

Courts Administration Authority

RESPONSE RATE: **41%**
RESPONSES: **300 of 725**



EMPLOYEE ENGAGEMENT INDEX

55%

VARIANCE from SA PUBLIC SECTOR OVERALL

-9 ↓

VARIANCE from MEDIUM AGENCIES (251 - 1000)

-12 ↓

VARIANCE from 2018 SURVEY

-8 ↓



ENABLING HIGH PERFORMANCE

48%

VARIANCE from SA PUBLIC SECTOR OVERALL

-19 ↓

VARIANCE from MEDIUM AGENCIES (251 - 1000)

-24 ↓

VARIANCE from 2018 SURVEY

-5 ↓



LEADERSHIP

33%

VARIANCE from SA PUBLIC SECTOR OVERALL

-19 ↓

VARIANCE from MEDIUM AGENCIES (251 - 1000)

-25 ↓

VARIANCE from 2018 SURVEY

-14 ↓



VALUES

60%

VARIANCE from SA PUBLIC SECTOR OVERALL

-15 ↓

VARIANCE from MEDIUM AGENCIES (251 - 1000)

-20 ↓

VARIANCE from 2018 SURVEY

-11 ↓



EMPLOYEE-ORGANISATION ALIGNMENT

67%

VARIANCE from SA PUBLIC SECTOR OVERALL

-3

VARIANCE from MEDIUM AGENCIES (251 - 1000)

-6 ↓

VARIANCE from 2018 SURVEY

-5 ↓



CAREER & WORKING CONDITIONS (EMPLOYER OF CHOICE)

44%

VARIANCE from SA PUBLIC SECTOR OVERALL

-12 ↓

VARIANCE from MEDIUM AGENCIES (251 - 1000)

-19 ↓

VARIANCE from 2018 SURVEY

-7 ↓



EMPLOYEE WELLBEING

53%

VARIANCE from SA PUBLIC SECTOR OVERALL

-8 ↓

VARIANCE from MEDIUM AGENCIES (251 - 1000)

-17 ↓

VARIANCE from 2018 SURVEY

-9 ↓



WHAT NOW?

1.

TAKE THE TIME TO EXPLORE

AND UNDERSTAND THE RESULTS IN THIS REPORT.

2.

DISCUSS THE RESULTS WITH YOUR TEAM

IDENTIFY THE THINGS TO CELEBRATE (STRENGTHS) OR IMPROVE (ACTION AREAS).

3.

DEVELOP A PLAN OF ACTION

COMMIT TO 2-3 ACTIONS THAT WILL HAVE THE BIGGEST IMPACT FOR YOUR PEOPLE.

TIPS & SUGGESTIONS

01.

Take the time to digest the scores and identify the areas where you are performing well.

These will tend to be high scores which are notably above any comparative scores. These should be celebrated. Share the good news with employees.



UNDERSTANDING YOUR REPORT AND GETTING TO ACTION!

THE SCORES ON THE FRONT PAGE GIVE YOU SOME SUMMARY INFORMATION. FIRST TAKE THE TIME TO FULLY UNDERSTAND THIS REPORT BEFORE SHARING WITH OTHERS.

WHAT IS YOUR RESPONSE RATE? IF HIGH, THE RESULTS WILL BE REPRESENTATIVE OF THE VIEWS OF YOUR COLLEAGUES. IF LOW (<20%) TAKE CARE WHEN INTERPRETING THE RESULTS. ENCOURAGE ALL COLLEAGUES TO HELP WITH ACTION PLANNING AND HOPEFULLY THIS WILL ENCOURAGE THEM TO COMPLETE THE SURVEY NEXT TIME.

HOW DO YOUR SCORES COMPARE TO THE AVAILABLE COMPARISONS?

ARE THERE ANY SCORES THAT ARE UNEXPECTED?

Identify areas that need improvement.

02.

These will be the lower scores, and/or those which are scoring notably below your comparators. Discuss these areas with your colleagues in focus groups or one-to-one discussions. Gather their thoughts and solutions before deciding actions to take.

03.

Review the high neutral responses (lots of employees ticking 'neither agree nor disagree')

Ask your colleagues about their views to find out what is causing this uncertainty. More communication and involvement may help to shift them to a positive frame of mind.

04.

Consider what actions could be taken which will have the greatest impact on employee engagement.

It may be helpful to discuss with your manager or other colleagues (your peers, HR, subject matter experts) to share ideas before developing plans for action.

There are lots of websites of ideas and case studies to give you further inspiration and top tips.

05.

Some actions may be 'quick wins' and short term. However, in most instances, you will need to think longer term.

What do you want employees to be saying about their working lives in the future?

What should be put in place to achieve this?

The 'All questions' pages show every question asked in the survey and the proportion of colleagues responding positively (strongly agree + agree), neutrally (neither agree nor disagree) or negatively (disagree + strongly disagree). Look at how your positive score compares to your parent unit, and your last survey's results.

Is there room for improvement?

06.



WHAT'S NEXT?

SHARE RESULTS WITH YOUR PEOPLE.

SPEND TIME EXPLORING THE DRIVERS BEHIND THE SCORES WITH YOUR PEOPLE.

DISCUSS WITH THEM WHAT ACTIONS THEY FEEL SHOULD BE TAKEN WHICH WILL HAVE THE GREATEST IMPACT ON EMPLOYEE ENGAGEMENT.

AGREE ON A SMALL NUMBER OF IMPACTFUL ACTIONS.

AGREE HOW YOU WILL MEASURE THAT ACTIONS HAVE BEEN SUCCESSFUL.

COMMUNICATE PROGRESS AGAINST YOUR ACTIONS.

25%

of employees replied favourably to:

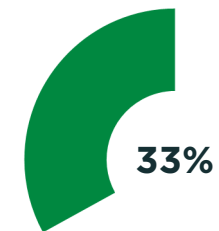
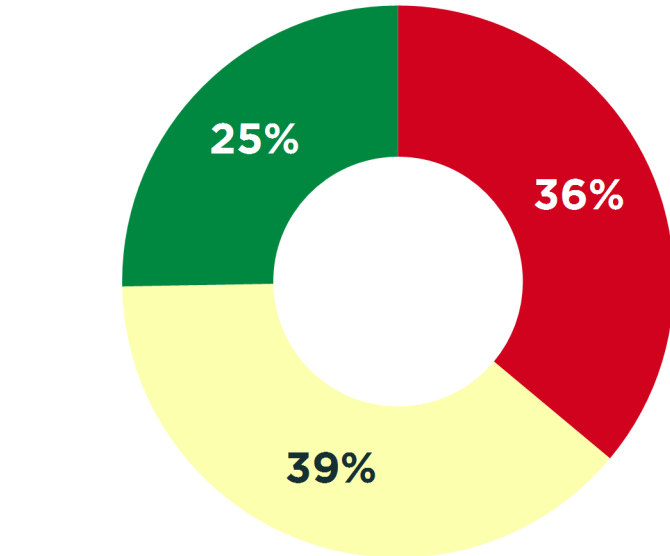
'I believe action will be taken on the results from this survey by the sector.'

VARIANCE FROM 2018 SURVEY

-1

VARIANCE FROM SA PUBLIC SECTOR OVERALL

-8 ↓



2018 SURVEY
















SOUTH AUSTRALIA PUBLIC SECTOR OVERALL

■ % positive

■ % neutral

■ % negative

HEADLINE SCORES

HIGHEST POSITIVE SCORING QUESTIONS	% POSITIVE	HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL	HIGHEST NEGATIVE SCORING QUESTIONS	% NEGATIVE
Q11b. I understand what is expected of me to do well in my role	 88%	Q16h. I am confident in relating my agency's Reconciliation Action Plan to my work	 55%	Q14g. I am satisfied with the opportunities available for career development in my agency	 52%
Q11g. I understand how my work contributes to my agency's objectives	 88%	Q16i. I am satisfied with the cultural learning opportunities within my agency	 50%	Q29. I believe action will be taken on the results from this survey by my agency	 48%
Q11m. I am happy to go the 'extra mile' at work when required	 81%	Q15f. Senior managers promote collaboration between my agency and other agencies or organisations we work with	 44%	Q15d. I feel senior managers in my agency actively engage with employees	 47%
Q11c. I believe strongly in the purpose and objectives of my agency	 77%	Q15e. Senior managers in my agency are genuinely supportive of career advancement of women	 41%	Q15g. I feel that senior managers keep employees informed about what's going on	 46%
Q11a. My job makes good use of my skills and abilities	 76%	Q28. I believe action will be taken on the results from this survey by the sector	 39%	Q11h. I think it is safe to speak up and challenge the way things are done in this agency	 45%

*Note: Agency specific questions have been excluded from the above rankings.



FIND YOUR HIGHEST SCORES

THESE QUESTIONS ARE YOUR HIGHEST SCORING.

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)

EMPLOYEE ENGAGEMENT



HOW ENGAGED IS YOUR TEAM?

THESE RESULTS PROVIDE A MEASURE OF ENGAGEMENT FOR YOUR TEAM.

THE ENGAGEMENT SCORE TELLS US THE EXTENT TO WHICH YOUR PEOPLE ARE PROUD TO WORK HERE, WOULD RECOMMEND IT, INTEND TO STAY, AND STRIVE TO GO ABOVE AND BEYOND (SAY, STAY AND STRIVE).

THERE'S A LOT OF EVIDENCE TO SHOW A STRONG LINK BETWEEN ENGAGED COLLEAGUES AND IMPROVED BUSINESS PERFORMANCE.

YOUR EMPLOYEE ENGAGEMENT SCORE		55%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
SAY	Q27d. I am proud to tell others I work for my agency	22	35	27	9	57%	-6 ↓	-10 ↓	-13 ↓	
	Q27e. I would recommend my agency as a good place to work	15	26	28	13	18	41%	-21 ↓	-16 ↓	-22 ↓
STAY	Q27b. I feel a strong personal attachment to my agency	16	35	24	14	12	51%	-2	-11 ↓	-13 ↓
STRIVE	Q27a. My agency really inspires me to do the best work every day	7	36	29	17	10	43%	-1	-13 ↓	-18 ↓
	Q27c. My agency motivates me to help it achieve its objectives	9	28	36	15	12	36%	-14 ↓	-17 ↓	-22 ↓

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR



KEY QUESTIONS TO FOCUS ON



WHAT TO FOCUS ON?

THESE QUESTIONS HAVE BEEN IDENTIFIED THROUGH STATISTICAL ANALYSIS AS HAVING THE STRONGEST INFLUENCE ON YOUR EMPLOYEE ENGAGEMENT SCORE.

IF YOU FOCUS ON IMPROVING THE LOWER SCORING QUESTIONS AND MAINTAINING THE HIGHER SCORING QUESTIONS, IT WILL HAVE THE BIGGEST IMPACT ON YOUR ENGAGEMENT SCORE.

SEE APPENDIX A - METHODOLOGY FOR MORE INFORMATION ON HOW THIS STATISTICAL ANALYSIS WAS DONE.

DEVELOP ACTIONS AND ACTIVITIES TO ADDRESS THESE QUESTIONS TO IMPROVE THE EXPERIENCE EMPLOYEES HAVE AT WORK AND DRIVE HIGHER PERFORMANCE.

	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
1.	Q17b. I think my agency cares about my health and wellbeing		42%	-13	-12	-23
2.	Q16b. My agency focuses on improving the work we do		40%	-16	-25	-28
3.	Q15b. I feel that senior managers effectively lead and manage change		24%	-15	-21	-25
4.	Q11l. I am satisfied with the recognition I receive for doing a good job		39%	-6	-11	-21
5.	Q16c. When things go wrong, my agency uses this as an opportunity to review, learn, and improve the management of similar risks		40%	+3	-17	-17

ENABLING HIGH PERFORMANCE



EXPLORE THE QUESTIONS MAKING UP EACH INDEX

THE HIGH PERFORMANCE INDEX MEASURES THE EXTENT TO WHICH MANAGERS ENABLE HIGH PERFORMANCE WITHIN TEAMS THROUGH IDEAS GENERATION, RECOGNITION, PERFORMANCE MANAGEMENT, FEEDBACK AND BEHAVIOURS.

THE WAY MANAGERS INTERACT WITH TEAM MEMBERS HAS A BIG IMPACT ON INDIVIDUAL AND TEAM PERFORMANCE.

WHAT IS WORKING WELL?

WHAT AREAS DO YOU NEED TO FOCUS ON?

ENABLING HIGH PERFORMANCE	48%					RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
	12	32	25	15	16			-5 ↓	-19 ↓	-24 ↓
Q13a. My manager encourages us to come up with new or better ways of doing things	12	32	25	15	16	44%	0	-24 ↓	-31 ↓	
Q13b. My manager listens to what I have to say	19	41	15	10	15	59%	0	-15 ↓	-22 ↓	
Q13c. My manager treats me with respect	26	44	11	8	10	70%	-4	-10 ↓	-15 ↓	
Q13d. My manager gives me responsibility and holds me to account for what I deliver	21	44	21	7		66%	-5 ↓	-16 ↓	-20 ↓	
Q13e. I have confidence in the decisions my manager makes	16	36	20	11	16	53%	0	-16 ↓	-23 ↓	
Q13f. My manager recognises and acknowledges when I have done my job well	20	35	18	12	15	55%	+2	-14 ↓	-22 ↓	
Q14b. In the last 12 months I received useful feedback on my work to enable me to deliver required results	12	30	25	19	14	42%	-5 ↓	-23 ↓	-29 ↓	
Q14c. My performance is assessed against clear criteria		27	31	21	14	34%	-5 ↓	-23 ↓	-28 ↓	
Q14d. Learning and development activities I have completed in the past 12 months have helped to improve my performance	8	21	37	19	16	29%	-19 ↓	-26 ↓	-20 ↓	

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



ENABLING HIGH PERFORMANCE



EXPLORE THE QUESTIONS MAKING UP EACH INDEX

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WHAT IS WORKING WELL?

WHAT AREAS DO YOU NEED TO FOCUS ON?

ENABLING HIGH PERFORMANCE		48%					RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q14e.	My manager openly demonstrates commitment to enhancing performance	8	30	30	14	18	38%	-4	-26 ↓	-29 ↓	
Q14f.	My overall experience of performance and development conversations in my agency have been useful for my growth	23	33	20	18	29%	0	-25 ↓	-25 ↓		
Q19b.	How often do you feel that your manager acts in accordance with the South Australia Public Sector Values in their everyday work?	31	31	20	11	63%	-17 ↓	-16 ↓	-23 ↓		

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



LEADERSHIP



EXPLORE THE QUESTIONS MAKING UP EACH INDEX

THE LEADERSHIP INDEX MEASURES PERCEPTIONS OF HOW EFFECTIVELY SENIOR LEADERS (IE. EXECUTIVES AND EXECUTIVE DIRECTORS) COMMUNICATE THEIR VISION FOR THE AGENCY, ENABLE ADVANCEMENT AND AND INSPIRE THEIR PEOPLE THROUGH THEIR ACTIONS AND BEHAVIOURS.

LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

LEADERSHIP	33% RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q15a. I believe senior managers provide clear direction for the future of the agency	21	35	23	17	25%	-15 ↓	-22 ↓	-27 ↓
Q15b. I feel that senior managers effectively lead and manage change	20	36	23	17	24%	-15 ↓	-21 ↓	-25 ↓
Q15c. I feel that senior managers model the behaviours expected of employees	27	28	18	21	33%	-13 ↓	-16 ↓	-22 ↓
Q15e. Senior managers in my agency are genuinely supportive of career advancement of women	10	30	41	12	40%	-4	-17 ↓	-21 ↓
Q15f. Senior managers promote collaboration between my agency and other agencies or organisations we work with	7	26	44	10 12	33%	-8 ↓	-17 ↓	-28 ↓
Q15g. I feel that senior managers keep employees informed about what's going on	18	31	24	22	23%	-21 ↓	-23 ↓	-25 ↓
Q16b. My agency focuses on improving the work we do	8	32	34	18 9	40%	-16 ↓	-25 ↓	-28 ↓
Q16f. In my agency, recruitment and promotion decisions are fair	21	32	18	22	28%	-8 ↓	-17 ↓	-23 ↓
Q19c. How often do you feel that the senior leaders in your agency act in accordance with the South Australia Public Sector Values in their everyday work?	18	32	29	15	50%	-29 ↓	-14 ↓	-22 ↓

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



VALUES



EXPLORE THE QUESTIONS MAKING UP EACH INDEX

THE VALUES INDEX MEASURES THE EXTENT TO WHICH WE DEMONSTRATE THE SOUTH AUSTRALIAN PUBLIC SECTOR VALUES IN OUR DAY-TO-DAY WORK AND WHEN COLLABORATING WITH OTHERS.

THE SA PUBLIC SECTOR VALUES HAVE BEEN DEVELOPED TO MAKE IT EASIER FOR THE SECTOR TO WORK TOGETHER BY SETTING A CONSISTENT SET OF BEHAVIOURS AND PRACTICES FOR ALL EMPLOYEES.

VALUES	60% RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q12a. People in my workgroup treat each other with respect	21	39	17	13	9	61%	-9 ↓	-13 ↓	-20 ↓
Q12b. The people in my workgroup behave in an accepting manner towards people from diverse backgrounds	25	45	15	8		70%	-16 ↓	-13 ↓	-16 ↓
Q12c. People in my workgroup are honest, open and transparent in their dealings with each other	15	35	21	18	11	50%	-10 ↓	-14 ↓	-22 ↓
Q12e. People in my workgroup are committed to workplace safety	21	45	24			65%	-9 ↓	-18 ↓	-22 ↓
Q12f. People in my workgroup work effectively with other workgroups in my agency to deliver services to our customers	21	46	21	7		67%	-10 ↓	-10 ↓	-14 ↓
Q16a. In my workplace, people take responsibility for their decisions and actions		37	25	24	9	42%	-10 ↓	-19 ↓	-23 ↓
Q19a. How often do you feel that your agency colleagues act in accordance with the South Australia Public Sector Values in their everyday work?	21	43	27			64%	-14 ↓	-14 ↓	-20 ↓

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



EMPLOYEE-ORGANISATION ALIGNMENT



EXPLORE THE QUESTIONS MAKING UP EACH INDEX

THE EMPLOYEE-ORGANISATION ALIGNMENT INDEX MEASURES THE EXTENT TO WHICH EMPLOYEES FEEL ALIGNED TO THE PURPOSE AND OBJECTIVES OF THEIR AGENCY AND EMPOWERED AND ENABLED TO DELIVER.

WHERE DO WE NEED TO IMPROVE?

WHAT DO WE NEED TO DO DIFFERENTLY?

» EMPLOYEE-ORGANISATION ALIGNMENT	67%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q11a. My job makes good use of my skills and abilities	23 54 8 11		76%	-1	-3	-4
Q11b. I understand what is expected of me to do well in my role	41 47 7		88%	-4	0	0
Q11c. I believe strongly in the purpose and objectives of my agency	33 44 14		77%	+1	-3	-6 ↓
Q11d. I have the authority to do my job effectively (e.g. the necessary delegation(s), autonomy, level of responsibility)	29 44 16 8		72%	-8 ↓	-1	-4
Q11e. The work processes we have in place allow me to be as productive as possible	15 34 23 20 7		49%	-9 ↓	-2	-6 ↓
Q11g. I understand how my work contributes to my agency's objectives	34 53 9		88%	-6 ↓	+2	-2
Q11h. I think it is safe to speak up and challenge the way things are done in this agency	14 22 19 24 21		36%	-7 ↓	-12 ↓	-18 ↓
Q11i. I feel secure in my job	19 34 19 16 13		53%	-6 ↓	-8 ↓	-7 ↓

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



CAREER AND WORKING CONDITIONS (EMPLOYER OF CHOICE)



EXPLORE THE QUESTIONS MAKING UP EACH INDEX

THE CAREER AND WORKING CONDITIONS INDEX INDICATES HOW SATISFIED PEOPLE ARE WITH THE CAREER AND WORKING CONDITIONS OF THE SOUTH AUSTRALIAN PUBLIC SECTOR.

LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

CAREER AND WORKING CONDITIONS (EMPLOYER OF CHOICE)	44%					RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
	12	34	18	20	17			-7 ↓	-12 ↓	-19 ↓
Q11j. I am fairly remunerated (e.g. salary, superannuation) for the work that I do	12	34	18	20	17		45%	-3	-15 ↓	-15 ↓
Q11k. I am satisfied with my non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits)	18	44	22	8			63%	-10 ↓	-6 ↓	-17 ↓
Q11l. I am satisfied with the recognition I receive for doing a good job	12	28	22	22	16		39%	-6 ↓	-11 ↓	-21 ↓
Q11n. I am satisfied with my ability to access and use flexible working arrangements (flexible hours of work, patterns of work, locations of work or other arrangements)	20	37	17	14	12		57%	-7 ↓	-6 ↓	-22 ↓
Q14g. I am satisfied with the opportunities available for career development in my agency	16	29	26	26			19%	-6 ↓	-25 ↓	-22 ↓
Q16g. My agency provides opportunities for job mobility (e.g. secondment and/or temporary transfers)	7	33	33	13	13		41%	-13 ↓	-12 ↓	-16 ↓

KEY

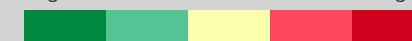


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree




EMPLOYEE WELLBEING



EXPLORE THE QUESTIONS MAKING UP EACH INDEX

THE WELLBEING SCORE MEASURES THE EXTENT TO WHICH EMPLOYEES FEEL SUPPORTED IN MAINTAINING THEIR HEALTH AND WELLBEING.

LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

 EMPLOYEE WELLBEING	53%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q11f. I am provided with the tools and equipment to do my job safely	22	47	18	7		69%	-9 ↓	-6 ↓	-15 ↓
Q12d. My workgroup has the tools and resources to perform well	10	39	24	19	8	49%	-7 ↓	-11 ↓	-17 ↓
Q17a. I am satisfied with the policies/practices in place to help me manage my health and wellbeing	7	38	23	16	15	45%	-14 ↓	-16 ↓	-25 ↓
Q17b. I think my agency cares about my health and wellbeing	8	34	20	19	19	42%	-13 ↓	-12 ↓	-23 ↓
Q17d. I am able to strike the right balance between my work and home life	8	50	19	11	11	58%	+1	+4	-7 ↓

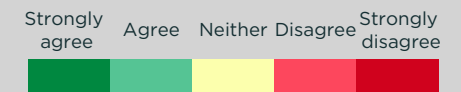
KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR





WHAT ARE YOUR PEOPLE SAYING ABOUT THEIR WORKING EXPERIENCES?

THE COMMENTS WERE GROUPED INTO THEMES.

THE BAR CHART SHOWS THE TOP 5 THEMES, TO GIVE YOU AN IDEA OF WHERE TO FOCUS.

REVIEW THESE COMMENT THEMES IN THE CONTEXT OF YOUR RESULTS - HOW DO THEY REINFORCE OR PROVIDE ADDITIONAL CONTEXT TO YOUR RESULTS?

‘What is the one thing the South Australian Public Sector is doing really well?’

YOUR TOP 5 THEMES:





WHAT ARE YOUR PEOPLE SAYING ABOUT THEIR WORKING EXPERIENCES?

THE COMMENTS WERE GROUPED INTO THEMES.

THE BAR CHART SHOWS THE TOP 5 THEMES, TO GIVE YOU AN IDEA OF WHERE TO FOCUS.

REVIEW THESE COMMENT THEMES IN THE CONTEXT OF YOUR RESULTS - HOW DO THEY REINFORCE OR PROVIDE ADDITIONAL CONTEXT TO YOUR RESULTS?

‘What is the most important issue that needs to be addressed across the South Australian Public Sector?’

YOUR TOP 5 THEMES:



OTHER QUESTIONS



THESE PAGES SHOW ADDITIONAL QUESTIONS THAT WERE ASKED OF ALL PUBLIC SECTOR EMPLOYEES, THAT ARE NOT INCLUDED IN THE SURVEY INDICES SHOWN ON THE PREVIOUS PAGES.

THE RESULTS OUTLINE THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE).

REVIEW THESE QUESTIONS FOR ADDITIONAL CONTEXT AND INSIGHTS THAT MAY WARRANT FURTHER INVESTIGATION OR ACTION.

	RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q11m. I am happy to go the 'extra mile' at work when required						81%	-5 ↓	-4	-7 ↓
Q13g. My manager takes appropriate action to address underperformance within my workgroup						34%	-	-18 ↓	-22 ↓
Q15d. I feel senior managers in my agency actively engage with employees						30%	-	-15 ↓	-23 ↓
Q16c. When things go wrong, my agency uses this as an opportunity to review, learn, and improve the management of similar risks						40%	+3	-17 ↓	-17 ↓
Q16d. My agency is committed to creating a diverse workforce (e.g. gender, age, cultural and linguistic background, disability, Aboriginal and Torres Strait Islander, LGBTIQ+)						49%	-5 ↓	-19 ↓	-21 ↓
Q16e. Personal background is not a barrier to success in my agency (e.g. cultural background, age, disability, sexual orientation, gender etc.)						53%	-6 ↓	-17 ↓	-19 ↓
Q16h. I am confident in relating my agency's Reconciliation Action Plan to my work						18%	-	-26 ↓	-30 ↓
Q16i. I am satisfied with the cultural learning opportunities within my agency						22%	-	-34 ↓	-33 ↓
Q17c. I feel the level of stress in my job is appropriate						44%	-	+1	-9 ↓

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



OTHER QUESTIONS



THESE PAGES SHOW ADDITIONAL QUESTIONS THAT WERE ASKED OF ALL PUBLIC SECTOR EMPLOYEES, THAT ARE NOT INCLUDED IN THE SURVEY INDICES SHOWN ON THE PREVIOUS PAGES.

THE RESULTS OUTLINE THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE).

REVIEW THESE QUESTIONS FOR ADDITIONAL CONTEXT AND INSIGHTS THAT MAY WARRANT FURTHER INVESTIGATION OR ACTION.

	RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q17e. I feel comfortable discussing my mental health and wellbeing with my manager	10	29	18	20	23	39%	-	-14 ↓	-22 ↓
Q20a. I feel a connection with the public sector values	22	42	23	9		64%	-	-10 ↓	-16 ↓
Q20b. In my workgroup our everyday actions are guided by the Public Sector Values	16	36	29	14		51%	-	-13 ↓	-21 ↓
Q28. I believe action will be taken on the results from this survey by the sector	21	39	23	13		25%	-1	-8 ↓	-15 ↓
Q29. I believe action will be taken on the results from this survey by my agency	14	34	25	22		18%	-	-16 ↓	-25 ↓

	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q14a. I have a current performance and development plan that sets out my individual objectives		274				
Yes		134	49%	-12 ↓	-31 ↓	-34 ↓
No		140	51%	+12 ↑	+31 ↑	+34 ↑

KEY

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR
- AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



THE 2021 SURVEY ASKED QUESTIONS ABOUT HOW EFFECTIVELY AGENCIES MANAGED THE CHANGES REQUIRED AS A RESULT OF COVID-19.

REVIEW THE RESULTS AND IDENTIFY SPECIFIC AREAS OF ACTION THAT MAY BE REQUIRED AS A RESULT - WHAT DO YOU NEED TO FOCUS ON FOR IMPROVEMENT?

REFLECT ON THIS INFORMATION TO UNDERSTAND HOW EMPLOYEES FEEL YOUR AGENCY WAS ABLE TO RAPIDLY ADAPT TO THE COVID-19 SITUATION. THIS CAN BE USED TO INFORM FUTURE ACTIONS REQUIRED WHEN OUR EXTERNAL CIRCUMSTANCES CHANGE.

	RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q18a. I believe my agency provided sufficient resources and arrangements to help me feel safe (e.g. physical distancing measures, working from home arrangements, face masks, hand sanitiser)	22	46	14	11	7	68%	-	-9 ↓	-18 ↓
Q18b. My manager provided me with sufficient direction about my priorities	15	40	24	13	7	55%	-	-17 ↓	-23 ↓
Q18c. I was satisfied with the communications I received from senior managers about changes impacting my work	14	39	18	18	10	53%	-	-13 ↓	-20 ↓
Q18d. During this time, I felt that my manager cared about my wellbeing (if you have more than one manager, consider the manager who you report to most frequently)	18	37	23	10	13	55%	-	-16 ↓	-23 ↓
Q18e. I felt that my workgroup went the extra mile to support each other	20	42	23	8		62%	-	-13 ↓	-16 ↓

	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q18f. Were you mobilised to another agency or another role within your agency because of COVID-19 requirements?		269				
Yes		4	1%	-	-7 ↓	-4
No		256	95%	-	+6 ↑	+3
Not sure		9	3%	-	+1	+1

KEY

↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR
↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree (Dark Green) | Agree (Light Green) | Neither (Yellow) | Disagree (Pink) | Strongly disagree (Red)

RECRUITMENT AND RETENTION



THESE QUESTIONS GIVE YOU VALUABLE INSIGHT INTO THE REASONS YOUR EMPLOYEES JOINED THE PUBLIC SECTOR, AND THEIR REASONS FOR WANTING TO STAY OR LEAVE.

WHAT DOES THIS TELL YOU ABOUT YOUR CURRENT EMPLOYEE VALUE PROPOSITION?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q21. Which of the following describes why you joined the public sector? [Multiple Response]		789				
Type of work offered		162	21%	+21	0	0
Job security and stability		189	24%	+6	+4	+5
Service to the general public		104	13%	+13	-2	-1
T The work aligned with my job skills/experience		147	19%	+1	-1	-3
The department I work for		49	6%	-4	0	0
Geographical location		45	6%	-9	-1	-1
Remuneration		50	6%	0	+1	+1
Workplace culture		24	3%	-3	-1	-1
Other		19	2%	0	+1	+1
Q22. Which of the following statements best reflect your working life intentions?		268				
I want to stay in my agency long-term		171	64%	-	-12	-9
I want to leave my agency but stay in the public sector		69	26%	-	+9	+7
I want to leave the public sector		28	10%	-	+3	+2

KEY

T TEXT CHANGE SINCE 2018 SURVEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

RECRUITMENT AND RETENTION



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WHAT DOES THIS TELL YOU ABOUT YOUR CURRENT EMPLOYEE VALUE PROPOSITION?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q23a. Which of the following describes your reasons for wanting to stay? [Multiple Response]		804				
Long term career progression		35	4%	-	-3	-2
Type of work offered		102	13%	-	0	0
Employment conditions		92	11%	-	+1	+1
Job security and stability		127	16%	-	+2	+4
Service to the general public		82	10%	-	0	+1
The work aligns with my job skills/experience		107	13%	-	0	0
The department I work for		58	7%	-	0	0
Geographical location		47	6%	-	0	0
Remuneration		52	6%	-	+2	+2
Workplace culture		31	4%	-	-1	-2
Confidence in immediate manager		37	5%	-	-2	-3
Confidence in senior management		20	2%	-	-1	-1
Other		14	2%	-	+1	+1

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

RECRUITMENT AND RETENTION



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WHAT DOES THIS TELL YOU ABOUT YOUR CURRENT EMPLOYEE VALUE PROPOSITION?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q23b. Which of the following best describes when you intend to leave?		97				
I want to leave within 12 months		43	44%	-	+5	+3
I want to leave within 1-2 years		29	30%	-	+3	+2
I want to leave within 2-5 years		19	20%	-	-4	-2
I want to leave within 5+ years		6	6%	-	-4	-2

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

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WHAT DOES THIS TELL YOU ABOUT YOUR CURRENT EMPLOYEE VALUE PROPOSITION?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q23c. Which of the following describe your reasons for wanting to leave? [Multiple Response]		479				
T There is a lack of future career opportunities		57	12%	-15 ⬇	+1	-1
I want to try a different type of work or I am seeking a career change		21	4%	+2	-3	-4
I am not fulfilled by the role I am in		36	8%	+8 ⬆	-2	-3
T My expectations have not been met		29	6%	-2	+1	+1
I am pursuing the next phase in my life/career journey		35	7%	+7 ⬆	-2	-4
My workload is not manageable		18	4%	+4	-3	-1
I am not satisfied with my employment conditions		35	7%	+7 ⬆	+1	+3
The work does not fully utilise my skills and abilities		34	7%	+7 ⬆	-1	-2
I do not like the workplace culture		54	11%	0	+2	+3
There is a lack of job security		22	5%	+5 ⬆	+1	+1
I lack confidence in senior managers		43	9%	+9 ⬆	-1	+1
I am not satisfied with my current manager		32	7%	+7 ⬆	+1	+2
Experiences of bullying, harassment or discrimination		42	9%	+9 ⬆	+2	+3
Other		21	4%	+4	0	0

KEY

T TEXT CHANGE SINCE 2018 SURVEY

⬆ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

⬇ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

BULLYING AND HARASSMENT



THESE RESULTS GIVE YOU INSIGHT INTO THE EXTENT TO WHICH BULLYING AND HARASSMENT HAVE BEEN EXPERIENCED OR OBSERVED IN YOUR AGENCY / TEAM.

WHAT ACTION DO YOU NEED TO TAKE IN RESPONSE TO THESE RESULTS?

	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q24. During the last 12 months, have you witnessed harassment (including sexual harassment) or bullying in your current workplace?		265				
Yes		105	40%	+8	+11	+18
No		133	50%	-4	-12	-19
Not sure		27	10%	-4	+1	+1
Q24a. What did you do in response to the bullying and harassment you witnessed? [Multiple Response]		233				
Submitted a report through the agency's formal WHS system		5	2%	-	-2	-2
Approached the person and asked them to stop		22	9%	-	-1	0
Approached the victim and offered support		46	20%	-	-3	-3
Took leave		16	7%	-	+2	+2
Left the role/team/agency		6	3%	-	0	+1
Sought support from a colleague		30	13%	-	-2	0
Sought support from a manager		34	15%	-	-2	-3
Accessed counselling through the agency's Employee Assistance Program		10	4%	-	0	0
Accessed professional help		11	5%	-	0	+1
Lodged a grievance or complaint		17	7%	-	+3	+3
Nothing		20	9%	-	+3	+1
Other		16	7%	-	+2	+1

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

BULLYING AND HARASSMENT



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WHAT ACTION DO YOU NEED TO TAKE IN RESPONSE TO THESE RESULTS?

	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q25. During the last 12 months, have you been subjected to harassment (including sexual harassment) or bullying in your current workplace?		270				
	Yes	75	28%	+8 ⬆️	+10 ⬆️	+16 ⬆️
	No	179	66%	-6 ⬆️	-10 ⬆️	-15 ⬆️
	Not sure	16	6%	-2	0	-1
Q25a. What type of harassment or bullying did you experience? [Multiple Response]		162				
T	Physical behaviour (e.g. assault, aggressive body language)	11	7%	+1	-1	0
	Sexual harassment	8	5%	+5 ⬆️	+2	+2
	Cyberbullying (e.g. harassment via IT or the spreading of gossip/materials intended to defame or humiliate)	10	6%	+6 ⬆️	+2	+2
T	Verbal abuse (e.g. offensive language, derogatory remarks, threats, shouting or screaming)	41	25%	-13 ⬆️	-3	-3
	'Initiations' or pranks	6	4%	+4	+2	+2
	Interference with your personal property or work equipment	10	6%	+3	+2	+2
	Interference with work tasks (i.e. withholding needed information, undermining or sabotage)	31	19%	-2	-5 ⬆️	-5 ⬆️
	Inappropriate and unfair application of work policies or rules (e.g. perf mgmt, access to leave, access to L&D)	27	17%	-2	-1	+1
	Other	18	11%	-2	+2	-1

KEY

T TEXT CHANGE SINCE 2018 SURVEY

⬆️ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

⬆️ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

BULLYING AND HARASSMENT



THESE RESULTS GIVE YOU INSIGHT INTO THE EXTENT TO WHICH BULLYING AND HARASSMENT HAVE BEEN EXPERIENCED OR OBSERVED IN YOUR AGENCY / TEAM.

WHAT ACTION DO YOU NEED TO TAKE IN RESPONSE TO THESE RESULTS?

	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q25b. Who was responsible for the harassment or bullying? [Multiple Response]		131				
Someone more junior than you		6	5%	-15 ⬇	-2	-1
Client, customer or stakeholder		3	2%	-4	-4	-2
T Co-worker		29	22%	-8 ⬇	-4	-4
A group of co-workers		13	10%	-30 ⬇	+2	+2
Contractor		0	0%	0	-1	-1
Consultant/service provider		0	0%	0	-1	0
Representative of another South Australian Public Sector agency		1	1%	-3	0	0
Your current manager		23	18%	+18 ⬆	+1	-1
A previous manager		15	11%	+11 ⬆	+1	0
Someone more senior than you (other than your manager)		39	30%	+30 ⬆	+8 ⬆	+6 ⬆
Minister or ministerial adviser		1	1%	+1	0	+1
Unknown		1	1%	+1	0	0

KEY

T TEXT CHANGE SINCE 2018 SURVEY

⬆ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

⬇ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

BULLYING AND HARASSMENT



THESE RESULTS GIVE YOU INSIGHT INTO THE EXTENT TO WHICH BULLYING AND HARASSMENT HAVE BEEN EXPERIENCED OR OBSERVED IN YOUR AGENCY / TEAM.

WHAT ACTION DO YOU NEED TO TAKE IN RESPONSE TO THESE RESULTS?

RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q25c. What did you do in response to the bullying and harassment you experienced? [Multiple Response]	180				
Lodged an internal grievance or complaint	18	10%	-	+2	+2
Lodged an external complaint (e.g. with the Equal Opportunity Commission, SafeWork SA or the ICAC)	4	2%	-	+1	+1
Took leave	20	11%	-	+1	+1
Submitted a workers compensation claim	2	1%	-	0	+1
Left the role/team/agency	8	4%	-	+1	+1
Accessed counselling through the agency's Employee Assistance Program (EAP)	12	7%	-	0	0
Accessed professional help (other than EAP)	12	7%	-	-1	-2
Sought support from my manager	26	14%	-	-2	-4
Sought support from a colleague	31	17%	-	-4	-1
Approached the person and asked them to stop	12	7%	-	-3	-2
Nothing	20	11%	-	+2	+1
Other	15	8%	-	+2	+2

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

BULLYING AND HARASSMENT



THESE RESULTS GIVE YOU INSIGHT INTO THE EXTENT TO WHICH BULLYING AND HARASSMENT HAVE BEEN EXPERIENCED OR OBSERVED IN YOUR AGENCY / TEAM.

WHAT ACTION DO YOU NEED TO TAKE IN RESPONSE TO THESE RESULTS?

RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q25d. Was your complaint resolved to your satisfaction?	18				
Yes	2	11%	-17↓	-5↓	-8↓
No	12	67%	+24↑	+12↑	+20↑
Unsure	3	17%	+2	+4	-1
The complaint is still being processed	1	6%	-9↓	-12↓	-11↓

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

BULLYING AND HARASSMENT



THESE RESULTS GIVE YOU INSIGHT INTO THE EXTENT TO WHICH BULLYING AND HARASSMENT HAVE BEEN EXPERIENCED OR OBSERVED IN YOUR AGENCY / TEAM.

WHAT ACTION DO YOU NEED TO TAKE IN RESPONSE TO THESE RESULTS?

RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q25e. Why did you not lodge one? [Multiple Response]	191				
The matter was resolved informally	3	2%	-	-3	-2
It could affect my career	22	12%	-	-3	-3
It could affect my working relationships	32	17%	-	-1	-2
Managers accepted the behaviour	22	12%	-	+2	+1
I did not trust that action would be taken	33	17%	-	-4	-2
I didn't think anyone would believe me	9	5%	-	0	+1
I did not have enough evidence	11	6%	-	+1	0
I did not think the harassment/bullying was serious enough	8	4%	-	-2	-2
I did not know how to report it	13	7%	-	+3	+3
I thought the reporting process was too difficult	12	6%	-	+3	+3
I thought that action would be too slow	6	3%	-	0	+1
Other	20	10%	-	+4	+3

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR






AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

DISCRIMINATION



THESE RESULTS GIVE YOU INSIGHT INTO EXPERIENCES OF DISCRIMINATION IN THIS AGENCY / TEAM

WHAT ACTION DO YOU NEED TO TAKE IN RESPONSE TO THESE RESULTS?

RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)	
Q26. During the last 12 months, in your current agency, have you personally experienced workplace discrimination?	270					
No		198	73%	-	-8 ↓	-11 ↓
Yes, from people in my agency		47	17%	-	+8 ↑	+11 ↑
Yes, from people outside my agency		3	1%	-	0	0
Don't know		22	8%	-	0	0

KEY

↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

DISCRIMINATION



THESE RESULTS GIVE YOU INSIGHT INTO EXPERIENCES OF DISCRIMINATION IN THIS AGENCY / TEAM

WHAT ACTION DO YOU NEED TO TAKE IN RESPONSE TO THESE RESULTS?

	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM MEDIUM AGENCIES (251 - 1000)
Q26a. What was the type of discrimination you experienced? [Multiple Response]		80				
Age		11	14%	-	-1	+1
Breastfeeding		0	0%	-	0	0
Caring responsibilities		3	4%	-	-2	-1
Disability/impairment		2	3%	-	-1	-1
Gender identity/gender history		5	6%	-	+1	+1
Marital status		1	1%	-	0	+1
Part-time work status		7	9%	-	0	+1
Political conviction including trade union activity		2	3%	-	0	+2
Pregnancy including maternity/paternity leave status		0	0%	-	-2	-1
Race/cultural background		9	11%	-	-3	0
Religious conviction		2	3%	-	+1	+1
Sex		10	13%	-	+5	0
Sexual orientation		0	0%	-	-2	-1
Work from home/remote status		1	1%	-	-5	-8
Physical health/mental health challenges (not defined as a disability)		5	6%	-	-3	-3
Other		22	28%	-	+12	+8

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

APPENDIX A: METHODOLOGY

SURVEY TIMEFRAME

This report contains results for the I WORK FOR SA - Your Voice Survey 2021, which was open from 27 April to 28 May 2021.

INDEX CALCULATIONS

Where questions have been grouped together to form an index for example Enabling High Performance, this has been calculated by adding the positive scores of all items in the group, and then dividing by the total number of respondents across all questions in the group to create a % positive average figure. For ease of reporting this figure has been rounded. Please note this does not apply to the Engagement Index which has been calculated using the method outlined below.

EMPLOYEE ENGAGEMENT INDEX

Scores are assigned to each of the question responses in the index (100% Strongly agree, 75% Agree, 50% Neither agree nor disagree, 25% Disagree, and 0% Strongly disagree). Once the scores are added together these are then divided by the number of respondents to create an average % positive. For ease of reporting this figure has been rounded.

KEY DRIVER ANALYSIS

Experience tells us that a successful response to survey results requires focus on key priorities. Key driver analysis (KDA) helps identify these priority areas. Statistical techniques including factor and regression analysis identifies the factors (groups of questions) and individual questions with the **strongest influence on your engagement index**.

Firstly, **factor analysis** identifies patterns in the survey questions, allowing us to see if a group of questions are measuring the same underlying characteristic(s) (i.e. they belong to the same survey theme). This statistical technique assumes that when questions are answered in a similar way, the employee is thinking about the same underlying theme.

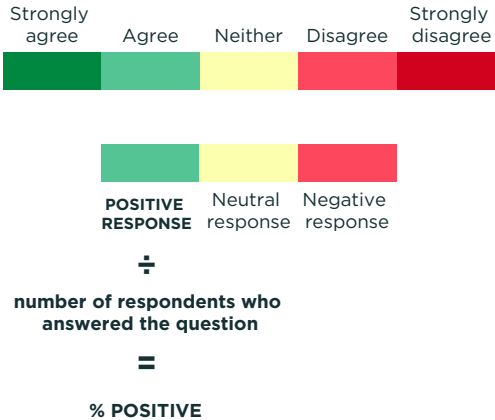
Regression analysis is then used to identify questions most likely to influence and drive employee engagement within each theme. This is achieved by developing a statistical model which determines the importance ('weight') of each question on engagement. These weights are used to identify which questions have the most impact on engagement. Once we know the highest impacting factors, to simplify reporting we take the highest impacting questions from the top factors to determine 5 key driver questions.

In order to assist smaller organisations and teams to obtain a set of priorities or 'key drivers' we also use local driver analysis (LDA). This is an automated technique which uses correlation analysis to explore the relationship between the survey questions and engagement. Correlation will rank survey questions, and the top 5 are reported as 'key drivers'. Where a team has less than 20 respondents' drivers are inherited from the parent unit.

THE FINE PRINT

% POSITIVE

WHERE RESULTS ARE SHOWN AS POSITIVE PERCENTAGES (% POSITIVE), THESE ARE CALCULATED BY ADDING TOGETHER POSITIVE RESPONSES ("STRONGLY AGREE" + "AGREE") AND DIVIDING BY THE NUMBER OF RESPONDENTS WHO ANSWERED THE QUESTION.



ROUNDING

RESULTS ARE PRESENTED AS WHOLE NUMBERS FOR EASE OF READING, WITH ROUNDING PERFORMED AT THE LAST STAGE OF CALCULATION FOR MAXIMUM ACCURACY. VALUES FROM X.00 TO X.49 ARE ROUNDED DOWN AND VALUES FROM X.50 TO X.99 ARE ROUNDED UP. THEREFORE IN SOME INSTANCES, RESULTS MAY NOT TOTAL 100%.

	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	TOTAL
NUMBER OF RESPONSES	151	166	176	96	24	613
PERCENTAGE	24.63%	27.08%	28.71%	15.66%	3.92%	100%
ROUNDED PERCENTAGE	25%	27%	29%	16%	4%	101%
NUMBER OF POSITIVE	151 + 166 = 317					
% POSITIVE	317 ÷ 613 = 52%					

ANONYMITY

IT IS ENGINE'S PRACTICE NOT TO DISPLAY THE RESULTS OF GROUPS TO THE EXTENT WHERE THE ANONYMITY OF INDIVIDUALS MAY BE COMPROMISED. RESULTS FOR TEAMS WITH LESS THAN 10 WILL NOT RECEIVE AN INDIVIDUAL REPORT. HOWEVER, THEIR DATA WILL STILL CONTRIBUTE TO THE SCORES FOR THEIR GROUP AND THE ORGANISATION OVERALL.