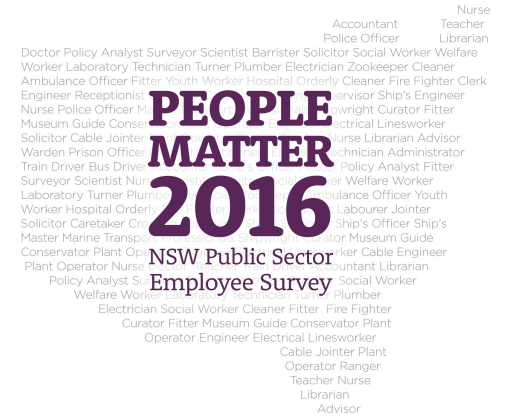


PEOPLE MATTER 2016

NSW Public Sector Employee Survey



Transport

Transport for NSW

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RESPONSE RATE

99%

**4,094 RESPONSES
OUT OF 4,156 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
%

1h.	I look for ways to perform my job more effectively	95%
8i.	Diversity and inclusion in the workplace can contribute to better business outcomes	88%
2i.	People in my workgroup treat customers/clients with respect	87%
2a.	My workgroup strives to achieve customer/client satisfaction	87%
1a.	I understand what is expected of me to do well in my role	85%
1d.	I feel I make a contribution to achieving the organisation's objectives	84%
5k.	My manager treats employees with dignity and respect	83%
8a.	My organisation respects individual differences (e.g cultures, working styles, backgrounds, ideas)	83%
7c.	My organisation strives to earn and sustain a high level of public trust	82%
7b.	My organisation strives to match services to customer/client needs	82%

- LOWEST AGREEMENT SCORING QUESTIONS

2016
AGREEMENT
%

7l.	My organisation's processes for recruiting employees are efficient	35%
7f.	I feel that change is handled well in my organisation	40%
15.	I believe action will be taken on the results from this survey by my organisation	45%
6h.	I feel that senior managers listen to employees	45%
9b.	I have confidence in the ways my organisation resolves grievances	46%
7m.	Recruitment and promotion decisions in this organisation are generally fair	46%
3j.	I am satisfied with the opportunities available for career development in my organisation	47%
6b.	I feel that senior leaders effectively lead and manage change	47%
7g.	There is good co-operation between teams across our organisation	48%
5n.	My manager appropriately deals with employees who perform poorly	49%



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 Transport for NSW, 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.

	Transport for NSW	CBD Coordination Office	Office of the Secretary	Sydney Light Rail Delivery Office	Sydney Metro Delivery Office	Customer Services Division	Finance & Investment	Freight, Strategy & Planning	Infrastructure & Services	People and Corporate Services
NUMBER OF RESPONDENTS	4094	66	21	37	269	254	133	521	1211	1482
ENGAGEMENT	65%	81%	75%	74%	80%	67%	63%	66%	64%	63%
SENIOR MANAGERS	53%	81%	65%	57%	79%	60%	48%	57%	50%	47%
COMMUNICATION	66%	85%	69%	73%	80%	69%	60%	70%	65%	62%
HIGH PERFORMANCE	69%	84%	77%	80%	83%	72%	66%	72%	67%	67%
PUBLIC SECTOR VALUES	71%	87%	77%	79%	85%	75%	67%	73%	69%	68%
DIVERSITY & INCLUSION	73%	88%	80%	80%	81%	74%	69%	77%	71%	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 10 RESPONDENTS



EXPLORE THE FULL SURVEY RESULTS

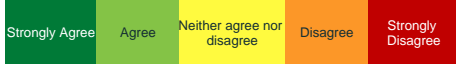
This section shows results for all the survey questions grouped by key themes.

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	17	47	24	8	63%	64%	61%	60%
Q7p. I am proud to tell others I work for my organisation	21	47	23		68%	70%	64%	68%
Q7q. I feel a strong personal attachment to my organisation	18	40	28	10	58%	60%	59%	64%
Q7r. My organisation motivates me to help it achieve its objectives	15	43	28	9	58%	61%	53%	55%
Q7s. My organisation inspires me to do the best in my job	16	41	29	9	57%	59%	52%	55%

KEY





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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 WITH WORK	76% 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		95%	93%	95%
Q1i. I feel motivated to contribute more than what is normally required at work		76%	71%	76%
Q1j. I am satisfied with my job at the present time		64%	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	53% RESPONSE SCALE					AGREEMENT %	TRANSPORT	SECTOR
Q6a. I believe senior managers provide clear direction for the future of the organisation	13	39	26	14	8	53%	45%	47%
Q6b. I feel that senior leaders effectively lead and manage change	12	35	27	15	10	47%	42%	43%
Q6c. I feel that senior managers model the values of my organisation	14	40	28	10	8	54%	48%	48%
Q6d. Senior managers encourage innovation by employees	13	41	30	11		53%	47%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with	15	46	25	8		61%	52%	52%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	19	52	19			71%	67%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	12	40	25	14	9	52%	44%	44%
Q6h. I feel that senior managers listen to employees	10	35	33	13	9	45%	38%	39%
Q7f. I feel that change is handled well in my organisation	10	30	27	22	11	40%	37%	41%

KEY





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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.

COMMUNICATION	66% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q5e. My manager communicates effectively with me		74%	69%	69%
Q5f. My manager encourages and values employee input		77%	69%	69%
Q5g. My manager involves my workgroup in decisions about our work		70%	64%	64%
Q6g. I feel that senior managers keep employees informed about what's going on		52%	44%	44%
Q6h. I feel that senior managers listen to employees		45%	38%	39%
Q8h. I am able to speak up and share a different view to my colleagues and manager		78%	71%	69%

KEY





EXPLORE THE FULL SURVEY RESULTS

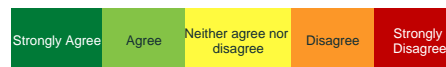
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Some key comparisons are provided.

	HIGH PERFORMANCE				69% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q1a. I understand what is expected of me to do well in my role	29	55	9		85%	87%	90%	
Q1b. I have the tools I need to do my job effectively	15	51	17	13	67%	68%	70%	
Q1c. I get the information I need to do my job well	11	50	22	14	62%	62%	67%	
Q1d. I feel I make a contribution to achieving the organisation's objectives	31	54	9		84%	84%	86%	
Q1e. I feel I am able to suggest ideas to improve our way of doing things	24	50	14	9	73%	68%	69%	
Q2b. People in my workgroup use time and resources efficiently	20	49	18	10	70%	67%	70%	
Q2c. My team works collaboratively to achieve its objectives	28	49	13		78%	75%	75%	
Q2d. People in my workgroup have the appropriate skills to do the job well	25	52	15		77%	75%	76%	
Q3h. I have received appropriate training and development to do my job well	11	40	31	13	51%	59%	63%	

KEY





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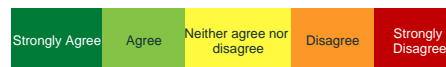
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Some key comparisons are provided.

HIGH PERFORMANCE	69% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q5a. My manager encourages people in my workgroup to improve the quality of what they do		76%	71%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims		63%	61%	64%
Q5c. My manager assigns work to people in my workgroup based on their skills and expertise		71%	64%	65%
Q5j. I have confidence in the decisions my line manager makes		73%	67%	67%
Q6d. Senior managers encourage innovation by employees		53%	47%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with		61%	52%	52%
Q7d. My organisation focuses on improving the work we do		77%	73%	76%
Q7e. My organisation is making the necessary improvements to meet our future challenges		69%	62%	62%
Q7g. There is good co-operation between teams across our organisation		48%	45%	48%

KEY





EXPLORE THE FULL SURVEY RESULTS

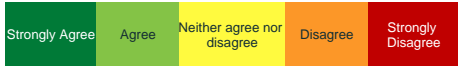
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Some key comparisons are provided.

	HIGH PERFORMANCE				69%	RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q7n. My organisation generally selects capable people to do the job	9	49	26	10			58%	47%	51%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	18	53	21				71%	66%	67%
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	37	51	10				88%	82%	85%

KEY





EXPLORE THE FULL SURVEY RESULTS

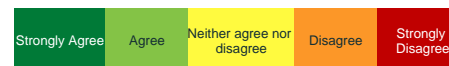
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Some key comparisons are provided.

PUBLIC SECTOR VALUES		71% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q2a. My workgroup strives to achieve customer/client satisfaction		37	87%	84%	85%
Q2b. People in my workgroup use time and resources efficiently		20	70%	67%	70%
Q2g. People in my workgroup are honest, open and transparent in their dealings		28	74%	69%	67%
Q2h. People in my workgroup treat each other with respect		31	80%	74%	72%
Q2i. People in my workgroup treat customers/clients with respect		34	87%	83%	86%
Q5a. My manager encourages people in my workgroup to improve the quality of what they do		23	76%	71%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims		18	63%	61%	64%
Q5d. My manager listens to what I have to say		30	79%	73%	73%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased		26	72%	65%	64%

KEY





EXPLORE THE FULL SURVEY RESULTS

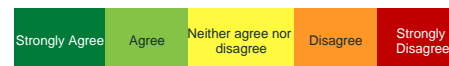
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Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

PUBLIC SECTOR VALUES	71% RESPONSE SCALE				AGREEMENT %	TRANSPORT	SECTOR	
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree			
Q5k. My manager treats employees with dignity and respect	36	47	10			83%	77%	76%
Q5l. My manager talks to me about how the values apply to my work	20	41	25	10		61%	59%	58%
Q6a. I believe senior managers provide clear direction for the future of the organisation	13	39	26	14	8	53%	45%	47%
Q6c. I feel that senior managers model the values of my organisation	14	40	28	10	8	54%	48%	48%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	19	52	19			71%	67%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	12	40	25	14	9	52%	44%	44%
Q6h. I feel that senior managers listen to employees	10	35	33	13	9	45%	38%	39%
Q7a. My organisation provides high quality services	22	57	16			78%	77%	80%
Q7b. My organisation strives to match services to customer/client needs	24	57	14			82%	79%	80%

KEY





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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.

PUBLIC SECTOR VALUES	71% RESPONSE SCALE		AGREEMENT %	TRANSPORT	SECTOR
Q7c. My organisation strives to earn and sustain a high level of public trust	27	55	82%	80%	83%
Q7d. My organisation focuses on improving the work we do	22	54	77%	73%	76%
Q7h. People in my organisation take responsibility for their own actions	10	43	53%	46%	48%
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest	17	55	72%	68%	63%

KEY





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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.

DIVERSITY & INCLUSION	73% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work		62%	59%	59%
Q5d. My manager listens to what I have to say		79%	73%	73%
Q5f. My manager encourages and values employee input		77%	69%	69%
Q5h. My manager takes into account the differing needs and circumstances of employees when making decisions		72%	66%	65%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased		72%	65%	64%
Q6i. Senior managers in my organisation genuinely support the career advancement of women		55%	50%	54%
Q8a. My organisation respects individual differences (e.g cultures, working styles, backgrounds, ideas)		83%	78%	75%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions		71%	66%	67%
Q8h. I am able to speak up and share a different view to my colleagues and manager		78%	71%	69%

KEY





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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.

DIVERSITY & INCLUSION		73% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR	
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	37	51	10	88%	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>	22	43	20	10	65%	58%

KEY





EXPLORE THE FULL SURVEY RESULTS

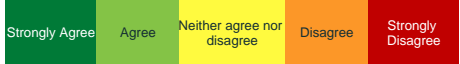
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Some key comparisons are provided.

RECRUITMENT	46% RESPONSE SCALE				AGREEMENT %	TRANSPORT	SECTOR	
Q7l. My organisation's processes for recruiting employees are efficient	29	30	22	13	35%	32%	33%	
Q7m. Recruitment and promotion decisions in this organisation are generally fair	7	39	34	12	8	46%	40%	41%
Q7n. My organisation generally selects capable people to do the job	9	49	26	10		58%	47%	51%

KEY





EXPLORE THE FULL SURVEY RESULTS

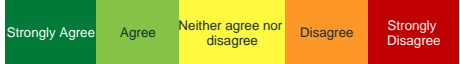
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Some key comparisons are provided.

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	21	40	29	61%	58%	60%		
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	18	37	35	7	54%	51%	53%	
Q7g. There is good co-operation between teams across our organisation	10	38	27	18	7	48%	45%	48%

KEY





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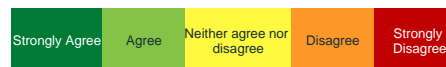
Some key comparisons are provided.

PERFORMANCE FRAMEWORK & DEVELOPMENT

60% RESPONSE SCALE

		AGREEMENT %	TRANSPORT	SECTOR
Q3a. I have a current performance plan that sets out my individual objectives		63%	64%	62%
Q3b. I have informal feedback conversations with my manager throughout the year		71%	68%	70%
Q3c. I have scheduled feedback conversations with my manager throughout the year		58%	58%	58%
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		61%	58%	59%
Q3e. My performance is assessed against clear criteria		53%	53%	53%
Q3f. I feel I can have open, honest conversations with my manager about the quality of work required		78%	73%	71%
Q3g. I am able to access the right learning and development opportunities as required		52%	55%	60%
Q3h. I have received appropriate training and development to do my job well		51%	59%	63%
Q3i. I have a strong desire to advance my career		81%	76%	69%

KEY





EXPLORE THE FULL SURVEY RESULTS

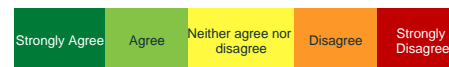
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Some key comparisons are provided.

PERFORMANCE FRAMEWORK & DEVELOPMENT	60% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q3j. I am satisfied with the opportunities available for career development in my organisation		47%	45%	45%
Q3k. I would like to work in another agency within the NSW Public Sector during my career		57%	50%	41%
Q5m. My manager provides acknowledgement or other recognition for the work I do		74%	67%	67%
Q5n. My manager appropriately deals with employees who perform poorly		49%	47%	44%
Q5o. My manager ensures fair access to developmental opportunities for people in my workgroup		62%	59%	62%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role		61%	58%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation		54%	51%	53%
Q7j. My organisation is committed to developing its employees		54%	50%	53%

KEY





EXPLORE THE FULL SURVEY RESULTS

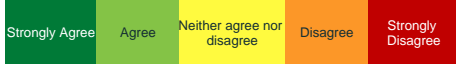
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Some key comparisons are provided.

MOBILITY	58% RESPONSE SCALE				AGREEMENT %	TRANSPORT	SECTOR
Q3k. I would like to work in another agency within the NSW Public Sector during my career	22	36	32	8	57%	50%	41%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	21	40	29		61%	58%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	18	37	35	7	54%	51%	53%

KEY







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.

PAY & BENEFITS 67% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q4a. I am paid fairly for the work I do	 70%	66%	60%
Q4b. I am satisfied with my total benefits package (incl. superannuation, leave entitlements etc)	 63%	63%	60%

KEY





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Some key comparisons are provided.

DIVERSITY GROUPS	75% RESPONSE SCALE			AGREEMENT %	TRANSPORT	SECTOR
Q8b. Cultural background is not a barrier to success in my organisation	26	54	15	80%	75%	77%
Q8c. Age is not a barrier to success in my organisation	23	50	19	73%	69%	71%
Q8d. Disability is not a barrier to success in my organisation	22	50	24	72%	67%	67%
Q8e. Sexual orientation is not a barrier to success in my organisation	25	51	21	76%	73%	76%
Q8f. Gender is not a barrier to success in my organisation	24	49	19	73%	70%	74%

KEY





EXPLORE THE FULL SURVEY RESULTS

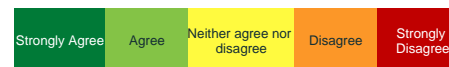
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Some key comparisons are provided.

WORKPLACE SUPPORT	69% RESPONSE SCALE	AGREEMENT %	TRANSPORT	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work		62%	59%	59%
Q1k. I am able to keep my work stress at an acceptable level		66%	64%	58%
Q1l. My workload is acceptable		63%	62%	55%
Q2e. I receive help and support from other members of my workgroup		82%	79%	80%
Q2f. There is good team spirit in my workgroup		72%	67%	67%
Q7k. My organisation offers practical employment arrangements and conditions to help employees achieve a work-life balance		69%	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

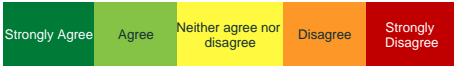
45% RESPONSE SCALE

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	45%	37%	32%

KEY





EXPLORE THE FULL SURVEY RESULTS

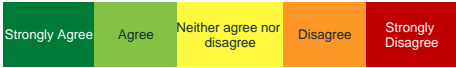
This section shows results for all the survey questions grouped by key themes.

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		72%	68%	63%
Q9b. I have confidence in the ways my organisation resolves grievances		46%	43%	43%
Q9c. I am confident that I would be protected from reprisal for reporting misconduct/wrongdoing		55%	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		62%	56%	46%
Better skills in my workgroup		26%	28%	27%
Improved career opportunities		60%	59%	52%
Improved learning and development opportunities		49%	49%	50%
Greater involvement in decision making		38%	36%	33%
Better pay and benefits		54%	58%	58%
Greater recognition for the work I do		39%	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		26%	28%	27%
Better accountability for performance		26%	28%	25%
A better location		29%	28%	20%
More flexible working conditions		46%	45%	38%
Better work/life balance		49%	50%	46%
Improved facilities		26%	27%	30%
Improved technology and systems		41%	39%	38%
Better job security		44%	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		63%	67%	72%
No		30%	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		13%	20%	25%
No		75%	68%	64%
Don't Know		12%	12%	11%
Q10b. Have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		52%	57%	63%
No		46%	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		22%	26%	35%
No		70%	66%	58%
Don't Know		8%	8%	7%
Q10d. In the last 12 months I have been the subjected to bullying at work				
Yes		10%	15%	20%
No		82%	78%	75%
Don't Know		8%	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		29%	22%	23%
Your Immediate Manager/Supervisor		27%	28%	26%
A fellow worker at your level		20%	23%	25%
A subordinate		4%	6%	8%
A client or customer		2%	2%	2%
Other		3%	4%	4%
Prefer not to say		15%	14%	13%



EXPLORE THE FULL SURVEY RESULTS

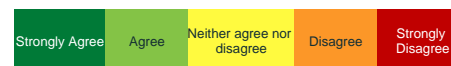
This section shows results for all the survey questions grouped by key themes.

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	31	55	11	86%	84%
Q2. We are given all necessary safety equipment and training	25	53	17	78%	80%
Q3. My workgroup demonstrates good safety behaviour	27	60	11	86%	86%
Q4. I understand how my role makes a difference to our customers	30	59	9	88%	89%
Q5. I have good working relationships with my co-workers	38	55		93%	91%
Q6. My co-workers and I work well as a team	35	53	8	88%	86%
Q7. My manager actively supports a diverse and inclusive work environment	31	51	13	82%	75%
Q8. My manager ensures I have the information I need to do my job in a timely and accurate manner	24	50	18	73%	70%
Q9. I am confident in my ability to adapt to new workplace technologies	41	52		93%	91%
Q10. I have a clear understanding of how my work contributes to the NSW Government's overall strategy for transport	29	53	14	81%	76%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

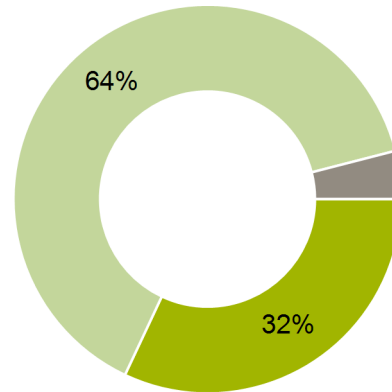
	RESPONSE SCALE	PERCENTAGE%
Gender		
Male		58%
Female		41%
Other		1%
Age		
<35		24%
35 - 54		59%
> 54		17%

PROFILE OF RESPONDENTS

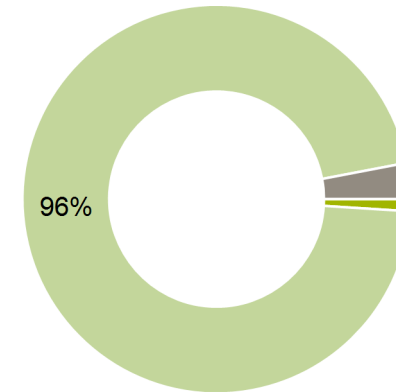


PERSONAL PROFILES

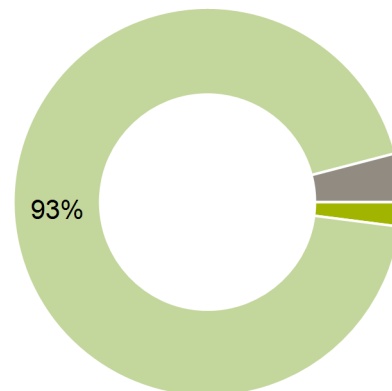
DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME?



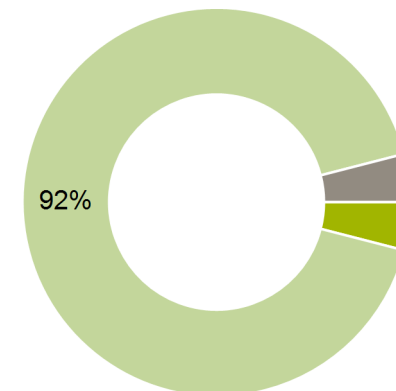
ARE YOU OF ABORIGINAL AND/OR TORRES STRAIT ISLANDER ORIGIN?



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		21%
1 - 2 years		18%
2 - 5 years		37%
5 - 10 years		13%
10 - 20 years		7%
More than 20 years		4%

PROFILE OF RESPONDENTS



WORK PROFILES

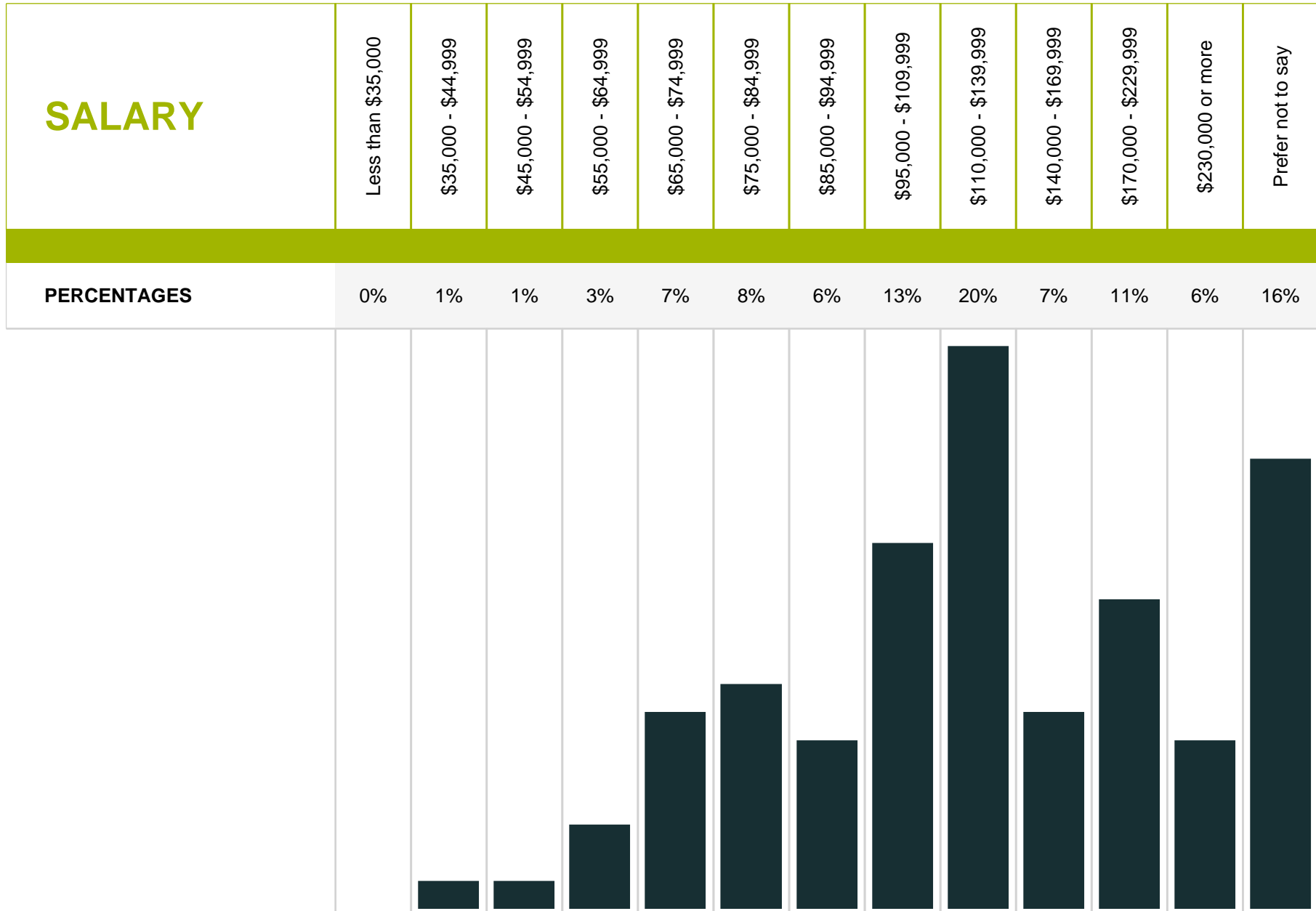
TYPE OF WORK	RESPONSE SCALE	PERCENTAGE%
Service delivery involving direct contact with the general public		5%
Other service delivery work		15%
Administrative support		6%
Corporate services		29%
Policy		5%
Research		2%
Program and project management support		24%
Legal (including developing and/or reviewing legislation)		1%
Other		13%

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.

	Transport for NSW	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	4094	180	543	236	1095	185	76	900	21	483
ENGAGEMENT	65%	64%	66%	69%	64%	66%	66%	66%	(r)	65%
SENIOR MANAGERS	53%	49%	54%	62%	51%	58%	54%	55%	(r)	50%
COMMUNICATION	66%	56%	66%	71%	65%	70%	68%	70%	(r)	62%
HIGH PERFORMANCE	69%	63%	70%	76%	68%	72%	70%	72%	(r)	66%
PUBLIC SECTOR VALUES	71%	64%	71%	75%	69%	74%	73%	74%	(r)	68%
DIVERSITY & INCLUSION	73%	65%	72%	78%	72%	78%	74%	75%	(r)	70%

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.

	Transport for NSW	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	4094	7	23	50	108	263	283	236	469	736	276	424	227	593
ENGAGEMENT	65%	(r)	(r)	76%	67%	67%	66%	65%	66%	65%	63%	64%	72%	63%
SENIOR MANAGERS	53%	(r)	(r)	70%	52%	57%	54%	50%	52%	52%	52%	54%	64%	50%
COMMUNICATION	66%	(r)	(r)	78%	65%	63%	65%	59%	66%	66%	67%	68%	77%	65%
HIGH PERFORMANCE	69%	(r)	(r)	84%	71%	70%	71%	66%	69%	69%	70%	71%	78%	67%
PUBLIC SECTOR VALUES	71%	(r)	(r)	84%	69%	70%	71%	67%	70%	70%	71%	73%	80%	69%
DIVERSITY & INCLUSION	73%	(r)	(r)	85%	73%	73%	73%	68%	74%	73%	74%	75%	80%	70%

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.

	Transport for NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	4094	773	656	1376	490	243	136
ENGAGEMENT	65%	71%	65%	63%	64%	66%	65%
SENIOR MANAGERS	53%	65%	54%	50%	49%	49%	48%
COMMUNICATION	66%	76%	69%	63%	61%	62%	56%
HIGH PERFORMANCE	69%	76%	71%	67%	67%	69%	65%
PUBLIC SECTOR VALUES	71%	78%	72%	69%	68%	68%	66%
DIVERSITY & INCLUSION	73%	80%	75%	71%	69%	70%	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 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.

	Transport for NSW	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	4094	13	85	270	519	613	591	513	469	376	181	56
ENGAGEMENT	65%	(r)	71%	70%	66%	66%	65%	64%	64%	63%	67%	69%
SENIOR MANAGERS	53%	(r)	64%	59%	53%	55%	54%	51%	52%	49%	50%	53%
COMMUNICATION	66%	(r)	71%	75%	68%	68%	66%	64%	63%	63%	63%	66%
HIGH PERFORMANCE	69%	(r)	75%	75%	70%	70%	69%	68%	67%	69%	71%	72%
PUBLIC SECTOR VALUES	71%	(r)	76%	77%	72%	72%	70%	69%	69%	69%	72%	72%
DIVERSITY & INCLUSION	73%	(r)	80%	81%	76%	74%	72%	71%	70%	70%	73%	75%

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.

	Transport for NSW	Male	Female	Other
NUMBER OF RESPONDENTS	4094	2139	1526	45
ENGAGEMENT	65%	65%	67%	48%
SENIOR MANAGERS	53%	53%	55%	28%
COMMUNICATION	66%	67%	67%	31%
HIGH PERFORMANCE	69%	69%	71%	40%
PUBLIC SECTOR VALUES	71%	71%	72%	41%
DIVERSITY & INCLUSION	73%	73%	74%	39%

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.

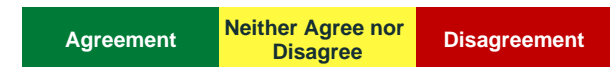
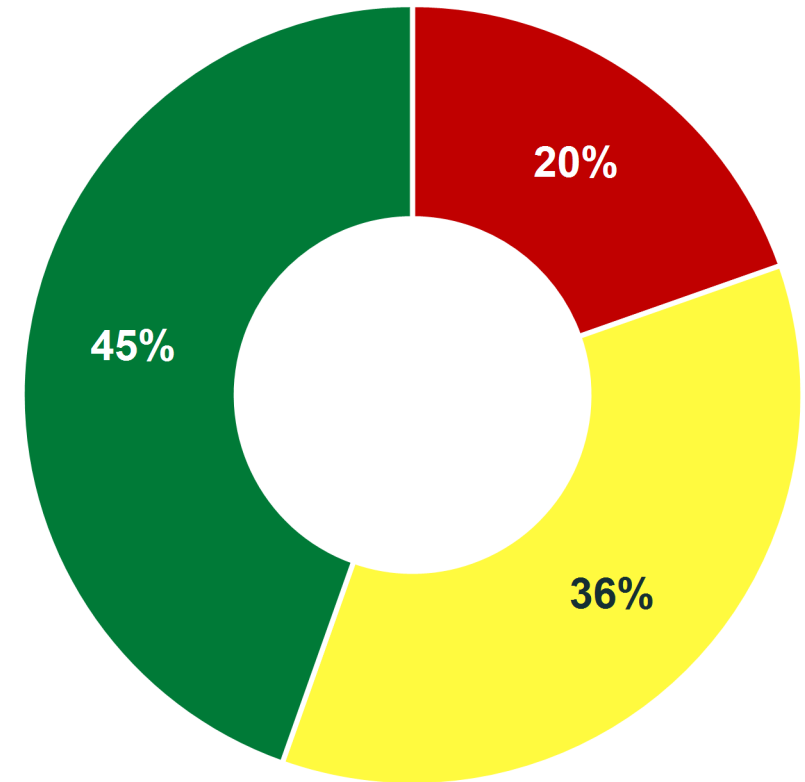
45%

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

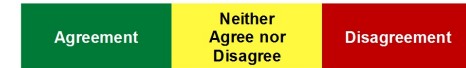
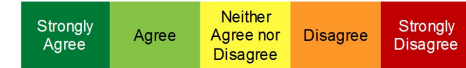
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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%