



2019 | NSW Public Sector
Employee Survey

AGENCY REPORT

Transport

Transport for NSW



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RESPONSE RATE

82%

4,014 OF 4,915 RESPONDENTS

RESPONSE RATE 2018: 89%

EMPLOYEE ENGAGEMENT

64%

DIFFERENCE FROM 2018 -1 (65%)
DIFFERENCE FROM CLUSTER -1 (65%)
DIFFERENCE FROM PUBLIC SECTOR -2 (66%)

ENGAGEMENT WITH WORK

69%

DIFFERENCE FROM 2018 -1 (70%)
DIFFERENCE FROM CLUSTER -2 (71%)
DIFFERENCE FROM PUBLIC SECTOR -3 (73%)

SENIOR MANAGERS

52%

DIFFERENCE FROM 2018 -1 (52%)
DIFFERENCE FROM CLUSTER +5 (47%)
DIFFERENCE FROM PUBLIC SECTOR +2 (50%)

COMMUNICATION

67%

DIFFERENCE FROM 2018 0 (67%)
DIFFERENCE FROM CLUSTER +5 (63%)
DIFFERENCE FROM PUBLIC SECTOR +5 (62%)

HIGH PERFORMANCE

64%

DIFFERENCE FROM 2018 -2 (66%)
DIFFERENCE FROM CLUSTER +2 (62%)
DIFFERENCE FROM PUBLIC SECTOR -1 (65%)

PUBLIC SECTOR VALUES

65%

DIFFERENCE FROM 2018 -1 (66%)
DIFFERENCE FROM CLUSTER +4 (61%)
DIFFERENCE FROM PUBLIC SECTOR +3 (62%)

DIVERSITY & INCLUSION

76%

DIFFERENCE FROM 2018 0 (76%)
DIFFERENCE FROM CLUSTER +6 (70%)
DIFFERENCE FROM PUBLIC SECTOR +7 (69%)

FLEXIBLE WORKING SATISFACTION

77%

DIFFERENCE FROM 2018 +4 (73%)
DIFFERENCE FROM CLUSTER +16 (61%)
DIFFERENCE FROM PUBLIC SECTOR +18 (59%)

ACTION ON RESULTS

49%

DIFFERENCE FROM 2018 -3 (51%)
DIFFERENCE FROM CLUSTER +8 (41%)
DIFFERENCE FROM PUBLIC SECTOR +9 (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	90%	-
2a. My workgroup strives to achieve customer/client satisfaction	87%	88%
1a. I understand what is expected of me to do well in my role	84%	84%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	84%	84%
2c. I receive help and support from other members of my workgroup	82%	83%
1g. I know how to address a health and safety issue I have identified	82%	83%
2e. People in my workgroup treat each other with respect	81%	81%
2b. My workgroup works collaboratively to achieve its objectives	81%	81%
5b. My manager listens to what I have to say	81%	81%
8e. My manager supports flexible working in my team	80%	78%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
7c. I feel that change is managed well in my organisation	35%	36%
7g. I have confidence in the way recruitment decisions are made	37%	40%
11a. I have confidence in the ways my organisation resolves grievances	42%	43%
3g. I am satisfied with the opportunities available for career development in my organisation	43%	47%
7f. My organisation is committed to developing its employees	45%	51%
6b. I feel that senior managers effectively lead and manage change	45%	45%
7d. There is good co-operation between teams across our organisation	45%	49%
7e. People in my organisation take responsibility for their own actions	47%	51%
6h. I feel that senior managers listen to employees	48%	48%
10a. I believe action will be taken on the results from this survey by my organisation	49%	51%



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
8d. How satisfied are you with your ability to access and use flexible working arrangements?	77%	73%
8e. My manager supports flexible working in my team	80%	78%
6g. I feel that senior managers keep employees informed about what's going on	55%	53%
5h. My manager deals appropriately with employees who perform poorly	49%	49%
7b. My organisation is making the necessary improvements to meet our future challenges	60%	60%
1f. I am able to keep my work stress at an acceptable level	67%	66%
5e. My manager involves my workgroup in decisions about our work	73%	72%
6b. I feel that senior managers effectively lead and manage change	45%	45%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
7f. My organisation is committed to developing its employees	45%	51%
3g. I am satisfied with the opportunities available for career development in my organisation	43%	47%
7h. My organisation generally selects capable people to do the job	54%	58%
7d. There is good co-operation between teams across our organisation	45%	49%
7e. People in my organisation take responsibility for their own actions	47%	51%
7g. I have confidence in the way recruitment decisions are made	37%	40%
3f. I have received appropriate training and development to do my job well	51%	54%
10a. I believe action will be taken on the results from this survey by my organisation	49%	51%
1b. I am provided with the support I need to do my best at work	64%	67%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	77%	79%



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



Q5h. My manager deals appropriately with employees who perform poorly



Q7f. My organisation is committed to developing its employees



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



Q7c. I feel that change is managed well in my organisation



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



Q5h. My manager deals appropriately with employees who perform poorly



Q7f. My organisation is committed to developing its employees



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



Q7c. I feel that change is managed well in my organisation



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



Q5h. My manager deals appropriately with employees who perform poorly



Q7f. My organisation is committed to developing its employees



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



Q7c. I feel that change is managed well in my organisation



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: 4014

Gender	Survey %	Employment Status	Survey %	Type of work	Survey %
Male	53	Senior Executive (ongoing/permanent or term)	14	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	5
Female	44	Ongoing/Permanent (other than senior executive)	59	Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	15
Other	2	Temporary (including temporary teachers and graduates)	4	Administrative support (e.g. executive/personal assistant, receptionist)	5
		Casual	0	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	32
Age	Survey %	Contract – Non Executive	9	Policy	3
15 - 34 years	24	Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	11	Research	1
35 - 54 years	61	Other	1	Program and project management support	25
55+ years	15	Don't know	1	Legal (including developing and/or reviewing legislation)	1
				Other	13
LOTE spoken at home	Survey %	Manager of managers	Survey %	Organisation Tenure	Survey %
Yes	33	Yes	14	Less than 1 year	17
No	59	No	86	1 - 2 years	16
Prefer not to say	8			2 - 5 years	32
		Supervisors	Survey %	5 - 10 years	23
Aboriginal and/or Torres Strait Islanders	Survey %	Yes	36	10 - 20 years	8
Yes	2	No	64	More than 20 years	3
No	92			Salary	Survey %
Prefer not to say	6	Working arrangement	Survey %	\$83,402 and below	11
		Full-time	95	\$83,403 - \$108,043	15
Disability	Survey %	Part-time	5	\$108,044 - \$144,520	29
Yes	2			\$144,521 and above	28
No	93			Prefer not to say	16
Prefer not to say	5				
LGBTI	Survey %				
Yes	4				
No	90				
Prefer not to say	6				

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%

49%

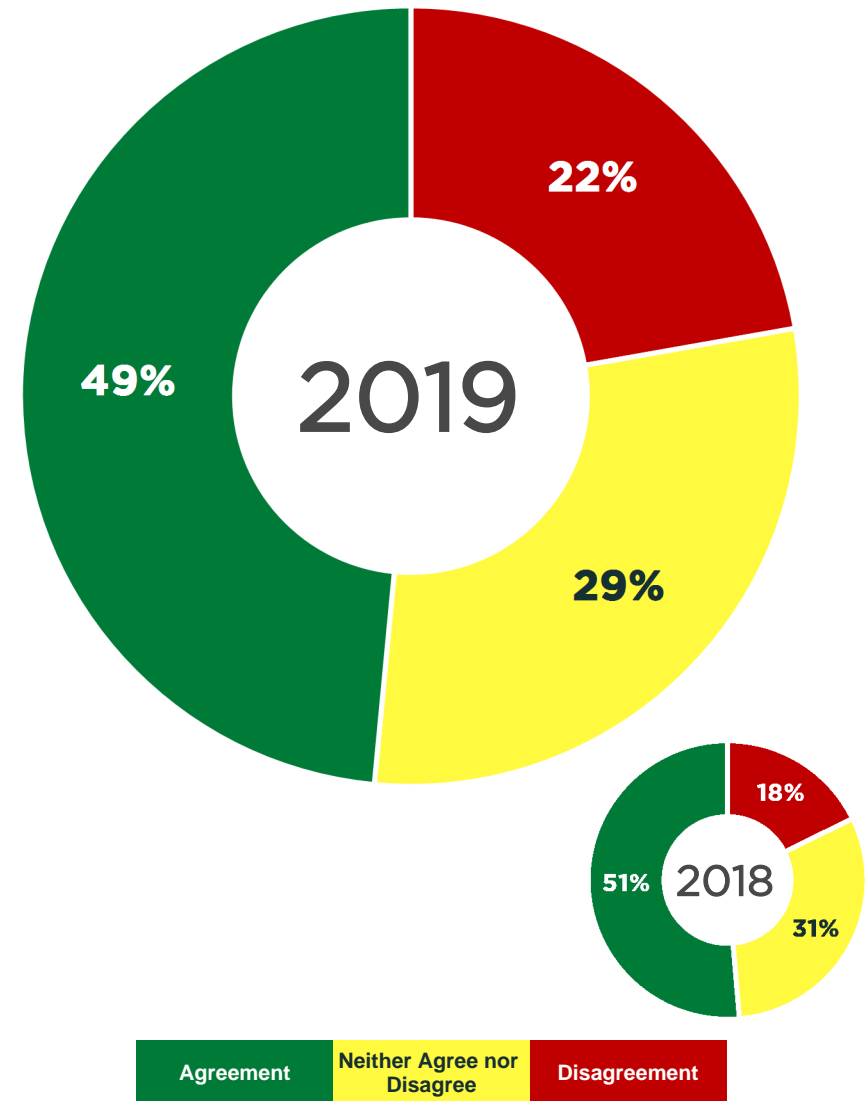
of employees replied favourably to:

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

39%
SECTOR

41%
CLUSTER

51%
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	Q7a. My organisation focuses on improving the work we do	68%	69%	64%	69%
2	Q7f. My organisation is committed to developing its employees	45%	51%	48%	53%
3	Q6c. I feel that senior managers model the values of my organisation	53%	53%	48%	52%
4	Q6h. I feel that senior managers listen to employees	48%	48%	42%	44%
5	Q6b. I feel that senior managers effectively lead and manage change	45%	45%	42%	47%
6	Q7h. My organisation generally selects capable people to do the job	54%	58%	47%	54%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Transport for NSW

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

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

	Transport for NSW	Corporate Services	Customer Technology & Services	Freight, Strategy & Planning	Infrastructure & Place	NSW Point to Point Commission	Office of the Secretary	Transport Coordination Office
NUMBER OF RESPONDENTS	4014	1477	625	428	1086	64	29	228
EMPLOYEE ENGAGEMENT	64%	62%	65%	62%	64%	81%	65%	74%
ENGAGEMENT WITH WORK	69%	67%	68%	71%	70%	79%	70%	75%
SENIOR MANAGERS	52%	48%	57%	48%	51%	89%	58%	64%
COMMUNICATION	67%	65%	69%	70%	68%	88%	72%	68%
HIGH PERFORMANCE	64%	62%	67%	65%	63%	88%	62%	73%
PUBLIC SECTOR VALUES	65%	63%	68%	64%	65%	91%	69%	72%
DIVERSITY & INCLUSION	76%	75%	77%	80%	76%	91%	79%	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	64% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	17	45	25	7	62%	63%	65%	62%
Q7j. I am proud to tell others I work for my organisation	21	46	22		67%	67%	67%	70%
Q7k. I feel a strong personal attachment to my organisation	18	40	27	10	58%	58%	61%	64%
Q7l. My organisation motivates me to help it achieve its objectives	14	42	28	10	56%	58%	55%	56%
Q7m. My organisation inspires me to do the best in my job	14	40	28	11	54%	56%	54%	56%

KEY





EXPLORE THE FULL RESULTS

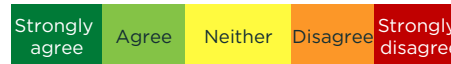
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	69% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1c. My job gives me a feeling of personal accomplishment	24	47	16	9	71%	71%	73%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	27	44	15	9	71%	73%	70%	72%
Q1e. I am satisfied with my job	19	46	19	11	65%	67%	70%	69%

KEY





EXPLORE THE FULL RESULTS

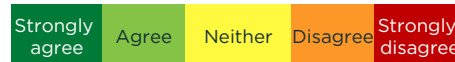
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SENIOR MANAGERS	52% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q6a. I believe senior managers provide clear direction for the future of the organisation	12	38	25	15	10	50%	50%	45%	51%
Q6b. I feel that senior managers effectively lead and manage change	11	35	25	17	12	45%	45%	42%	47%
Q6c. I feel that senior managers model the values of my organisation	13	40	26	11	10	53%	53%	48%	52%
Q6d. Senior managers encourage innovation by employees	12	41	28	11	8	53%	55%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	15	44	25	10		59%	61%	49%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	18	51	19			69%	71%	63%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	13	42	22	13	10	55%	53%	48%	48%
Q6h. I feel that senior managers listen to employees	12	36	28	14	11	48%	48%	42%	44%
Q7c. I feel that change is managed well in my organisation	8	27	30	22	14	35%	36%	37%	42%

KEY





EXPLORE THE FULL RESULTS

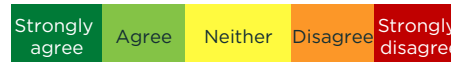
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COMMUNICATION	67% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
Q5c. My manager communicates effectively with me	31	44	13	7	75%	76%	74%	72%	
Q5d. My manager encourages and values employee input	34	44	12		78%	79%	73%	73%	
Q5e. My manager involves my workgroup in decisions about our work	30	43	14	8	73%	72%	67%	68%	
Q6g. I feel that senior managers keep employees informed about what's going on	13	42	22	13	10	55%	53%	48%	48%
Q6h. I feel that senior managers listen to employees	12	36	28	14	11	48%	48%	42%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	23	52	14			76%	76%	71%	69%

KEY





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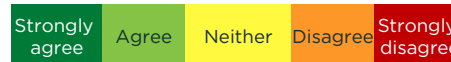
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	HIGH PERFORMANCE				64% AGGREGATE SCORE	AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1a. I understand what is expected of me to do well in my role	30	54	8		84%	84%	88%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	36	45	10		81%	81%	78%	79%	
Q3f. I have received appropriate training and development to do my job well	12	38	28	14	51%	54%	63%	66%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	29	48	14		77%	78%	74%	75%	
Q5f. I have confidence in the decisions my manager makes	30	43	15		73%	74%	69%	69%	
Q6d. Senior managers encourage innovation by employees	12	41	28	11	53%	55%	47%	51%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	15	44	25	10	59%	61%	49%	53%	
Q7a. My organisation focuses on improving the work we do	16	52	20	8	68%	69%	64%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	15	45	25	9	60%	60%	56%	57%	

KEY



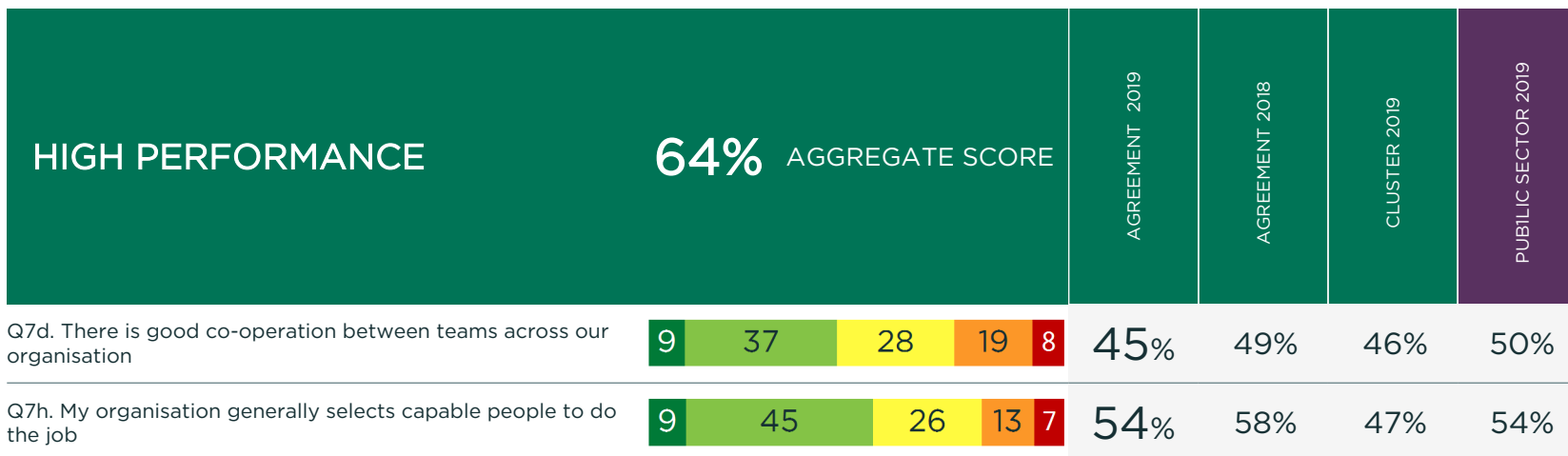


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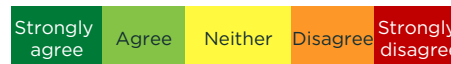
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Results are rounded and may not add up to 100%



KEY





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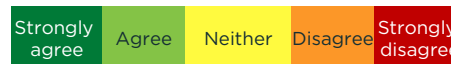
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Results are rounded and may not add up to 100%

PUBLIC SECTOR VALUES	65% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019			
	Q2a. My workgroup strives to achieve customer/client satisfaction	40	48	7	87%	88%	84%	86%	
Q2e. People in my workgroup treat each other with respect	38	43	11	81%	81%	77%	75%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	29	48	14	77%	78%	74%	75%		
Q5b. My manager listens to what I have to say	35	45	10	81%	81%	77%	76%		
Q6a. I believe senior managers provide clear direction for the future of the organisation	12	38	25	15	10	50%	50%	45%	51%
Q6c. I feel that senior managers model the values of my organisation	13	40	26	11	10	53%	53%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	18	51	19	69%	71%	63%	61%		
Q6g. I feel that senior managers keep employees informed about what's going on	13	42	22	13	10	55%	53%	48%	48%
Q6h. I feel that senior managers listen to employees	12	36	28	14	11	48%	48%	42%	44%

KEY





EXPLORE THE FULL RESULTS

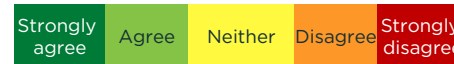
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Results are rounded and may not add up to 100%

PUBLIC SECTOR VALUES	65% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
	Q7a. My organisation focuses on improving the work we do	16	52	20	8	68%	69%	64%	69%
Q7e. People in my organisation take responsibility for their own actions	9	38	29	16	8	47%	51%	46%	48%

KEY





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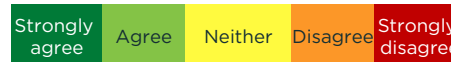
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DIVERSITY & INCLUSION	76% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	18	46	17	14	64%	67%	68%	67%
Q5b. My manager listens to what I have to say	35	45	10		81%	81%	77%	76%
Q5d. My manager encourages and values employee input	34	44	12		78%	79%	73%	73%
Q6i. Senior managers in my organisation support the career advancement of women	26	42	23		68%	69%	63%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	30	53	10		84%	84%	79%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	29	47	13		77%	79%	74%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	23	52	14		76%	76%	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>	34	43	14		77%	73%	61%	59%
Q8e. My manager supports flexible working in my team	40	41	11		80%	78%	65%	63%

KEY



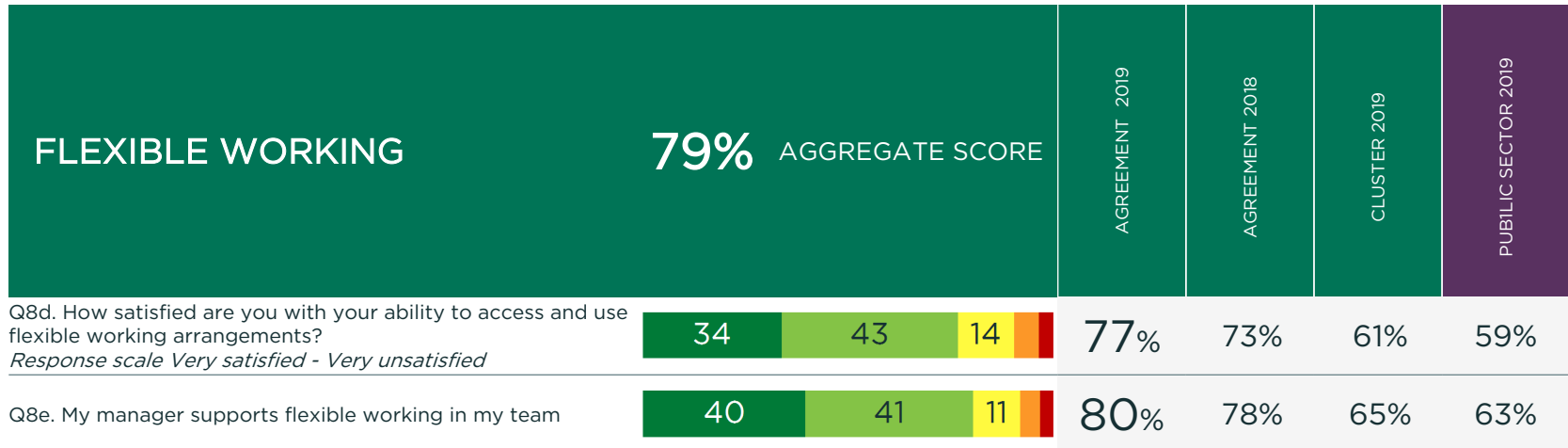


EXPLORE THE FULL RESULTS

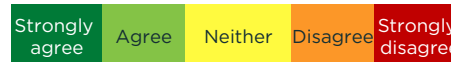
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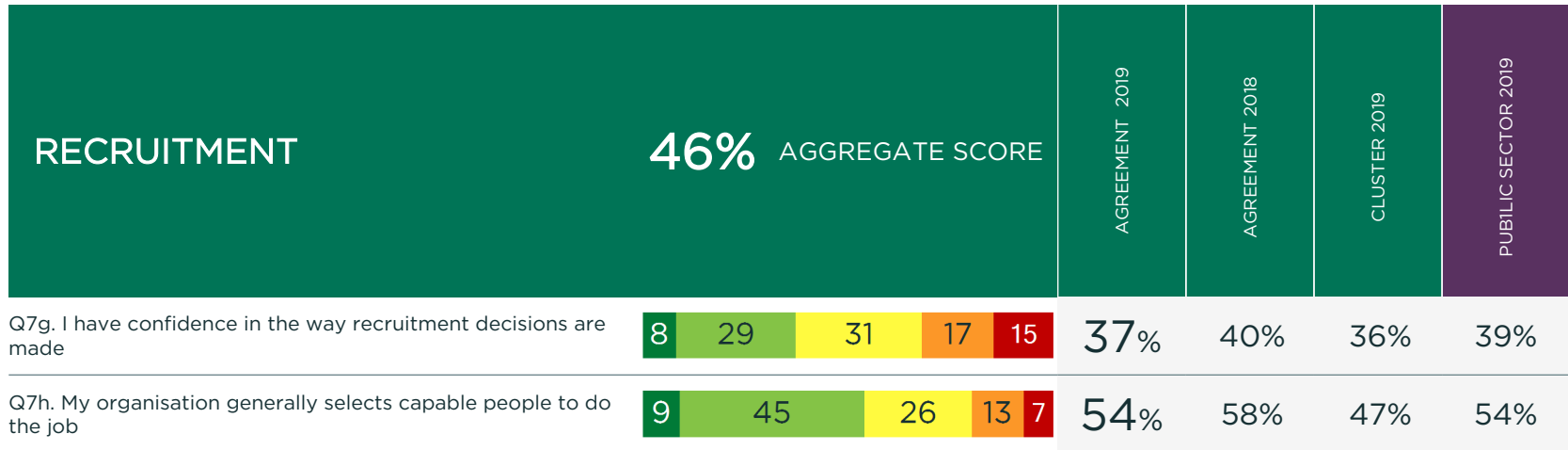


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KEY





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Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

56% 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		69%	69%	64%	66%
Q3e. My performance is assessed against clear criteria		57%	57%	57%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation		43%	47%	50%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do		75%	76%	69%	69%
Q5h. My manager deals appropriately with employees who perform poorly		49%	49%	52%	48%
Q7f. My organisation is committed to developing its employees		45%	51%	48%	53%

KEY





EXPLORE THE FULL RESULTS

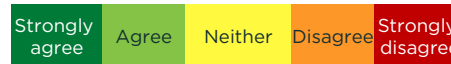
Questions are grouped by topics in this report.

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%

WORKPLACE SUPPORT	72% 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	18	46	17	14	64%	67%	68%	67%
Q1f. I am able to keep my work stress at an acceptable level	15	52	17	11	67%	66%	69%	61%
Q2c. I receive help and support from other members of my workgroup	34	48	10		82%	83%	81%	81%
Q2d. There is good team spirit in my workgroup	34	39	13	8	74%	74%	71%	70%

KEY



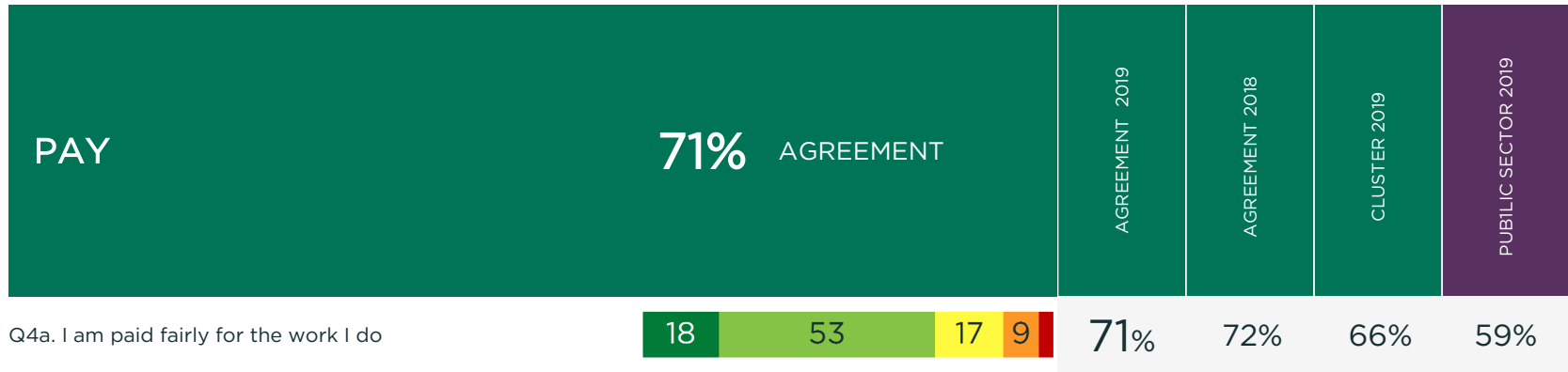


EXPLORE THE FULL RESULTS

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

Results are rounded and may not add up to 100%



KEY



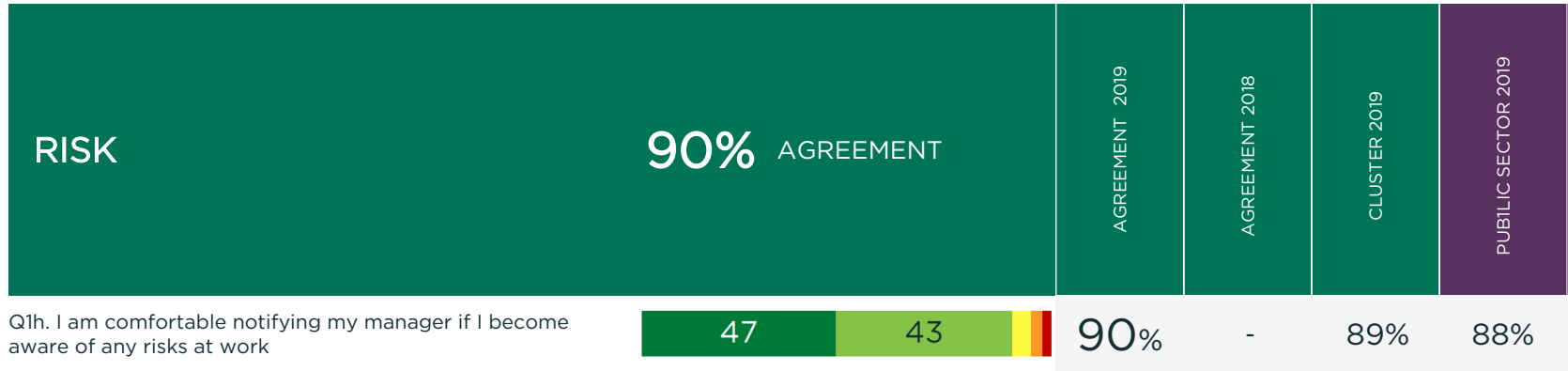


EXPLORE THE FULL RESULTS

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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



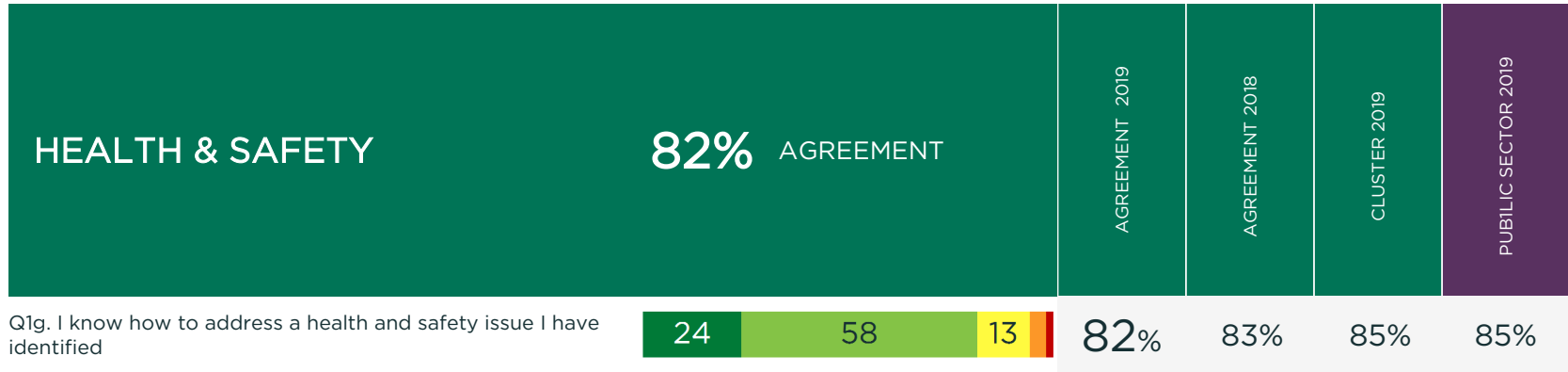


EXPLORE THE FULL RESULTS

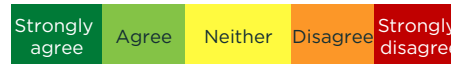
Questions are grouped by topics in this report.

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.

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Results are rounded and may not add up to 100%

ACTION ON RESULTS

49% AGREEMENT

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



KEY



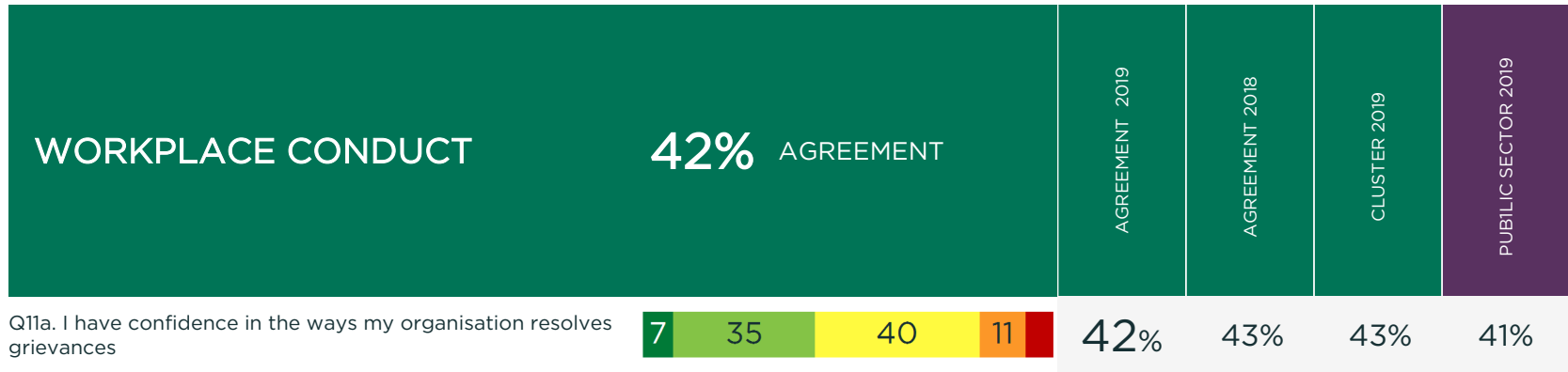


EXPLORE THE FULL RESULTS

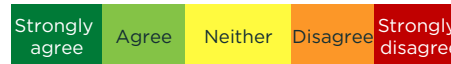
Questions are grouped by topics in this report.

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Results are rounded and may not add up to 100%



KEY



WELLBEING AND ENGAGEMENT



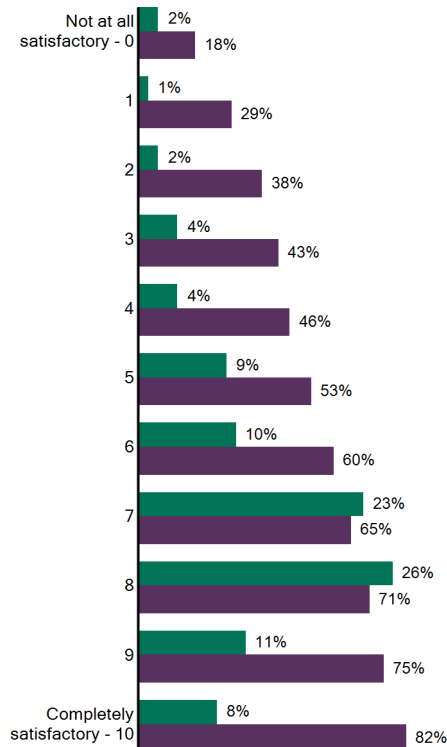
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

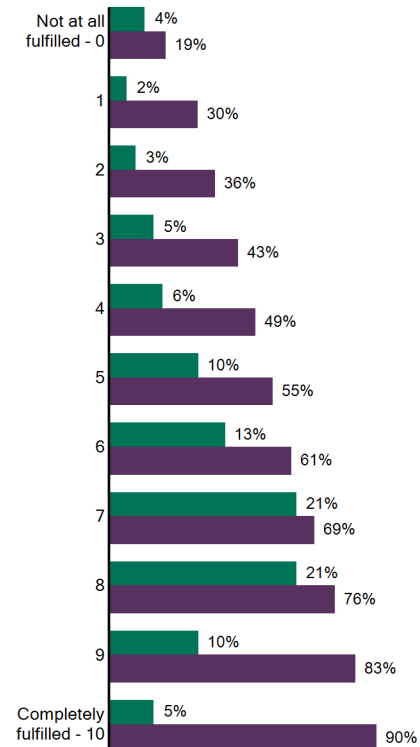
This compares Wellbeing to Engagement.

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



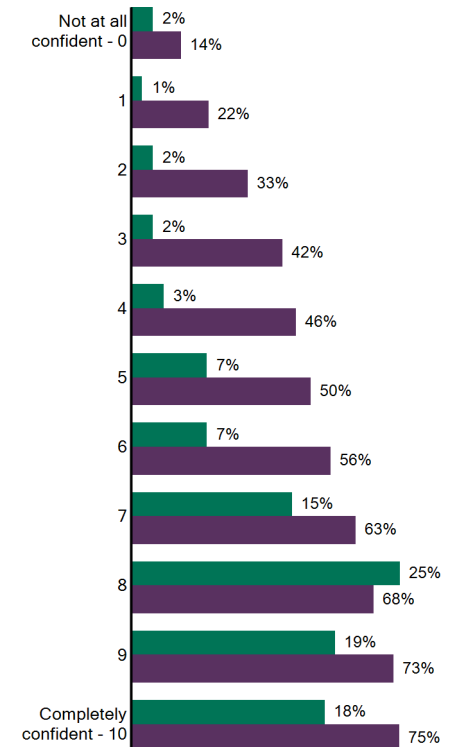
Proportion of respondents answering each response option

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		74%	75%	65%	71%
No		26%	25%	35%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		79%	79%	73%	76%
No		21%	21%	27%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		64%	64%	55%	60%
No		36%	36%	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

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		52%	50%	46%	41%
No		48%	50%	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		35%	-	30%	28%
Lack of visible opportunities		33%	-	28%	29%
There are no major barriers to my career progression		27%	-	31%	29%
The application/recruitment process is too cumbersome or time consuming		22%	-	22%	22%
Geographic location considerations		21%	-	21%	25%
Personal/family considerations		21%	-	22%	29%
Insufficient training and development		18%	-	17%	15%
Lack of support for temporary assignments/secondments		17%	-	17%	15%
Lack of support from my manager/supervisor		13%	-	14%	13%
Other		12%	-	11%	9%
Lack of required capabilities or experience		11%	-	13%	11%

% are calculated with the number of unique respondents (N = 3,905 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

CLUSTER 2019

PUBLIC SECTOR 2019

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

Yes		18%	14%	22%	27%
No		65%	67%	60%	56%
Don't know		17%	19%	18%	17%

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

Yes		54%	56%	59%	65%
No		43%	42%	37%	32%
Don't know		4%	1%	4%	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	CLUSTER 2019	PUBLIC SECTOR 2019
Q13a. In the last 12 months I have witnessed bullying at work					
Yes		22%	21%	23%	33%
No		68%	68%	66%	57%
Don't know		10%	11%	11%	10%
Q13b. In the last 12 months I have been subjected to bullying at work					
Yes		12%	10%	13%	18%
No		81%	82%	79%	75%
Don't know		7%	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

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		29%	32%	26%	21%
Your immediate manager/supervisor		25%	23%	25%	23%
A fellow worker at your level		20%	18%	21%	27%
Prefer not to say		13%	16%	13%	13%
Other		6%	5%	4%	5%
A subordinate		4%	4%	5%	7%
A client or customer		3%	2%	3%	3%
A member of the public other than a client or customer		1%	0%	1%	1%



EXPLORE THE FULL RESULTS

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UNACCEPTABLE CONDUCT

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	1%	1%	3%	4%
No	96%	97%	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	68%	90%	49%	38%
A member of the public	8%	3%	39%	36%
Other	3%	-	3%	19%
Prefer not to say	23%	7%	8%	7%



EXPLORE THE FULL RESULTS

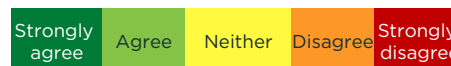
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Results are rounded and may not add up to 100%

TRANSPORT CUSTOMISED QUESTIONS						AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019
Q1. My workgroup demonstrates good health and safety behaviour	25	61	10			86%	86%	85%
Q2. I am given all necessary information, equipment and training to do my job safely	23	59	11			82%	82%	81%
Q3. I am given all necessary information, equipment and training to do my job effectively	17	51	16	12		68%	67%	72%
Q4. My organisation's processes for recruiting people are efficient	8	26	30	22	15	34%	34%	37%
Q5. I am confident in my ability to provide quality customer service to customers	31	56	9			87%	-	88%
Q6. I am able to make decisions that affect my work	23	58	11			81%	-	82%
Q7. I have a clear understanding of how my work contributes to my agency's objectives and direction	28	55	11			83%	-	83%
Q8. I see senior managers of my organisation actively putting people at the heart of the decisions they make	13	36	27	14	10	49%	-	45%
Q9. My organisation works towards achieving the greater good for the community	23	53	17			76%	-	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?			
The Transport Cluster		15%	11%
My agency		27%	31%
My main work site		23%	24%
All of the above		34%	35%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
GENDER		
Male		53%
Female		44%
Other		2%

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		14%
35-39		18%
40-44		17%
45-49		15%
50-54		12%
55-59		9%
60-64		4%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

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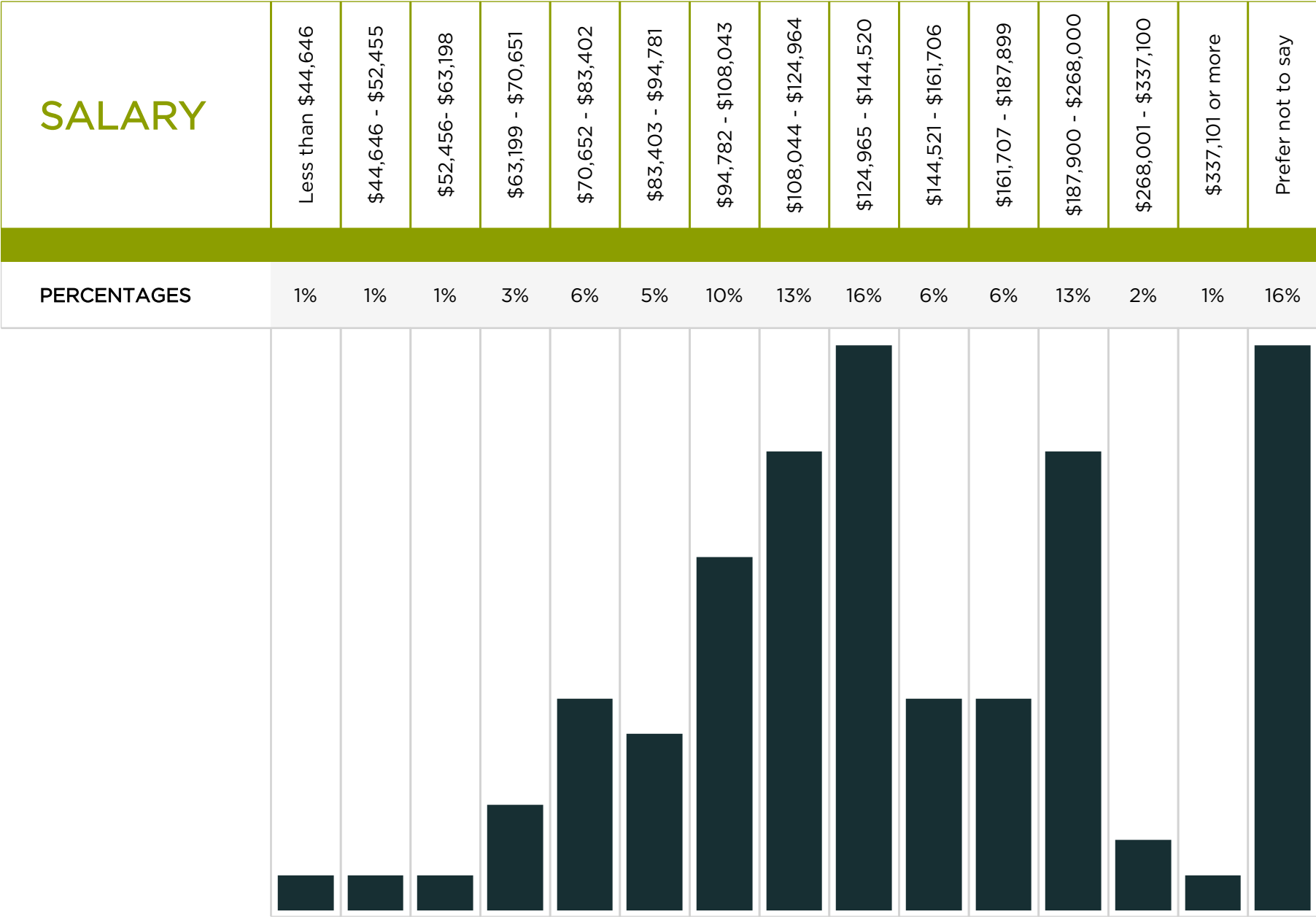
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	5%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	15%
Administrative support (e.g. executive/personal assistant, receptionist)	5%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	32%
Policy	3%
Research	1%
Program and project management support	25%
Legal (including developing and/or reviewing legislation)	1%
Other	13%

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		17%
1 - 2 years		16%
2 - 5 years		32%
5 - 10 years		23%
10 - 20 years		8%
More than 20 years		3%

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		77%
Working from home		66%
Working from different locations		42%
Working additional hours to make up for time off		27%
Working more hours over fewer days		13%
None of the above		10%
Leave without pay		9%

% are calculated with the number of unique respondents (N = 3,754 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

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

% are calculated with the number of unique respondents (N = 3,754 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 for NSW	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing,	Other service delivery work (work that does not involve contact with the public, but it is critical to the	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	4014	192	552	178	1211	127	53	947	39	472
EMPLOYEE ENGAGEMENT	64%	64%	64%	69%	64%	61%	66%	66%	58%	62%
ENGAGEMENT WITH WORK	69%	68%	68%	70%	68%	68%	74%	73%	71%	68%
SENIOR MANAGERS	52%	52%	51%	57%	52%	50%	45%	54%	39%	49%
COMMUNICATION	67%	62%	66%	68%	67%	70%	64%	71%	58%	65%
HIGH PERFORMANCE	64%	65%	64%	69%	63%	68%	65%	65%	56%	62%
PUBLIC SECTOR VALUES	65%	63%	65%	68%	65%	66%	63%	68%	56%	62%
DIVERSITY & INCLUSION	76%	70%	75%	76%	76%	80%	76%	79%	70%	74%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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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%

	Transport for NSW	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	4014	22	33	34	99	242	194	373	496	600	216	239	488	69
EMPLOYEE ENGAGEMENT	64%	(r)	73%	65%	73%	63%	63%	65%	64%	65%	65%	67%	65%	63%
ENGAGEMENT WITH WORK	69%	(r)	71%	67%	68%	65%	61%	65%	67%	72%	70%	78%	75%	71%
SENIOR MANAGERS	52%	(r)	64%	42%	55%	44%	53%	54%	50%	55%	54%	54%	54%	56%
COMMUNICATION	67%	(r)	82%	60%	72%	60%	64%	68%	66%	71%	69%	72%	69%	70%
HIGH PERFORMANCE	64%	(r)	77%	62%	71%	60%	64%	66%	63%	66%	66%	67%	66%	65%
PUBLIC SECTOR VALUES	65%	(r)	79%	60%	70%	58%	63%	66%	64%	68%	67%	69%	68%	69%
DIVERSITY & INCLUSION	76%	(r)	88%	71%	79%	70%	70%	75%	75%	79%	78%	80%	80%	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 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 for NSW	\$337,101 or more	Prefer not to say
NUMBER OF RESPONDENTS	4014	36	603
EMPLOYEE ENGAGEMENT	64%	67%	60%
ENGAGEMENT WITH WORK	69%	79%	66%
SENIOR MANAGERS	52%	61%	46%
COMMUNICATION	67%	77%	63%
HIGH PERFORMANCE	64%	70%	58%
PUBLIC SECTOR VALUES	65%	74%	60%
DIVERSITY & INCLUSION	76%	84%	72%

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 for NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	4014	653	604	1199	866	298	116
EMPLOYEE ENGAGEMENT	64%	71%	67%	64%	60%	60%	61%
ENGAGEMENT WITH WORK	69%	78%	71%	70%	63%	65%	67%
SENIOR MANAGERS	52%	66%	56%	50%	44%	44%	46%
COMMUNICATION	67%	78%	71%	68%	59%	62%	62%
HIGH PERFORMANCE	64%	73%	67%	64%	58%	60%	61%
PUBLIC SECTOR VALUES	65%	76%	68%	65%	59%	58%	60%
DIVERSITY & INCLUSION	76%	82%	78%	77%	71%	70%	69%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULTS BY TYPES OF FLEXIBLE WORKING



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Transport for NSW	Flexible start and finish times	Working more hours over fewer days	Working additional hours to make up for time off	Flexible scheduling for rostered workers	Part-time work	Job sharing	Working from different locations	Working from home	Purchasing annual leave	Leave without pay	Study leave	Other	None of the above
NUMBER OF RESPONDENTS	4014	2907	471	1003	86	196	40	1582	2491	96	334	43	62	361
EMPLOYEE ENGAGEMENT	64%	65%	68%	67%	69%	65%	69%	67%	65%	66%	66%	63%	58%	62%
ENGAGEMENT WITH WORK	69%	70%	75%	72%	73%	67%	78%	74%	71%	69%	72%	50%	63%	65%
SENIOR MANAGERS	52%	52%	57%	54%	62%	54%	64%	55%	54%	49%	56%	46%	40%	50%
COMMUNICATION	67%	69%	74%	72%	79%	72%	81%	72%	70%	68%	71%	61%	60%	59%
HIGH PERFORMANCE	64%	65%	69%	67%	73%	67%	76%	67%	66%	65%	67%	60%	55%	60%
PUBLIC SECTOR VALUES	65%	66%	70%	69%	74%	69%	77%	69%	67%	65%	68%	62%	56%	60%
DIVERSITY & INCLUSION	76%	79%	82%	82%	86%	81%	86%	82%	81%	78%	80%	72%	70%	61%

*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

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	Transport for NSW	Sydney East	Sydney West	Sydney - City and Inner South	Sydney - North Sydney and Hornsby	Sydney - Inner West	Sydney - Ryde	Sydney - Parramatta	Newcastle and Lake Macquarie	Illawarra	Far West and Orana	Sydney - Northern Beaches	Sydney - Inner South West	Coffs Harbour - Grafton
NUMBER OF RESPONDENTS	4014	3007	183	1918	473	415	158	155	44	37	35	19	12	9
EMPLOYEE ENGAGEMENT	64%	65%	69%	66%	61%	59%	72%	69%	54%	54%	55%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	70%	80%	71%	68%	63%	81%	79%	62%	52%	65%	(r)	(r)	(r)
SENIOR MANAGERS	52%	53%	61%	56%	46%	41%	66%	61%	37%	38%	26%	(r)	(r)	(r)
COMMUNICATION	67%	68%	76%	70%	66%	59%	78%	76%	59%	48%	54%	(r)	(r)	(r)
HIGH PERFORMANCE	64%	65%	71%	67%	61%	58%	73%	70%	58%	47%	49%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	65%	66%	75%	68%	61%	58%	76%	75%	56%	50%	48%	(r)	(r)	(r)
DIVERSITY & INCLUSION	76%	77%	83%	79%	76%	70%	83%	82%	68%	59%	64%	(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

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 for NSW	Sydney - Outer West and Blue Mountains	Riverina	Capital Region	Sydney - Eastern Suburbs	New England and North West	Sydney - Baulkham Hills and Hawkesbury	Sydney - Outer South West	Sydney - Sutherland	Central Coast	Central West	Sydney - Blacktown	Sydney - South West	Outside NSW
NUMBER OF RESPONDENTS	4014	9	8	7	7	6	6	6	5	4	4	4	3	2
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	76%	(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%

	Transport for NSW	Hunter Valley exc Newcastle	Mid North Coast	Murray	Richmond - Tweed	Southern Highlands and Shoalhaven
NUMBER OF RESPONDENTS	4014	1	0	0	0	0
EMPLOYEE ENGAGEMENT	64%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	67%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	64%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	65%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	76%	(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%

	Transport for NSW	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
NUMBER OF RESPONDENTS	4014	4	81	263	537	665	620	543	441	332	162	62
EMPLOYEE ENGAGEMENT	64%	(r)	69%	70%	66%	64%	64%	64%	62%	64%	60%	63%
ENGAGEMENT WITH WORK	69%	(r)	66%	69%	70%	68%	71%	70%	69%	72%	68%	75%
SENIOR MANAGERS	52%	(r)	61%	56%	53%	51%	53%	52%	51%	51%	44%	57%
COMMUNICATION	67%	(r)	77%	71%	71%	66%	67%	67%	64%	67%	63%	72%
HIGH PERFORMANCE	64%	(r)	72%	71%	66%	62%	64%	64%	63%	65%	61%	64%
PUBLIC SECTOR VALUES	65%	(r)	73%	70%	67%	63%	65%	66%	64%	65%	59%	69%
DIVERSITY & INCLUSION	76%	(r)	84%	80%	80%	75%	77%	76%	73%	75%	72%	79%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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CUT OFF LIMIT OF 30 RESPONDENTS

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Transport for NSW	Male	Female	Other
NUMBER OF RESPONDENTS	4014	1996	1665	88
EMPLOYEE ENGAGEMENT	64%	64%	65%	49%
ENGAGEMENT WITH WORK	69%	71%	69%	47%
SENIOR MANAGERS	52%	53%	52%	29%
COMMUNICATION	67%	69%	67%	46%
HIGH PERFORMANCE	64%	65%	65%	45%
PUBLIC SECTOR VALUES	65%	66%	65%	44%
DIVERSITY & INCLUSION	76%	78%	76%	52%

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

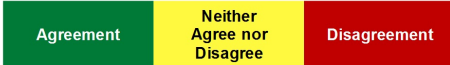
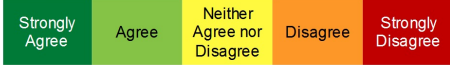
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.