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**Background and Context**

This report presents findings from the Public Sector Commission Employee Perception Survey. In Western Australia, the Public Sector Commission’s purpose is to bring leadership and expertise to the public sector to enhance integrity, effectiveness, and efficiency. This survey was conducted to better understand employee viewpoints across key areas such as leadership, communication, work-life balance, and performance development. These insights are essential for understanding public sector organizational culture, recognizing existing strengths, and identifying opportunities for workplace improvement.

**Research Objectives / UX Questions**

This research aims to explore the following questions:

* How do employees perceive ongoing changes within the public sector environment?
* What are the key factors that drive positive job satisfaction in the public sector?
* How does perceived job growth potential influence employee retention?
* Does stress or lack of a suitable work-life balance impact an employee’s connection to their agency?

**Survey Design Summary**

This survey included over 20 Likert-scale questions across themes such as job satisfaction, leadership effectiveness, organizational commitment. A full list of survey items used in this analysis can be found in the Appendix

**User Respondent Overview**

All employees in 11 public sector organizations were asked to complete the survey. The average response rate to the survey was 53%, with a total of **3883 valid responses** collected.

**Explanation of Quantitative Methods**

A quantitative research approach was used to identify hidden patterns and themes across employee experiences. Through structured survey data, we aim to determine whether common sentiment exists across different organizations and employee groups. In addition, analysis methods were chosen to accommodate the ordinal nature of Likert data and to make sure that meaningful patterns could still be identified even in the absence of perfectly normal data distributions.

**Scope**

This analysis focuses mainly on employees’ personal feelings towards their respective agencies and dives into whether these employees want to stay or leave. (Question ID: A1a – A4avii). This survey represents employees from 11 public sector organizations in Western Australia. This study highlights internal UX factors such as job satisfaction, leadership and work-life balance.

**Limitations**

1. **Sampling Uncertainty**: Survey design was not presented so we don’t know what sampling techniques are used to get the data. This is important so we know if the population is equally represented or if there is some inherent bias.
2. **Nonresponse Bias**: Response rate of the survey was 53% so findings may not represent all views of the employees
3. **Ordinal Data Constraints**: Likert data is ordinal, and while handled appropriately in the analysis, treating responses as continuous data may impact precision.
4. **Time-Specific Insights**: The survey was conducted in 2016. As a result, findings may not reflect current attitudes in 2025

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**Appendix**

**Survey questions focused on in this analysis**:

|  |  |
| --- | --- |
| A1a | Please indicate your level of satisfaction with: My job overall |
| A1b | Please indicate your level of satisfaction with: My agency as an employer |
| A2a | My job allows me to utilise my skills, knowledge and abilities |
| A2b | I am clear what my duties and responsibilities are |
| A2c | I understand how my work contributes to my agency’s objectives |
| A2d | I have the authority (e.g. the necessary delegations, autonomy, level of responsibility) to do my job effectively |
| A2e | I am sufficiently challenged by my work |
| A2f | I am recognised for the contribution I make |
| A2g | I am satisfied with the opportunities available to me for career progression in my current agency |
| A2h | I am proud to work in the Western Australian public sector |
| A3a | I feel that my agency on the whole is well managed |
| A3b | Change is managed well in my agency |
| A3c | My agency’s senior leaders provide effective leadership |
| A3d | My agency uses technological advances to improve service design and delivery to customers/clients |
| A3e | Recruitment and promotion decisions in my agency are fair |
| A3f | My workplace culture supports people to achieve a suitable work/life balance |
| A3g | You are able to access and use flexible work arrangements to assist in your work/life balance |
| A3h | My agency is committed to health and wellbeing within the workplace |
| A3i | I feel a strong personal attachment to my agency |
| A3j | My agency motivates me to help it achieve its objectives |
| A3k | My agency inspires me to do the best in my job |
| A3l | I am proud to tell others I work for my agency |
| A3m | I would recommend my agency as a great place to work |
| A4 | It is likely that you will leave your agency within: |
| A4ai | If you intend to leave your agency within the next 2 years, are you planning to: Work for another agency |
| A4aii | If you intend to leave your agency within the next 2 years, are you planning to: Work in federal or local government |
| A4aiii | If you intend to leave your agency within the next 2 years, are you planning to: Work in the private sector |
| A4aiv | If you intend to leave your agency within the next 2 years, are you planning to: Work in the not-for-profit sector |
| A4av | If you intend to leave your agency within the next 2 years, are you planning to: Study full-time |
| A4avi | If you intend to leave your agency within the next 2 years, are you planning to: Retire |
| A4avii | If you intend to leave your agency within the next 2 years, are you planning to: Other |