
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 Joints Nurse Librarian Advisor
Warden Prison Officer Technician Administrator
Train Driver Bus Driver Policy Analyst Fitter
Surveyor Scientist Nurse Welfare Worker
Laboratory Turner Plumber Ambulance Officer Youth
Worker Hospital Orderly Fitter Receptionist Labourer Jointer
Solicitor Caretaker Crosser 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 Surveyor Social Worker
Welfare Worker Laboratory Technician Turner Plumber
Electrician Social Worker Cleaner Fitter Fire Fighter
Curator Fitter Museum Guide Conservator Plant
Operator Engineer Electrical Linesworker
Cable Joints Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

CLUSTER REPORT

Transport

RESPONSE RATE

46%

12,427 OF 27,105 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

63%

DIFFERENCE FROM 2016 0

DIFFERENCE FROM PUBLIC SECTOR -1

SENIOR MANAGERS

46%

DIFFERENCE FROM 2016 0

DIFFERENCE FROM PUBLIC SECTOR -1

COMMUNICATION

61%

DIFFERENCE FROM 2016 +2

DIFFERENCE FROM PUBLIC SECTOR +2



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

68%

DIFFERENCE FROM PUBLIC SECTOR -3

HIGH PERFORMANCE

61%

DIFFERENCE FROM PUBLIC SECTOR -2

PUBLIC SECTOR VALUES

60%

DIFFERENCE FROM PUBLIC SECTOR 0

DIVERSITY & INCLUSION

69%

DIFFERENCE FROM PUBLIC SECTOR +2

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 PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	46%	50%	50%
2	Q7c. I feel that change is managed well in my organisation	33%	37%	39%
3	Q1c. My job gives me a feeling of personal accomplishment	70%	69%	75%
4	Q3g. I am satisfied with the opportunities available for career development in my organisation	45%	45%	48%
5	Q7a. My organisation focuses on improving the work we do	64%	73%	69%
6	Q7b. My organisation is making the necessary improvements to meet our future challenges	55%	62%	57%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

1a.	I understand what is expected of me to do well in my role	86%
2a.	My workgroup strives to achieve customer/client satisfaction	84%
2c.	I receive help and support from other members of my workgroup	81%
2e.	People in my workgroup treat each other with respect	78%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	78%
2b.	My workgroup works collaboratively to achieve its objectives	77%
5b.	My manager listens to what I have to say	76%
5d.	My manager encourages and values employee input	72%
5a.	My manager encourages people in my workgroup to keep improving the work they do	72%
8b.	Personal background is not a barrier to success in my organisation	72%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

7g.	I have confidence in the way recruitment decisions are made	33%
7c.	I feel that change is managed well in my organisation	33%
9a.	I have confidence in the ways my organisation resolves grievances	36%
14.	I believe action will be taken on the results from this survey by my organisation	40%
6h.	I feel that senior managers listen to employees	40%
6b.	I feel that senior managers effectively lead and manage change	41%
7d.	There is good co-operation between teams across our organisation	44%
3g.	I am satisfied with the opportunities available for career development in my organisation	45%
7e.	People in my organisation take responsibility for their own actions	45%
6a.	I believe senior managers provide clear direction for the future of the organisation	45%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

MOST AND LEAST IMPROVED QUESTIONS

+ MOST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

6i.	Senior managers in my organisation support the career advancement of women	60%	50%
1b.	I am provided with the support I need to do my best at work	64%	59%
1e.	I am satisfied with my job	66%	62%
2e.	People in my workgroup treat each other with respect	78%	74%
14.	I believe action will be taken on the results from this survey by my organisation	40%	37%
5b.	My manager listens to what I have to say	76%	73%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	62%	58%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	62%	58%
5d.	My manager encourages and values employee input	72%	69%
2b.	My workgroup works collaboratively to achieve its objectives	77%	75%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

7a.	My organisation focuses on improving the work we do	64%	73%
9a.	I have confidence in the ways my organisation resolves grievances	36%	43%
7b.	My organisation is making the necessary improvements to meet our future challenges	55%	62%
7f.	My organisation is committed to developing its employees	46%	50%
7c.	I feel that change is managed well in my organisation	33%	37%
3f.	I have received appropriate training and development to do my job well	56%	59%
1d.	I feel motivated to contribute more than what is normally required at work	69%	71%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	50%	52%
5h.	My manager appropriately deals with employees who perform poorly	45%	47%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	65%	67%



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'.

CLUSTER COMPARISON



COMPARISON OF CLUSTERS

This page compares key question group scores for Transport

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

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

	NSW Public Sector	Transport	Education	Family and Community Services	Finance and Services	Health	Industry	Justice	Planning and Environment	Premier and Cabinet	Treasury
NUMBER OF RESPONDENTS	140063	12427	30920	6354	6747	48839	4583	17068	6273	756	1353
EMPLOYEE ENGAGEMENT	65%	63%	67%	61%	65%	64%	65%	62%	68%	73%	72%
ENGAGEMENT WITH WORK	72%	68%	75%	70%	70%	72%	72%	67%	73%	77%	77%
SENIOR MANAGERS	47%	46%	53%	43%	54%	45%	50%	39%	46%	67%	66%
COMMUNICATION	60%	61%	63%	60%	66%	57%	66%	53%	63%	73%	75%
HIGH PERFORMANCE	63%	61%	67%	60%	67%	63%	65%	55%	64%	75%	75%
PUBLIC SECTOR VALUES	60%	60%	65%	59%	67%	58%	65%	53%	62%	76%	76%
DIVERSITY & INCLUSION	67%	69%	68%	69%	73%	65%	73%	62%	73%	79%	79%

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

AGENCY COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Transport

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	NSW TrainLink	Roads and Maritime Services	State Transit Authority	Sydney Trains	Transport for NSW
NUMBER OF RESPONDENTS	12427	712	4053	410	2968	4278
EMPLOYEE ENGAGEMENT	63%	56%	64%	57%	60%	66%
ENGAGEMENT WITH WORK	68%	64%	70%	66%	64%	71%
SENIOR MANAGERS	46%	32%	45%	29%	41%	55%
COMMUNICATION	61%	50%	63%	51%	54%	68%
HIGH PERFORMANCE	61%	51%	62%	51%	56%	66%
PUBLIC SECTOR VALUES	60%	49%	61%	48%	55%	67%
DIVERSITY & INCLUSION	69%	59%	73%	60%	61%	74%

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	63% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	17	45	24	8	62%	61%	60%
Q7j. I am proud to tell others I work for my organisation	20	45	23		65%	64%	68%
Q7k. I feel a strong personal attachment to my organisation	19	40	26	10	58%	59%	63%
Q7l. My organisation motivates me to help it achieve its objectives	13	39	29	12	53%	53%	53%
Q7m. My organisation inspires me to do the best in my job	14	38	30	12	51%	52%	53%

KEY





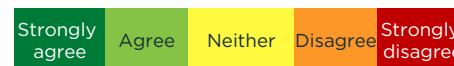
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ENGAGEMENT WITH WORK	68% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	23	47	16	9	70%	69%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	27	43	16	10	69%	71%	72%
Q1e. I am satisfied with my job	20	46	19	10	66%	62%	68%

KEY





EXPLORE THE FULL RESULTS

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SENIOR MANAGERS	46% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	11	35	27	16	11	45%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	10	31	29	17	13	41%	42%	44%
Q6c. I feel that senior managers model the values of my organisation	12	36	30	12	11	47%	48%	48%
Q6d. Senior managers encourage innovation by employees	11	37	30	14	8	48%	47%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	11	39	31	11	8	50%	52%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	16	49	22	7		65%	67%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	10	36	25	16	12	46%	44%	45%
Q6h. I feel that senior managers listen to employees	9	31	31	16	13	40%	38%	41%
Q7c. I feel that change is managed well in my organisation		26	30	23	14	33%	37%	39%

KEY





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COMMUNICATION	61% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017	
Q5c. My manager communicates effectively with me	26	45	15	8	71%	69%	70%	
Q5d. My manager encourages and values employee input	28	44	15	7	72%	69%	71%	
Q5e. My manager involves my workgroup in decisions about our work	24	42	18	9	66%	64%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	10	36	25	16	12	46%	44%	45%
Q6h. I feel that senior managers listen to employees	9	31	31	16	13	40%	38%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	51	16	8	71%	71%	66%	

KEY





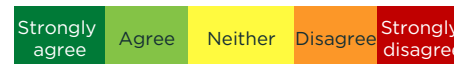
EXPLORE THE FULL RESULTS

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

HIGH PERFORMANCE	61% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	32	54	8		86%	87%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	30	48	12	7	77%	75%	78%
Q3f. I have received appropriate training and development to do my job well	13	43	26	12	56%	59%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	24	49	17		72%	71%	72%
Q5f. I have confidence in the decisions my manager makes	26	41	19	8	68%	67%	67%
Q6d. Senior managers encourage innovation by employees	11	37	30	14	48%	47%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	11	39	31	11	50%	52%	51%
Q7a. My organisation focuses on improving the work we do	14	50	23	9	64%	73%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	12	43	27	12	55%	62%	57%

KEY





EXPLORE THE FULL RESULTS

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

	HIGH PERFORMANCE					61% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	8	36	28	19	9	44%	45%	47%			
Q7h. My organisation generally selects capable people to do the job		42	27	15	9	49%	47%	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	60% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
	Strongly agree	Agree	Neither	Disagree	Strongly disagree			
Q2a. My workgroup strives to achieve customer/client satisfaction	35	49	10			84%	84%	85%
Q2e. People in my workgroup treat each other with respect	32	46	13			78%	74%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	24	49	17			72%	71%	72%
Q5b. My manager listens to what I have to say	29	47	13			76%	73%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation	11	35	27	16	11	45%	45%	48%
Q6c. I feel that senior managers model the values of my organisation	12	36	30	12	11	47%	48%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	16	49	22	7		65%	67%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	10	36	25	16	12	46%	44%	45%
Q6h. I feel that senior managers listen to employees	9	31	31	16	13	40%	38%	41%

KEY





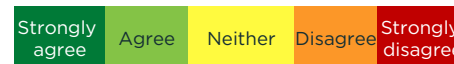
EXPLORE THE FULL RESULTS

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		60% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		64%	73%	69%				
Q7e. People in my organisation take responsibility for their own actions		45%	46%	47%				

KEY





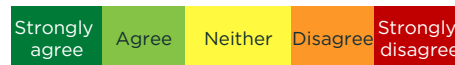
EXPLORE THE FULL RESULTS

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	69% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	17	47	18	13	64%	59%	63%
Q5b. My manager listens to what I have to say	29	47	13	11	76%	73%	75%
Q5d. My manager encourages and values employee input	28	44	15	7	72%	69%	71%
Q6i. Senior managers in my organisation support the career advancement of women	20	40	31	9	60%	50%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	24	53	15	8	78%	78%	74%
Q8b. Personal background is not a barrier to success in my organisation	24	48	17	11	72%	-	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	51	16	8	71%	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>	23	39	20	11	62%	58%	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	41% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	27	32	19	17	33%	-	35%
Q7h. My organisation generally selects capable people to do the job	42	27	15	9	49%	47%	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	53% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017	
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	17	45	21	12	62%	58%	63%	
Q3e. My performance is assessed against clear criteria	13	41	27	13	54%	53%	54%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	12	33	26	16	12	45%	45%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	26	42	17	8	68%	67%	67%	
Q5h. My manager appropriately deals with employees who perform poorly	14	31	33	12	9	45%	47%	44%
Q7f. My organisation is committed to developing its employees	9	38	31	14	9	46%	50%	50%

KEY

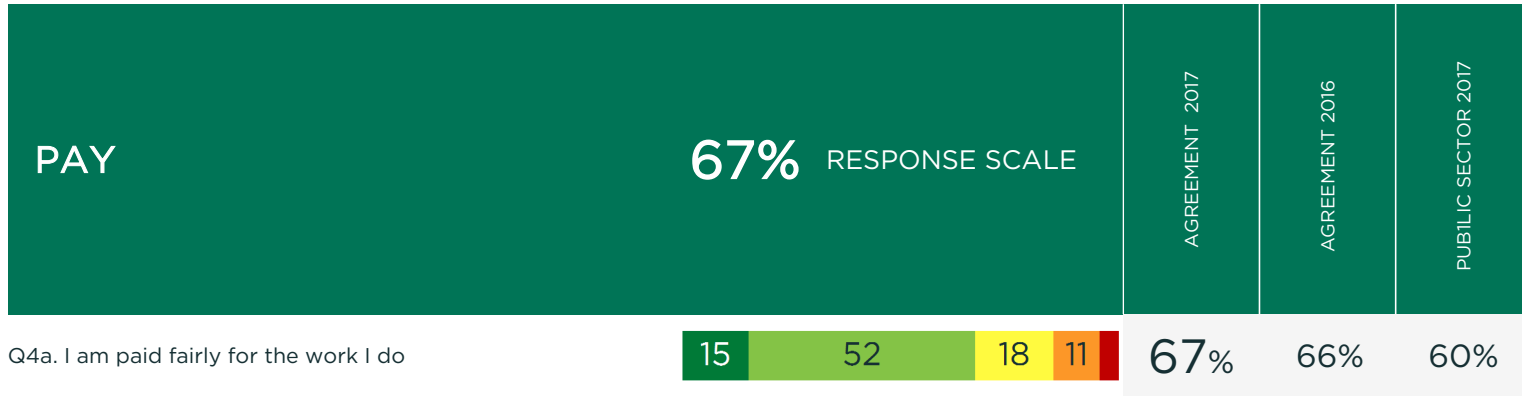




EXPLORE THE FULL RESULTS

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





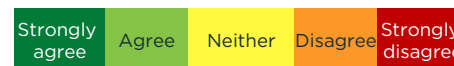
EXPLORE THE FULL RESULTS

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.

	70% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	17	47	18	13	64%	59%	63%
Q1f. I am able to keep my work stress at an acceptable level	15	50	19	12	65%	64%	59%
Q2c. I receive help and support from other members of my workgroup	31	51	12	9	81%	79%	81%
Q2d. There is good team spirit in my workgroup	28	41	15	9	70%	67%	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

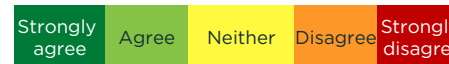
40% RESPONSE SCALE

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



	AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q14. I believe action will be taken on the results from this survey by my organisation	40%	37%	34%

KEY

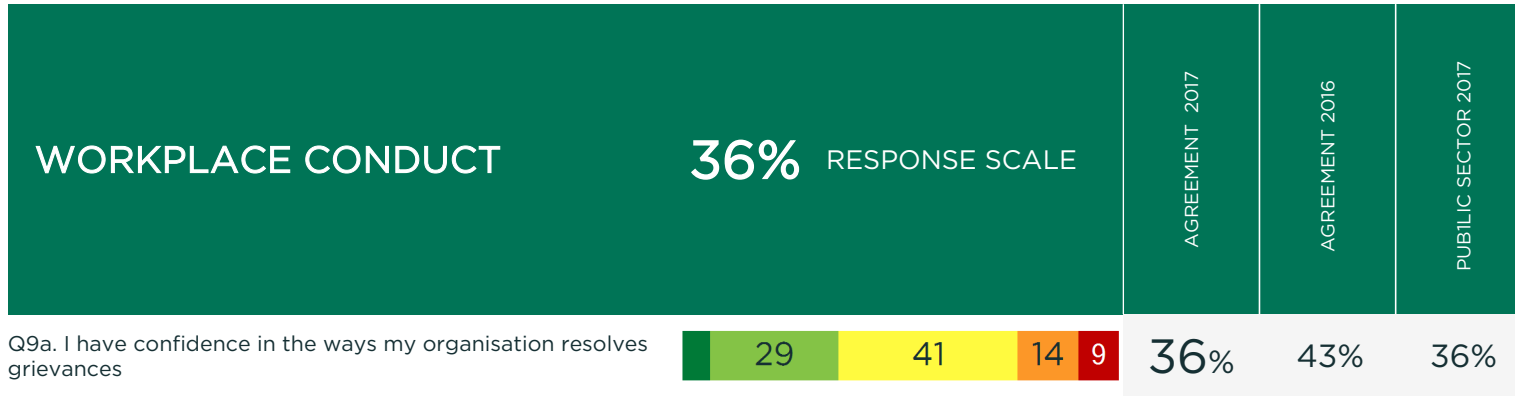




EXPLORE THE FULL RESULTS

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	PUBLIC SECTOR 2017
Q3a. I have a current performance and development plan that sets out my individual objectives				
Yes			70%	67%
No			30%	33%
Q3b. I have informal feedback conversations with my manager				
Yes			74%	75%
No			26%	25%
Q3c. I have scheduled feedback conversations with my manager				
Yes			57%	57%
No			43%	43%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY

RESPONSE SCALE

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		47%	41%
No		53%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	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		33%	30%
Lack of visible opportunities		32%	31%
Lack of promotion opportunities		33%	30%
Lack of support from my manager / supervisor		14%	14%
Geographic location considerations		25%	28%
Personal / family considerations		24%	33%
Insufficient training and development		17%	16%
Lack of required capabilities or experience		12%	11%
Lack of support for temporary assignments/secondments		18%	15%
The application/recruitment process is too cumbersome or time consuming		25%	23%
Other		10%	9%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT

RESPONSE SCALE

2017

PUBLIC SECTOR 2017

Q10c. In the last 12 months I have witnessed bullying at work

Yes		23%	33%
No		67%	58%
Don't know		10%	9%

Q10d. In the last 12 months I have been subjected to bullying at work

Yes		13%	18%
No		80%	76%
Don't know		7%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT

RESPONSE SCALE

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.

Role	2017	Public Sector 2017
A senior manager	21%	22%
Your immediate manager/supervisor	27%	24%
A fellow worker at your level	26%	27%
A subordinate	6%	8%
A client or customer	3%	2%
A member of the public other than a client or customer	0%	1%
Other	4%	4%
Prefer not to say	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
Q1. Keeping high levels of health and safety is a priority of this organisation	29	53	11			83%	84%
Q2. We are given all necessary safety equipment and training	25	53	15			78%	80%
Q3. My workgroup demonstrates good safety behaviour	28	59	11			86%	86%
Q4. I understand how my role makes a difference to our customers	31	57	8			89%	89%
Q5. My manager ensures I have the information I need to do my job in a timely and accurate manner	21	52	17	7		73%	70%
Q6. My manager actively supports a diverse, inclusive and flexible work environment	28	47	16			75%	75%
Q7. I am confident in my ability to adapt to new workplace technologies	36	52	8			89%	91%
Q8. I have a clear understanding of how my work contributes to the overall strategy for Transport	26	53	14			78%	76%
Q9. I feel well informed of my organisation's objectives and direction	16	46	22	11		62%	0%
Q10. My organisation's processes for recruiting people are efficient		23	29	23	18	30%	0%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

RESPONSE SCALE		PERCENTAGE
Gender		
Male		65%
Female		33%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		1%
20 - 24	█	3%
25 -29	█	7%
30 - 34	█	12%
35 - 39	█	15%
40 - 44	█	14%
45 - 49	█	15%
50 - 54	█	14%
55 - 59	█	12%
60 - 64	█	6%
65+		2%

PROFILE OF RESPONDENTS









PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		27%
No		66%
Prefer not to say		6%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		2%
No		92%
Prefer not to say		5%

PROFILE OF RESPONDENTS



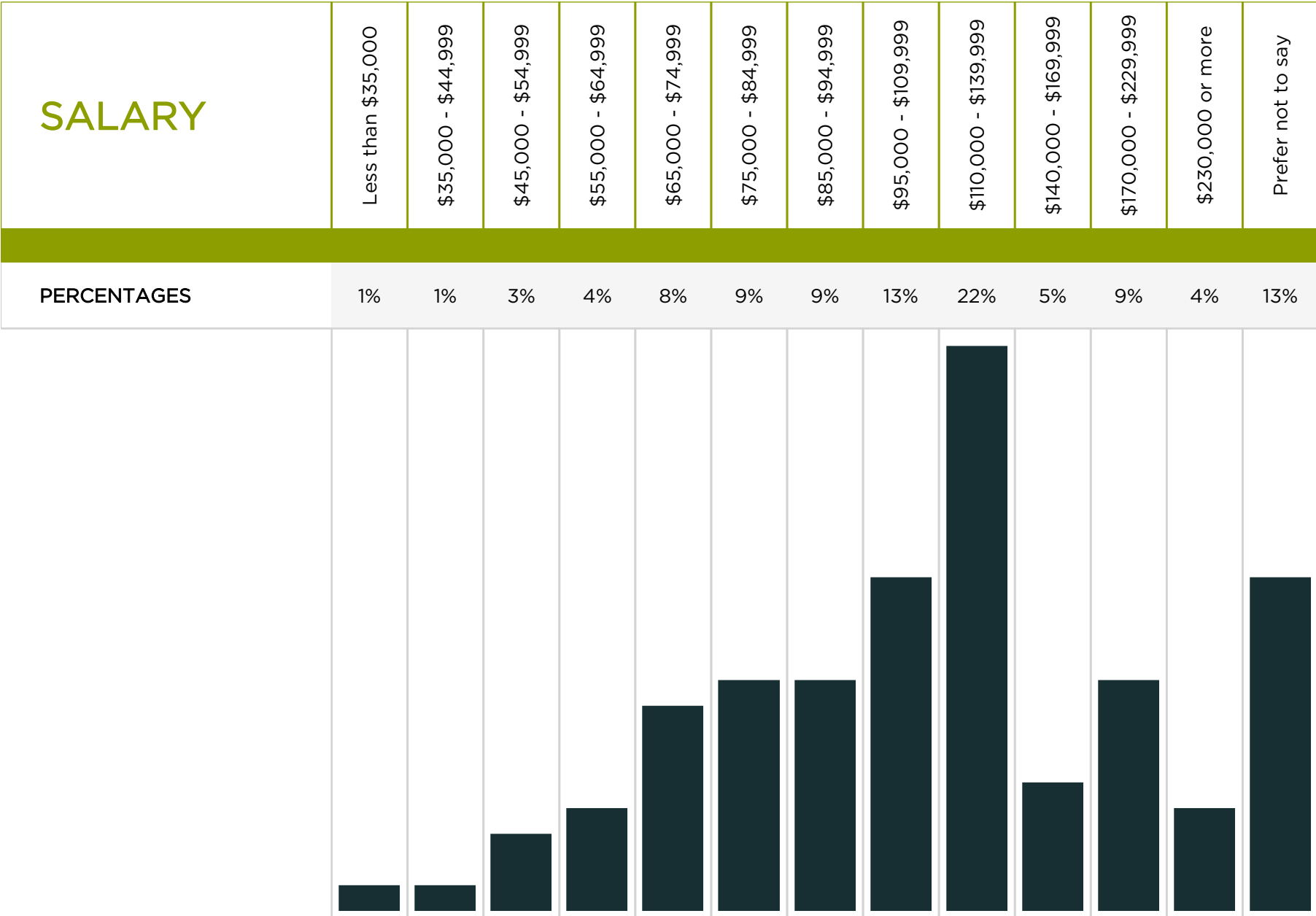
PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		3%
No		92%
Prefer not to say		5%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		4%
No		91%
Prefer not to say		6%

PROFILE OF RESPONDENTS

i

WORK PROFILES



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	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	12427	2049	2824	655	1887	246	123	2480	77	1458
EMPLOYEE ENGAGEMENT	63%	59%	63%	68%	64%	65%	62%	66%	62%	63%
ENGAGEMENT WITH WORK	68%	64%	68%	69%	70%	74%	66%	73%	70%	68%
SENIOR MANAGERS	46%	37%	43%	52%	50%	56%	44%	54%	50%	46%
COMMUNICATION	61%	51%	59%	65%	66%	70%	61%	69%	67%	60%
HIGH PERFORMANCE	61%	53%	60%	67%	63%	68%	61%	66%	63%	60%
PUBLIC SECTOR VALUES	60%	51%	58%	64%	64%	70%	61%	68%	63%	59%
DIVERSITY & INCLUSION	69%	60%	68%	73%	73%	76%	71%	76%	73%	68%

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	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	12427	80	80	304	517	937	1009	1092	1493	2587	628	1074	439	1487
EMPLOYEE ENGAGEMENT	63%	71%	68%	71%	62%	62%	59%	63%	63%	64%	64%	67%	71%	60%
ENGAGEMENT WITH WORK	68%	79%	71%	74%	64%	65%	63%	66%	67%	70%	74%	77%	84%	65%
SENIOR MANAGERS	46%	60%	48%	53%	41%	41%	39%	45%	44%	47%	51%	56%	66%	44%
COMMUNICATION	61%	73%	63%	65%	54%	55%	54%	59%	60%	64%	66%	71%	79%	58%
HIGH PERFORMANCE	61%	75%	66%	67%	58%	57%	55%	59%	60%	62%	64%	67%	76%	58%
PUBLIC SECTOR VALUES	60%	71%	63%	65%	55%	55%	53%	58%	59%	63%	65%	69%	78%	58%
DIVERSITY & INCLUSION	69%	81%	68%	72%	64%	65%	63%	67%	69%	72%	74%	78%	84%	66%

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	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	12427	2010	1388	2703	2057	2011	1509
EMPLOYEE ENGAGEMENT	63%	70%	66%	62%	62%	60%	61%
ENGAGEMENT WITH WORK	68%	77%	72%	68%	66%	65%	67%
SENIOR MANAGERS	46%	61%	52%	47%	42%	38%	40%
COMMUNICATION	61%	74%	68%	62%	57%	54%	55%
HIGH PERFORMANCE	61%	71%	65%	61%	57%	56%	57%
PUBLIC SECTOR VALUES	60%	72%	66%	61%	57%	54%	55%
DIVERSITY & INCLUSION	69%	79%	75%	71%	66%	64%	64%

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	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	12427	59	304	774	1442	1752	1694	1772	1656	1380	672	198
EMPLOYEE ENGAGEMENT	63%	72%	70%	67%	64%	64%	62%	63%	61%	63%	63%	69%
ENGAGEMENT WITH WORK	68%	73%	72%	70%	68%	68%	67%	68%	68%	70%	71%	81%
SENIOR MANAGERS	46%	60%	58%	52%	47%	47%	45%	47%	45%	45%	44%	51%
COMMUNICATION	61%	73%	72%	69%	64%	63%	60%	60%	58%	60%	59%	66%
HIGH PERFORMANCE	61%	73%	72%	67%	62%	61%	60%	60%	59%	60%	59%	67%
PUBLIC SECTOR VALUES	60%	68%	70%	65%	61%	61%	59%	60%	58%	60%	60%	67%
DIVERSITY & INCLUSION	69%	78%	80%	76%	72%	71%	68%	68%	67%	68%	67%	74%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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	Male	Female	Other
NUMBER OF RESPONDENTS	12427	7637	3896	230
EMPLOYEE ENGAGEMENT	63%	63%	65%	49%
ENGAGEMENT WITH WORK	68%	69%	70%	45%
SENIOR MANAGERS	46%	46%	49%	24%
COMMUNICATION	61%	62%	63%	37%
HIGH PERFORMANCE	61%	61%	64%	39%
PUBLIC SECTOR VALUES	60%	60%	63%	38%
DIVERSITY & INCLUSION	69%	70%	71%	43%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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ABORIGINAL OR TORRES STRAIT ISLANDER



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	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	12427	282	10918	611
EMPLOYEE ENGAGEMENT	63%	62%	64%	51%
ENGAGEMENT WITH WORK	68%	67%	70%	50%
SENIOR MANAGERS	46%	46%	48%	27%
COMMUNICATION	61%	56%	63%	42%
HIGH PERFORMANCE	61%	59%	62%	43%
PUBLIC SECTOR VALUES	60%	57%	62%	42%
DIVERSITY & INCLUSION	69%	63%	71%	49%

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

LANGUAGE OTHER THAN ENGLISH



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	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	12427	3255	7850	736
EMPLOYEE ENGAGEMENT	63%	69%	62%	52%
ENGAGEMENT WITH WORK	68%	73%	69%	50%
SENIOR MANAGERS	46%	54%	45%	30%
COMMUNICATION	61%	67%	61%	44%
HIGH PERFORMANCE	61%	66%	60%	45%
PUBLIC SECTOR VALUES	60%	66%	60%	44%
DIVERSITY & INCLUSION	69%	73%	70%	51%

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



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	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	12427	313	10891	624
EMPLOYEE ENGAGEMENT	63%	56%	64%	52%
ENGAGEMENT WITH WORK	68%	59%	70%	48%
SENIOR MANAGERS	46%	36%	48%	28%
COMMUNICATION	61%	48%	63%	43%
HIGH PERFORMANCE	61%	50%	62%	44%
PUBLIC SECTOR VALUES	60%	50%	62%	43%
DIVERSITY & INCLUSION	69%	55%	71%	51%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

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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	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	12427	580	10650	598
EMPLOYEE ENGAGEMENT	63%	57%	64%	52%
ENGAGEMENT WITH WORK	68%	58%	70%	52%
SENIOR MANAGERS	46%	39%	48%	31%
COMMUNICATION	61%	55%	63%	47%
HIGH PERFORMANCE	61%	54%	62%	47%
PUBLIC SECTOR VALUES	60%	54%	62%	46%
DIVERSITY & INCLUSION	69%	63%	71%	53%

KEY

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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	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	12427	443	10725	658
EMPLOYEE ENGAGEMENT	63%	62%	64%	52%
ENGAGEMENT WITH WORK	68%	64%	70%	51%
SENIOR MANAGERS	46%	44%	48%	29%
COMMUNICATION	61%	59%	63%	46%
HIGH PERFORMANCE	61%	58%	62%	45%
PUBLIC SECTOR VALUES	60%	58%	62%	44%
DIVERSITY & INCLUSION	69%	67%	71%	53%

KEY

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AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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

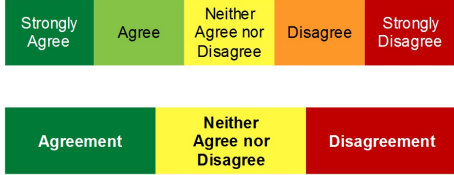
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.