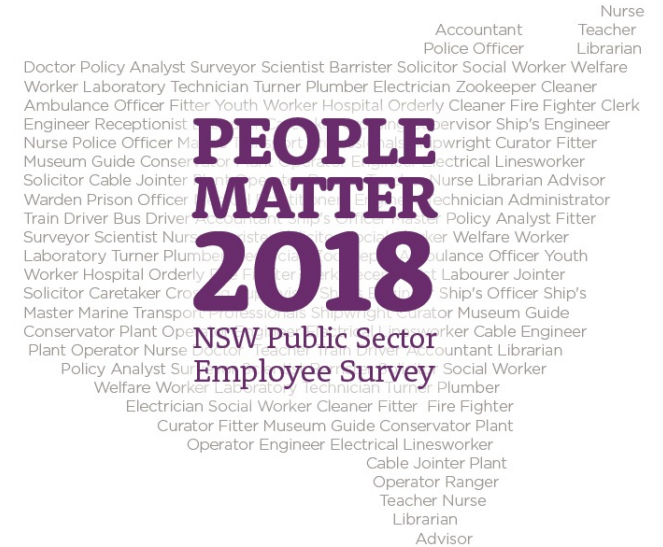

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Transport

Roads and Maritime Services

RESPONSE RATE

81%

4,526 OF 5,619 RESPONDENTS

EMPLOYEE ENGAGEMENT

65%

DIFFERENCE FROM 2017 0
 DIFFERENCE FROM CLUSTER +1
 DIFFERENCE FROM PUBLIC SECTOR -1

ENGAGEMENT WITH WORK

71%

DIFFERENCE FROM 2017 +1
 DIFFERENCE FROM CLUSTER +1
 DIFFERENCE FROM PUBLIC SECTOR -1

SENIOR MANAGERS

48%

DIFFERENCE FROM 2017 +3
 DIFFERENCE FROM CLUSTER +3
 DIFFERENCE FROM PUBLIC SECTOR -1

COMMUNICATION

64%

DIFFERENCE FROM 2017 +1
 DIFFERENCE FROM CLUSTER +2
 DIFFERENCE FROM PUBLIC SECTOR +2

HIGH PERFORMANCE

63%

DIFFERENCE FROM 2017 +1
 DIFFERENCE FROM CLUSTER +2
 DIFFERENCE FROM PUBLIC SECTOR -1

PUBLIC SECTOR VALUES

62%

DIFFERENCE FROM 2017 +2
 DIFFERENCE FROM CLUSTER +2
 DIFFERENCE FROM PUBLIC SECTOR 0

DIVERSITY & INCLUSION

74%

DIFFERENCE FROM CLUSTER +5
 DIFFERENCE FROM PUBLIC SECTOR +6

FLEXIBLE WORKING SATISFACTION

72%

DIFFERENCE FROM 2017 -1
 DIFFERENCE FROM CLUSTER +13
 DIFFERENCE FROM PUBLIC SECTOR +14

ACTION ON RESULTS

39%

DIFFERENCE FROM 2017 +1
 DIFFERENCE FROM CLUSTER -1
 DIFFERENCE FROM PUBLIC SECTOR +2



QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

This page compares the aggregate or individual scores for key topics. The individual questions in each group are listed in the All Questions section.

The Employee Engagement index 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

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018
AGREEMENT
2017

2a.	My workgroup strives to achieve customer/client satisfaction	87%	86%
1a.	I understand what is expected of me to do well in my role	87%	87%
1g.	I know how to address a health and safety issue I have identified	85%	-
2c.	I receive help and support from other members of my workgroup	83%	83%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	81%	79%
2b.	My workgroup works collaboratively to achieve its objectives	80%	80%
2e.	People in my workgroup treat each other with respect	79%	80%
5b.	My manager listens to what I have to say	78%	79%
5d.	My manager encourages and values employee input	76%	76%
5a.	My manager encourages people in my workgroup to keep improving the work they do	75%	75%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018
AGREEMENT
2017

7c.	I feel that change is managed well in my organisation	34%	32%
7g.	I have confidence in the way recruitment decisions are made	35%	33%
9a.	I have confidence in the ways my organisation resolves grievances	38%	36%
14.	I believe action will be taken on the results from this survey by my organisation	39%	37%
6b.	I feel that senior managers effectively lead and manage change	42%	40%
6h.	I feel that senior managers listen to employees	43%	39%
7e.	People in my organisation take responsibility for their own actions	45%	45%
6a.	I believe senior managers provide clear direction for the future of the organisation	47%	42%
6g.	I feel that senior managers keep employees informed about what's going on	47%	45%
5h.	My manager appropriately deals with employees who perform poorly	47%	45%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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

MOST AND LEAST IMPROVED QUESTIONS



MOST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

6i.	Senior managers in my organisation support the career advancement of women	67%	60%
6a.	I believe senior managers provide clear direction for the future of the organisation	47%	42%
6c.	I feel that senior managers model the values of my organisation	50%	46%
6h.	I feel that senior managers listen to employees	43%	39%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	53%	51%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	68%	66%
6d.	Senior managers encourage innovation by employees	49%	47%
7b.	My organisation is making the necessary improvements to meet our future challenges	53%	51%
9a.	I have confidence in the ways my organisation resolves grievances	38%	36%
7g.	I have confidence in the way recruitment decisions are made	35%	33%



LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

3e.	My performance is assessed against clear criteria	56%	57%
8c.	I am able to speak up and share a different view to my colleagues and manager	73%	74%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	72%	73%
2e.	People in my workgroup treat each other with respect	79%	80%
5f.	I have confidence in the decisions my manager makes	71%	71%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are the questions that have shown the greatest percentage increase and decrease in agreement, based on respondents who have selected 'Strongly agree' and 'Agree'.

HIGHEST NEUTRAL SCORING QUESTIONS

AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

Q9a. I have confidence in the ways my organisation resolves grievances



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



Q7. My organisation's processes for recruiting people are efficient



Q5h. My manager appropriately deals with employees who perform poorly



Q7g. I have confidence in the way recruitment decisions are made



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

Q9a. I have confidence in the ways my organisation resolves grievances



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



Q7. My organisation's processes for recruiting people are efficient



Q5h. My manager appropriately deals with employees who perform poorly



Q7g. I have confidence in the way recruitment decisions are made



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

Q9a. I have confidence in the ways my organisation resolves grievances



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



Q7. My organisation's processes for recruiting people are efficient



Q5h. My manager appropriately deals with employees who perform poorly



Q7g. I have confidence in the way recruitment decisions are made



FIND YOUR HIGHEST NEUTRAL SCORES

THESE ARE YOUR HIGHEST NEUTRAL SCORING QUESTIONS

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT?
(STRENGTHS)

- WHAT ARE EMPLOYEES MOST NEUTRAL ABOUT? WHERE A LOT OF EMPLOYEES ARE RESPONDING 'NEITHER AGREE NOR DISAGREE' (% NEUTRAL), THIS MAY INDICATE MIXED VIEWS OR INCONSISTENT EXPERIENCES.
(AREAS OF POTENTIAL)

- WHAT ARE EMPLOYEES MOST NEGATIVE ABOUT?
(AREAS OF CONCERN)



WHAT'S NEXT?

Sector employees have 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.

39%

of employees replied favourably to:

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

37%

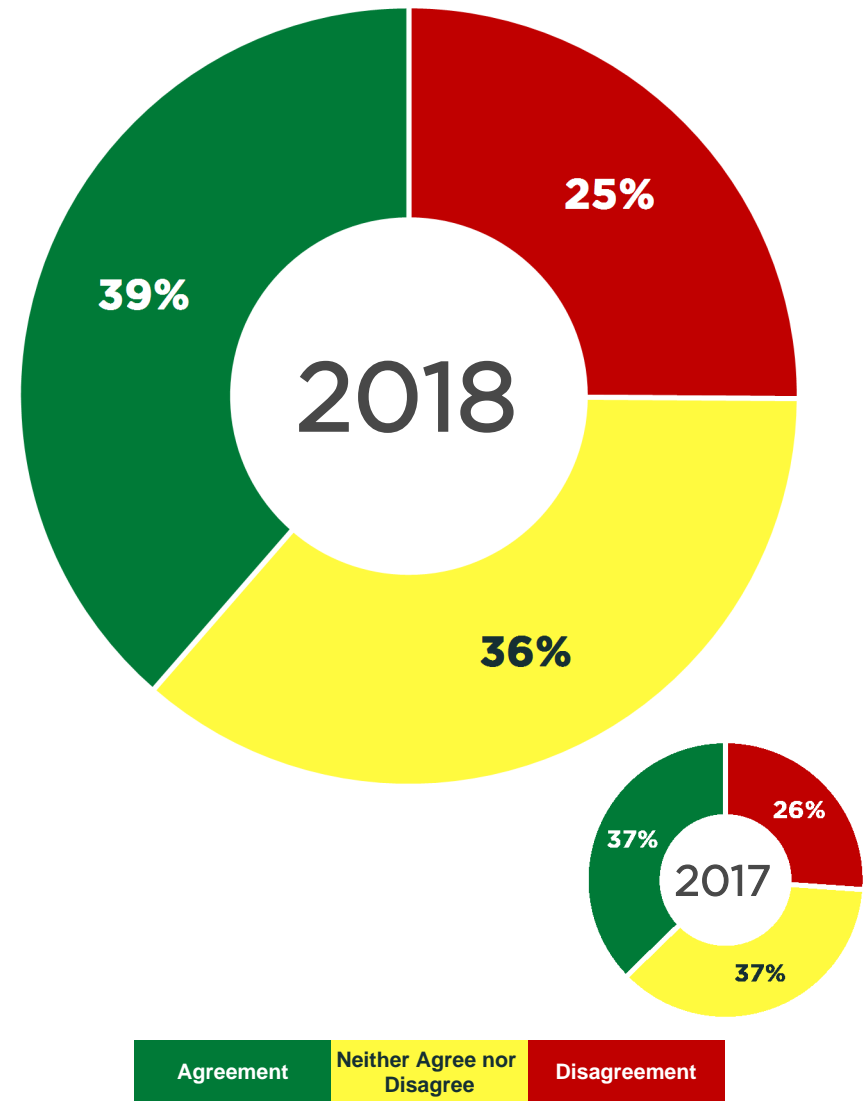
SECTOR

40%

CLUSTER

37%

2017



KEY DRIVERS OF ENGAGEMENT



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 level.

The questions are ranked in order of influence. In prioritising areas for action, it is common to focus on items with a low agreement score but higher in the ranked list of drivers, as they have higher impact. Variation of drivers within the organisation and business priorities should be considered.

If Engagement scores are high, other scores are often high as well.

RANK

		% AGREEMENT 2018	% AGREEMENT 2017	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	52%	50%	47%	52%
2	Q7a. My organisation focuses on improving the work we do	65%	64%	63%	69%
3	Q7b. My organisation is making the necessary improvements to meet our future challenges	53%	51%	53%	57%
4	Q6h. I feel that senior managers listen to employees	43%	39%	40%	43%
5	Q6b. I feel that senior managers effectively lead and manage change	42%	40%	40%	46%
6	Q6c. I feel that senior managers model the values of my organisation	50%	46%	47%	50%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Roads and Maritime Services

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

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

	Roads and Maritime Services	Business Services	Compliance and Regulatory Services	Finance and Investment	Motorways	NSW Maritime	Office of the Chief Executive	Regional and Freight	Sydney	Technical and Project Services
NUMBER OF RESPONDENTS	4526	579	476	150	197	243	109	1116	505	1066
EMPLOYEE ENGAGEMENT	65%	65%	58%	67%	67%	70%	64%	64%	67%	66%
ENGAGEMENT WITH WORK	71%	71%	61%	77%	76%	75%	70%	71%	72%	73%
SENIOR MANAGERS	48%	51%	37%	60%	57%	55%	55%	47%	53%	45%
COMMUNICATION	64%	67%	53%	74%	70%	66%	70%	61%	68%	65%
HIGH PERFORMANCE	63%	65%	53%	69%	67%	67%	71%	63%	65%	63%
PUBLIC SECTOR VALUES	62%	66%	51%	72%	69%	65%	71%	61%	66%	62%
DIVERSITY & INCLUSION	74%	76%	63%	81%	74%	77%	77%	72%	75%	77%

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 topics 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	65% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	17	47	24	8	65%	65%	62%	61%
Q7j. I am proud to tell others I work for my organisation	20	46	23		67%	65%	65%	69%
Q7k. I feel a strong personal attachment to my organisation	19	40	27	10	59%	59%	59%	63%
Q7l. My organisation motivates me to help it achieve its objectives	13	41	31	10	54%	53%	53%	55%
Q7m. My organisation inspires me to do the best in my job	13	40	32	10	53%	52%	52%	55%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics 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.

ENGAGEMENT WITH WORK	71% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	24	49	17	8	73%	71%	71%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	26	46	17	8	72%	71%	69%	72%
Q1e. I am satisfied with my job	20	48	19	9	69%	68%	68%	69%

KEY





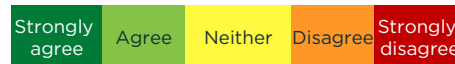
EXPLORE THE FULL RESULTS

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

SENIOR MANAGERS	48% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	10	37	29	16	8	47%	42%	44%	49%
Q6b. I feel that senior managers effectively lead and manage change	9	33	30	18	10	42%	40%	40%	46%
Q6c. I feel that senior managers model the values of my organisation	11	39	30	11	8	50%	46%	47%	50%
Q6d. Senior managers encourage innovation by employees	10	39	32	13		49%	47%	46%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	42	31	11		53%	51%	49%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	17	52	22			68%	66%	63%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	10	37	28	16	9	47%	45%	45%	47%
Q6h. I feel that senior managers listen to employees	9	34	31	17	10	43%	39%	40%	43%
Q7c. I feel that change is managed well in my organisation		28	32	23	12	34%	32%	35%	40%

KEY





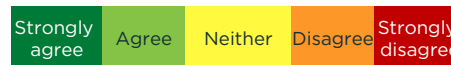
EXPLORE THE FULL RESULTS

Questions are grouped by topics 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.

COMMUNICATION	64% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	28	46	15	7	74%	74%	73%	72%	
Q5d. My manager encourages and values employee input	31	45	15		76%	76%	73%	72%	
Q5e. My manager involves my workgroup in decisions about our work	26	45	17	8	71%	70%	67%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	10	37	28	16	9	47%	45%	45%	47%
Q6h. I feel that senior managers listen to employees	9	34	31	17	10	43%	39%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	53	15	7		73%	74%	69%	67%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

	HIGH PERFORMANCE			63% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1a. I understand what is expected of me to do well in my role	31	56	8	87%	87%	87%	87%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	33	47	12	80%	80%	78%	79%	
Q3f. I have received appropriate training and development to do my job well	14	46	25	10	61%	60%	61%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	26	50	16	75%	75%	74%	74%	
Q5f. I have confidence in the decisions my manager makes	29	42	18	71%	71%	69%	68%	
Q6d. Senior managers encourage innovation by employees	10	39	32	13	49%	47%	46%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	42	31	11	53%	51%	49%	52%
Q7a. My organisation focuses on improving the work we do	13	52	22	9	65%	64%	63%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	11	42	29	13	53%	51%	53%	57%

KEY

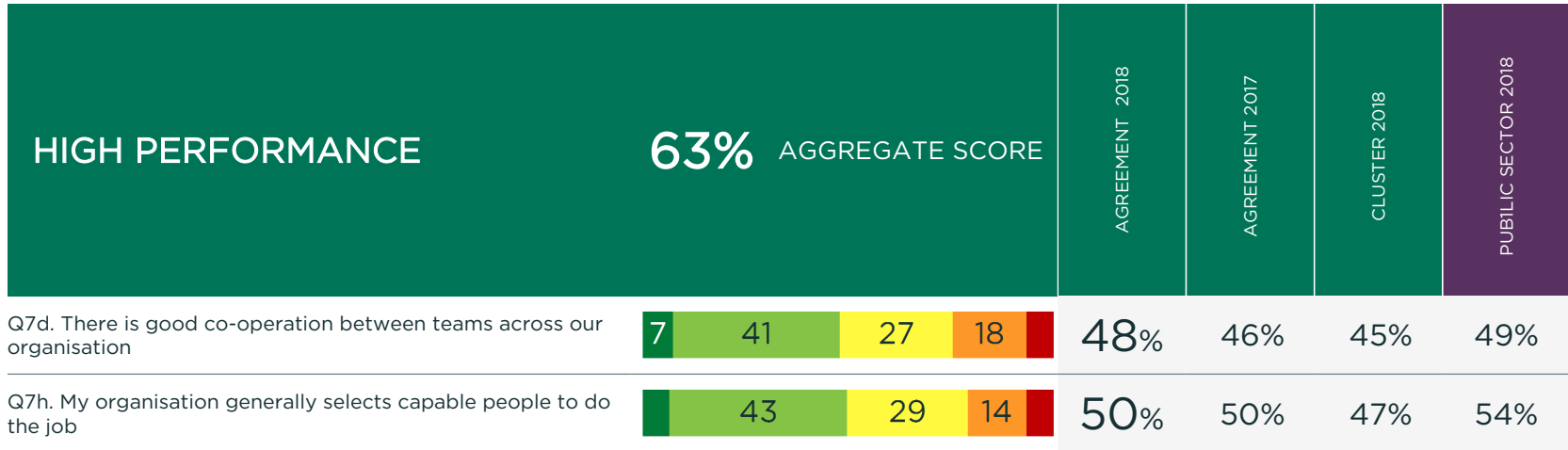




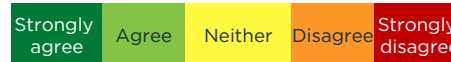
EXPLORE THE FULL RESULTS

Questions are grouped by topics 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 topics 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		62% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q2a. My workgroup strives to achieve customer/client satisfaction				87%	86%	84%	86%
Q2e. People in my workgroup treat each other with respect				79%	80%	77%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do				75%	75%	74%	74%
Q5b. My manager listens to what I have to say				78%	79%	76%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation				47%	42%	44%	49%
Q6c. I feel that senior managers model the values of my organisation				50%	46%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives				68%	66%	63%	62%
Q6g. I feel that senior managers keep employees informed about what's going on				47%	45%	45%	47%
Q6h. I feel that senior managers listen to employees				43%	39%	40%	43%

KEY





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Questions are grouped by topics 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		62% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do		65%	64%	63%	69%		
Q7e. People in my organisation take responsibility for their own actions		45%	45%	46%	49%		

KEY





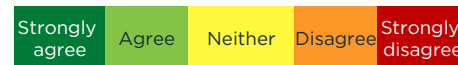
EXPLORE THE FULL RESULTS

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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.

DIVERSITY & INCLUSION	74% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	18	49	19	11	67%	65%	66%	65%
Q5b. My manager listens to what I have to say	31	47	13		78%	79%	76%	76%
Q5d. My manager encourages and values employee input	31	45	15		76%	76%	73%	72%
Q6i. Senior managers in my organisation support the career advancement of women	24	43	26		67%	60%	62%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	25	56	14		81%	79%	78%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	25	50	16		75%	73%	73%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	53	15	7	73%	74%	69%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	30	42	16	7	72%	73%	59%	59%
Q8e. My manager supports flexible working in my team	32	42	15		75%	-	65%	63%

KEY

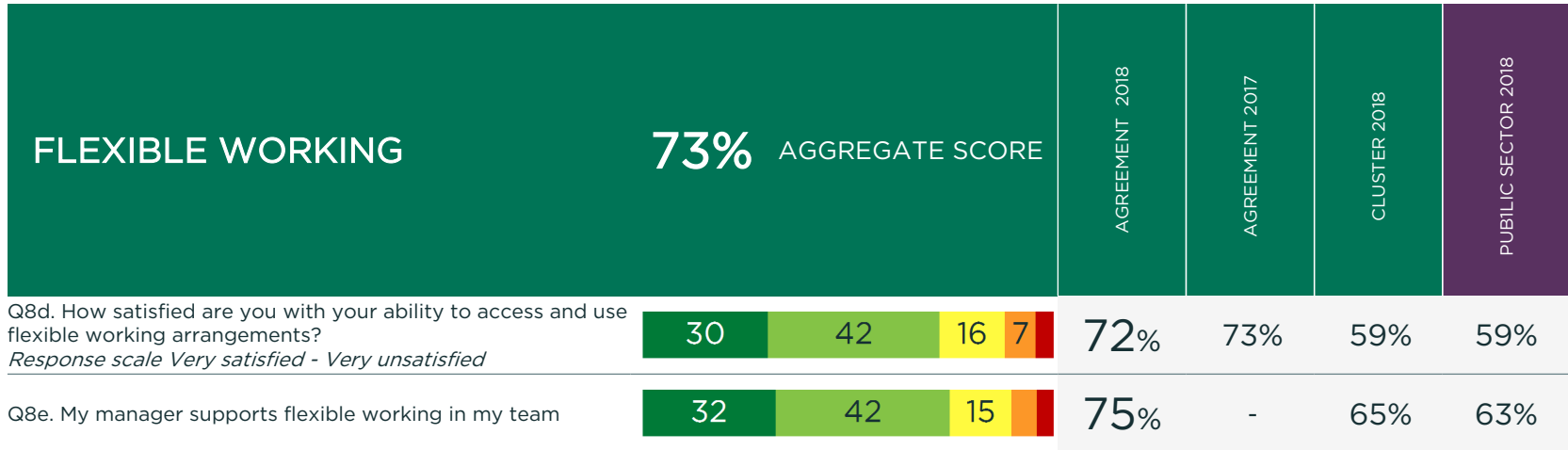




EXPLORE THE FULL RESULTS

Questions are grouped by topics 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

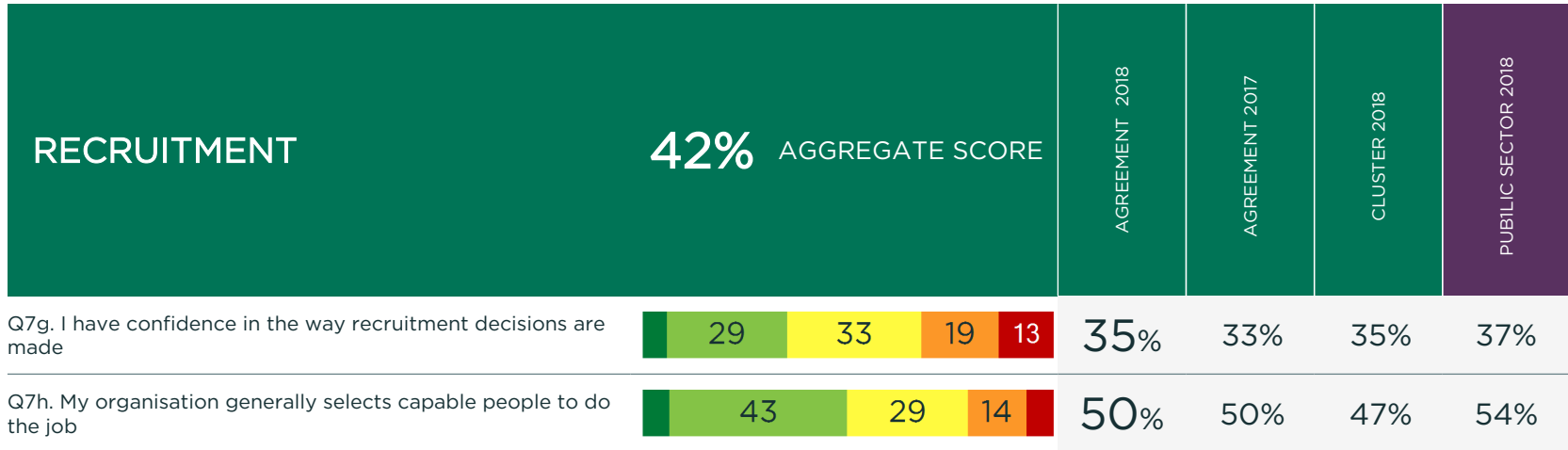




EXPLORE THE FULL RESULTS

Questions are grouped by topics 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 topics in this report.

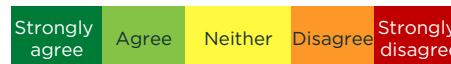
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT

57% AGGREGATE SCORE

		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	17 48 21 10	66%	65%	63%	65%
Q3e. My performance is assessed against clear criteria	13 43 27 12	56%	57%	56%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	12 37 25 16 10	49%	47%	49%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	28 44 16 7	72%	71%	69%	69%
Q5h. My manager appropriately deals with employees who perform poorly	15 32 33 11 9	47%	45%	50%	46%
Q7f. My organisation is committed to developing its employees	8 44 30 12	52%	50%	47%	52%

KEY





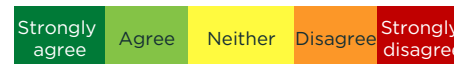
EXPLORE THE FULL RESULTS

Questions are grouped by topics 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		71% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work		67%	65%	66%	65%		
Q1f. I am able to keep my work stress at an acceptable level		63%	63%	66%	60%		
Q2c. I receive help and support from other members of my workgroup		83%	83%	81%	81%		
Q2d. There is good team spirit in my workgroup		72%	71%	70%	70%		

KEY

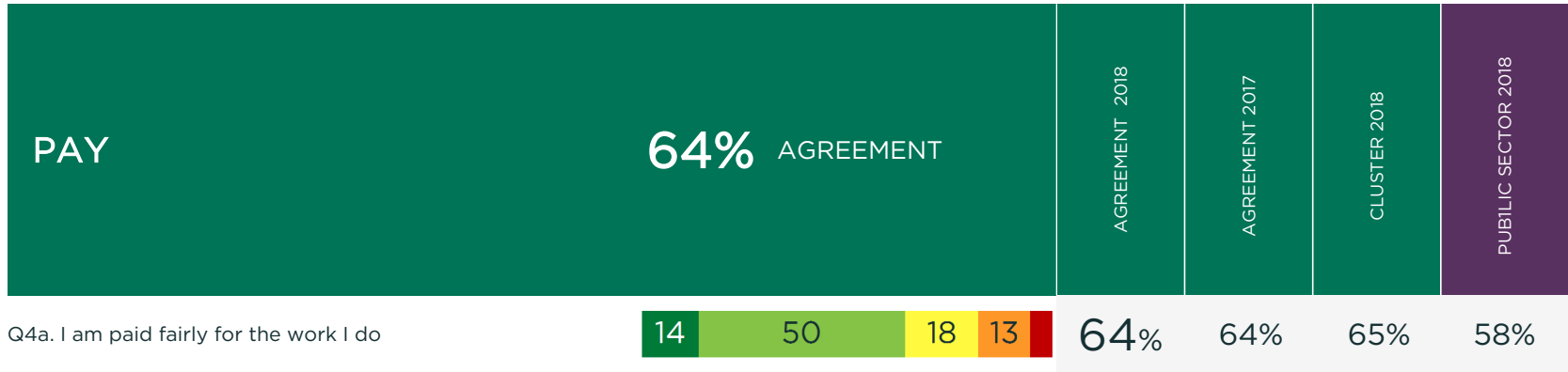




EXPLORE THE FULL RESULTS

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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.



KEY

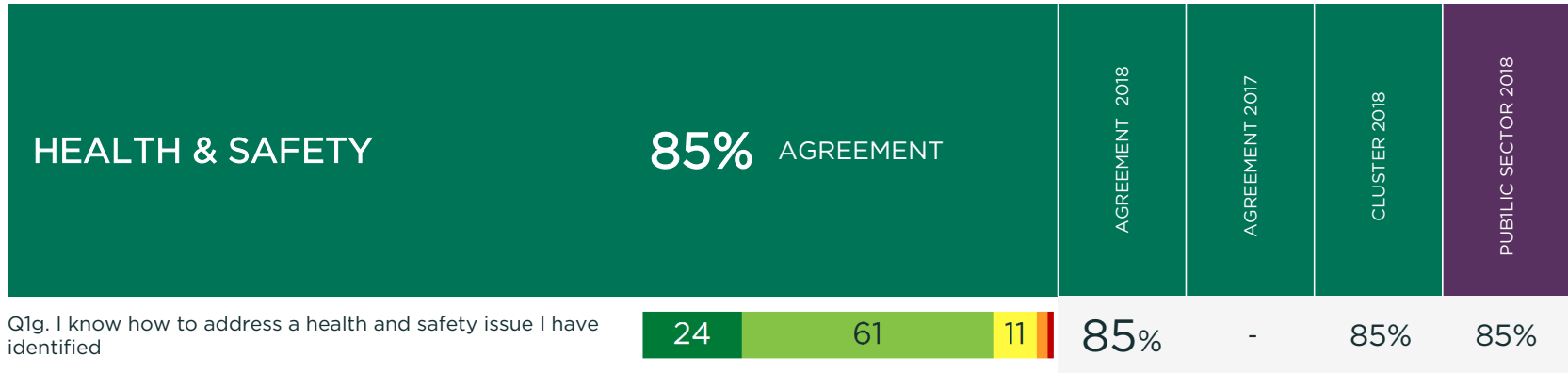




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

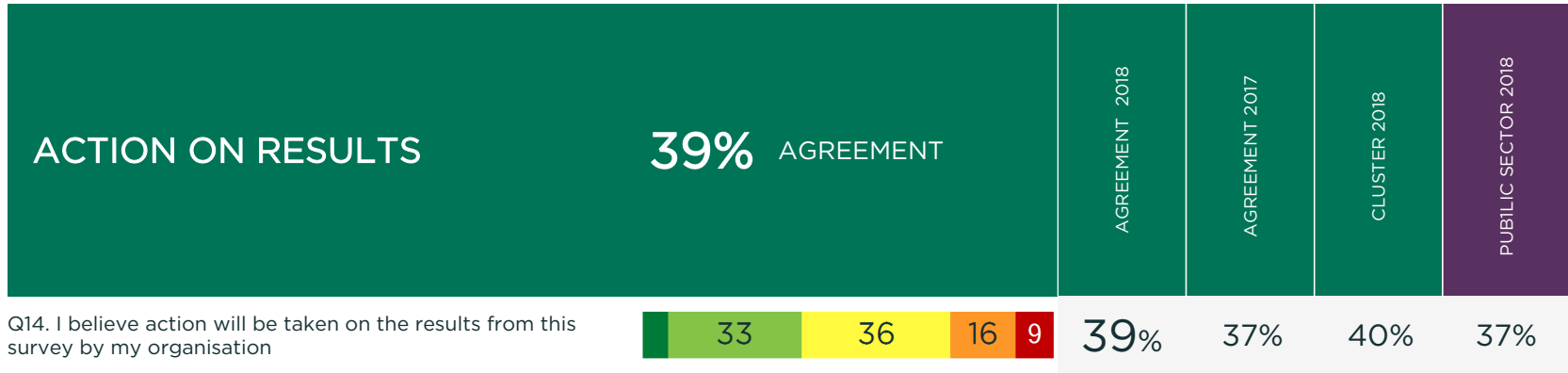




EXPLORE THE FULL RESULTS

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KEY

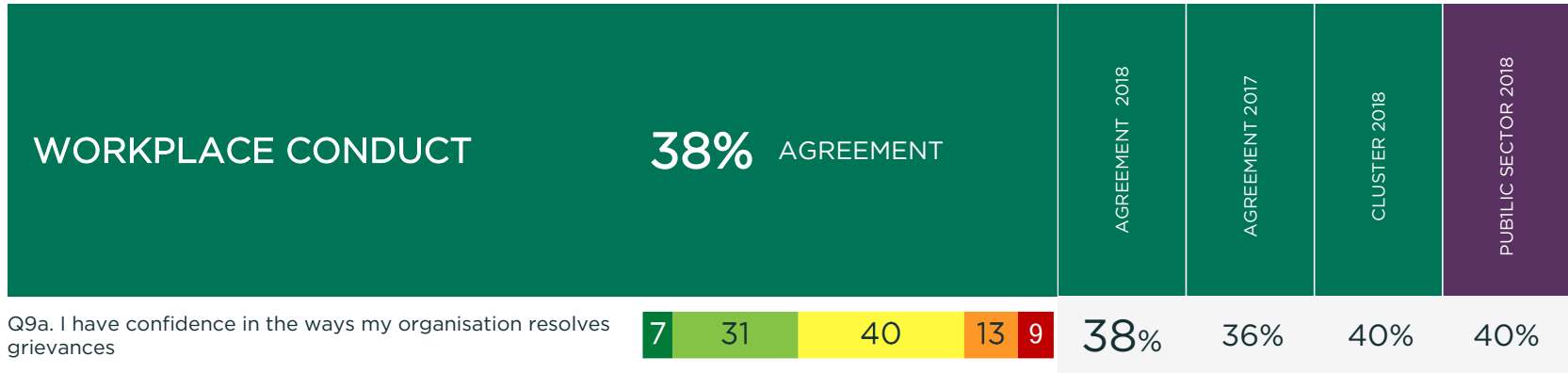




EXPLORE THE FULL RESULTS

Questions are grouped by topics 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 topics in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		78%	81%	66%	71%
No		22%	19%	34%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		77%	77%	74%	76%
No		23%	23%	26%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		59%	60%	55%	58%
No		41%	40%	45%	42%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

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?

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		44%	45%	45%	41%
No		56%	55%	55%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

Q3i. Are there barriers preventing you from moving to another role?

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Lack of promotion opportunities		32%	34%	31%	29%
Lack of visible opportunities		32%	34%	29%	30%
There are no major barriers to my career progression		31%	31%	34%	32%
Geographic location considerations		30%	33%	22%	26%
Personal/family considerations		29%	30%	22%	30%
The application/recruitment process is too cumbersome or time consuming		20%	22%	24%	23%
Lack of support for temporary assignments/secondments		17%	17%	18%	15%
Insufficient training and development		15%	15%	18%	16%
Lack of support from my manager/supervisor		14%	12%	15%	14%
Lack of required capabilities or experience		11%	11%	13%	11%
Other		11%	10%	11%	9%

% are calculated with the number of unique respondents (N = 4,336 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work

Yes		18%	17%	19%	24%
No		64%	68%	63%	58%
Don't know		18%	14%	18%	18%

Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?







Yes		59%	57%	60%	66%
No		39%	41%	38%	32%
Don't know		2%	2%	2%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q11a. In the last 12 months I have witnessed bullying at work					
Yes		22%	22%	22%	33%
No		68%	68%	66%	57%
Don't know		11%	10%	11%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		12%	11%	12%	18%
No		81%	82%	80%	76%
Don't know		7%	7%	8%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

Q11c. 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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
A fellow worker at your level		24%	27%	25%	27%
Your Immediate Manager/Supervisor		23%	24%	26%	23%
A senior manager		21%	18%	20%	21%
Prefer not to say		18%	15%	15%	14%
A subordinate		6%	5%	6%	7%
Other		4%	5%	5%	4%
A client or customer		3%	5%	3%	2%
A member of the public other than a client or customer		1%	0%	1%	1%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q12a. In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work					
Yes		2%	-	3%	3%
No		96%	-	94%	94%
Don't know		2%	-	3%	2%
Q12b. If yes to 12a, please indicate the role of the person who has been the source of the most serious physical harm and/or sexual harassment or abuse you have been subjected to in the last 12 months					
A person at work		69%	-	48%	39%
A member of the public		12%	-	42%	37%
Other		8%	-	3%	19%
Prefer not to say		11%	-	7%	6%



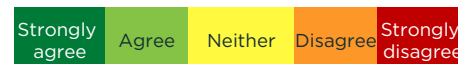
EXPLORE THE FULL RESULTS

Questions are grouped by topics 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 CUSTOMISED QUESTIONS						AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018
Q1. I understand how my role makes a difference to our customers	27	62	8			89%	90%	90%
Q2. I have a clear understanding of how my work contributes to Transport's objectives and direction	22	60	13			82%	-	84%
Q3. I feel well informed of my organisation's objectives and direction	15	53	23	7		67%	61%	66%
Q4. My workgroup demonstrates good health and safety behaviour	30	57	10			87%	-	83%
Q5. I am given all necessary information, equipment and training to do my job safely	26	56	12			82%	-	78%
Q6. I am given all necessary information, equipment and training to do my job effectively	18	51	17	10		70%	-	67%
Q7. My organisation's processes for recruiting people are efficient		24	33	23	13	30%	29%	33%

KEY





EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

TRANSPORT CUSTOMISED QUESTIONS

2018

CLUSTER 2018

Q8. My manager actively supports a diverse and inclusive work environment

Response	2018	CLUSTER 2018
Always	47%	44%
Often	34%	33%
Sometimes	14%	16%
Rarely	4%	4%
Never	2%	3%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

TRANSPORT CUSTOMISED QUESTIONS		2018	CLUSTER 2018
Q9. My manager actively supports a flexible work environment			
Always		43%	38%
Often		33%	30%
Sometimes		17%	19%
Rarely		5%	7%
Never		3%	6%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

TRANSPORT CUSTOMISED QUESTIONS

2018

CLUSTER 2018

Q10. This survey asks questions about senior managers. Which managers are closest to those you were thinking about when you answered these questions? (select only one option)

		2018	CLUSTER 2018
Transport Secretary/Deputy Secretarys		1%	2%
Chief Executive and their team		7%	6%
Senior Executives		6%	7%
Executive Directors		10%	12%
Directors/ General Managers		30%	25%
The managers above my manager		47%	47%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		68%
Female		30%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		1%
20 - 24		2%
25 -29	■	7%
30 - 34	■	11%
35 - 39	■	14%
40 - 44	■	15%
45 - 49	■	14%
50 - 54	■	13%
55 - 59	■	12%
60 - 64	■	7%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

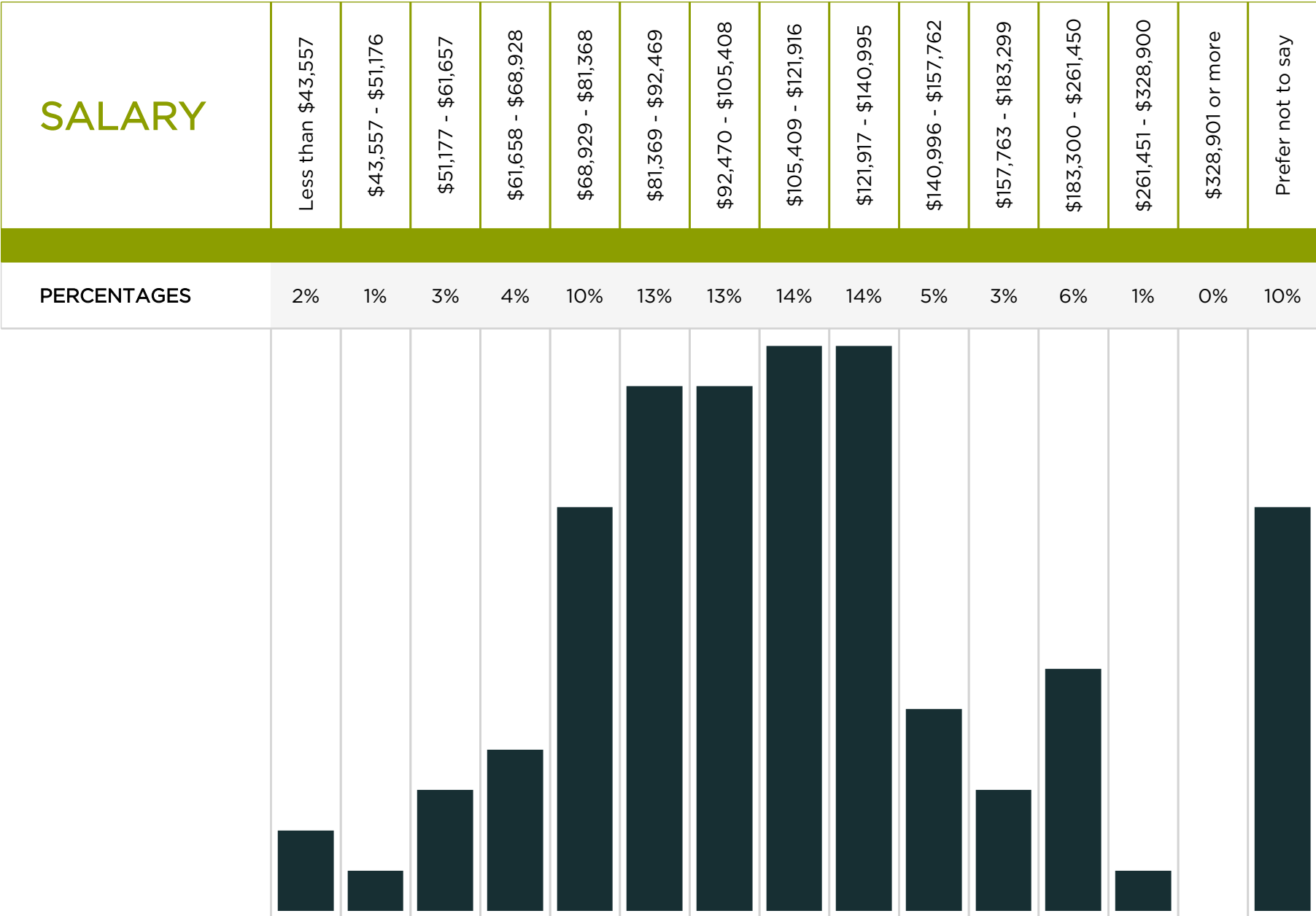
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	13%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	27%
Administrative support (e.g. executive/personal assistant, receptionist)	6%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	11%
Policy	2%
Research	1%
Program and project management support	24%
Legal (including developing and/or reviewing legislation)	1%
Other	15%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		13%
1 - 2 years		10%
2 - 5 years		19%
5 - 10 years		18%
10 - 20 years		22%
More than 20 years		17%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Flexible start and finish times	68%
Working from home	34%
Working from different locations	30%
Working additional hours to make up for time off	21%
None of the above	18%
Working more hours over fewer days	9%
Leave without pay	6%

% are calculated with the number of unique respondents (N = 4,245 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Flexible scheduling for rostered workers	3%
Part-time work	3%
Study leave	3%
Purchasing annual leave	2%
Other	2%
Job sharing	1%

% are calculated with the number of unique respondents (N = 4,245 to this question)

RESULT BY TYPE OF WORK



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Roads and Maritime Services	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing,	Other service delivery work (work that does not involve contact with the public, but it is critical to the	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	4526	578	1155	260	459	66	26	1045	47	652
EMPLOYEE ENGAGEMENT	65%	60%	65%	71%	66%	66%	(r)	67%	60%	63%
ENGAGEMENT WITH WORK	71%	66%	71%	76%	75%	70%	(r)	73%	82%	68%
SENIOR MANAGERS	48%	42%	46%	59%	56%	51%	(r)	52%	44%	44%
COMMUNICATION	64%	55%	63%	71%	73%	65%	(r)	68%	61%	60%
HIGH PERFORMANCE	63%	56%	63%	71%	69%	62%	(r)	66%	56%	60%
PUBLIC SECTOR VALUES	62%	53%	61%	70%	71%	64%	(r)	67%	57%	59%
DIVERSITY & INCLUSION	74%	64%	74%	79%	81%	75%	(r)	78%	69%	71%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Roads and Maritime Services	Less than \$43,557	\$43,557 - \$51,176	\$51,177 - \$61,657	\$61,658 - \$68,928	\$68,929 - \$81,368	\$81,369 - \$92,469	\$92,470 - \$105,408	\$105,409 - \$121,916	\$121,917 - \$140,995	\$140,996 - \$157,762	\$157,763 - \$183,299	\$183,300 - \$261,450	\$261,451 - \$328,900
NUMBER OF RESPONDENTS	4526	66	62	112	168	429	552	565	605	601	234	140	259	35
EMPLOYEE ENGAGEMENT	65%	68%	71%	63%	68%	68%	63%	64%	66%	65%	62%	64%	68%	78%
ENGAGEMENT WITH WORK	71%	68%	74%	72%	70%	74%	64%	69%	72%	75%	73%	75%	81%	91%
SENIOR MANAGERS	48%	61%	50%	47%	51%	51%	46%	45%	49%	48%	47%	52%	58%	73%
COMMUNICATION	64%	69%	65%	60%	63%	63%	59%	61%	66%	67%	66%	67%	74%	86%
HIGH PERFORMANCE	63%	74%	66%	61%	68%	65%	59%	62%	64%	64%	63%	65%	71%	78%
PUBLIC SECTOR VALUES	62%	69%	64%	59%	63%	63%	58%	60%	64%	64%	63%	66%	72%	84%
DIVERSITY & INCLUSION	74%	75%	76%	66%	74%	71%	67%	72%	77%	79%	80%	79%	83%	89%

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 Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Roads and Maritime Services	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	4526	19	411
EMPLOYEE ENGAGEMENT	65%	(r)	61%
ENGAGEMENT WITH WORK	71%	(r)	66%
SENIOR MANAGERS	48%	(r)	42%
COMMUNICATION	64%	(r)	61%
HIGH PERFORMANCE	63%	(r)	58%
PUBLIC SECTOR VALUES	62%	(r)	58%
DIVERSITY & INCLUSION	74%	(r)	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 TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Roads and Maritime Services	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	4526	559	441	807	775	942	722
EMPLOYEE ENGAGEMENT	65%	72%	68%	64%	64%	62%	64%
ENGAGEMENT WITH WORK	71%	80%	74%	73%	69%	68%	70%
SENIOR MANAGERS	48%	64%	57%	50%	47%	41%	43%
COMMUNICATION	64%	78%	72%	66%	62%	58%	58%
HIGH PERFORMANCE	63%	73%	69%	64%	62%	58%	60%
PUBLIC SECTOR VALUES	62%	76%	69%	63%	61%	57%	57%
DIVERSITY & INCLUSION	74%	83%	79%	76%	73%	70%	69%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
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r = DATA RESTRICTED AS BELOW
CUT OFF LIMIT OF 30 RESPONDENTS

RESULTS BY TYPES OF FLEXIBLE WORKING



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Roads and Maritime Services	Flexible start and finish times	Working more hours over fewer days	Working additional hours to make up for time off	Flexible scheduling for rostered workers	Part-time work	Job sharing	Working from different locations	Working from home	Purchasing annual leave	Leave without pay	Study leave	Other	None of the above
NUMBER OF RESPONDENTS	4526	2904	379	889	145	132	35	1289	1452	102	247	123	86	773
EMPLOYEE ENGAGEMENT	65%	66%	66%	67%	70%	68%	69%	67%	66%	63%	64%	72%	62%	60%
ENGAGEMENT WITH WORK	71%	74%	72%	75%	78%	76%	82%	77%	75%	66%	69%	75%	64%	63%
SENIOR MANAGERS	48%	50%	49%	52%	56%	58%	52%	51%	52%	50%	47%	47%	46%	41%
COMMUNICATION	64%	67%	67%	70%	70%	72%	62%	69%	69%	64%	67%	68%	59%	54%
HIGH PERFORMANCE	63%	65%	65%	67%	71%	71%	67%	67%	67%	62%	65%	65%	60%	55%
PUBLIC SECTOR VALUES	62%	65%	64%	67%	68%	71%	63%	67%	67%	63%	64%	64%	59%	53%
DIVERSITY & INCLUSION	74%	79%	78%	81%	81%	82%	73%	81%	82%	75%	78%	80%	66%	59%

*multiple types may be chosen.

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

RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Roads and Maritime Services	Sydney West	Sydney - Parramatta	Sydney East	Sydney - North Sydney and Hornsby	Newcastle and Lake Macquarie	Coffs Harbour - Grafton	Illawarra	Sydney - City and Inner South	Sydney - Inner West	Riverina	Central West	Far West and Orana
NUMBER OF RESPONDENTS	4526	1551	1443	804	320	287	254	234	219	216	159	122	116
EMPLOYEE ENGAGEMENT	65%	65%	64%	68%	70%	62%	67%	64%	64%	70%	68%	68%	66%
ENGAGEMENT WITH WORK	71%	70%	70%	78%	81%	67%	77%	72%	71%	78%	74%	76%	74%
SENIOR MANAGERS	48%	51%	51%	55%	62%	43%	51%	41%	41%	58%	42%	50%	50%
COMMUNICATION	64%	67%	67%	70%	77%	60%	65%	62%	60%	70%	61%	69%	61%
HIGH PERFORMANCE	63%	64%	64%	69%	74%	60%	68%	61%	59%	71%	63%	68%	64%
PUBLIC SECTOR VALUES	62%	65%	65%	69%	76%	58%	66%	59%	56%	70%	58%	66%	61%
DIVERSITY & INCLUSION	74%	76%	76%	78%	84%	70%	78%	75%	70%	80%	76%	80%	71%

*Sydney East and Sydney West are higher level results for the Sydney sub-regions.

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
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RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Roads and Maritime Services	New England and North West	Capital Region	Central Coast	Richmond - Tweed	Sydney - Blacktown	Mid North Coast	Murray	Sydney - Inner South West	Sydney - South West	Sydney - Outer West and Blue Mountains	Hunter Valley exc Newcastle	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury
NUMBER OF RESPONDENTS	4526	93	89	55	55	49	47	37	28	25	20	19	17	13
EMPLOYEE ENGAGEMENT	65%	63%	63%	64%	67%	70%	69%	64%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	71%	69%	65%	74%	75%	87%	79%	71%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	48%	53%	41%	45%	48%	59%	39%	47%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	64%	58%	47%	62%	68%	78%	62%	58%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	63%	61%	56%	61%	67%	76%	58%	58%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	62%	60%	53%	59%	64%	73%	57%	54%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	74%	69%	62%	75%	76%	85%	76%	66%	(r)	(r)	(r)	(r)	(r)	(r)

*Sydney East and Sydney West are higher level results for the Sydney sub-regions.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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RESULTS BY REGION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Roads and Maritime Services	Sydney - Northern Beaches	Sydney - Sutherland	OUTSIDE NSW	Sydney - Eastern Suburbs	Sydney - Ryde	Sydney - Outer South West
NUMBER OF RESPONDENTS	4526	11	4	3	3	3	1
EMPLOYEE ENGAGEMENT	65%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	71%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	48%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	64%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	63%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	62%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	74%	(r)	(r)	(r)	(r)	(r)	(r)

*Sydney East and Sydney West are higher level results for the Sydney sub-regions.

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 AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Roads and Maritime Services	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	4526	41	98	288	485	607	640	601	545	524	310	98
EMPLOYEE ENGAGEMENT	65%	63%	73%	70%	66%	65%	64%	62%	64%	65%	64%	68%
ENGAGEMENT WITH WORK	71%	65%	78%	73%	70%	71%	72%	69%	74%	72%	72%	81%
SENIOR MANAGERS	48%	48%	62%	57%	53%	49%	47%	45%	47%	46%	46%	55%
COMMUNICATION	64%	61%	78%	74%	71%	66%	63%	60%	62%	59%	62%	64%
HIGH PERFORMANCE	63%	66%	74%	71%	66%	64%	61%	60%	63%	62%	61%	68%
PUBLIC SECTOR VALUES	62%	60%	73%	72%	67%	63%	61%	60%	61%	59%	60%	67%
DIVERSITY & INCLUSION	74%	68%	88%	83%	79%	76%	74%	70%	72%	70%	73%	73%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
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CUT OFF LIMIT OF 30 RESPONDENTS

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement Index is a weighted score. The remaining scores are the average of % agreement results for all questions in a topic group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Roads and Maritime Services	Male	Female	Other
NUMBER OF RESPONDENTS	4526	2876	1282	92
EMPLOYEE ENGAGEMENT	65%	64%	67%	53%
ENGAGEMENT WITH WORK	71%	71%	74%	49%
SENIOR MANAGERS	48%	47%	54%	24%
COMMUNICATION	64%	63%	68%	46%
HIGH PERFORMANCE	63%	62%	68%	43%
PUBLIC SECTOR VALUES	62%	61%	67%	42%
DIVERSITY & INCLUSION	74%	74%	77%	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

GUIDE TO THIS REPORT

i SURVEY TIME FRAME

This report contains results from the 2018 People Matter Employee Survey which was open from 1 June to 2 July 2018.

i PRIVACY

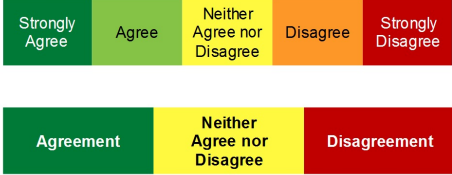
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of work teams 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.