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# PEOPLE MATTER 2018

NSW Public Sector Employee Survey



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## AGENCY REPORT

Education

# All Public Schools NSW

## RESPONSE RATE

# 43%

31,706 OF 74,316 RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 67%

DIFFERENCE FROM 2017 0  
DIFFERENCE FROM CLUSTER 0  
DIFFERENCE FROM PUBLIC SECTOR +2

## ENGAGEMENT WITH WORK

# 74%

DIFFERENCE FROM 2017 -2  
DIFFERENCE FROM CLUSTER 0  
DIFFERENCE FROM PUBLIC SECTOR +2

## SENIOR MANAGERS

# 57%

DIFFERENCE FROM 2017 +2  
DIFFERENCE FROM CLUSTER 0  
DIFFERENCE FROM PUBLIC SECTOR +8

## COMMUNICATION

# 64%

DIFFERENCE FROM 2017 +1  
DIFFERENCE FROM CLUSTER 0  
DIFFERENCE FROM PUBLIC SECTOR +2

## HIGH PERFORMANCE

# 69%

DIFFERENCE FROM 2017 +1  
DIFFERENCE FROM CLUSTER 0  
DIFFERENCE FROM PUBLIC SECTOR +4

## PUBLIC SECTOR VALUES

# 67%

DIFFERENCE FROM 2017 +2  
DIFFERENCE FROM CLUSTER 0  
DIFFERENCE FROM PUBLIC SECTOR +5

## DIVERSITY & INCLUSION

# 66%

DIFFERENCE FROM CLUSTER -1  
DIFFERENCE FROM PUBLIC SECTOR -2

## FLEXIBLE WORKING SATISFACTION

# 44%

DIFFERENCE FROM 2017 0  
DIFFERENCE FROM CLUSTER -3  
DIFFERENCE FROM PUBLIC SECTOR -15

## ACTION ON RESULTS

# 27%

DIFFERENCE FROM 2017 +2  
DIFFERENCE FROM CLUSTER -2  
DIFFERENCE FROM PUBLIC SECTOR -10



## 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

1a.	I understand what is expected of me to do well in my role	92%	92%
2a.	My workgroup strives to achieve customer/client satisfaction	87%	87%
2c.	I receive help and support from other members of my workgroup	81%	81%
1c.	My job gives me a feeling of personal accomplishment	80%	81%
1g.	I know how to address a health and safety issue I have identified	79%	-
2b.	My workgroup works collaboratively to achieve its objectives	79%	78%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	78%	77%
5a.	My manager encourages people in my workgroup to keep improving the work they do	78%	77%
7a.	My organisation focuses on improving the work we do	78%	77%
5b.	My manager listens to what I have to say	77%	77%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

14.	I believe action will be taken on the results from this survey by my organisation	27%	25%
7g.	I have confidence in the way recruitment decisions are made	37%	36%
9a.	I have confidence in the ways my organisation resolves grievances	42%	40%
4a.	I am paid fairly for the work I do	43%	48%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	44%	44%
1f.	I am able to keep my work stress at an acceptable level	44%	47%
5h.	My manager appropriately deals with employees who perform poorly	46%	45%
7c.	I feel that change is managed well in my organisation	47%	47%
8e.	My manager supports flexible working in my team	48%	-
6h.	I feel that senior managers listen to employees	51%	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

6a.	I believe senior managers provide clear direction for the future of the organisation	59%	56%
6h.	I feel that senior managers listen to employees	51%	48%
6b.	I feel that senior managers effectively lead and manage change	54%	51%
6c.	I feel that senior managers model the values of my organisation	58%	55%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	66%	63%
6d.	Senior managers encourage innovation by employees	60%	58%
6g.	I feel that senior managers keep employees informed about what's going on	53%	51%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	60%	58%
14.	I believe action will be taken on the results from this survey by my organisation	27%	25%
7g.	I have confidence in the way recruitment decisions are made	37%	36%

## - LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

4a.	I am paid fairly for the work I do	43%	48%
1f.	I am able to keep my work stress at an acceptable level	44%	47%
1d.	I feel motivated to contribute more than what is normally required at work	75%	77%
1e.	I am satisfied with my job	68%	70%
1c.	My job gives me a feeling of personal accomplishment	80%	81%
1b.	I am provided with the support I need to do my best at work	63%	64%
7k.	I feel a strong personal attachment to my organisation	71%	72%
7j.	I am proud to tell others I work for my organisation	72%	73%
2e.	People in my workgroup treat each other with respect	75%	75%



### 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

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



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



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



**Q8e.** My manager supports flexible working in my team



**Q8e.** My manager supports flexible working in my team



**Q8e.** My manager supports flexible working in my team



**Q8d.** How satisfied are you with your ability to access and use flexible working arrangements?



**Q8d.** How satisfied are you with your ability to access and use flexible working arrangements?



**Q8d.** How satisfied are you with your ability to access and use flexible working arrangements?



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



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



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



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



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



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



## 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.

# 27%

of employees replied favourably to:

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

## 37%

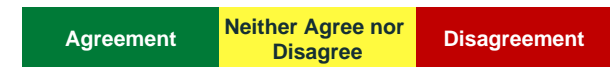
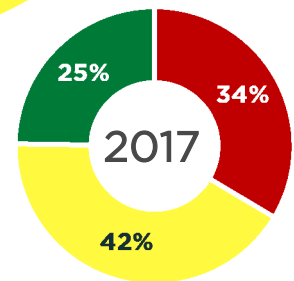
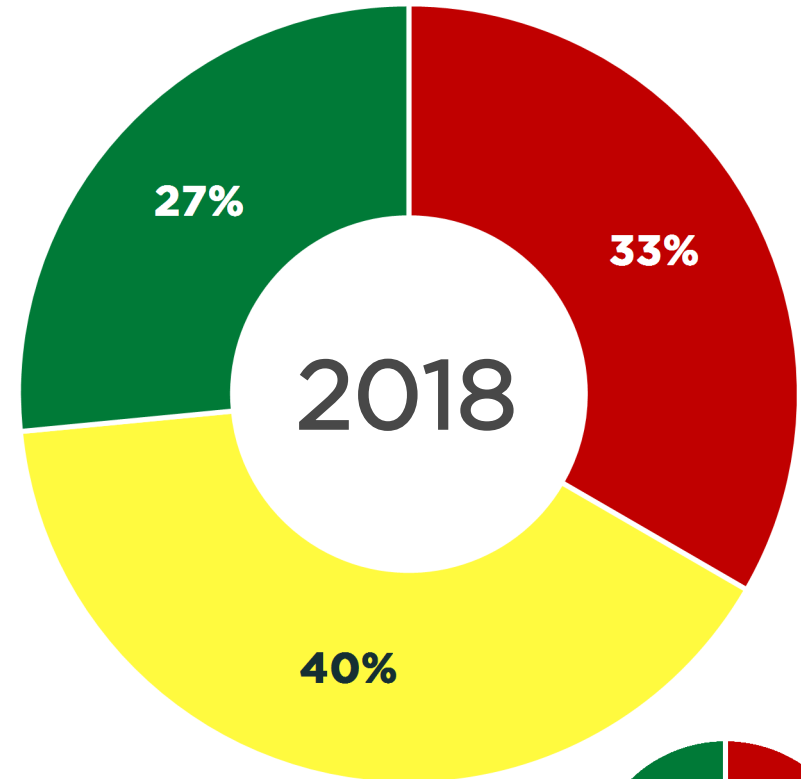
SECTOR

## 29%

CLUSTER

## 25%

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
<b>1</b>	<b>Q7f.</b> My organisation is committed to developing its employees	<b>62%</b>	61%	61%	52%
<b>2</b>	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>47%</b>	47%	47%	40%
<b>3</b>	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	<b>64%</b>	64%	64%	57%
<b>4</b>	<b>Q6h.</b> I feel that senior managers listen to employees	<b>51%</b>	48%	51%	43%
<b>5</b>	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>54%</b>	51%	54%	46%
<b>6</b>	<b>Q6c.</b> I feel that senior managers model the values of my organisation	<b>58%</b>	55%	58%	50%

# BUSINESS UNIT COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for All Public Schools NSW

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	All Public Schools NSW	Executive Director, Metropolitan North	Executive Director, Metropolitan South	Executive Director, Regional North	Executive Director, Regional South	Executive Director, Rural North	Executive Director, Rural South and West
NUMBER OF RESPONDENTS	31706	6196	5805	4792	5108	5056	4749
EMPLOYEE ENGAGEMENT	67%	68%	67%	67%	68%	67%	67%
ENGAGEMENT WITH WORK	74%	75%	75%	74%	75%	74%	73%
SENIOR MANAGERS	57%	59%	58%	56%	59%	54%	52%
COMMUNICATION	64%	64%	65%	63%	66%	63%	62%
HIGH PERFORMANCE	69%	70%	70%	68%	70%	68%	67%
PUBLIC SECTOR VALUES	67%	68%	68%	66%	68%	66%	64%
DIVERSITY & INCLUSION	66%	66%	67%	65%	67%	66%	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 10 RESPONDENTS





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

EMPLOYEE ENGAGEMENT	67% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	21	40	22	10	61%	62%	62%	61%
Q7j. I am proud to tell others I work for my organisation	29	43	18		72%	73%	72%	69%
Q7k. I feel a strong personal attachment to my organisation	30	41	18		71%	72%	71%	63%
Q7l. My organisation motivates me to help it achieve its objectives	20	38	25	11	58%	58%	59%	55%
Q7m. My organisation inspires me to do the best in my job	21	37	25	11	58%	58%	58%	55%

KEY





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ENGAGEMENT WITH WORK	74% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q1c. My job gives me a feeling of personal accomplishment	34	46	11	7	80%	81%	79%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	35	40	12	9	75%	77%	75%	72%
Q1e. I am satisfied with my job	24	44	16	12	68%	70%	69%	69%

### KEY





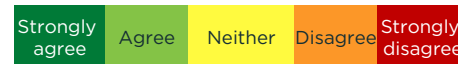
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SENIOR MANAGERS	57% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	18	41	23	12		59%	56%	59%	49%
Q6b. I feel that senior managers effectively lead and manage change	17	37	23	15	8	54%	51%	54%	46%
Q6c. I feel that senior managers model the values of my organisation	19	39	23	11	7	58%	55%	58%	50%
Q6d. Senior managers encourage innovation by employees	18	43	25	10		60%	58%	60%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	43	27	9		60%	58%	59%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	19	47	24			66%	63%	67%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	15	38	23	16	8	53%	51%	53%	47%
Q6h. I feel that senior managers listen to employees	15	35	24	15	10	51%	48%	51%	43%
Q7c. I feel that change is managed well in my organisation	13	34	25	20	8	47%	47%	47%	40%

### KEY





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COMMUNICATION	64% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	32	41	14	9	73%	72%	73%	72%	
Q5d. My manager encourages and values employee input	33	40	14	8	73%	72%	74%	72%	
Q5e. My manager involves my workgroup in decisions about our work	29	40	17	10	69%	68%	69%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	15	38	23	16	8	53%	51%	53%	47%
Q6h. I feel that senior managers listen to employees	15	35	24	15	10	51%	48%	51%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	41	17	12	8	63%	63%	64%	67%

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.

	HIGH PERFORMANCE				69% 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					92%	92%	91%	90%	92%	92%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives					79%	78%	79%	79%	79%	78%	79%	79%
Q3f. I have received appropriate training and development to do my job well					65%	65%	64%	65%	65%	65%	64%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do					78%	77%	78%	74%	78%	77%	78%	74%
Q5f. I have confidence in the decisions my manager makes					69%	68%	69%	68%	69%	68%	69%	68%
Q6d. Senior managers encourage innovation by employees					60%	58%	60%	50%	60%	58%	60%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with					60%	58%	59%	52%	60%	58%	59%	52%
Q7a. My organisation focuses on improving the work we do					78%	77%	77%	69%	78%	77%	77%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges					64%	64%	64%	57%	64%	64%	64%	57%

KEY

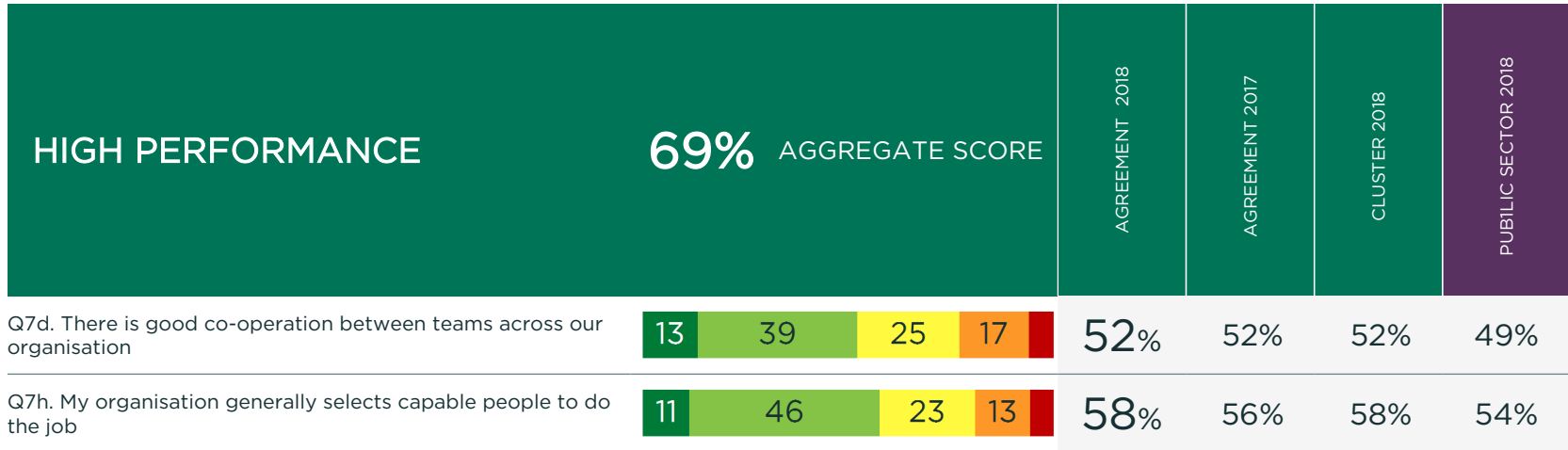




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KEY





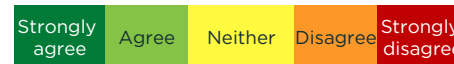
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PUBLIC SECTOR VALUES		67% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
Q2a. My workgroup strives to achieve customer/client satisfaction		40	48	8	87%	87%	87%	86%		
Q2e. People in my workgroup treat each other with respect		33	41	13	8	75%	75%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do		31	47	14	8	78%	77%	78%	74%	
Q5b. My manager listens to what I have to say		35	42	12	10	77%	77%	78%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation		18	41	23	12	6	59%	56%	59%	49%
Q6c. I feel that senior managers model the values of my organisation		19	39	23	11	7	58%	55%	58%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		19	47	24	10	0	66%	63%	67%	62%
Q6g. I feel that senior managers keep employees informed about what's going on		15	38	23	16	8	53%	51%	53%	47%
Q6h. I feel that senior managers listen to employees		15	35	24	15	10	51%	48%	51%	43%

KEY

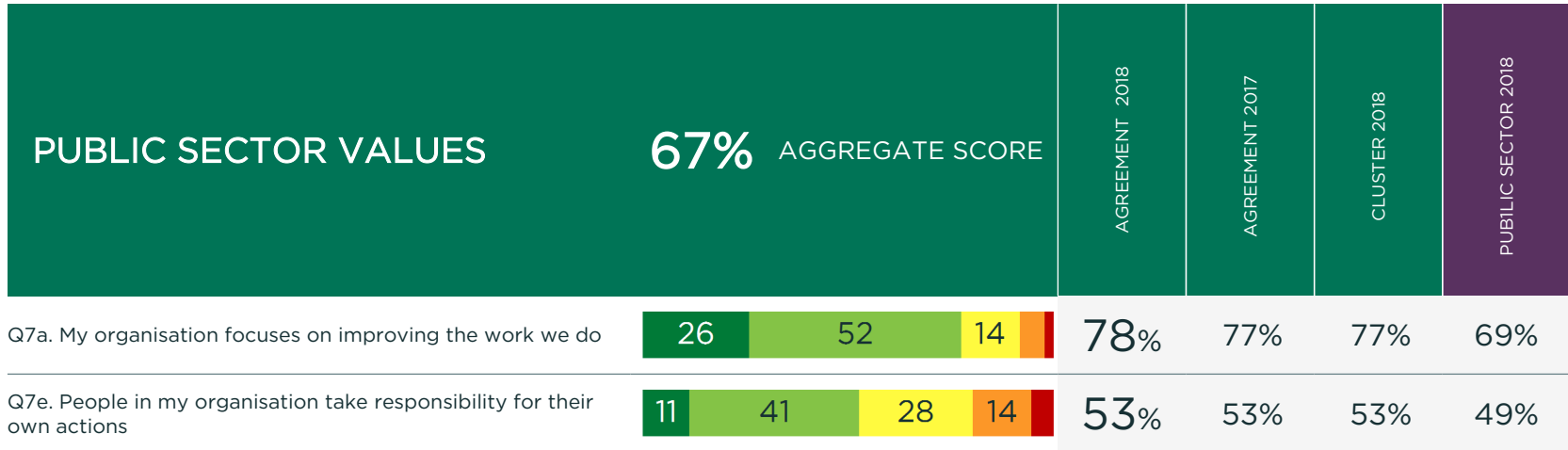




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KEY







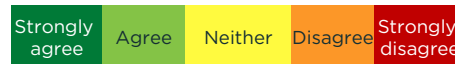
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DIVERSITY & INCLUSION	66% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	19	43	17	16	63%	64%	63%	65%
Q5b. My manager listens to what I have to say	35	42	12		77%	77%	78%	76%
Q5d. My manager encourages and values employee input	33	40	14	8	73%	72%	74%	72%
Q6i. Senior managers in my organisation support the career advancement of women	27	40	25		67%	66%	67%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	30	47	14		77%	77%	78%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	32	46	13		78%	77%	78%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	41	17	12	63%	63%	64%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	14	30	34	14	44%	44%	47%	59%
Q8e. My manager supports flexible working in my team	16	32	34	11	48%	-	51%	63%

KEY

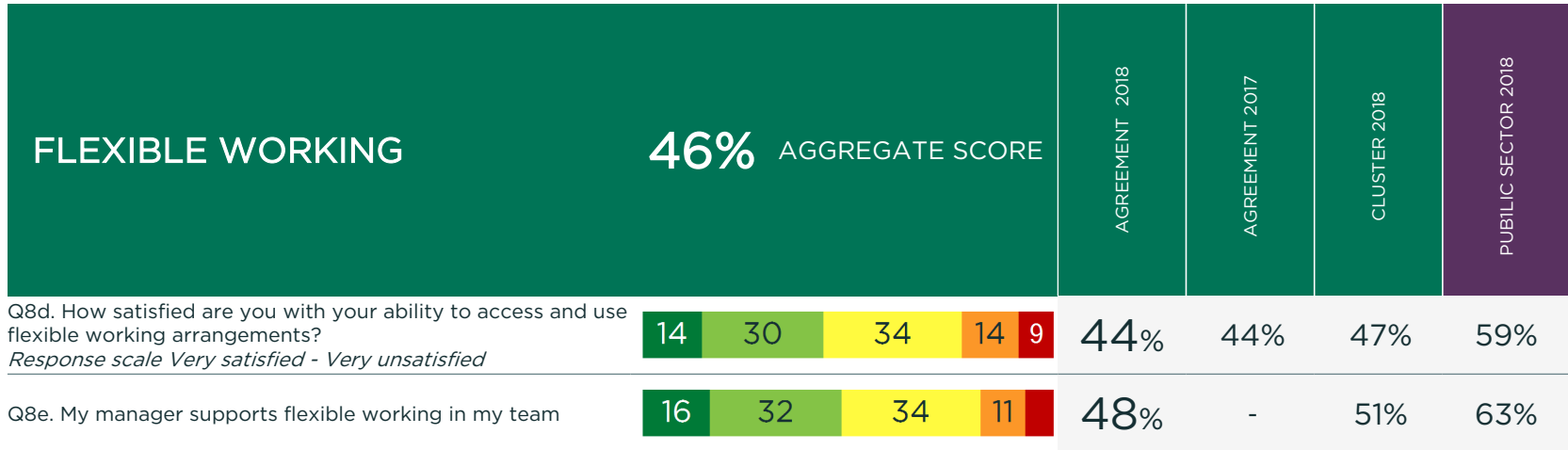




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KEY

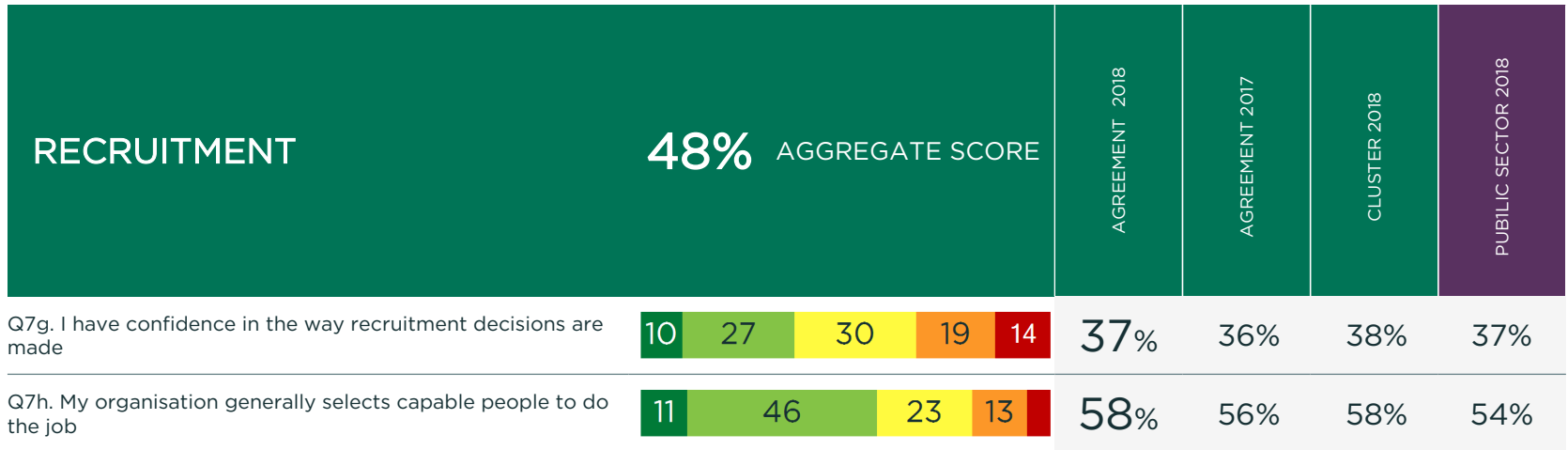




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KEY





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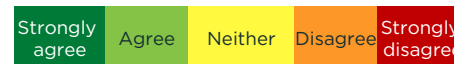
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## PERFORMANCE FRAMEWORK & DEVELOPMENT

**59%** 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		67%	66%	67%	65%
Q3e. My performance is assessed against clear criteria		58%	56%	57%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation		53%	52%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do		70%	69%	70%	69%
Q5h. My manager appropriately deals with employees who perform poorly		46%	45%	46%	46%
Q7f. My organisation is committed to developing its employees		62%	61%	61%	52%

KEY





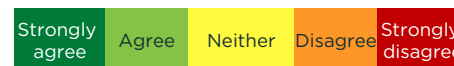
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	64% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q1b. I am provided with the support I need to do my best at work	19	43	17	16	63%	64%	63%	65%	
Q1f. I am able to keep my work stress at an acceptable level	10	34	20	24	12	44%	47%	47%	60%
Q2c. I receive help and support from other members of my workgroup	34	47	11			81%	81%	82%	81%
Q2d. There is good team spirit in my workgroup	31	38	14	11		70%	70%	70%	70%

KEY

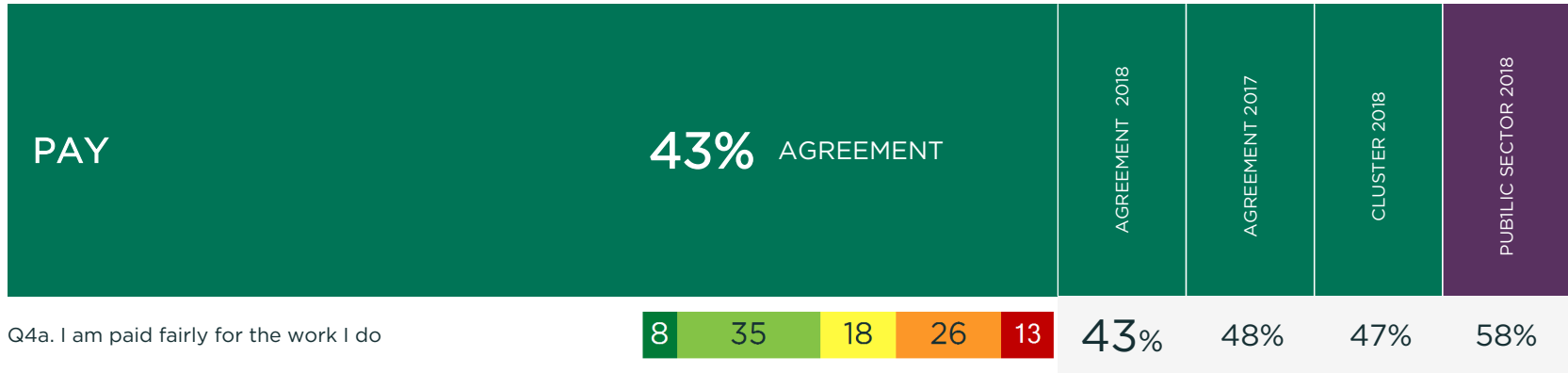




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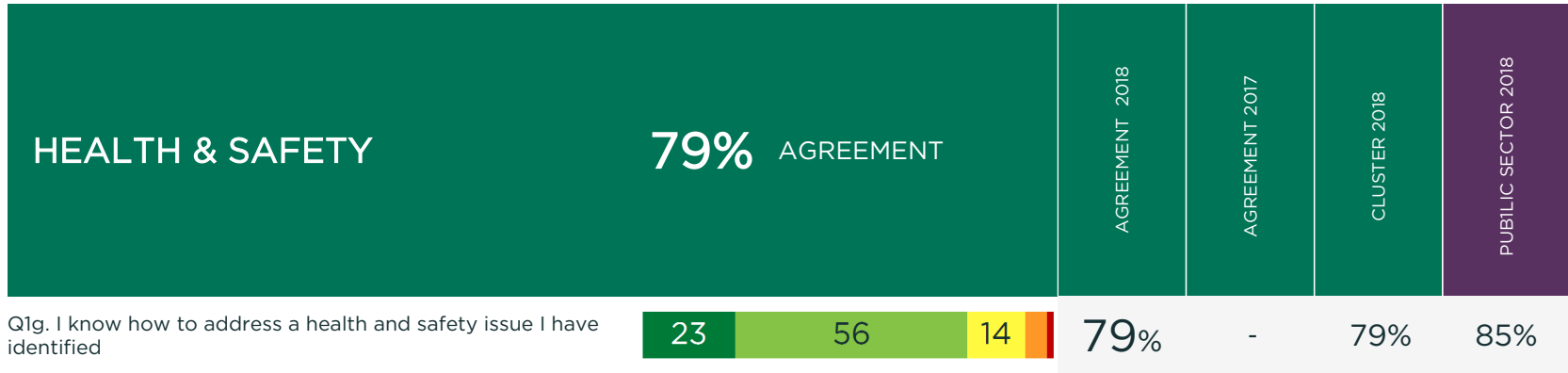




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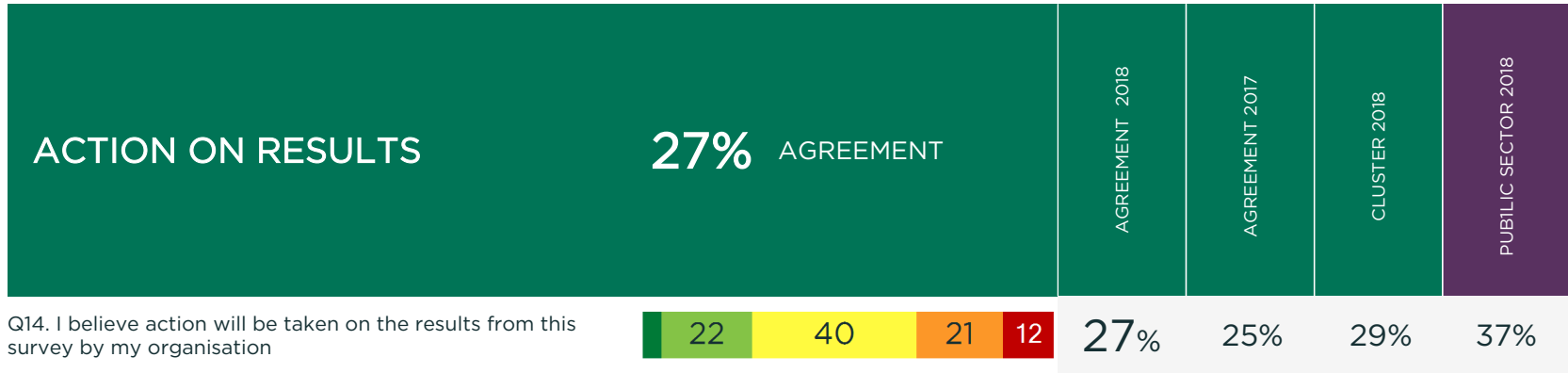




## EXPLORE THE FULL RESULTS

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



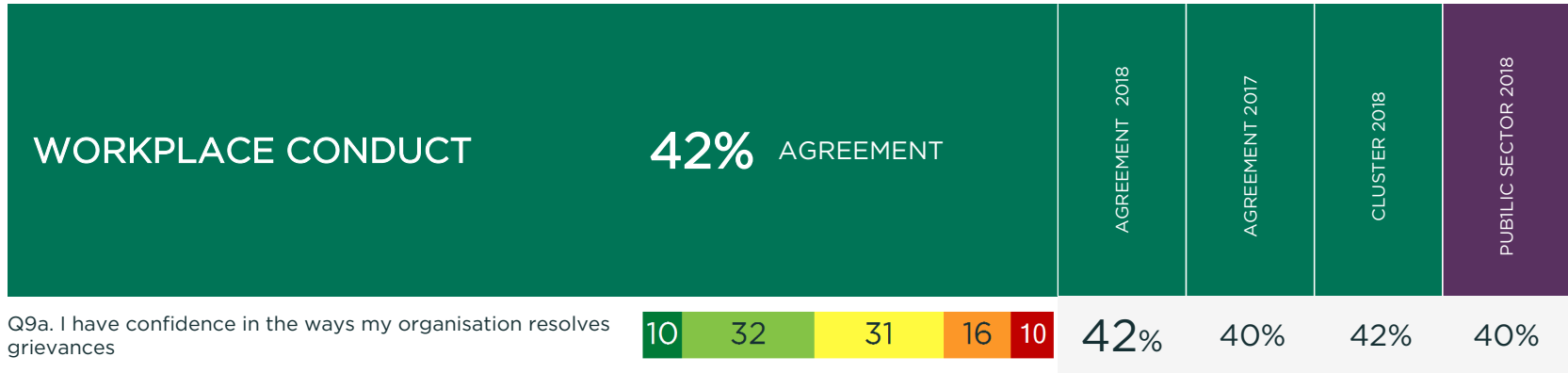




## EXPLORE THE FULL RESULTS

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

Questions are grouped by topics in this report.

### PERFORMANCE FRAMEWORK & DEVELOPMENT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives					
Yes		87%	79%	84%	71%
No		13%	21%	16%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		82%	80%	81%	76%
No		18%	20%	19%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		66%	63%	65%	58%
No		34%	37%	35%	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		36%	34%	37%	41%
No		64%	66%	63%	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
Personal/family considerations		38%	39%	37%	30%
There are no major barriers to my career progression		32%	31%	32%	32%
The application/recruitment process is too cumbersome or time consuming		31%	28%	30%	23%
Geographic location considerations		29%	28%	29%	26%
Lack of visible opportunities		28%	29%	28%	30%
Lack of promotion opportunities		23%	24%	24%	29%
Insufficient training and development		16%	15%	16%	16%
Lack of support from my manager/supervisor		12%	12%	12%	14%
Lack of required capabilities or experience		12%	11%	12%	11%
Lack of support for temporary assignments/secondments		11%	10%	11%	15%
Other		9%	10%	9%	9%

% are calculated with the number of unique respondents (N = 30,049 to this question)



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q10a.</b> In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		26%	27%	25%	24%
No		55%	59%	56%	58%
Don't know		19%	14%	19%	18%
<b>Q10b.</b> If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		66%	64%	66%	66%
No		32%	34%	32%	32%
Don't know		2%	3%	2%	2%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q11a.</b> In the last 12 months I have witnessed bullying at work					
Yes		36%	35%	34%	33%
No		54%	55%	55%	57%
Don't know		10%	10%	10%	10%
<b>Q11b.</b> In the last 12 months I have been subjected to bullying at work					
Yes		19%	19%	19%	18%
No		75%	75%	75%	76%
Don't know		6%	6%	6%	6%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

**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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
A senior manager		25%	25%	25%	21%
A fellow worker at your level		23%	22%	23%	27%
Your Immediate Manager/Supervisor		19%	20%	19%	23%
Prefer not to say		14%	14%	14%	14%
A subordinate		10%	10%	10%	7%
A client or customer		5%	5%	5%	2%
Other		2%	3%	3%	4%
A member of the public other than a client or customer		1%	1%	1%	1%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## 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

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	4%	-	4%	3%
No	94%	-	95%	94%
Don't know	2%	-	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

Role	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
A person at work	41%	-	42%	39%
A member of the public	14%	-	14%	37%
Other	39%	-	38%	19%
Prefer not to say	6%	-	6%	6%





## EXPLORE THE FULL RESULTS

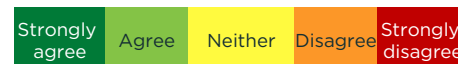
Questions are grouped by topics in this report.

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

## EDUCATION CUSTOMISED QUESTIONS

					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q1. My workgroup is able to manage the changing demands of our work environment.	11	48	22	16	59%	60%	60%
Q2. The changes within my organisation will improve outcomes for the community.	14	45	28	10	59%	60%	60%
Q3. Our leaders frequently and effectively communicate organisational objectives.	16	49	21	11	64%	63%	64%
Q4. My workgroup acknowledges my contributions to the team.	19	50	19	9	69%	68%	69%
Q5. My workgroup regularly works with different workgroups to achieve organisational objectives.	14	48	26	10	62%	63%	63%
Q6. My workgroup learns from past experiences and makes improvements to the way we work.	18	50	19	10	68%	69%	68%
Q7. My workgroup is able to demonstrate outcomes of our work.	20	58	17		78%	78%	78%
Q8. My job offers the opportunity for me to work on innovative projects.	16	42	26	12	58%	59%	58%

KEY





## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

## EDUCATION CUSTOMISED QUESTIONS

2018

CLUSTER 2018

Q9. Which category of staff are you?

Teaching staff		61%	54%
School executive (Principals, Deputy Principals, Assistant Principals)		16%	15%
School Administrative and Support Staff (SASS)		18%	16%
Other non-teaching staff in schools		4%	4%
Non school based teaching service staff		0%	1%
Aboriginal Affairs		0%	0%
Corporate staff		0%	10%



## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

## EDUCATION CUSTOMISED QUESTIONS

2018

CLUSTER 2018

**Q10.** This survey asks questions about Senior Managers. How do you define a Senior Manager?

		2018	CLUSTER 2018
Executive Director		5%	7%
Director		13%	17%
Manager		3%	5%
Principal		58%	51%
Deputy Principal		13%	11%
Assistant Principal		6%	5%
Head Teacher		4%	4%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		19%
Female		80%
Other		1%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>AGE</b>		
15 - 19		0%
20 - 24		2%
25 -29	■	8%
30 - 34	■	9%
35 - 39	■	10%
40 - 44	■	13%
45 - 49	■	17%
50 - 54	■	15%
55 - 59	■	14%
60 - 64	■	9%
65+		3%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

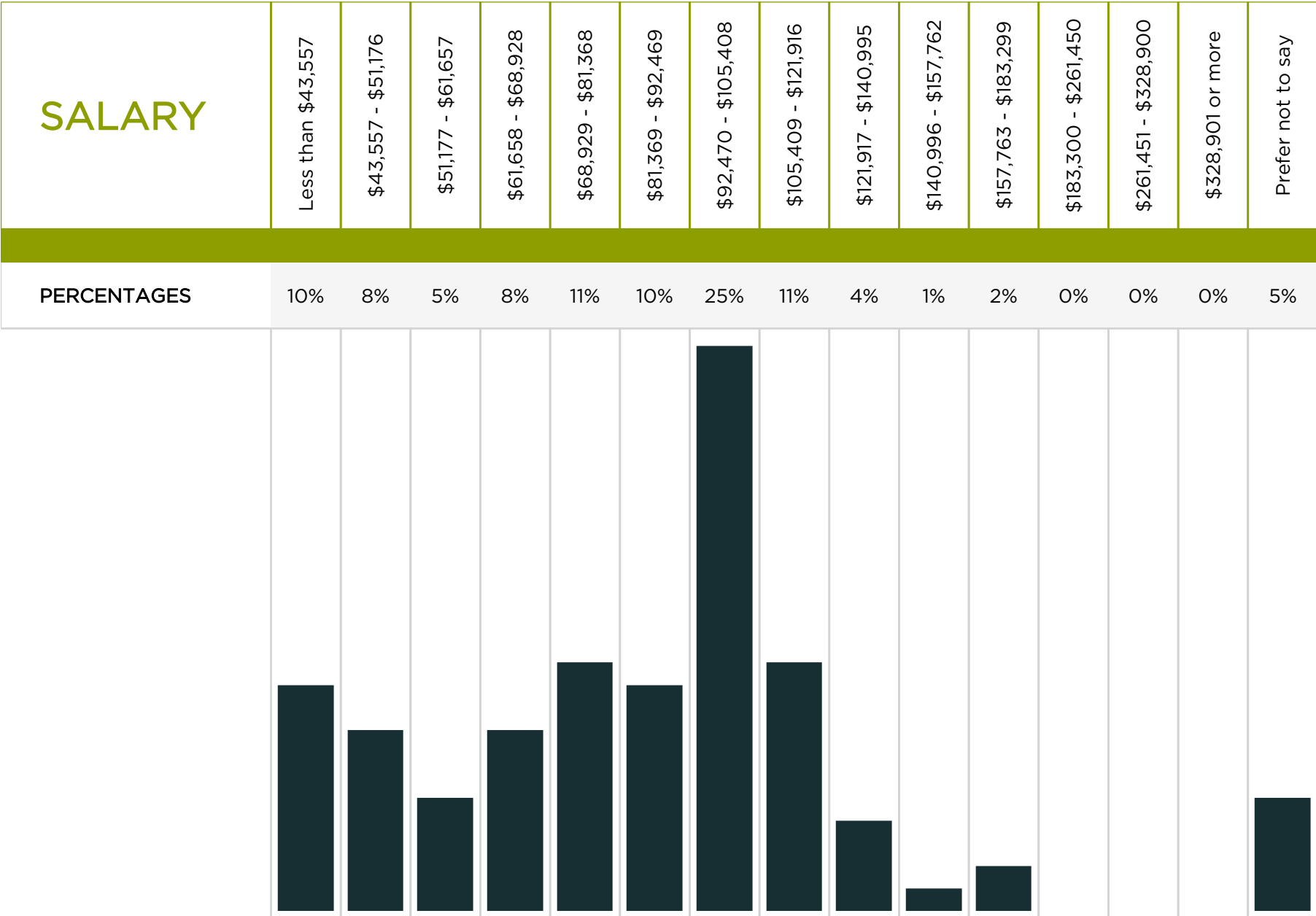
	PERCENTAGE
<b>TYPE OF WORK</b>	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	83%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	1%
Administrative support (e.g. executive/personal assistant, receptionist)	9%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	0%
Policy	0%
Research	0%
Program and project management support	0%
Legal (including developing and/or reviewing legislation)	0%
Other	6%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

### SALARY



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES








		PERCENTAGE
<b>TENURE IN ORGANISATION</b>		
Less than 1 year		7%
1 - 2 years		7%
2 - 5 years		15%
5 - 10 years		20%
10 - 20 years		27%
More than 20 years		23%



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>FLEXIBLE WORKING</b>		
None of the above		67%
Part-time work		14%
Leave without pay		11%
Flexible start and finish times		6%
Job sharing		5%
Working additional hours to make up for time off		4%
Working from different locations		2%

% are calculated with the number of unique respondents (N = 26,510 to this question)

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>FLEXIBLE WORKING</b>		
Other		2%
Working from home		1%
Working more hours over fewer days		1%
Study leave		1%
Flexible scheduling for rostered workers		1%
Purchasing annual leave		0%

% are calculated with the number of unique respondents (N = 26,510 to this question)

# RESULT BY TYPE OF WORK



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	All Public Schools NSW	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing,	Other service delivery work (work that does not involve contact with the public, but it is critical to the	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	31706	22631	376	2524	72	8	5	78	2	1733
EMPLOYEE ENGAGEMENT	67%	67%	69%	73%	72%	(r)	(r)	74%	(r)	69%
ENGAGEMENT WITH WORK	74%	74%	76%	78%	79%	(r)	(r)	84%	(r)	77%
SENIOR MANAGERS	57%	57%	48%	58%	62%	(r)	(r)	67%	(r)	58%
COMMUNICATION	64%	64%	63%	67%	70%	(r)	(r)	73%	(r)	64%
HIGH PERFORMANCE	69%	69%	62%	69%	70%	(r)	(r)	74%	(r)	68%
PUBLIC SECTOR VALUES	67%	67%	60%	68%	70%	(r)	(r)	74%	(r)	66%
DIVERSITY & INCLUSION	66%	65%	72%	74%	76%	(r)	(r)	74%	(r)	68%

### 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 Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	All Public Schools NSW	Less than \$43,557	\$43,557 - \$51,176	\$51,177 - \$61,657	\$61,658 - \$68,928	\$68,929 - \$81,368	\$81,369 - \$92,469	\$92,470 - \$105,408	\$105,409 - \$121,916	\$121,917 - \$140,995	\$140,996 - \$157,762	\$157,763 - \$183,299	\$183,300 - \$261,450	\$261,451 - \$328,900
NUMBER OF RESPONDENTS	31706	2809	2117	1265	2175	3000	2723	6824	2929	1121	375	438	79	1
EMPLOYEE ENGAGEMENT	67%	74%	70%	72%	72%	68%	64%	61%	68%	74%	76%	78%	78%	(r)
ENGAGEMENT WITH WORK	74%	83%	77%	76%	77%	74%	70%	67%	76%	84%	86%	87%	85%	(r)
SENIOR MANAGERS	57%	61%	56%	58%	63%	59%	54%	50%	61%	67%	67%	66%	61%	(r)
COMMUNICATION	64%	68%	62%	68%	69%	66%	61%	57%	67%	74%	74%	77%	72%	(r)
HIGH PERFORMANCE	69%	71%	66%	70%	73%	70%	67%	64%	72%	76%	76%	77%	73%	(r)
PUBLIC SECTOR VALUES	67%	70%	64%	68%	72%	69%	65%	62%	70%	76%	78%	79%	74%	(r)
DIVERSITY & INCLUSION	66%	74%	69%	73%	71%	67%	63%	59%	66%	70%	70%	71%	70%	(r)

### 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 Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	All Public Schools NSW	\$328,901 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>31706</b>	<b>7</b>	<b>1489</b>
<b>EMPLOYEE ENGAGEMENT</b>	67%	(r)	66%
ENGAGEMENT WITH WORK	74%	(r)	72%
SENIOR MANAGERS	57%	(r)	52%
COMMUNICATION	64%	(r)	60%
HIGH PERFORMANCE	69%	(r)	66%
PUBLIC SECTOR VALUES	67%	(r)	64%
DIVERSITY & INCLUSION	66%	(r)	64%

### 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 Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	All Public Schools NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
<b>NUMBER OF RESPONDENTS</b>	<b>31706</b>	<b>1886</b>	<b>1878</b>	<b>4194</b>	<b>5506</b>	<b>7437</b>	<b>6236</b>
<b>EMPLOYEE ENGAGEMENT</b>	67%	75%	73%	70%	66%	66%	66%
ENGAGEMENT WITH WORK	74%	82%	80%	76%	72%	71%	75%
SENIOR MANAGERS	57%	70%	66%	61%	55%	53%	53%
COMMUNICATION	64%	76%	72%	67%	61%	61%	62%
HIGH PERFORMANCE	69%	78%	74%	72%	67%	66%	67%
PUBLIC SECTOR VALUES	67%	78%	74%	69%	65%	64%	66%
DIVERSITY & INCLUSION	66%	76%	74%	70%	64%	63%	64%

### 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

# RESULTS BY TYPES OF FLEXIBLE WORKING



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	All Public Schools NSW	Flexible start and finish times	Working more hours over fewer days	Working additional hours to make up for time off	Flexible scheduling for rostered workers	Part-time work	Job sharing	Working from different locations	Working from home	Purchasing annual leave	Leave without pay	Study leave	Other	None of the above
NUMBER OF RESPONDENTS	31706	1578	320	1050	146	3596	1398	575	379	82	2794	174	517	17776
EMPLOYEE ENGAGEMENT	67%	74%	72%	73%	74%	70%	69%	70%	70%	63%	67%	69%	68%	67%
ENGAGEMENT WITH WORK	74%	82%	80%	81%	78%	78%	75%	80%	76%	67%	73%	76%	75%	73%
SENIOR MANAGERS	57%	62%	63%	60%	64%	61%	61%	57%	61%	56%	56%	59%	56%	56%
COMMUNICATION	64%	72%	72%	70%	73%	68%	68%	67%	69%	58%	64%	66%	64%	63%
HIGH PERFORMANCE	69%	73%	73%	71%	75%	72%	73%	69%	72%	65%	69%	70%	68%	68%
PUBLIC SECTOR VALUES	67%	71%	72%	70%	74%	71%	71%	68%	70%	64%	67%	68%	66%	66%
DIVERSITY & INCLUSION	66%	80%	78%	79%	80%	74%	74%	71%	73%	66%	68%	71%	68%	63%

\*multiple types may be chosen.

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

# RESULTS BY REGION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	All Public Schools NSW	Sydney West	Sydney East	Sydney - Inner South West	Newcastle and Lake Macquarie	Sydney - South West	Sydney - Parramatta	Hunter Valley exc Newcastle	Sydney - Blacktown	Sydney - Outer West and Blue Mountains	Sydney - Outer South West	Illawarra	Central West
NUMBER OF RESPONDENTS	31706	6831	6081	1682	1419	1370	1286	1257	1222	1182	1176	1165	1151
EMPLOYEE ENGAGEMENT	67%	68%	68%	67%	69%	68%	68%	66%	68%	69%	69%	69%	68%
ENGAGEMENT WITH WORK	74%	75%	75%	75%	77%	75%	77%	73%	74%	74%	74%	78%	73%
SENIOR MANAGERS	57%	60%	58%	59%	58%	61%	59%	56%	60%	58%	61%	60%	57%
COMMUNICATION	64%	66%	64%	65%	64%	68%	65%	63%	64%	67%	67%	67%	64%
HIGH PERFORMANCE	69%	71%	70%	70%	70%	71%	70%	69%	70%	70%	72%	71%	69%
PUBLIC SECTOR VALUES	67%	69%	68%	68%	68%	69%	69%	67%	68%	69%	70%	70%	67%
DIVERSITY & INCLUSION	66%	68%	66%	67%	66%	69%	67%	65%	66%	67%	69%	68%	66%

\*Sydney East and Sydney West are higher level results for the Sydney sub-regions.

### 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



# RESULTS BY REGION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	All Public Schools NSW	Central Coast	Richmond - Tweed	New England and North West	Capital Region	Sydney - North Sydney and Hornsby	Mid North Coast	Far West and Orana	Riverina	Coffs Harbour - Grafton	Sydney - Sutherland	Sydney - Inner West	Sydney - Northern Beaches	Sydney - Baulkham Hills and Hawkesbury
NUMBER OF RESPONDENTS	31706	1119	1055	1043	1001	964	914	888	814	788	739	661	625	595
EMPLOYEE ENGAGEMENT	67%	67%	66%	66%	66%	68%	65%	68%	65%	72%	69%	68%	69%	67%
ENGAGEMENT WITH WORK	74%	73%	73%	72%	71%	74%	71%	74%	73%	81%	76%	76%	79%	73%
SENIOR MANAGERS	57%	56%	54%	52%	49%	57%	52%	55%	48%	62%	61%	59%	59%	59%
COMMUNICATION	64%	63%	64%	61%	59%	64%	62%	65%	59%	68%	67%	66%	64%	67%
HIGH PERFORMANCE	69%	68%	68%	66%	63%	69%	65%	69%	64%	73%	71%	71%	71%	70%
PUBLIC SECTOR VALUES	67%	66%	66%	63%	62%	68%	63%	67%	61%	71%	70%	69%	69%	70%
DIVERSITY & INCLUSION	66%	64%	64%	65%	63%	64%	65%	69%	63%	70%	68%	67%	66%	67%

\*Sydney East and Sydney West are higher level results for the Sydney sub-regions.

### 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

# RESULTS BY REGION



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	All Public Schools NSW	Sydney - City and Inner South	Murray	Southern Highlands and Shoalhaven	Sydney - Ryde	Sydney - Eastern Suburbs	OUTSIDE NSW
NUMBER OF RESPONDENTS	31706	576	549	540	508	326	9
EMPLOYEE ENGAGEMENT	67%	67%	66%	67%	66%	66%	(r)
ENGAGEMENT WITH WORK	74%	75%	73%	74%	75%	75%	(r)
SENIOR MANAGERS	57%	54%	49%	50%	57%	54%	(r)
COMMUNICATION	64%	62%	61%	61%	63%	63%	(r)
HIGH PERFORMANCE	69%	67%	65%	64%	68%	67%	(r)
PUBLIC SECTOR VALUES	67%	65%	63%	63%	67%	66%	(r)
DIVERSITY & INCLUSION	66%	66%	64%	62%	65%	62%	(r)

\*Sydney East and Sydney West are higher level results for the Sydney sub-regions.

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 Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	All 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	31706	33	589	2222	2527	2838	3506	4526	4078	3803	2351	863
EMPLOYEE ENGAGEMENT	67%	67%	79%	70%	67%	67%	68%	67%	66%	67%	67%	72%
ENGAGEMENT WITH WORK	74%	64%	86%	74%	71%	72%	74%	74%	73%	75%	78%	86%
SENIOR MANAGERS	57%	60%	73%	62%	58%	60%	60%	57%	54%	52%	53%	57%
COMMUNICATION	64%	65%	78%	68%	65%	65%	66%	63%	62%	61%	63%	66%
HIGH PERFORMANCE	69%	68%	82%	73%	70%	70%	71%	68%	66%	66%	67%	70%
PUBLIC SECTOR VALUES	67%	66%	80%	70%	68%	69%	69%	67%	65%	64%	65%	68%
DIVERSITY & INCLUSION	66%	64%	80%	70%	67%	68%	68%	65%	64%	63%	66%	70%

### 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 Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	All Public Schools NSW	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>31706</b>	<b>5293</b>	<b>22027</b>	<b>244</b>
<b>EMPLOYEE ENGAGEMENT</b>	67%	64%	68%	50%
ENGAGEMENT WITH WORK	74%	69%	76%	49%
SENIOR MANAGERS	57%	53%	58%	30%
COMMUNICATION	64%	64%	64%	37%
HIGH PERFORMANCE	69%	66%	70%	45%
PUBLIC SECTOR VALUES	67%	65%	68%	43%
DIVERSITY & INCLUSION	66%	65%	67%	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 Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	All 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	31706	16862	4559	5032	1032	75	27	67
EMPLOYEE ENGAGEMENT	67%	64%	72%	73%	73%	72%	(r)	73%
ENGAGEMENT WITH WORK	74%	70%	81%	80%	84%	83%	(r)	85%
SENIOR MANAGERS	57%	55%	64%	58%	58%	55%	(r)	67%
COMMUNICATION	64%	61%	72%	66%	68%	60%	(r)	70%
HIGH PERFORMANCE	69%	67%	75%	68%	70%	67%	(r)	73%
PUBLIC SECTOR VALUES	67%	65%	74%	67%	68%	66%	(r)	73%
DIVERSITY & INCLUSION	66%	63%	69%	73%	74%	68%	(r)	78%

### 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

# 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

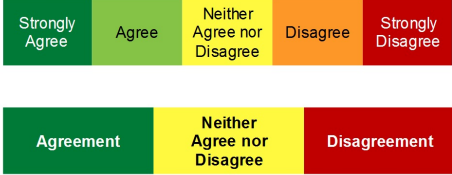
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.