



# 2015 Australian Public Service (APS) Employee Census Update

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## EMPLOYEE CENSUS RESULTS

Thank you for taking part in the 2015 Australian Public Service (APS) Employee Census between May and June this year.

This year the department’s response rate was 76 per cent participation, well above our goal of 71 per cent. This outstanding result means we have a more representative sample on staff views. It also means our views are well represented in the APS Census results (with an overall participation rate of 66 per cent this year).

Our engagement results increased since the last Census. Given we are a large department undergoing substantial change, this result is very pleasing.

This update is an overview of the summary results for our department and highlights our strengths as well as opportunities for improvement.

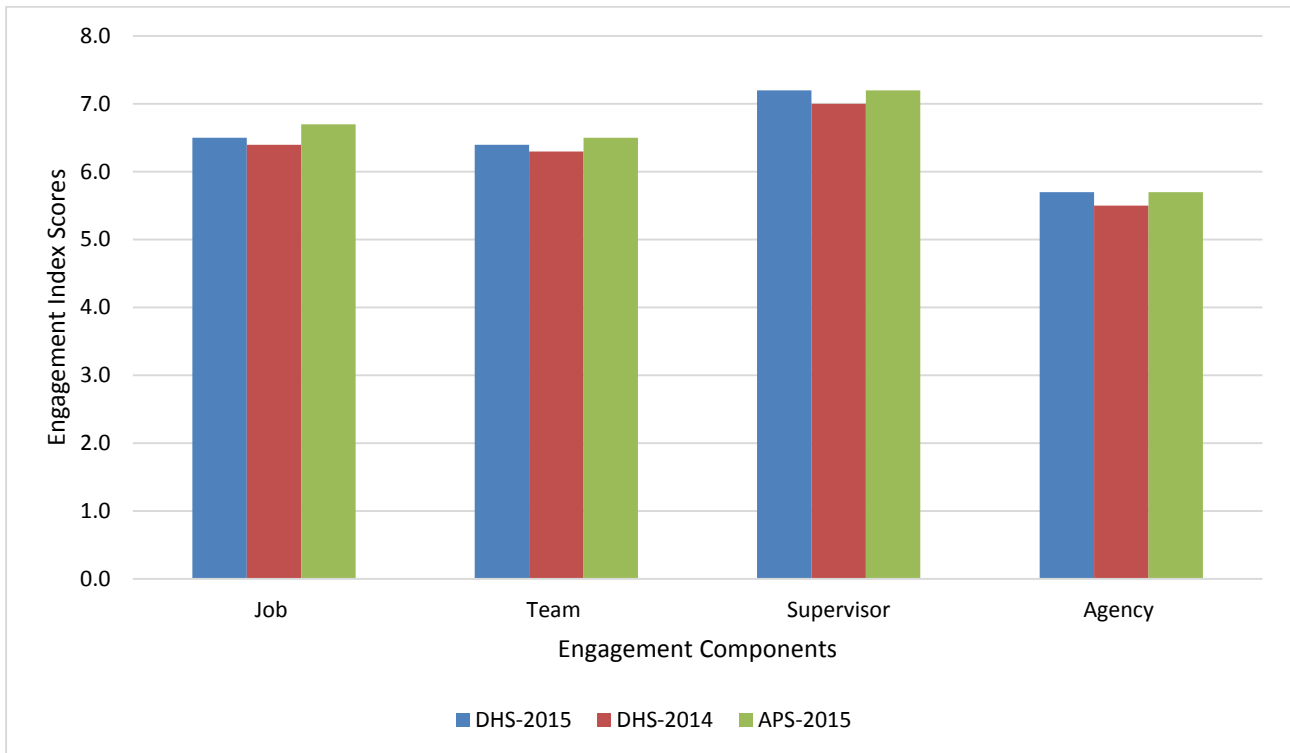
## ELEMENTS OF ENGAGEMENT

The APS Employee Engagement Model is the endorsed measure of employee engagement across APS agencies. The model allows for a comprehensive, multi-dimensional understanding of the engagement of its employees. It defines engagement as the relationship employees have with four elements of their work:

- the job they do daily
- the team with whom they work
- their immediate supervisor
- the agency they work for.

The Census results indicate our levels of engagement have increased slightly compared to results reported in the 2014 APS Employee Census and similar to results reported by the APS overall.

## Comparison of employee engagement index scores



**Note:** the engagement index uses a 0 to 10 point scale with 10 being the highest level of engagement

### *Job engagement*

Generally, we reported a slightly higher level of job engagement compared to our 2014 APS Census result, a trend which has continued for a couple years. Job engagement is based on the level of personal accomplishment, job enjoyment and satisfaction with monetary and non-monetary employment conditions.

### *Team engagement*

Our team engagement has increased slightly compared to our 2014 result. Team engagement is based on the level of recognition received for doing a good job and that work dealings are honest, open and transparent.

### *Supervisor engagement*

We generally have a comparable level of satisfaction with the APS overall, regarding our immediate supervisors and their ability to achieve results and shape strategic thinking. Eighty one per cent of staff reported having a good immediate supervisor and 64 per cent reported their immediate supervisor encourages them. This compares to the overall APS result of 80 per cent and 65 per cent respectively.

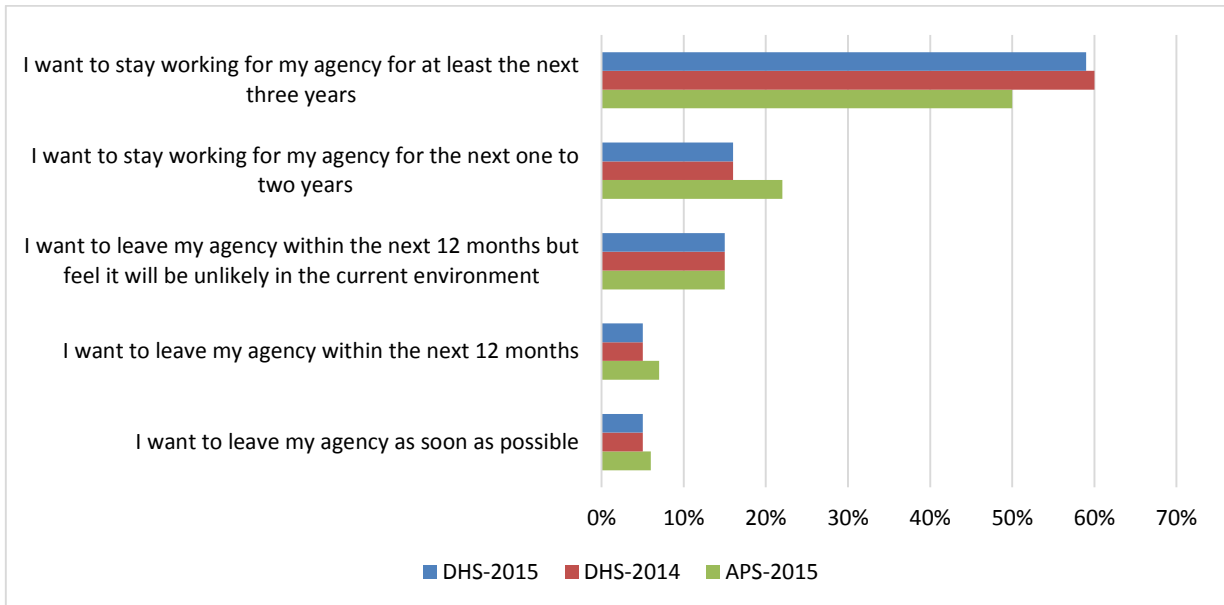
### *Agency engagement*

Our results were slightly higher than those reported in the 2014 APS Census and consistent with the APS overall. Agency engagement encompasses: the quality and behaviour of senior leaders; the developmental opportunities provided by the agency; the behaviours exhibited by agency employees; and how well employees identify with their agency.

## RETENTION

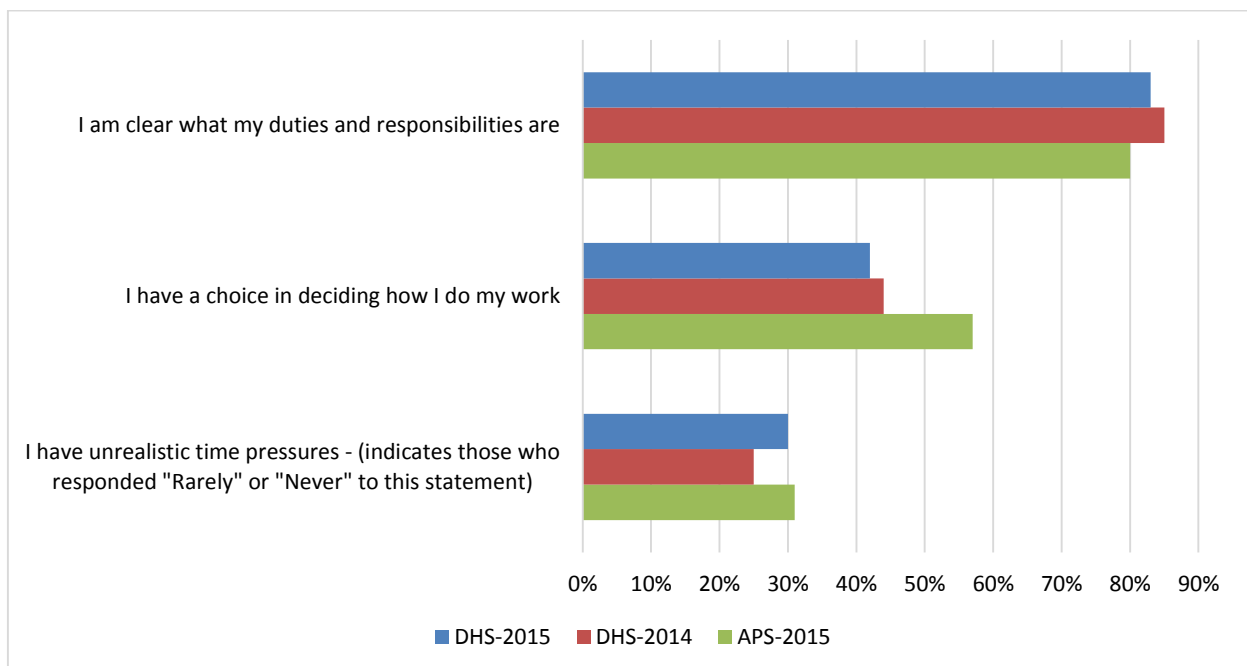
Pleasingly, the majority of staff wish to stay with the department for three or more years. This is an extremely positive result and is consistent with our result from 2014, and higher than the overall APS result.

### Staff career intentions



## HEALTH AND WELLBEING

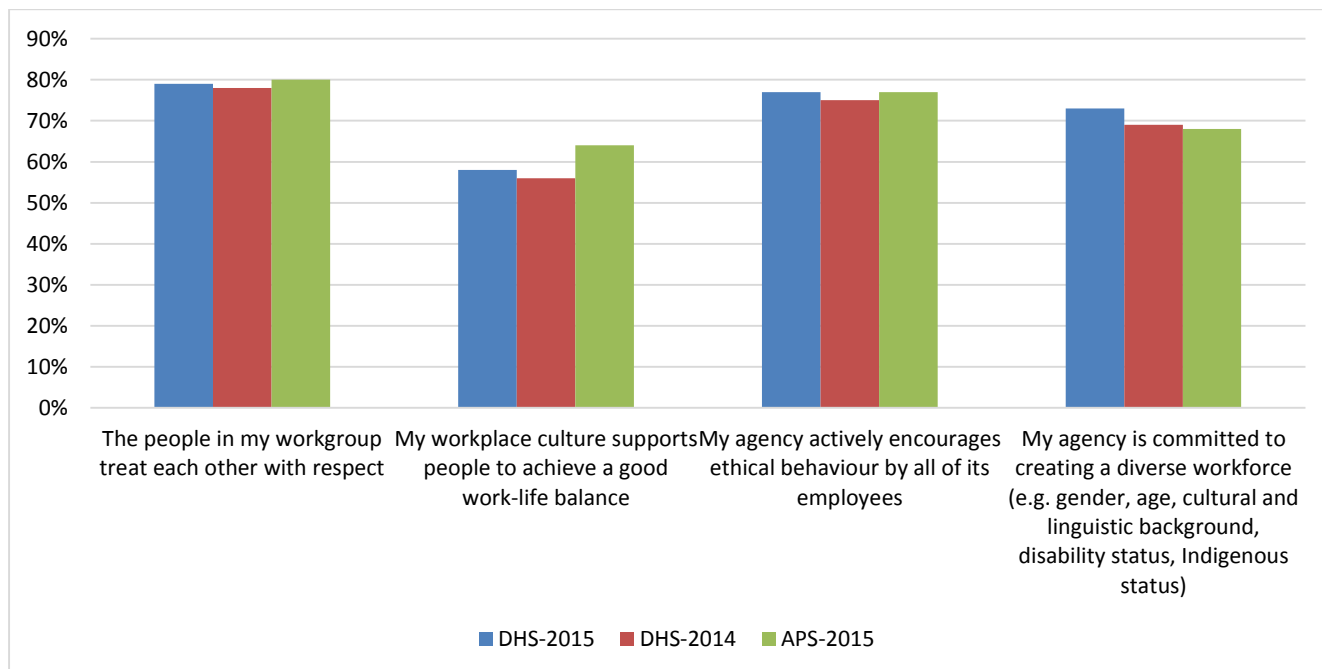
The results demonstrate we generally agree we have sufficient clarity around our duties and responsibilities. However, only 30 per cent of respondents reported time pressures are manageable, although this has improved since the last census. We are less likely than the broader APS to agree we are satisfied in the ability to choose how we do our work.



## WORKPLACE CULTURE

For workplace culture, our results were similar to the APS overall. The majority of our staff stated we treat people within our teams with respect (79%), we actively encourage ethical behaviour (77%), and our department is committed to creating a diverse workforce (73%).

However, our staff were less likely to agree (58%) with the APS overall (64%) that their workplace culture supports people to achieve a work-life balance.



## BULLYING AND HARASSMENT

The department continues to focus on the issue of workplace bullying and harassment. Over the 12 months prior to the APS Employee Census, 20 per cent of respondents reported they had been subjected to bullying or harassment in the workplace. This result is similar to the 2014 Census (20% of respondents) and higher than the APS overall (17%).

As a department, we maintain our commitment to building a positive environment where people are treated with courtesy and respect, please be reminded the [Workplace Bullying Prevention Kit](#) has been developed to support you. The [Respect and Integrity Programme](#) will also continue to deliver support and resources for staff and managers to deal with incidences of workplace bullying.

## YOUR FEEDBACK IN ACTION

The results of the APS Employee Census present a number of strengths and opportunities:

- Strengths were identified in relation to engagement levels, role clarity and staff commitment to stay with the department.
- Opportunities were identified in relation to supporting staff in achieving a work-life balance, and we will continue to address workplace bullying and harassment.

Deputy Secretaries have the results and will cascade them through the department. There will be an opportunity to participate in discussions about the results. Based on your feedback, group, division and branch action plans will be developed to address opportunities for improvement and help us make continual improvements in future years.