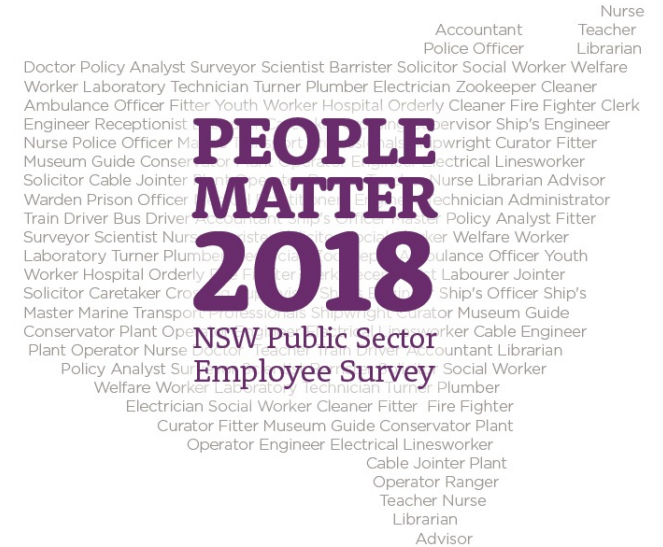

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Planning and Environment

Museum of Applied Arts and Sciences

RESPONSE RATE

55%

248 OF 455 RESPONDENTS

EMPLOYEE ENGAGEMENT

64%

DIFFERENCE FROM 2017 -5
DIFFERENCE FROM CLUSTER -4
DIFFERENCE FROM PUBLIC SECTOR -1

ENGAGEMENT WITH WORK

64%

DIFFERENCE FROM 2017 -5
DIFFERENCE FROM CLUSTER -10
DIFFERENCE FROM PUBLIC SECTOR -8

SENIOR MANAGERS

29%

DIFFERENCE FROM 2017 -8
DIFFERENCE FROM CLUSTER -20
DIFFERENCE FROM PUBLIC SECTOR -20

COMMUNICATION

49%

DIFFERENCE FROM 2017 -5
DIFFERENCE FROM CLUSTER -18
DIFFERENCE FROM PUBLIC SECTOR -13

HIGH PERFORMANCE

53%

DIFFERENCE FROM 2017 -4
DIFFERENCE FROM CLUSTER -13
DIFFERENCE FROM PUBLIC SECTOR -11

PUBLIC SECTOR VALUES

49%

DIFFERENCE FROM 2017 -4
DIFFERENCE FROM CLUSTER -16
DIFFERENCE FROM PUBLIC SECTOR -12

DIVERSITY & INCLUSION

63%

DIFFERENCE FROM CLUSTER -12
DIFFERENCE FROM PUBLIC SECTOR -5

FLEXIBLE WORKING SATISFACTION

65%

DIFFERENCE FROM 2017 -11
DIFFERENCE FROM CLUSTER -8
DIFFERENCE FROM PUBLIC SECTOR +7

ACTION ON RESULTS

31%

DIFFERENCE FROM 2017 -3
DIFFERENCE FROM CLUSTER -15
DIFFERENCE FROM PUBLIC SECTOR -5



QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

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

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

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

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018
AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
2a. My workgroup strives to achieve customer/client satisfaction	93%	88%
1a. I understand what is expected of me to do well in my role	82%	81%
2b. My workgroup works collaboratively to achieve its objectives	79%	81%
2c. I receive help and support from other members of my workgroup	78%	84%
2e. People in my workgroup treat each other with respect	78%	81%
1g. I know how to address a health and safety issue I have identified	78%	-
7k. I feel a strong personal attachment to my organisation	73%	77%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	71%	78%
5b. My manager listens to what I have to say	70%	72%
5a. My manager encourages people in my workgroup to keep improving the work they do	70%	66%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018
AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
7c. I feel that change is managed well in my organisation	16%	26%
6b. I feel that senior managers effectively lead and manage change	19%	24%
3e. My performance is assessed against clear criteria	23%	40%
6c. I feel that senior managers model the values of my organisation	23%	37%
6g. I feel that senior managers keep employees informed about what's going on	24%	36%
6h. I feel that senior managers listen to employees	24%	26%
3g. I am satisfied with the opportunities available for career development in my organisation	25%	30%
6a. I believe senior managers provide clear direction for the future of the organisation	26%	30%
9a. I have confidence in the ways my organisation resolves grievances	28%	25%
7f. My organisation is committed to developing its employees	29%	32%



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

	AGREEMENT 2018	AGREEMENT 2017
4a. I am paid fairly for the work I do	69%	57%
2a. My workgroup strives to achieve customer/client satisfaction	93%	89%
5a. My manager encourages people in my workgroup to keep improving the work they do	70%	66%
9a. I have confidence in the ways my organisation resolves grievances	28%	25%
5f. I have confidence in the decisions my manager makes	58%	56%
1a. I understand what is expected of me to do well in my role	82%	81%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018
AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
3e. My performance is assessed against clear criteria	23%	40%
7j. I am proud to tell others I work for my organisation	66%	82%
7a. My organisation focuses on improving the work we do	48%	62%
6c. I feel that senior managers model the values of my organisation	23%	37%
6d. Senior managers encourage innovation by employees	35%	47%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	39%	51%
6g. I feel that senior managers keep employees informed about what's going on	24%	36%
8d. How satisfied are you with your ability to access and use flexible working arrangements?	65%	76%
7c. I feel that change is managed well in my organisation	16%	26%
7b. My organisation is making the necessary improvements to meet our future challenges	36%	45%



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

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



Q3e. My performance is assessed against clear criteria



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



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



Q5h. My manager appropriately deals with employees who perform poorly



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



Q3e. My performance is assessed against clear criteria



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



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



Q5h. My manager appropriately deals with employees who perform poorly



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



Q3e. My performance is assessed against clear criteria



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



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



Q5h. My manager appropriately deals with employees who perform poorly



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.

31%

of employees replied favourably to:

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

37%

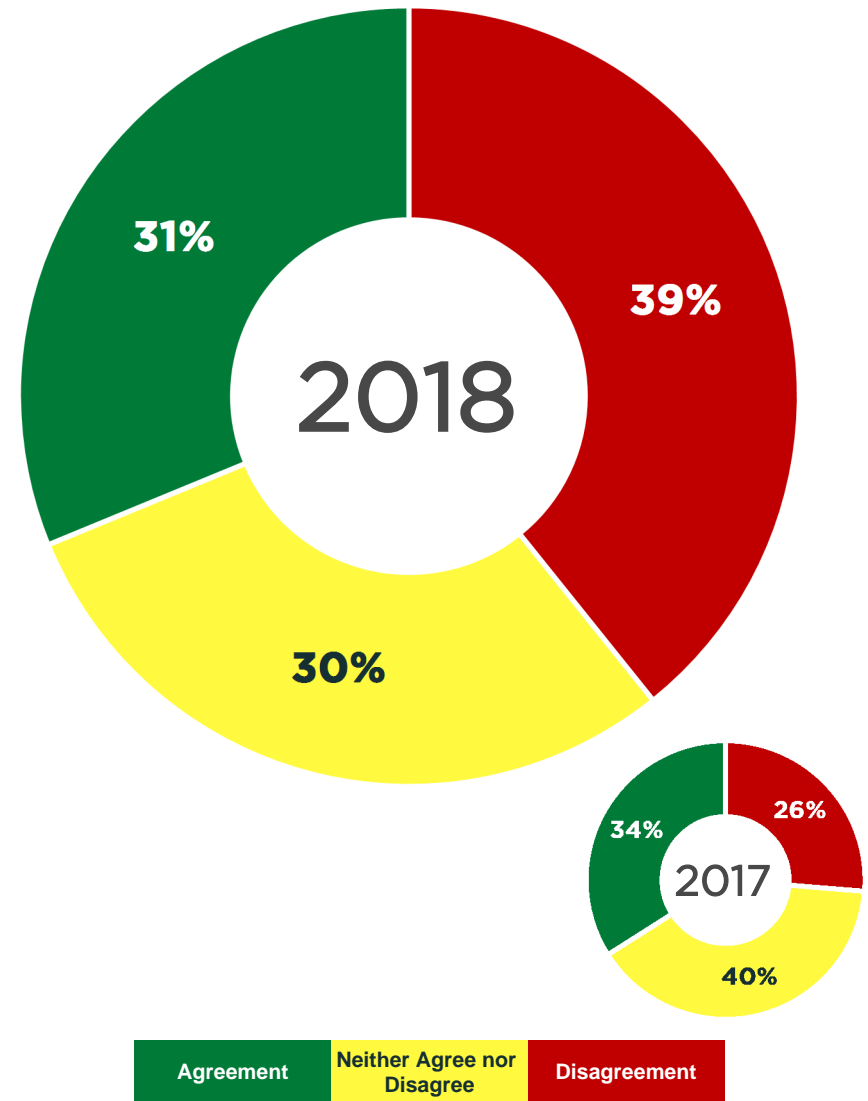
SECTOR

47%

CLUSTER

34%

2017



KEY DRIVERS OF ENGAGEMENT



Employee Engagement scores at different levels are shown in earlier and following pages.

These results show the issues that are the most significant influencers of employee engagement in the workplace at this level.

The questions are ranked in order of influence. In prioritising areas for action, it is common to focus on items with a low agreement score but higher in the ranked list of drivers, as they have higher impact. Variation of drivers within the organisation and business priorities should be considered.

If Engagement scores are high, other scores are often high as well.

RANK

		% AGREEMENT 2018	% AGREEMENT 2017	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	29%	32%	52%	52%
2	Q6c. I feel that senior managers model the values of my organisation	23%	37%	51%	50%
3	Q7a. My organisation focuses on improving the work we do	48%	62%	68%	69%
4	Q7e. People in my organisation take responsibility for their own actions	31%	35%	52%	49%
5	Q7g. I have confidence in the way recruitment decisions are made	33%	33%	39%	37%
6	Q6a. I believe senior managers provide clear direction for the future of the organisation	26%	30%	50%	49%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Museum of Applied Arts and Sciences

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.

	Museum of Applied Arts and Sciences	Corporate Services	Curatorial, Collections & Exhibitions	Development & External Affairs	Programs & Engagement
NUMBER OF RESPONDENTS	248	35	65	14	96
EMPLOYEE ENGAGEMENT	64%	66%	63%	51%	65%
ENGAGEMENT WITH WORK	64%	67%	68%	48%	64%
SENIOR MANAGERS	29%	32%	26%	22%	29%
COMMUNICATION	49%	54%	46%	49%	46%
HIGH PERFORMANCE	53%	59%	52%	47%	51%
PUBLIC SECTOR VALUES	49%	51%	47%	45%	49%
DIVERSITY & INCLUSION	63%	69%	63%	61%	59%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 10 RESPONDENTS



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

EMPLOYEE ENGAGEMENT	64% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	15	36	24	18	52%	59%	66%	61%
Q7j. I am proud to tell others I work for my organisation	24	42	22	8	66%	82%	75%	69%
Q7k. I feel a strong personal attachment to my organisation	30	43	19		73%	77%	69%	63%
Q7l. My organisation motivates me to help it achieve its objectives	14	35	30	16	49%	55%	59%	55%
Q7m. My organisation inspires me to do the best in my job	14	37	29	15	51%	55%	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	64% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	29	40	15	11	69%	72%	76%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	31	39	15	12	70%	73%	76%	72%
Q1e. I am satisfied with my job	18	37	26	15	55%	62%	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	29% 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	21	23	27	23	26%	30%	50%	49%	
Q6b. I feel that senior managers effectively lead and manage change	14	31	25	25	19%	25%	44%	46%	
Q6c. I feel that senior managers model the values of my organisation	17	33	18	26	23%	37%	51%	50%	
Q6d. Senior managers encourage innovation by employees	28	33	18	13	35%	47%	51%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	9	29	36	15	10	39%	51%	55%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	13	43	21	13	10	56%	56%	68%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	19	20	30	25	24%	36%	50%	47%	
Q6h. I feel that senior managers listen to employees	20	25	26	24	24%	26%	46%	43%	
Q7c. I feel that change is managed well in my organisation	12	25	32	27	16%	26%	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	49% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	22	39	20	13	60%	64%	75%	72%
Q5d. My manager encourages and values employee input	30	36	20	8	66%	71%	79%	72%
Q5e. My manager involves my workgroup in decisions about our work	21	36	21	16	57%	61%	72%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	19	20	30	25	24%	36%	50%	47%
Q6h. I feel that senior managers listen to employees	20	25	26	24	24%	26%	46%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	13	46	21	13	59%	64%	75%	67%

KEY





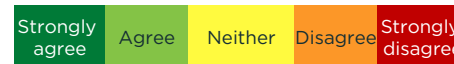
EXPLORE THE FULL RESULTS

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					53% 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	52	11			82%	81%	86%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	43	37	8	10		79%	81%	84%	79%	
Q3f. I have received appropriate training and development to do my job well	11	38	24	21		48%	49%	63%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	26	44	16	10		70%	66%	78%	74%	
Q5f. I have confidence in the decisions my manager makes	24	34	18	15	9	58%	56%	74%	68%	
Q6d. Senior managers encourage innovation by employees		28	33	18	13	35%	47%	51%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	9	29	36	15	10	39%	51%	55%	52%	
Q7a. My organisation focuses on improving the work we do	9	39	32	13	8	48%	62%	68%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	8	28	27	24	14	36%	45%	54%	57%	

KEY

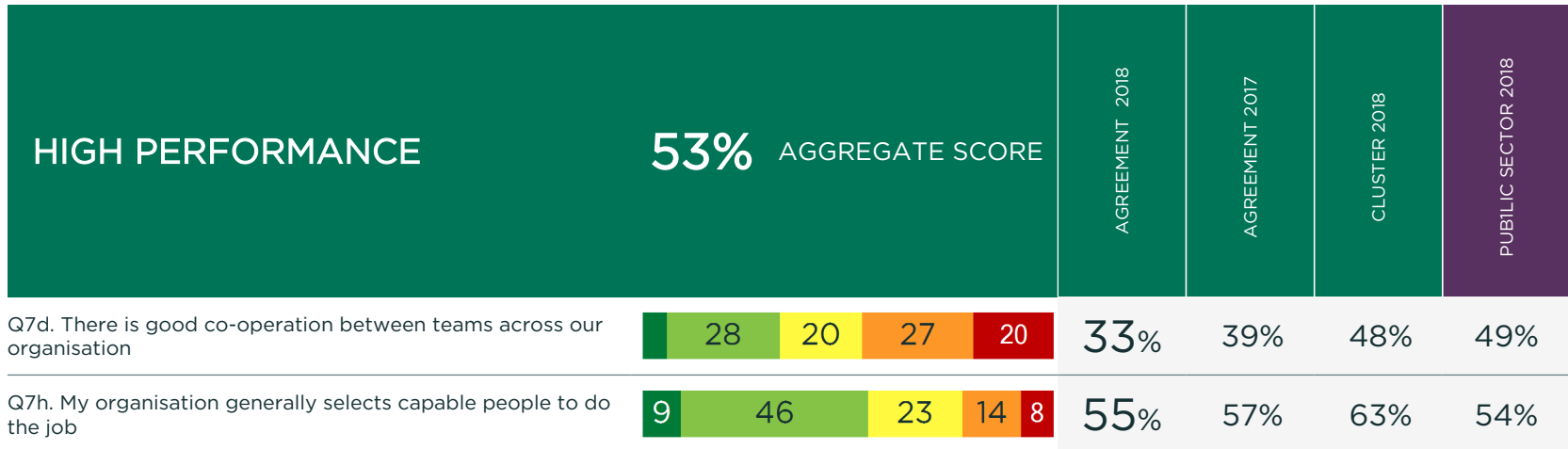




EXPLORE THE FULL RESULTS

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.



KEY





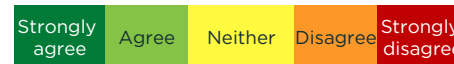
EXPLORE THE FULL RESULTS

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	49% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
	Q2a. My workgroup strives to achieve customer/client satisfaction	53	40	93%	89%	90%	86%		
Q2e. People in my workgroup treat each other with respect	44	35	11	8	78%	81%	83%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	26	44	16	10	70%	66%	78%	74%	
Q5b. My manager listens to what I have to say	30	40	16	10	70%	72%	82%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	21	23	27	23	26%	30%	50%	49%	
Q6c. I feel that senior managers model the values of my organisation	17	33	18	26	23%	37%	51%	50%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	13	43	21	13	10	56%	56%	68%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	19	20	30	25	24%	36%	50%	47%	
Q6h. I feel that senior managers listen to employees	20	25	26	24	24%	26%	46%	43%	

KEY





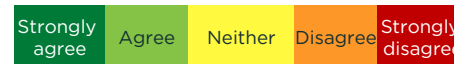
EXPLORE THE FULL RESULTS

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		49% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do		48%	62%	68%	69%					
Q7e. People in my organisation take responsibility for their own actions		31%	35%	52%	49%					

KEY





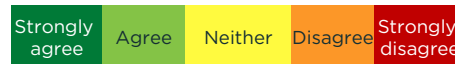
EXPLORE THE FULL RESULTS

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	63% 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	13	35	21	23	8	48%	50%	66%	65%
Q5b. My manager listens to what I have to say	30	40	16	10		70%	72%	82%	76%
Q5d. My manager encourages and values employee input	30	36	20	8		66%	71%	79%	72%
Q6i. Senior managers in my organisation support the career advancement of women	16	38	29	11		55%	62%	67%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	23	49	18			71%	78%	80%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	24	44	18	10		68%	69%	78%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	13	46	21	13	8	59%	64%	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>	25	40	20	8		65%	76%	73%	59%
Q8e. My manager supports flexible working in my team	28	41	19	8		69%	-	77%	63%

KEY

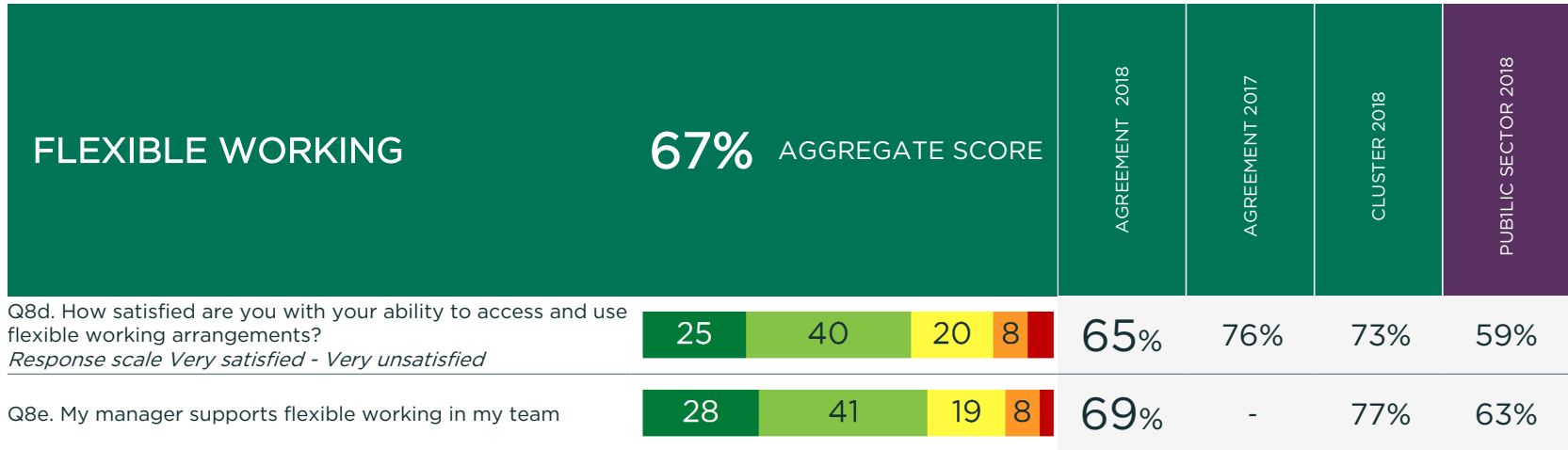




EXPLORE THE FULL RESULTS

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

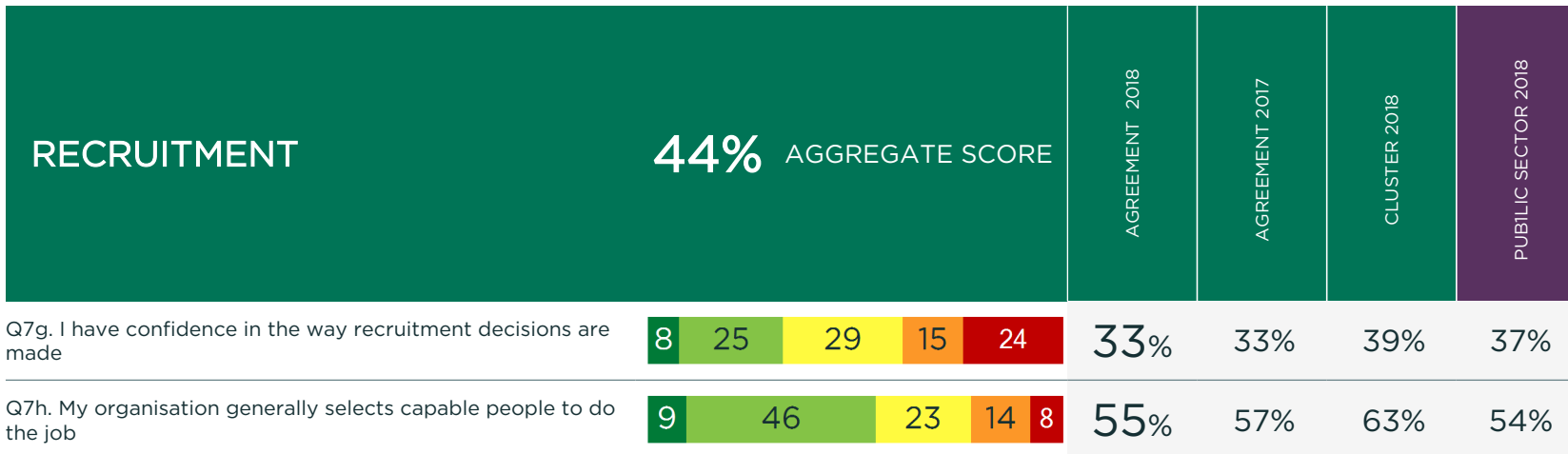




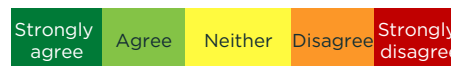
EXPLORE THE FULL RESULTS

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.

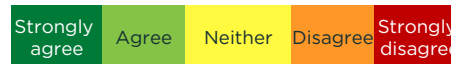
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT

37% 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	13 38 24 16 9	51%	53%	67%	65%
Q3e. My performance is assessed against clear criteria	16 38 27 13	23%	40%	52%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	7 18 28 25 22	25%	30%	47%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	24 41 19 10	64%	66%	76%	69%
Q5h. My manager appropriately deals with employees who perform poorly	10 19 34 22 15	29%	34%	46%	46%
Q7f. My organisation is committed to developing its employees	23 32 23 17	29%	32%	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	61% 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	13	35	21	23	8	48%	50%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	15	35	24	20		51%	52%	64%	60%
Q2c. I receive help and support from other members of my workgroup	41	37	12	7		78%	85%	86%	81%
Q2d. There is good team spirit in my workgroup	37	30	13	16		67%	74%	75%	70%

KEY

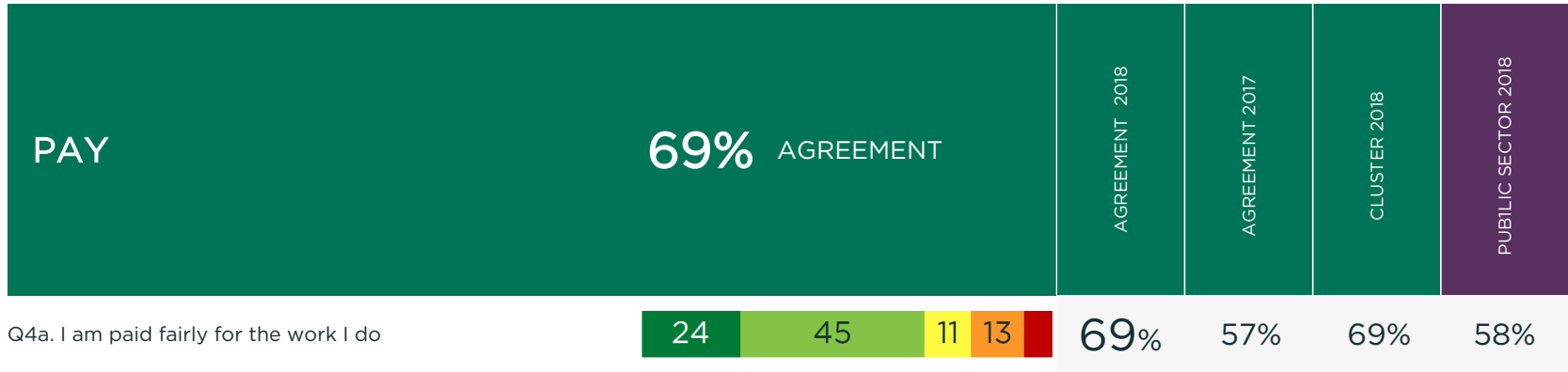




EXPLORE THE FULL RESULTS

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

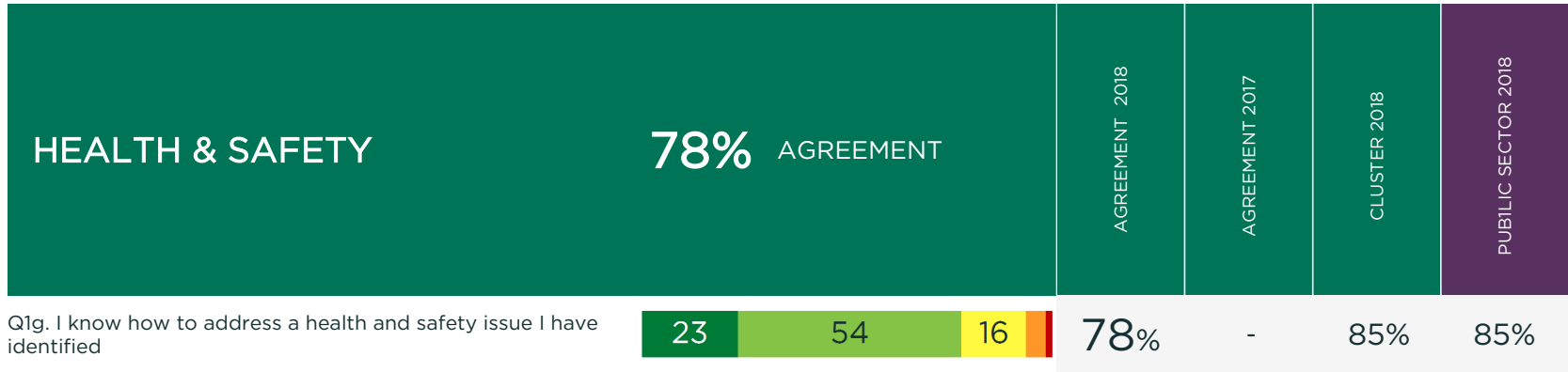




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

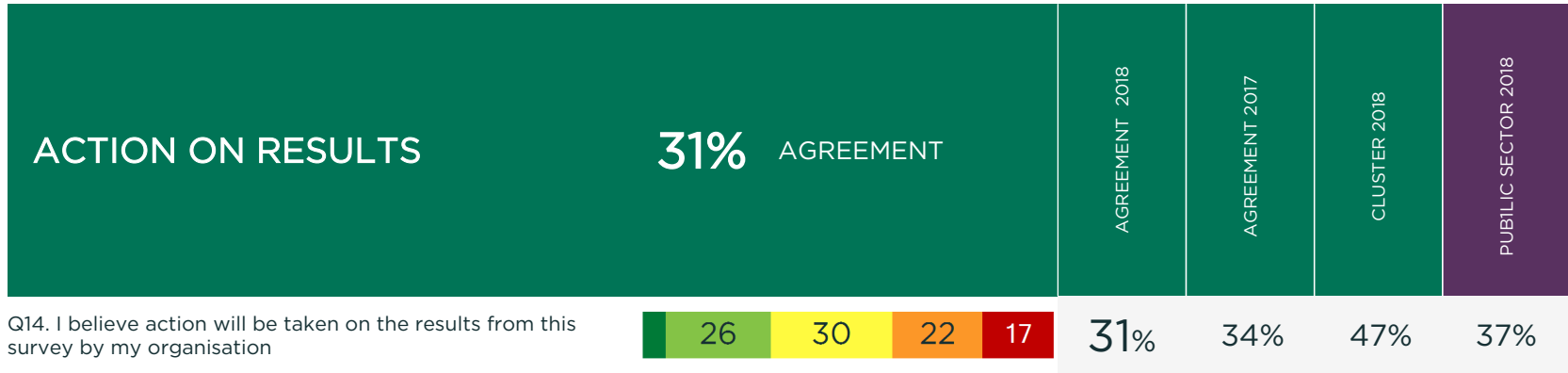




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

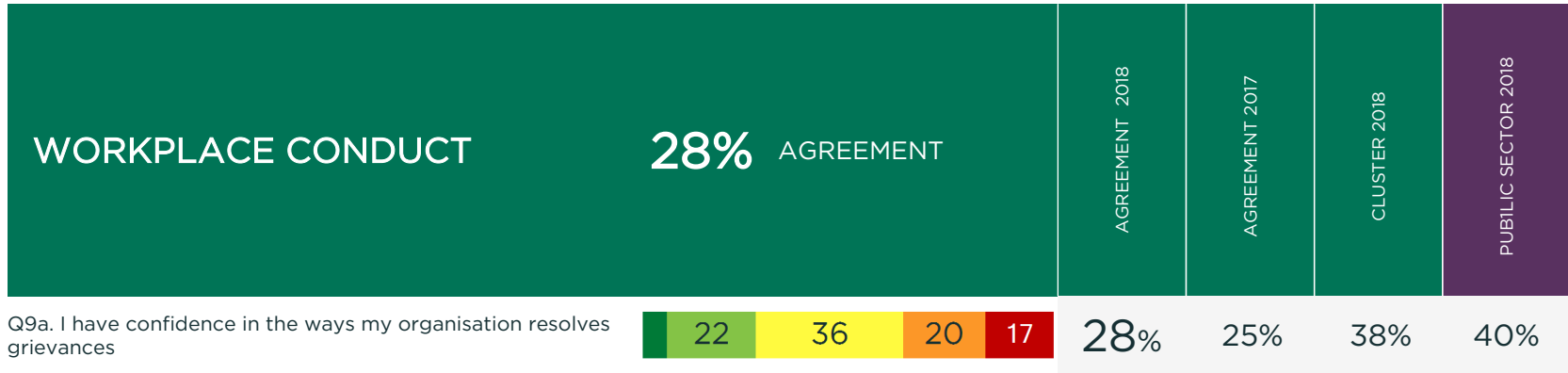




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		39%	63%	65%	71%
No		61%	37%	35%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		60%	68%	79%	76%
No		40%	33%	21%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		37%	49%	58%	58%
No		63%	52%	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		52%	48%	40%	41%
No		48%	52%	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 visible opportunities		50%	47%	36%	30%
Lack of promotion opportunities		49%	50%	35%	29%
Insufficient training and development		32%	28%	14%	16%
Lack of support from my manager/supervisor		23%	21%	12%	14%
Lack of support for temporary assignments/secondments		23%	23%	15%	15%
There are no major barriers to my career progression		22%	22%	29%	32%
Personal/family considerations		21%	23%	29%	30%
Lack of required capabilities or experience		19%	13%	12%	11%
Geographic location considerations		18%	17%	29%	26%
The application/recruitment process is too cumbersome or time consuming		15%	14%	24%	23%
Other		12%	8%	9%	9%

% are calculated with the number of unique respondents (N = 239 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		29%	23%	19%	24%
No		45%	67%	65%	58%
Don't know		26%	10%	16%	18%

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







Yes		49%	48%	59%	66%
No		49%	48%	39%	32%
Don't know		3%	5%	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		32%	36%	26%	33%
No		58%	56%	65%	57%
Don't know		10%	9%	9%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		15%	19%	12%	18%
No		77%	76%	82%	76%
Don't know		8%	5%	6%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
A senior manager		33%	30%	26%	21%
A fellow worker at your level		25%	38%	25%	27%
Your Immediate Manager/Supervisor		17%	16%	21%	23%
Prefer not to say		11%	8%	14%	14%
Other		8%	5%	4%	4%
A subordinate		3%	3%	8%	7%
A member of the public other than a client or customer		3%	-	1%	1%
A client or customer	(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		2%	-	1%	3%
No		96%	-	98%	94%
Don't know		2%	-	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)



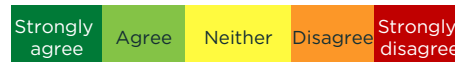
EXPLORE THE FULL RESULTS

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		56%	67%	74%
Q2. I have a clear understanding of the vision of my organisation		55%	67%	68%
Q3. I am aware how my role contributes to the vision of my organisation		73%	74%	75%
Q4. I am encouraged to participate in sustainable work practices by my supervisor or manager		46%	45%	63%
Q5. My team is equipped with the right tools to provide good customer service		48%	47%	63%
Q6. My organisation has the right tools in place to assist and manage geographically dispersed teams		23%	34%	54%
Q7. I have access to the information I need to do my job well		54%	-	71%
Q8. I feel informed about changes in my organisation		27%	-	52%
Q9. The people I work with have safe work practices		77%	-	88%
Q10. My manager promotes safe work practices in my workplace		80%	-	86%

KEY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		25%
Female		73%
Other		3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		1%
20 - 24	■	8%
25 -29	■	22%
30 - 34	■	16%
35 - 39	■	10%
40 - 44	■	11%
45 - 49	■	10%
50 - 54	■	12%
55 - 59	■	6%
60 - 64		3%
65+		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

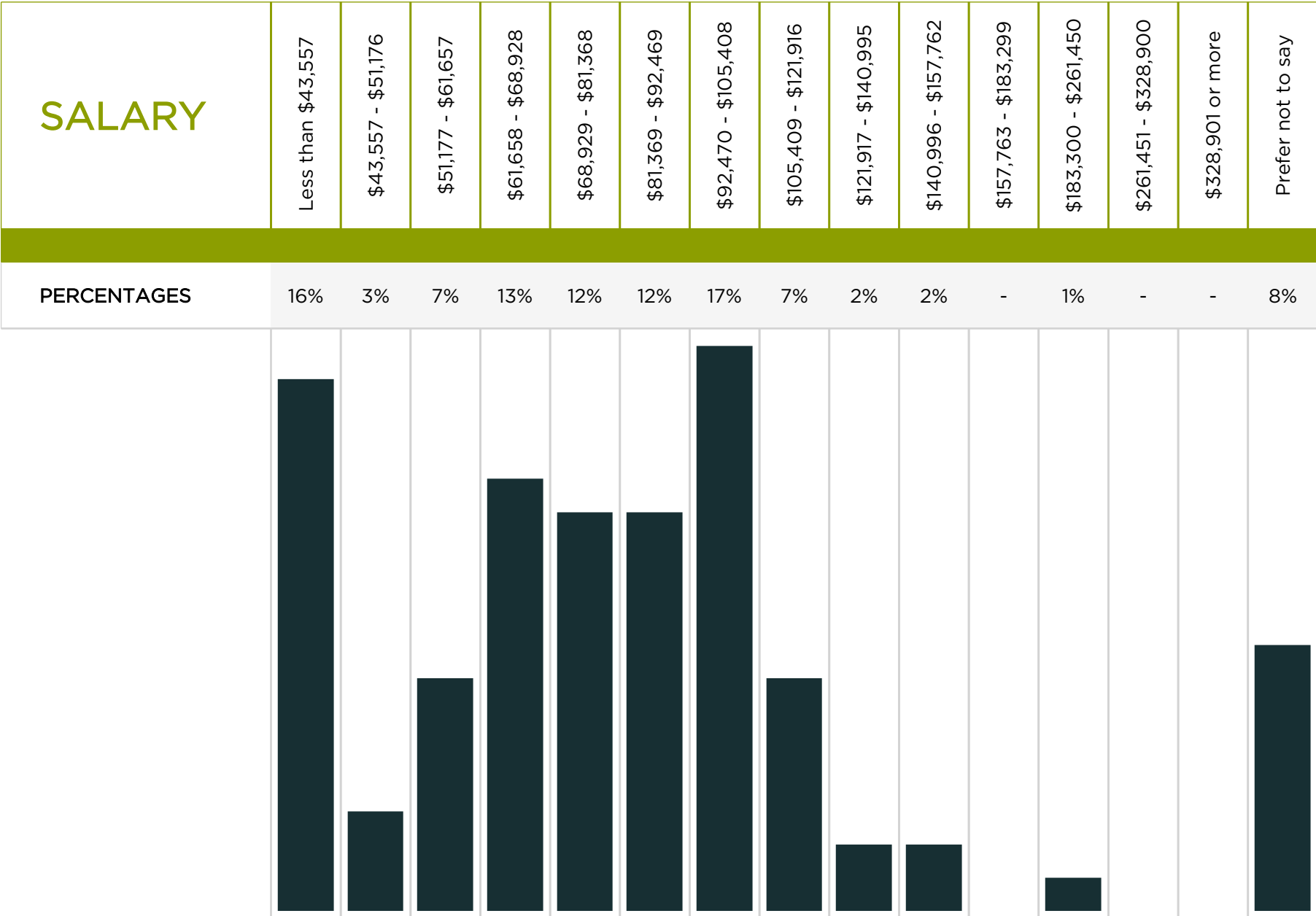
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	39%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	12%
Administrative support (e.g. executive/personal assistant, receptionist)	4%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	11%
Policy	-
Research	5%
Program and project management support	11%
Legal (including developing and/or reviewing legislation)	-
Other	19%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		16%
1 - 2 years		15%
2 - 5 years		29%
5 - 10 years		16%
10 - 20 years		12%
More than 20 years		12%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Flexible start and finish times	58%
None of the above	28%
Working additional hours to make up for time off	16%
Part-time work	15%
Working more hours over fewer days	9%
Working from different locations	9%
Flexible scheduling for rostered workers	8%

% are calculated with the number of unique respondents (N = 224 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Working from home	7%
Leave without pay	6%
Study leave	3%
Job sharing	1%
Other	1%

% are calculated with the number of unique respondents (N = 224 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.

	Museum of Applied Arts and Sciences	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	248	90	28	9	25	0	11	25	0	43
EMPLOYEE ENGAGEMENT	64%	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	57%
ENGAGEMENT WITH WORK	64%	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	64%
SENIOR MANAGERS	29%	26%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	21%
COMMUNICATION	49%	47%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	39%
HIGH PERFORMANCE	53%	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	45%
PUBLIC SECTOR VALUES	49%	49%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	40%
DIVERSITY & INCLUSION	63%	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	57%

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.

	Museum of Applied Arts and Sciences	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	248	36	8	16	30	28	27	40	15	4	5	0	2	0
EMPLOYEE ENGAGEMENT	64%	68%	(r)	(r)	58%	(r)	(r)	62%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	64%	66%	(r)	(r)	59%	(r)	(r)	68%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	29%	31%	(r)	(r)	14%	(r)	(r)	31%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	49%	48%	(r)	(r)	42%	(r)	(r)	46%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	53%	53%	(r)	(r)	45%	(r)	(r)	54%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	49%	51%	(r)	(r)	39%	(r)	(r)	49%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	66%	(r)	(r)	54%	(r)	(r)	64%	(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.

	Museum of Applied Arts and Sciences	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	248	0	19
EMPLOYEE ENGAGEMENT	64%	(r)	(r)
ENGAGEMENT WITH WORK	64%	(r)	(r)
SENIOR MANAGERS	29%	(r)	(r)
COMMUNICATION	49%	(r)	(r)
HIGH PERFORMANCE	53%	(r)	(r)
PUBLIC SECTOR VALUES	49%	(r)	(r)
DIVERSITY & INCLUSION	63%	(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.

	Museum of Applied Arts and Sciences	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	248	37	35	66	36	27	28
EMPLOYEE ENGAGEMENT	64%	76%	65%	64%	52%	(r)	(r)
ENGAGEMENT WITH WORK	64%	74%	62%	64%	47%	(r)	(r)
SENIOR MANAGERS	29%	41%	32%	31%	15%	(r)	(r)
COMMUNICATION	49%	63%	56%	47%	39%	(r)	(r)
HIGH PERFORMANCE	53%	68%	59%	52%	37%	(r)	(r)
PUBLIC SECTOR VALUES	49%	63%	55%	52%	34%	(r)	(r)
DIVERSITY & INCLUSION	63%	76%	73%	61%	53%	(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

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.

	Museum of Applied Arts and Sciences	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	248	131	21	35	18	33	3	21	15	0	14	7	2	63
EMPLOYEE ENGAGEMENT	64%	66%	(r)	64%	(r)	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62%
ENGAGEMENT WITH WORK	64%	70%	(r)	56%	(r)	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	54%
SENIOR MANAGERS	29%	32%	(r)	26%	(r)	38%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	20%
COMMUNICATION	49%	52%	(r)	52%	(r)	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	41%
HIGH PERFORMANCE	53%	56%	(r)	54%	(r)	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	46%
PUBLIC SECTOR VALUES	49%	51%	(r)	48%	(r)	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	43%
DIVERSITY & INCLUSION	63%	69%	(r)	67%	(r)	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	54%

*multiple types may be chosen.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Museum of Applied Arts and Sciences	Sydney East	Sydney - City and Inner South	Sydney West	Sydney - Baulkham Hills and Hawkesbury	Sydney - North Sydney and Hornsby	Sydney - Northern Beaches	Sydney - Parramatta	Sydney - South West	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - Ryde	Sydney - Sutherland
NUMBER OF RESPONDENTS	248	215	213	5	3	1	1	1	1	0	0	0	0
EMPLOYEE ENGAGEMENT	64%	64%	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	64%	63%	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	29%	29%	29%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	49%	49%	49%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	53%	53%	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	49%	50%	50%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	63%	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

*Sydney East and Sydney West are higher level results for the Sydney sub-regions.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Museum of Applied Arts and Sciences	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Illawarra	Mid North Coast	Murray	Sydney - Blacktown	Sydney - Eastern Suburbs	Sydney - Inner South West	Sydney - Inner West
NUMBER OF RESPONDENTS	248	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	29%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	49%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	53%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	49%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	(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.

	Museum of Applied Arts and Sciences	New England and North West	Newcastle and Lake Macquarie	OUTSIDE NSW	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven
NUMBER OF RESPONDENTS	248	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	64%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	29%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	49%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	53%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	49%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	(r)	(r)	(r)	(r)	(r)	(r)

*Sydney East and Sydney West are higher level results for the Sydney sub-regions.

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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CUT OFF LIMIT OF 30 RESPONDENTS

RESULT BY AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Museum of Applied Arts and Sciences	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	248	2	19	50	37	22	25	24	28	14	6	2
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	66%	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	64%	(r)	(r)	54%	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	29%	(r)	(r)	35%	24%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	49%	(r)	(r)	55%	49%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	53%	(r)	(r)	57%	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	49%	(r)	(r)	53%	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	63%	(r)	(r)	68%	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW
CUT OFF LIMIT OF 30 RESPONDENTS

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Museum of Applied Arts and Sciences	Male	Female	Other
NUMBER OF RESPONDENTS	248	57	167	6
EMPLOYEE ENGAGEMENT	64%	66%	64%	(r)
ENGAGEMENT WITH WORK	64%	71%	62%	(r)
SENIOR MANAGERS	29%	27%	30%	(r)
COMMUNICATION	49%	51%	49%	(r)
HIGH PERFORMANCE	53%	53%	54%	(r)
PUBLIC SECTOR VALUES	49%	50%	50%	(r)
DIVERSITY & INCLUSION	63%	69%	63%	(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

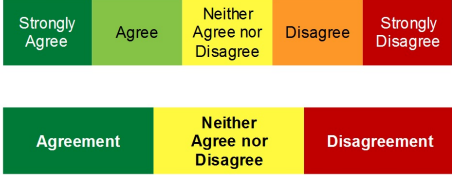
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.