PEOPLE MATTER 2016
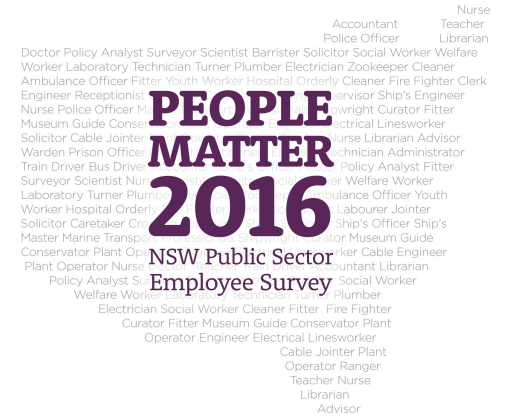
NSW Public Sector Employee Survey

Transport

NSW TrainLink - All

CONTENTS OF REPORT

HEADLINES

RESPONSE RATE

30%

633 RESPONSES OUT OF 2,122 EMPLOYEES

ENGAGEMENT INDEX

57%

PMES 2016 SECTOR SCORE	**65%**
PMES 2014 SECTOR SCORE	**65%**
PMES 2016 CLUSTER SCORE	**63%**

ENGAGEMENT

Engaged employees have a sense of personal attachment to their work and organisation; they are motivated and able to give their best to help the organisation succeed.

The complete list of questions which are used to calculate the Engagement Index are listed in the All Questions pages.

RESPONSE RATE

Due to the size of the NSW public sector, even comparatively low levels of response to People Matter can be statistically representative and an accurate reflection of perceptions. Any parts of the sector where the response rate is too low for data to be fully reliable have been flagged in reports.

Some entities exceeded 100% where responses were greater than the employee headcount. This is thought to be primarily due to employees selecting the wrong work location in the survey.

QUESTION HEADLINES

+	HIGHEST AGREEMENT SCORING QUESTIONS	2016 AGREEMENT %
1h.	I look for ways to perform my job more effectively	**89%**
1a.	I understand what is expected of me to do well in my role	**87%**
1d.	I feel I make a contribution to achieving the organisation's objectives	**78%**
2a.	My workgroup strives to achieve customer/client satisfaction	**77%**
2i.	People in my workgroup treat customers/clients with respect	**74%**
8e.	Sexual orientation is not a barrier to success in my organisation	**74%**
2e.	I receive help and support from other members of my workgroup	**73%**
8i.	Diversity and inclusion in the workplace can contribute to better business outcomes	**73%**
8b.	Cultural background is not a barrier to success in my organisation	**72%**
2d.	People in my workgroup have the appropriate skills to do the job well	**70%**

-	LOWEST AGREEMENT SCORING QUESTIONS	2016 AGREEMENT %
7l.	My organisation's processes for recruiting employees are efficient	**24%**
7f.	I feel that change is handled well in my organisation	**27%**
15.	I believe action will be taken on the results from this survey by my organisation	**28%**
6h.	I feel that senior managers listen to employees	**29%**
6g.	I feel that senior managers keep employees informed about what's going on	**31%**
6b.	I feel that senior leaders effectively lead and manage change	**32%**
7m.	Recruitment and promotion decisions in this organisation are generally fair	**33%**
7g.	There is good co-operation between teams across our organisation	**33%**
6a.	I believe senior managers provide clear direction for the future of the organisation	**35%**
7h.	People in my organisation take responsibility for their own actions	**35%**

YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are your highest and lowest scoring questions from the survey, based on respondents who have selected 'Strongly Agree' and 'Agree'.

BUSINESS UNIT COMPARISON

COMPARISON OF BUSINESS UNITS

This page provides the scores for each of the business units below NSW TrainLink - All, using the same key question groups.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	NSW TrainLink - All	CE/Business Strategy & Performance and People & Transformation Delivery	Customer Service Delivery - All	Finance and Corporate Services	Engineering and SEQR
NUMBER OF RESPONDENTS	633	27	523	48	22
ENGAGEMENT	57%	52%	56%	67%	66%
SENIOR MANAGERS	36%	31%	34%	61%	38%
COMMUNICATION	48%	54%	46%	66%	64%
HIGH PERFORMANCE	57%	54%	55%	70%	75%
PUBLIC SECTOR VALUES	55%	55%	53%	72%	68%
DIVERSITY & INCLUSION	57%	65%	55%	70%	76%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 10 RESPONDENTS
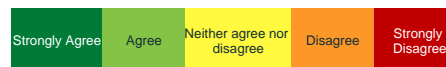
EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

ENGAGEMENT — 57% RESPONSE SCALE

Question	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	AGREEMENT %	PMES 2014	TRANSPORT	SECTOR
Q7o. I would recommend my organisation as a great place to work	10	42	27	9	12	52%	46%	61%	60%
Q7p. I am proud to tell others I work for my organisation	14	44	24		11	58%	53%	64%	68%
Q7q. I feel a strong personal attachment to my organisation	15	37	28	9	11	52%	51%	59%	64%
Q7r. My organisation motivates me to help it achieve its objectives	10	33	29	14	14	43%	41%	53%	55%
Q7s. My organisation inspires me to do the best in my job	10	33	27	16	14	43%	44%	52%	55%

KEY: Strongly Agree | Agree | Neither agree nor disagree | Disagree | Strongly Disagree

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Some key comparisons are provided.

ENGAGEMENT WITH WORK   70% RESPONSE SCALE

	Responses	AGREEMENT %	TRANSPORT	SECTOR
Q1g. My job gives me a feeling of personal accomplishment	19 / 46 / 16 / 10 / 9	65%	69%	76%
Q1h. I look for ways to perform my job more effectively	36 / 53	89%	93%	95%
Q1i. I feel motivated to contribute more than what is normally required at work	24 / 41 / 16 / 10 / 9	65%	71%	76%
Q1j. I am satisfied with my job at the present time	19 / 41 / 17 / 11 / 12	60%	62%	63%

KEY: Strongly Agree | Agree | Neither agree nor disagree | Disagree | Strongly Disagree
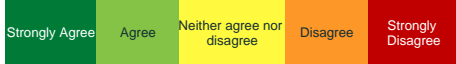
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SENIOR MANAGERS

36% RESPONSE SCALE

	AGREEMENT %	TRANSPORT	SECTOR
Q6a. I believe senior managers provide clear direction for the future of the organisation — 8 / 27 / 23 / 20 / 22	35%	45%	47%
Q6b. I feel that senior leaders effectively lead and manage change — 25 / 24 / 21 / 23	32%	42%	43%
Q6c. I feel that senior managers model the values of my organisation — 8 / 28 / 25 / 19 / 20	36%	48%	48%
Q6d. Senior managers encourage innovation by employees — 30 / 26 / 19 / 19	36%	47%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with — 31 / 26 / 17 / 19	38%	52%	52%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives — 13 / 44 / 19 / 11 / 13	57%	67%	60%
Q6g. I feel that senior managers keep employees informed about what's going on — 26 / 23 / 20 / 26	31%	44%	44%
Q6h. I feel that senior managers listen to employees — 24 / 24 / 22 / 25	29%	38%	39%
Q7f. I feel that change is handled well in my organisation — 22 / 24 / 26 / 23	27%	37%	41%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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Some key comparisons are provided.

COMMUNICATION — 48% RESPONSE SCALE

Question	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	AGREEMENT %	TRANSPORT	SECTOR
Q5e. My manager communicates effectively with me	20	39	17	10	14	59%	69%	69%
Q5f. My manager encourages and values employee input	20	37	18	10	15	57%	69%	69%
Q5g. My manager involves my workgroup in decisions about our work	16	36	19	14	15	52%	64%	64%
Q6g. I feel that senior managers keep employees informed about what's going on		26	23	20	26	31%	44%	44%
Q6h. I feel that senior managers listen to employees		24	24	22	25	29%	38%	39%
Q8h. I am able to speak up and share a different view to my colleagues and manager	14	49	17	10	11	63%	71%	69%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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Some key comparisons are provided.

HIGH PERFORMANCE — 57% RESPONSE SCALE

	Graph	AGREEMENT %	TRANSPORT	SECTOR
Q1a. I understand what is expected of me to do well in my role	38 / 49	87%	87%	90%
Q1b. I have the tools I need to do my job effectively	15 / 48 / 12 / 18	64%	68%	70%
Q1c. I get the information I need to do my job well	12 / 43 / 21 / 17 / 8	54%	62%	67%
Q1d. I feel I make a contribution to achieving the organisation's objectives	29 / 49 / 10	78%	84%	86%
Q1e. I feel I am able to suggest ideas to improve our way of doing things	21 / 35 / 15 / 15 / 13	56%	68%	69%
Q2b. People in my workgroup use time and resources efficiently	17 / 45 / 19 / 12 / 8	62%	67%	70%
Q2c. My team works collaboratively to achieve its objectives	20 / 46 / 18 / 10	66%	75%	75%
Q2d. People in my workgroup have the appropriate skills to do the job well	19 / 52 / 14 / 9	70%	75%	76%
Q3h. I have received appropriate training and development to do my job well	13 / 48 / 18 / 10 / 11	61%	59%	63%

KEY

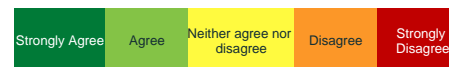| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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Some key comparisons are provided.

HIGH PERFORMANCE

57% RESPONSE SCALE

Question		AGREEMENT %	TRANSPORT	SECTOR
Q5a. My manager encourages people in my workgroup to improve the quality of what they do	18 / 45 / 14 / 13 / 10	62%	71%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims	14 / 39 / 23 / 14 / 11	53%	61%	64%
Q5c. My manager assigns work to people in my workgroup based on their skills and expertise	15 / 37 / 22 / 13 / 12	52%	64%	65%
Q5j. I have confidence in the decisions my line manager makes	17 / 38 / 21 / 12 / 12	55%	67%	67%
Q6d. Senior managers encourage innovation by employees	30 / 26 / 19 / 19	36%	47%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with	31 / 26 / 17 / 19	38%	52%	52%
Q7d. My organisation focuses on improving the work we do	13 / 42 / 23 / 12 / 10	55%	73%	76%
Q7e. My organisation is making the necessary improvements to meet our future challenges	10 / 34 / 24 / 17 / 16	44%	62%	62%
Q7g. There is good co-operation between teams across our organisation	28 / 23 / 26 / 18	33%	45%	48%

KEY

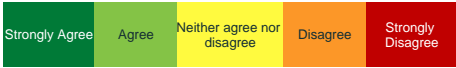| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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Some key comparisons are provided.

HIGH PERFORMANCE   57% RESPONSE SCALE

	AGREEMENT %	TRANSPORT	SECTOR
Q7n. My organisation generally selects capable people to do the job 32 / 25 / 18 / 21	36%	47%	51%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions 12 / 41 / 29 / 9 / 8	54%	66%	67%
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes 25 / 48 / 18	73%	82%	85%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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Some key comparisons are provided.

PUBLIC SECTOR VALUES   **55%** RESPONSE SCALE

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	AGREEMENT %	TRANSPORT	SECTOR
Q2a. My workgroup strives to achieve customer/client satisfaction	27	50	11		7	77%	84%	85%
Q2b. People in my workgroup use time and resources efficiently	17	45	19	12	8	62%	67%	70%
Q2g. People in my workgroup are honest, open and transparent in their dealings	18	42	19	11	10	60%	69%	67%
Q2h. People in my workgroup treat each other with respect	21	42	19	9	9	63%	74%	72%
Q2i. People in my workgroup treat customers/clients with respect	23	52	15			74%	83%	86%
Q5a. My manager encourages people in my workgroup to improve the quality of what they do	18	45	14	13	10	62%	71%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims	14	39	23	14	11	53%	61%	64%
Q5d. My manager listens to what I have to say	22	40	15	9	13	62%	73%	73%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased	18	38	22	7	15	56%	65%	64%

KEY

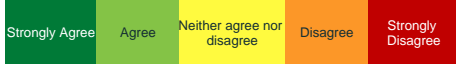| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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Some key comparisons are provided.

PUBLIC SECTOR VALUES   55% RESPONSE SCALE

	AGREEMENT %	TRANSPORT	SECTOR
Q5k. My manager treats employees with dignity and respect	23 / 46 / 14 / 8 / 10 — 69%	77%	76%
Q5l. My manager talks to me about how the values apply to my work	15 / 40 / 19 / 15 / 11 — 55%	59%	58%
Q6a. I believe senior managers provide clear direction for the future of the organisation	8 / 27 / 23 / 20 / 22 — 35%	45%	47%
Q6c. I feel that senior managers model the values of my organisation	8 / 28 / 25 / 19 / 20 — 36%	48%	48%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	13 / 44 / 19 / 11 / 13 — 57%	67%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	26 / 23 / 20 / 26 — 31%	44%	44%
Q6h. I feel that senior managers listen to employees	24 / 24 / 22 / 25 — 29%	38%	39%
Q7a. My organisation provides high quality services	10 / 43 / 21 / 16 / 9 — 53%	77%	80%
Q7b. My organisation strives to match services to customer/client needs	12 / 47 / 20 / 12 / 9 — 59%	79%	80%

KEY: Strongly Agree | Agree | Neither agree nor disagree | Disagree | Strongly Disagree

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Some key comparisons are provided.

PUBLIC SECTOR VALUES — 55% RESPONSE SCALE

		AGREEMENT %	TRANSPORT	SECTOR
Q7c. My organisation strives to earn and sustain a high level of public trust	13 / 46 / 21 / 11 / 9	59%	80%	83%
Q7d. My organisation focuses on improving the work we do	13 / 42 / 23 / 12 / 10	55%	73%	76%
Q7h. People in my organisation take responsibility for their own actions	31 / 25 / 22 / 17	35%	46%	48%
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest	9 / 46 / 24 / 10 / 11	56%	68%	63%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

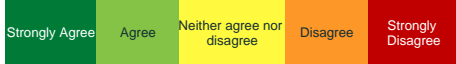**EXPLORE THE FULL SURVEY RESULTS**

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Some key comparisons are provided.

DIVERSITY & INCLUSION 57% RESPONSE SCALE

Question	Responses	AGREEMENT %	TRANSPORT	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work	14 / 37 / 20 / 17 / 12	51%	59%	59%
Q5d. My manager listens to what I have to say	22 / 40 / 15 / 9 / 13	62%	73%	73%
Q5f. My manager encourages and values employee input	20 / 37 / 18 / 10 / 15	57%	69%	69%
Q5h. My manager takes into account the differing needs and circumstances of employees when making decisions	16 / 41 / 19 / 10 / 14	57%	66%	65%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased	18 / 38 / 22 / 7 / 15	56%	65%	64%
Q6i. Senior managers in my organisation genuinely support the career advancement of women	12 / 32 / 34 / 7 / 14	44%	50%	54%
Q8a. My organisation respects individual differences (e.g cultures, working styles, backgrounds, ideas)	19 / 50 / 17 / 7	69%	78%	75%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	12 / 41 / 29 / 9 / 8	54%	66%	67%
Q8h. I am able to speak up and share a different view to my colleagues and manager	14 / 49 / 17 / 10 / 11	63%	71%	69%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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DIVERSITY & INCLUSION

57% RESPONSE SCALE

		AGREEMENT %	TRANSPORT	SECTOR
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	25 / 48 / 18	73%	82%	85%
Q8j. How satisfied are you with your ability to access and use flexible working arrangements? *Response scale Very satisfied - Very unsatisfied*	10 / 34 / 26 / 14 / 15	45%	58%	58%

KEY
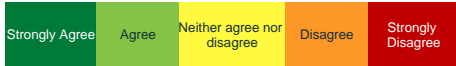
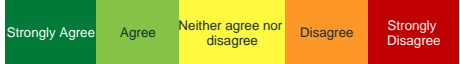| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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Some key comparisons are provided.

RECRUITMENT	31% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q7l. My organisation's processes for recruiting employees are efficient	21 | 25 | 22 | 28	24%	32%	33%
Q7m. Recruitment and promotion decisions in this organisation are generally fair	27 | 27 | 19 | 20	33%	40%	41%
Q7n. My organisation generally selects capable people to do the job	32 | 25 | 18 | 21	36%	47%	51%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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EMPLOYEE VALUE PROPOSITION 47% RESPONSE SCALE

	Response Scale	AGREEMENT %	TRANSPORT	SECTOR
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	16 / 40 / 22 / 9 / 13	56%	58%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	15 / 36 / 28 / 9 / 13	50%	51%	53%
Q7g. There is good co-operation between teams across our organisation	28 / 23 / 26 / 18	33%	45%	48%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

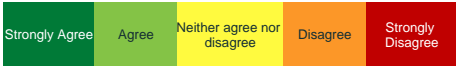## EXPLORE THE FULL SURVEY RESULTS

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Some key comparisons are provided.

PERFORMANCE FRAMEWORK & DEVELOPMENT

52% RESPONSE SCALE

Question	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	AGREEMENT %	TRANSPORT	SECTOR
Q3a. I have a current performance plan that sets out my individual objectives	14	39	18	15	13	54%	64%	62%
Q3b. I have informal feedback conversations with my manager throughout the year	16	45	12	13	13	61%	68%	70%
Q3c. I have scheduled feedback conversations with my manager throughout the year	13	37	15	19	15	50%	58%	58%
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	15	37	19	14	15	52%	58%	59%
Q3e. My performance is assessed against clear criteria	12	41	20	13	14	53%	53%	53%
Q3f. I feel I can have open, honest conversations with my manager about the quality of work required	21	41	14	10	14	63%	73%	71%
Q3g. I am able to access the right learning and development opportunities as required	11	38	23	12	15	50%	55%	60%
Q3h. I have received appropriate training and development to do my job well	13	48	18	10	11	61%	59%	63%
Q3i. I have a strong desire to advance my career	31	35	19	8		66%	76%	69%

KEY

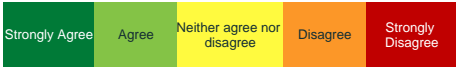| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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PERFORMANCE FRAMEWORK & DEVELOPMENT

52% RESPONSE SCALE

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	AGREEMENT %	TRANSPORT	SECTOR
Q3j. I am satisfied with the opportunities available for career development in my organisation	10	29	22	19	19	39%	45%	45%
Q3k. I would like to work in another agency within the NSW Public Sector during my career	17	27	28	15	12	44%	50%	41%
Q5m. My manager provides acknowledgement or other recognition for the work I do	20	39	14	11	15	59%	67%	67%
Q5n. My manager appropriately deals with employees who perform poorly	13	32	23	15	18	44%	47%	44%
Q5o. My manager ensures fair access to developmental opportunities for people in my workgroup	14	37	23	11	14	52%	59%	62%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	16	40	22	9	13	56%	58%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	15	36	28	9	13	50%	51%	53%
Q7j. My organisation is committed to developing its employees	7	31	28	16	17	38%	50%	53%

KEY

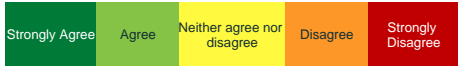| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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MOBILITY

50% RESPONSE SCALE

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	AGREEMENT %	TRANSPORT	SECTOR
Q3k. I would like to work in another agency within the NSW Public Sector during my career	17	27	28	15	12	44%	50%	41%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	16	40	22	9	13	56%	58%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	15	36	28	9	13	50%	51%	53%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

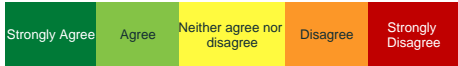## EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

PAY & BENEFITS   **68%**   RESPONSE SCALE

		AGREEMENT %	TRANSPORT	SECTOR
Q4a. I am paid fairly for the work I do	18 / 51 / 16 / 8	69%	66%	60%
Q4b. I am satisfied with my total benefits package (incl. superannuation, leave entitlements etc)	16 / 51 / 16 / 8 / 8	67%	63%	60%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

DIVERSITY GROUPS

70% RESPONSE SCALE

	Response Scale	AGREEMENT %	TRANSPORT	SECTOR
Q8b. Cultural background is not a barrier to success in my organisation	20 / 52 / 16	72%	75%	77%
Q8c. Age is not a barrier to success in my organisation	19 / 50 / 15 / 7 / 8	69%	69%	71%
Q8d. Disability is not a barrier to success in my organisation	16 / 48 / 25	63%	67%	67%
Q8e. Sexual orientation is not a barrier to success in my organisation	21 / 53 / 17	74%	73%	76%
Q8f. Gender is not a barrier to success in my organisation	20 / 49 / 17 / 7	69%	70%	74%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

WORKPLACE SUPPORT   59% RESPONSE SCALE

		AGREEMENT %	TRANSPORT	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work	14 / 37 / 20 / 17 / 12	51%	59%	59%
Q1k. I am able to keep my work stress at an acceptable level	16 / 44 / 18 / 12 / 9	60%	64%	58%
Q1l. My workload is acceptable	15 / 51 / 18 / 9	65%	62%	55%
Q2e. I receive help and support from other members of my workgroup	24 / 48 / 15 / 8	73%	79%	80%
Q2f. There is good team spirit in my workgroup	22 / 37 / 16 / 12 / 13	60%	67%	67%
Q7k. My organisation offers practical employment arrangements and conditions to help employees achieve a work-life balance	7 / 38 / 21 / 17 / 17	46%	59%	56%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.
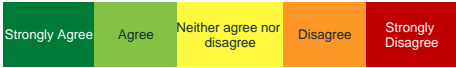
Some key comparisons are provided.

ACTION ABOUT SURVEY RESULTS

28% RESPONSE SCALE

	Response Scale				AGREEMENT %	TRANSPORT	SECTOR
Q15. I believe action will be taken on the results from this survey by my organisation	23	30	20	22	28%	37%	32%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.
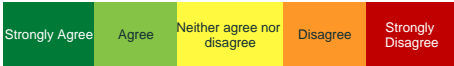
WORKPLACE CONDUCT — 46% RESPONSE SCALE

	AGREEMENT %	TRANSPORT	SECTOR
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest — 9 / 46 / 24 / 10 / 11	56%	68%	63%
Q9b. I have confidence in the ways my organisation resolves grievances — 9 / 30 / 30 / 19 / 12	38%	43%	43%
Q9c. I am confident that I would be protected from reprisal for reporting misconduct/wrongdoing — 10 / 33 / 27 / 15 / 15	43%	50%	49%

KEY: Strongly Agree | Agree | Neither agree nor disagree | Disagree | Strongly Disagree

EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

MOTIVATION TO STAY

	RESPONSE SCALE	AGREEMENT%	TRANSPORT	SECTOR
Q13. What factors would motivate you to stay in the NSW public sector?				
More interesting and challenging work		49%	56%	46%
Better skills in my workgroup		28%	28%	27%
Improved career opportunities		57%	59%	52%
Improved learning and development opportunities		46%	49%	50%
Greater involvement in decision making		35%	36%	33%
Better pay and benefits		54%	58%	58%
Greater recognition for the work I do		41%	43%	45%
Better leadership from senior managers		43%	39%	39%

EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

MOTIVATION TO STAY	RESPONSE SCALE	AGREEMENT%	TRANSPORT	SECTOR
Q13. What factors would motivate you to stay in the NSW public sector?				
Better leadership from my manager		31%	28%	27%
Better accountability for performance		28%	28%	25%
A better location		22%	28%	20%
More flexible working conditions		39%	45%	38%
Better work/life balance		46%	50%	46%
Improved facilities		27%	27%	30%
Improved technology and systems		39%	39%	38%
Better job security		63%	53%	43%

ℹ️

EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

WORKPLACE CONDUCT	RESPONSE SCALE	AGREEMENT%	TRANSPORT	SECTOR
Q9a. In the last 12 months I have read or referred to my organisation's code of conduct				
Yes		70%	67%	72%
No		26%	27%	24%
Don't Know		4%	6%	4%

EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	AGREEMENT%	TRANSPORT	SECTOR
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work				
Yes		28%	20%	25%
No		63%	68%	64%
Don't Know		9%	12%	11%
Q10b. Have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		57%	57%	63%
No		41%	41%	35%
Don't Know		1%	2%	2%

EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	AGREEMENT%	TRANSPORT	SECTOR
Q10c. In the last 12 months I have witnessed bullying at work				
Yes		36%	26%	35%
No		58%	66%	58%
Don't Know		6%	8%	7%
Q10d. In the last 12 months I have been the subjected to bullying at work				
Yes		24%	15%	20%
No		70%	78%	75%
Don't Know		6%	7%	5%

UNACCEPTABLE CONDUCT

	RESPONSE SCALE	AGREEMENT%	TRANSPORT	SECTOR
Q10e. Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months.				
A senior manager		12%	22%	23%
Your Immediate Manager/Supervisor		36%	28%	26%
A fellow worker at your level		25%	23%	25%
A subordinate		12%	6%	8%
A client or customer		2%	2%	2%
A member of the public other than a client or customer		1%	0%	0%
Other		3%	4%	4%
Prefer not to say		9%	14%	13%

EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

TRANSPORT QUESTIONS	RESPONSE SCALE					AGREEMENT %	TRANSPORT
Q1. Keeping high levels of health and safety is a priority of this organisation	29	47	11	8		75%	84%
Q2. We are given all necessary safety equipment and training	23	51	12	9		74%	80%
Q3. My workgroup demonstrates good safety behaviour	28	54	10			82%	86%
Q4. I understand how my role makes a difference to our customers	31	54	7			86%	89%
Q5. I have good working relationships with my co-workers	32	51	9			84%	91%
Q6. My co-workers and I work well as a team	30	48	12			78%	86%
Q7. My manager actively supports a diverse and inclusive work environment	22	42	20	9	7	63%	75%
Q8. My manager ensures I have the information I need to do my job in a timely and accurate manner	19	43	19	10	9	63%	70%
Q9. I am confident in my ability to adapt to new workplace technologies	37	49				86%	91%
Q10. I have a clear understanding of how my work contributes to the NSW Government's overall strategy for transport	21	45	17	9	8	66%	76%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
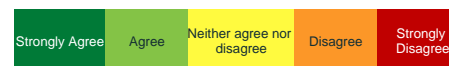
PERSONAL PROFILES

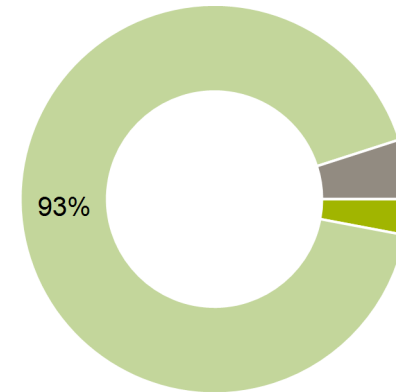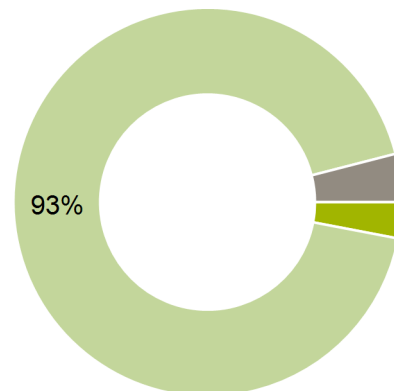|	RESPONSE SCALE	PERCENTAGE%
Gender		
Male		65%
Female		34%
Other		1%
Age		
<35		13%
35 - 54		66%
> 54		21%

PERSONAL PROFILES

DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME?

79%

16%
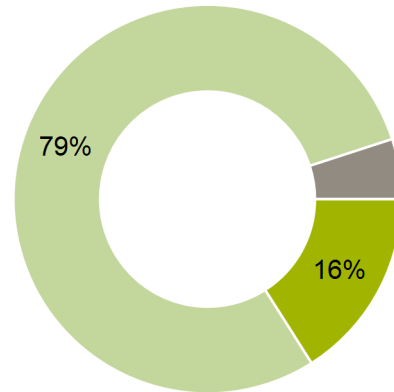
ARE YOU OF ABORIGINAL AND/OR TORRES STRAIT ISLANDER ORIGIN?

93%

DO YOU HAVE A DISABILITY?

93%

DO YOU IDENTIFY AS LGBTI?

90%
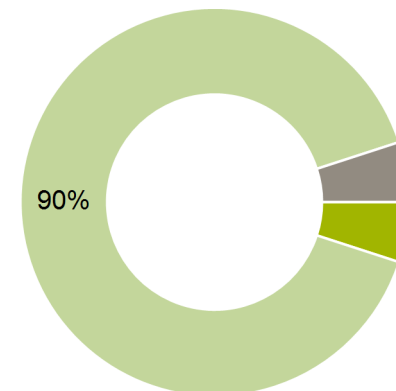
KEY | YES | NO | PREFER NOT TO SAY

PROFILE OF RESPONDENTS

WORK PROFILES

TENURE IN ORGANISATION	RESPONSE SCALE	PERCENTAGE%
Less than 1 year		6%
1 - 2 years		7%
2 - 5 years		21%
5 - 10 years		18%
10 - 20 years		17%
More than 20 years		31%

WORK PROFILES

TYPE OF WORK	RESPONSE SCALE	PERCENTAGE%
Service delivery involving direct contact with the general public		62%
Other service delivery work		15%
Administrative support		4%
Corporate services		10%
Policy		0%
Research		1%
Program and project management support		2%
Legal (including developing and/or reviewing legislation)		0%
Other		5%

WORK PROFILES

SALARY
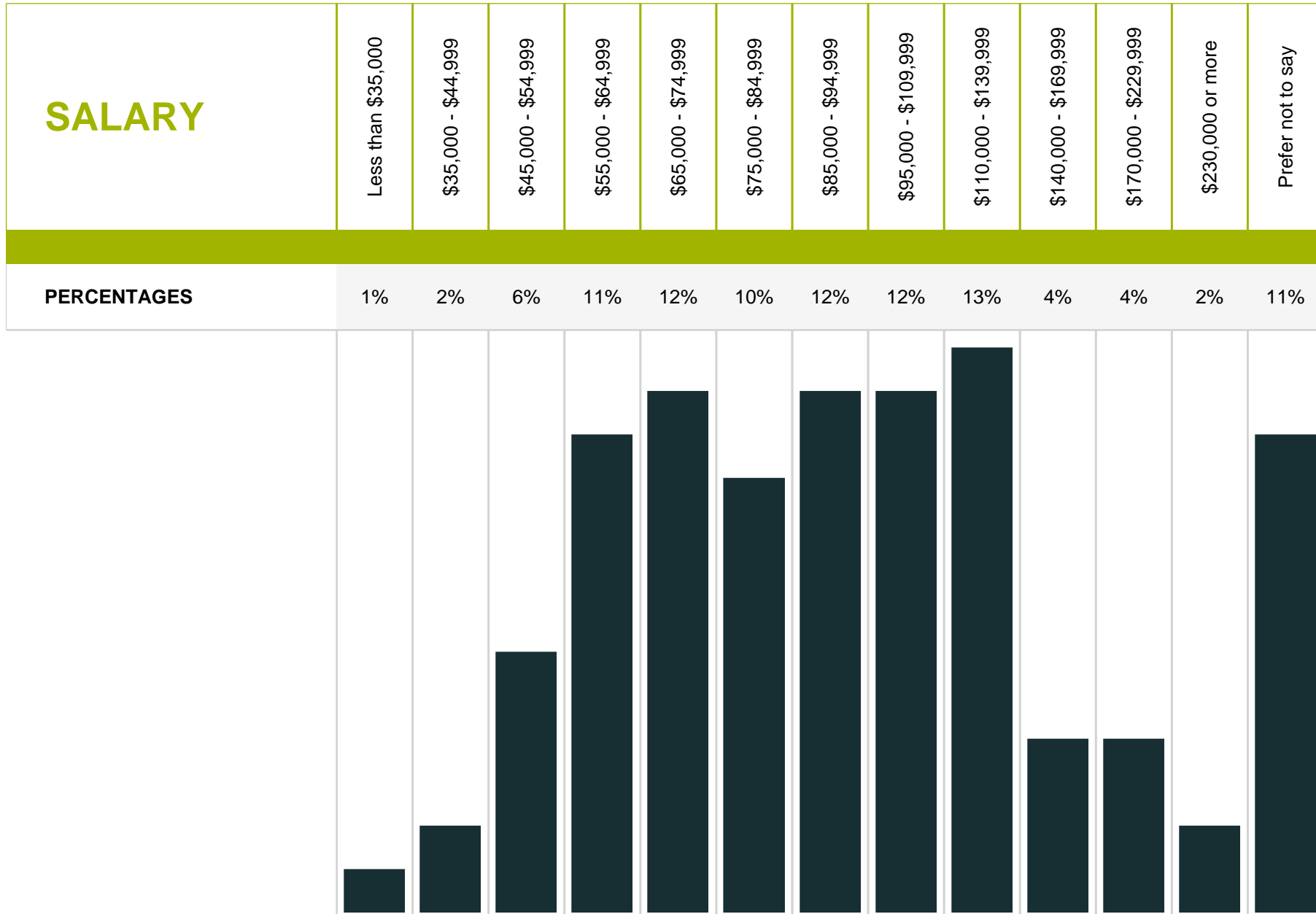
	Less than $35,000	$35,000 - $44,999	$45,000 - $54,999	$55,000 - $64,999	$65,000 - $74,999	$75,000 - $84,999	$85,000 - $94,999	$95,000 - $109,999	$110,000 - $139,999	$140,000 - $169,999	$170,000 - $229,999	$230,000 or more	Prefer not to say
PERCENTAGES	1%	2%	6%	11%	12%	10%	12%	12%	13%	4%	4%	2%	11%

EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	NSW TrainLink - All	Service delivery involving direct contact with the general public	Other service delivery work	Administrative support	Corporate services	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	633	366	89	26	57	2	3	14	1	30
ENGAGEMENT	57%	52%	68%	(r)	62%	(r)	(r)	(r)	(r)	65%
SENIOR MANAGERS	36%	28%	53%	(r)	49%	(r)	(r)	(r)	(r)	39%
COMMUNICATION	48%	41%	61%	(r)	64%	(r)	(r)	(r)	(r)	51%
HIGH PERFORMANCE	57%	50%	70%	(r)	68%	(r)	(r)	(r)	(r)	62%
PUBLIC SECTOR VALUES	55%	47%	68%	(r)	67%	(r)	(r)	(r)	(r)	62%
DIVERSITY & INCLUSION	57%	49%	71%	(r)	70%	(r)	(r)	(r)	(r)	61%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	NSW TrainLink - All	Less than $35,000	$35,000 - $44,999	$45,000 - $54,999	$55,000 - $64,999	$65,000 - $74,999	$75,000 - $84,999	$85,000 - $94,999	$95,000 - $109,999	$110,000 - $139,999	$140,000 - $169,999	$170,000 - $229,999	$230,000 or more	Prefer not to say
NUMBER OF RESPONDENTS	633	8	13	35	67	70	56	68	68	78	22	24	11	65
ENGAGEMENT	57%	(r)	(r)	59%	54%	49%	52%	55%	59%	69%	(r)	(r)	(r)	43%
SENIOR MANAGERS	36%	(r)	(r)	33%	25%	25%	32%	38%	38%	51%	(r)	(r)	(r)	20%
COMMUNICATION	48%	(r)	(r)	46%	41%	40%	42%	47%	49%	63%	(r)	(r)	(r)	37%
HIGH PERFORMANCE	57%	(r)	(r)	53%	50%	52%	52%	56%	57%	70%	(r)	(r)	(r)	42%
PUBLIC SECTOR VALUES	55%	(r)	(r)	51%	47%	47%	50%	54%	56%	68%	(r)	(r)	(r)	40%
DIVERSITY & INCLUSION	57%	(r)	(r)	57%	48%	52%	51%	55%	58%	72%	(r)	(r)	(r)	45%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

RESULTS BY TENURE IN ORGANISATION

EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	NSW TrainLink - All	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	633	34	41	121	104	102	184
ENGAGEMENT	57%	67%	62%	64%	55%	53%	52%
SENIOR MANAGERS	36%	52%	36%	46%	28%	32%	32%
COMMUNICATION	48%	67%	58%	58%	40%	49%	41%
HIGH PERFORMANCE	57%	71%	61%	66%	51%	57%	51%
PUBLIC SECTOR VALUES	55%	72%	61%	64%	48%	53%	49%
DIVERSITY & INCLUSION	57%	74%	68%	67%	49%	57%	51%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	NSW TrainLink - All	15 - 19	20 - 24	25 -29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	633	0	8	18	51	62	113	108	104	78	30	13
ENGAGEMENT	57%	(r)	(r)	(r)	49%	52%	55%	57%	61%	59%	63%	(r)
SENIOR MANAGERS	36%	(r)	(r)	(r)	29%	29%	38%	36%	39%	35%	39%	(r)
COMMUNICATION	48%	(r)	(r)	(r)	44%	46%	46%	49%	53%	49%	48%	(r)
HIGH PERFORMANCE	57%	(r)	(r)	(r)	49%	52%	54%	59%	60%	60%	59%	(r)
PUBLIC SECTOR VALUES	55%	(r)	(r)	(r)	48%	50%	52%	56%	57%	57%	58%	(r)
DIVERSITY & INCLUSION	57%	(r)	(r)	(r)	52%	54%	55%	58%	60%	62%	55%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	NSW TrainLink - All	Male	Female	Other
NUMBER OF RESPONDENTS	633	378	199	8
ENGAGEMENT	57%	56%	60%	(r)
SENIOR MANAGERS	36%	35%	39%	(r)
COMMUNICATION	48%	48%	52%	(r)
HIGH PERFORMANCE	57%	56%	60%	(r)
PUBLIC SECTOR VALUES	55%	54%	57%	(r)
DIVERSITY & INCLUSION	57%	57%	60%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

WHAT'S NEXT?

Sector employees have now given their feedback and these results show where actions and improvements are required.

Research has shown that a key reason why employees can become disengaged is if they are asked their opinion and then no action takes place as a result.
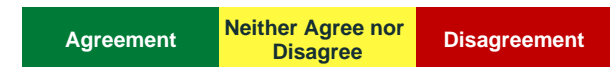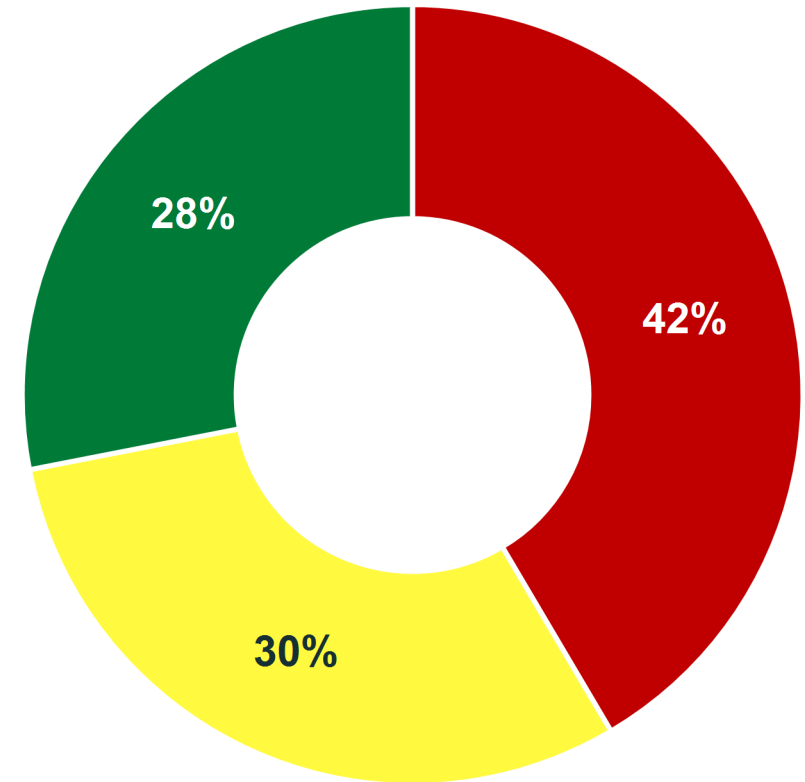
28%

of employees replied favourably to:

'I believe action will be taken on the results from this survey by my organisation.'

32%
SECTOR

37%
CLUSTER

28%

42%

30%

| Agreement | Neither Agree nor Disagree | Disagreement |

GUIDE TO THIS REPORT

ℹ ANONYMITY RULES

Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.
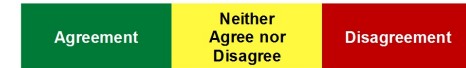
There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of workgroups that can be reported (10 or more employees) and responses from demographic groups (30 or more employees). Where people work in small teams, the results are merged with larger business units and results are not available. Where this happens an 'r' is shown in reports.

ℹ HOW TO READ THIS REPORT

The majority of questions have a 5-point answer scale. In reports, the Strongly Agree and Agree scores are combined to create an agreement (or positive) score which is shown as a rounded percentage.
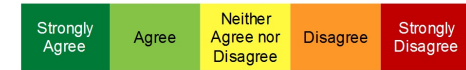
Previous surveys had a 4-point answer scale, which means that comparisons are limited for this year only. Some scales, such as those used for the Engagement Index, are unchanged.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree

Agreement	Neither Agree nor Disagree	Disagreement

ℹ HOW THE DRIVERS AND INFLUENCERS ARE DERIVED

ORC International employs SPSS software to fully interrogate the results and perform appropriate calculations. Our statisticians need a minimum of **30 responses** from a team to perform the analysis to determine the top influences of engagement, leadership and other key question groups.

Statistical techniques applied for this analysis include **Factor Analysis** which identifies patterns in data and allows the statistician to assess whether the attitude questions are measuring the same underlying theme or characteristic.

Regression Analysis then involves building a statistical model based on research that employee engagement is affected by various elements of the workplace such as line manager, learning & development, reward and recognition, job role, etc. This analysis assigns importance weights to the attributes that have been measured. It relies on certain assumptions, one of which is that the variables used in the model should, by definition, not be strongly related to each other. The outcome of these techniques is a list of questions which we can say have the highest association with the engagement index, or more simply, are the most significant influencers of employee engagement

ℹ ROUNDING

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of the calculation for maximum accuracy.

Values from .00 to .49 are rounded down, whereas values from .50 to .99 are rounded up. Therefore, in some instances the data will not add up to 100%. Example below:

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
NUMBER OF RESPONSES	151	166	176	96	24	613
PERCENTAGE	24.63%	27.08%	28.71%	15.66%	3.92%	100%
ROUNDED PERCENTAGE	25%	27%	29%	16%	4%	101%