



2019 | NSW Public Sector
Employee Survey

AGENCY REPORT

Transport

State Transit Authority



Contents

Headlines	3
Highest and Lowest Questions	4
Most and Least Improved Questions	5
Highest Neutral Scoring Questions	6
Respondent Profile	7
Taking Action	8
Key Drivers of Engagement	9
Team Comparison	10
All Questions by Topic	11
Profile of Respondents	39
Results by Select Demographics	46
Report Guide	56

RESPONSE RATE

42%

1,411 OF 3,374 RESPONDENTS

RESPONSE RATE 2018: 22%

EMPLOYEE ENGAGEMENT

67%

DIFFERENCE FROM 2018 **+1**
(66%)

DIFFERENCE FROM CLUSTER **+2**
(65%)

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

ENGAGEMENT WITH WORK

77%

DIFFERENCE FROM 2018 **+6**
(71%)

DIFFERENCE FROM CLUSTER **+6**
(71%)

DIFFERENCE FROM PUBLIC SECTOR **+4**
(73%)

SENIOR MANAGERS

52%

DIFFERENCE FROM 2018 **+8**
(44%)

DIFFERENCE FROM CLUSTER **+5**
(47%)

DIFFERENCE FROM PUBLIC SECTOR **+2**
(50%)

COMMUNICATION

62%

DIFFERENCE FROM 2018 **+7**
(56%)

DIFFERENCE FROM CLUSTER **0**
(63%)

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

HIGH PERFORMANCE

65%

DIFFERENCE FROM 2018 **+6**
(60%)

DIFFERENCE FROM CLUSTER **+3**
(62%)

DIFFERENCE FROM PUBLIC SECTOR **0**
(65%)

PUBLIC SECTOR VALUES

64%

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

DIFFERENCE FROM CLUSTER **+3**
(61%)

DIFFERENCE FROM PUBLIC SECTOR **+1**
(62%)

DIVERSITY & INCLUSION

69%

DIFFERENCE FROM 2018 **+4**
(65%)

DIFFERENCE FROM CLUSTER **-1**
(70%)

DIFFERENCE FROM PUBLIC SECTOR **0**
(69%)

FLEXIBLE WORKING SATISFACTION

57%

DIFFERENCE FROM 2018 **+5**
(52%)

DIFFERENCE FROM CLUSTER **-3**
(61%)

DIFFERENCE FROM PUBLIC SECTOR **-1**
(59%)

ACTION ON RESULTS

49%

DIFFERENCE FROM 2018 **+8**
(41%)

DIFFERENCE FROM CLUSTER **+8**
(41%)

DIFFERENCE FROM PUBLIC SECTOR **+10**
(39%)



QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

This page compares the aggregate or individual scores for key topics. The individual questions in each group are listed in the All Questions section.

The Employee Engagement index is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

Response Rate: some entities exceed 100% where responses were greater than the employee headcount. This is thought to be primarily due to employees selecting the wrong work location in the survey

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019
AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
1a. I understand what is expected of me to do well in my role	95%	91%
1g. I know how to address a health and safety issue I have identified	88%	87%
1h. I am comfortable notifying my manager if I become aware of any risks at work	84%	-
2a. My workgroup strives to achieve customer/client satisfaction	82%	79%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	81%	77%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	81%	77%
2c. I receive help and support from other members of my workgroup	80%	79%
1c. My job gives me a feeling of personal accomplishment	78%	74%
2e. People in my workgroup treat each other with respect	77%	77%
2b. My workgroup works collaboratively to achieve its objectives	77%	69%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019
AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
7c. I feel that change is managed well in my organisation	48%	40%
7g. I have confidence in the way recruitment decisions are made	48%	42%
6h. I feel that senior managers listen to employees	48%	40%
6d. Senior managers encourage innovation by employees	48%	42%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	49%	42%
10a. I believe action will be taken on the results from this survey by my organisation	49%	41%
7d. There is good co-operation between teams across our organisation	50%	47%
6g. I feel that senior managers keep employees informed about what's going on	52%	42%
6b. I feel that senior managers effectively lead and manage change	52%	41%
6a. I believe senior managers provide clear direction for the future of the organisation	53%	43%



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
11a. I have confidence in the ways my organisation resolves grievances	55%	37%
6b. I feel that senior managers effectively lead and manage change	52%	41%
6g. I feel that senior managers keep employees informed about what's going on	52%	42%
1f. I am able to keep my work stress at an acceptable level	77%	67%
6a. I believe senior managers provide clear direction for the future of the organisation	53%	43%
6c. I feel that senior managers model the values of my organisation	55%	45%
3g. I am satisfied with the opportunities available for career development in my organisation	59%	49%
7m. My organisation inspires me to do the best in my job	63%	53%
3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	66%	57%
10a. I believe action will be taken on the results from this survey by my organisation	49%	41%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018



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

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



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



Q7d. There is good co-operation between teams across our organisation



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



Q6d. Senior managers encourage innovation by employees



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



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



Q7d. There is good co-operation between teams across our organisation



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



Q6d. Senior managers encourage innovation by employees



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



Q7d. There is good co-operation between teams across our organisation



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



Q6d. Senior managers encourage innovation by employees



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: 1411

Gender	Survey %	Employment Status	Survey %	Type of work	Survey %
Male	84	Senior Executive (ongoing/permanent or term)	3	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	65
Female	13	Ongoing/Permanent (other than senior executive)	81	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)	16
Other	3	Temporary (including temporary teachers and graduates)	1	Administrative support (e.g. executive/personal assistant, receptionist)	4
Age	Survey %	Casual	1	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	6
15 - 34 years	16	Contract – Non Executive	3	Policy	0
35 - 54 years	52	Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	1	Research	0
55+ years	31	Other	6	Program and project management support	1
LOTE spoken at home	Survey %	Don't know	4	Legal (including developing and/or reviewing legislation)	1
Yes	43	Manager of managers	Survey %	Other	7
No	50	Yes	6	Organisation Tenure	Survey %
Prefer not to say	6	No	94	Less than 1 year	10
Aboriginal and/or Torres Strait Islanders	Survey %	Supervisors	Survey %	1 - 2 years	11
Yes	3	Yes	18	2 - 5 years	17
No	92	No	82	5 - 10 years	22
Prefer not to say	5	Working arrangement	Survey %	10 - 20 years	27
Disability	Survey %	Full-time	93	More than 20 years	14
Yes	3	Part-time	7	Salary	Survey %
No	92			\$83,402 and below	58
Prefer not to say	5			\$83,403 - \$108,043	28
LGBTI	Survey %			\$108,044 - \$144,520	5
Yes	6			\$144,521 and above	3
No	85			Prefer not to say	6
Prefer not to say	9				

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%

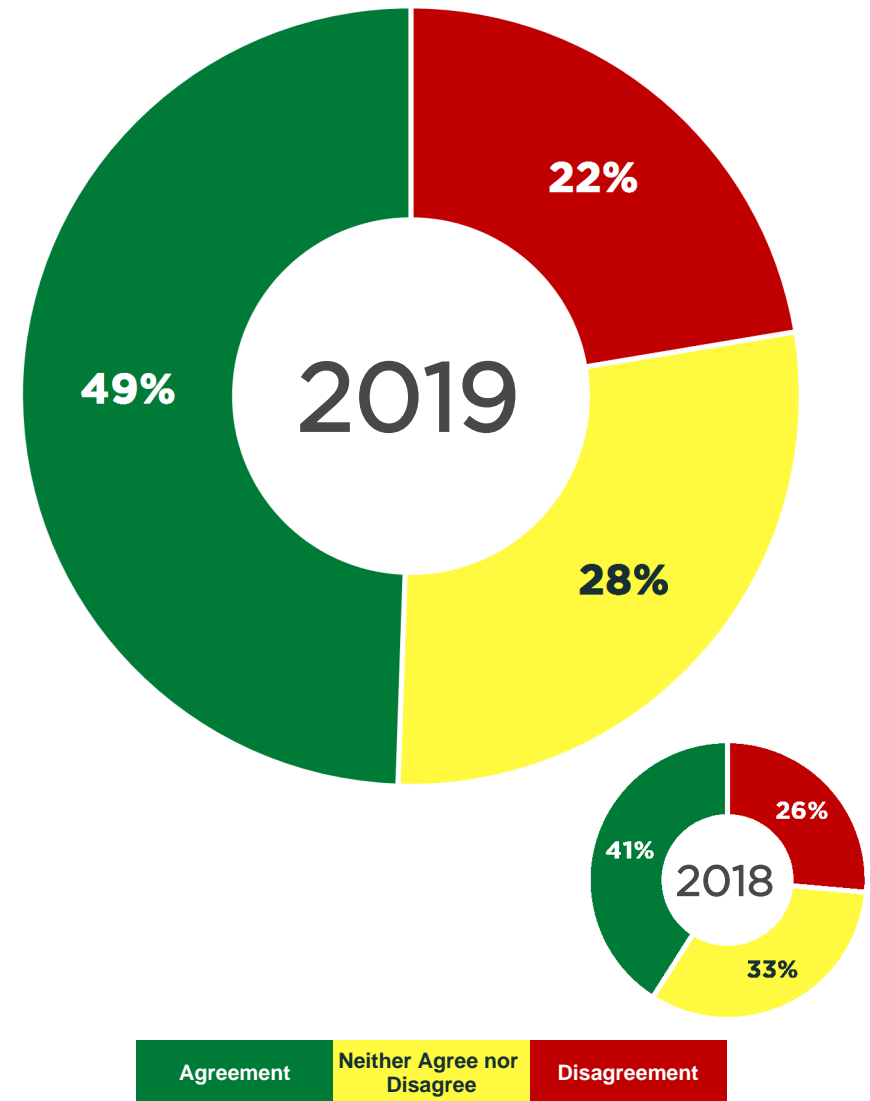
of employees replied favourably to:

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

39%
SECTOR

41%
CLUSTER

41%
2018



KEY DRIVERS OF ENGAGEMENT



Employee Engagement scores at different levels are shown in earlier and following pages.

These results show the issues that are the most significant influencers of employee engagement in the workplace at this level.

The questions are ranked in order of influence. In prioritising areas for action, it is common to focus on items with a low agreement score but higher in the ranked list of drivers, as they have higher impact. Variation of drivers within the organisation and business priorities should be considered.

If Engagement scores are high, other scores are often high as well.

RANK

		% AGREEMENT 2019	% AGREEMENT 2018	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	54%	47%	48%	53%
2	Q7a. My organisation focuses on improving the work we do	68%	64%	64%	69%
3	Q7c. I feel that change is managed well in my organisation	48%	40%	37%	42%
4	Q7d. There is good co-operation between teams across our organisation	50%	47%	46%	50%
5	Q6d. Senior managers encourage innovation by employees	48%	42%	47%	51%
6	Q7b. My organisation is making the necessary improvements to meet our future challenges	60%	55%	56%	57%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for State Transit Authority

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.

	State Transit Authority	Asset Management	Corporate	Customer Operations
NUMBER OF RESPONDENTS	1411	165	99	1134
EMPLOYEE ENGAGEMENT	67%	65%	65%	67%
ENGAGEMENT WITH WORK	77%	72%	73%	78%
SENIOR MANAGERS	52%	46%	56%	53%
COMMUNICATION	62%	61%	70%	62%
HIGH PERFORMANCE	65%	62%	65%	66%
PUBLIC SECTOR VALUES	64%	59%	66%	64%
DIVERSITY & INCLUSION	69%	68%	76%	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 10 RESPONDENTS



EXPLORE THE FULL RESULTS

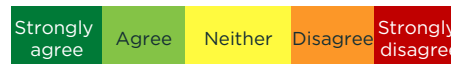
Questions are grouped by topics in this report.

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	67% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	22	43	22	8	65%	56%	65%	62%
Q7j. I am proud to tell others I work for my organisation	27	43	18	8	70%	66%	67%	70%
Q7k. I feel a strong personal attachment to my organisation	25	42	19	8	68%	66%	61%	64%
Q7l. My organisation motivates me to help it achieve its objectives	15	44	26	10	59%	54%	55%	56%
Q7m. My organisation inspires me to do the best in my job	17	46	21	11	63%	53%	54%	56%

KEY





EXPLORE THE FULL RESULTS

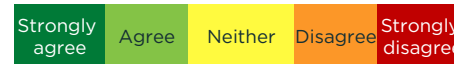
Questions are grouped by topics in this report.

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%

ENGAGEMENT WITH WORK	77% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019	
Q1c. My job gives me a feeling of personal accomplishment	30	49	13	78%	74%	73%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	29	45	15	74%	69%	70%	72%
Q1e. I am satisfied with my job	27	50	15	77%	70%	70%	69%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%

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	19	34	26	11	9	53%	43%	45%	51%
Q6b. I feel that senior managers effectively lead and manage change	13	39	27	11	9	52%	41%	42%	47%
Q6c. I feel that senior managers model the values of my organisation	14	41	27	9	9	55%	45%	48%	52%
Q6d. Senior managers encourage innovation by employees	16	32	30	13	9	48%	42%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	33	34	9	7	49%	42%	49%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	17	48	23			65%	60%	63%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	14	39	25	13	10	52%	42%	48%	48%
Q6h. I feel that senior managers listen to employees	16	32	26	13	13	48%	40%	42%	44%
Q7c. I feel that change is managed well in my organisation	15	33	28	16	8	48%	40%	37%	42%

KEY





EXPLORE THE FULL RESULTS

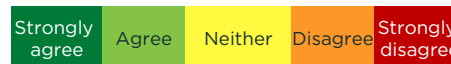
Questions are grouped by topics in this report.

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%

COMMUNICATION	62% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019			
Q5c. My manager communicates effectively with me	34	40	15	8	73%	68%	74%	72%	
Q5d. My manager encourages and values employee input	27	40	19	8	67%	63%	73%	73%	
Q5e. My manager involves my workgroup in decisions about our work	27	34	23	8	7	62%	55%	67%	68%
Q6g. I feel that senior managers keep employees informed about what's going on	14	39	25	13	10	52%	42%	48%	48%
Q6h. I feel that senior managers listen to employees	16	32	26	13	13	48%	40%	42%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	23	49	17			72%	66%	71%	69%

KEY





EXPLORE THE FULL RESULTS

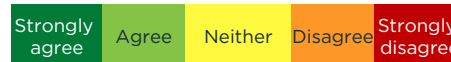
Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%

	HIGH PERFORMANCE		65% 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	41	54		95%	91%	88%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	23	54	15	77%	69%	78%	79%		
Q3f. I have received appropriate training and development to do my job well	25	51	16	76%	69%	63%	66%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do	31	40	18	71%	67%	74%	75%		
Q5f. I have confidence in the decisions my manager makes	23	45	21	68%	62%	69%	69%		
Q6d. Senior managers encourage innovation by employees	16	32	30	13	9	48%	42%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	33	34	9	7	49%	42%	49%	53%
Q7a. My organisation focuses on improving the work we do	22	47	20	9	68%	64%	64%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	15	45	25	11	60%	55%	56%	57%	

KEY



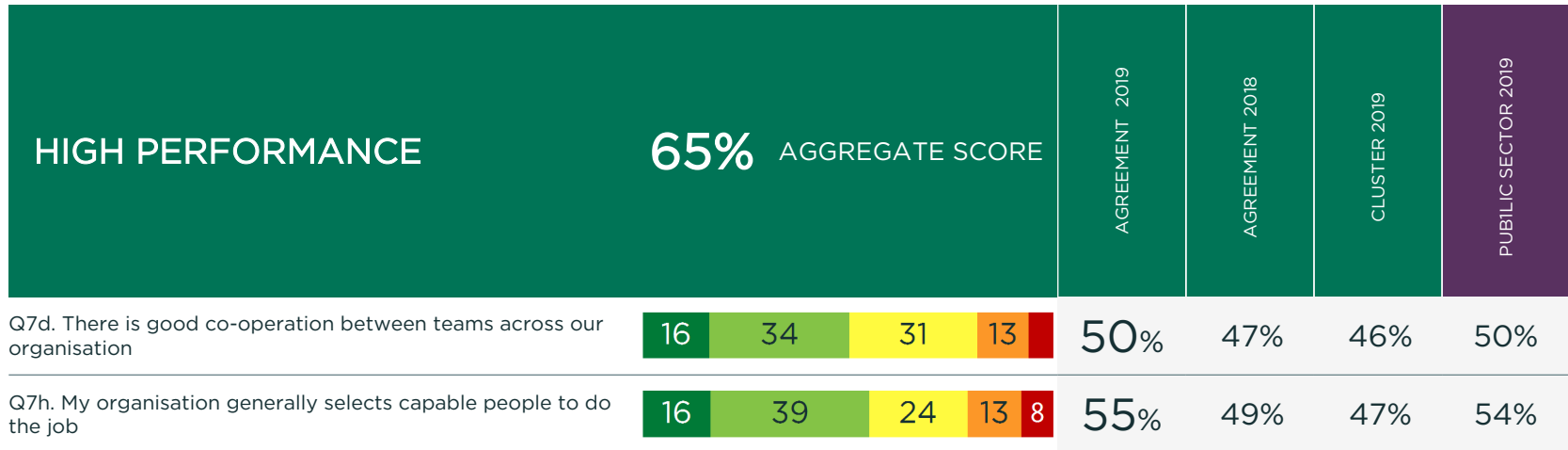


EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

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%

PUBLIC SECTOR VALUES	64% AGGREGATE SCORE					AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q2a. My workgroup strives to achieve customer/client satisfaction	31	51	13			82%	79%	84%	86%
Q2e. People in my workgroup treat each other with respect	29	49	15			77%	77%	77%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	31	40	18			71%	67%	74%	75%
Q5b. My manager listens to what I have to say	32	41	17			73%	70%	77%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	19	34	26	11	9	53%	43%	45%	51%
Q6c. I feel that senior managers model the values of my organisation	14	41	27	9	9	55%	45%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	17	48	23			65%	60%	63%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	14	39	25	13	10	52%	42%	48%	48%
Q6h. I feel that senior managers listen to employees	16	32	26	13	13	48%	40%	42%	44%

KEY



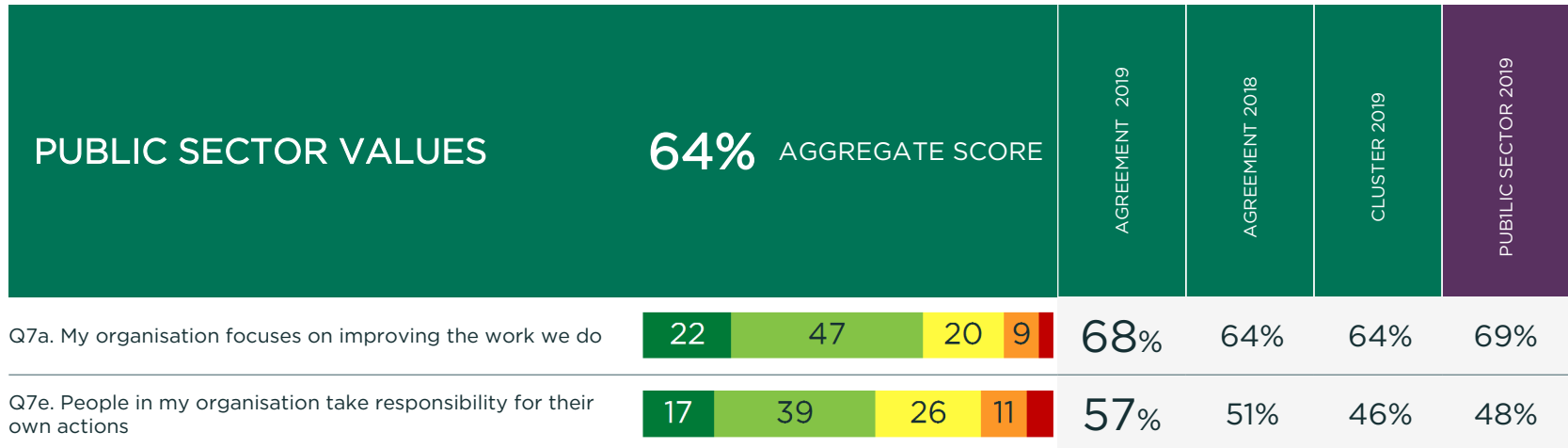


EXPLORE THE FULL RESULTS

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

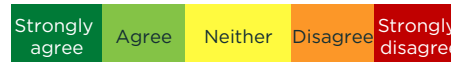
Questions are grouped by topics in this report.

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%

DIVERSITY & INCLUSION	69% 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	25	48	16	9	72%	64%	68%	67%	
Q5b. My manager listens to what I have to say	32	41	17		73%	70%	77%	76%	
Q5d. My manager encourages and values employee input	27	40	19	8	67%	63%	73%	73%	
Q6i. Senior managers in my organisation support the career advancement of women	23	36	33		59%	58%	63%	61%	
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	27	54	13		81%	77%	79%	77%	
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	28	53	14		81%	77%	74%	76%	
Q8c. I am able to speak up and share a different view to my colleagues and manager	23	49	17		72%	66%	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>	15	42	21	12	9	57%	52%	61%	59%
Q8e. My manager supports flexible working in my team	16	41	27	9	8	57%	55%	65%	63%

KEY



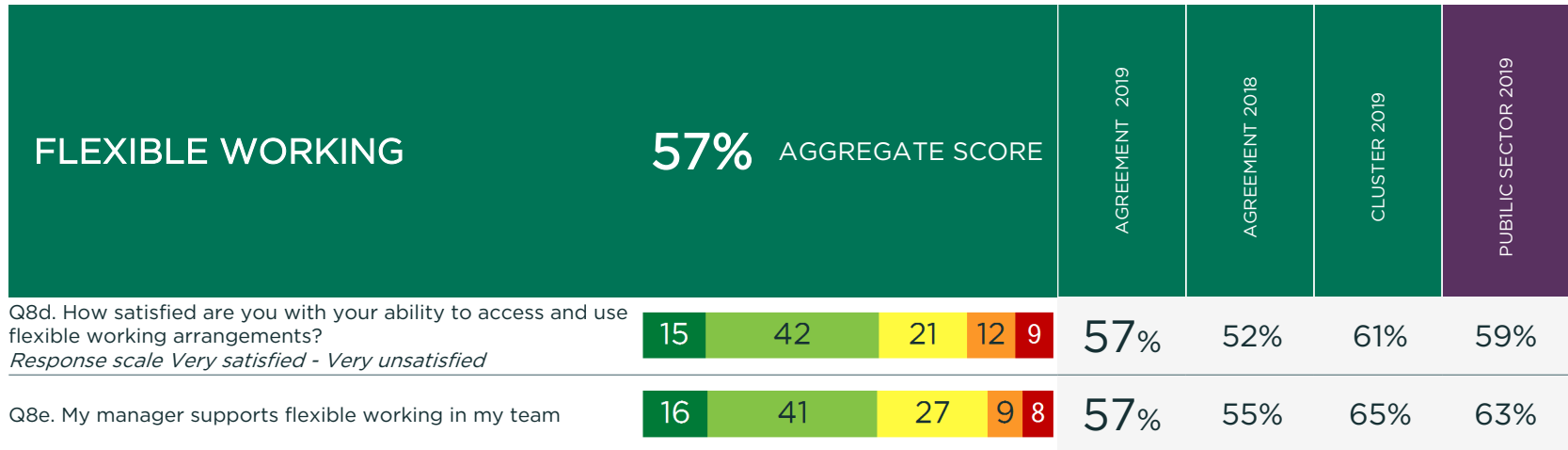


EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%



KEY



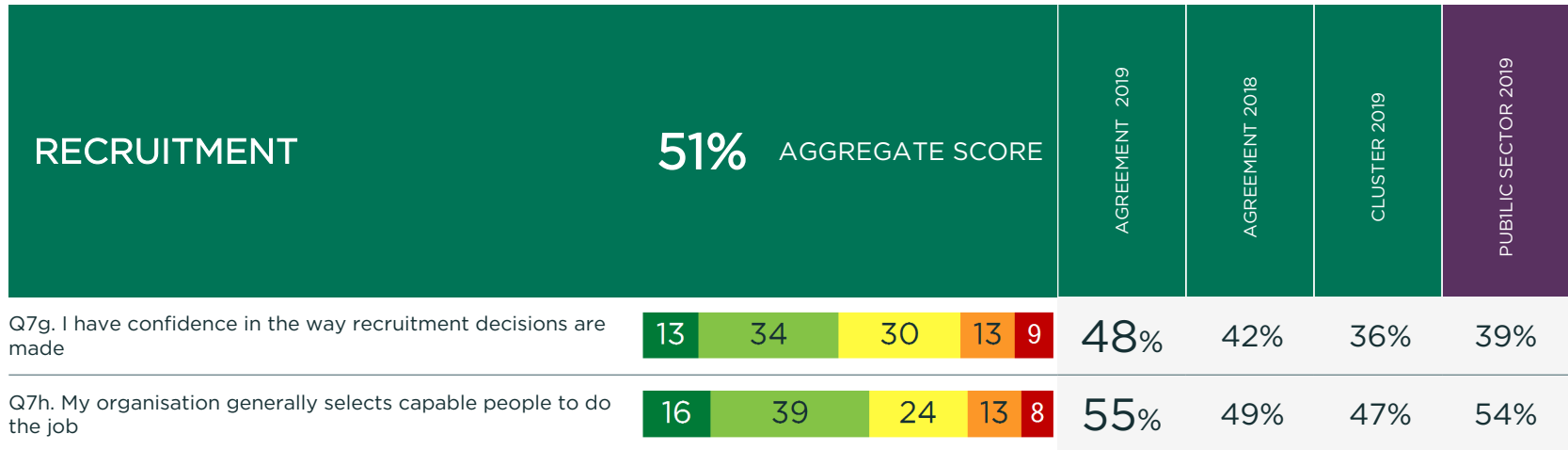


EXPLORE THE FULL RESULTS

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.

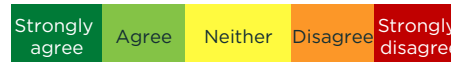
Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

62% 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	18 48 19 10	66%	57%	64%	66%
Q3e. My performance is assessed against clear criteria	16 47 23 9	63%	56%	57%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation	17 42 22 10 9	59%	49%	50%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do	27 37 22 8	64%	60%	69%	69%
Q5h. My manager deals appropriately with employees who perform poorly	26 38 27	63%	56%	52%	48%
Q7f. My organisation is committed to developing its employees	18 36 26 13 7	54%	47%	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	75% 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	25	48	16	9	72%	64%	68%	67%
Q1f. I am able to keep my work stress at an acceptable level	23	54	15		77%	67%	69%	61%
Q2c. I receive help and support from other members of my workgroup	33	47	14		80%	79%	81%	81%
Q2d. There is good team spirit in my workgroup	29	43	16	8	73%	68%	71%	70%

KEY



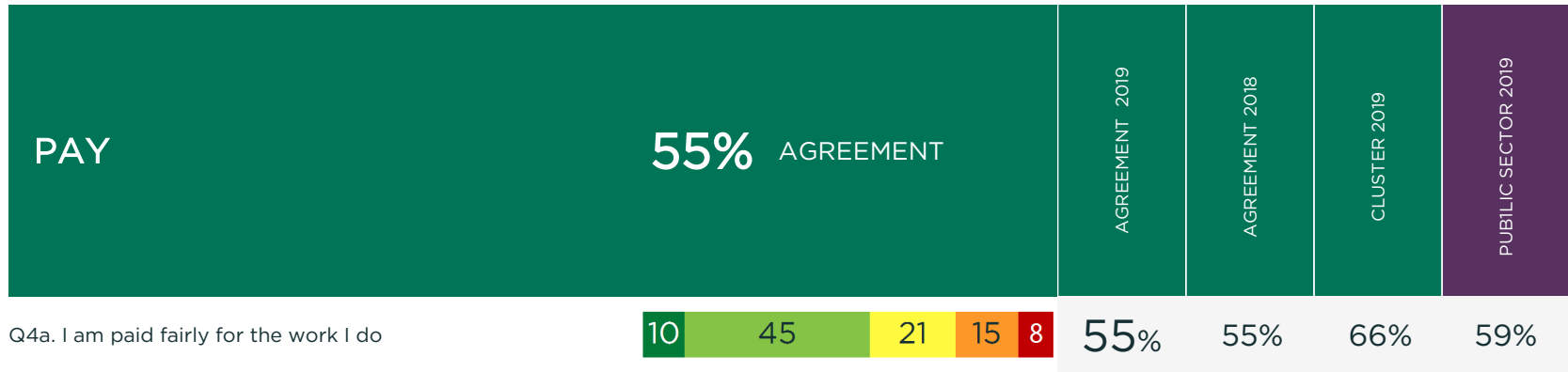


EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

Results are rounded and may not add up to 100%



KEY



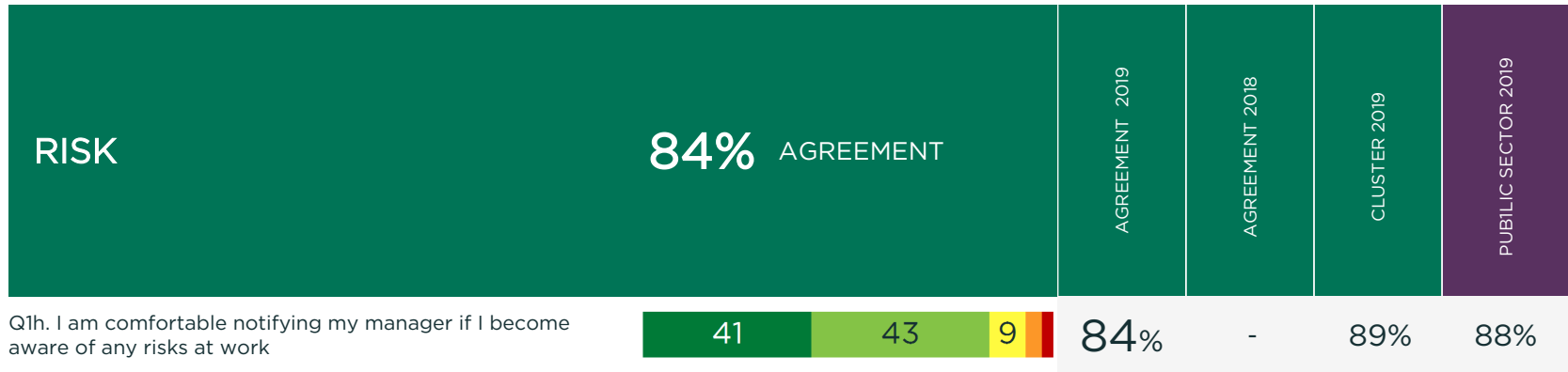


EXPLORE THE FULL RESULTS

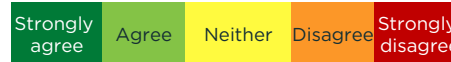
Questions are grouped by topics in this report.

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



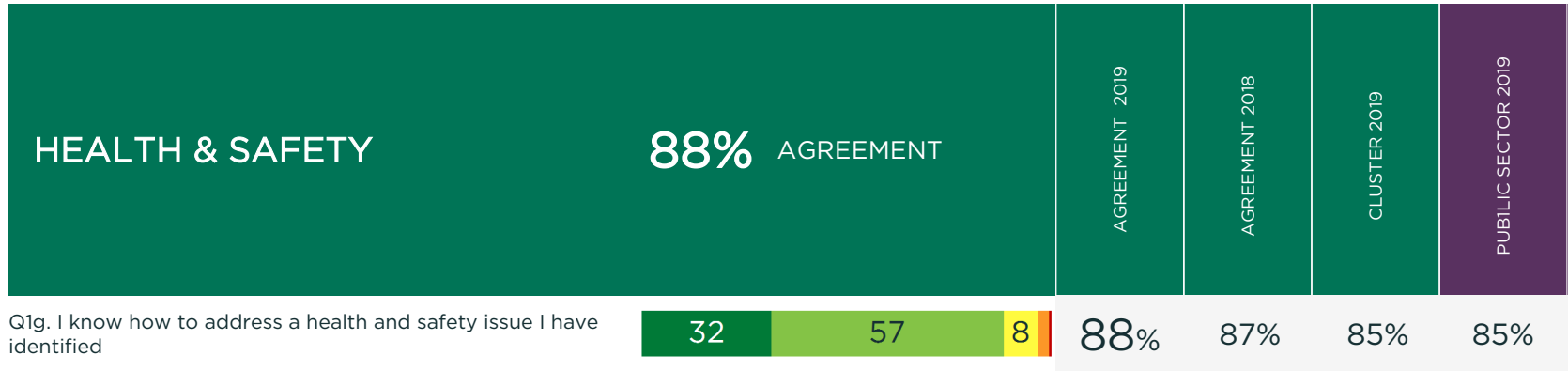


EXPLORE THE FULL RESULTS

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

49% AGREEMENT

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



KEY



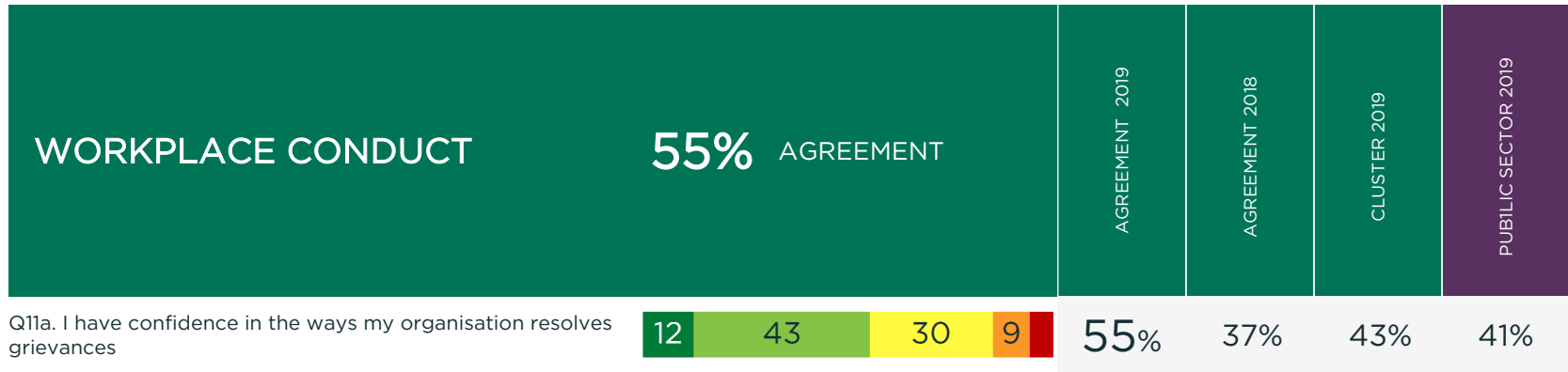


EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

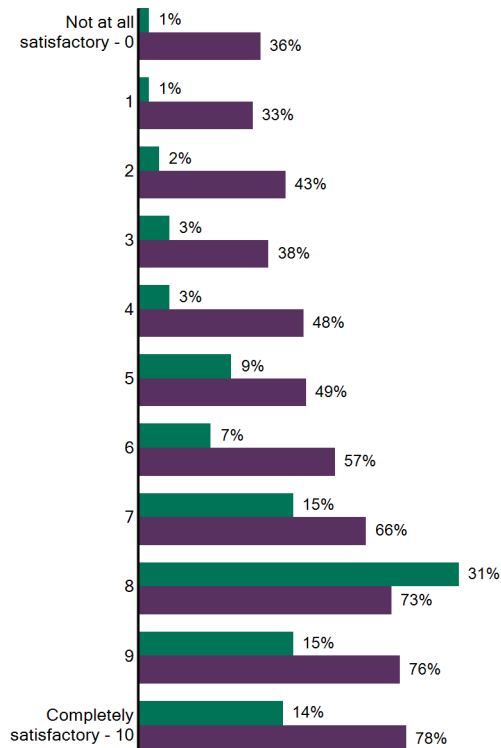
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

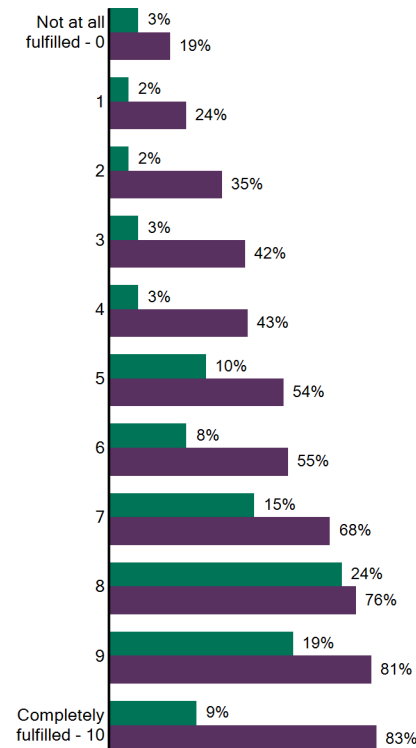
Results are rounded and may not add up to 100%

This compares Wellbeing to Engagement.

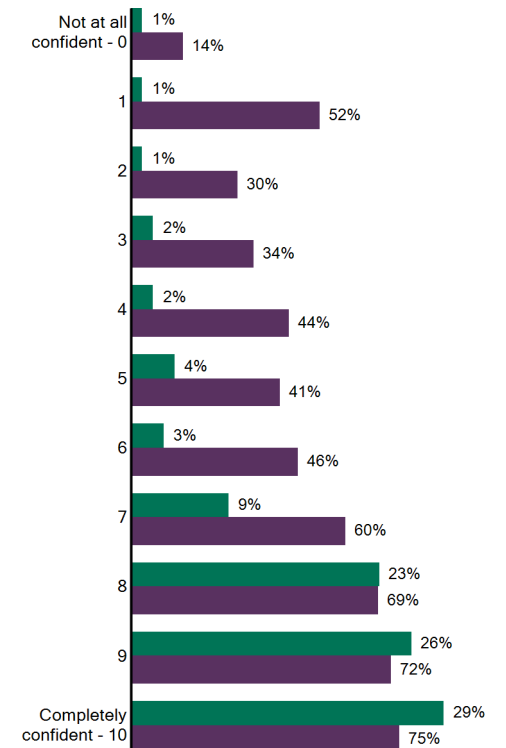
Q1i. In general, my sense of wellbeing is.....



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	CLUSTER 2019	PUBLIC SECTOR 2019
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		61%	57%	65%	71%
No		39%	43%	35%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		69%	65%	73%	76%
No		31%	35%	27%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		54%	48%	55%	60%
No		46%	52%	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		45%	42%	46%	41%
No		55%	58%	54%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

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
There are no major barriers to my career progression		40%	40%	31%	29%
Lack of promotion opportunities		28%	33%	30%	28%
Lack of visible opportunities		28%	34%	28%	29%
Geographic location considerations		20%	15%	21%	25%
Personal/family considerations		19%	17%	22%	29%
The application/recruitment process is too cumbersome or time consuming		19%	21%	22%	22%
Insufficient training and development		16%	19%	17%	15%
Lack of support from my manager/supervisor		12%	15%	14%	13%
Lack of required capabilities or experience		12%	12%	13%	11%
Lack of support for temporary assignments/secondments		11%	16%	17%	15%
Other		10%	8%	11%	9%

% are calculated with the number of unique respondents (N = 1,219 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%	20%	22%	27%
No		59%	64%	60%	56%
Don't know		22%	16%	18%	17%
Q12b. If yes to 12a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		53%	59%	59%	65%
No		44%	37%	37%	32%
Don't know		3%	4%	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		14%	21%	23%	33%
No		70%	69%	66%	57%
Don't know		16%	9%	11%	10%
Q13b. In the last 12 months I have been subjected to bullying at work					
Yes		11%	13%	13%	18%
No		76%	80%	79%	75%
Don't know		13%	7%	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

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
Your immediate manager/supervisor		23%	26%	25%	23%
A senior manager		21%	21%	26%	21%
A fellow worker at your level		19%	21%	21%	27%
Prefer not to say		16%	14%	13%	13%
A client or customer		8%	3%	3%	3%
A subordinate		7%	9%	5%	7%
A member of the public other than a client or customer		7%	1%	1%	1%
Other		1%	6%	4%	5%



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
Q14a. In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work					
Yes		4%	5%	3%	4%
No		93%	93%	94%	94%
Don't know		3%	2%	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		22%	33%	49%	38%
A member of the public		63%	44%	39%	36%
Other		6%	15%	3%	19%
Prefer not to say		8%	7%	8%	7%



EXPLORE THE FULL RESULTS

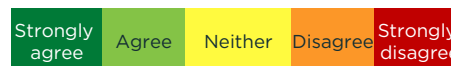
Questions are grouped by topics in this report.

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%

TRANSPORT CUSTOMISED QUESTIONS						AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019
Q1. My workgroup demonstrates good health and safety behaviour	24	61	10			85%	79%	85%
Q2. I am given all necessary information, equipment and training to do my job safely	24	55	13			78%	74%	81%
Q3. I am given all necessary information, equipment and training to do my job effectively	21	53	15	9		74%	65%	72%
Q4. My organisation's processes for recruiting people are efficient	18	35	28	13		53%	47%	37%
Q5. I am confident in my ability to provide quality customer service to customers	47	45				92%	-	88%
Q6. I am able to make decisions that affect my work	37	47	9			85%	-	82%
Q7. I have a clear understanding of how my work contributes to my agency's objectives and direction	32	54	9			86%	-	83%
Q8. I see senior managers of my organisation actively putting people at the heart of the decisions they make	16	40	23	13	8	56%	-	45%
Q9. My organisation works towards achieving the greater good for the community	26	46	19			71%	-	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		13%	11%
My agency		27%	31%
My main work site		31%	24%
All of the above		30%	35%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
GENDER		
Male		84%
Female		13%
Other		3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
AGE		
15-19		1%
20-24		1%
25-29	█	5%
30-34	█	10%
35-39	█	8%
40-44	█	12%
45-49	█	16%
50-54	█	17%
55-59	█	16%
60-64	█	11%
65+		4%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

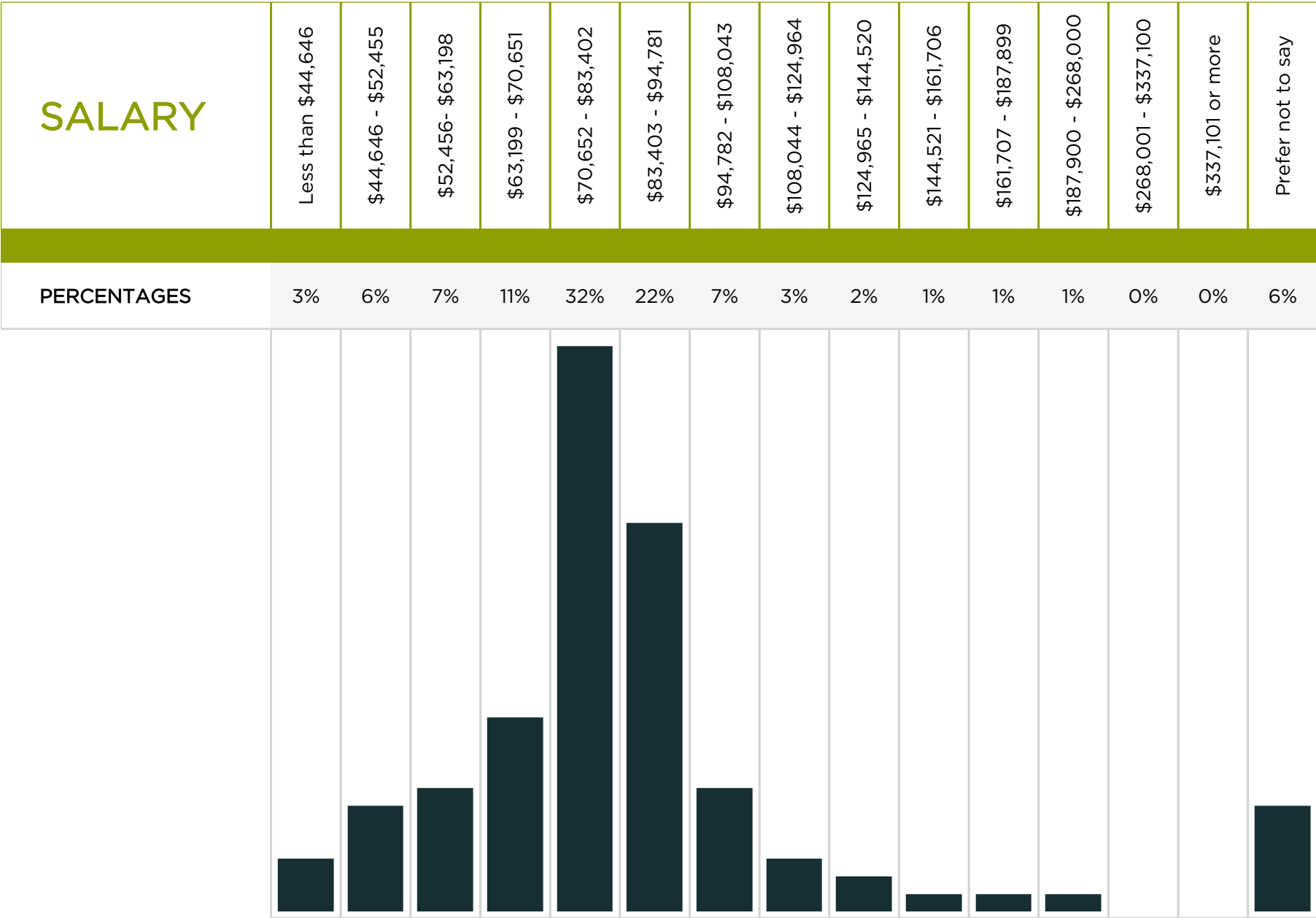
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	65%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	16%
Administrative support (e.g. executive/personal assistant, receptionist)	4%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	6%
Policy	0%
Research	0%
Program and project management support	1%
Legal (including developing and/or reviewing legislation)	1%
Other	7%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		10%
1 - 2 years		11%
2 - 5 years		17%
5 - 10 years		22%
10 - 20 years		27%
More than 20 years		14%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
FLEXIBLE WORKING		
None of the above		42%
Flexible start and finish times		21%
Flexible scheduling for rostered workers		14%
Working from different locations		11%
Purchasing annual leave		10%
Working additional hours to make up for time off		8%
Working from home		7%

% are calculated with the number of unique respondents (N = 1,287 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
FLEXIBLE WORKING		
Other		5%
Working more hours over fewer days		5%
Leave without pay		5%
Part-time work		4%
Job sharing		2%
Study leave		0%

% are calculated with the number of unique respondents (N = 1,287 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%

	State Transit Authority	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	1411	857	205	51	80	2	5	10	11	95
EMPLOYEE ENGAGEMENT	67%	67%	63%	71%	69%	(r)	(r)	(r)	(r)	68%
ENGAGEMENT WITH WORK	77%	77%	74%	82%	77%	(r)	(r)	(r)	(r)	77%
SENIOR MANAGERS	52%	52%	47%	50%	61%	(r)	(r)	(r)	(r)	53%
COMMUNICATION	62%	61%	60%	66%	77%	(r)	(r)	(r)	(r)	63%
HIGH PERFORMANCE	65%	66%	62%	67%	69%	(r)	(r)	(r)	(r)	66%
PUBLIC SECTOR VALUES	64%	64%	59%	66%	71%	(r)	(r)	(r)	(r)	64%
DIVERSITY & INCLUSION	69%	69%	66%	77%	81%	(r)	(r)	(r)	(r)	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%

	State Transit Authority	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	1411	43	76	88	145	419	285	88	35	26	11	8	8	5
EMPLOYEE ENGAGEMENT	67%	64%	63%	60%	65%	68%	71%	69%	68%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	71%	72%	70%	75%	78%	82%	80%	84%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	36%	39%	37%	44%	57%	59%	54%	56%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	54%	49%	47%	58%	65%	70%	68%	72%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	57%	58%	52%	59%	69%	71%	68%	70%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	64%	57%	52%	51%	59%	67%	70%	66%	68%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	69%	64%	64%	56%	64%	70%	75%	76%	77%	(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 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%

	State Transit Authority	\$337,101 or more	Prefer not to say
NUMBER OF RESPONDENTS	1411	6	79
EMPLOYEE ENGAGEMENT	67%	(r)	57%
ENGAGEMENT WITH WORK	77%	(r)	66%
SENIOR MANAGERS	52%	(r)	35%
COMMUNICATION	62%	(r)	44%
HIGH PERFORMANCE	65%	(r)	52%
PUBLIC SECTOR VALUES	64%	(r)	48%
DIVERSITY & INCLUSION	69%	(r)	54%

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%

	State Transit Authority	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	1411	127	142	219	282	358	179
EMPLOYEE ENGAGEMENT	67%	73%	67%	66%	67%	67%	63%
ENGAGEMENT WITH WORK	77%	81%	76%	77%	80%	76%	71%
SENIOR MANAGERS	52%	60%	49%	53%	57%	52%	41%
COMMUNICATION	62%	68%	62%	61%	65%	63%	58%
HIGH PERFORMANCE	65%	72%	64%	65%	68%	66%	58%
PUBLIC SECTOR VALUES	64%	72%	63%	63%	67%	63%	57%
DIVERSITY & INCLUSION	69%	73%	69%	69%	72%	69%	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%

	State Transit Authority	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	1411	276	58	108	178	55	21	146	92	135	58	5	63	542
EMPLOYEE ENGAGEMENT	67%	70%	70%	68%	75%	71%	(r)	69%	71%	74%	66%	(r)	68%	64%
ENGAGEMENT WITH WORK	77%	82%	83%	74%	85%	81%	(r)	80%	80%	83%	75%	(r)	77%	73%
SENIOR MANAGERS	52%	58%	56%	54%	69%	48%	(r)	59%	63%	66%	45%	(r)	54%	48%
COMMUNICATION	62%	71%	61%	66%	75%	63%	(r)	72%	77%	74%	57%	(r)	63%	58%
HIGH PERFORMANCE	65%	70%	69%	66%	79%	63%	(r)	69%	70%	76%	60%	(r)	67%	61%
PUBLIC SECTOR VALUES	64%	69%	66%	65%	77%	65%	(r)	69%	73%	75%	58%	(r)	66%	59%
DIVERSITY & INCLUSION	69%	79%	72%	73%	81%	74%	(r)	78%	83%	79%	66%	(r)	69%	63%

*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%

	State Transit Authority	Sydney East	Sydney West	Sydney - Ryde	Sydney - Northern Beaches	Sydney - Eastern Suburbs	Sydney - City and Inner South	Sydney - North Sydney and Hornsby	Sydney - Inner West	Hunter Valley exc Newcastle	Central Coast	Mid North Coast	Outside NSW	Sydney - Blacktown
NUMBER OF RESPONDENTS	1411	1003	1	287	186	179	177	143	30	8	1	1	1	1
EMPLOYEE ENGAGEMENT	67%	66%	(r)	70%	61%	70%	64%	64%	71%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	76%	(r)	81%	71%	81%	73%	72%	78%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	49%	(r)	62%	34%	52%	47%	43%	66%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	60%	(r)	69%	45%	65%	58%	57%	77%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	63%	(r)	71%	51%	66%	62%	58%	74%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	64%	62%	(r)	71%	51%	64%	58%	57%	76%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	69%	68%	(r)	72%	59%	71%	66%	65%	84%	(r)	(r)	(r)	(r)	(r)

*Sydney East and Sydney West are higher level results for the Sydney sub-regions.

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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%

	State Transit Authority	Sydney - Sutherland	Capital Region	Central West	Coffs Harbour - Grafton	Far West and Orana	Illawarra	Murray	New England and North West	Newcastle and Lake Macquarie	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Baulkham Hills and Hawkesbury
NUMBER OF RESPONDENTS	1411	1	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(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	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	64%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	69%	(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%

	State Transit Authority	Sydney - Inner South West	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - Parramatta	Sydney - South West
NUMBER OF RESPONDENTS	1411	0	0	0	0	0
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	77%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	65%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	64%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	69%	(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%

	State Transit Authority	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
NUMBER OF RESPONDENTS	1411	7	15	64	131	107	156	204	218	216	151	47
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	69%	72%	71%	67%	66%	65%	65%	66%	65%
ENGAGEMENT WITH WORK	77%	(r)	(r)	80%	80%	79%	76%	77%	77%	76%	77%	76%
SENIOR MANAGERS	52%	(r)	(r)	61%	68%	57%	53%	56%	48%	44%	46%	39%
COMMUNICATION	62%	(r)	(r)	68%	75%	70%	63%	66%	60%	56%	60%	50%
HIGH PERFORMANCE	65%	(r)	(r)	71%	75%	72%	70%	67%	62%	59%	62%	56%
PUBLIC SECTOR VALUES	64%	(r)	(r)	69%	75%	70%	67%	65%	60%	58%	61%	56%
DIVERSITY & INCLUSION	69%	(r)	(r)	72%	76%	76%	70%	71%	67%	65%	68%	59%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	State Transit Authority	Male	Female	Other
NUMBER OF RESPONDENTS	1411	1058	166	36
EMPLOYEE ENGAGEMENT	67%	67%	70%	70%
ENGAGEMENT WITH WORK	77%	77%	82%	73%
SENIOR MANAGERS	52%	51%	60%	71%
COMMUNICATION	62%	62%	73%	77%
HIGH PERFORMANCE	65%	65%	69%	74%
PUBLIC SECTOR VALUES	64%	63%	71%	75%
DIVERSITY & INCLUSION	69%	68%	79%	77%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

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

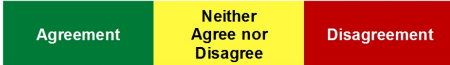
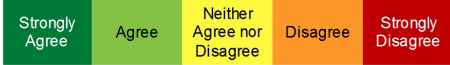
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.