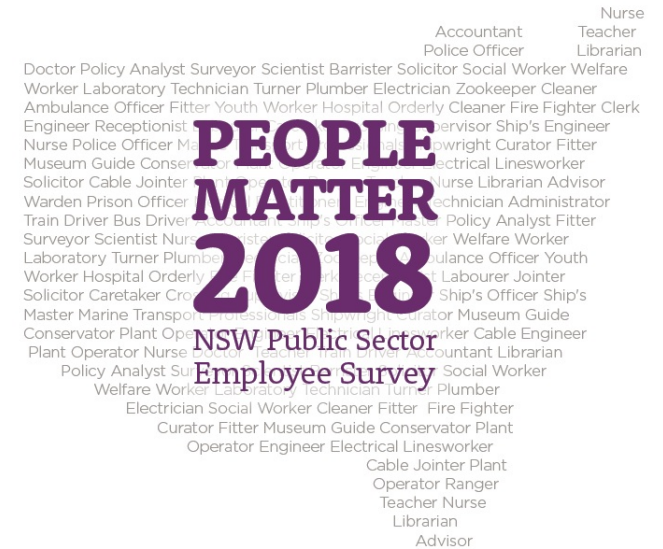


# PEOPLE MATTER 2018

NSW Public Sector Employee Survey



## AGENCY REPORT

Transport

# Transport for NSW

## RESPONSE RATE

**93%**

5,074 OF 5,446 RESPONDENTS

## EMPLOYEE ENGAGEMENT

**66%**

DIFFERENCE FROM 2017 0  
DIFFERENCE FROM CLUSTER +3  
DIFFERENCE FROM PUBLIC SECTOR +1

## ENGAGEMENT WITH WORK

**71%**

DIFFERENCE FROM 2017 0  
DIFFERENCE FROM CLUSTER +2  
DIFFERENCE FROM PUBLIC SECTOR -1

## SENIOR MANAGERS

**55%**

DIFFERENCE FROM 2017 0  
DIFFERENCE FROM CLUSTER +9  
DIFFERENCE FROM PUBLIC SECTOR +6

## COMMUNICATION

**69%**

DIFFERENCE FROM 2017 +1  
DIFFERENCE FROM CLUSTER +7  
DIFFERENCE FROM PUBLIC SECTOR +7

## HIGH PERFORMANCE

**67%**

DIFFERENCE FROM 2017 +1  
DIFFERENCE FROM CLUSTER +6  
DIFFERENCE FROM PUBLIC SECTOR +3

## PUBLIC SECTOR VALUES

**68%**

DIFFERENCE FROM 2017 0  
DIFFERENCE FROM CLUSTER +7  
DIFFERENCE FROM PUBLIC SECTOR +6

## DIVERSITY & INCLUSION

**77%**

DIFFERENCE FROM CLUSTER +8  
DIFFERENCE FROM PUBLIC SECTOR +9

## FLEXIBLE WORKING SATISFACTION

**73%**

DIFFERENCE FROM 2017 +6  
DIFFERENCE FROM CLUSTER +14  
DIFFERENCE FROM PUBLIC SECTOR +14

## ACTION ON RESULTS

**53%**

DIFFERENCE FROM 2017 0  
DIFFERENCE FROM CLUSTER +13  
DIFFERENCE FROM PUBLIC SECTOR +17



## 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

	AGREEMENT 2018	AGREEMENT 2017
2a. My workgroup strives to achieve customer/client satisfaction	88%	87%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	85%	83%
1a. I understand what is expected of me to do well in my role	84%	83%
1g. I know how to address a health and safety issue I have identified	84%	-
2c. I receive help and support from other members of my workgroup	84%	83%
2e. People in my workgroup treat each other with respect	82%	81%
2b. My workgroup works collaboratively to achieve its objectives	82%	80%
5b. My manager listens to what I have to say	81%	81%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	80%	77%
5d. My manager encourages and values employee input	79%	77%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018  
AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
7c. I feel that change is managed well in my organisation	39%	38%
7g. I have confidence in the way recruitment decisions are made	42%	40%
9a. I have confidence in the ways my organisation resolves grievances	44%	39%
6b. I feel that senior managers effectively lead and manage change	47%	49%
3g. I am satisfied with the opportunities available for career development in my organisation	48%	47%
5h. My manager appropriately deals with employees who perform poorly	49%	47%
7d. There is good co-operation between teams across our organisation	50%	48%
6h. I feel that senior managers listen to employees	51%	51%
7e. People in my organisation take responsibility for their own actions	53%	52%
6a. I believe senior managers provide clear direction for the future of the organisation	53%	55%



### 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

	AGREEMENT 2018	AGREEMENT 2017
8d. How satisfied are you with your ability to access and use flexible working arrangements?	73%	67%
3e. My performance is assessed against clear criteria	57%	52%
9a. I have confidence in the ways my organisation resolves grievances	44%	39%
3f. I have received appropriate training and development to do my job well	54%	50%
3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	69%	65%
6i. Senior managers in my organisation support the career advancement of women	71%	67%
5g. My manager provides acknowledgement or other recognition for the work I do	76%	74%
5a. My manager encourages people in my workgroup to keep improving the work they do	79%	76%
5c. My manager communicates effectively with me	76%	74%
5h. My manager appropriately deals with employees who perform poorly	49%	47%

## - LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

	AGREEMENT 2018	AGREEMENT 2017
6a. I believe senior managers provide clear direction for the future of the organisation	53%	55%
7b. My organisation is making the necessary improvements to meet our future challenges	61%	63%
6b. I feel that senior managers effectively lead and manage change	47%	49%
6c. I feel that senior managers model the values of my organisation	55%	56%
7i. I would recommend my organisation as a great place to work	65%	66%
6d. Senior managers encourage innovation by employees	57%	58%
7j. I am proud to tell others I work for my organisation	70%	70%



### 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



**Q5h.** My manager appropriately deals with employees who perform poorly



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



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



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



## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



**Q5h.** My manager appropriately deals with employees who perform poorly



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



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



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



## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



**Q5h.** My manager appropriately deals with employees who perform poorly



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



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



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



## 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.

# 53%

of employees replied favourably to:

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

## 37%

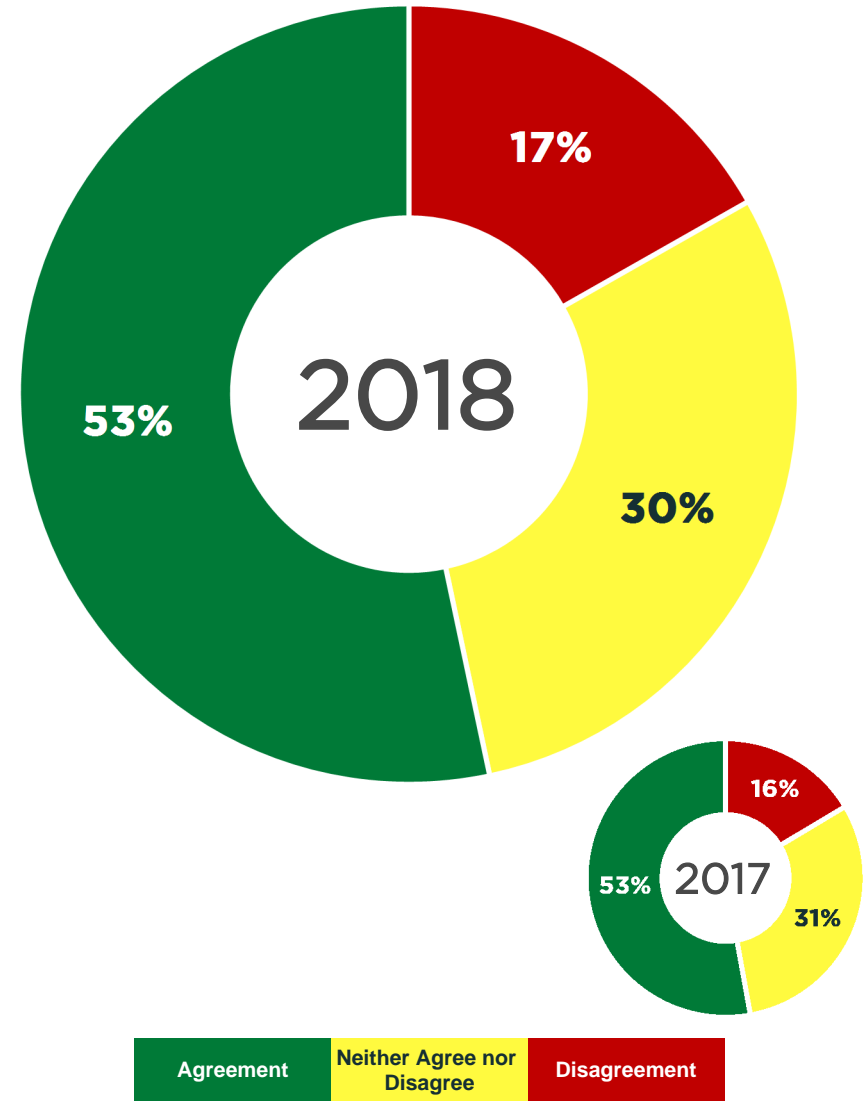
SECTOR

## 40%

CLUSTER

## 53%

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
<b>1</b>	<b>Q7f.</b> My organisation is committed to developing its employees	<b>53%</b>	52%	47%	52%
<b>2</b>	<b>Q6c.</b> I feel that senior managers model the values of my organisation	<b>55%</b>	56%	47%	50%
<b>3</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>71%</b>	71%	63%	69%
<b>4</b>	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>47%</b>	49%	40%	46%
<b>5</b>	<b>Q6h.</b> I feel that senior managers listen to employees	<b>51%</b>	51%	40%	43%
<b>6</b>	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	<b>61%</b>	63%	53%	57%

# BUSINESS UNIT COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Transport for NSW

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.

	Transport for NSW	Customer Services Division	Finance & Investment	Freight, Strategy & Planning	Infrastructure & Services	NSW Point to Point Transport Commission	Office of the Secretary	People and Corporate Services	Sydney Metro Delivery Office	Transport Coordination Division
NUMBER OF RESPONDENTS	5074	508	201	456	1330	58	23	1632	583	241
EMPLOYEE ENGAGEMENT	66%	67%	69%	63%	67%	74%	63%	62%	77%	76%
ENGAGEMENT WITH WORK	71%	74%	76%	69%	70%	79%	59%	67%	78%	82%
SENIOR MANAGERS	55%	58%	62%	48%	56%	78%	56%	45%	74%	68%
COMMUNICATION	69%	71%	71%	67%	69%	77%	64%	63%	79%	74%
HIGH PERFORMANCE	67%	70%	71%	66%	66%	81%	63%	61%	76%	78%
PUBLIC SECTOR VALUES	68%	71%	71%	64%	67%	82%	66%	61%	81%	77%
DIVERSITY & INCLUSION	77%	78%	77%	80%	76%	82%	77%	74%	82%	78%

### 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	66% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	21	45	23		65%	66%	62%	61%
Q7j. I am proud to tell others I work for my organisation	25	45	21		70%	70%	65%	69%
Q7k. I feel a strong personal attachment to my organisation	21	39	27	9	60%	59%	59%	63%
Q7l. My organisation motivates me to help it achieve its objectives	17	43	26	10	60%	59%	53%	55%
Q7m. My organisation inspires me to do the best in my job	18	40	27	10	58%	57%	52%	55%

KEY





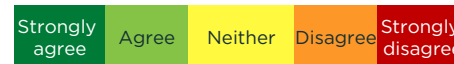
## EXPLORE THE FULL RESULTS

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	25	47	16	8	72%	72%	71%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	30	44	14	8	74%	73%	69%	72%
Q1e. I am satisfied with my job	21	47	18	10	68%	68%	68%	69%

KEY





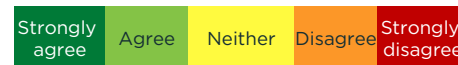
## EXPLORE THE FULL RESULTS

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	55% 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	14	39	25	14	8	53%	55%	44%	49%
Q6b. I feel that senior managers effectively lead and manage change	13	34	27	16	10	47%	49%	40%	46%
Q6c. I feel that senior managers model the values of my organisation	16	39	27	10	8	55%	56%	47%	50%
Q6d. Senior managers encourage innovation by employees	14	43	28	10		57%	58%	46%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	46	24	9		63%	62%	49%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	21	52	18			73%	72%	63%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	14	42	22	14	8	56%	56%	45%	47%
Q6h. I feel that senior managers listen to employees	13	38	29	12	8	51%	51%	40%	43%
Q7c. I feel that change is managed well in my organisation	9	30	29	22	10	39%	38%	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	69% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	32	44	13	76%	74%	73%	72%
Q5d. My manager encourages and values employee input	35	44	12	79%	77%	73%	72%
Q5e. My manager involves my workgroup in decisions about our work	30	43	16	73%	71%	67%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	14	42	22	56%	56%	45%	47%
Q6h. I feel that senior managers listen to employees	13	38	29	51%	51%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	52	13	77%	76%	69%	67%

KEY





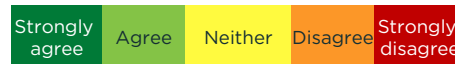
## EXPLORE THE FULL RESULTS

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			67% 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	53	9		84%	83%	87%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	38	44	10		82%	80%	78%	79%
Q3f. I have received appropriate training and development to do my job well	14	41	28	13	54%	50%	61%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	29	49	14		79%	76%	74%	74%
Q5f. I have confidence in the decisions my manager makes	32	43	15		75%	73%	69%	68%
Q6d. Senior managers encourage innovation by employees	14	43	28	10	57%	58%	46%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	46	24	9	63%	62%	49%	52%
Q7a. My organisation focuses on improving the work we do	17	54	19	7	71%	71%	63%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	15	46	24	10	61%	63%	53%	57%

KEY

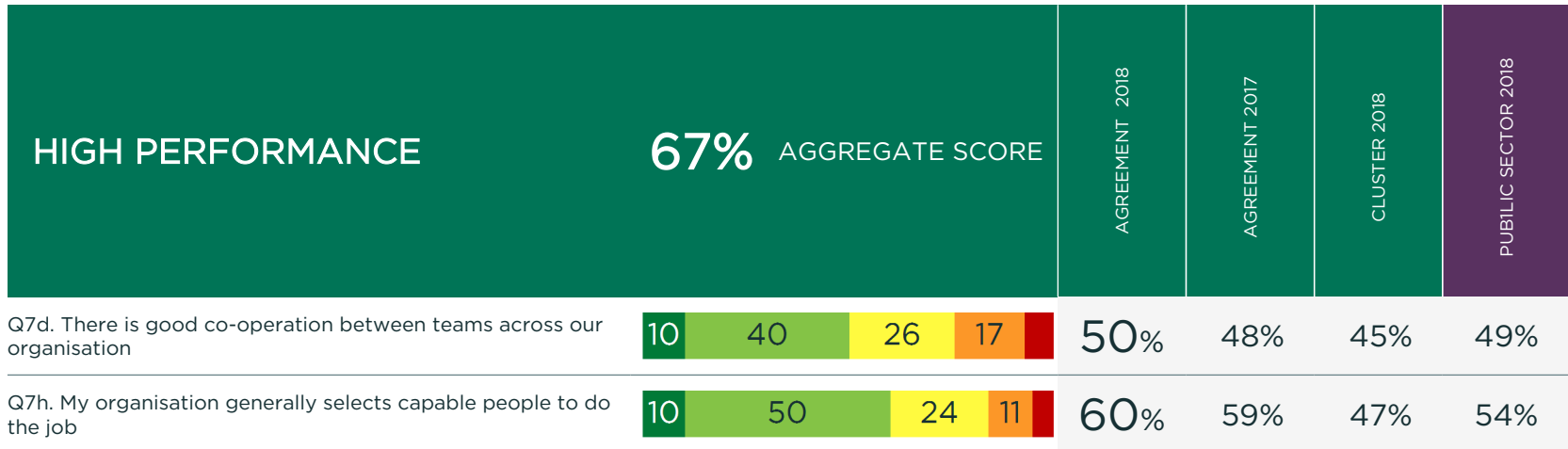




## EXPLORE THE FULL RESULTS

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





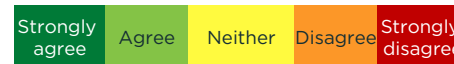
## EXPLORE THE FULL RESULTS

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	68% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018			
	Q2a. My workgroup strives to achieve customer/client satisfaction	42	46	88%	87%	84%	86%		
Q2e. People in my workgroup treat each other with respect	39	43	10	82%	81%	77%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	29	49	14	79%	76%	74%	74%		
Q5b. My manager listens to what I have to say	36	46	10	81%	81%	76%	76%		
Q6a. I believe senior managers provide clear direction for the future of the organisation	14	39	25	14	8	53%	55%	44%	49%
Q6c. I feel that senior managers model the values of my organisation	16	39	27	10	8	55%	56%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	21	52	18	73%	72%	63%	62%		
Q6g. I feel that senior managers keep employees informed about what's going on	14	42	22	14	8	56%	56%	45%	47%
Q6h. I feel that senior managers listen to employees	13	38	29	12	8	51%	51%	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		68% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do		71%	71%	63%	69%				
Q7e. People in my organisation take responsibility for their own actions		53%	52%	46%	49%				

### KEY







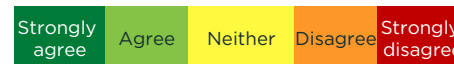
## EXPLORE THE FULL RESULTS

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	77% 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	48	16	11	68%	67%	66%	65%
Q5b. My manager listens to what I have to say	36	46	10	8	81%	81%	76%	76%
Q5d. My manager encourages and values employee input	35	44	12	7	79%	77%	73%	72%
Q6i. Senior managers in my organisation support the career advancement of women	27	44	23	6	71%	67%	62%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	33	52	10	5	85%	83%	78%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	32	48	12	8	80%	77%	73%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	52	13	10	77%	76%	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>	32	41	16	11	73%	67%	59%	59%
Q8e. My manager supports flexible working in my team	37	41	14	8	78%	-	65%	63%

KEY

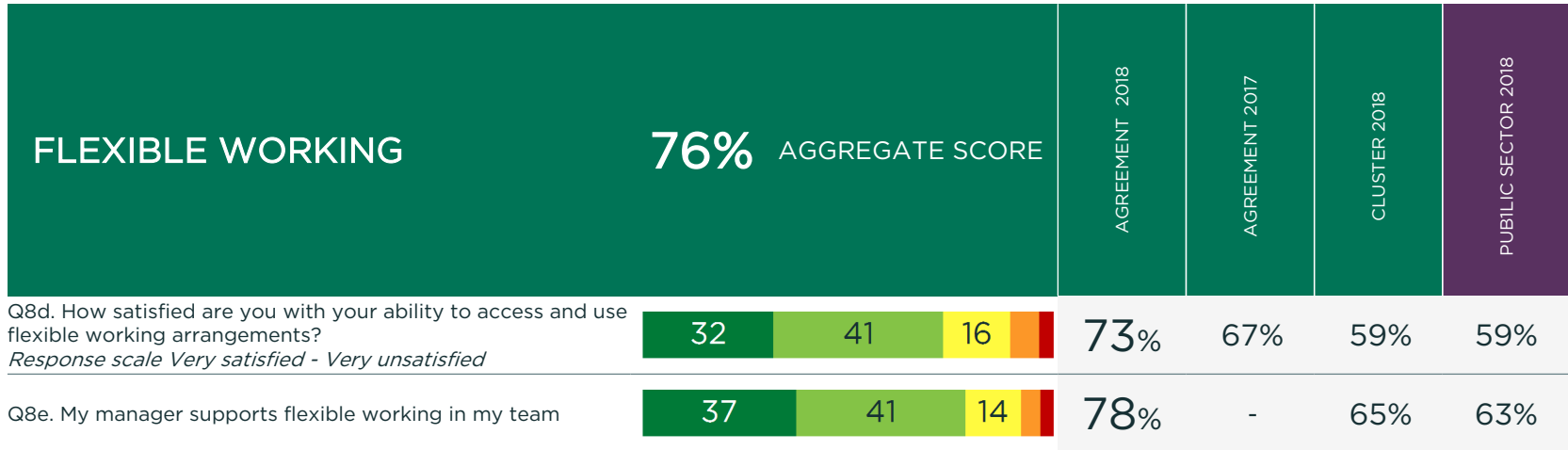




## EXPLORE THE FULL RESULTS

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

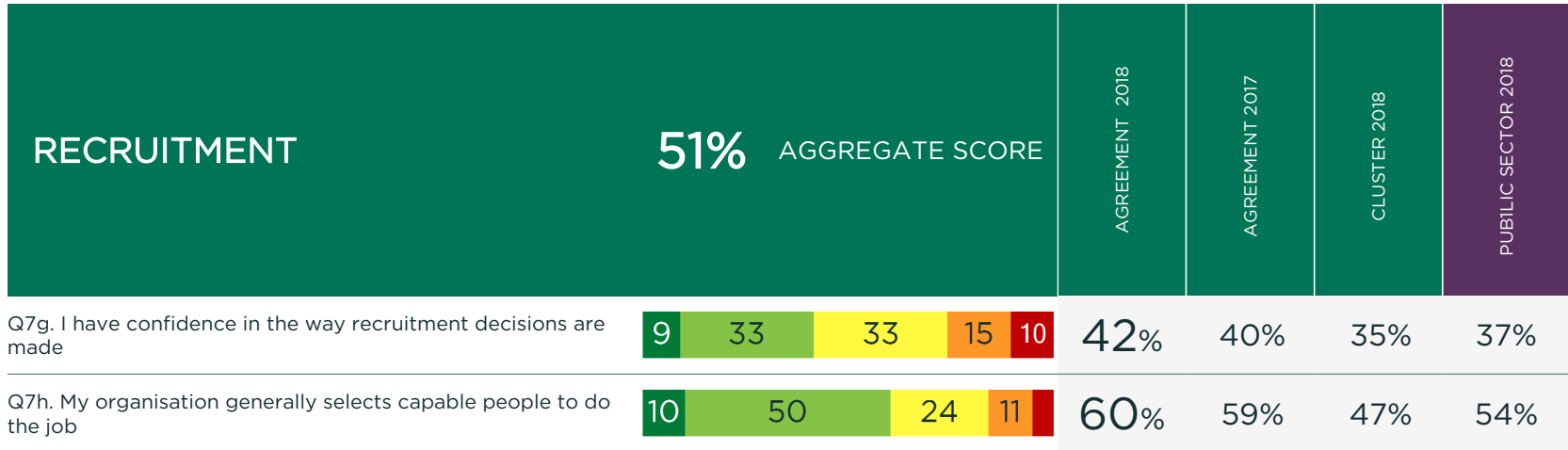




## EXPLORE THE FULL RESULTS

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.

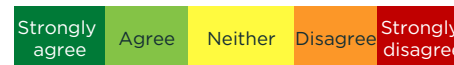
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

## PERFORMANCE FRAMEWORK & DEVELOPMENT

**59%** 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	20 49 19 8	69%	65%	63%	65%
Q3e. My performance is assessed against clear criteria	14 43 26 12	57%	52%	56%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	13 35 27 16 10	48%	47%	49%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	33 44 13	76%	74%	69%	69%
Q5h. My manager appropriately deals with employees who perform poorly	17 32 34 10	49%	47%	50%	46%
Q7f. My organisation is committed to developing its employees	12 41 30 12	53%	52%	47%	52%

KEY





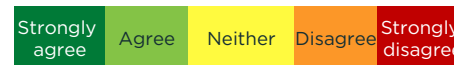
## EXPLORE THE FULL RESULTS

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.

	73% 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	48	16	11	68%	67%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	16	51	17	11	67%	67%	66%	60%
Q2c. I receive help and support from other members of my workgroup	36	47	10	7	84%	83%	81%	81%
Q2d. There is good team spirit in my workgroup	36	39	13	7	75%	74%	70%	70%

KEY

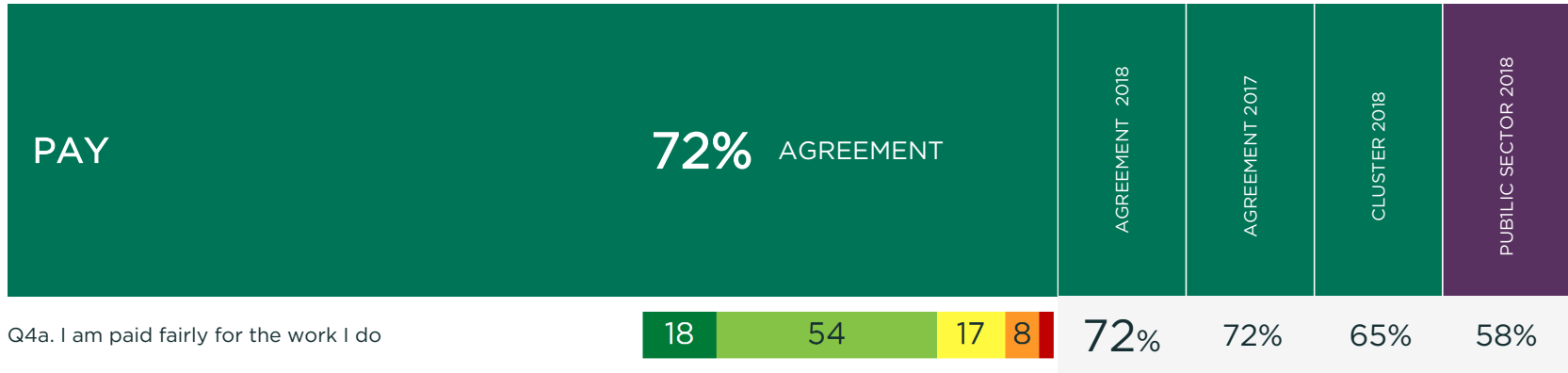




## EXPLORE THE FULL RESULTS

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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

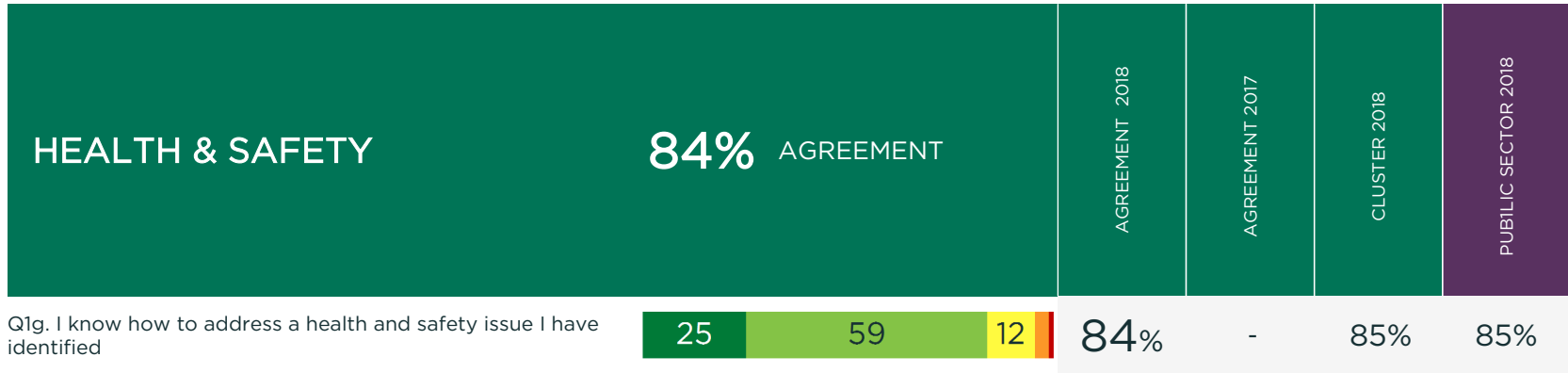




## EXPLORE THE FULL RESULTS

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### KEY

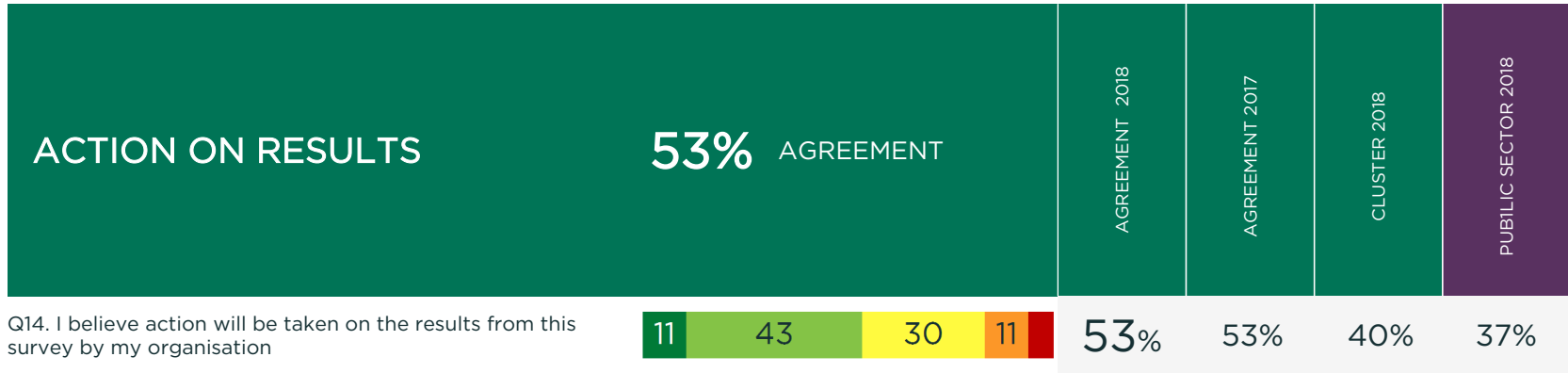




## EXPLORE THE FULL RESULTS

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



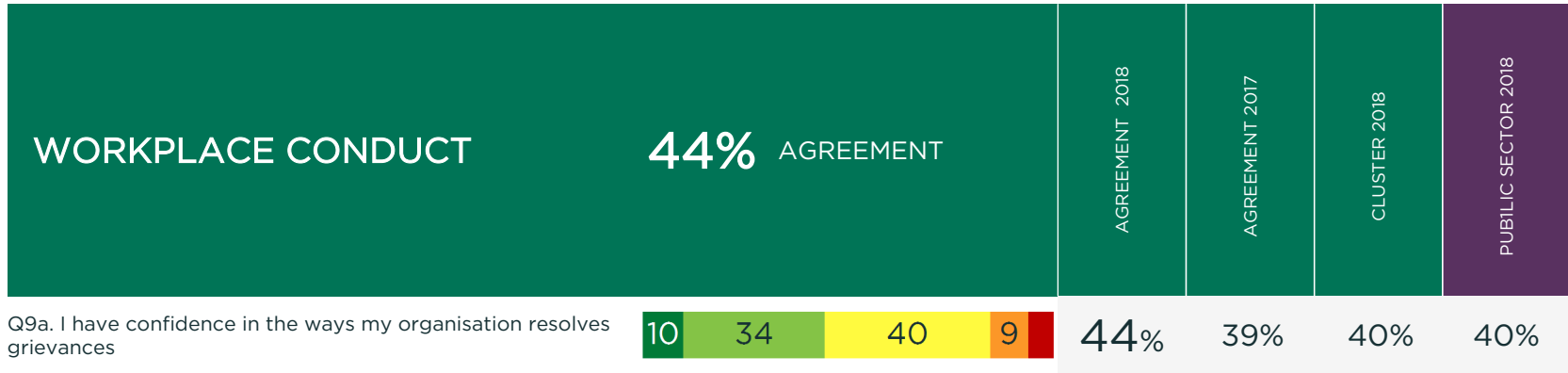




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives					
Yes		73%	66%	66%	71%
No		27%	34%	34%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		80%	78%	74%	76%
No		20%	22%	26%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		64%	59%	55%	58%
No		36%	41%	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		48%	45%	45%	41%
No		52%	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
There are no major barriers to my career progression		38%	38%	34%	32%
Lack of promotion opportunities		31%	28%	31%	29%
Lack of visible opportunities		29%	29%	29%	30%
The application/recruitment process is too cumbersome or time consuming		20%	23%	24%	23%
Geographic location considerations		19%	19%	22%	26%
Personal/family considerations		19%	18%	22%	30%
Lack of support for temporary assignments/secondments		15%	15%	18%	15%
Insufficient training and development		15%	14%	18%	16%
Lack of support from my manager/supervisor		12%	12%	15%	14%
Other		11%	10%	11%	9%
Lack of required capabilities or experience		10%	10%	13%	11%

% are calculated with the number of unique respondents (N = 4,870 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		14%	13%	19%	24%
No		68%	73%	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		57%	49%	60%	66%
No		41%	47%	38%	32%
Don't know		1%	4%	2%	2%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q11a. In the last 12 months I have witnessed bullying at work</b>					
Yes		20%	19%	22%	33%
No		69%	70%	66%	57%
Don't know		11%	10%	11%	10%
<b>Q11b. In the last 12 months I have been subjected to bullying at work</b>					
Yes		10%	10%	12%	18%
No		82%	82%	80%	76%
Don't know		8%	8%	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 senior manager		32%	26%	20%	21%
Your Immediate Manager/Supervisor		22%	24%	26%	23%
A fellow worker at your level		18%	23%	25%	27%
Prefer not to say		16%	14%	15%	14%
A subordinate		5%	6%	6%	7%
Other		5%	4%	5%	4%
A client or customer		2%	2%	3%	2%
A member of the public other than a client or customer		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

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	1%	-	3%	3%
No	97%	-	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

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
A person at work	90%	-	48%	39%
A member of the public	3%	-	42%	37%
Other	(r)	-	-	-
Prefer not to say	6%	-	7%	6%





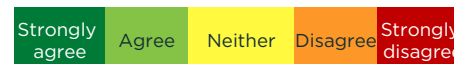
## EXPLORE THE FULL RESULTS

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	32	59	7			90%	89%	90%
Q2. I have a clear understanding of how my work contributes to Transport's objectives and direction	30	57	9			88%	-	84%
Q3. I feel well informed of my organisation's objectives and direction	22	52	17			74%	70%	66%
Q4. My workgroup demonstrates good health and safety behaviour	31	56	10			86%	-	83%
Q5. I am given all necessary information, equipment and training to do my job safely	27	56	11			83%	-	78%
Q6. I am given all necessary information, equipment and training to do my job effectively	19	49	18	11		68%	-	67%
Q7. My organisation's processes for recruiting people are efficient	9	26	32	22	12	35%	34%	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	53%	44%
Often	31%	33%
Sometimes	12%	16%
Rarely	2%	4%
Never	1%	3%



## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

TRANSPORT CUSTOMISED QUESTIONS		2018	CLUSTER 2018
<b>Q9.</b> My manager actively supports a flexible work environment			
Always		49%	38%
Often		29%	30%
Sometimes		16%	19%
Rarely		5%	7%
Never		2%	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		6%	2%
Chief Executive and their team		2%	6%
Senior Executives		9%	7%
Executive Directors		18%	12%
Directors/ General Managers		29%	25%
The managers above my manager		35%	47%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>GENDER</b>		
Male		55%
Female		43%
Other		2%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>AGE</b>		
15 - 19		0%
20 - 24		3%
25 -29		8%
30 - 34		14%
35 - 39		19%
40 - 44		16%
45 - 49		14%
50 - 54		12%
55 - 59		8%
60 - 64		4%
65+		2%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

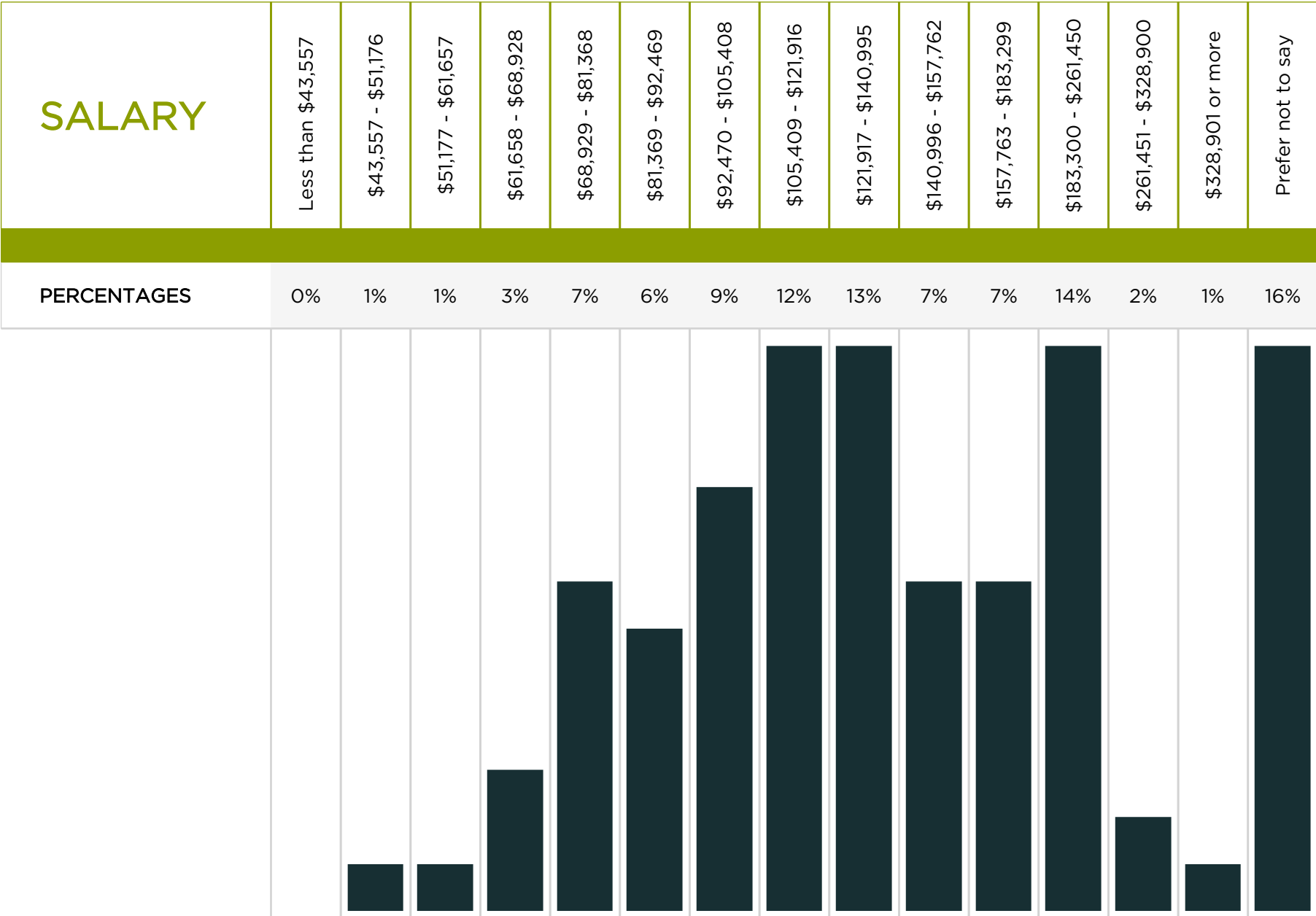
	PERCENTAGE
<b>TYPE OF WORK</b>	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	5%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	15%
Administrative support (e.g. executive/personal assistant, receptionist)	5%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	27%
Policy	3%
Research	1%
Program and project management support	27%
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
<b>TENURE IN ORGANISATION</b>		
Less than 1 year		21%
1 - 2 years		23%
2 - 5 years		30%
5 - 10 years		17%
10 - 20 years		6%
More than 20 years		3%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>FLEXIBLE WORKING</b>		
Flexible start and finish times		71%
Working from home		46%
Working from different locations		31%
Working additional hours to make up for time off		22%
None of the above		15%
Working more hours over fewer days		8%
Leave without pay		7%

% are calculated with the number of unique respondents (N = 4,737 to this question)

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
Part-time work	5%
Purchasing annual leave	3%
Flexible scheduling for rostered workers	2%
Other	1%
Study leave	1%
Job sharing	1%

% are calculated with the number of unique respondents (N = 4,737 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.

	Transport for NSW	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	5074	236	726	251	1276	141	67	1317	54	724
EMPLOYEE ENGAGEMENT	66%	63%	67%	69%	65%	65%	63%	69%	68%	65%
ENGAGEMENT WITH WORK	71%	69%	73%	72%	70%	72%	63%	75%	80%	68%
SENIOR MANAGERS	55%	49%	56%	59%	53%	53%	52%	60%	59%	51%
COMMUNICATION	69%	61%	70%	69%	68%	72%	66%	73%	71%	65%
HIGH PERFORMANCE	67%	62%	68%	70%	65%	71%	66%	70%	71%	65%
PUBLIC SECTOR VALUES	68%	62%	68%	70%	66%	70%	67%	71%	70%	64%
DIVERSITY & INCLUSION	77%	67%	78%	78%	78%	82%	74%	79%	77%	74%

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 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.

	Transport for NSW	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	5074	23	68	65	148	355	274	406	555	619	311	327	675	96
EMPLOYEE ENGAGEMENT	66%	(r)	75%	74%	72%	64%	64%	65%	66%	66%	66%	71%	69%	74%
ENGAGEMENT WITH WORK	71%	(r)	77%	77%	74%	68%	66%	69%	68%	71%	72%	80%	80%	83%
SENIOR MANAGERS	55%	(r)	71%	59%	54%	47%	49%	52%	54%	58%	54%	61%	61%	65%
COMMUNICATION	69%	(r)	79%	69%	66%	62%	62%	67%	66%	73%	68%	75%	75%	76%
HIGH PERFORMANCE	67%	(r)	79%	73%	69%	63%	63%	66%	66%	69%	68%	72%	72%	75%
PUBLIC SECTOR VALUES	68%	(r)	79%	71%	67%	61%	62%	65%	67%	70%	67%	73%	73%	76%
DIVERSITY & INCLUSION	77%	(r)	85%	78%	77%	71%	72%	76%	75%	81%	77%	82%	84%	85%

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# RESULT BY 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.

	Transport for NSW	\$328,901 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>5074</b>	<b>64</b>	<b>768</b>
<b>EMPLOYEE ENGAGEMENT</b>	66%	75%	62%
ENGAGEMENT WITH WORK	71%	84%	66%
SENIOR MANAGERS	55%	77%	51%
COMMUNICATION	69%	84%	65%
HIGH PERFORMANCE	67%	80%	62%
PUBLIC SECTOR VALUES	68%	83%	64%
DIVERSITY & INCLUSION	77%	86%	73%

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# RESULT BY 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.

	Transport for NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
<b>NUMBER OF RESPONDENTS</b>	5074	997	1105	1398	805	293	132
<b>EMPLOYEE ENGAGEMENT</b>	66%	71%	67%	65%	65%	64%	61%
ENGAGEMENT WITH WORK	71%	76%	73%	70%	70%	69%	71%
SENIOR MANAGERS	55%	65%	57%	51%	52%	48%	43%
COMMUNICATION	69%	77%	71%	68%	65%	61%	55%
HIGH PERFORMANCE	67%	73%	68%	65%	66%	63%	59%
PUBLIC SECTOR VALUES	68%	75%	69%	65%	65%	62%	59%
DIVERSITY & INCLUSION	77%	81%	78%	77%	76%	71%	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

# 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.

	Transport for NSW	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
<b>NUMBER OF RESPONDENTS</b>	5074	3366	385	1052	95	232	29	1469	2167	131	349	69	71	723
<b>EMPLOYEE ENGAGEMENT</b>	66%	67%	70%	69%	72%	72%	(r)	69%	68%	68%	69%	68%	65%	65%
<b>ENGAGEMENT WITH WORK</b>	71%	73%	75%	73%	80%	76%	(r)	77%	75%	72%	75%	74%	65%	69%
<b>SENIOR MANAGERS</b>	55%	56%	61%	58%	59%	62%	(r)	60%	58%	52%	60%	57%	54%	52%
<b>COMMUNICATION</b>	69%	70%	75%	73%	75%	75%	(r)	75%	73%	72%	74%	76%	64%	64%
<b>HIGH PERFORMANCE</b>	67%	69%	72%	70%	69%	74%	(r)	72%	70%	70%	70%	70%	62%	63%
<b>PUBLIC SECTOR VALUES</b>	68%	69%	72%	71%	72%	75%	(r)	73%	71%	69%	72%	71%	63%	64%
<b>DIVERSITY &amp; INCLUSION</b>	77%	80%	83%	83%	81%	84%	(r)	85%	84%	82%	81%	83%	71%	66%

\*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.

	Transport for NSW	Sydney East	Sydney - City and Inner South	Sydney - Inner West	Sydney - North Sydney and Hornsby	Sydney West	Sydney - Parramatta	Sydney - Ryde	Newcastle and Lake Macquarie	Far West and Orana	Illawarra	Sydney - Northern Beaches	Riverina
NUMBER OF RESPONDENTS	5074	4001	2616	615	580	254	216	133	91	45	41	38	13
EMPLOYEE ENGAGEMENT	66%	67%	69%	61%	68%	69%	68%	70%	63%	58%	54%	68%	(r)
ENGAGEMENT WITH WORK	71%	73%	75%	64%	70%	76%	75%	78%	66%	69%	57%	74%	(r)
SENIOR MANAGERS	55%	57%	61%	41%	54%	61%	59%	65%	46%	24%	33%	49%	(r)
COMMUNICATION	69%	70%	73%	58%	68%	74%	74%	78%	64%	53%	47%	72%	(r)
HIGH PERFORMANCE	67%	68%	71%	58%	66%	71%	71%	71%	64%	52%	53%	63%	(r)
PUBLIC SECTOR VALUES	68%	69%	72%	57%	66%	72%	72%	75%	62%	47%	50%	66%	(r)
DIVERSITY & INCLUSION	77%	78%	80%	70%	77%	80%	80%	83%	75%	66%	62%	77%	(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.

	Transport for NSW	Coffs Harbour - Grafton	Sydney - Baulkham Hills and Hawkesbury	New England and North West	Sydney - Blacktown	Sydney - South West	Central West	Sydney - Outer West and Blue Mountains	Sydney - Sutherland	Capital Region	Sydney - Eastern Suburbs	Sydney - Inner South West	Sydney - Outer South West	Hunter Valley exc Newcastle
NUMBER OF RESPONDENTS	5074	13	10	9	9	9	8	7	7	6	6	6	3	1
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(r)	(r)	(r)	(r)	(r)	(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.

	Transport for NSW	Central Coast	Mid North Coast	Murray	OUTSIDE NSW	Richmond - Tweed	Southern Highlands and Shoalhaven
<b>NUMBER OF RESPONDENTS</b>	<b>5074</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>EMPLOYEE ENGAGEMENT</b>	66%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	71%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	55%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	69%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	67%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(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

# 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.

	Transport for NSW	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	5074	12	145	371	665	871	744	668	556	391	202	82
EMPLOYEE ENGAGEMENT	66%	(r)	74%	71%	66%	67%	68%	66%	65%	64%	68%	68%
ENGAGEMENT WITH WORK	71%	(r)	76%	73%	68%	70%	74%	73%	72%	72%	77%	74%
SENIOR MANAGERS	55%	(r)	67%	61%	53%	55%	58%	56%	52%	50%	55%	55%
COMMUNICATION	69%	(r)	75%	73%	70%	69%	71%	68%	66%	65%	68%	69%
HIGH PERFORMANCE	67%	(r)	78%	72%	65%	66%	69%	67%	66%	65%	68%	67%
PUBLIC SECTOR VALUES	68%	(r)	76%	72%	66%	68%	70%	68%	66%	65%	68%	68%
DIVERSITY & INCLUSION	77%	(r)	84%	80%	76%	78%	80%	76%	76%	75%	77%	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 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.

	Transport for NSW	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	5074	2604	2026	118
<b>EMPLOYEE ENGAGEMENT</b>	66%	67%	67%	49%
ENGAGEMENT WITH WORK	71%	73%	72%	42%
SENIOR MANAGERS	55%	57%	55%	30%
COMMUNICATION	69%	71%	67%	45%
HIGH PERFORMANCE	67%	68%	68%	44%
PUBLIC SECTOR VALUES	68%	69%	68%	44%
DIVERSITY & INCLUSION	77%	79%	77%	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 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

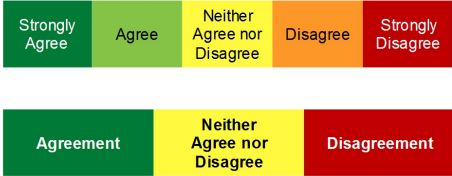
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.