

PEOPLE MATTER 2017

NSW Public Sector Employee Survey

Nurse
Teacher
Librarian
Accountant
Police Officer
Doctor Policy Analyst Surveyor Scientist Barrister Solicitor Social Worker Welfare
Worker Laboratory Technician Turner Plumber Electrician Zookeeper Cleaner
Ambulance Officer Fitter Youth Worker Hospital Orderly Cleaner Fire Fighter Clerk
Engineer Receptionist Supervisor Ship's Engineer
Nurse Police Officer Museum Guide Conservator Fitter Electrician Linesworker
Solicitor Cable Joints Nurse Librarian Advisor
Warden Prison Officer Technician Administrator
Train Driver Bus Driver Policy Analyst Fitter
Surveyor Scientist Nurse Welfare Worker
Laboratory Turner Plumber Ambulance Officer Youth
Worker Hospital Orderly Fitter Receptionist Labourer Jointer
Solicitor Caretaker Cross Engineer Ship's Officer Ship's
Master Marine Transport Professional Showright Curator Museum Guide
Conservator Plant Operator Cable Engineer
Plant Operator Nurse Doctor Teacher Train Driver Accountant Librarian
Policy Analyst Supervisor Social Worker
Welfare Worker Laboratory Technician Turner Plumber
Electrician Social Worker Cleaner Fitter Fire Fighter
Curator Fitter Museum Guide Conservator Plant
Operator Engineer Electrical Linesworker
Cable Joints Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

AGENCY REPORT

Transport

NSW TrainLink

RESPONSE RATE

34%

712 OF 2,104 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

56%

DIFFERENCE FROM 2016 -1

DIFFERENCE FROM CLUSTER -7

DIFFERENCE FROM PUBLIC SECTOR -9

SENIOR MANAGERS

32%

DIFFERENCE FROM 2016 -3

DIFFERENCE FROM CLUSTER -14

DIFFERENCE FROM PUBLIC SECTOR -15

COMMUNICATION

50%

DIFFERENCE FROM 2016 +2

DIFFERENCE FROM CLUSTER -11

DIFFERENCE FROM PUBLIC SECTOR -10



QUESTIONS ARE GROUPED INTO THEMES IN THIS REPORT.

This page compares the aggregate scores for key themes. The individual questions in each group are listed in the All Questions section. Comparisons with 2016 are not included where the number of questions were reduced for 2017.

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

Response Rate: some entities exceed 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 or closing a partially completed survey then needing to start a new one if their password is forgotten or lost.

ENGAGEMENT WITH WORK

64%

DIFFERENCE FROM CLUSTER -4

DIFFERENCE FROM PUBLIC SECTOR -7

HIGH PERFORMANCE

51%

DIFFERENCE FROM CLUSTER -10

DIFFERENCE FROM PUBLIC SECTOR -12

PUBLIC SECTOR VALUES

49%

DIFFERENCE FROM CLUSTER -12

DIFFERENCE FROM PUBLIC SECTOR -12

DIVERSITY & INCLUSION

59%

DIFFERENCE FROM CLUSTER -10

DIFFERENCE FROM PUBLIC SECTOR -8

KEY DRIVERS OF ENGAGEMENT



WHAT TO FOCUS ON?

Employee Engagement scores at different levels are shown in earlier and following pages.

These results show the issues that are the most significant influencers of employee engagement in the workplace at this reporting level.

If engagement scores are high, other scores are often high as well.

		AGREEMENT	% AGREEMENT 2016	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	31%	38%	46%	50%
2	Q7a. My organisation focuses on improving the work we do	49%	55%	64%	69%
3	Q7c. I feel that change is managed well in my organisation	24%	27%	33%	39%
4	Q6b. I feel that senior managers effectively lead and manage change	28%	32%	41%	44%
5	Q1c. My job gives me a feeling of personal accomplishment	67%	65%	70%	75%
6	Q9a. I have confidence in the ways my organisation resolves grievances	30%	38%	36%	36%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

1a.	I understand what is expected of me to do well in my role	89%
2a.	My workgroup strives to achieve customer/client satisfaction	77%
2c.	I receive help and support from other members of my workgroup	76%
4a.	I am paid fairly for the work I do	70%
2b.	My workgroup works collaboratively to achieve its objectives	69%
5b.	My manager listens to what I have to say	68%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	67%
2e.	People in my workgroup treat each other with respect	67%
5c.	My manager communicates effectively with me	67%
1c.	My job gives me a feeling of personal accomplishment	67%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

7g.	I have confidence in the way recruitment decisions are made	18%
7c.	I feel that change is managed well in my organisation	24%
6h.	I feel that senior managers listen to employees	24%
14.	I believe action will be taken on the results from this survey by my organisation	27%
6b.	I feel that senior managers effectively lead and manage change	28%
6d.	Senior managers encourage innovation by employees	29%
9a.	I have confidence in the ways my organisation resolves grievances	30%
7h.	My organisation generally selects capable people to do the job	30%
7d.	There is good co-operation between teams across our organisation	31%
7f.	My organisation is committed to developing its employees	31%



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'.

MOST AND LEAST IMPROVED QUESTIONS

+ MOST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

	AGREEMENT 2017	AGREEMENT 2016
5c. My manager communicates effectively with me	67%	59%
6i. Senior managers in my organisation support the career advancement of women	51%	44%
1b. I am provided with the support I need to do my best at work	58%	51%
5b. My manager listens to what I have to say	68%	62%
5d. My manager encourages and values employee input	63%	57%
1e. I am satisfied with my job	65%	60%
2e. People in my workgroup treat each other with respect	67%	63%
5e. My manager involves my workgroup in decisions about our work	56%	52%
2c. I receive help and support from other members of my workgroup	76%	73%
1f. I am able to keep my work stress at an acceptable level	64%	60%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

	AGREEMENT 2017	AGREEMENT 2016
9a. I have confidence in the ways my organisation resolves grievances	30%	38%
7f. My organisation is committed to developing its employees	31%	38%
6d. Senior managers encourage innovation by employees	29%	36%
7h. My organisation generally selects capable people to do the job	30%	36%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	32%	38%
7a. My organisation focuses on improving the work we do	49%	55%
8c. I am able to speak up and share a different view to my colleagues and manager	57%	63%
6h. I feel that senior managers listen to employees	24%	29%
6b. I feel that senior managers effectively lead and manage change	28%	32%
7i. My organisation motivates me to help it achieve its objectives	39%	43%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for NSW TrainLink

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

Significant differences have been highlighted to demonstrate best practice and areas that require attention.

	NSW TrainLink	CE/ Business Strategy & Performance and People and Transformation Delivery	Customer Service Delivery	Engineering and SEQR	Finance and Corporate Services
NUMBER OF RESPONDENTS	712	43	600	25	36
EMPLOYEE ENGAGEMENT	56%	57%	56%	66%	57%
ENGAGEMENT WITH WORK	64%	75%	63%	91%	60%
SENIOR MANAGERS	32%	52%	30%	39%	47%
COMMUNICATION	50%	67%	47%	70%	64%
HIGH PERFORMANCE	51%	63%	49%	66%	59%
PUBLIC SECTOR VALUES	49%	64%	46%	64%	63%
DIVERSITY & INCLUSION	59%	76%	57%	81%	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 10 RESPONDENTS



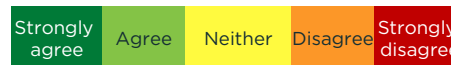
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

EMPLOYEE ENGAGEMENT	56% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	11	38	29	12	10	50%	52%	62%	60%
Q7j. I am proud to tell others I work for my organisation	16	41	25	10	9	56%	58%	65%	68%
Q7k. I feel a strong personal attachment to my organisation	14	39	25	12	10	53%	52%	58%	63%
Q7l. My organisation motivates me to help it achieve its objectives	7	32	32	16	13	39%	43%	53%	53%
Q7m. My organisation inspires me to do the best in my job	8	32	31	16	12	40%	43%	51%	53%

KEY





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ENGAGEMENT WITH WORK		64% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment		67%	65%	70%	75%					
Q1d. I feel motivated to contribute more than what is normally required at work		61%	65%	69%	72%					
Q1e. I am satisfied with my job		65%	60%	66%	68%					

KEY





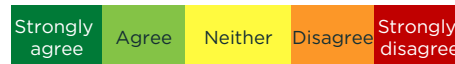
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SENIOR MANAGERS	32% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	8	25	27	24	17	33%	35%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change		21	29	24	19	28%	32%	41%	44%
Q6c. I feel that senior managers model the values of my organisation	8	25	29	19	19	33%	36%	47%	48%
Q6d. Senior managers encourage innovation by employees		23	31	23	17	29%	36%	48%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		25	37	17	14	32%	38%	50%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	12	43	22	12	11	55%	57%	65%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		27	25	18	25	32%	31%	46%	45%
Q6h. I feel that senior managers listen to employees		19	27	21	27	24%	29%	40%	41%
Q7c. I feel that change is managed well in my organisation		19	27	27	22	24%	27%	33%	39%

KEY





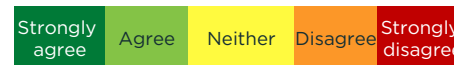
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COMMUNICATION	50% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me	22	45	14	10	9	67%	59%	71%	70%
Q5d. My manager encourages and values employee input	23	40	18	9	10	63%	57%	72%	71%
Q5e. My manager involves my workgroup in decisions about our work	19	37	18	14	12	56%	52%	66%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	27	25	18	25		32%	31%	46%	45%
Q6h. I feel that senior managers listen to employees	19	27	21	27		24%	29%	40%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	14	43	19	14	10	57%	63%	71%	66%

KEY





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	HIGH PERFORMANCE		51% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	38	51		89%	87%	86%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	24	45	18 9	69%	66%	77%	78%
Q3f. I have received appropriate training and development to do my job well	16	46	20 12	62%	61%	56%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	20	43	17 13 7	63%	62%	72%	72%
Q5f. I have confidence in the decisions my manager makes	20	38	20 11 12	58%	55%	68%	67%
Q6d. Senior managers encourage innovation by employees	23	31	23 17	29%	36%	48%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	25	37	17 14	32%	38%	50%	51%
Q7a. My organisation focuses on improving the work we do	9	41	28 15 7	49%	55%	64%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	8	36	26 17 12	45%	44%	55%	57%

KEY





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	51% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	27	28	24	17	31%	33%	44%	47%
Q7h. My organisation generally selects capable people to do the job	26	25	26	19	30%	36%	49%	52%

KEY





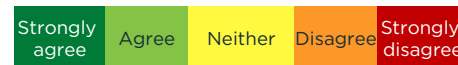
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PUBLIC SECTOR VALUES	49% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
	Strongly agree	Agree	Neither	Disagree	Strongly disagree				
Q2a. My workgroup strives to achieve customer/client satisfaction	28	49	14	7	4	77%	77%	84%	85%
Q2e. People in my workgroup treat each other with respect	23	44	16	10	7	67%	63%	78%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	20	43	17	13	7	63%	62%	72%	72%
Q5b. My manager listens to what I have to say	24	44	15	8	9	68%	62%	76%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation	8	25	27	24	17	33%	35%	45%	48%
Q6c. I feel that senior managers model the values of my organisation	8	25	29	19	19	33%	36%	47%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	12	43	22	12	11	55%	57%	65%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	27	25	18	25	5	32%	31%	46%	45%
Q6h. I feel that senior managers listen to employees	19	27	21	27	6	24%	29%	40%	41%

KEY





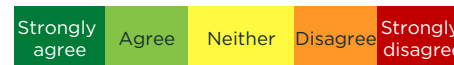
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PUBLIC SECTOR VALUES		49% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		49%	55%	64%	69%					
Q7e. People in my organisation take responsibility for their own actions		33%	35%	45%	47%					

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

DIVERSITY & INCLUSION	59% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	15	42	17	17	8	58%	51%	64%	63%
Q5b. My manager listens to what I have to say	24	44	15	8	9	68%	62%	76%	75%
Q5d. My manager encourages and values employee input	23	40	18	9	10	63%	57%	72%	71%
Q6i. Senior managers in my organisation support the career advancement of women	15	36	33	10	6	51%	44%	60%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	17	50	21	8	4	67%	69%	78%	74%
Q8b. Personal background is not a barrier to success in my organisation	17	47	21	8	7	65%	-	72%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	14	43	19	14	10	57%	63%	71%	66%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	13	30	27	14	15	44%	45%	62%	57%

KEY





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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

RECRUITMENT	24% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	15	28	21	33	18%	-	33%	35%
Q7h. My organisation generally selects capable people to do the job	26	25	26	19	30%	36%	49%	52%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT	46% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	16	37	20	15	12	53%	52%	62%	63%
Q3e. My performance is assessed against clear criteria	14	37	26	15	7	52%	53%	54%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	11	27	23	21	19	37%	39%	45%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	22	37	15	14	12	59%	59%	68%	67%
Q5h. My manager appropriately deals with employees who perform poorly	13	31	26	14	16	44%	44%	45%	44%
Q7f. My organisation is committed to developing its employees	27	30	21	17		31%	38%	46%	50%

KEY

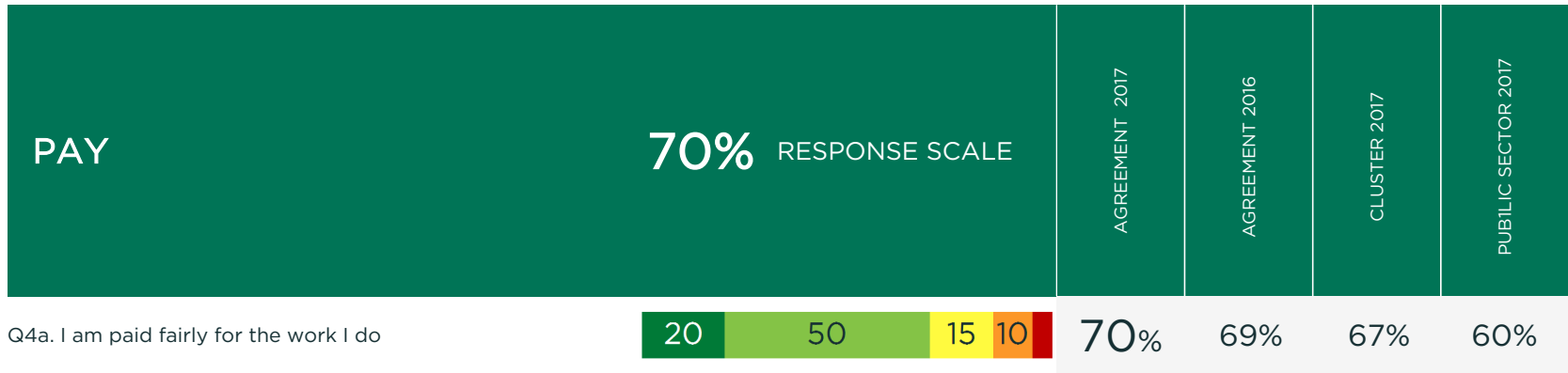




EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY





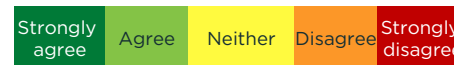
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

WORKPLACE SUPPORT		64% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		58%	51%	64%	63%					
Q1f. I am able to keep my work stress at an acceptable level		64%	60%	65%	59%					
Q2c. I receive help and support from other members of my workgroup		76%	73%	81%	81%					
Q2d. There is good team spirit in my workgroup		57%	60%	70%	69%					

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

ACTION ABOUT SURVEY RESULTS

27% RESPONSE SCALE

Q14. I believe action will be taken on the results from this survey by my organisation



KEY

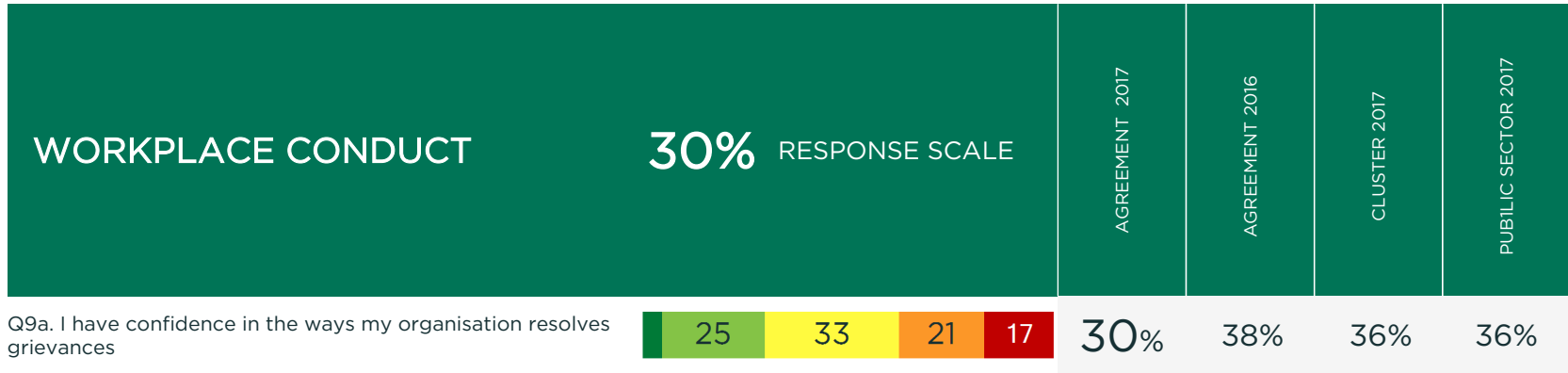




EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q3a. I have a current performance and development plan that sets out my individual objectives				
Yes		48%	70%	67%
No		52%	30%	33%
Q3b. I have informal feedback conversations with my manager				
Yes		68%	74%	75%
No		32%	26%	25%
Q3c. I have scheduled feedback conversations with my manager				
Yes		48%	57%	57%
No		52%	43%	43%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q3h. Are you currently looking, or thinking about looking, for a new role within the NSW Public Sector but outside of your current workplace in order to broaden your experience?				
Yes		41%	47%	41%
No		59%	53%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q3i. Are there any barriers preventing you from moving to another role?				
There are no major barriers to my career progression		26%	33%	30%
Lack of visible opportunities		36%	32%	31%
Lack of promotion opportunities		42%	33%	30%
Lack of support from my manager / supervisor		19%	14%	14%
Geographic location considerations		36%	25%	28%
Personal / family considerations		30%	24%	33%
Insufficient training and development		24%	17%	16%
Lack of required capabilities or experience		15%	12%	11%
Lack of support for temporary assignments/secondments		22%	18%	15%
The application/recruitment process is too cumbersome or time consuming		31%	25%	23%
Other		9%	10%	9%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work				
Yes		32%	19%	25%
No		55%	67%	62%
Don't know		13%	14%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		61%	57%	63%
No		36%	39%	35%
Don't know		3%	3%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q10c. In the last 12 months I have witnessed bullying at work				
Yes		34%	23%	33%
No		58%	67%	58%
Don't know		7%	10%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		18%	13%	18%
No		77%	80%	76%
Don't know		5%	7%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
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		15%	21%	22%
Your immediate manager/supervisor		29%	27%	24%
A fellow worker at your level		29%	26%	27%
A subordinate		8%	6%	8%
A client or customer		2%	3%	2%
A member of the public other than a client or customer		1%	0%	1%
Other		6%	4%	4%
Prefer not to say		10%	13%	13%



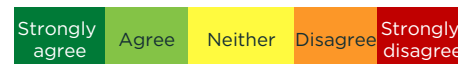
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

TRANSPORT QUESTIONS	RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q1. Keeping high levels of health and safety is a priority of this organisation	18	51	13	12	68%	75%	83%
Q2. We are given all necessary safety equipment and training	18	58	11	9	75%	74%	78%
Q3. My workgroup demonstrates good safety behaviour	24	61	11		84%	82%	86%
Q4. I understand how my role makes a difference to our customers	29	59			88%	86%	89%
Q5. My manager ensures I have the information I need to do my job in a timely and accurate manner	17	50	19	8	67%	63%	73%
Q6. My manager actively supports a diverse, inclusive and flexible work environment	20	42	21	8	63%	63%	75%
Q7. I am confident in my ability to adapt to new workplace technologies	30	53	11		82%	86%	89%
Q8. I have a clear understanding of how my work contributes to the overall strategy for Transport	19	57	15		76%	66%	78%
Q9. I feel well informed of my organisation's objectives and direction	11	39	24	14	51%	0%	62%
Q10. My organisation's processes for recruiting people are efficient	17	27	26	25	22%	0%	30%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		65%
Female		32%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		0%
20 - 24		1%
25 -29		2%
30 - 34	■	8%
35 - 39	■	10%
40 - 44	■	13%
45 - 49	■	19%
50 - 54	■	21%
55 - 59	■	16%
60 - 64	■	6%
65+		2%

PROFILE OF RESPONDENTS









PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		14%
No		79%
Prefer not to say		7%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		4%
No		87%
Prefer not to say		9%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

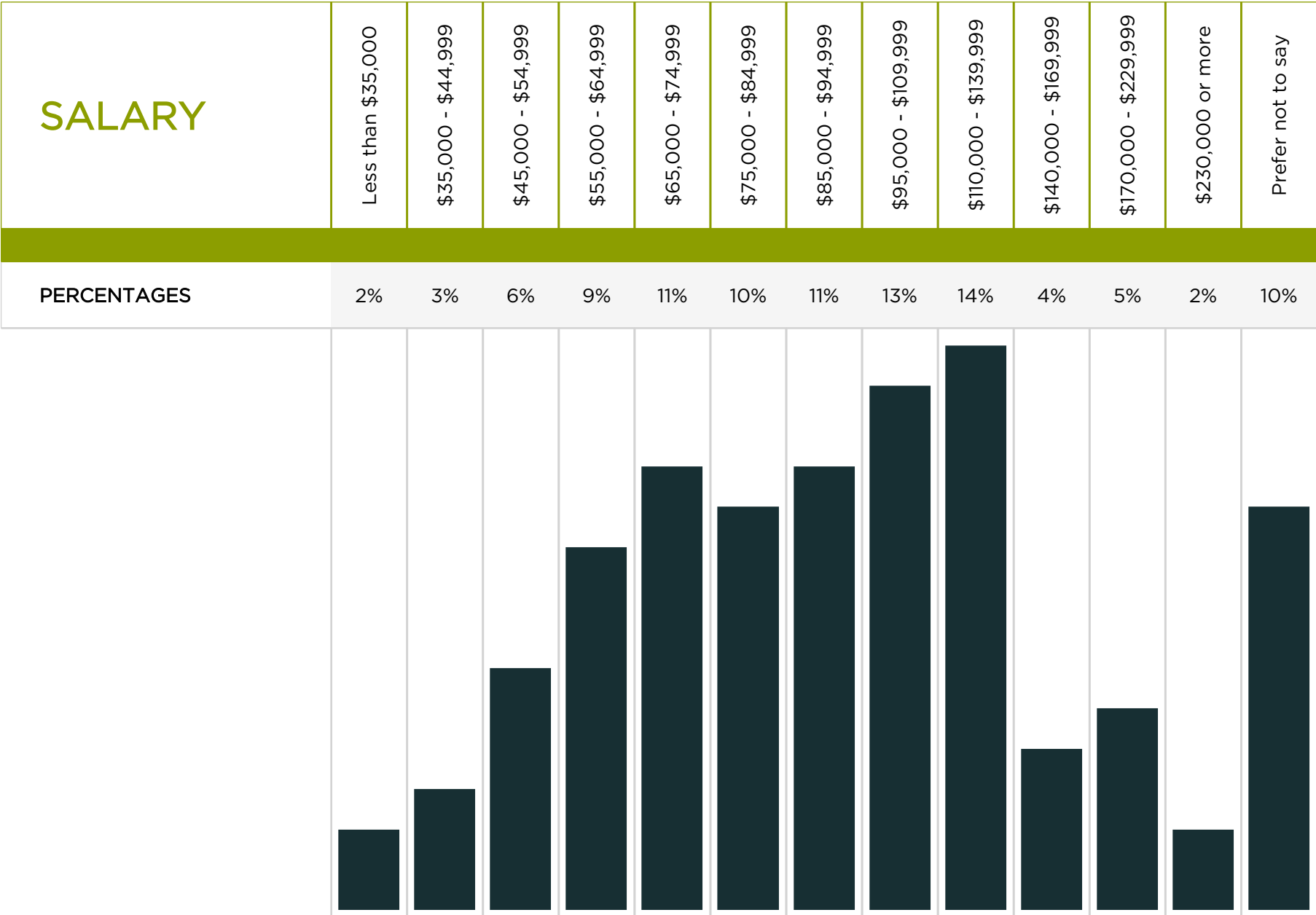
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		4%
No		87%
Prefer not to say		9%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		7%
No		82%
Prefer not to say		11%

PROFILE OF RESPONDENTS



WORK PROFILES

SALARY



RESULT BY TYPE OF WORK



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

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

	NSW TrainLink	Service delivery involving direct contact with the general public	Other service delivery work	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	712	437	99	20	53	0	0	19	1	45
EMPLOYEE ENGAGEMENT	56%	54%	62%	(r)	57%	(r)	(r)	(r)	(r)	60%
ENGAGEMENT WITH WORK	64%	61%	75%	(r)	64%	(r)	(r)	(r)	(r)	70%
SENIOR MANAGERS	32%	27%	46%	(r)	45%	(r)	(r)	(r)	(r)	27%
COMMUNICATION	50%	45%	60%	(r)	64%	(r)	(r)	(r)	(r)	47%
HIGH PERFORMANCE	51%	46%	61%	(r)	58%	(r)	(r)	(r)	(r)	49%
PUBLIC SECTOR VALUES	49%	44%	60%	(r)	62%	(r)	(r)	(r)	(r)	45%
DIVERSITY & INCLUSION	59%	54%	69%	(r)	73%	(r)	(r)	(r)	(r)	60%

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

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

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

	NSW TrainLink	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	712	12	18	38	63	74	70	76	86	94	24	35	13	67
EMPLOYEE ENGAGEMENT	56%	(r)	(r)	63%	58%	50%	42%	58%	56%	61%	(r)	63%	(r)	49%
ENGAGEMENT WITH WORK	64%	(r)	(r)	72%	60%	49%	50%	69%	70%	71%	(r)	77%	(r)	58%
SENIOR MANAGERS	32%	(r)	(r)	31%	26%	19%	16%	37%	40%	36%	(r)	55%	(r)	25%
COMMUNICATION	50%	(r)	(r)	44%	51%	34%	33%	56%	55%	57%	(r)	70%	(r)	43%
HIGH PERFORMANCE	51%	(r)	(r)	50%	50%	39%	35%	54%	54%	56%	(r)	71%	(r)	44%
PUBLIC SECTOR VALUES	49%	(r)	(r)	45%	46%	36%	33%	52%	53%	56%	(r)	67%	(r)	41%
DIVERSITY & INCLUSION	59%	(r)	(r)	54%	62%	45%	43%	66%	61%	65%	(r)	79%	(r)	53%

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

RESULT BY TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

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

	NSW TrainLink	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	712	65	43	129	80	187	165
EMPLOYEE ENGAGEMENT	56%	68%	61%	62%	51%	50%	55%
ENGAGEMENT WITH WORK	64%	83%	69%	75%	57%	58%	60%
SENIOR MANAGERS	32%	55%	39%	41%	20%	23%	31%
COMMUNICATION	50%	67%	59%	63%	43%	41%	45%
HIGH PERFORMANCE	51%	68%	58%	60%	43%	43%	48%
PUBLIC SECTOR VALUES	49%	68%	55%	60%	40%	40%	46%
DIVERSITY & INCLUSION	59%	74%	70%	71%	50%	52%	54%

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

RESULT BY AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

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

	NSW TrainLink	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	712	2	5	15	52	69	90	129	143	110	41	16
EMPLOYEE ENGAGEMENT	56%	(r)	(r)	(r)	54%	57%	50%	54%	57%	59%	61%	(r)
ENGAGEMENT WITH WORK	64%	(r)	(r)	(r)	57%	68%	57%	64%	65%	67%	78%	(r)
SENIOR MANAGERS	32%	(r)	(r)	(r)	36%	35%	25%	33%	33%	31%	30%	(r)
COMMUNICATION	50%	(r)	(r)	(r)	52%	54%	46%	51%	51%	47%	55%	(r)
HIGH PERFORMANCE	51%	(r)	(r)	(r)	50%	54%	45%	52%	50%	50%	54%	(r)
PUBLIC SECTOR VALUES	49%	(r)	(r)	(r)	50%	52%	42%	49%	49%	47%	54%	(r)
DIVERSITY & INCLUSION	59%	(r)	(r)	(r)	62%	59%	53%	60%	60%	58%	65%	(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

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

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

	NSW TrainLink	Male	Female	Other
NUMBER OF RESPONDENTS	712	440	218	15
EMPLOYEE ENGAGEMENT	56%	56%	59%	(r)
ENGAGEMENT WITH WORK	64%	63%	69%	(r)
SENIOR MANAGERS	32%	33%	32%	(r)
COMMUNICATION	50%	50%	53%	(r)
HIGH PERFORMANCE	51%	51%	53%	(r)
PUBLIC SECTOR VALUES	49%	49%	51%	(r)
DIVERSITY & INCLUSION	59%	59%	62%	(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?

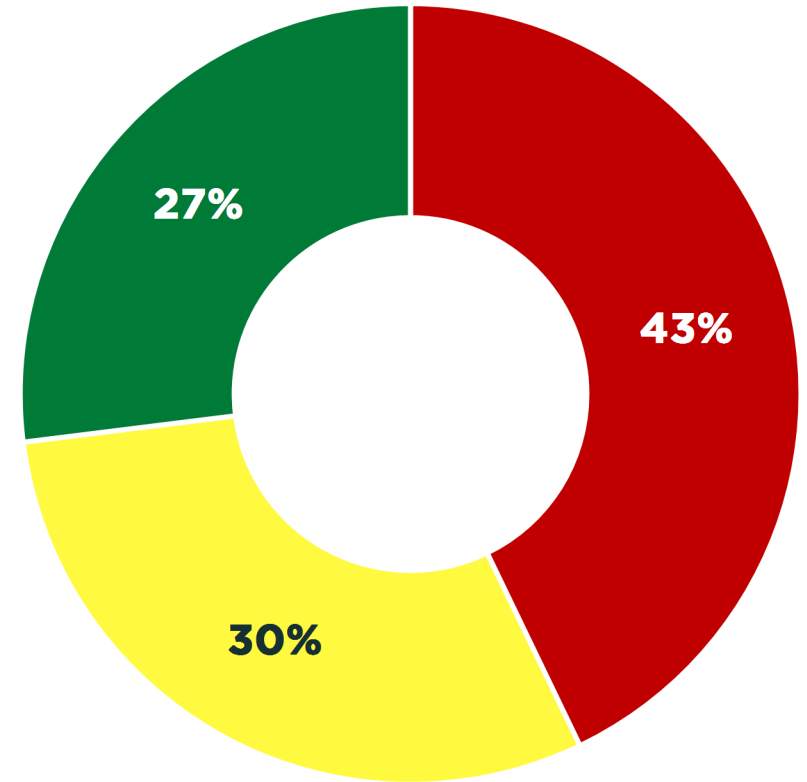
Sector employees have now given their feedback and these results show where actions and improvements are required.

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.

27%

of employees replied favourably to:

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



34%

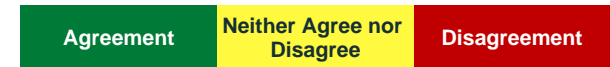
SECTOR

40%

CLUSTER

28%

2016



GUIDE TO THIS REPORT

i SURVEY TIME FRAME

This report contains results from the 2017 People Matter Employee Survey which was open from 1 to 30 June 2017.

i PRIVACY

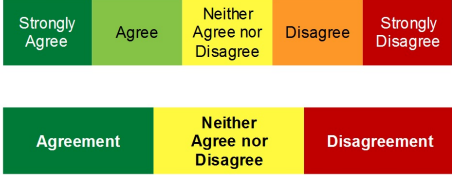
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of workgroups that can be reported (10 or more employees) and responses from demographic groups (30 or more employees).

Where people work in small teams, the results are merged with larger business units and results are not available. Where this happens an 'r' is shown in reports.

i HOW TO READ THIS REPORT

The majority of questions have a 5-point answer scale. The Strongly Agree and Agree scores are combined to create an agreement (or positive) score which is shown as a rounded percentage.



i ROUNDING

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

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

i MORE DETAILS ABOUT THE SURVEY AND ITS METHODOLOGY

See the Main Findings report on the Public Service Commission web site.