



2020 HIGHLIGHTS REPORT

Whole-of-Service

About the Highlights Report

This Report presents key results from the Tasmanian State Service Employee Survey (the Survey), conducted from 10 to 31 March 2020.

The Survey provides employees and officers with the opportunity to share their perceptions of what it is like to work in the Tasmanian State Service (State Service), and provide feedback on what they value as employees.

The results of the Survey inform the development of workforce policies and practices that support employees and contribute to positive working environments.

6,612
participants

21.7%
response rate

67% female
30% male
3% prefer not
to say[^]

The Survey supported employees who do not identify as either male or female to select a third gender option, 'other'. In 2020, less than 1% of Survey participants chose this option.

Who we are

The State Service is committed to building inclusive workplaces that reflect the diversity of the community we serve. The results in this section show the diversity of respondents to the Survey, including their employment status, category, and highest level of formal education.

EMPLOYMENT CATEGORY %



Full-time	66
Part-time	34

EMPLOYMENT STATUS %



Permanent (ongoing)	85
Fixed-term	12
Executive Contract*	1
Casual	2

AGE %



15-24 years	2
25-34 years	14
35-44 years	23
45-54 years	32
55-64 years	26
65 years and over	3

*Heads of Agencies, Prescribed Office Holders, Senior Executive Service (SES) and Equivalent Specialists appointed under Part 6 of the *State Service Act 2000*.

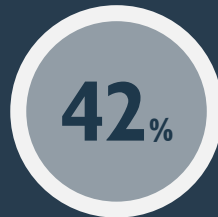
Who we are



...identify as being of Aboriginal or Torres Strait Islander origin



...have a disability



...have caring responsibilities

EDUCATION %



2	Doctoral Degree
11	Master Degree
17	Graduate Diploma or Graduate Certificate
30	Bachelor Degree level, including honours
13	Advanced Diploma or Diploma
15	Certificate, including trade
6	Year 12 or equivalent
7	Less than year 12 or equivalent

Who we are

REGION %



1	West Coast
16	North West
21	North
58	South
5	South East
0	Outside Tasmania

LENGTH OF TSS SERVICE %



Less than 2 years	12
2-5 years	20
6-10 years	16
11-15 years	17
16-20 years	13
21 years or more	22

TOP FIVE WORK AREAS/WORK TYPES

48%

Frontline
Service Delivery

13%

Corporate
Services

10%

Administrative
Support & Clerical

7%

Scientific &
Technical

6%

Program/project design
and/or management

Key Indices

The following table shows the analysis of groups of questions that relate to wellbeing, diversity, job satisfaction, and engagement. These indices provide us with an overview of employee perceptions in these areas using a mean (average) index score, and help us see if we are providing a safe, diverse, and rewarding working environment. The number shown represents the overall percentage agreement for each question group, this is calculated by combining the results for 'Strongly Agree' and 'Agree'.

Overall Satisfaction	67
Agency engagement	65
Workplace Diversity	73
Wellbeing Index	65

Highlights

The results in the following section expand on the indices in the table above by showing the percentage agreement for key questions in the highlighted areas.

These results help us to further understand the drivers for engagement as well as how employees perceive the importance of the work they do, their work/life balance, and how inclusive their agency is. Through these results we are able to see how committed employees are to working in the State Service.

Key Indices - Highlights

Job Satisfaction

The questions relating to job satisfaction provide an indication of employee overall contentment with their job and their agency.

“Employees rated their satisfaction with their current job at...”

68%

“Employees rated their overall satisfaction with their agency as an employer at...”

66%

Engagement

Employee engagement tells us more than how much people like working in their agency, it measures how connected they feel to their agency.

63%

...of employees would recommend their agency as a good place to work.

69%

...of employees are proud to tell others they work for their agency.

Key Indices - Highlights

Diversity

Employee perceptions of how inclusive they believe their agency is are shown below. This includes whether agencies foster inclusive work environments and treat staff with respect.

65%

“In my agency all staff are treated fairly and with respect.”

75%

“My agency fosters an inclusive work environment.”

Wellbeing

These results tell us how safe and supported employees feel through their perceptions of work/life balance, safety in the workplace, and support for their health and wellbeing. Asking these questions helps agencies to continue providing a safe and supportive working environment.

61%

“I have both the opportunities and resources at work to support my health and wellbeing.”

61%

“My agency encourages and supports employees to have a good work/life balance.”

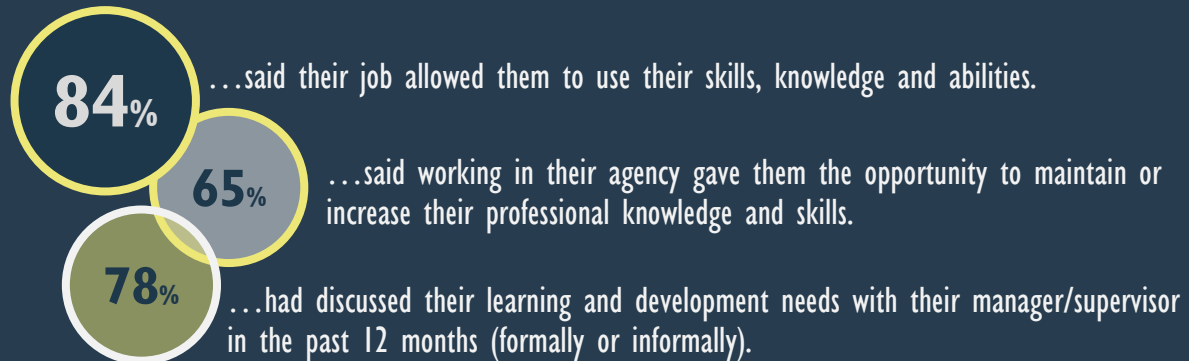
75%

“My agency provides a safe work environment.”

Work Environment

Good working environments are ones where ongoing learning and development is supported, this section shows the results for employee perceptions on learning and development as well as supportive and respectful workplaces.

Learning and Development



Performance

Employees said they had a conversation about their work performance with their manager/supervisor...



...at least monthly	20
...around three monthly	12
...around six monthly	17
...yearly, or about yearly	24
...infrequently	16
...not at all	9
...don't know	2

Work Environment

Conduct and Behaviour

77%



People in my workgroup treat each other with respect.

76%



My manager encourages people in my workgroup to monitor & improve the quality of what we do.

80%



...said their manager/supervisor has a positive attitude towards employees with diverse backgrounds.

21%



...said they personally experienced workplace bullying at work in the last 12 months.

2%



...said they personally experienced sexual harassment at work in the last 12 months.

85%



My manager expects a high standard of ethical behaviour.

62%



Bullying is not tolerated in my agency.

81%



...said their colleagues have a positive attitude towards employees with diverse backgrounds.

Rewarding and Improving

The following two questions were optional, and aimed to capture what employees found to be the most rewarding thing about their work, and what they thought could be improved on.

The first question provided 13 key aspects that employees felt helped them to do the best in their job. Employees were able to select up to three options, and the following shows the combined top five results.

47	Working in a good team environment
46	Serving the Tasmanian community and making a difference to it.
37	Job security
36	Using the skills I have
24	The range of people with whom I work

The second question focussed on areas that could be improved on. Employees were able to select up to three options, and the following shows the combined top five results.

38	Training and development opportunities
33	Management/leadership
32	Focus on positive work behaviours/cultures
28	Work/life balance/flexible work provisions
28	Communication on organisational objectives/activities