
PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Treasury

SAS Trustee Corporation (State Super)

RESPONSE RATE

>100%

41 OF 34 RESPONDENTS

EMPLOYEE ENGAGEMENT

77%

DIFFERENCE FROM 2017 -2
DIFFERENCE FROM CLUSTER +8
DIFFERENCE FROM PUBLIC SECTOR +12

ENGAGEMENT WITH WORK

83%

DIFFERENCE FROM 2017 -3
DIFFERENCE FROM CLUSTER +6
DIFFERENCE FROM PUBLIC SECTOR +11

SENIOR MANAGERS

80%

DIFFERENCE FROM 2017 0
DIFFERENCE FROM CLUSTER +19
DIFFERENCE FROM PUBLIC SECTOR +31

COMMUNICATION

87%

DIFFERENCE FROM 2017 -6
DIFFERENCE FROM CLUSTER +14
DIFFERENCE FROM PUBLIC SECTOR +25

HIGH PERFORMANCE

85%

DIFFERENCE FROM 2017 -2
DIFFERENCE FROM CLUSTER +12
DIFFERENCE FROM PUBLIC SECTOR +21

PUBLIC SECTOR VALUES

86%

DIFFERENCE FROM 2017 -2
DIFFERENCE FROM CLUSTER +13
DIFFERENCE FROM PUBLIC SECTOR +24

DIVERSITY & INCLUSION

87%

DIFFERENCE FROM CLUSTER +7
DIFFERENCE FROM PUBLIC SECTOR +19

FLEXIBLE WORKING SATISFACTION

80%

DIFFERENCE FROM 2017 +1
DIFFERENCE FROM CLUSTER -2
DIFFERENCE FROM PUBLIC SECTOR +21

ACTION ON RESULTS

75%

DIFFERENCE FROM 2017 +8
DIFFERENCE FROM CLUSTER +17
DIFFERENCE FROM PUBLIC SECTOR +38



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	98%	97%
2b.	My workgroup works collaboratively to achieve its objectives	98%	97%
2c.	I receive help and support from other members of my workgroup	98%	97%
2d.	There is good team spirit in my workgroup	98%	91%
2e.	People in my workgroup treat each other with respect	98%	94%
1a.	I understand what is expected of me to do well in my role	95%	94%
5e.	My manager involves my workgroup in decisions about our work	93%	94%
5b.	My manager listens to what I have to say	93%	94%
1g.	I know how to address a health and safety issue I have identified	92%	-
5f.	I have confidence in the decisions my manager makes	90%	97%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

3g.	I am satisfied with the opportunities available for career development in my organisation	54%	53%
5h.	My manager appropriately deals with employees who perform poorly	54%	55%
4a.	I am paid fairly for the work I do	59%	64%
7g.	I have confidence in the way recruitment decisions are made	59%	85%
9a.	I have confidence in the ways my organisation resolves grievances	68%	55%
3e.	My performance is assessed against clear criteria	68%	55%
7k.	I feel a strong personal attachment to my organisation	73%	75%
7f.	My organisation is committed to developing its employees	73%	79%
3f.	I have received appropriate training and development to do my job well	73%	64%
6b.	I feel that senior managers effectively lead and manage change	73%	76%



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

3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	80%	58%
7c.	I feel that change is managed well in my organisation	78%	64%
3e.	My performance is assessed against clear criteria	68%	55%
9a.	I have confidence in the ways my organisation resolves grievances	68%	55%
3f.	I have received appropriate training and development to do my job well	73%	64%
14.	I believe action will be taken on the results from this survey by my organisation	75%	67%
1f.	I am able to keep my work stress at an acceptable level	90%	82%
6i.	Senior managers in my organisation support the career advancement of women	85%	78%
2d.	There is good team spirit in my workgroup	98%	91%
6a.	I believe senior managers provide clear direction for the future of the organisation	80%	76%



LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

7g.	I have confidence in the way recruitment decisions are made	59%	85%
7b.	My organisation is making the necessary improvements to meet our future challenges	78%	91%
5g.	My manager provides acknowledgement or other recognition for the work I do	85%	97%
6h.	I feel that senior managers listen to employees	83%	94%
1c.	My job gives me a feeling of personal accomplishment	80%	91%
7l.	My organisation motivates me to help it achieve its objectives	78%	88%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	90%	100%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	90%	100%
1b.	I am provided with the support I need to do my best at work	88%	97%
5c.	My manager communicates effectively with me	88%	97%



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

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



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



Q3e. My performance is assessed against clear criteria



Q3e. My performance is assessed against clear criteria



Q3e. My performance is assessed against clear criteria



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.

75%

of employees replied favourably to:

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

37%

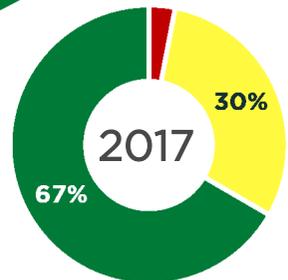
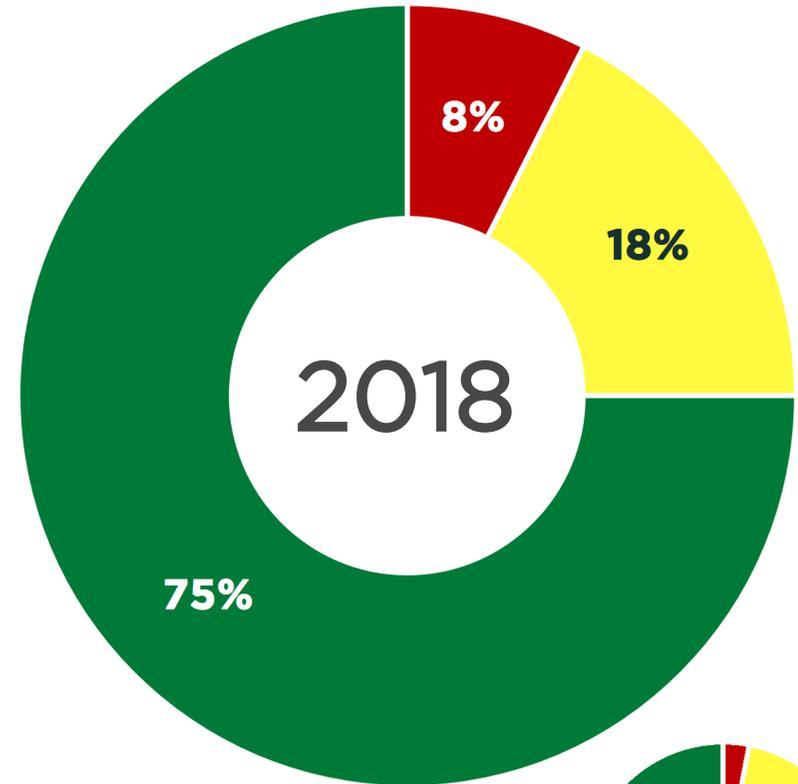
SECTOR

58%

CLUSTER

67%

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	Q7h. My organisation generally selects capable people to do the job	90%	94%	69%	54%
2	Q7f. My organisation is committed to developing its employees	73%	79%	64%	52%
3	Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	80%	58%	75%	65%
4	Q7a. My organisation focuses on improving the work we do	85%	85%	77%	69%
5	Q8c. I am able to speak up and share a different view to my colleagues and manager	85%	91%	79%	67%
6	Q7b. My organisation is making the necessary improvements to meet our future challenges	78%	91%	66%	57%



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	77% AGGREGATE SCORE			AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	35	48	13	83%	88%	71%	61%
Q7j. I am proud to tell others I work for my organisation	40	43	15	83%	85%	76%	69%
Q7k. I feel a strong personal attachment to my organisation	33	40	23	73%	75%	63%	63%
Q7l. My organisation motivates me to help it achieve its objectives	43	35	18	78%	88%	66%	55%
Q7m. My organisation inspires me to do the best in my job	28	53	15	80%	85%	65%	55%

KEY





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ENGAGEMENT WITH WORK	83% AGGREGATE SCORE			AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	50	30	18	80%	91%	79%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	45	40	13	85%	88%	78%	72%
Q1e. I am satisfied with my job	43	43	15	85%	81%	74%	69%

KEY





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SENIOR MANAGERS	80% 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	34	46	15	80%	76%	61%	49%	
Q6b. I feel that senior managers effectively lead and manage change	37	37	24	73%	76%	53%	46%	
Q6c. I feel that senior managers model the values of my organisation	41	37	17	78%	79%	59%	50%	
Q6d. Senior managers encourage innovation by employees	27	51	20	78%	78%	60%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	39	44	12	83%	81%	72%	52%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	33	55	10	88%	85%	80%	62%	
Q6g. I feel that senior managers keep employees informed about what's going on	37	44	17	80%	85%	62%	47%	
Q6h. I feel that senior managers listen to employees	32	51	15	83%	94%	56%	43%	
Q7c. I feel that change is managed well in my organisation	25	53	15	8	78%	64%	45%	40%

KEY





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COMMUNICATION	87% AGGREGATE SCORE			AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	49	39	10	88%	97%	78%	72%
Q5d. My manager encourages and values employee input	49	41	7	90%	97%	83%	72%
Q5e. My manager involves my workgroup in decisions about our work	54	39		93%	94%	79%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	37	44	17	80%	85%	62%	47%
Q6h. I feel that senior managers listen to employees	32	51	15	83%	94%	56%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	55	30	13	85%	91%	79%	67%

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.

	HIGH PERFORMANCE		85% 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	40	55		95%	94%	86%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	56	41		98%	97%	87%	79%
Q3f. I have received appropriate training and development to do my job well	22	51	24	73%	64%	63%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	41	46	10	88%	94%	84%	74%
Q5f. I have confidence in the decisions my manager makes	51	39	7	90%	97%	80%	68%
Q6d. Senior managers encourage innovation by employees	27	51	20	78%	78%	60%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	39	44	12	83%	81%	72%	52%
Q7a. My organisation focuses on improving the work we do	40	45	10	85%	85%	77%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	33	45	18	78%	91%	66%	57%

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.

	85% AGGREGATE SCORE			AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7d. There is good co-operation between teams across our organisation	28	50	18	78%	82%	61%	49%
Q7h. My organisation generally selects capable people to do the job	35	55	10	90%	94%	69%	54%

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.

PUBLIC SECTOR VALUES	86% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
	Q2a. My workgroup strives to achieve customer/client satisfaction	59	39	98%	97%	91%	86%
Q2e. People in my workgroup treat each other with respect	71	27	98%	94%	87%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	41	46	10	88%	94%	84%	74%
Q5b. My manager listens to what I have to say	49	44	93%	94%	85%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	34	46	15	80%	76%	61%	49%
Q6c. I feel that senior managers model the values of my organisation	41	37	17	78%	79%	59%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	33	55	10	88%	85%	80%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	37	44	17	80%	85%	62%	47%
Q6h. I feel that senior managers listen to employees	32	51	15	83%	94%	56%	43%

KEY





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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		86% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do				85%	85%	77%	69%
Q7e. People in my organisation take responsibility for their own actions				75%	82%	58%	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	87% 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	38	50	10	88%	97%	74%	65%
Q5b. My manager listens to what I have to say	49	44		93%	94%	85%	76%
Q5d. My manager encourages and values employee input	49	41	7	90%	97%	83%	72%
Q6i. Senior managers in my organisation support the career advancement of women	39	46	12	85%	78%	69%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	58	33		90%	100%	83%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	60	30	10	90%	100%	80%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	55	30	13	85%	91%	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>	60	20	8	80%	79%	82%	59%
Q8e. My manager supports flexible working in my team	68	15	13	83%	-	85%	63%

KEY

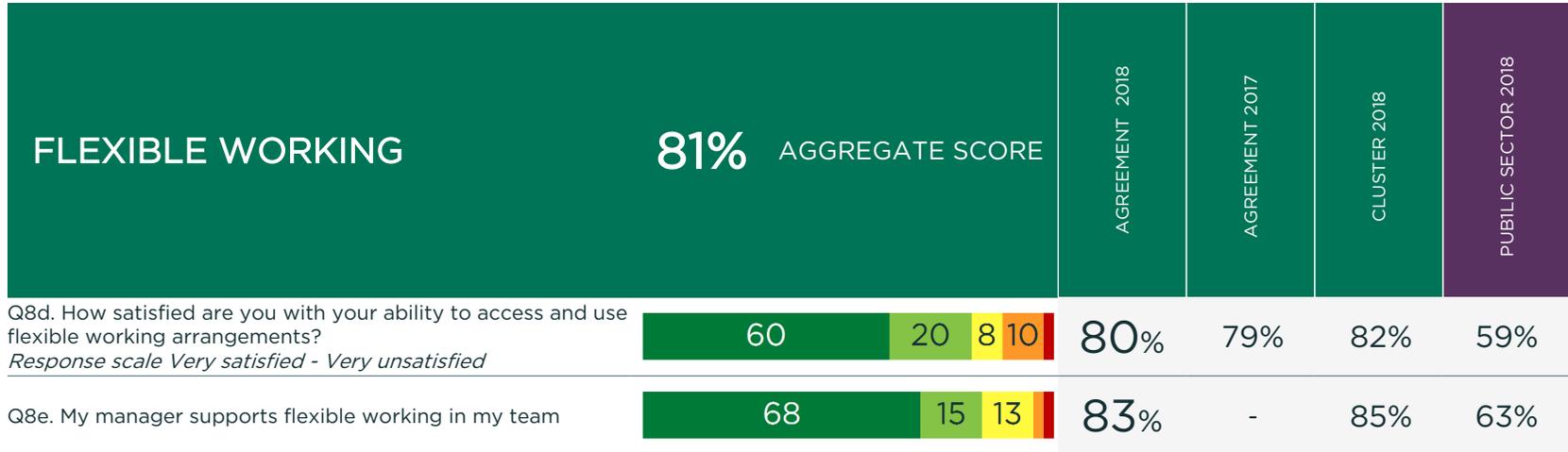




EXPLORE THE FULL RESULTS

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

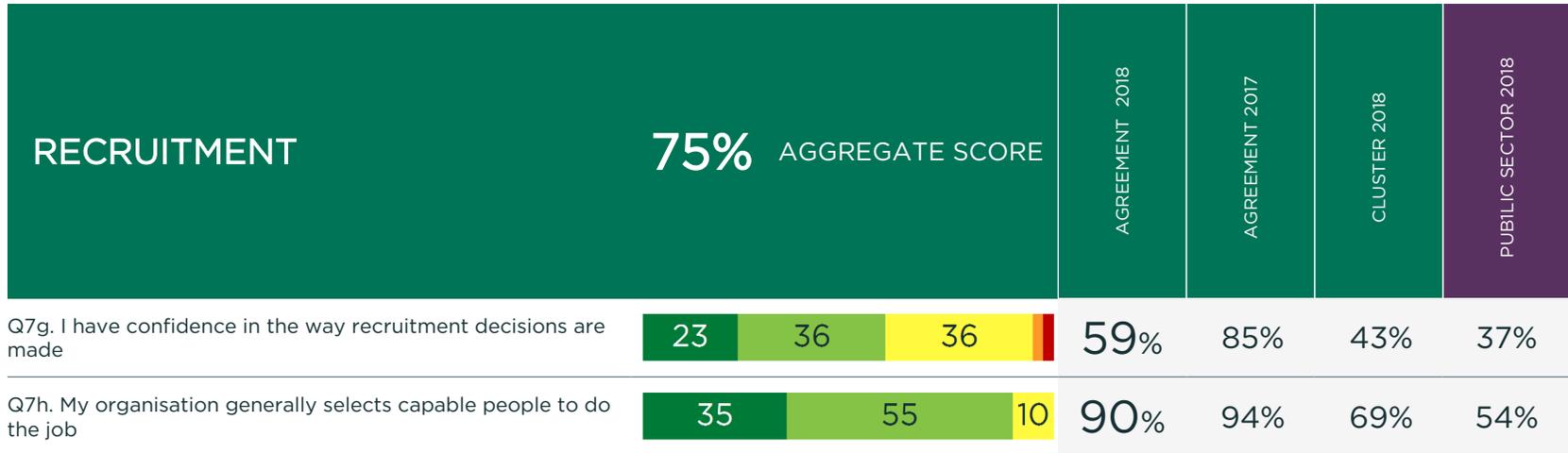




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Questions are grouped by topics in this report.

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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PERFORMANCE FRAMEWORK & DEVELOPMENT	69% 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	34	46	17	80%	58%	75%	65%	
Q3e. My performance is assessed against clear criteria	24	44	29	68%	55%	58%	56%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	20	34	29	12	54%	53%	50%	
Q5g. My manager provides acknowledgement or other recognition for the work I do	46	39	15	85%	97%	81%	69%	
Q5h. My manager appropriately deals with employees who perform poorly	20	34	39	7	54%	55%	53%	46%
Q7f. My organisation is committed to developing its employees	30	43	23	73%	79%	64%	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.

	93% 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	38	50	10	88%	97%	74%	65%
Q1f. I am able to keep my work stress at an acceptable level	55	35	8	90%	82%	74%	60%
Q2c. I receive help and support from other members of my workgroup	56	41		98%	97%	88%	81%
Q2d. There is good team spirit in my workgroup	63	34		98%	91%	82%	70%

KEY

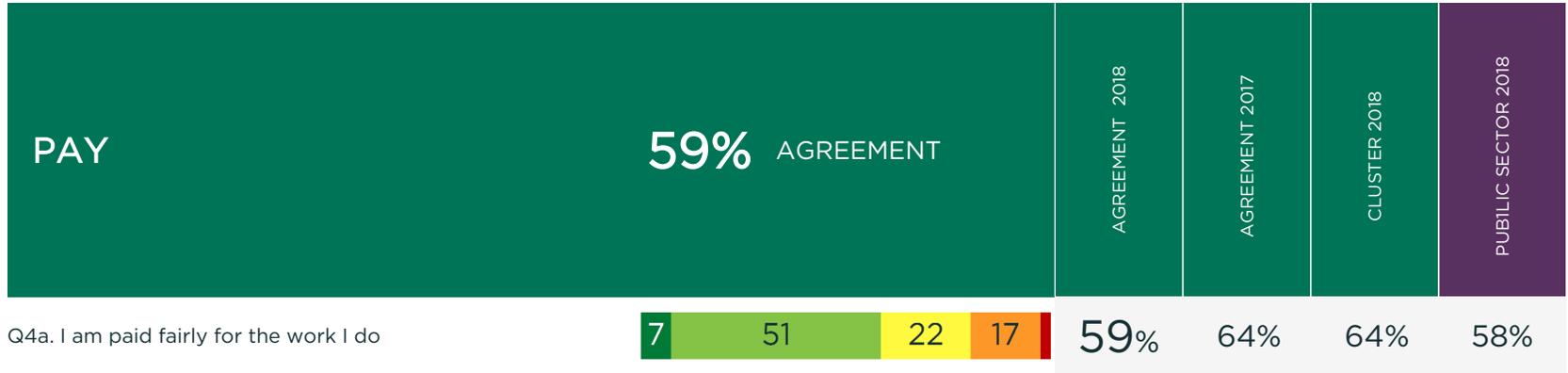




EXPLORE THE FULL RESULTS

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

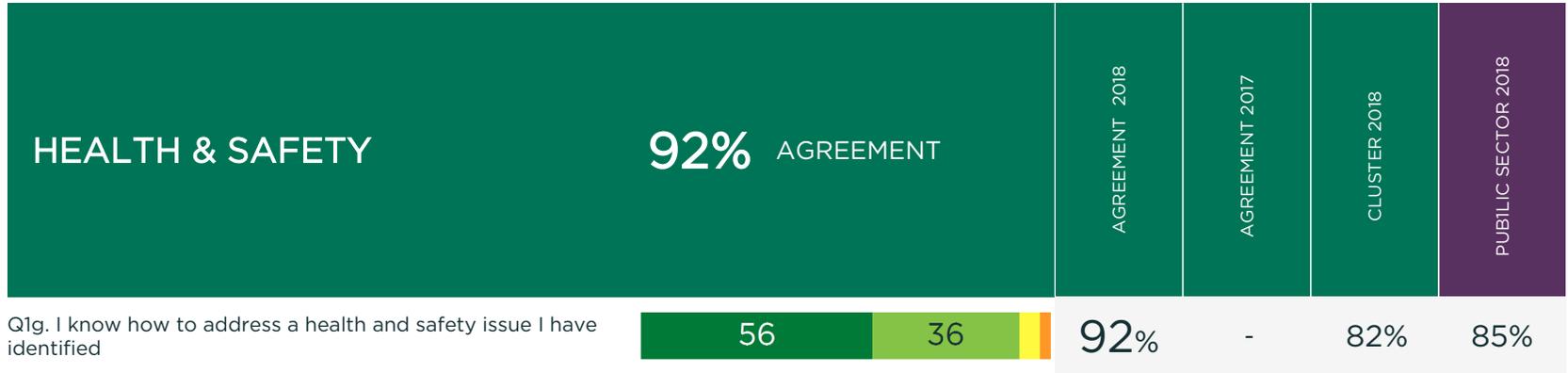




EXPLORE THE FULL RESULTS

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

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ACTION ON RESULTS

75% AGREEMENT

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



KEY

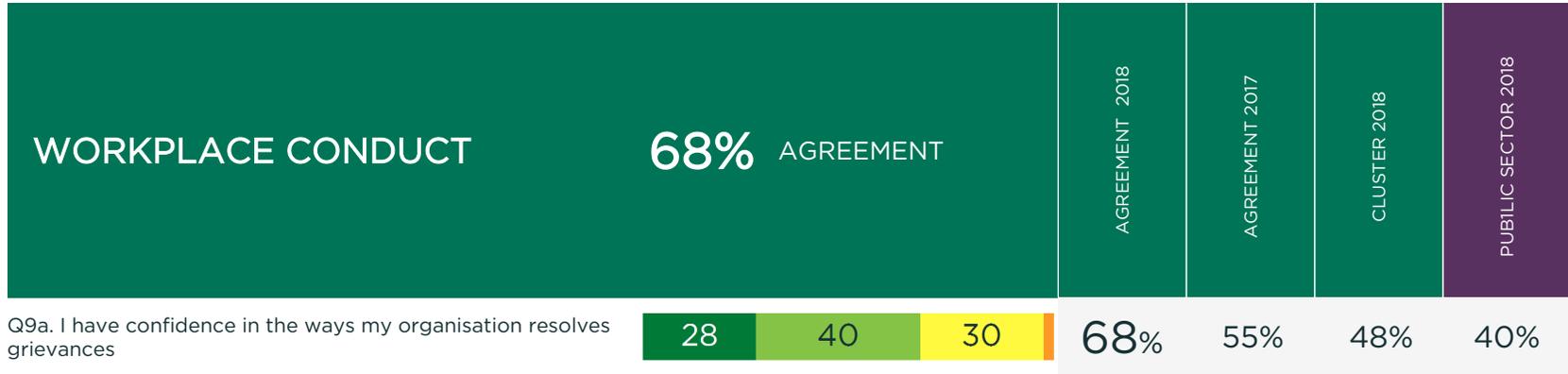




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		80%	45%	81%	71%
No		20%	55%	19%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		95%	91%	85%	76%
No		5%	9%	15%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		78%	64%	76%	58%
No		22%	36%	24%	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		23%	12%	43%	41%
No		78%	88%	57%	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
There are no major barriers to my career progression		56%	48%	37%	32%
Lack of promotion opportunities		36%	32%	36%	29%
Lack of visible opportunities		31%	39%	34%	30%
Personal/family considerations		10%	10%	16%	30%
The application/recruitment process is too cumbersome or time consuming		10%	3%	21%	23%
Other		10%	13%	7%	9%
Lack of required capabilities or experience		5%	-	10%	11%
Lack of support for temporary assignments/secondments		3%	6%	12%	15%

% are calculated with the number of unique respondents (N = 39 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		0%	-	8%	24%
No		95%	76%	78%	58%
Don't know		5%	18%	13%	18%
Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes	(r)				
No	(r)				
Don't know	(r)				



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q11a. In the last 12 months I have witnessed bullying at work					
Yes		3%	9%	13%	33%
No		98%	76%	77%	57%
Don't know		0%	-	10%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		0%	-	5%	18%
No		98%	85%	88%	76%
Don't know		3%	9%	7%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

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

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



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

Q12a. In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work

	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	0%	-	0%	3%
No	100%	-	99%	94%
Don't know	0%	-	1%	2%

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

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

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

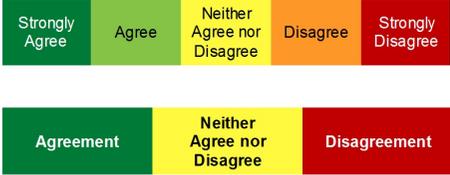
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.