

# 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 Electrical Linesworker  
Solicitor Cable Joiner 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 Joiner  
Solicitor Caretaker Cross Bench 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 Joiner Plant  
Operator Ranger  
Teacher Nurse  
Librarian  
Advisor

### AGENCY REPORT

Transport

State Transit Authority

## RESPONSE RATE

**9%**

410 OF 4,539 TOTAL RESPONDENTS

## EMPLOYEE ENGAGEMENT

**57%**

DIFFERENCE FROM 2016 **-8**

DIFFERENCE FROM CLUSTER **-6**

DIFFERENCE FROM PUBLIC SECTOR **-7**

## SENIOR MANAGERS

**29%**

DIFFERENCE FROM 2016 **-14**

DIFFERENCE FROM CLUSTER **-17**

DIFFERENCE FROM PUBLIC SECTOR **-18**

## COMMUNICATION

**51%**

DIFFERENCE FROM 2016 **-4**

DIFFERENCE FROM CLUSTER **-10**

DIFFERENCE FROM PUBLIC SECTOR **-9**



## 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

**66%**

DIFFERENCE FROM CLUSTER **-3**

DIFFERENCE FROM PUBLIC SECTOR **-6**

## HIGH PERFORMANCE

**51%**

DIFFERENCE FROM CLUSTER **-10**

DIFFERENCE FROM PUBLIC SECTOR **-12**

## PUBLIC SECTOR VALUES

**48%**

DIFFERENCE FROM CLUSTER **-12**

DIFFERENCE FROM PUBLIC SECTOR **-12**

## DIVERSITY & INCLUSION

**60%**

DIFFERENCE FROM CLUSTER **-9**

DIFFERENCE FROM PUBLIC SECTOR **-7**

# 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
<b>1</b>	<b>Q7f.</b> My organisation is committed to developing its employees	<b>33%</b>	48%	46%	50%
<b>2</b>	<b>Q6d.</b> Senior managers encourage innovation by employees	<b>26%</b>	39%	48%	48%
<b>3</b>	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>26%</b>	42%	41%	44%
<b>4</b>	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>22%</b>	44%	33%	39%
<b>5</b>	<b>Q7d.</b> There is good co-operation between teams across our organisation	<b>37%</b>	46%	44%	47%
<b>6</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>47%</b>	67%	64%	69%

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

1a.	I understand what is expected of me to do well in my role	90%
2a.	My workgroup strives to achieve customer/client satisfaction	78%
2e.	People in my workgroup treat each other with respect	76%
2c.	I receive help and support from other members of my workgroup	76%
2b.	My workgroup works collaboratively to achieve its objectives	74%
5b.	My manager listens to what I have to say	73%
1c.	My job gives me a feeling of personal accomplishment	70%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	69%
5c.	My manager communicates effectively with me	69%
2d.	There is good team spirit in my workgroup	66%

## - LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

7c.	I feel that change is managed well in my organisation	22%
14.	I believe action will be taken on the results from this survey by my organisation	24%
7g.	I have confidence in the way recruitment decisions are made	24%
6a.	I believe senior managers provide clear direction for the future of the organisation	25%
6g.	I feel that senior managers keep employees informed about what's going on	26%
6b.	I feel that senior managers effectively lead and manage change	26%
6d.	Senior managers encourage innovation by employees	26%
6h.	I feel that senior managers listen to employees	26%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	28%
6c.	I feel that senior managers model the values of my organisation	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
5d. My manager encourages and values employee input	66%	61%
2b. My workgroup works collaboratively to achieve its objectives	74%	69%
5b. My manager listens to what I have to say	73%	69%
2e. People in my workgroup treat each other with respect	76%	73%
5e. My manager involves my workgroup in decisions about our work	56%	54%
2a. My workgroup strives to achieve customer/client satisfaction	78%	77%

## - LEAST IMPROVED QUESTIONS

	AGREEMENT 2017	AGREEMENT 2016
7c. I feel that change is managed well in my organisation	22%	44%
7a. My organisation focuses on improving the work we do	47%	67%
7b. My organisation is making the necessary improvements to meet our future challenges	38%	57%
6a. I believe senior managers provide clear direction for the future of the organisation	25%	42%
7i. I would recommend my organisation as a great place to work	45%	62%
6b. I feel that senior managers effectively lead and manage change	26%	42%
9a. I have confidence in the ways my organisation resolves grievances	35%	51%
7f. My organisation is committed to developing its employees	33%	48%
6g. I feel that senior managers keep employees informed about what's going on	26%	40%
6c. I feel that senior managers model the values of my organisation	31%	45%



### 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 State Transit Authority

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.

	State Transit Authority	CEO Office/General Counsel and People and Bus Systems	Eastern Region	Finance and Administrative Services	Fleet Operations and Infrastructure	Northern Region	Safety, Assurance and Communications	Southern Region	Strategy, Innovation and Technology	Western Region
NUMBER OF RESPONDENTS	410	19	80	17	35	47	20	63	36	80
EMPLOYEE ENGAGEMENT	57%	62%	56%	69%	65%	55%	64%	57%	54%	52%
ENGAGEMENT WITH WORK	66%	61%	65%	71%	80%	62%	60%	66%	67%	66%
SENIOR MANAGERS	29%	40%	24%	37%	38%	24%	31%	31%	30%	28%
COMMUNICATION	51%	60%	45%	62%	58%	49%	59%	51%	56%	48%
HIGH PERFORMANCE	51%	64%	46%	59%	61%	48%	61%	53%	50%	48%
PUBLIC SECTOR VALUES	48%	61%	43%	58%	55%	43%	57%	50%	52%	46%
DIVERSITY & INCLUSION	60%	70%	55%	67%	70%	55%	63%	61%	61%	56%

### 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	57%	RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q7i. I would recommend my organisation as a great place to work	13	33	27	13	15	45%	62%	62%	60%
Q7j. I am proud to tell others I work for my organisation	19	40	21	11	9	59%	65%	65%	68%
Q7k. I feel a strong personal attachment to my organisation	25	37	21	7	9	62%	62%	58%	63%
Q7l. My organisation motivates me to help it achieve its objectives	14	27	30	14	15	40%	51%	53%	53%
Q7m. My organisation inspires me to do the best in my job	14	26	28	15	17	40%	50%	51%	53%

KEY





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ENGAGEMENT WITH WORK	66% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q1c. My job gives me a feeling of personal accomplishment	27	42	14	11	70%	71%	70%	75%	
Q1d. I feel motivated to contribute more than what is normally required at work	28	37	13	14	8	65%	72%	69%	72%
Q1e. I am satisfied with my job	24	38	21	11	63%	66%	66%	68%	

KEY







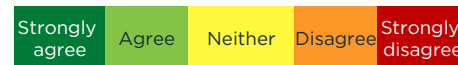
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SENIOR MANAGERS		29% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation		25%	42%	45%	48%					
Q6b. I feel that senior managers effectively lead and manage change		26%	42%	41%	44%					
Q6c. I feel that senior managers model the values of my organisation		31%	45%	47%	48%					
Q6d. Senior managers encourage innovation by employees		26%	39%	48%	48%					
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		28%	40%	50%	51%					
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		49%	59%	65%	60%					
Q6g. I feel that senior managers keep employees informed about what's going on		26%	40%	46%	45%					
Q6h. I feel that senior managers listen to employees		26%	37%	40%	41%					
Q7c. I feel that change is managed well in my organisation		22%	44%	33%	39%					

KEY





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COMMUNICATION	51% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me		69%	69%	71%	70%
Q5d. My manager encourages and values employee input		66%	61%	72%	71%
Q5e. My manager involves my workgroup in decisions about our work		56%	54%	66%	65%
Q6g. I feel that senior managers keep employees informed about what's going on		26%	40%	46%	45%
Q6h. I feel that senior managers listen to employees		26%	37%	40%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager		64%	66%	71%	66%

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.

	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	44	46			90%	91%	86%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	29	45	14	7	74%	69%	77%	78%
Q3f. I have received appropriate training and development to do my job well	17	42	19	12	59%	62%	56%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	22	42	21	9	63%	64%	72%	72%
Q5f. I have confidence in the decisions my manager makes	24	37	22	8	61%	63%	68%	67%
Q6d. Senior managers encourage innovation by employees	20	28	24	22	26%	39%	48%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	22	34	17	21	28%	40%	50%	51%
Q7a. My organisation focuses on improving the work we do	11	36	27	16	47%	67%	64%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	10	29	27	19	38%	57%	55%	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.

	HIGH PERFORMANCE					51% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	8	30	23	21	18	37%	46%	44%	47%				
Q7h. My organisation generally selects capable people to do the job	7	31	26	17	19	38%	43%	49%	52%				

KEY





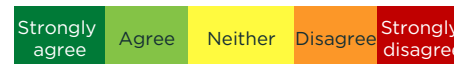
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PUBLIC SECTOR VALUES		48% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q2a. My workgroup strives to achieve customer/client satisfaction				78%	77%	84%	85%
Q2e. People in my workgroup treat each other with respect				76%	73%	78%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do				63%	64%	72%	72%
Q5b. My manager listens to what I have to say				73%	69%	76%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation				25%	42%	45%	48%
Q6c. I feel that senior managers model the values of my organisation				31%	45%	47%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives				49%	59%	65%	60%
Q6g. I feel that senior managers keep employees informed about what's going on				26%	40%	46%	45%
Q6h. I feel that senior managers listen to employees				26%	37%	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		48% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		47%	67%	64%	69%					
Q7e. People in my organisation take responsibility for their own actions		35%	43%	45%	47%					

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.

DIVERSITY & INCLUSION		60% 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		20	39	19	16	5	59%	59%	64%	63%
Q5b. My manager listens to what I have to say		28	45	15	12	0	73%	69%	76%	75%
Q5d. My manager encourages and values employee input		26	41	17	12	4	66%	61%	72%	71%
Q6i. Senior managers in my organisation support the career advancement of women		11	27	37	11	14	38%	48%	60%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		20	48	20	12	0	69%	74%	78%	74%
Q8b. Personal background is not a barrier to success in my organisation		22	44	18	9	7	65%	-	72%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager		20	44	19	10	7	64%	66%	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>		12	34	26	13	16	45%	52%	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	31% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	19	30	21	26	24%	-	33%	35%
Q7h. My organisation generally selects capable people to do the job	7	31	26	17	38%	43%	49%	52%

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.

PERFORMANCE FRAMEWORK & DEVELOPMENT	47% 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	36	23	15	9	53%	56%	62%	63%
Q3e. My performance is assessed against clear criteria	16	39	24	12	9	55%	57%	54%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	9	25	20	22	24	34%	47%	45%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	22	35	22	11	11	56%	59%	68%	67%
Q5h. My manager appropriately deals with employees who perform poorly	15	33	28	12	12	48%	53%	45%	44%
Q7f. My organisation is committed to developing its employees		27	28	21	18	33%	48%	46%	50%

KEY

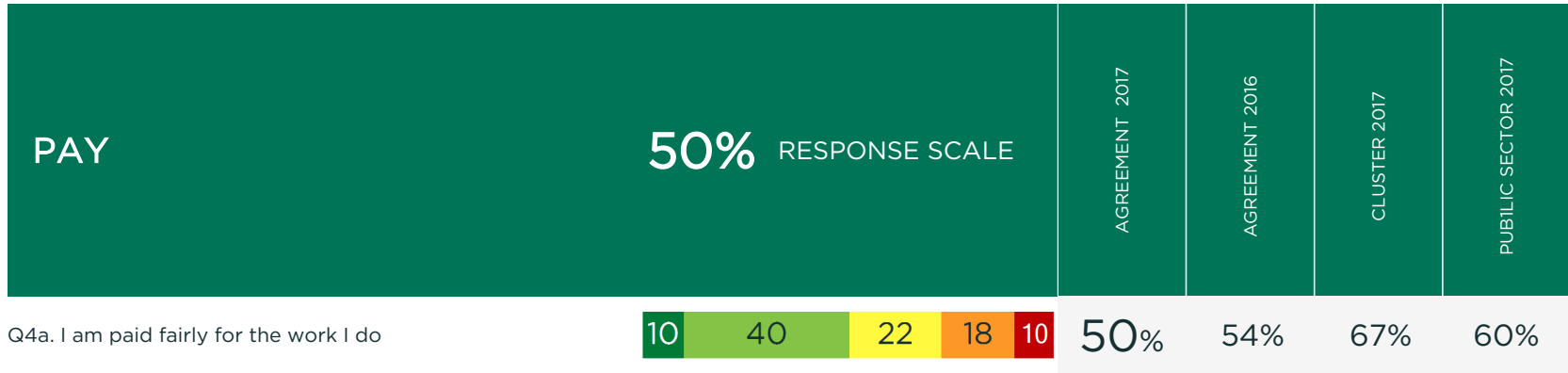




## EXPLORE THE FULL RESULTS

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





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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		66% 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		20	39	19	16	5	59%	59%	64%	63%
Q1f. I am able to keep my work stress at an acceptable level		17	45	17	14	7	62%	65%	65%	59%
Q2c. I receive help and support from other members of my workgroup		31	45	14	10	1	76%	77%	81%	81%
Q2d. There is good team spirit in my workgroup		29	37	13	10	11	66%	68%	70%	69%

KEY





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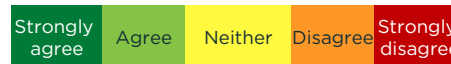
## ACTION ABOUT SURVEY RESULTS

24% RESPONSE SCALE

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



KEY

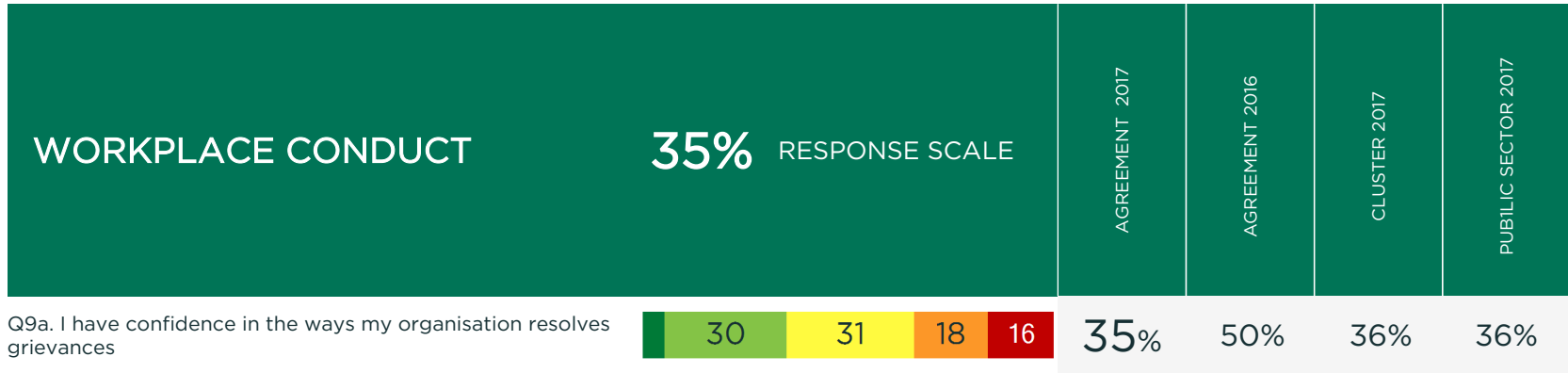




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Questions are grouped by themes in this report.

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



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		75%	70%	67%
No		25%	30%	33%
<b>Q3b.</b> I have informal feedback conversations with my manager				
Yes		65%	74%	75%
No		35%	26%	25%
<b>Q3c.</b> I have scheduled feedback conversations with my manager				
Yes		45%	57%	57%
No		55%	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		63%	47%	41%
No		37%	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		24%	33%	30%
Lack of visible opportunities		44%	32%	31%
Lack of promotion opportunities		48%	33%	30%
Lack of support from my manager / supervisor		19%	14%	14%
Geographic location considerations		24%	25%	28%
Personal / family considerations		22%	24%	33%
Insufficient training and development		28%	17%	16%
Lack of required capabilities or experience		13%	12%	11%
Lack of support for temporary assignments/secondments		26%	18%	15%
The application/recruitment process is too cumbersome or time consuming		27%	25%	23%
Other		13%	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		26%	19%	25%
No		62%	67%	62%
Don't know		12%	14%	13%
<b>Q10b.</b> If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		73%	57%	63%
No		24%	39%	35%
Don't know		3%	3%	2%



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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		27%	23%	33%
No		66%	67%	58%
Don't know		7%	10%	9%
<b>Q10d.</b> In the last 12 months I have been subjected to bullying at work				
Yes		14%	13%	18%
No		79%	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		31%	21%	22%
Your immediate manager/supervisor		18%	27%	24%
A fellow worker at your level		20%	26%	27%
A subordinate		10%	6%	8%
A client or customer		2%	3%	2%
A member of the public other than a client or customer		2%	0%	1%
Other		4%	4%	4%
Prefer not to say		14%	13%	13%



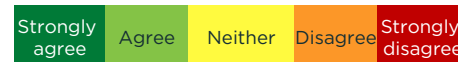
## EXPLORE THE FULL RESULTS

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	28	50	13	8	1	77%	82%	83%
Q2. We are given all necessary safety equipment and training	23	52	13	8	4	75%	79%	78%
Q3. My workgroup demonstrates good safety behaviour	28	58	10	4	0	86%	84%	86%
Q4. I understand how my role makes a difference to our customers	38	49	10	3	0	87%	90%	89%
Q5. My manager ensures I have the information I need to do my job in a timely and accurate manner	20	47	18	9	4	67%	69%	73%
Q6. My manager actively supports a diverse, inclusive and flexible work environment	24	43	19	7	7	67%	73%	75%
Q7. I am confident in my ability to adapt to new workplace technologies	42	47	10	1	0	89%	89%	89%
Q8. I have a clear understanding of how my work contributes to the overall strategy for Transport	29	46	13	9	3	75%	75%	78%
Q9. I feel well informed of my organisation's objectives and direction	10	31	23	18	18	41%	0%	62%
Q10. My organisation's processes for recruiting people are efficient	20	29	22	24	5	25%	0%	30%

KEY



# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		76%
Female		21%
Other		2%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		1%
20 - 24		2%
25 -29		3%
30 - 34	■	9%
35 - 39	■	16%
40 - 44	■	12%
45 - 49	■	14%
50 - 54	■	18%
55 - 59	■	16%
60 - 64	■	7%
65+		3%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you speak a language other than English at home?</b>		
Yes		29%
No		65%
Prefer not to say		6%
<b>Are you of Aboriginal and/or Torres Strait Islander origin?</b>		
Yes		2%
No		93%
Prefer not to say		5%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you have a disability?</b>		
Yes		4%
No		91%
Prefer not to say		4%
<b>Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?</b>		
Yes		8%
No		85%
Prefer not to say		8%

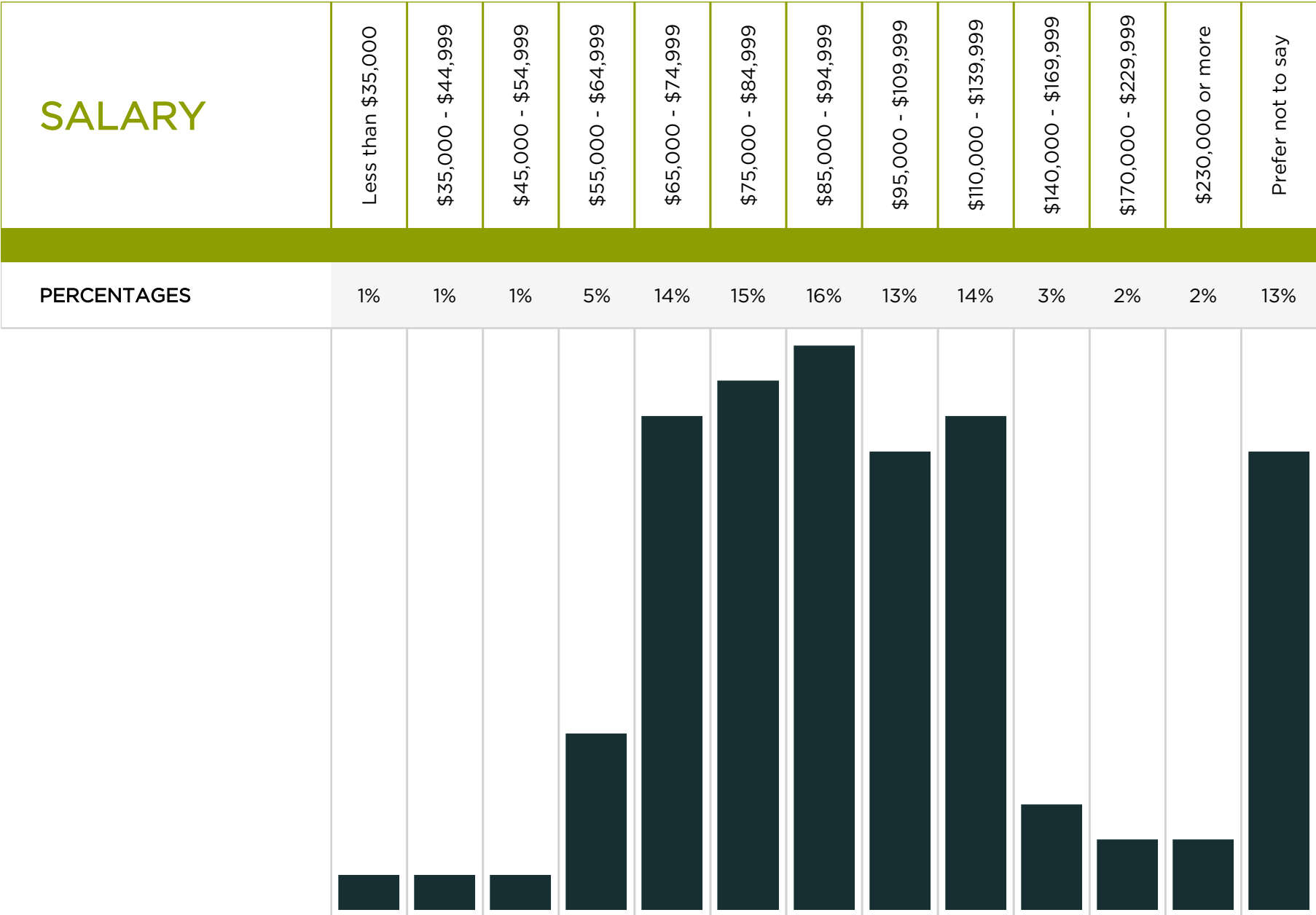


# PROFILE OF RESPONDENTS



## 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.

	State Transit Authority	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>	410	127	100	30	67	0	0	10	3	42
<b>EMPLOYEE ENGAGEMENT</b>	57%	53%	59%	56%	60%	(r)	(r)	(r)	(r)	62%
<b>ENGAGEMENT WITH WORK</b>	66%	66%	70%	57%	66%	(r)	(r)	(r)	(r)	72%
<b>SENIOR MANAGERS</b>	29%	26%	32%	26%	36%	(r)	(r)	(r)	(r)	24%
<b>COMMUNICATION</b>	51%	47%	52%	57%	58%	(r)	(r)	(r)	(r)	47%
<b>HIGH PERFORMANCE</b>	51%	46%	55%	54%	57%	(r)	(r)	(r)	(r)	48%
<b>PUBLIC SECTOR VALUES</b>	48%	45%	51%	50%	55%	(r)	(r)	(r)	(r)	42%
<b>DIVERSITY &amp; INCLUSION</b>	60%	56%	62%	64%	64%	(r)	(r)	(r)	(r)	59%

### 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.

	State Transit Authority	Less than \$35,000	\$35,000 - \$44,999	\$45,000 - \$54,999	\$55,000 - \$64,999	\$65,000 - \$74,999	\$75,000 - \$84,999	\$85,000 - \$94,999	\$95,000 - \$109,999	\$110,000 - \$139,999	\$140,000 - \$169,999	\$170,000 - \$229,999	\$230,000 or more	Prefer not to say
NUMBER OF RESPONDENTS	410	2	2	5	20	53	57	61	49	53	10	8	9	47
EMPLOYEE ENGAGEMENT	57%	(r)	(r)	(r)	(r)	54%	49%	57%	62%	63%	(r)	(r)	(r)	51%
ENGAGEMENT WITH WORK	66%	(r)	(r)	(r)	(r)	64%	59%	64%	73%	74%	(r)	(r)	(r)	56%
SENIOR MANAGERS	29%	(r)	(r)	(r)	(r)	23%	21%	28%	29%	39%	(r)	(r)	(r)	24%
COMMUNICATION	51%	(r)	(r)	(r)	(r)	48%	39%	50%	50%	59%	(r)	(r)	(r)	51%
HIGH PERFORMANCE	51%	(r)	(r)	(r)	(r)	47%	42%	49%	52%	57%	(r)	(r)	(r)	50%
PUBLIC SECTOR VALUES	48%	(r)	(r)	(r)	(r)	43%	39%	47%	49%	57%	(r)	(r)	(r)	46%
DIVERSITY & INCLUSION	60%	(r)	(r)	(r)	(r)	58%	53%	59%	61%	64%	(r)	(r)	(r)	56%

### 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.

	State Transit Authority	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>	410	13	29	35	77	127	87
<b>EMPLOYEE ENGAGEMENT</b>	57%	(r)	(r)	58%	52%	56%	62%
<b>ENGAGEMENT WITH WORK</b>	66%	(r)	(r)	70%	63%	64%	70%
<b>SENIOR MANAGERS</b>	29%	(r)	(r)	32%	23%	28%	31%
<b>COMMUNICATION</b>	51%	(r)	(r)	53%	46%	49%	56%
<b>HIGH PERFORMANCE</b>	51%	(r)	(r)	50%	46%	50%	55%
<b>PUBLIC SECTOR VALUES</b>	48%	(r)	(r)	48%	45%	46%	51%
<b>DIVERSITY &amp; INCLUSION</b>	60%	(r)	(r)	67%	58%	56%	63%

### 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.

	State Transit Authority	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	410	3	7	10	33	58	43	52	67	59	27	13
EMPLOYEE ENGAGEMENT	57%	(r)	(r)	(r)	59%	57%	48%	66%	53%	53%	(r)	(r)
ENGAGEMENT WITH WORK	66%	(r)	(r)	(r)	52%	65%	57%	81%	62%	67%	(r)	(r)
SENIOR MANAGERS	29%	(r)	(r)	(r)	28%	28%	25%	39%	20%	28%	(r)	(r)
COMMUNICATION	51%	(r)	(r)	(r)	54%	50%	44%	60%	43%	54%	(r)	(r)
HIGH PERFORMANCE	51%	(r)	(r)	(r)	49%	50%	44%	60%	44%	53%	(r)	(r)
PUBLIC SECTOR VALUES	48%	(r)	(r)	(r)	48%	48%	43%	56%	41%	50%	(r)	(r)
DIVERSITY & INCLUSION	60%	(r)	(r)	(r)	67%	58%	49%	65%	54%	63%	(r)	(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.

	State Transit Authority	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	410	284	79	9
<b>EMPLOYEE ENGAGEMENT</b>	57%	58%	56%	(r)
ENGAGEMENT WITH WORK	66%	68%	65%	(r)
SENIOR MANAGERS	29%	31%	26%	(r)
COMMUNICATION	51%	52%	50%	(r)
HIGH PERFORMANCE	51%	52%	50%	(r)
PUBLIC SECTOR VALUES	48%	50%	46%	(r)
DIVERSITY & INCLUSION	60%	61%	57%	(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.

# 24%

of employees replied favourably to:

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

## 34%

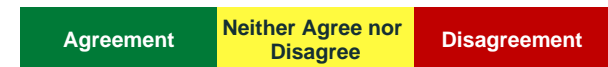
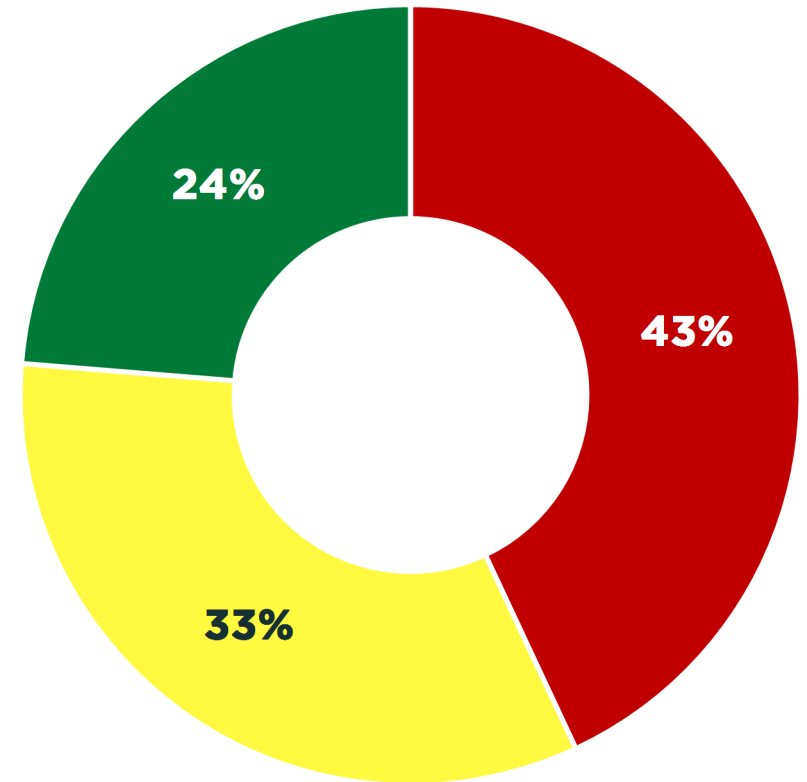
SECTOR

## 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.