

People Matter

Employee Survey 2012

Agency report for

Fire and Rescue NSW

(Engagement Index amended February 2013)

Table of contents

1	Introduction	1
1.1	About this report	1
1.2	Report overview	1
1.3	Reading the results	1
1.4	Using the results	3
2	Results at a glance	4
2.1	Agency response	4
2.2	Highlights and lowlights	5
2.3	Above and below	6
2.4	Engagement Index	8
3	Results by theme	9
3.1	Public sector values and ethics	9
3.2	Bullying	12
3.3	Your experiences	14
4	Technical information	19

1 Introduction

1.1 About this report

The People Matter Employee Survey 2012 was the first of its kind in the NSW public sector and allowed the Public Service Commission (PSC) to capture employees' perceptions of how well they thought the public sector values are applied across the sector as well as their views on – and experiences in – their workplaces. In this inaugural year of the survey it is creating a baseline for the NSW public sector as a whole and in following years results will be tracked against this baseline.

This year, over 130 agencies participated and more than 60,000 employees voluntarily participated. Sector-wide results have been incorporated into the inaugural State of the NSW Public Sector Report 2012 with more detailed results in the accompanying People Matter Employee Survey 2012 Main Findings Report. Individual reports have been produced for each cluster and for each agency, where the agencies' responses are sufficient to satisfy confidentiality criteria.

This is a companion report developed as part of The State of the NSW Public Sector Report 2012 and readers are encouraged to read the latter report first as it presents the Public Service Commissioner's independent review of the performance of the NSW public sector and includes commentary and high-level analysis of the survey results at a sector level together with additional research undertaken by the PSC. Both The State of the NSW Public Sector Report 2012 and the NSW People Matter Employee Survey 2012 Main Findings Report can be found at www.psc.nsw.gov.au.

1.2 Report overview

Survey methodology

Employee surveys are a good human resource practice in measuring employees' adoption of organisational values, wellbeing, job satisfaction and engagement. The survey question-set was sourced from a number of areas including the Victorian SSA People Matter Survey and the United Kingdom (UK) Civil Service People Survey. Items were further refined through PSC stakeholder discussion, Australian Survey Research (ASR) input and a pilot test with NSW public sector employees.

Delivery

The survey was open from mid-July to mid-August 2012 to all public sector employees across NSW. Employees were given the opportunity to participate either online or by completing a paper survey. Participation was strongly encouraged, though not mandatory. Survey champions were identified in each cluster and agency. The PSC provided a link to the online survey to each of the agency survey champions who subsequently distributed it to employees within their agency. An identical version of the online survey was produced in scannable paper form.

Privacy and confidentiality

The People Matter Employee Survey 2012 was managed by the PSC across the whole of the public sector. PSC engaged ASR to deliver the survey and to analyse the results which form the basis of the Main Findings Report. ASR is a member of the Association of Market and Social Research Organisations (AMSRO) and is bound by AMSRO's strict code of conduct and privacy principles which exceed Australia's National Privacy Principles.

No personalised or individual links were created for the online survey and employees were not tracked when answering online or by paper. Only generic web addresses and forms were used. ASR has produced analysis and reports at summary and aggregate levels. ASR has only provided the PSC with de-identified data.

1.3 Reading the results

Comparisons

All comparisons are from the NSW People Matter Employee Survey 2012 sector-wide and cluster level results. Further information on comparisons is provided in the Technical Information section of this report.

Rounding

Throughout the report, percentages have been rounded to whole numbers. When looking at charts and tables, figures may not always add up to 100%. However, if more decimal places were used, additions would be correct.

Introduction

Handling of no answers and *Don't know* responses

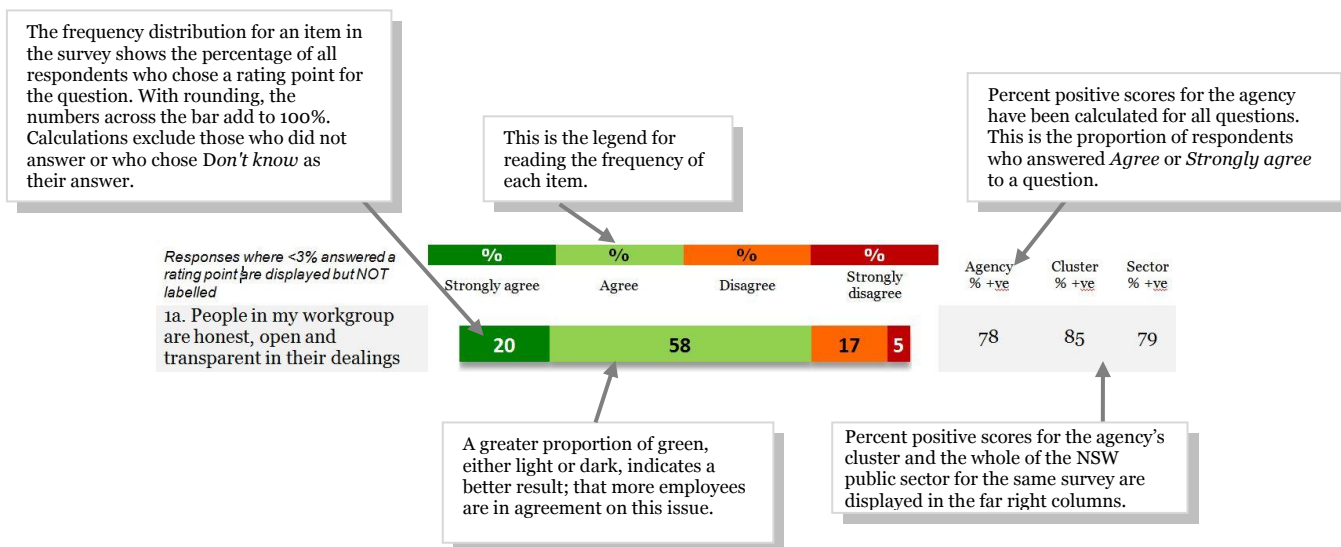
Respondents who did not answer a question or who chose *Don't know* as their response were excluded from all percent positive calculations. Please see the Main Findings Report for more information on questions that had a high proportion of no answers or *Don't know* responses for the sector as a whole.

Negatively worded question

In the People Matter Employee Survey 2012, there was one negatively phrased item: 7j) *In my workgroup there is frequently too much work to do*. To align with the other items in the survey and to assist with the reading of this report, it has been reworded as a positively phrased item with the responses coded accordingly. For example, if there was 20% agreement to the original statement *In my workgroup, there is frequently too much work to do*, in this report, the result is presented as 80% agreement to the statement *In my workgroup there is **not** frequently too much work to do*.

How to interpret the results

Respondents who did not answer a question or who chose *Don't know* as their response were excluded from all percent positive calculations.



1.4 Using the results

The People Matter Employee Survey 2012 provides an important source of information which will be used by the PSC in a number of ways, now as well as in the future.

First, the People Matter Employee Survey 2012 findings support the Commission of Audit recommendations, in particular providing further evidence of the need to focus on leadership and management in the public sector.

Second, the results of the People Matter Employee Survey 2012 have been used by the Public Service Commissioner, Graeme Head, in his inaugural 2012 State of the NSW Public Sector Report when forming his assessment of the performance of the sector. The results of the survey will allow an in-depth exploration of issues facing the sector. The results relating to values for example, were used with an independent Ethics Stocktake to allow the Commissioner to explore the nature of ethics issues, their causes and possible solutions which have been detailed in the State of the NSW Public Sector Report 2012.

Third, sector-wide reporting of employee perceptions can be interpreted alongside statistical data in the workforce profile, giving a powerful insight into the state of the NSW public sector, its strengths and weaknesses and feasible public sector performance improvement strategies.

Fourth, by providing a unique insight into the culture, systems and practices of the NSW public sector a benchmark is established to measure future progress. The PSC plans to run the People Matter Employee Survey biennially, with the next survey due to be run in 2014.

Most importantly, the results of the survey can be used throughout the sector by employees, managers, workgroups, agencies and clusters. These results allow for improvement strategies to be evidence based. The PSC encourages all sector employees to engage with the results of the survey and think about how change can be affected at an individual and systems level to improve results over time.

2 Results at a glance

This section outlines the results at a glance for Fire and Rescue NSW.

2.1 Agency response

	Fire and Rescue NSW	Attorney General & Justice	NSW public sector
Number of responses	347	8,488	60,779
Response rate	5%	19%	16%
Confidence interval*	± 5%	± 1%	±0.4%
Interpretation*	Statistically representative	Statistically representative	Statistically representative
Web response	100%	99%	94%
Paper response	0%	1%	6%

**See technical information section for more information on statistical confidence.*

Results at a glance

2.2 Highlights and lowlights

Respondents were asked to rate 86 questions using a four point rating scale ranging from *strongly agree* to *strongly disagree* whilst other questions in the survey required a yes or no response. The tables below display the agency's five highest and five lowest scoring questions which used the four point rating scale based on the percent positive score.

Fire and Rescue NSW highest scoring questions	
Question	% +ve score
2g. Members of my workgroup treat customers/clients with respect	96
3a. My workgroup strives to achieve customer/client satisfaction	94
5f. My organisation's involvement in the community is strongly linked to its purpose	94
7d. I receive help and support from other members of my workgroup	92
2d. My organisation strives to earn and sustain a high level of public trust	90

Fire and Rescue NSW lowest scoring questions	
Question	% +ve score
5b. My organisation involves employees in decisions about their work	20
4d. I believe senior managers provide clear direction for the future of the organisation	21
5a. I feel that change is handled well in my organisation	22
2h. I feel that senior managers listen to employees	22
2i. I feel that senior managers keep employees informed about what's going on	24

Results at a glance

2.3 Above and below

The first two tables show where the agency results are above and below its cluster. The following two tables show where the agency results are above and below the NSW sector-wide results. Only items where the agency is **±5% different** to the cluster or the sector as a whole are included and a maximum of 10 items is presented in each table. Where there are no items in a table, this means that no questions at the agency level were **±5%** from the cluster or NSW sector-wide results.

Above and below agency results against the cluster results

Where Fire and Rescue NSW scored ABOVE its cluster		
Question	Agency % +ve score	Cluster % +ve score
5e. My organisation's involvement in the community helps motivate staff	84	61
5f. My organisation's involvement in the community is strongly linked to its purpose	94	79
2e. Members of my workgroup treat each other with respect	87	75
4f. People in my workgroup use time and resources efficiently	80	72
8b. I am proud to tell others I work for my organisation	88	80
1d. In my workgroup, people do not show bias in decisions affecting customers	82	75
7e. There is good team spirit in my workgroup	81	74
8a. I would recommend my organisation as a great place to work	76	69
8c. I feel a strong personal attachment to my organisation	79	72
7j. In my workgroup there is not frequently too much work to do	33	27

Where Fire and Rescue NSW scored BELOW its cluster		
Question	Agency % +ve score	Cluster % +ve score
12c. Disability is not a barrier to success in my workgroup	51	77
1f. I feel that senior managers model the values of my organisation	36	60
2h. I feel that senior managers listen to employees	22	45
4d. I believe senior managers provide clear direction for the future of the organisation	21	43
9a. I am fairly paid for the work I do	42	63
10c. My organisation is committed to developing its employees	35	56
10g. I am able to access the right learning and development opportunities when I need to	40	60
1b. My organisation has procedures and systems that ensure objectivity in decision-making	49	69
3h. I feel that the NSW public sector is innovative	25	45
1h. My organisation provides frank, impartial and timely advice to the Government	53	73

Results at a glance

Above and below agency results against sector-wide results

Where Fire and Rescue NSW scored ABOVE the sector		
Question	Agency % +ve score	Sector % +ve score
5e. My organisation's involvement in the community helps motivate staff	84	62
5f. My organisation's involvement in the community is strongly linked to its purpose	94	75
7j. In my workgroup there is not frequently too much work to do	33	21
2e. Members of my workgroup treat each other with respect	87	77
8b. I am proud to tell others I work for my organisation	88	79
8c. I feel a strong personal attachment to my organisation	79	71
1d. In my workgroup, people do not show bias in decisions affecting customers	82	75
7e. There is good team spirit in my workgroup	81	75
2d. My organisation strives to earn and sustain a high level of public trust	90	85
4f. People in my workgroup use time and resources efficiently	80	75
Where Fire and Rescue NSW scored BELOW the sector		
Question	Agency % +ve score	Sector % +ve score
12c. Disability is not a barrier to success in my workgroup	51	86
2h. I feel that senior managers listen to employees	22	49
1f. I feel that senior managers model the values of my organisation	36	61
3h. I feel that the NSW public sector is innovative	25	50
4d. I believe senior managers provide clear direction for the future of the organisation	21	46
2i. I feel that senior managers keep employees informed about what's going on	24	48
10c. My organisation is committed to developing its employees	35	59
10h. Learning and development activities I have completed in the past 12 months have helped to improve my performance	45	69
9a. I am fairly paid for the work I do	42	65
9b. I am satisfied with my total benefits package	41	63

Results at a glance

2.4 Engagement Index

Employee engagement is a relatively new term in human resource management literature, becoming more prominent over the last decade. The concept builds on—but goes further than—employee satisfaction, commitment and motivation. According to the UK Chartered Institute of Personnel Development, “engagement is not about driving employees harder, but about providing the conditions under which they will work more effectively—it is about releasing employees’ discretionary behaviour”.¹

While there is no single definition of employee engagement, the concept is generally recognised as an employee's connection and commitment to their organisation, its goals and values as a whole.² Employee engagement has been attributed to achieving improvements in workforce performance, productivity, motivation, satisfaction, commitment, attendance, and retention. It has also been linked to achievement of higher levels of customer service, improved organisational agility, greater efficiency in driving change initiatives and workplace innovation. A focus of the People Matter Employee Survey 2012 was to explore the factors associated with employee engagement, with a view to providing a better understanding of potential strategies that may be employed within the NSW public sector to improve engagement.

The table below shows Engagement Indices for the agency, its cluster and the sector as a whole.

	Fire and Rescue NSW	Attorney General & Justice	NSW public sector
Engagement Index	63%	61%	61%

The five items used to generate the Engagement Index for Fire and Rescue NSW are displayed below, along with the agency's cluster and sector-wide percent positive scores.

Engagement details							
Responses where <3% answered a rating point are displayed but NOT labelled	%	%	%	%	% +ve Agency	Cluster % +ve	Sector % +ve
	Strongly agree	Agree	Disagree	Strongly disagree			
8a. I would recommend my organisation as a great place to work	30	46	17	7	76	69	71
8b. I am proud to tell others I work for my organisation	43	45	10		88	80	79
8c. I feel a strong personal attachment to my organisation	39	40	16	5	79	72	71
8d. My organisation motivates me to help it achieve its objectives	14	33	35	17	48	54	56
8e. My organisation inspires me to do the best in my job	19	28	36	17	46	53	56

¹Alfes, K., Truss, C., Soane, E., Rees, C. & Gatenby, M (2010) *Creating an Engaged Workforce*, Research Report, Findings from the Kingston Employee Engagement Consortium Project, CIPD January 2010, p.3

² Scottish Executive Social Research (2007), *Employee Engagement in the Public Sector: A Review of the Literature*, Scottish Executive Social Research, Edinburgh, May 2007

3 Results by theme

3.1 Public sector values and ethics

This section of the report identifies how Fire and Rescue NSW employees perceive the NSW public sector values are demonstrated in their workplace.

Integrity in detail							
Responses where <3% answered a rating point are displayed but NOT labelled	%	%	%	%	Agency % +ve	Cluster % +ve	Sector % +ve
	Strongly agree	Agree	Disagree	Strongly disagree			
1a. People in my workgroup are honest, open and transparent in their dealings	39	43	12	6	82	80	79
1b. My organisation has procedures and systems that ensure objectivity in decision making	6	43	31	20	49	69	70
1c. My manager emphasises the need for impartiality in decision making	18	54	19	8	72	76	77
1d. In my workgroup, people do not show bias in decisions affecting customers	38	44	10	8	82	75	75
1e. My manager would take appropriate action if decision making processes were found to be biased	27	45	18	10	72	76	77
1f. I feel that senior managers model the values of my organisation	5	31	28	36	36	60	61
1g. My manager talks to me about how the values apply to my work	9	42	33	16	52	55	60
1h. My organisation provides frank, impartial and timely advice to the Government	14	39	21	26	53	73	73

Improper conduct

Within the survey, improper conduct was defined as *behaviour that is unethical or wrong, that breaches your organisation's code of conduct, or that compromises your duties.*

If '-' appears in a cell in the tables below, it indicates that fewer than 10 people selected the option. In this situation, a number has not been displayed to ensure confidentiality.

Results by theme

Improper conduct				
Activity		% total agency respondents	% total cluster respondents	% total sector respondents
18a. In the last 12 months I witnessed improper conduct at work		32	28	30
	% total agency respondents	% agency respondents who witnessed	% cluster respondents who witnessed	% sector respondents who witnessed
18b. I submitted a formal complaint regarding this conduct	6	20	24	23

Trust in detail							
Responses where <3% answered a rating point are displayed but NOT labelled		%	%	%	%		
	Strongly agree	Agree	Disagree	Strongly disagree	Agency % +ve	Cluster % +ve	Sector % +ve
2a. My organisation provides procedures and systems that ensure employees avoid conflicts of interest	18	48	25	10	66	84	80
2b. My manager encourages employees to avoid conflicts of interest	17	66	12	5	83	86	85
2c. I am confident that I would be protected from reprisal for reporting improper conduct	10	30	30	30	40	53	58
2d. My organisation strives to earn and sustain a high level of public trust	48	43	5	5	90	87	85
2e. Members of my workgroup treat each other with respect	40	47	8	5	87	75	77
2f. My manager treats employees with dignity and respect	27	47	17	9	74	75	78
2g. Members of my workgroup treat customers/clients with respect	51	45	4		96	90	92
2h. I feel that senior managers listen to employees	4	18	32	45	22	45	49
2i. I feel that senior managers keep employees informed about what's going on	4	20	31	45	24	42	48
2j. My manager listens to what I have to say	19	51	17	13	70	74	78
2k. My manager keeps me informed about what's going on	17	46	21	16	63	63	69

Results by theme

Service in detail

Responses where <3% answered a rating point are displayed but NOT labelled	%	%	%	%	Agency % +ve	Cluster % +ve	Sector % +ve
	Strongly agree	Agree	Disagree	Strongly disagree			
3a. My workgroup strives to achieve customer/client satisfaction	<div> <div></div> <div>56</div> <div>38</div> <div>4</div> </div>				94	92	94
3b. My organisation strives to match services to customer/client needs	<div> <div>31</div> <div>47</div> <div>15</div> <div>6</div> </div>				78	86	84
3c. My manager is committed to ensuring customers/clients receive a high standard of service	<div> <div>37</div> <div>45</div> <div>14</div> <div>4</div> </div>				82	87	88
3d. My organisation provides high quality services to the community	<div> <div>46</div> <div>36</div> <div>14</div> <div>4</div> </div>				82	86	85
3e. My organisation supports better practice so we can provide better service	<div> <div>23</div> <div>38</div> <div>28</div> <div>11</div> </div>				61	77	80
3f. My workgroup uses research and expertise to identify better practice	<div> <div>23</div> <div>50</div> <div>19</div> <div>8</div> </div>				73	72	77
3g. My organisation ensures Government policies and programs affecting the community are implemented equitably	<div> <div>18</div> <div>54</div> <div>13</div> <div>16</div> </div>				71	83	83
3h. I feel that the NSW public sector is innovative	<div> <div>4</div> <div>21</div> <div>45</div> <div>30</div> </div>				25	45	50

Accountability in detail

Responses where <3% answered a rating point are displayed but NOT labelled	%	%	%	%	Agency % +ve	Cluster % +ve	Sector % +ve
	Strongly agree	Agree	Disagree	Strongly disagree			
4a. My organisation always tries to improve its performance	<div> <div>19</div> <div>47</div> <div>26</div> <div>8</div> </div>				66	79	80
4c. I receive useful feedback on my performance to enable me to deliver required results	<div> <div>8</div> <div>34</div> <div>30</div> <div>29</div> </div>				41	54	61
4d. I believe senior managers provide clear direction for the future of the organisation	<div> <div>5</div> <div>16</div> <div>37</div> <div>42</div> </div>				21	43	46
4e. My manager appropriately deals with employees who perform poorly	<div> <div>9</div> <div>36</div> <div>29</div> <div>26</div> </div>				45	45	50
4f. People in my workgroup use time and resources efficiently	<div> <div>21</div> <div>60</div> <div>14</div> <div>6</div> </div>				80	72	75
4g. My manager encourages people in my workgroup to monitor and improve the quality of what they do	<div> <div>16</div> <div>48</div> <div>26</div> <div>9</div> </div>				64	70	75

Results by theme

3.2 Bullying

The following description was provided to survey respondents to help define what was meant by the term bullying.

Workplace bullying is repeated, unreasonable behaviour directed to an employee or a group of employees that creates a risk to health and safety. Types of behaviour that could be considered bullying include: verbal abuse, excluding or isolating employees, psychological harassment, intimidation, assigning meaningless tasks unrelated to the job, giving employees impossible assignments, deliberately changing work rosters to inconvenience particular employees, deliberately withholding information that is vital to effective work performance.

Bullying should not be confused with legitimate feedback given to staff (including negative comments) on their work performance or work-related behaviour; or other legitimate management decisions and actions undertaken in a reasonable and respectful way.

If '-' appears in a cell in the tables below, it indicates that fewer than 10 people selected the option. In this situation, a number has not been displayed to ensure confidentiality.

Witnessed or experienced bullying at work (% total respondents)			
	% agency	% cluster	% sector
Witnessed bullying at work in the last 12 months	42	47	48
Personally experienced bullying at work in the last 12 months			
Experienced in last 12 months, but not currently	16	18	19
Currently experiencing this behaviour	12	10	10
Have not personally experienced bullying at work in the last 12 months	69	67	66
Not sure that they experienced bullying at work in the last 12 months	3	5	5

IF personally bullied in last 12 months				
Bullied by:	% all agency respondents*	% agency respondents who were bullied *	% cluster respondents who were bullied *	% sector respondents who were bullied *
A fellow worker	5	19	37	40
Your immediate manager / supervisor	11	41	39	38
A senior manager	19	69	41	35
A group of fellow workers	-	-	14	14
A client/customer	-	-	7	11
A subordinate	-	-	8	8
A member of the public	-	-	7	8
Prefer not to specify	-	-	7	6
Other	-	-	2	3

*Respondents could choose multiple options, so percentages may add to more than 100%

Results by theme

The most common forms of bullying are displayed in the table below.

Nature of bullying experienced in last 12 months				
Type:	% all agency respondents*	% agency respondents who were bullied *	% cluster respondents who were bullied *	% sector respondents who were bullied *
Verbal abuse	10	37	42	43
Exclusion/isolation	18	67	48	43
Psychological harassment	18	65	42	39
Intimidation	22	80	56	59
Being assigned meaningless tasks unrelated to the job	5	17	19	17
Given impossible assignments	4	14	11	12
Deliberately changing work rosters to inconvenience you	3	11	14	12
Deliberately withholding information vital to your effective work performance	12	45	29	30
Other	3	11	15	14
Prefer not to specify	-	-	8	17

*Respondents could choose multiple options, so percentages may add to more than 100%

If personally bullied in last 12 months, have you submitted a formal complaint?			
	% agency	% cluster	% sector
Yes	28	19	21
No	72	81	79

Results by theme

3.3 Your experiences

The following topics are about employees' workplaces, the work they do, their health and wellbeing at work and awareness of various policies and procedures within their agency.

My organisation							
Responses where <3% answered a rating point are displayed but NOT labelled	%	%	%	%	Agency % +ve	Cluster % +ve	Sector % +ve
	Strongly agree	Agree	Disagree	Strongly disagree			
5a. I feel that change is handled well in my organisation	20	51	27		22	38	42
5b. My organisation involves employees in decisions about their work	19	40	40		20	34	42
5c. My organisation is making the necessary improvements to meet our future challenges	5	36	29	29	41	55	58
5d. I feel I make a contribution to achieving the organisation's objectives	14	65	13	8	79	82	84
5e. My organisation's involvement in the community helps motivate staff	29	55	11	5	84	61	62
5f. My organisation's involvement in the community is strongly linked to its purpose	47	47	4		94	79	75

My manager							
Responses where <3% answered a rating point are displayed but NOT labelled	%	%	%	%	Agency % +ve	Cluster % +ve	Sector % +ve
	Strongly agree	Agree	Disagree	Strongly disagree			
6a. My manager assigns work to people in my workgroup based on their skills and expertise	19	57	15	8	76	70	74
6b. My manager encourages and values employee input	21	49	18	13	70	68	73
6c. My manager communicates effectively with me	24	44	19	12	68	69	72
6d. My manager provides acknowledgement or other recognition for the work I do	24	44	20	12	68	62	68
6e. My manager encourages me to be more effective in my job	20	49	21	10	69	67	71
6f. My manager involves my workgroup in decisions about our work	18	45	24	13	63	60	66

Results by theme

My work in the public sector

Responses where <3% answered a rating point are displayed but NOT labelled	%	%	%	%	Agency % +ve	Cluster % +ve	Sector % +ve
	Strongly agree	Agree	Disagree	Strongly disagree			
7a. I am proud to work for the NSW public sector	31	52	14	4	82	86	86
7b. I view the NSW public sector as an employer of choice	23	43	27	8	65	78	79
7c. I understand how my work contributes to my organisation's objectives	30	60	8	3	90	93	92
7d. I receive help and support from other members of my workgroup	37	55	5	3	92	87	88
7e. There is good team spirit in my workgroup	40	41	12	7	81	74	75
7f. I am encouraged to be innovative in my work	16	38	33	13	53	60	68
7g. I have the skills to do my job effectively	34	47	14	4	82	96	96
7h. I have the tools I need to do my job effectively	21	43	29	7	64	71	74
7i. I get the information I need to do my job well	10	45	34	12	55	74	74
7j. In my workgroup there is not frequently too much work to do	3	30	48	19	33	27	21

Pay and job satisfaction

Responses where <3% answered a rating point are displayed but NOT labelled	%	%	%	%	Agency % +ve	Cluster % +ve	Sector % +ve
	Strongly agree	Agree	Disagree	Strongly disagree			
9a. I am fairly paid for the work I do	8	34	30	28	42	63	65
9b. I am satisfied with my total benefits package	7	34	33	26	41	56	63
9c. I feel my job is secure	8	29	36	28	36	55	51
9d. I am satisfied with my job	20	48	25	7	68	74	74

Results by theme

Performance and development

Responses where <3% answered a rating point are displayed but NOT labelled

	%	%	%	%	Agency % +ve	Cluster % +ve	Sector % +ve
	Strongly agree	Agree	Disagree	Strongly disagree			
10a. My performance is assessed against clear criteria	5	34	36	25	39	55	61
10b. I receive regular feedback on my performance	4	29	38	28	34	46	52
10c. My organisation is committed to developing its employees	5	30	33	32	35	56	59
10d. My manager ensures fair access to developmental opportunities for people in my workgroup	10	43	24	24	52	65	69
10e. My manager considers my needs and career aspirations when approving development plans	9	35	28	28	44	57	62
10f. I am satisfied with the opportunities available for career development	7	26	33	34	32	48	51
10g. I am able to access the right learning and development opportunities when I need to	6	34	30	30	40	60	60
10h. Learning and development activities I have completed in the past 12 months have helped to improve my performance	9	37	25	29	45	63	69
	%		%				
	Yes		No		Agency % yes	Cluster % yes	Sector % yes
10i. In the last 12 months I have received a formal performance appraisal/review	13	87			13	46	49
10j. In the last 12 months I have received informal feedback on my performance	43	57			43	63	66

Results by theme

Health and well being

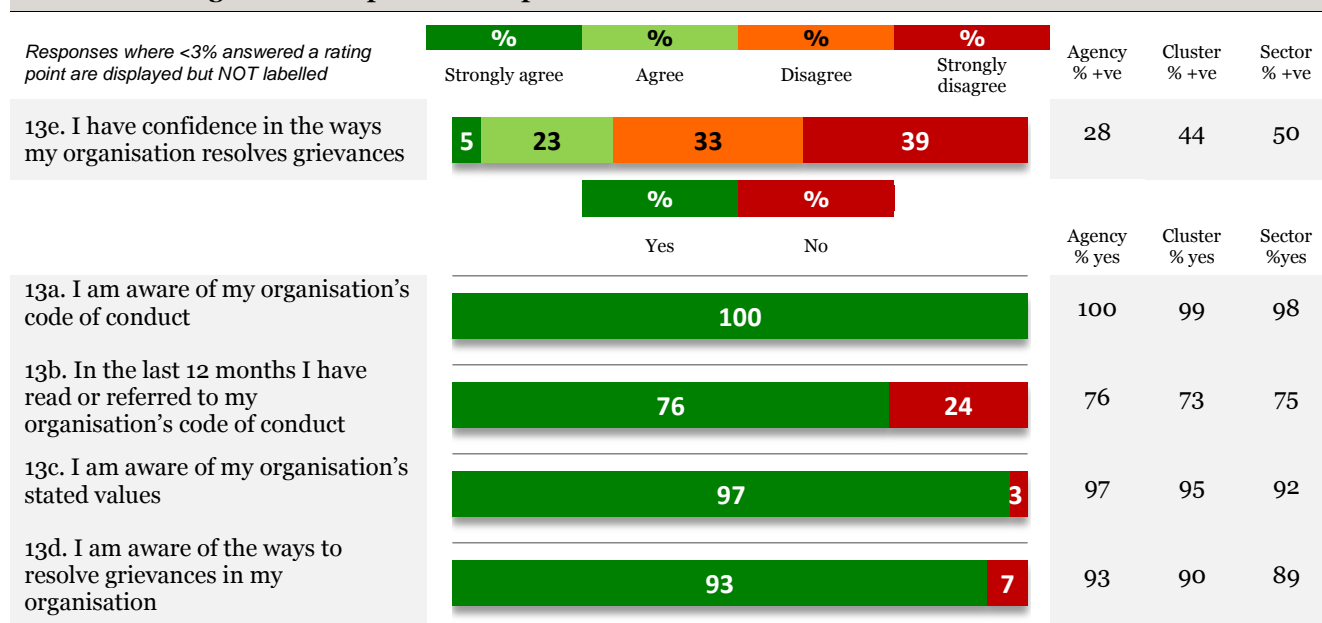
Responses where <3% answered a rating point are displayed but NOT labelled	%	%	%	%	Agency % +ve	Cluster % +ve	Sector % +ve
	Strongly agree	Agree	Disagree	Strongly disagree			
11a. Generally I do not feel stressed at work	10	42	27	21	52	51	50
11b. My organisation offers practical employment arrangements and conditions to help employees achieve a work-life balance	10	41	27	21	52	62	62
11c. My manager takes into account the differing needs and circumstances of employees when making decisions	10	46	25	19	57	66	70
11d. I am encouraged to report health & safety incidents & injuries	32	46	8	14	78	87	90

Equal employment opportunity

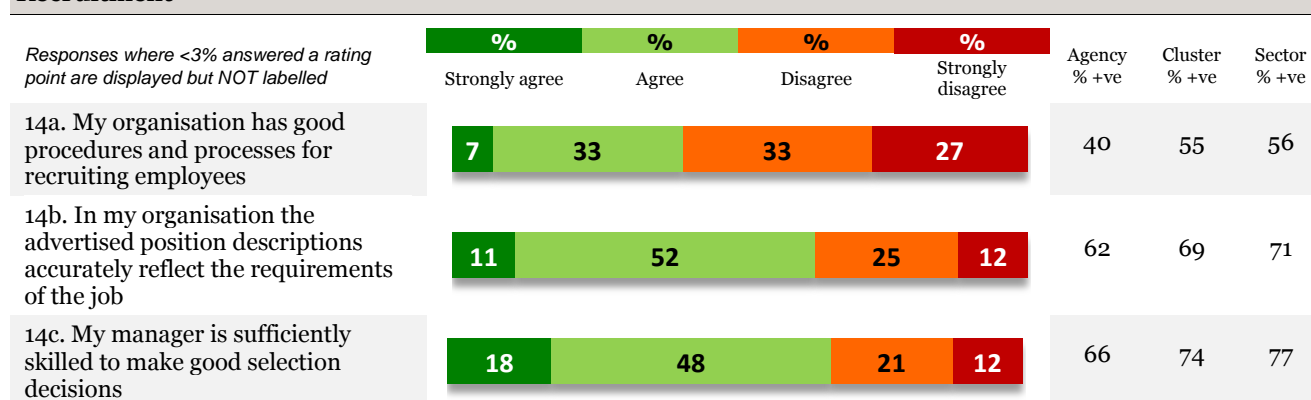
Responses where <3% answered a rating point are displayed but NOT labelled	%	%	%	%	Agency % +ve	Cluster % +ve	Sector % +ve
	Strongly agree	Agree	Disagree	Strongly disagree			
12a. Equal employment opportunity is provided in my organisation	30	54	9	7	84	82	85
12b. Gender is not a barrier to success in my workgroup	34	48	12	6	82	83	88
12c. Disability is not a barrier to success in my workgroup	18	33	32	17	51	77	86
12d. Age is not a barrier to success in my workgroup	28	54	13	5	82	85	86
12e. Cultural background is not a barrier to success in my workgroup	33	54	8	5	87	90	91
12f. My organisation is committed to creating a diverse workforce	34	52	11	3	86	88	88

Results by theme

Awareness of organisational policies and procedures



Recruitment



4 Technical information

Glossary of key terms

Percent positive % +ve	The percent positive score is the number of respondents who selected a rating point of <i>Agree</i> or <i>Strongly agree</i> divided by the total number of respondents who selected any rating point. This excludes responses of <i>Don't know</i> and no answers.
PSC	NSW Public Service Commission
Cluster	In the NSW Government the various entities and organisations are now grouped into nine clusters. Clusters are groupings around service delivery areas like education, health, human services, transport, economic development and justice. Clusters enable better linkages between organisational subgroups and provide more integrated services to the community.

Exclusion of question 4b

The PSC acknowledges an error in the wording of one statement in the People Matter Employee Survey 2012. Accordingly the results for *4b) My organisation's decisions and actions are open to review by employees* have been excluded from the report.

Employee Engagement Index

The survey included five questions which were used to calculate an engagement index for each respondent. A score indicates the average level of engagement of all people who responded and ranges from 0 to 100. An index score of zero indicates that all respondents *Strongly disagree* with all five engagement questions, while a score of 100 indicates that all respondents *Strongly agree* with all five engagement questions.

Confidence level and interval

Attitudinal research is normally conducted at a 95% confidence level ($p \leq 0.05$) and aims for a $\pm 5\%$ confidence interval.

Representativeness of a sample is usually assessed at a 95% confidence level (accuracy) and a $\pm 5\%$ confidence interval (precision).

The **confidence level** tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population who would pick an answer lies within the confidence interval. The 95% confidence level means you can be 95% certain; the 99% confidence level means you can be 99% certain. Most researchers use the 95% confidence level.

The **confidence interval** is the plus-or-minus figure usually reported in newspaper or television opinion poll results. For example, if you use a confidence interval of 4 and 47% of your sample picks an answer, you can be "sure" that if you had asked the question of the entire relevant population between 43% (47-4) and 51% (47+4) would have picked that answer.

When you put the confidence level and the confidence interval together, you can say that you are 95% sure that the true percentage of the population is between 43% and 51%.

Reference: www.surveysystem.com/sscalc.htm