

# 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 Jointer 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 Jointer Plant  
Operator Ranger  
Teacher Nurse  
Librarian  
Advisor

### AGENCY REPORT

Transport

Roads and Maritime Services

## RESPONSE RATE

# 90%

4,053 OF 4,518 TOTAL RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 64%

DIFFERENCE FROM 2016 0

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR 0

## SENIOR MANAGERS

# 45%

DIFFERENCE FROM 2016 -2

DIFFERENCE FROM CLUSTER -1

DIFFERENCE FROM PUBLIC SECTOR -2

## COMMUNICATION

# 63%

DIFFERENCE FROM 2016 +2

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR +3



## 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

# 70%

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR -2

## HIGH PERFORMANCE

# 62%

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR -1

## PUBLIC SECTOR VALUES

# 61%

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR 0

## DIVERSITY & INCLUSION

# 73%

DIFFERENCE FROM CLUSTER +3

DIFFERENCE FROM PUBLIC SECTOR +5

# 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	<b>Q7f.</b> My organisation is committed to developing its employees	<b>50%</b>	56%	46%	50%
2	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>64%</b>	76%	64%	69%
3	<b>Q1c.</b> My job gives me a feeling of personal accomplishment	<b>71%</b>	71%	70%	75%
4	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>32%</b>	37%	33%	39%
5	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>40%</b>	42%	41%	44%
6	<b>Q6c.</b> I feel that senior managers model the values of my organisation	<b>46%</b>	49%	47%	48%

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

1a.	I understand what is expected of me to do well in my role	<b>87%</b>
2a.	My workgroup strives to achieve customer/client satisfaction	<b>86%</b>
2c.	I receive help and support from other members of my workgroup	<b>83%</b>
2e.	People in my workgroup treat each other with respect	<b>80%</b>
2b.	My workgroup works collaboratively to achieve its objectives	<b>80%</b>
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	<b>79%</b>
5b.	My manager listens to what I have to say	<b>79%</b>
5d.	My manager encourages and values employee input	<b>76%</b>
5a.	My manager encourages people in my workgroup to keep improving the work they do	<b>75%</b>
8c.	I am able to speak up and share a different view to my colleagues and manager	<b>74%</b>

## - LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

7c.	I feel that change is managed well in my organisation	<b>32%</b>
7g.	I have confidence in the way recruitment decisions are made	<b>33%</b>
9a.	I have confidence in the ways my organisation resolves grievances	<b>36%</b>
14.	I believe action will be taken on the results from this survey by my organisation	<b>37%</b>
6h.	I feel that senior managers listen to employees	<b>39%</b>
6b.	I feel that senior managers effectively lead and manage change	<b>40%</b>
6a.	I believe senior managers provide clear direction for the future of the organisation	<b>42%</b>
7e.	People in my organisation take responsibility for their own actions	<b>45%</b>
6g.	I feel that senior managers keep employees informed about what's going on	<b>45%</b>
5h.	My manager appropriately deals with employees who perform poorly	<b>45%</b>



### 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

6i.	Senior managers in my organisation support the career advancement of women	60%	52%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	73%	67%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	65%	59%
1e.	I am satisfied with my job	68%	63%
2e.	People in my workgroup treat each other with respect	80%	75%
3e.	My performance is assessed against clear criteria	57%	53%
14.	I believe action will be taken on the results from this survey by my organisation	37%	34%
5d.	My manager encourages and values employee input	76%	72%
5b.	My manager listens to what I have to say	79%	75%
1b.	I am provided with the support I need to do my best at work	65%	62%

## - LEAST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

7a.	My organisation focuses on improving the work we do	64%	76%
7b.	My organisation is making the necessary improvements to meet our future challenges	51%	61%
9a.	I have confidence in the ways my organisation resolves grievances	36%	43%
7f.	My organisation is committed to developing its employees	50%	56%
7c.	I feel that change is managed well in my organisation	32%	37%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	51%	55%
3f.	I have received appropriate training and development to do my job well	60%	64%
6c.	I feel that senior managers model the values of my organisation	46%	49%
1d.	I feel motivated to contribute more than what is normally required at work	71%	74%
6a.	I believe senior managers provide clear direction for the future of the organisation	42%	44%



### 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 Roads and Maritime Services

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.

	Roads and Maritime Services	Business Services	Compliance and Regulatory Services	Finance and Investment	Maritime	Motorways	Office of the Chief Executive	Regional and Freight	Stakeholder and Community Engagement	Sydney	Technical and Project Services
NUMBER OF RESPONDENTS	4053	362	598	145	216	164	16	856	330	305	978
EMPLOYEE ENGAGEMENT	64%	59%	55%	63%	72%	62%	63%	68%	68%	67%	66%
ENGAGEMENT WITH WORK	70%	66%	59%	70%	78%	72%	54%	72%	78%	73%	71%
SENIOR MANAGERS	45%	40%	33%	51%	58%	52%	48%	46%	56%	55%	43%
COMMUNICATION	63%	58%	50%	69%	68%	67%	63%	64%	73%	70%	65%
HIGH PERFORMANCE	62%	58%	50%	66%	70%	63%	64%	63%	70%	68%	63%
PUBLIC SECTOR VALUES	61%	57%	48%	66%	68%	65%	61%	61%	71%	69%	61%
DIVERSITY & INCLUSION	73%	71%	61%	75%	77%	70%	77%	74%	79%	75%	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 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	64% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	17	48	24	7	65%	64%	62%	60%
Q7j. I am proud to tell others I work for my organisation	19	46	25		65%	66%	65%	68%
Q7k. I feel a strong personal attachment to my organisation	19	40	28	9	59%	60%	58%	63%
Q7l. My organisation motivates me to help it achieve its objectives	12	41	32	11	53%	54%	53%	53%
Q7m. My organisation inspires me to do the best in my job	12	39	33	11	52%	54%	51%	53%

KEY





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ENGAGEMENT WITH WORK	70% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	22	49	16	9	71%	71%	70%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	26	45	17	8	71%	74%	69%	72%
Q1e. I am satisfied with my job	20	48	19	9	68%	63%	66%	68%

### KEY







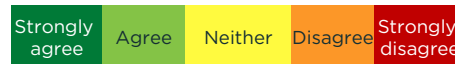
## EXPLORE THE FULL RESULTS

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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.

SENIOR MANAGERS	45% 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	34	33	16	9	42%	44%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	8	32	33	16	10	40%	42%	41%	44%
Q6c. I feel that senior managers model the values of my organisation	10	37	34	11	8	46%	49%	47%	48%
Q6d. Senior managers encourage innovation by employees	9	38	34	13		47%	49%	48%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	10	41	33	10		51%	55%	50%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	15	51	24			66%	68%	65%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	9	36	29	16	10	45%	44%	46%	45%
Q6h. I feel that senior managers listen to employees	8	31	34	16	11	39%	38%	40%	41%
Q7c. I feel that change is managed well in my organisation		26	33	24	11	32%	37%	33%	39%

KEY





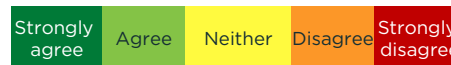
## EXPLORE THE FULL RESULTS

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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.

COMMUNICATION	63% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	29	46	15	7	74%	71%	71%	70%	
Q5d. My manager encourages and values employee input	30	46	15	7	76%	72%	72%	71%	
Q5e. My manager involves my workgroup in decisions about our work	26	45	18	8	70%	69%	66%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	9	36	29	16	10	45%	44%	46%	45%
Q6h. I feel that senior managers listen to employees	8	31	34	16	11	39%	38%	40%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	19	56	15	7	74%	75%	71%	66%	

KEY





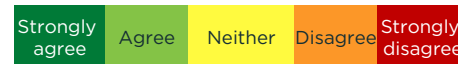
## EXPLORE THE FULL RESULTS

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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.

	HIGH PERFORMANCE			62% 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	32	55	8		87%	87%	86%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	31	48	13		80%	78%	77%	78%
Q3f. I have received appropriate training and development to do my job well	13	47	25	11	60%	64%	56%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	24	51	17		75%	74%	72%	72%
Q5f. I have confidence in the decisions my manager makes	29	43	18		71%	70%	68%	67%
Q6d. Senior managers encourage innovation by employees	9	38	34	13	47%	49%	48%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	10	41	33	10	51%	55%	50%	51%
Q7a. My organisation focuses on improving the work we do	12	51	24	9	64%	76%	64%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	10	41	32	13	51%	61%	55%	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.

	62% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	8	39	31	17	46%	48%	44%	47%
Q7h. My organisation generally selects capable people to do the job		44	31	14	50%	50%	49%	52%

KEY





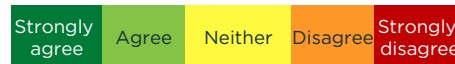
## EXPLORE THE FULL RESULTS

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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.

PUBLIC SECTOR VALUES		61% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q2a. My workgroup strives to achieve customer/client satisfaction		36	50	9	86%	87%	84%	85%		
Q2e. People in my workgroup treat each other with respect		33	47	12	80%	75%	78%	74%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do		24	51	17	75%	74%	72%	72%		
Q5b. My manager listens to what I have to say		31	48	13	79%	75%	76%	75%		
Q6a. I believe senior managers provide clear direction for the future of the organisation		8	34	33	16	9	42%	44%	45%	48%
Q6c. I feel that senior managers model the values of my organisation		10	37	34	11	8	46%	49%	47%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		15	51	24	66%	68%	65%	60%		
Q6g. I feel that senior managers keep employees informed about what's going on		9	36	29	16	10	45%	44%	46%	45%
Q6h. I feel that senior managers listen to employees		8	31	34	16	11	39%	38%	40%	41%

KEY





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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.

PUBLIC SECTOR VALUES		61% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		64%	76%	64%	69%				
Q7e. People in my organisation take responsibility for their own actions		45%	47%	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	73% 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	17	48	18	13	65%	62%	64%	63%
Q5b. My manager listens to what I have to say	31	48	13		79%	75%	76%	75%
Q5d. My manager encourages and values employee input	30	46	15		76%	72%	72%	71%
Q6i. Senior managers in my organisation support the career advancement of women	19	41	33		60%	52%	60%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	23	56	15		79%	79%	78%	74%
Q8b. Personal background is not a barrier to success in my organisation	23	51	17		73%	-	72%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	19	56	15		74%	75%	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>	30	43	15	8	73%	67%	62%	57%

KEY





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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.

RECRUITMENT	41% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	28	35	19	13	33%	-	33%	35%
Q7h. My organisation generally selects capable people to do the job	44	31	14		50%	50%	49%	52%

KEY







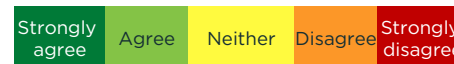
## EXPLORE THE FULL RESULTS

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	56% 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	17	49	22	9	65%	59%	62%	63%	
Q3e. My performance is assessed against clear criteria	13	44	28	11	57%	53%	54%	54%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	11	36	27	16	10	47%	48%	45%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	28	43	17	8	71%	69%	68%	67%	
Q5h. My manager appropriately deals with employees who perform poorly	14	32	35	12	7	45%	45%	45%	44%
Q7f. My organisation is committed to developing its employees	9	41	32	12	50%	56%	46%	50%	

KEY

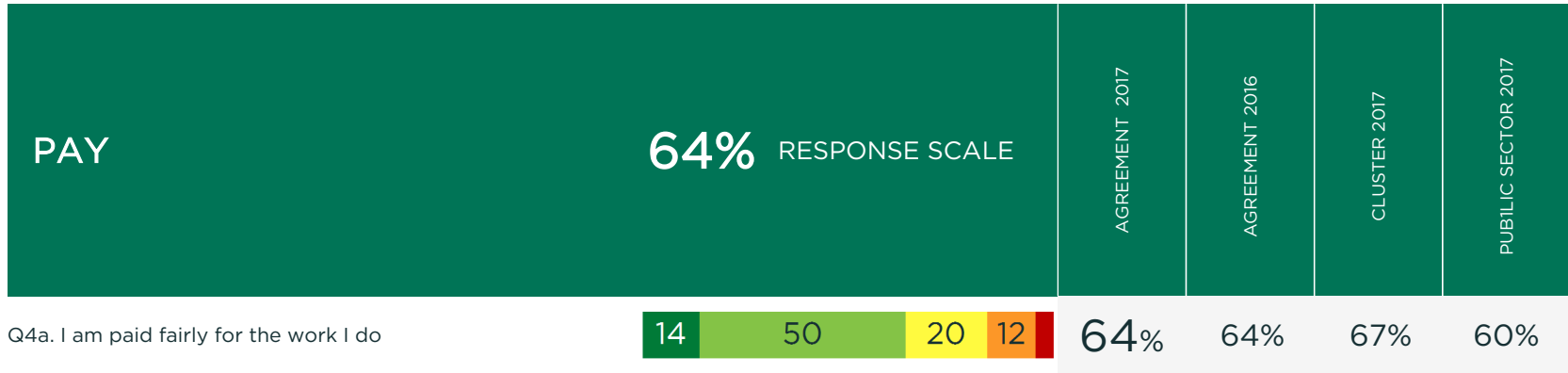




## EXPLORE THE FULL RESULTS

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





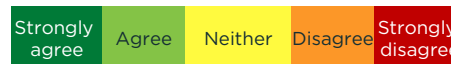
## EXPLORE THE FULL RESULTS

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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.

WORKPLACE SUPPORT		70% 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		65%	62%	64%	63%				
Q1f. I am able to keep my work stress at an acceptable level		63%	62%	65%	59%				
Q2c. I receive help and support from other members of my workgroup		83%	82%	81%	81%				
Q2d. There is good team spirit in my workgroup		71%	69%	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.

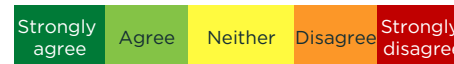
### ACTION ABOUT SURVEY RESULTS

**37%** RESPONSE SCALE

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



KEY

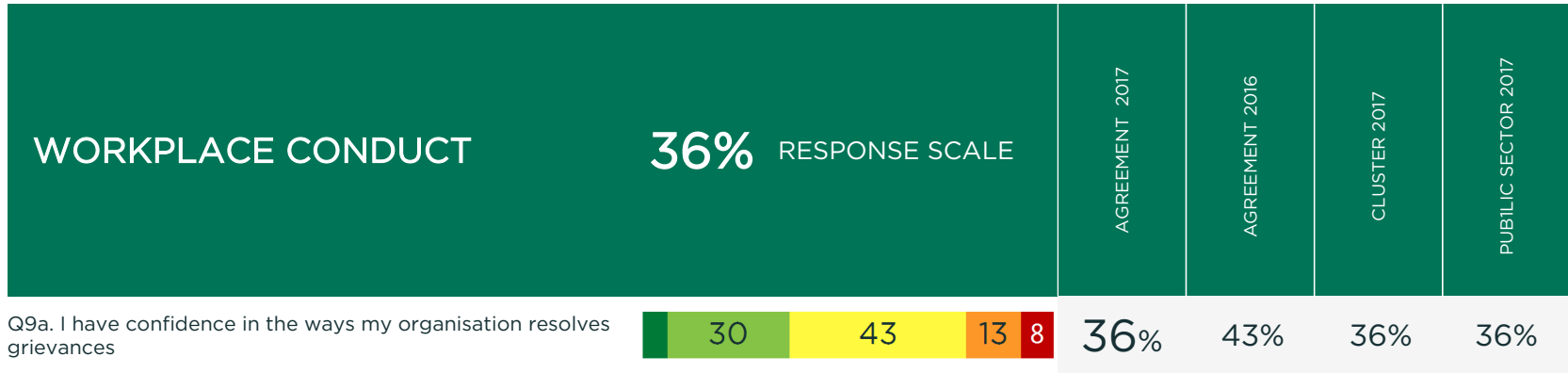




## EXPLORE THE FULL RESULTS

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
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives					
Yes			81%	70%	67%
No			19%	30%	33%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes			77%	74%	75%
No			23%	26%	25%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes			60%	57%	57%
No			40%	43%	43%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
<b>Q3h.</b> 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		45%	47%	41%
No		55%	53%	59%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
<b>Q3i. Are there any barriers preventing you from moving to another role?</b>				
There are no major barriers to my career progression		31%	33%	30%
Lack of visible opportunities		34%	32%	31%
Lack of promotion opportunities		34%	33%	30%
Lack of support from my manager / supervisor		12%	14%	14%
Geographic location considerations		33%	25%	28%
Personal / family considerations		30%	24%	33%
Insufficient training and development		15%	17%	16%
Lack of required capabilities or experience		11%	12%	11%
Lack of support for temporary assignments/secondments		17%	18%	15%
The application/recruitment process is too cumbersome or time consuming		22%	25%	23%
Other		10%	10%	9%





## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
<b>Q10a.</b> In the last 12 months I have witnessed misconduct/wrongdoing at work				
Yes		17%	19%	25%
No		68%	67%	62%
Don't know		14%	14%	13%
<b>Q10b.</b> If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		57%	57%	63%
No		41%	39%	35%
Don't know		2%	3%	2%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
<b>Q10c.</b> In the last 12 months I have witnessed bullying at work				
Yes		22%	23%	33%
No		68%	67%	58%
Don't know		10%	10%	9%
<b>Q10d.</b> In the last 12 months I have been subjected to bullying at work				
Yes		11%	13%	18%
No		82%	80%	76%
Don't know		7%	7%	6%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
<b>Q10e.</b> Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months.				
A senior manager		18%	21%	22%
Your immediate manager/supervisor		24%	27%	24%
A fellow worker at your level		27%	26%	27%
A subordinate		5%	6%	8%
A client or customer		5%	3%	2%
A member of the public other than a client or customer		0%	0%	1%
Other		5%	4%	4%
Prefer not to say		15%	13%	13%



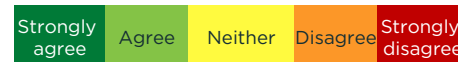
## EXPLORE THE FULL RESULTS

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	31	54	11		85%	85%	83%
Q2. We are given all necessary safety equipment and training	27	54	14		81%	81%	78%
Q3. My workgroup demonstrates good safety behaviour	29	59	10		88%	88%	86%
Q4. I understand how my role makes a difference to our customers	31	59	8		90%	90%	89%
Q5. My manager ensures I have the information I need to do my job in a timely and accurate manner	22	53	17		76%	71%	73%
Q6. My manager actively supports a diverse, inclusive and flexible work environment	30	50	14		80%	78%	75%
Q7. I am confident in my ability to adapt to new workplace technologies	36	54	8		90%	91%	89%
Q8. I have a clear understanding of how my work contributes to the overall strategy for Transport	23	53	17		76%	77%	78%
Q9. I feel well informed of my organisation's objectives and direction	14	47	25	10	61%	0%	62%
Q10. My organisation's processes for recruiting people are efficient	23	33	22	15	29%	0%	30%

KEY



# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		67%
Female		31%
Other		2%

# PROFILE OF RESPONDENTS









## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		1%
20 - 24	█	3%
25 -29	█	7%
30 - 34	█	12%
35 - 39	█	14%
40 - 44	█	16%
45 - 49	█	14%
50 - 54	█	13%
55 - 59	█	12%
60 - 64	█	7%
65+		2%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you speak a language other than English at home?</b>		
Yes		24%
No		71%
Prefer not to say		5%
<b>Are you of Aboriginal and/or Torres Strait Islander origin?</b>		
Yes		3%
No		92%
Prefer not to say		5%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		2%
No		93%
Prefer not to say		5%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		2%
No		93%
Prefer not to say		5%

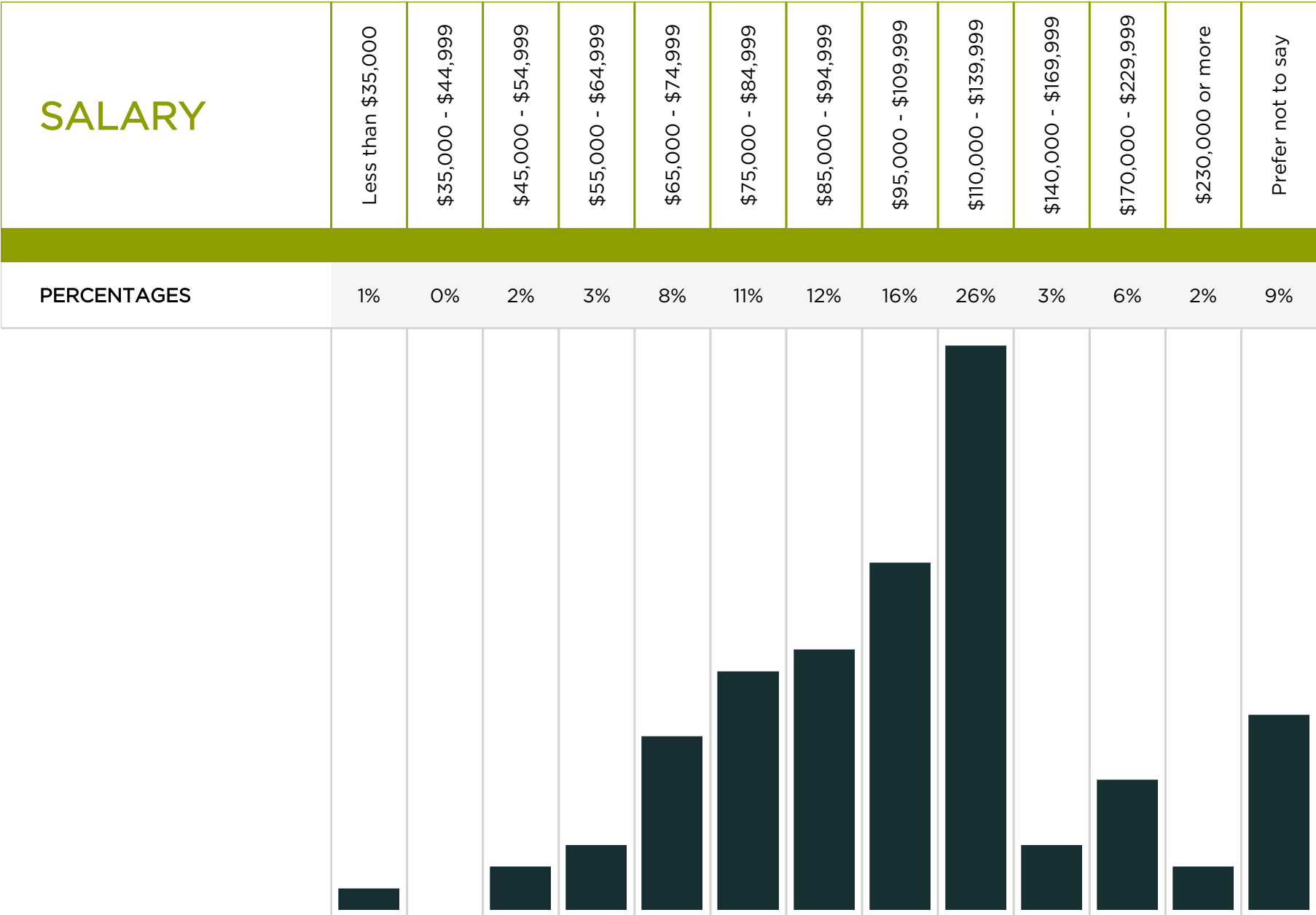


# PROFILE OF RESPONDENTS



## 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.

	Roads and Maritime Services	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
<b>NUMBER OF RESPONDENTS</b>	4053	580	1071	257	411	70	42	912	40	528
<b>EMPLOYEE ENGAGEMENT</b>	64%	63%	64%	68%	63%	62%	56%	67%	55%	63%
ENGAGEMENT WITH WORK	70%	70%	69%	69%	70%	70%	55%	75%	61%	67%
SENIOR MANAGERS	45%	43%	43%	51%	47%	52%	29%	49%	39%	44%
COMMUNICATION	63%	58%	62%	65%	65%	66%	50%	69%	60%	62%
HIGH PERFORMANCE	62%	58%	61%	67%	63%	63%	50%	66%	55%	60%
PUBLIC SECTOR VALUES	61%	57%	59%	64%	63%	64%	47%	66%	55%	59%
DIVERSITY & INCLUSION	73%	67%	73%	75%	74%	70%	62%	78%	67%	71%

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

# 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.

	Roads and Maritime Services	Less than \$35,000	\$35,000 - \$44,999	\$45,000 - \$54,999	\$55,000 - \$64,999	\$65,000 - \$74,999	\$75,000 - \$84,999	\$85,000 - \$94,999	\$95,000 - \$109,999	\$110,000 - \$139,999	\$140,000 - \$169,999	\$170,000 - \$229,999	\$230,000 or more	Prefer not to say
NUMBER OF RESPONDENTS	4053	44	12	80	133	320	430	458	607	1021	133	229	68	358
EMPLOYEE ENGAGEMENT	64%	73%	(r)	74%	63%	67%	61%	65%	63%	65%	62%	67%	74%	63%
ENGAGEMENT WITH WORK	70%	81%	(r)	81%	65%	68%	65%	68%	66%	73%	76%	78%	90%	68%
SENIOR MANAGERS	45%	61%	(r)	52%	42%	45%	40%	45%	42%	46%	52%	53%	72%	42%
COMMUNICATION	63%	76%	(r)	69%	59%	60%	56%	62%	62%	66%	66%	70%	81%	62%
HIGH PERFORMANCE	62%	77%	(r)	71%	60%	61%	57%	61%	61%	63%	64%	67%	82%	60%
PUBLIC SECTOR VALUES	61%	71%	(r)	65%	56%	59%	53%	60%	59%	63%	67%	69%	83%	59%
DIVERSITY & INCLUSION	73%	86%	(r)	75%	68%	71%	65%	71%	72%	76%	77%	80%	87%	71%

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

# 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.

	Roads and Maritime Services	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
<b>NUMBER OF RESPONDENTS</b>	4053	455	430	681	813	881	624
<b>EMPLOYEE ENGAGEMENT</b>	64%	73%	68%	62%	64%	62%	63%
ENGAGEMENT WITH WORK	70%	79%	76%	69%	69%	66%	70%
SENIOR MANAGERS	45%	62%	51%	45%	42%	41%	43%
COMMUNICATION	63%	76%	70%	64%	60%	59%	60%
HIGH PERFORMANCE	62%	74%	66%	62%	59%	59%	61%
PUBLIC SECTOR VALUES	61%	74%	66%	61%	57%	57%	58%
DIVERSITY & INCLUSION	73%	82%	79%	73%	70%	70%	71%

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW  
CUT OFF LIMIT OF 30 RESPONDENTS

# 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.

	Roads and Maritime Services	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	4053	31	115	275	452	550	607	549	491	482	262	73
EMPLOYEE ENGAGEMENT	64%	73%	68%	70%	65%	65%	63%	63%	63%	64%	65%	71%
ENGAGEMENT WITH WORK	70%	78%	70%	73%	71%	70%	69%	67%	71%	71%	73%	84%
SENIOR MANAGERS	45%	61%	50%	51%	45%	47%	44%	45%	43%	43%	49%	54%
COMMUNICATION	63%	73%	73%	71%	67%	65%	61%	61%	60%	61%	62%	71%
HIGH PERFORMANCE	62%	79%	68%	69%	64%	63%	60%	61%	60%	60%	62%	71%
PUBLIC SECTOR VALUES	61%	70%	66%	67%	61%	62%	59%	60%	59%	59%	63%	69%
DIVERSITY & INCLUSION	73%	83%	81%	80%	76%	75%	70%	70%	70%	71%	72%	76%

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW  
CUT OFF LIMIT OF 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.

	Roads and Maritime Services	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>4053</b>	<b>2622</b>	<b>1222</b>	<b>65</b>
<b>EMPLOYEE ENGAGEMENT</b>	64%	64%	65%	49%
ENGAGEMENT WITH WORK	70%	70%	72%	44%
SENIOR MANAGERS	45%	45%	48%	19%
COMMUNICATION	63%	64%	64%	35%
HIGH PERFORMANCE	62%	62%	64%	35%
PUBLIC SECTOR VALUES	61%	61%	63%	34%
DIVERSITY & INCLUSION	73%	74%	73%	42%

**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.

# 37%

of employees replied favourably to:

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

## 34%

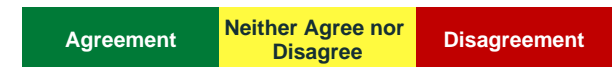
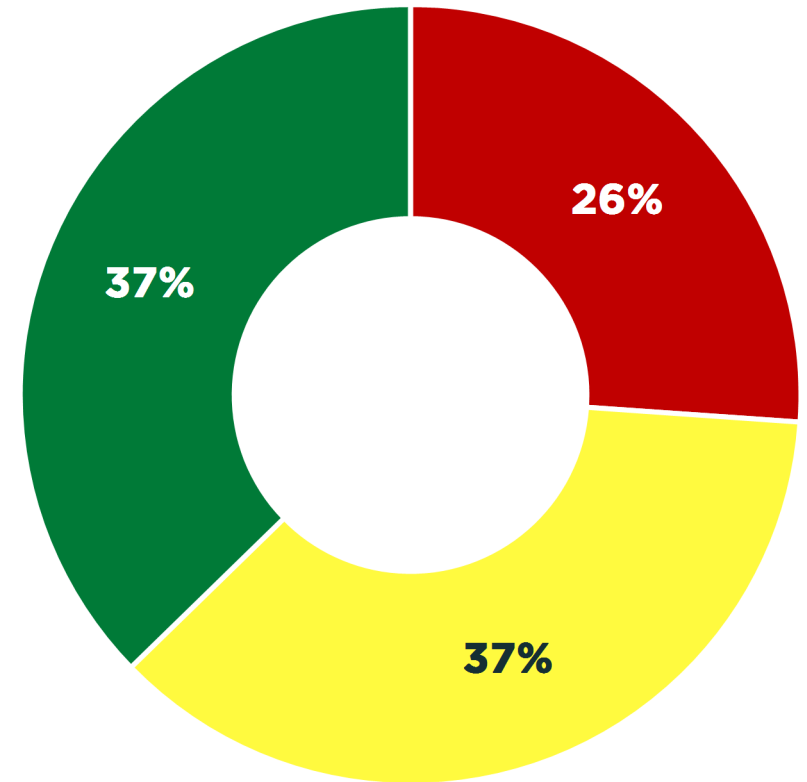
SECTOR

## 40%

CLUSTER

## 34%

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

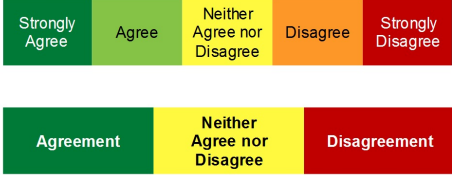
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.