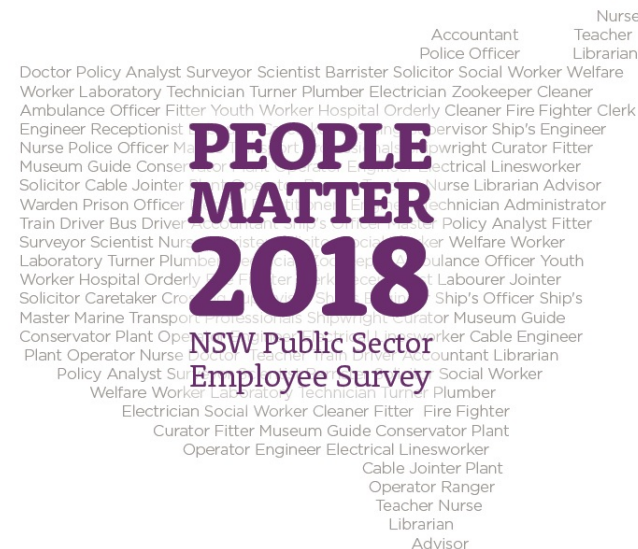

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Planning and Environment

Independent Planning Commission

RESPONSE RATE

87%

13 OF 15 RESPONDENTS

EMPLOYEE ENGAGEMENT

80%

DIFFERENCE FROM 2017 -6
 DIFFERENCE FROM CLUSTER +12
 DIFFERENCE FROM PUBLIC SECTOR +15

ENGAGEMENT WITH WORK

87%

DIFFERENCE FROM 2017 -6
 DIFFERENCE FROM CLUSTER +13
 DIFFERENCE FROM PUBLIC SECTOR +15

SENIOR MANAGERS

88%

DIFFERENCE FROM 2017 0
 DIFFERENCE FROM CLUSTER +38
 DIFFERENCE FROM PUBLIC SECTOR +39

COMMUNICATION

90%

DIFFERENCE FROM 2017 -5
 DIFFERENCE FROM CLUSTER +24
 DIFFERENCE FROM PUBLIC SECTOR +28

HIGH PERFORMANCE

88%

DIFFERENCE FROM 2017 -2
 DIFFERENCE FROM CLUSTER +23
 DIFFERENCE FROM PUBLIC SECTOR +24

PUBLIC SECTOR VALUES

94%

DIFFERENCE FROM 2017 +2
 DIFFERENCE FROM CLUSTER +29
 DIFFERENCE FROM PUBLIC SECTOR +32

DIVERSITY & INCLUSION

95%

DIFFERENCE FROM CLUSTER +20
 DIFFERENCE FROM PUBLIC SECTOR +27

FLEXIBLE WORKING SATISFACTION

100%

DIFFERENCE FROM 2017 +20
 DIFFERENCE FROM CLUSTER +27
 DIFFERENCE FROM PUBLIC SECTOR +41

ACTION ON RESULTS

83%

DIFFERENCE FROM 2017 +33
 DIFFERENCE FROM CLUSTER +37
 DIFFERENCE FROM PUBLIC SECTOR +47



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
1g. I know how to address a health and safety issue I have identified	100%	-
2a. My workgroup strives to achieve customer/client satisfaction	100%	100%
3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	100%	90%
5a. My manager encourages people in my workgroup to keep improving the work they do	100%	100%
5b. My manager listens to what I have to say	100%	100%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	100%	90%
7e. People in my organisation take responsibility for their own actions	100%	90%
7h. My organisation generally selects capable people to do the job	100%	90%
7j. I am proud to tell others I work for my organisation	100%	100%
8c. I am able to speak up and share a different view to my colleagues and manager	100%	90%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
3g. I am satisfied with the opportunities available for career development in my organisation	46%	80%
5h. My manager appropriately deals with employees who perform poorly	54%	70%
7c. I feel that change is managed well in my organisation	67%	80%
3f. I have received appropriate training and development to do my job well	69%	80%
7f. My organisation is committed to developing its employees	75%	90%
3e. My performance is assessed against clear criteria	77%	90%
5e. My manager involves my workgroup in decisions about our work	77%	100%
7k. I feel a strong personal attachment to my organisation	83%	70%
7l. My organisation motivates me to help it achieve its objectives	83%	90%
7m. My organisation inspires me to do the best in my job	83%	90%



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

14.	I believe action will be taken on the results from this survey by my organisation	83%	50%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	100%	80%
7k.	I feel a strong personal attachment to my organisation	83%	70%
1f.	I am able to keep my work stress at an acceptable level	92%	80%
6b.	I feel that senior managers effectively lead and manage change	92%	80%
6i.	Senior managers in my organisation support the career advancement of women	92%	80%
7g.	I have confidence in the way recruitment decisions are made	92%	80%
9a.	I have confidence in the ways my organisation resolves grievances	92%	80%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	100%	90%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	100%	90%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

3g.	I am satisfied with the opportunities available for career development in my organisation	46%	80%
5e.	My manager involves my workgroup in decisions about our work	77%	100%
5h.	My manager appropriately deals with employees who perform poorly	54%	70%
1a.	I understand what is expected of me to do well in my role	85%	100%
7f.	My organisation is committed to developing its employees	75%	90%
7c.	I feel that change is managed well in my organisation	67%	80%
3e.	My performance is assessed against clear criteria	77%	90%
3f.	I have received appropriate training and development to do my job well	69%	80%
1d.	I feel motivated to contribute more than what is normally required at work	92%	100%
5c.	My manager communicates effectively with me	92%	100%



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

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



Q5h. My manager appropriately deals with employees who perform poorly



Q3f. I have received appropriate training and development to do my job well



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



Q7f. My organisation is committed to developing its employees



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



Q5h. My manager appropriately deals with employees who perform poorly



Q3f. I have received appropriate training and development to do my job well



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



Q7f. My organisation is committed to developing its employees



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



Q5h. My manager appropriately deals with employees who perform poorly



Q3f. I have received appropriate training and development to do my job well



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



Q7f. My organisation is committed to developing its employees



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.

83%

of employees replied favourably to:

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

37%

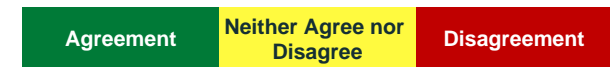
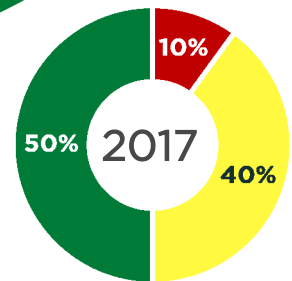
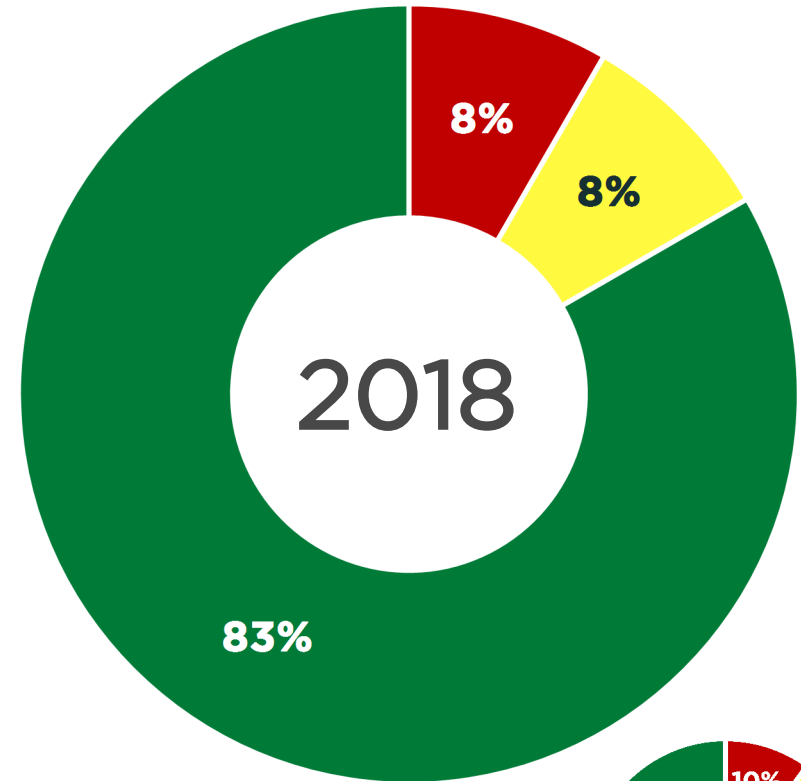
SECTOR

47%

CLUSTER

50%

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.

** As your organisation received less than 30 responses, the key drivers are taken from the questions for Planning and Environment.

RANK

		% AGREEMENT 2018	% AGREEMENT 2017	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7c. I feel that change is managed well in my organisation	67%	80%	32%	40%
2	Q7f. My organisation is committed to developing its employees	75%	90%	52%	52%
3	Q7a. My organisation focuses on improving the work we do	92%	90%	68%	69%
4	Q7b. My organisation is making the necessary improvements to meet our future challenges	83%	90%	54%	57%
5	Q1b. I am provided with the support I need to do my best at work	85%	90%	66%	65%
6	Q3g. I am satisfied with the opportunities available for career development in my organisation	46%	80%	47%	50%



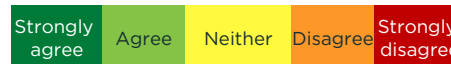
EXPLORE THE FULL RESULTS

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	80% AGGREGATE SCORE			AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	50	42	8	92%	90%	66%	61%
Q7j. I am proud to tell others I work for my organisation	42	58		100%	100%	75%	69%
Q7k. I feel a strong personal attachment to my organisation	25	58	17	83%	70%	69%	63%
Q7l. My organisation motivates me to help it achieve its objectives	33	50	8	83%	90%	59%	55%
Q7m. My organisation inspires me to do the best in my job	42	42	8	83%	90%	59%	55%

KEY





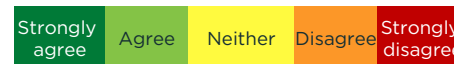
EXPLORE THE FULL RESULTS

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

ENGAGEMENT WITH WORK	87% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q1c. My job gives me a feeling of personal accomplishment	31	54	8	8	85%	90%	76%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	38	54	8		92%	100%	76%	72%
Q1e. I am satisfied with my job	31	54	15		85%	90%	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	88% 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	31	54	8	8	85%	90%	50%	49%
Q6b. I feel that senior managers effectively lead and manage change	31	62	8		92%	80%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	31	62	8		92%	90%	51%	50%
Q6d. Senior managers encourage innovation by employees	31	54	15		85%	90%	51%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	23	69	8		92%	90%	55%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	23	77			100%	90%	68%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	31	54	8	8	85%	90%	50%	47%
Q6h. I feel that senior managers listen to employees	54	38	8		92%	90%	46%	43%
Q7c. I feel that change is managed well in my organisation	8	58	25	8	67%	80%	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	90% AGGREGATE SCORE			AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	54	38	8	92%	100%	75%	72%
Q5d. My manager encourages and values employee input	62	31	8	92%	100%	79%	72%
Q5e. My manager involves my workgroup in decisions about our work	31	46	23	77%	100%	72%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	31	54	8	85%	90%	50%	47%
Q6h. I feel that senior managers listen to employees	54	38	8	92%	90%	46%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	42	58		100%	90%	75%	67%

KEY





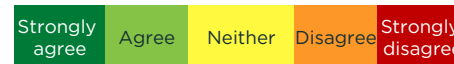
EXPLORE THE FULL RESULTS

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		88% 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	46	38	8 8	85%	100%	86%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	62	31	8	92%	90%	84%	79%
Q3f. I have received appropriate training and development to do my job well	23	46	31	69%	80%	63%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	46	54		100%	100%	78%	74%
Q5f. I have confidence in the decisions my manager makes	54	38	8	92%	100%	74%	68%
Q6d. Senior managers encourage innovation by employees	31	54	15	85%	90%	51%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	23	69	8	92%	90%	55%	52%
Q7a. My organisation focuses on improving the work we do	42	50	8	92%	90%	68%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	33	50	8 8	83%	90%	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		88% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7d. There is good co-operation between teams across our organisation	25	58	8 8	83%	80%	48%	49%
Q7h. My organisation generally selects capable people to do the job	25	75		100%	90%	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	94% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
	Q2a. My workgroup strives to achieve customer/client satisfaction	46	54	100%	100%	90%	86%	
Q2e. People in my workgroup treat each other with respect	69	23	8	92%	90%	83%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	46	54	100%	100%	78%	74%		
Q5b. My manager listens to what I have to say	46	54	100%	100%	82%	76%		
Q6a. I believe senior managers provide clear direction for the future of the organisation	31	54	8	8	85%	90%	50%	49%
Q6c. I feel that senior managers model the values of my organisation	31	62	8	92%	90%	51%	50%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	23	77	100%	90%	68%	62%		
Q6g. I feel that senior managers keep employees informed about what's going on	31	54	8	8	85%	90%	50%	47%
Q6h. I feel that senior managers listen to employees	54	38	8	92%	90%	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		94% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do			92%	90%	68%	69%	
Q7e. People in my organisation take responsibility for their own actions			100%	90%	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	95% 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	31	54	8	8	85%	90%	66%	65%
Q5b. My manager listens to what I have to say	46	54			100%	100%	82%	76%
Q5d. My manager encourages and values employee input	62	31	8		92%	100%	79%	72%
Q6i. Senior managers in my organisation support the career advancement of women	50	42	8		92%	80%	67%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	58	42			100%	90%	80%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	67	25	8		92%	90%	78%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	42	58			100%	90%	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>	67	33			100%	80%	73%	59%
Q8e. My manager supports flexible working in my team	67	33			100%	-	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.

FLEXIBLE WORKING		100% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>		67	33	100%	80%	73%	59%
Q8e. My manager supports flexible working in my team		67	33	100%	-	77%	63%

KEY

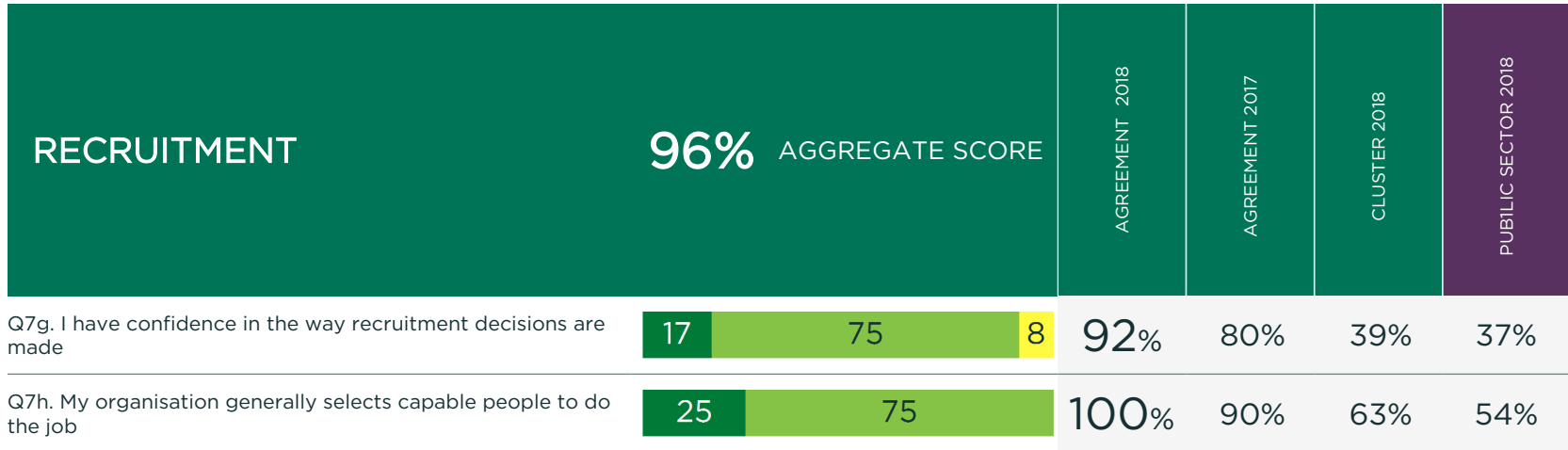




EXPLORE THE FULL RESULTS

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





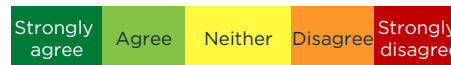
EXPLORE THE FULL RESULTS

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.

PERFORMANCE FRAMEWORK & DEVELOPMENT	74% 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	54	46	100%	90%	67%	65%		
Q3e. My performance is assessed against clear criteria	31	46	23	77%	90%	52%	56%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	23	23	46	8	46%	80%	47%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	38	54	8	92%	100%	76%	69%	
Q5h. My manager appropriately deals with employees who perform poorly	8	46	46	54%	70%	46%	46%	
Q7f. My organisation is committed to developing its employees	17	58	25	75%	90%	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.

	90% 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	31	54	8	8	85%	90%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	31	62	8	8	92%	80%	64%	60%
Q2c. I receive help and support from other members of my workgroup	69	23	8	8	92%	90%	86%	81%
Q2d. There is good team spirit in my workgroup	54	38	8	8	92%	90%	75%	70%

KEY

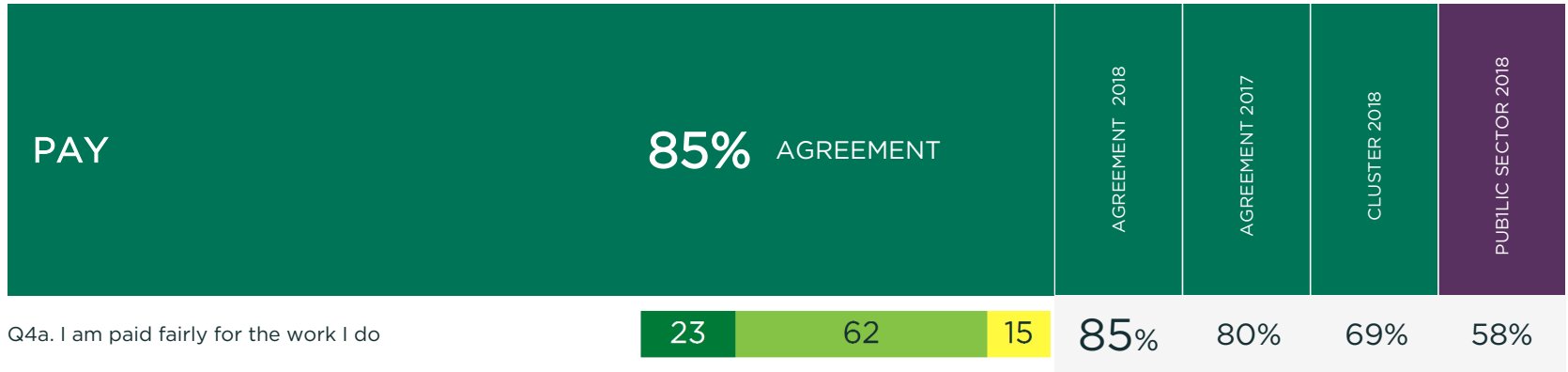




EXPLORE THE FULL RESULTS

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

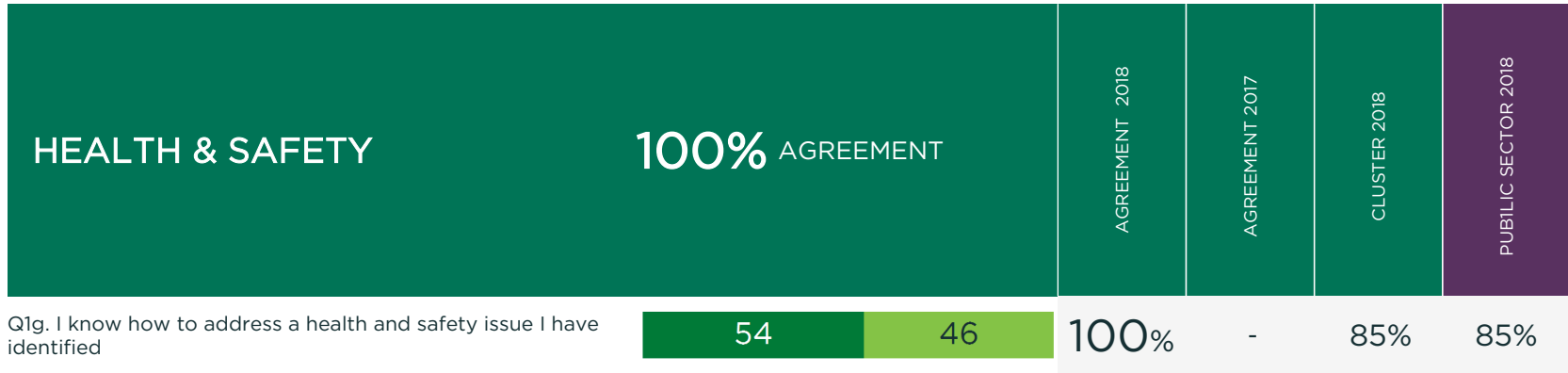




EXPLORE THE FULL RESULTS

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KEY

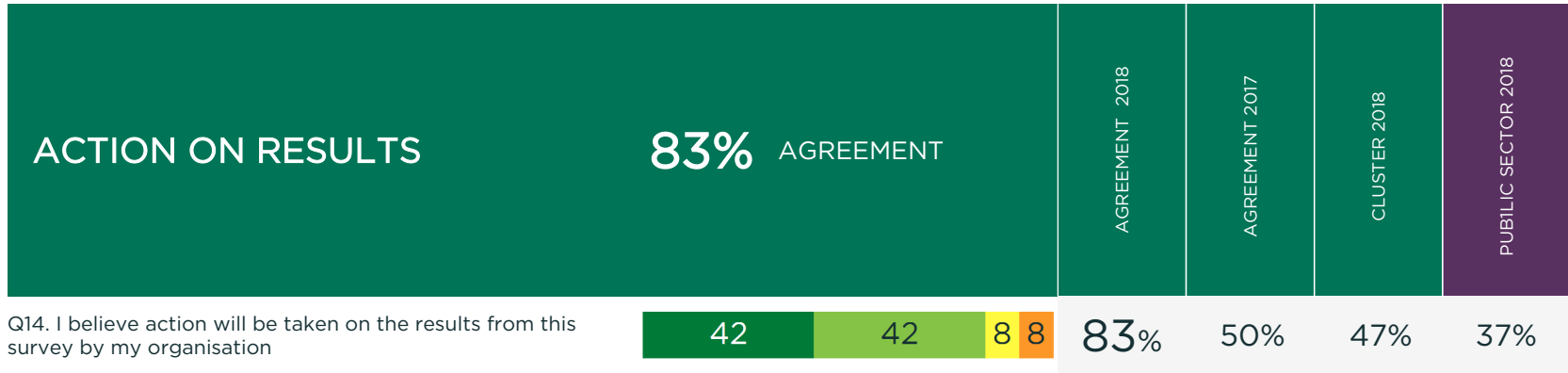




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

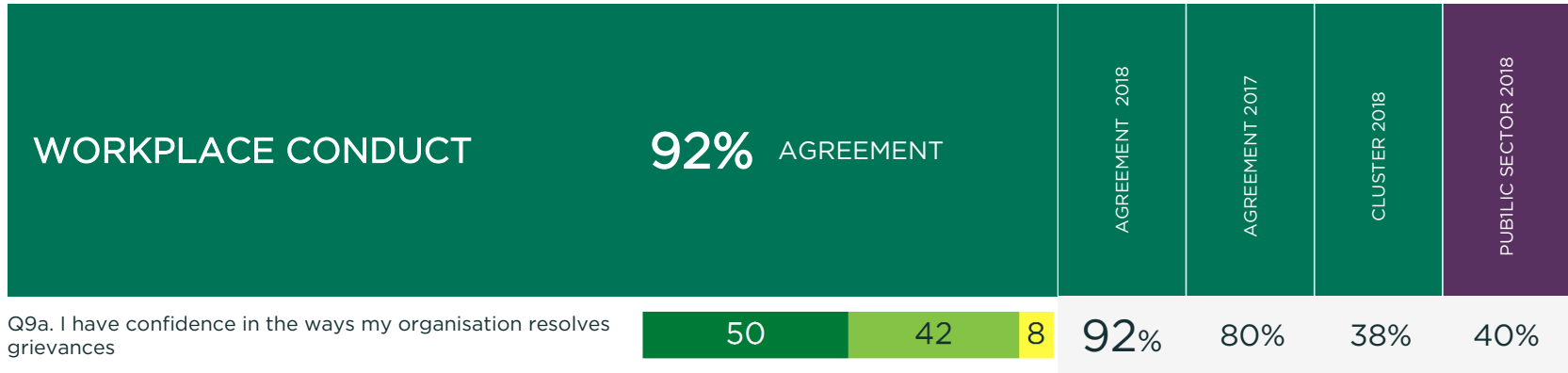




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		85%	90%	65%	71%
No		15%	10%	35%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		100%	90%	79%	76%
No		0%	-	21%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		92%	90%	58%	58%
No		8%	10%	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		62%	50%	40%	41%
No		38%	50%	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
Geographic location considerations		55%	30%	29%	26%
Lack of promotion opportunities		45%	20%	35%	29%
Personal/family considerations		45%	20%	29%	30%
There are no major barriers to my career progression		36%	40%	29%	32%
Lack of visible opportunities		27%	10%	36%	30%
Insufficient training and development		18%	10%	14%	16%
Lack of support for temporary assignments/secondments		18%	10%	15%	15%
Lack of required capabilities or experience		9%	10%	12%	11%
The application/recruitment process is too cumbersome or time consuming		9%	40%	24%	23%

% are calculated with the number of unique respondents (N = 11 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		0%	-	19%	24%
No		83%	90%	65%	58%
Don't know		17%	-	16%	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	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q11a. In the last 12 months I have witnessed bullying at work				
Yes	0%	-	26%	33%
No	100%	100%	65%	57%
Don't know	0%	-	9%	10%
Q11b. In the last 12 months I have been subjected to bullying at work				
Yes	0%	-	12%	18%
No	100%	100%	82%	76%
Don't know	0%	-	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 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

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	100%	-	98%	94%
Don't know	0%	-	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)



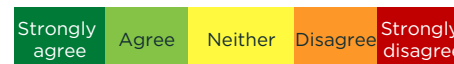
EXPLORE THE FULL RESULTS

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		100%	-	74%
Q2. I have a clear understanding of the vision of my organisation		75%	-	68%
Q3. I am aware how my role contributes to the vision of my organisation		83%	-	75%
Q4. I am encouraged to participate in sustainable work practices by my supervisor or manager		92%	-	63%
Q5. My team is equipped with the right tools to provide good customer service		100%	-	63%
Q6. My organisation has the right tools in place to assist and manage geographically dispersed teams		100%	-	54%
Q7. I have access to the information I need to do my job well		92%	-	71%
Q8. I feel informed about changes in my organisation		75%	-	52%
Q9. The people I work with have safe work practices		100%	-	88%
Q10. My manager promotes safe work practices in my workplace		100%	-	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

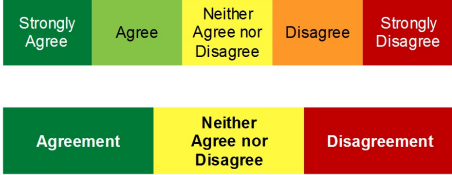
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.