



Australian Government

Australian Public Service Commission

Workgroup performance in the Australian Public Service

December 2021

Research Note 30-21



The APS Employee Census offers insights into workgroup performance

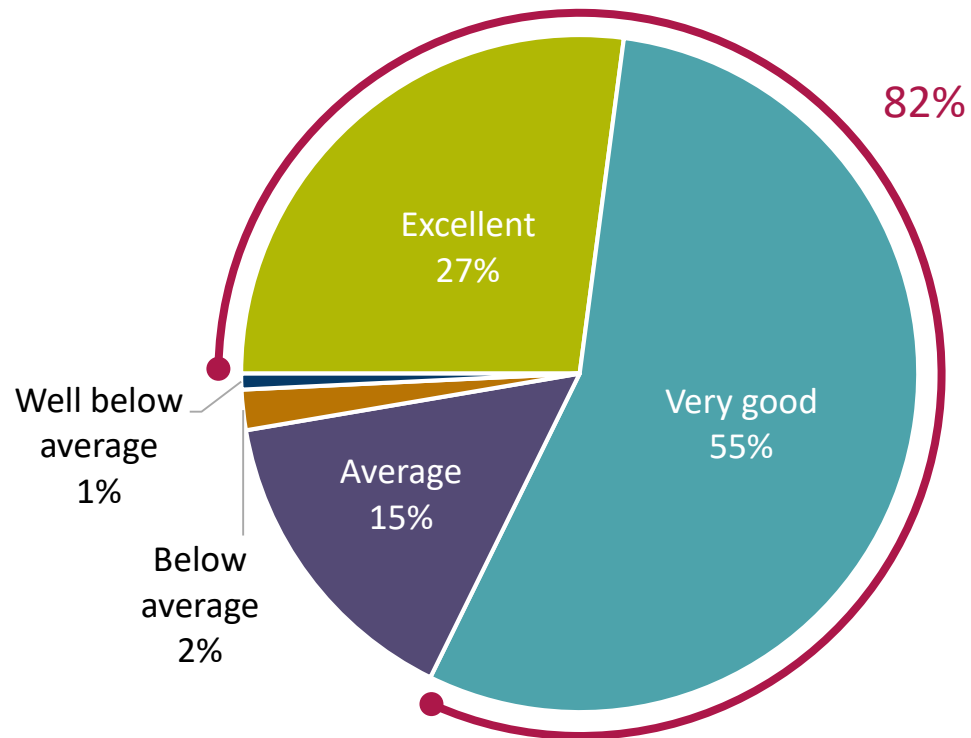
The 2021 APS Employee Census asked employees a range of questions regarding their workgroup.

Some of these questions captured employees' perceptions of how their workgroup performed and functioned.

Within the 2021 APS Employee Census, a “workgroup” was defined as the “people you currently work with on a daily basis.”

Four out of five Census respondents rated their workgroup's overall performance as excellent or very good

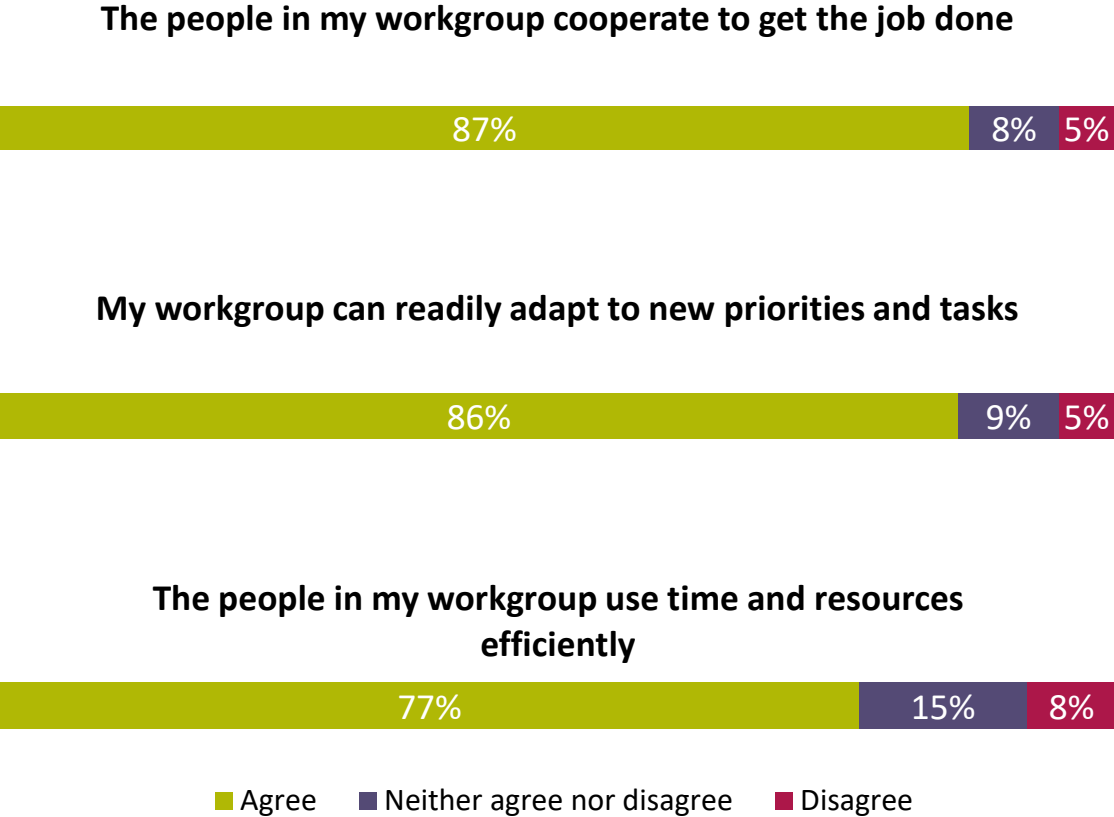
In the last month, please rate your workgroup's performance...



The majority of respondents (82%) rated their workgroup's performance over the previous month as excellent or very good.

Only a total of 3% of respondents rated their workgroup's performance as below average or well below average.

In line with employees' views of overall workgroup performance, the majority also thought their workgroup functioned well



Echoing employees' largely positive ratings of their workgroup's performance, four out of five respondents agreed that their workgroup cooperates to get the job done (87%), and could readily adapt to new tasks (86%).

Three-quarters (77%) agreed that the people in their workgroup use time and resources efficiently.

A majority of employees also agreed that their workgroup was appropriately skilled and equipped to perform well

My workgroup has the appropriate skills, capabilities and knowledge to perform well



My workgroup has the tools and resources we need to perform well



■ Agree ■ Neither agree nor disagree ■ Disagree

Four in five respondents (81%) agreed that their workgroup had the skills, capabilities and knowledge to perform well.

Additionally, the majority of respondents agreed that their workgroup had the tools and resources to perform well (63%). One in five (19%), however, disagreed with this statement.

In general, employees' supervisors were seen as enabling workgroup performance

My supervisor ensures that my workgroup delivers on what we are responsible for



My supervisor encourages my team to regularly review and improve our work



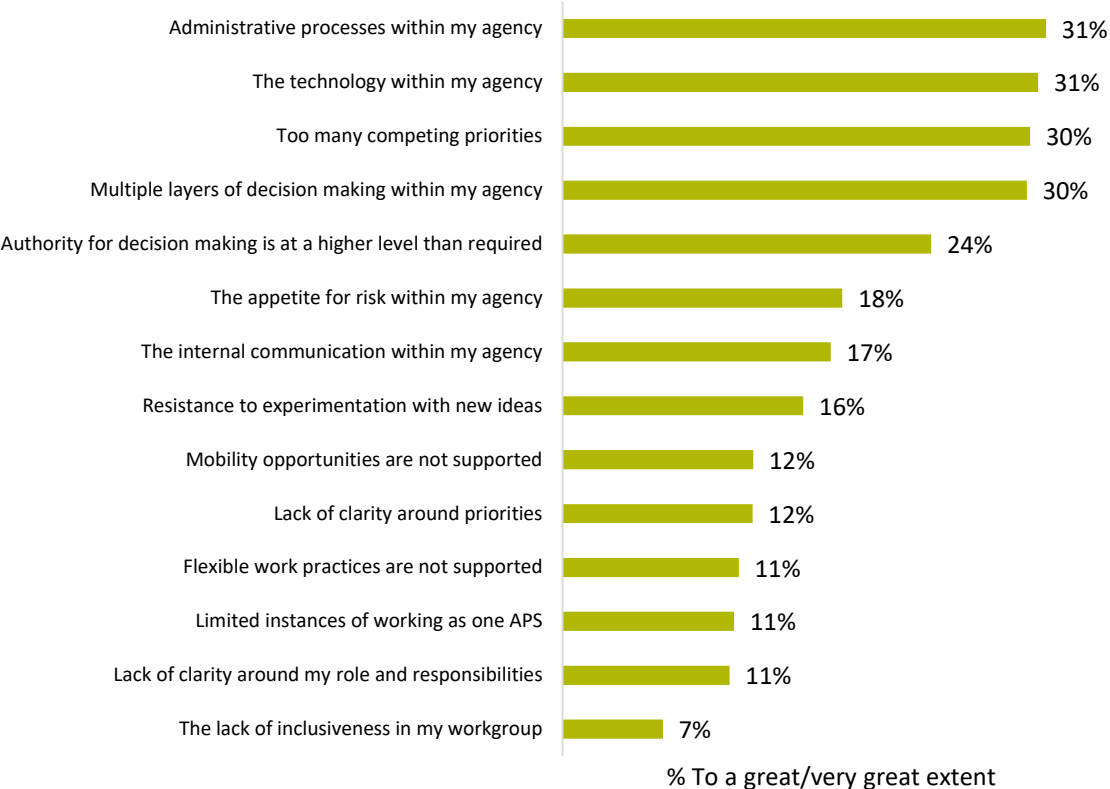
■ Agree ■ Neither agree nor disagree ■ Disagree

Four in five respondents agreed their supervisor ensures their workgroup delivers on what they are responsible for (87%).

A similar proportion (80%) agreed their supervisor encourages them to regularly review and improve their work.

Administrative processes and technology within agencies were most commonly cited as barriers to stronger employee performance

The extent to which each of the following acted as a barrier to respondents performing at their best



Respondents were asked to indicate the extent to which a set of options acted as a barrier to them performing at their best.

Administrative processes (31%) and technology (31%) within respondent’s agency were most commonly cited as great or very great barriers to better individual performance.

For further information please contact:

Workforce Research and Analysis
Strategic Policy and Research Group

research@apsc.gov.au

02 6202 3828