



# CULTYR<sup>®</sup> Employee Scorecard 2020

Prepared for: City of Perth

Prepared by: CATALYSE 

October 2020

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## Overall Performance | Place to Work

**86%**



rate the organisation positively as a place to work



Priorities

- Policies, systems and processes
- Communication across the organisation
- Team spirit across the organisation
- Professionally managed organisation
- Recruitment is attracting the right people

Workplace Score 

**63**

Out of 100

**-11**

Compared to Industry Average

Commitment Score 

**67**

Out of 100

**-9**

Compared to Industry Average

Net Promoter Score 

**-46**

-100 to +100

**-37**

Compared to Industry Average



Highest Scores

1. I enjoy the work I do
2. The work I do is interesting, engaging and meaningful
3. We have a strong team spirit within my direct team

Performance on par or better 

**4**

out of 42 areas tested

Compared to Industry Average

Higher ratings among: 

Manager and Above

Aged 55+

Net Promoter Score – Alliance

**-31**

-100 to +100



Lowest Scores

1. There are good career progression opportunities within the City
2. There is good communication across the organisation
3. We have effective policies, systems and processes

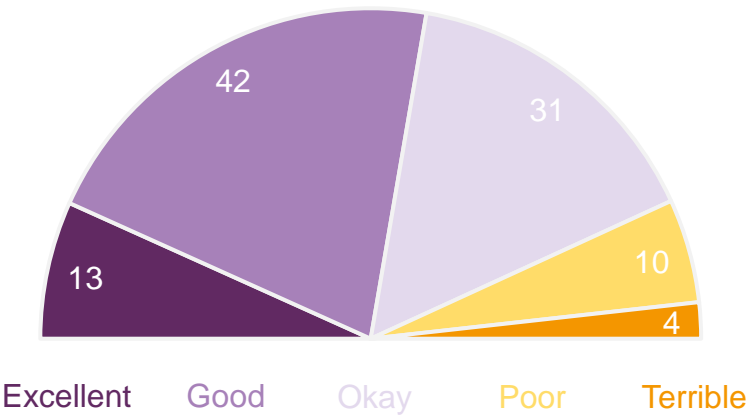
# Overall workplace rating

## Overall workplace rating

% of respondents

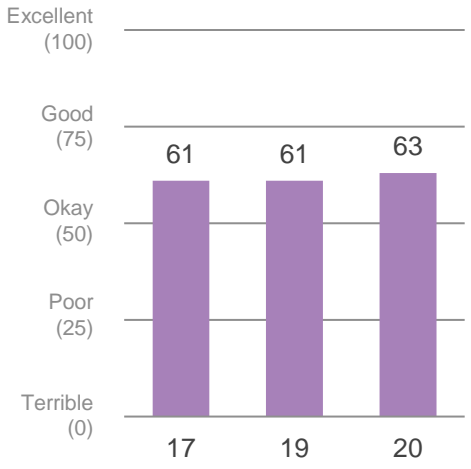
86%

Positive rating\*



## Trend Analysis

Workplace Index Score



## CULTYR Industry Comparisons

Workplace Index Score



City of Perth	63
Industry High	82
WA Average	74

## Organisation variances

Workplace Index Score

Overall Score	Alliance					Level		Status		Tenure with City			Gender		Age		
	CEO	CDA	CSA	IOA	PEDA	Manager or above	Below manager	Full time	Part time /Casual	0-2	3-10	11+	Male	Female	15-34	35-54	55+
63	63	68	60	61	57	63	62	63	67	69	59	66	68	62	61	61	75

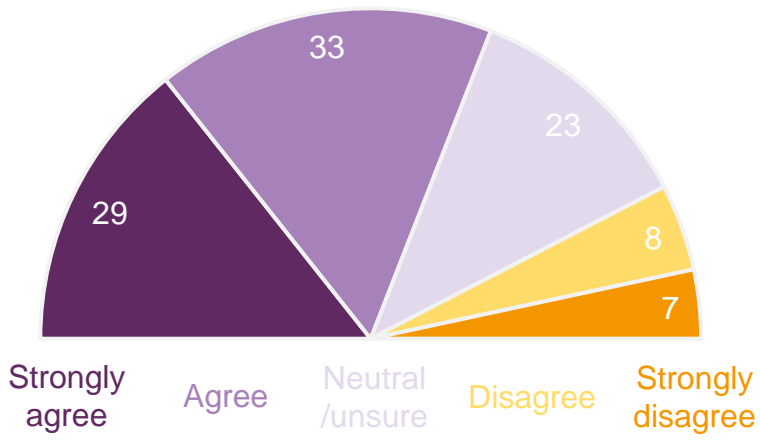
Q. Overall, how would you rate the City of Perth as a place to work?  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 518) \* Positive rating = okay + good + excellent  
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# Employee Commitment

**I'd still like to be working with the City of Perth in three years' time**  
 % of respondents

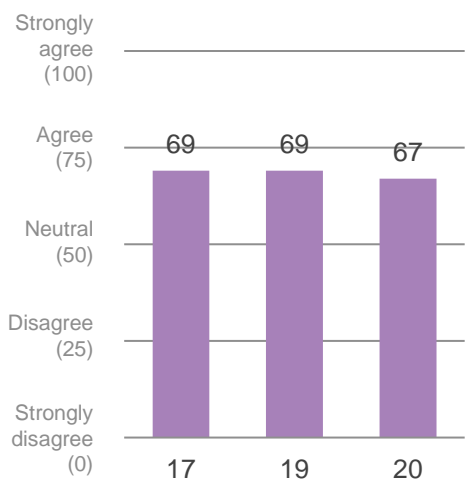
**62%**

**Total Agree**



## Trend Analysis

Commitment Index Score



## CULTYR Industry Comparisons

Commitment Index Score



City of Perth	67
Industry High	85
WA Average	76

## Organisation variances

Commitment Index Score

Overall Score	Alliance					Level		Status		Tenure with City			Gender		Age		
	CEO	CDA	CSA	IOA	PEDA	Manager or above	Below manager	Full time	Part time /Casual	0-2	3-10	11+	Male	Female	15-34	35-54	55+
67	59	70	68	68	61	67	66	67	68	73	63	74	74	65	58	69	79

Q. I'd still like to be working with the City of Perth in three years' time?  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 401)

# Employee Net Promoter Score - Organisation

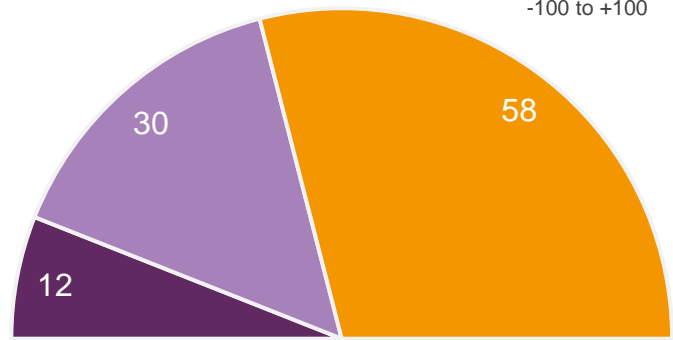
## Net promoter score

% of respondents

**-46**

**NPS**

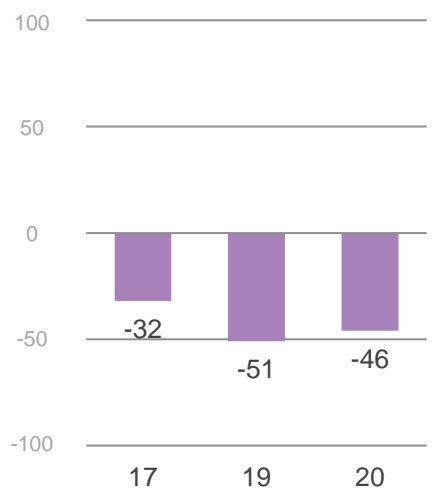
Promoters - Detractors  
Score ranges from  
-100 to +100



Promoters (9-10) Passives (7-8) Detractors (0-6)

## Trend Analysis

Net Promoter Score



## CULTYR Industry Comparisons

Net Promoter Score



City of Perth	-46
Industry High	29
WA Average	-9

## Organisation variances

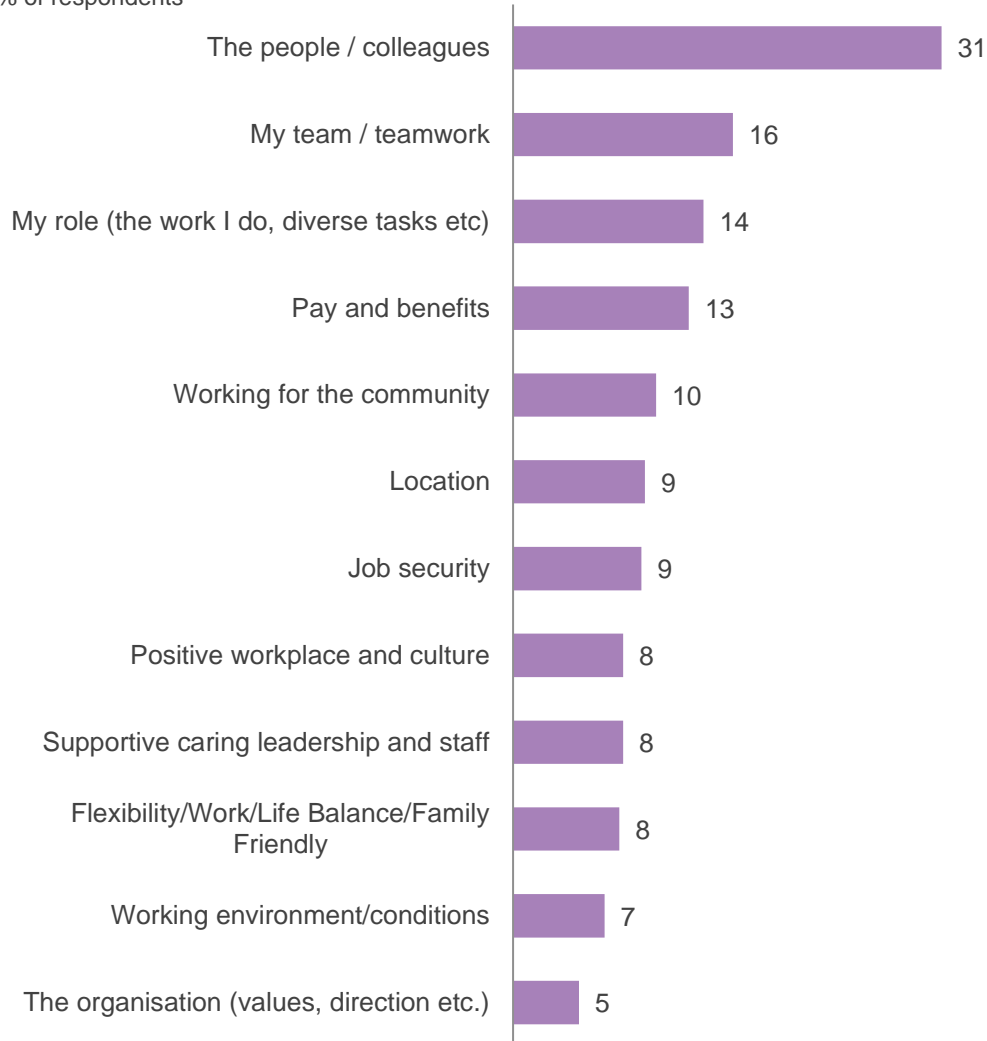
Net Promoter Score

Overall Score	Alliance					Level		Status		Tenure with City			Gender		Age		
	CEO	CDA	CSA	IOA	PEDA	Manager or above	Below manager	Full time	Part time /Casual	0-2	3-10	11+	Male	Female	15-34	35-54	55+
-46	-35	-34	-54	-45	-65	-46	-47	-47	-33	-25	-52	-45	-28	-50	-43	-50	-11

Q. How likely would you be to recommend the City of Perth as a place to work?  
Please give a rating out of 10, where 0 is not at all likely and 10 is extremely likely.  
Base: All respondents, excludes 'unsure' and 'no response' (n = 439)

# What staff value most about working at the City

% of respondents



City staff value the people they work with and the positive team environment that has been fostered by supportive and empowering leaders. The challenge of the role and diversity of tasks on offer are also highly regarded. Pay and benefits, providing valued service to the community and the location and job security are also valued by employees.

*“A great team of work colleague’s.”*

*“Staff, challenges every day, the work is rewarding.”*

*“The people I work with.”*

*“The team that I work with, the challenge.”*

*“My unit, because we work together really well and we continue to offer exceptional customer service.”*

*“The type of work we do and working for the community’s best interest.”*

*Meaningful work designed to help community. This purpose creates a sense of spirit / culture from the administration that binds us together.”*

*“A good level of pay and good office location.”*

*“Job security, friendly work colleagues, the hours and expectations, the job satisfaction of high profile areas, the support to employees from Management and the salary.”*

*“That the culture has vastly improved making it a pleasant place to work again..”*

Q. As a place to work, what do you value most about the City of Perth ?

Base: All respondents who provided a verbatim response (n = 379)

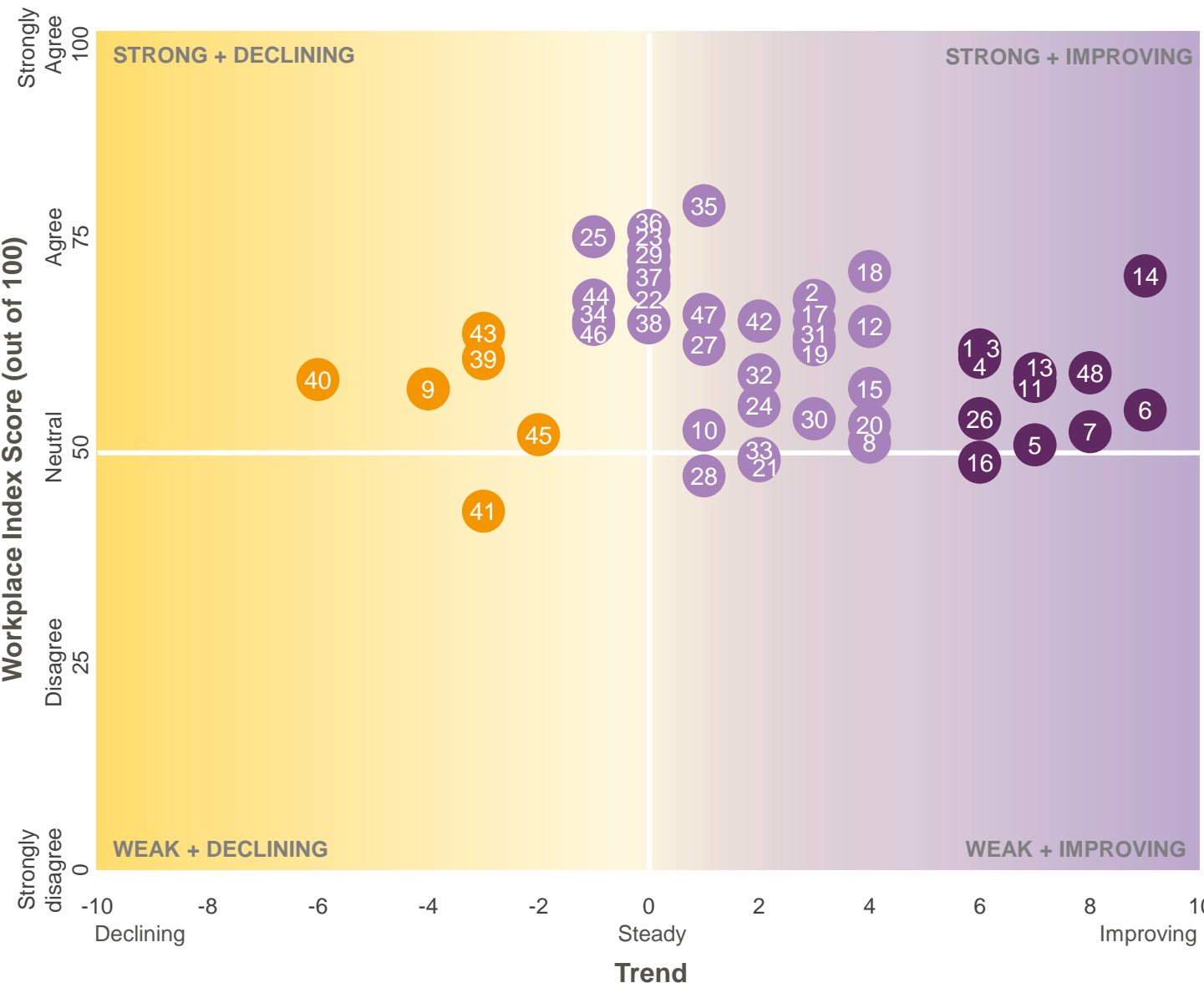
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# Key focus areas to make the City a great workplace



- Leadership**
- Workplace**
- Colleagues**
- Role**
- Benefits**
- Other**

Q. Where should the City of Perth focus its efforts over the next two years to make it a great place to work?  
 Base: All respondents who provided a verbatim response (n= 353)



- 1 Clear Vision
- 2 The direction the City is taking
- 3 Clear strategy moving forward
- 4 SCP is a useful document
- 5 ELT provides inspirational leadership
- 6 ELT demonstrates effective team skills
- 7 ELT demonstrates effective PM skills
- 8 Mgmt makes dec'ns in emps best interests
- 9 Top-down communication
- 10 Support for 'open door policy'
- 11 Communicating with external stakeholders
- 12 Commissioner behaviour
- 13 Professionally managed organisation
- 14 Customer focus
- 15 Integrity, accountability and respect
- 16 Policies, systems and processes
- 17 Access to equipment and resources
- 18 Safety and health
- 19 Encouraged for ideas and suggestions
- 20 Openness to new ways of doing things
- 21 Fair and equal treatment
- 22 Support for personal & professional issues
- 23 Support for workplace injuries and illness
- 24 Discrimination, harassment, bullying
- 25 Team spirit within my team
- 26 Team spirit across the organisation
- 27 Internal customer service
- 28 Communication across the organisation
- 29 Communication within my team
- 30 Recruitment is attracting the right people
- 31 Confidence in others to perform
- 32 Comfortable raising concerns
- 33 Management of internal conflict
- 34 Clearly defined role and goals
- 35 Enjoy the work I do
- 36 Interesting, engaging and meaningful work
- 37 Job makes good use of my skills
- 38 Empowered to make decisions
- 39 Regular and encouraging feedback
- 40 Access to training and development
- 41 Career progression opportunities
- 42 Sense of accomplishment
- 43 Appreciated and respected at work
- 44 Work-life balance
- 45 Social club
- 46 Fair pay
- 47 Good employee benefits
- 48 Good job security

Q. How would you rate performance in the following areas?  
 Base: All respondents, excludes unsure and no response (n = varies)  
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