



be addressed. The fact that more than half of all employees disagreed that their occupational group and level had sufficient career opportunities will be more challenging to address.

- **Leadership from the Department** – the average satisfaction score for this item increased slightly since 2000 however its importance to overall employee satisfaction and the fact that it has been a Priority Action Area for the last two surveys means that it should continue to be a focus. Improving satisfaction with this item so that it addresses the high impact on overall employee satisfaction is achievable. Two main issues identified are adversely affecting satisfaction in this area and warrant additional focus: a perceived lack of consistency between stated direction and action and the Department's ability to manage change. This remains the strongest driver of overall satisfaction and efforts should continue to be made at improvement.

In summary, TCS employees satisfaction with the Department as a place to work continues to increase. A number of positive changes have occurred and changes as a result of the previous survey have been noted by employees. The TCS needs to build on the successes identified and address the areas where satisfaction levels still lag. The comments from employees indicate that they are pleased to participate in the transformation but they need to be reassured that change is possible and will occur. The TCS does face a challenge as they have little control over many of the key issues driving employee satisfaction. A commitment to act upon the issues identified accompanied by a management of expectations should help contribute to increase satisfaction among employees.