



2019 | NSW Public Sector
Employee Survey

AGENCY REPORT

Transport

Sydney Metro Authority



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RESPONSE RATE

69%

647 OF 935 RESPONDENTS

RESPONSE RATE 2018: 150%

EMPLOYEE ENGAGEMENT

72% 

DIFFERENCE FROM 2018 **-5**
(77%)

DIFFERENCE FROM CLUSTER **+7**
(65%)

DIFFERENCE FROM PUBLIC SECTOR **+6**
(66%)

ENGAGEMENT WITH WORK

73% 

DIFFERENCE FROM 2018 **-4**
(78%)

DIFFERENCE FROM CLUSTER **+2**
(71%)

DIFFERENCE FROM PUBLIC SECTOR **+1**
(73%)

SENIOR MANAGERS

57% 

DIFFERENCE FROM 2018 **-16**
(74%)

DIFFERENCE FROM CLUSTER **+11**
(47%)

DIFFERENCE FROM PUBLIC SECTOR **+7**
(50%)

COMMUNICATION

72% 

DIFFERENCE FROM 2018 **-7**
(79%)

DIFFERENCE FROM CLUSTER **+9**
(63%)

DIFFERENCE FROM PUBLIC SECTOR **+9**
(62%)

HIGH PERFORMANCE

69% 

DIFFERENCE FROM 2018 **-7**
(76%)

DIFFERENCE FROM CLUSTER **+7**
(62%)

DIFFERENCE FROM PUBLIC SECTOR **+4**
(65%)

PUBLIC SECTOR VALUES

71% 

DIFFERENCE FROM 2018 **-10**
(81%)

DIFFERENCE FROM CLUSTER **+10**
(61%)

DIFFERENCE FROM PUBLIC SECTOR **+9**
(62%)

DIVERSITY & INCLUSION

77% 

DIFFERENCE FROM 2018 **-5**
(82%)

DIFFERENCE FROM CLUSTER **+7**
(70%)

DIFFERENCE FROM PUBLIC SECTOR **+8**
(69%)

FLEXIBLE WORKING SATISFACTION

69% 

DIFFERENCE FROM 2018 **-4**
(73%)

DIFFERENCE FROM CLUSTER **+9**
(61%)

DIFFERENCE FROM PUBLIC SECTOR **+11**
(59%)

ACTION ON RESULTS

56% 

DIFFERENCE FROM 2018 **-13**
(69%)

DIFFERENCE FROM CLUSTER **+15**
(41%)

DIFFERENCE FROM PUBLIC SECTOR **+17**
(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	92%	-
2a. My workgroup strives to achieve customer/client satisfaction	90%	93%
2e. People in my workgroup treat each other with respect	85%	87%
5b. My manager listens to what I have to say	85%	85%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	85%	91%
2c. I receive help and support from other members of my workgroup	85%	89%
7j. I am proud to tell others I work for my organisation	84%	87%
1a. I understand what is expected of me to do well in my role	83%	85%
2b. My workgroup works collaboratively to achieve its objectives	83%	88%
1g. I know how to address a health and safety issue I have identified	82%	89%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

	AGREEMENT 2019	AGREEMENT 2018
7c. I feel that change is managed well in my organisation	38%	61%
7g. I have confidence in the way recruitment decisions are made	39%	51%
3g. I am satisfied with the opportunities available for career development in my organisation	45%	55%
6b. I feel that senior managers effectively lead and manage change	46%	68%
11a. I have confidence in the ways my organisation resolves grievances	48%	51%
5h. My manager deals appropriately with employees who perform poorly	51%	55%
7d. There is good co-operation between teams across our organisation	52%	63%
3e. My performance is assessed against clear criteria	52%	55%
6h. I feel that senior managers listen to employees	54%	70%
3f. I have received appropriate training and development to do my job well	55%	59%



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



LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2019

AGREEMENT
2018

7c.	I feel that change is managed well in my organisation	38%	61%
6b.	I feel that senior managers effectively lead and manage change	46%	68%
6g.	I feel that senior managers keep employees informed about what's going on	61%	79%
6a.	I believe senior managers provide clear direction for the future of the organisation	56%	74%
6h.	I feel that senior managers listen to employees	54%	70%
6c.	I feel that senior managers model the values of my organisation	60%	75%
6d.	Senior managers encourage innovation by employees	57%	71%
10a.	I believe action will be taken on the results from this survey by my organisation	56%	69%
7f.	My organisation is committed to developing its employees	56%	69%
6i.	Senior managers in my organisation support the career advancement of women	68%	80%



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



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



Q5h. My manager deals appropriately with employees who perform poorly



Q3g. I am satisfied with the opportunities available for career development in my organisation



Q3f. I have received appropriate training and development to do my job well



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



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



Q5h. My manager deals appropriately with employees who perform poorly



Q3g. I am satisfied with the opportunities available for career development in my organisation



Q3f. I have received appropriate training and development to do my job well



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



Q5h. My manager deals appropriately with employees who perform poorly



Q3g. I am satisfied with the opportunities available for career development in my organisation



Q3f. I have received appropriate training and development to do my job well



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: 647

Gender	Survey %	Employment Status	Survey %	Type of work	Survey %
Male	61	Senior Executive (ongoing/permanent or term)	13	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	4
Female	39	Ongoing/Permanent (other than senior executive)	34	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)	10
Other	1	Temporary (including temporary teachers and graduates)	4	Administrative support (e.g. executive/personal assistant, receptionist)	4
		Casual	0	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	17
		Contract – Non Executive	22	Policy	1
		Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	21	Research	1
		Other	3	Program and project management support	49
		Don't know	2	Legal (including developing and/or reviewing legislation)	1
				Other	14
Age	Survey %	Manager of managers	Survey %	Organisation Tenure	Survey %
15 - 34 years	29	Yes	20	Less than 1 year	23
35 - 54 years	58	No	80	1 - 2 years	26
55+ years	13			2 - 5 years	35
		Supervisors	Survey %	5 - 10 years	14
		Yes	41	10 - 20 years	3
		No	59	More than 20 years	1
		Working arrangement	Survey %		
		Full-time	94	Salary	Survey %
		Part-time	6	\$83,402 and below	7
				\$83,403 - \$108,043	8
				\$108,044 - \$144,520	21
				\$144,521 and above	40
				Prefer not to say	24
LOTE spoken at home	Survey %				
Yes	28				
No	67				
Prefer not to say	5				
Aboriginal and/or Torres Strait Islanders	Survey %				
Yes	1				
No	96				
Prefer not to say	4				
Disability	Survey %				
Yes	1				
No	96				
Prefer not to say	3				
LGBTI	Survey %				
Yes	5				
No	92				
Prefer not to say	3				

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%

56%

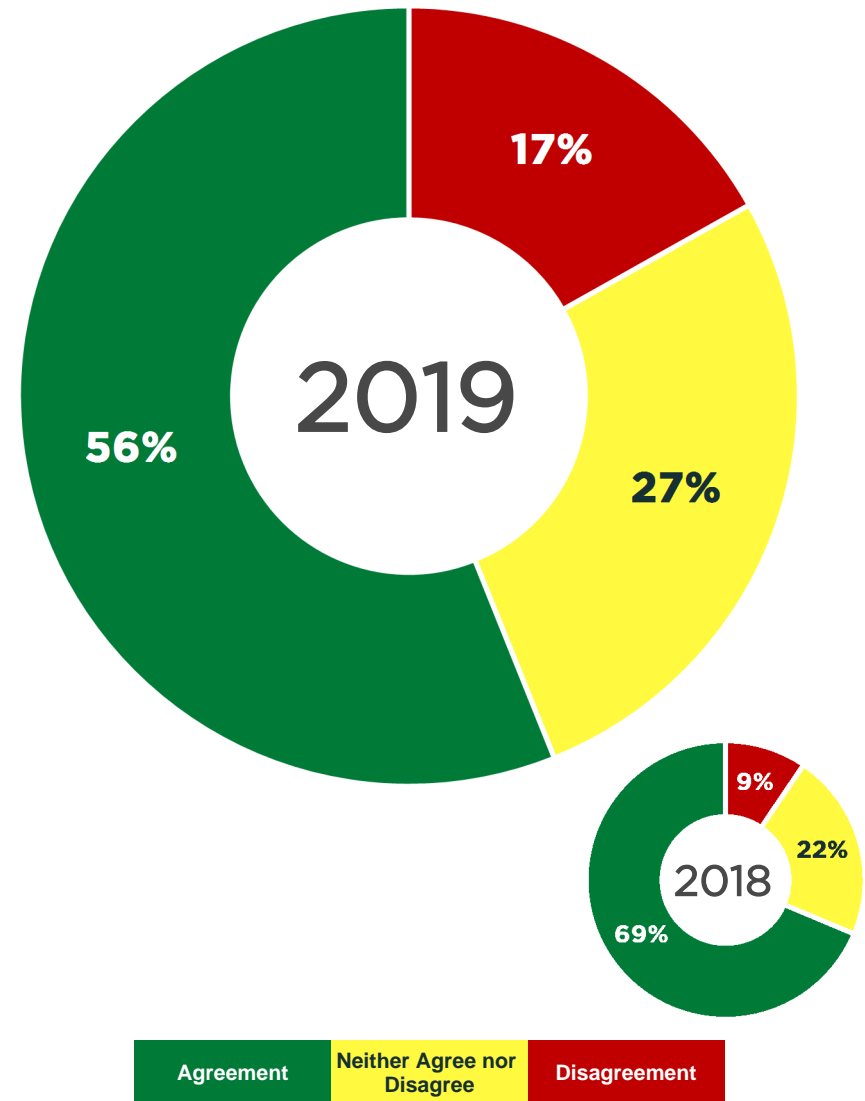
of employees replied favourably to:

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

39%
SECTOR

41%
CLUSTER

69%
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	Q6h. I feel that senior managers listen to employees	54%	70%	42%	44%
2	Q7a. My organisation focuses on improving the work we do	74%	83%	64%	69%
3	Q6c. I feel that senior managers model the values of my organisation	60%	75%	48%	52%
4	Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	66%	79%	49%	53%
5	Q6b. I feel that senior managers effectively lead and manage change	46%	68%	42%	47%
6	Q7b. My organisation is making the necessary improvements to meet our future challenges	64%	75%	56%	57%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Sydney Metro 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.

	Sydney Metro Authority	Sydney Metro Authority - Corporate Services	Sydney Metro Authority - Office of the Chief Executive	Sydney Metro Authority - Operations Customer and Placemaking	Sydney Metro Authority - Program Delivery
NUMBER OF RESPONDENTS	647	126	46	86	380
EMPLOYEE ENGAGEMENT	72%	71%	72%	74%	71%
ENGAGEMENT WITH WORK	73%	71%	80%	73%	73%
SENIOR MANAGERS	57%	48%	64%	58%	60%
COMMUNICATION	72%	66%	78%	74%	72%
HIGH PERFORMANCE	69%	64%	74%	72%	70%
PUBLIC SECTOR VALUES	71%	64%	75%	72%	73%
DIVERSITY & INCLUSION	77%	75%	79%	80%	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 10 RESPONDENTS



EXPLORE THE FULL RESULTS

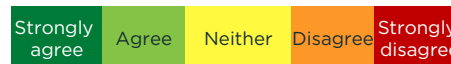
Questions are grouped by topics in this report.

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	72% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019		
Q7i. I would recommend my organisation as a great place to work	25	48	18	73%	83%	65%	62%	
Q7j. I am proud to tell others I work for my organisation	35	49	12	84%	87%	67%	70%	
Q7k. I feel a strong personal attachment to my organisation	26	43	22	8	69%	74%	61%	64%
Q7l. My organisation motivates me to help it achieve its objectives	20	49	21	8	68%	76%	55%	56%
Q7m. My organisation inspires me to do the best in my job	21	45	22	8	67%	75%	54%	56%

KEY





EXPLORE THE FULL RESULTS

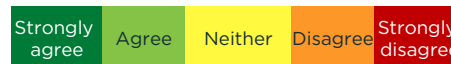
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ENGAGEMENT WITH WORK		73% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1c. My job gives me a feeling of personal accomplishment		28	47	15	8	74%	77%	73%	76%
Q1d. I feel motivated to contribute more than what is normally required at work		30	46	13	8	77%	81%	70%	72%
Q1e. I am satisfied with my job		20	49	18	8	69%	74%	70%	69%

KEY





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Results are rounded and may not add up to 100%

SENIOR MANAGERS	57% 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	13	43	24	14		56%	74%	45%	51%
Q6b. I feel that senior managers effectively lead and manage change	12	34	28	16	10	46%	68%	42%	47%
Q6c. I feel that senior managers model the values of my organisation	15	45	23	11		60%	75%	48%	52%
Q6d. Senior managers encourage innovation by employees	12	45	26	13		57%	71%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	51	22	8		66%	79%	49%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	23	54	15			77%	87%	63%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	17	44	20	12		61%	79%	48%	48%
Q6h. I feel that senior managers listen to employees	14	40	28	11		54%	70%	42%	44%
Q7c. I feel that change is managed well in my organisation	9	29	30	20	11	38%	61%	37%	42%

KEY





EXPLORE THE FULL RESULTS

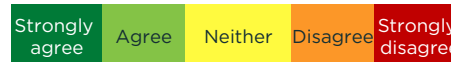
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COMMUNICATION	72% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q5c. My manager communicates effectively with me	33	44	12		77%	80%	74%	72%
Q5d. My manager encourages and values employee input	35	47	10		82%	83%	73%	73%
Q5e. My manager involves my workgroup in decisions about our work	30	47	13		77%	78%	67%	68%
Q6g. I feel that senior managers keep employees informed about what's going on	17	44	20	12	61%	79%	48%	48%
Q6h. I feel that senior managers listen to employees	14	40	28	11	54%	70%	42%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	27	53	13		80%	85%	71%	69%

KEY





EXPLORE THE FULL RESULTS

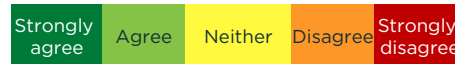
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HIGH PERFORMANCE	69% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
	Q1a. I understand what is expected of me to do well in my role	26	56	9		83%	85%	88%
Q2b. My workgroup works collaboratively to achieve its objectives	41	42	10		83%	88%	78%	79%
Q3f. I have received appropriate training and development to do my job well	13	42	31	11	55%	59%	63%	66%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	28	52	13		80%	84%	74%	75%
Q5f. I have confidence in the decisions my manager makes	33	46	12		79%	79%	69%	69%
Q6d. Senior managers encourage innovation by employees	12	45	26	13	57%	71%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	16	51	22	8	66%	79%	49%	53%
Q7a. My organisation focuses on improving the work we do	20	54	18		74%	83%	64%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	16	48	22	10	64%	75%	56%	57%

KEY



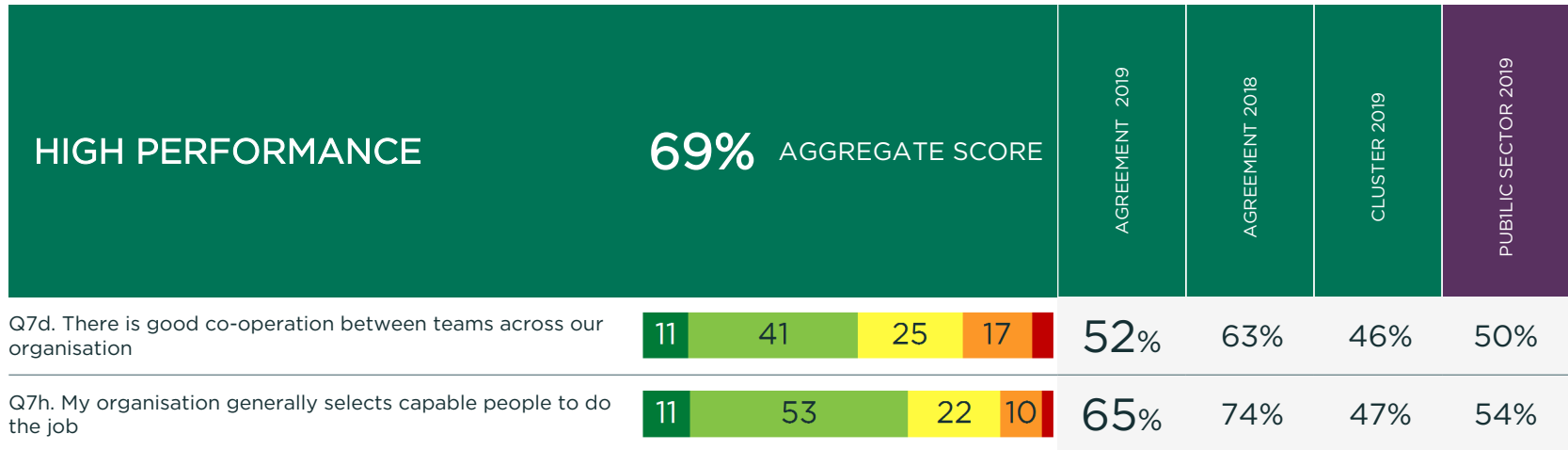


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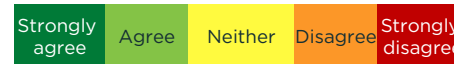
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Results are rounded and may not add up to 100%



KEY





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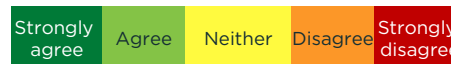
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PUBLIC SECTOR VALUES	71% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019		
	Q2a. My workgroup strives to achieve customer/client satisfaction	47	43	8	90%	93%	84%	86%
Q2e. People in my workgroup treat each other with respect	45	40	9	85%	87%	77%	75%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	28	52	13	80%	84%	74%	75%	
Q5b. My manager listens to what I have to say	38	47		85%	85%	77%	76%	
Q6a. I believe senior managers provide clear direction for the future of the organisation	13	43	24	14	56%	74%	45%	51%
Q6c. I feel that senior managers model the values of my organisation	15	45	23	11	60%	75%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	23	54	15		77%	87%	63%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	17	44	20	12	61%	79%	48%	48%
Q6h. I feel that senior managers listen to employees	14	40	28	11	54%	70%	42%	44%

KEY



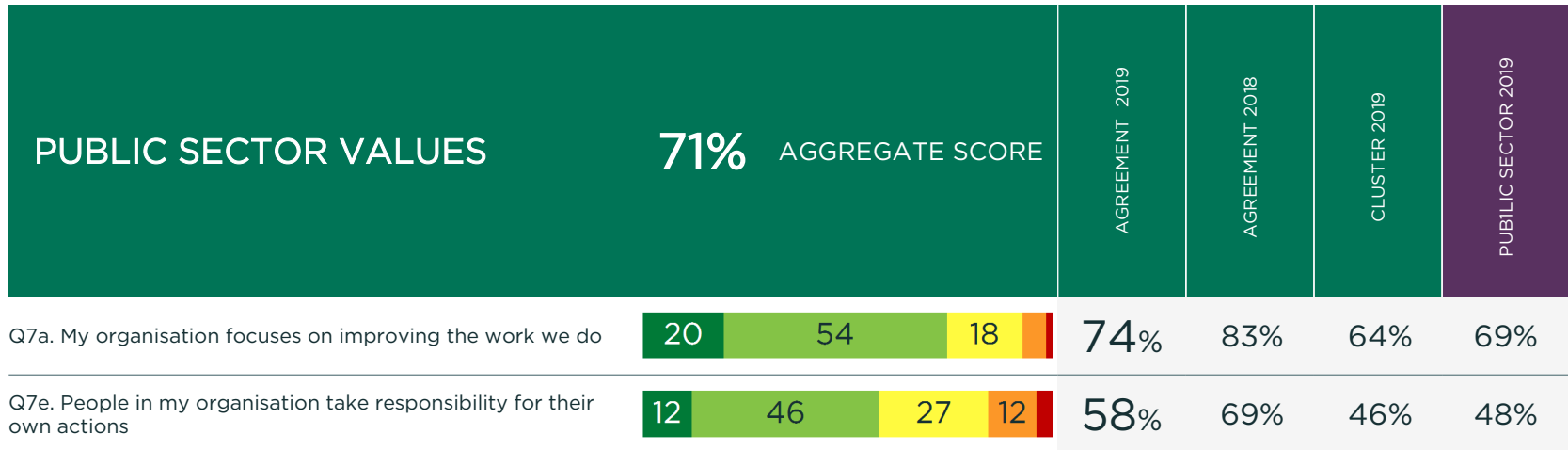


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KEY





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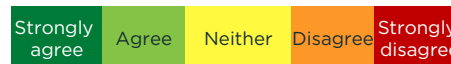
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DIVERSITY & INCLUSION	77% AGGREGATE SCORE				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	20	48	16	12	68%	77%	68%	67%
Q5b. My manager listens to what I have to say	38	47			85%	85%	77%	76%
Q5d. My manager encourages and values employee input	35	47	10		82%	83%	73%	73%
Q6i. Senior managers in my organisation support the career advancement of women	23	45	24		68%	80%	63%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	32	53	10		85%	91%	79%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	32	50	13		81%	86%	74%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	27	53	13		80%	85%	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>	27	43	21	7	69%	73%	61%	59%
Q8e. My manager supports flexible working in my team	32	42	16		75%	81%	65%	63%

KEY



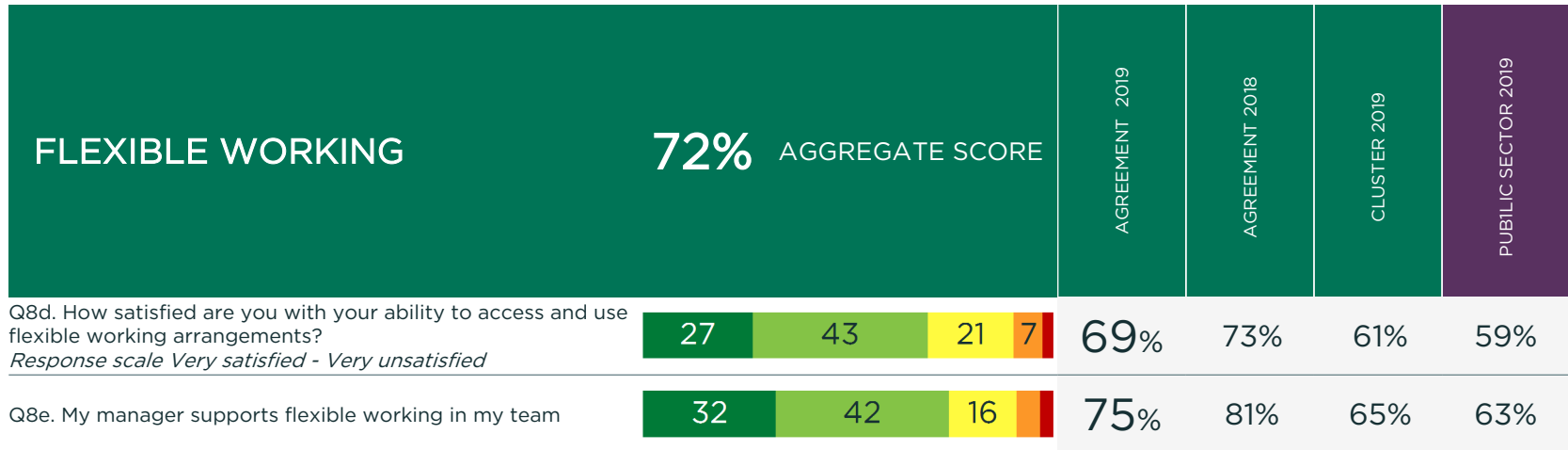


EXPLORE THE FULL RESULTS

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KEY



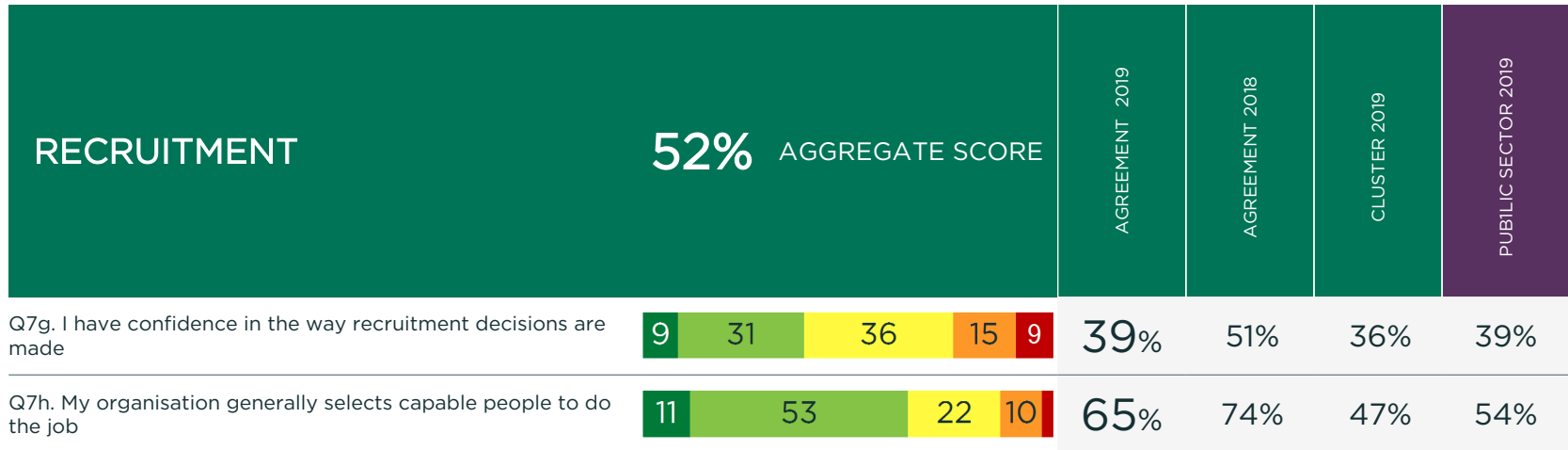


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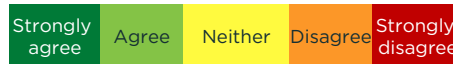
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PERFORMANCE FRAMEWORK & DEVELOPMENT

59% 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 50 20 9	68%	72%	64%	66%
Q3e. My performance is assessed against clear criteria	13 40 28 15	52%	55%	57%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation	12 33 31 16 8	45%	55%	50%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do	32 47 11	79%	79%	69%	69%
Q5h. My manager deals appropriately with employees who perform poorly	17 34 35 8	51%	55%	52%	48%
Q7f. My organisation is committed to developing its employees	12 44 28 12	56%	69%	48%	53%

KEY





EXPLORE THE FULL RESULTS

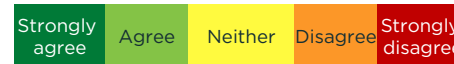
Questions are grouped by topics in this report.

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%

	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	20	48	16	12	68%	77%	68%	67%
Q1f. I am able to keep my work stress at an acceptable level	17	53	17	10	70%	71%	69%	61%
Q2c. I receive help and support from other members of my workgroup	37	48	8		85%	89%	81%	81%
Q2d. There is good team spirit in my workgroup	39	38	13		78%	82%	71%	70%

KEY



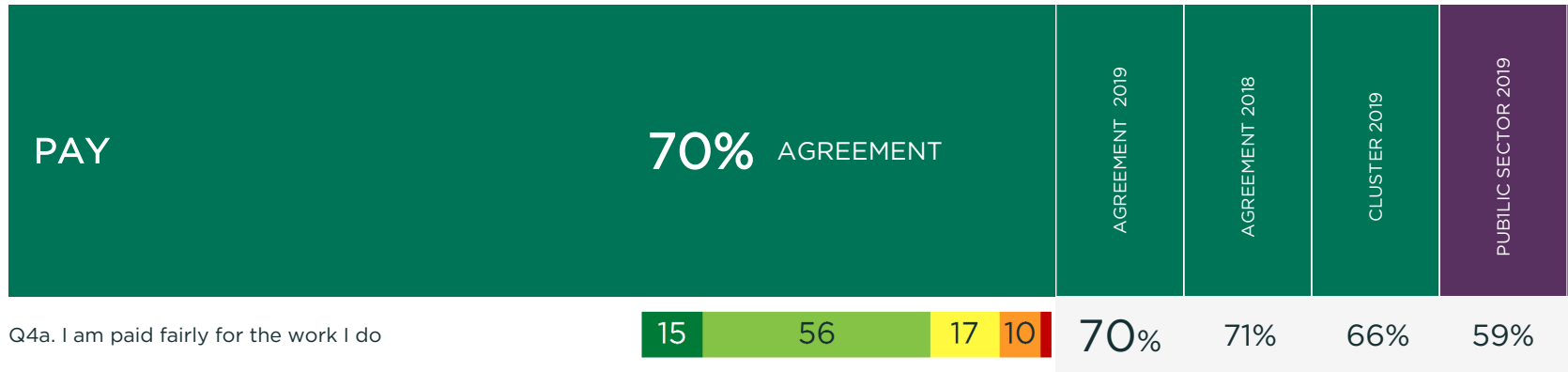


EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%



KEY



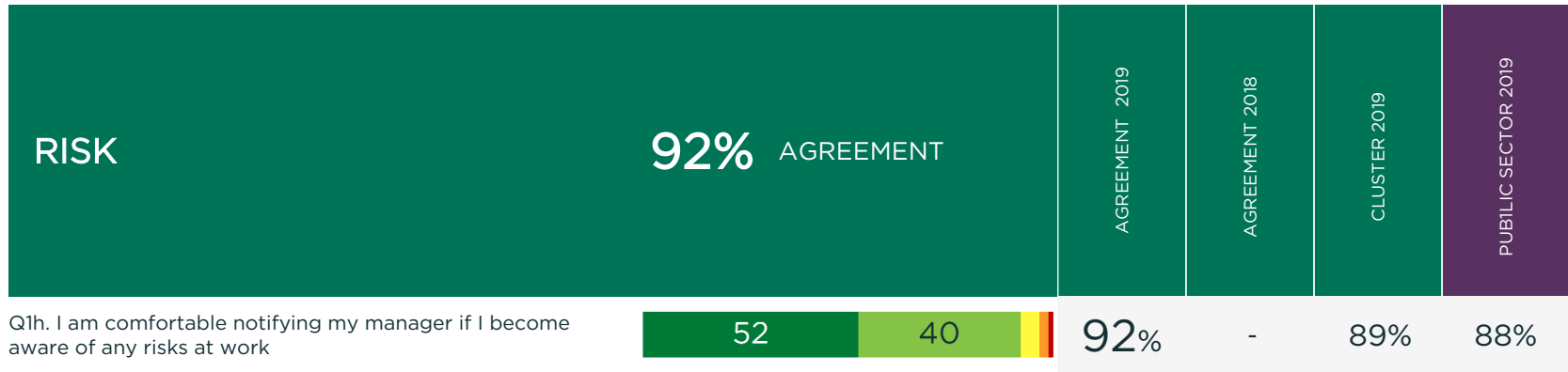


EXPLORE THE FULL RESULTS

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Results are rounded and may not add up to 100%



KEY



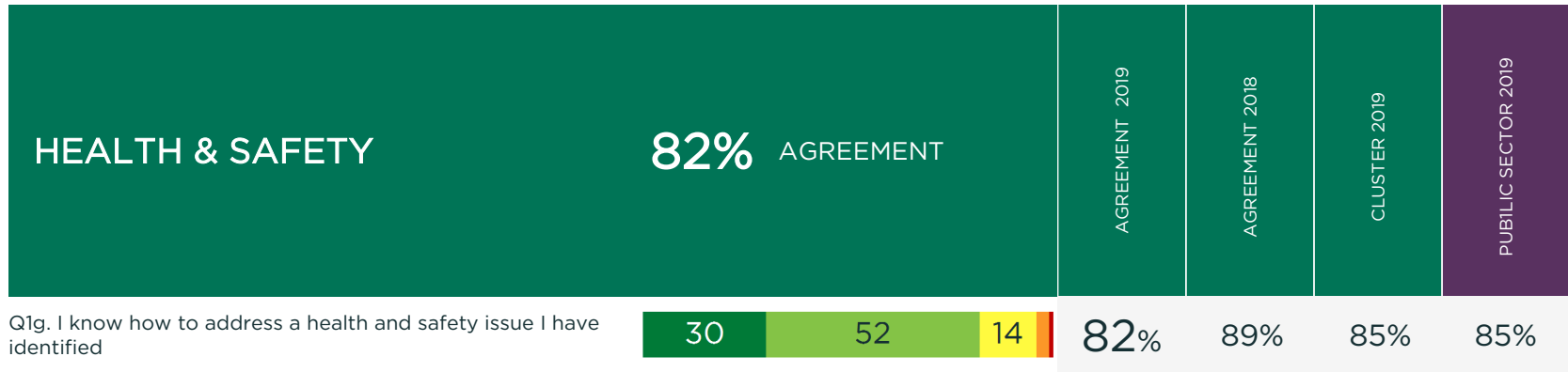


EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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Results are rounded and may not add up to 100%



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%

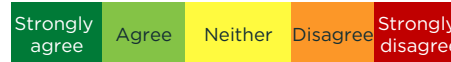
ACTION ON RESULTS

56% AGREEMENT

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



KEY



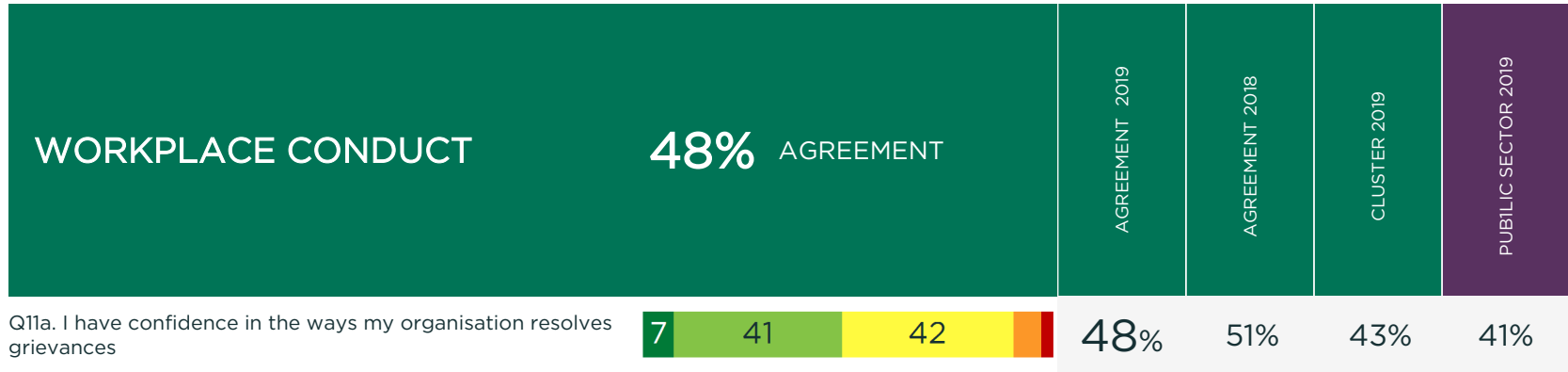


EXPLORE THE FULL RESULTS

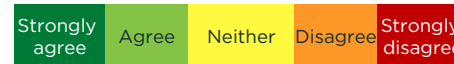
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Results are rounded and may not add up to 100%



KEY





WELLBEING AND ENGAGEMENT

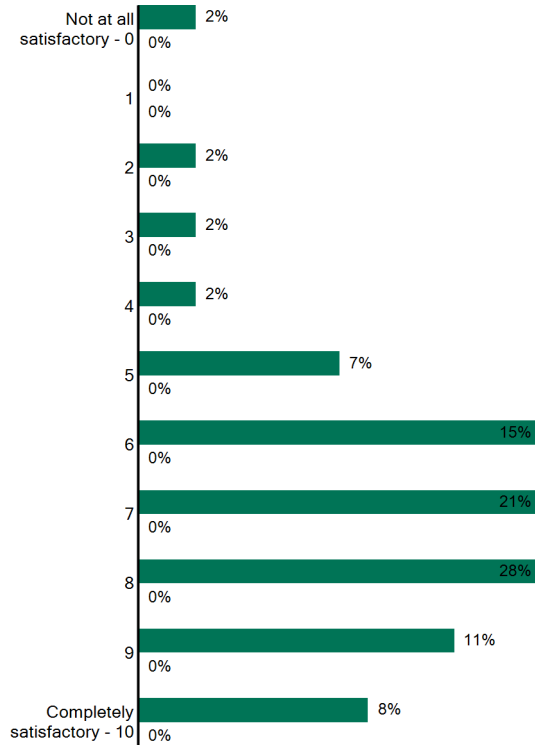
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

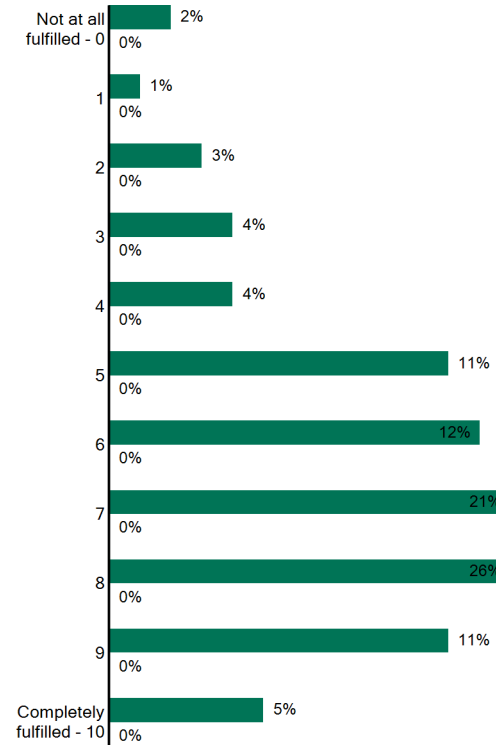
Results are rounded and may not add up to 100%

This compares Wellbeing to Engagement.

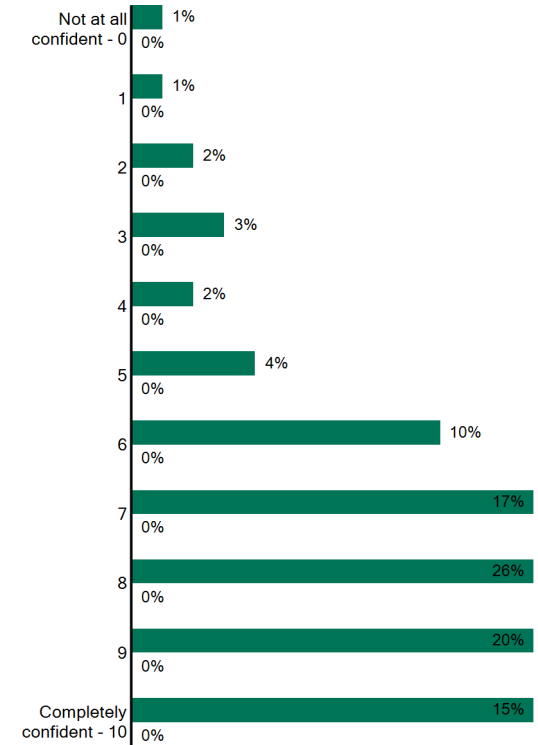
Q1i. In general, my sense of wellbeing is.....



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		67%	63%	65%	71%
No		33%	37%	35%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		79%	85%	73%	76%
No		21%	15%	27%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		66%	66%	55%	60%
No		34%	34%	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		42%	32%	46%	41%
No		58%	68%	54%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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MOBILITY

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

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

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
There are no major barriers to my career progression		34%	50%	31%	29%
Lack of visible opportunities		34%	27%	28%	29%
Lack of promotion opportunities		31%	27%	30%	28%
The application/recruitment process is too cumbersome or time consuming		18%	15%	22%	22%
Lack of support for temporary assignments/secondments		14%	11%	17%	15%
Insufficient training and development		13%	10%	17%	15%
Personal/family considerations		12%	11%	22%	29%
Lack of support from my manager/supervisor		12%	9%	14%	13%
Other		11%	9%	11%	9%
Lack of required capabilities or experience		10%	7%	13%	11%
Geographic location considerations		8%	8%	21%	25%

% are calculated with the number of unique respondents (N = 625 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		16%	10%	22%	27%
No		69%	76%	60%	56%
Don't know		15%	14%	18%	17%
Q12b. If yes to 12a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		57%	67%	59%	65%
No		39%	31%	37%	32%
Don't know		3%	2%	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		17%	18%	23%	33%
No		72%	72%	66%	57%
Don't know		10%	10%	11%	10%
Q13b. In the last 12 months I have been subjected to bullying at work					
Yes		7%	8%	13%	18%
No		85%	86%	79%	75%
Don't know		7%	6%	8%	7%



EXPLORE THE FULL RESULTS

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UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

Q13c. Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months

		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
A senior manager		39%	33%	26%	21%
Your immediate manager/supervisor		17%	14%	25%	23%
A fellow worker at your level		11%	17%	21%	27%
Other		11%	7%	4%	5%
Prefer not to say		9%	17%	13%	13%
A client or customer		7%	2%	3%	3%
A subordinate		4%	10%	5%	7%
A member of the public other than a client or customer		2%	-	1%	1%



EXPLORE THE FULL RESULTS

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UNACCEPTABLE CONDUCT

2019

2018

CLUSTER 2019

PUBLIC SECTOR 2019

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

	2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Yes	1%	0%	3%	4%
No	98%	98%	94%	94%
Don't know	2%	1%	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	(r)
A member of the public	(r)
Other	(r)
Prefer not to say	(r)



EXPLORE THE FULL RESULTS

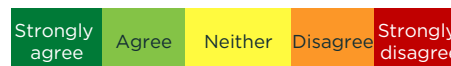
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TRANSPORT CUSTOMISED QUESTIONS				AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019
Q1. My workgroup demonstrates good health and safety behaviour	30	60	7	90%	93%	85%
Q2. I am given all necessary information, equipment and training to do my job safely	28	59	10	87%	92%	81%
Q3. I am given all necessary information, equipment and training to do my job effectively	20	56	14	76%	79%	72%
Q4. My organisation's processes for recruiting people are efficient	28	36	20	34%	46%	37%
Q5. I am confident in my ability to provide quality customer service to customers	27	57	14	85%	-	88%
Q6. I am able to make decisions that affect my work	23	59	14	81%	-	82%
Q7. I have a clear understanding of how my work contributes to my agency's objectives and direction	28	55	12	83%	-	83%
Q8. I see senior managers of my organisation actively putting people at the heart of the decisions they make	14	37	31	51%	-	45%
Q9. My organisation works towards achieving the greater good for the community	32	53	11	86%	-	70%

KEY





EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

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TRANSPORT CUSTOMISED QUESTIONS

2019

CLUSTER 2019

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

		2019	CLUSTER 2019
The Transport Cluster		4%	11%
My agency		65%	31%
My main work site		14%	24%
All of the above		17%	35%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
GENDER		
Male		61%
Female		39%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

		PERCENTAGE
AGE		
15-19		0%
20-24		3%
25-29		9%
30-34		16%
35-39		20%
40-44		16%
45-49		12%
50-54		10%
55-59		8%
60-64		3%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

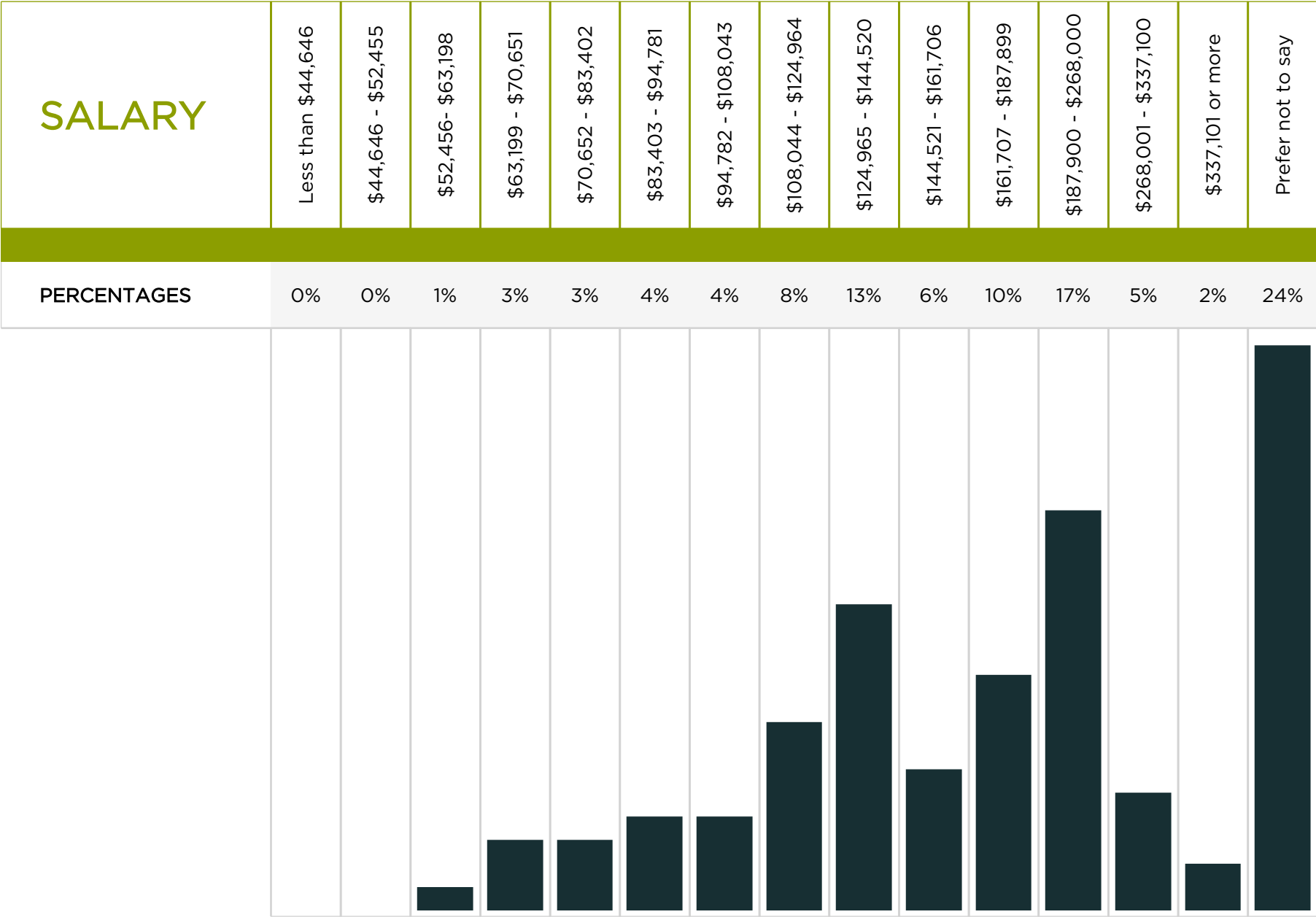
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	4%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	10%
Administrative support (e.g. executive/personal assistant, receptionist)	4%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	17%
Policy	1%
Research	1%
Program and project management support	49%
Legal (including developing and/or reviewing legislation)	1%
Other	14%

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		23%
1 - 2 years		26%
2 - 5 years		35%
5 - 10 years		14%
10 - 20 years		3%
More than 20 years		1%

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		67%
Working from home		64%
Working from different locations		38%
Working additional hours to make up for time off		21%
None of the above		14%
Leave without pay		9%
Working more hours over fewer days		9%

% are calculated with the number of unique respondents (N = 602 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	7%
Purchasing annual leave	3%
Other	2%
Study leave	1%
Flexible scheduling for rostered workers	1%
Job sharing	0%

% are calculated with the number of unique respondents (N = 602 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%

	Sydney Metro 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	647	23	59	24	103	5	5	298	9	84
EMPLOYEE ENGAGEMENT	72%	(r)	75%	(r)	71%	(r)	(r)	71%	(r)	74%
ENGAGEMENT WITH WORK	73%	(r)	78%	(r)	72%	(r)	(r)	73%	(r)	78%
SENIOR MANAGERS	57%	(r)	58%	(r)	50%	(r)	(r)	59%	(r)	61%
COMMUNICATION	72%	(r)	73%	(r)	67%	(r)	(r)	72%	(r)	78%
HIGH PERFORMANCE	69%	(r)	70%	(r)	67%	(r)	(r)	69%	(r)	72%
PUBLIC SECTOR VALUES	71%	(r)	74%	(r)	66%	(r)	(r)	72%	(r)	73%
DIVERSITY & INCLUSION	77%	(r)	79%	(r)	76%	(r)	(r)	77%	(r)	81%

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%

	Sydney Metro 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	647	0	3	5	17	20	23	26	48	77	38	60	103	28
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68%	73%	75%	73%	75%	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	64%	74%	79%	71%	81%	(r)
SENIOR MANAGERS	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	59%	53%	56%	56%	62%	(r)
COMMUNICATION	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	73%	70%	70%	70%	76%	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	70%	68%	71%	65%	74%	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%	69%	71%	69%	76%	(r)
DIVERSITY & INCLUSION	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	78%	74%	80%	76%	84%	(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%

	Sydney Metro Authority	\$337,101 or more	Prefer not to say
NUMBER OF RESPONDENTS	647	10	147
EMPLOYEE ENGAGEMENT	72%	(r)	65%
ENGAGEMENT WITH WORK	73%	(r)	70%
SENIOR MANAGERS	57%	(r)	53%
COMMUNICATION	72%	(r)	67%
HIGH PERFORMANCE	69%	(r)	63%
PUBLIC SECTOR VALUES	71%	(r)	65%
DIVERSITY & INCLUSION	77%	(r)	70%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY 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%

	Sydney Metro Authority	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	647	137	153	207	81	17	5
EMPLOYEE ENGAGEMENT	72%	76%	71%	70%	73%	(r)	(r)
ENGAGEMENT WITH WORK	73%	75%	71%	75%	77%	(r)	(r)
SENIOR MANAGERS	57%	68%	58%	52%	56%	(r)	(r)
COMMUNICATION	72%	79%	73%	67%	70%	(r)	(r)
HIGH PERFORMANCE	69%	77%	70%	65%	69%	(r)	(r)
PUBLIC SECTOR VALUES	71%	78%	72%	67%	71%	(r)	(r)
DIVERSITY & INCLUSION	77%	81%	77%	75%	78%	(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

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%

	Sydney Metro 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	647	406	56	128	6	40	3	227	383	17	57	8	10	85
EMPLOYEE ENGAGEMENT	72%	74%	75%	75%	(r)	78%	(r)	73%	73%	(r)	74%	(r)	(r)	67%
ENGAGEMENT WITH WORK	73%	78%	78%	77%	(r)	73%	(r)	77%	77%	(r)	71%	(r)	(r)	65%
SENIOR MANAGERS	57%	59%	68%	64%	(r)	65%	(r)	58%	56%	(r)	61%	(r)	(r)	57%
COMMUNICATION	72%	75%	81%	79%	(r)	78%	(r)	76%	72%	(r)	74%	(r)	(r)	67%
HIGH PERFORMANCE	69%	72%	76%	75%	(r)	74%	(r)	71%	70%	(r)	74%	(r)	(r)	66%
PUBLIC SECTOR VALUES	71%	74%	79%	78%	(r)	80%	(r)	73%	72%	(r)	76%	(r)	(r)	66%
DIVERSITY & INCLUSION	77%	82%	86%	87%	(r)	83%	(r)	84%	80%	(r)	79%	(r)	(r)	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%

	Sydney Metro Authority	Sydney East	Sydney West	Sydney - City and Inner South	Sydney - Ryde	Sydney - North Sydney and Hornsby	Sydney - Eastern Suburbs	Sydney - Baulkham Hills and Hawkesbury	Sydney - Inner West	Sydney - Northern Beaches	Sydney - Outer South West	Sydney - Parramatta	Capital Region	Central Coast
NUMBER OF RESPONDENTS	647	537	4	481	36	15	3	2	1	1	1	1	0	0
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	72%	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	75%	90%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	57%	(r)	(r)	58%	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	(r)	(r)	72%	79%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	70%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	72%	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(r)	(r)	78%	83%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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



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%

	Sydney Metro Authority	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley exc Newcastle	Illawarra	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	Outside NSW	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven
NUMBER OF RESPONDENTS	647	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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%

	Sydney Metro Authority	Sydney - Blacktown	Sydney - Inner South West	Sydney - Outer West and Blue Mountains	Sydney - South West	Sydney - Sutherland
NUMBER OF RESPONDENTS	647	0	0	0	0	0
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	57%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	72%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	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 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%

	Sydney Metro 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	647	0	20	55	97	120	96	72	62	46	20	11
EMPLOYEE ENGAGEMENT	72%	(r)	(r)	72%	72%	71%	72%	70%	70%	72%	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	69%	74%	69%	82%	73%	73%	81%	(r)	(r)
SENIOR MANAGERS	57%	(r)	(r)	57%	58%	55%	55%	56%	57%	61%	(r)	(r)
COMMUNICATION	72%	(r)	(r)	71%	76%	69%	74%	66%	68%	77%	(r)	(r)
HIGH PERFORMANCE	69%	(r)	(r)	71%	71%	67%	71%	64%	64%	73%	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	70%	72%	69%	72%	68%	69%	74%	(r)	(r)
DIVERSITY & INCLUSION	77%	(r)	(r)	80%	79%	76%	81%	70%	74%	79%	(r)	(r)

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%

	Sydney Metro Authority	Male	Female	Other
NUMBER OF RESPONDENTS	647	369	235	4
EMPLOYEE ENGAGEMENT	72%	72%	73%	(r)
ENGAGEMENT WITH WORK	73%	73%	77%	(r)
SENIOR MANAGERS	57%	59%	57%	(r)
COMMUNICATION	72%	73%	72%	(r)
HIGH PERFORMANCE	69%	70%	69%	(r)
PUBLIC SECTOR VALUES	71%	72%	71%	(r)
DIVERSITY & INCLUSION	77%	78%	77%	(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

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

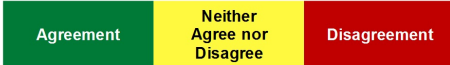
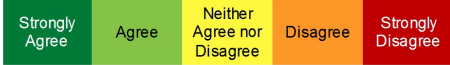
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.