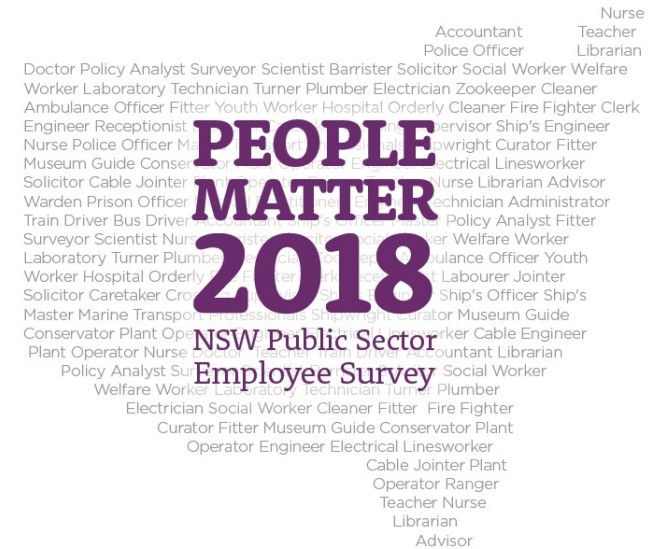

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Planning and Environment

Sydney Living Museums

RESPONSE RATE

78%

190 OF 244 RESPONDENTS

EMPLOYEE ENGAGEMENT

70%

DIFFERENCE FROM 2017 0
 DIFFERENCE FROM CLUSTER +2
 DIFFERENCE FROM PUBLIC SECTOR +5

ENGAGEMENT WITH WORK

78%

DIFFERENCE FROM 2017 +1
 DIFFERENCE FROM CLUSTER +4
 DIFFERENCE FROM PUBLIC SECTOR +6

SENIOR MANAGERS

35%

DIFFERENCE FROM 2017 -5
 DIFFERENCE FROM CLUSTER -15
 DIFFERENCE FROM PUBLIC SECTOR -14

COMMUNICATION

57%

DIFFERENCE FROM 2017 +2
 DIFFERENCE FROM CLUSTER -9
 DIFFERENCE FROM PUBLIC SECTOR -5

HIGH PERFORMANCE

59%

DIFFERENCE FROM 2017 -3
 DIFFERENCE FROM CLUSTER -6
 DIFFERENCE FROM PUBLIC SECTOR -5

PUBLIC SECTOR VALUES

57%

DIFFERENCE FROM 2017 -3
 DIFFERENCE FROM CLUSTER -9
 DIFFERENCE FROM PUBLIC SECTOR -5

DIVERSITY & INCLUSION

73%

DIFFERENCE FROM CLUSTER -2
 DIFFERENCE FROM PUBLIC SECTOR +5

FLEXIBLE WORKING SATISFACTION

70%

DIFFERENCE FROM 2017 +2
 DIFFERENCE FROM CLUSTER -3
 DIFFERENCE FROM PUBLIC SECTOR +11

ACTION ON RESULTS

35%

DIFFERENCE FROM 2017 -6
 DIFFERENCE FROM CLUSTER -12
 DIFFERENCE FROM PUBLIC SECTOR -2



QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

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

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

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

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

2a.	My workgroup strives to achieve customer/client satisfaction	93%	92%
1a.	I understand what is expected of me to do well in my role	91%	92%
2c.	I receive help and support from other members of my workgroup	89%	86%
2e.	People in my workgroup treat each other with respect	87%	86%
2b.	My workgroup works collaboratively to achieve its objectives	86%	82%
1g.	I know how to address a health and safety issue I have identified	85%	-
1c.	My job gives me a feeling of personal accomplishment	85%	83%
7j.	I am proud to tell others I work for my organisation	84%	85%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	83%	82%
2d.	There is good team spirit in my workgroup	82%	83%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

7c.	I feel that change is managed well in my organisation	27%	28%
6b.	I feel that senior managers effectively lead and manage change	28%	38%
6h.	I feel that senior managers listen to employees	29%	31%
9a.	I have confidence in the ways my organisation resolves grievances	30%	28%
6g.	I feel that senior managers keep employees informed about what's going on	32%	34%
3g.	I am satisfied with the opportunities available for career development in my organisation	32%	32%
6c.	I feel that senior managers model the values of my organisation	34%	43%
14.	I believe action will be taken on the results from this survey by my organisation	35%	40%
6d.	Senior managers encourage innovation by employees	35%	38%
7f.	My organisation is committed to developing its employees	35%	36%



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

8c.	I am able to speak up and share a different view to my colleagues and manager	75%	67%
1f.	I am able to keep my work stress at an acceptable level	77%	69%
5d.	My manager encourages and values employee input	74%	69%
5h.	My manager appropriately deals with employees who perform poorly	38%	35%
2b.	My workgroup works collaboratively to achieve its objectives	86%	82%
2c.	I receive help and support from other members of my workgroup	89%	86%
4a.	I am paid fairly for the work I do	63%	60%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	65%	62%
3e.	My performance is assessed against clear criteria	47%	44%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	70%	67%



LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

7d.	There is good co-operation between teams across our organisation	38%	50%
6b.	I feel that senior managers effectively lead and manage change	28%	38%
6c.	I feel that senior managers model the values of my organisation	34%	43%
6a.	I believe senior managers provide clear direction for the future of the organisation	36%	44%
7b.	My organisation is making the necessary improvements to meet our future challenges	46%	52%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	39%	45%
14.	I believe action will be taken on the results from this survey by my organisation	35%	40%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	54%	60%
7m.	My organisation inspires me to do the best in my job	59%	65%
7a.	My organisation focuses on improving the work we do	60%	66%



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

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



Q5h. My manager appropriately deals with employees who perform poorly



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



Q7b. My organisation is making the necessary improvements to meet our future challenges



Q6i. Senior managers in my organisation support the career advancement of women



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



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



Q7b. My organisation is making the necessary improvements to meet our future challenges



Q6i. Senior managers in my organisation support the career advancement of women



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



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



Q7b. My organisation is making the necessary improvements to meet our future challenges



Q6i. Senior managers in my organisation support the career advancement of women



FIND YOUR HIGHEST NEUTRAL SCORES

THESE ARE YOUR HIGHEST NEUTRAL SCORING QUESTIONS

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT?
(STRENGTHS)

- WHAT ARE EMPLOYEES MOST NEUTRAL ABOUT? WHERE A LOT OF EMPLOYEES ARE RESPONDING 'NEITHER AGREE NOR DISAGREE' (% NEUTRAL), THIS MAY INDICATE MIXED VIEWS OR INCONSISTENT EXPERIENCES.
(AREAS OF POTENTIAL)

- WHAT ARE EMPLOYEES MOST NEGATIVE ABOUT?
(AREAS OF CONCERN)



WHAT'S NEXT?

Sector employees have given their feedback and these results show where actions and improvements are required.

Research has shown that a key reason why employees can become disengaged is if they are asked their opinion and then no action takes place as a result.

35%

of employees replied favourably to:

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

37%

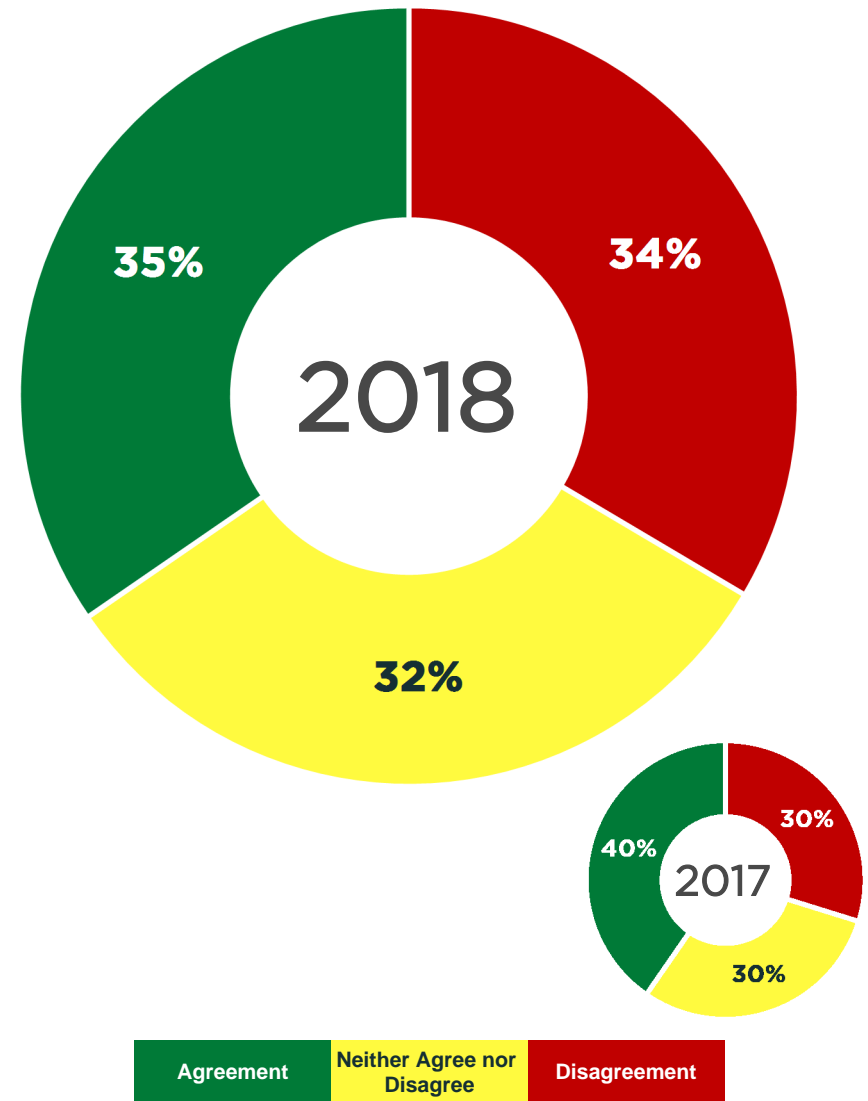
SECTOR

47%

CLUSTER

40%

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	Q7a. My organisation focuses on improving the work we do	60%	66%	68%	69%
2	Q6h. I feel that senior managers listen to employees	29%	31%	46%	43%
3	Q7h. My organisation generally selects capable people to do the job	66%	66%	63%	54%
4	Q6i. Senior managers in my organisation support the career advancement of women	60%	63%	67%	60%
5	Q6d. Senior managers encourage innovation by employees	35%	38%	51%	50%
6	Q8c. I am able to speak up and share a different view to my colleagues and manager	75%	67%	75%	67%



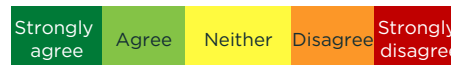
EXPLORE THE FULL RESULTS

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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.

EMPLOYEE ENGAGEMENT	70% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	22	43	25		65%	63%	66%	61%
Q7j. I am proud to tell others I work for my organisation	35	49	11		84%	85%	75%	69%
Q7k. I feel a strong personal attachment to my organisation	34	44	15		78%	79%	69%	63%
Q7l. My organisation motivates me to help it achieve its objectives	19	41	22	14	60%	64%	59%	55%
Q7m. My organisation inspires me to do the best in my job	22	38	25	13	59%	65%	59%	55%

KEY





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ENGAGEMENT WITH WORK	78% AGGREGATE SCORE			AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q1c. My job gives me a feeling of personal accomplishment	34	51	10	85%	83%	76%	76%	
Q1d. I feel motivated to contribute more than what is normally required at work	34	42	17	75%	77%	76%	72%	
Q1e. I am satisfied with my job	23	51	14	9	74%	73%	71%	69%

KEY





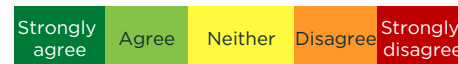
EXPLORE THE FULL RESULTS

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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.

SENIOR MANAGERS	35% 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	30	25	27	12	36%	44%	50%	49%
Q6b. I feel that senior managers effectively lead and manage change	22	28	26	17	28%	38%	44%	46%
Q6c. I feel that senior managers model the values of my organisation	10	24	31	21	34%	43%	51%	50%
Q6d. Senior managers encourage innovation by employees	29	31	23	11	35%	38%	51%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	34	34	15	11	39%	45%	55%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	13	42	25	13	54%	60%	68%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	26	23	24	21	32%	34%	50%	47%
Q6h. I feel that senior managers listen to employees	24	26	23	22	29%	31%	46%	43%
Q7c. I feel that change is managed well in my organisation	24	27	27	19	27%	28%	32%	40%

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.

COMMUNICATION	57% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	28	42	9	13	8	69%	67%	75%	72%
Q5d. My manager encourages and values employee input	31	43	12	7	7	74%	69%	79%	72%
Q5e. My manager involves my workgroup in decisions about our work	27	36	18	10	8	63%	61%	72%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	26	23	24	21		32%	34%	50%	47%
Q6h. I feel that senior managers listen to employees	24	26	23	22		29%	31%	46%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	55	16	8		75%	67%	75%	67%

KEY





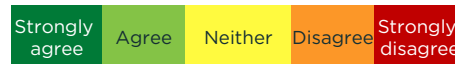
EXPLORE THE FULL RESULTS

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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.

	HIGH PERFORMANCE		59% 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	35	56		91%	92%	86%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	48	38	8	86%	82%	84%	79%		
Q3f. I have received appropriate training and development to do my job well	14	37	28	15	51%	55%	63%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	24	47	17	8	71%	72%	78%	74%	
Q5f. I have confidence in the decisions my manager makes	30	39	18		69%	70%	74%	68%	
Q6d. Senior managers encourage innovation by employees		29	31	23	11	35%	38%	51%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		34	34	15	11	39%	45%	55%	52%
Q7a. My organisation focuses on improving the work we do	16	44	25	11	60%	66%	68%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	10	35	34	15	46%	52%	54%	57%	

KEY

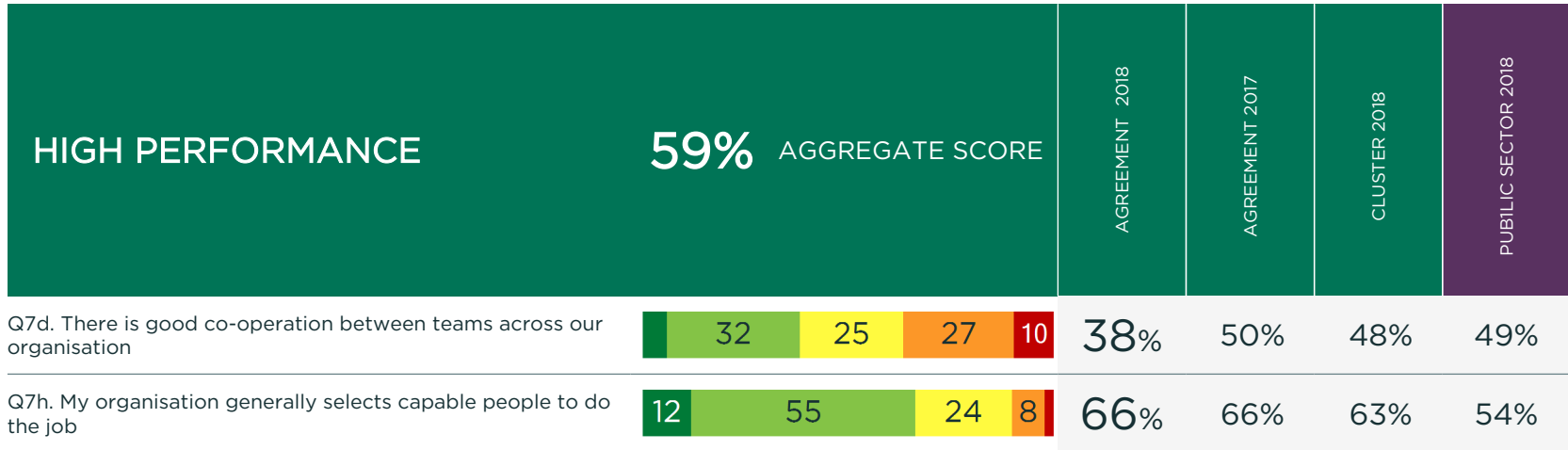




EXPLORE THE FULL RESULTS

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		57% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
Q2a. My workgroup strives to achieve customer/client satisfaction		59	34	93%	92%	90%	86%			
Q2e. People in my workgroup treat each other with respect		43	45	7	5	87%	86%	83%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do		24	47	17	8	4	71%	72%	78%	74%
Q5b. My manager listens to what I have to say		32	47	8	8	5	78%	76%	82%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation		30	25	27	12	6	36%	44%	50%	49%
Q6c. I feel that senior managers model the values of my organisation		10	24	31	21	14	34%	43%	51%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		13	42	25	13	7	54%	60%	68%	62%
Q6g. I feel that senior managers keep employees informed about what's going on		26	23	24	21	8	32%	34%	50%	47%
Q6h. I feel that senior managers listen to employees		24	26	23	22	5	29%	31%	46%	43%

KEY

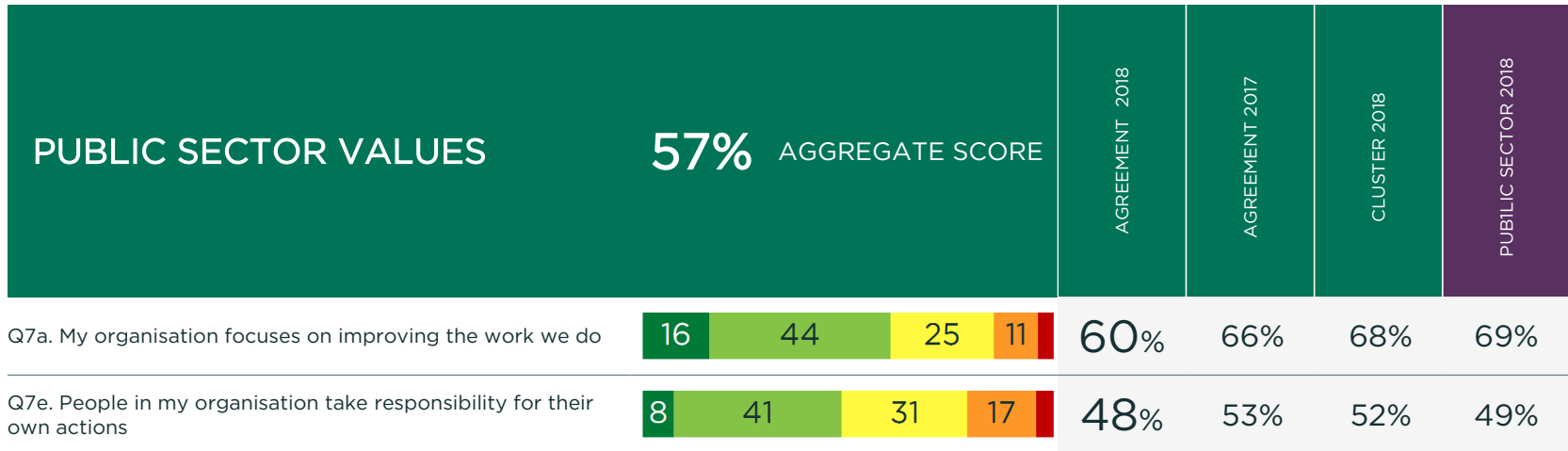




EXPLORE THE FULL RESULTS

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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.



KEY





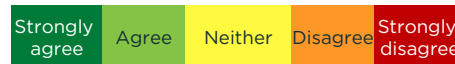
EXPLORE THE FULL RESULTS

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	73% 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	16	48	17	14	64%	63%	66%	65%
Q5b. My manager listens to what I have to say	32	47	8	8	78%	76%	82%	76%
Q5d. My manager encourages and values employee input	31	43	12	7	74%	69%	79%	72%
Q6i. Senior managers in my organisation support the career advancement of women	17	43	34		60%	63%	67%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	30	54	12		83%	82%	80%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	35	46	15		81%	83%	78%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	55	16	8	75%	67%	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>	31	39	18	8	70%	67%	73%	59%
Q8e. My manager supports flexible working in my team	37	39	17		75%	-	77%	63%

KEY

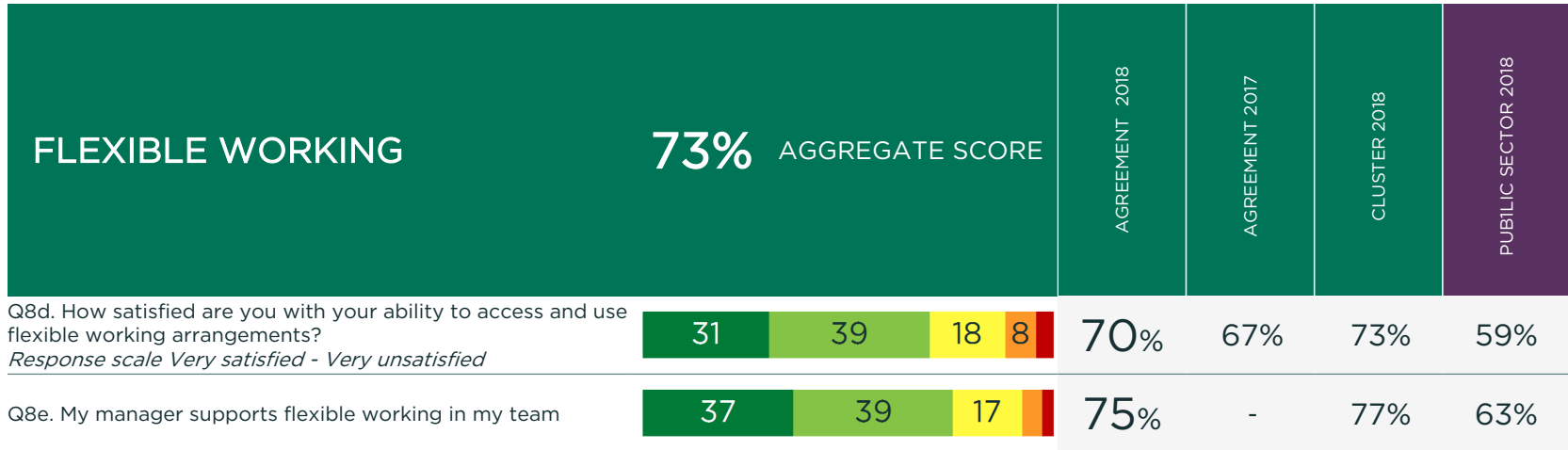




EXPLORE THE FULL RESULTS

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

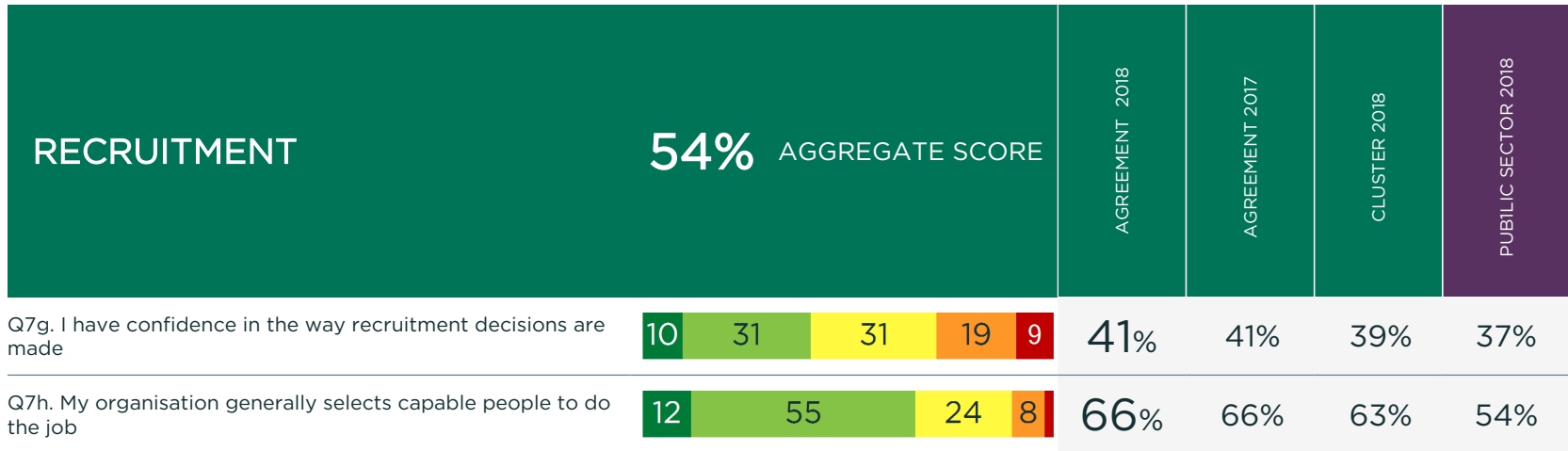




EXPLORE THE FULL RESULTS

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



KEY





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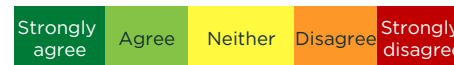
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT

48% AGGREGATE SCORE

		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	19 46 15 14	65%	62%	67%	65%
Q3e. My performance is assessed against clear criteria	15 32 26 21	47%	44%	52%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	9 23 26 24 17	32%	32%	47%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	29 41 15 8	71%	73%	76%	69%
Q5h. My manager appropriately deals with employees who perform poorly	11 28 34 15 12	38%	35%	46%	46%
Q7f. My organisation is committed to developing its employees	28 31 23 11	35%	36%	52%	52%

KEY

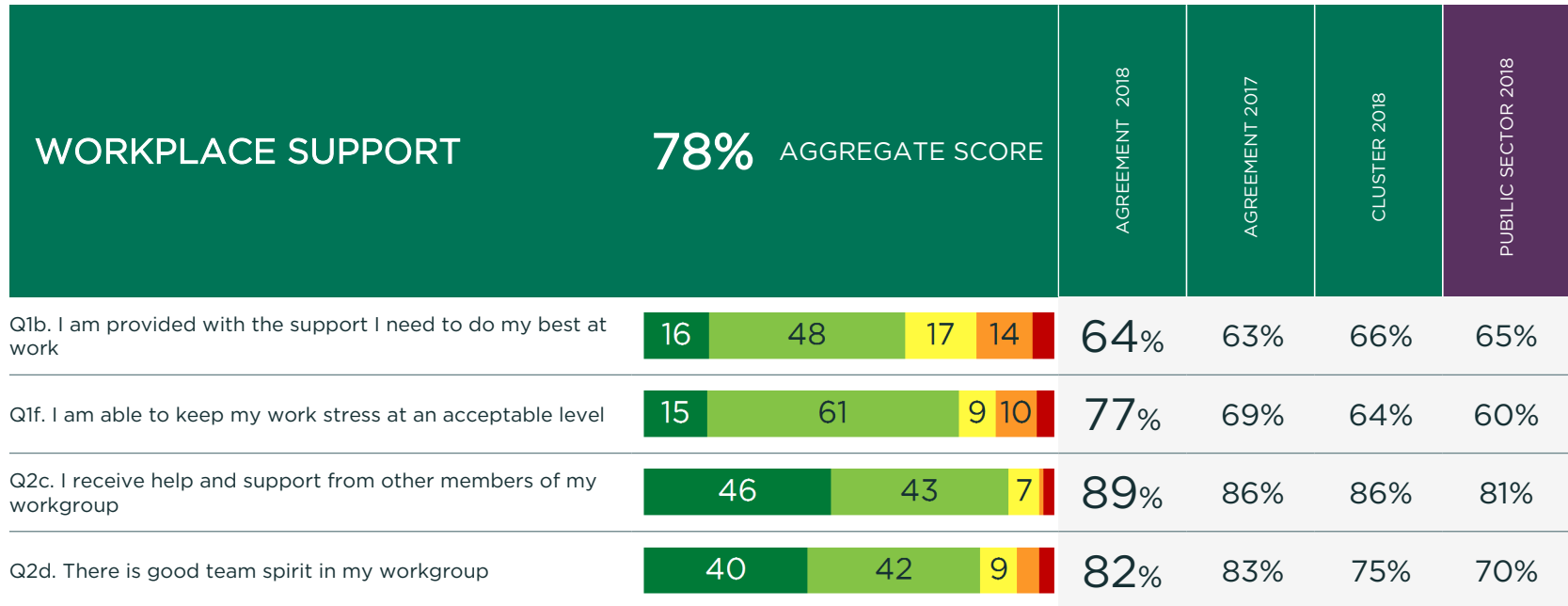




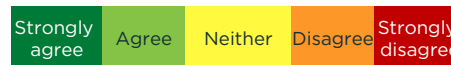
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

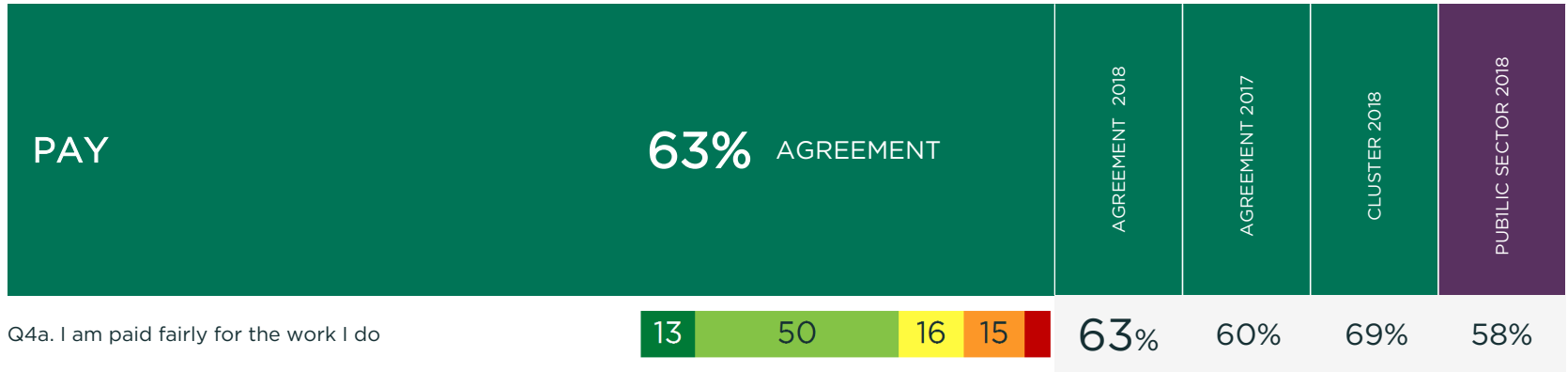




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KEY

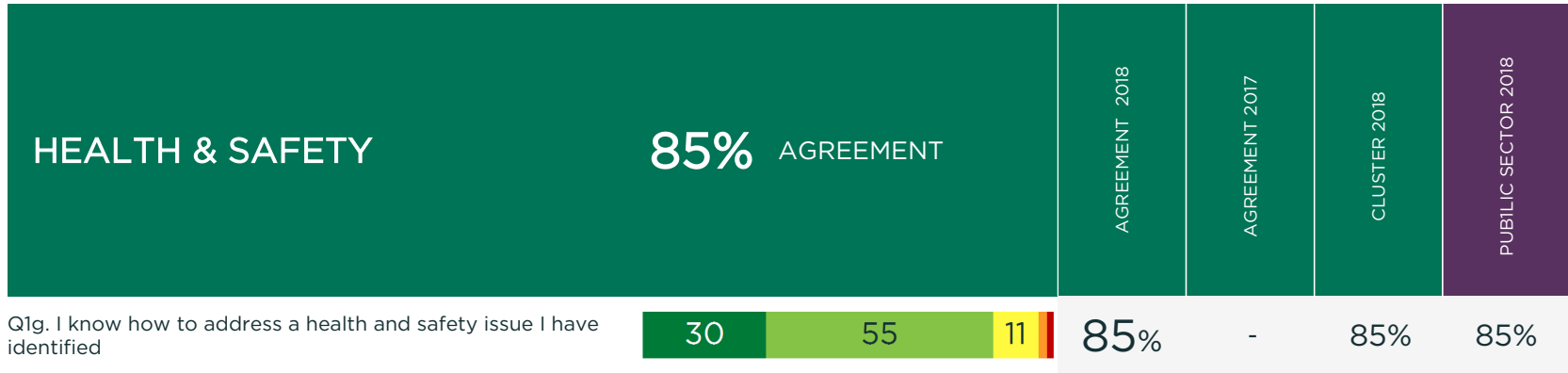




EXPLORE THE FULL RESULTS

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KEY

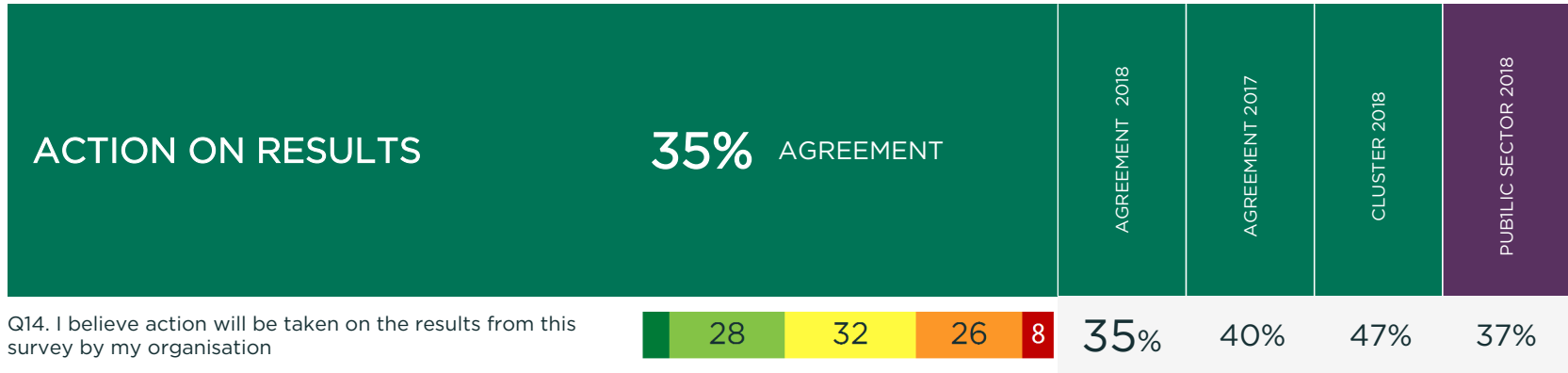




EXPLORE THE FULL RESULTS

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KEY

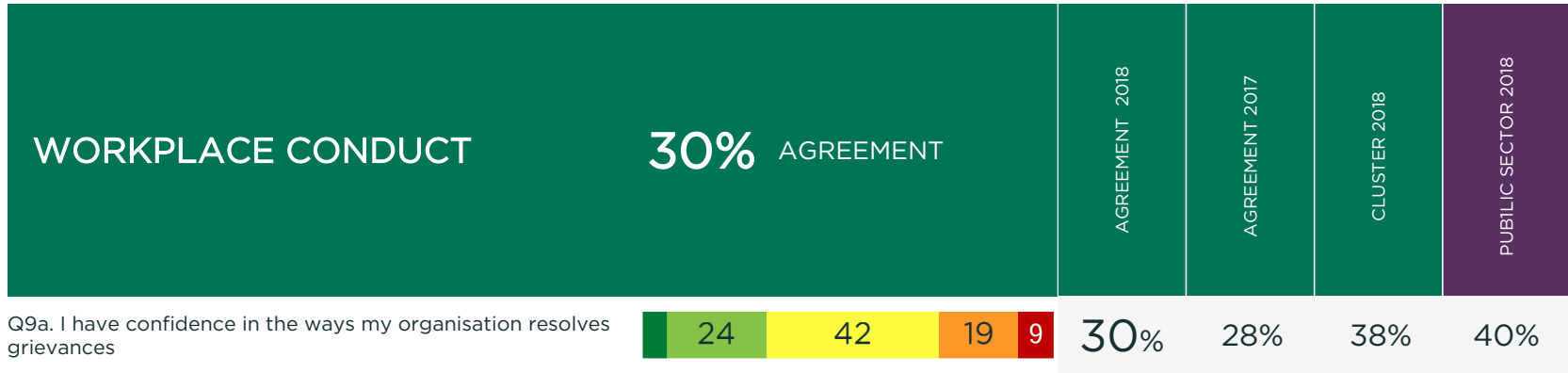




EXPLORE THE FULL RESULTS

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.

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		55%	45%	65%	71%
No		45%	55%	35%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		74%	72%	79%	76%
No		26%	28%	21%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		49%	43%	58%	58%
No		51%	57%	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		43%	51%	40%	41%
No		57%	49%	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		54%	54%	36%	30%
Lack of promotion opportunities		51%	53%	35%	29%
There are no major barriers to my career progression		26%	23%	29%	32%
Personal/family considerations		25%	28%	29%	30%
The application/recruitment process is too cumbersome or time consuming		20%	19%	24%	23%
Insufficient training and development		19%	19%	14%	16%
Lack of support for temporary assignments/secondments		18%	18%	15%	15%
Geographic location considerations		17%	18%	29%	26%
Lack of required capabilities or experience		13%	12%	12%	11%
Lack of support from my manager/supervisor		11%	12%	12%	14%
Other		7%	7%	9%	9%

% are calculated with the number of unique respondents (N = 183 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		12%	18%	19%	24%
No		66%	70%	65%	58%
Don't know		23%	12%	16%	18%
Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		41%	37%	59%	66%
No		59%	57%	39%	32%
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		19%	22%	26%	33%
No		70%	66%	65%	57%
Don't know		11%	12%	9%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		9%	9%	12%	18%
No		88%	87%	82%	76%
Don't know		4%	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

A senior manager		44%	39%	26%	21%
A fellow worker at your level		25%	28%	25%	27%
Your Immediate Manager/Supervisor		19%	22%	21%	23%
Other		6%	6%	4%	4%
Prefer not to say		6%	6%	14%	14%
A subordinate	(r)				
A client or customer	(r)				
A member of the public other than 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		1%	-	1%	3%
No	████████████████████	98%	-	98%	94%
Don't know		1%	-	1%	2%

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

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



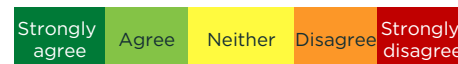
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

PLANNING AND ENVIRONMENT CUSTOMISED QUESTIONS		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q1. My organisation listens to its customers and stakeholders		70%	79%	74%
Q2. I have a clear understanding of the vision of my organisation		66%	69%	68%
Q3. I am aware how my role contributes to the vision of my organisation		78%	78%	75%
Q4. I am encouraged to participate in sustainable work practices by my supervisor or manager		53%	51%	63%
Q5. My team is equipped with the right tools to provide good customer service		64%	67%	63%
Q6. My organisation has the right tools in place to assist and manage geographically dispersed teams		39%	43%	54%
Q7. I have access to the information I need to do my job well		66%	-	71%
Q8. I feel informed about changes in my organisation		41%	-	52%
Q9. The people I work with have safe work practices		84%	-	88%
Q10. My manager promotes safe work practices in my workplace		81%	-	86%

KEY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		36%
Female		62%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		-
20 - 24		3%
25 -29		10%
30 - 34		18%
35 - 39		12%
40 - 44		14%
45 - 49		14%
50 - 54		11%
55 - 59		10%
60 - 64		3%
65+		5%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

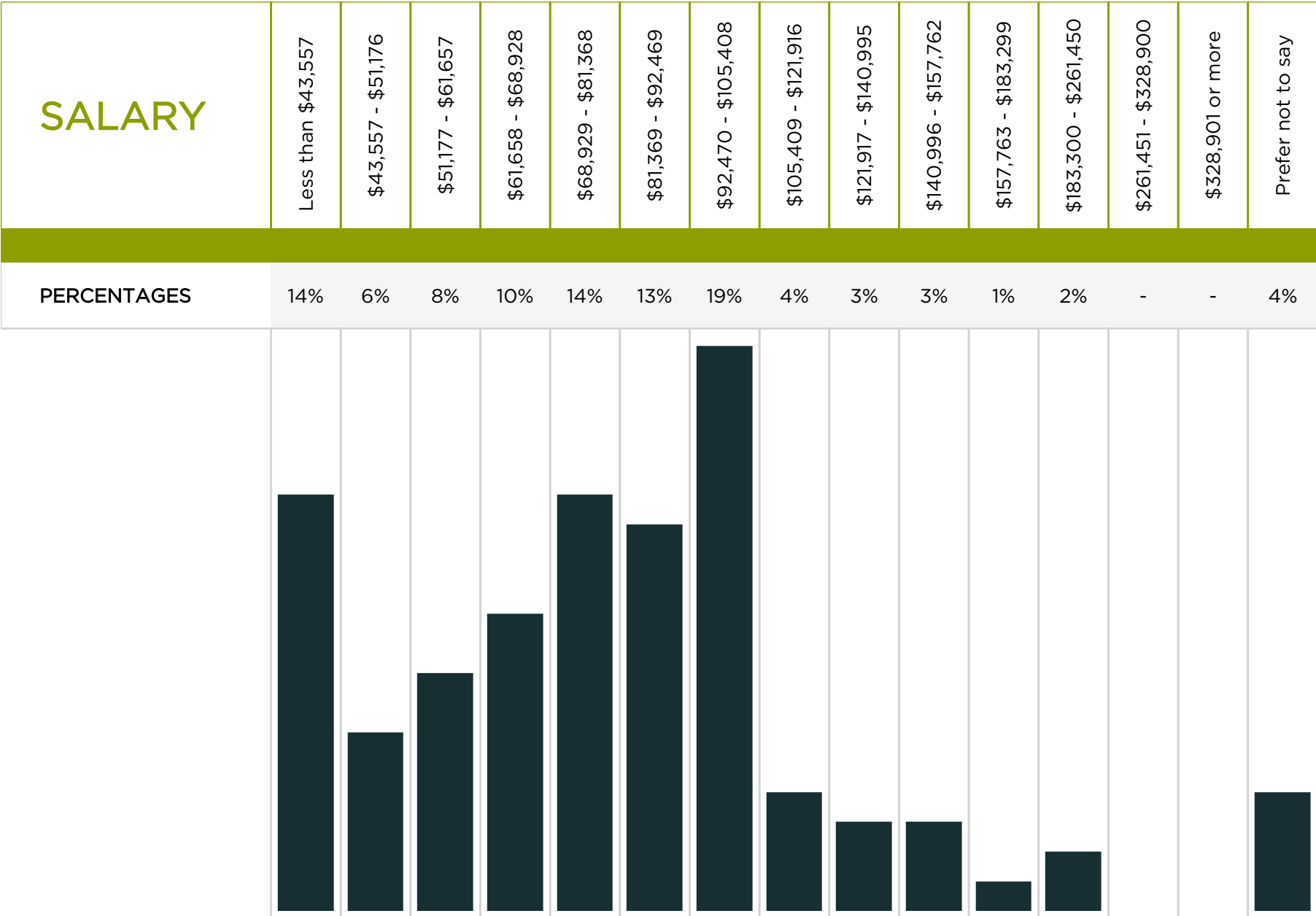
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	36%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	17%
Administrative support (e.g. executive/personal assistant, receptionist)	6%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	10%
Policy	-
Research	2%
Program and project management support	12%
Legal (including developing and/or reviewing legislation)	-
Other	16%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		15%
1 - 2 years		15%
2 - 5 years		24%
5 - 10 years		26%
10 - 20 years		13%
More than 20 years		7%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Flexible start and finish times	55%
Part-time work	27%
None of the above	20%
Working additional hours to make up for time off	17%
Working from different locations	13%
Working from home	12%
Leave without pay	8%

% are calculated with the number of unique respondents (N = 181 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Working more hours over fewer days	8%
Flexible scheduling for rostered workers	5%
Study leave	2%
Job sharing	2%
Other	1%

% are calculated with the number of unique respondents (N = 181 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.

	Sydney Living Museums	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	190	66	32	11	18	0	4	22	0	30
EMPLOYEE ENGAGEMENT	70%	69%	70%	(r)	(r)	(r)	(r)	(r)	(r)	69%
ENGAGEMENT WITH WORK	78%	73%	76%	(r)	(r)	(r)	(r)	(r)	(r)	76%
SENIOR MANAGERS	35%	26%	43%	(r)	(r)	(r)	(r)	(r)	(r)	39%
COMMUNICATION	57%	48%	69%	(r)	(r)	(r)	(r)	(r)	(r)	60%
HIGH PERFORMANCE	59%	54%	66%	(r)	(r)	(r)	(r)	(r)	(r)	59%
PUBLIC SECTOR VALUES	57%	48%	64%	(r)	(r)	(r)	(r)	(r)	(r)	61%
DIVERSITY & INCLUSION	73%	64%	81%	(r)	(r)	(r)	(r)	(r)	(r)	79%

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.

	Sydney Living Museums	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	190	25	10	14	18	26	23	35	8	5	5	1	4	0
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	(r)	(r)	(r)	(r)	70%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	(r)	(r)	(r)	84%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	35%	(r)	(r)	(r)	(r)	(r)	(r)	32%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	57%	(r)	(r)	(r)	(r)	(r)	(r)	65%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	59%	(r)	(r)	(r)	(r)	(r)	(r)	62%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	57%	(r)	(r)	(r)	(r)	(r)	(r)	59%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)	(r)	(r)	(r)	83%	(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.

	Sydney Living Museums	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	190	0	7
EMPLOYEE ENGAGEMENT	70%	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)
SENIOR MANAGERS	35%	(r)	(r)
COMMUNICATION	57%	(r)	(r)
HIGH PERFORMANCE	59%	(r)	(r)
PUBLIC SECTOR VALUES	57%	(r)	(r)
DIVERSITY & INCLUSION	73%	(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.

	Sydney Living Museums	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	190	28	27	45	48	24	12
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	64%	66%	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	78%	66%	(r)	(r)
SENIOR MANAGERS	35%	(r)	(r)	27%	24%	(r)	(r)
COMMUNICATION	57%	(r)	(r)	53%	46%	(r)	(r)
HIGH PERFORMANCE	59%	(r)	(r)	54%	51%	(r)	(r)
PUBLIC SECTOR VALUES	57%	(r)	(r)	50%	50%	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	66%	66%	(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.

	Sydney Living Museums	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	190	100	14	30	9	49	3	23	22	0	15	4	2	36
EMPLOYEE ENGAGEMENT	70%	72%	(r)	71%	(r)	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68%
ENGAGEMENT WITH WORK	78%	80%	(r)	89%	(r)	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	75%
SENIOR MANAGERS	35%	38%	(r)	37%	(r)	21%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	32%
COMMUNICATION	57%	62%	(r)	62%	(r)	47%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	53%
HIGH PERFORMANCE	59%	62%	(r)	62%	(r)	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	56%
PUBLIC SECTOR VALUES	57%	60%	(r)	57%	(r)	45%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	56%
DIVERSITY & INCLUSION	73%	80%	(r)	85%	(r)	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	65%

*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.

	Sydney Living Museums	Sydney East	Sydney - City and Inner South	Sydney West	Sydney - Eastern Suburbs	Sydney - Baulkham Hills and Hawkesbury	Sydney - Parramatta	Southern Highlands and Shoalhaven	Sydney - North Sydney and Hornsby	Sydney - Inner South West	Sydney - Northern Beaches	Sydney - Outer South West	Sydney - Outer West and Blue Mountains
NUMBER OF RESPONDENTS	190	155	144	14	10	7	7	3	1	0	0	0	0
EMPLOYEE ENGAGEMENT	70%	71%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	79%	79%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	35%	38%	39%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	57%	61%	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	59%	62%	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	57%	59%	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	77%	77%	(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
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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.

	Sydney Living Museums	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Illawarra	Mid North Coast	Sydney - Blacktown	Sydney - Inner West	Sydney - Ryde	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	190	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	35%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(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
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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.

	Sydney Living Museums	Murray	New England and North West	Newcastle and Lake Macquarie	OUTSIDE NSW	Richmond - Tweed	Riverina
NUMBER OF RESPONDENTS	190	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	35%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	57%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	59%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	57%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)	(r)	(r)	(r)

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

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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RESULT BY AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Sydney Living Museums	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	190	0	5	18	32	22	25	26	20	18	6	9
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	(r)	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	35%	(r)	(r)	(r)	28%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	57%	(r)	(r)	(r)	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	59%	(r)	(r)	(r)	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	57%	(r)	(r)	(r)	50%	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	73%	(r)	(r)	(r)	66%	(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

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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.

	Sydney Living Museums	Male	Female	Other
NUMBER OF RESPONDENTS	190	65	114	4
EMPLOYEE ENGAGEMENT	70%	72%	71%	(r)
ENGAGEMENT WITH WORK	78%	81%	77%	(r)
SENIOR MANAGERS	35%	45%	31%	(r)
COMMUNICATION	57%	66%	54%	(r)
HIGH PERFORMANCE	59%	66%	56%	(r)
PUBLIC SECTOR VALUES	57%	65%	53%	(r)
DIVERSITY & INCLUSION	73%	79%	72%	(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

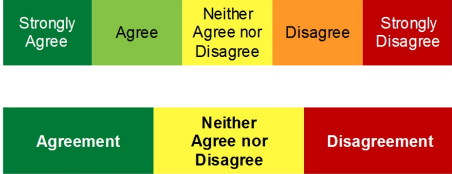
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.