

Q10e. 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		25%	25%	22%
Your immediate manager/supervisor		20%	21%	24%
A fellow worker at your level		22%	23%	27%
A subordinate		10%	10%	8%
A client or customer		5%	5%	2%
A member of the public other than a client or customer		1%	1%	1%
Other		3%	3%	4%
Prefer not to say		14%	14%	13%

ALL QUESTIONS



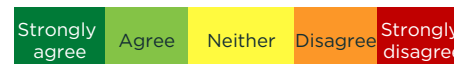
EXPLORE THE FULL RESULTS

Questions are grouped by themes 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.

EDUCATION QUESTIONS	RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q1. My workgroup is able to manage the changing demands of our work environment.	11	49	22	15	60%	65%	61%
Q2. The changes within my organisation will improve outcomes for the community.	14	46	28	9	60%	65%	60%
Q3. Our leaders frequently and effectively communicate organisational objectives.	15	48	22	11	63%	66%	62%
Q4. My workgroup acknowledges my contributions to the team.	18	50	19	9	68%	68%	69%
Q5. My workgroup regularly works with different workgroups to achieve organisational objectives.	14	48	26	9	63%	63%	63%
Q6. My workgroup learns from past experiences and makes improvements to the way we work.	19	50	19	9	69%	71%	69%
Q7. My workgroup is able to demonstrate outcomes of our work	20	58	17		78%	80%	78%
Q8. My job offers the opportunity for me to work on innovative projects.	16	42	25	12	59%	59%	59%





KEY





EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by themes in this report.

EDUCATION QUESTIONS	RESPONSE SCALE	2017	CLUSTER 2017
Q9. Which category of staff are you?			
Teaching staff		60%	53%
School executive (Principals, Deputy Principals, Assistant Principals)		17%	15%
School Administrative and Support Staff (SASS)		19%	17%
Other non-teaching staff in schools		4%	3%
Non school based teaching service staff		0%	2%
Aboriginal Affairs		0%	0%
Corporate staff		0%	10%

PROFILE OF RESPONDENTS



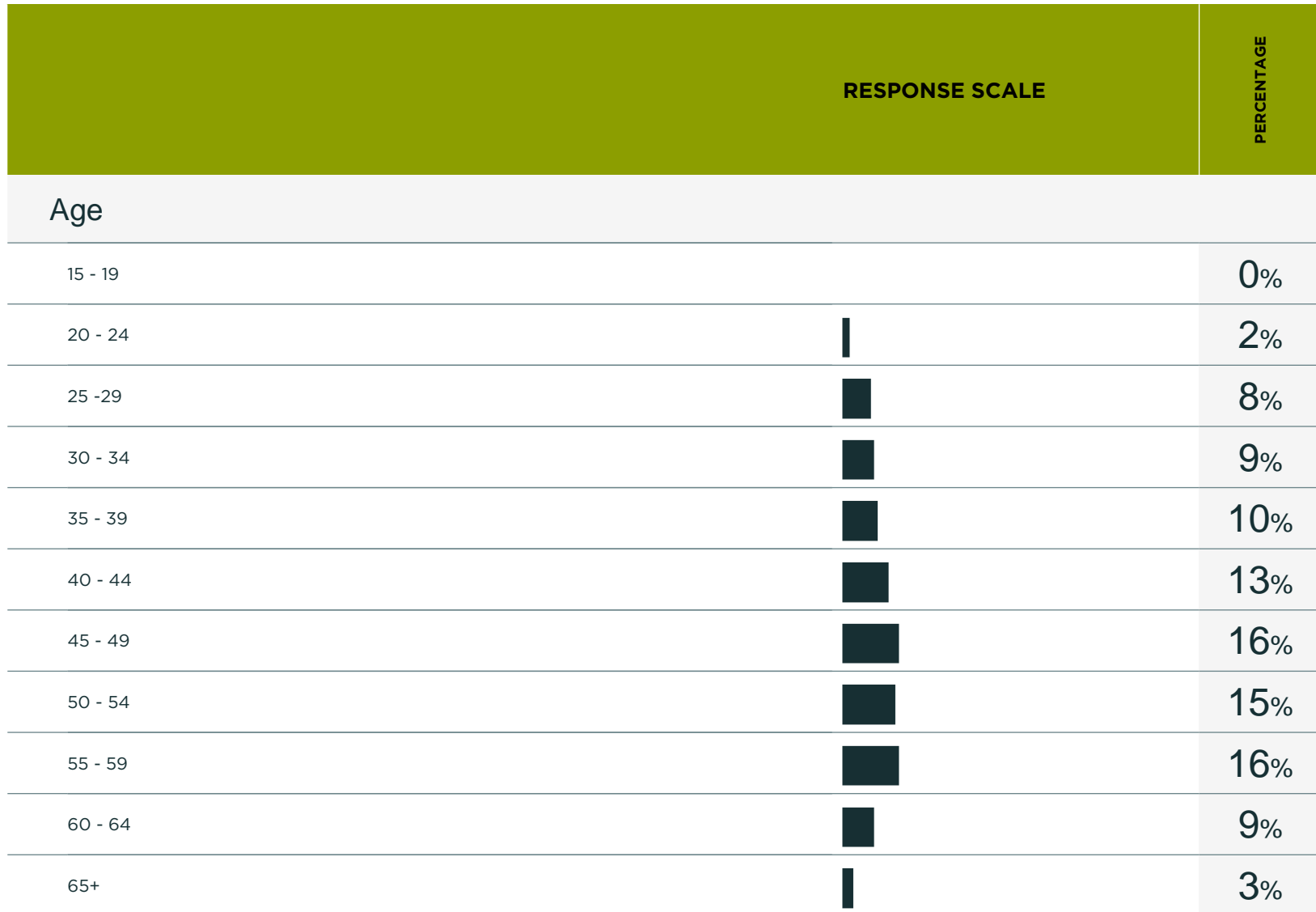
PERSONAL PROFILES

RESPONSE SCALE		PERCENTAGE
Gender		
Male	<div></div>	20%
Female	<div></div>	79%
Other	<div></div>	1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES



PROFILE OF RESPONDENTS



PERSONAL PROFILES

RESPONSE SCALE		PERCENTAGE
Do you speak a language other than English at home?		
Yes		10%
No		87%
Prefer not to say		2%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		3%
No		94%
Prefer not to say		3%

PROFILE OF RESPONDENTS



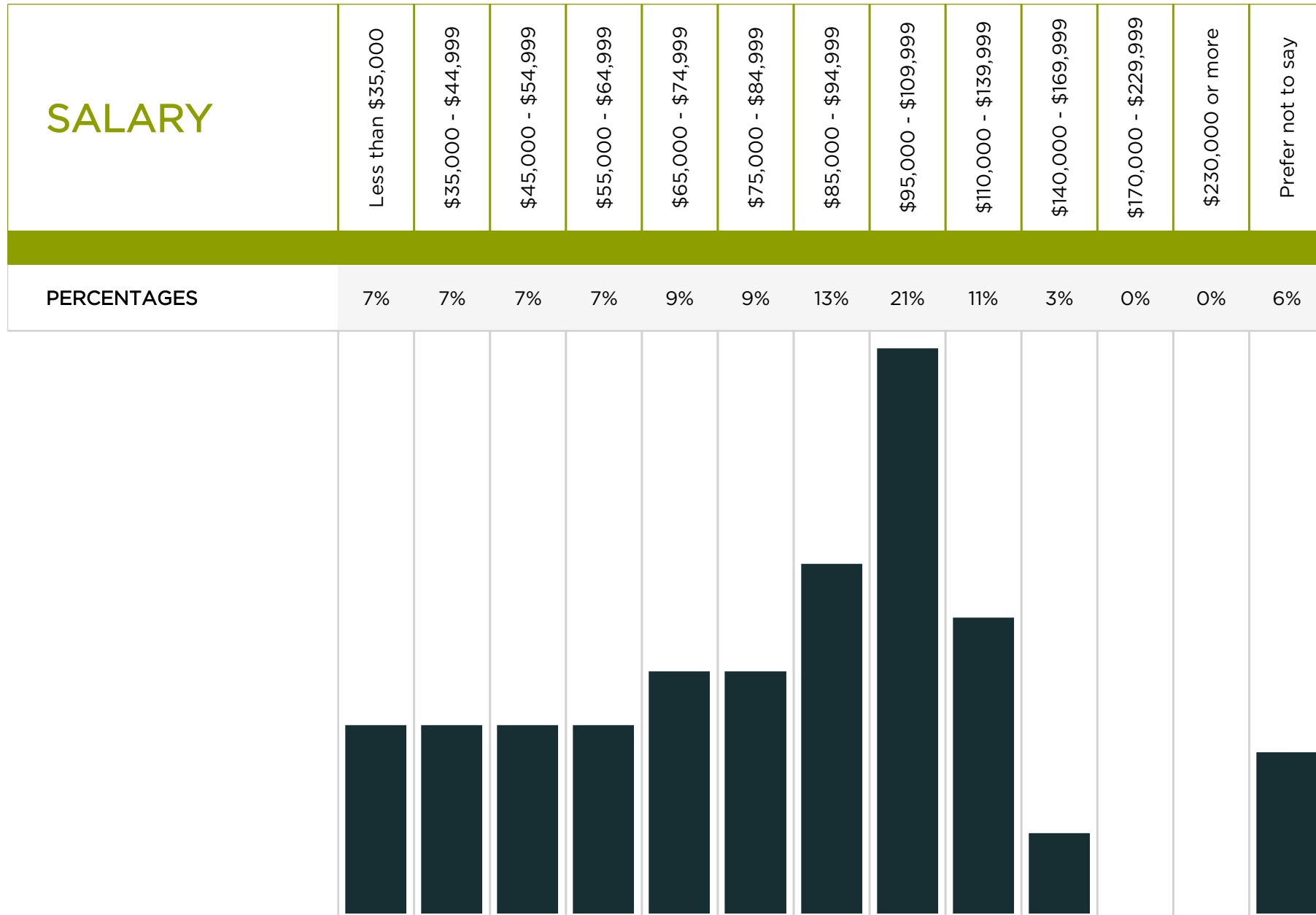
PERSONAL PROFILES

RESPONSE SCALE		PERCENTAGE
Do you have a disability?		
Yes		3%
No		93%
Prefer not to say		4%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		3%
No		94%
Prefer not to say		3%

PROFILE OF RESPONDENTS



WORK PROFILES



RESULT BY TYPE OF WORK



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Public Schools NSW	Service delivery involving direct contact with the general public	Other service delivery work	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	26791	19112	364	2257	77	13	9	86	4	1529
EMPLOYEE ENGAGEMENT	67%	67%	69%	72%	68%	(r)	(r)	76%	(r)	70%
ENGAGEMENT WITH WORK	76%	75%	77%	79%	75%	(r)	(r)	84%	(r)	80%
SENIOR MANAGERS	54%	54%	50%	56%	54%	(r)	(r)	65%	(r)	56%
COMMUNICATION	62%	62%	64%	65%	68%	(r)	(r)	73%	(r)	63%
HIGH PERFORMANCE	68%	68%	61%	67%	65%	(r)	(r)	76%	(r)	67%
PUBLIC SECTOR VALUES	65%	66%	60%	65%	64%	(r)	(r)	73%	(r)	65%
DIVERSITY & INCLUSION	68%	67%	73%	74%	77%	(r)	(r)	79%	(r)	69%

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 30 RESPONDENTS

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Public Schools NSW	Less than \$35,000	\$35,000 - \$44,999	\$45,000 - \$54,999	\$55,000 - \$64,999	\$65,000 - \$74,999	\$75,000 - \$84,999	\$85,000 - \$94,999	\$95,000 - \$109,999	\$110,000 - \$139,999	\$140,000 - \$169,999	\$170,000 - \$229,999	\$230,000 or more	Prefer not to say
NUMBER OF RESPONDENTS	26791	1649	1705	1641	1620	2081	2005	3110	4906	2525	734	101	4	1300
EMPLOYEE ENGAGEMENT	67%	75%	72%	71%	71%	70%	65%	62%	63%	71%	74%	76%	(r)	66%
ENGAGEMENT WITH WORK	76%	85%	80%	79%	79%	77%	74%	71%	71%	80%	85%	84%	(r)	72%
SENIOR MANAGERS	54%	61%	57%	56%	58%	60%	53%	48%	50%	60%	55%	54%	(r)	51%
COMMUNICATION	62%	69%	63%	64%	67%	68%	62%	56%	58%	68%	70%	67%	(r)	59%
HIGH PERFORMANCE	68%	71%	67%	66%	70%	72%	68%	64%	65%	73%	73%	72%	(r)	66%
PUBLIC SECTOR VALUES	65%	69%	65%	65%	68%	70%	65%	61%	62%	71%	72%	71%	(r)	63%
DIVERSITY & INCLUSION	68%	77%	71%	72%	72%	71%	67%	61%	63%	70%	72%	73%	(r)	65%

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 30 RESPONDENTS

RESULT BY TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Public Schools NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	26791	1535	1626	3463	4588	6282	5716
EMPLOYEE ENGAGEMENT	67%	77%	74%	69%	66%	66%	66%
ENGAGEMENT WITH WORK	76%	85%	82%	77%	74%	73%	76%
SENIOR MANAGERS	54%	70%	65%	57%	53%	51%	50%
COMMUNICATION	62%	77%	72%	65%	60%	59%	61%
HIGH PERFORMANCE	68%	79%	74%	69%	66%	66%	67%
PUBLIC SECTOR VALUES	65%	78%	73%	67%	63%	63%	64%
DIVERSITY & INCLUSION	68%	80%	76%	70%	66%	65%	66%

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 30 RESPONDENTS

RESULT BY AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Public Schools NSW	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	26791	32	501	1855	2021	2288	2966	3788	3560	3648	2001	689
EMPLOYEE ENGAGEMENT	67%	79%	77%	70%	67%	68%	68%	68%	66%	66%	67%	72%
ENGAGEMENT WITH WORK	76%	89%	85%	76%	73%	73%	76%	77%	75%	76%	79%	86%
SENIOR MANAGERS	54%	73%	69%	60%	56%	58%	56%	55%	50%	50%	50%	55%
COMMUNICATION	62%	74%	77%	67%	64%	65%	64%	63%	60%	60%	61%	65%
HIGH PERFORMANCE	68%	75%	80%	72%	69%	70%	69%	68%	65%	66%	66%	71%
PUBLIC SECTOR VALUES	65%	80%	78%	69%	66%	67%	66%	66%	63%	63%	64%	68%
DIVERSITY & INCLUSION	68%	75%	80%	72%	69%	69%	68%	68%	65%	65%	67%	73%

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 30 RESPONDENTS

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Public Schools NSW	Male	Female	Other
NUMBER OF RESPONDENTS	26791	4719	18664	146
EMPLOYEE ENGAGEMENT	67%	65%	69%	47%
ENGAGEMENT WITH WORK	76%	72%	77%	48%
SENIOR MANAGERS	54%	51%	55%	27%
COMMUNICATION	62%	63%	63%	36%
HIGH PERFORMANCE	68%	66%	69%	41%
PUBLIC SECTOR VALUES	65%	64%	66%	39%
DIVERSITY & INCLUSION	68%	68%	68%	39%

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 30 RESPONDENTS

STAFF CATEGORY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Public Schools NSW	Teaching staff	School executive (Principals, Deputy Principals, Assistant Principals)	School Administrative and Support Staff (SASS)	Other non-teaching staff in schools	Non school based teaching service staff	Aboriginal Affairs	Corporate staff
NUMBER OF RESPONDENTS	26791	14066	4114	4423	854	69	33	47
EMPLOYEE ENGAGEMENT	67%	65%	72%	73%	70%	69%	81%	73%
ENGAGEMENT WITH WORK	76%	73%	81%	81%	81%	86%	92%	89%
SENIOR MANAGERS	54%	53%	59%	56%	51%	54%	80%	56%
COMMUNICATION	62%	60%	68%	65%	63%	60%	85%	71%
HIGH PERFORMANCE	68%	67%	73%	67%	65%	69%	85%	73%
PUBLIC SECTOR VALUES	65%	64%	71%	65%	63%	65%	83%	67%
DIVERSITY & INCLUSION	68%	65%	71%	74%	71%	71%	84%	80%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
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CUT OFF LIMIT OF 30 RESPONDENTS



WHAT'S NEXT?

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

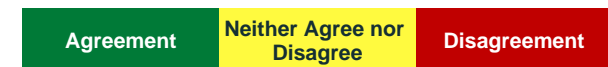
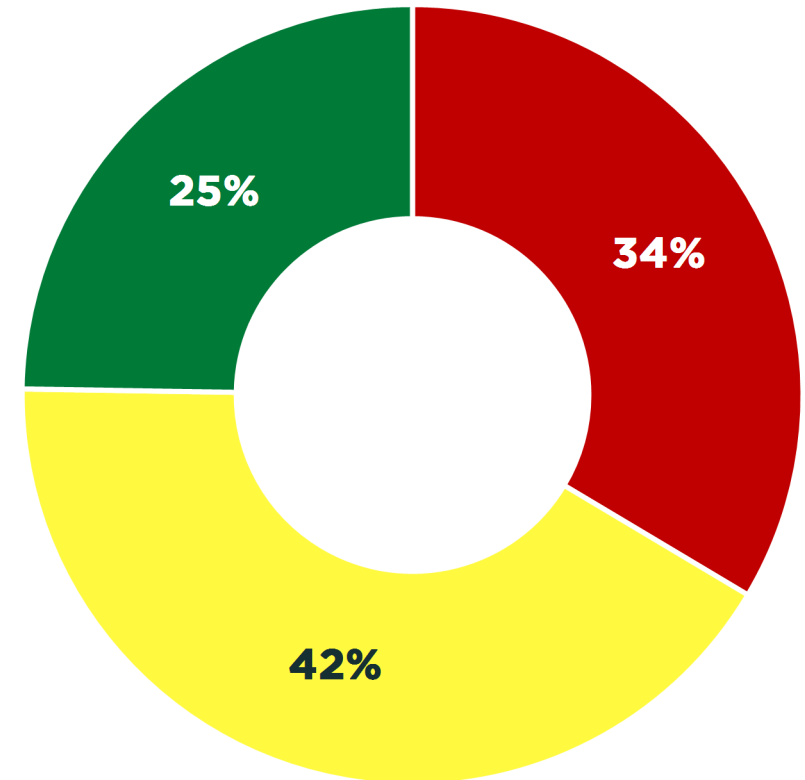
Research has shown that a key reason why employees can become disengaged is if they are asked their opinion and then no action takes place as a result.

25%

of employees replied favourably to:

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

34%	27%	24%
SECTOR	CLUSTER	2016



GUIDE TO THIS REPORT



SURVEY TIME FRAME

This report contains results from the 2017 People Matter Employee Survey which was open from 1 to 30 June 2017.



PRIVACY

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

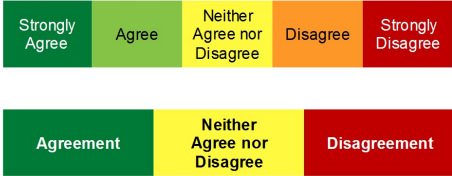
There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of workgroups that can be reported (10 or more employees) and responses from demographic groups (30 or more employees).

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.



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.



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%.



MORE DETAILS ABOUT THE SURVEY AND ITS METHODOLOGY

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