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# PEOPLE MATTER 2018

NSW Public Sector Employee Survey



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CLUSTER REPORT  
Treasury

## RESPONSE RATE

**94%**

734 OF 782 RESPONDENTS

## EMPLOYEE ENGAGEMENT

**70%**

DIFFERENCE FROM 2017 -2

DIFFERENCE FROM PUBLIC SECTOR +4

## ENGAGEMENT WITH WORK

**77%**

DIFFERENCE FROM 2017 0

DIFFERENCE FROM PUBLIC SECTOR +5

## SENIOR MANAGERS

**61%**

DIFFERENCE FROM 2017 -5

DIFFERENCE FROM PUBLIC SECTOR +12

## COMMUNICATION

**73%**

DIFFERENCE FROM 2017 -2

DIFFERENCE FROM PUBLIC SECTOR +11

## HIGH PERFORMANCE

**73%**

DIFFERENCE FROM 2017 -1

DIFFERENCE FROM PUBLIC SECTOR +9

## PUBLIC SECTOR VALUES

**73%**

DIFFERENCE FROM 2017 -3

DIFFERENCE FROM PUBLIC SECTOR +11

## DIVERSITY & INCLUSION

**80%**

DIFFERENCE FROM PUBLIC SECTOR +12

## FLEXIBLE WORKING SATISFACTION

**82%**

DIFFERENCE FROM 2017 +11

DIFFERENCE FROM PUBLIC SECTOR +24

## ACTION ON RESULTS

**58%**

DIFFERENCE FROM 2017 +1

DIFFERENCE FROM PUBLIC SECTOR +21



## 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	91%	92%
2c. I receive help and support from other members of my workgroup	88%	87%
2e. People in my workgroup treat each other with respect	87%	86%
2b. My workgroup works collaboratively to achieve its objectives	87%	86%
1a. I understand what is expected of me to do well in my role	86%	87%
8e. My manager supports flexible working in my team	85%	-
5b. My manager listens to what I have to say	85%	85%
5a. My manager encourages people in my workgroup to keep improving the work they do	84%	83%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	83%	85%
5d. My manager encourages and values employee input	83%	83%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
7g. I have confidence in the way recruitment decisions are made	43%	49%
7c. I feel that change is managed well in my organisation	45%	50%
9a. I have confidence in the ways my organisation resolves grievances	48%	44%
3g. I am satisfied with the opportunities available for career development in my organisation	50%	52%
5h. My manager appropriately deals with employees who perform poorly	53%	51%
6b. I feel that senior managers effectively lead and manage change	53%	61%
6h. I feel that senior managers listen to employees	56%	62%
14. I believe action will be taken on the results from this survey by my organisation	58%	57%
7e. People in my organisation take responsibility for their own actions	58%	61%
3e. My performance is assessed against clear criteria	58%	55%



### 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

8d.	How satisfied are you with your ability to access and use flexible working arrangements?	82%	71%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	75%	69%
3f.	I have received appropriate training and development to do my job well	63%	59%
9a.	I have confidence in the ways my organisation resolves grievances	48%	44%
3e.	My performance is assessed against clear criteria	58%	55%
2d.	There is good team spirit in my workgroup	82%	80%
5h.	My manager appropriately deals with employees who perform poorly	53%	51%
1f.	I am able to keep my work stress at an acceptable level	74%	72%
5a.	My manager encourages people in my workgroup to keep improving the work they do	84%	83%
1e.	I am satisfied with my job	74%	73%



## LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

7b.	My organisation is making the necessary improvements to meet our future challenges	66%	75%
6c.	I feel that senior managers model the values of my organisation	59%	67%
6a.	I believe senior managers provide clear direction for the future of the organisation	61%	68%
6b.	I feel that senior managers effectively lead and manage change	53%	61%
6d.	Senior managers encourage innovation by employees	60%	66%
6g.	I feel that senior managers keep employees informed about what's going on	62%	68%
7g.	I have confidence in the way recruitment decisions are made	43%	49%
4a.	I am paid fairly for the work I do	64%	70%
6h.	I feel that senior managers listen to employees	56%	62%
7i.	My organisation motivates me to help it achieve its objectives	66%	71%



## YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are the questions that have shown the greatest percentage increase and decrease in agreement, based on respondents who have selected 'Strongly agree' and 'Agree'.

# HIGHEST NEUTRAL SCORING QUESTIONS

## AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



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



**Q5h.** My manager appropriately deals with employees who perform poorly



**Q5h.** My manager appropriately deals with employees who perform poorly



**Q5h.** My manager appropriately deals with employees who perform poorly



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



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



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



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



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



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



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



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



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



## 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.

# 58%

of employees replied favourably to:

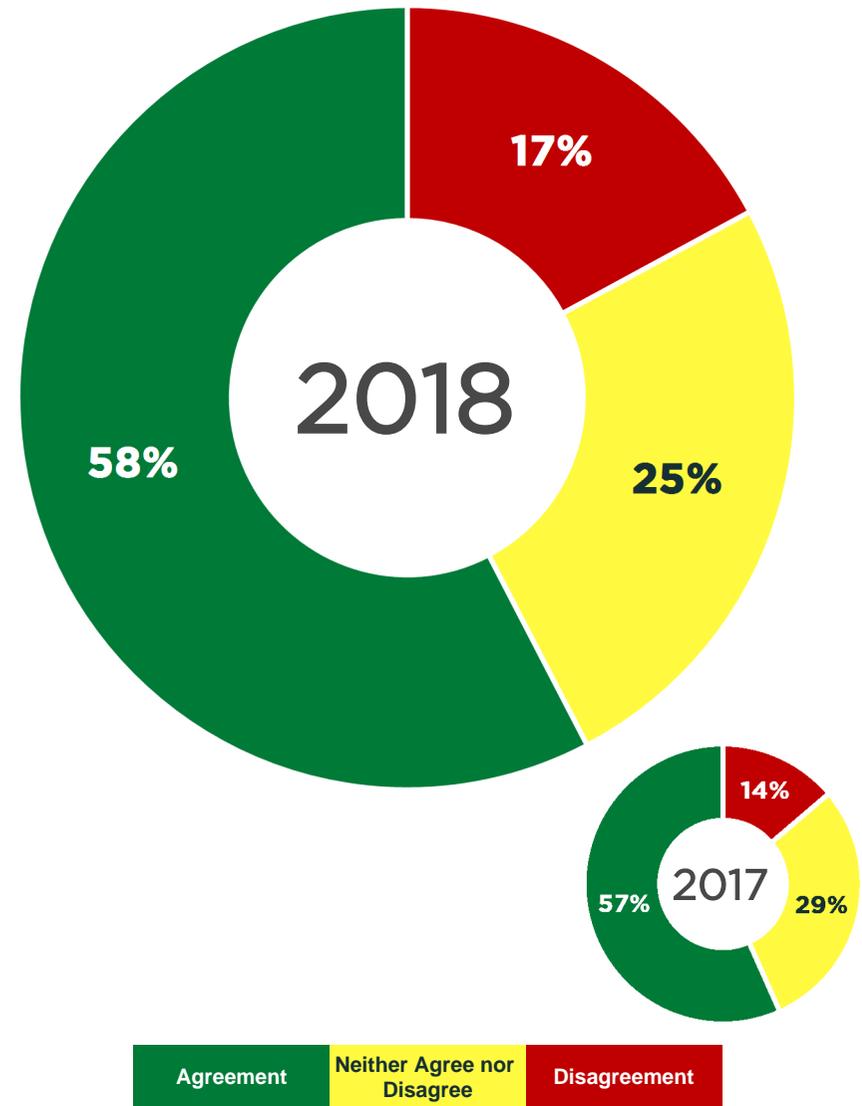
'I believe action will be taken on the results from this survey by my organisation.'

## 37%

SECTOR

## 57%

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 PUBLIC SECTOR
<b>1</b>	<b>Q7f.</b> My organisation is committed to developing its employees	<b>64%</b>	66%	52%
<b>2</b>	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>45%</b>	50%	40%
<b>3</b>	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	<b>66%</b>	75%	57%
<b>4</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>77%</b>	82%	69%
<b>5</b>	<b>Q3g.</b> I am satisfied with the opportunities available for career development in my organisation	<b>50%</b>	52%	50%
<b>6</b>	<b>Q1b.</b> I am provided with the support I need to do my best at work	<b>74%</b>	74%	65%

# CLUSTER COMPARISON



## COMPARISON OF CLUSTERS

This page compares key question group scores for Treasury

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.

	NSW Public Sector	Treasury	Education	Family and Community Services	Finance and Services	Health	Industry	Justice	Planning and Environment	Premier and Cabinet	Transport
NUMBER OF RESPONDENTS	170832	734	35880	6894	8481	65677	5238	15510	6680	950	19869
EMPLOYEE ENGAGEMENT	65%	70%	68%	62%	66%	65%	67%	62%	69%	71%	64%
ENGAGEMENT WITH WORK	72%	77%	74%	70%	72%	73%	73%	66%	74%	75%	70%
SENIOR MANAGERS	49%	61%	56%	47%	55%	46%	55%	40%	50%	63%	46%
COMMUNICATION	61%	73%	64%	62%	67%	59%	68%	54%	66%	73%	61%
HIGH PERFORMANCE	64%	73%	68%	63%	68%	64%	68%	56%	66%	74%	61%
PUBLIC SECTOR VALUES	62%	73%	67%	62%	68%	60%	68%	53%	65%	74%	60%
DIVERSITY & INCLUSION	68%	80%	67%	71%	74%	66%	77%	63%	75%	79%	69%

**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

# AGENCY COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Treasury

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.

	Treasury	NSW Treasury	NSW Treasury Corporation (T Corp)	SAS Trustee Corporation (State Super)
NUMBER OF RESPONDENTS	734	518	175	41
EMPLOYEE ENGAGEMENT	70%	69%	71%	77%
ENGAGEMENT WITH WORK	77%	75%	81%	83%
SENIOR MANAGERS	61%	60%	60%	80%
COMMUNICATION	73%	72%	72%	87%
HIGH PERFORMANCE	73%	72%	75%	85%
PUBLIC SECTOR VALUES	73%	72%	73%	86%
DIVERSITY & INCLUSION	80%	79%	82%	87%

### 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	70% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	23	48	20		71%	74%	61%
Q7j. I am proud to tell others I work for my organisation	29	47	20		76%	79%	69%
Q7k. I feel a strong personal attachment to my organisation	21	42	25	9	63%	66%	63%
Q7l. My organisation motivates me to help it achieve its objectives	20	45	23	9	66%	71%	55%
Q7m. My organisation inspires me to do the best in my job	22	43	24	7	65%	70%	55%

KEY

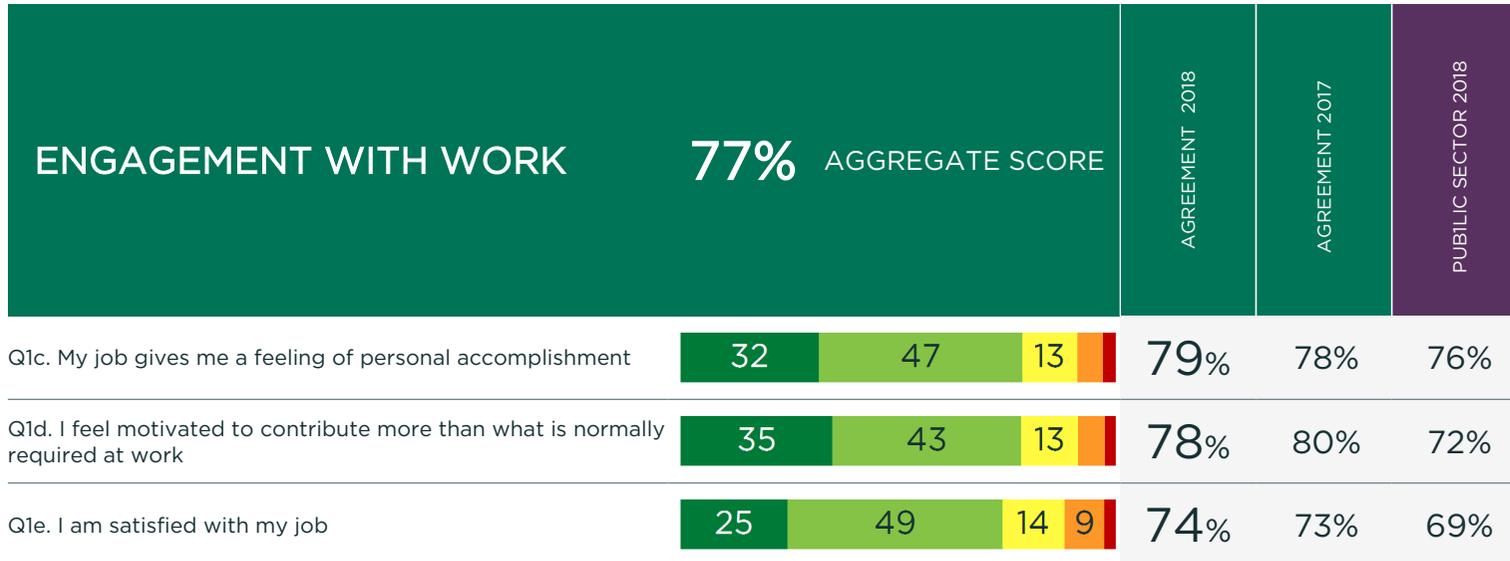




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KEY





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SENIOR MANAGERS	61% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC SECTOR 2018	
Q6a. I believe senior managers provide clear direction for the future of the organisation	17	44	22	12	61%	68%	49%	
Q6b. I feel that senior managers effectively lead and manage change	17	36	26	14	7	53%	61%	46%
Q6c. I feel that senior managers model the values of my organisation	17	42	24	11	59%	67%	50%	
Q6d. Senior managers encourage innovation by employees	14	45	26	11	60%	66%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	22	51	19	7	72%	72%	52%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	28	53	14	5	80%	84%	62%	
Q6g. I feel that senior managers keep employees informed about what's going on	16	46	20	13	62%	68%	47%	
Q6h. I feel that senior managers listen to employees	14	42	24	15	56%	62%	43%	
Q7c. I feel that change is managed well in my organisation	11	34	27	21	45%	50%	40%	

KEY





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COMMUNICATION	73% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018		
Q5c. My manager communicates effectively with me	37	41	12	7	78%	78%	72%
Q5d. My manager encourages and values employee input	41	42	11		83%	83%	72%
Q5e. My manager involves my workgroup in decisions about our work	36	43	13		79%	79%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	16	46	20	13	62%	68%	47%
Q6h. I feel that senior managers listen to employees	14	42	24	15	56%	62%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	30	49	12		79%	79%	67%

KEY





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	HIGH PERFORMANCE				73% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q1a. I understand what is expected of me to do well in my role	33	53	7		86%	87%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	43	43			87%	86%	79%	
Q3f. I have received appropriate training and development to do my job well	19	45	23	8	63%	59%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	37	47	11		84%	83%	74%	
Q5f. I have confidence in the decisions my manager makes	38	42	14		80%	80%	68%	
Q6d. Senior managers encourage innovation by employees	14	45	26	11	60%	66%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	22	51	19		72%	72%	52%	
Q7a. My organisation focuses on improving the work we do	21	56	15		77%	82%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	19	47	21	9	66%	75%	57%	

KEY

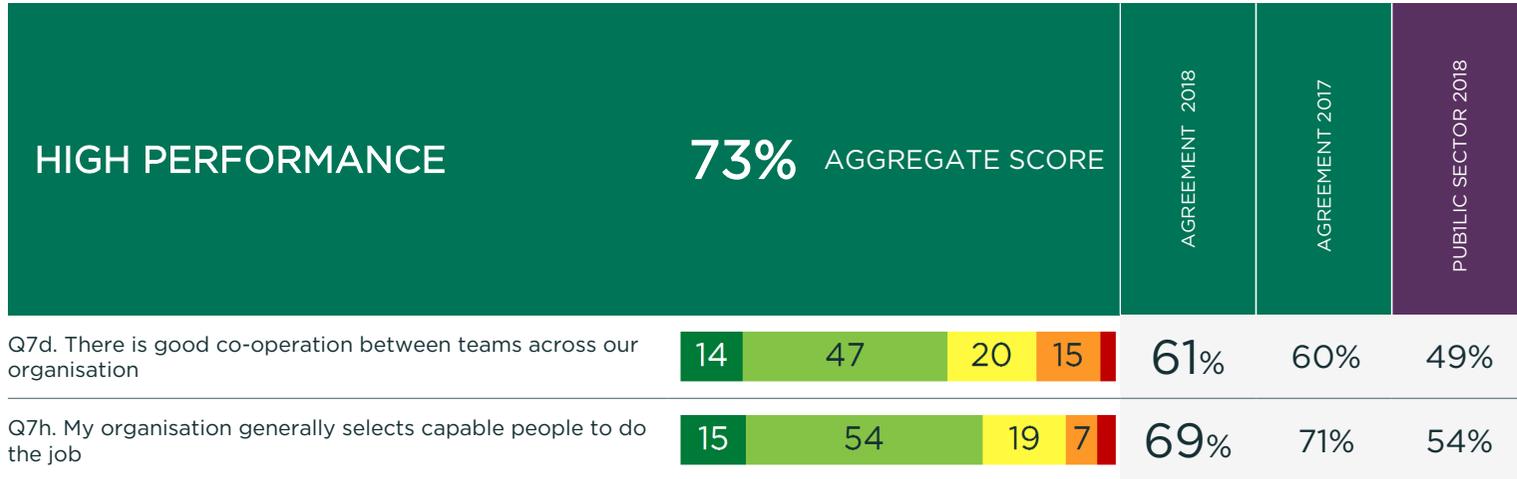




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KEY





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PUBLIC SECTOR VALUES	73% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	PUBLIC SECTOR 2018		
	Q2a. My workgroup strives to achieve customer/client satisfaction	48	43	91%	92%	86%	
Q2e. People in my workgroup treat each other with respect	47	41	8	87%	86%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	37	47	11	84%	83%	74%	
Q5b. My manager listens to what I have to say	43	42	9	85%	85%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	17	44	22	12	61%	68%	49%
Q6c. I feel that senior managers model the values of my organisation	17	42	24	11	59%	67%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	28	53	14	80%	84%	62%	
Q6g. I feel that senior managers keep employees informed about what's going on	16	46	20	13	62%	68%	47%
Q6h. I feel that senior managers listen to employees	14	42	24	15	56%	62%	43%

KEY

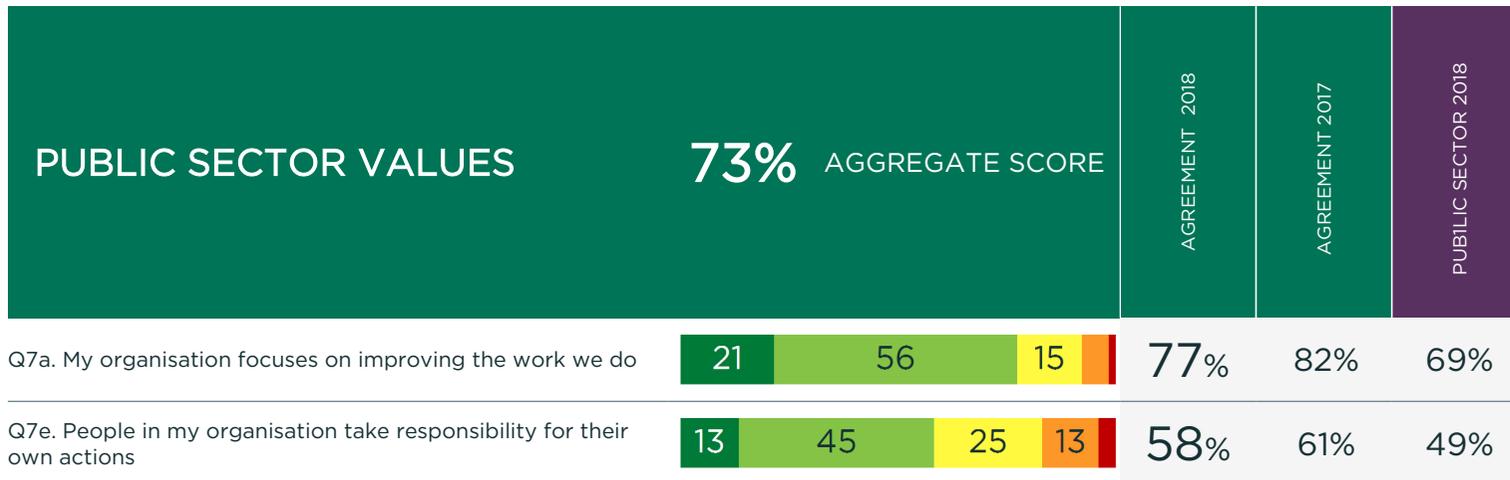




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KEY





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DIVERSITY & INCLUSION	80% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	24	50	14	9	74%	74%	65%
Q5b. My manager listens to what I have to say	43	42	9		85%	85%	76%
Q5d. My manager encourages and values employee input	41	42	11		83%	83%	72%
Q6i. Senior managers in my organisation support the career advancement of women	27	42	23		69%	69%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	32	51	10		83%	85%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	32	47	13		80%	83%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	30	49	12		79%	79%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	42	40	9		82%	71%	59%
Q8e. My manager supports flexible working in my team	49	37	9		85%	-	63%

KEY

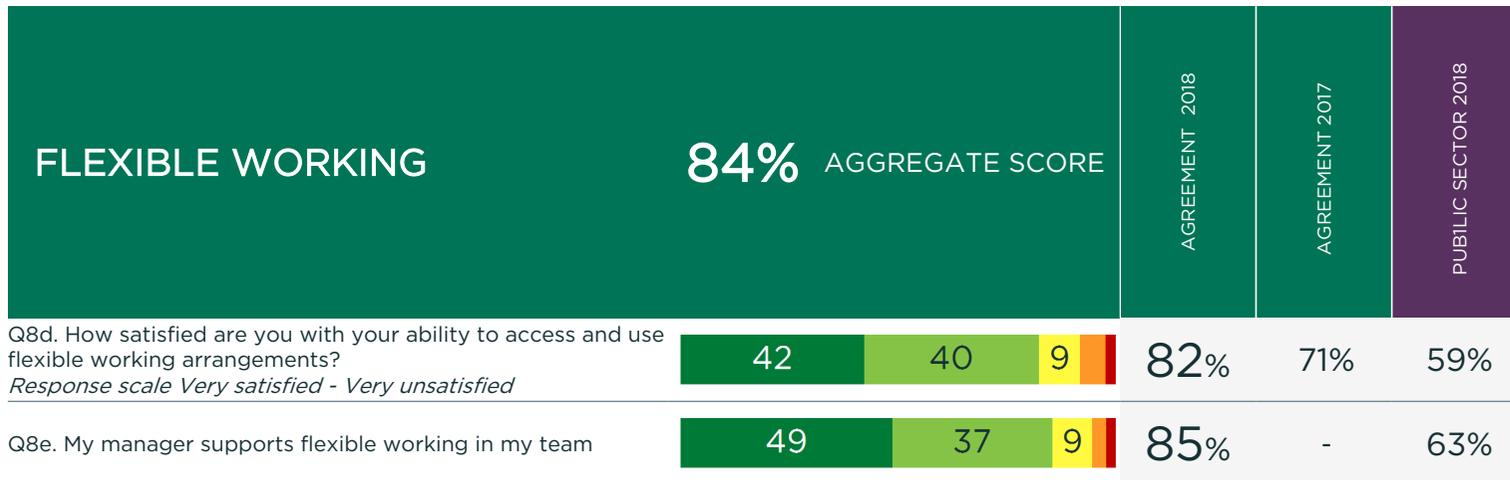




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KEY

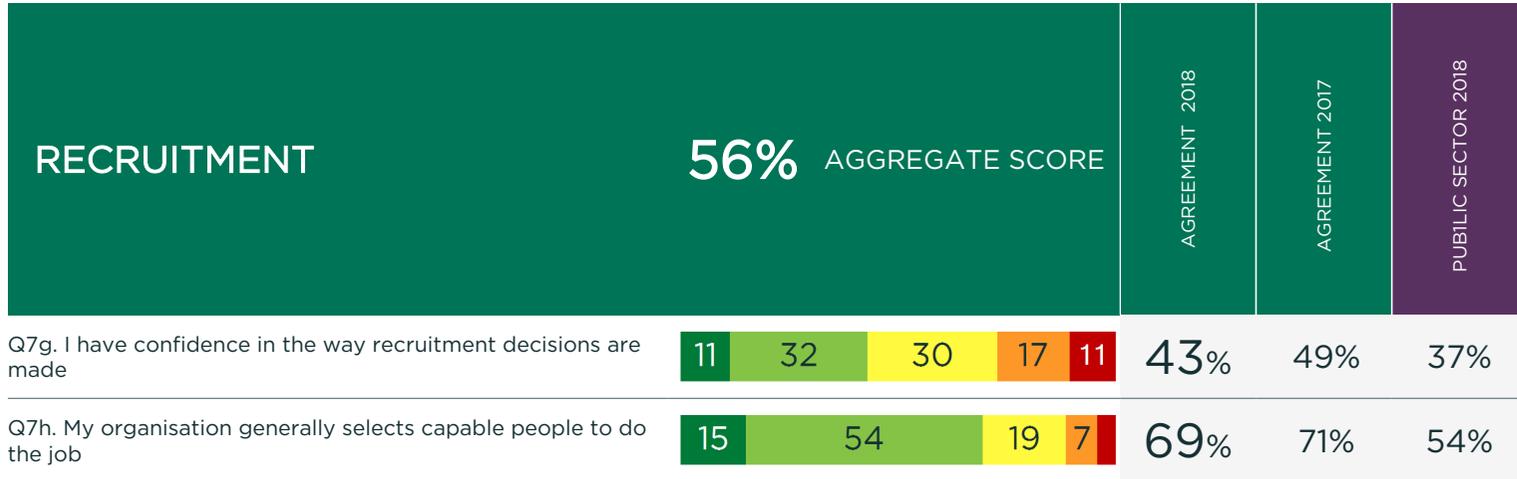




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KEY





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## PERFORMANCE FRAMEWORK & DEVELOPMENT

64% AGGREGATE SCORE

		AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		75%	69%	65%
Q3e. My performance is assessed against clear criteria		58%	55%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation		50%	52%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do		81%	81%	69%
Q5h. My manager appropriately deals with employees who perform poorly		53%	51%	46%
Q7f. My organisation is committed to developing its employees		64%	66%	52%

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.

	79% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	24	50	14	9	74%	74%	65%
Q1f. I am able to keep my work stress at an acceptable level	23	51	15	9	74%	72%	60%
Q2c. I receive help and support from other members of my workgroup	42	45	7		88%	87%	81%
Q2d. There is good team spirit in my workgroup	43	39	11		82%	80%	70%

KEY

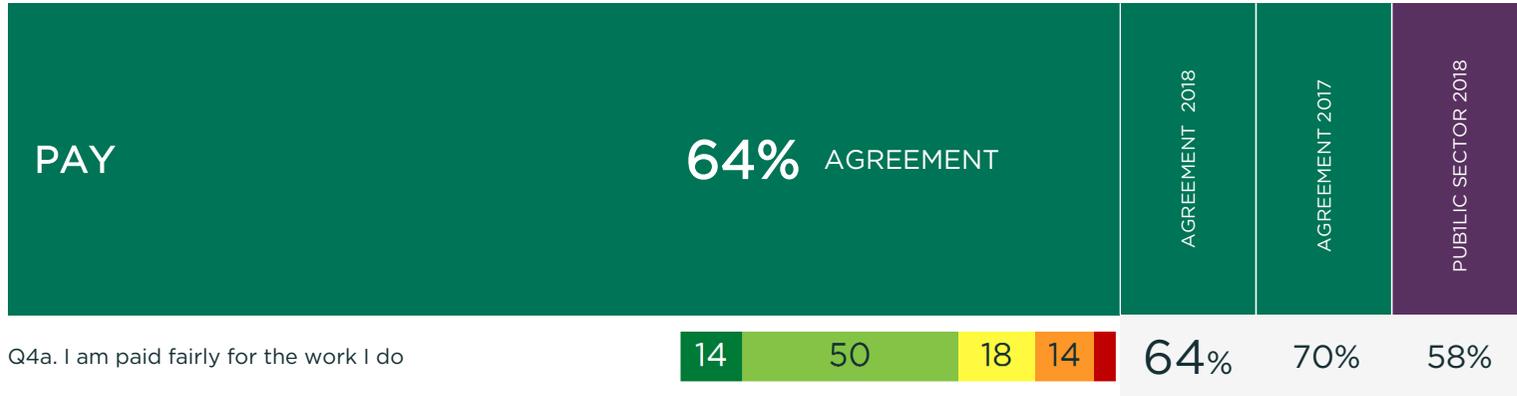




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### KEY

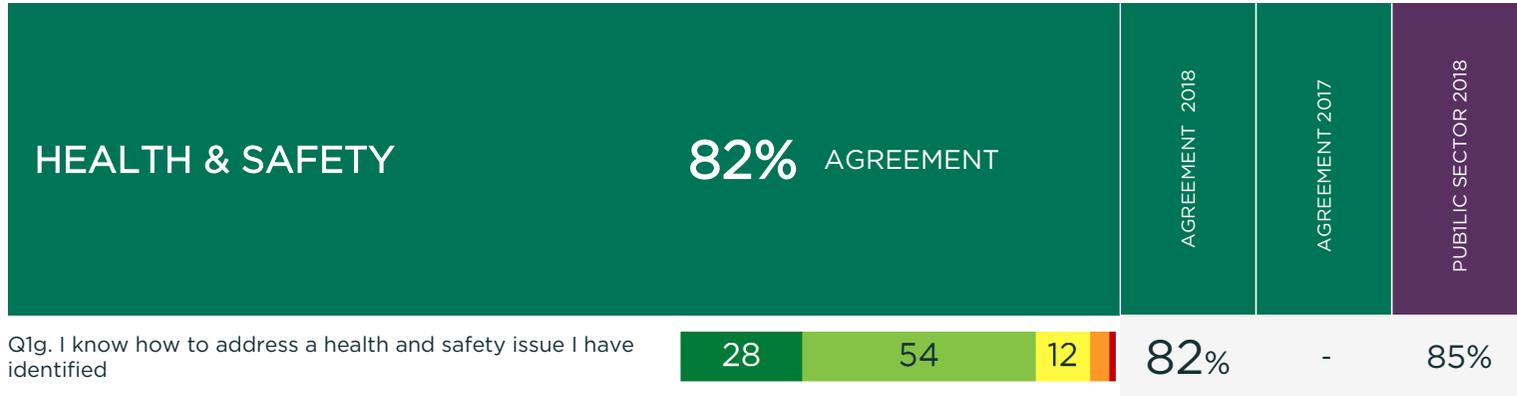




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### KEY





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## ACTION ON RESULTS

**58%** AGREEMENT

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



KEY

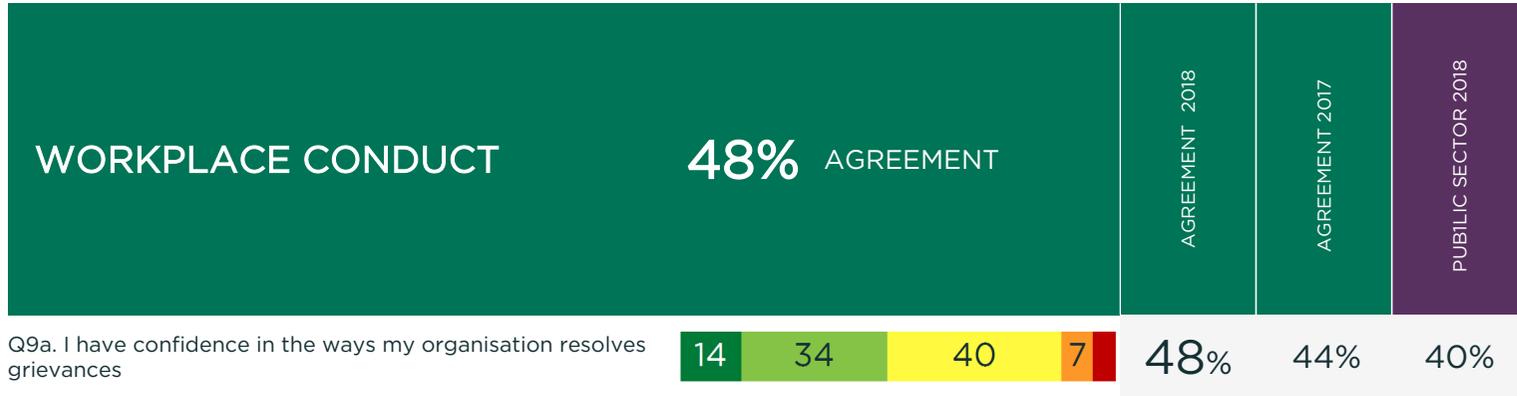




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### KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### PERFORMANCE FRAMEWORK & DEVELOPMENT

2018

2017

PUBLIC SECTOR 2018

**Q3a.** I have a current performance and development plan that sets out my individual objectives

Yes



81%

76%

71%

No



19%

24%

29%

**Q3b.** I have informal feedback conversations with my manager

Yes



85%

84%

76%

No



15%

16%

24%

**Q3c.** I have scheduled feedback conversations with my manager

Yes



76%

71%

58%

No



24%

29%

42%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## MOBILITY

2018

2017

PUBLIC SECTOR 2018

**Q3h.** Are you currently looking, or thinking about looking, for a new role within the NSW Public Sector but outside of your current workplace in order to broaden your experience?

Yes		43%	34%	41%
No		57%	66%	59%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## MOBILITY

		2018	2017	PUBLIC SECTOR 2018
<b>Q3i. Are there barriers preventing you from moving to another role?</b>				
There are no major barriers to my career progression		37%	40%	32%
Lack of promotion opportunities		36%	32%	29%
Lack of visible opportunities		34%	33%	30%
The application/recruitment process is too cumbersome or time consuming		21%	16%	23%
Personal/family considerations		16%	19%	30%
Insufficient training and development		12%	10%	16%
Lack of support for temporary assignments/secondments		12%	11%	15%
Lack of required capabilities or experience		10%	10%	11%
Lack of support from my manager/supervisor		9%	8%	14%
Geographic location considerations		9%	14%	26%
Other		7%	8%	9%

% are calculated with the number of unique respondents (N = 687 to this question)



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

2018

2017

PUBLIC SECTOR 2018

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

Yes		8%	9%	24%
No		78%	78%	58%
Don't know		13%	13%	18%

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

Yes		48%	54%	66%
No		52%	41%	32%
Don't know	(r)			



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

PUBLIC SECTOR 2018

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

Yes		13%	15%	33%
No		77%	75%	57%
Don't know		10%	10%	10%

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

Yes		5%	7%	18%
No		88%	87%	76%
Don't know		7%	7%	6%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

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		39%	20%	21%
Prefer not to say		21%	23%	14%
A fellow worker at your level		18%	24%	27%
Your Immediate Manager/Supervisor		16%	25%	23%
A subordinate		3%	3%	7%
A client or customer		3%	2%	2%
A member of the public other than a client or customer	(r)			
Other	(r)			



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

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	PUBLIC SECTOR 2018
Yes	0%	-	3%
No	99%	-	94%
Don't know	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)

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		52%
Female		47%
Other		2%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>AGE</b>		
15 - 19		0%
20 - 24		3%
25 -29		14%
30 - 34		15%
35 - 39		17%
40 - 44		16%
45 - 49		14%
50 - 54		11%
55 - 59		6%
60 - 64		3%
65+		2%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

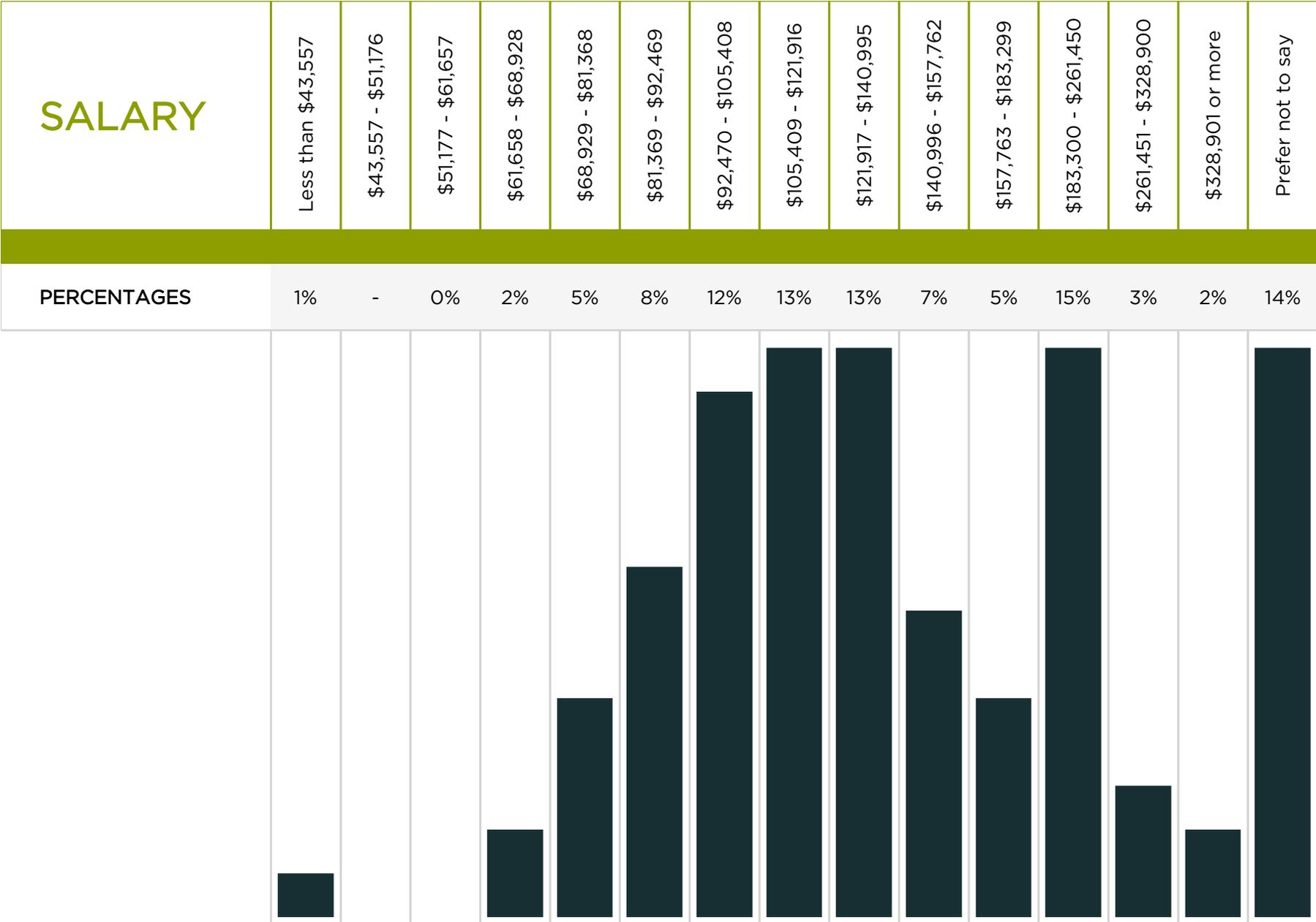
	PERCENTAGE
<b>TYPE OF WORK</b>	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	3%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	7%
Administrative support (e.g. executive/personal assistant, receptionist)	6%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	29%
Policy	27%
Research	4%
Program and project management support	7%
Legal (including developing and/or reviewing legislation)	1%
Other	16%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

### SALARY



# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>TENURE IN ORGANISATION</b>		
Less than 1 year		19%
1 - 2 years		24%
2 - 5 years		29%
5 - 10 years		14%
10 - 20 years		10%
More than 20 years		3%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>FLEXIBLE WORKING</b>		
Flexible start and finish times		65%
Working from home		63%
Working additional hours to make up for time off		17%
None of the above		15%
Working from different locations		14%
Leave without pay		9%
Part-time work		7%

% are calculated with the number of unique respondents (N = 694 to this question)

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
Study leave	6%
Working more hours over fewer days	6%
Flexible scheduling for rostered workers	2%
Purchasing annual leave	2%
Other	1%
Job sharing	0%

% are calculated with the number of unique respondents (N = 694 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.

	Treasury	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	734	20	47	41	204	188	27	50	8	115
EMPLOYEE ENGAGEMENT	70%	(r)	74%	76%	72%	67%	(r)	72%	(r)	69%
ENGAGEMENT WITH WORK	77%	(r)	81%	88%	81%	75%	(r)	80%	(r)	71%
SENIOR MANAGERS	61%	(r)	60%	75%	63%	58%	(r)	65%	(r)	60%
COMMUNICATION	73%	(r)	75%	83%	73%	73%	(r)	74%	(r)	71%
HIGH PERFORMANCE	73%	(r)	72%	84%	76%	71%	(r)	78%	(r)	72%
PUBLIC SECTOR VALUES	73%	(r)	74%	82%	74%	73%	(r)	75%	(r)	71%
DIVERSITY & INCLUSION	80%	(r)	81%	88%	81%	81%	(r)	83%	(r)	76%

### 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.

	Treasury	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	734	4	0	3	16	37	57	86	87	87	48	34	101	22
EMPLOYEE ENGAGEMENT	70%	(r)	(r)	(r)	(r)	73%	68%	66%	71%	68%	62%	70%	71%	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	72%	77%	79%	76%	81%	67%	80%	84%	(r)
SENIOR MANAGERS	61%	(r)	(r)	(r)	(r)	73%	52%	56%	65%	59%	49%	67%	65%	(r)
COMMUNICATION	73%	(r)	(r)	(r)	(r)	80%	66%	69%	75%	74%	62%	70%	79%	(r)
HIGH PERFORMANCE	73%	(r)	(r)	(r)	(r)	77%	68%	68%	74%	74%	63%	78%	79%	(r)
PUBLIC SECTOR VALUES	73%	(r)	(r)	(r)	(r)	81%	66%	69%	73%	73%	62%	76%	78%	(r)
DIVERSITY & INCLUSION	80%	(r)	(r)	(r)	(r)	81%	75%	74%	81%	81%	77%	79%	87%	(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.

	Treasury	\$328,901 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>734</b>	<b>14</b>	<b>97</b>
<b>EMPLOYEE ENGAGEMENT</b>	70%	(r)	68%
ENGAGEMENT WITH WORK	77%	(r)	69%
SENIOR MANAGERS	61%	(r)	57%
COMMUNICATION	73%	(r)	68%
HIGH PERFORMANCE	73%	(r)	69%
PUBLIC SECTOR VALUES	73%	(r)	69%
DIVERSITY & INCLUSION	80%	(r)	76%

### 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.

	Treasury	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
<b>NUMBER OF RESPONDENTS</b>	734	130	169	203	98	71	20
<b>EMPLOYEE ENGAGEMENT</b>	70%	75%	70%	68%	69%	67%	(r)
ENGAGEMENT WITH WORK	77%	81%	78%	75%	80%	73%	(r)
SENIOR MANAGERS	61%	72%	65%	59%	57%	47%	(r)
COMMUNICATION	73%	82%	73%	72%	71%	63%	(r)
HIGH PERFORMANCE	73%	79%	72%	73%	74%	67%	(r)
PUBLIC SECTOR VALUES	73%	81%	75%	71%	71%	64%	(r)
DIVERSITY & INCLUSION	80%	85%	79%	80%	79%	77%	(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.

	Treasury	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	734	449	39	115	16	50	3	100	437	14	65	42	8	102
EMPLOYEE ENGAGEMENT	70%	71%	69%	70%	(r)	69%	(r)	70%	70%	(r)	71%	70%	(r)	68%
ENGAGEMENT WITH WORK	77%	79%	86%	80%	(r)	77%	(r)	79%	80%	(r)	86%	81%	(r)	72%
SENIOR MANAGERS	61%	62%	59%	62%	(r)	69%	(r)	58%	62%	(r)	62%	60%	(r)	60%
COMMUNICATION	73%	75%	72%	77%	(r)	71%	(r)	73%	75%	(r)	77%	78%	(r)	68%
HIGH PERFORMANCE	73%	75%	71%	74%	(r)	74%	(r)	73%	75%	(r)	78%	75%	(r)	70%
PUBLIC SECTOR VALUES	73%	74%	72%	73%	(r)	76%	(r)	72%	74%	(r)	75%	74%	(r)	70%
DIVERSITY & INCLUSION	80%	83%	82%	83%	(r)	80%	(r)	84%	83%	(r)	85%	86%	(r)	73%

\*multiple types may be chosen.

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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.

	Treasury	Sydney East	Sydney - City and Inner South	Sydney West	Sydney - Inner West	Sydney - Northern Beaches	Sydney - Eastern Suburbs	Sydney - Parramatta	Sydney - Ryde	Newcastle and Lake Macquarie	Sydney - Inner South West	Sydney - Outer South West	Sydney - South West
NUMBER OF RESPONDENTS	734	661	649	5	3	3	2	2	2	1	1	1	1
EMPLOYEE ENGAGEMENT	70%	70%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	79%	79%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	61%	62%	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	73%	74%	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	73%	74%	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	73%	74%	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	81%	81%	(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.

	Treasury	Sydney - North Sydney and Hornsby	Sydney - Outer West and Blue Mountains	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	OUTSIDE NSW	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury	Sydney - Blacktown	Sydney - Sutherland
NUMBER OF RESPONDENTS	734	1	1	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	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	(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

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.

	Treasury	Far West and Orana	Hunter Valley exc Newcastle	Illawarra	Mid North Coast	Murray	New England and North West
<b>NUMBER OF RESPONDENTS</b>	<b>734</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>EMPLOYEE ENGAGEMENT</b>	70%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	61%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	73%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	73%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	73%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	80%	(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

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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.

	Treasury	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
<b>NUMBER OF RESPONDENTS</b>	734	2	20	97	102	112	109	93	72	38	19	11
<b>EMPLOYEE ENGAGEMENT</b>	70%	(r)	(r)	69%	67%	70%	69%	70%	77%	71%	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	77%	(r)	(r)	82%	76%	74%	72%	81%	87%	82%	(r)	(r)
<b>SENIOR MANAGERS</b>	61%	(r)	(r)	64%	58%	63%	59%	62%	68%	62%	(r)	(r)
<b>COMMUNICATION</b>	73%	(r)	(r)	80%	69%	73%	71%	75%	77%	67%	(r)	(r)
<b>HIGH PERFORMANCE</b>	73%	(r)	(r)	74%	70%	73%	72%	76%	81%	74%	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	73%	(r)	(r)	76%	70%	72%	70%	74%	79%	74%	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	80%	(r)	(r)	83%	78%	79%	77%	84%	85%	77%	(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.

	Treasury	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>734</b>	<b>355</b>	<b>319</b>	<b>12</b>
<b>EMPLOYEE ENGAGEMENT</b>	70%	70%	71%	(r)
ENGAGEMENT WITH WORK	77%	78%	79%	(r)
SENIOR MANAGERS	61%	62%	63%	(r)
COMMUNICATION	73%	75%	72%	(r)
HIGH PERFORMANCE	73%	75%	73%	(r)
PUBLIC SECTOR VALUES	73%	74%	73%	(r)
DIVERSITY & INCLUSION	80%	83%	78%	(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

# ABORIGINAL AND/OR TORRES STRAIT ISLANDER



## 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.

	Treasury	Yes	No	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>734</b>	<b>9</b>	<b>654</b>	<b>35</b>
<b>EMPLOYEE ENGAGEMENT</b>	70%	(r)	71%	56%
ENGAGEMENT WITH WORK	77%	(r)	79%	62%
SENIOR MANAGERS	61%	(r)	62%	49%
COMMUNICATION	73%	(r)	74%	60%
HIGH PERFORMANCE	73%	(r)	75%	57%
PUBLIC SECTOR VALUES	73%	(r)	74%	57%
DIVERSITY & INCLUSION	80%	(r)	82%	61%

1% of respondents identified as Aboriginal and/or Torres Strait Islander.

### 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

# LANGUAGE OTHER THAN ENGLISH



## 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.

	Treasury	Yes	No	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>734</b>	<b>191</b>	<b>451</b>	<b>59</b>
<b>EMPLOYEE ENGAGEMENT</b>	70%	72%	71%	57%
ENGAGEMENT WITH WORK	77%	80%	79%	60%
SENIOR MANAGERS	61%	66%	62%	41%
COMMUNICATION	73%	78%	74%	51%
HIGH PERFORMANCE	73%	75%	75%	56%
PUBLIC SECTOR VALUES	73%	76%	75%	52%
DIVERSITY & INCLUSION	80%	82%	82%	61%

27% of respondents speak a language other than English at home.

### 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



## 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.

	Treasury	Yes	No	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>734</b>	<b>11</b>	<b>667</b>	<b>26</b>
<b>EMPLOYEE ENGAGEMENT</b>	70%	(r)	70%	(r)
ENGAGEMENT WITH WORK	77%	(r)	79%	(r)
SENIOR MANAGERS	61%	(r)	62%	(r)
COMMUNICATION	73%	(r)	74%	(r)
HIGH PERFORMANCE	73%	(r)	74%	(r)
PUBLIC SECTOR VALUES	73%	(r)	74%	(r)
DIVERSITY & INCLUSION	80%	(r)	81%	(r)

2% of respondents identified as having a disability.

### 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



## 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.

	Treasury	Yes	No	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>734</b>	<b>32</b>	<b>638</b>	<b>36</b>
<b>EMPLOYEE ENGAGEMENT</b>	70%	70%	70%	60%
ENGAGEMENT WITH WORK	77%	80%	79%	56%
SENIOR MANAGERS	61%	59%	62%	45%
COMMUNICATION	73%	72%	74%	57%
HIGH PERFORMANCE	73%	70%	75%	58%
PUBLIC SECTOR VALUES	73%	72%	74%	58%
DIVERSITY & INCLUSION	80%	75%	82%	63%

5% of respondents identified as having a mental health condition.

### 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



**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.

	Treasury	Yes	No	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>734</b>	<b>31</b>	<b>630</b>	<b>40</b>
<b>EMPLOYEE ENGAGEMENT</b>	70%	72%	70%	57%
ENGAGEMENT WITH WORK	77%	73%	79%	57%
SENIOR MANAGERS	61%	75%	62%	42%
COMMUNICATION	73%	87%	73%	59%
HIGH PERFORMANCE	73%	84%	74%	54%
PUBLIC SECTOR VALUES	73%	84%	74%	54%
DIVERSITY & INCLUSION	80%	88%	81%	63%

4% of respondents identified as lesbian, gay, bisexual, transgender, intersex or gender diverse.

**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

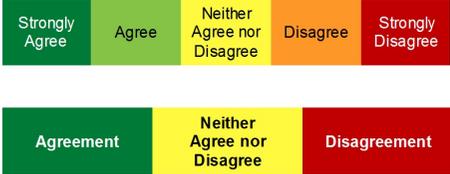
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.