



2019 | NSW Public Sector
Employee Survey

CLUSTER REPORT
Transport



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RESPONSE RATE

76%

21,728 OF 28,658 RESPONDENTS

RESPONSE RATE 2018: 72%

EMPLOYEE ENGAGEMENT

65%

DIFFERENCE FROM 2018 **+1**
(64%)

DIFFERENCE FROM PUBLIC SECTOR **-1**
(66%)

ENGAGEMENT WITH WORK

71%

DIFFERENCE FROM 2018 **+1**
(70%)

DIFFERENCE FROM PUBLIC SECTOR **-2**
(73%)

SENIOR MANAGERS

47%

DIFFERENCE FROM 2018 **+1**
(46%)

DIFFERENCE FROM PUBLIC SECTOR **-3**
(50%)

COMMUNICATION

63%

DIFFERENCE FROM 2018 **+1**
(61%)

DIFFERENCE FROM PUBLIC SECTOR **0**
(62%)

HIGH PERFORMANCE

62%

DIFFERENCE FROM 2018 **+1**
(61%)

DIFFERENCE FROM PUBLIC SECTOR **-3**
(65%)

PUBLIC SECTOR VALUES

61%

DIFFERENCE FROM 2018 **+1**
(60%)

DIFFERENCE FROM PUBLIC SECTOR **-2**
(62%)

DIVERSITY & INCLUSION

70%

DIFFERENCE FROM 2018 **+1**
(69%)

DIFFERENCE FROM PUBLIC SECTOR **+1**
(69%)

FLEXIBLE WORKING SATISFACTION

61%

DIFFERENCE FROM 2018 **+2**
(59%)

DIFFERENCE FROM PUBLIC SECTOR **+2**
(59%)

ACTION ON RESULTS

41%

DIFFERENCE FROM 2018 **+1**
(40%)

DIFFERENCE FROM PUBLIC SECTOR **+2**
(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
1h. I am comfortable notifying my manager if I become aware of any risks at work	89%	-
1a. I understand what is expected of me to do well in my role	88%	87%
1g. I know how to address a health and safety issue I have identified	85%	85%
2a. My workgroup strives to achieve customer/client satisfaction	84%	84%
2c. I receive help and support from other members of my workgroup	81%	81%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	79%	78%
2b. My workgroup works collaboratively to achieve its objectives	78%	78%
5b. My manager listens to what I have to say	77%	76%
2e. People in my workgroup treat each other with respect	77%	77%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	74%	73%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019
AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
7g. I have confidence in the way recruitment decisions are made	36%	35%
7c. I feel that change is managed well in my organisation	37%	35%
10a. I believe action will be taken on the results from this survey by my organisation	41%	40%
6h. I feel that senior managers listen to employees	42%	40%
6b. I feel that senior managers effectively lead and manage change	42%	40%
11a. I have confidence in the ways my organisation resolves grievances	43%	40%
6a. I believe senior managers provide clear direction for the future of the organisation	45%	44%
7d. There is good co-operation between teams across our organisation	46%	45%
7e. People in my organisation take responsibility for their own actions	46%	46%
6d. Senior managers encourage innovation by employees	47%	46%



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'.

MOST AND LEAST IMPROVED QUESTIONS

+ MOST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
1f. I am able to keep my work stress at an acceptable level	69%	66%
11a. I have confidence in the ways my organisation resolves grievances	43%	40%
6g. I feel that senior managers keep employees informed about what's going on	48%	45%
7i. I would recommend my organisation as a great place to work	65%	62%
7c. I feel that change is managed well in my organisation	37%	35%
7j. I am proud to tell others I work for my organisation	67%	65%
7b. My organisation is making the necessary improvements to meet our future challenges	56%	53%
7m. My organisation inspires me to do the best in my job	54%	52%
1b. I am provided with the support I need to do my best at work	68%	66%
5h. My manager deals appropriately with employees who perform poorly	52%	50%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
2e. People in my workgroup treat each other with respect	77%	77%



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

Q11a. I have confidence in the ways my organisation resolves grievances



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



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



Q5h. My manager deals appropriately with employees who perform poorly



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



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

Q11a. I have confidence in the ways my organisation resolves grievances



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



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



Q5h. My manager deals appropriately with employees who perform poorly



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



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

Q11a. I have confidence in the ways my organisation resolves grievances



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



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



Q5h. My manager deals appropriately with employees who perform poorly



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



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: 21728

Gender	Survey %	Employment Status	Survey %	Type of work	Survey %
Male	69	Senior Executive (ongoing/permanent or term)	6	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	28
Female	29	Ongoing/Permanent (other than senior executive)	75	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)	26
Other	3	Temporary (including temporary teachers and graduates)	2	Administrative support (e.g. executive/personal assistant, receptionist)	4
Age	Survey %	Casual	0	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	12
15 - 34 years	22	Contract – Non Executive	5	Policy	1
35 - 54 years	57	Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	7	Research	1
55+ years	20	Other	2	Program and project management support	16
LOTE spoken at home	Survey %	Don't know	2	Legal (including developing and/or reviewing legislation)	1
Yes	32	Manager of managers	Survey %	Other	12
No	61	Yes	10	Organisation Tenure	Survey %
Prefer not to say	8	No	90	Less than 1 year	13
Aboriginal and/or Torres Strait Islanders	Survey %	Supervisors	Survey %	1 - 2 years	12
Yes	3	Yes	32	2 - 5 years	20
No	90	No	68	5 - 10 years	19
Prefer not to say	7	Working arrangement	Survey %	10 - 20 years	21
Disability	Survey %	Full-time	95	More than 20 years	15
Yes	2	Part-time	5	Salary	Survey %
No	92			\$83,402 and below	26
Prefer not to say	6			\$83,403 - \$108,043	23
LGBTI	Survey %			\$108,044 - \$144,520	23
Yes	4			\$144,521 and above	15
No	88			Prefer not to say	13
Prefer not to say	8				

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%

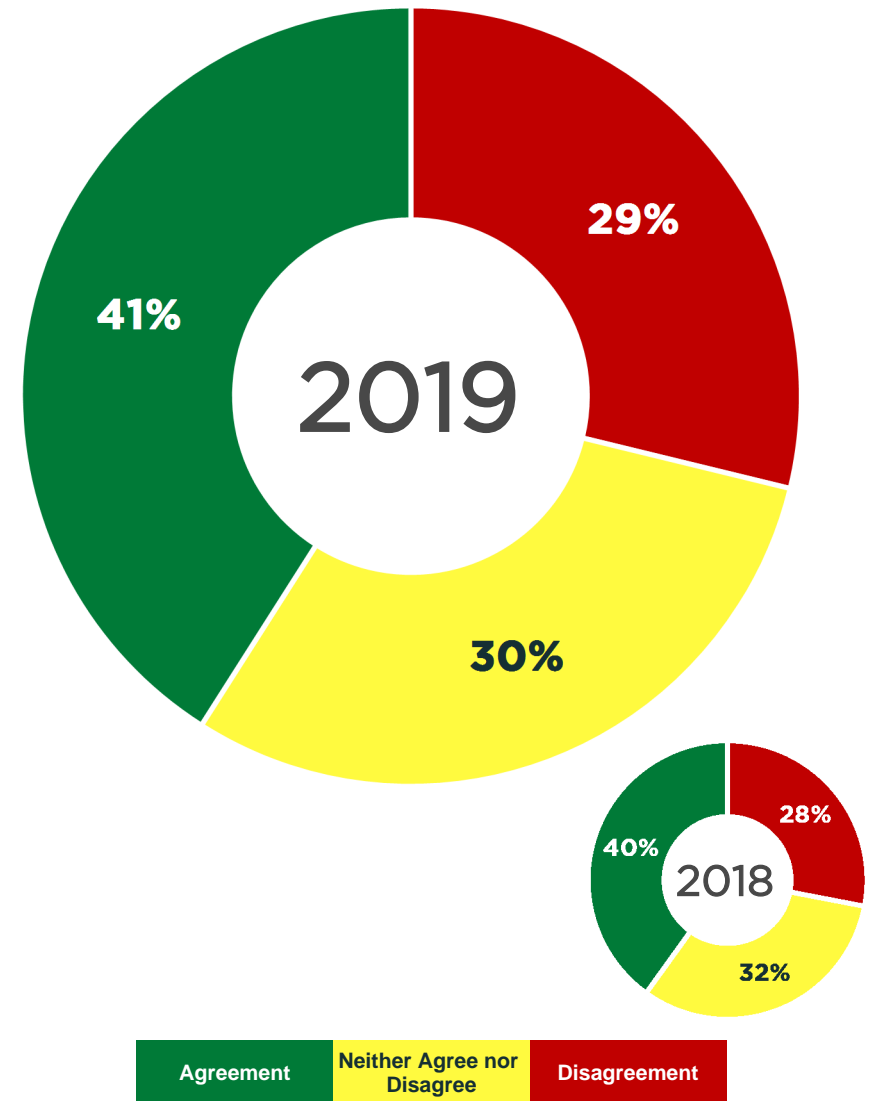
41%

of employees replied favourably to:

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

39%
SECTOR

40%
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 PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	48%	47%	53%
2	Q7a. My organisation focuses on improving the work we do	64%	63%	69%
3	Q3g. I am satisfied with the opportunities available for career development in my organisation	50%	49%	51%
4	Q7h. My organisation generally selects capable people to do the job	47%	47%	54%
5	Q1b. I am provided with the support I need to do my best at work	68%	66%	67%
6	Q3e. My performance is assessed against clear criteria	57%	56%	57%

CLUSTER COMPARISON



COMPARISON OF CLUSTERS

This page compares key question group scores for Transport

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 Public Sector	Transport	Education	Family and Community Services	Finance and Services	Health	Industry	Justice	Planning and Environment	Premier and Cabinet	Treasury
NUMBER OF RESPONDENTS	185289	21728	38188	7206	7984	72279	5563	18048	6778	953	1847
EMPLOYEE ENGAGEMENT	66%	65%	68%	66%	67%	65%	68%	62%	69%	69%	70%
ENGAGEMENT WITH WORK	73%	71%	74%	74%	71%	73%	75%	68%	74%	74%	75%
SENIOR MANAGERS	50%	47%	58%	53%	57%	46%	58%	41%	51%	61%	58%
COMMUNICATION	62%	63%	65%	67%	68%	60%	71%	55%	67%	71%	72%
HIGH PERFORMANCE	65%	62%	69%	67%	69%	64%	70%	56%	66%	73%	70%
PUBLIC SECTOR VALUES	62%	61%	68%	66%	69%	60%	70%	54%	66%	73%	71%
DIVERSITY & INCLUSION	69%	70%	68%	74%	75%	67%	79%	64%	76%	81%	80%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 10 RESPONDENTS

AGENCY COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Transport

The 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	NSW TrainLink	Roads and Maritime Services	State Transit Authority	Sydney Metro Authority	Sydney Trains	Transport for NSW
NUMBER OF RESPONDENTS	21728	1403	4718	1411	647	9530	4014
EMPLOYEE ENGAGEMENT	65%	55%	63%	67%	72%	66%	64%
ENGAGEMENT WITH WORK	71%	64%	69%	77%	73%	73%	69%
SENIOR MANAGERS	47%	31%	47%	52%	57%	46%	52%
COMMUNICATION	63%	48%	63%	62%	72%	62%	67%
HIGH PERFORMANCE	62%	49%	62%	65%	69%	62%	64%
PUBLIC SECTOR VALUES	61%	47%	61%	64%	71%	60%	65%
DIVERSITY & INCLUSION	70%	57%	73%	69%	77%	68%	76%

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

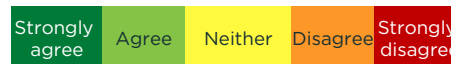
Questions are grouped by topics in this report.

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	65% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	PUBLIC LIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	19	46	23	7	65%	62%	62%
Q7j. I am proud to tell others I work for my organisation	23	44	21		67%	65%	70%
Q7k. I feel a strong personal attachment to my organisation	21	40	24	9	61%	59%	64%
Q7l. My organisation motivates me to help it achieve its objectives	15	40	28	11	55%	53%	56%
Q7m. My organisation inspires me to do the best in my job	15	39	28	11	54%	52%	56%

KEY





EXPLORE THE FULL RESULTS

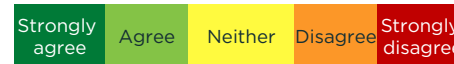
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	71% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	PUBLIC SECTOR 2019
Q1c. My job gives me a feeling of personal accomplishment	26	47	15	7	73%	71%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	27	43	16	9	70%	69%	72%
Q1e. I am satisfied with my job	23	47	17	8	70%	68%	69%

KEY





EXPLORE THE FULL RESULTS

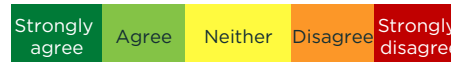
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SENIOR MANAGERS	47% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	PUBLIC LIC SECTOR 2019
Q6a. I believe senior managers provide clear direction for the future of the organisation	12	34	27	16	12	45%	44%	51%
Q6b. I feel that senior managers effectively lead and manage change	11	32	28	17	13	42%	40%	47%
Q6c. I feel that senior managers model the values of my organisation	12	36	28	12	12	48%	47%	52%
Q6d. Senior managers encourage innovation by employees	12	35	29	14	10	47%	46%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	37	30	11	9	49%	49%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	16	47	22	8	7	63%	63%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	12	36	24	15	13	48%	45%	48%
Q6h. I feel that senior managers listen to employees	11	31	28	15	15	42%	40%	44%
Q7c. I feel that change is managed well in my organisation	9	28	29	20	13	37%	35%	42%

KEY





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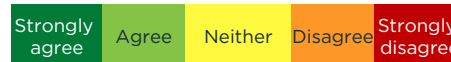
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COMMUNICATION	63% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	PUBLIC LIC SECTOR 2019
Q5c. My manager communicates effectively with me	30	43	14	8	3	74%	73%	72%
Q5d. My manager encourages and values employee input	31	42	15	8	3	73%	73%	73%
Q5e. My manager involves my workgroup in decisions about our work	27	40	18	8	3	67%	67%	68%
Q6g. I feel that senior managers keep employees informed about what's going on	12	36	24	15	13	48%	45%	48%
Q6h. I feel that senior managers listen to employees	11	31	28	15	15	42%	40%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	49	16	7	3	71%	69%	69%

KEY





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Results are rounded and may not add up to 100%

	HIGH PERFORMANCE					AGGREGATE SCORE	AGREEMENT 2019	AGREEMENT 2018	PUBLIC SECTOR 2019
Q1a. I understand what is expected of me to do well in my role	36	52				62%	88%	87%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	31	47	13			78%	78%	78%	79%
Q3f. I have received appropriate training and development to do my job well	18	45	22	10		63%	63%	61%	66%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	28	46	16			74%	74%	74%	75%
Q5f. I have confidence in the decisions my manager makes	28	41	18			69%	69%	69%	69%
Q6d. Senior managers encourage innovation by employees	12	35	29	14	10	47%	47%	46%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	37	30	11	9	49%	49%	49%	53%
Q7a. My organisation focuses on improving the work we do	15	48	22	9		64%	64%	63%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	14	42	26	12		56%	56%	53%	57%

KEY



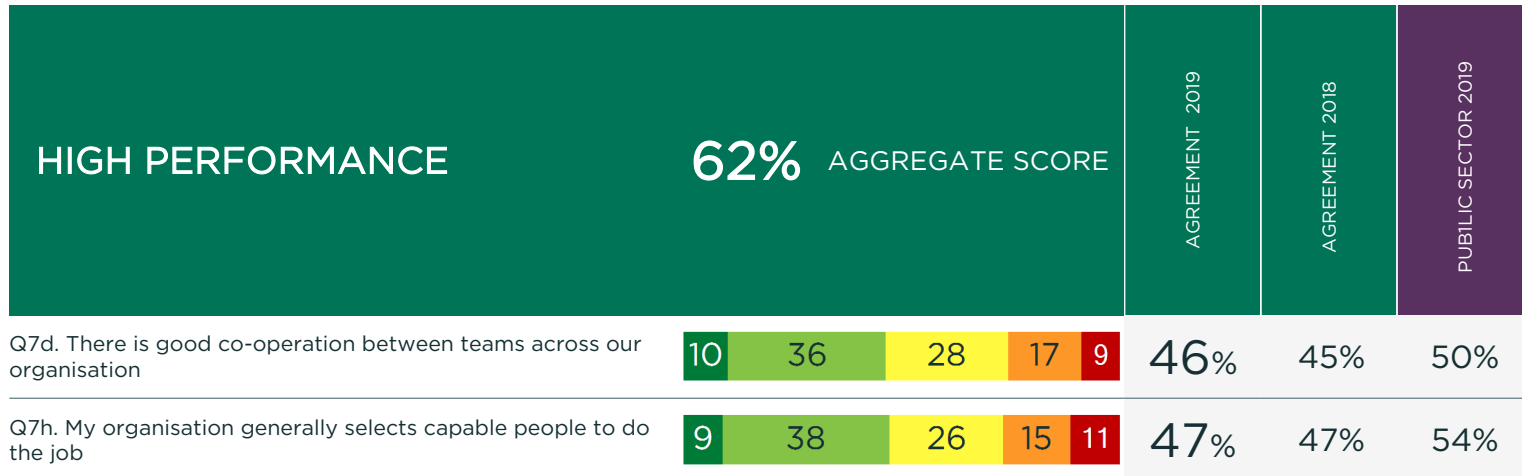


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KEY





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Results are rounded and may not add up to 100%

PUBLIC SECTOR VALUES	61% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	PUBLIC SECTOR 2019
	Strongly agree	Agree	Neither	Disagree	Strongly disagree			
Q2a. My workgroup strives to achieve customer/client satisfaction	35	49	10			84%	84%	86%
Q2e. People in my workgroup treat each other with respect	33	44	13			77%	77%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	28	46	16			74%	74%	75%
Q5b. My manager listens to what I have to say	32	45	12			77%	76%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	12	34	27	16	12	45%	44%	51%
Q6c. I feel that senior managers model the values of my organisation	12	36	28	12	12	48%	47%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	16	47	22	8	7	63%	63%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	12	36	24	15	13	48%	45%	48%
Q6h. I feel that senior managers listen to employees	11	31	28	15	15	42%	40%	44%

KEY



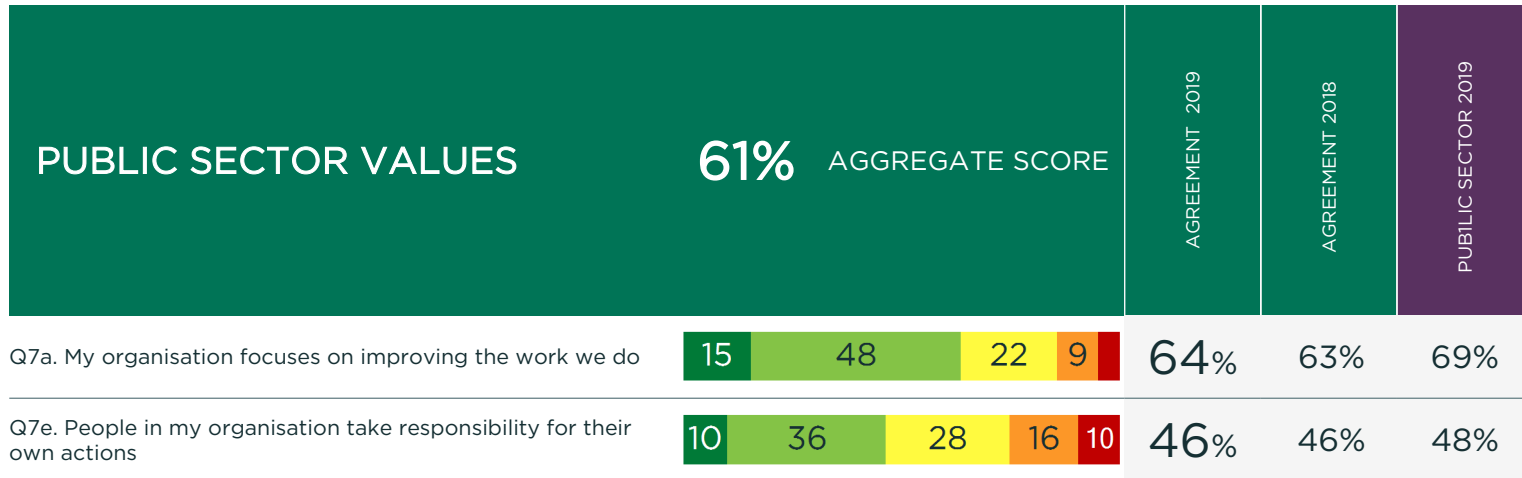


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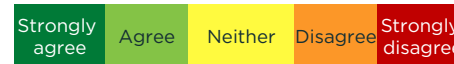
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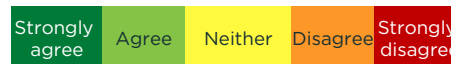
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DIVERSITY & INCLUSION	70% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	PUBLIC SECTOR 2019	
Q1b. I am provided with the support I need to do my best at work	21	47	16	11	68%	66%	67%	
Q5b. My manager listens to what I have to say	32	45	12		77%	76%	76%	
Q5d. My manager encourages and values employee input	31	42	15		73%	73%	73%	
Q6i. Senior managers in my organisation support the career advancement of women	24	39	27		63%	62%	61%	
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	27	52	13		79%	78%	77%	
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	26	47	15		74%	73%	76%	
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	49	16	7	71%	69%	69%	
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	23	38	21	10	9	61%	59%	59%
Q8e. My manager supports flexible working in my team	27	38	21	7	7	65%	65%	63%

KEY



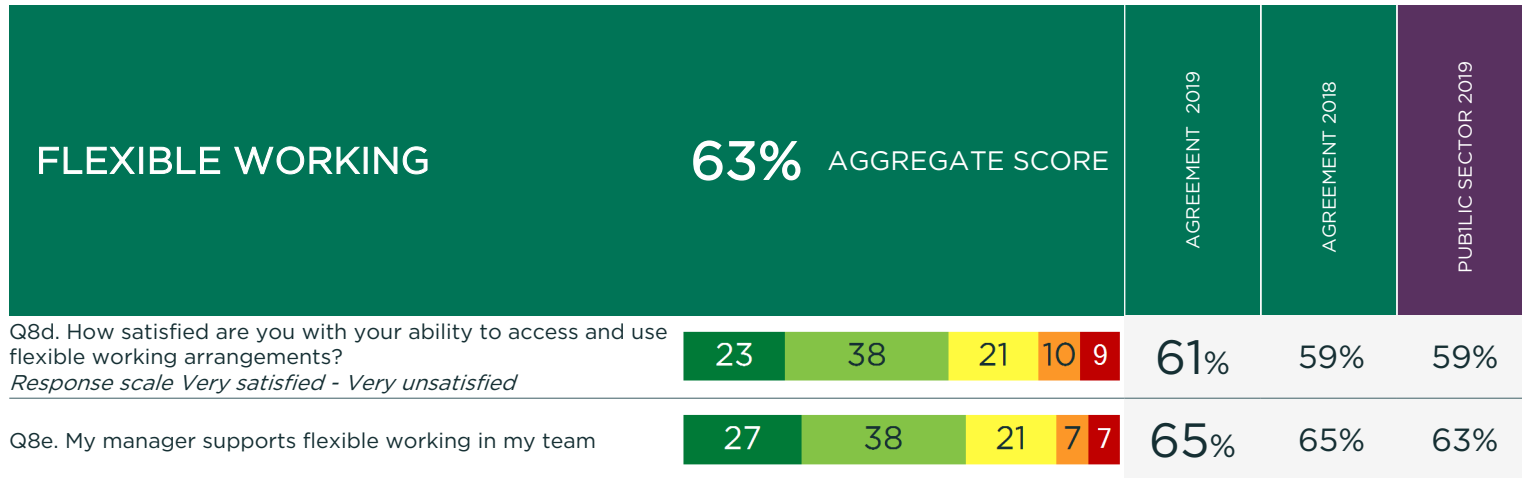


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KEY



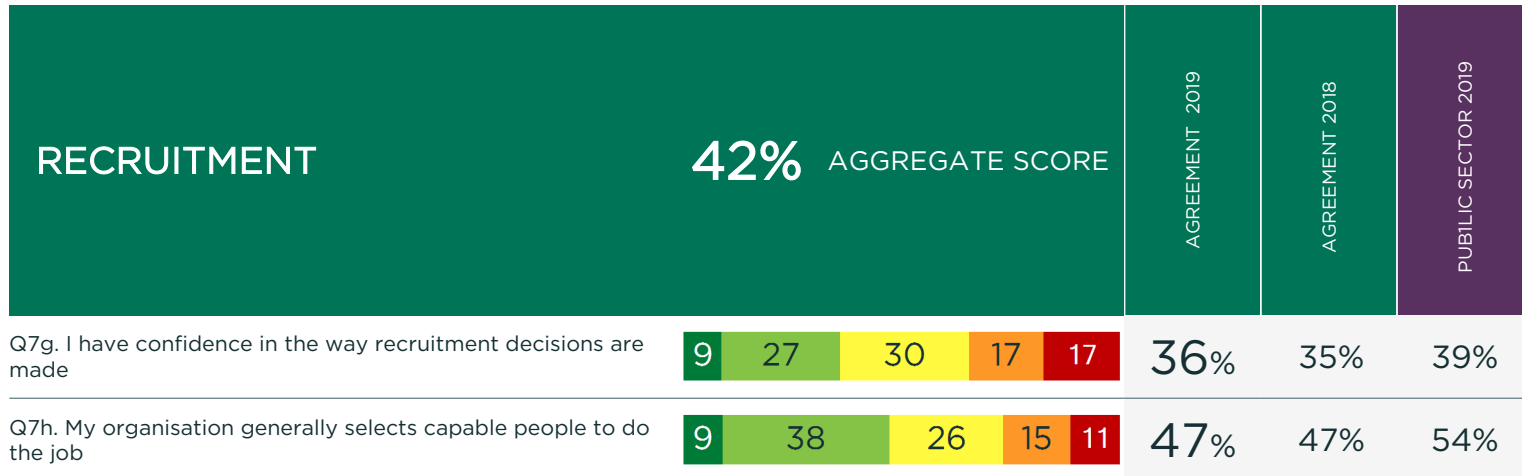


EXPLORE THE FULL RESULTS

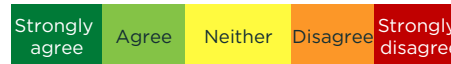
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KEY





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Questions are grouped by topics in this report.

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

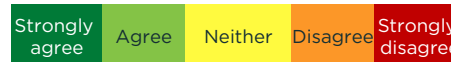
Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

57% AGGREGATE SCORE

		AGREEMENT 2019	AGREEMENT 2018	PUBLIC LIC SECTOR 2019
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	19 45 19 10	64%	63%	66%
Q3e. My performance is assessed against clear criteria	15 41 25 12	57%	56%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation	15 35 24 14 12	50%	49%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do	29 41 17 7	69%	69%	69%
Q5h. My manager deals appropriately with employees who perform poorly	19 33 30 10 9	52%	50%	48%
Q7f. My organisation is committed to developing its employees	11 37 29 14 9	48%	47%	53%

KEY





EXPLORE THE FULL RESULTS

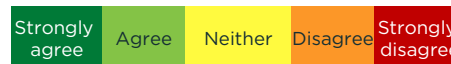
Questions are grouped by topics in this report.

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Results are rounded and may not add up to 100%

	72% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	PUBLIC LIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	21	47	16	11	68%	66%	67%
Q1f. I am able to keep my work stress at an acceptable level	19	50	17	9	69%	66%	61%
Q2c. I receive help and support from other members of my workgroup	32	48	12		81%	81%	81%
Q2d. There is good team spirit in my workgroup	30	40	15	8	71%	70%	70%

KEY



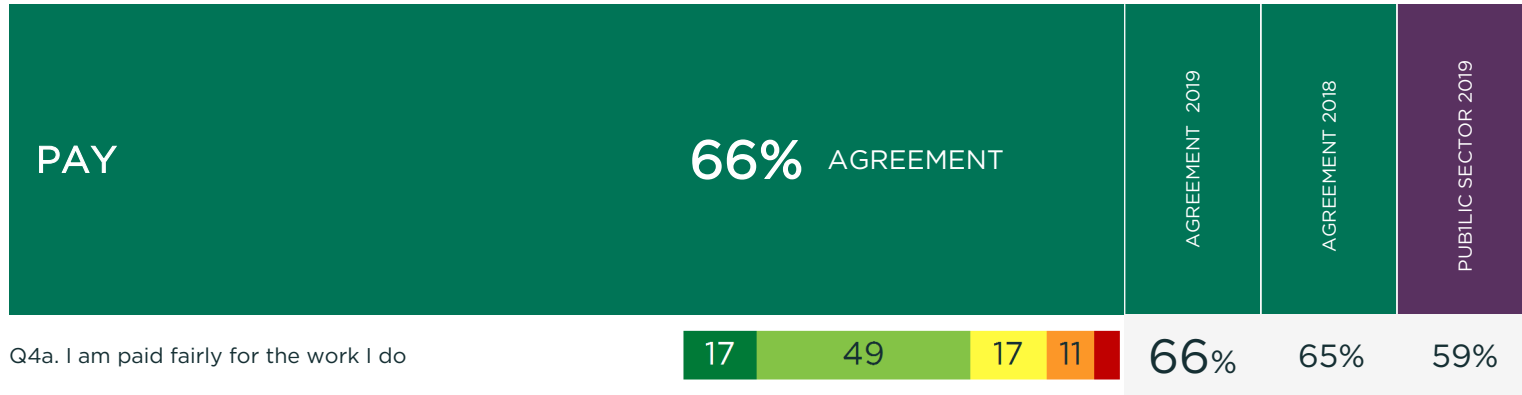


EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%



KEY



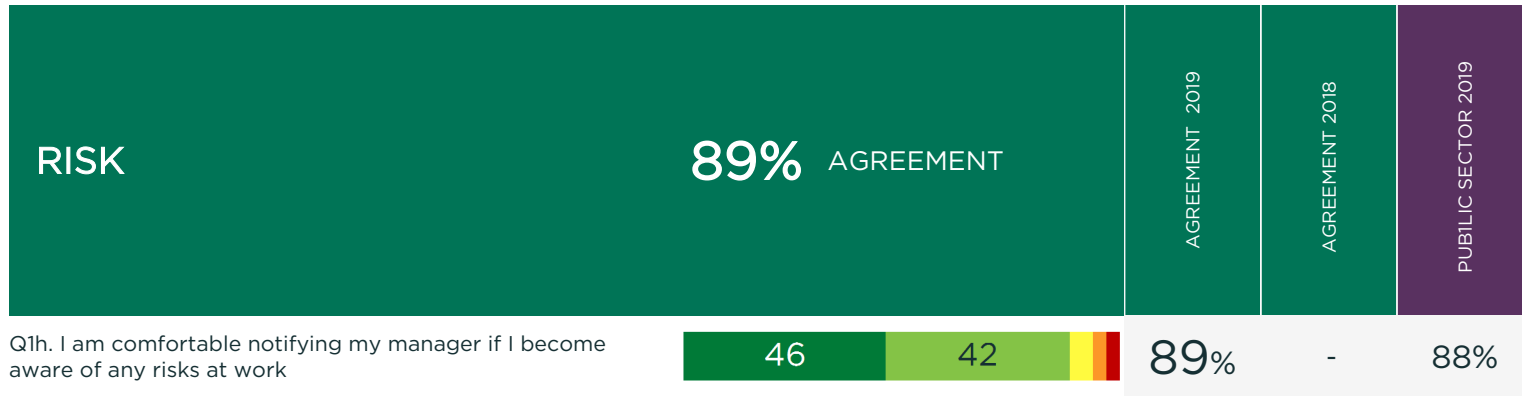


EXPLORE THE FULL RESULTS

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



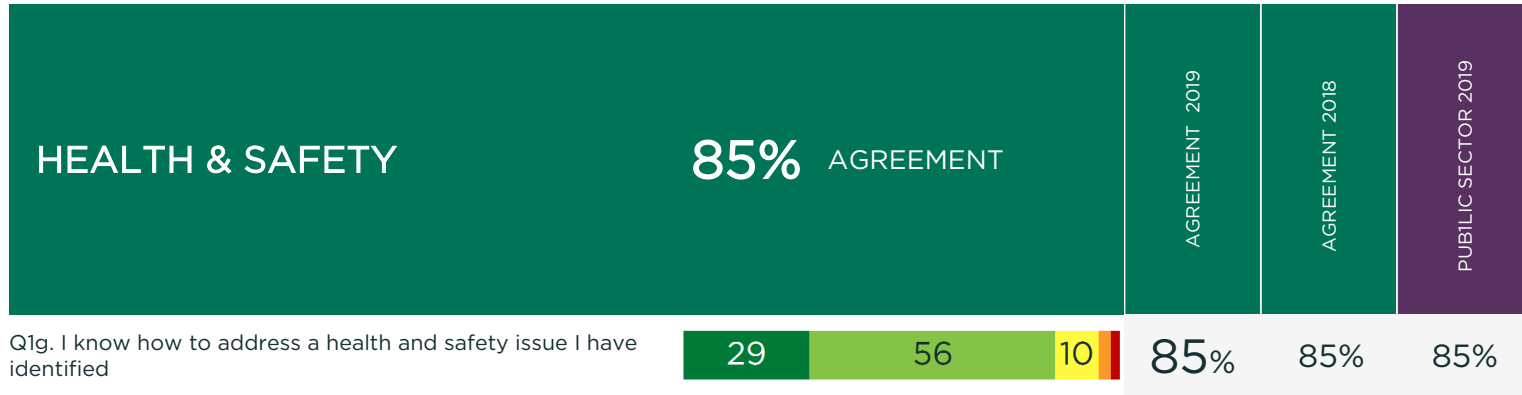


EXPLORE THE FULL RESULTS

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





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%

ACTION ON RESULTS

41% AGREEMENT

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



41%

40%

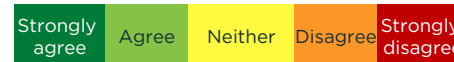
39%

AGREEMENT 2019

AGREEMENT 2018

PUBLIC SECTOR 2019

KEY



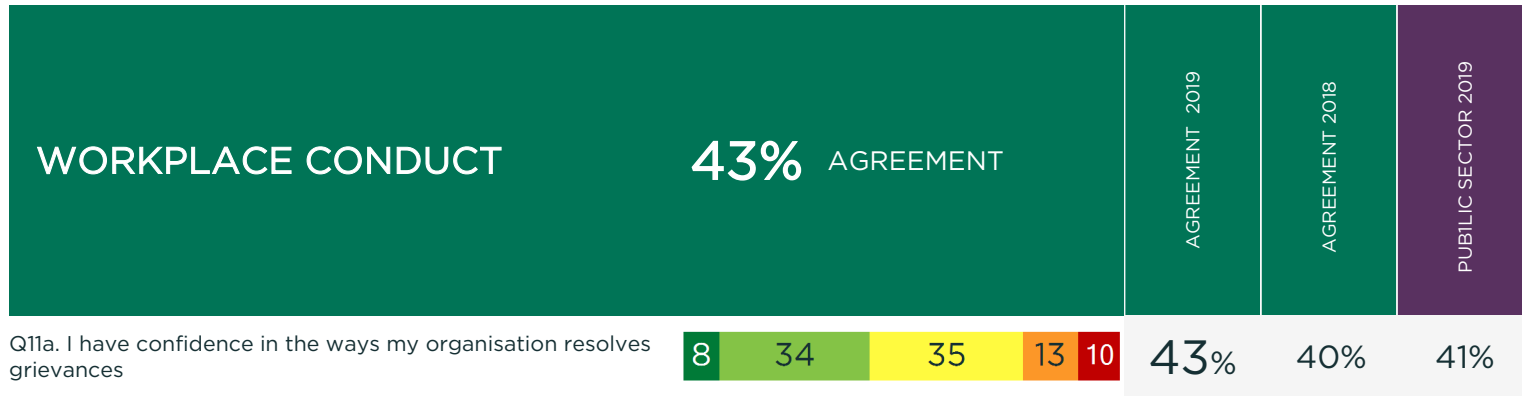


EXPLORE THE FULL RESULTS

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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.

Results are rounded and may not add up to 100%



KEY



WELLBEING AND ENGAGEMENT



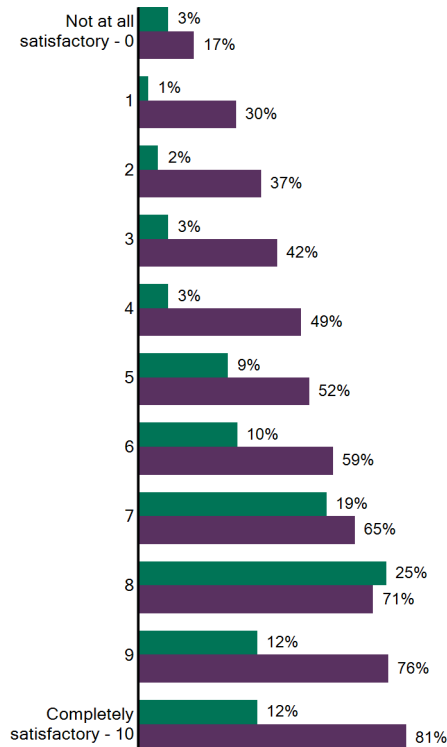
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

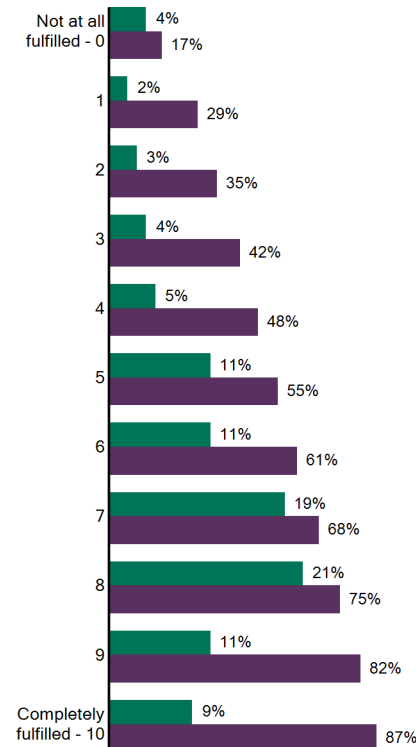
Results are rounded and may not add up to 100%

This compares Wellbeing to Engagement.

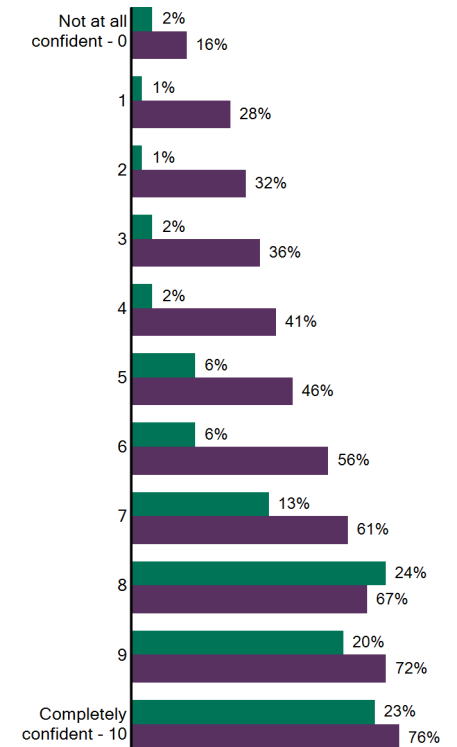
Q1i. In general, my sense of wellbeing is.....



Q1j. I find my life at work fulfilling



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



Proportion of respondents answering each response option

Employee engagement score



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

PUBLIC SECTOR 2019

Q3a. I have a current performance and development plan that sets out my individual objectives

Yes



65%

66%

71%

No



35%

34%

29%

Q3b. I have informal feedback conversations with my manager

Yes



73%

74%

76%

No



27%

26%

24%

Q3c. I have scheduled feedback conversations with my manager

Yes



55%

55%

60%

No



45%

45%

40%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

MOBILITY

2019

2018

PUBLIC SECTOR 2019

Q3h. Are you currently looking, or thinking about looking, for a new role within the NSW Public Sector but outside of your current workplace in order to broaden your experience?

Yes		46%	45%	41%
No		54%	55%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

MOBILITY

2019

2018

PUBLIC SECTOR 2019

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

		2019	2018	PUBLIC SECTOR 2019
There are no major barriers to my career progression		31%	34%	29%
Lack of promotion opportunities		30%	31%	28%
Lack of visible opportunities		28%	29%	29%
The application/recruitment process is too cumbersome or time consuming		22%	24%	22%
Personal/family considerations		22%	22%	29%
Geographic location considerations		21%	22%	25%
Insufficient training and development		17%	18%	15%
Lack of support for temporary assignments/secondments		17%	18%	15%
Lack of support from my manager/supervisor		14%	15%	13%
Lack of required capabilities or experience		13%	13%	11%
Other		11%	11%	9%

% are calculated with the number of unique respondents (N = 20,740 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

2019

2018

PUBLIC SECTOR 2019

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

Yes		22%	19%	27%
No		60%	63%	56%
Don't know		18%	18%	17%

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

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



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

2019

2018

PUBLIC SECTOR 2019

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

Yes		23%	22%	33%
No		66%	66%	57%
Don't know		11%	11%	10%

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

Yes		13%	12%	18%
No		79%	80%	75%
Don't know		8%	8%	7%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT

2019

2018

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	PUBLIC SECTOR 2019
A senior manager		26%	20%	21%
Your immediate manager/supervisor		25%	26%	23%
A fellow worker at your level		21%	25%	27%
Prefer not to say		13%	15%	13%
A subordinate		5%	6%	7%
Other		4%	5%	5%
A client or customer		3%	3%	3%
A member of the public other than a client or customer		1%	1%	1%



EXPLORE THE FULL RESULTS

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UNACCEPTABLE CONDUCT

2019

2018

PUBLIC SECTOR 2019

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

Yes		3%	3%	4%
No		94%	94%	94%
Don't know		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

A person at work		49%	48%	38%
A member of the public		39%	42%	36%
Other		3%	3%	19%
Prefer not to say		8%	7%	7%



EXPLORE THE FULL RESULTS

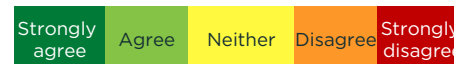
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Results are rounded and may not add up to 100%

TRANSPORT CUSTOMISED QUESTIONS						AGREEMENT 2019	AGREEMENT 2018
Q1. My workgroup demonstrates good health and safety behaviour	25	59	10			85%	83%
Q2. I am given all necessary information, equipment and training to do my job safely	24	57	11			81%	78%
Q3. I am given all necessary information, equipment and training to do my job effectively	20	52	15	9		72%	67%
Q4. My organisation's processes for recruiting people are efficient	10	28	28	20	15	37%	33%
Q5. I am confident in my ability to provide quality customer service to customers	34	54	9			88%	-
Q6. I am able to make decisions that affect my work	28	55	11			82%	-
Q7. I have a clear understanding of how my work contributes to my agency's objectives and direction	29	54	11			83%	-
Q8. I see senior managers of my organisation actively putting people at the heart of the decisions they make	13	32	29	14	12	45%	-
Q9. My organisation works towards achieving the greater good for the community	21	49	20			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

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

The Transport Cluster		11%
My agency		31%
My main work site		24%
All of the above		35%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
GENDER		
Male		69%
Female		29%
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		2%
25-29	■	7%
30-34	■	13%
35-39	■	15%
40-44	■	15%
45-49	■	15%
50-54	■	13%
55-59	■	12%
60-64	■	6%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

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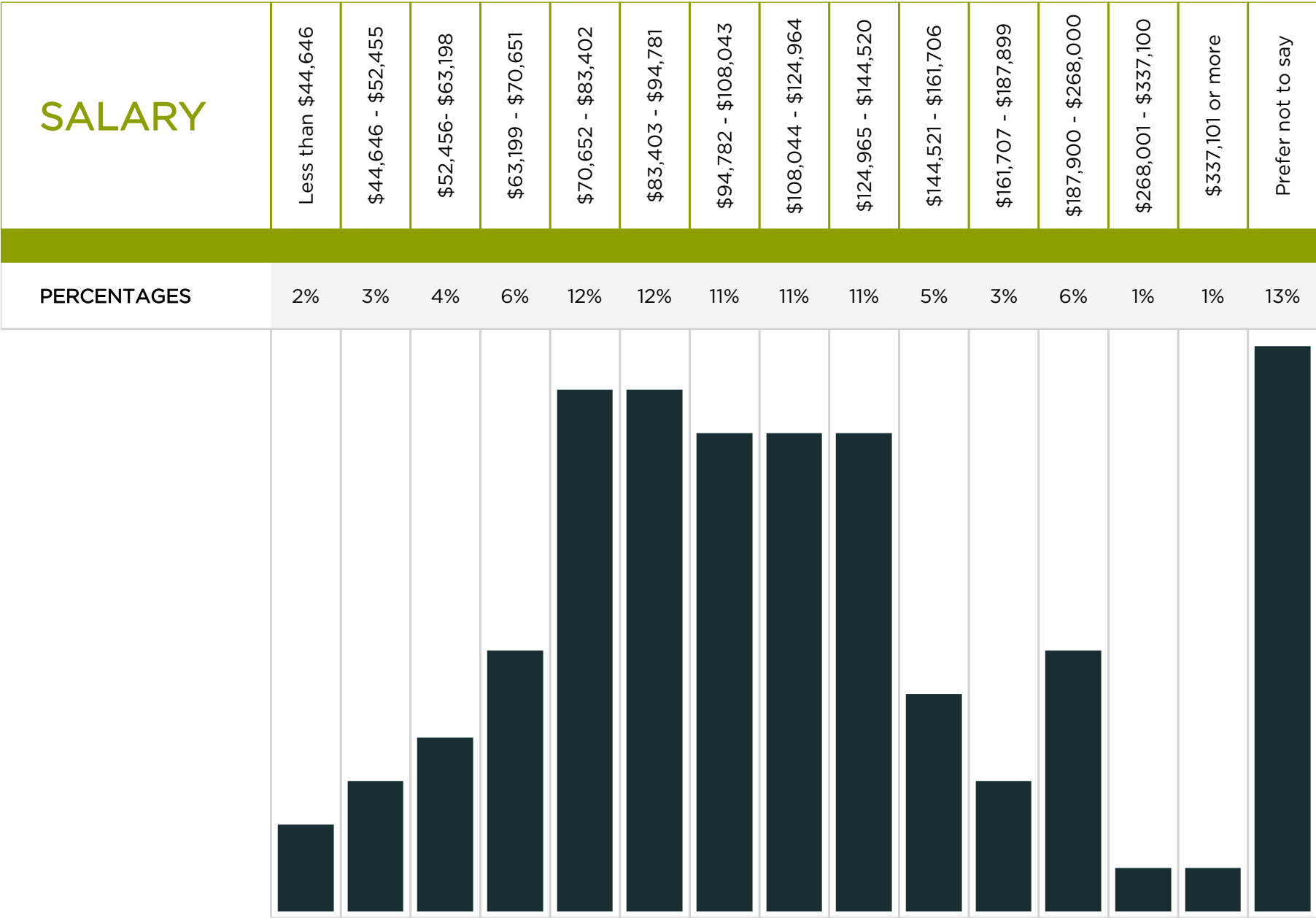
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	28%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	26%
Administrative support (e.g. executive/personal assistant, receptionist)	4%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	12%
Policy	1%
Research	1%
Program and project management support	16%
Legal (including developing and/or reviewing legislation)	1%
Other	12%

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		13%
1 - 2 years		12%
2 - 5 years		20%
5 - 10 years		19%
10 - 20 years		21%
More than 20 years		15%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
FLEXIBLE WORKING		
Flexible start and finish times		49%
None of the above		33%
Working from home		32%
Working from different locations		28%
Working additional hours to make up for time off		18%
Working more hours over fewer days		10%
Leave without pay		6%

% are calculated with the number of unique respondents (N = 20,242 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
FLEXIBLE WORKING		
Flexible scheduling for rostered workers		6%
Part-time work		4%
Other		3%
Purchasing annual leave		3%
Study leave		1%
Job sharing		1%

% are calculated with the number of unique respondents (N = 20,242 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.

Results are rounded and may not add up to 100%

	Transport	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	21728	5706	5409	801	2507	245	125	3180	126	2381
EMPLOYEE ENGAGEMENT	65%	63%	64%	68%	65%	63%	63%	67%	62%	64%
ENGAGEMENT WITH WORK	71%	71%	70%	72%	71%	70%	69%	74%	73%	70%
SENIOR MANAGERS	47%	42%	44%	56%	53%	51%	45%	54%	44%	46%
COMMUNICATION	63%	58%	61%	67%	69%	68%	61%	69%	60%	61%
HIGH PERFORMANCE	62%	60%	61%	68%	65%	65%	62%	66%	58%	61%
PUBLIC SECTOR VALUES	61%	57%	59%	66%	66%	64%	60%	67%	58%	59%
DIVERSITY & INCLUSION	70%	64%	69%	75%	77%	77%	70%	78%	66%	69%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY 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.

Results are rounded and may not add up to 100%

	Transport	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	21728	328	514	793	1156	2411	2364	2287	2317	2305	938	701	1233	178
EMPLOYEE ENGAGEMENT	65%	71%	68%	65%	67%	65%	63%	64%	65%	66%	67%	69%	67%	69%
ENGAGEMENT WITH WORK	71%	78%	73%	71%	71%	71%	70%	71%	71%	73%	73%	77%	78%	80%
SENIOR MANAGERS	47%	60%	50%	47%	48%	47%	43%	43%	47%	50%	50%	55%	56%	63%
COMMUNICATION	63%	70%	64%	59%	61%	60%	60%	61%	64%	67%	68%	70%	72%	75%
HIGH PERFORMANCE	62%	71%	65%	62%	63%	62%	60%	61%	63%	64%	65%	67%	68%	71%
PUBLIC SECTOR VALUES	61%	70%	63%	60%	61%	60%	58%	59%	61%	64%	65%	68%	69%	75%
DIVERSITY & INCLUSION	70%	74%	71%	66%	67%	67%	67%	69%	72%	76%	77%	79%	80%	83%

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.

Results are rounded and may not add up to 100%

	Transport	\$337,101 or more	Prefer not to say
NUMBER OF RESPONDENTS	21728	102	2747
EMPLOYEE ENGAGEMENT	65%	73%	59%
ENGAGEMENT WITH WORK	71%	82%	64%
SENIOR MANAGERS	47%	71%	40%
COMMUNICATION	63%	81%	56%
HIGH PERFORMANCE	62%	76%	55%
PUBLIC SECTOR VALUES	61%	79%	54%
DIVERSITY & INCLUSION	70%	84%	63%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Transport	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	21728	2684	2375	3990	3889	4344	2947
EMPLOYEE ENGAGEMENT	65%	74%	68%	64%	63%	61%	62%
ENGAGEMENT WITH WORK	71%	80%	74%	70%	69%	69%	68%
SENIOR MANAGERS	47%	65%	53%	48%	42%	41%	41%
COMMUNICATION	63%	76%	68%	64%	60%	58%	56%
HIGH PERFORMANCE	62%	74%	66%	62%	59%	58%	58%
PUBLIC SECTOR VALUES	61%	75%	66%	62%	57%	56%	55%
DIVERSITY & INCLUSION	70%	81%	75%	73%	69%	65%	64%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

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.

Results are rounded and may not add up to 100%

	Transport	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	21728	9914	2066	3619	1170	808	161	5663	6504	567	1263	249	581	6687
EMPLOYEE ENGAGEMENT	65%	67%	68%	67%	67%	69%	69%	68%	66%	67%	66%	69%	64%	61%
ENGAGEMENT WITH WORK	71%	74%	74%	73%	73%	73%	73%	76%	73%	74%	71%	71%	69%	67%
SENIOR MANAGERS	47%	51%	51%	52%	48%	55%	58%	53%	52%	53%	52%	53%	44%	39%
COMMUNICATION	63%	68%	68%	68%	63%	70%	72%	70%	70%	68%	67%	68%	60%	55%
HIGH PERFORMANCE	62%	66%	65%	66%	64%	68%	71%	67%	66%	67%	65%	67%	61%	56%
PUBLIC SECTOR VALUES	61%	66%	65%	66%	62%	68%	70%	67%	67%	66%	65%	66%	58%	54%
DIVERSITY & INCLUSION	70%	78%	77%	79%	73%	78%	79%	80%	80%	74%	75%	78%	67%	59%

*multiple types may be chosen.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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



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%

	Transport	Sydney East	Sydney West	Sydney - City and Inner South	Sydney - Parramatta	Sydney - Inner West	Sydney - North Sydney and Hornsby	Newcastle and Lake Macquarie	Illawarra	Sydney - Ryde	Sydney - Inner South West	Sydney - Blacktown	Sydney - Outer West and Blue Mountains	Coffs Harbour - Grafton
NUMBER OF RESPONDENTS	21728	10475	4024	5369	2885	2041	1573	598	562	524	366	321	311	310
EMPLOYEE ENGAGEMENT	65%	66%	66%	66%	67%	67%	64%	57%	56%	71%	69%	59%	65%	63%
ENGAGEMENT WITH WORK	71%	72%	74%	72%	73%	72%	71%	63%	65%	81%	75%	72%	73%	69%
SENIOR MANAGERS	47%	50%	46%	50%	50%	50%	49%	35%	29%	64%	48%	36%	43%	42%
COMMUNICATION	63%	65%	65%	65%	66%	65%	67%	53%	50%	72%	64%	57%	63%	61%
HIGH PERFORMANCE	62%	64%	63%	64%	64%	64%	64%	53%	53%	72%	65%	57%	61%	61%
PUBLIC SECTOR VALUES	61%	64%	62%	63%	64%	63%	63%	51%	48%	73%	63%	54%	59%	58%
DIVERSITY & INCLUSION	70%	72%	72%	72%	75%	73%	74%	65%	63%	77%	69%	62%	68%	73%

*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

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%

	Transport	Sydney - Outer South West	Central Coast	Sydney - Eastern Suburbs	Sydney - Northern Beaches	Central West	Riverina	Sydney - South West	Sydney - Sutherland	Far West and Orana	Capital Region	New England and North West	Murray	Richmond - Tweed
NUMBER OF RESPONDENTS	21728	288	240	239	217	190	182	175	146	126	100	80	64	62
EMPLOYEE ENGAGEMENT	65%	65%	62%	69%	62%	61%	65%	62%	68%	61%	62%	64%	56%	61%
ENGAGEMENT WITH WORK	71%	80%	67%	80%	72%	65%	70%	76%	72%	71%	69%	73%	60%	71%
SENIOR MANAGERS	47%	33%	39%	53%	36%	43%	43%	36%	50%	41%	38%	50%	23%	40%
COMMUNICATION	63%	59%	57%	66%	48%	64%	59%	62%	68%	58%	55%	59%	37%	61%
HIGH PERFORMANCE	62%	61%	56%	67%	53%	62%	58%	59%	65%	58%	56%	61%	37%	61%
PUBLIC SECTOR VALUES	61%	54%	55%	65%	53%	58%	56%	54%	64%	57%	52%	59%	34%	56%
DIVERSITY & INCLUSION	70%	68%	64%	71%	62%	72%	72%	64%	68%	69%	68%	72%	52%	72%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	Transport	Hunter Valley exc Newcastle	Mid North Coast	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury	Outside NSW
NUMBER OF RESPONDENTS	21728	59	49	49	44	10
EMPLOYEE ENGAGEMENT	65%	49%	68%	59%	74%	(r)
ENGAGEMENT WITH WORK	71%	61%	81%	71%	83%	(r)
SENIOR MANAGERS	47%	30%	42%	37%	70%	(r)
COMMUNICATION	63%	44%	61%	55%	77%	(r)
HIGH PERFORMANCE	62%	43%	63%	53%	75%	(r)
PUBLIC SECTOR VALUES	61%	42%	58%	49%	76%	(r)
DIVERSITY & INCLUSION	70%	53%	73%	65%	83%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
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RESULT BY AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	Transport	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
NUMBER OF RESPONDENTS	21728	92	501	1402	2560	2990	2992	2943	2693	2403	1243	443
EMPLOYEE ENGAGEMENT	65%	69%	70%	69%	66%	65%	64%	63%	64%	64%	63%	69%
ENGAGEMENT WITH WORK	71%	74%	74%	73%	71%	70%	70%	70%	71%	73%	72%	82%
SENIOR MANAGERS	47%	55%	53%	50%	50%	48%	46%	46%	46%	45%	45%	54%
COMMUNICATION	63%	66%	68%	67%	68%	64%	62%	61%	60%	60%	61%	67%
HIGH PERFORMANCE	62%	70%	70%	67%	65%	62%	61%	61%	60%	61%	61%	66%
PUBLIC SECTOR VALUES	61%	66%	67%	64%	64%	62%	60%	59%	59%	59%	59%	67%
DIVERSITY & INCLUSION	70%	73%	76%	75%	74%	72%	70%	69%	68%	68%	68%	73%

KEY

AT LEAST 5 PERCENTAGE POINTS
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RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	Transport	Male	Female	Other
NUMBER OF RESPONDENTS	21728	13909	5794	579
EMPLOYEE ENGAGEMENT	65%	65%	67%	51%
ENGAGEMENT WITH WORK	71%	72%	73%	47%
SENIOR MANAGERS	47%	46%	51%	29%
COMMUNICATION	63%	62%	66%	43%
HIGH PERFORMANCE	62%	62%	65%	44%
PUBLIC SECTOR VALUES	61%	60%	64%	42%
DIVERSITY & INCLUSION	70%	70%	73%	49%

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ABORIGINAL AND/OR TORRES STRAIT ISLANDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	Transport	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	21728	598	18407	1463
EMPLOYEE ENGAGEMENT	65%	65%	66%	50%
ENGAGEMENT WITH WORK	71%	70%	72%	53%
SENIOR MANAGERS	47%	46%	48%	27%
COMMUNICATION	63%	60%	64%	43%
HIGH PERFORMANCE	62%	62%	63%	44%
PUBLIC SECTOR VALUES	61%	58%	62%	42%
DIVERSITY & INCLUSION	70%	66%	72%	49%

3% of respondents identified as Aboriginal and/or Torres Strait Islander.

KEY

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LANGUAGE OTHER THAN ENGLISH



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	Transport	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	21728	6445	12439	1555
EMPLOYEE ENGAGEMENT	65%	70%	63%	53%
ENGAGEMENT WITH WORK	71%	77%	70%	54%
SENIOR MANAGERS	47%	56%	44%	32%
COMMUNICATION	63%	70%	61%	45%
HIGH PERFORMANCE	62%	68%	60%	47%
PUBLIC SECTOR VALUES	61%	68%	59%	45%
DIVERSITY & INCLUSION	70%	75%	70%	52%

32% of respondents speak a language other than English at home.

KEY

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	Transport	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	21728	498	18920	1152
EMPLOYEE ENGAGEMENT	65%	54%	66%	49%
ENGAGEMENT WITH WORK	71%	57%	73%	52%
SENIOR MANAGERS	47%	35%	49%	26%
COMMUNICATION	63%	48%	64%	43%
HIGH PERFORMANCE	62%	48%	63%	43%
PUBLIC SECTOR VALUES	61%	48%	62%	41%
DIVERSITY & INCLUSION	70%	55%	72%	49%

2% of respondents identified as having a disability.

KEY

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	Transport	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	21728	1034	18273	1168
EMPLOYEE ENGAGEMENT	65%	51%	66%	50%
ENGAGEMENT WITH WORK	71%	53%	73%	53%
SENIOR MANAGERS	47%	35%	49%	28%
COMMUNICATION	63%	48%	65%	46%
HIGH PERFORMANCE	62%	48%	64%	46%
PUBLIC SECTOR VALUES	61%	47%	63%	44%
DIVERSITY & INCLUSION	70%	56%	72%	53%

5% of respondents identified as having a mental health condition.

KEY

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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	Transport	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	21728	831	18089	1545
EMPLOYEE ENGAGEMENT	65%	61%	66%	50%
ENGAGEMENT WITH WORK	71%	68%	73%	53%
SENIOR MANAGERS	47%	42%	49%	27%
COMMUNICATION	63%	58%	65%	44%
HIGH PERFORMANCE	62%	58%	64%	45%
PUBLIC SECTOR VALUES	61%	56%	63%	43%
DIVERSITY & INCLUSION	70%	65%	72%	51%

4% of respondents identified as lesbian, gay, bisexual, transgender, intersex or gender diverse.

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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

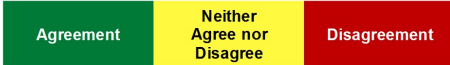
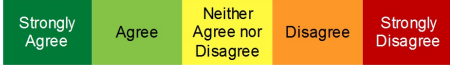
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.