



2019 | NSW Public Sector
Employee Survey

AGENCY REPORT

Transport

NSW TrainLink



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RESPONSE RATE

68%

1,403 OF 2,067 RESPONDENTS

RESPONSE RATE 2018: 68%

EMPLOYEE ENGAGEMENT

55%

DIFFERENCE FROM 2018 **+4**
(51%)

DIFFERENCE FROM CLUSTER **-9**
(65%)

DIFFERENCE FROM PUBLIC SECTOR **-10**
(66%)

ENGAGEMENT WITH WORK

64%

DIFFERENCE FROM 2018 **+6**
(58%)

DIFFERENCE FROM CLUSTER **-7**
(71%)

DIFFERENCE FROM PUBLIC SECTOR **-9**
(73%)

SENIOR MANAGERS

31%

DIFFERENCE FROM 2018 **+3**
(28%)

DIFFERENCE FROM CLUSTER **-15**
(47%)

DIFFERENCE FROM PUBLIC SECTOR **-18**
(50%)

COMMUNICATION

48%

DIFFERENCE FROM 2018 **+5**
(43%)

DIFFERENCE FROM CLUSTER **-15**
(63%)

DIFFERENCE FROM PUBLIC SECTOR **-15**
(62%)

HIGH PERFORMANCE

49%

DIFFERENCE FROM 2018 **+5**
(45%)

DIFFERENCE FROM CLUSTER **-13**
(62%)

DIFFERENCE FROM PUBLIC SECTOR **-15**
(65%)

PUBLIC SECTOR VALUES

47%

DIFFERENCE FROM 2018 **+5**
(42%)

DIFFERENCE FROM CLUSTER **-14**
(61%)

DIFFERENCE FROM PUBLIC SECTOR **-15**
(62%)

DIVERSITY & INCLUSION

57%

DIFFERENCE FROM 2018 **+6**
(51%)

DIFFERENCE FROM CLUSTER **-13**
(70%)

DIFFERENCE FROM PUBLIC SECTOR **-12**
(69%)

FLEXIBLE WORKING SATISFACTION

44%

DIFFERENCE FROM 2018 **+7**
(37%)

DIFFERENCE FROM CLUSTER **-17**
(61%)

DIFFERENCE FROM PUBLIC SECTOR **-15**
(59%)

ACTION ON RESULTS

25%

DIFFERENCE FROM 2018 **0**
(25%)

DIFFERENCE FROM CLUSTER **-16**
(41%)

DIFFERENCE FROM PUBLIC SECTOR **-15**
(39%)



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
2019
AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
1a. I understand what is expected of me to do well in my role	89%	82%
1g. I know how to address a health and safety issue I have identified	84%	77%
1h. I am comfortable notifying my manager if I become aware of any risks at work	81%	-
2a. My workgroup strives to achieve customer/client satisfaction	74%	70%
2c. I receive help and support from other members of my workgroup	74%	67%
1c. My job gives me a feeling of personal accomplishment	68%	62%
5b. My manager listens to what I have to say	67%	59%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	67%	58%
2b. My workgroup works collaboratively to achieve its objectives	66%	62%
1e. I am satisfied with my job	65%	57%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019
AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
7c. I feel that change is managed well in my organisation	24%	21%
10a. I believe action will be taken on the results from this survey by my organisation	25%	25%
7g. I have confidence in the way recruitment decisions are made	25%	22%
6h. I feel that senior managers listen to employees	26%	24%
6d. Senior managers encourage innovation by employees	27%	26%
6b. I feel that senior managers effectively lead and manage change	28%	25%
7h. My organisation generally selects capable people to do the job	30%	29%
7f. My organisation is committed to developing its employees	30%	28%
11a. I have confidence in the ways my organisation resolves grievances	30%	27%
6g. I feel that senior managers keep employees informed about what's going on	31%	28%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

The highest and lowest scoring agreement questions based on respondents who have selected 'Strongly agree' and 'Agree'.

HIGHEST NEUTRAL SCORING QUESTIONS

AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

Q7l. My organisation motivates me to help it achieve its objectives



Q7m. My organisation inspires me to do the best in my job



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



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



Q5h. My manager deals appropriately with employees who perform poorly



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

Q7l. My organisation motivates me to help it achieve its objectives



Q7m. My organisation inspires me to do the best in my job



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



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



Q5h. My manager deals appropriately with employees who perform poorly



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

Q7l. My organisation motivates me to help it achieve its objectives



Q7m. My organisation inspires me to do the best in my job



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



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



Q5h. My manager deals appropriately with employees who perform poorly



FIND YOUR HIGHEST NEUTRAL SCORES

Results are rounded and may not add up to 100%

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)**

RESPONDENT PROFILE

This data shows the proportion of people who completed the survey.

Survey responses: 1403

Gender	Survey %	Employment Status	Survey %	Type of work	Survey %
Male	70	Senior Executive (ongoing/permanent or term)	4	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	71
Female	27	Ongoing/Permanent (other than senior executive)	90	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)	11
Other	3	Temporary (including temporary teachers and graduates)	1	Administrative support (e.g. executive/personal assistant, receptionist)	3
Age	Survey %	Casual	0	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	4
15 - 34 years	12	Contract – Non Executive	2	Policy	0
35 - 54 years	60	Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	1	Research	0
55+ years	28	Other	0	Program and project management support	3
LOTE spoken at home	Survey %	Don't know	2	Legal (including developing and/or reviewing legislation)	0
Yes	17	Manager of managers	Survey %	Other	7
No	73	Yes	7	Organisation Tenure	Survey %
Prefer not to say	10	No	93	Less than 1 year	7
Aboriginal and/or Torres Strait Islanders	Survey %	Supervisors	Survey %	1 - 2 years	6
Yes	4	Yes	29	2 - 5 years	12
No	83	No	71	5 - 10 years	16
Prefer not to say	13	Working arrangement	Survey %	10 - 20 years	29
Disability	Survey %	Full-time	95	More than 20 years	30
Yes	4	Part-time	5	Salary	Survey %
No	87			\$83,402 and below	31
Prefer not to say	9			\$83,403 - \$108,043	30
LGBTI	Survey %			\$108,044 - \$144,520	18
Yes	9			\$144,521 and above	6
No	77			Prefer not to say	14
Prefer not to say	14				

Results are rounded and may not add up to 100%



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.

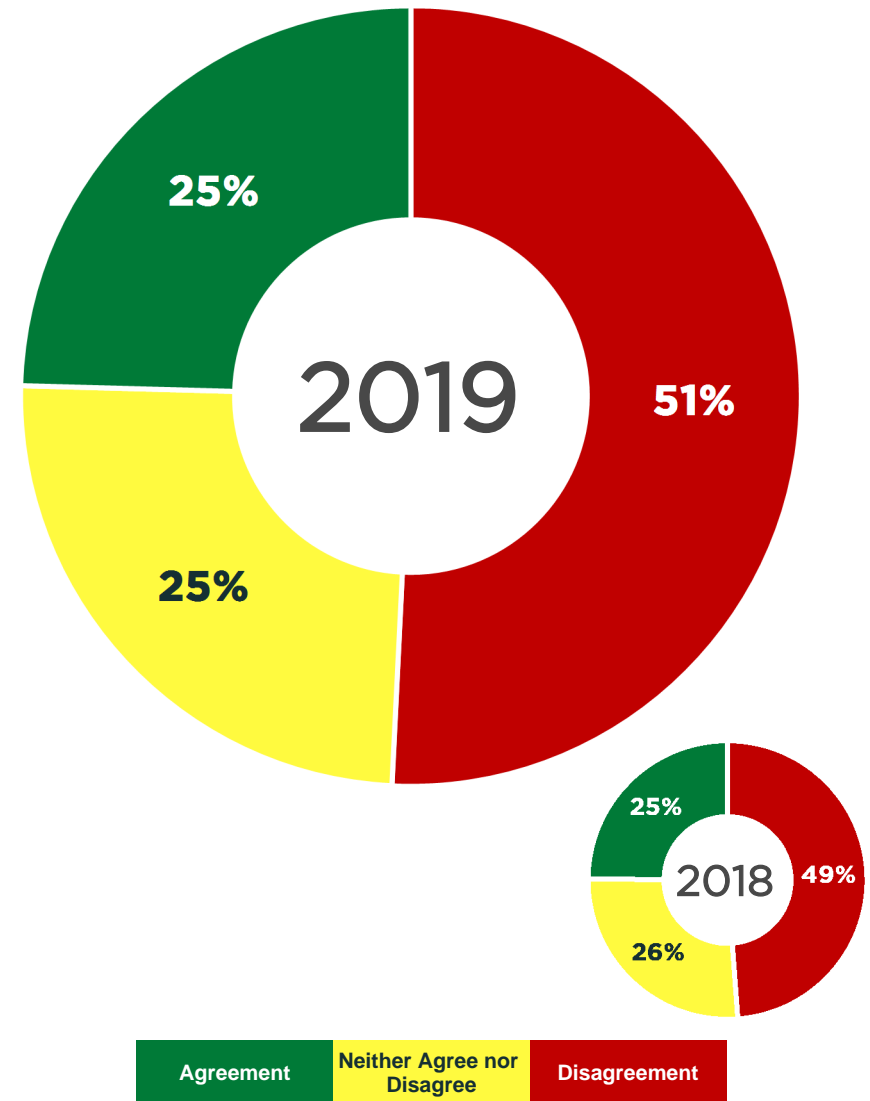
Results are rounded and may not add up to 100%

25%

of employees replied favourably to:

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

39%	41%	25%
SECTOR	CLUSTER	2018



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 2019	% AGREEMENT 2018	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	30%	28%	48%	53%
2	Q6b. I feel that senior managers effectively lead and manage change	28%	25%	42%	47%
3	Q6h. I feel that senior managers listen to employees	26%	24%	42%	44%
4	Q7a. My organisation focuses on improving the work we do	47%	42%	64%	69%
5	Q11a. I have confidence in the ways my organisation resolves grievances	30%	27%	43%	41%
6	Q6d. Senior managers encourage innovation by employees	27%	26%	47%	51%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for NSW TrainLink

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.

	NSW TrainLink	Communications	Network Services	North & Central Region	Office of the Chief and Business Strategy	People and Change	SEQR	Service Design	South & West Region	Transformation
NUMBER OF RESPONDENTS	1403	12	96	632	13	20	22	22	479	63
EMPLOYEE ENGAGEMENT	55%	57%	64%	55%	82%	66%	53%	58%	53%	58%
ENGAGEMENT WITH WORK	64%	56%	70%	63%	72%	72%	55%	77%	64%	63%
SENIOR MANAGERS	31%	47%	45%	36%	64%	51%	28%	32%	21%	29%
COMMUNICATION	48%	60%	62%	46%	79%	74%	57%	54%	43%	61%
HIGH PERFORMANCE	49%	47%	60%	49%	71%	67%	52%	55%	46%	52%
PUBLIC SECTOR VALUES	47%	57%	62%	48%	73%	67%	47%	55%	40%	52%
DIVERSITY & INCLUSION	57%	64%	71%	54%	86%	84%	53%	65%	55%	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 10 RESPONDENTS



EXPLORE THE FULL RESULTS

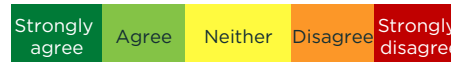
Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%

EMPLOYEE ENGAGEMENT	55% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	11	39	27	12	11	50%	47%	65%	62%
Q7j. I am proud to tell others I work for my organisation	16	40	26	9	10	56%	51%	67%	70%
Q7k. I feel a strong personal attachment to my organisation	15	37	28	9	11	52%	48%	61%	64%
Q7l. My organisation motivates me to help it achieve its objectives	9	28	32	16	15	37%	35%	55%	56%
Q7m. My organisation inspires me to do the best in my job	8	28	31	18	15	36%	34%	54%	56%

KEY



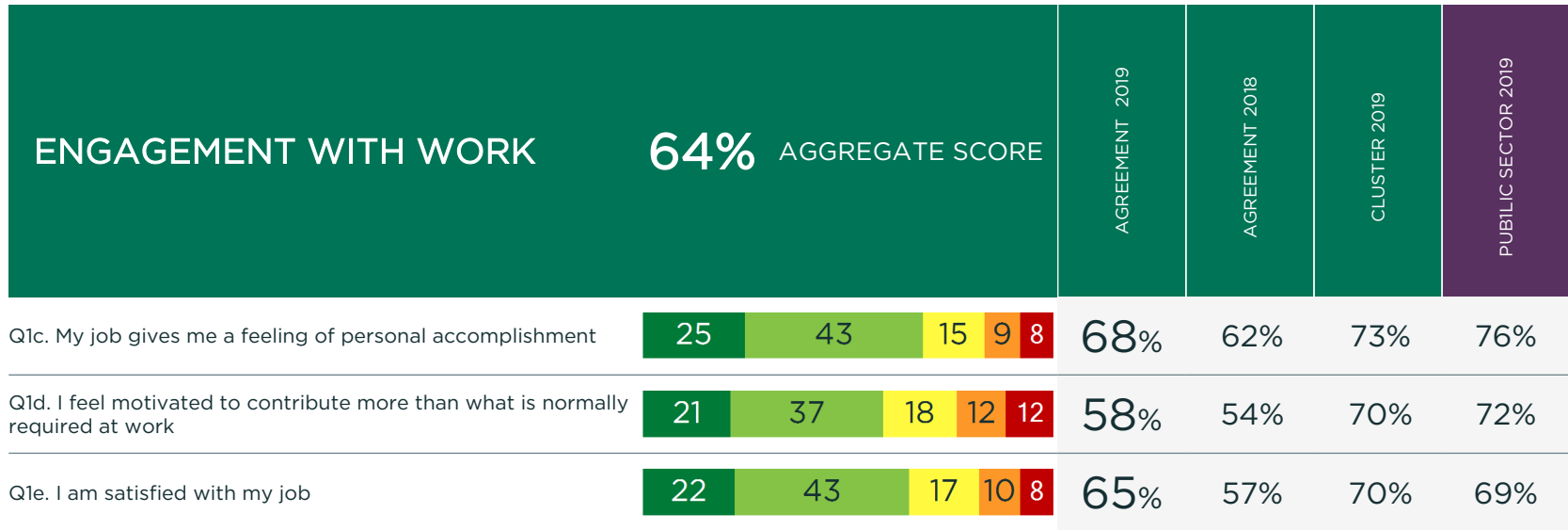


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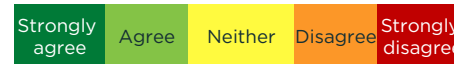
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SENIOR MANAGERS	31% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q6a. I believe senior managers provide clear direction for the future of the organisation	9	25	22	20	25	34%	28%	45%	51%
Q6b. I feel that senior managers effectively lead and manage change		21	22	22	29	28%	25%	42%	47%
Q6c. I feel that senior managers model the values of my organisation	8	26	24	15	28	33%	29%	48%	52%
Q6d. Senior managers encourage innovation by employees		21	25	20	27	27%	26%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	7	25	29	15	24	32%	28%	49%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	11	37	22	11	19	48%	45%	63%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	8	23	22	17	30	31%	28%	48%	48%
Q6h. I feel that senior managers listen to employees		20	21	18	35	26%	24%	42%	44%
Q7c. I feel that change is managed well in my organisation		20	25	26	26	24%	21%	37%	42%

KEY





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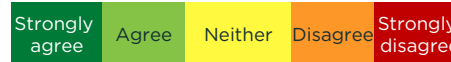
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COMMUNICATION	48% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q5c. My manager communicates effectively with me	22	42	15	8	12	64%	55%	74%	72%
Q5d. My manager encourages and values employee input	22	38	18	9	13	60%	52%	73%	73%
Q5e. My manager involves my workgroup in decisions about our work	18	32	21	14	16	50%	45%	67%	68%
Q6g. I feel that senior managers keep employees informed about what's going on	8	23	22	17	30	31%	28%	48%	48%
Q6h. I feel that senior managers listen to employees	20	21	18	35		26%	24%	42%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	12	43	19	13	13	55%	50%	71%	69%

KEY





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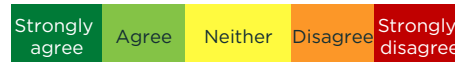
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	HIGH PERFORMANCE				49% AGGREGATE SCORE	AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1a. I understand what is expected of me to do well in my role					49%	89%	82%	88%	90%
Q2b. My workgroup works collaboratively to achieve its objectives					49%	66%	62%	78%	79%
Q3f. I have received appropriate training and development to do my job well					49%	59%	56%	63%	66%
Q5a. My manager encourages people in my workgroup to keep improving the work they do					49%	61%	53%	74%	75%
Q5f. I have confidence in the decisions my manager makes					49%	54%	47%	69%	69%
Q6d. Senior managers encourage innovation by employees					49%	27%	26%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with					49%	32%	28%	49%	53%
Q7a. My organisation focuses on improving the work we do					49%	47%	42%	64%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges					49%	45%	36%	56%	57%

KEY



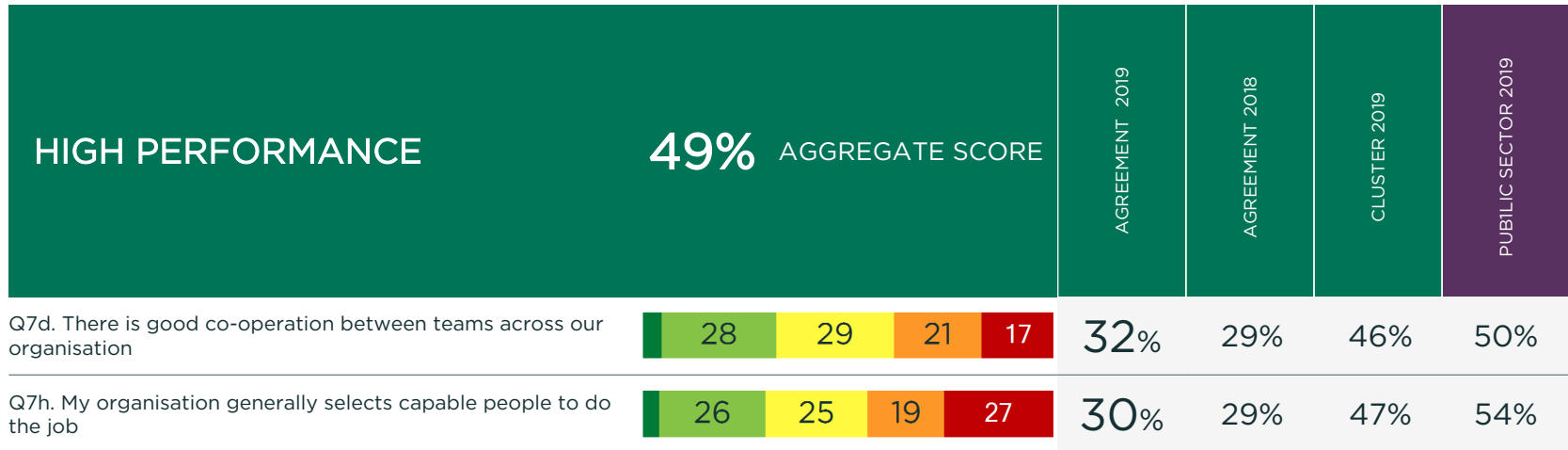


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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

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PUBLIC SECTOR VALUES	47% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q2a. My workgroup strives to achieve customer/client satisfaction	28	47	13	8	74%	70%	84%	86%
Q2e. People in my workgroup treat each other with respect	21	40	17	12	61%	58%	77%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	19	41	18	11	61%	53%	74%	75%
Q5b. My manager listens to what I have to say	24	43	12	9	67%	59%	77%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	9	25	22	20	34%	28%	45%	51%
Q6c. I feel that senior managers model the values of my organisation	8	26	24	15	33%	29%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	11	37	22	11	48%	45%	63%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	8	23	22	17	31%	28%	48%	48%
Q6h. I feel that senior managers listen to employees		20	21	18	26%	24%	42%	44%

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PUBLIC SECTOR VALUES	47% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
	Q7a. My organisation focuses on improving the work we do	10	37	26	15	12	47%	42%	64%
Q7e. People in my organisation take responsibility for their own actions		29	25	20	21	34%	30%	46%	48%

KEY





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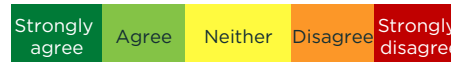
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DIVERSITY & INCLUSION	57% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	17	43	16	14	9	61%	52%	68%	67%
Q5b. My manager listens to what I have to say	24	43	12	9	11	67%	59%	77%	76%
Q5d. My manager encourages and values employee input	22	38	18	9	13	60%	52%	73%	73%
Q6i. Senior managers in my organisation support the career advancement of women	19	33	31	12	5	52%	51%	63%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	17	50	18	8	7	67%	58%	79%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	16	48	18	9	10	64%	59%	74%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	12	43	19	13	13	55%	50%	71%	69%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	13	30	26	14	16	44%	37%	61%	59%
Q8e. My manager supports flexible working in my team	16	31	27	11	15	47%	40%	65%	63%

KEY



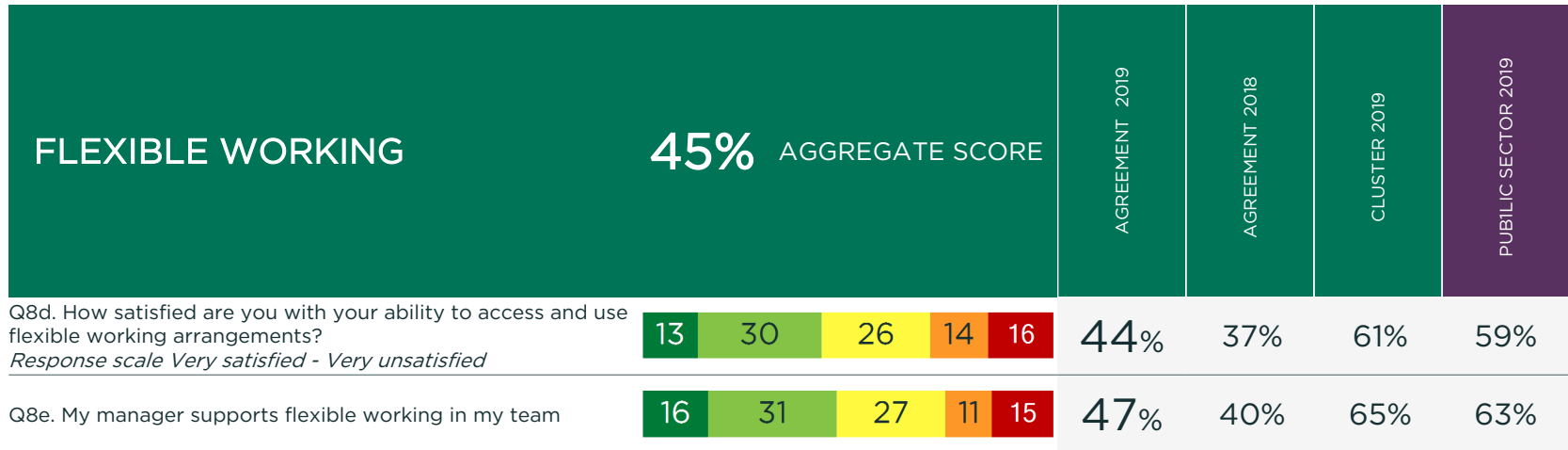


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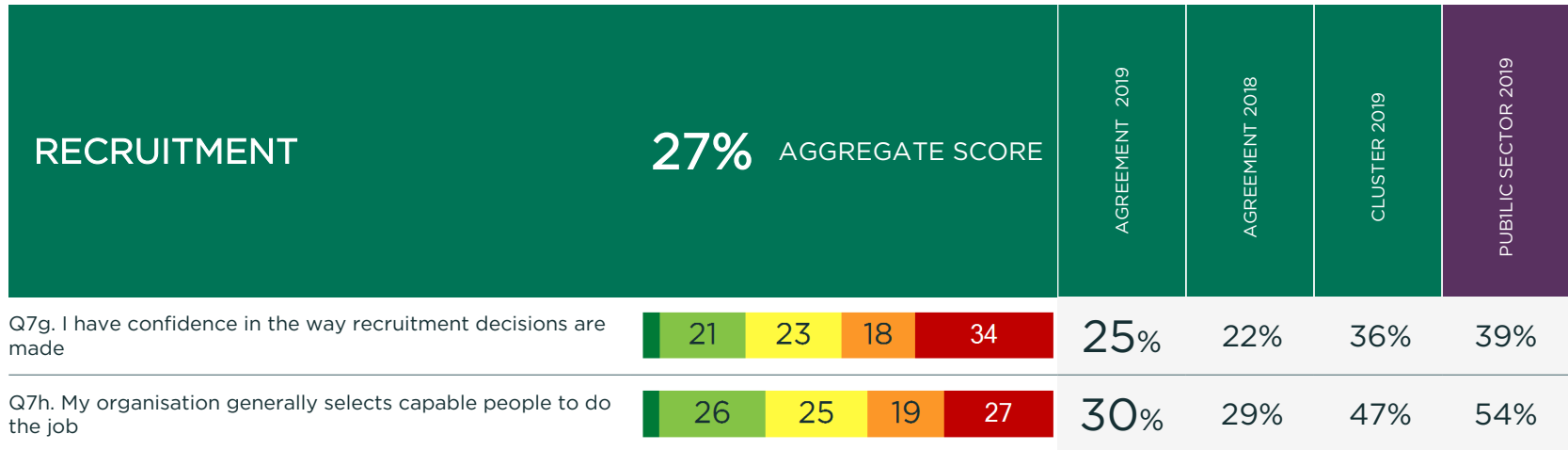


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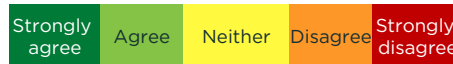
Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

44% AGGREGATE SCORE

					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	13	36	19	17	15	49%	43%	64%	66%
Q3e. My performance is assessed against clear criteria	11	37	25	15	13	47%	43%	57%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation	10	29	23	17	21	39%	36%	50%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do	21	36	16	11	16	57%	48%	69%	69%
Q5h. My manager deals appropriately with employees who perform poorly	12	31	29	13	15	43%	38%	52%	48%
Q7f. My organisation is committed to developing its employees		26	27	22	21	30%	28%	48%	53%

KEY





EXPLORE THE FULL RESULTS

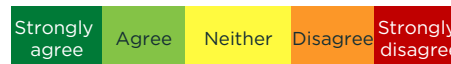
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Results are rounded and may not add up to 100%

WORKPLACE SUPPORT	63% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
	Q1b. I am provided with the support I need to do my best at work	17	43	16	14	9	61%	52%	68%
Q1f. I am able to keep my work stress at an acceptable level	16	47	19	10	8	63%	57%	69%	61%
Q2c. I receive help and support from other members of my workgroup	26	48	14			74%	67%	81%	81%
Q2d. There is good team spirit in my workgroup	20	33	16	14	18	53%	51%	71%	70%

KEY



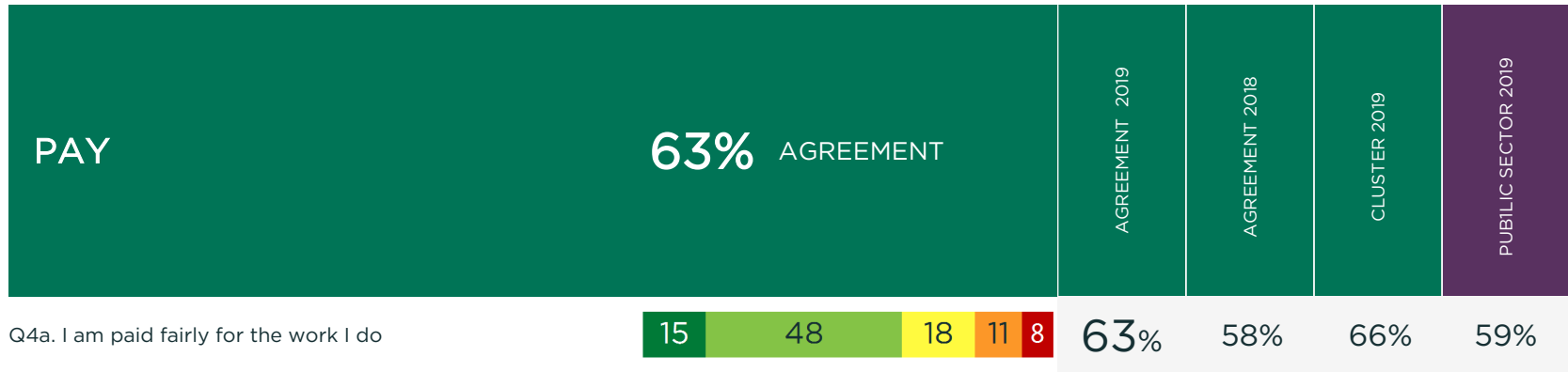


EXPLORE THE FULL RESULTS

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.

Results are rounded and may not add up to 100%



KEY



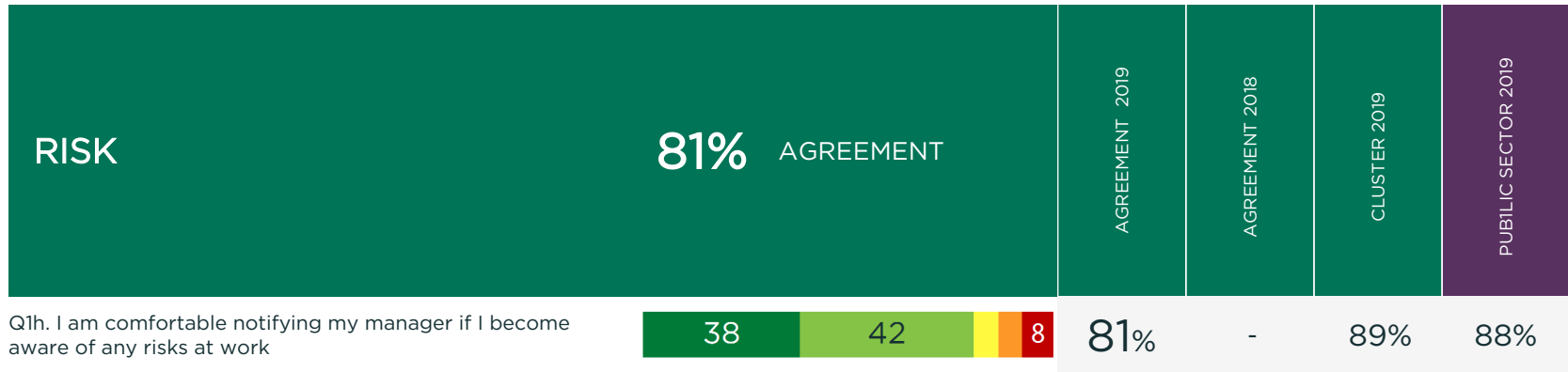


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Results are rounded and may not add up to 100%



KEY



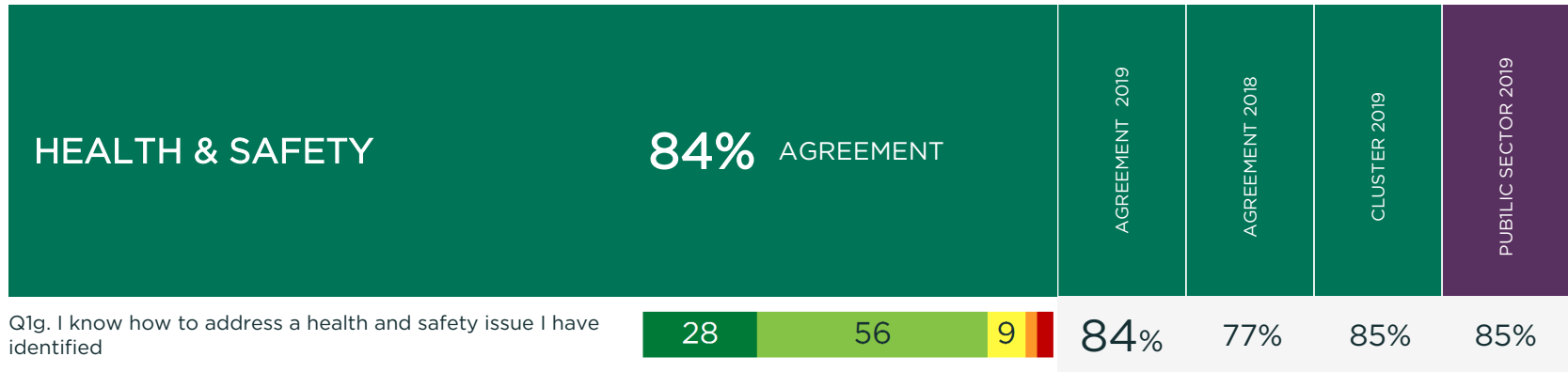


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Results are rounded and may not add up to 100%



KEY





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ACTION ON RESULTS

25% AGREEMENT

Q10a. I believe action will be taken on the results from this survey by my organisation



KEY



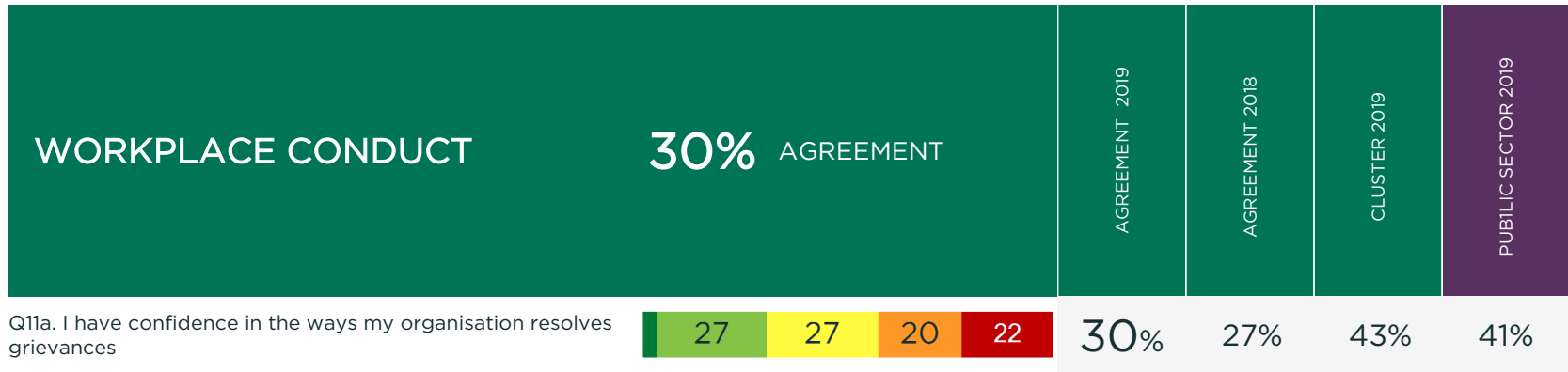


EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%



KEY



WELLBEING AND ENGAGEMENT



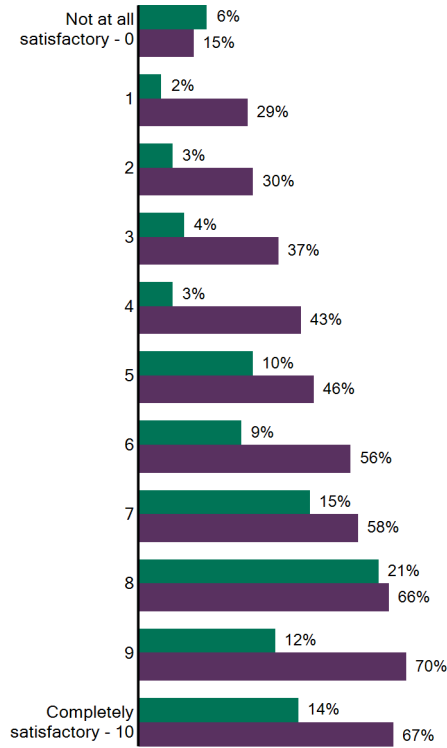
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

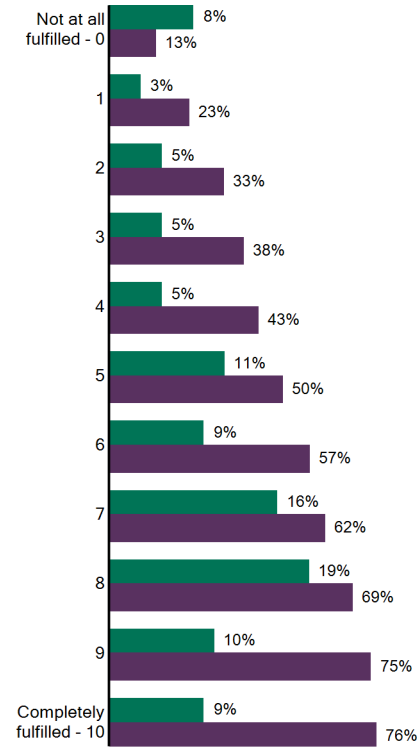
This compares Wellbeing to Engagement.

Q1i. In general, my sense of wellbeing is.....



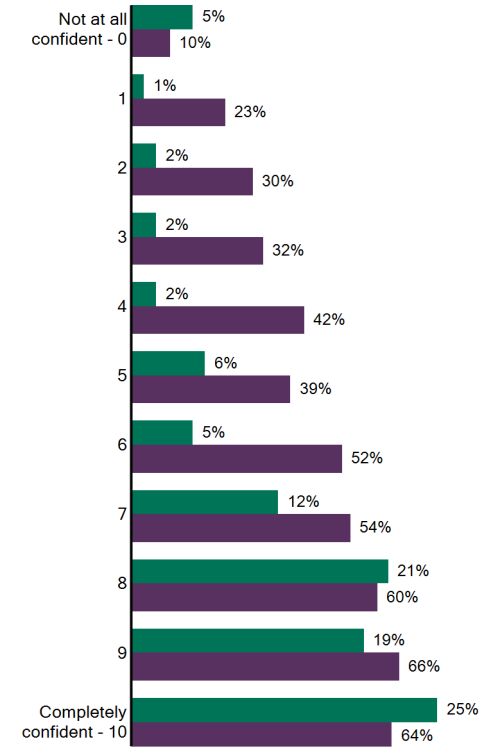
Proportion of respondents answering each response option

Q1j. I find my life at work fulfilling



Employee engagement score

Q1k. I am confident that I am contributing my best at work





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		36%	35%	65%	71%
No		64%	65%	35%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		64%	56%	73%	76%
No		36%	44%	27%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		40%	39%	55%	60%
No		60%	61%	45%	40%



EXPLORE THE FULL RESULTS

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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?

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Yes		39%	40%	46%	41%
No		61%	60%	54%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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MOBILITY

Q3i. Are there barriers preventing you from moving to another role? If so, what are they? (select all that apply)

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Lack of promotion opportunities		31%	38%	30%	28%
Lack of visible opportunities		27%	35%	28%	29%
There are no major barriers to my career progression		27%	25%	31%	29%
Geographic location considerations		27%	26%	21%	25%
The application/recruitment process is too cumbersome or time consuming		26%	27%	22%	22%
Personal/family considerations		24%	24%	22%	29%
Insufficient training and development		23%	28%	17%	15%
Lack of support for temporary assignments/secondments		22%	26%	17%	15%
Lack of support from my manager/supervisor		19%	29%	14%	13%
Lack of required capabilities or experience		16%	19%	13%	11%
Other		10%	8%	11%	9%

% are calculated with the number of unique respondents (N = 1,355 to this question)



EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

Q12a. In the last 12 months I have witnessed misconduct/wrongdoing at work

Yes		40%	35%	22%	27%
No		46%	52%	60%	56%
Don't know		14%	13%	18%	17%

Q12b. If yes to 12a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?

Yes		60%	58%	59%	65%
No		38%	40%	37%	32%
Don't know		2%	1%	4%	4%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

Q13a. In the last 12 months I have witnessed bullying at work

Yes



40%

35%

23%

33%

No



53%

58%

66%

57%

Don't know



7%

7%

11%

10%

Q13b. In the last 12 months I have been subjected to bullying at work

Yes



28%

21%

13%

18%

No



67%

74%

79%

75%

Don't know



5%

5%

8%

7%



EXPLORE THE FULL RESULTS

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UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

Q13c. 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

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
A senior manager		35%	13%	26%	21%
Your immediate manager/supervisor		27%	34%	25%	23%
A fellow worker at your level		19%	28%	21%	27%
Prefer not to say		7%	12%	13%	13%
A subordinate		5%	5%	5%	7%
Other		4%	4%	4%	5%
A client or customer		2%	4%	3%	3%
A member of the public other than a client or customer		2%	1%	1%	1%



EXPLORE THE FULL RESULTS

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UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

Q14a. In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Yes		7%	10%	3%	4%
No		90%	87%	94%	94%
Don't know		3%	3%	3%	2%

Q14b. If yes to 14a, 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

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
A person at work		35%	43%	49%	38%
A member of the public		54%	49%	39%	36%
Other		1%	2%	3%	19%
Prefer not to say		10%	5%	8%	7%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

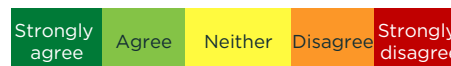
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TRANSPORT CUSTOMISED QUESTIONS

						AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019
Q1. My workgroup demonstrates good health and safety behaviour	17	58	14			75%	68%	85%
Q2. I am given all necessary information, equipment and training to do my job safely	16	57	13	9		73%	62%	81%
Q3. I am given all necessary information, equipment and training to do my job effectively	15	51	18	11		65%	55%	72%
Q4. My organisation's processes for recruiting people are efficient		23	23	21	27	28%	24%	37%
Q5. I am confident in my ability to provide quality customer service to customers	38	49	7			87%	-	88%
Q6. I am able to make decisions that affect my work	27	50	13			77%	-	82%
Q7. I have a clear understanding of how my work contributes to my agency's objectives and direction	26	51	14			77%	-	83%
Q8. I see senior managers of my organisation actively putting people at the heart of the decisions they make	8	22	23	18	29	30%	-	45%
Q9. My organisation works towards achieving the greater good for the community	12	39	25	11	13	51%	-	70%

KEY





EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

TRANSPORT CUSTOMISED QUESTIONS

2019

CLUSTER 2019

Q10. This survey asks questions about your organisation. Which of the following most represents what you were thinking about when you answered these questions?




		2019	CLUSTER 2019
The Transport Cluster		14%	11%
My agency		22%	31%
My main work site		27%	24%
All of the above		37%	35%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
GENDER		
Male		70%
Female		27%
Other		3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
AGE		
15-19		0%
20-24		1%
25-29	█	4%
30-34	█	8%
35-39	█	11%
40-44	█	14%
45-49	█	17%
50-54	█	18%
55-59	█	17%
60-64	█	8%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

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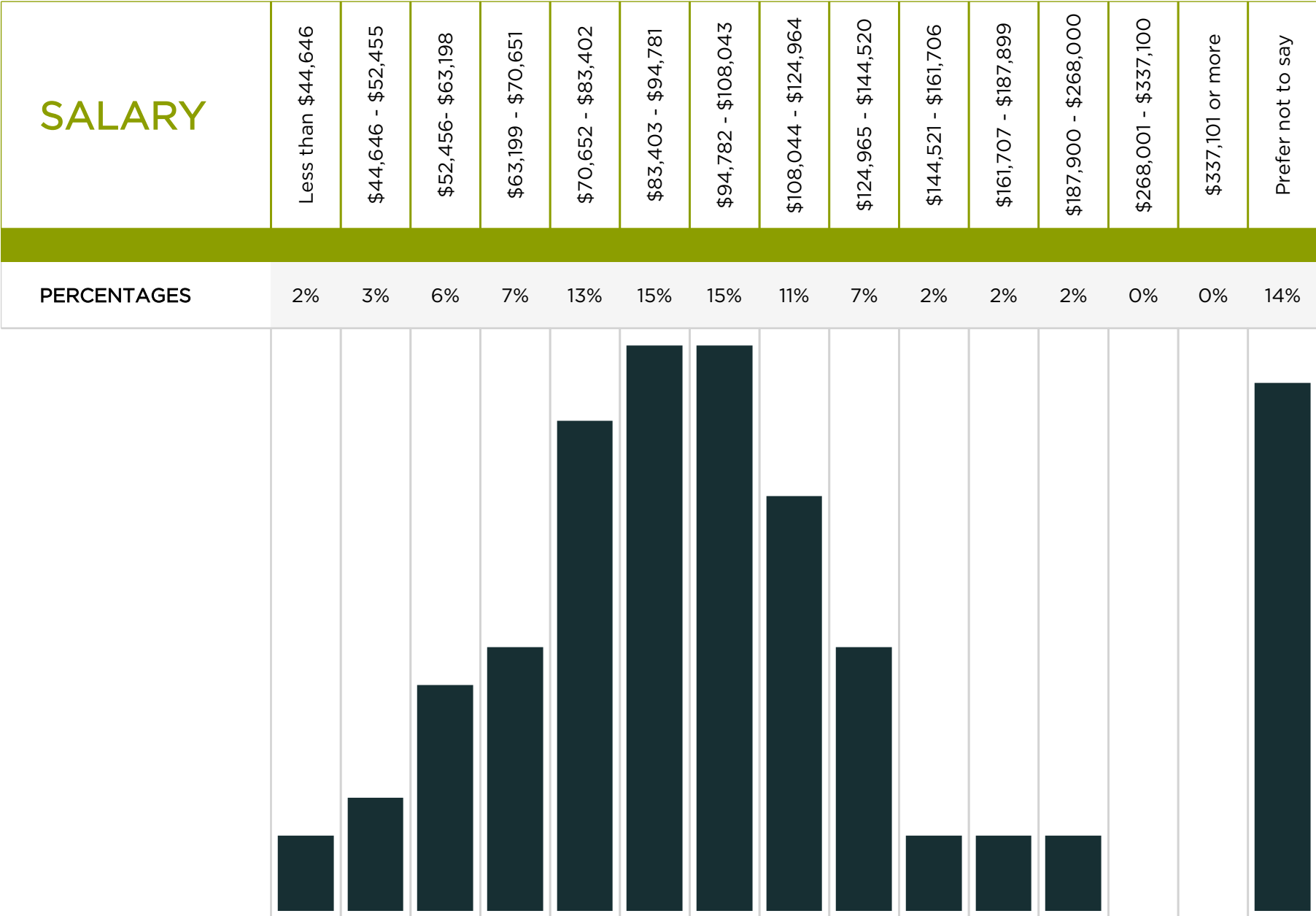
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	71%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	11%
Administrative support (e.g. executive/personal assistant, receptionist)	3%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	4%
Policy	0%
Research	0%
Program and project management support	3%
Legal (including developing and/or reviewing legislation)	0%
Other	7%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%








		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		7%
1 - 2 years		6%
2 - 5 years		12%
5 - 10 years		16%
10 - 20 years		29%
More than 20 years		30%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
FLEXIBLE WORKING		
None of the above		60%
Flexible start and finish times		19%
Working from different locations		14%
Working from home		12%
Working additional hours to make up for time off		8%
Flexible scheduling for rostered workers		7%
Leave without pay		6%

% are calculated with the number of unique respondents (N = 1,298 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
FLEXIBLE WORKING		
Purchasing annual leave		5%
Working more hours over fewer days		4%
Other		3%
Part-time work		3%
Job sharing		1%
Study leave		1%

% are calculated with the number of unique respondents (N = 1,298 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.

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Results are rounded and may not add up to 100%

	NSW TrainLink	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	1403	957	146	39	49	3	2	45	2	97
EMPLOYEE ENGAGEMENT	55%	52%	66%	65%	56%	(r)	(r)	57%	(r)	60%
ENGAGEMENT WITH WORK	64%	61%	77%	63%	53%	(r)	(r)	66%	(r)	69%
SENIOR MANAGERS	31%	28%	42%	47%	37%	(r)	(r)	33%	(r)	42%
COMMUNICATION	48%	43%	63%	56%	64%	(r)	(r)	58%	(r)	53%
HIGH PERFORMANCE	49%	46%	59%	58%	53%	(r)	(r)	54%	(r)	55%
PUBLIC SECTOR VALUES	47%	43%	59%	55%	56%	(r)	(r)	51%	(r)	54%
DIVERSITY & INCLUSION	57%	54%	69%	65%	70%	(r)	(r)	69%	(r)	61%

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

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

Results are rounded and may not add up to 100%

	NSW TrainLink	Less than \$44,646	\$44,646 - \$52,455	\$52,456 - \$63,198	\$63,199 - \$70,651	\$70,652 - \$83,402	\$83,403 - \$94,781	\$94,782 - \$108,043	\$108,044 - \$124,964	\$124,965 - \$144,520	\$144,521 - \$161,706	\$161,707 - \$187,899	\$187,900 - \$268,000	\$268,001 - \$337,100
NUMBER OF RESPONDENTS	1403	23	37	74	98	179	195	204	152	90	29	24	26	5
EMPLOYEE ENGAGEMENT	55%	(r)	65%	56%	53%	53%	52%	55%	55%	67%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	64%	(r)	79%	65%	60%	61%	60%	61%	68%	77%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	31%	(r)	44%	33%	38%	27%	27%	32%	34%	48%	(r)	(r)	(r)	(r)
COMMUNICATION	48%	(r)	60%	51%	52%	42%	45%	45%	50%	61%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	49%	(r)	58%	49%	52%	44%	44%	49%	51%	63%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	47%	(r)	56%	48%	49%	42%	43%	49%	48%	61%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	57%	(r)	68%	59%	60%	52%	52%	56%	58%	72%	(r)	(r)	(r)	(r)

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

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	NSW TrainLink	\$337,101 or more	Prefer not to say
NUMBER OF RESPONDENTS	1403	2	188
EMPLOYEE ENGAGEMENT	55%	(r)	50%
ENGAGEMENT WITH WORK	64%	(r)	57%
SENIOR MANAGERS	31%	(r)	17%
COMMUNICATION	48%	(r)	39%
HIGH PERFORMANCE	49%	(r)	43%
PUBLIC SECTOR VALUES	47%	(r)	38%
DIVERSITY & INCLUSION	57%	(r)	51%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW
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RESULT BY TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	NSW TrainLink	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	1403	94	74	163	205	384	399
EMPLOYEE ENGAGEMENT	55%	68%	63%	54%	56%	52%	54%
ENGAGEMENT WITH WORK	64%	76%	76%	58%	65%	61%	64%
SENIOR MANAGERS	31%	53%	43%	30%	33%	25%	32%
COMMUNICATION	48%	69%	59%	50%	52%	42%	45%
HIGH PERFORMANCE	49%	65%	59%	46%	50%	47%	48%
PUBLIC SECTOR VALUES	47%	67%	56%	45%	49%	42%	46%
DIVERSITY & INCLUSION	57%	74%	69%	59%	60%	53%	55%

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 TYPES OF FLEXIBLE WORKING



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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Results are rounded and may not add up to 100%

	NSW TrainLink	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	1403	250	52	108	96	41	10	183	158	60	76	7	44	777
EMPLOYEE ENGAGEMENT	55%	65%	37%	53%	46%	59%	(r)	65%	65%	51%	58%	(r)	54%	52%
ENGAGEMENT WITH WORK	64%	74%	46%	58%	52%	71%	(r)	75%	71%	64%	70%	(r)	66%	60%
SENIOR MANAGERS	31%	43%	23%	36%	21%	35%	(r)	46%	49%	53%	52%	(r)	20%	27%
COMMUNICATION	48%	64%	34%	54%	38%	49%	(r)	67%	68%	58%	66%	(r)	47%	42%
HIGH PERFORMANCE	49%	61%	32%	49%	39%	53%	(r)	65%	64%	56%	64%	(r)	49%	45%
PUBLIC SECTOR VALUES	47%	60%	32%	49%	35%	51%	(r)	62%	64%	56%	62%	(r)	42%	43%
DIVERSITY & INCLUSION	57%	75%	40%	63%	51%	62%	(r)	77%	78%	60%	69%	(r)	59%	51%

*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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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	NSW TrainLink	Sydney East	Sydney West	Sydney - City and Inner South	Illawarra	Newcastle and Lake Macquarie	Central Coast	Sydney - Outer West and Blue Mountains	Central West	Southern Highlands and Shoalhaven	Murray	Coffs Harbour - Grafton	Hunter Valley exc Newcastle	Sydney - Inner West
NUMBER OF RESPONDENTS	1403	394	57	371	192	157	90	50	45	29	28	23	18	15
EMPLOYEE ENGAGEMENT	55%	56%	62%	57%	49%	52%	59%	59%	57%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	64%	64%	68%	65%	65%	60%	62%	64%	61%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	31%	37%	32%	38%	13%	28%	43%	24%	38%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	48%	53%	54%	54%	38%	41%	54%	49%	64%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	49%	52%	55%	53%	46%	46%	53%	50%	58%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	47%	52%	52%	52%	37%	42%	56%	46%	54%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	57%	60%	66%	62%	54%	52%	58%	63%	69%	(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



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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Results are rounded and may not add up to 100%

	NSW TrainLink	Far West and Orana	Mid North Coast	Capital Region	New England and North West	Richmond - Tweed	Riverina	Sydney - Eastern Suburbs	Sydney - Baulkham Hills and Hawkesbury	Outside NSW	Sydney - North Sydney and Hornsby	Sydney - Outer South West	Sydney - South West	Sydney - Inner South West
NUMBER OF RESPONDENTS	1403	14	12	9	9	5	4	4	3	2	2	2	2	1
EMPLOYEE ENGAGEMENT	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	31%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	48%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	49%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	47%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Employee Engagement 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.

Results are rounded and may not add up to 100%

	NSW TrainLink	Sydney - Sutherland	Sydney - Blacktown	Sydney - Northern Beaches	Sydney - Parramatta	Sydney - Ryde
NUMBER OF RESPONDENTS	1403	1	0	0	0	0
EMPLOYEE ENGAGEMENT	55%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	64%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	31%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	48%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	49%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	47%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	57%	(r)	(r)	(r)	(r)	(r)

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.

Results are rounded and may not add up to 100%

	NSW TrainLink	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
NUMBER OF RESPONDENTS	1403	2	8	51	103	147	190	221	236	226	112	30
EMPLOYEE ENGAGEMENT	55%	(r)	(r)	60%	56%	52%	54%	54%	56%	57%	52%	65%
ENGAGEMENT WITH WORK	64%	(r)	(r)	64%	59%	60%	63%	63%	65%	67%	62%	90%
SENIOR MANAGERS	31%	(r)	(r)	39%	38%	27%	28%	30%	32%	33%	31%	47%
COMMUNICATION	48%	(r)	(r)	58%	58%	46%	47%	47%	46%	46%	47%	62%
HIGH PERFORMANCE	49%	(r)	(r)	57%	55%	47%	47%	48%	49%	50%	48%	63%
PUBLIC SECTOR VALUES	47%	(r)	(r)	56%	54%	44%	45%	45%	46%	48%	45%	64%
DIVERSITY & INCLUSION	57%	(r)	(r)	69%	64%	57%	55%	57%	55%	57%	53%	70%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY 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.

Results are rounded and may not add up to 100%

	NSW TrainLink	Male	Female	Other
NUMBER OF RESPONDENTS	1403	927	355	45
EMPLOYEE ENGAGEMENT	55%	55%	58%	38%
ENGAGEMENT WITH WORK	64%	65%	65%	31%
SENIOR MANAGERS	31%	31%	35%	12%
COMMUNICATION	48%	48%	52%	27%
HIGH PERFORMANCE	49%	50%	51%	27%
PUBLIC SECTOR VALUES	47%	48%	49%	27%
DIVERSITY & INCLUSION	57%	58%	59%	32%

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 2019 People Matter Employee Survey which was open from 30 May to 28 June 2019.

i PRIVACY

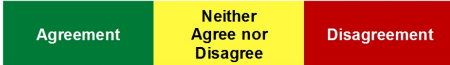
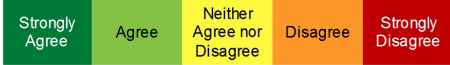
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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 METHODOLOGY

See the 2018 Main Findings report on the Public Service Commission web site.