



**2021** | NSW Public Sector  
Employee Survey

## **Agency Report**

# Sydney Metro

**Survey period:** 23 August to 17 September 2021

**Completed surveys:** 992

**Response rate:** >100%

This shows where the report unit sits in the survey's organisational hierarchy.

### NSW public sector

- Transport
  - Sydney Metro

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## High level results

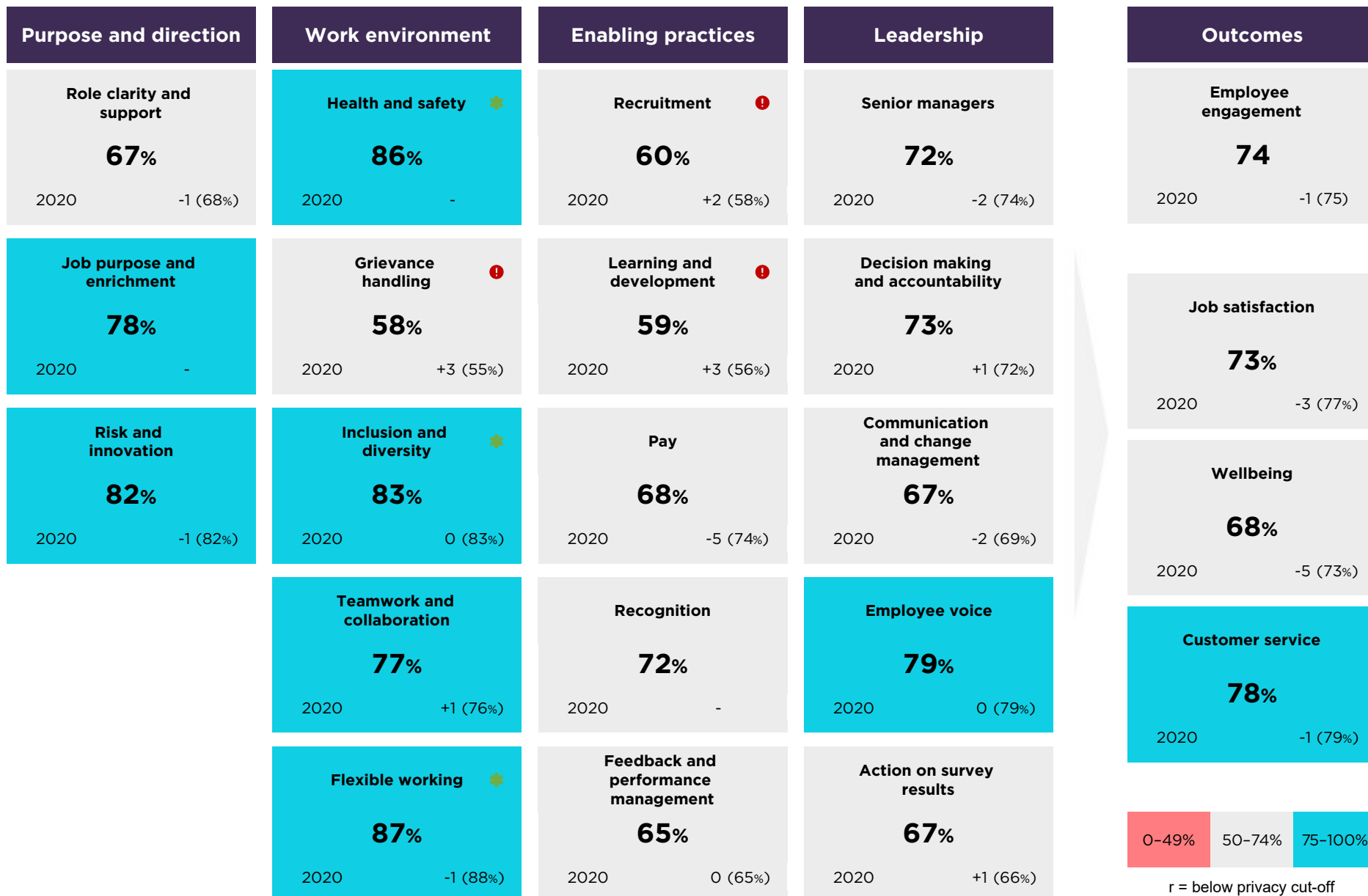
Discover key results and patterns

# Headline results for key topics

These are the % favourable scores for key survey topics. Each topic relates to an area of employee experience.



We've flagged the top 3 (\*) and bottom 3 (!) topics for you. Use these topics as a starting point for exploring your results.



# Highest and lowest questions

These are the questions with the highest and lowest % favourable scores. % favourable is based on the respondents who selected 'strongly agree' or 'agree'.

## + Questions with the highest favourable scores

			2021 % favourable	difference from 2020
Risk and innovation	1l	I am comfortable notifying my manager if I become aware of any risks at work	92%	-1%
Flexible working	8h	My manager supports flexible working in my team	90%	+2%
Inclusion and diversity	2c	People in my workgroup treat each other with respect	88%	+2%
Inclusion and diversity	8a	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	88%	+1%
Health and safety	7p	I am confident work health and safety issues I raise will be addressed promptly	88%	-

## - Questions with the lowest favourable scores

			2021 % favourable	difference from 2020
Communication and change management	7b	Change is managed well in my organisation	48%	-2%
Recruitment	7f	I have confidence in the way recruitment decisions are made	50%	+1%
Feedback and performance management	5i	My manager appropriately deals with employees who perform poorly	54%	-1%
Learning and development	3g	I am satisfied with the opportunities available for career development in my organisation	56%	+5%
Learning and development / Role clarity and support	3f	I have received the training and development I need to do my job well	57%	+3%

0-49%

50-74%

75-100%

<= -5%

+/- 5%

>= +5%

# Most and least improved questions

These are the most and least improved questions between survey years.

Consider why these scores have shifted. Was it due to actions you took in response to last year's survey results or something else?

## + Most improved questions

			2021 % favourable	difference from 2020
Learning and development	3g	I am satisfied with the opportunities available for career development in my organisation	56%	+5%
Learning and development	7e	My organisation is committed to developing its employees	65%	+3%
Grievance handling	10	I have confidence in the ways my organisation handles grievances	58%	+3%
Learning and development / Role clarity and support	3f	I have received the training and development I need to do my job well	57%	+3%
Recruitment	7g	My organisation generally selects capable people to do the job	69%	+2%

## - Least improved questions

			2021 % favourable	difference from 2020
Wellbeing	1m	In general, my sense of wellbeing is...	61%	-8%
Pay	4	I am paid fairly for the work I do	68%	-5%
Job satisfaction	1h	I feel motivated to contribute more than what is normally required at work	76%	-5%
Wellbeing	1j	I can keep my work stress at an acceptable level	61%	-4%
Job satisfaction	1n	I find my life at work fulfilling	65%	-4%

0-49%

50-74%

75-100%

<= -5%

+/- 5%

>= +5%

## Key drivers

The key driver analysis identifies questions with the strongest influence on your employee engagement.

Key drivers are split into strengths (high correlation, high score) and priorities (high correlation, low score). Look for ways to maintain your strengths and improve your priorities.

Topic		Key driver questions	2021 % favourable	Action
Learning and development	7e	My organisation is committed to developing its employees	<b>65%</b>	Improve
Recognition	7o	I receive adequate recognition for my contributions from my organisation	<b>64%</b>	Improve
Risk and innovation	7a	My organisation is making improvements to meet future challenges	<b>75%</b>	Maintain
Senior managers	6b	Senior managers model the values of my organisation	<b>72%</b>	Maintain
Recruitment	7g	My organisation generally selects capable people to do the job	<b>69%</b>	Maintain
Employee voice / Senior managers	6f	Senior managers listen to employees	<b>65%</b>	Improve

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## Results by topic

Discover more about your results

Employee engagement is about a person's connection to their organisation. It is a global measure of employee experience.

Many factors influence engagement: leadership, a positive and inclusive work culture, manager support, accountability and flexible work to name a few.

				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
<b>Employee engagement (total score)*</b>				<b>74</b>	<b>-1</b>	<b>+6</b>	<b>+7</b>
7j	I would recommend my organisation as a great place to work	82	13	82%	+1%	+15%	+11%
7k	I am proud to tell others I work for my organisation	88	10	88%	-1%	+14%	+15%
7l	I feel a strong personal attachment to my organisation	70	23	70%	-3%	+4%	+7%
7m	My organisation motivates me to help it achieve its goals	73	20	73%	-2%	+14%	+15%
7n	My organisation inspires me to do the best in my job	73	18	73%	-1%	+13%	+15%

\*See 'Additional information about the survey' for more details on how we calculate the employee engagement score.

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%







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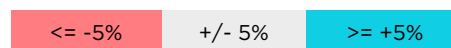
# Intention to stay

Intention to stay refers to an employee's desire and willingness to remain with their current organisation. Intention to stay can be influenced by many aspects of employee experience, including engagement.

Intention to stay is a leading indicator for turnover. However, intention doesn't always translate into action.

19n How long do you think you will continue to work in your current organisation?

		2021 % respondents	difference from 2020	difference from Sector	difference from Cluster
Less than 1 year		8%	0%	+1%	+2%
1 year to less than 2 years		12%	+2%	+3%	+4%
2 years to less than 5 years		32%	0%	+12%	+12%
5 years to less than 10 years		29%	-3%	+4%	+4%
10 years to less than 20 years		12%	-1%	-11%	-11%
More than 20 years		7%	+1%	-8%	-11%



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Like employee engagement, job satisfaction is a global measure of employee experience. While employee engagement operates at the organisational level, job satisfaction operates at the job or role level.

				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
<b>Job satisfaction (total score)</b>				<b>73%</b>	-3%	+4%	+6%
1g	My job gives me a feeling of personal accomplishment	76	16 7	76%	-3%	+1%	+6%
1h	I feel motivated to contribute more than what is normally required at work	76	15 9	76%	-5%	+5%	+8%
1i	I am satisfied with my job	76	14 9	76%	-1%	+5%	+6%
1n	I find my life at work fulfilling	65	27 8	65%	-4%	+5%	+6%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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Wellbeing means feeling good, functioning well, and experiencing satisfaction and fulfilment in work and life.

				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
<b>Wellbeing (total score)</b>				<b>68%</b>	<b>-5%</b>	<b>-1%</b>	<b>-1%</b>
1j	I can keep my work stress at an acceptable level	61	21 18	61%	-4%	0%	-5%
1m	In general, my sense of wellbeing is...	61	30 9	61%	-8%	-3%	-2%
8d	There are people at work who care about me	82	15	82%	-2%	-1%	+5%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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Customer means  
the people who you  
or your organisation  
provide a service to.

				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
<b>Customer service (total score)</b>				<b>78%</b>	-1%	+5%	+7%
1k	I am empowered to make the decisions needed to help customers and/or communities	68	22 10	68%	-	-3%	+1%
2d	People in my workgroup can explain how their work impacts customers	81	15	81%	-	-1%	+2%
2e	My workgroup considers customer needs when planning our work	85	12	85%	-	+1%	+5%
6d	Senior managers communicate the importance of customers in our work	81	15	81%	-4%	+10%	+10%
7h	The processes in my organisation are designed to support the best experience for customers	70	24 7	70%	+2%	+9%	+12%
7i	My organisation meets the needs of the communities, people, and/or businesses of NSW	85	13	85%	0%	+15%	+15%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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# Role clarity and support

## Purpose and direction

An employee has role clarity when they understand their goals, how to achieve these goals, and how the goals link to broader strategy.

Even when an employee does have role clarity, they need the right support to deliver. Support can come in the form of time, tools and technology, and training.

				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
<b>Role clarity and support (total score)</b>				<b>67%</b>	-1%	+1%	0%
1a	I understand what is expected of me to do well in my job	83	11	83%	0%	-3%	+1%
1b	I get the support I need to do my job well	72	16	72%	-2%	+6%	+5%
1c	I have the tools and technology to do my job well	76	14	76%	-3%	+5%	+4%
1d	I have the time to do my job well	59	20	59%	-2%	+3%	-8%
3e	My performance is assessed against clear criteria	58	29	58%	-1%	+1%	+2%
3f	I have received the training and development I need to do my job well	57	31	57%	+3%	-7%	-2%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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# Job purpose and enrichment

## Purpose and direction

In addition to role clarity and support, employees are likely to feel more satisfied with their job when there is a clear sense of purpose and when it is enriched with characteristics such as skill variety, autonomy, and feedback.

				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
<b>Job purpose and enrichment (total score)</b>				<b>78%</b>	-	+6%	+7%
1e	My job gives me opportunities to use a variety of skills	82	11 7	82%	-	+1%	+6%
1f	I have a choice in deciding how I carry out day to day work tasks	86	9	86%	-	+13%	+10%
3d	In the last 12 months, I have received feedback to help me improve my work	69	22 9	69%	+1%	+4%	+8%
5j	My manager communicates how my role contributes to my organisation's purpose	74	18 8	74%	-	+6%	+6%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off



# Risk and innovation

## Purpose and direction

Risk refers to the effect of uncertainty in achieving work goals. Risk can relate to many things in the workplace.

Innovation means creating new and better products, processes services, and technologies to improve outcomes for the people of NSW.

A healthy risk appetite can help foster innovation.

			2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
<b>Risk and innovation (total score)</b>			<b>82%</b>	-1%	+7%	+8%
1l	I am comfortable notifying my manager if I become aware of any risks at work	92	92%	-1%	+5%	+5%
5a	My manager encourages people in my workgroup to keep improving the work they do	81	81%	-3%	+5%	+6%
5h	My manager encourages me to learn from my mistakes	78	78%	0%	+5%	+6%
7a	My organisation is making improvements to meet future challenges	75	75%	0%	+13%	+15%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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Work health and safety (WHS) involves the management of risks to the health and safety of everyone in your workplace. Health refers to both physical and psychological health.

			2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
Health and safety (total score)			86%	-	+13%	+10%
7p	I am confident work health and safety issues I raise will be addressed promptly	88	88%	-	+12%	+11%
7q	There are effective resources in my organisation to support employee wellbeing	84	84%	-	+14%	+9%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

# Grievance handling

## Work environment

A grievance is any type of problem, concern, dispute, or complaint related to work or the work environment which cannot be resolved through usual communication.

				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster	
10	I have confidence in the ways my organisation handles grievances	58	33	9	58%	+3%	+12%	+12%

\*See p.35 for related results on negative workplace behaviours.

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

An inclusive workplace is one where all employees can participate and contribute. It is one where everyone feels valued, accepted, and supported to thrive at work.

				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
<b>Inclusion and diversity (total score)</b>				<b>83%</b>	0%	+9%	+9%
2c	People in my workgroup treat each other with respect	88	8	88%	+2%	+7%	+7%
6g	Senior managers support the career advancement of women	76	20	76%	-2%	+13%	+10%
8a	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	88	8	88%	+1%	+9%	+9%
8b	Personal background is not a barrier to participation in my organisation (e.g. cultural background, age, disability, sexual orientation, gender)	85	10	85%	+2%	+5%	+9%
8c	I can speak up and share a different view to others in my organisation	80	14	80%	+1%	+10%	+10%
8e	I feel that I belong in my organisation	78	14	78%	-	+7%	+9%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

# Teamwork and collaboration

## Work environment

Delivering for the people of NSW requires agencies to work together and share knowledge internally and with other sectors.

Well executed collaboration enables agencies to share knowledge ideas, resources, skills, networks, and assets, leading to better outcomes for customers.

				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
<b>Teamwork and collaboration (total score)</b>				<b>77%</b>	+1%	+9%	+12%
2a	My workgroup works collaboratively to achieve its goals	85	10	85%	+1%	+5%	+7%
2b	There is good team spirit in my workgroup	83	12	83%	+1%	+7%	+8%
6c	Senior managers promote collaboration between my organisation and other organisations we work with	72	20	72%	-1%	+16%	+19%
7c	There is good co-operation between teams across my organisation	67	20	67%	+1%	+10%	+13%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

Flexible working is about rethinking where, when, and how people work, in ways that maintain or improve service delivery for the people of NSW.












				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
<b>Flexible working (total score)</b>				<b>87%</b>	-1%	+21%	+14%
8g	How satisfied are you with your ability to access and use flexible working arrangements?	85	11	85%	-3%	+20%	+13%
8h	My manager supports flexible working in my team	90	8	90%	+2%	+21%	+15%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

# Use of flexible working

Flexible working is about rethinking where, when, and how people work, in ways that maintain or improve service delivery for the people of NSW.

8f Type of flexible working		2021 % respondents	difference from 2020	difference from Sector	difference from Cluster
Flexible start and finish times		70%	-2%	+26%	+12%
Working more hours over fewer days		13%	0%	+4%	-1%
Working additional hours to make up for time off		29%	0%	+12%	+6%
Flexible scheduling for rostered workers		2%	-1%	-6%	-4%
Part-time work		5%	0%	-7%	+1%
Job sharing		r	-	-	-
Working from different locations		25%	-15%	+8%	-3%
Working from home		88%	-5%	+30%	+22%
Purchasing annual leave		2%	0%	0%	0%
Leave without pay		5%	-2%	-2%	+2%
Study leave		r	-	-	-
Other		2%	0%	-1%	0%
None of the above		6%	+3%	-16%	-16%

<= -5%

+/- 5%

>= +5%

r = below privacy cut-off

Recruitment refers to the process of attracting, screening, and onboarding people.

				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
<b>Recruitment (total score)</b>				<b>60%</b>	<b>+2%</b>	<b>+11%</b>	<b>+17%</b>
7f	I have confidence in the way recruitment decisions are made	50	32 18	50%	+1%	+8%	+13%
7g	My organisation generally selects capable people to do the job	69	21 10	69%	+2%	+14%	+21%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off



# Learning and development

## Enabling practices

Access to learning and development programs helps employees achieve their performance and career goals. Learning and development also help agencies to grow the right employee capabilities to deliver business outcomes.

				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
<b>Learning and development (total score)</b>				<b>59%</b>	<b>+3%</b>	<b>+2%</b>	<b>+5%</b>
3f	I have received the training and development I need to do my job well	57	31 12	57%	+3%	-7%	-2%
3g	I am satisfied with the opportunities available for career development in my organisation	56	28 16	56%	+5%	+6%	+5%
7e	My organisation is committed to developing its employees	65	25 9	65%	+3%	+9%	+14%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

Having a mobile workforce makes it easier to redeploy resources to match priorities and respond to emerging issues.

Mobility is regarded as one of the best ways to develop leadership capability, provide enriching careers, and build and retain 'know how' in an organisation and the NSW public sector more broadly.

3h Are you currently looking, or thinking about looking, for a new role within the NSW public sector but outside of your current workplace to broaden your experience?

	2021 % respondents	difference from 2020	difference from Sector	difference from Cluster
Yes	30%	-2%	-8%	-11%
No	70%	+2%	+8%	+11%

3i Are there barriers preventing you from moving to another role? If so, what are they?

Lack of visible opportunities		24%	-3%	-5%	-1%
Lack of promotion opportunities		25%	-4%	-2%	-1%
Lack of support from my manager / supervisor		8%	0%	-3%	-4%
Geographic location considerations		7%	0%	-16%	-9%
Personal / family considerations		13%	0%	-16%	-7%
Insufficient training and development		10%	-1%	-4%	-6%
Lack of required capabilities or experience		9%	0%	-3%	-4%
Lack of support for temporary assignments / secondments		11%	+1%	-3%	-4%
The application / recruitment process is too cumbersome or time consuming		14%	0%	-8%	-7%
Other		10%	0%	0%	-1%
There are no major barriers to my career progression		39%	-2%	+10%	+6%

<= -5%

+/- 5%

>= +5%

r = below privacy cut-off

				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
4	I am paid fairly for the work I do	68	21 10	68%	-5%	+9%	0%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

Recognition involves recognising employees' contributions and achievements in the workplace through formal and informal channels.

				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
<b>Recognition (total score)</b>				<b>72%</b>	-	+9%	+11%
5g	My manager provides recognition for the work I do	80	13 7	80%	-3%	+7%	+8%
7o	I receive adequate recognition for my contributions from my organisation	64	24 11	64%	-	+12%	+14%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

# Feedback and performance management

## Enabling practices

Underpinning a high performance culture is an effective system for managing individual, team, and organisational performance.

				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
<b>Feedback and performance management (total score)</b>				<b>65%</b>	0%	+4%	+5%
3d	In the last 12 months, I have received feedback to help me improve my work	69	22 9	69%	+1%	+4%	+8%
3e	My performance is assessed against clear criteria	58	29 13	58%	-1%	+1%	+2%
5h	My manager encourages me to learn from my mistakes	78	18	78%	0%	+5%	+6%
5i	My manager appropriately deals with employees who perform poorly	54	38 8	54%	-1%	+5%	+3%

				2021 % respondents	difference from 2020	difference from Sector	difference from Cluster
<b>Performance management process</b>							
3a	I have a performance and development plan that sets out my individual goals	75%		75%	-5%	+1%	+8%
3b	I have informal feedback conversations with my manager	86%		86%	+1%	+6%	+8%
3c	I have scheduled feedback conversations with my manager	73%		73%	+2%	+9%	+12%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

Leadership is key in setting direction, executing strategy, shaping culture and capability, inspiring purpose, and delivering results.

The term 'senior managers' refers to the group of senior managers in your organisation, not an individual manager.

				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
<b>Senior managers (total score)</b>				<b>72%</b>	-2%	+13%	+16%
6a	Senior managers provide clear direction for the future of the organisation	66	22 11	66%	-3%	+12%	+17%
6b	Senior managers model the values of my organisation	72	19 9	72%	0%	+13%	+17%
6c	Senior managers promote collaboration between my organisation and other organisations we work with	72	20 8	72%	-1%	+16%	+19%
6d	Senior managers communicate the importance of customers in our work	81	15	81%	-4%	+10%	+10%
6e	Senior managers keep employees informed about what's going on	74	16 10	74%	-1%	+15%	+17%
6f	Senior managers listen to employees	65	24 11	65%	0%	+16%	+19%
6g	Senior managers support the career advancement of women	76	20	76%	-2%	+13%	+10%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

Decision making is the process of making choices by identifying a decision, gathering information, and assessing alternative resolutions.

Accountability is one of the four core NSW public sector values. It is about taking responsibility for decisions and actions. Accountability can add meaning to work and foster engagement.

				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
Decision making and accountability (total score)				73%	+1%	+12%	+14%
5f	I have confidence in the decisions my manager makes	81	12 7	81%	+1%	+9%	+9%
7d	People in my organisation take responsibility for their own actions	65	25 10	65%	+2%	+15%	+18%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

Effective communication is proactive and timely and focuses on the most important points. What do employees need to know and how does it affect them?

				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
<b>Communication and change management (total score)</b>				<b>67%</b>	-2%	+9%	+13%
5c	My manager communicates effectively with me	79	12 9	79%	-2%	+4%	+3%
6a	Senior managers provide clear direction for the future of the organisation	66	22 11	66%	-3%	+12%	+17%
6e	Senior managers keep employees informed about what's going on	74	16 10	74%	-1%	+15%	+17%
7b	Change is managed well in my organisation	48	32 20	48%	-2%	+5%	+14%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off



Ensuring employees feel like they can speak up and be heard shifts the employee-employer relationship from a transactional one to an effective, dynamic one.

				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
<b>Employee voice (total score)</b>				<b>79%</b>	0%	+10%	+10%
5b	My manager listens to what I have to say	86	10	86%	+1%	+7%	+7%
5d	My manager encourages and values employee input	85	9	85%	-1%	+9%	+9%
5e	My manager involves my workgroup in decisions about our work	80	12	80%	-2%	+8%	+8%
6f	Senior managers listen to employees	65	24	65%	0%	+16%	+19%
8c	I can speak up and share a different view to others in my organisation	80	14	80%	+1%	+10%	+10%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

To improve employee experience, leaders at all levels should take on board employee feedback and act on the survey results.

Employees can become disengaged if they are asked their opinion and then no action takes place as a result.

				2021 % favourable	difference from 2020	difference from Sector	difference from Cluster
9	I am confident my organisation will act on the results of this survey	67	23 10	67%	+1%	+20%	+22%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

# Negative workplace behaviours

In NSW public sector, we are committed to reducing and preventing negative workplace behaviours such as misconduct, bullying, sexual harassment, threats or physical harm, discrimination, and racism.

In the last 12 months, have you...		2021 % respondents	difference from 2020	difference from Sector	difference from Cluster
been aware of any misconduct in your organisation		7%	+1%	-9%	-7%
witnessed bullying		12%	-2%	-10%	-4%
experienced bullying		6%	-1%	-8%	-5%
witnessed sexual harassment		r	-	-	-
experienced sexual harassment		1%	0%	-3%	-2%
experienced threats or physical harm		r	-	-	-
experienced discrimination		5%	-	-5%	-6%
experienced racism		3%	-	-2%	-2%

## Definitions

- **Misconduct:** behaviour that is unethical or illegal, or that breaches your organisation's code of conduct
- **Bullying:** repeated unreasonable behaviour directed towards a worker or group of workers
- **Sexual harassment:** unwelcome behaviour of a sexual nature that may make a person feel offended, humiliated, or intimidated
- **Discrimination:** when a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal characteristics
- **Racism:** prejudice, discrimination or hatred directed at someone because of their colour, ethnicity or national origin

<= -5%

+/- 5%

>= +5%

r = below privacy cut-off

## Transport questions

			2021 % favourable	difference from 2020	difference from Cluster
My workgroup demonstrates good health and safety behaviour	93		93%	0%	+9%
I seek out all necessary information, equipment and training to do my job safely	92	8	92%	0%	+3%
I am regularly consulted on matters affecting safety in my workplace	76	19	76%	0%	+6%
I have a clear understanding of how my work contributes to Transport's objectives and direction	86	11	86%	-5%	+7%
I am able to make decisions that affect my work	85	10	85%	+1%	+7%
I am able to work productively to deliver what is required of me	86	9	86%	-	+3%
I am confident in my ability to provide quality customer service to customers	89	9	89%	-1%	0%
The changes currently being implemented within my organisation will result in better customer and community outcomes	67	29	67%	-6%	+15%
My organisation works towards achieving the greater good for the community	91	8	91%	-1%	+19%
I see senior managers of my organisation actively putting people at the heart of the decisions they make	72	20	72%	+1%	+21%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

## Results by child unit and demographic group

Discover if employees in different groups have different views

# Respondent profile snapshot

This is a snapshot of survey takers.

Use the snapshot to see if the survey takers are representative of your organisation or team.

Gender	% respondents	LGBTIQ+	% respondents	Type of work	% respondents
Male	55	Yes	4	Service delivery involving direct contact with the public	2
Female	36	No	90	Other service delivery work	8
Non-binary	r	Prefer not to say	6	Administrative support	4
Prefer not to say	9			Corporate services	19
		<b>Employment status</b>		Policy	r
<b>Age</b>		Senior executive	17	Research	r
15-34 years	21	Ongoing / permanent	54	Program and project management support	43
35-54 years	54	Temporary	3	Legal	3
55+ years	11	Casual	r	Other	21
Prefer not to say	14	Contract-non-executive	11		
		Labour hire	11	<b>Organisation tenure</b>	
<b>LOTE spoken at home</b>		Other	r	Less than 1 year	32
Yes	35	Don't know	3	1 year to less than 2 years	19
No	58	<b>Working arrangement</b>		2 years to less than 5 years	28
Prefer not to say	6	Full-time	96	5 years to less than 10 years	14
<b>Aboriginal and/or Torres Strait Islander</b>		Part-time	4	10 years to less than 20 years	4
Yes	2			More than 20 years	3
No	94			<b>Salary</b>	
Prefer not to say	4			\$85,743 and below	4
<b>Disability</b>				\$85,744 - \$111,076	11
Yes	2			\$111,077 - \$148,577	20
No	93			\$148,578 and above	46
Prefer not to say	4			Prefer not to say	20

r = below privacy cut-off

## Selected key topic results by child unit

This shows some key topic scores for the organisational units that sit one level below the report unit. These units are called child units.

	Report total	SM Corporate Services	SM Office of the Chief Executive	SM Operations, Customer & Place-making	SM Projects
Employee engagement	74	73	72	79	73
Wellbeing	68%	71%	68%	70%	66%
Role clarity and support	67%	70%	67%	73%	65%
Inclusion and diversity	83%	84%	80%	89%	82%
Teamwork and collaboration	77%	78%	77%	85%	75%
Learning and development	59%	58%	55%	67%	59%
Senior managers	72%	72%	68%	84%	71%
Communication and change management	67%	67%	62%	78%	65%
Employee voice	79%	81%	75%	87%	78%



At least 5 percentage points lower than report unit



Within 5 percentage points of the report unit



At least 5 percentage points higher than report unit

## Selected key topic results by select demographics

	Report total	Male	Female	Non-binary	Aboriginal and Torres Strait Islander peoples	People with disability	People who identify as LGBTIQ+	People who speak a language other than English	15-34 years	35-54 years	55+ years
Employee engagement	74	74	77	r	68	77	75	76	75	76	72
Wellbeing	68%	70%	70%	r	59%	67%	74%	73%	71%	70%	68%
Role clarity and support	67%	70%	71%	r	74%	64%	72%	71%	71%	70%	71%
Inclusion and diversity	83%	86%	85%	r	75%	79%	83%	85%	86%	86%	81%
Teamwork and collaboration	77%	79%	81%	r	75%	72%	78%	80%	79%	81%	75%
Learning and development	59%	62%	64%	r	60%	67%	61%	63%	67%	62%	61%
Senior managers	72%	74%	76%	r	67%	71%	72%	75%	74%	76%	71%
Communication and change management	67%	69%	70%	r	71%	67%	73%	72%	70%	70%	64%
Employee voice	79%	81%	82%	r	77%	69%	80%	83%	83%	82%	73%

At least 5 percentage points  
lower than report unit

Within 5 percentage  
points of the report unit

At least 5 percentage points  
higher than report unit

r = below privacy cut-off



## Selected key topic results by type of work

	Report total	Service delivery involving direct contact with the public	Other service delivery work	Administrative support	Corporate services	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
Employee engagement	74	68	76	75	73	r	r	76	69	72
Wellbeing	68%	62%	68%	70%	71%	r	r	70%	65%	64%
Role clarity and support	67%	74%	72%	79%	70%	r	r	67%	68%	66%
Inclusion and diversity	83%	71%	86%	77%	82%	r	r	85%	86%	81%
Teamwork and collaboration	77%	55%	76%	84%	78%	r	r	77%	77%	76%
Learning and development	59%	60%	67%	51%	59%	r	r	61%	58%	59%
Senior managers	72%	58%	76%	69%	71%	r	r	75%	70%	71%
Communication and change management	67%	57%	69%	67%	66%	r	r	70%	65%	63%
Employee voice	79%	66%	79%	74%	78%	r	r	81%	83%	78%

At least 5 percentage points lower than report unit

Within 5 percentage points of the report unit

At least 5 percentage points higher than report unit

r = below privacy cut-off

## Selected key topic results by organisation tenure

	Report total	Less than 1 year	1 year to less than 2 years	2 years to less than 5 years	5 years to less than 10 years	10 years to less than 20 years	More than 20 years
Employee engagement	74	76	73	73	75	75	61
Wellbeing	68%	74%	67%	65%	69%	70%	49%
Role clarity and support	67%	70%	67%	68%	74%	66%	61%
Inclusion and diversity	83%	86%	83%	83%	86%	86%	58%
Teamwork and collaboration	77%	82%	76%	75%	79%	79%	52%
Learning and development	59%	64%	58%	59%	66%	61%	50%
Senior managers	72%	77%	72%	71%	74%	73%	51%
Communication and change management	67%	73%	66%	65%	70%	59%	46%
Employee voice	79%	85%	79%	77%	81%	74%	48%

At least 5 percentage points lower than report unit


Within 5 percentage points of the report unit


At least 5 percentage points higher than report unit


r = below privacy cut-off

## Selected key topic results by geographic region

	Report total	Sydney East	Sydney West	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley excluding Newcastle
Employee engagement	74	75	77	r	r	r	r	r	r
Wellbeing	68%	69%	82%	r	r	r	r	r	r
Role clarity and support	67%	69%	85%	r	r	r	r	r	r
Inclusion and diversity	83%	84%	87%	r	r	r	r	r	r
Teamwork and collaboration	77%	78%	82%	r	r	r	r	r	r
Learning and development	59%	61%	73%	r	r	r	r	r	r
Senior managers	72%	74%	77%	r	r	r	r	r	r
Communication and change management	67%	68%	78%	r	r	r	r	r	r
Employee voice	79%	80%	84%	r	r	r	r	r	r

 At least 5 percentage points lower than report unit


 Within 5 percentage points of the report unit


 At least 5 percentage points higher than report unit


r = below privacy cut-off

## Selected key topic results by geographic region (continued)

	Report total	Illawarra	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Outside of NSW
Employee engagement	74	r	r	r	r	r	r	r	r	r
Wellbeing	68%	r	r	r	r	r	r	r	r	r
Role clarity and support	67%	r	r	r	r	r	r	r	r	r
Inclusion and diversity	83%	r	r	r	r	r	r	r	r	r
Teamwork and collaboration	77%	r	r	r	r	r	r	r	r	r
Learning and development	59%	r	r	r	r	r	r	r	r	r
Senior managers	72%	r	r	r	r	r	r	r	r	r
Communication and change management	67%	r	r	r	r	r	r	r	r	r
Employee voice	79%	r	r	r	r	r	r	r	r	r

 At least 5 percentage points lower than report unit

 Within 5 percentage points of the report unit

 At least 5 percentage points higher than report unit

r = below privacy cut-off

## **Additional information about the survey**

**Discover more about how the survey works and how to act on results**

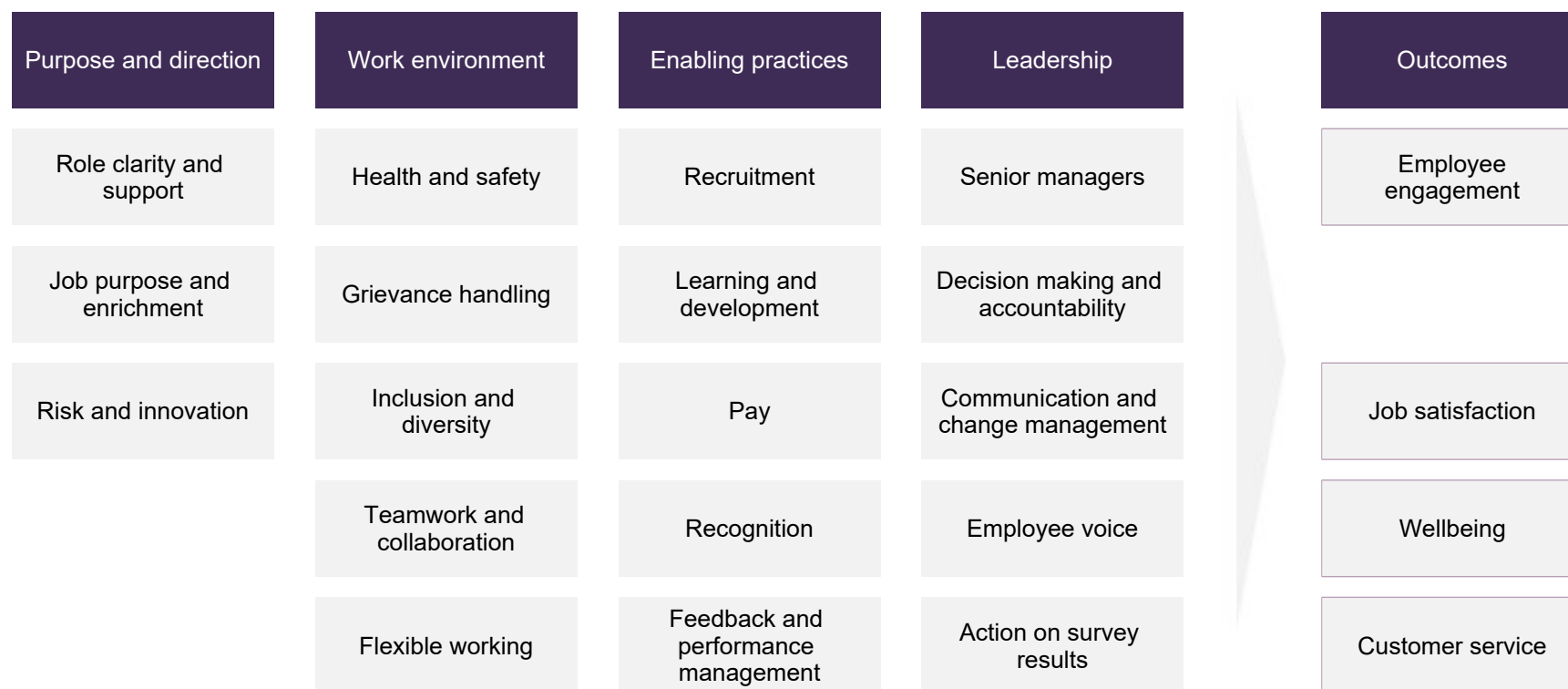
# Survey model

The People Matter Employee Survey provides an important opportunity for almost 400,000 people to have a say about their workplace and to help make the public sector a better place to work.

The survey asks employees about their experiences with their work, workgroup, managers, and organisation. Their experiences are grouped into management practices and reported under 4 domains:

- Purpose and direction
- Work environment
- Enabling practices
- Leadership

All of these practices positively contribute towards employee and organisational outcomes, including employee engagement, job satisfaction, wellbeing, and customer service.

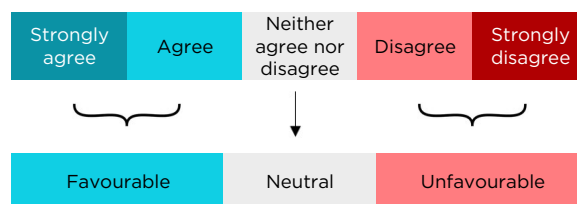


## Privacy

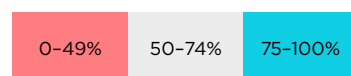
Responses from individual employees are confidential. Strict rules protect privacy at every stage of the survey process. These reports only show the results for a group of employees (i.e. a workgroup or demographic group) when there are 10 or more responses for the group.

## % favourable calculation

Most scores are shown as % favourable, which is the sum of the 'strongly agree' and 'agree' percentages.

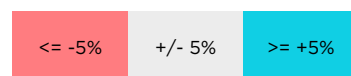


% favourable scores are colour coded based on these ranges:



## Difference scores

Difference scores are shown where available. Differences are colour coded based on these ranges:



Generally, topic level comparisons are not shown when less than 50% of the questions are comparable.

## Rounding

Results are presented as whole numbers for ease of reading. Values are rounded down if their first decimal number is less than 5. Values are rounded up if their first decimal number is equal to or greater than 5. Due to rounding, results will not always add up to 100%. Difference scores may appear to be slightly different to values derived from subtracting rounded numbers, usually within 1%.

## Employee engagement score calculation

Each person who answered all five employee engagement questions gets an employee engagement score. Each answer is assigned a score as follows:

- 100 to 'strongly agree'
- 75 to 'agree'
- 50 to 'neither agree nor disagree'
- 25 to 'disagree'
- 0 to 'strongly disagree'

The employee's engagement score is calculated as the average of the 5 question scores. Employees' scores are then averaged to calculate a team or organisation engagement score.

## Key driver analysis




Experience tells us that a successful response to survey results requires focus on key priorities. The key driver analysis, which uses statistical techniques including Pearson's correlation analysis, identifies individual questions with the strongest influence on your employee engagement score.

Key drivers are split into strengths (high correlation, high score) and priorities (high correlation, low score). You are recommended to look for ways to maintain your strengths and improve your priority areas.

# Action planning

We are all responsible for building a world class public service. Improving employee experience is a way to work towards this goal.

**Survey communication and action planning:** Leaders are encouraged to share and discuss survey results with employees, and start thinking about actions using the template below. In addition to PMES results, you should consider work context and internal business data (e.g. turnover data). You should implement and monitor your plan, either on its own or as part of a broader organisational improvement strategy.

 CELEBRATE	 INVESTIGATE FURTHER WITH OUR TEAMS	 OPPORTUNITIES
<p>The things we do well:</p> <hr/> <hr/> <hr/> <hr/> <p>Think about how we can build on our strengths and learn from what we are good at.</p>	<p>Are there any other opportunities coming out of the results that we want to explore further?</p> <hr/> <hr/> <hr/> <hr/> <p>How could we investigate? Through looking at the data in more detail or through discussions with staff?</p>	<p>Areas we need to focus on and turn into action plans:</p> <hr/> <hr/> <hr/> <hr/> <p>What are the key things we need to improve to make working here better?</p>

PRIORITISE 3 AREAS FOR ACTION	TIMESCALES	OWNER	RESOURCES REQUIRED	TARGET / SUCCESS MEASURE
01.				
02.				
03.				