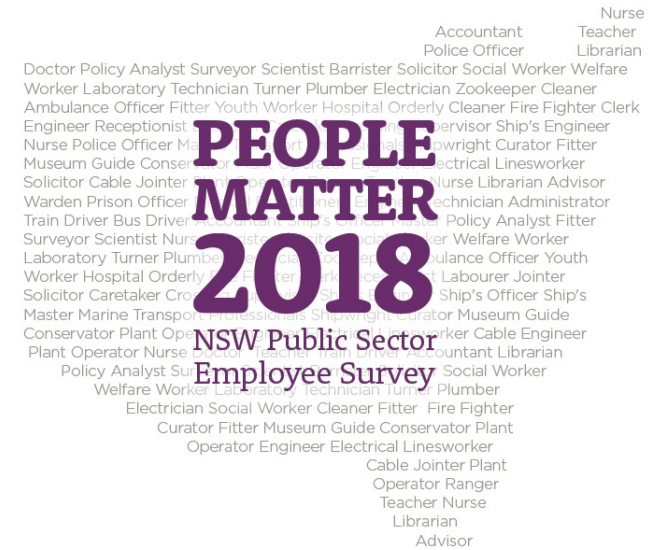

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Transport

Sydney Trains

RESPONSE RATE

74%

8,092 OF 10,923 RESPONDENTS

EMPLOYEE ENGAGEMENT

63%

DIFFERENCE FROM 2017 +3
DIFFERENCE FROM CLUSTER 0
DIFFERENCE FROM PUBLIC SECTOR -2

ENGAGEMENT WITH WORK

70%

DIFFERENCE FROM 2017 +6
DIFFERENCE FROM CLUSTER 0
DIFFERENCE FROM PUBLIC SECTOR -2

SENIOR MANAGERS

41%

DIFFERENCE FROM 2017 +1
DIFFERENCE FROM CLUSTER -4
DIFFERENCE FROM PUBLIC SECTOR -8

COMMUNICATION

59%

DIFFERENCE FROM 2017 +5
DIFFERENCE FROM CLUSTER -2
DIFFERENCE FROM PUBLIC SECTOR -2

HIGH PERFORMANCE

60%

DIFFERENCE FROM 2017 +4
DIFFERENCE FROM CLUSTER -2
DIFFERENCE FROM PUBLIC SECTOR -5

PUBLIC SECTOR VALUES

57%

DIFFERENCE FROM 2017 +2
DIFFERENCE FROM CLUSTER -3
DIFFERENCE FROM PUBLIC SECTOR -5

DIVERSITY & INCLUSION

65%

DIFFERENCE FROM CLUSTER -4
DIFFERENCE FROM PUBLIC SECTOR -3

FLEXIBLE WORKING SATISFACTION

48%

DIFFERENCE FROM 2017 +4
DIFFERENCE FROM CLUSTER -11
DIFFERENCE FROM PUBLIC SECTOR -11

ACTION ON RESULTS

35%

DIFFERENCE FROM 2017 +4
DIFFERENCE FROM CLUSTER -5
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

1a.	I understand what is expected of me to do well in my role	89%	87%
1g.	I know how to address a health and safety issue I have identified	86%	-
2a.	My workgroup strives to achieve customer/client satisfaction	83%	81%
2c.	I receive help and support from other members of my workgroup	80%	78%
2b.	My workgroup works collaboratively to achieve its objectives	77%	74%
2e.	People in my workgroup treat each other with respect	77%	73%
5b.	My manager listens to what I have to say	76%	68%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	74%	72%
5c.	My manager communicates effectively with me	74%	66%
5a.	My manager encourages people in my workgroup to keep improving the work they do	74%	66%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

7g.	I have confidence in the way recruitment decisions are made	32%	27%
14.	I believe action will be taken on the results from this survey by my organisation	35%	31%
7c.	I feel that change is managed well in my organisation	35%	30%
6h.	I feel that senior managers listen to employees	35%	33%
6b.	I feel that senior managers effectively lead and manage change	38%	36%
6a.	I believe senior managers provide clear direction for the future of the organisation	40%	41%
7h.	My organisation generally selects capable people to do the job	41%	38%
6g.	I feel that senior managers keep employees informed about what's going on	41%	41%
9a.	I have confidence in the ways my organisation resolves grievances	42%	32%
6d.	Senior managers encourage innovation by employees	42%	42%



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

5h.	My manager appropriately deals with employees who perform poorly	54%	43%
5f.	I have confidence in the decisions my manager makes	68%	58%
9a.	I have confidence in the ways my organisation resolves grievances	42%	32%
5e.	My manager involves my workgroup in decisions about our work	66%	58%
5d.	My manager encourages and values employee input	72%	63%
5c.	My manager communicates effectively with me	74%	66%
3g.	I am satisfied with the opportunities available for career development in my organisation	51%	42%
5g.	My manager provides acknowledgement or other recognition for the work I do	68%	59%
5b.	My manager listens to what I have to say	76%	68%
3f.	I have received appropriate training and development to do my job well	66%	58%



LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

4a.	I am paid fairly for the work I do	63%	66%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	57%	60%
7b.	My organisation is making the necessary improvements to meet our future challenges	52%	54%
6a.	I believe senior managers provide clear direction for the future of the organisation	40%	41%



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



Q6e. Senior managers promote collaboration between my organisation and other organisations we work with



Q6i. Senior managers in my organisation support the career advancement of women



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



Q6d. Senior managers encourage innovation by employees



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



Q6e. Senior managers promote collaboration between my organisation and other organisations we work with



Q6i. Senior managers in my organisation support the career advancement of women



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



Q6d. Senior managers encourage innovation by employees



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



Q6e. Senior managers promote collaboration between my organisation and other organisations we work with



Q6i. Senior managers in my organisation support the career advancement of women



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



Q6d. Senior managers encourage innovation by employees



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.

35%

of employees replied favourably to:

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

37%

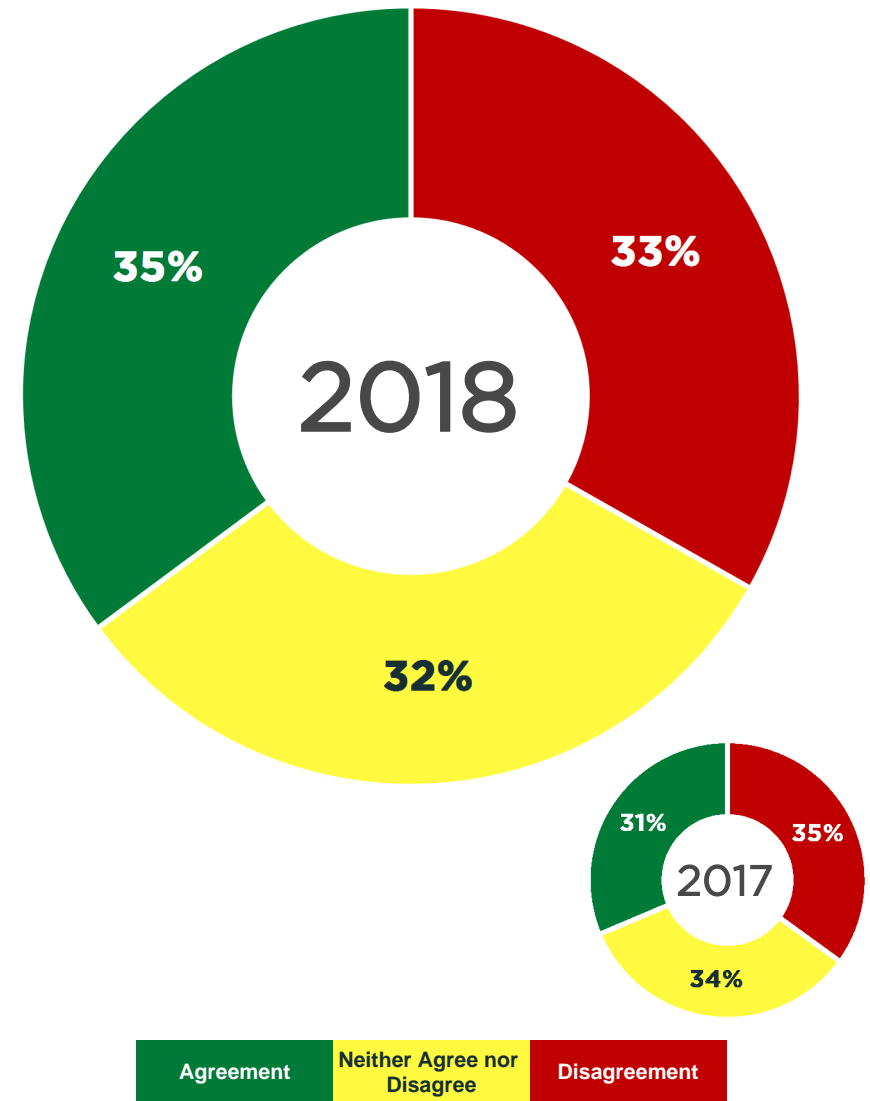
SECTOR

40%

CLUSTER

31%

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	45%	40%	47%	52%
2	Q7a. My organisation focuses on improving the work we do	61%	59%	63%	69%
3	Q7b. My organisation is making the necessary improvements to meet our future challenges	52%	54%	53%	57%
4	Q7c. I feel that change is managed well in my organisation	35%	30%	35%	40%
5	Q6b. I feel that senior managers effectively lead and manage change	38%	36%	40%	46%
6	Q6c. I feel that senior managers model the values of my organisation	42%	42%	47%	50%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Sydney Trains

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.

	Sydney Trains	Customer Service - CSD	Engineering and Maintenance - EMD	Finance & Business Services - F&BS	Future Network Delivery - FND	Operations Delivery - Operations Delivery	People and Corporate Affairs - P&CA	Planning and Portfolio Delivery - PPD	Safety, Environment and Risk - SER	Train Crewing & Support - Train Crewing & Support
NUMBER OF RESPONDENTS	8092	1911	2798	405	217	491	83	89	169	1828
EMPLOYEE ENGAGEMENT	63%	69%	64%	66%	69%	59%	57%	63%	67%	55%
ENGAGEMENT WITH WORK	70%	73%	70%	71%	73%	65%	62%	71%	78%	66%
SENIOR MANAGERS	41%	55%	44%	50%	54%	31%	33%	52%	47%	23%
COMMUNICATION	59%	66%	61%	66%	70%	48%	58%	64%	67%	50%
HIGH PERFORMANCE	60%	67%	61%	63%	65%	53%	55%	62%	62%	50%
PUBLIC SECTOR VALUES	57%	66%	59%	64%	66%	49%	55%	63%	63%	45%
DIVERSITY & INCLUSION	65%	70%	67%	72%	72%	57%	68%	69%	72%	55%

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



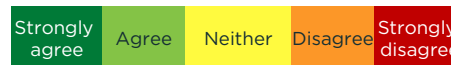
EXPLORE THE FULL RESULTS

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	63% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	18	44	25	7	62%	57%	62%	61%
Q7j. I am proud to tell others I work for my organisation	21	43	23		64%	61%	65%	69%
Q7k. I feel a strong personal attachment to my organisation	20	40	25	9	60%	57%	59%	63%
Q7l. My organisation motivates me to help it achieve its objectives	14	37	29	13	51%	48%	53%	55%
Q7m. My organisation inspires me to do the best in my job	15	35	29	13	50%	46%	52%	55%

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.

ENGAGEMENT WITH WORK	70% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	24	48	17	8	72%	66%	71%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	25	42	17	10	67%	63%	69%	72%
Q1e. I am satisfied with my job	22	48	18	8	70%	63%	68%	69%

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.

SENIOR MANAGERS		41% 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		40%	41%	44%	49%					
Q6b. I feel that senior managers effectively lead and manage change		38%	36%	40%	46%					
Q6c. I feel that senior managers model the values of my organisation		42%	42%	47%	50%					
Q6d. Senior managers encourage innovation by employees		42%	42%	46%	50%					
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		42%	40%	49%	52%					
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		57%	60%	63%	62%					
Q6g. I feel that senior managers keep employees informed about what's going on		41%	41%	45%	47%					
Q6h. I feel that senior managers listen to employees		35%	33%	40%	43%					
Q7c. I feel that change is managed well in my organisation		35%	30%	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	59% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
Q5c. My manager communicates effectively with me	29	45	14	74%	66%	73%	72%		
Q5d. My manager encourages and values employee input	29	43	16	72%	63%	73%	72%		
Q5e. My manager involves my workgroup in decisions about our work	25	42	19	9	66%	58%	67%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	10	32	26	18	15	41%	41%	45%	47%
Q6h. I feel that senior managers listen to employees	8	27	29	17	18	35%	33%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	19	48	18	8	7	66%	63%	69%	67%

KEY





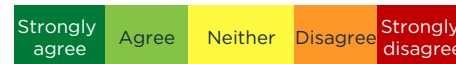
EXPLORE THE FULL RESULTS

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		60% 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	36	53		89%	87%	87%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	27	49	14	77%	74%	78%	79%		
Q3f. I have received appropriate training and development to do my job well	17	48	19	10	66%	58%	61%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	26	48	16		74%	66%	74%	74%	
Q5f. I have confidence in the decisions my manager makes	26	42	19	7	68%	58%	69%	68%	
Q6d. Senior managers encourage innovation by employees	10	32	31	16	12	42%	42%	46%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	9	33	33	14	11	42%	40%	49%	52%
Q7a. My organisation focuses on improving the work we do	13	48	23	11		61%	59%	63%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	11	40	26	14	8	52%	54%	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.

	HIGH PERFORMANCE					AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7d. There is good co-operation between teams across our organisation	9	33	28	19	11	60%	42%	38%	45%	49%
Q7h. My organisation generally selects capable people to do the job	7	34	28	18	13	41%	41%	38%	47%	54%

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	57% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
	Q2a. My workgroup strives to achieve customer/client satisfaction	31	52	12			83%	81%	84%
Q2e. People in my workgroup treat each other with respect	28	49	14			77%	73%	77%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	26	48	16			74%	66%	74%	74%
Q5b. My manager listens to what I have to say	30	46	14			76%	68%	76%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	10	30	27	18	14	40%	41%	44%	49%
Q6c. I feel that senior managers model the values of my organisation	10	32	29	14	15	42%	42%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	13	44	25	9	9	57%	60%	63%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	10	32	26	18	15	41%	41%	45%	47%
Q6h. I feel that senior managers listen to employees	8	27	29	17	18	35%	33%	40%	43%

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		57% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do		61%	59%	63%	69%				
Q7e. People in my organisation take responsibility for their own actions		44%	40%	46%	49%				

KEY





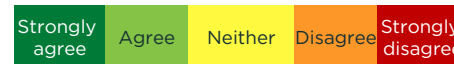
EXPLORE THE FULL RESULTS

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.

DIVERSITY & INCLUSION		65% 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%	60%	66%	65%				
Q5b. My manager listens to what I have to say		76%	68%	76%	76%				
Q5d. My manager encourages and values employee input		72%	63%	73%	72%				
Q6i. Senior managers in my organisation support the career advancement of women		57%	55%	62%	60%				
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		74%	72%	78%	76%				
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)		69%	66%	73%	75%				
Q8c. I am able to speak up and share a different view to my colleagues and manager		66%	63%	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>		48%	44%	59%	59%				
Q8e. My manager supports flexible working in my team		56%	-	65%	63%				

KEY

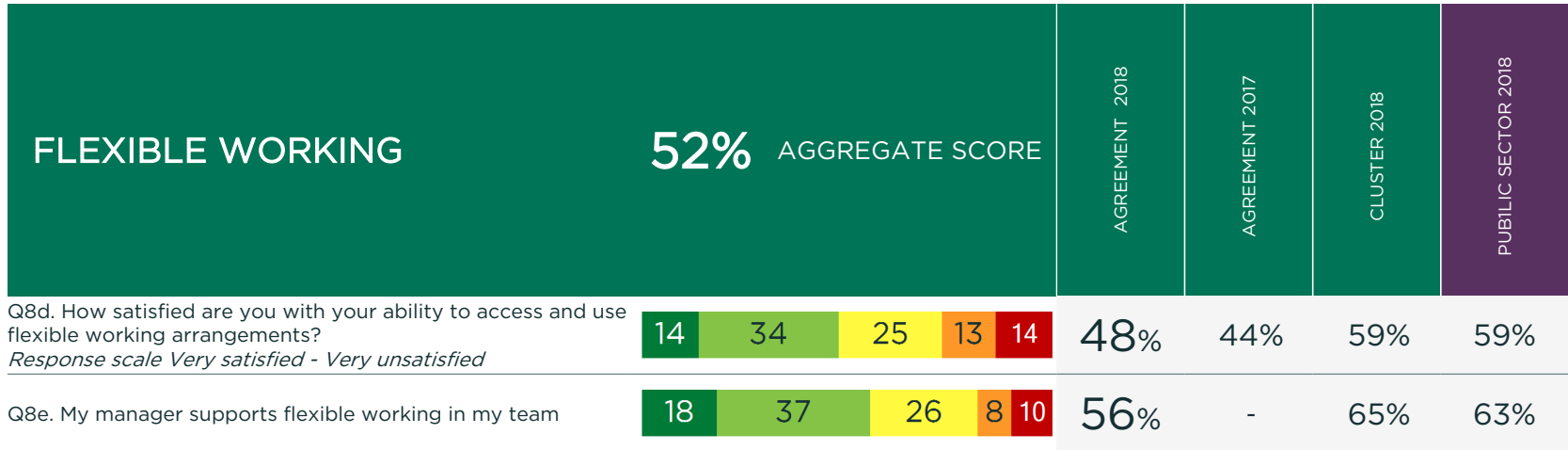




EXPLORE THE FULL RESULTS

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.

RECRUITMENT	37% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7g. I have confidence in the way recruitment decisions are made	7	25	28	20	20	32%	27%	35%	37%
Q7h. My organisation generally selects capable people to do the job	7	34	28	18	13	41%	38%	47%	54%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

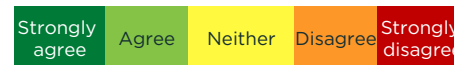
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT

56% 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	19 43 20 12	62%	55%	63%	65%
Q3e. My performance is assessed against clear criteria	16 42 24 11	58%	52%	56%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	15 36 23 14 12	51%	42%	49%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	26 42 17 9	68%	59%	69%	69%
Q5h. My manager appropriately deals with employees who perform poorly	19 35 29 10 8	54%	43%	50%	46%
Q7f. My organisation is committed to developing its employees	9 36 29 15 11	45%	40%	47%	52%

KEY





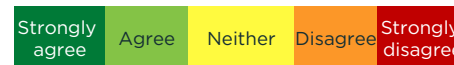
EXPLORE THE FULL RESULTS

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.

	72% 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	20	47	17	11	67%	60%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	18	52	18	8	70%	64%	66%	60%
Q2c. I receive help and support from other members of my workgroup	28	52	13	7	80%	78%	81%	81%
Q2d. There is good team spirit in my workgroup	27	43	17	9	69%	65%	70%	70%

KEY

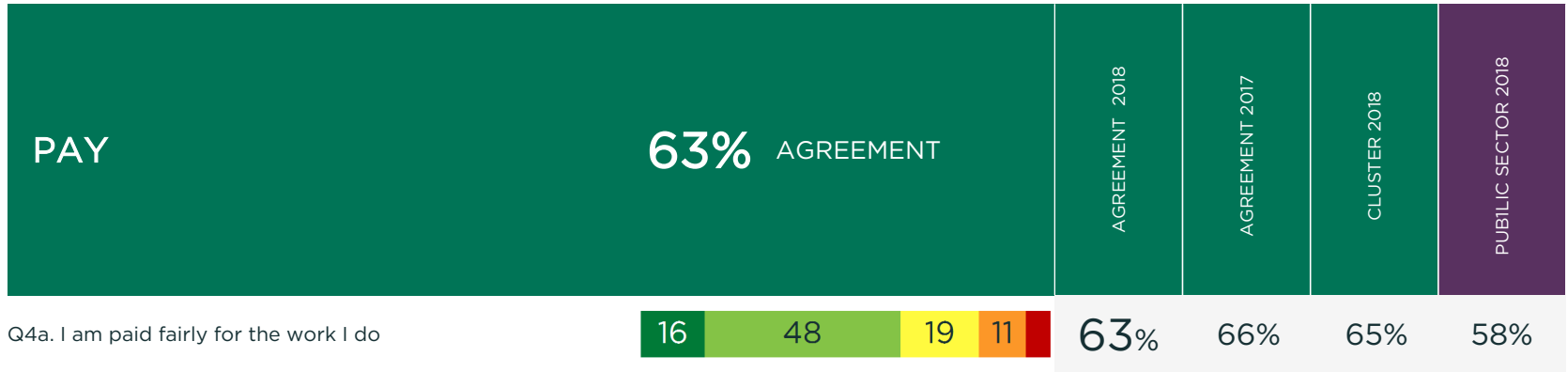




EXPLORE THE FULL RESULTS

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

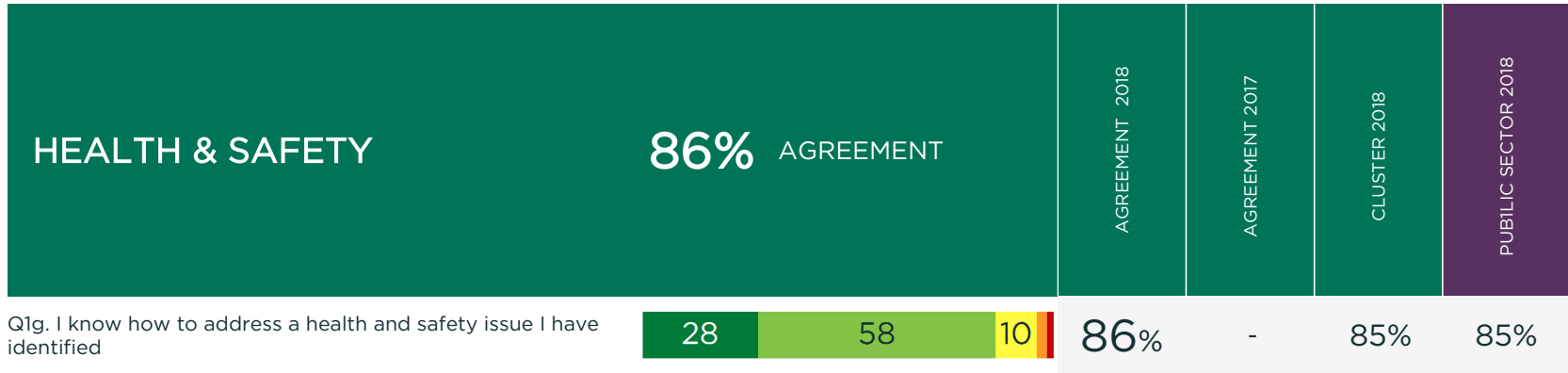




EXPLORE THE FULL RESULTS

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

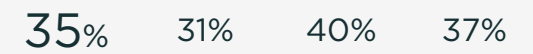
Questions are grouped by topics in this report.

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

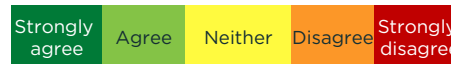
ACTION ON RESULTS

35% AGREEMENT

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



KEY

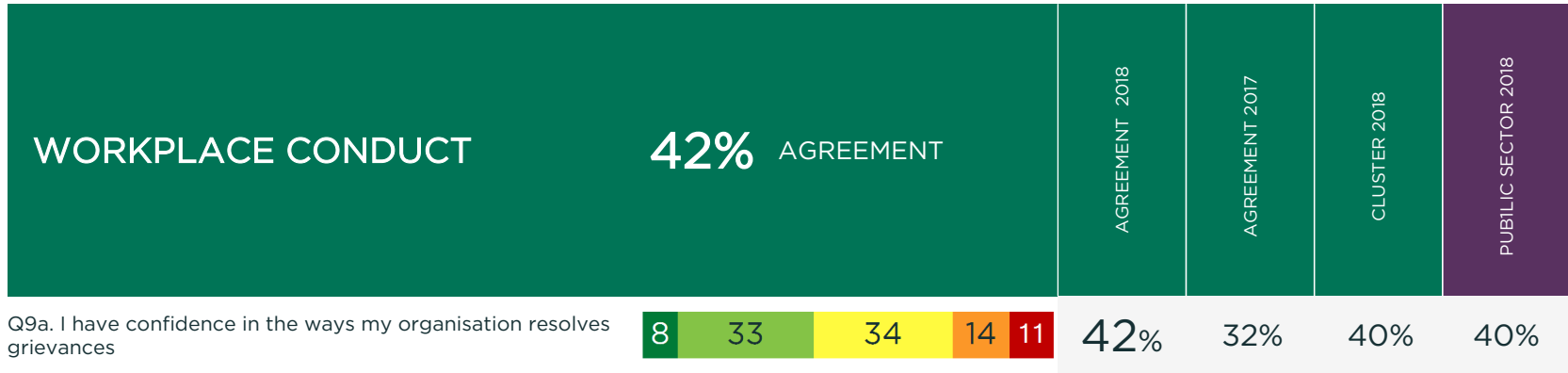




EXPLORE THE FULL RESULTS

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		62%	68%	66%	71%
No		38%	32%	34%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		73%	69%	74%	76%
No		27%	31%	26%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		51%	52%	55%	58%
No		49%	48%	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		45%	52%	45%	41%
No		55%	48%	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
There are no major barriers to my career progression		34%	29%	34%	32%
Lack of promotion opportunities		29%	35%	31%	29%
The application/recruitment process is too cumbersome or time consuming		28%	32%	24%	23%
Lack of visible opportunities		26%	31%	29%	30%
Personal/family considerations		21%	22%	22%	30%
Insufficient training and development		20%	21%	18%	16%
Lack of support for temporary assignments/secondments		19%	22%	18%	15%
Geographic location considerations		19%	21%	22%	26%
Lack of support from my manager/supervisor		14%	20%	15%	14%
Lack of required capabilities or experience		14%	14%	13%	11%
Other		11%	11%	11%	9%

% are calculated with the number of unique respondents (N = 7,758 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

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		19%	24%	19%	24%
No		61%	61%	63%	58%
Don't know		20%	15%	18%	18%

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

Yes		62%	60%	60%	66%
No		36%	35%	38%	32%
Don't know		3%	4%	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%	27%	22%	33%
No		65%	62%	66%	57%
Don't know		13%	11%	11%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		13%	17%	12%	18%
No		78%	76%	80%	76%
Don't know		9%	7%	8%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

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		28%	26%	25%	27%
Your Immediate Manager/Supervisor		26%	33%	26%	23%
A senior manager		16%	19%	20%	21%
Prefer not to say		14%	10%	15%	14%
A subordinate		6%	7%	6%	7%
Other		5%	3%	5%	4%
A client or customer		4%	1%	3%	2%
A member of the public other than a client or customer		1%	1%	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

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	4%	-	3%	3%
No	92%	-	94%	94%
Don't know	4%	-	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

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
A person at work	41%	-	48%	39%
A member of the public	50%	-	42%	37%
Other	2%	-	3%	19%
Prefer not to say	8%	-	7%	6%



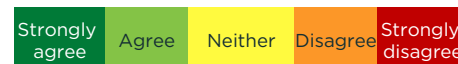
EXPLORE THE FULL RESULTS

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	33	58	7	90%	88%	90%		
Q2. I have a clear understanding of how my work contributes to Transport's objectives and direction	29	56	11	85%	-	84%		
Q3. I feel well informed of my organisation's objectives and direction	17	46	22	10	63%	55%	66%	
Q4. My workgroup demonstrates good health and safety behaviour	28	55	11	83%	-	83%		
Q5. I am given all necessary information, equipment and training to do my job safely	23	53	14	76%	-	78%		
Q6. I am given all necessary information, equipment and training to do my job effectively	19	48	18	11	67%	-	67%	
Q7. My organisation's processes for recruiting people are efficient	9	26	28	20	17	35%	26%	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			
Always		40%	44%
Often		35%	33%
Sometimes		18%	16%
Rarely		4%	4%
Never		3%	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		31%	38%
Often		31%	30%
Sometimes		21%	19%
Rarely		9%	7%
Never		7%	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		8%	6%
Senior Executives		7%	7%
Executive Directors		9%	12%
Directors/ General Managers		20%	25%
The managers above my manager		55%	47%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		75%
Female		21%
Other		3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		0%
20 - 24		2%
25 -29	■	7%
30 - 34	■	12%
35 - 39	■	14%
40 - 44	■	14%
45 - 49	■	15%
50 - 54	■	15%
55 - 59	■	12%
60 - 64	■	6%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

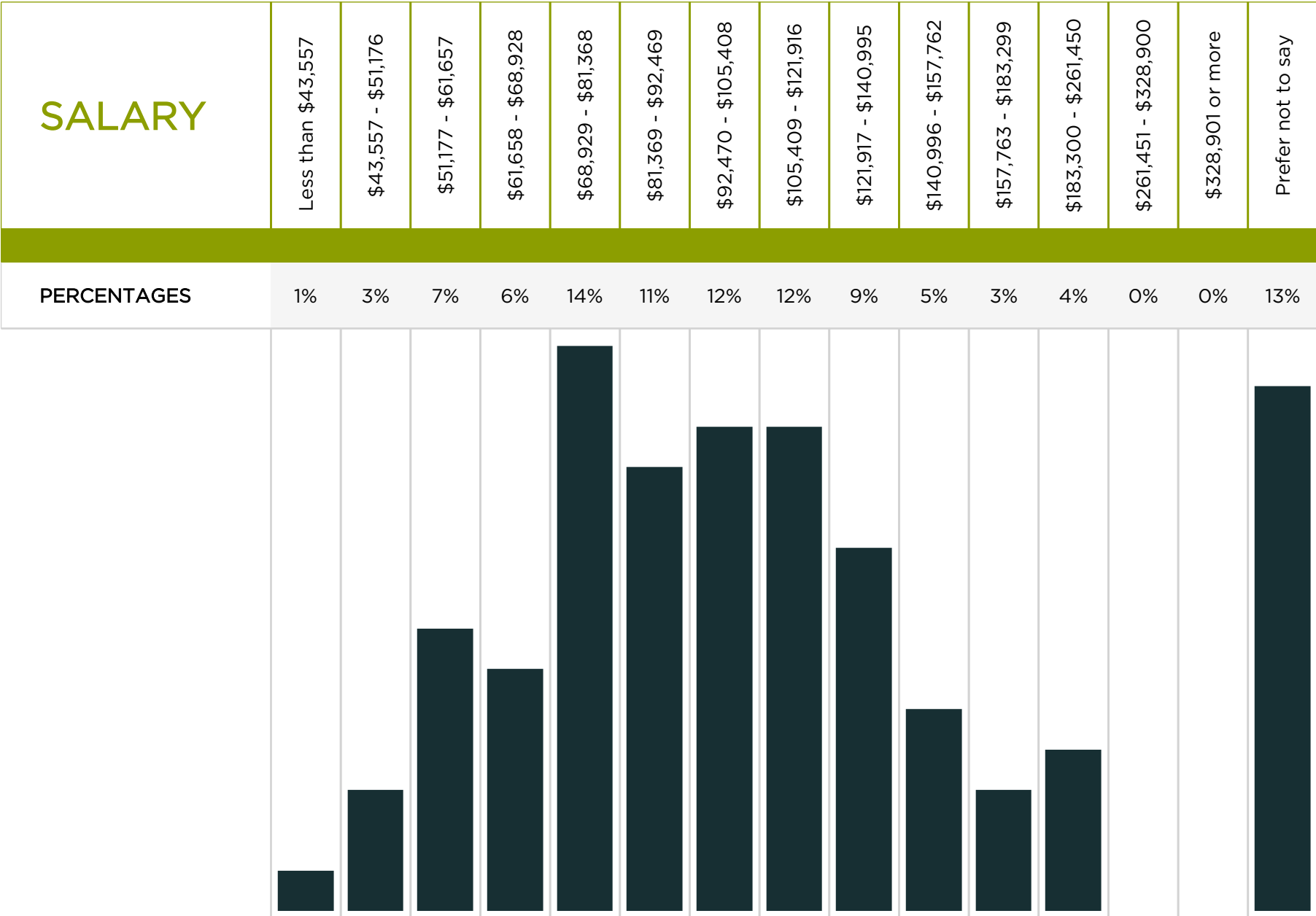
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	35%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	35%
Administrative support (e.g. executive/personal assistant, receptionist)	2%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	7%
Policy	0%
Research	0%
Program and project management support	10%
Legal (including developing and/or reviewing legislation)	0%
Other	10%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		11%
1 - 2 years		9%
2 - 5 years		15%
5 - 10 years		18%
10 - 20 years		27%
More than 20 years		19%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
None of the above		49%
Flexible start and finish times		32%
Working from different locations		18%
Working additional hours to make up for time off		11%
Working from home		10%
Flexible scheduling for rostered workers		8%
Working more hours over fewer days		7%

% are calculated with the number of unique respondents (N = 7,499 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Leave without pay	3%
Other	3%
Part-time work	3%
Purchasing annual leave	2%
Study leave	1%
Job sharing	1%

% are calculated with the number of unique respondents (N = 7,499 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.

	Sydney Trains	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	8092	2661	2641	176	551	21	20	724	27	789
EMPLOYEE ENGAGEMENT	63%	62%	62%	69%	64%	(r)	(r)	66%	(r)	64%
ENGAGEMENT WITH WORK	70%	70%	68%	76%	69%	(r)	(r)	73%	(r)	72%
SENIOR MANAGERS	41%	39%	40%	52%	50%	(r)	(r)	48%	(r)	41%
COMMUNICATION	59%	58%	58%	67%	67%	(r)	(r)	65%	(r)	59%
HIGH PERFORMANCE	60%	59%	59%	66%	63%	(r)	(r)	61%	(r)	59%
PUBLIC SECTOR VALUES	57%	56%	56%	65%	64%	(r)	(r)	62%	(r)	57%
DIVERSITY & INCLUSION	65%	63%	65%	74%	73%	(r)	(r)	71%	(r)	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 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.

	Sydney Trains	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	8092	90	233	535	483	1033	799	894	879	712	344	235	341	30
EMPLOYEE ENGAGEMENT	63%	69%	70%	70%	66%	62%	60%	59%	62%	65%	62%	68%	67%	69%
ENGAGEMENT WITH WORK	70%	75%	77%	76%	70%	67%	66%	69%	70%	71%	67%	78%	75%	76%
SENIOR MANAGERS	41%	55%	55%	54%	48%	41%	35%	31%	38%	42%	42%	52%	51%	59%
COMMUNICATION	59%	72%	70%	65%	60%	57%	54%	54%	56%	62%	61%	70%	69%	81%
HIGH PERFORMANCE	60%	72%	70%	69%	63%	58%	55%	54%	57%	60%	58%	66%	64%	75%
PUBLIC SECTOR VALUES	57%	68%	67%	66%	61%	56%	52%	50%	55%	58%	59%	67%	65%	76%
DIVERSITY & INCLUSION	65%	78%	72%	69%	65%	63%	60%	60%	63%	69%	67%	76%	74%	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 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.

	Sydney Trains	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	8092	22	966
EMPLOYEE ENGAGEMENT	63%	(r)	61%
ENGAGEMENT WITH WORK	70%	(r)	67%
SENIOR MANAGERS	41%	(r)	39%
COMMUNICATION	59%	(r)	58%
HIGH PERFORMANCE	60%	(r)	58%
PUBLIC SECTOR VALUES	57%	(r)	55%
DIVERSITY & INCLUSION	65%	(r)	63%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY 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.

	Sydney Trains	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	8092	844	672	1170	1397	2031	1452
EMPLOYEE ENGAGEMENT	63%	73%	67%	64%	59%	61%	60%
ENGAGEMENT WITH WORK	70%	78%	72%	69%	67%	71%	66%
SENIOR MANAGERS	41%	60%	48%	45%	35%	38%	36%
COMMUNICATION	59%	73%	66%	62%	56%	57%	55%
HIGH PERFORMANCE	60%	72%	64%	61%	55%	58%	56%
PUBLIC SECTOR VALUES	57%	72%	63%	59%	53%	55%	53%
DIVERSITY & INCLUSION	65%	76%	71%	67%	62%	62%	61%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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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.

	Sydney Trains	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	8092	2387	510	814	598	215	42	1328	732	156	224	73	224	3638
EMPLOYEE ENGAGEMENT	63%	68%	66%	68%	68%	71%	70%	68%	68%	64%	64%	63%	65%	59%
ENGAGEMENT WITH WORK	70%	75%	72%	74%	76%	73%	83%	76%	76%	68%	72%	68%	72%	65%
SENIOR MANAGERS	41%	50%	46%	49%	46%	58%	40%	50%	50%	42%	47%	48%	45%	34%
COMMUNICATION	59%	68%	61%	66%	62%	71%	58%	68%	70%	64%	64%	63%	61%	53%
HIGH PERFORMANCE	60%	66%	62%	65%	64%	72%	62%	65%	66%	62%	63%	62%	64%	54%
PUBLIC SECTOR VALUES	57%	65%	60%	64%	61%	71%	57%	65%	66%	60%	62%	62%	59%	51%
DIVERSITY & INCLUSION	65%	75%	69%	75%	72%	77%	68%	75%	79%	70%	69%	70%	66%	58%

*multiple types may be chosen.

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.

	Sydney Trains	Sydney East	Sydney - City and Inner South	Sydney West	Sydney - Parramatta	Sydney - Inner West	Sydney - North Sydney and Hornsby	Sydney - Inner South West	Sydney - Outer South West	Sydney - Blacktown	Sydney - Outer West and Blue Mountains	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	8092	4274	2092	2038	1292	1140	475	328	211	198	174	142	142
EMPLOYEE ENGAGEMENT	63%	64%	64%	63%	64%	66%	61%	62%	60%	59%	60%	69%	59%
ENGAGEMENT WITH WORK	70%	69%	69%	72%	72%	72%	68%	68%	68%	67%	73%	81%	68%
SENIOR MANAGERS	41%	43%	42%	40%	42%	49%	39%	40%	28%	34%	37%	53%	38%
COMMUNICATION	59%	61%	58%	60%	61%	66%	58%	61%	50%	53%	64%	72%	63%
HIGH PERFORMANCE	60%	60%	59%	59%	60%	63%	58%	59%	54%	53%	60%	69%	58%
PUBLIC SECTOR VALUES	57%	59%	57%	57%	58%	63%	55%	58%	48%	51%	57%	66%	56%
DIVERSITY & INCLUSION	65%	66%	64%	66%	68%	71%	64%	67%	58%	60%	65%	74%	64%

*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

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.

	Sydney Trains	Illawarra	Newcastle and Lake Macquarie	Central Coast	Sydney - Eastern Suburbs	Sydney - Ryde	Sydney - Baulkham Hills and Hawkesbury	Central West	Mid North Coast	Sydney - Northern Beaches	Capital Region	Hunter Valley exc Newcastle	OUTSIDE NSW	Richmond - Tweed
NUMBER OF RESPONDENTS	8092	106	79	70	48	46	21	15	3	3	2	2	2	2
EMPLOYEE ENGAGEMENT	63%	58%	57%	62%	64%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	70%	59%	60%	68%	74%	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	41%	32%	31%	39%	47%	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	59%	55%	45%	54%	65%	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	60%	54%	51%	58%	63%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	57%	51%	48%	54%	63%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	65%	61%	56%	66%	72%	70%	(r)	(r)	(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

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.

	Sydney Trains	Riverina	Coffs Harbour - Grafton	Far West and Orana	Murray	New England and North West	Southern Highlands and Shoalhaven
NUMBER OF RESPONDENTS	8092	1	0	0	0	0	0
EMPLOYEE ENGAGEMENT	63%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	70%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	41%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	59%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	60%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	57%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	65%	(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.

	Sydney Trains	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	8092	28	165	521	934	1084	1066	1118	1116	943	440	144
EMPLOYEE ENGAGEMENT	63%	(r)	69%	66%	63%	64%	62%	61%	62%	63%	65%	66%
ENGAGEMENT WITH WORK	70%	(r)	71%	72%	70%	70%	68%	68%	69%	71%	72%	80%
SENIOR MANAGERS	41%	(r)	53%	48%	42%	43%	40%	38%	39%	42%	42%	46%
COMMUNICATION	59%	(r)	66%	66%	61%	62%	58%	58%	58%	59%	58%	63%
HIGH PERFORMANCE	60%	(r)	68%	66%	60%	61%	58%	57%	58%	60%	59%	63%
PUBLIC SECTOR VALUES	57%	(r)	65%	63%	58%	58%	56%	55%	56%	58%	58%	62%
DIVERSITY & INCLUSION	65%	(r)	72%	72%	68%	67%	63%	63%	63%	65%	64%	69%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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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.

	Sydney Trains	Male	Female	Other
NUMBER OF RESPONDENTS	8092	5658	1611	256
EMPLOYEE ENGAGEMENT	63%	63%	67%	50%
ENGAGEMENT WITH WORK	70%	70%	74%	47%
SENIOR MANAGERS	41%	41%	49%	24%
COMMUNICATION	59%	59%	64%	41%
HIGH PERFORMANCE	60%	59%	64%	42%
PUBLIC SECTOR VALUES	57%	57%	63%	40%
DIVERSITY & INCLUSION	65%	65%	69%	44%

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

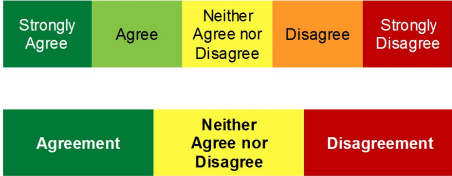
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.