

PEOPLE MATTER 2017

NSW Public Sector Employee Survey

Nurse
Teacher
Accountant
Police Officer
Librarian
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 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 Receptionist Labourer Joiner
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 Joiner Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

AGENCY REPORT

Transport

Transport for NSW

RESPONSE RATE

84%

4,278 OF 5,107 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

66%

DIFFERENCE FROM 2016 +1

DIFFERENCE FROM CLUSTER +3

DIFFERENCE FROM PUBLIC SECTOR +2

SENIOR MANAGERS

55%

DIFFERENCE FROM 2016 +2

DIFFERENCE FROM CLUSTER +9

DIFFERENCE FROM PUBLIC SECTOR +8

COMMUNICATION

68%

DIFFERENCE FROM 2016 +2

DIFFERENCE FROM CLUSTER +6

DIFFERENCE FROM PUBLIC SECTOR +8



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

71%

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR -1

HIGH PERFORMANCE

66%

DIFFERENCE FROM CLUSTER +5

DIFFERENCE FROM PUBLIC SECTOR +3

PUBLIC SECTOR VALUES

67%

DIFFERENCE FROM CLUSTER +7

DIFFERENCE FROM PUBLIC SECTOR +7

DIVERSITY & INCLUSION

74%

DIFFERENCE FROM CLUSTER +5

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
1	Q7f. My organisation is committed to developing its employees	52%	54%	46%	50%
2	Q7a. My organisation focuses on improving the work we do	71%	77%	64%	69%
3	Q6b. I feel that senior managers effectively lead and manage change	49%	47%	41%	44%
4	Q1c. My job gives me a feeling of personal accomplishment	72%	71%	70%	75%
5	Q7b. My organisation is making the necessary improvements to meet our future challenges	63%	69%	55%	57%
6	Q6c. I feel that senior managers model the values of my organisation	56%	54%	47%	48%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

2a. My workgroup strives to achieve customer/client satisfaction	87%
1a. I understand what is expected of me to do well in my role	83%
2c. I receive help and support from other members of my workgroup	83%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	83%
2e. People in my workgroup treat each other with respect	81%
5b. My manager listens to what I have to say	81%
2b. My workgroup works collaboratively to achieve its objectives	80%
8b. Personal background is not a barrier to success in my organisation	77%
5d. My manager encourages and values employee input	77%
5a. My manager encourages people in my workgroup to keep improving the work they do	76%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

7c. I feel that change is managed well in my organisation	38%
9a. I have confidence in the ways my organisation resolves grievances	39%
7g. I have confidence in the way recruitment decisions are made	40%
3g. I am satisfied with the opportunities available for career development in my organisation	47%
5h. My manager appropriately deals with employees who perform poorly	47%
7d. There is good co-operation between teams across our organisation	48%
6b. I feel that senior managers effectively lead and manage change	49%
3f. I have received appropriate training and development to do my job well	50%
6h. I feel that senior managers listen to employees	51%
7f. My organisation is committed to developing its employees	52%



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	67%	55%
14.	I believe action will be taken on the results from this survey by my organisation	53%	45%
6h.	I feel that senior managers listen to employees	51%	45%
1b.	I am provided with the support I need to do my best at work	67%	62%
6d.	Senior managers encourage innovation by employees	58%	53%
1e.	I am satisfied with my job	68%	64%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	65%	61%
6g.	I feel that senior managers keep employees informed about what's going on	56%	52%
7i.	I would recommend my organisation as a great place to work	66%	63%
2b.	My workgroup works collaboratively to achieve its objectives	80%	78%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

9a.	I have confidence in the ways my organisation resolves grievances	39%	46%
7a.	My organisation focuses on improving the work we do	71%	77%
7b.	My organisation is making the necessary improvements to meet our future challenges	63%	69%
1d.	I feel motivated to contribute more than what is normally required at work	73%	76%
7f.	My organisation is committed to developing its employees	52%	54%
8c.	I am able to speak up and share a different view to my colleagues and manager	76%	78%
5h.	My manager appropriately deals with employees who perform poorly	47%	49%
7c.	I feel that change is managed well in my organisation	38%	40%
3e.	My performance is assessed against clear criteria	52%	53%
1a.	I understand what is expected of me to do well in my role	83%	85%



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 Transport for NSW

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.

	Transport for NSW	Customer Services Division	Finance & Investment	Freight, Strategy & Planning	Infrastructure & Services	NSW Point to Point Transport Commission	Office of the Secretary	People and Corporate Services	Sydney Metro Delivery Office	Transport Coordination
NUMBER OF RESPONDENTS	4278	373	136	512	1106	24	22	1497	337	198
EMPLOYEE ENGAGEMENT	66%	66%	67%	65%	66%	71%	64%	63%	79%	72%
ENGAGEMENT WITH WORK	71%	72%	71%	71%	71%	72%	64%	67%	82%	79%
SENIOR MANAGERS	55%	57%	58%	54%	56%	75%	56%	48%	77%	67%
COMMUNICATION	68%	67%	66%	70%	68%	79%	66%	63%	79%	71%
HIGH PERFORMANCE	66%	67%	67%	67%	65%	78%	62%	61%	79%	75%
PUBLIC SECTOR VALUES	67%	69%	69%	67%	68%	81%	63%	62%	83%	74%
DIVERSITY & INCLUSION	74%	74%	73%	79%	74%	78%	70%	72%	83%	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 10 RESPONDENTS



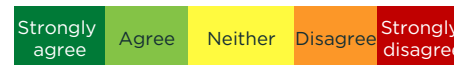
EXPLORE THE FULL RESULTS

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	66% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	18	48	23		66%	63%	62%	60%
Q7j. I am proud to tell others I work for my organisation	23	47	22		70%	68%	65%	68%
Q7k. I feel a strong personal attachment to my organisation	19	40	27	10	59%	58%	58%	63%
Q7l. My organisation motivates me to help it achieve its objectives	16	43	27	10	59%	58%	53%	53%
Q7m. My organisation inspires me to do the best in my job	17	41	28	10	57%	57%	51%	53%

KEY





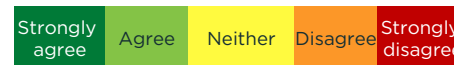
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ENGAGEMENT WITH WORK	71% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	25	46	16	8	72%	71%	70%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	30	44	15	8	73%	76%	69%	72%
Q1e. I am satisfied with my job	21	47	19	9	68%	64%	66%	68%

KEY





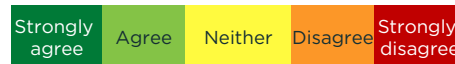
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SENIOR MANAGERS	55% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	14	41	25	13		55%	53%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	13	36	27	14	9	49%	47%	41%	44%
Q6c. I feel that senior managers model the values of my organisation	15	41	27	10		56%	54%	47%	48%
Q6d. Senior managers encourage innovation by employees	14	44	27	11		58%	53%	48%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	46	25	8		62%	61%	50%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	20	52	19			72%	71%	65%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	13	42	24	13	8	56%	52%	46%	45%
Q6h. I feel that senior managers listen to employees	12	39	29	12	8	51%	45%	40%	41%
Q7c. I feel that change is managed well in my organisation	9	30	31	20	11	38%	40%	33%	39%

KEY





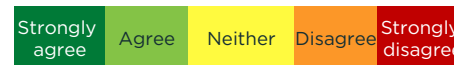
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COMMUNICATION	68% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	28	45	15	7	74%	74%	71%	70%	
Q5d. My manager encourages and values employee input	32	46	13		77%	77%	72%	71%	
Q5e. My manager involves my workgroup in decisions about our work	27	45	17	7	71%	70%	66%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	13	42	24	13	8	56%	52%	46%	45%
Q6h. I feel that senior managers listen to employees	12	39	29	12	8	51%	45%	40%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	24	52	14			76%	78%	71%	66%

KEY





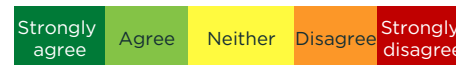
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

HIGH PERFORMANCE	66% 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	30	54	9		83%	85%	86%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	33	47	11		80%	78%	77%	78%
Q3f. I have received appropriate training and development to do my job well	12	38	31	14	50%	51%	56%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	26	50	16		76%	76%	72%	72%
Q5f. I have confidence in the decisions my manager makes	29	43	17		73%	73%	68%	67%
Q6d. Senior managers encourage innovation by employees	14	44	27	11	58%	53%	48%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	46	25	8	62%	61%	50%	51%
Q7a. My organisation focuses on improving the work we do	17	54	19		71%	77%	64%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	16	48	24	9	63%	69%	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.

	HIGH PERFORMANCE					66% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	9	39	27	17	7	48%	48%	44%	47%				
Q7h. My organisation generally selects capable people to do the job	10	50	24	11		59%	58%	49%	52%				

KEY





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PUBLIC SECTOR VALUES		67% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q2a. My workgroup strives to achieve customer/client satisfaction		39	48	8	3	4	87%	87%	84%	85%
Q2e. People in my workgroup treat each other with respect		37	44	11	3	5	81%	80%	78%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		26	50	16	3	5	76%	76%	72%	72%
Q5b. My manager listens to what I have to say		33	48	11	3	5	81%	79%	76%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		14	41	25	13	7	55%	53%	45%	48%
Q6c. I feel that senior managers model the values of my organisation		15	41	27	10	7	56%	54%	47%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		20	52	19	3	6	72%	71%	65%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		13	42	24	13	8	56%	52%	46%	45%
Q6h. I feel that senior managers listen to employees		12	39	29	12	8	51%	45%	40%	41%

KEY





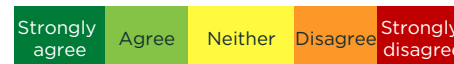
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PUBLIC SECTOR VALUES		67% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		17	54	19	10	71%	77%	64%	69%
Q7e. People in my organisation take responsibility for their own actions		10	42	29	14	52%	53%	45%	47%

KEY





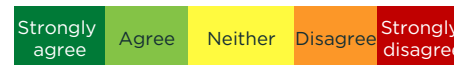
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DIVERSITY & INCLUSION		74% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		67%	62%	64%	63%				
Q5b. My manager listens to what I have to say		81%	79%	76%	75%				
Q5d. My manager encourages and values employee input		77%	77%	72%	71%				
Q6i. Senior managers in my organisation support the career advancement of women		67%	55%	60%	58%				
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		83%	83%	78%	74%				
Q8b. Personal background is not a barrier to success in my organisation		77%	-	72%	74%				
Q8c. I am able to speak up and share a different view to my colleagues and manager		76%	78%	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>		67%	65%	62%	57%				

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.

RECRUITMENT	50% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	8	32	33	16	12	40%	-	33%	35%
Q7h. My organisation generally selects capable people to do the job	10	50	24	11		59%	58%	49%	52%

KEY





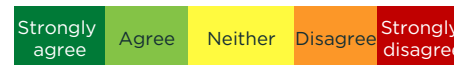
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT		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		65%	61%	62%	63%				
Q3e. My performance is assessed against clear criteria		52%	53%	54%	54%				
Q3g. I am satisfied with the opportunities available for career development in my organisation		47%	47%	45%	48%				
Q5g. My manager provides acknowledgement or other recognition for the work I do		74%	74%	68%	67%				
Q5h. My manager appropriately deals with employees who perform poorly		47%	49%	45%	44%				
Q7f. My organisation is committed to developing its employees		52%	54%	46%	50%				

KEY

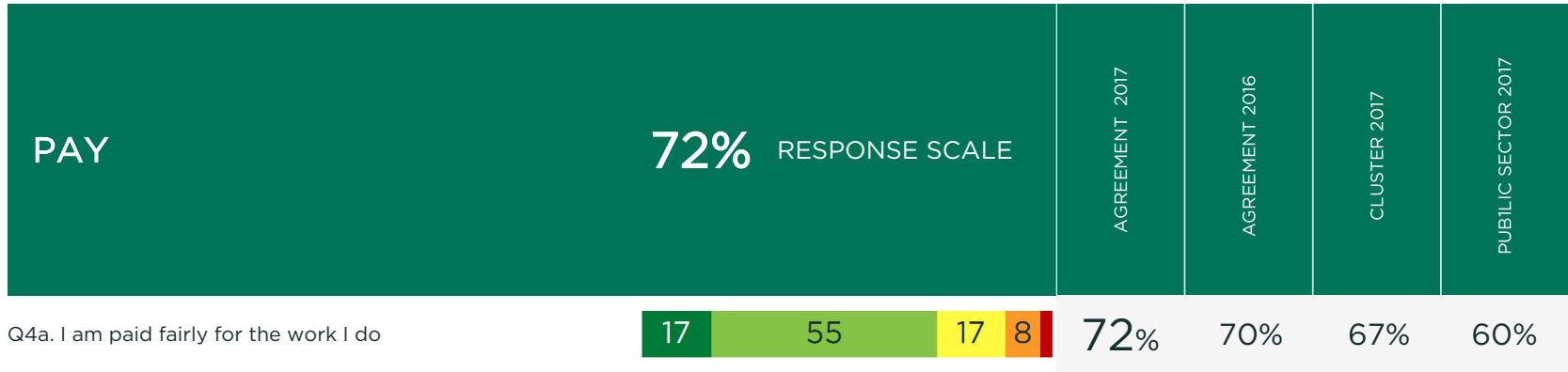




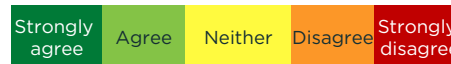
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Questions are grouped by themes in this report.

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



KEY





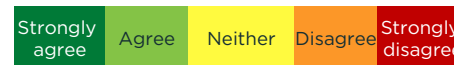
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

WORKPLACE SUPPORT		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		67%	62%	64%	63%				
Q1f. I am able to keep my work stress at an acceptable level		67%	66%	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		74%	72%	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

53% RESPONSE SCALE

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



	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q14. I believe action will be taken on the results from this survey by my organisation	53%	45%	40%	34%

KEY

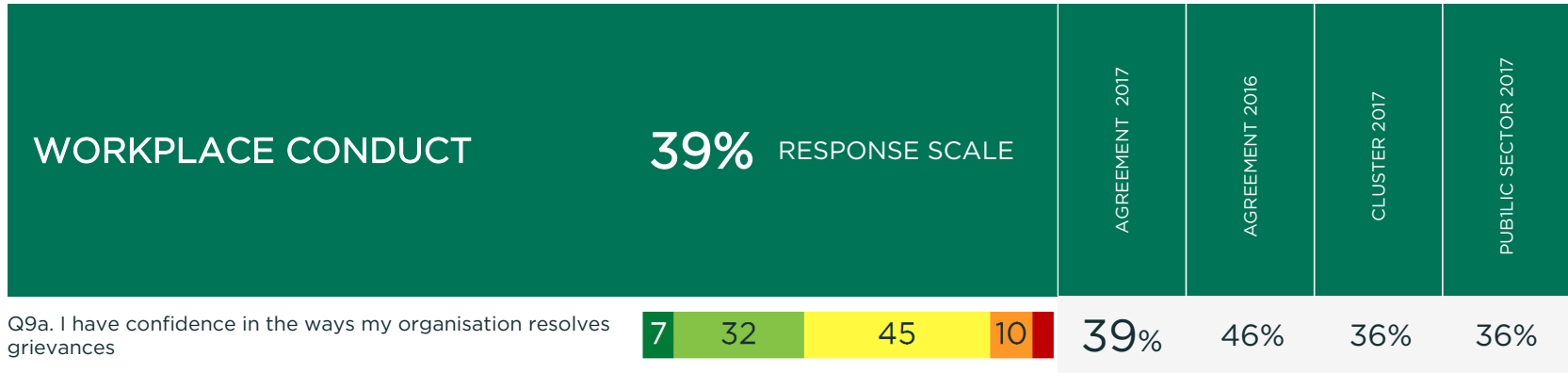




EXPLORE THE FULL RESULTS

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KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT		RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes			66%	70%	67%
No			34%	30%	33%
Q3b. I have informal feedback conversations with my manager					
Yes			78%	74%	75%
No			22%	26%	25%
Q3c. I have scheduled feedback conversations with my manager					
Yes			59%	57%	57%
No			41%	43%	43%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q3h. Are you currently looking, or thinking about looking, for a new role within the NSW Public Sector but outside of your current workplace in order to broaden your experience?				
Yes		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
Q3i. Are there any barriers preventing you from moving to another role?				
There are no major barriers to my career progression		38%	33%	30%
Lack of visible opportunities		29%	32%	31%
Lack of promotion opportunities		28%	33%	30%
Lack of support from my manager / supervisor		12%	14%	14%
Geographic location considerations		19%	25%	28%
Personal / family considerations		18%	24%	33%
Insufficient training and development		14%	17%	16%
Lack of required capabilities or experience		10%	12%	11%
Lack of support for temporary assignments/secondments		15%	18%	15%
The application/recruitment process is too cumbersome or time consuming		23%	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
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work				
Yes		13%	19%	25%
No		73%	67%	62%
Don't know		14%	14%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		49%	57%	63%
No		47%	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
Q10c. In the last 12 months I have witnessed bullying at work				
Yes		19%	23%	33%
No		70%	67%	58%
Don't know		10%	10%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		10%	13%	18%
No		82%	80%	76%
Don't know		8%	7%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q10e. Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months.				
A senior manager		26%	21%	22%
Your immediate manager/supervisor		24%	27%	24%
A fellow worker at your level		23%	26%	27%
A subordinate		6%	6%	8%
A client or customer		2%	3%	2%
A member of the public other than a client or customer	(r)			
Other		4%	4%	4%
Prefer not to say		14%	13%	13%



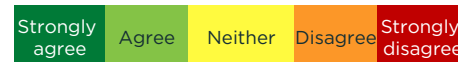
EXPLORE THE FULL RESULTS

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	31	54	12			84%	86%	83%
Q2. We are given all necessary safety equipment and training	24	51	19			75%	78%	78%
Q3. My workgroup demonstrates good safety behaviour	26	58	13			84%	86%	86%
Q4. I understand how my role makes a difference to our customers	31	57	9			89%	88%	89%
Q5. My manager ensures I have the information I need to do my job in a timely and accurate manner	22	53	16			75%	73%	73%
Q6. My manager actively supports a diverse, inclusive and flexible work environment	32	49	13			81%	82%	75%
Q7. I am confident in my ability to adapt to new workplace technologies	40	51				90%	93%	89%
Q8. I have a clear understanding of how my work contributes to the overall strategy for Transport	30	53	12			83%	81%	78%
Q9. I feel well informed of my organisation's objectives and direction	21	49	20	8		70%	0%	62%
Q10. My organisation's processes for recruiting people are efficient	9	26	29	22	15	34%	0%	30%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

RESPONSE SCALE		PERCENTAGE
Gender		
Male		56%
Female		42%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		0%
20 - 24		3%
25 -29		8%
30 - 34		15%
35 - 39		17%
40 - 44		15%
45 - 49		14%
50 - 54		12%
55 - 59		9%
60 - 64		4%
65+		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		31%
No		63%
Prefer not to say		6%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		2%
No		94%
Prefer not to say		4%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

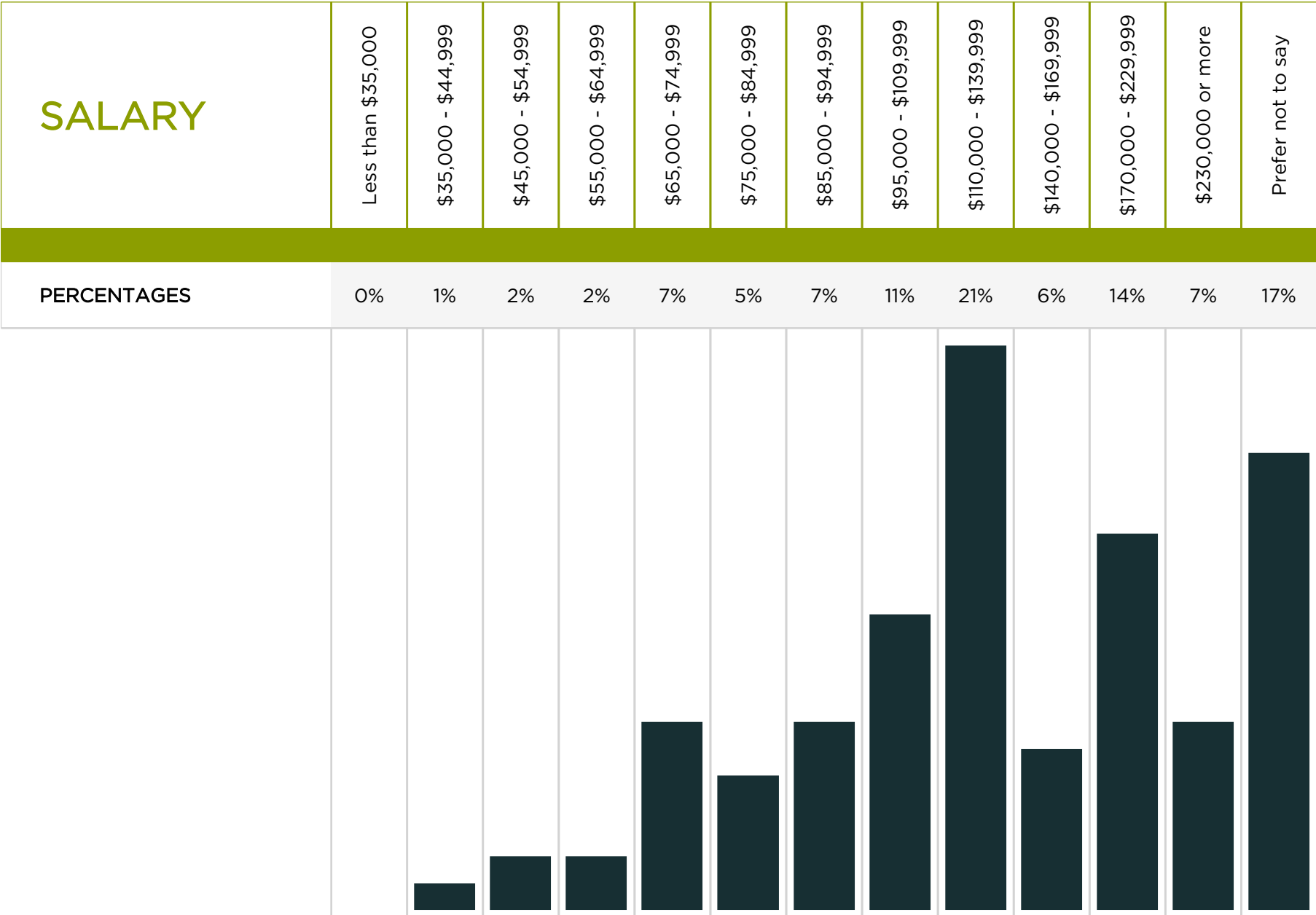
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		2%
No		93%
Prefer not to say		4%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		4%
No		91%
Prefer not to say		4%

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.

	Transport for NSW	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	4278	169	572	255	1094	164	78	1135	25	559
EMPLOYEE ENGAGEMENT	66%	64%	67%	69%	66%	67%	66%	67%	(r)	65%
ENGAGEMENT WITH WORK	71%	68%	69%	67%	71%	77%	73%	72%	(r)	72%
SENIOR MANAGERS	55%	53%	55%	58%	53%	60%	53%	59%	(r)	55%
COMMUNICATION	68%	60%	65%	67%	67%	73%	66%	72%	(r)	65%
HIGH PERFORMANCE	66%	61%	65%	68%	65%	72%	68%	68%	(r)	65%
PUBLIC SECTOR VALUES	67%	63%	66%	67%	66%	74%	68%	70%	(r)	66%
DIVERSITY & INCLUSION	74%	67%	74%	73%	74%	80%	77%	77%	(r)	73%

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.

	Transport for NSW	Less than \$35,000	\$35,000 - \$44,999	\$45,000 - \$54,999	\$55,000 - \$64,999	\$65,000 - \$74,999	\$75,000 - \$84,999	\$85,000 - \$94,999	\$95,000 - \$109,999	\$110,000 - \$139,999	\$140,000 - \$169,999	\$170,000 - \$229,999	\$230,000 or more	Prefer not to say
NUMBER OF RESPONDENTS	4278	12	22	86	91	267	214	291	428	833	251	576	279	667
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	79%	69%	67%	67%	67%	66%	65%	68%	69%	70%	62%
ENGAGEMENT WITH WORK	71%	(r)	(r)	81%	68%	71%	69%	67%	67%	69%	76%	77%	85%	67%
SENIOR MANAGERS	55%	(r)	(r)	70%	53%	52%	58%	57%	54%	55%	58%	59%	66%	50%
COMMUNICATION	68%	(r)	(r)	78%	65%	65%	67%	66%	64%	68%	70%	73%	79%	62%
HIGH PERFORMANCE	66%	(r)	(r)	80%	67%	65%	67%	67%	65%	65%	67%	69%	76%	60%
PUBLIC SECTOR VALUES	67%	(r)	(r)	79%	67%	64%	68%	67%	65%	67%	70%	71%	78%	62%
DIVERSITY & INCLUSION	74%	(r)	(r)	83%	73%	72%	73%	75%	73%	74%	76%	80%	83%	70%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

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.

	Transport for NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	4278	1142	669	1317	547	219	106
#Error	66%	70%	66%	64%	65%	63%	66%
ENGAGEMENT WITH WORK	71%	75%	71%	69%	70%	68%	71%
SENIOR MANAGERS	55%	62%	55%	52%	56%	52%	52%
COMMUNICATION	68%	74%	69%	65%	65%	57%	61%
HIGH PERFORMANCE	66%	71%	66%	64%	65%	63%	63%
PUBLIC SECTOR VALUES	67%	73%	68%	65%	66%	62%	62%
DIVERSITY & INCLUSION	74%	79%	75%	73%	74%	68%	65%

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.

	Transport for NSW	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	4278	16	139	321	607	682	596	570	491	363	174	47
EMPLOYEE ENGAGEMENT	66%	(r)	74%	69%	66%	68%	65%	66%	63%	67%	66%	73%
ENGAGEMENT WITH WORK	71%	(r)	74%	70%	70%	71%	70%	72%	71%	71%	74%	84%
SENIOR MANAGERS	55%	(r)	67%	60%	54%	56%	54%	56%	54%	57%	52%	65%
COMMUNICATION	68%	(r)	75%	73%	68%	69%	68%	68%	65%	67%	64%	74%
HIGH PERFORMANCE	66%	(r)	76%	71%	65%	66%	66%	66%	64%	66%	63%	75%
PUBLIC SECTOR VALUES	67%	(r)	77%	71%	67%	67%	68%	68%	65%	68%	65%	77%
DIVERSITY & INCLUSION	74%	(r)	83%	79%	75%	76%	74%	74%	73%	73%	69%	85%

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.

	Transport for NSW	Male	Female	Other
NUMBER OF RESPONDENTS	4278	2259	1713	60
EMPLOYEE ENGAGEMENT	66%	66%	67%	48%
ENGAGEMENT WITH WORK	71%	72%	71%	47%
SENIOR MANAGERS	55%	56%	56%	33%
COMMUNICATION	68%	69%	67%	44%
HIGH PERFORMANCE	66%	66%	67%	46%
PUBLIC SECTOR VALUES	67%	69%	67%	47%
DIVERSITY & INCLUSION	74%	76%	74%	51%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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.

53%

of employees replied favourably to:

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

34%

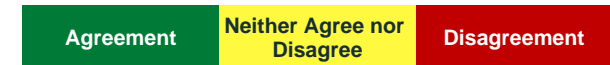
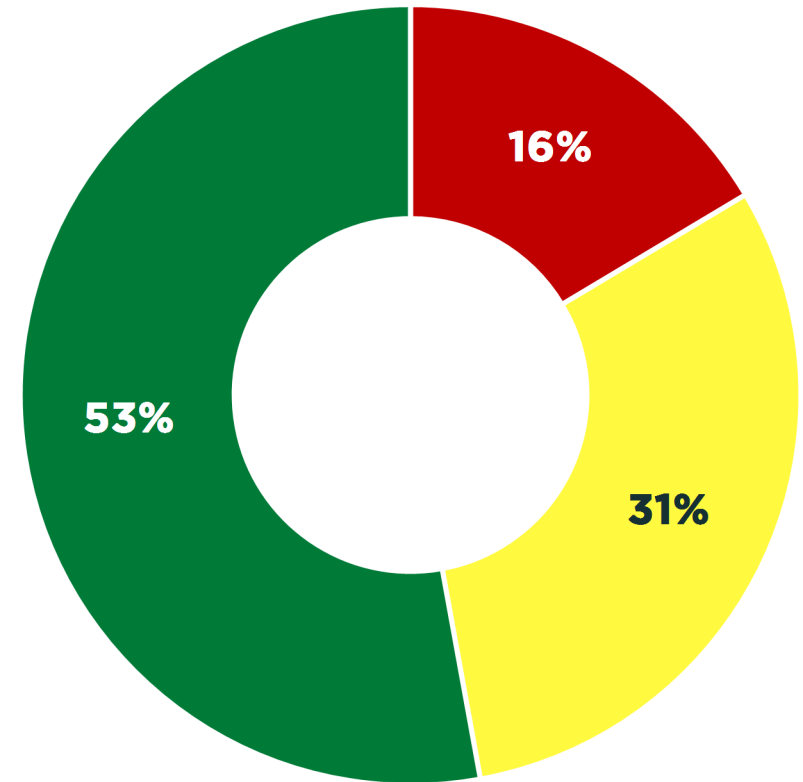
SECTOR

40%

CLUSTER

45%

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

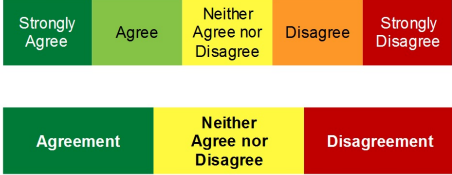
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.