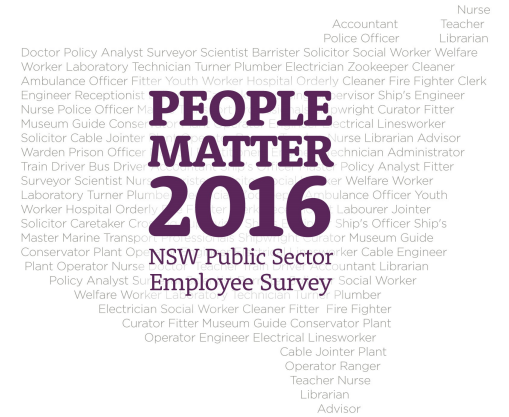


PEOPLE MATTER 2016

NSW Public Sector Employee Survey



Transport

State Transit Authority

CONTENTS OF REPORT

HEADLINES	3
QUESTION HEADLINES	4
COMPARISONS	5
ALL QUESTIONS	6
PROFILE OF RESPONDENTS	35
DEMOGRAPHIC RESULTS	40
TAKING ACTION	45
GUIDE TO THIS REPORT	46

RESPONSE RATE

13%

**653 RESPONSES
OUT OF 4,876 EMPLOYEES**

ENGAGEMENT INDEX

65%

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
%

1a.	I understand what is expected of me to do well in my role	91%
1h.	I look for ways to perform my job more effectively	89%
1d.	I feel I make a contribution to achieving the organisation's objectives	87%
8i.	Diversity and inclusion in the workplace can contribute to better business outcomes	78%
7c.	My organisation strives to earn and sustain a high level of public trust	78%
2e.	I receive help and support from other members of my workgroup	77%
2a.	My workgroup strives to achieve customer/client satisfaction	77%
7b.	My organisation strives to match services to customer/client needs	76%
7a.	My organisation provides high quality services	76%
2i.	People in my workgroup treat customers/clients with respect	76%

- LOWEST AGREEMENT SCORING QUESTIONS

2016
AGREEMENT
%

15.	I believe action will be taken on the results from this survey by my organisation	34%
7l.	My organisation's processes for recruiting employees are efficient	36%
6h.	I feel that senior managers listen to employees	37%
6d.	Senior managers encourage innovation by employees	39%
6e.	Senior managers promote collaboration between my organisation and others we work with	40%
6g.	I feel that senior managers keep employees informed about what's going on	40%
7m.	Recruitment and promotion decisions in this organisation are generally fair	41%
6b.	I feel that senior leaders effectively lead and manage change	42%
6a.	I believe senior managers provide clear direction for the future of the organisation	42%
7n.	My organisation generally selects capable people to do the job	43%



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 State Transit Authority, 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.

	State Transit Authority	CEO Office/General Counsel and People and Bus Systems	Eastern Region	Finance and Administrative Services	Fleet Operations and Infrastructure	Newcastle Services	Northern Region	Safety, Assurance and Communications	Southern Region	Strategy, Innovation and Technology	Western Region
NUMBER OF RESPONDENTS	653	24	131	20	47	23	96	26	170	36	66
ENGAGEMENT	65%	65%	64%	68%	65%	55%	67%	72%	67%	61%	64%
SENIOR MANAGERS	43%	43%	42%	49%	51%	30%	38%	59%	43%	45%	40%
COMMUNICATION	55%	52%	49%	61%	63%	59%	51%	71%	54%	50%	56%
HIGH PERFORMANCE	62%	66%	59%	63%	66%	51%	61%	77%	62%	60%	66%
PUBLIC SECTOR VALUES	62%	70%	58%	67%	67%	55%	58%	82%	62%	59%	65%
DIVERSITY & INCLUSION	63%	59%	58%	63%	70%	60%	62%	75%	64%	58%	67%

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

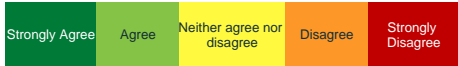
This section shows results for all the survey questions grouped by key themes.

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	65% RESPONSE SCALE	AGREEMENT %	PMES 2014	TRANSPORT	SECTOR
Q7o. I would recommend my organisation as a great place to work		62%	53%	61%	60%
Q7p. I am proud to tell others I work for my organisation		65%	62%	64%	68%
Q7q. I feel a strong personal attachment to my organisation		62%	61%	59%	64%
Q7r. My organisation motivates me to help it achieve its objectives		51%	46%	53%	55%
Q7s. My organisation inspires me to do the best in my job		51%	44%	52%	55%

KEY





EXPLORE THE FULL SURVEY RESULTS

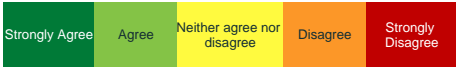
This section shows results for all the survey questions grouped by key themes.

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 WITH WORK	74% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q1g. My job gives me a feeling of personal accomplishment		71%	69%	76%
Q1h. I look for ways to perform my job more effectively		89%	93%	95%
Q1i. I feel motivated to contribute more than what is normally required at work		72%	71%	76%
Q1j. I am satisfied with my job at the present time		66%	62%	63%

KEY





EXPLORE THE FULL SURVEY RESULTS

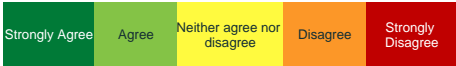
This section shows results for all the survey questions grouped by key themes.

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.

SENIOR MANAGERS	43% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q6a. I believe senior managers provide clear direction for the future of the organisation	12 31 32 14 12	42%	45%	47%
Q6b. I feel that senior leaders effectively lead and manage change	9 32 30 16 12	42%	42%	43%
Q6c. I feel that senior managers model the values of my organisation	11 34 33 12 10	45%	48%	48%
Q6d. Senior managers encourage innovation by employees	11 28 34 16 11	39%	47%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with	10 30 38 12 10	40%	52%	52%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	16 43 26 9	59%	67%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	10 30 28 19 13	40%	44%	44%
Q6h. I feel that senior managers listen to employees	10 27 32 18 14	37%	38%	39%
Q7f. I feel that change is handled well in my organisation	12 32 32 16 8	44%	37%	41%

KEY





EXPLORE THE FULL SURVEY RESULTS

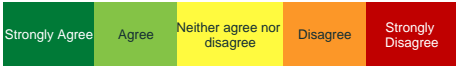
This section shows results for all the survey questions grouped by key themes.

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.

COMMUNICATION	55% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q5e. My manager communicates effectively with me		69%	69%	69%
Q5f. My manager encourages and values employee input		61%	69%	69%
Q5g. My manager involves my workgroup in decisions about our work		54%	64%	64%
Q6g. I feel that senior managers keep employees informed about what's going on		40%	44%	44%
Q6h. I feel that senior managers listen to employees		37%	38%	39%
Q8h. I am able to speak up and share a different view to my colleagues and manager		66%	71%	69%

KEY





EXPLORE THE FULL SURVEY RESULTS

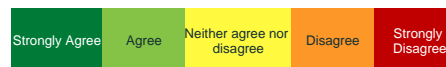
This section shows results for all the survey questions grouped by key themes.

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.

	HIGH PERFORMANCE				62% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q1a. I understand what is expected of me to do well in my role	42	48				91%	87%	90%
Q1b. I have the tools I need to do my job effectively	19	50	14	14		69%	68%	70%
Q1c. I get the information I need to do my job well	17	50	18	12		67%	62%	67%
Q1d. I feel I make a contribution to achieving the organisation's objectives	39	48	9			87%	84%	86%
Q1e. I feel I am able to suggest ideas to improve our way of doing things	23	41	18	13		64%	68%	69%
Q2b. People in my workgroup use time and resources efficiently	18	45	22	12		63%	67%	70%
Q2c. My team works collaboratively to achieve its objectives	22	48	20	7		69%	75%	75%
Q2d. People in my workgroup have the appropriate skills to do the job well	21	50	17	8		71%	75%	76%
Q3h. I have received appropriate training and development to do my job well	18	44	21	9	7	62%	59%	63%

KEY





EXPLORE THE FULL SURVEY RESULTS

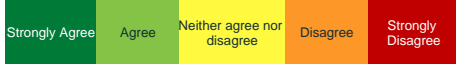
This section shows results for all the survey questions grouped by key themes.

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.

	HIGH PERFORMANCE				62% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q5a. My manager encourages people in my workgroup to improve the quality of what they do	19	44	22	10	64%	71%	72%	
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims	16	39	26	13	55%	61%	64%	
Q5c. My manager assigns work to people in my workgroup based on their skills and expertise	16	40	28	10	56%	64%	65%	
Q5j. I have confidence in the decisions my line manager makes	22	41	25		63%	67%	67%	
Q6d. Senior managers encourage innovation by employees	11	28	34	16	39%	47%	49%	
Q6e. Senior managers promote collaboration between my organisation and others we work with	10	30	38	12	40%	52%	52%	
Q7d. My organisation focuses on improving the work we do	22	45	22	8	67%	73%	76%	
Q7e. My organisation is making the necessary improvements to meet our future challenges	18	40	27	11	57%	62%	62%	
Q7g. There is good co-operation between teams across our organisation	11	35	32	15	46%	45%	48%	

KEY





EXPLORE THE FULL SURVEY RESULTS

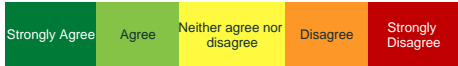
This section shows results for all the survey questions grouped by key themes.

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.

	62% RESPONSE SCALE					AGREEMENT %	TRANSPORT	SECTOR
Q7n. My organisation generally selects capable people to do the job	8	35	32	17	8	43%	47%	51%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	17	41	31	8		58%	66%	67%
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	32	46	19			78%	82%	85%

KEY





EXPLORE THE FULL SURVEY RESULTS

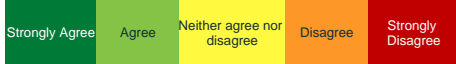
This section shows results for all the survey questions grouped by key themes.

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.

PUBLIC SECTOR VALUES		62% RESPONSE SCALE		AGREEMENT %	TRANSPORT	SECTOR
Q2a. My workgroup strives to achieve customer/client satisfaction	27	49	17	77%	84%	85%
Q2b. People in my workgroup use time and resources efficiently	18	45	22	63%	67%	70%
Q2g. People in my workgroup are honest, open and transparent in their dealings	23	43	23	66%	69%	67%
Q2h. People in my workgroup treat each other with respect	26	48	17	73%	74%	72%
Q2i. People in my workgroup treat customers/clients with respect	27	49	19	76%	83%	86%
Q5a. My manager encourages people in my workgroup to improve the quality of what they do	19	44	22	64%	71%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims	16	39	26	55%	61%	64%
Q5d. My manager listens to what I have to say	27	42	20	69%	73%	73%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased	24	41	23	65%	65%	64%

KEY





EXPLORE THE FULL SURVEY RESULTS

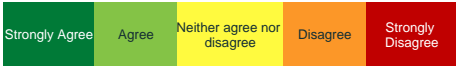
This section shows results for all the survey questions grouped by key themes.

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.

PUBLIC SECTOR VALUES	62% RESPONSE SCALE				AGREEMENT %	TRANSPORT	SECTOR	
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree			
Q5k. My manager treats employees with dignity and respect	28	47	16			75%	77%	76%
Q5l. My manager talks to me about how the values apply to my work	18	38	28	11		56%	59%	58%
Q6a. I believe senior managers provide clear direction for the future of the organisation	12	31	32	14	12	42%	45%	47%
Q6c. I feel that senior managers model the values of my organisation	11	34	33	12	10	45%	48%	48%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	16	43	26	9		59%	67%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	10	30	28	19	13	40%	44%	44%
Q6h. I feel that senior managers listen to employees	10	27	32	18	14	37%	38%	39%
Q7a. My organisation provides high quality services	23	53	15			76%	77%	80%
Q7b. My organisation strives to match services to customer/client needs	26	50	17			76%	79%	80%

KEY





EXPLORE THE FULL SURVEY RESULTS

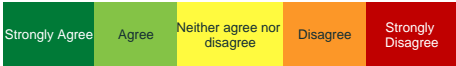
This section shows results for all the survey questions grouped by key themes.

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.

	62% RESPONSE SCALE				AGREEMENT %	TRANSPORT	SECTOR
Q7c. My organisation strives to earn and sustain a high level of public trust	29	48	16		78%	80%	83%
Q7d. My organisation focuses on improving the work we do	22	45	22	8	67%	73%	76%
Q7h. People in my organisation take responsibility for their own actions	11	32	33	17	43%	46%	48%
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest	15	55	19		70%	68%	63%

KEY





EXPLORE THE FULL SURVEY RESULTS

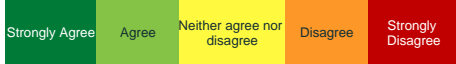
This section shows results for all the survey questions grouped by key themes.

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 & INCLUSION	63% RESPONSE SCALE				AGREEMENT %	TRANSPORT	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work	17	42	24	12	59%	59%	59%
Q5d. My manager listens to what I have to say	27	42	20		69%	73%	73%
Q5f. My manager encourages and values employee input	24	38	25	8	61%	69%	69%
Q5h. My manager takes into account the differing needs and circumstances of employees when making decisions	21	42	24	8	63%	66%	65%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased	24	41	23		65%	65%	64%
Q6i. Senior managers in my organisation genuinely support the career advancement of women	14	34	39	7	48%	50%	54%
Q8a. My organisation respects individual differences (e.g cultures, working styles, backgrounds, ideas)	23	51	19		74%	78%	75%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	17	41	31	8	58%	66%	67%
Q8h. I am able to speak up and share a different view to my colleagues and manager	20	46	21	9	66%	71%	69%

KEY





EXPLORE THE FULL SURVEY RESULTS

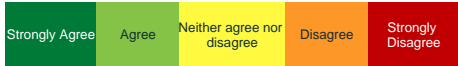
This section shows results for all the survey questions grouped by key themes.

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 & INCLUSION	63% RESPONSE SCALE					AGREEMENT %	TRANSPORT	SECTOR
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	32	46	19			78%	82%	85%
Q8j. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	15	38	27	12	9	52%	58%	58%

KEY





EXPLORE THE FULL SURVEY RESULTS

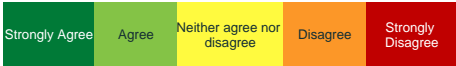
This section shows results for all the survey questions grouped by key themes.

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.

RECRUITMENT	40% RESPONSE SCALE					AGREEMENT %	TRANSPORT	SECTOR
Q7l. My organisation's processes for recruiting employees are efficient	9	27	34	17	13	36%	32%	33%
Q7m. Recruitment and promotion decisions in this organisation are generally fair	9	32	35	13	10	41%	40%	41%
Q7n. My organisation generally selects capable people to do the job	8	35	32	17	8	43%	47%	51%

KEY





EXPLORE THE FULL SURVEY RESULTS

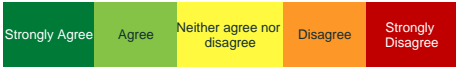
This section shows results for all the survey questions grouped by key themes.

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.

EMPLOYEE VALUE PROPOSITION	48%	RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR			
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	18	35	33	8	53%	58%	60%	
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	15	32	38	8	8	47%	51%	53%
Q7g. There is good co-operation between teams across our organisation	11	35	32	15		46%	45%	48%

KEY





EXPLORE THE FULL SURVEY RESULTS

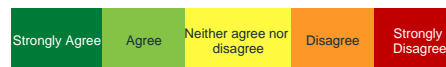
This section shows results for all the survey questions grouped by key themes.

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.

PERFORMANCE FRAMEWORK & DEVELOPMENT	57% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q3a. I have a current performance plan that sets out my individual objectives	19 52 19	70%	64%	62%
Q3b. I have informal feedback conversations with my manager throughout the year	18 44 18 12 8	62%	68%	70%
Q3c. I have scheduled feedback conversations with my manager throughout the year	15 39 21 14 10	54%	58%	58%
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	17 39 21 14 8	56%	58%	59%
Q3e. My performance is assessed against clear criteria	15 41 24 11 8	57%	53%	53%
Q3f. I feel I can have open, honest conversations with my manager about the quality of work required	26 44 17 7	70%	73%	71%
Q3g. I am able to access the right learning and development opportunities as required	13 38 26 13 10	51%	55%	60%
Q3h. I have received appropriate training and development to do my job well	18 44 21 9 7	62%	59%	63%
Q3i. I have a strong desire to advance my career	37 34 22	71%	76%	69%

KEY





EXPLORE THE FULL SURVEY RESULTS

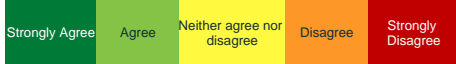
This section shows results for all the survey questions grouped by key themes.

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.

PERFORMANCE FRAMEWORK & DEVELOPMENT	57% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q3j. I am satisfied with the opportunities available for career development in my organisation	12 35 23 18 12	47%	45%	45%
Q3k. I would like to work in another agency within the NSW Public Sector during my career	25 29 32 9	54%	50%	41%
Q5m. My manager provides acknowledgement or other recognition for the work I do	21 39 24 10	59%	67%	67%
Q5n. My manager appropriately deals with employees who perform poorly	16 37 30 10	53%	47%	44%
Q5o. My manager ensures fair access to developmental opportunities for people in my workgroup	18 37 29 9 7	54%	59%	62%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	18 35 33 8	53%	58%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	15 32 38 8 8	47%	51%	53%
Q7j. My organisation is committed to developing its employees	12 36 32 11 9	48%	50%	53%

KEY





EXPLORE THE FULL SURVEY RESULTS

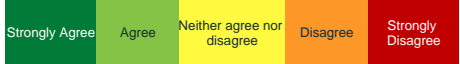
This section shows results for all the survey questions grouped by key themes.

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.

MOBILITY	51% RESPONSE SCALE				AGREEMENT %	TRANSPORT	SECTOR
Q3k. I would like to work in another agency within the NSW Public Sector during my career	25	29	32	9	54%	50%	41%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	18	35	33	8	53%	58%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	15	32	38	8	47%	51%	53%

KEY





EXPLORE THE FULL SURVEY RESULTS

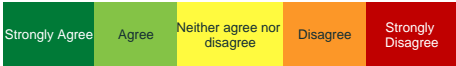
This section shows results for all the survey questions grouped by key themes.

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 56% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q4a. I am paid fairly for the work I do		66%	60%
Q4b. I am satisfied with my total benefits package (incl. superannuation, leave entitlements etc)		63%	60%

KEY





EXPLORE THE FULL SURVEY RESULTS

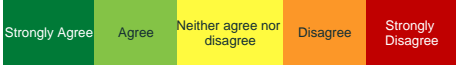
This section shows results for all the survey questions grouped by key themes.

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				AGREEMENT %	TRANSPORT	SECTOR
Q8b. Cultural background is not a barrier to success in my organisation	25	47	21		73%	75%	77%
Q8c. Age is not a barrier to success in my organisation	26	47	19		73%	69%	71%
Q8d. Disability is not a barrier to success in my organisation	20	43	29		63%	67%	67%
Q8e. Sexual orientation is not a barrier to success in my organisation	25	49	22		74%	73%	76%
Q8f. Gender is not a barrier to success in my organisation	24	46	21		70%	70%	74%

KEY





EXPLORE THE FULL SURVEY RESULTS

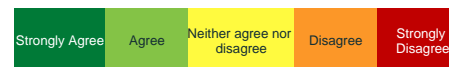
This section shows results for all the survey questions grouped by key themes.

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	64% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work		59%	59%	59%
Q1k. I am able to keep my work stress at an acceptable level		65%	64%	58%
Q1l. My workload is acceptable		61%	62%	55%
Q2e. I receive help and support from other members of my workgroup		77%	79%	80%
Q2f. There is good team spirit in my workgroup		68%	67%	67%
Q7k. My organisation offers practical employment arrangements and conditions to help employees achieve a work-life balance		50%	59%	56%

KEY





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

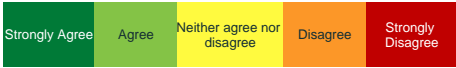
34% RESPONSE SCALE

Q15. I believe action will be taken on the results from this survey by my organisation



	AGREEMENT %	TRANSPORT	SECTOR
Q15. I believe action will be taken on the results from this survey by my organisation	34%	37%	32%

KEY





EXPLORE THE FULL SURVEY RESULTS

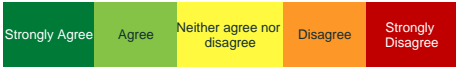
This section shows results for all the survey questions grouped by key themes.

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	58% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest		70%	68%	63%
Q9b. I have confidence in the ways my organisation resolves grievances		51%	43%	43%
Q9c. I am confident that I would be protected from reprisal for reporting misconduct/wrongdoing		52%	50%	49%

KEY





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		51%	56%	46%
Better skills in my workgroup		28%	28%	27%
Improved career opportunities		57%	59%	52%
Improved learning and development opportunities		51%	49%	50%
Greater involvement in decision making		36%	36%	33%
Better pay and benefits		64%	58%	58%
Greater recognition for the work I do		49%	43%	45%
Better leadership from senior managers		32%	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		23%	28%	27%
Better accountability for performance		29%	28%	25%
A better location		27%	28%	20%
More flexible working conditions		47%	45%	38%
Better work/life balance		55%	50%	46%
Improved facilities		31%	27%	30%
Improved technology and systems		46%	39%	38%
Better job security		60%	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		64%	67%	72%
No		29%	27%	24%
Don't Know		7%	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		25%	20%	25%
No		64%	68%	64%
Don't Know		11%	12%	11%
Q10b. Have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		66%	57%	63%
No		32%	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	AGREEMENT%	TRANSPORT	SECTOR
Q10c. In the last 12 months I have witnessed bullying at work				
Yes		26%	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		16%	15%	20%
No		78%	78%	75%
Don't Know		6%	7%	5%



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		26%	22%	23%
Your Immediate Manager/Supervisor		14%	28%	26%
A fellow worker at your level		25%	23%	25%
A subordinate		7%	6%	8%
A client or customer		2%	2%	2%
A member of the public other than a client or customer		1%	0%	0%
Other		5%	4%	4%
Prefer not to say		20%	14%	13%



EXPLORE THE FULL SURVEY RESULTS

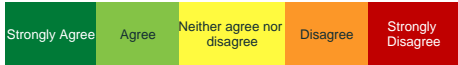
This section shows results for all the survey questions grouped by key themes.

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	33	49	13	82%	84%
Q2. We are given all necessary safety equipment and training	25	54	13	79%	80%
Q3. My workgroup demonstrates good safety behaviour	26	59	12	84%	86%
Q4. I understand how my role makes a difference to our customers	38	52	8	90%	89%
Q5. I have good working relationships with my co-workers	40	52	7	92%	91%
Q6. My co-workers and I work well as a team	32	53	12	85%	86%
Q7. My manager actively supports a diverse and inclusive work environment	28	45	20	73%	75%
Q8. My manager ensures I have the information I need to do my job in a timely and accurate manner	22	48	20	69%	70%
Q9. I am confident in my ability to adapt to new workplace technologies	42	47	8	89%	91%
Q10. I have a clear understanding of how my work contributes to the NSW Government's overall strategy for transport	28	47	14	75%	76%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

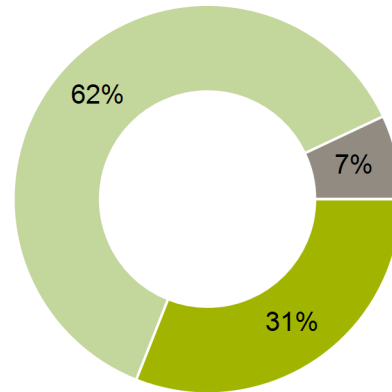
	RESPONSE SCALE	PERCENTAGE%
Gender		
Male		80%
Female		17%
Other		2%
Age		
<35		17%
35 - 54		55%
> 54		28%

PROFILE OF RESPONDENTS

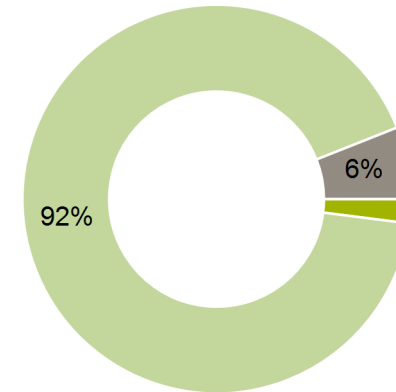


PERSONAL PROFILES

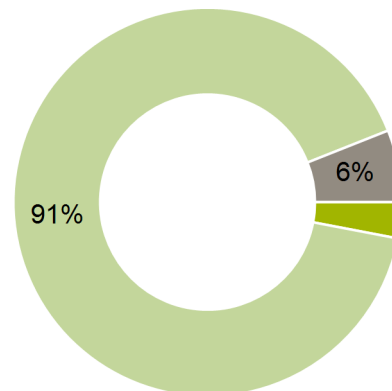
DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME?



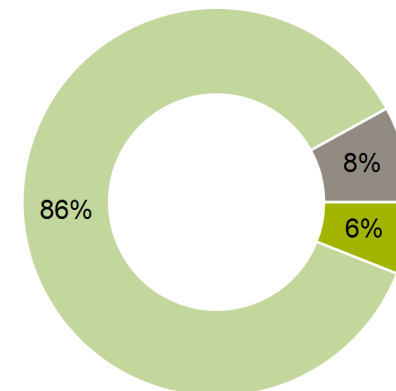
ARE YOU OF ABORIGINAL AND/OR TORRES STRAIT ISLANDER ORIGIN?



DO YOU HAVE A DISABILITY?



DO YOU IDENTIFY AS LGBTI?



KEY



PROFILE OF RESPONDENTS



WORK PROFILES

TENURE IN ORGANISATION	RESPONSE SCALE	PERCENTAGE%
Less than 1 year		8%
1 - 2 years		5%
2 - 5 years		12%
5 - 10 years		25%
10 - 20 years		26%
More than 20 years		23%

PROFILE OF RESPONDENTS



WORK PROFILES

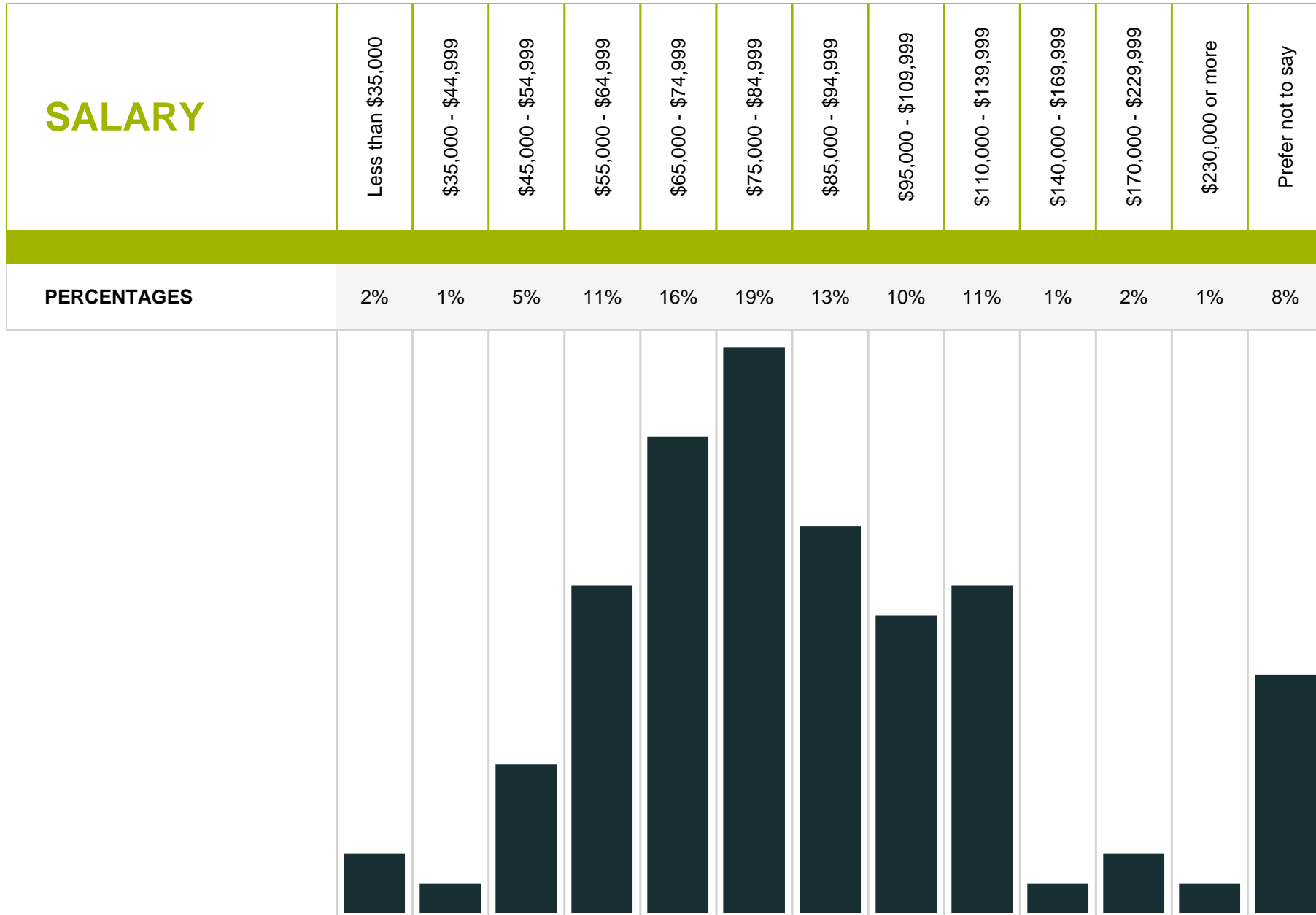
TYPE OF WORK	RESPONSE SCALE	PERCENTAGE%
Service delivery involving direct contact with the general public		39%
Other service delivery work		30%
Administrative support		5%
Corporate services		12%
Research		0%
Program and project management support		2%
Other		11%

PROFILE OF RESPONDENTS



WORK PROFILES

SALARY



RESULTS BY TYPE OF WORK



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.

	State Transit Authority	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	653	223	174	31	68	0	1	10	0	65
ENGAGEMENT	65%	64%	65%	73%	64%	(r)	(r)	(r)	(r)	68%
SENIOR MANAGERS	43%	38%	44%	53%	47%	(r)	(r)	(r)	(r)	50%
COMMUNICATION	55%	49%	58%	75%	56%	(r)	(r)	(r)	(r)	61%
HIGH PERFORMANCE	62%	59%	64%	77%	64%	(r)	(r)	(r)	(r)	67%
PUBLIC SECTOR VALUES	62%	58%	64%	80%	68%	(r)	(r)	(r)	(r)	67%
DIVERSITY & INCLUSION	63%	59%	66%	82%	64%	(r)	(r)	(r)	(r)	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

RESULTS BY SALARY



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.

	State Transit Authority	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	653	9	6	30	64	91	113	75	57	65	6	11	6	49
ENGAGEMENT	65%	(r)	(r)	68%	65%	64%	60%	67%	67%	73%	(r)	(r)	(r)	62%
SENIOR MANAGERS	43%	(r)	(r)	38%	39%	39%	35%	44%	43%	60%	(r)	(r)	(r)	37%
COMMUNICATION	55%	(r)	(r)	53%	51%	53%	45%	59%	57%	68%	(r)	(r)	(r)	49%
HIGH PERFORMANCE	62%	(r)	(r)	61%	61%	61%	56%	65%	63%	72%	(r)	(r)	(r)	59%
PUBLIC SECTOR VALUES	62%	(r)	(r)	60%	58%	61%	56%	63%	65%	77%	(r)	(r)	(r)	58%
DIVERSITY & INCLUSION	63%	(r)	(r)	61%	60%	63%	55%	68%	66%	74%	(r)	(r)	(r)	57%

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.

	State Transit Authority	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	653	48	27	70	144	148	132
ENGAGEMENT	65%	77%	(r)	63%	64%	64%	68%
SENIOR MANAGERS	43%	53%	(r)	41%	41%	40%	48%
COMMUNICATION	55%	65%	(r)	53%	53%	52%	62%
HIGH PERFORMANCE	62%	73%	(r)	60%	60%	59%	68%
PUBLIC SECTOR VALUES	62%	73%	(r)	62%	61%	60%	67%
DIVERSITY & INCLUSION	63%	74%	(r)	63%	62%	59%	71%

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 AGE



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.

	State Transit Authority	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	653	5	10	24	57	55	69	89	106	89	51	23
ENGAGEMENT	65%	(r)	(r)	(r)	67%	64%	68%	68%	62%	64%	65%	(r)
SENIOR MANAGERS	43%	(r)	(r)	(r)	43%	45%	49%	53%	37%	38%	41%	(r)
COMMUNICATION	55%	(r)	(r)	(r)	54%	55%	56%	64%	51%	54%	52%	(r)
HIGH PERFORMANCE	62%	(r)	(r)	(r)	68%	63%	67%	68%	56%	61%	59%	(r)
PUBLIC SECTOR VALUES	62%	(r)	(r)	(r)	65%	64%	67%	67%	59%	60%	61%	(r)
DIVERSITY & INCLUSION	63%	(r)	(r)	(r)	67%	62%	65%	68%	59%	63%	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

RESULTS BY GENDER



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.

	State Transit Authority	Male	Female	Other
NUMBER OF RESPONDENTS	653	457	98	14
ENGAGEMENT	65%	65%	68%	(r)
SENIOR MANAGERS	43%	43%	48%	(r)
COMMUNICATION	55%	54%	62%	(r)
HIGH PERFORMANCE	62%	62%	68%	(r)
PUBLIC SECTOR VALUES	62%	62%	68%	(r)
DIVERSITY & INCLUSION	63%	63%	70%	(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.

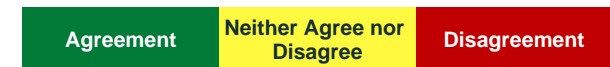
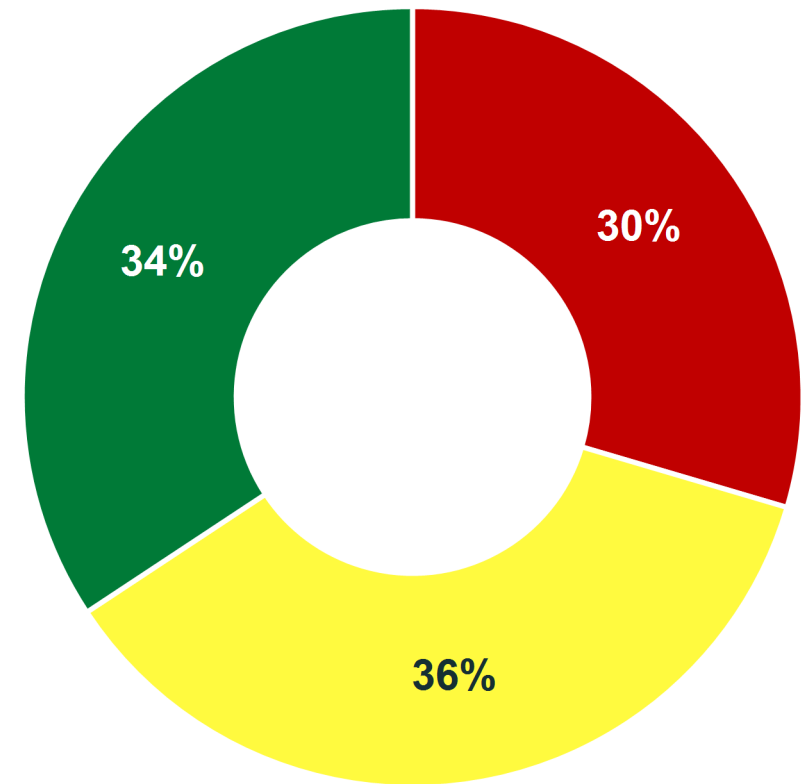
34%

of employees replied favourably to:

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

32%
SECTOR

37%
CLUSTER



GUIDE TO THIS REPORT

ANONYMITY RULES

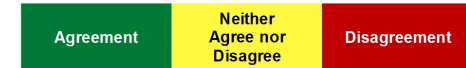
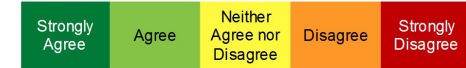
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.

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.



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

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%