PEOPLE MATTER 2016

NSW Public Sector Employee Survey

Transport

Roads and Maritime Services

CONTENTS OF REPORT

RESPONSE RATE

73%

3,874 RESPONSES OUT OF 5,293 EMPLOYEES

ENGAGEMENT INDEX

64%

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	**94%**
1a.	I understand what is expected of me to do well in my role	**87%**
2a.	My workgroup strives to achieve customer/client satisfaction	**87%**
2i.	People in my workgroup treat customers/clients with respect	**86%**
1d.	I feel I make a contribution to achieving the organisation's objectives	**86%**
7c.	My organisation strives to earn and sustain a high level of public trust	**84%**
8i.	Diversity and inclusion in the workplace can contribute to better business outcomes	**83%**
2e.	I receive help and support from other members of my workgroup	**82%**
7b.	My organisation strives to match services to customer/client needs	**82%**
7a.	My organisation provides high quality services	**82%**

	LOWEST AGREEMENT SCORING QUESTIONS	2016 AGREEMENT %
7l.	My organisation's processes for recruiting employees are efficient	**34%**
15.	I believe action will be taken on the results from this survey by my organisation	**34%**
7f.	I feel that change is handled well in my organisation	**37%**
6h.	I feel that senior managers listen to employees	**38%**
6b.	I feel that senior leaders effectively lead and manage change	**42%**
9b.	I have confidence in the ways my organisation resolves grievances	**43%**
7m.	Recruitment and promotion decisions in this organisation are generally fair	**43%**
6g.	I feel that senior managers keep employees informed about what's going on	**44%**
6a.	I believe senior managers provide clear direction for the future of the organisation	**44%**
3k.	I would like to work in another agency within the NSW Public Sector during my career	**44%**

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 Roads and Maritime Services, 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.

	Roads and Maritime Services	Office of the Chief Executive	Asset Maintenance	Corporate and Commercial	Customer Engagement and Planning	Finance	Infrastructure Development	Journey Management	NSW Maritime	Safety and Compliance	Regulatory Reform
NUMBER OF RESPONDENTS	3874	13	1244	313	206	92	444	726	183	516	12
ENGAGEMENT	64%	70%	66%	58%	62%	65%	70%	63%	73%	60%	61%
SENIOR MANAGERS	47%	69%	46%	45%	48%	59%	57%	45%	65%	41%	51%
COMMUNICATION	61%	73%	59%	60%	65%	70%	71%	61%	74%	53%	68%
HIGH PERFORMANCE	68%	80%	69%	64%	72%	71%	77%	67%	77%	61%	71%
PUBLIC SECTOR VALUES	68%	80%	67%	64%	71%	71%	78%	68%	77%	61%	70%
DIVERSITY & INCLUSION	70%	78%	69%	70%	72%	74%	79%	71%	80%	62%	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 — 64% RESPONSE SCALE

	Graph	AGREEMENT %	PMES 2014	TRANSPORT	SECTOR
Q7o. I would recommend my organisation as a great place to work	17 / 47 / 24 / 7	64%	62%	61%	60%
Q7p. I am proud to tell others I work for my organisation	19 / 47 / 23	66%	66%	64%	68%
Q7q. I feel a strong personal attachment to my organisation	18 / 42 / 27 / 9	60%	63%	59%	64%
Q7r. My organisation motivates me to help it achieve its objectives	12 / 42 / 31 / 10	54%	54%	53%	55%
Q7s. My organisation inspires me to do the best in my job	14 / 40 / 31 / 10	54%	55%	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

76% RESPONSE SCALE

		AGREEMENT %	TRANSPORT	SECTOR
Q1g. My job gives me a feeling of personal accomplishment	23 | 49 | 17 | 8	71%	69%	76%
Q1h. I look for ways to perform my job more effectively	39 | 55	94%	93%	95%
Q1i. I feel motivated to contribute more than what is normally required at work	28 | 46 | 16 | 7	74%	71%	76%
Q1j. I am satisfied with my job at the present time	19 | 44 | 20 | 11	63%	62%	63%

KEY

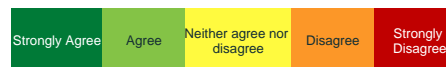| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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Some key comparisons are provided.

SENIOR MANAGERS — 47% RESPONSE SCALE

Question	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	AGREEMENT %	TRANSPORT	SECTOR
Q6a. I believe senior managers provide clear direction for the future of the organisation	9	35	29	17	10	44%	45%	47%
Q6b. I feel that senior leaders effectively lead and manage change	9	33	30	17	11	42%	42%	43%
Q6c. I feel that senior managers model the values of my organisation	10	39	30	12	9	49%	48%	48%
Q6d. Senior managers encourage innovation by employees	9	40	31	14		49%	47%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with	10	45	29	10		55%	52%	52%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	15	52	22			68%	67%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	9	35	28	17	11	44%	44%	44%
Q6h. I feel that senior managers listen to employees	7	31	33	18	12	38%	38%	39%
Q7f. I feel that change is handled well in my organisation	7	30	30	21	11	37%	37%	41%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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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.

COMMUNICATION	61% RESPONSE SCALE					AGREEMENT %	TRANSPORT	SECTOR
Q5e. My manager communicates effectively with me	26	45	16	8		71%	69%	69%
Q5f. My manager encourages and values employee input	27	46	16	7		72%	69%	69%
Q5g. My manager involves my workgroup in decisions about our work	23	46	17	8		69%	64%	64%
Q6g. I feel that senior managers keep employees informed about what's going on	9	35	28	17	11	44%	44%	44%
Q6h. I feel that senior managers listen to employees	7	31	33	18	12	38%	38%	39%
Q8h. I am able to speak up and share a different view to my colleagues and manager	19	56	15			75%	71%	69%

KEY

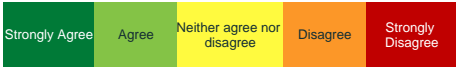| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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Some key comparisons are provided.

HIGH PERFORMANCE — 68% RESPONSE SCALE

	Response Scale	AGREEMENT %	TRANSPORT	SECTOR
Q1a. I understand what is expected of me to do well in my role	32 / 55 / 8	87%	87%	90%
Q1b. I have the tools I need to do my job effectively	17 / 54 / 15 / 12	71%	68%	70%
Q1c. I get the information I need to do my job well	13 / 50 / 21 / 12	64%	62%	67%
Q1d. I feel I make a contribution to achieving the organisation's objectives	31 / 55 / 9	86%	84%	86%
Q1e. I feel I am able to suggest ideas to improve our way of doing things	23 / 48 / 15 / 10	71%	68%	69%
Q2b. People in my workgroup use time and resources efficiently	17 / 52 / 18 / 10	69%	67%	70%
Q2c. My team works collaboratively to achieve its objectives	26 / 52 / 14	78%	75%	75%
Q2d. People in my workgroup have the appropriate skills to do the job well	23 / 54 / 14	78%	75%	76%
Q3h. I have received appropriate training and development to do my job well	16 / 47 / 23 / 9	64%	59%	63%

KEY: Strongly Agree | Agree | Neither agree nor disagree | Disagree | Strongly Disagree
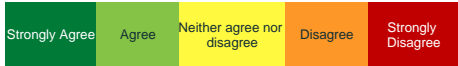
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Some key comparisons are provided.

HIGH PERFORMANCE   **68%** RESPONSE SCALE

Question	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	AGREEMENT %	TRANSPORT	SECTOR
Q5a. My manager encourages people in my workgroup to improve the quality of what they do	22	51	16			74%	71%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims	18	46	23	8		64%	61%	64%
Q5c. My manager assigns work to people in my workgroup based on their skills and expertise	19	50	18	8		69%	64%	65%
Q5j. I have confidence in the decisions my line manager makes	24	46	18	8		70%	67%	67%
Q6d. Senior managers encourage innovation by employees	9	40	31	14		49%	47%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with	10	45	29	10		55%	52%	52%
Q7d. My organisation focuses on improving the work we do	21	55	16			76%	73%	76%
Q7e. My organisation is making the necessary improvements to meet our future challenges	15	46	24	11		61%	62%	62%
Q7g. There is good co-operation between teams across our organisation	9	39	28	16	8	48%	45%	48%

KEY

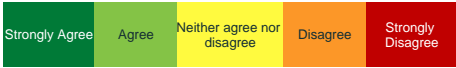| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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HIGH PERFORMANCE	68% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q7n. My organisation generally selects capable people to do the job	44 29 14 7	50%	47%	51%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	15 54 23	69%	66%	67%
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	29 54 14	83%	82%	85%

KEY

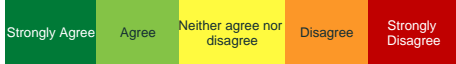| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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Some key comparisons are provided.

PUBLIC SECTOR VALUES — 68% RESPONSE SCALE

Question	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	AGREEMENT %	TRANSPORT	SECTOR
Q2a. My workgroup strives to achieve customer/client satisfaction	33	54	9			87%	84%	85%
Q2b. People in my workgroup use time and resources efficiently	17	52	18	10		69%	67%	70%
Q2g. People in my workgroup are honest, open and transparent in their dealings	25	47	17	8		72%	69%	67%
Q2h. People in my workgroup treat each other with respect	27	49	15			75%	74%	72%
Q2i. People in my workgroup treat customers/clients with respect	31	55	11			86%	83%	86%
Q5a. My manager encourages people in my workgroup to improve the quality of what they do	22	51	16			74%	71%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims	18	46	23	8		64%	61%	64%
Q5d. My manager listens to what I have to say	28	47	14			75%	73%	73%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased	24	44	20			68%	65%	64%

KEY

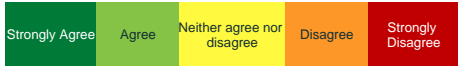| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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Some key comparisons are provided.

PUBLIC SECTOR VALUES — 68% RESPONSE SCALE

Question	Response Scale	AGREEMENT %	TRANSPORT	SECTOR
Q5k. My manager treats employees with dignity and respect	33 / 46 / 12	78%	77%	76%
Q5l. My manager talks to me about how the values apply to my work	19 / 42 / 25 / 9	61%	59%	58%
Q6a. I believe senior managers provide clear direction for the future of the organisation	9 / 35 / 29 / 17 / 10	44%	45%	47%
Q6c. I feel that senior managers model the values of my organisation	10 / 39 / 30 / 12 / 9	49%	48%	48%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	15 / 52 / 22	68%	67%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	9 / 35 / 28 / 17 / 11	44%	44%	44%
Q6h. I feel that senior managers listen to employees	7 / 31 / 33 / 18 / 12	38%	38%	39%
Q7a. My organisation provides high quality services	22 / 60 / 14	82%	77%	80%
Q7b. My organisation strives to match services to customer/client needs	23 / 59 / 14	82%	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   68%   RESPONSE SCALE

	Response Scale	AGREEMENT %	TRANSPORT	SECTOR
Q7c. My organisation strives to earn and sustain a high level of public trust	26 / 58 / 12	84%	80%	83%
Q7d. My organisation focuses on improving the work we do	21 / 55 / 16	76%	73%	76%
Q7h. People in my organisation take responsibility for their own actions	8 / 39 / 30 / 16	47%	46%	48%
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest	15 / 55 / 22	70%	68%	63%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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Some key comparisons are provided.

DIVERSITY & INCLUSION

70% RESPONSE SCALE

Question	Response scale	AGREEMENT %	TRANSPORT	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work	15 / 47 / 20 / 13	62%	59%	59%
Q5d. My manager listens to what I have to say	28 / 47 / 14	75%	73%	73%
Q5f. My manager encourages and values employee input	27 / 46 / 16 / 7	72%	69%	69%
Q5h. My manager takes into account the differing needs and circumstances of employees when making decisions	23 / 47 / 18	70%	66%	65%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased	24 / 44 / 20	68%	65%	64%
Q6i. Senior managers in my organisation genuinely support the career advancement of women	14 / 39 / 38	52%	50%	54%
Q8a. My organisation respects individual differences (e.g cultures, working styles, backgrounds, ideas)	21 / 58 / 15	79%	78%	75%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	15 / 54 / 23	69%	66%	67%
Q8h. I am able to speak up and share a different view to my colleagues and manager	19 / 56 / 15	75%	71%	69%

KEY

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

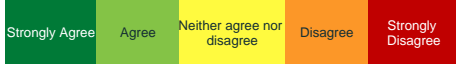**EXPLORE THE FULL SURVEY RESULTS**

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Some key comparisons are provided.

DIVERSITY & INCLUSION

70% RESPONSE SCALE

		AGREEMENT %	TRANSPORT	SECTOR
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	29 / 54 / 14	83%	82%	85%
Q8j. How satisfied are you with your ability to access and use flexible working arrangements? *Response scale Very satisfied - Very unsatisfied*	24 / 43 / 19 / 9	67%	58%	58%

KEY

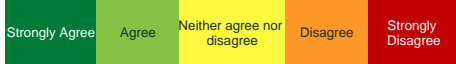| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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Some key comparisons are provided.

RECRUITMENT	42% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q7l. My organisation's processes for recruiting employees are efficient	28 29 23 14	34%	32%	33%
Q7m. Recruitment and promotion decisions in this organisation are generally fair	37 33 14 10	43%	40%	41%
Q7n. My organisation generally selects capable people to do the job	44 29 14 7	50%	47%	51%

KEY

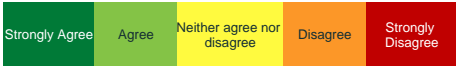| Strongly Agree | Agree | Neither agree nor disagree | Disagree | Strongly Disagree |

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Some key comparisons are provided.

EMPLOYEE VALUE PROPOSITION 54% RESPONSE SCALE

		AGREEMENT %	TRANSPORT	SECTOR
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	20 / 42 / 26 / 7	62%	58%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	16 / 37 / 34 / 8	53%	51%	53%
Q7g. There is good co-operation between teams across our organisation	9 / 39 / 28 / 16 / 8	48%	45%	48%

KEY

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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PERFORMANCE FRAMEWORK & DEVELOPMENT

60% RESPONSE SCALE

	Response bars	AGREEMENT %	TRANSPORT	SECTOR
Q3a. I have a current performance plan that sets out my individual objectives	16 / 50 / 18 / 10	67%	64%	62%
Q3b. I have informal feedback conversations with my manager throughout the year	21 / 48 / 16 / 10	68%	68%	70%
Q3c. I have scheduled feedback conversations with my manager throughout the year	17 / 43 / 20 / 14	60%	58%	58%
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	16 / 44 / 23 / 12	59%	58%	59%
Q3e. My performance is assessed against clear criteria	12 / 41 / 28 / 12	53%	53%	53%
Q3f. I feel I can have open, honest conversations with my manager about the quality of work required	28 / 48 / 13	76%	73%	71%
Q3g. I am able to access the right learning and development opportunities as required	16 / 46 / 23 / 10	62%	55%	60%
Q3h. I have received appropriate training and development to do my job well	16 / 47 / 23 / 9	64%	59%	63%
Q3i. I have a strong desire to advance my career	37 / 39 / 19	75%	76%	69%

KEY

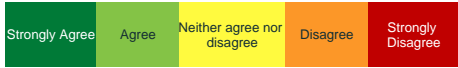| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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Some key comparisons are provided.

PERFORMANCE FRAMEWORK & DEVELOPMENT

60% RESPONSE SCALE

Question	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	AGREEMENT %	TRANSPORT	SECTOR
Q3j. I am satisfied with the opportunities available for career development in my organisation	12	36	27	15	10	48%	45%	45%
Q3k. I would like to work in another agency within the NSW Public Sector during my career	17	28	37	13		44%	50%	41%
Q5m. My manager provides acknowledgement or other recognition for the work I do	23	45	18	8		69%	67%	67%
Q5n. My manager appropriately deals with employees who perform poorly	12	33	33	13	9	45%	47%	44%
Q5o. My manager ensures fair access to developmental opportunities for people in my workgroup	19	45	23	7		64%	59%	62%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	20	42	26	7		62%	58%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	16	37	34	8		53%	51%	53%
Q7j. My organisation is committed to developing its employees	10	46	28	10		56%	50%	53%

KEY

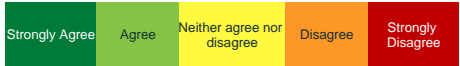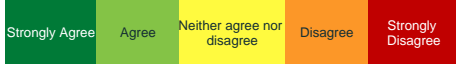| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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Some key comparisons are provided.

MOBILITY — 53% 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	28	37	13		44%	50%	41%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	20	42	26	7		62%	58%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	16	37	34	8		53%	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 — 64% RESPONSE SCALE

		AGREEMENT %	TRANSPORT	SECTOR
Q4a. I am paid fairly for the work I do	15 / 49 / 18 / 12	64%	66%	60%
Q4b. I am satisfied with my total benefits package (incl. superannuation, leave entitlements etc)	15 / 49 / 22 / 10	63%	63%	60%

KEY: Strongly Agree | Agree | Neither agree nor disagree | Disagree | Strongly Disagree
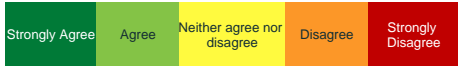
EXPLORE THE FULL SURVEY RESULTS

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　　**73%** RESPONSE SCALE

	Graph	AGREEMENT %	TRANSPORT	SECTOR
Q8b. Cultural background is not a barrier to success in my organisation	23 / 55 / 18	77%	75%	77%
Q8c. Age is not a barrier to success in my organisation	20 / 52 / 19	72%	69%	71%
Q8d. Disability is not a barrier to success in my organisation	18 / 51 / 27	69%	67%	67%
Q8e. Sexual orientation is not a barrier to success in my organisation	21 / 52 / 24	73%	73%	76%
Q8f. Gender is not a barrier to success in my organisation	20 / 52 / 21	72%	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   67% RESPONSE SCALE

Question	Strongly Agree	Agree	Neither	Disagree	S.Disagree	AGREEMENT %	TRANSPORT	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work	15	47	20	13		62%	59%	59%
Q1k. I am able to keep my work stress at an acceptable level	13	48	20	13		62%	64%	58%
Q1l. My workload is acceptable	11	50	19	14		61%	62%	55%
Q2e. I receive help and support from other members of my workgroup	27	55	12			82%	79%	80%
Q2f. There is good team spirit in my workgroup	26	43	17	9		69%	67%	67%
Q7k. My organisation offers practical employment arrangements and conditions to help employees achieve a work-life balance	15	51	20	9		66%	59%	56%

KEY

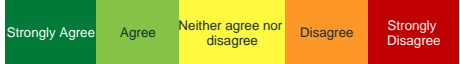| Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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

34% RESPONSE SCALE

					AGREEMENT %	TRANSPORT	SECTOR
Q15. I believe action will be taken on the results from this survey by my organisation	29	39	18	9	34%	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.
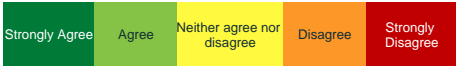
WORKPLACE CONDUCT — 55% RESPONSE SCALE

	Graph	AGREEMENT %	TRANSPORT	SECTOR
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest	15 / 55 / 22	70%	68%	63%
Q9b. I have confidence in the ways my organisation resolves grievances	7 / 36 / 37 / 13	43%	43%	43%
Q9c. I am confident that I would be protected from reprisal for reporting misconduct/wrongdoing	10 / 41 / 30 / 12	51%	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		55%	56%	46%
Better skills in my workgroup		29%	28%	27%
Improved career opportunities		56%	59%	52%
Improved learning and development opportunities		47%	49%	50%
Greater involvement in decision making		34%	36%	33%
Better pay and benefits		59%	58%	58%
Greater recognition for the work I do		42%	43%	45%
Better leadership from senior managers		37%	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		28%	28%	27%
Better accountability for performance		27%	28%	25%
A better location		25%	28%	20%
More flexible working conditions		41%	45%	38%
Better work/life balance		48%	50%	46%
Improved facilities		25%	27%	30%
Improved technology and systems		38%	39%	38%
Better job security		50%	53%	43%

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		68%	67%	72%
No		27%	27%	24%
Don't Know		5%	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		20%	20%	25%
No		69%	68%	64%
Don't Know		11%	12%	11%
Q10b. Have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		57%	57%	63%
No		42%	41%	35%
Don't Know		2%	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

	RESPONSE SCALE	AGREEMENT%	TRANSPORT	SECTOR
Q10c. In the last 12 months I have witnessed bullying at work				
Yes		25%	26%	35%
No		67%	66%	58%
Don't Know		7%	8%	7%
Q10d. In the last 12 months I have been the subjected to bullying at work				
Yes		15%	15%	20%
No		79%	78%	75%
Don't Know		6%	7%	5%

ℹ️

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
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		18%	22%	23%
Your Immediate Manager/Supervisor		27%	28%	26%
A fellow worker at your level		25%	23%	25%
A subordinate		6%	6%	8%
A client or customer		1%	2%	2%
A member of the public other than a client or customer		1%	0%	0%
Other		6%	4%	4%
Prefer not to say		16%	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	32 / 52 / 11	85%	84%
Q2. We are given all necessary safety equipment and training	28 / 53 / 13	81%	80%
Q3. My workgroup demonstrates good safety behaviour	28 / 59 / 10	88%	86%
Q4. I understand how my role makes a difference to our customers	31 / 59 / 8	90%	89%
Q5. I have good working relationships with my co-workers	36 / 55	91%	91%
Q6. My co-workers and I work well as a team	34 / 52 / 9	87%	86%
Q7. My manager actively supports a diverse and inclusive work environment	27 / 50 / 16	78%	75%
Q8. My manager ensures I have the information I need to do my job in a timely and accurate manner	21 / 51 / 18 / 7	71%	70%
Q9. I am confident in my ability to adapt to new workplace technologies	37 / 54	91%	91%
Q10. I have a clear understanding of how my work contributes to the NSW Government's overall strategy for transport	24 / 53 / 17	77%	76%

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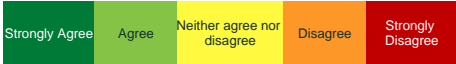
PERSONAL PROFILES

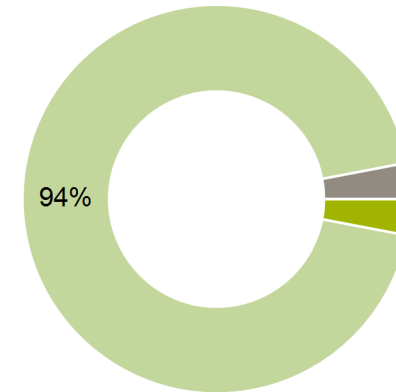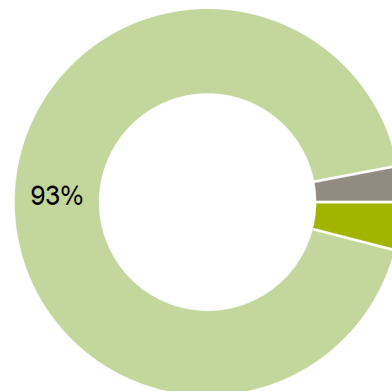|	RESPONSE SCALE	PERCENTAGE%
Gender		
Male		69%
Female		29%
Other		1%
Age		
<35		21%
35 - 54		57%
> 54		22%

PERSONAL PROFILES

DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME?

74%

23%
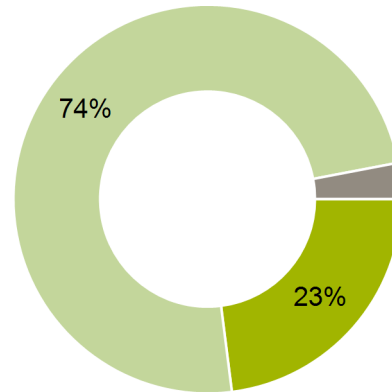
ARE YOU OF ABORIGINAL AND/OR TORRES STRAIT ISLANDER ORIGIN?

94%

DO YOU HAVE A DISABILITY?

93%

DO YOU IDENTIFY AS LGBTI?

94%

KEY | YES | NO | PREFER NOT TO SAY
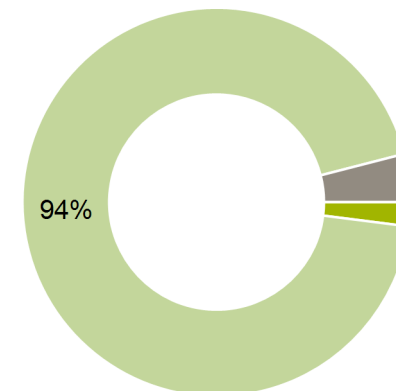
WORK PROFILES

TENURE IN ORGANISATION

	RESPONSE SCALE	PERCENTAGE%
Less than 1 year		12%
1 - 2 years		11%
2 - 5 years		15%
5 - 10 years		23%
10 - 20 years		20%
More than 20 years		20%

WORK PROFILES

TYPE OF WORK	RESPONSE SCALE	PERCENTAGE%
Service delivery involving direct contact with the general public		17%
Other service delivery work		27%
Administrative support		6%
Corporate services		9%
Policy		2%
Research		0%
Program and project management support		21%
Legal (including developing and/or reviewing legislation)		1%
Other		15%

WORK PROFILES

SALARY
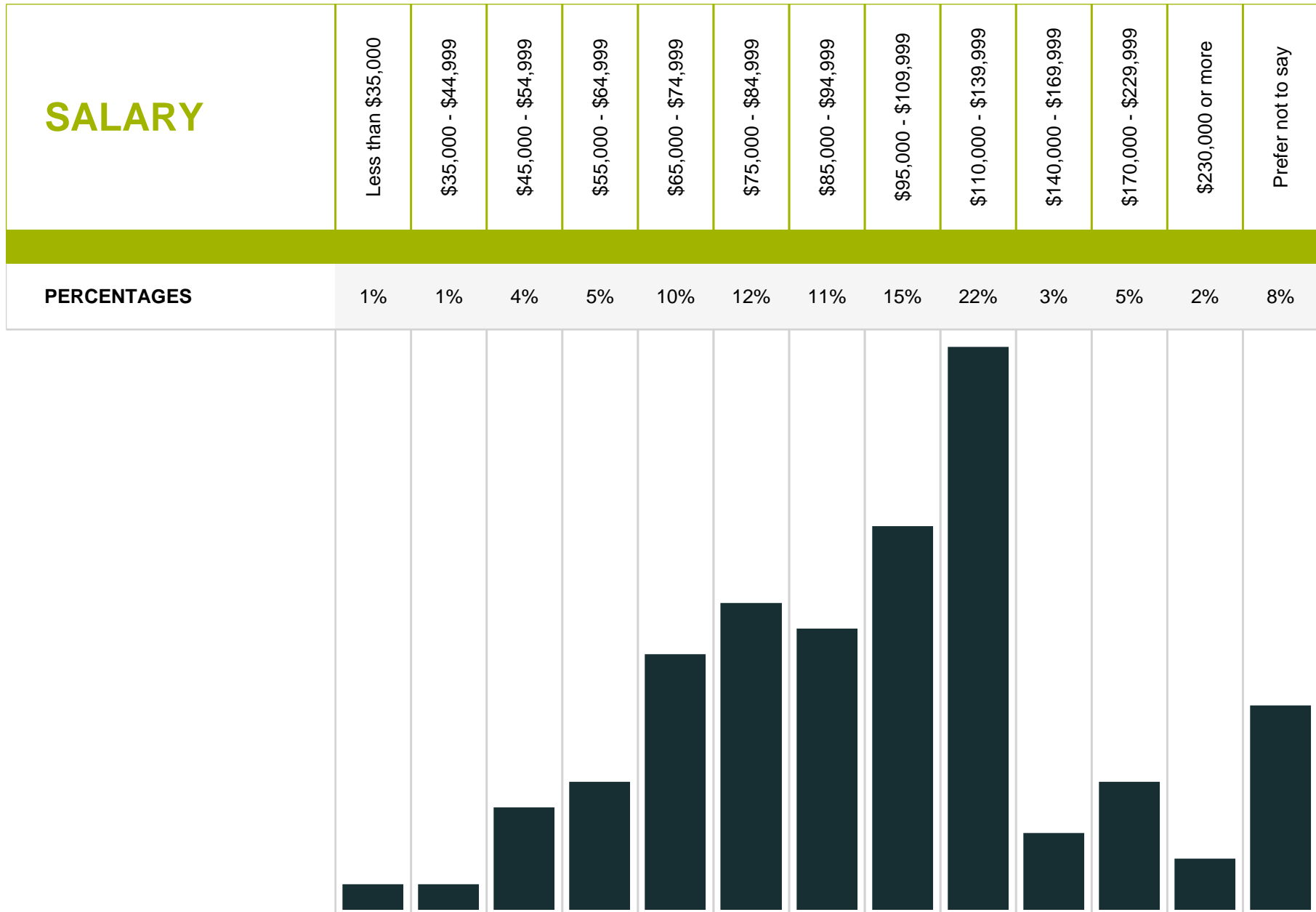
PERCENTAGES	Less than $35,000	$35,000 - $44,999	$45,000 - $54,999	$55,000 - $64,999	$65,000 - $74,999	$75,000 - $84,999	$85,000 - $94,999	$95,000 - $109,999	$110,000 - $139,999	$140,000 - $169,999	$170,000 - $229,999	$230,000 or more	Prefer not to say
	1%	1%	4%	5%	10%	12%	11%	15%	22%	3%	5%	2%	8%

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.

	Roads and Maritime Services	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	3874	610	939	221	329	67	17	735	39	533
ENGAGEMENT	64%	62%	65%	69%	60%	62%	(r)	67%	68%	63%
SENIOR MANAGERS	47%	44%	46%	59%	49%	49%	(r)	50%	58%	44%
COMMUNICATION	61%	56%	60%	68%	63%	65%	(r)	67%	65%	60%
HIGH PERFORMANCE	68%	64%	69%	76%	67%	70%	(r)	71%	71%	68%
PUBLIC SECTOR VALUES	68%	63%	67%	73%	68%	72%	(r)	73%	69%	66%
DIVERSITY & INCLUSION	70%	64%	70%	76%	71%	74%	(r)	76%	71%	69%

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.

	Roads and Maritime Services	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	3874	40	26	132	192	353	437	402	519	764	109	190	78	286
ENGAGEMENT	64%	69%	(r)	59%	65%	66%	64%	63%	63%	66%	63%	67%	71%	60%
SENIOR MANAGERS	47%	55%	(r)	39%	45%	50%	48%	45%	42%	49%	56%	55%	65%	42%
COMMUNICATION	61%	66%	(r)	53%	55%	60%	59%	62%	58%	65%	68%	71%	78%	57%
HIGH PERFORMANCE	68%	74%	(r)	64%	66%	70%	67%	67%	67%	71%	69%	76%	80%	64%
PUBLIC SECTOR VALUES	68%	71%	(r)	61%	63%	68%	65%	67%	65%	72%	72%	78%	82%	64%
DIVERSITY & INCLUSION	70%	76%	(r)	61%	65%	69%	67%	70%	70%	75%	73%	79%	82%	65%

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.

	Roads and Maritime Services	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	3874	426	377	517	797	695	707
ENGAGEMENT	64%	69%	65%	65%	64%	63%	64%
SENIOR MANAGERS	47%	60%	51%	52%	43%	43%	44%
COMMUNICATION	61%	74%	66%	65%	59%	59%	55%
HIGH PERFORMANCE	68%	74%	69%	71%	67%	66%	67%
PUBLIC SECTOR VALUES	68%	75%	70%	70%	66%	67%	65%
DIVERSITY & INCLUSION	70%	78%	74%	73%	69%	69%	66%

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.

	Roads and Maritime Services	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	3874	12	111	259	365	461	526	491	519	475	240	65
ENGAGEMENT	64%	(r)	70%	65%	67%	66%	63%	62%	65%	64%	65%	65%
SENIOR MANAGERS	47%	(r)	52%	51%	49%	50%	45%	45%	48%	45%	49%	53%
COMMUNICATION	61%	(r)	69%	68%	64%	65%	60%	58%	61%	58%	62%	64%
HIGH PERFORMANCE	68%	(r)	75%	72%	71%	70%	66%	66%	69%	68%	69%	74%
PUBLIC SECTOR VALUES	68%	(r)	74%	72%	69%	70%	66%	65%	68%	67%	69%	70%
DIVERSITY & INCLUSION	70%	(r)	81%	78%	74%	74%	68%	66%	69%	67%	71%	72%

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.

	Roads and Maritime Services	Male	Female	Other
NUMBER OF RESPONDENTS	3874	2433	1032	37
ENGAGEMENT	64%	65%	65%	42%
SENIOR MANAGERS	47%	47%	49%	13%
COMMUNICATION	61%	62%	63%	30%
HIGH PERFORMANCE	68%	69%	70%	41%
PUBLIC SECTOR VALUES	68%	68%	69%	39%
DIVERSITY & INCLUSION	70%	71%	72%	41%

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.
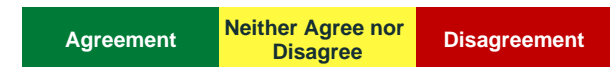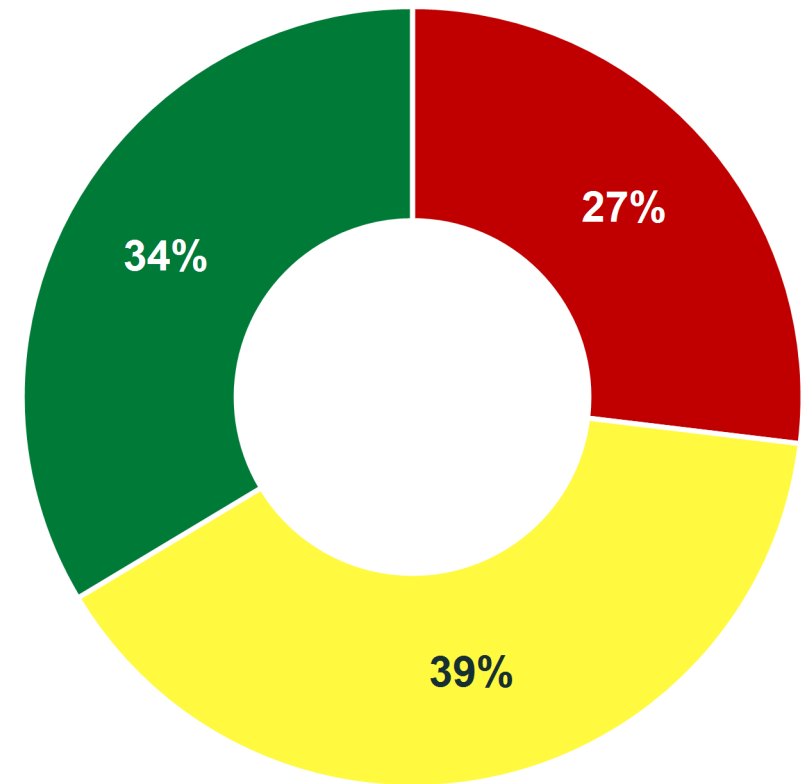
34%

of employees replied favourably to:

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

32%
SECTOR

37%
CLUSTER

27%

39%

34%

| 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.
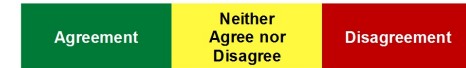
There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of workgroups that can be reported (10 or more employees) and responses from demographic groups (30 or more employees). Where people work in small teams, the results are merged with 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.
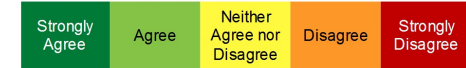
Previous surveys had a 4-point answer scale, which means that comparisons are limited for this year only. Some scales, such as those used for the Engagement Index, are unchanged.

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%