

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Planning and Environment

Australian Museum

RESPONSE RATE

100%

208 OF 208 RESPONDENTS

EMPLOYEE ENGAGEMENT

73%

DIFFERENCE FROM 2017 +1
 DIFFERENCE FROM CLUSTER +5
 DIFFERENCE FROM PUBLIC SECTOR +8

ENGAGEMENT WITH WORK

78%

DIFFERENCE FROM 2017 -2
 DIFFERENCE FROM CLUSTER +4
 DIFFERENCE FROM PUBLIC SECTOR +6

SENIOR MANAGERS

46%

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

COMMUNICATION

62%

DIFFERENCE FROM 2017 +2
 DIFFERENCE FROM CLUSTER -4
 DIFFERENCE FROM PUBLIC SECTOR +1

HIGH PERFORMANCE

66%

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

PUBLIC SECTOR VALUES

63%

DIFFERENCE FROM 2017 +4
 DIFFERENCE FROM CLUSTER -2
 DIFFERENCE FROM PUBLIC SECTOR +1

DIVERSITY & INCLUSION

78%

DIFFERENCE FROM CLUSTER +3
 DIFFERENCE FROM PUBLIC SECTOR +10

FLEXIBLE WORKING SATISFACTION

75%

DIFFERENCE FROM 2017 -2
 DIFFERENCE FROM CLUSTER +2
 DIFFERENCE FROM PUBLIC SECTOR +16

ACTION ON RESULTS

35%

DIFFERENCE FROM 2017 +2
 DIFFERENCE FROM CLUSTER -11
 DIFFERENCE FROM PUBLIC SECTOR -2



QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

This page compares the aggregate or individual scores for key topics. The individual questions in each group are listed in the All Questions section.

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

Response Rate: some entities exceed 100% where responses were greater than the employee headcount. This is thought to be primarily due to employees selecting the wrong work location in the survey

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

2a.	My workgroup strives to achieve customer/client satisfaction	92%	92%
1a.	I understand what is expected of me to do well in my role	88%	90%
7j.	I am proud to tell others I work for my organisation	87%	86%
2e.	People in my workgroup treat each other with respect	86%	85%
2c.	I receive help and support from other members of my workgroup	86%	87%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	86%	75%
1g.	I know how to address a health and safety issue I have identified	85%	-
7k.	I feel a strong personal attachment to my organisation	85%	80%
1d.	I feel motivated to contribute more than what is normally required at work	85%	83%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	84%	80%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

7c.	I feel that change is managed well in my organisation	32%	28%
9a.	I have confidence in the ways my organisation resolves grievances	34%	34%
7g.	I have confidence in the way recruitment decisions are made	34%	40%
6h.	I feel that senior managers listen to employees	35%	29%
14.	I believe action will be taken on the results from this survey by my organisation	35%	33%
3g.	I am satisfied with the opportunities available for career development in my organisation	40%	41%
7f.	My organisation is committed to developing its employees	40%	36%
6b.	I feel that senior managers effectively lead and manage change	40%	36%
6g.	I feel that senior managers keep employees informed about what's going on	43%	36%
7d.	There is good co-operation between teams across our organisation	45%	46%



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

6c.	I feel that senior managers model the values of my organisation	49%	34%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	66%	53%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	86%	75%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	73%	62%
3f.	I have received appropriate training and development to do my job well	65%	57%
3e.	My performance is assessed against clear criteria	57%	49%
6g.	I feel that senior managers keep employees informed about what's going on	43%	36%
6h.	I feel that senior managers listen to employees	35%	29%
7i.	I would recommend my organisation as a great place to work	69%	63%
6a.	I believe senior managers provide clear direction for the future of the organisation	50%	45%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

7g.	I have confidence in the way recruitment decisions are made	34%	40%
1c.	My job gives me a feeling of personal accomplishment	81%	85%
1e.	I am satisfied with my job	68%	72%
5c.	My manager communicates effectively with me	72%	75%
5h.	My manager appropriately deals with employees who perform poorly	45%	47%
5b.	My manager listens to what I have to say	83%	84%
1a.	I understand what is expected of me to do well in my role	88%	90%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	75%	77%
4a.	I am paid fairly for the work I do	64%	65%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	50%	52%



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

Q6. My organisation has the right tools in place to assist and manage geographically dispersed teams



Q6. My organisation has the right tools in place to assist and manage geographically dispersed teams



Q6. My organisation has the right tools in place to assist and manage geographically dispersed teams



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



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



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



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



Q7f. My organisation is committed to developing its employees



Q7f. My organisation is committed to developing its employees



Q7f. My organisation is committed to developing its employees



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



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



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



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.

35%

of employees replied favourably to:

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

37%

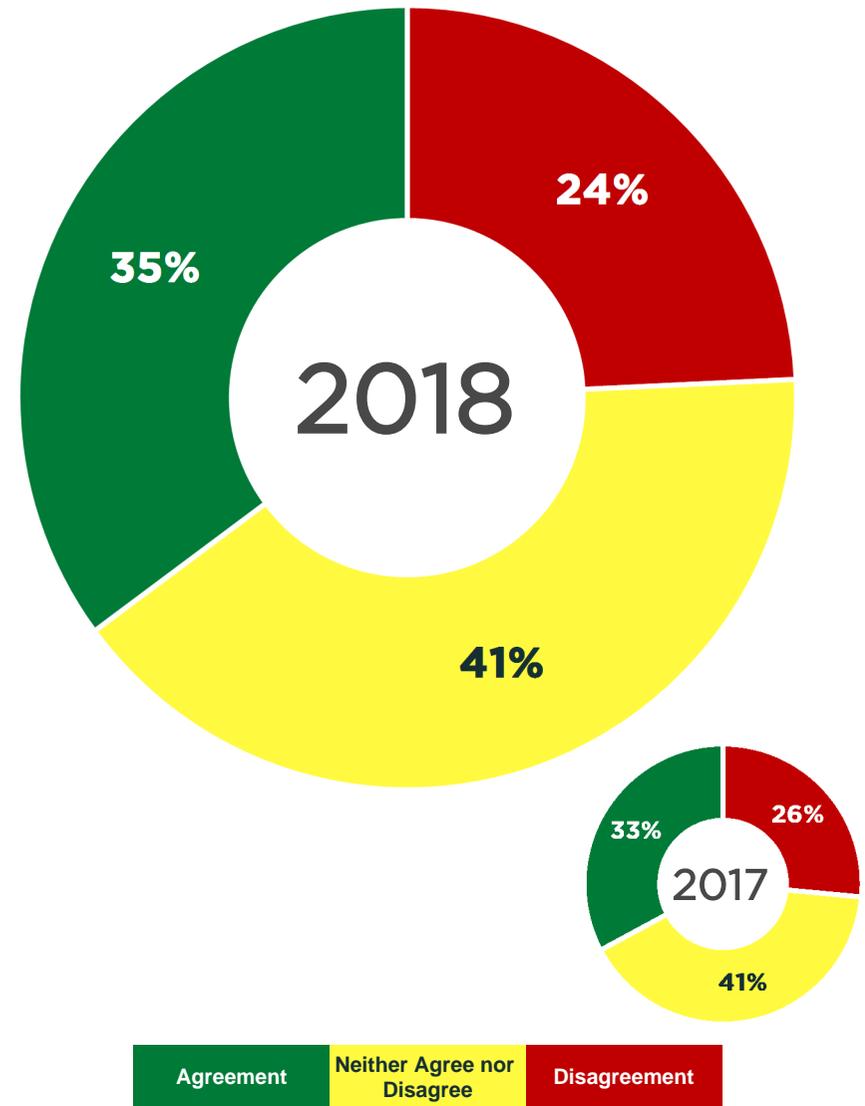
SECTOR

47%

CLUSTER

33%

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	Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	86%	75%	80%	76%
2	Q7b. My organisation is making the necessary improvements to meet our future challenges	57%	54%	54%	57%
3	Q7f. My organisation is committed to developing its employees	40%	36%	52%	52%
4	Q7a. My organisation focuses on improving the work we do	68%	66%	68%	69%
5	Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	84%	80%	78%	75%
6	Q6h. I feel that senior managers listen to employees	35%	29%	46%	43%



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	73% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	18	51	22		69%	63%	66%	61%
Q7j. I am proud to tell others I work for my organisation	42	46	10		87%	86%	75%	69%
Q7k. I feel a strong personal attachment to my organisation	35	50	10		85%	80%	69%	63%
Q7l. My organisation motivates me to help it achieve its objectives	20	45	23	11	65%	60%	59%	55%
Q7m. My organisation inspires me to do the best in my job	19	50	22	8	69%	65%	59%	55%

KEY





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ENGAGEMENT WITH WORK	78% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q1c. My job gives me a feeling of personal accomplishment	28	52	11	7	81%	85%	76%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	32	52	9		85%	83%	76%	72%
Q1e. I am satisfied with my job	21	47	20	10	68%	72%	71%	69%

KEY





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SENIOR MANAGERS	46% 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	14	37	23	17	10	50%	45%	50%	49%
Q6b. I feel that senior managers effectively lead and manage change	8	33	28	20	12	40%	36%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	10	39	26	15	10	49%	34%	51%	50%
Q6d. Senior managers encourage innovation by employees	7	41	31	13	8	48%	46%	51%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	39	32	13	8	50%	52%	55%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	18	48	22	8	4	66%	53%	68%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	7	36	26	23	8	43%	36%	50%	47%
Q6h. I feel that senior managers listen to employees	0	29	34	19	11	35%	29%	46%	43%
Q7c. I feel that change is managed well in my organisation	0	27	28	29	10	32%	28%	32%	40%

KEY





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COMMUNICATION	62% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	29	43	15	9	72%	75%	75%	72%	
Q5d. My manager encourages and values employee input	36	44	12	8	81%	79%	79%	72%	
Q5e. My manager involves my workgroup in decisions about our work	28	44	19	7	72%	72%	72%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	7	36	26	23	8	43%	36%	50%	47%
Q6h. I feel that senior managers listen to employees	29	34	19	11	35%	29%	46%	43%	
Q8c. I am able to speak up and share a different view to my colleagues and manager	21	48	19	10	69%	69%	75%	67%	

KEY





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	HIGH PERFORMANCE		66% 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	31	57		88%	90%	86%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	36	49	8	84%	82%	84%	79%		
Q3f. I have received appropriate training and development to do my job well	15	50	21	10	65%	57%	63%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	25	50	17		75%	76%	78%	74%	
Q5f. I have confidence in the decisions my manager makes	29	46	15		75%	75%	74%	68%	
Q6d. Senior managers encourage innovation by employees	7	41	31	13	8	48%	46%	51%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	39	32	13		50%	52%	55%	52%
Q7a. My organisation focuses on improving the work we do	13	55	22	8		68%	66%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	13	45	25	15		57%	54%	54%	57%

KEY

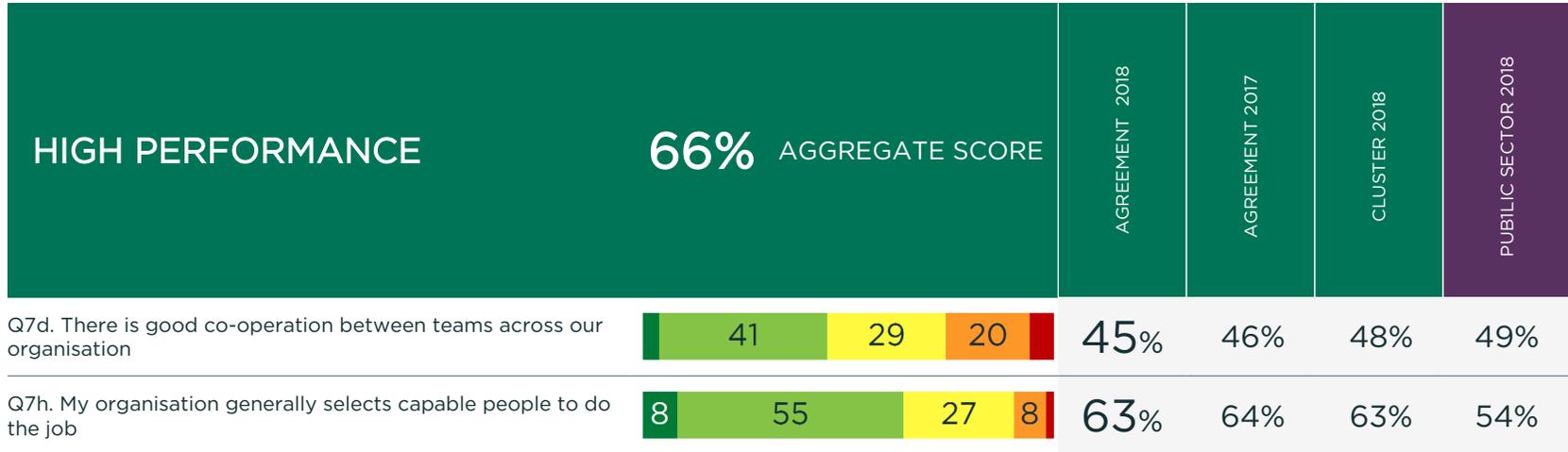




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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY





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PUBLIC SECTOR VALUES		63% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q2a. My workgroup strives to achieve customer/client satisfaction		45	47	92%	92%	90%	86%
Q2e. People in my workgroup treat each other with respect		39	47	86%	85%	83%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		25	50	75%	76%	78%	74%
Q5b. My manager listens to what I have to say		36	46	83%	84%	82%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation		14	37	50%	45%	50%	49%
Q6c. I feel that senior managers model the values of my organisation		10	39	49%	34%	51%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		18	48	66%	53%	68%	62%
Q6g. I feel that senior managers keep employees informed about what's going on		7	36	43%	36%	50%	47%
Q6h. I feel that senior managers listen to employees		0	29	35%	29%	46%	43%

KEY

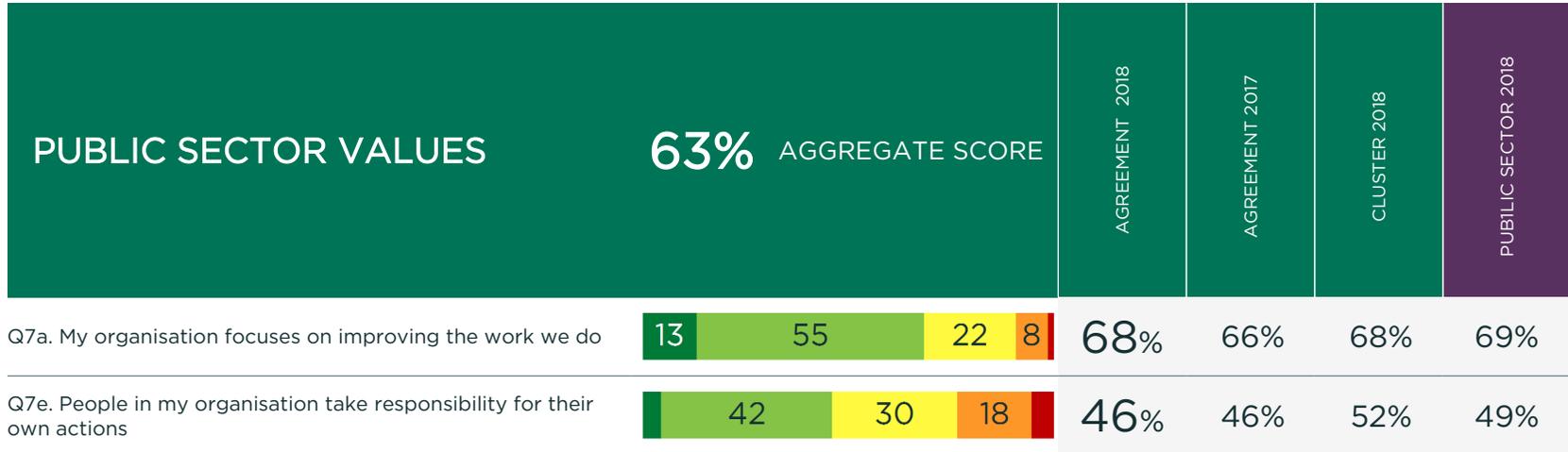




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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY





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DIVERSITY & INCLUSION		78% 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		67%	65%	66%	65%		
Q5b. My manager listens to what I have to say		83%	84%	82%	76%		
Q5d. My manager encourages and values employee input		81%	79%	79%	72%		
Q6i. Senior managers in my organisation support the career advancement of women		74%	70%	67%	60%		
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		86%	75%	80%	76%		
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)		84%	80%	78%	75%		
Q8c. I am able to speak up and share a different view to my colleagues and manager		69%	69%	75%	67%		
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>		75%	77%	73%	59%		
Q8e. My manager supports flexible working in my team		82%	-	77%	63%		

KEY

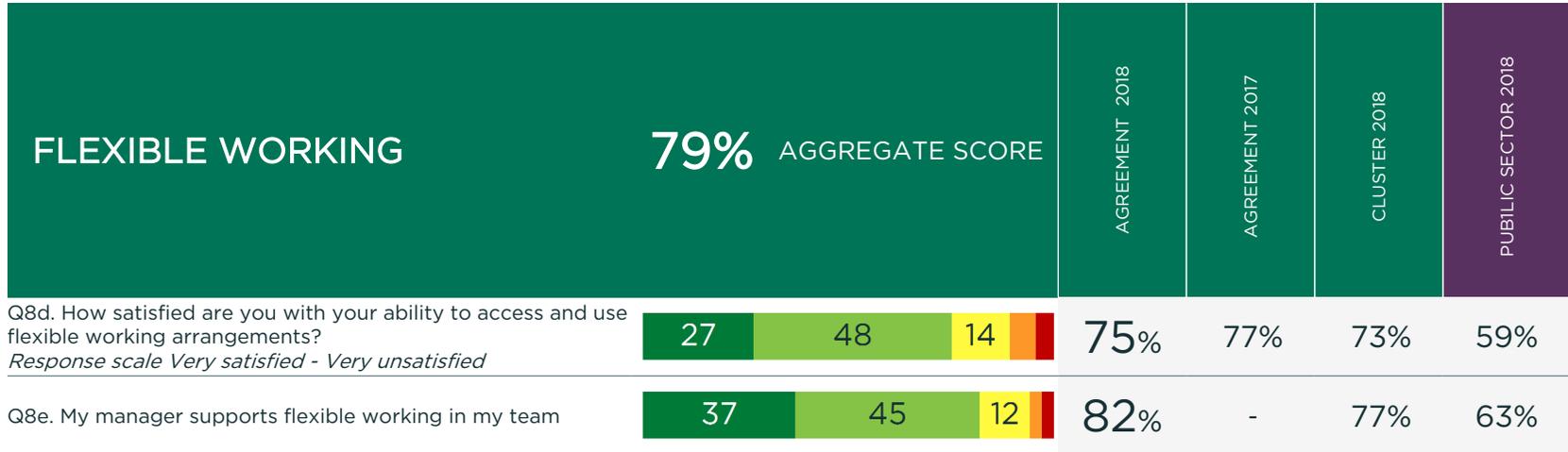




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KEY

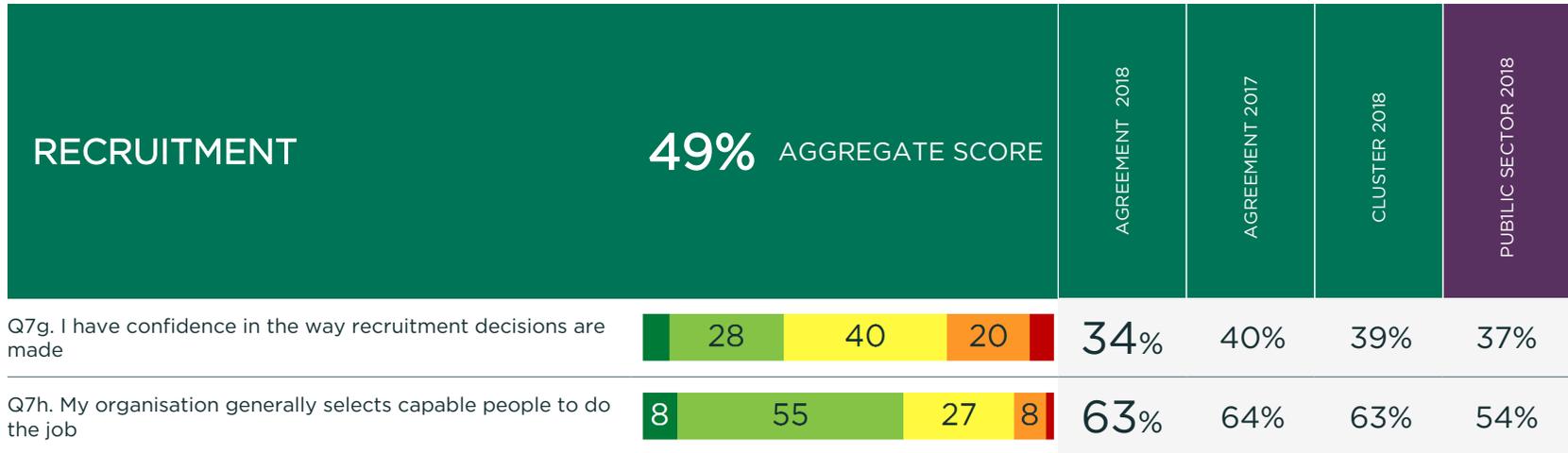




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KEY





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PERFORMANCE FRAMEWORK & DEVELOPMENT

55% 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	21 53 16 8	73%	62%	67%	65%
Q3e. My performance is assessed against clear criteria	15 42 26 13	57%	49%	52%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	12 28 28 20 12	40%	41%	47%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	37 39 16	76%	76%	76%	69%
Q5h. My manager appropriately deals with employees who perform poorly	18 27 40 8	45%	47%	46%	46%
Q7f. My organisation is committed to developing its employees	34 40 16	40%	36%	52%	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.

WORKPLACE SUPPORT		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		67%	65%	66%	65%		
Q1f. I am able to keep my work stress at an acceptable level		63%	63%	64%	60%		
Q2c. I receive help and support from other members of my workgroup		86%	87%	86%	81%		
Q2d. There is good team spirit in my workgroup		79%	77%	75%	70%		

KEY

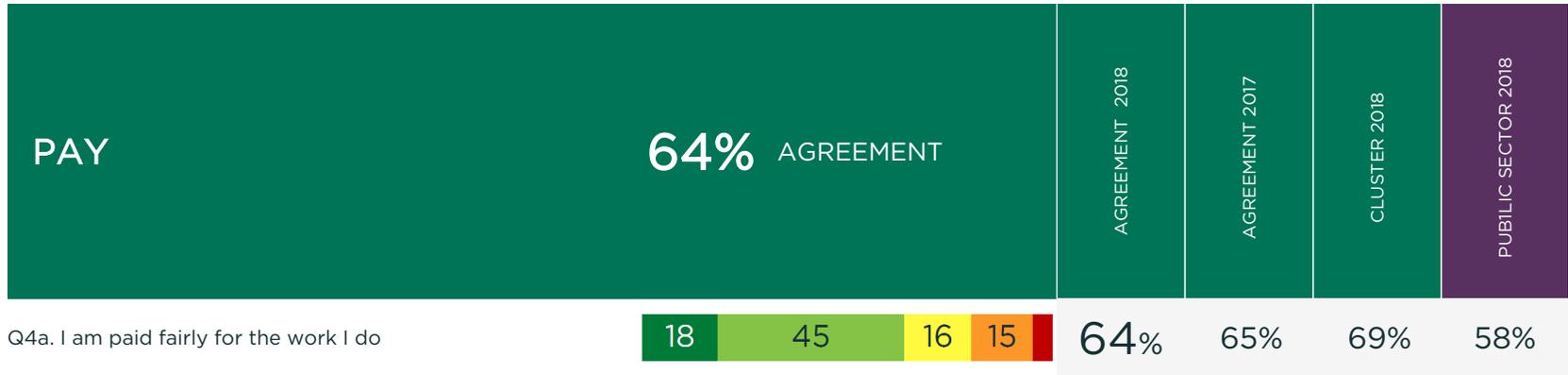




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KEY

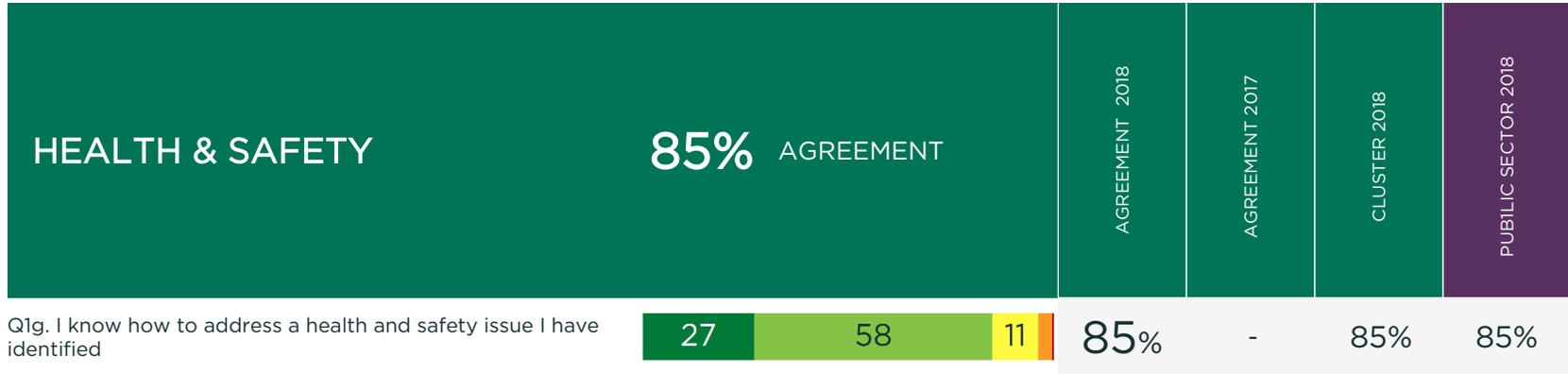




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KEY

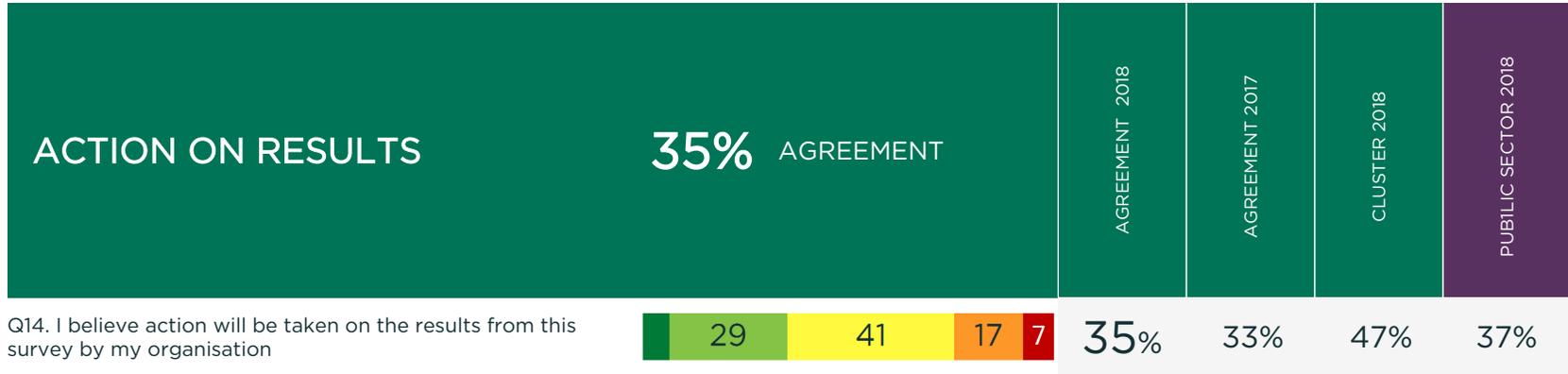




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KEY

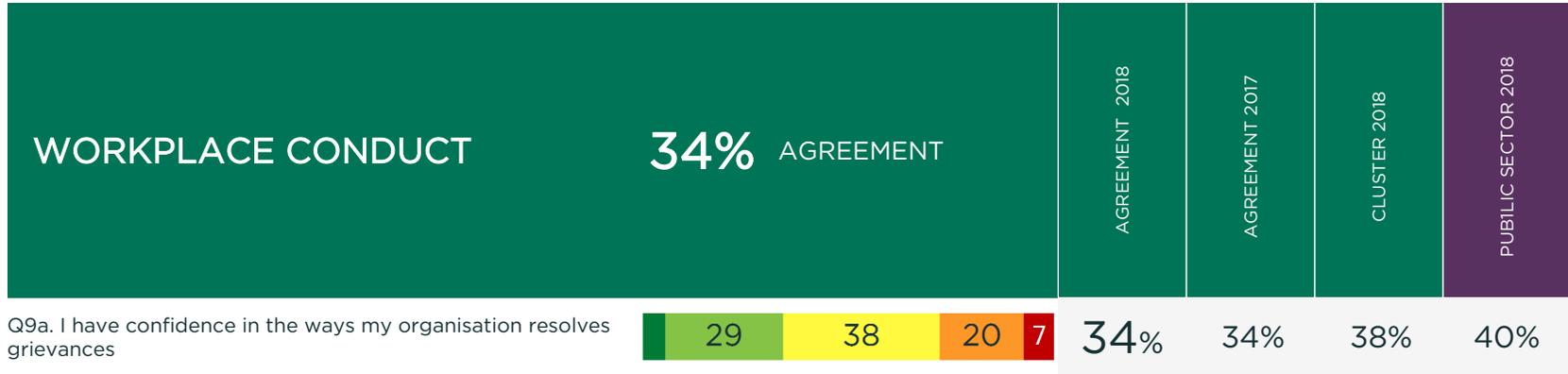




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KEY





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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		73%	63%	65%	71%
No		27%	37%	35%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		84%	80%	79%	76%
No		16%	20%	21%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		66%	58%	58%	58%
No		34%	42%	42%	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		33%	34%	40%	41%
No		67%	66%	60%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Lack of promotion opportunities		44%	40%	35%	29%
Lack of visible opportunities		44%	45%	36%	30%
There are no major barriers to my career progression		28%	28%	29%	32%
Personal/family considerations		20%	22%	29%	30%
Lack of support for temporary assignments/secondments		15%	15%	15%	15%
Insufficient training and development		14%	15%	14%	16%
The application/recruitment process is too cumbersome or time consuming		14%	12%	24%	23%
Geographic location considerations		12%	16%	29%	26%
Lack of support from my manager/supervisor		11%	10%	12%	14%
Other		11%	6%	9%	9%
Lack of required capabilities or experience		10%	13%	12%	11%

% are calculated with the number of unique respondents (N = 202 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

	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	18%	23%	19%	24%
No	65%	58%	65%	58%
Don't know	18%	19%	16%	18%

Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?

	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	50%	45%	59%	66%
No	47%	48%	39%	32%
Don't know	3%	7%	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		30%	28%	26%	33%
No		60%	55%	65%	57%
Don't know		9%	17%	9%	10%

Q11b. In the last 12 months I have been subjected to bullying at work

Yes		13%	10%	12%	18%
No		81%	81%	82%	76%
Don't know		5%	9%	6%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

Q11c. Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months

A fellow worker at your level		30%	29%	25%	27%
A senior manager		26%	43%	26%	21%
Your Immediate Manager/Supervisor		26%	10%	21%	23%
Prefer not to say		15%	-	14%	14%
A subordinate		4%	10%	8%	7%
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	0%	-	1%	3%
No	98%	-	98%	94%
Don't know	1%	-	1%	2%

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

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



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

PLANNING AND ENVIRONMENT CUSTOMISED QUESTIONS		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q1. My organisation listens to its customers and stakeholders		70%	67%	74%
Q2. I have a clear understanding of the vision of my organisation		70%	67%	68%
Q3. I am aware how my role contributes to the vision of my organisation		76%	77%	75%
Q4. I am encouraged to participate in sustainable work practices by my supervisor or manager		78%	75%	63%
Q5. My team is equipped with the right tools to provide good customer service		65%	60%	63%
Q6. My organisation has the right tools in place to assist and manage geographically dispersed teams		41%	34%	54%
Q7. I have access to the information I need to do my job well		73%	-	71%
Q8. I feel informed about changes in my organisation		48%	-	52%
Q9. The people I work with have safe work practices		92%	-	88%
Q10. My manager promotes safe work practices in my workplace		90%	-	86%

KEY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		36%
Female		60%
Other		3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		-
20 - 24		4%
25 -29		14%
30 - 34		15%
35 - 39		11%
40 - 44		14%
45 - 49		16%
50 - 54		9%
55 - 59		10%
60 - 64		6%
65+		3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

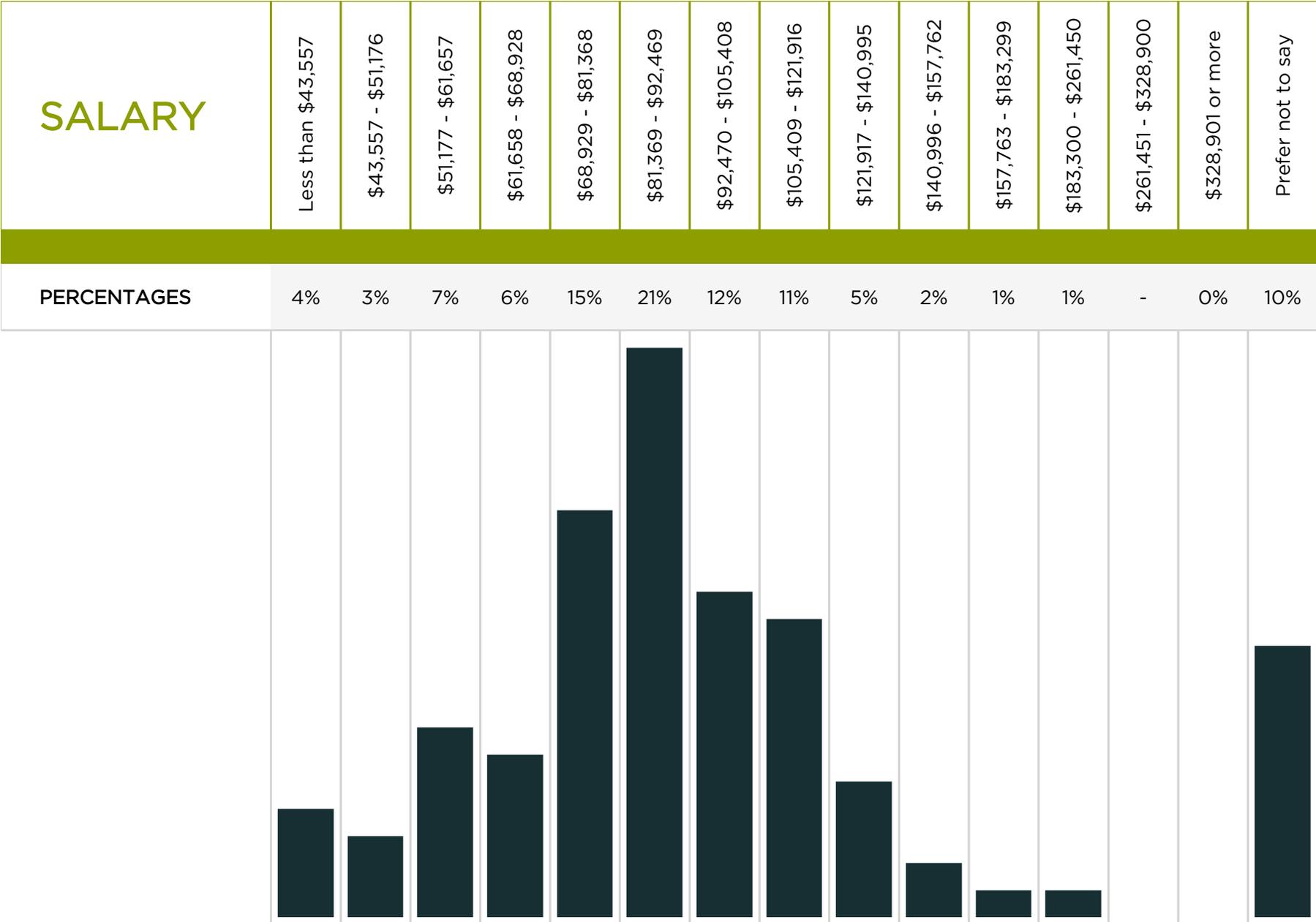
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	19%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	13%
Administrative support (e.g. executive/personal assistant, receptionist)	7%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	10%
Policy	-
Research	18%
Program and project management support	16%
Legal (including developing and/or reviewing legislation)	-
Other	15%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		15%
1 - 2 years		19%
2 - 5 years		24%
5 - 10 years		19%
10 - 20 years		13%
More than 20 years		10%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
Flexible start and finish times		70%
Working additional hours to make up for time off		23%
None of the above		20%
Part-time work		16%
Working more hours over fewer days		9%
Working from home		9%
Working from different locations		7%

% are calculated with the number of unique respondents (N = 199 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Flexible scheduling for rostered workers	5%
Leave without pay	4%
Other	4%
Job sharing	2%
Study leave	1%
Purchasing annual leave	1%

% are calculated with the number of unique respondents (N = 199 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.

	Australian Museum	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	208	38	27	14	21	0	37	33	0	31
EMPLOYEE ENGAGEMENT	73%	76%	(r)	(r)	(r)	(r)	67%	70%	(r)	77%
ENGAGEMENT WITH WORK	78%	78%	(r)	(r)	(r)	(r)	77%	77%	(r)	82%
SENIOR MANAGERS	46%	42%	(r)	(r)	(r)	(r)	42%	41%	(r)	48%
COMMUNICATION	62%	58%	(r)	(r)	(r)	(r)	61%	58%	(r)	65%
HIGH PERFORMANCE	66%	62%	(r)	(r)	(r)	(r)	64%	62%	(r)	69%
PUBLIC SECTOR VALUES	63%	59%	(r)	(r)	(r)	(r)	58%	61%	(r)	67%
DIVERSITY & INCLUSION	78%	76%	(r)	(r)	(r)	(r)	77%	75%	(r)	80%

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.

	Australian Museum	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	208	8	6	14	12	31	42	24	22	10	4	3	3	0
EMPLOYEE ENGAGEMENT	73%	(r)	(r)	(r)	(r)	69%	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	(r)	74%	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	46%	(r)	(r)	(r)	(r)	37%	40%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	56%	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	66%	(r)	(r)	(r)	(r)	61%	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	63%	(r)	(r)	(r)	(r)	58%	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	78%	(r)	(r)	(r)	(r)	74%	78%	(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 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.

	Australian Museum	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	208	1	21
EMPLOYEE ENGAGEMENT	73%	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)
SENIOR MANAGERS	46%	(r)	(r)
COMMUNICATION	62%	(r)	(r)
HIGH PERFORMANCE	66%	(r)	(r)
PUBLIC SECTOR VALUES	63%	(r)	(r)
DIVERSITY & INCLUSION	78%	(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.

	Australian Museum	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	208	29	38	48	37	26	20
EMPLOYEE ENGAGEMENT	73%	(r)	78%	73%	73%	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	84%	80%	80%	(r)	(r)
SENIOR MANAGERS	46%	(r)	62%	44%	47%	(r)	(r)
COMMUNICATION	62%	(r)	71%	62%	62%	(r)	(r)
HIGH PERFORMANCE	66%	(r)	76%	64%	67%	(r)	(r)
PUBLIC SECTOR VALUES	63%	(r)	74%	63%	63%	(r)	(r)
DIVERSITY & INCLUSION	78%	(r)	86%	75%	80%	(r)	(r)

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 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.

	Australian Museum	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	208	139	17	45	9	31	4	13	17	1	8	2	8	40
EMPLOYEE ENGAGEMENT	73%	72%	(r)	72%	(r)	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	77%
ENGAGEMENT WITH WORK	78%	78%	(r)	75%	(r)	81%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	76%
SENIOR MANAGERS	46%	42%	(r)	42%	(r)	47%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	53%
COMMUNICATION	62%	59%	(r)	63%	(r)	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	65%
HIGH PERFORMANCE	66%	64%	(r)	65%	(r)	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	67%
PUBLIC SECTOR VALUES	63%	61%	(r)	62%	(r)	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	67%
DIVERSITY & INCLUSION	78%	78%	(r)	81%	(r)	85%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	73%

*multiple types may be chosen.

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.

	Australian Museum	Sydney East	Sydney - City and Inner South	Sydney West	OUTSIDE NSW	Sydney - Eastern Suburbs	Sydney - Inner West	Sydney - North Sydney and Hornsby	Sydney - Northern Beaches	Sydney - Outer West and Blue Mountains	Sydney - Parramatta	Sydney - Ryde	Sydney - South West
NUMBER OF RESPONDENTS	208	191	187	1	1	1	1	1	1	1	0	0	0
EMPLOYEE ENGAGEMENT	73%	74%	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	79%	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	46%	46%	45%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	62%	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	66%	65%	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	63%	63%	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	78%	78%	78%	(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

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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.

	Australian Museum	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 - Outer South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	208	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	46%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	78%	(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

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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.

	Australian Museum	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury	Sydney - Blacktown	Sydney - Inner South West
NUMBER OF RESPONDENTS	208	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	73%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	46%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	66%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	63%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	78%	(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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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.

	Australian Museum	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	208	0	8	28	29	22	27	31	18	19	11	5
EMPLOYEE ENGAGEMENT	73%	(r)	(r)	(r)	(r)	(r)	(r)	74%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	(r)	(r)	(r)	77%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	46%	(r)	(r)	(r)	(r)	(r)	(r)	52%	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)	(r)	59%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	66%	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	63%	(r)	(r)	(r)	(r)	(r)	(r)	65%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	78%	(r)	(r)	(r)	(r)	(r)	(r)	77%	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
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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.

	Australian Museum	Male	Female	Other
NUMBER OF RESPONDENTS	208	73	122	7
EMPLOYEE ENGAGEMENT	73%	73%	74%	(r)
ENGAGEMENT WITH WORK	78%	75%	81%	(r)
SENIOR MANAGERS	46%	46%	47%	(r)
COMMUNICATION	62%	61%	62%	(r)
HIGH PERFORMANCE	66%	65%	67%	(r)
PUBLIC SECTOR VALUES	63%	63%	64%	(r)
DIVERSITY & INCLUSION	78%	76%	79%	(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

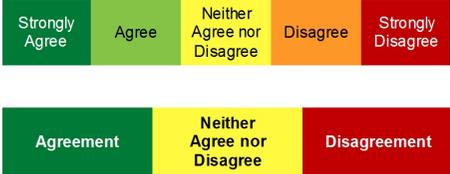
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.