people matter

2019 | **NSW Public Sector Employee Survey**

AGENCY REPORT

Transport

Sydney Trains

Contents

HEADLINES

RESPONSE RATE

84%

9,530 OF 11,345 RESPONDENTS

RESPONSE RATE 2018: 74%

EMPLOYEE ENGAGEMENT

66% ⬆

DIFFERENCE FROM 2018	+3 (63%)
DIFFERENCE FROM CLUSTER	+2 (65%)
DIFFERENCE FROM PUBLIC SECTOR	+1 (66%)

ℹ

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

ENGAGEMENT WITH WORK

73% ⬆

DIFFERENCE FROM 2018	+3 (70%)
DIFFERENCE FROM CLUSTER	+2 (71%)
DIFFERENCE FROM PUBLIC SECTOR	0 (73%)

SENIOR MANAGERS

46% ⬆

DIFFERENCE FROM 2018	+4 (41%)
DIFFERENCE FROM CLUSTER	-1 (47%)
DIFFERENCE FROM PUBLIC SECTOR	-4 (50%)

COMMUNICATION

62% ⬆

DIFFERENCE FROM 2018	+2 (59%)
DIFFERENCE FROM CLUSTER	-1 (63%)
DIFFERENCE FROM PUBLIC SECTOR	-1 (62%)

HIGH PERFORMANCE

62% ⬆

DIFFERENCE FROM 2018	+2 (60%)
DIFFERENCE FROM CLUSTER	0 (62%)
DIFFERENCE FROM PUBLIC SECTOR	-3 (65%)

PUBLIC SECTOR VALUES

60% ⬆

DIFFERENCE FROM 2018	+2 (57%)
DIFFERENCE FROM CLUSTER	-1 (61%)
DIFFERENCE FROM PUBLIC SECTOR	-3 (62%)

DIVERSITY & INCLUSION

68% ⬆

DIFFERENCE FROM 2018	+3 (65%)
DIFFERENCE FROM CLUSTER	-2 (70%)
DIFFERENCE FROM PUBLIC SECTOR	-1 (69%)

FLEXIBLE WORKING SATISFACTION

51% ⬆

DIFFERENCE FROM 2018	+3 (48%)
DIFFERENCE FROM CLUSTER	-10 (61%)
DIFFERENCE FROM PUBLIC SECTOR	-8 (59%)

ACTION ON RESULTS

40% ⬆

DIFFERENCE FROM 2018	+5 (35%)
DIFFERENCE FROM CLUSTER	-1 (41%)
DIFFERENCE FROM PUBLIC SECTOR	+1 (39%)

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST SCORING AGREEMENT QUESTIONS	AGREEMENT 2019	AGREEMENT 2018
1a. I understand what is expected of me to do well in my role	90%	89%
1h. I am comfortable notifying my manager if I become aware of any risks at work	89%	-
1g. I know how to address a health and safety issue I have identified	87%	86%
2a. My workgroup strives to achieve customer/client satisfaction	83%	83%
2c. I receive help and support from other members of my workgroup	81%	80%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	78%	74%
2b. My workgroup works collaboratively to achieve its objectives	78%	77%
5b. My manager listens to what I have to say	77%	76%
2e. People in my workgroup treat each other with respect	76%	77%
5c. My manager communicates effectively with me	75%	74%

- LOWEST SCORING AGREEMENT QUESTIONS	AGREEMENT 2019	AGREEMENT 2018
7g. I have confidence in the way recruitment decisions are made	36%	32%
6h. I feel that senior managers listen to employees	40%	35%
10a. I believe action will be taken on the results from this survey by my organisation	40%	35%
7c. I feel that change is managed well in my organisation	40%	35%
6b. I feel that senior managers effectively lead and manage change	42%	38%
7h. My organisation generally selects capable people to do the job	44%	41%
6a. I believe senior managers provide clear direction for the future of the organisation	45%	40%
11a. I have confidence in the ways my organisation resolves grievances	45%	42%
6d. Senior managers encourage innovation by employees	46%	42%
6g. I feel that senior managers keep employees informed about what's going on	46%	41%

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
7i.	I would recommend my organisation as a great place to work	68%	62%
7m.	My organisation inspires me to do the best in my job	56%	50%
7c.	I feel that change is managed well in my organisation	40%	35%
7j.	I am proud to tell others I work for my organisation	69%	64%
7l.	My organisation motivates me to help it achieve its objectives	56%	51%
7d.	There is good co-operation between teams across our organisation	47%	42%
10a.	I believe action will be taken on the results from this survey by my organisation	40%	35%
6b.	I feel that senior managers effectively lead and manage change	42%	38%
6a.	I believe senior managers provide clear direction for the future of the organisation	45%	40%
7f.	My organisation is committed to developing its employees	50%	45%

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
Q11a. I have confidence in the ways my organisation resolves grievances	45%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	46%
Q10a. I believe action will be taken on the results from this survey by my organisation	40%
Q6d. Senior managers encourage innovation by employees	46%
Q6i. Senior managers in my organisation support the career advancement of women	60%

HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL
Q11a. I have confidence in the ways my organisation resolves grievances	33%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	32%
Q10a. I believe action will be taken on the results from this survey by my organisation	31%
Q6d. Senior managers encourage innovation by employees	31%
Q6i. Senior managers in my organisation support the career advancement of women	30%

DISAGREEMENT SCORES FOR HIGHEST NEUTRAL	% NEGATIVE
Q11a. I have confidence in the ways my organisation resolves grievances	22%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	22%
Q10a. I believe action will be taken on the results from this survey by my organisation	29%
Q6d. Senior managers encourage innovation by employees	23%
Q6i. Senior managers in my organisation support the career advancement of women	11%

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)**

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

Survey responses: 9530

Gender	Survey %
Male	75
Female	22
Other	3

Age	Survey %
15 - 34 years	24
35 - 54 years	56
55+ years	20

LOTE spoken at home	Survey %
Yes	35
No	57
Prefer not to say	8

Aboriginal and/or Torres Strait Islanders	Survey %
Yes	3
No	89
Prefer not to say	8

Disability	Survey %
Yes	2
No	92
Prefer not to say	6

LGBTI	Survey %
Yes	4
No	88
Prefer not to say	8

Employment Status	Survey %
Senior Executive (ongoing/permanent or term)	4
Ongoing/Permanent (other than senior executive)	82
Temporary (including temporary teachers and graduates)	1
Casual	0
Contract – Non Executive	3
Labour hire (staff employed by an external supplier - eg. recruitment agency, generally for a limited term)	5
Other	2
Don't know	3

Manager of managers	Survey %
Yes	8
No	92

Supervisors	Survey %
Yes	30
No	70

Working arrangement	Survey %
Full-time	95
Part-time	5

Type of work	Survey %
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	35
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)	36
Administrative support (e.g. executive/personal assistant, receptionist)	2
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	6
Policy	0
Research	0
Program and project management support	9
Legal (including developing and/or reviewing legislation)	0
Other	11

Organisation Tenure	Survey %
Less than 1 year	12
1 - 2 years	10
2 - 5 years	15
5 - 10 years	19
10 - 20 years	26
More than 20 years	18

Salary	Survey %
$83,402 and below	30
$83,403 - $108,043	25
$108,044 - $144,520	20
$144,521 and above	12
Prefer not to say	13

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.
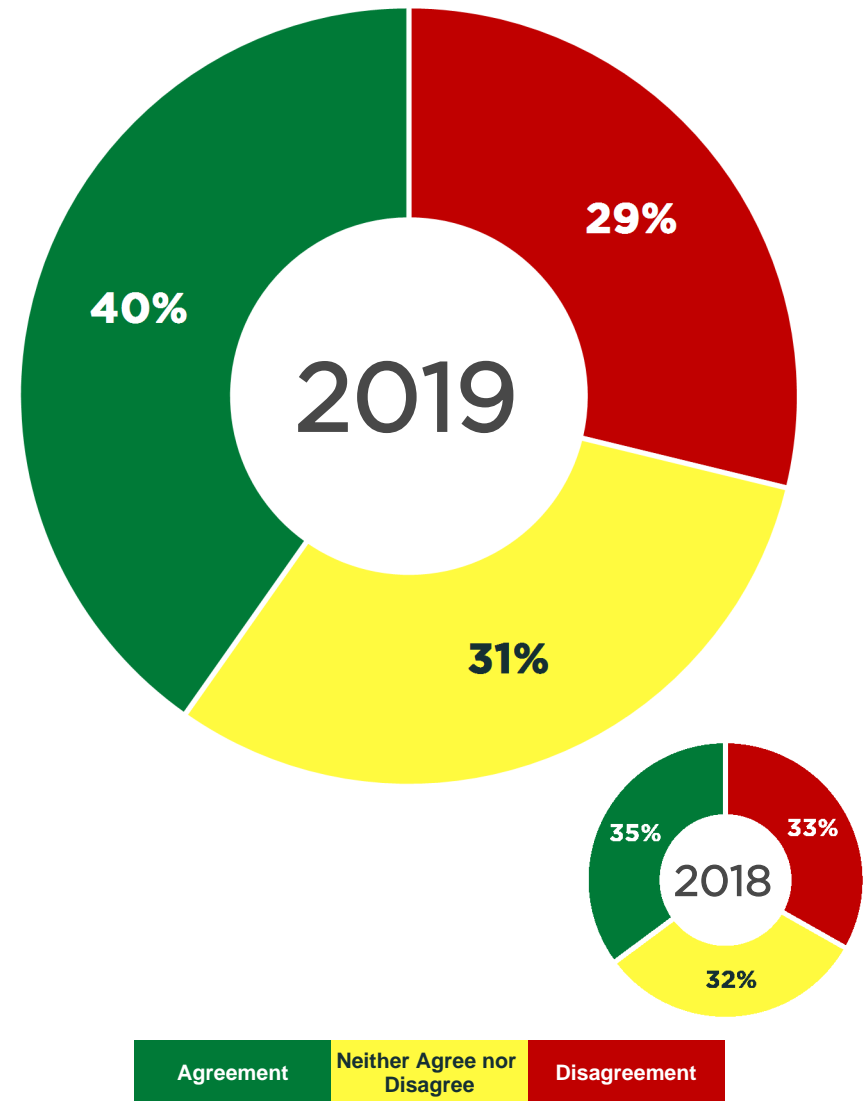
Results are rounded and may not add up to 100%

32%

40%

of employees replied favourably to:

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

39%	41%	35%
SECTOR	CLUSTER	2018

2019
- 29%
- 31%
- 40%

2018
- 33%
- 32%
- 35%

| Agreement | Neither Agree nor Disagree | Disagreement |

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

Rank	Question	% AGREEMENT 2019	% AGREEMENT 2018	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	**Q7f.** My organisation is committed to developing its employees	50%	45%	48%	53%
2	**Q7a.** My organisation focuses on improving the work we do	63%	61%	64%	69%
3	**Q7b.** My organisation is making the necessary improvements to meet our future challenges	56%	52%	56%	57%
4	**Q7c.** I feel that change is managed well in my organisation	40%	35%	37%	42%
5	**Q6c.** I feel that senior managers model the values of my organisation	47%	42%	48%	52%
6	**Q6b.** I feel that senior managers effectively lead and manage change	42%	38%	42%	47%

BUSINESS UNIT COMPARISON

COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Sydney Trains

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 Trains	Customer Service - CSD	Engineering and Maintenance - EMD	Finance & Business Services - FBS	Future Network Delivery - FND	Operations Delivery - OPS	People and Corporate Affairs - P&CA	Planning and Portfolio Delivery - PPD	Safety, Environment and Risk - SER	Train Crewing & Support - TCS
NUMBER OF RESPONDENTS	9530	1988	3482	434	195	580	128	70	194	2379
EMPLOYEE ENGAGEMENT	66%	70%	66%	66%	71%	63%	65%	70%	69%	63%
ENGAGEMENT WITH WORK	73%	73%	71%	71%	76%	67%	74%	79%	76%	75%
SENIOR MANAGERS	46%	55%	45%	51%	58%	43%	51%	58%	45%	36%
COMMUNICATION	62%	66%	62%	66%	70%	55%	65%	72%	60%	58%
HIGH PERFORMANCE	62%	67%	62%	62%	68%	58%	65%	67%	61%	58%
PUBLIC SECTOR VALUES	60%	66%	59%	63%	68%	56%	65%	69%	59%	54%
DIVERSITY & INCLUSION	68%	70%	69%	72%	76%	60%	76%	79%	71%	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 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 — 66% AGGREGATE SCORE

		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7i. I would recommend my organisation as a great place to work	21 / 47 / 21	68%	62%	65%	62%
Q7j. I am proud to tell others I work for my organisation	25 / 44 / 21	69%	64%	67%	70%
Q7k. I feel a strong personal attachment to my organisation	23 / 40 / 23 / 8	63%	60%	61%	64%
Q7l. My organisation motivates me to help it achieve its objectives	17 / 39 / 27 / 11	56%	51%	55%	56%
Q7m. My organisation inspires me to do the best in my job	18 / 38 / 27 / 11	56%	50%	54%	56%

KEY — Strongly agree | Agree | Neither | Disagree | Strongly disagree

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 73% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1c. My job gives me a feeling of personal accomplishment	27 / 46 / 16	74%	72%	73%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	28 / 43 / 16 / 8	70%	67%	70%	72%
Q1e. I am satisfied with my job	26 / 48 / 16	74%	70%	70%	69%

KEY

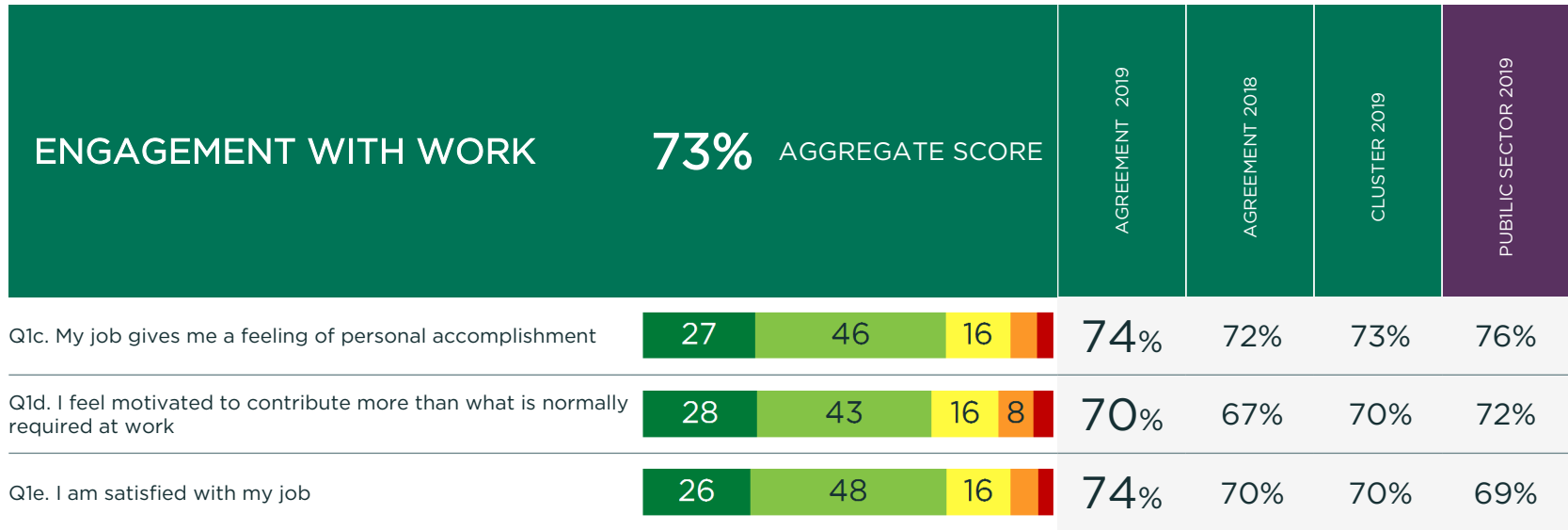| Strongly agree	Agree	Neither	Disagree	Strongly disagree

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 — 46% AGGREGATE SCORE

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q6a. I believe senior managers provide clear direction for the future of the organisation	12	33	28	16	10	45%	40%	45%	51%
Q6b. I feel that senior managers effectively lead and manage change	11	31	29	17	12	42%	38%	42%	47%
Q6c. I feel that senior managers model the values of my organisation	12	34	30	13	10	47%	42%	48%	52%
Q6d. Senior managers encourage innovation by employees	12	34	31	14	9	46%	42%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	34	32	13	9	46%	42%	49%	53%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	15	44	25	9	7	59%	57%	63%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	12	34	27	16	12	46%	41%	48%	48%
Q6h. I feel that senior managers listen to employees	11	29	29	16	15	40%	35%	42%	44%
Q7c. I feel that change is managed well in my organisation	11	30	29	19	11	40%	35%	37%	42%

KEY

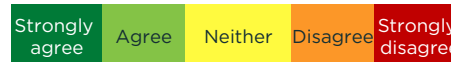| Strongly agree	Agree	Neither	Disagree	Strongly disagree

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

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Agreement 2019	Agreement 2018	Cluster 2019	Public Sector 2019
Q5c. My manager communicates effectively with me	31	44	14			75%	74%	74%	72%
Q5d. My manager encourages and values employee input	31	42	16			73%	72%	73%	73%
Q5e. My manager involves my workgroup in decisions about our work	27	40	19	8		67%	66%	67%	68%
Q6g. I feel that senior managers keep employees informed about what's going on	12	34	27	16	12	46%	41%	48%	48%
Q6h. I feel that senior managers listen to employees	11	29	29	16	15	40%	35%	42%	44%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22	48	17	7		70%	66%	71%	69%

KEY: Strongly agree, Agree, Neither, Disagree, Strongly disagree
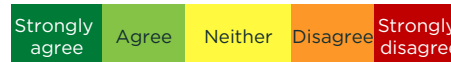
EXPLORE THE FULL RESULTS

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 — 62% AGGREGATE SCORE

Question	Responses	AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1a. I understand what is expected of me to do well in my role	40 / 51	90%	89%	88%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	29 / 48 / 14	78%	77%	78%	79%
Q3f. I have received appropriate training and development to do my job well	21 / 47 / 19 / 8	68%	66%	63%	66%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	28 / 46 / 16	74%	74%	74%	75%
Q5f. I have confidence in the decisions my manager makes	28 / 41 / 19	69%	68%	69%	69%
Q6d. Senior managers encourage innovation by employees	12 / 34 / 31 / 14 / 9	46%	42%	47%	51%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12 / 34 / 32 / 13 / 9	46%	42%	49%	53%
Q7a. My organisation focuses on improving the work we do	16 / 48 / 23 / 10	63%	61%	64%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	14 / 42 / 26 / 12	56%	52%	56%	57%

KEY

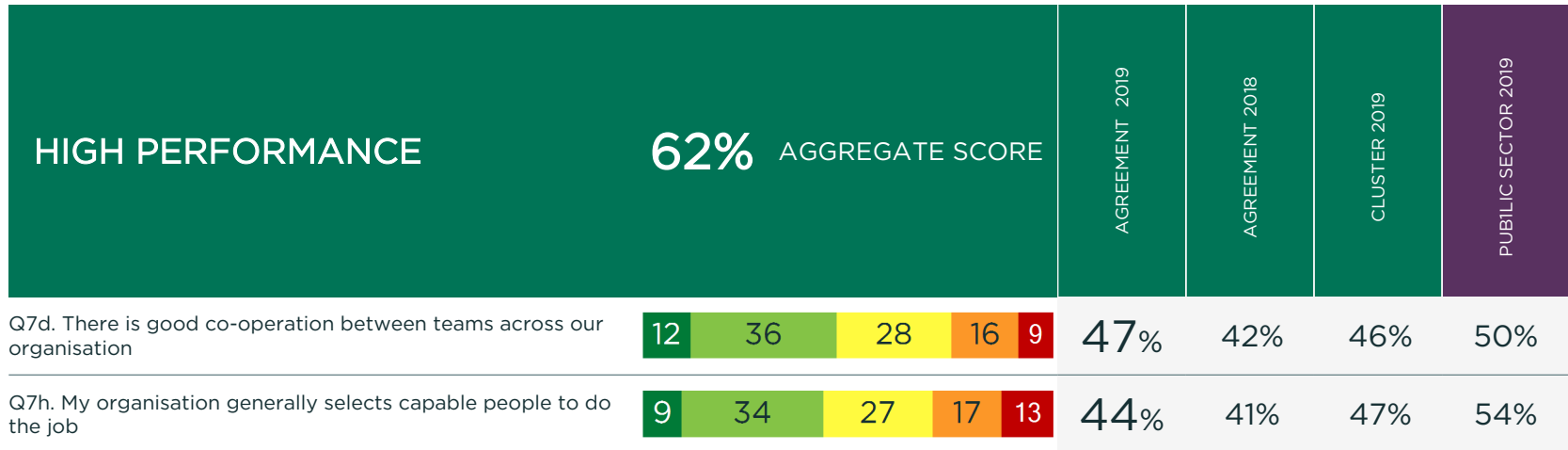| Strongly agree	Agree	Neither	Disagree	Strongly disagree

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	62% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7d. There is good co-operation between teams across our organisation	12 / 36 / 28 / 16 / 9		47%	42%	46%	50%
Q7h. My organisation generally selects capable people to do the job	9 / 34 / 27 / 17 / 13		44%	41%	47%	54%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

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 — 60% AGGREGATE SCORE

Question	Distribution	AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q2a. My workgroup strives to achieve customer/client satisfaction	32 / 52 / 11	83%	83%	84%	86%
Q2e. People in my workgroup treat each other with respect	31 / 46 / 15	76%	77%	77%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	28 / 46 / 16	74%	74%	74%	75%
Q5b. My manager listens to what I have to say	32 / 45 / 13	77%	76%	77%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	12 / 33 / 28 / 16 / 10	45%	40%	45%	51%
Q6c. I feel that senior managers model the values of my organisation	12 / 34 / 30 / 13 / 10	47%	42%	48%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	15 / 44 / 25 / 9 / 7	59%	57%	63%	61%
Q6g. I feel that senior managers keep employees informed about what's going on	12 / 34 / 27 / 16 / 12	46%	41%	48%	48%
Q6h. I feel that senior managers listen to employees	11 / 29 / 29 / 16 / 15	40%	35%	42%	44%

KEY

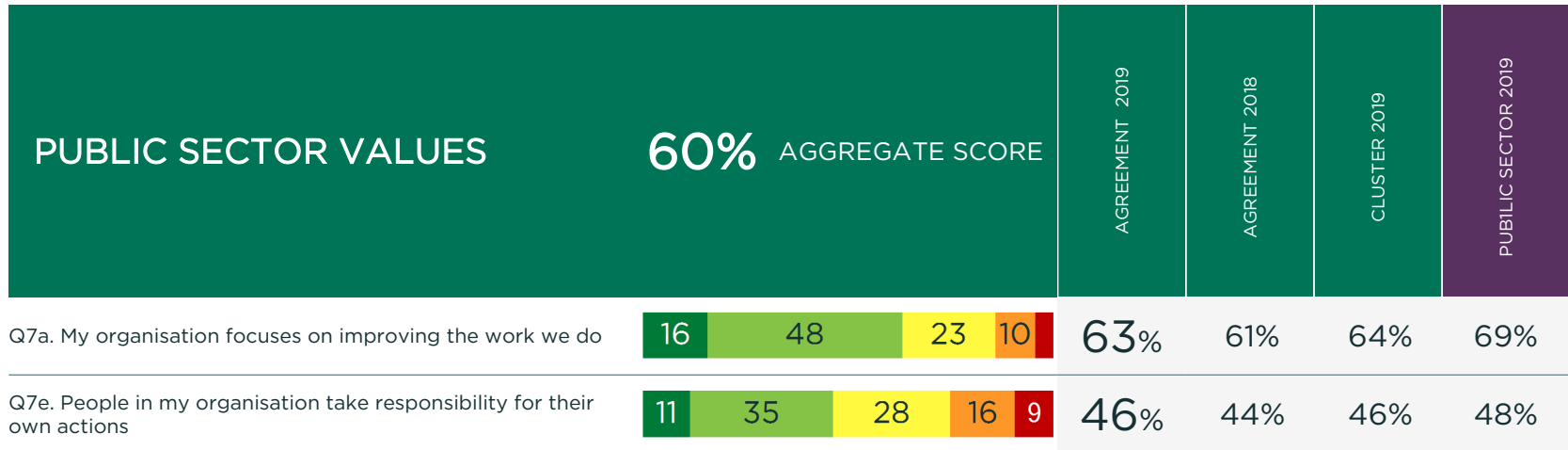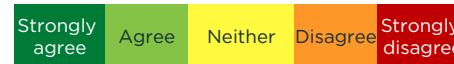| Strongly agree	Agree	Neither	Disagree	Strongly disagree

ALL QUESTIONS

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 — 60% AGGREGATE SCORE	AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7a. My organisation focuses on improving the work we do (16, 48, 23, 10)	63%	61%	64%	69%
Q7e. People in my organisation take responsibility for their own actions (11, 35, 28, 16, 9)	46%	44%	46%	48%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

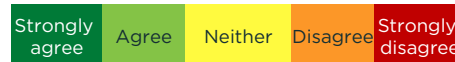**EXPLORE THE FULL RESULTS**

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 — 68% AGGREGATE SCORE

Question	Responses	AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	24 / 48 / 15 / 9	72%	67%	68%	67%
Q5b. My manager listens to what I have to say	32 / 45 / 13	77%	76%	77%	76%
Q5d. My manager encourages and values employee input	31 / 42 / 16	73%	72%	73%	73%
Q6i. Senior managers in my organisation support the career advancement of women	22 / 38 / 30	60%	57%	63%	61%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	28 / 50 / 14	78%	74%	79%	77%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	27 / 46 / 16	73%	69%	74%	76%
Q8c. I am able to speak up and share a different view to my colleagues and manager	22 / 48 / 17 / 7	70%	66%	71%	69%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? *Response scale Very satisfied - Very unsatisfied*	17 / 34 / 25 / 12 / 12	51%	48%	61%	59%
Q8e. My manager supports flexible working in my team	21 / 36 / 26 / 9 / 9	56%	56%	65%	63%

KEY

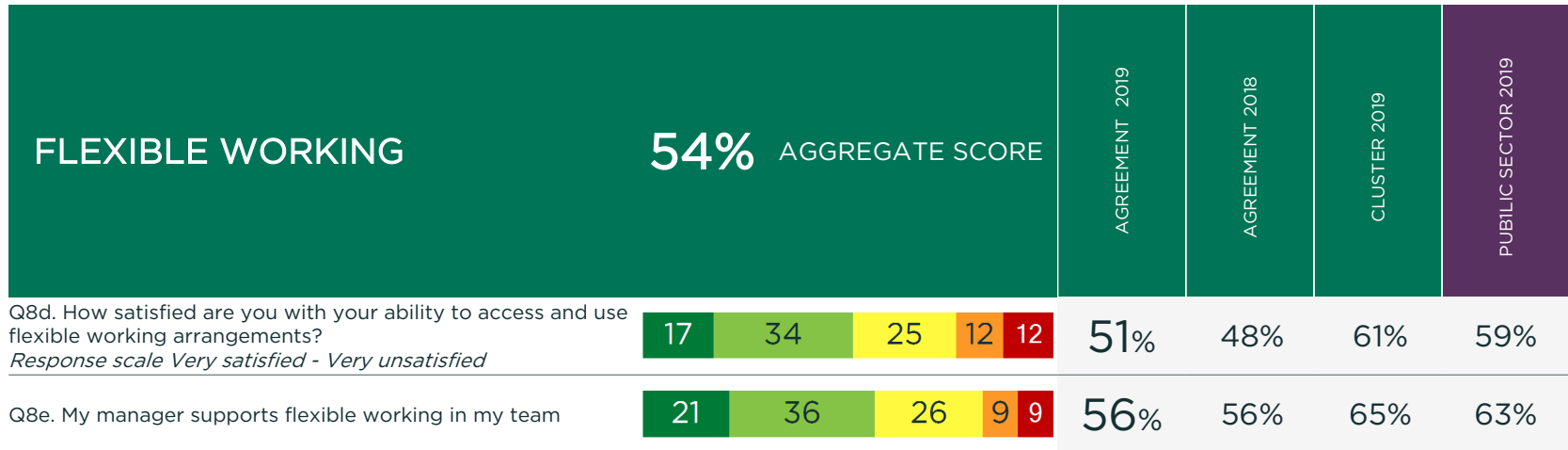| Strongly agree	Agree	Neither	Disagree	Strongly disagree

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%

FLEXIBLE WORKING — 54% AGGREGATE SCORE

	Responses	AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? *Response scale Very satisfied - Very unsatisfied*	17 / 34 / 25 / 12 / 12	51%	48%	61%	59%
Q8e. My manager supports flexible working in my team	21 / 36 / 26 / 9 / 9	56%	56%	65%	63%

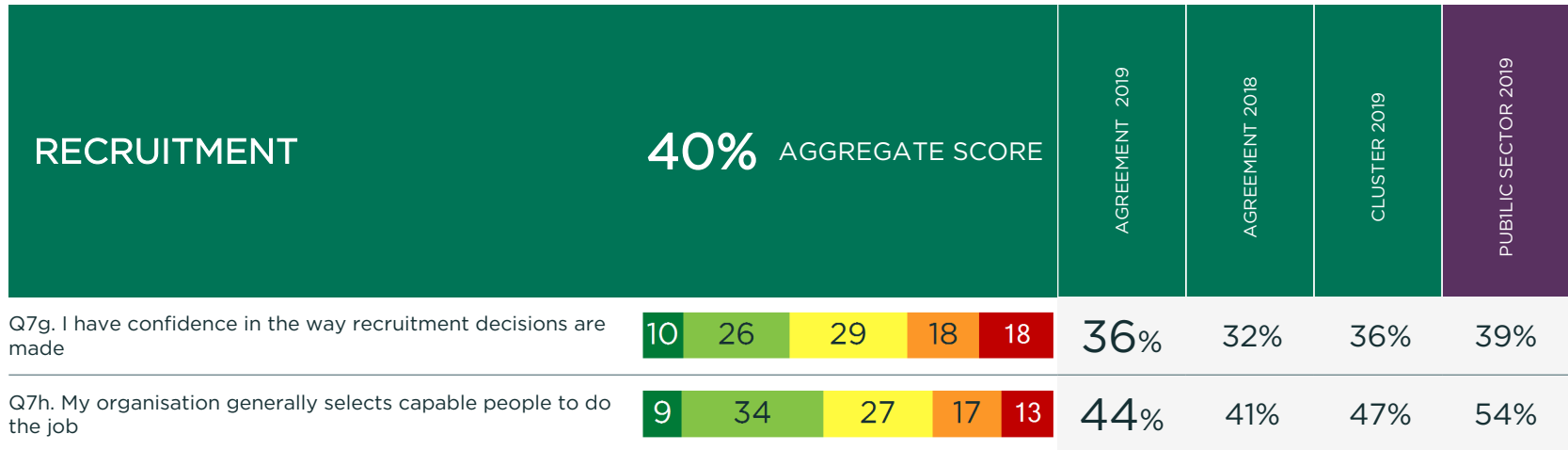KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree

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%

RECRUITMENT 40% AGGREGATE SCORE		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q7g. I have confidence in the way recruitment decisions are made	10 26 29 18 18	36%	32%	36%	39%
Q7h. My organisation generally selects capable people to do the job	9 34 27 17 13	44%	41%	47%	54%

KEY — Strongly agree | Agree | Neither | Disagree | Strongly disagree

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.
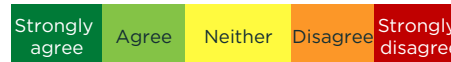
Results are rounded and may not add up to 100%

PERFORMANCE FRAMEWORK & DEVELOPMENT

58% 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	20 / 44 / 21 / 10	63%	62%	64%	66%
Q3e. My performance is assessed against clear criteria	18 / 41 / 25 / 11	59%	58%	57%	57%
Q3g. I am satisfied with the opportunities available for career development in my organisation	18 / 37 / 22 / 12 / 11	55%	51%	50%	51%
Q5g. My manager provides acknowledgement or other recognition for the work I do	28 / 40 / 18 / 8	69%	68%	69%	69%
Q5h. My manager deals appropriately with employees who perform poorly	21 / 34 / 28 / 9 / 8	55%	54%	52%	48%
Q7f. My organisation is committed to developing its employees	12 / 37 / 28 / 13 / 9	50%	45%	48%	53%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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 — 74% AGGREGATE SCORE

Question	Distribution	AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1b. I am provided with the support I need to do my best at work	24 / 48 / 15 / 9	72%	67%	68%	67%
Q1f. I am able to keep my work stress at an acceptable level	22 / 51 / 16 / 8	73%	70%	69%	61%
Q2c. I receive help and support from other members of my workgroup	31 / 50 / 12	81%	80%	81%	81%
Q2d. There is good team spirit in my workgroup	29 / 43 / 16 / 8	72%	69%	71%	70%

KEY: Strongly agree | Agree | Neither | Disagree | Strongly disagree
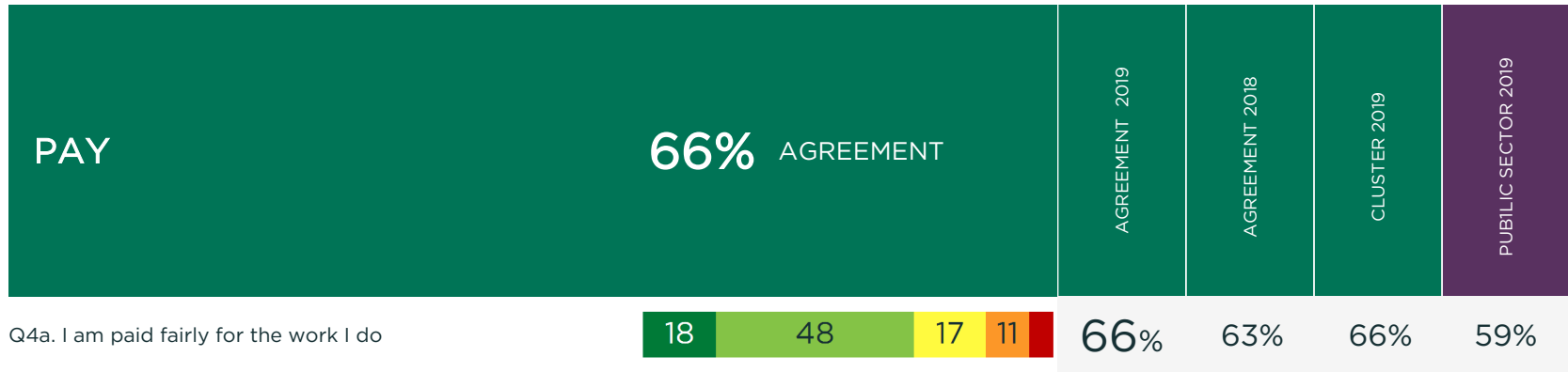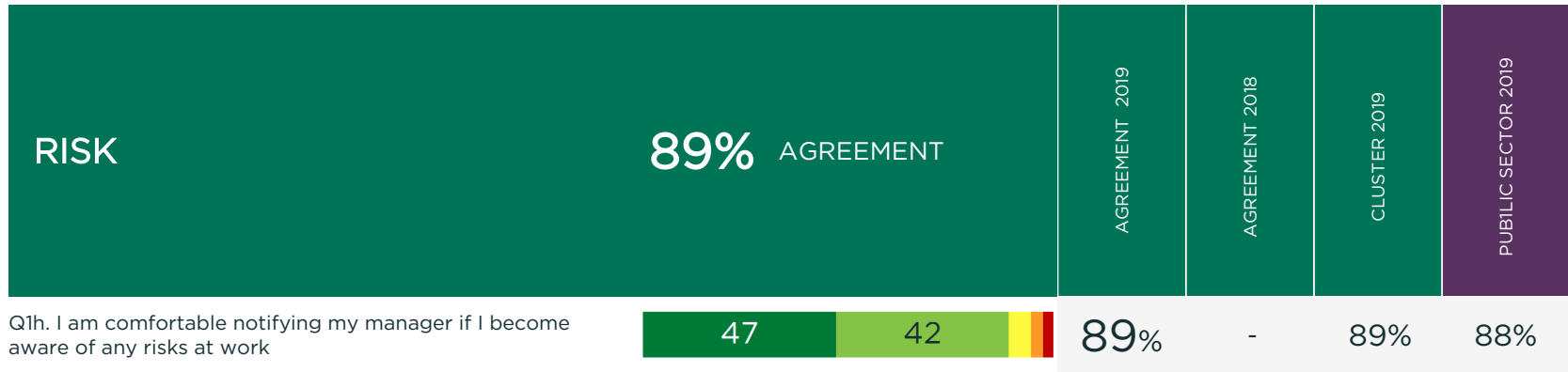
ℹ️

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%

PAY	66% AGREEMENT		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q4a. I am paid fairly for the work I do	18 48 17 11		66%	63%	66%	59%

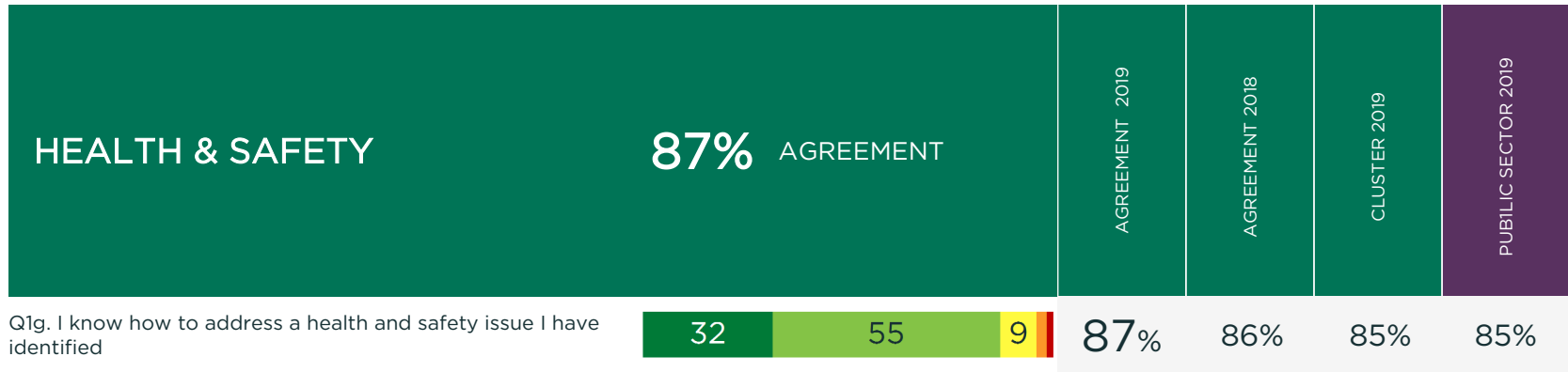| KEY	Strongly agree	Agree	Neither	Disagree	Strongly disagree

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%

RISK	89% AGREEMENT		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1h. I am comfortable notifying my manager if I become aware of any risks at work	47	42	89%	-	89%	88%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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.
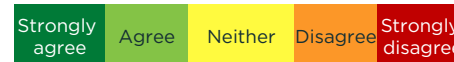
Results are rounded and may not add up to 100%

HEALTH & SAFETY	87% AGREEMENT		AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q1g. I know how to address a health and safety issue I have identified	32	55	9	87%	86%	85%	85%

KEY

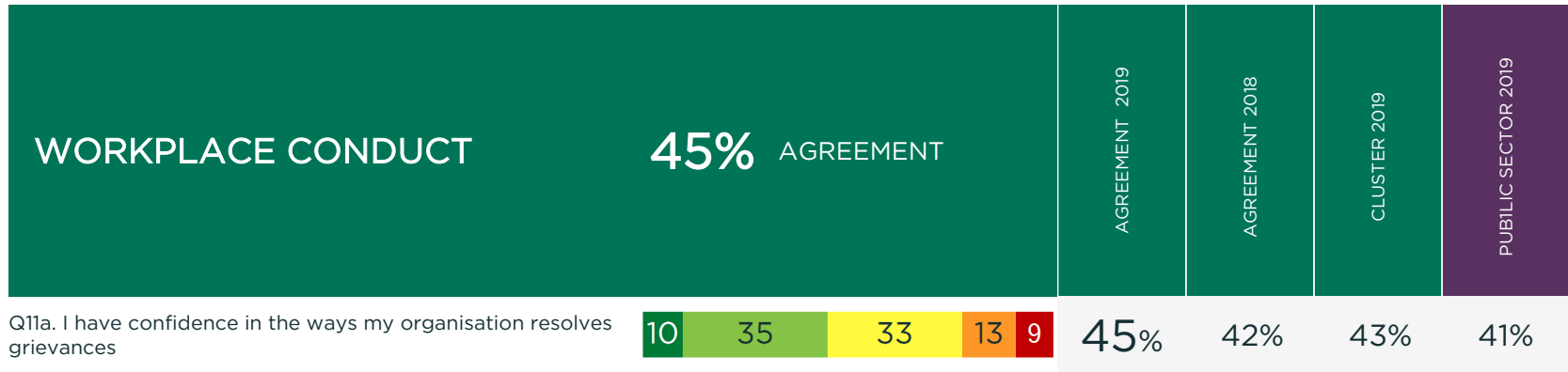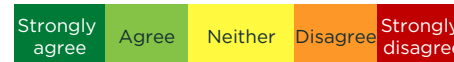| Strongly agree	Agree	Neither	Disagree	Strongly disagree

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	40% AGREEMENT	AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q10a. I believe action will be taken on the results from this survey by my organisation	10 / 31 / 31 / 15 / 14	40%	35%	41%	39%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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.
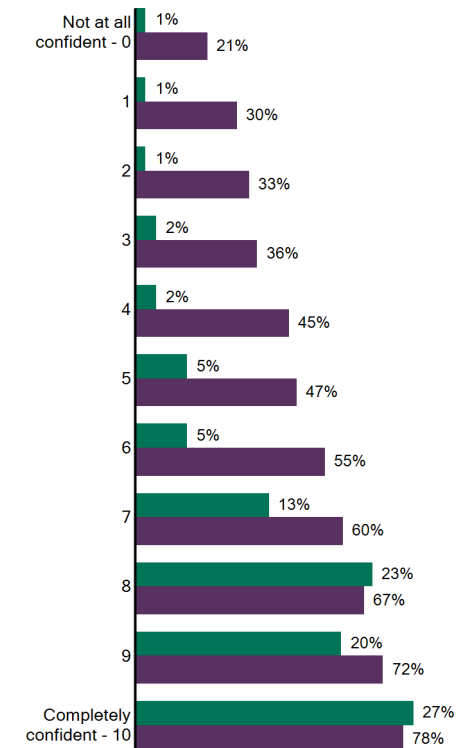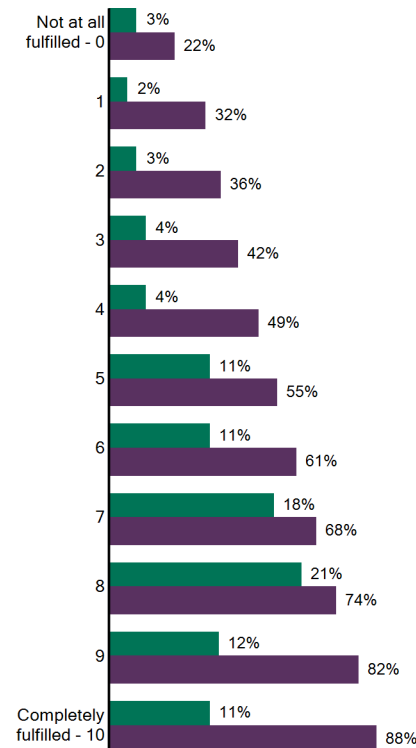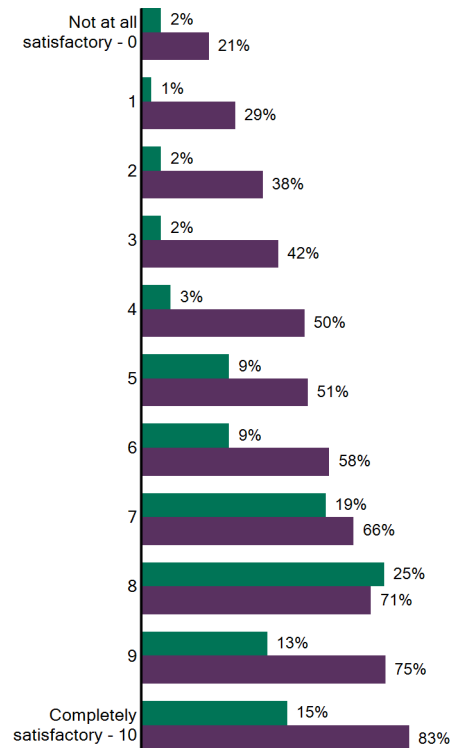
Results are rounded and may not add up to 100%

WORKPLACE CONDUCT	45% AGREEMENT	AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q11a. I have confidence in the ways my organisation resolves grievances	10 35 33 13 9	45%	42%	43%	41%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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

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

Response	Proportion	Engagement
Not at all satisfactory - 0	2%	21%
1	1%	29%
2	2%	38%
3	2%	42%
4	3%	50%
5	9%	51%
6	9%	58%
7	19%	66%
8	25%	71%
9	13%	75%
Completely satisfactory - 10	15%	83%

Q1j. I find my life at work fulfilling

Response	Proportion	Engagement
Not at all fulfilled - 0	3%	22%
1	2%	32%
2	3%	36%
3	4%	42%
4	4%	49%
5	11%	55%
6	11%	61%
7	18%	68%
8	21%	74%
9	12%	82%
Completely fulfilled - 10	11%	88%

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

Response	Proportion	Engagement
Not at all confident - 0	1%	21%
1	1%	30%
2	1%	33%
3	2%	36%
4	2%	45%
5	5%	47%
6	5%	55%
7	13%	60%
8	23%	67%
9	20%	72%
Completely confident - 10	27%	78%

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		60%	62%	65%	71%
No		40%	38%	35%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		72%	73%	73%	76%
No		28%	27%	27%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		50%	51%	55%	60%
No		50%	49%	45%	40%

EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

MOBILITY		2019	2018	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)					
There are no major barriers to my career progression		34%	34%	31%	29%
Lack of promotion opportunities		26%	29%	30%	28%
Lack of visible opportunities		23%	26%	28%	29%
The application/recruitment process is too cumbersome or time consuming		23%	28%	22%	22%
Personal/family considerations		19%	21%	22%	29%
Insufficient training and development		17%	20%	17%	15%
Lack of support for temporary assignments/secondments		17%	19%	17%	15%
Geographic location considerations		17%	19%	21%	25%
Lack of support from my manager/supervisor		14%	14%	14%	13%
Lack of required capabilities or experience		13%	14%	13%	11%
Other		10%	11%	11%	9%

% are calculated with the number of unique respondents (N = 9,075 to this question)

UNACCEPTABLE CONDUCT		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q12a. In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		20%	19%	22%	27%
No		60%	61%	60%	56%
Don't know		19%	20%	18%	17%
Q12b. If yes to 12a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		61%	62%	59%	65%
No		34%	36%	37%	32%
Don't know		5%	3%	4%	4%

ℹ

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	21%	22%	23%	33%
No	68%	65%	66%	57%
Don't know	12%	13%	11%	10%
Q13b. In the last 12 months I have been subjected to bullying at work				
Yes	12%	13%	13%	18%
No	80%	78%	79%	75%
Don't know	9%	9%	8%	7%

EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

Results are rounded and may not add up to 100%

UNACCEPTABLE CONDUCT		2019	2018	CLUSTER 2019	PUBLIC SECTOR 2019
Q13c. Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months					
Your immediate manager/supervisor		28%	26%	25%	23%
A fellow worker at your level		25%	28%	21%	27%
A senior manager		17%	16%	26%	21%
Prefer not to say		16%	14%	13%	13%
A subordinate		6%	6%	5%	7%
Other		5%	5%	4%	5%
A client or customer		3%	4%	3%	3%
A member of the public other than a client or customer		1%	1%	1%	1%

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	3%	4%	3%	4%
No	92%	92%	94%	94%
Don't know	4%	4%	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	39%	41%	49%	38%
A member of the public	51%	50%	39%	36%
Other	2%	2%	3%	19%
Prefer not to say	7%	8%	8%	7%

EXPLORE THE FULL RESULTS

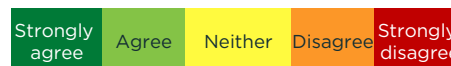Questions are grouped by topics in this report.

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

	Responses	AGREEMENT 2019	AGREEMENT 2018	CLUSTER 2019
Q1. My workgroup demonstrates good health and safety behaviour	26 / 59 / 11	85%	83%	85%
Q2. I am given all necessary information, equipment and training to do my job safely	26 / 56 / 11	82%	76%	81%
Q3. I am given all necessary information, equipment and training to do my job effectively	23 / 52 / 15 / 8	74%	67%	72%
Q4. My organisation's processes for recruiting people are efficient	11 / 29 / 27 / 19 / 14	40%	35%	37%
Q5. I am confident in my ability to provide quality customer service to customers	36 / 53 / 9	88%	-	88%
Q6. I am able to make decisions that affect my work	30 / 54 / 11	84%	-	82%
Q7. I have a clear understanding of how my work contributes to my agency's objectives and direction	31 / 53 / 11	84%	-	83%
Q8. I see senior managers of my organisation actively putting people at the heart of the decisions they make	14 / 31 / 30 / 14 / 11	45%	-	45%
Q9. My organisation works towards achieving the greater good for the community	20 / 48 / 22	68%	-	70%

KEY

Strongly agree	Agree	Neither	Disagree	Strongly disagree

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		11%	11%
My agency		26%	31%
My main work site		23%	24%
All of the above		40%	35%

PERSONAL AND WORK PROFILES

75%

22%

3%

Results are rounded and may not add up to 100%

PERCENTAGE

GENDER

	PERCENTAGE
Male	75%
Female	22%
Other	3%

PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

AGE	PERCENTAGE
15-19	1%
20-24	3%
25-29	7%
30-34	13%
35-39	15%
40-44	14%
45-49	14%
50-54	13%
55-59	12%
60-64	6%
65+	2%

PERSONAL AND WORK PROFILES

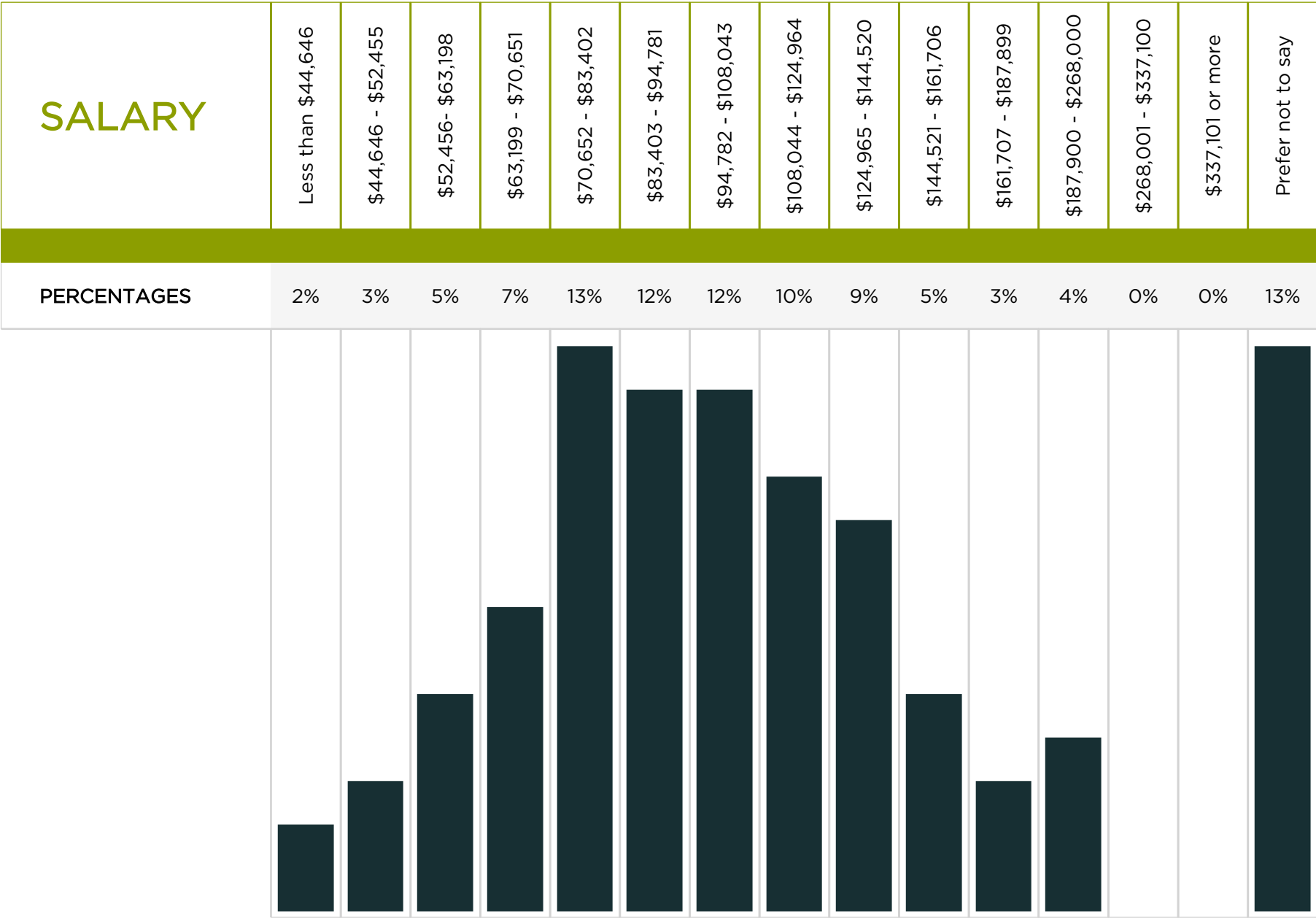Results are rounded and may not add up to 100%

TYPE OF WORK	PERCENTAGE
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	35%
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)	36%
Administrative support (e.g. executive/personal assistant, receptionist)	2%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	6%
Policy	0%
Research	0%
Program and project management support	9%
Legal (including developing and/or reviewing legislation)	0%
Other	11%

PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

SALARY

	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	$337,101 or more	Prefer not to say
PERCENTAGES	2%	3%	5%	7%	13%	12%	12%	10%	9%	5%	3%	4%	0%	0%	13%

PERSONAL AND WORK PROFILES

PERCENTAGE

Results are rounded and may not add up to 100%

TENURE IN ORGANISATION

	PERCENTAGE
Less than 1 year	12%
1 - 2 years	10%
2 - 5 years	15%
5 - 10 years	19%
10 - 20 years	26%
More than 20 years	18%

PERSONAL AND WORK PROFILES

Results are rounded and may not add up to 100%

FLEXIBLE WORKING

	PERCENTAGE
None of the above	47%
Flexible start and finish times	33%
Working from different locations	21%
Working from home	15%
Working additional hours to make up for time off	14%
Working more hours over fewer days	9%
Flexible scheduling for rostered workers	7%

% are calculated with the number of unique respondents (N = 8,861 to this question)

PERSONAL AND WORK PROFILES

5%

3%

3%

2%

Results are rounded and may not add up to 100%

FLEXIBLE WORKING		PERCENTAGE
Leave without pay		5%
Other		3%
Part-time work		3%
Purchasing annual leave		2%
Study leave		1%
Job sharing		1%

% are calculated with the number of unique respondents (N = 8,861 to this question)

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 Trains	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	9530	3105	3225	218	571	24	21	813	22	993
EMPLOYEE ENGAGEMENT	66%	67%	65%	70%	67%	(r)	(r)	69%	(r)	66%
ENGAGEMENT WITH WORK	73%	75%	70%	73%	75%	(r)	(r)	75%	(r)	70%
SENIOR MANAGERS	46%	45%	43%	54%	53%	(r)	(r)	54%	(r)	44%
COMMUNICATION	62%	62%	60%	65%	68%	(r)	(r)	68%	(r)	58%
HIGH PERFORMANCE	62%	63%	60%	67%	65%	(r)	(r)	65%	(r)	58%
PUBLIC SECTOR VALUES	60%	60%	58%	64%	65%	(r)	(r)	66%	(r)	56%
DIVERSITY & INCLUSION	68%	67%	67%	73%	75%	(r)	(r)	75%	(r)	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

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 Trains	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	9530	193	296	481	616	1133	1095	1099	928	840	413	238	359	31
EMPLOYEE ENGAGEMENT	66%	75%	69%	68%	67%	66%	64%	65%	67%	67%	68%	72%	67%	77%
ENGAGEMENT WITH WORK	73%	82%	72%	73%	72%	73%	72%	74%	73%	74%	75%	79%	78%	84%
SENIOR MANAGERS	46%	67%	52%	53%	47%	47%	40%	39%	46%	46%	49%	58%	52%	67%
COMMUNICATION	62%	74%	66%	63%	59%	61%	59%	61%	62%	63%	69%	70%	72%	76%
HIGH PERFORMANCE	62%	75%	66%	66%	63%	62%	60%	60%	62%	62%	64%	69%	66%	73%
PUBLIC SECTOR VALUES	60%	74%	65%	64%	60%	60%	57%	56%	60%	60%	64%	70%	67%	74%
DIVERSITY & INCLUSION	68%	76%	70%	68%	65%	66%	65%	67%	69%	72%	76%	78%	78%	80%

KEY
AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE
AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE
r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

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 Trains	$337,101 or more	Prefer not to say
NUMBER OF RESPONDENTS	9530	29	1180
EMPLOYEE ENGAGEMENT	66%	(r)	64%
ENGAGEMENT WITH WORK	73%	(r)	68%
SENIOR MANAGERS	46%	(r)	41%
COMMUNICATION	62%	(r)	58%
HIGH PERFORMANCE	62%	(r)	57%
PUBLIC SECTOR VALUES	60%	(r)	56%
DIVERSITY & INCLUSION	68%	(r)	62%

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 Trains	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	9530	1069	923	1322	1683	2273	1589
EMPLOYEE ENGAGEMENT	66%	76%	69%	66%	65%	63%	64%
ENGAGEMENT WITH WORK	73%	82%	74%	72%	72%	73%	69%
SENIOR MANAGERS	46%	64%	49%	46%	40%	42%	43%
COMMUNICATION	62%	74%	64%	62%	60%	59%	58%
HIGH PERFORMANCE	62%	74%	63%	62%	60%	60%	60%
PUBLIC SECTOR VALUES	60%	74%	62%	59%	57%	57%	57%
DIVERSITY & INCLUSION	68%	79%	70%	69%	67%	65%	64%

KEY — AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE — AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE — r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

RESULTS BY TYPES OF FLEXIBLE WORKING

EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

Results are rounded and may not add up to 100%

	Sydney Trains	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	9530	2939	804	1200	643	291	49	1891	1366	195	424	69	294	4153
EMPLOYEE ENGAGEMENT	66%	70%	69%	69%	68%	73%	69%	70%	69%	68%	66%	72%	67%	63%
ENGAGEMENT WITH WORK	73%	77%	74%	75%	73%	74%	71%	77%	77%	77%	70%	76%	72%	70%
SENIOR MANAGERS	46%	52%	48%	50%	45%	62%	55%	51%	50%	49%	48%	53%	46%	40%
COMMUNICATION	62%	68%	64%	66%	62%	74%	68%	68%	69%	66%	64%	68%	60%	57%
HIGH PERFORMANCE	62%	66%	64%	65%	63%	73%	69%	66%	66%	65%	62%	68%	62%	58%
PUBLIC SECTOR VALUES	60%	65%	61%	64%	60%	72%	65%	64%	65%	63%	61%	65%	58%	55%
DIVERSITY & INCLUSION	68%	77%	74%	76%	72%	77%	74%	77%	79%	70%	71%	78%	66%	61%

*multiple types may be chosen.

KEY | AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE | AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE | r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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 Trains	Sydney East	Sydney West	Sydney - City and Inner South	Sydney - Inner West	Sydney - Parramatta	Sydney - North Sydney and Hornsby	Sydney - Inner South West	Sydney - Blacktown	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - South West	Sydney - Sutherland	Illawarra
NUMBER OF RESPONDENTS	9530	4669	2317	2203	1392	1370	525	329	289	277	214	150	137	128
EMPLOYEE ENGAGEMENT	66%	67%	66%	67%	68%	68%	65%	69%	59%	65%	66%	61%	68%	61%
ENGAGEMENT WITH WORK	73%	73%	75%	73%	74%	74%	71%	74%	72%	80%	76%	75%	71%	66%
SENIOR MANAGERS	46%	48%	43%	47%	51%	47%	44%	48%	34%	33%	46%	33%	48%	34%
COMMUNICATION	62%	64%	62%	61%	66%	64%	63%	64%	57%	59%	65%	60%	68%	57%
HIGH PERFORMANCE	62%	63%	62%	62%	65%	63%	62%	65%	56%	61%	63%	58%	65%	56%
PUBLIC SECTOR VALUES	60%	62%	59%	61%	64%	61%	58%	63%	53%	54%	62%	53%	63%	50%
DIVERSITY & INCLUSION	68%	69%	69%	67%	73%	72%	69%	69%	61%	68%	68%	62%	69%	64%

*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

REGION

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 Trains	Newcastle and Lake Macquarie	Central Coast	Sydney - Eastern Suburbs	Sydney - Ryde	Sydney - Baulkham Hills and Hawkesbury	Central West	Outside NSW	Southern Highlands and Shoalhaven	Mid North Coast	Capital Region	Sydney - Northern Beaches	Coffs Harbour - Grafton	Hunter Valley exc Newcastle
NUMBER OF RESPONDENTS	9530	102	81	43	38	17	8	5	4	3	2	2	1	1
EMPLOYEE ENGAGEMENT	66%	61%	64%	70%	77%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	65%	67%	74%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	46%	34%	35%	58%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	54%	59%	71%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	62%	54%	56%	67%	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	52%	51%	68%	79%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	64%	65%	67%	77%	(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 Trains	Riverina	Far West and Orana	Murray	New England and North West	Richmond - Tweed
NUMBER OF RESPONDENTS	9530	1	0	0	0	0
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	46%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	62%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	68%	(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 Trains	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
NUMBER OF RESPONDENTS	9530	46	244	630	1196	1312	1261	1247	1196	1070	503	202
EMPLOYEE ENGAGEMENT	66%	68%	71%	69%	67%	67%	65%	65%	66%	65%	66%	70%
ENGAGEMENT WITH WORK	73%	74%	76%	75%	72%	73%	71%	72%	73%	74%	73%	82%
SENIOR MANAGERS	46%	48%	50%	47%	46%	47%	44%	45%	45%	45%	47%	54%
COMMUNICATION	62%	60%	65%	65%	64%	64%	61%	61%	60%	61%	62%	66%
HIGH PERFORMANCE	62%	66%	68%	66%	63%	63%	60%	61%	61%	61%	63%	67%
PUBLIC SECTOR VALUES	60%	62%	63%	62%	61%	61%	58%	59%	59%	59%	61%	66%
DIVERSITY & INCLUSION	68%	69%	72%	72%	71%	71%	67%	67%	66%	66%	67%	71%

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 Trains	Male	Female	Other
NUMBER OF RESPONDENTS	9530	6681	1949	269
EMPLOYEE ENGAGEMENT	66%	66%	68%	54%
ENGAGEMENT WITH WORK	73%	73%	75%	51%
SENIOR MANAGERS	46%	45%	49%	28%
COMMUNICATION	62%	62%	65%	41%
HIGH PERFORMANCE	62%	62%	64%	43%
PUBLIC SECTOR VALUES	60%	60%	62%	41%
DIVERSITY & INCLUSION	68%	68%	70%	45%

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

SURVEY TIME FRAME

This report contains results from the 2019 People Matter Employee Survey which was open from 30 May to 28 June 2019.
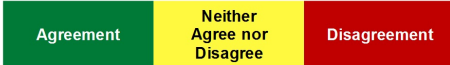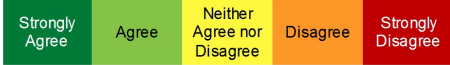
HOW TO READ THIS REPORT

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.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree

Agreement	Neither Agree nor Disagree	Disagreement

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.

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%.

MORE DETAILS ABOUT METHODOLOGY

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