

# 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  
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 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

Sydney Trains

## RESPONSE RATE

# 27%

2,968 OF 10,826 TOTAL RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 60%

DIFFERENCE FROM 2016 -1

DIFFERENCE FROM CLUSTER -3

DIFFERENCE FROM PUBLIC SECTOR -5

## SENIOR MANAGERS

# 41%

DIFFERENCE FROM 2016 -1

DIFFERENCE FROM CLUSTER -6

DIFFERENCE FROM PUBLIC SECTOR -7

## COMMUNICATION

# 54%

DIFFERENCE FROM 2016 0

DIFFERENCE FROM CLUSTER -7

DIFFERENCE FROM PUBLIC SECTOR -6



## 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 -5

DIFFERENCE FROM PUBLIC SECTOR -8

## HIGH PERFORMANCE

# 56%

DIFFERENCE FROM CLUSTER -5

DIFFERENCE FROM PUBLIC SECTOR -7

## PUBLIC SECTOR VALUES

# 55%

DIFFERENCE FROM CLUSTER -5

DIFFERENCE FROM PUBLIC SECTOR -5

## DIVERSITY & INCLUSION

# 61%

DIFFERENCE FROM CLUSTER -8

DIFFERENCE FROM PUBLIC SECTOR -6

# 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>40%</b>	44%	46%	50%
2	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>59%</b>	70%	64%	69%
3	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	<b>54%</b>	60%	55%	57%
4	<b>Q1c.</b> My job gives me a feeling of personal accomplishment	<b>66%</b>	65%	70%	75%
5	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>36%</b>	37%	41%	44%
6	<b>Q6h.</b> I feel that senior managers listen to employees	<b>33%</b>	33%	40%	41%

# 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>81%</b>
2c.	I receive help and support from other members of my workgroup	<b>78%</b>
2b.	My workgroup works collaboratively to achieve its objectives	<b>74%</b>
2e.	People in my workgroup treat each other with respect	<b>73%</b>
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	<b>72%</b>
5b.	My manager listens to what I have to say	<b>68%</b>
5a.	My manager encourages people in my workgroup to keep improving the work they do	<b>66%</b>
4a.	I am paid fairly for the work I do	<b>66%</b>
5c.	My manager communicates effectively with me	<b>66%</b>

## - LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

7g.	I have confidence in the way recruitment decisions are made	<b>27%</b>
7c.	I feel that change is managed well in my organisation	<b>30%</b>
14.	I believe action will be taken on the results from this survey by my organisation	<b>31%</b>
9a.	I have confidence in the ways my organisation resolves grievances	<b>32%</b>
6h.	I feel that senior managers listen to employees	<b>33%</b>
6b.	I feel that senior managers effectively lead and manage change	<b>36%</b>
7d.	There is good co-operation between teams across our organisation	<b>38%</b>
7h.	My organisation generally selects capable people to do the job	<b>38%</b>
7f.	My organisation is committed to developing its employees	<b>40%</b>
7e.	People in my organisation take responsibility for their own actions	<b>40%</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	55%	45%
1b.	I am provided with the support I need to do my best at work	60%	54%
2e.	People in my workgroup treat each other with respect	73%	69%
1e.	I am satisfied with my job	63%	59%
2d.	There is good team spirit in my workgroup	65%	62%
2b.	My workgroup works collaboratively to achieve its objectives	74%	72%
4a.	I am paid fairly for the work I do	66%	64%
5b.	My manager listens to what I have to say	68%	66%
2c.	I receive help and support from other members of my workgroup	78%	77%
6g.	I feel that senior managers keep employees informed about what's going on	41%	40%

## - LEAST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

7a.	My organisation focuses on improving the work we do	59%	70%
9a.	I have confidence in the ways my organisation resolves grievances	32%	40%
7b.	My organisation is making the necessary improvements to meet our future challenges	54%	60%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	60%	64%
7f.	My organisation is committed to developing its employees	40%	44%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	40%	44%
7c.	I feel that change is managed well in my organisation	30%	33%
1d.	I feel motivated to contribute more than what is normally required at work	63%	66%
5h.	My manager appropriately deals with employees who perform poorly	43%	46%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	44%	47%



### 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 Sydney Trains

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.

	Sydney Trains	Customer Service - CS	Engineering and Maintenance - EMD	Finance & Corporate Services - F&CS	Future Network Delivery - FND	Operations - Ops	People and Communications - P&C	Planning and Portfolio Delivery - PPD	Safety, Environment and Risk - SER
NUMBER OF RESPONDENTS	2968	832	998	231	164	475	48	56	107
EMPLOYEE ENGAGEMENT	60%	64%	60%	63%	67%	51%	58%	60%	61%
ENGAGEMENT WITH WORK	64%	66%	64%	67%	77%	55%	72%	56%	70%
SENIOR MANAGERS	41%	48%	37%	52%	60%	24%	42%	48%	38%
COMMUNICATION	54%	57%	54%	62%	74%	37%	66%	54%	57%
HIGH PERFORMANCE	56%	61%	55%	61%	69%	43%	58%	55%	55%
PUBLIC SECTOR VALUES	55%	60%	54%	63%	73%	39%	63%	56%	55%
DIVERSITY & INCLUSION	61%	64%	61%	68%	74%	48%	76%	60%	67%

### 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	60% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	15	41	25	10	8	57%	56%	62%	60%
Q7j. I am proud to tell others I work for my organisation	19	43	23	9	7	61%	61%	65%	68%
Q7k. I feel a strong personal attachment to my organisation	19	38	24	10	9	57%	59%	58%	63%
Q7l. My organisation motivates me to help it achieve its objectives	12	35	28	14	10	48%	49%	53%	53%
Q7m. My organisation inspires me to do the best in my job	12	34	29	15	10	46%	47%	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		21	45	17	11	66%	65%	70%	75%	
Q1d. I feel motivated to contribute more than what is normally required at work		23	40	17	13	8	63%	66%	69%	72%
Q1e. I am satisfied with my job		18	45	19	12	6	63%	59%	66%	68%

### KEY







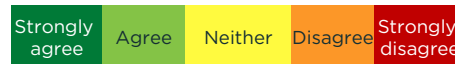
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SENIOR MANAGERS	41% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	10	31	24	19	16	41%	41%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	9	27	27	20	18	36%	37%	41%	44%
Q6c. I feel that senior managers model the values of my organisation	10	32	28	14	16	42%	43%	47%	48%
Q6d. Senior managers encourage innovation by employees	9	33	29	16	13	42%	43%	48%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	9	32	32	15	12	40%	44%	50%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	14	46	22	9	9	60%	64%	65%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	9	32	24	19	16	41%	40%	46%	45%
Q6h. I feel that senior managers listen to employees	8	25	30	18	19	33%	33%	40%	41%
Q7c. I feel that change is managed well in my organisation		24	25	26	19	30%	33%	33%	39%

KEY





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COMMUNICATION	54% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me	22	44	16	10	9	66%	66%	71%	70%
Q5d. My manager encourages and values employee input	22	41	17	11	9	63%	63%	72%	71%
Q5e. My manager involves my workgroup in decisions about our work	19	38	19	13	11	58%	57%	66%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	9	32	24	19	16	41%	40%	46%	45%
Q6h. I feel that senior managers listen to employees	8	25	30	18	19	33%	33%	40%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	16	48	17	10	10	63%	65%	71%	66%

KEY





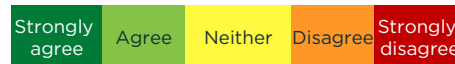
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	HIGH PERFORMANCE 56% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	31	56	7			87%	88%	86%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	24	50	14	9		74%	72%	77%	78%
Q3f. I have received appropriate training and development to do my job well	13	45	23	12	7	58%	61%	56%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	20	46	17	10		66%	67%	72%	72%
Q5f. I have confidence in the decisions my manager makes	20	38	21	10	11	58%	60%	68%	67%
Q6d. Senior managers encourage innovation by employees	9	33	29	16	13	42%	43%	48%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	9	32	32	15	12	40%	44%	50%	51%
Q7a. My organisation focuses on improving the work we do	12	47	23	11	7	59%	70%	64%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	11	43	23	14	9	54%	60%	55%	57%

KEY





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	56% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	31	26	23	13	38%	40%	44%	47%
Q7h. My organisation generally selects capable people to do the job	33	28	19	15	38%	38%	49%	52%

KEY





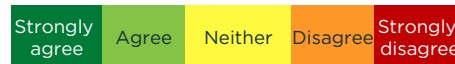
## EXPLORE THE FULL RESULTS

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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		55% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q2a. My workgroup strives to achieve customer/client satisfaction		29	52	12	81%	80%	84%	85%
Q2e. People in my workgroup treat each other with respect		25	49	14	73%	69%	78%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		20	46	17	66%	67%	72%	72%
Q5b. My manager listens to what I have to say		23	45	15	68%	66%	76%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		10	31	24	41%	41%	45%	48%
Q6c. I feel that senior managers model the values of my organisation		10	32	28	42%	43%	47%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		14	46	22	60%	64%	65%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		9	32	24	41%	40%	46%	45%
Q6h. I feel that senior managers listen to employees		8	25	30	33%	33%	40%	41%

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.

PUBLIC SECTOR VALUES		55% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		59%	70%	64%	69%					
Q7e. People in my organisation take responsibility for their own actions		40%	41%	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		61% 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		14	46	18	16	6	60%	54%	64%	63%
Q5b. My manager listens to what I have to say		23	45	15	9	8	68%	66%	76%	75%
Q5d. My manager encourages and values employee input		22	41	17	11	9	63%	63%	72%	71%
Q6i. Senior managers in my organisation support the career advancement of women		17	37	34	10	2	55%	45%	60%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		20	52	17	9	2	72%	74%	78%	74%
Q8b. Personal background is not a barrier to success in my organisation		19	46	17	10	8	66%	-	72%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager		16	48	17	10	10	63%	65%	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	31	25	16	15	44%	47%	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	32% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	21	26	22	25	27%	-	33%	35%
Q7h. My organisation generally selects capable people to do the job	33	28	19	15	38%	38%	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	49% 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	15 41 21 15 9	55%	56%	62%	63%
Q3e. My performance is assessed against clear criteria	13 39 24 16 9	52%	54%	54%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	11 31 24 17 17	42%	42%	45%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	21 39 19 11 11	59%	61%	68%	67%
Q5h. My manager appropriately deals with employees who perform poorly	13 30 29 15 13	43%	46%	45%	44%
Q7f. My organisation is committed to developing its employees	33 30 17 14	40%	44%	46%	50%

KEY

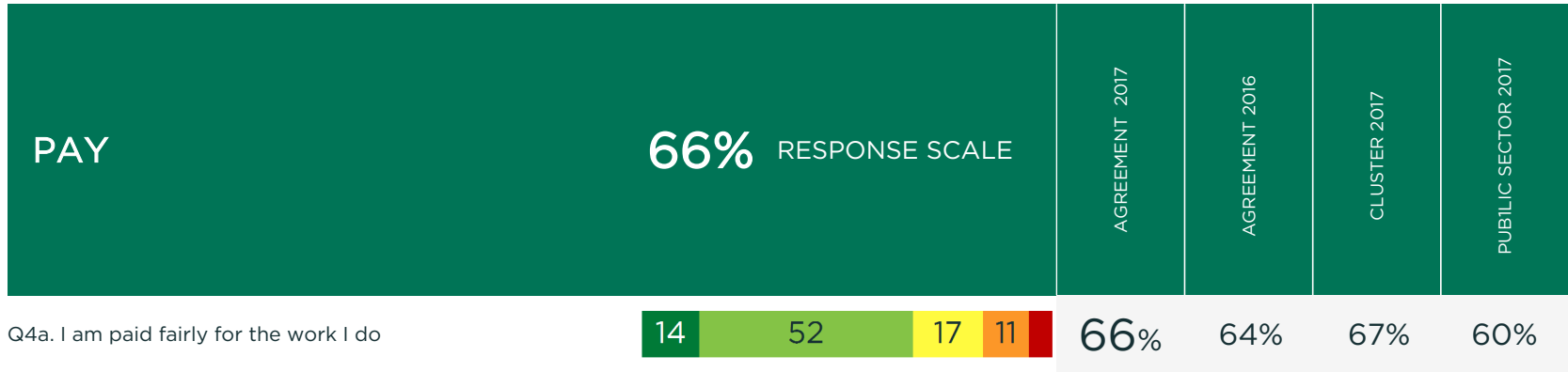




## EXPLORE THE FULL RESULTS

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		67% 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		60%	54%	64%	63%		
Q1f. I am able to keep my work stress at an acceptable level		64%	65%	65%	59%		
Q2c. I receive help and support from other members of my workgroup		78%	77%	81%	81%		
Q2d. There is good team spirit in my workgroup		65%	62%	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

**31%** RESPONSE SCALE

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



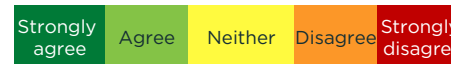
**31%**

AGREEMENT 2016  
33%

CLUSTER 2017  
40%

PUBLIC SECTOR 2017  
34%

KEY

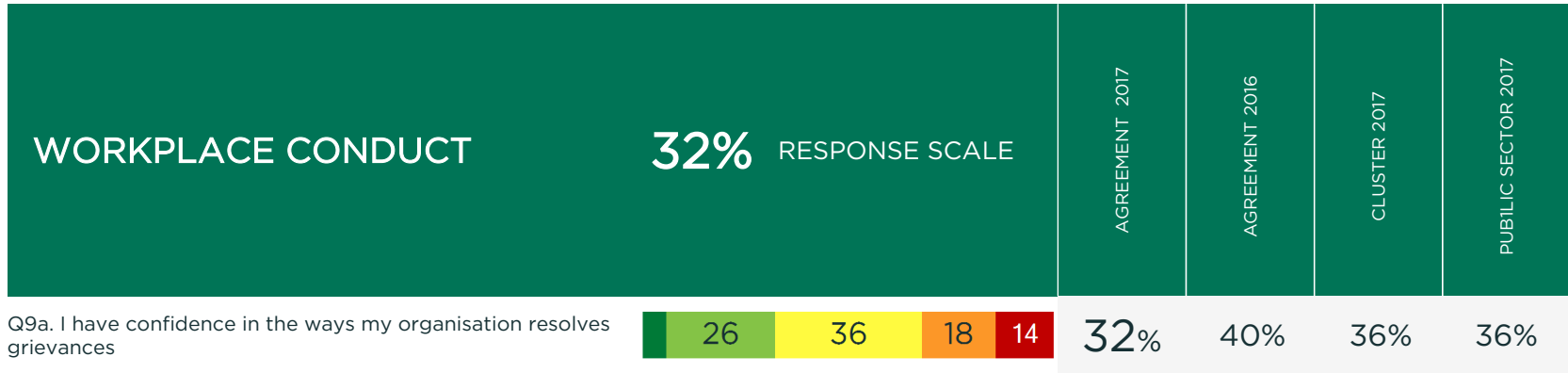




## EXPLORE THE FULL RESULTS

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			68%	70%	67%
No			32%	30%	33%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes			69%	74%	75%
No			31%	26%	25%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes			52%	57%	57%
No			48%	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		52%	47%	41%
No		48%	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		29%	33%	30%
Lack of visible opportunities		31%	32%	31%
Lack of promotion opportunities		35%	33%	30%
Lack of support from my manager / supervisor		20%	14%	14%
Geographic location considerations		21%	25%	28%
Personal / family considerations		22%	24%	33%
Insufficient training and development		21%	17%	16%
Lack of required capabilities or experience		14%	12%	11%
Lack of support for temporary assignments/secondments		22%	18%	15%
The application/recruitment process is too cumbersome or time consuming		32%	25%	23%
Other		11%	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		24%	19%	25%
No		61%	67%	62%
Don't know		15%	14%	13%
<b>Q10b.</b> If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		60%	57%	63%
No		35%	39%	35%
Don't know		4%	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		27%	23%	33%
No		62%	67%	58%
Don't know		11%	10%	9%
<b>Q10d.</b> In the last 12 months I have been subjected to bullying at work				
Yes		17%	13%	18%
No		76%	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		19%	21%	22%
Your immediate manager/supervisor		33%	27%	24%
A fellow worker at your level		26%	26%	27%
A subordinate		7%	6%	8%
A client or customer		1%	3%	2%
A member of the public other than a client or customer		1%	0%	1%
Other		3%	4%	4%
Prefer not to say		10%	13%	13%



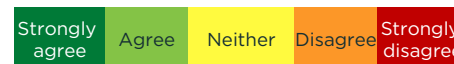
## EXPLORE THE FULL RESULTS

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	28	53	10			81%	82%	83%
Q2. We are given all necessary safety equipment and training	26	54	11			80%	81%	78%
Q3. My workgroup demonstrates good safety behaviour	30	58	8			87%	86%	86%
Q4. I understand how my role makes a difference to our customers	32	56	8			88%	89%	89%
Q5. My manager ensures I have the information I need to do my job in a timely and accurate manner	19	48	18	9		67%	67%	73%
Q6. My manager actively supports a diverse, inclusive and flexible work environment	22	43	20	9		64%	69%	75%
Q7. I am confident in my ability to adapt to new workplace technologies	32	54	9			86%	90%	89%
Q8. I have a clear understanding of how my work contributes to the overall strategy for Transport	24	51	15			75%	71%	78%
Q9. I feel well informed of my organisation's objectives and direction	14	42	23	13	8	55%	0%	62%
Q10. My organisation's processes for recruiting people are efficient	21	25	24	25		26%	0%	30%




KEY



# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

RESPONSE SCALE		PERCENTAGE
Gender		
Male		73%
Female		24%
Other		3%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		0%
20 - 24		1%
25 -29	█	6%
30 - 34	█	11%
35 - 39	█	14%
40 - 44	█	13%
45 - 49	█	17%
50 - 54	█	17%
55 - 59	█	13%
60 - 64	█	6%
65+		2%

# PROFILE OF RESPONDENTS









## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you speak a language other than English at home?</b>		
Yes		31%
No		61%
Prefer not to say		8%
<b>Are you of Aboriginal and/or Torres Strait Islander origin?</b>		
Yes		2%
No		91%
Prefer not to say		7%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you have a disability?</b>		
Yes		3%
No		90%
Prefer not to say		7%
<b>Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?</b>		
Yes		4%
No		90%
Prefer not to say		7%

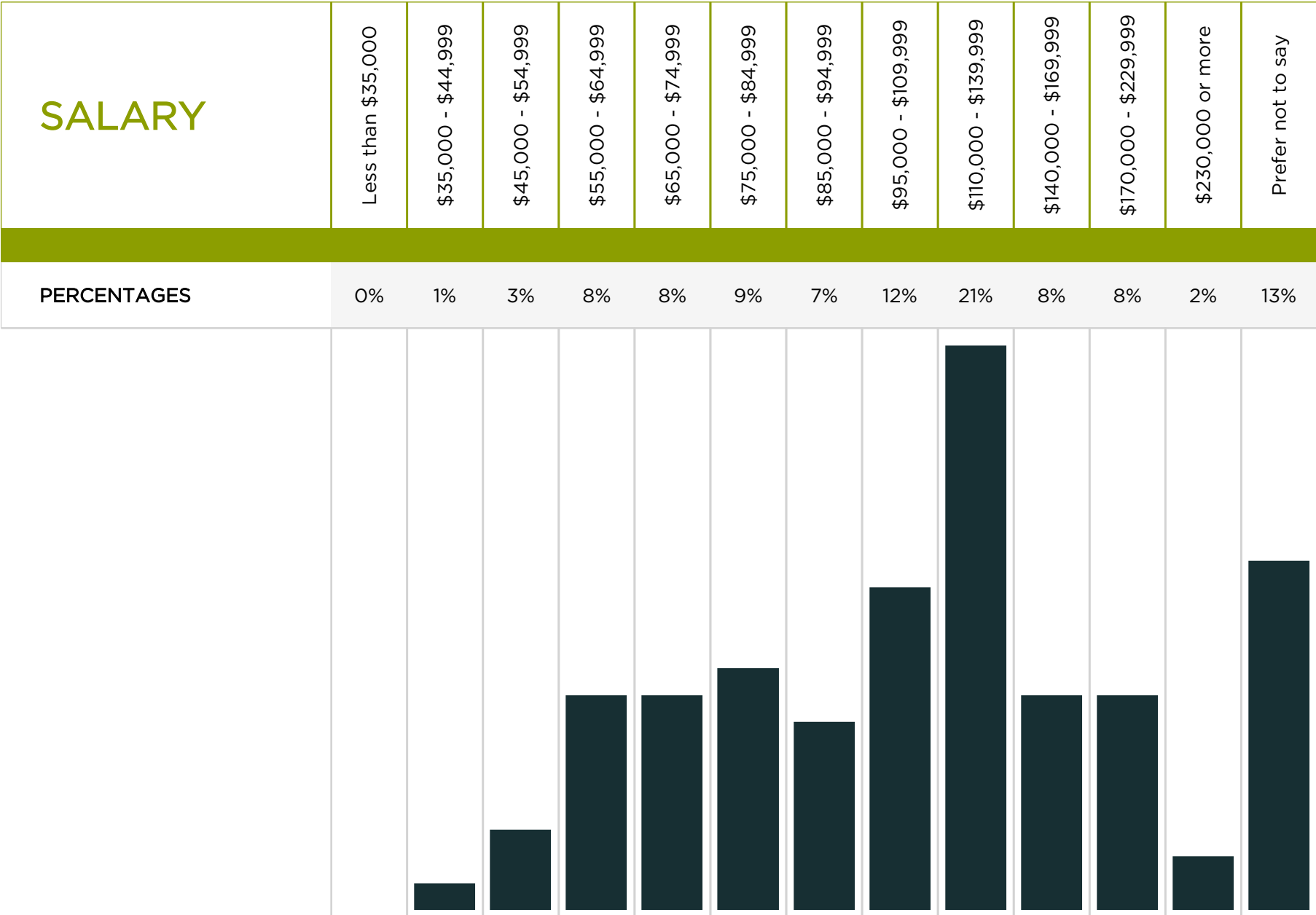


# PROFILE OF RESPONDENTS



## 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.

	Sydney Trains	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	2968	734	982	93	262	12	2	404	8	282
EMPLOYEE ENGAGEMENT	60%	58%	59%	69%	62%	(r)	(r)	64%	(r)	58%
ENGAGEMENT WITH WORK	64%	59%	64%	75%	66%	(r)	(r)	70%	(r)	60%
SENIOR MANAGERS	41%	37%	37%	50%	49%	(r)	(r)	50%	(r)	39%
COMMUNICATION	54%	47%	53%	64%	63%	(r)	(r)	65%	(r)	52%
HIGH PERFORMANCE	56%	52%	55%	67%	60%	(r)	(r)	61%	(r)	53%
PUBLIC SECTOR VALUES	55%	50%	53%	62%	63%	(r)	(r)	63%	(r)	52%
DIVERSITY & INCLUSION	61%	57%	60%	71%	70%	(r)	(r)	68%	(r)	58%

### 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.

	Sydney Trains	Less than \$35,000	\$35,000 - \$44,999	\$45,000 - \$54,999	\$55,000 - \$64,999	\$65,000 - \$74,999	\$75,000 - \$84,999	\$85,000 - \$94,999	\$95,000 - \$109,999	\$110,000 - \$139,999	\$140,000 - \$169,999	\$170,000 - \$229,999	\$230,000 or more	Prefer not to say
NUMBER OF RESPONDENTS	2968	10	26	95	210	223	238	205	323	583	210	226	69	348
EMPLOYEE ENGAGEMENT	60%	(r)	(r)	64%	59%	57%	56%	57%	60%	63%	60%	65%	69%	57%
ENGAGEMENT WITH WORK	64%	(r)	(r)	62%	62%	57%	59%	57%	66%	66%	69%	75%	75%	59%
SENIOR MANAGERS	41%	(r)	(r)	49%	40%	35%	33%	34%	37%	41%	42%	52%	61%	41%
COMMUNICATION	54%	(r)	(r)	58%	48%	44%	47%	45%	52%	58%	61%	66%	76%	51%
HIGH PERFORMANCE	56%	(r)	(r)	59%	56%	52%	50%	50%	54%	58%	58%	63%	71%	53%
PUBLIC SECTOR VALUES	55%	(r)	(r)	59%	53%	49%	48%	47%	52%	58%	59%	66%	74%	54%
DIVERSITY & INCLUSION	61%	(r)	(r)	64%	58%	56%	57%	53%	60%	65%	68%	71%	80%	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.

	Sydney Trains	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	2968	335	215	540	539	596	527
EMPLOYEE ENGAGEMENT	60%	69%	62%	58%	58%	59%	59%
ENGAGEMENT WITH WORK	64%	75%	69%	61%	58%	64%	63%
SENIOR MANAGERS	41%	55%	51%	40%	34%	37%	39%
COMMUNICATION	54%	70%	63%	54%	49%	49%	52%
HIGH PERFORMANCE	56%	67%	61%	54%	51%	55%	55%
PUBLIC SECTOR VALUES	55%	69%	62%	55%	49%	51%	54%
DIVERSITY & INCLUSION	61%	75%	67%	61%	57%	58%	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 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.

	Sydney Trains	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	2968	7	38	153	298	393	358	472	463	363	167	49
EMPLOYEE ENGAGEMENT	60%	(r)	68%	60%	60%	59%	58%	61%	60%	62%	58%	64%
ENGAGEMENT WITH WORK	64%	(r)	75%	66%	62%	61%	61%	63%	65%	70%	63%	78%
SENIOR MANAGERS	41%	(r)	56%	36%	39%	39%	40%	41%	43%	43%	35%	44%
COMMUNICATION	54%	(r)	61%	58%	55%	54%	52%	54%	54%	56%	51%	60%
HIGH PERFORMANCE	56%	(r)	70%	59%	56%	54%	53%	55%	56%	58%	53%	62%
PUBLIC SECTOR VALUES	55%	(r)	66%	54%	54%	53%	53%	55%	56%	58%	52%	62%
DIVERSITY & INCLUSION	61%	(r)	74%	67%	63%	61%	59%	61%	60%	64%	58%	69%

### 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.

	Sydney Trains	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>2968</b>	<b>2028</b>	<b>663</b>	<b>81</b>
<b>EMPLOYEE ENGAGEMENT</b>	60%	59%	63%	49%
ENGAGEMENT WITH WORK	64%	64%	67%	44%
SENIOR MANAGERS	41%	40%	44%	23%
COMMUNICATION	54%	54%	57%	34%
HIGH PERFORMANCE	56%	56%	59%	38%
PUBLIC SECTOR VALUES	55%	55%	58%	36%
DIVERSITY & INCLUSION	61%	62%	64%	38%

### 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.

# 31%

of employees replied favourably to:

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

## 34%

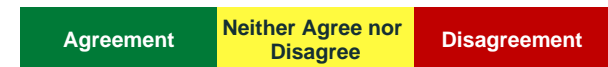
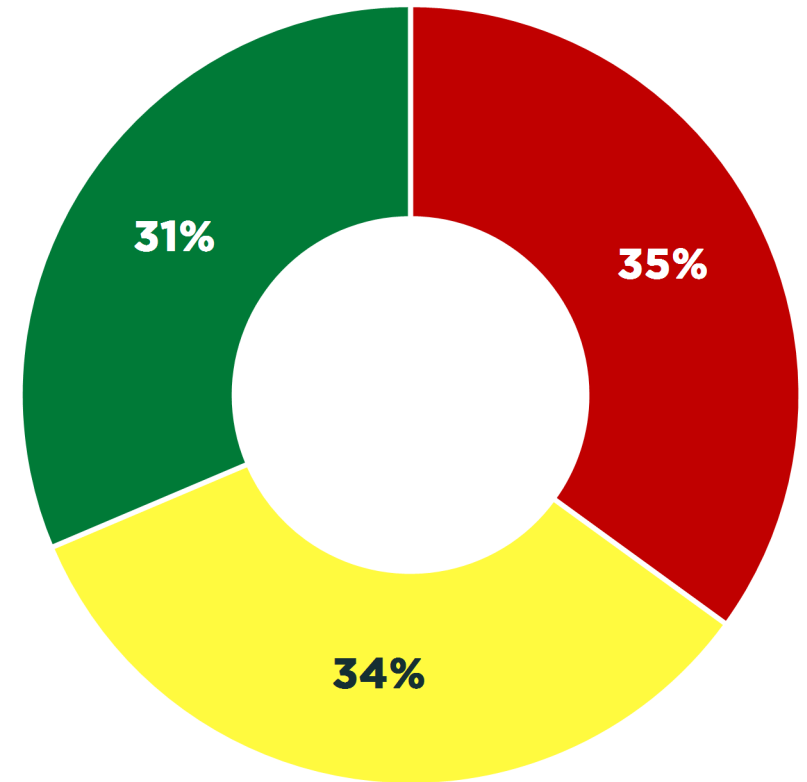
SECTOR

## 40%

CLUSTER

## 33%

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.