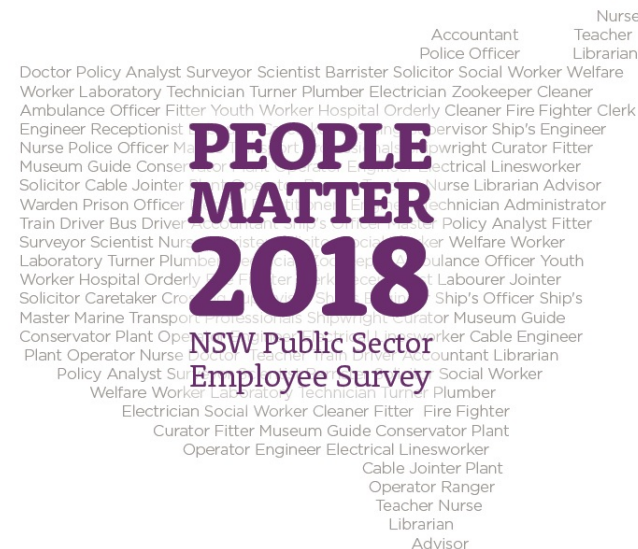

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Justice

Crown Solicitor's Office

RESPONSE RATE

53%

179 OF 340 RESPONDENTS

EMPLOYEE ENGAGEMENT

64%

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

ENGAGEMENT WITH WORK

69%

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

SENIOR MANAGERS

40%

DIFFERENCE FROM 2017 -7
 DIFFERENCE FROM CLUSTER 0
 DIFFERENCE FROM PUBLIC SECTOR -9

COMMUNICATION

56%

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

HIGH PERFORMANCE

58%

DIFFERENCE FROM 2017 -2
 DIFFERENCE FROM CLUSTER +2
 DIFFERENCE FROM PUBLIC SECTOR -7

PUBLIC SECTOR VALUES

59%

DIFFERENCE FROM 2017 -4
 DIFFERENCE FROM CLUSTER +6
 DIFFERENCE FROM PUBLIC SECTOR -3

DIVERSITY & INCLUSION

68%

DIFFERENCE FROM CLUSTER +5
 DIFFERENCE FROM PUBLIC SECTOR 0

FLEXIBLE WORKING SATISFACTION

59%

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

ACTION ON RESULTS

36%

DIFFERENCE FROM 2017 +4
 DIFFERENCE FROM CLUSTER +7
 DIFFERENCE FROM PUBLIC SECTOR -1



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	90%	89%
1a. I understand what is expected of me to do well in my role	86%	86%
2e. People in my workgroup treat each other with respect	80%	80%
2b. My workgroup works collaboratively to achieve its objectives	77%	72%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	77%	78%
2c. I receive help and support from other members of my workgroup	77%	78%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	75%	76%
5b. My manager listens to what I have to say	74%	74%
1c. My job gives me a feeling of personal accomplishment	73%	68%
1d. I feel motivated to contribute more than what is normally required at work	73%	70%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
9a. I have confidence in the ways my organisation resolves grievances	31%	30%
7c. I feel that change is managed well in my organisation	32%	34%
6d. Senior managers encourage innovation by employees	32%	39%
7g. I have confidence in the way recruitment decisions are made	35%	31%
5h. My manager appropriately deals with employees who perform poorly	35%	39%
14. I believe action will be taken on the results from this survey by my organisation	36%	32%
7f. My organisation is committed to developing its employees	37%	41%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	37%	43%
6b. I feel that senior managers effectively lead and manage change	37%	46%
3g. I am satisfied with the opportunities available for career development in my organisation	37%	39%



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

5g.	My manager provides acknowledgement or other recognition for the work I do	72%	63%
2b.	My workgroup works collaboratively to achieve its objectives	77%	72%
1c.	My job gives me a feeling of personal accomplishment	73%	68%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	63%	59%
7d.	There is good co-operation between teams across our organisation	48%	44%
2d.	There is good team spirit in my workgroup	66%	62%
14.	I believe action will be taken on the results from this survey by my organisation	36%	32%
4a.	I am paid fairly for the work I do	49%	45%
7g.	I have confidence in the way recruitment decisions are made	35%	31%
3e.	My performance is assessed against clear criteria	41%	38%



LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

6c.	I feel that senior managers model the values of my organisation	40%	54%
3f.	I have received appropriate training and development to do my job well	48%	59%
6a.	I believe senior managers provide clear direction for the future of the organisation	39%	48%
6b.	I feel that senior managers effectively lead and manage change	37%	46%
6d.	Senior managers encourage innovation by employees	32%	39%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	60%	66%
6h.	I feel that senior managers listen to employees	38%	44%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	37%	43%
7m.	My organisation inspires me to do the best in my job	47%	53%
7b.	My organisation is making the necessary improvements to meet our future challenges	42%	47%



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

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



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



Q3e. My performance is assessed against clear criteria



Q3e. My performance is assessed against clear criteria



Q3e. My performance is assessed against clear criteria



Q6d. Senior managers encourage innovation by employees



Q6d. Senior managers encourage innovation by employees



Q6d. Senior managers encourage innovation by employees



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



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



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



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.

36%

of employees replied favourably to:

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

37%

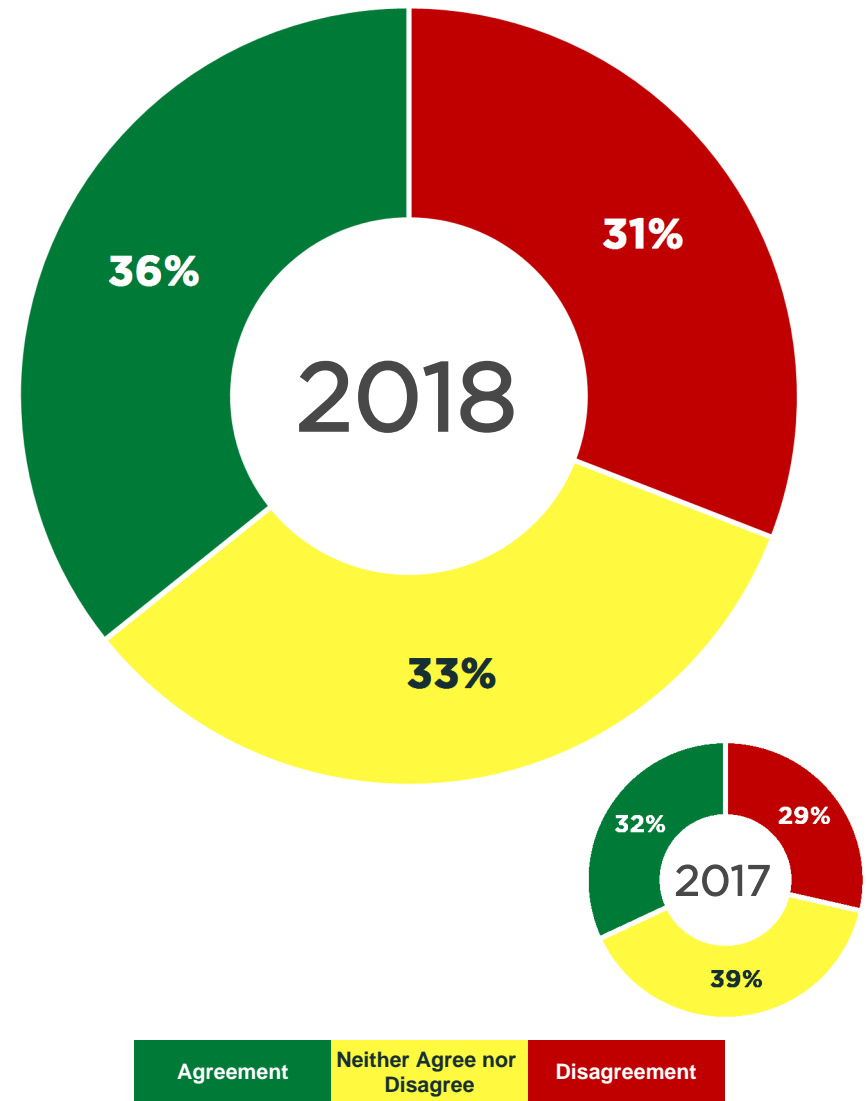
SECTOR

28%

CLUSTER

32%

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	37%	41%	40%	52%
2	Q6h. I feel that senior managers listen to employees	38%	44%	34%	43%
3	Q2d. There is good team spirit in my workgroup	66%	62%	64%	70%
4	Q7a. My organisation focuses on improving the work we do	65%	68%	58%	69%
5	Q3g. I am satisfied with the opportunities available for career development in my organisation	37%	39%	41%	50%
6	Q6a. I believe senior managers provide clear direction for the future of the organisation	39%	48%	40%	49%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Crown Solicitor's Office

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.

	Crown Solicitor's Office	Civil Law Division	Commercial & Property Law Division	Corporate Services Division	Inquiries & Criminal Law Division	Public Law, Employment & Child Protection Division
NUMBER OF RESPONDENTS	179	45	30	30	32	32
EMPLOYEE ENGAGEMENT	64%	65%	54%	65%	63%	71%
ENGAGEMENT WITH WORK	69%	74%	53%	66%	78%	76%
SENIOR MANAGERS	40%	37%	38%	41%	39%	44%
COMMUNICATION	56%	62%	49%	61%	50%	58%
HIGH PERFORMANCE	58%	57%	47%	63%	58%	66%
PUBLIC SECTOR VALUES	59%	60%	52%	58%	58%	69%
DIVERSITY & INCLUSION	68%	77%	57%	74%	55%	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 10 RESPONDENTS



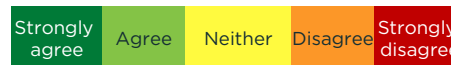
EXPLORE THE FULL RESULTS

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	64% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	17	40	29	10	57%	59%	54%	61%
Q7j. I am proud to tell others I work for my organisation	24	47	22	7	70%	74%	66%	69%
Q7k. I feel a strong personal attachment to my organisation	18	36	32	10	54%	58%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives	13	38	29	15	51%	51%	47%	55%
Q7m. My organisation inspires me to do the best in my job	15	32	34	14	47%	53%	46%	55%

KEY

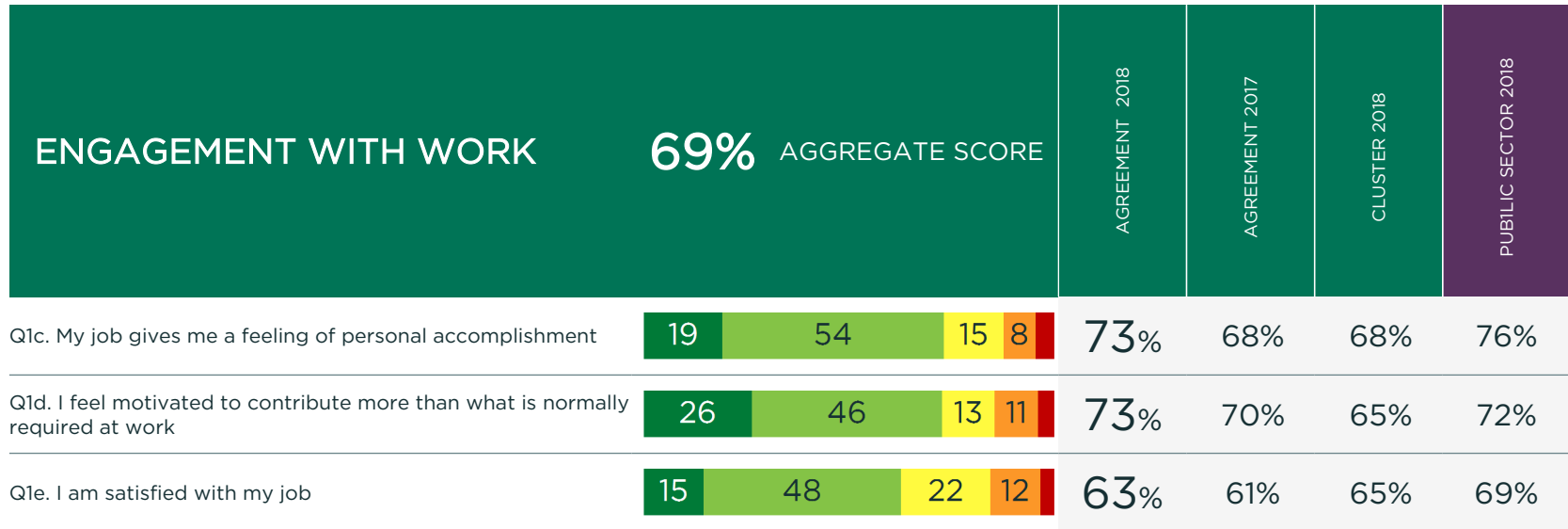




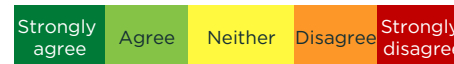
EXPLORE THE FULL RESULTS

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.



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	40% 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	9	30	29	22	10	39%	48%	40%	49%
Q6b. I feel that senior managers effectively lead and manage change	11	26	28	24	11	37%	46%	37%	46%
Q6c. I feel that senior managers model the values of my organisation	12	28	34	18	8	40%	54%	42%	50%
Q6d. Senior managers encourage innovation by employees		26	36	23	8	32%	39%	38%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		31	36	20	7	37%	43%	44%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	19	41	25	12		60%	66%	53%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	9	34	28	21	8	43%	46%	39%	47%
Q6h. I feel that senior managers listen to employees	10	27	26	21	15	38%	44%	34%	43%
Q7c. I feel that change is managed well in my organisation		25	26	27	16	32%	34%	31%	40%

KEY





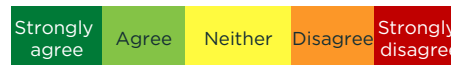
EXPLORE THE FULL RESULTS

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.

COMMUNICATION	56% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	27	39	18	12	66%	70%	66%	72%	
Q5d. My manager encourages and values employee input	29	41	18	9	70%	72%	65%	72%	
Q5e. My manager involves my workgroup in decisions about our work	20	37	26	12	57%	58%	59%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	9	34	28	21	8	43%	46%	39%	47%
Q6h. I feel that senior managers listen to employees	10	27	26	21	15	38%	44%	34%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	43	20	12	63%	68%	60%	67%	

KEY





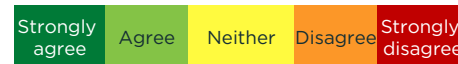
EXPLORE THE FULL RESULTS

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				58% 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	24	62			86%	86%	88%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	31	46	12	9	77%	72%	72%	79%	
Q3f. I have received appropriate training and development to do my job well	10	38	31	15	48%	59%	56%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	26	43	22		69%	72%	65%	74%	
Q5f. I have confidence in the decisions my manager makes	28	38	24		66%	64%	63%	68%	
Q6d. Senior managers encourage innovation by employees		26	36	23	8	32%	39%	38%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		31	36	20	7	37%	43%	44%	52%
Q7a. My organisation focuses on improving the work we do	17	47	22	10		65%	68%	58%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	12	30	28	22	8	42%	47%	47%	57%

KEY

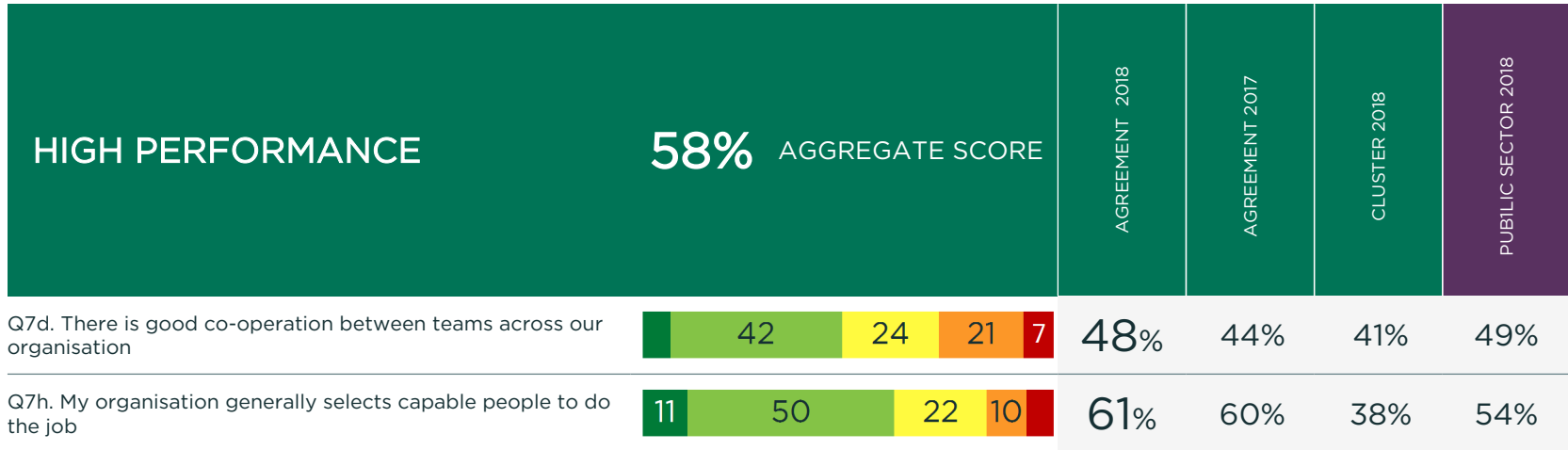




EXPLORE THE FULL RESULTS

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





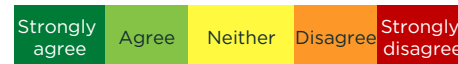
EXPLORE THE FULL RESULTS

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	59% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
	Q2a. My workgroup strives to achieve customer/client satisfaction	40	50	90%	89%	78%	86%		
Q2e. People in my workgroup treat each other with respect	36	44	14	80%	80%	69%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	26	43	22	69%	72%	65%	74%		
Q5b. My manager listens to what I have to say	35	39	14	9	74%	74%	70%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	9	30	29	22	10	39%	48%	40%	49%
Q6c. I feel that senior managers model the values of my organisation	12	28	34	18	8	40%	54%	42%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	19	41	25	12		60%	66%	53%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	9	34	28	21	8	43%	46%	39%	47%
Q6h. I feel that senior managers listen to employees	10	27	26	21	15	38%	44%	34%	43%

KEY

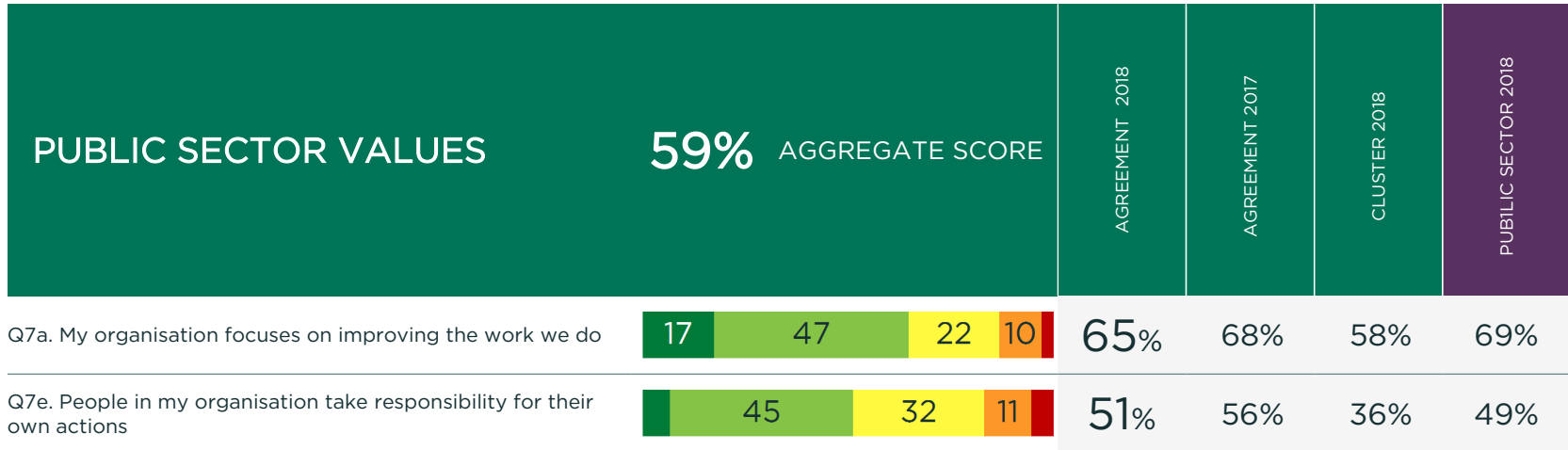




EXPLORE THE FULL RESULTS

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





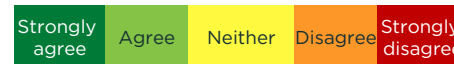
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

DIVERSITY & INCLUSION	68% 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	12	43	19	20	55%	60%	57%	65%
Q5b. My manager listens to what I have to say	35	39	14	9	74%	74%	70%	76%
Q5d. My manager encourages and values employee input	29	41	18	9	70%	72%	65%	72%
Q6i. Senior managers in my organisation support the career advancement of women	31	41	23	5	72%	74%	58%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	25	52	15	8	77%	78%	68%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	28	46	16	10	75%	76%	68%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	43	20	12	63%	68%	60%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	20	40	21	15	59%	58%	60%	59%
Q8e. My manager supports flexible working in my team	25	45	20	7	70%	-	63%	63%

KEY

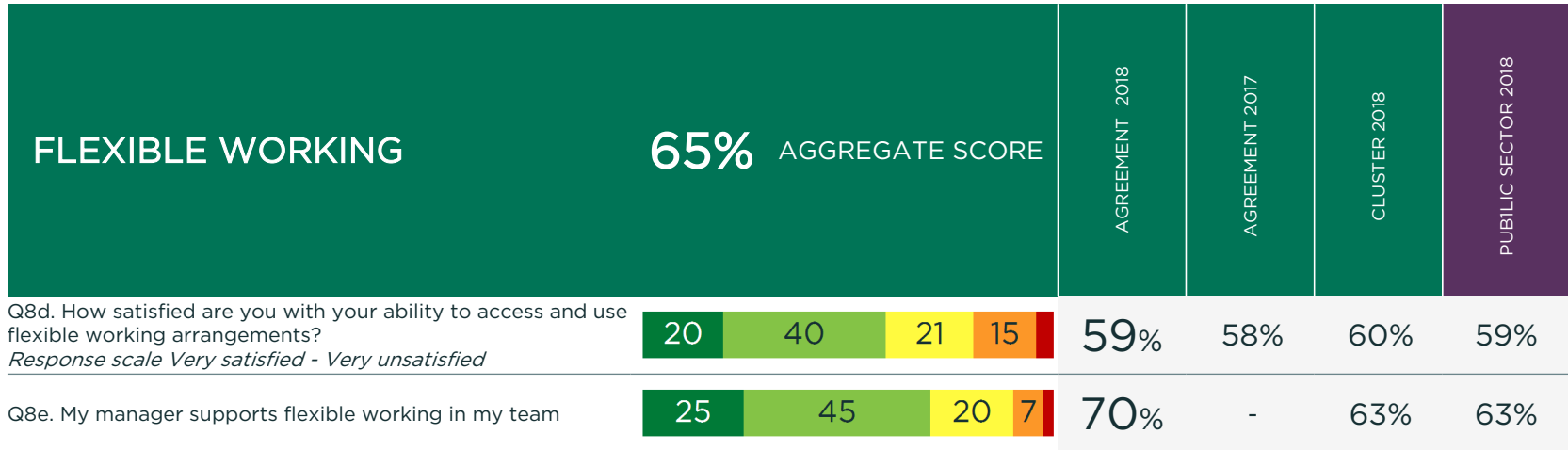




EXPLORE THE FULL RESULTS

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

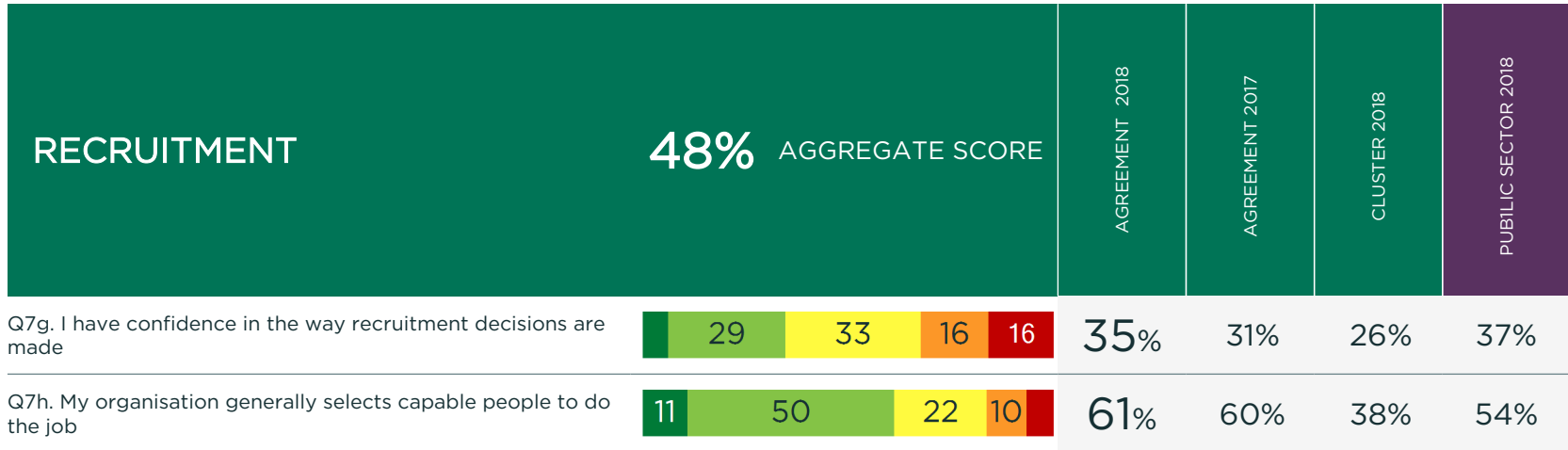




EXPLORE THE FULL RESULTS

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





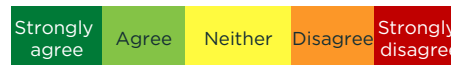
EXPLORE THE FULL RESULTS

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	48% 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	15	48	21	13	63%	59%	55%	65%
Q3e. My performance is assessed against clear criteria		34	37	17	41%	38%	45%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	9	28	22	25	37%	39%	41%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	30	41	16	10	72%	63%	62%	69%
Q5h. My manager appropriately deals with employees who perform poorly	11	24	45	15	35%	39%	40%	46%
Q7f. My organisation is committed to developing its employees	9	28	30	22	37%	41%	40%	52%

KEY





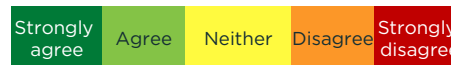
EXPLORE THE FULL RESULTS

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.

	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	12	43	19	20	55%	60%	57%	65%
Q1f. I am able to keep my work stress at an acceptable level	7	49	22	16	56%	59%	60%	60%
Q2c. I receive help and support from other members of my workgroup	30	46	16		77%	78%	77%	81%
Q2d. There is good team spirit in my workgroup	25	41	16	13	66%	62%	64%	70%

KEY

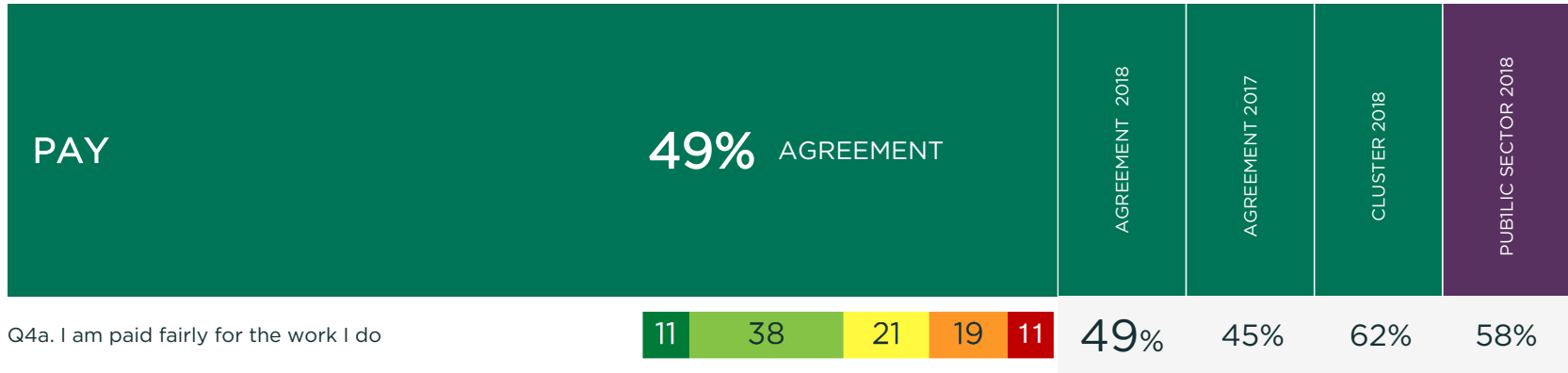




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

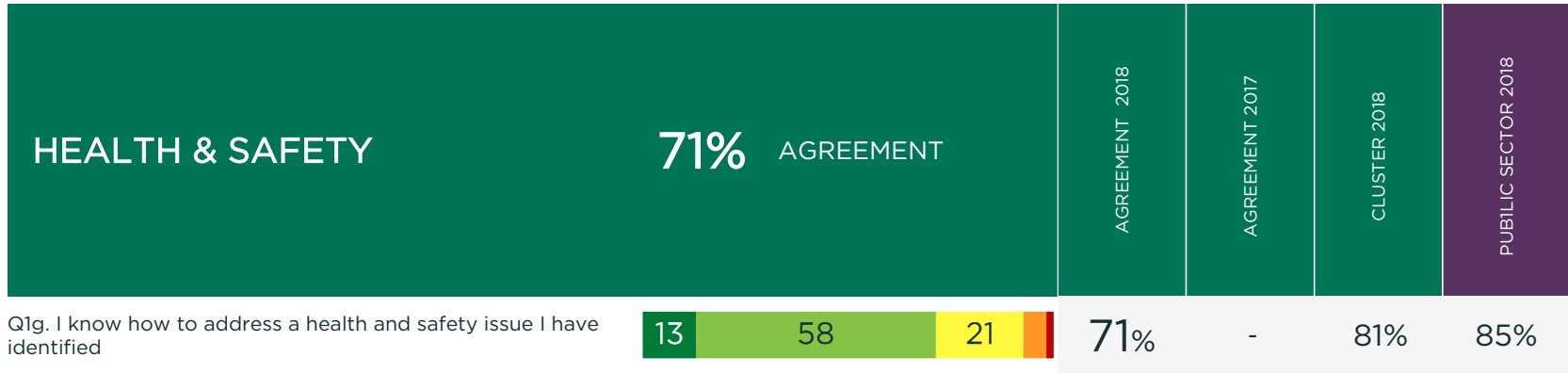




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

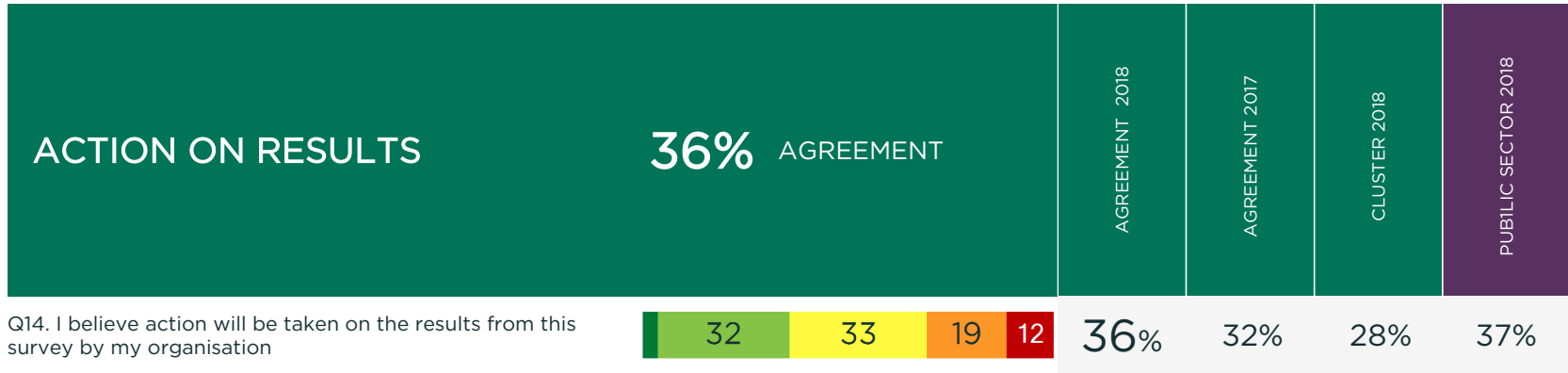




EXPLORE THE FULL RESULTS

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

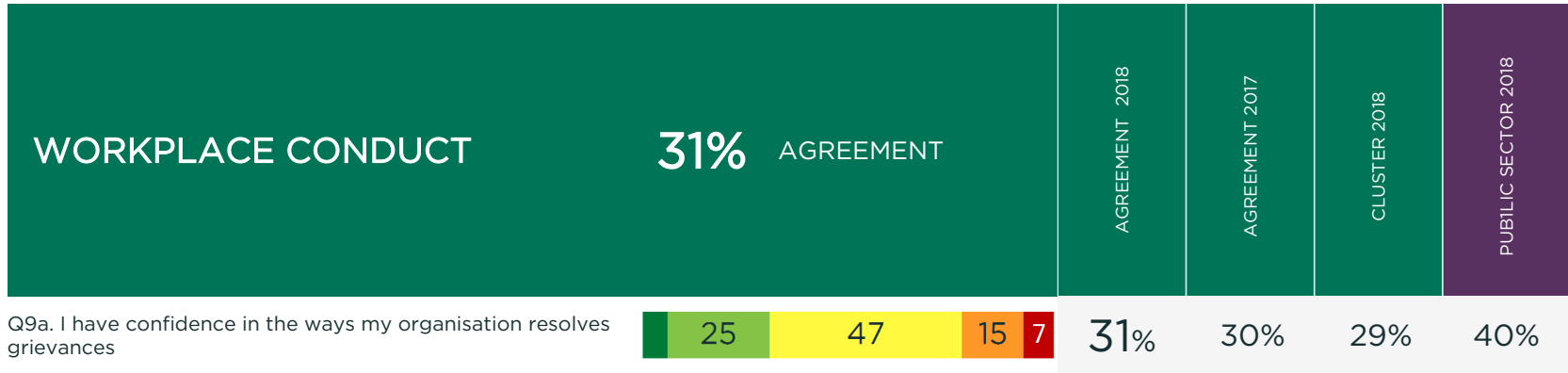




EXPLORE THE FULL RESULTS

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		62%	35%	52%	71%
No		38%	65%	48%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		72%	63%	67%	76%
No		28%	37%	33%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		32%	29%	43%	58%
No		68%	71%	57%	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		54%	54%	42%	41%
No		46%	46%	58%	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
Lack of promotion opportunities		40%	42%	37%	29%
Lack of visible opportunities		36%	34%	33%	30%
The application/recruitment process is too cumbersome or time consuming		29%	32%	27%	23%
There are no major barriers to my career progression		29%	30%	27%	32%
Lack of support for temporary assignments/secondments		29%	22%	21%	15%
Personal/family considerations		18%	21%	34%	30%
Insufficient training and development		17%	13%	22%	16%
Lack of support from my manager/supervisor		14%	13%	18%	14%
Lack of required capabilities or experience		11%	13%	12%	11%
Other		11%	10%	10%	9%
Geographic location considerations		9%	9%	35%	26%

% are calculated with the number of unique respondents (N = 171 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		11%	8%	24%	24%
No		70%	75%	59%	58%
Don't know		20%	17%	17%	18%
Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		44%	43%	67%	66%
No		50%	57%	31%	32%
Don't know		6%	-	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		15%	24%	34%	33%
No		66%	65%	57%	57%
Don't know		20%	12%	9%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		6%	12%	20%	18%
No		82%	82%	73%	76%
Don't know		12%	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
Your Immediate Manager/Supervisor		30%	21%	25%	23%
A fellow worker at your level		30%	18%	23%	27%
Prefer not to say		30%	21%	14%	14%
A senior manager		10%	27%	26%	21%
A subordinate	(r)				
A client or customer	(r)				
A member of the public other than a client or customer	(r)				
Other	(r)				



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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		1%	-	3%	3%
No	████████████████████	97%	-	94%	94%
Don't know		2%	-	3%	2%


Q12b. If yes to 12a, please indicate the role of the person who has been the source of the most serious physical harm and/or sexual harassment or abuse you have been subjected to in the last 12 months

A person at work	(r)
A member of the public	(r)
Other	(r)
Prefer not to say	(r)



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

JUSTICE CUSTOMISED QUESTIONS		2018	CLUSTER 2018
Q1. What is your work location?			
Metropolitan NSW		100%	63%
Regional NSW		0%	37%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

JUSTICE CUSTOMISED QUESTIONS

2018

CLUSTER 2018

Q2. What best describes your role in the Justice cluster, e.g. within the Department of Justice, NSW Police, NSW Rural Fire Service or Fire and Rescue NSW, etc.?

Sworn police officer - general duties	0%	5%
Sworn police officer - other	0%	9%
Non-sworn employee of NSW Police Force	0%	6%
Permanent Fire fighter	0%	6%
Retained Fire fighter	0%	2%
Custodial Officer	0%	18%
Youth Worker	0%	3%
Legal officer or other legal professional	66%	3%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

JUSTICE CUSTOMISED QUESTIONS		2018	CLUSTER 2018
Q2. What best describes your role in the Justice cluster, e.g. within the Department of Justice, NSW Police, NSW Rural Fire Service or Fire and Rescue NSW, etc.?			
Administrative or other clerical worker		27%	24%
Sheriff's Officer		0%	2%
Community Corrections Officer (Probation & Parole)		0%	5%
Psychologist		0%	1%
Teacher		0%	0%
Welfare Officer		0%	1%
Other		8%	16%
Q3. When you answered the questions on Senior Managers e.g. "I feel that senior managers effectively lead and manage change" were you mainly thinking about:			
The most senior leadership in the Department. That is Secretary, Public Service Senior Executives across Bands 1 to 3 and direct reports		84%	55%
Other		16%	45%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		27%
Female		71%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		-
20 - 24		4%
25 -29		24%
30 - 34		9%
35 - 39		15%
40 - 44		12%
45 - 49		9%
50 - 54		10%
55 - 59		9%
60 - 64		6%
65+		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

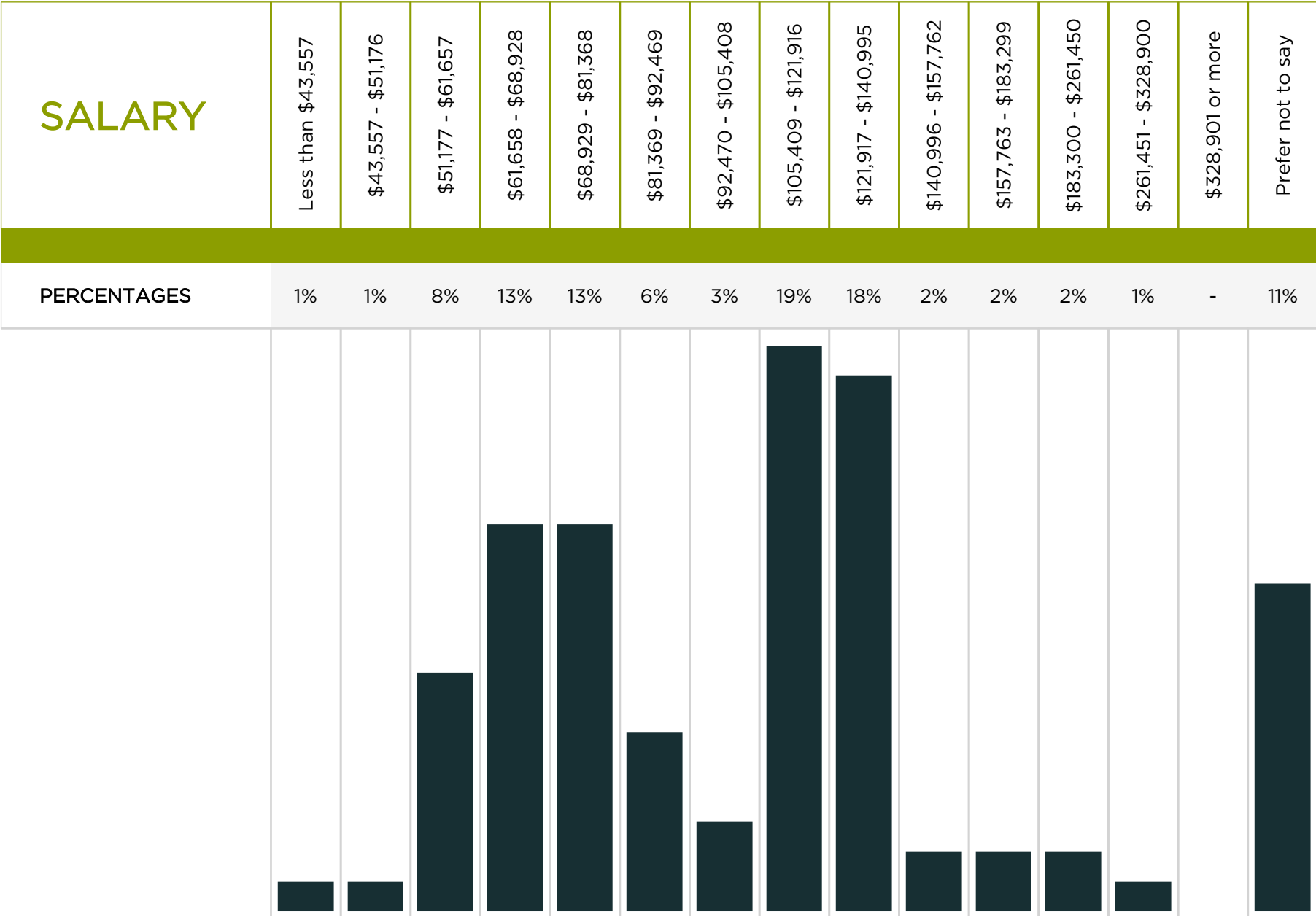
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	1%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	1%
Administrative support (e.g. executive/personal assistant, receptionist)	18%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	13%
Policy	-
Research	-
Program and project management support	-
Legal (including developing and/or reviewing legislation)	64%
Other	3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		24%
1 - 2 years		12%
2 - 5 years		22%
5 - 10 years		13%
10 - 20 years		19%
More than 20 years		10%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
Flexible start and finish times		56%
None of the above		22%
Working from home		18%
Part-time work		14%
Working additional hours to make up for time off		11%
Leave without pay		9%
Other		5%

% are calculated with the number of unique respondents (N = 159 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

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

% are calculated with the number of unique respondents (N = 159 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.

	Crown Solicitor's Office	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	179	1	2	29	21	0	0	0	104	5
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)
SENIOR MANAGERS	40%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	38%	(r)
COMMUNICATION	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	56%	(r)
HIGH PERFORMANCE	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	57%	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	61%	(r)
DIVERSITY & INCLUSION	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	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.

	Crown Solicitor's Office	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	179	1	2	13	20	21	10	5	30	29	3	3	3	2
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	55%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	67%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	40%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	26%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	48%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	53%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	51%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62%	(r)	(r)	(r)	(r)	(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.

	Crown Solicitor's Office	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	179	0	18
EMPLOYEE ENGAGEMENT	64%	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)
SENIOR MANAGERS	40%	(r)	(r)
COMMUNICATION	56%	(r)	(r)
HIGH PERFORMANCE	58%	(r)	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(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 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.

	Crown Solicitor's Office	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	179	39	20	36	21	30	16
EMPLOYEE ENGAGEMENT	64%	75%	(r)	67%	(r)	54%	(r)
ENGAGEMENT WITH WORK	69%	76%	(r)	71%	(r)	64%	(r)
SENIOR MANAGERS	40%	59%	(r)	40%	(r)	28%	(r)
COMMUNICATION	56%	72%	(r)	58%	(r)	44%	(r)
HIGH PERFORMANCE	58%	75%	(r)	58%	(r)	45%	(r)
PUBLIC SECTOR VALUES	59%	75%	(r)	63%	(r)	44%	(r)
DIVERSITY & INCLUSION	68%	81%	(r)	69%	(r)	58%	(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

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.

	Crown Solicitor's Office	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	179	89	3	17	2	22	1	3	28	1	15	4	8	35
EMPLOYEE ENGAGEMENT	64%	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62%
ENGAGEMENT WITH WORK	69%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	70%
SENIOR MANAGERS	40%	45%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	33%
COMMUNICATION	56%	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	55%
HIGH PERFORMANCE	58%	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	56%
PUBLIC SECTOR VALUES	59%	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	58%
DIVERSITY & INCLUSION	68%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	66%

*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.

	Crown Solicitor's Office	Sydney East	Sydney - City and Inner South	Sydney - Eastern Suburbs	Sydney - Inner South West	Sydney - Inner West	Sydney - North Sydney and Hornsby	Sydney - Northern Beaches	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - Parramatta	Sydney - Ryde	Sydney - South West
NUMBER OF RESPONDENTS	179	157	157	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	64%	64%	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	70%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	40%	41%	41%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	56%	57%	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	58%	58%	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	59%	59%	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	69%	69%	(r)	(r)	(r)	(r)	(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

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.

	Crown Solicitor's Office	Sydney West	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Illawarra	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	Sydney - Sutherland
NUMBER OF RESPONDENTS	179	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	40%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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

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.

	Crown Solicitor's Office	OUTSIDE NSW	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury	Sydney - Blacktown
NUMBER OF RESPONDENTS	179	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	40%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	56%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	58%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	(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

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.

	Crown Solicitor's Office	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	179	0	7	39	14	25	20	15	16	15	9	2
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	40%	(r)	(r)	45%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	56%	(r)	(r)	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	58%	(r)	(r)	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(r)	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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 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.

	Crown Solicitor's Office	Male	Female	Other
NUMBER OF RESPONDENTS	179	44	115	3
EMPLOYEE ENGAGEMENT	64%	64%	64%	(r)
ENGAGEMENT WITH WORK	69%	72%	71%	(r)
SENIOR MANAGERS	40%	49%	38%	(r)
COMMUNICATION	56%	60%	56%	(r)
HIGH PERFORMANCE	58%	61%	57%	(r)
PUBLIC SECTOR VALUES	59%	65%	58%	(r)
DIVERSITY & INCLUSION	68%	72%	68%	(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

WHAT IS YOUR WORK LOCATION?



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.

	Crown Solicitor's Office	Metropolitan NSW	Regional NSW
NUMBER OF RESPONDENTS	179	162	0
EMPLOYEE ENGAGEMENT	64%	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)
SENIOR MANAGERS	40%	(r)	(r)
COMMUNICATION	56%	(r)	(r)
HIGH PERFORMANCE	58%	(r)	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(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



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.

	Crown Solicitor's Office	Sworn police officer - general duties	Sworn police officer - other	Non-sworn employee of NSW Police Force	Permanent Fire fighter	Retained Fire fighter	Custodial Officer	Youth Worker	Legal officer or other legal professional	Administrative or other clerical worker	Sheriff's Officer	Community Corrections Officer (Probation & Parole)	Psychologist	Teacher
NUMBER OF RESPONDENTS	179	0	0	0	0	0	0	0	104	42	0	0	0	0
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	65%	63%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	73%	70%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	40%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	40%	45%	(r)	(r)	(r)	(r)
COMMUNICATION	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	59%	55%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	59%	59%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	63%	55%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%	67%	(r)	(r)	(r)	(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



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.

	Crown Solicitor's Office	Welfare Officer	Other
NUMBER OF RESPONDENTS	179	0	12
EMPLOYEE ENGAGEMENT	64%	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)
SENIOR MANAGERS	40%	(r)	(r)
COMMUNICATION	56%	(r)	(r)
HIGH PERFORMANCE	58%	(r)	(r)
PUBLIC SECTOR VALUES	59%	(r)	(r)
DIVERSITY & INCLUSION	68%	(r)	(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

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

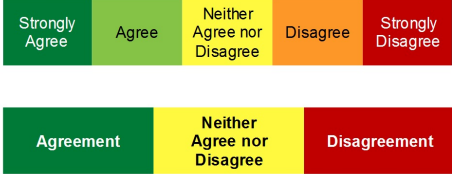
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.