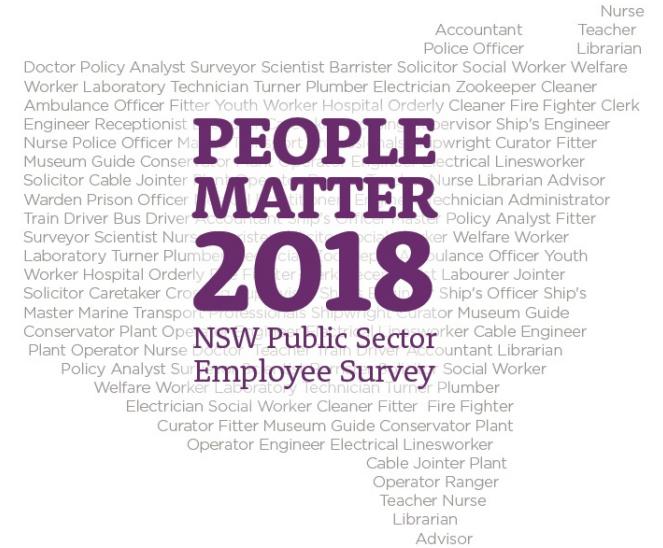

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Planning and Environment

Other Agencies and Trusts

Biodiversity Conservation Trust

RESPONSE RATE

84%

47 OF 56 RESPONDENTS

EMPLOYEE ENGAGEMENT

76%

DIFFERENCE FROM PARENT* +8

DIFFERENCE FROM PUBLIC SECTOR +11

ENGAGEMENT WITH WORK

78%

DIFFERENCE FROM PARENT* +4

DIFFERENCE FROM PUBLIC SECTOR +6

SENIOR MANAGERS

67%

DIFFERENCE FROM PARENT* +17

DIFFERENCE FROM PUBLIC SECTOR +18

COMMUNICATION

85%

DIFFERENCE FROM PARENT* +19

DIFFERENCE FROM PUBLIC SECTOR +24

HIGH PERFORMANCE

74%

DIFFERENCE FROM PARENT* +9

DIFFERENCE FROM PUBLIC SECTOR +10

PUBLIC SECTOR VALUES

81%

DIFFERENCE FROM PARENT* +15

DIFFERENCE FROM PUBLIC SECTOR +19

DIVERSITY & INCLUSION

89%

DIFFERENCE FROM PARENT* +14

DIFFERENCE FROM PUBLIC SECTOR +21

FLEXIBLE WORKING SATISFACTION

93%

DIFFERENCE FROM PARENT* +32

DIFFERENCE FROM PUBLIC SECTOR +35

ACTION ON RESULTS

71%

DIFFERENCE FROM PARENT* +24

DIFFERENCE FROM PUBLIC SECTOR +34



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

*Parent refers to Other Agencies and Trusts

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

2a.	My workgroup strives to achieve customer/client satisfaction	96%
2c.	I receive help and support from other members of my workgroup	96%
2e.	People in my workgroup treat each other with respect	96%
8e.	My manager supports flexible working in my team	96%
5b.	My manager listens to what I have to say	93%
5e.	My manager involves my workgroup in decisions about our work	93%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	93%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	93%
5d.	My manager encourages and values employee input	91%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	91%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

3g.	I am satisfied with the opportunities available for career development in my organisation	47%
9a.	I have confidence in the ways my organisation resolves grievances	49%
3e.	My performance is assessed against clear criteria	49%
3f.	I have received appropriate training and development to do my job well	53%
7c.	I feel that change is managed well in my organisation	53%
5h.	My manager appropriately deals with employees who perform poorly	56%
6b.	I feel that senior managers effectively lead and manage change	57%
7b.	My organisation is making the necessary improvements to meet our future challenges	58%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	60%
6a.	I believe senior managers provide clear direction for the future of the organisation	63%



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'.

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



Q3g. I am satisfied with the opportunities available for career development in my organisation



Q7c. I feel that change is managed well in my organisation



Q3e. My performance is assessed against clear criteria



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



Q3g. I am satisfied with the opportunities available for career development in my organisation



Q7c. I feel that change is managed well in my organisation



Q3e. My performance is assessed against clear criteria



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



Q3g. I am satisfied with the opportunities available for career development in my organisation



Q7c. I feel that change is managed well in my organisation



Q3e. My performance is assessed against clear criteria



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.

71%

of employees replied favourably to:

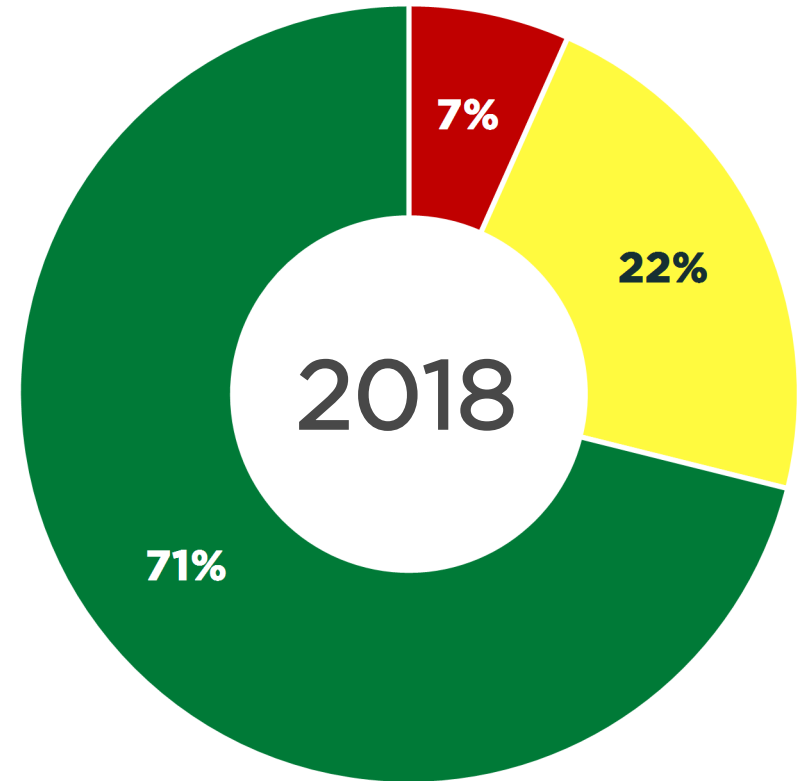
'I believe action will be taken on the results from this survey by my organisation.'

37%

SECTOR

47%

CLUSTER



Agreement

Neither Agree nor Disagree

Disagreement

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.

*Parent refers to Other Agencies and Trusts

RANK

		% AGREEMENT 2018	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7b. My organisation is making the necessary improvements to meet our future challenges	58%	66%	57%
2	Q6b. I feel that senior managers effectively lead and manage change	57%	55%	46%
3	Q7c. I feel that change is managed well in my organisation	53%	49%	40%
4	Q7a. My organisation focuses on improving the work we do	76%	75%	69%
5	Q6a. I believe senior managers provide clear direction for the future of the organisation	63%	61%	49%
6	Q6h. I feel that senior managers listen to employees	70%	51%	43%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Biodiversity Conservation Trust

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.

	Biodiversity Conservation Trust	BCT Programs	BCT Regional Delivery
NUMBER OF RESPONDENTS	47	17	19
EMPLOYEE ENGAGEMENT	76%	74%	68%
ENGAGEMENT WITH WORK	78%	69%	82%
SENIOR MANAGERS	67%	61%	56%
COMMUNICATION	85%	81%	81%
HIGH PERFORMANCE	74%	71%	67%
PUBLIC SECTOR VALUES	81%	76%	74%
DIVERSITY & INCLUSION	89%	89%	84%

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	76% AGGREGATE SCORE				AGREEMENT 2018	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	40	33	18	9	73%	76%	66%	61%
Q7j. I am proud to tell others I work for my organisation	51	31	11		82%	86%	75%	69%
Q7k. I feel a strong personal attachment to my organisation	38	29	24	9	67%	80%	69%	63%
Q7l. My organisation motivates me to help it achieve its objectives	42	27	22	9	69%	72%	59%	55%
Q7m. My organisation inspires me to do the best in my job	38	31	22	9	69%	72%	59%	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	78% AGGREGATE SCORE			AGREEMENT 2018	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	21	57	19	79%	84%	76%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	32	51	17	83%	82%	76%	72%
Q1e. I am satisfied with my job	28	45	21	72%	79%	71%	69%

KEY





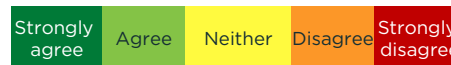
EXPLORE THE FULL RESULTS

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	67% AGGREGATE SCORE				AGREEMENT 2018	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	30	33	22	13	63%	61%	50%	49%
Q6b. I feel that senior managers effectively lead and manage change	28	28	28	13	57%	55%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	26	39	26	9	65%	60%	51%	50%
Q6d. Senior managers encourage innovation by employees	20	46	26	9	65%	60%	51%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	24	48	22		72%	59%	55%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	35	43	17		78%	75%	68%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	33	46	13	9	78%	61%	50%	47%
Q6h. I feel that senior managers listen to employees	26	43	17	13	70%	51%	46%	43%
Q7c. I feel that change is managed well in my organisation	22	31	33	11	53%	49%	32%	40%

KEY





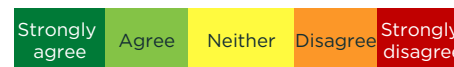
EXPLORE THE FULL RESULTS

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	85% AGGREGATE SCORE			AGREEMENT 2018	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	30	59	9	89%	78%	75%	72%	
Q5d. My manager encourages and values employee input	39	52		91%	80%	79%	72%	
Q5e. My manager involves my workgroup in decisions about our work	37	57		93%	75%	72%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	33	46	13	9	78%	61%	50%	47%
Q6h. I feel that senior managers listen to employees	26	43	17	13	70%	51%	46%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	41	50	9		91%	77%	75%	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				74% AGGREGATE SCORE	AGREEMENT 2018	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
Q1a. I understand what is expected of me to do well in my role	21	57	9	13	79%	92%	86%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	47	43			89%	85%	84%	79%	
Q3f. I have received appropriate training and development to do my job well	11	43	28	17	53%	66%	63%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	30	54	13		85%	81%	78%	74%	
Q5f. I have confidence in the decisions my manager makes	39	50	11		89%	76%	74%	68%	
Q6d. Senior managers encourage innovation by employees	20	46	26	9	65%	60%	51%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	24	48	22		72%	59%	55%	52%	
Q7a. My organisation focuses on improving the work we do	33	42	22		76%	75%	68%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	29	29	29	11	58%	66%	54%	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.

	HIGH PERFORMANCE				74% AGGREGATE SCORE	AGREEMENT 2018	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
Q7d. There is good co-operation between teams across our organisation	27	42	16	16	69%	52%	48%	49%	
Q7h. My organisation generally selects capable people to do the job	29	56	11		84%	66%	63%	54%	

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	81% AGGREGATE SCORE		AGREEMENT 2018	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018		
	Q2a. My workgroup strives to achieve customer/client satisfaction	57	38	96%	91%	90%	86%	
Q2e. People in my workgroup treat each other with respect	60	36	96%	80%	83%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	30	54	13	85%	81%	78%	74%	
Q5b. My manager listens to what I have to say	46	48		93%	85%	82%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	30	33	22	13	63%	61%	50%	49%
Q6c. I feel that senior managers model the values of my organisation	26	39	26	9	65%	60%	51%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	35	43	17		78%	75%	68%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	33	46	13	9	78%	61%	50%	47%
Q6h. I feel that senior managers listen to employees	26	43	17	13	70%	51%	46%	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.

PUBLIC SECTOR VALUES	81% AGGREGATE SCORE			AGREEMENT 2018	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
	Q7a. My organisation focuses on improving the work we do	33	42	22	76%	75%	68%
Q7e. People in my organisation take responsibility for their own actions	27	60	13	87%	56%	52%	49%

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	89% AGGREGATE SCORE				AGREEMENT 2018	PARENT 2018	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	21	49	19		70%	70%	66%	65%
Q5b. My manager listens to what I have to say	46	48			93%	85%	82%	76%
Q5d. My manager encourages and values employee input	39	52			91%	80%	79%	72%
Q6i. Senior managers in my organisation support the career advancement of women	46	35	17		80%	69%	67%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	40	53			93%	84%	80%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	42	49	9		91%	83%	78%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	41	50	9		91%	77%	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>	51	42			93%	62%	73%	59%
Q8e. My manager supports flexible working in my team	64	31			96%	70%	77%	63%

KEY

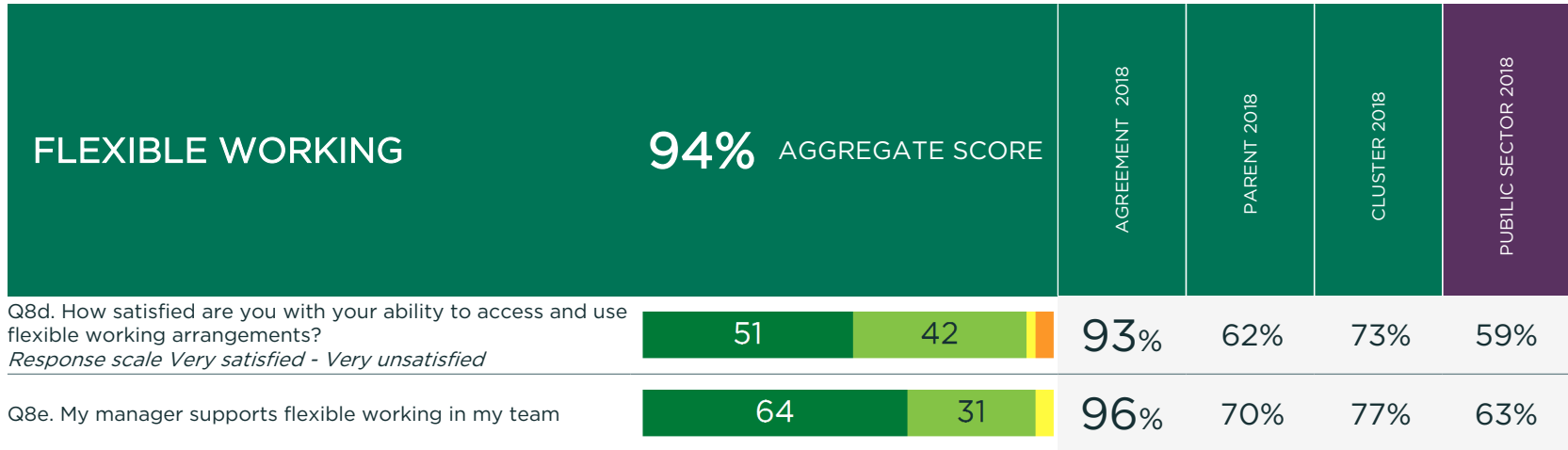




EXPLORE THE FULL RESULTS

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

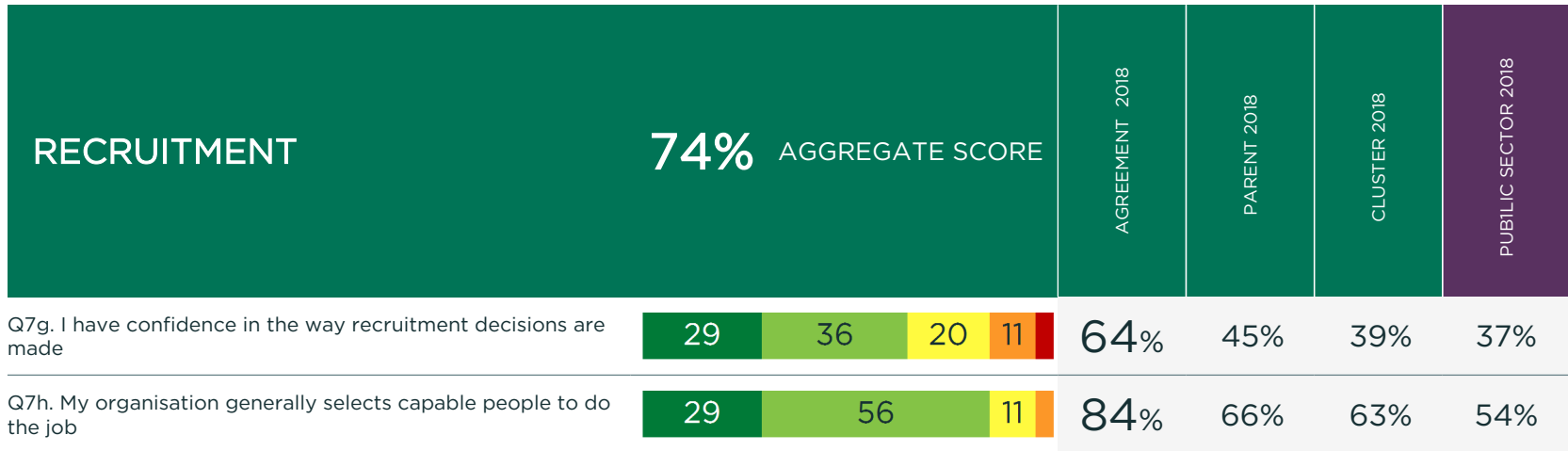




EXPLORE THE FULL RESULTS

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	61% AGGREGATE SCORE				AGREEMENT 2018	PARENT 2018	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	38	30	9	60%	71%	67%	65%
Q3e. My performance is assessed against clear criteria	9	40	32	17	49%	61%	52%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	9	38	40	9	47%	50%	47%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	39	48	9		87%	77%	76%	69%
Q5h. My manager appropriately deals with employees who perform poorly	16	40	44		56%	50%	46%	46%
Q7f. My organisation is committed to developing its employees	20	51	18	11	71%	53%	52%	52%

KEY

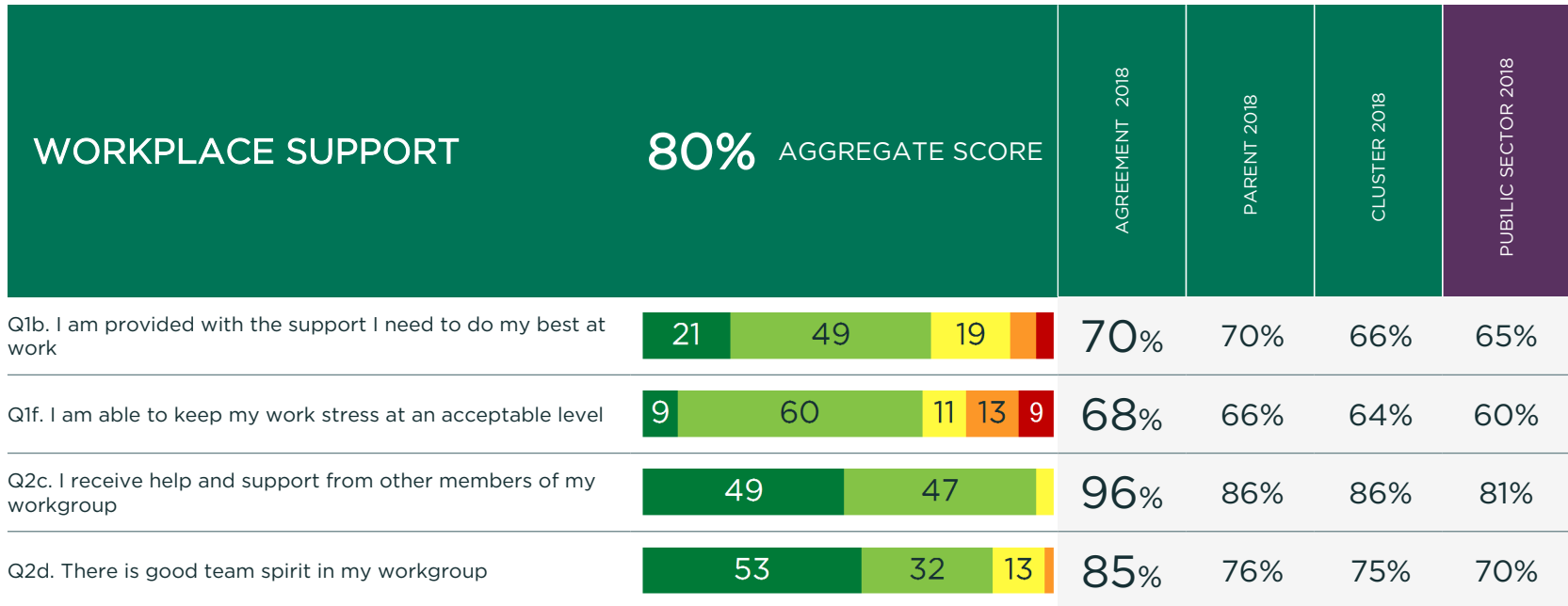




EXPLORE THE FULL RESULTS

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.



KEY

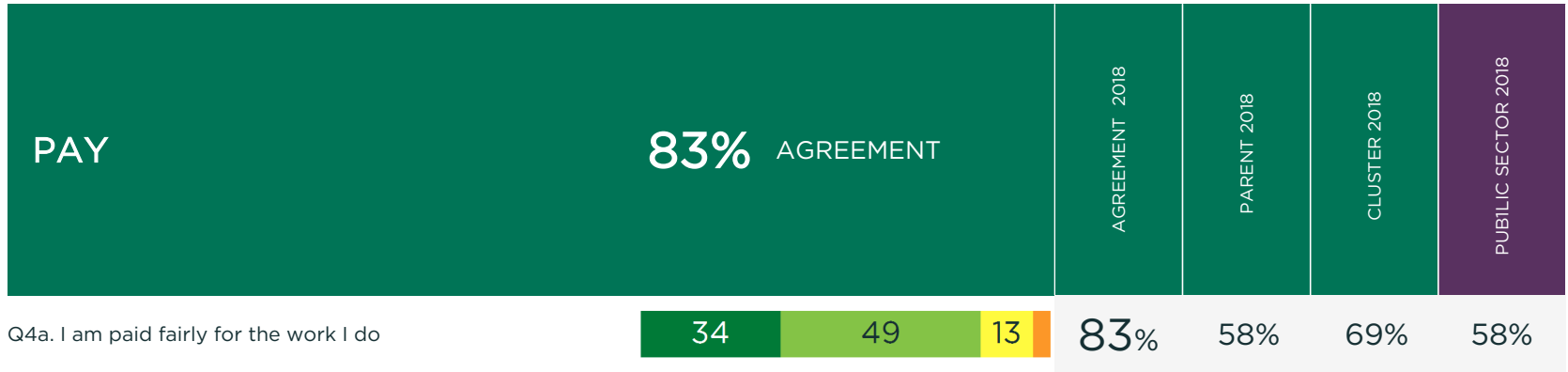




EXPLORE THE FULL RESULTS

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

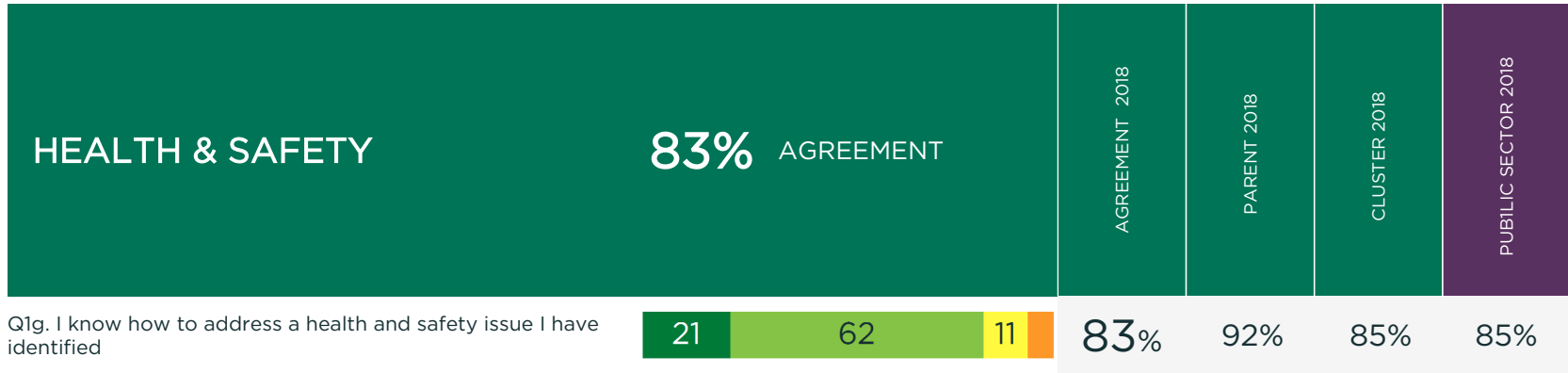




EXPLORE THE FULL RESULTS

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.

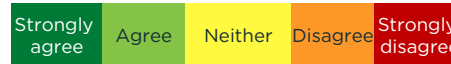
ACTION ON RESULTS

71% AGREEMENT

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



KEY

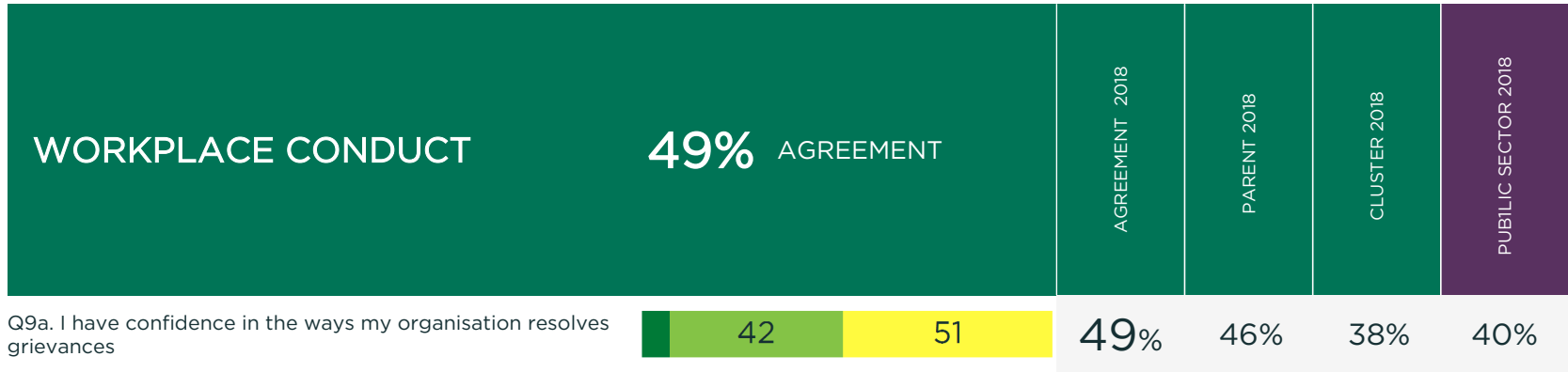




EXPLORE THE FULL RESULTS

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	PARENT 2018	PUBLIC SECTOR 2018
Q3a. I have a current performance and development plan that sets out my individual objectives				
Yes		45%	68%	71%
No		55%	32%	29%
Q3b. I have informal feedback conversations with my manager				
Yes		83%	81%	76%
No		17%	19%	24%
Q3c. I have scheduled feedback conversations with my manager				
Yes		62%	59%	58%
No		38%	41%	42%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

		2018	PARENT 2018	PUBLIC SECTOR 2018
Q3h. Are you currently looking, or thinking about looking, for a new role within the NSW Public Sector but outside of your current workplace in order to broaden your experience?				
Yes		22%	29%	41%
No		78%	71%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

		2018	PARENT 2018	PUBLIC SECTOR 2018
Q3i. Are there barriers preventing you from moving to another role?				
There are no major barriers to my career progression		42%	33%	32%
Personal/family considerations		38%	23%	30%
Geographic location considerations		33%	17%	26%
Lack of promotion opportunities		24%	35%	29%
Lack of visible opportunities		20%	37%	30%
The application/recruitment process is too cumbersome or time consuming		18%	17%	23%
Insufficient training and development		13%	14%	16%
Lack of support for temporary assignments/secondments		13%	11%	15%
Other		9%	7%	9%
Lack of required capabilities or experience		4%	11%	11%
Lack of support from my manager/supervisor		2%	9%	14%

% are calculated with the number of unique respondents (N = 45 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

PARENT 2018

PUBLIC SECTOR 2018

Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work

Response	2018	PARENT 2018	PUBLIC SECTOR 2018
Yes	2%	18%	24%
No	84%	65%	58%
Don't know	13%	17%	18%

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

Yes	(r)
No	(r)
Don't know	(r)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

PARENT 2018

PUBLIC SECTOR 2018

Q11a. In the last 12 months I have witnessed bullying at work

Yes		18%	25%	33%
No		75%	67%	57%
Don't know		7%	8%	10%

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

Yes		7%	11%	18%
No		91%	84%	76%
Don't know		2%	5%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

PARENT 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 senior manager	(r)
Your Immediate Manager/Supervisor	(r)
A fellow worker at your level	(r)
A subordinate	(r)
A client or customer	(r)
A member of the public other than a client or customer	(r)
Other	(r)
Prefer not to say	(r)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

PARENT 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	PARENT 2018	PUBLIC SECTOR 2018
Yes	0%	1%	3%
No	100%	97%	94%
Don't know	0%	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	(r)
A member of the public	(r)
Other	(r)
Prefer not to say	(r)



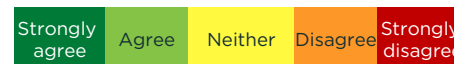
EXPLORE THE FULL RESULTS

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	PARENT 2018	CLUSTER 2018
Q1. My organisation listens to its customers and stakeholders		67%	80%	74%
Q2. I have a clear understanding of the vision of my organisation		87%	84%	68%
Q3. I am aware how my role contributes to the vision of my organisation		87%	86%	75%
Q4. I am encouraged to participate in sustainable work practices by my supervisor or manager		62%	79%	63%
Q5. My team is equipped with the right tools to provide good customer service		44%	70%	63%
Q6. My organisation has the right tools in place to assist and manage geographically dispersed teams		56%	54%	54%
Q7. I have access to the information I need to do my job well		58%	75%	71%
Q8. I feel informed about changes in my organisation		67%	62%	52%
Q9. The people I work with have safe work practices		93%	88%	88%
Q10. My manager promotes safe work practices in my workplace		84%	90%	86%

KEY



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

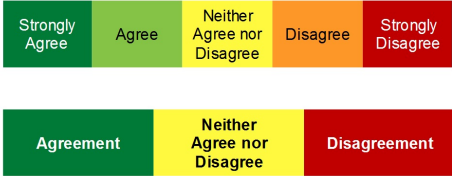
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.