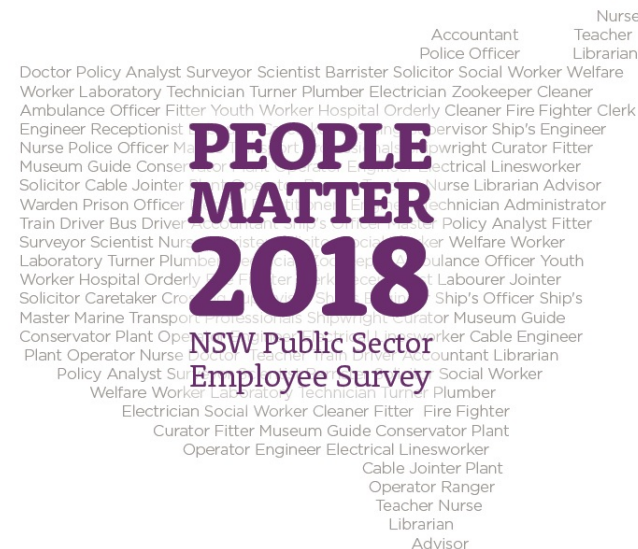

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



DEPARTMENT REPORT

Education

Education Offices

RESPONSE RATE

93%

4,174 OF 4,488 RESPONDENTS

EMPLOYEE ENGAGEMENT

69%

DIFFERENCE FROM 2017 **+3**
 DIFFERENCE FROM CLUSTER **+2**
 DIFFERENCE FROM PUBLIC SECTOR **+4**

ENGAGEMENT WITH WORK

75%

DIFFERENCE FROM 2017 **+3**
 DIFFERENCE FROM CLUSTER **+1**
 DIFFERENCE FROM PUBLIC SECTOR **+3**

SENIOR MANAGERS

56%

DIFFERENCE FROM 2017 **+6**
 DIFFERENCE FROM CLUSTER **-1**
 DIFFERENCE FROM PUBLIC SECTOR **+7**

COMMUNICATION

67%

DIFFERENCE FROM 2017 **+3**
 DIFFERENCE FROM CLUSTER **+3**
 DIFFERENCE FROM PUBLIC SECTOR **+5**

HIGH PERFORMANCE

67%

DIFFERENCE FROM 2017 **+3**
 DIFFERENCE FROM CLUSTER **-2**
 DIFFERENCE FROM PUBLIC SECTOR **+2**

PUBLIC SECTOR VALUES

68%

DIFFERENCE FROM 2017 **+4**
 DIFFERENCE FROM CLUSTER **+1**
 DIFFERENCE FROM PUBLIC SECTOR **+6**

DIVERSITY & INCLUSION

73%

DIFFERENCE FROM CLUSTER **+7**
 DIFFERENCE FROM PUBLIC SECTOR **+5**

FLEXIBLE WORKING SATISFACTION

67%

DIFFERENCE FROM 2017 **+3**
 DIFFERENCE FROM CLUSTER **+20**
 DIFFERENCE FROM PUBLIC SECTOR **+9**

ACTION ON RESULTS

46%

DIFFERENCE FROM 2017 **+7**
 DIFFERENCE FROM CLUSTER **+17**
 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

	AGREEMENT 2018	AGREEMENT 2017
2a. My workgroup strives to achieve customer/client satisfaction	89%	89%
1a. I understand what is expected of me to do well in my role	86%	85%
2c. I receive help and support from other members of my workgroup	85%	84%
2b. My workgroup works collaboratively to achieve its objectives	82%	81%
2e. People in my workgroup treat each other with respect	81%	80%
1g. I know how to address a health and safety issue I have identified	80%	-
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	80%	78%
5b. My manager listens to what I have to say	80%	78%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	79%	77%
1d. I feel motivated to contribute more than what is normally required at work	77%	75%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
7g. I have confidence in the way recruitment decisions are made	41%	37%
9a. I have confidence in the ways my organisation resolves grievances	43%	38%
7c. I feel that change is managed well in my organisation	45%	38%
14. I believe action will be taken on the results from this survey by my organisation	46%	39%
5h. My manager appropriately deals with employees who perform poorly	47%	44%
3g. I am satisfied with the opportunities available for career development in my organisation	49%	45%
3e. My performance is assessed against clear criteria	50%	50%
7d. There is good co-operation between teams across our organisation	50%	47%
6h. I feel that senior managers listen to employees	51%	44%
7e. People in my organisation take responsibility for their own actions	53%	49%



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%	51%
7i.	I would recommend my organisation as a great place to work	67%	60%
6h.	I feel that senior managers listen to employees	51%	44%
14.	I believe action will be taken on the results from this survey by my organisation	46%	39%
7c.	I feel that change is managed well in my organisation	45%	38%
6c.	I feel that senior managers model the values of my organisation	59%	53%
7l.	My organisation motivates me to help it achieve its objectives	62%	56%
7f.	My organisation is committed to developing its employees	54%	48%
7b.	My organisation is making the necessary improvements to meet our future challenges	66%	61%
6b.	I feel that senior managers effectively lead and manage change	54%	48%



LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017



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

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



Q5h. My manager appropriately deals with employees who perform poorly



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



Q7g. I have confidence in the way recruitment decisions are made



Q6i. Senior managers in my organisation support the career advancement of women



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



Q5h. My manager appropriately deals with employees who perform poorly



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



Q7g. I have confidence in the way recruitment decisions are made



Q6i. Senior managers in my organisation support the career advancement of women



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



Q5h. My manager appropriately deals with employees who perform poorly



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



Q7g. I have confidence in the way recruitment decisions are made



Q6i. Senior managers in my organisation support the career advancement of women



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.

46%

of employees replied favourably to:

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

37%

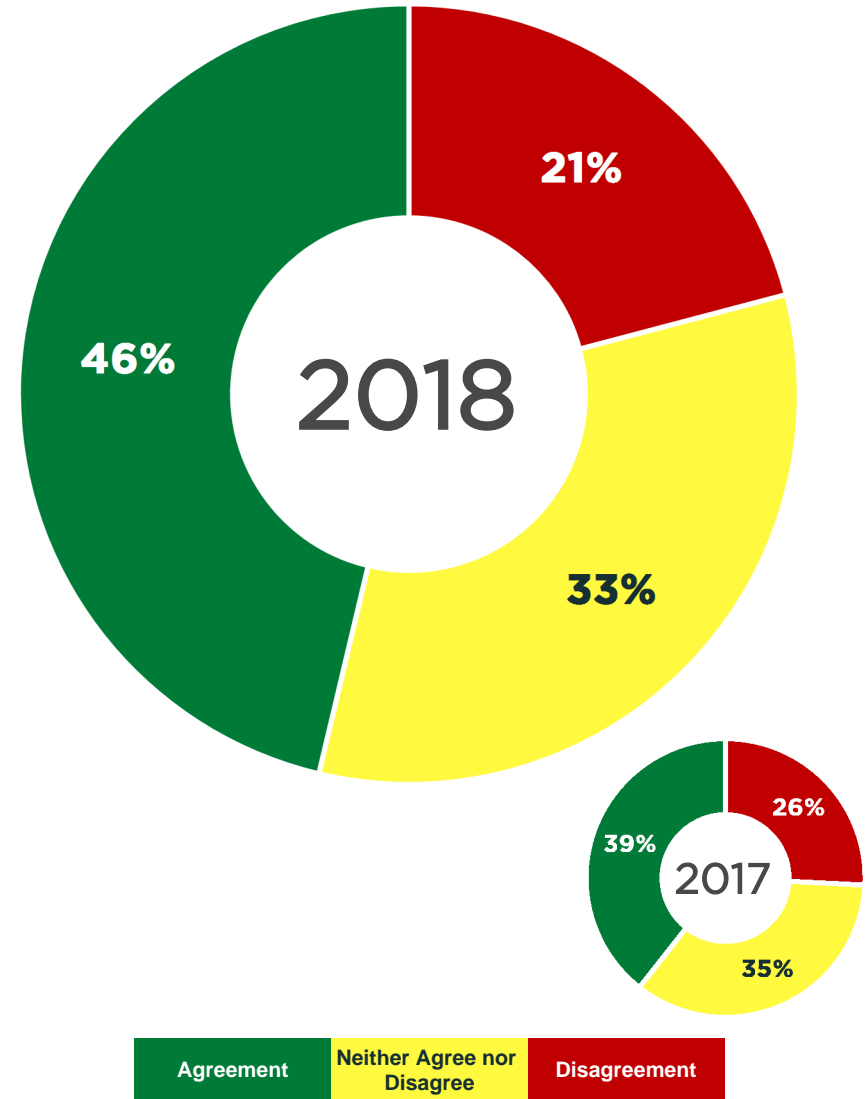
SECTOR

29%

CLUSTER

39%

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	Q7f. My organisation is committed to developing its employees	54%	48%	61%	52%
2	Q7a. My organisation focuses on improving the work we do	74%	70%	77%	69%
3	Q6c. I feel that senior managers model the values of my organisation	59%	53%	58%	50%
4	Q7b. My organisation is making the necessary improvements to meet our future challenges	66%	61%	64%	57%
5	Q6h. I feel that senior managers listen to employees	51%	44%	51%	43%
6	Q6b. I feel that senior managers effectively lead and manage change	54%	48%	54%	46%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Education Offices

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.

	Education Offices	Aboriginal Affairs	Corporate Services	Educational Services	External Affairs and Regulation	School Infrastructure NSW	School Operations and Performance	Secretary	Strategy and Evaluation
NUMBER OF RESPONDENTS	4174	98	1646	990	302	358	303	33	171
EMPLOYEE ENGAGEMENT	69%	82%	68%	68%	69%	68%	80%	65%	72%
ENGAGEMENT WITH WORK	75%	84%	71%	77%	72%	76%	89%	86%	75%
SENIOR MANAGERS	56%	75%	55%	51%	57%	58%	72%	60%	63%
COMMUNICATION	67%	80%	66%	65%	67%	69%	80%	75%	68%
HIGH PERFORMANCE	67%	80%	65%	65%	67%	67%	79%	67%	73%
PUBLIC SECTOR VALUES	68%	78%	66%	66%	70%	70%	82%	71%	74%
DIVERSITY & INCLUSION	73%	86%	72%	72%	76%	72%	82%	80%	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 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	69% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	21	46	22		67%	60%	62%	61%
Q7j. I am proud to tell others I work for my organisation	30	46	18		76%	71%	72%	69%
Q7k. I feel a strong personal attachment to my organisation	28	42	21		69%	66%	71%	63%
Q7l. My organisation motivates me to help it achieve its objectives	21	42	25	9	62%	56%	59%	55%
Q7m. My organisation inspires me to do the best in my job	21	40	26	8	61%	56%	58%	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	75% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	31	45	14	8	76%	74%	79%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	37	41	12	7	77%	75%	75%	72%
Q1e. I am satisfied with my job	26	46	16	9	71%	68%	69%	69%

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.

SENIOR MANAGERS	56% 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	22	12	7	59%	51%	59%	49%
Q6b. I feel that senior managers effectively lead and manage change	17	37	26	13	8	54%	48%	54%	46%
Q6c. I feel that senior managers model the values of my organisation	19	40	24	9	8	59%	53%	58%	50%
Q6d. Senior managers encourage innovation by employees	14	40	28	12		54%	49%	60%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	40	29	10		56%	52%	59%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	22	48	19			71%	66%	67%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	14	40	24	13	8	55%	49%	53%	47%
Q6h. I feel that senior managers listen to employees	14	37	28	12	9	51%	44%	51%	43%
Q7c. I feel that change is managed well in my organisation	12	33	27	19	9	45%	38%	47%	40%

KEY





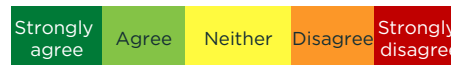
EXPLORE THE FULL RESULTS

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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.

COMMUNICATION	67% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	34	40	13	7	75%	74%	73%	72%	
Q5d. My manager encourages and values employee input	38	39	13		77%	75%	74%	72%	
Q5e. My manager involves my workgroup in decisions about our work	32	39	17	8	71%	69%	69%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	14	40	24	13	8	55%	49%	53%	47%
Q6h. I feel that senior managers listen to employees	14	37	28	12	9	51%	44%	51%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	48	16			73%	71%	64%	67%

KEY





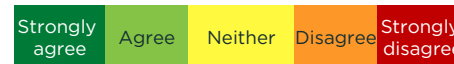
EXPLORE THE FULL RESULTS

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			67% 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	36	49	8		86%	85%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	42	40	10		82%	81%	79%	79%
Q3f. I have received appropriate training and development to do my job well	16	39	25	14	55%	53%	64%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	32	44	15		76%	74%	78%	74%
Q5f. I have confidence in the decisions my manager makes	35	38	16		73%	70%	69%	68%
Q6d. Senior managers encourage innovation by employees	14	40	28	12	54%	49%	60%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	40	29	10	56%	52%	59%	52%
Q7a. My organisation focuses on improving the work we do	24	50	17		74%	70%	77%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	19	47	21	9	66%	61%	64%	57%

KEY

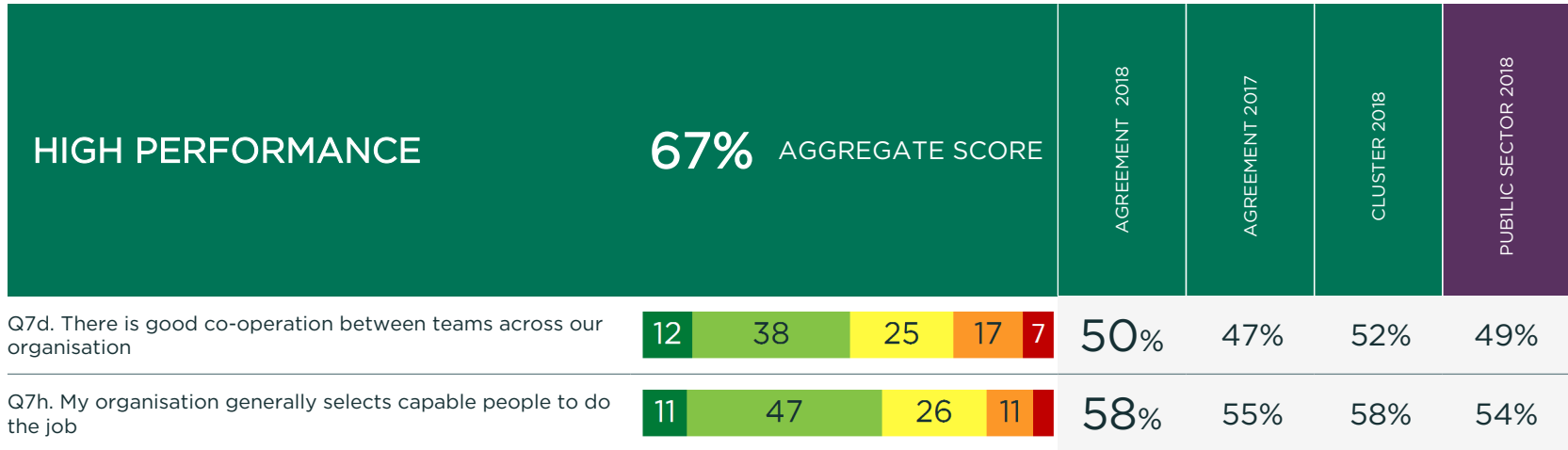




EXPLORE THE FULL RESULTS

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.



KEY





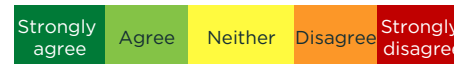
EXPLORE THE FULL RESULTS

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.

PUBLIC SECTOR VALUES	68% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
	Q2a. My workgroup strives to achieve customer/client satisfaction	49	40	89%	89%	87%	86%		
Q2e. People in my workgroup treat each other with respect	43	38	11	81%	80%	75%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	32	44	15	76%	74%	78%	74%		
Q5b. My manager listens to what I have to say	38	41	12	80%	78%	78%	76%		
Q6a. I believe senior managers provide clear direction for the future of the organisation	18	41	22	12	7	59%	51%	59%	49%
Q6c. I feel that senior managers model the values of my organisation	19	40	24	9	8	59%	53%	58%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	22	48	19	71%	66%	67%	62%		
Q6g. I feel that senior managers keep employees informed about what's going on	14	40	24	13	8	55%	49%	53%	47%
Q6h. I feel that senior managers listen to employees	14	37	28	12	9	51%	44%	51%	43%

KEY

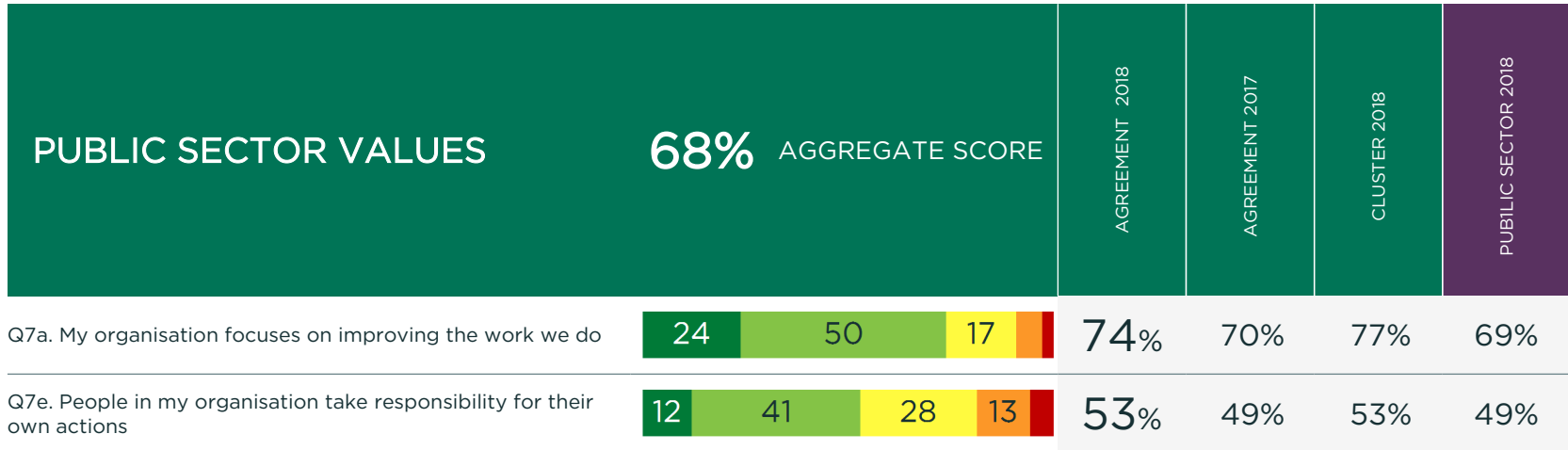




EXPLORE THE FULL RESULTS

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

DIVERSITY & INCLUSION	73% 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	23	45	15	11	68%	64%	63%	65%
Q5b. My manager listens to what I have to say	38	41	12		80%	78%	78%	76%
Q5d. My manager encourages and values employee input	38	39	13		77%	75%	74%	72%
Q6i. Senior managers in my organisation support the career advancement of women	25	39	29		64%	62%	67%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	30	50	14		80%	78%	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	47	14		79%	77%	78%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	48	16		73%	71%	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>	28	39	18	9	67%	64%	47%	59%
Q8e. My manager supports flexible working in my team	32	40	16		73%	-	51%	63%

KEY

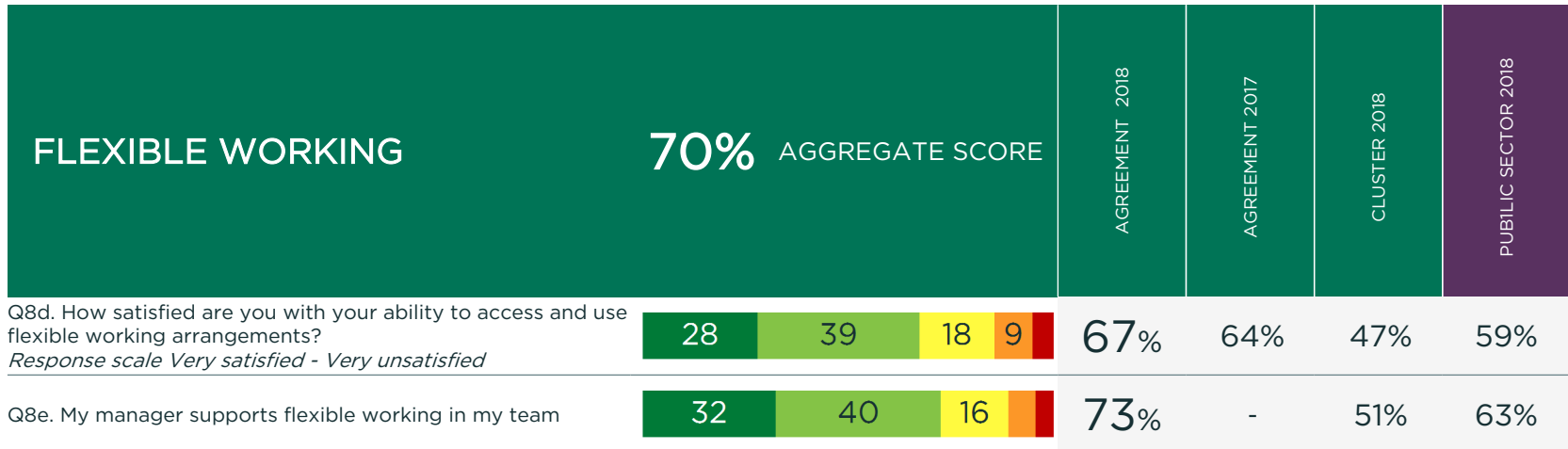




EXPLORE THE FULL RESULTS

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

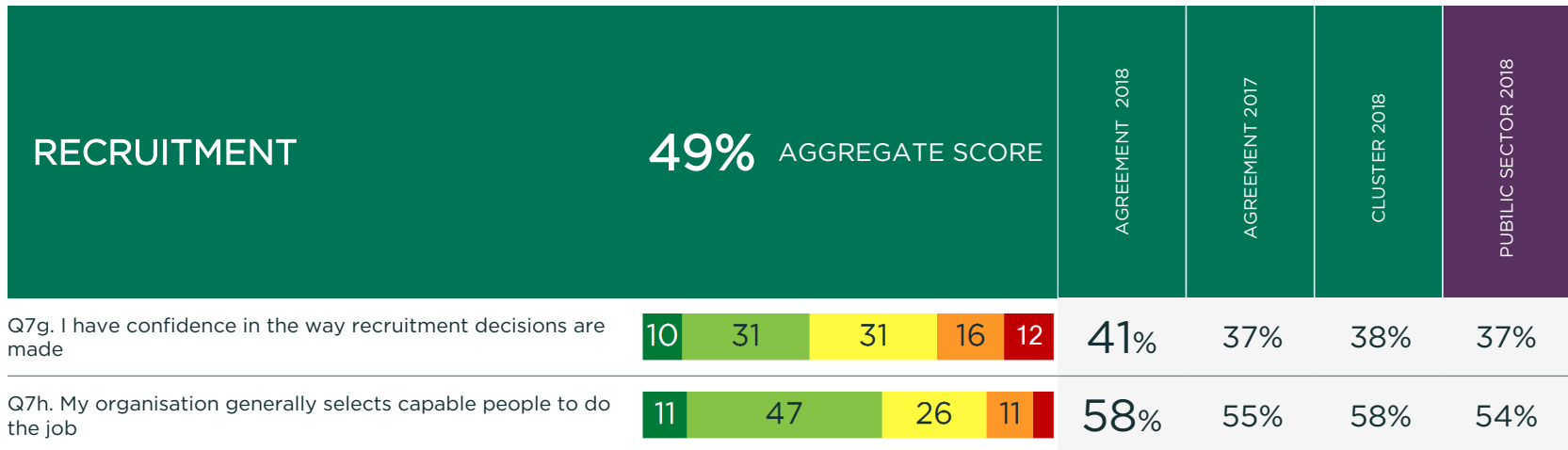




EXPLORE THE FULL RESULTS

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.

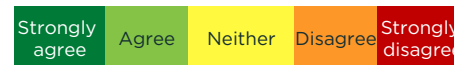
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT

56% 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	22 43 20 11	64%	63%	67%	65%
Q3e. My performance is assessed against clear criteria	15 35 28 15	50%	50%	57%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	15 33 24 16 11	49%	45%	53%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	34 39 15	73%	71%	70%	69%
Q5h. My manager appropriately deals with employees who perform poorly	18 29 34 12 7	47%	44%	46%	46%
Q7f. My organisation is committed to developing its employees	13 41 28 12	54%	48%	61%	52%

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.

	74% 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	23	45	15	11	68%	64%	63%	65%
Q1f. I am able to keep my work stress at an acceptable level	17	49	18	11	67%	62%	47%	60%
Q2c. I receive help and support from other members of my workgroup	43	42	8		85%	84%	82%	81%
Q2d. There is good team spirit in my workgroup	41	36	12		77%	74%	70%	70%

KEY

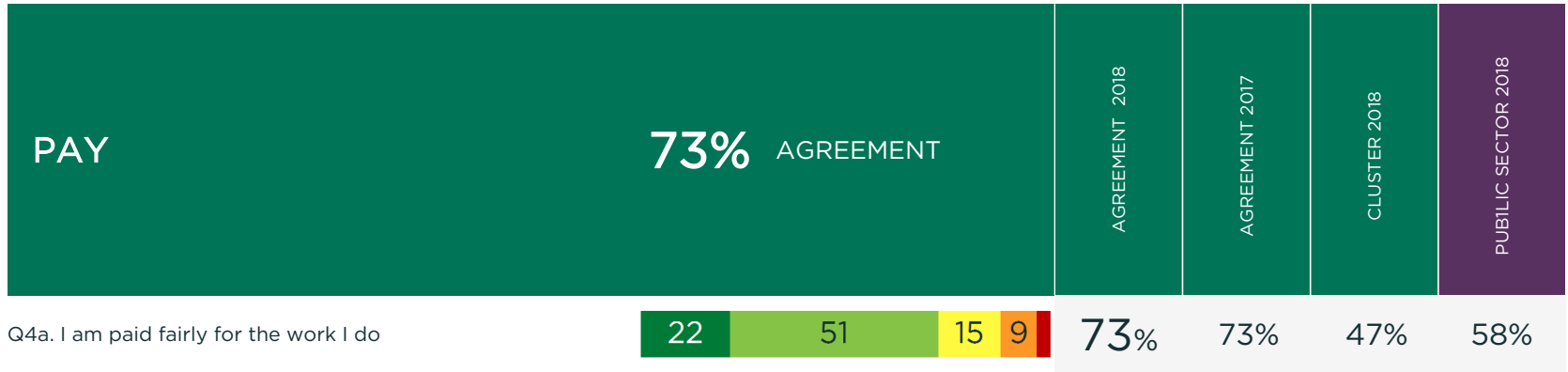




EXPLORE THE FULL RESULTS

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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

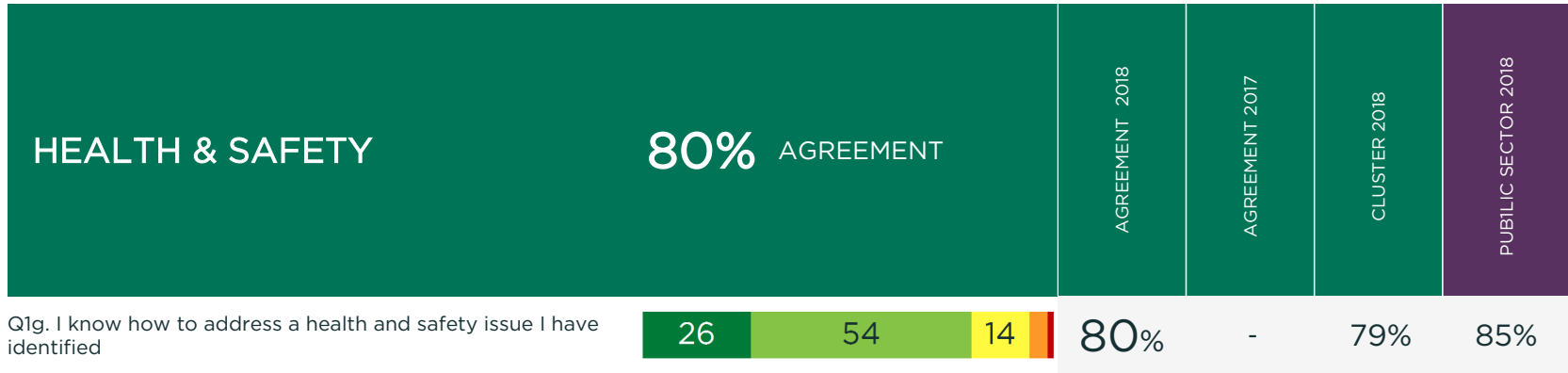




EXPLORE THE FULL RESULTS

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KEY

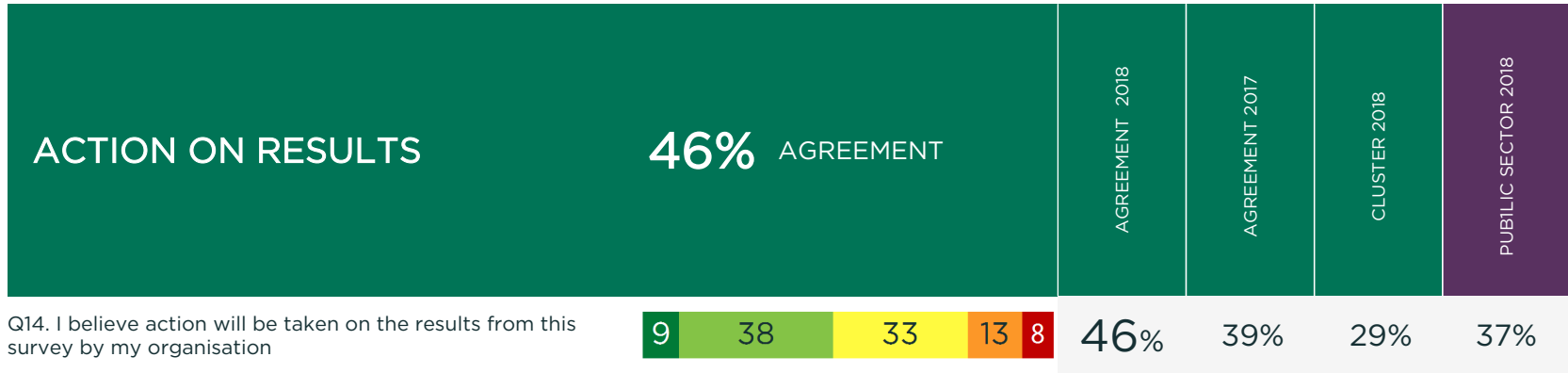




EXPLORE THE FULL RESULTS

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

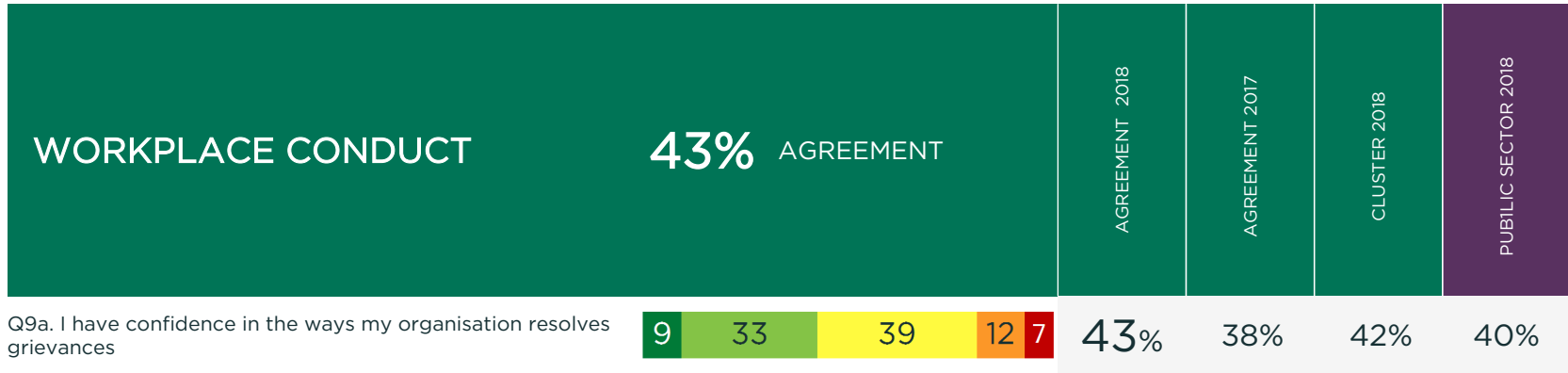




EXPLORE THE FULL RESULTS

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

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		63%	66%	84%	71%
No		37%	34%	16%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		75%	76%	81%	76%
No		25%	24%	19%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		56%	56%	65%	58%
No		44%	44%	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		44%	47%	37%	41%
No		56%	53%	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
There are no major barriers to my career progression		35%	30%	32%	32%
Geographic location considerations		30%	31%	29%	26%
Lack of visible opportunities		29%	32%	28%	30%
Lack of promotion opportunities		27%	31%	24%	29%
The application/recruitment process is too cumbersome or time consuming		26%	28%	30%	23%
Personal/family considerations		25%	29%	37%	30%
Insufficient training and development		17%	18%	16%	16%
Lack of support for temporary assignments/secondments		14%	15%	11%	15%
Lack of support from my manager/supervisor		12%	13%	12%	14%
Lack of required capabilities or experience		11%	12%	12%	11%
Other		10%	10%	9%	9%

% are calculated with the number of unique respondents (N = 3,996 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		20%	22%	25%	24%
No		62%	65%	56%	58%
Don't know		17%	13%	19%	18%
Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		62%	61%	66%	66%
No		36%	37%	32%	32%
Don't know		2%	2%	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		27%	27%	34%	33%
No		64%	64%	55%	57%
Don't know		10%	9%	10%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		14%	15%	19%	18%
No		79%	79%	75%	76%
Don't know		7%	6%	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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
A fellow worker at your level		24%	25%	23%	27%
A senior manager		22%	22%	25%	21%
Your Immediate Manager/Supervisor		20%	26%	19%	23%
Prefer not to say		17%	13%	14%	14%
A subordinate		9%	7%	10%	7%
Other		5%	4%	3%	4%
A client or customer		2%	1%	5%	2%
A member of the public other than a client or customer		0%	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					
Yes		1%	-	4%	3%
No		97%	-	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					
A person at work		72%	-	42%	39%
A member of the public		12%	-	14%	37%
Other		12%	-	38%	19%
Prefer not to say		5%	-	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.	16	56	17	8	72%	67%	60%
Q2. The changes within my organisation will improve outcomes for the community.	18	49	25		68%	61%	60%
Q3. Our leaders frequently and effectively communicate organisational objectives.	15	49	22	10	64%	56%	64%
Q4. My workgroup acknowledges my contributions to the team.	21	51	18		72%	71%	69%
Q5. My workgroup regularly works with different workgroups to achieve organisational objectives.	19	51	20	7	70%	68%	63%
Q6. My workgroup learns from past experiences and makes improvements to the way we work.	21	50	18	7	71%	71%	68%
Q7. My workgroup is able to demonstrate outcomes of our work.	23	56	15		80%	80%	78%
Q8. My job offers the opportunity for me to work on innovative projects.	19	40	25	11	59%	57%	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		5%	54%
School executive (Principals, Deputy Principals, Assistant Principals)		1%	15%
School Administrative and Support Staff (SASS)		3%	16%
Other non-teaching staff in schools		2%	4%
Non school based teaching service staff		10%	1%
Aboriginal Affairs		2%	0%
Corporate staff		76%	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		26%	7%
Director		44%	17%
Manager		25%	5%
Principal		2%	51%
Deputy Principal		0%	11%
Assistant Principal		0%	5%
Head Teacher		2%	4%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		35%
Female		64%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		0%
20 - 24		2%
25 -29	■	6%
30 - 34	■	10%
35 - 39	■	13%
40 - 44	■	13%
45 - 49	■	16%
50 - 54	■	16%
55 - 59	■	14%
60 - 64	■	7%
65+		3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

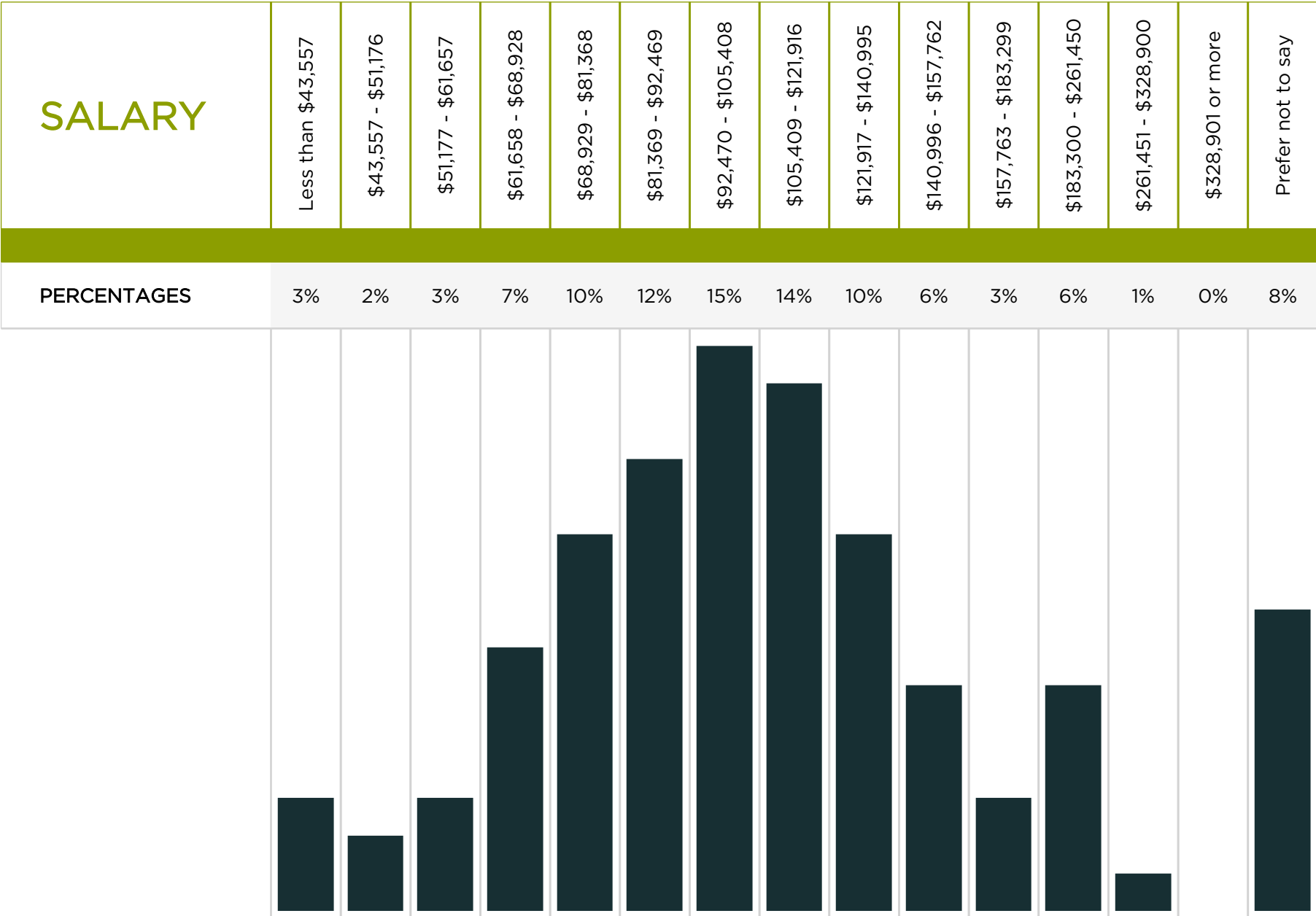
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	17%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	8%
Administrative support (e.g. executive/personal assistant, receptionist)	9%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	38%
Policy	4%
Research	2%
Program and project management support	12%
Legal (including developing and/or reviewing legislation)	1%
Other	10%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		17%
1 - 2 years		12%
2 - 5 years		16%
5 - 10 years		15%
10 - 20 years		21%
More than 20 years		19%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
Flexible start and finish times		65%
Working from home		22%
None of the above		19%
Working additional hours to make up for time off		18%
Working from different locations		17%
Leave without pay		7%
Part-time work		7%

% are calculated with the number of unique respondents (N = 3,806 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Working more hours over fewer days	6%
Flexible scheduling for rostered workers	3%
Other	2%
Job sharing	1%
Study leave	1%
Purchasing annual leave	1%

% are calculated with the number of unique respondents (N = 3,806 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.

	Education Offices	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	4174	668	304	365	1448	158	58	445	28	372
EMPLOYEE ENGAGEMENT	69%	68%	69%	73%	69%	74%	72%	71%	(r)	68%
ENGAGEMENT WITH WORK	75%	76%	77%	79%	73%	78%	78%	78%	(r)	76%
SENIOR MANAGERS	56%	51%	54%	62%	56%	62%	64%	59%	(r)	54%
COMMUNICATION	67%	63%	67%	69%	67%	74%	77%	72%	(r)	63%
HIGH PERFORMANCE	67%	63%	65%	71%	66%	76%	77%	70%	(r)	64%
PUBLIC SECTOR VALUES	68%	65%	67%	70%	68%	76%	76%	72%	(r)	65%
DIVERSITY & INCLUSION	73%	69%	71%	76%	74%	83%	83%	76%	(r)	71%

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.

	Education Offices	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	4174	96	70	131	249	399	450	573	523	381	245	119	231	26
EMPLOYEE ENGAGEMENT	69%	68%	72%	71%	68%	68%	70%	68%	67%	70%	71%	77%	81%	(r)
ENGAGEMENT WITH WORK	75%	76%	82%	75%	71%	73%	75%	73%	72%	80%	78%	90%	89%	(r)
SENIOR MANAGERS	56%	48%	55%	61%	56%	54%	54%	53%	54%	59%	59%	68%	75%	(r)
COMMUNICATION	67%	56%	64%	70%	63%	66%	65%	67%	66%	70%	70%	78%	82%	(r)
HIGH PERFORMANCE	67%	61%	67%	70%	65%	66%	64%	65%	66%	68%	70%	76%	82%	(r)
PUBLIC SECTOR VALUES	68%	58%	67%	71%	65%	66%	66%	67%	67%	71%	71%	80%	84%	(r)
DIVERSITY & INCLUSION	73%	65%	74%	76%	71%	74%	71%	74%	72%	77%	77%	80%	84%	(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.

	Education Offices	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	4174	4	322
EMPLOYEE ENGAGEMENT	69%	(r)	63%
ENGAGEMENT WITH WORK	75%	(r)	68%
SENIOR MANAGERS	56%	(r)	45%
COMMUNICATION	67%	(r)	59%
HIGH PERFORMANCE	67%	(r)	59%
PUBLIC SECTOR VALUES	68%	(r)	59%
DIVERSITY & INCLUSION	73%	(r)	67%

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.

	Education Offices	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	4174	662	473	600	567	785	713
EMPLOYEE ENGAGEMENT	69%	74%	71%	69%	68%	66%	71%
ENGAGEMENT WITH WORK	75%	78%	77%	75%	73%	73%	78%
SENIOR MANAGERS	56%	66%	57%	55%	50%	52%	58%
COMMUNICATION	67%	75%	68%	66%	64%	63%	69%
HIGH PERFORMANCE	67%	73%	67%	66%	63%	63%	69%
PUBLIC SECTOR VALUES	68%	75%	69%	66%	64%	64%	71%
DIVERSITY & INCLUSION	73%	78%	77%	74%	72%	70%	74%

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.

	Education Offices	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	4174	2490	247	695	97	257	57	660	836	28	262	42	69	714
EMPLOYEE ENGAGEMENT	69%	70%	70%	72%	75%	70%	71%	73%	72%	(r)	71%	66%	69%	67%
ENGAGEMENT WITH WORK	75%	77%	78%	77%	80%	81%	80%	79%	79%	(r)	75%	63%	71%	71%
SENIOR MANAGERS	56%	57%	56%	58%	64%	52%	56%	59%	59%	(r)	58%	49%	54%	54%
COMMUNICATION	67%	69%	70%	70%	73%	67%	67%	70%	72%	(r)	71%	66%	63%	63%
HIGH PERFORMANCE	67%	68%	69%	69%	74%	67%	71%	70%	71%	(r)	70%	63%	63%	63%
PUBLIC SECTOR VALUES	68%	69%	69%	71%	74%	67%	70%	72%	72%	(r)	71%	62%	64%	65%
DIVERSITY & INCLUSION	73%	77%	78%	78%	82%	76%	77%	79%	82%	(r)	78%	73%	72%	65%

*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.

	Education Offices	Sydney East	Sydney - City and Inner South	Sydney West	Sydney - Parramatta	Sydney - Blacktown	Newcastle and Lake Macquarie	Illawarra	Sydney - Inner South West	Central West	New England and North West	Riverina	Richmond - Tweed
NUMBER OF RESPONDENTS	4174	1499	1125	1106	781	222	185	183	180	159	72	58	57
EMPLOYEE ENGAGEMENT	69%	69%	69%	71%	72%	69%	68%	65%	68%	72%	73%	70%	68%
ENGAGEMENT WITH WORK	75%	77%	76%	75%	76%	69%	74%	74%	77%	79%	81%	74%	78%
SENIOR MANAGERS	56%	55%	54%	61%	63%	56%	56%	49%	58%	62%	59%	52%	48%
COMMUNICATION	67%	68%	68%	70%	71%	68%	65%	63%	68%	69%	72%	63%	60%
HIGH PERFORMANCE	67%	68%	67%	69%	71%	65%	64%	63%	69%	71%	70%	65%	63%
PUBLIC SECTOR VALUES	68%	68%	67%	71%	73%	67%	68%	63%	69%	72%	71%	66%	63%
DIVERSITY & INCLUSION	73%	74%	74%	75%	78%	71%	75%	71%	74%	77%	75%	71%	68%

*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

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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.

	Education Offices	Sydney - Inner West	Far West and Orana	Sydney - Ryde	Sydney - North Sydney and Hornsby	Coffs Harbour - Grafton	Sydney - Outer South West	Mid North Coast	Capital Region	Sydney - South West	Hunter Valley exc Newcastle	Murray	Central Coast	Sydney - Outer West and Blue Mountains
NUMBER OF RESPONDENTS	4174	54	53	51	47	46	38	37	36	36	29	28	24	21
EMPLOYEE ENGAGEMENT	69%	73%	70%	73%	71%	80%	77%	66%	82%	64%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	77%	78%	82%	87%	86%	90%	79%	86%	76%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	56%	50%	63%	63%	50%	71%	64%	46%	68%	54%	(r)	(r)	(r)	(r)
COMMUNICATION	67%	68%	66%	72%	64%	81%	73%	62%	81%	57%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	67%	69%	71%	71%	63%	78%	70%	63%	76%	57%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	68%	72%	74%	62%	81%	76%	62%	81%	62%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	74%	76%	77%	72%	83%	78%	68%	87%	62%	(r)	(r)	(r)	(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

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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.

	Education Offices	Sydney - Northern Beaches	Sydney - Sutherland	Sydney - Baulkham Hills and Hawkesbury	Sydney - Eastern Suburbs	Southern Highlands and Shoalhaven	OUTSIDE NSW
NUMBER OF RESPONDENTS	4174	18	16	8	8	7	1
EMPLOYEE ENGAGEMENT	69%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	75%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	56%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	67%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	67%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)	(r)	(r)	(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

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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.

	Education Offices	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	4174	7	79	219	387	490	508	618	596	524	266	116
EMPLOYEE ENGAGEMENT	69%	(r)	76%	73%	73%	68%	68%	68%	68%	71%	69%	67%
ENGAGEMENT WITH WORK	75%	(r)	74%	76%	75%	72%	74%	75%	76%	78%	79%	79%
SENIOR MANAGERS	56%	(r)	66%	62%	62%	55%	56%	55%	54%	59%	53%	48%
COMMUNICATION	67%	(r)	79%	71%	72%	66%	67%	66%	64%	69%	64%	63%
HIGH PERFORMANCE	67%	(r)	77%	71%	72%	66%	65%	66%	64%	69%	66%	64%
PUBLIC SECTOR VALUES	68%	(r)	77%	71%	73%	67%	67%	67%	65%	71%	67%	65%
DIVERSITY & INCLUSION	73%	(r)	85%	79%	79%	73%	73%	72%	70%	75%	72%	71%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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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.

	Education Offices	Male	Female	Other
NUMBER OF RESPONDENTS	4174	1343	2450	61
EMPLOYEE ENGAGEMENT	69%	69%	70%	52%
ENGAGEMENT WITH WORK	75%	75%	76%	51%
SENIOR MANAGERS	56%	55%	57%	27%
COMMUNICATION	67%	69%	67%	40%
HIGH PERFORMANCE	67%	66%	68%	44%
PUBLIC SECTOR VALUES	68%	68%	69%	41%
DIVERSITY & INCLUSION	73%	75%	73%	47%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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.

	Education Offices	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	4174	185	39	119	93	379	96	2954
EMPLOYEE ENGAGEMENT	69%	61%	75%	66%	63%	71%	81%	70%
ENGAGEMENT WITH WORK	75%	69%	91%	73%	70%	82%	85%	75%
SENIOR MANAGERS	56%	35%	53%	54%	51%	56%	75%	57%
COMMUNICATION	67%	52%	67%	57%	62%	67%	80%	68%
HIGH PERFORMANCE	67%	54%	69%	59%	62%	67%	81%	68%
PUBLIC SECTOR VALUES	68%	52%	70%	61%	62%	69%	79%	69%
DIVERSITY & INCLUSION	73%	62%	73%	64%	68%	74%	86%	75%

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

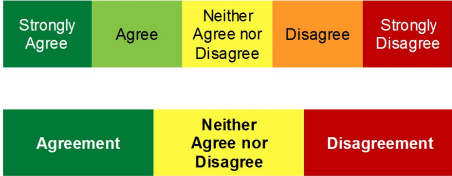
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.