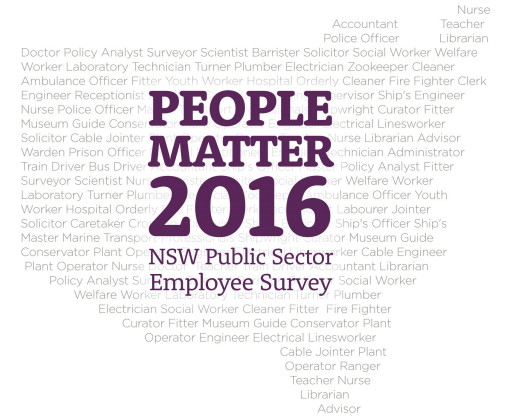


PEOPLE MATTER 2016

NSW Public Sector Employee Survey



Transport

Sydney Trains

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RESPONSE RATE

43%

**4,415 RESPONSES
OUT OF 10,290 EMPLOYEES**

ENGAGEMENT INDEX

61%

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	90%
1a.	I understand what is expected of me to do well in my role	88%
1d.	I feel I make a contribution to achieving the organisation's objectives	82%
2i.	People in my workgroup treat customers/clients with respect	80%
2a.	My workgroup strives to achieve customer/client satisfaction	80%
7c.	My organisation strives to earn and sustain a high level of public trust	78%
8i.	Diversity and inclusion in the workplace can contribute to better business outcomes	78%
7b.	My organisation strives to match services to customer/client needs	77%
2e.	I receive help and support from other members of my workgroup	77%
3i.	I have a strong desire to advance my career	75%

- LOWEST AGREEMENT SCORING QUESTIONS

2016
AGREEMENT
%

7l.	My organisation's processes for recruiting employees are efficient	28%
7m.	Recruitment and promotion decisions in this organisation are generally fair	33%
6h.	I feel that senior managers listen to employees	33%
7f.	I feel that change is handled well in my organisation	33%
15.	I believe action will be taken on the results from this survey by my organisation	33%
6b.	I feel that senior leaders effectively lead and manage change	37%
7n.	My organisation generally selects capable people to do the job	38%
9b.	I have confidence in the ways my organisation resolves grievances	40%
6g.	I feel that senior managers keep employees informed about what's going on	40%
7g.	There is good co-operation between teams across our organisation	40%



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 Sydney Trains, 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.

	Sydney Trains	Human Resources	Reform, Planning & Portfolio	Customer Service - All	Finance & Corporate Services - All	Engineering and Maintenance - All	Operations - All	Safety, Environment, Quality and Risk - All	Communications - All
NUMBER OF RESPONDENTS	4415	59	124	1307	373	1407	867	122	47
ENGAGEMENT	61%	55%	60%	61%	65%	62%	56%	62%	52%
SENIOR MANAGERS	42%	40%	51%	43%	57%	44%	30%	34%	36%
COMMUNICATION	54%	45%	64%	53%	65%	58%	42%	51%	52%
HIGH PERFORMANCE	62%	56%	63%	63%	69%	65%	53%	57%	62%
PUBLIC SECTOR VALUES	62%	56%	65%	62%	72%	65%	52%	57%	61%
DIVERSITY & INCLUSION	61%	53%	67%	60%	70%	65%	50%	60%	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 10 RESPONDENTS



EXPLORE THE FULL SURVEY RESULTS

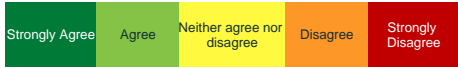
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Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

ENGAGEMENT	61% RESPONSE SCALE					AGREEMENT %	PMES 2014	TRANSPORT	SECTOR
Q7o. I would recommend my organisation as a great place to work	14	43	27	9	7	56%	49%	61%	60%
Q7p. I am proud to tell others I work for my organisation	17	44	24	9		61%	55%	64%	68%
Q7q. I feel a strong personal attachment to my organisation	17	42	24	10	7	59%	59%	59%	64%
Q7r. My organisation motivates me to help it achieve its objectives	11	38	29	13	9	49%	43%	53%	55%
Q7s. My organisation inspires me to do the best in my job	12	36	29	14	9	47%	42%	52%	55%

KEY





EXPLORE THE FULL SURVEY RESULTS

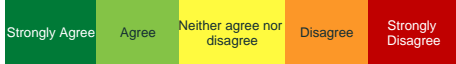
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Some key comparisons are provided.

ENGAGEMENT WITH WORK 70% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR	
Q1g. My job gives me a feeling of personal accomplishment		65%	69%	76%
Q1h. I look for ways to perform my job more effectively		90%	93%	95%
Q1i. I feel motivated to contribute more than what is normally required at work		66%	71%	76%
Q1j. I am satisfied with my job at the present time		59%	62%	63%

KEY





EXPLORE THE FULL SURVEY RESULTS

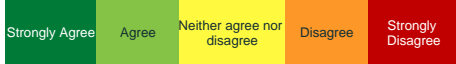
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Some key comparisons are provided.

SENIOR MANAGERS	42% RESPONSE SCALE					AGREEMENT %	TRANSPORT	SECTOR
Q6a. I believe senior managers provide clear direction for the future of the organisation	8	33	25	18	16	41%	45%	47%
Q6b. I feel that senior leaders effectively lead and manage change	8	30	26	20	17	37%	42%	43%
Q6c. I feel that senior managers model the values of my organisation	9	35	27	14	16	43%	48%	48%
Q6d. Senior managers encourage innovation by employees	8	35	29	16	13	43%	47%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with	8	36	30	14	12	44%	52%	52%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	14	50	20	8	9	64%	67%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	8	32	25	17	18	40%	44%	44%
Q6h. I feel that senior managers listen to employees		27	30	18	20	33%	38%	39%
Q7f. I feel that change is handled well in my organisation		27	28	24	15	33%	37%	41%

KEY





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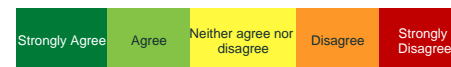
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Some key comparisons are provided.

COMMUNICATION	54% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q5e. My manager communicates effectively with me	21 45 16 10 9	66%	69%	69%
Q5f. My manager encourages and values employee input	21 42 18 10 9	63%	69%	69%
Q5g. My manager involves my workgroup in decisions about our work	18 40 20 12 11	57%	64%	64%
Q6g. I feel that senior managers keep employees informed about what's going on	8 32 25 17 18	40%	44%	44%
Q6h. I feel that senior managers listen to employees	27 30 18 20	33%	38%	39%
Q8h. I am able to speak up and share a different view to my colleagues and manager	15 49 17 10 8	65%	71%	69%

KEY





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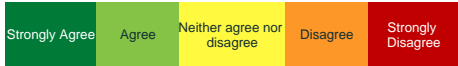
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Some key comparisons are provided.

	HIGH PERFORMANCE				62% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q1a. I understand what is expected of me to do well in my role	32	56				88%	87%	90%
Q1b. I have the tools I need to do my job effectively	16	52	15	12		68%	68%	70%
Q1c. I get the information I need to do my job well	12	49	21	14		60%	62%	67%
Q1d. I feel I make a contribution to achieving the organisation's objectives	31	51	10			82%	84%	86%
Q1e. I feel I am able to suggest ideas to improve our way of doing things	19	42	16	13	9	62%	68%	69%
Q2b. People in my workgroup use time and resources efficiently	16	48	21	11		64%	67%	70%
Q2c. My team works collaboratively to achieve its objectives	21	51	16	9		72%	75%	75%
Q2d. People in my workgroup have the appropriate skills to do the job well	20	52	16	9		71%	75%	76%
Q3h. I have received appropriate training and development to do my job well	13	48	22	11		61%	59%	63%

KEY





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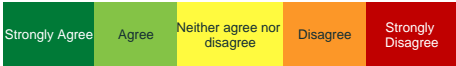
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Some key comparisons are provided.

	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	48	17	9	67%	71%	72%	
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims	15	42	24	12	57%	61%	64%	
Q5c. My manager assigns work to people in my workgroup based on their skills and expertise	15	41	23	12	56%	64%	65%	
Q5j. I have confidence in the decisions my line manager makes	19	42	20	11	60%	67%	67%	
Q6d. Senior managers encourage innovation by employees	8	35	29	16	43%	47%	49%	
Q6e. Senior managers promote collaboration between my organisation and others we work with	8	36	30	14	44%	52%	52%	
Q7d. My organisation focuses on improving the work we do	18	52	18	8	70%	73%	76%	
Q7e. My organisation is making the necessary improvements to meet our future challenges	15	45	22	12	60%	62%	62%	
Q7g. There is good co-operation between teams across our organisation		34	26	21	40%	45%	48%	

KEY





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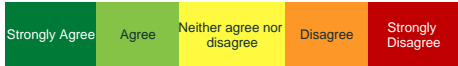
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Some key comparisons are provided.

	62% RESPONSE SCALE				AGREEMENT %	TRANSPORT	SECTOR
Q7n. My organisation generally selects capable people to do the job	33	28	19	16	38%	47%	51%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	12	48	25	9	61%	66%	67%
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	25	53	16		78%	82%	85%

KEY





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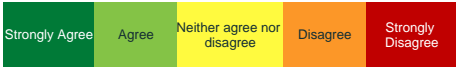
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Some key comparisons are provided.

PUBLIC SECTOR VALUES		62% RESPONSE SCALE		AGREEMENT %	TRANSPORT	SECTOR			
Q2a. My workgroup strives to achieve customer/client satisfaction		27	53	12	80%	84%	85%		
Q2b. People in my workgroup use time and resources efficiently		16	48	21	11	64%	67%	70%	
Q2g. People in my workgroup are honest, open and transparent in their dealings		19	44	20	11	63%	69%	67%	
Q2h. People in my workgroup treat each other with respect		21	48	18	8	69%	74%	72%	
Q2i. People in my workgroup treat customers/clients with respect		24	56	14	6	80%	83%	86%	
Q5a. My manager encourages people in my workgroup to improve the quality of what they do		19	48	17	9	67%	71%	72%	
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims		15	42	24	12	7	57%	61%	64%
Q5d. My manager listens to what I have to say		22	44	16	9	9	66%	73%	73%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased		19	40	23	9	10	59%	65%	64%

KEY





EXPLORE THE FULL SURVEY RESULTS

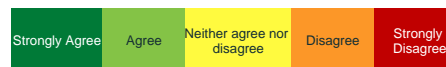
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Some key comparisons are provided.

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	25	48	13	7	73%	77%	76%	
Q5l. My manager talks to me about how the values apply to my work	17	40	23	12	8	57%	59%	58%
Q6a. I believe senior managers provide clear direction for the future of the organisation	8	33	25	18	16	41%	45%	47%
Q6c. I feel that senior managers model the values of my organisation	9	35	27	14	16	43%	48%	48%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	14	50	20	8	9	64%	67%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	8	32	25	17	18	40%	44%	44%
Q6h. I feel that senior managers listen to employees	27	30	18	20		33%	38%	39%
Q7a. My organisation provides high quality services	16	58	16			74%	77%	80%
Q7b. My organisation strives to match services to customer/client needs	19	58	14			77%	79%	80%

KEY





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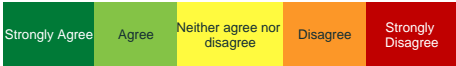
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Some key comparisons are provided.

PUBLIC SECTOR VALUES	62% RESPONSE SCALE				AGREEMENT %	TRANSPORT	SECTOR
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree		
Q7c. My organisation strives to earn and sustain a high level of public trust	21	57	14	8	78%	80%	83%
Q7d. My organisation focuses on improving the work we do	18	52	18	8	70%	73%	76%
Q7h. People in my organisation take responsibility for their own actions	34	28	20	12	41%	46%	48%
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest	12	51	22	9	63%	68%	63%

KEY





EXPLORE THE FULL SURVEY RESULTS

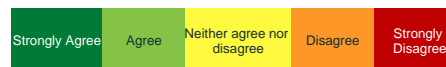
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Some key comparisons are provided.

DIVERSITY & INCLUSION	61% RESPONSE SCALE					AGREEMENT %	TRANSPORT	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work	13	41	21	17	8	54%	59%	59%
Q5d. My manager listens to what I have to say	22	44	16	9	9	66%	73%	73%
Q5f. My manager encourages and values employee input	21	42	18	10	9	63%	69%	69%
Q5h. My manager takes into account the differing needs and circumstances of employees when making decisions	18	42	21	11	9	59%	66%	65%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased	19	40	23	9	10	59%	65%	64%
Q6i. Senior managers in my organisation genuinely support the career advancement of women	12	33	39	9	9	45%	50%	54%
Q8a. My organisation respects individual differences (e.g cultures, working styles, backgrounds, ideas)	18	56	16	9	9	74%	78%	75%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	12	48	25	9	9	61%	66%	67%
Q8h. I am able to speak up and share a different view to my colleagues and manager	15	49	17	10	8	65%	71%	69%

KEY





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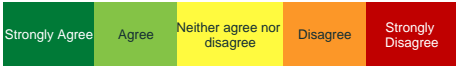
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Some key comparisons are provided.

DIVERSITY & INCLUSION	61% RESPONSE SCALE					AGREEMENT %	TRANSPORT	SECTOR
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	25	53	16			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>	11	36	25	15	13	47%	58%	58%

KEY





EXPLORE THE FULL SURVEY RESULTS

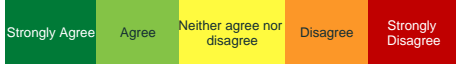
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Some key comparisons are provided.

RECRUITMENT	33% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q7l. My organisation's processes for recruiting employees are efficient		28%	32%	33%
Q7m. Recruitment and promotion decisions in this organisation are generally fair		33%	40%	41%
Q7n. My organisation generally selects capable people to do the job		38%	47%	51%

KEY





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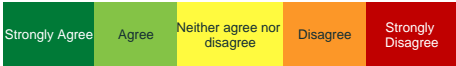
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Some key comparisons are provided.

EMPLOYEE VALUE PROPOSITION	47%	RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR			
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	17	37	27	9	10	54%	58%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	14	33	34	9	10	47%	51%	53%
Q7g. There is good co-operation between teams across our organisation		34	26	21	12	40%	45%	48%

KEY





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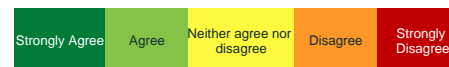
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Some key comparisons are provided.

PERFORMANCE FRAMEWORK & DEVELOPMENT	56% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q3a. I have a current performance plan that sets out my individual objectives		64%	64%	62%
Q3b. I have informal feedback conversations with my manager throughout the year		66%	68%	70%
Q3c. I have scheduled feedback conversations with my manager throughout the year		56%	58%	58%
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		56%	58%	59%
Q3e. My performance is assessed against clear criteria		54%	53%	53%
Q3f. I feel I can have open, honest conversations with my manager about the quality of work required		68%	73%	71%
Q3g. I am able to access the right learning and development opportunities as required		54%	55%	60%
Q3h. I have received appropriate training and development to do my job well		61%	59%	63%
Q3i. I have a strong desire to advance my career		75%	76%	69%

KEY





EXPLORE THE FULL SURVEY RESULTS

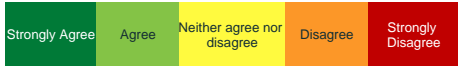
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Some key comparisons are provided.

PERFORMANCE FRAMEWORK & DEVELOPMENT	56% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q3j. I am satisfied with the opportunities available for career development in my organisation		42%	45%	45%
Q3k. I would like to work in another agency within the NSW Public Sector during my career		49%	50%	41%
Q5m. My manager provides acknowledgement or other recognition for the work I do		61%	67%	67%
Q5n. My manager appropriately deals with employees who perform poorly		46%	47%	44%
Q5o. My manager ensures fair access to developmental opportunities for people in my workgroup		55%	59%	62%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role		54%	58%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation		47%	51%	53%
Q7j. My organisation is committed to developing its employees		44%	50%	53%

KEY





EXPLORE THE FULL SURVEY RESULTS

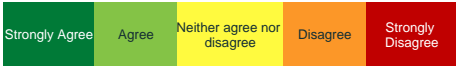
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Some key comparisons are provided.

MOBILITY	50% RESPONSE SCALE					AGREEMENT %	TRANSPORT	SECTOR
Q3k. I would like to work in another agency within the NSW Public Sector during my career	20	29	33	12		49%	50%	41%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	17	37	27	9	10	54%	58%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	14	33	34	9	10	47%	51%	53%

KEY





EXPLORE THE FULL SURVEY RESULTS

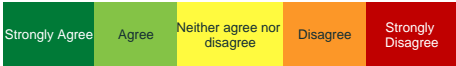
This section shows results for all the survey questions grouped by key themes.

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		63% RESPONSE SCALE					AGREEMENT %	TRANSPORT	SECTOR
Q4a. I am paid fairly for the work I do		14	50	18	12	8	64%	66%	60%
Q4b. I am satisfied with my total benefits package (incl. superannuation, leave entitlements etc)		13	49	21	11	8	62%	63%	60%

KEY





EXPLORE THE FULL SURVEY RESULTS

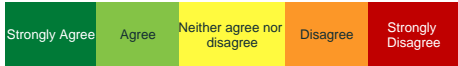
This section shows results for all the survey questions grouped by key themes.

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	66% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q8b. Cultural background is not a barrier to success in my organisation		70%	75%	77%
Q8c. Age is not a barrier to success in my organisation		63%	69%	71%
Q8d. Disability is not a barrier to success in my organisation		62%	67%	67%
Q8e. Sexual orientation is not a barrier to success in my organisation		69%	73%	76%
Q8f. Gender is not a barrier to success in my organisation		65%	70%	74%

KEY





EXPLORE THE FULL SURVEY RESULTS

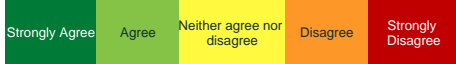
This section shows results for all the survey questions grouped by key themes.

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	61% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work		54%	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		62%	67%	67%
Q7k. My organisation offers practical employment arrangements and conditions to help employees achieve a work-life balance		49%	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.

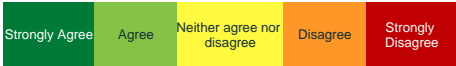
ACTION ABOUT SURVEY RESULTS

33% RESPONSE SCALE

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



KEY





EXPLORE THE FULL SURVEY RESULTS

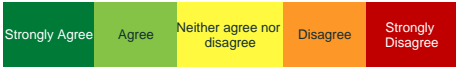
This section shows results for all the survey questions grouped by key themes.

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	50% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest		63%	68%	63%
Q9b. I have confidence in the ways my organisation resolves grievances		40%	43%	43%
Q9c. I am confident that I would be protected from reprisal for reporting misconduct/wrongdoing		46%	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		53%	56%	46%
Better skills in my workgroup		30%	28%	27%
Improved career opportunities		61%	59%	52%
Improved learning and development opportunities		50%	49%	50%
Greater involvement in decision making		37%	36%	33%
Better pay and benefits		61%	58%	58%
Greater recognition for the work I do		47%	43%	45%
Better leadership from senior managers		41%	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		31%	28%	25%
A better location		31%	28%	20%
More flexible working conditions		47%	45%	38%
Better work/life balance		53%	50%	46%
Improved facilities		28%	27%	30%
Improved technology and systems		37%	39%	38%
Better job security		62%	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		69%	67%	72%
No		26%	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		24%	20%	25%
No		63%	68%	64%
Don't Know		12%	12%	11%
Q10b. Have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		59%	57%	63%
No		39%	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		30%	26%	35%
No		62%	66%	58%
Don't Know		8%	8%	7%
Q10d. In the last 12 months I have been the subjected to bullying at work				
Yes		18%	15%	20%
No		75%	78%	75%
Don't Know		7%	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		21%	22%	23%
Your Immediate Manager/Supervisor		30%	28%	26%
A fellow worker at your level		24%	23%	25%
A subordinate		5%	6%	8%
A client or customer		3%	2%	2%
A member of the public other than a client or customer		0%	0%	0%
Other		4%	4%	4%
Prefer not to say		13%	14%	13%



EXPLORE THE FULL SURVEY RESULTS

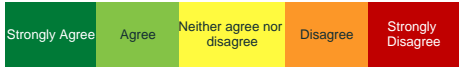
This section shows results for all the survey questions grouped by key themes.

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	30	51	10			82%	84%
Q2. We are given all necessary safety equipment and training	26	55	11			81%	80%
Q3. My workgroup demonstrates good safety behaviour	28	58	9			86%	86%
Q4. I understand how my role makes a difference to our customers	32	57	7			89%	89%
Q5. I have good working relationships with my co-workers	35	55	7			89%	91%
Q6. My co-workers and I work well as a team	31	52	11			83%	86%
Q7. My manager actively supports a diverse and inclusive work environment	23	46	19			69%	75%
Q8. My manager ensures I have the information I need to do my job in a timely and accurate manner	19	47	19	9		67%	70%
Q9. I am confident in my ability to adapt to new workplace technologies	38	52	7			90%	91%
Q10. I have a clear understanding of how my work contributes to the NSW Government's overall strategy for transport	24	47	17			71%	76%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

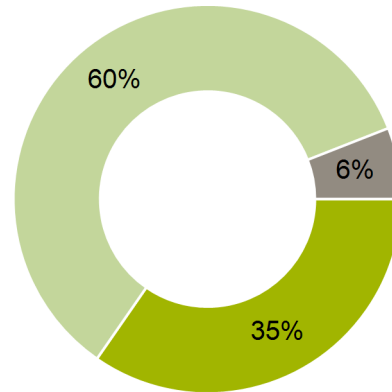
	RESPONSE SCALE	PERCENTAGE%
Gender		
Male		75%
Female		23%
Other		2%
Age		
<35		21%
35 - 54		59%
> 54		21%

PROFILE OF RESPONDENTS

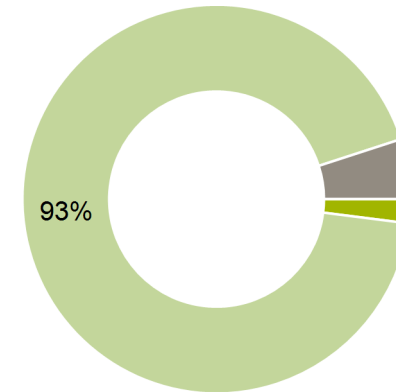


PERSONAL PROFILES

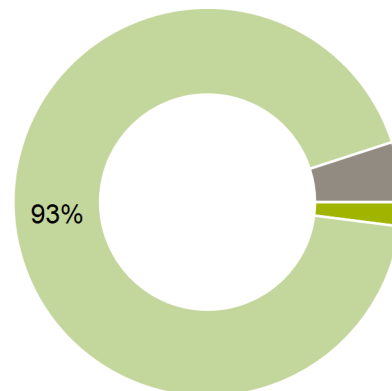
DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME?



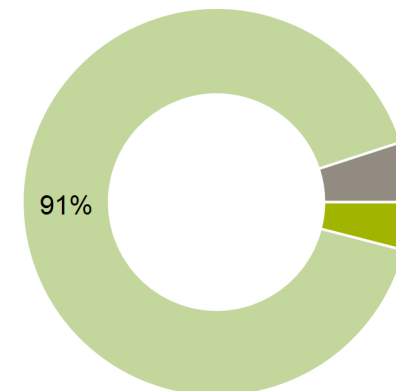
ARE YOU OF ABORIGINAL AND/OR TORRES STRAIT ISLANDER ORIGIN?



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		10%
1 - 2 years		10%
2 - 5 years		18%
5 - 10 years		23%
10 - 20 years		19%
More than 20 years		20%

PROFILE OF RESPONDENTS



WORK PROFILES

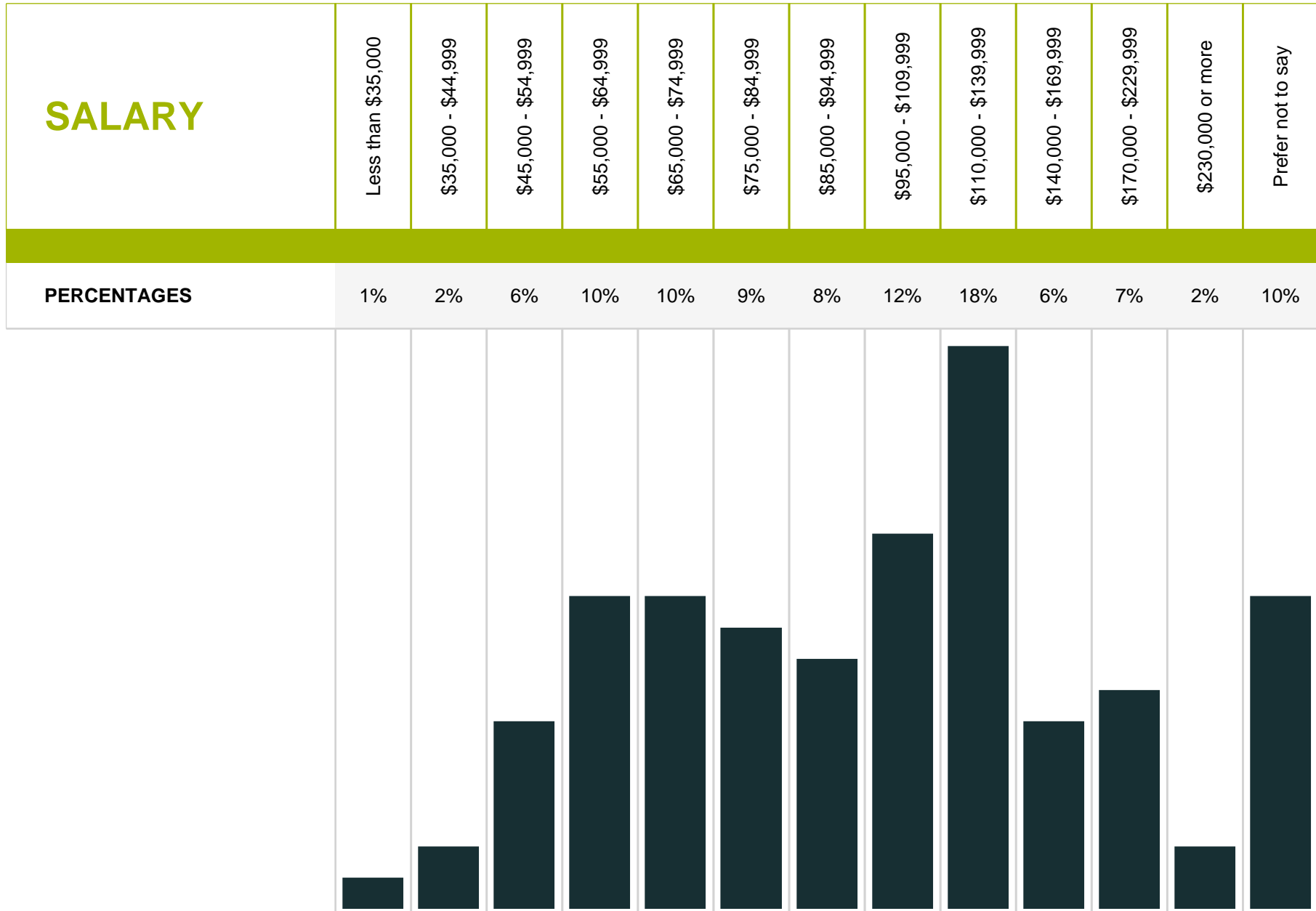
TYPE OF WORK	RESPONSE SCALE	PERCENTAGE%
Service delivery involving direct contact with the general public		30%
Other service delivery work		36%
Administrative support		3%
Corporate services		10%
Policy		0%
Research		0%
Program and project management support		11%
Legal (including developing and/or reviewing legislation)		0%
Other		8%

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.

	Sydney Trains	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	4415	1204	1455	140	406	10	7	432	14	334
ENGAGEMENT	61%	56%	62%	68%	62%	(r)	(r)	65%	(r)	59%
SENIOR MANAGERS	42%	35%	43%	55%	52%	(r)	(r)	49%	(r)	39%
COMMUNICATION	54%	46%	57%	61%	62%	(r)	(r)	64%	(r)	49%
HIGH PERFORMANCE	62%	57%	65%	69%	66%	(r)	(r)	67%	(r)	58%
PUBLIC SECTOR VALUES	62%	55%	65%	68%	69%	(r)	(r)	68%	(r)	58%
DIVERSITY & INCLUSION	61%	53%	65%	68%	67%	(r)	(r)	69%	(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 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.

	Sydney Trains	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	4415	24	64	222	416	385	367	331	470	715	259	263	76	403
ENGAGEMENT	61%	(r)	65%	63%	59%	57%	55%	56%	61%	65%	60%	64%	69%	60%
SENIOR MANAGERS	42%	(r)	46%	47%	40%	38%	35%	35%	41%	45%	47%	54%	63%	41%
COMMUNICATION	54%	(r)	55%	57%	49%	48%	46%	48%	51%	61%	61%	65%	75%	54%
HIGH PERFORMANCE	62%	(r)	65%	65%	62%	59%	57%	57%	62%	66%	65%	68%	77%	60%
PUBLIC SECTOR VALUES	62%	(r)	64%	64%	60%	57%	55%	57%	61%	67%	66%	71%	79%	61%
DIVERSITY & INCLUSION	61%	(r)	61%	62%	58%	55%	54%	55%	62%	67%	66%	69%	79%	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

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.

	Sydney Trains	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	4415	387	381	736	922	770	783
ENGAGEMENT	61%	68%	63%	60%	57%	60%	61%
SENIOR MANAGERS	42%	57%	48%	42%	37%	40%	41%
COMMUNICATION	54%	70%	60%	55%	48%	50%	55%
HIGH PERFORMANCE	62%	72%	66%	62%	57%	61%	64%
PUBLIC SECTOR VALUES	62%	73%	67%	62%	57%	60%	64%
DIVERSITY & INCLUSION	61%	74%	67%	63%	56%	58%	62%

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.

	Sydney Trains	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	4415	8	62	287	468	527	548	653	618	530	213	81
ENGAGEMENT	61%	(r)	64%	61%	59%	59%	61%	60%	61%	61%	60%	66%
SENIOR MANAGERS	42%	(r)	47%	42%	40%	42%	40%	43%	44%	44%	41%	52%
COMMUNICATION	54%	(r)	59%	56%	54%	54%	53%	54%	55%	55%	53%	57%
HIGH PERFORMANCE	62%	(r)	70%	64%	60%	62%	61%	62%	63%	64%	64%	67%
PUBLIC SECTOR VALUES	62%	(r)	69%	63%	60%	61%	61%	62%	63%	64%	63%	67%
DIVERSITY & INCLUSION	61%	(r)	70%	66%	61%	62%	61%	60%	61%	61%	60%	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 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.

	Sydney Trains	Male	Female	Other
NUMBER OF RESPONDENTS	4415	2991	937	68
ENGAGEMENT	61%	60%	63%	42%
SENIOR MANAGERS	42%	42%	47%	18%
COMMUNICATION	54%	54%	56%	32%
HIGH PERFORMANCE	62%	62%	65%	36%
PUBLIC SECTOR VALUES	62%	62%	64%	36%
DIVERSITY & INCLUSION	61%	62%	63%	36%

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.

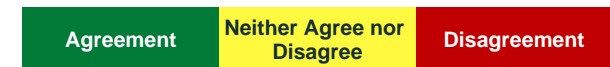
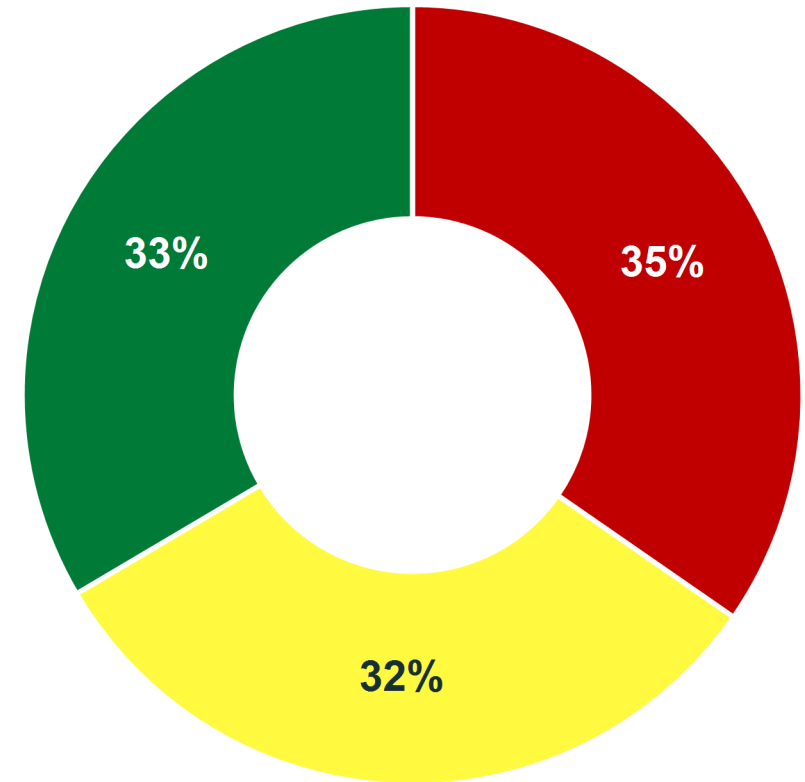
33%

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

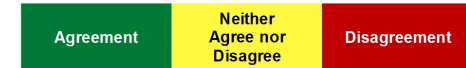
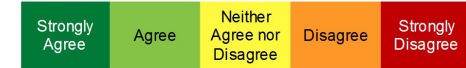
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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%