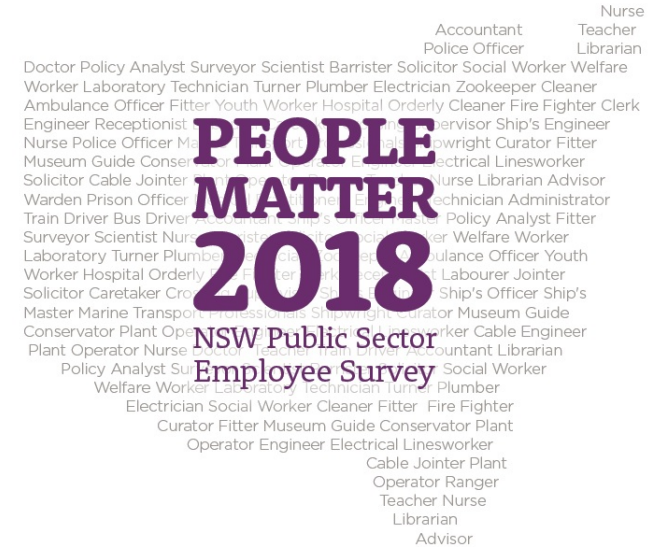

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



CLUSTER REPORT

Transport

RESPONSE RATE

72%

19,869 OF 27,484 RESPONDENTS

EMPLOYEE ENGAGEMENT

64%

DIFFERENCE FROM 2017 0
DIFFERENCE FROM PUBLIC SECTOR -2

ENGAGEMENT WITH WORK

70%

DIFFERENCE FROM 2017 +1
DIFFERENCE FROM PUBLIC SECTOR -3

SENIOR MANAGERS

46%

DIFFERENCE FROM 2017 -1
DIFFERENCE FROM PUBLIC SECTOR -3

COMMUNICATION

61%

DIFFERENCE FROM 2017 0
DIFFERENCE FROM PUBLIC SECTOR 0

HIGH PERFORMANCE

61%

DIFFERENCE FROM 2017 0
DIFFERENCE FROM PUBLIC SECTOR -3

PUBLIC SECTOR VALUES

60%

DIFFERENCE FROM 2017 0
DIFFERENCE FROM PUBLIC SECTOR -2

DIVERSITY & INCLUSION

69%

DIFFERENCE FROM PUBLIC SECTOR +1

FLEXIBLE WORKING SATISFACTION

59%

DIFFERENCE FROM 2017 -2
DIFFERENCE FROM PUBLIC SECTOR 0

ACTION ON RESULTS

40%

DIFFERENCE FROM 2017 0
DIFFERENCE FROM PUBLIC SECTOR +3



QUESTIONS ARE GROUPED INTO TOPICS IN THIS REPORT.

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

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

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

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018
AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
1a. I understand what is expected of me to do well in my role	87%	86%
1g. I know how to address a health and safety issue I have identified	85%	-
2a. My workgroup strives to achieve customer/client satisfaction	84%	84%
2c. I receive help and support from other members of my workgroup	81%	81%
2b. My workgroup works collaboratively to achieve its objectives	78%	77%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	78%	78%
2e. People in my workgroup treat each other with respect	77%	78%
5b. My manager listens to what I have to say	76%	76%
5a. My manager encourages people in my workgroup to keep improving the work they do	74%	72%
5c. My manager communicates effectively with me	73%	71%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018
AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
7g. I have confidence in the way recruitment decisions are made	35%	33%
7c. I feel that change is managed well in my organisation	35%	33%
14. I believe action will be taken on the results from this survey by my organisation	40%	40%
9a. I have confidence in the ways my organisation resolves grievances	40%	36%
6b. I feel that senior managers effectively lead and manage change	40%	41%
6h. I feel that senior managers listen to employees	40%	40%
6a. I believe senior managers provide clear direction for the future of the organisation	44%	45%
7d. There is good co-operation between teams across our organisation	45%	44%
6g. I feel that senior managers keep employees informed about what's going on	45%	46%
7e. People in my organisation take responsibility for their own actions	46%	45%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are your highest and lowest scoring agreement questions from the survey, based on respondents who have selected 'Strongly Agree' and 'Agree'.

MOST AND LEAST IMPROVED QUESTIONS



MOST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

3f.	I have received appropriate training and development to do my job well	61%	56%
5h.	My manager appropriately deals with employees who perform poorly	50%	45%
9a.	I have confidence in the ways my organisation resolves grievances	40%	36%
3g.	I am satisfied with the opportunities available for career development in my organisation	49%	45%
3e.	My performance is assessed against clear criteria	56%	54%
6i.	Senior managers in my organisation support the career advancement of women	62%	60%
1b.	I am provided with the support I need to do my best at work	66%	64%
7c.	I feel that change is managed well in my organisation	35%	33%
7g.	I have confidence in the way recruitment decisions are made	35%	33%
1f.	I am able to keep my work stress at an acceptable level	66%	65%



LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

8d.	How satisfied are you with your ability to access and use flexible working arrangements?	59%	62%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	63%	65%
4a.	I am paid fairly for the work I do	65%	67%
7b.	My organisation is making the necessary improvements to meet our future challenges	53%	55%
6d.	Senior managers encourage innovation by employees	46%	48%
8c.	I am able to speak up and share a different view to my colleagues and manager	69%	71%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	49%	50%
7h.	My organisation generally selects capable people to do the job	47%	49%
6a.	I believe senior managers provide clear direction for the future of the organisation	44%	45%
6b.	I feel that senior managers effectively lead and manage change	40%	41%



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

Q9a. I have confidence in the ways my organisation resolves grievances



Q14. I believe action will be taken on the results from this survey by my organisation



Q5h. My manager appropriately deals with employees who perform poorly



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



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



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

Q9a. I have confidence in the ways my organisation resolves grievances



Q14. I believe action will be taken on the results from this survey by my organisation



Q5h. My manager appropriately deals with employees who perform poorly



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



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



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

Q9a. I have confidence in the ways my organisation resolves grievances



Q14. I believe action will be taken on the results from this survey by my organisation



Q5h. My manager appropriately deals with employees who perform poorly



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



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



FIND YOUR HIGHEST NEUTRAL SCORES

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)



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.

40%

of employees replied favourably to:

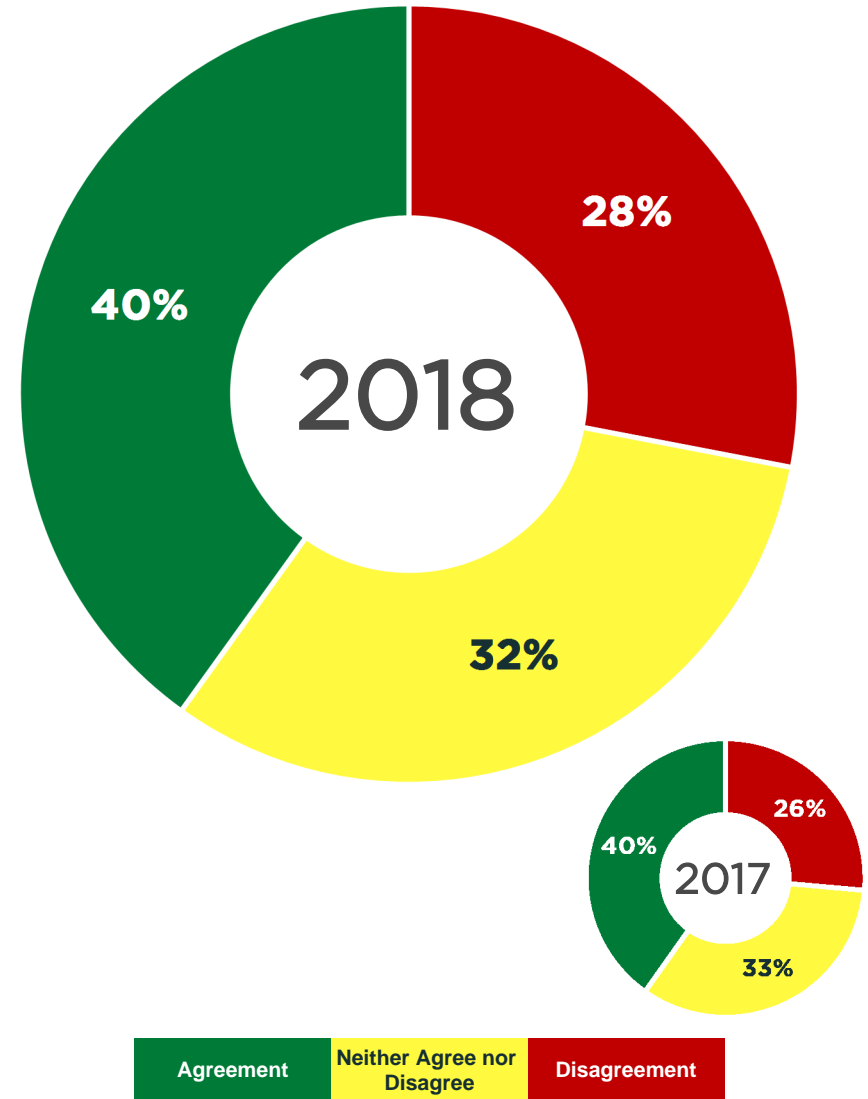
'I believe action will be taken on the results from this survey by my organisation.'

37%

SECTOR

40%

2017



KEY DRIVERS OF ENGAGEMENT



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

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

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

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

RANK

		% AGREEMENT 2018	% AGREEMENT 2017	% AGREEMENT PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	47%	46%	52%
2	Q7c. I feel that change is managed well in my organisation	35%	33%	40%
3	Q7a. My organisation focuses on improving the work we do	63%	64%	69%
4	Q7b. My organisation is making the necessary improvements to meet our future challenges	53%	55%	57%
5	Q3g. I am satisfied with the opportunities available for career development in my organisation	49%	45%	50%
6	Q1b. I am provided with the support I need to do my best at work	66%	64%	65%

CLUSTER COMPARISON



COMPARISON OF CLUSTERS

This page compares key question group scores for Transport

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.

	NSW Public Sector	Transport	Education	Family and Community Services	Finance and Services	Health	Industry	Justice	Planning and Environment	Premier and Cabinet	Treasury
NUMBER OF RESPONDENTS	170832	19869	35880	6894	8481	65677	5238	15510	6680	950	734
EMPLOYEE ENGAGEMENT	65%	64%	68%	62%	66%	65%	67%	62%	69%	71%	70%
ENGAGEMENT WITH WORK	72%	70%	74%	70%	72%	73%	73%	66%	74%	75%	77%
SENIOR MANAGERS	49%	46%	56%	47%	55%	46%	55%	40%	50%	63%	61%
COMMUNICATION	61%	61%	64%	62%	67%	59%	68%	54%	66%	73%	73%
HIGH PERFORMANCE	64%	61%	68%	63%	68%	64%	68%	56%	66%	74%	73%
PUBLIC SECTOR VALUES	62%	60%	67%	62%	68%	60%	68%	53%	65%	74%	73%
DIVERSITY & INCLUSION	68%	69%	67%	71%	74%	66%	77%	63%	75%	79%	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 10 RESPONDENTS

AGENCY COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Transport

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

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

	Transport	NSW TrainLink	Roads and Maritime Services	State Transit Authority	Sydney Trains	Transport for NSW
NUMBER OF RESPONDENTS	19869	1429	4526	745	8092	5074
EMPLOYEE ENGAGEMENT	64%	51%	65%	66%	63%	66%
ENGAGEMENT WITH WORK	70%	58%	71%	71%	70%	71%
SENIOR MANAGERS	46%	28%	48%	44%	41%	55%
COMMUNICATION	61%	43%	64%	56%	59%	69%
HIGH PERFORMANCE	61%	45%	63%	60%	60%	67%
PUBLIC SECTOR VALUES	60%	42%	62%	58%	57%	68%
DIVERSITY & INCLUSION	69%	51%	74%	65%	65%	77%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 10 RESPONDENTS



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

EMPLOYEE ENGAGEMENT	64% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018	
Q7i. I would recommend my organisation as a great place to work	18	44	24	8	62%	62%	61%	
Q7j. I am proud to tell others I work for my organisation	22	43	23		65%	65%	69%	
Q7k. I feel a strong personal attachment to my organisation	20	39	26	9	59%	58%	63%	
Q7l. My organisation motivates me to help it achieve its objectives	15	38	28	12	7	53%	53%	55%
Q7m. My organisation inspires me to do the best in my job	15	37	29	12	7	52%	51%	55%

KEY

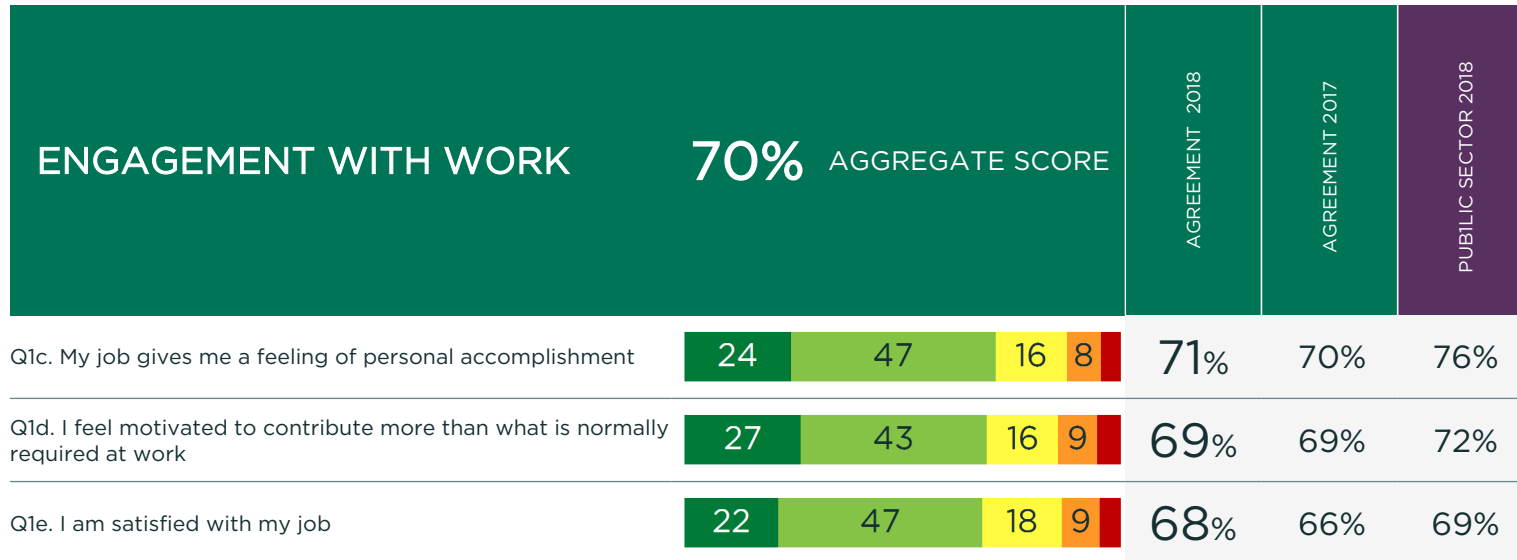




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





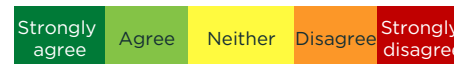
EXPLORE THE FULL RESULTS

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

SENIOR MANAGERS	46% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q6a. I believe senior managers provide clear direction for the future of the organisation	11	33	27	17	13	44%	45%	49%
Q6b. I feel that senior managers effectively lead and manage change	11	30	28	18	14	40%	41%	46%
Q6c. I feel that senior managers model the values of my organisation	12	34	29	12	12	47%	47%	50%
Q6d. Senior managers encourage innovation by employees	11	35	30	14	10	46%	48%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	37	30	12	9	49%	50%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	16	47	22	8		63%	65%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	11	35	25	16	13	45%	46%	47%
Q6h. I feel that senior managers listen to employees	10	31	29	16	15	40%	40%	43%
Q7c. I feel that change is managed well in my organisation	8	27	29	22	14	35%	33%	40%

KEY





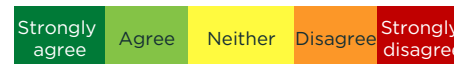
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

COMMUNICATION	61% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018	
Q5c. My manager communicates effectively with me	29	44	14	7	73%	71%	72%	
Q5d. My manager encourages and values employee input	30	43	15		73%	72%	72%	
Q5e. My manager involves my workgroup in decisions about our work	26	41	18	9	67%	66%	67%	
Q6g. I feel that senior managers keep employees informed about what's going on	11	35	25	16	13	45%	46%	47%
Q6h. I feel that senior managers listen to employees	10	31	29	16	15	40%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	21	49	16	8		69%	71%	67%

KEY





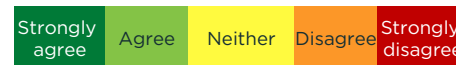
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

	HIGH PERFORMANCE				61% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q1a. I understand what is expected of me to do well in my role	34	53	7		87%	86%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	31	47	13		78%	77%	79%	
Q3f. I have received appropriate training and development to do my job well	16	45	23	10	61%	56%	65%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	26	47	16		74%	72%	74%	
Q5f. I have confidence in the decisions my manager makes	28	41	18		69%	68%	68%	
Q6d. Senior managers encourage innovation by employees	11	35	30	14	46%	48%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	12	37	30	12	49%	50%	52%	
Q7a. My organisation focuses on improving the work we do	14	49	22	10	63%	64%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	12	41	26	13	53%	55%	57%	

KEY

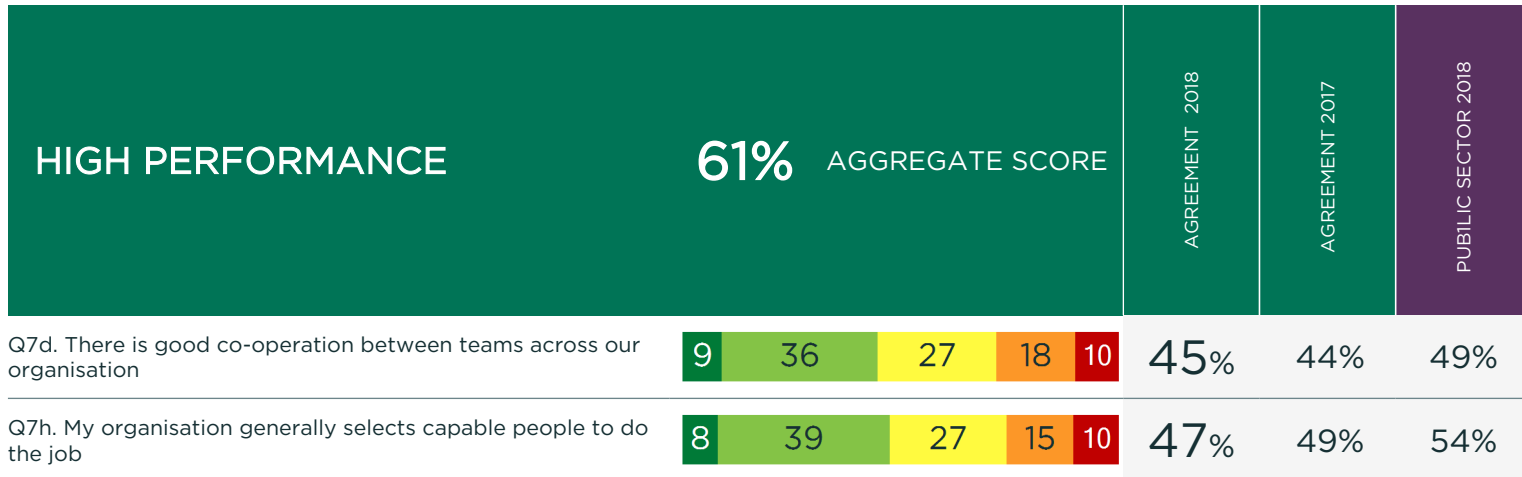




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





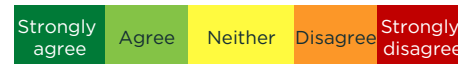
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

PUBLIC SECTOR VALUES	60% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	PUBLIC SECTOR 2018
	Strongly agree	Agree	Neither	Disagree	Strongly disagree			
Q2a. My workgroup strives to achieve customer/client satisfaction	35	49	10			84%	84%	86%
Q2e. People in my workgroup treat each other with respect	32	45	13			77%	78%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	26	47	16			74%	72%	74%
Q5b. My manager listens to what I have to say	31	45	13			76%	76%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	11	33	27	17	13	44%	45%	49%
Q6c. I feel that senior managers model the values of my organisation	12	34	29	12	12	47%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	16	47	22	8		63%	65%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	11	35	25	16	13	45%	46%	47%
Q6h. I feel that senior managers listen to employees	10	31	29	16	15	40%	40%	43%

KEY

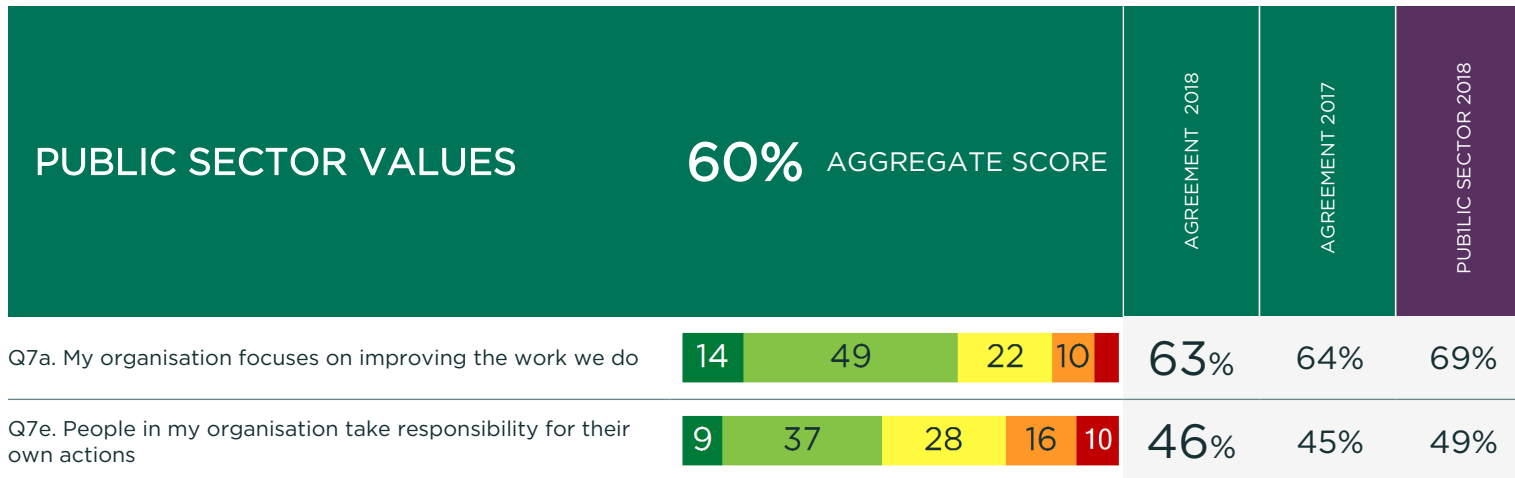




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





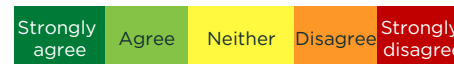
EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

DIVERSITY & INCLUSION	69% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	20	47	17	11	66%	64%	65%
Q5b. My manager listens to what I have to say	31	45	13		76%	76%	76%
Q5d. My manager encourages and values employee input	30	43	15		73%	72%	72%
Q6i. Senior managers in my organisation support the career advancement of women	22	41	28		62%	60%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	26	52	14		78%	78%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	25	47	16		73%	72%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	21	49	16	8	69%	71%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	22	37	21	10	59%	62%	59%
Q8e. My manager supports flexible working in my team	26	38	20	7	65%	-	63%

KEY

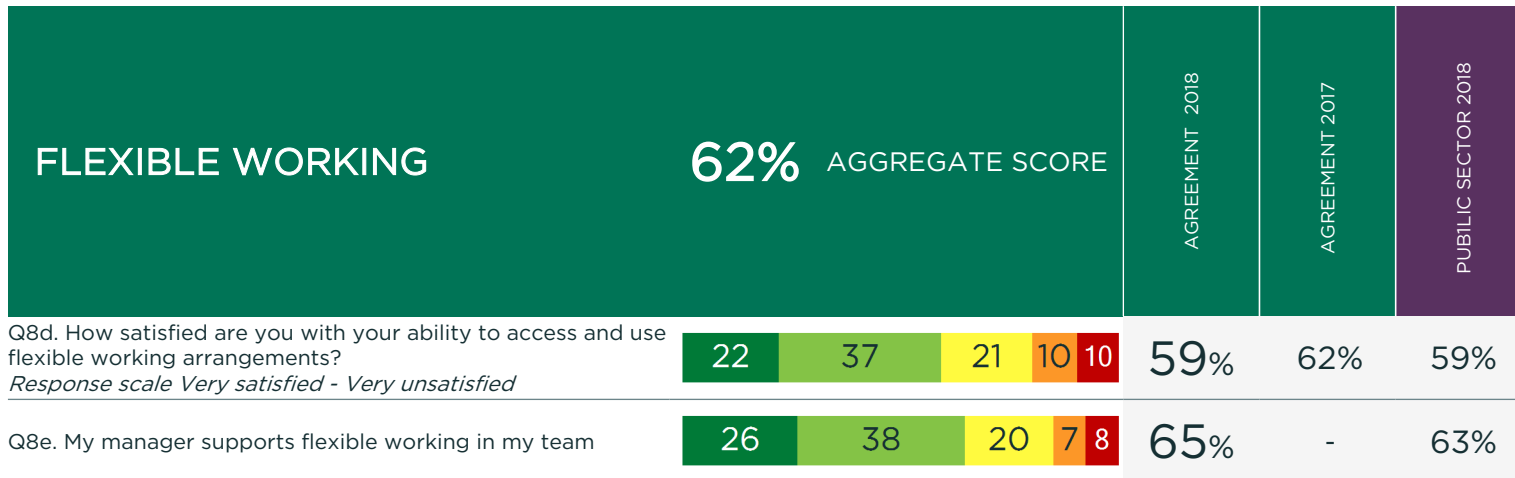




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Questions are grouped by topics in this report.

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



KEY

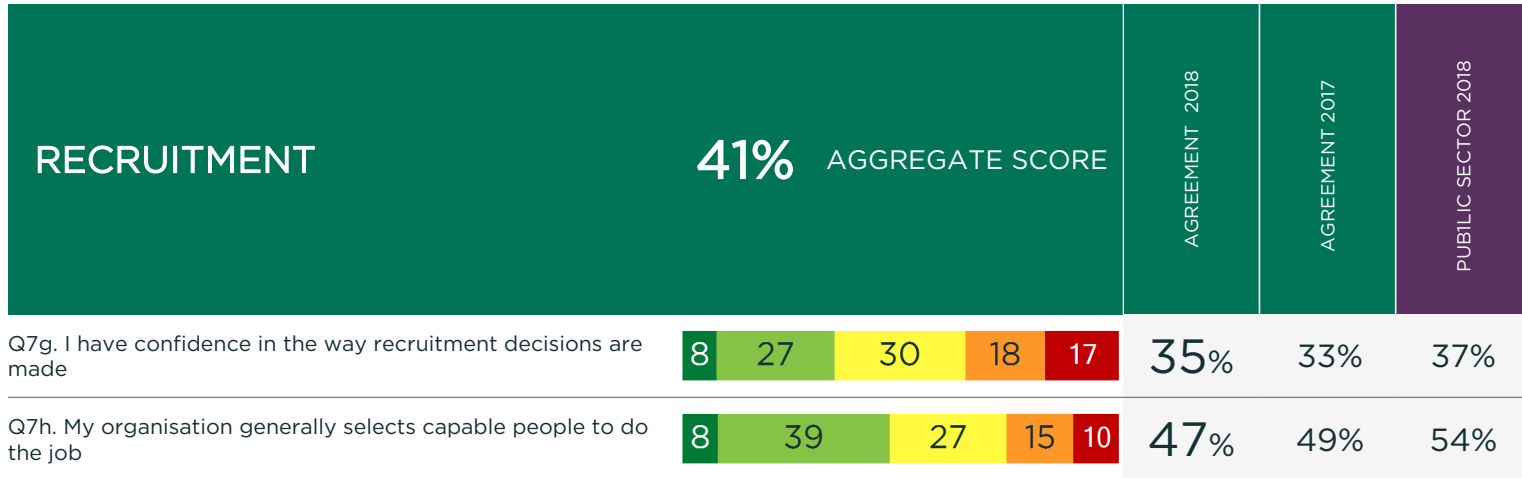




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KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

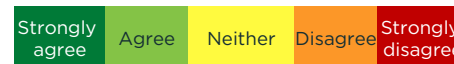
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT

56% AGGREGATE SCORE

		AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	19 44 20 11	63%	62%	65%
Q3e. My performance is assessed against clear criteria	15 41 25 12	56%	54%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	14 35 24 15 12	49%	45%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	28 41 16 8	69%	68%	69%
Q5h. My manager appropriately deals with employees who perform poorly	17 33 31 10 9	50%	45%	46%
Q7f. My organisation is committed to developing its employees	10 38 29 14 9	47%	46%	52%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

	71% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	PUBLIC LIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	20	47	17	11	66%	64%	65%
Q1f. I am able to keep my work stress at an acceptable level	16	50	18	10	66%	65%	60%
Q2c. I receive help and support from other members of my workgroup	31	49	12		81%	81%	81%
Q2d. There is good team spirit in my workgroup	30	40	15	9	70%	70%	70%

KEY

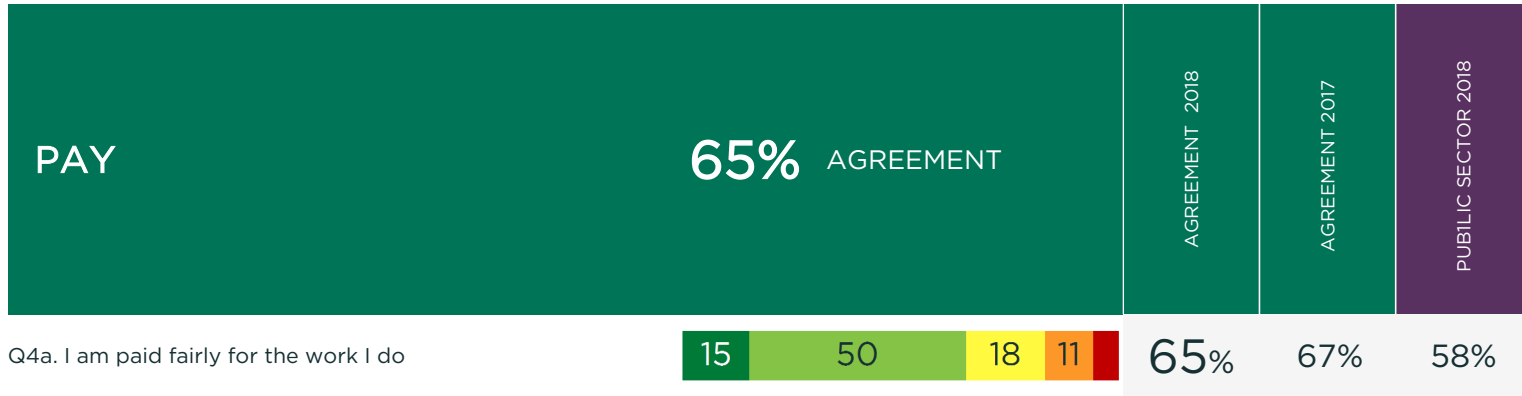




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

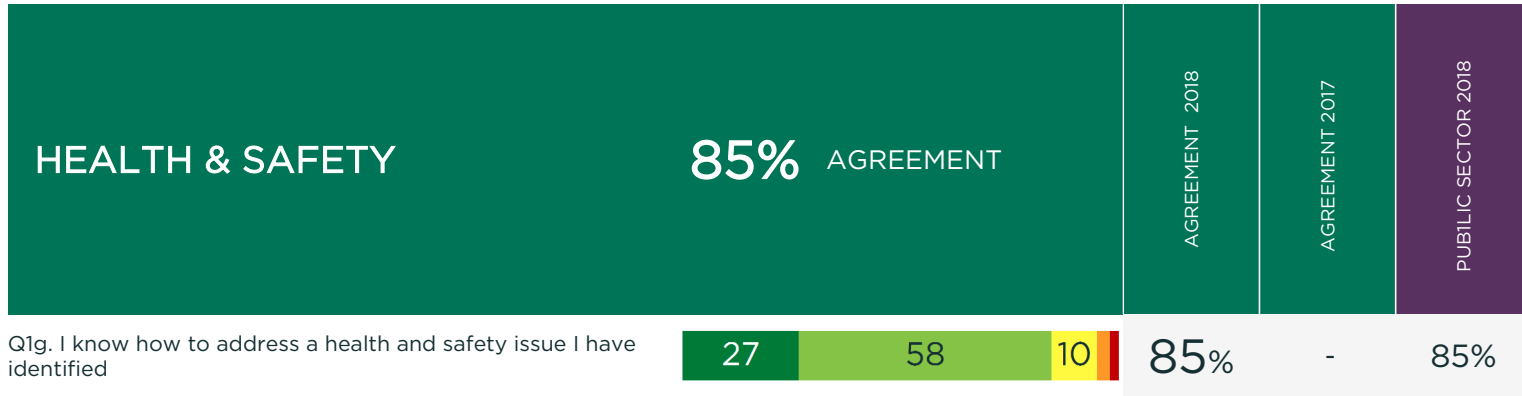




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

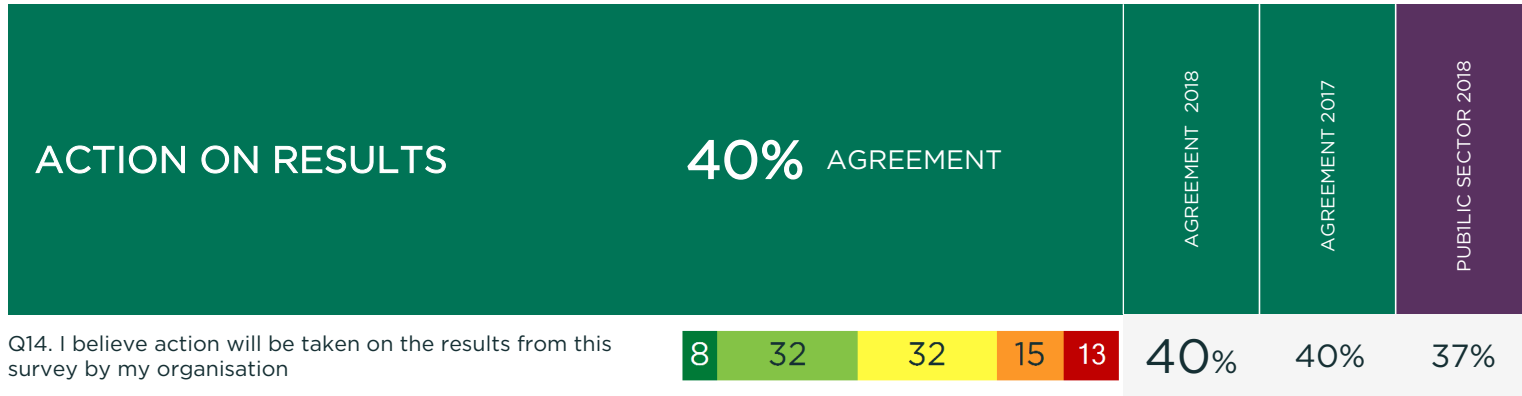




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

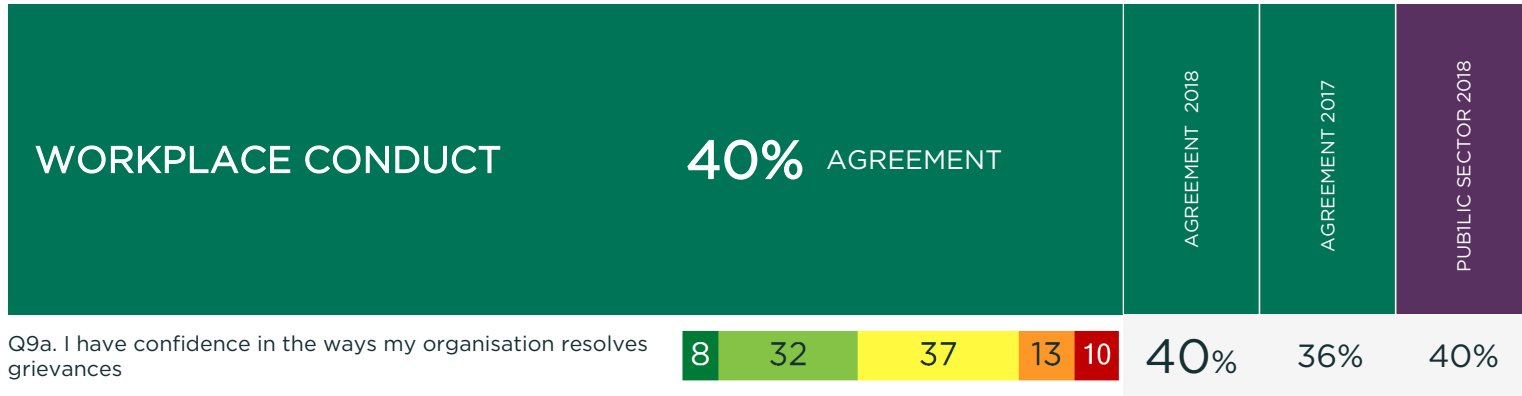




EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT

2018

2017

PUBLIC SECTOR 2018

Q3a. I have a current performance and development plan that sets out my individual objectives

Yes



66%

70%

71%

No



34%

30%

29%

Q3b. I have informal feedback conversations with my manager

Yes



74%

74%

76%

No



26%

26%

24%

Q3c. I have scheduled feedback conversations with my manager

Yes



55%

57%

58%

No



45%

43%

42%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

		2018	2017	PUBLIC SECTOR 2018
Q3h. Are you currently looking, or thinking about looking, for a new role within the NSW Public Sector but outside of your current workplace in order to broaden your experience?				
Yes		45%	47%	41%
No		55%	53%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

MOBILITY

		2018	2017	PUBLIC SECTOR 2018
Q3i. Are there barriers preventing you from moving to another role?				
There are no major barriers to my career progression		34%	33%	32%
Lack of promotion opportunities		31%	33%	29%
Lack of visible opportunities		29%	32%	30%
The application/recruitment process is too cumbersome or time consuming		24%	25%	23%
Personal/family considerations		22%	24%	30%
Geographic location considerations		22%	25%	26%
Insufficient training and development		18%	17%	16%
Lack of support for temporary assignments/secondments		18%	18%	15%
Lack of support from my manager/supervisor		15%	14%	14%
Lack of required capabilities or experience		13%	12%	11%
Other		11%	10%	9%

% are calculated with the number of unique respondents (N = 19,071 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

PUBLIC SECTOR 2018

Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work

Yes		19%	19%	24%
No		63%	67%	58%
Don't know		18%	14%	18%

Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?

Yes		60%	57%	66%
No		38%	39%	32%
Don't know		2%	3%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

PUBLIC SECTOR 2018

Q11a. In the last 12 months I have witnessed bullying at work

Yes		22%	23%	33%
No		66%	67%	57%
Don't know		11%	10%	10%

Q11b. In the last 12 months I have been subjected to bullying at work

Yes		12%	13%	18%
No		80%	80%	76%
Don't know		8%	7%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

PUBLIC SECTOR 2018

Q11c. 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

		2018	2017	PUBLIC SECTOR 2018
Your Immediate Manager/Supervisor		26%	27%	23%
A fellow worker at your level		25%	26%	27%
A senior manager		20%	21%	21%
Prefer not to say		15%	13%	14%
A subordinate		6%	6%	7%
Other		5%	4%	4%
A client or customer		3%	3%	2%
A member of the public other than a client or customer		1%	0%	1%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

2018

2017

PUBLIC SECTOR 2018

Q12a. In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work

Yes		3%	-	3%
No		94%	-	94%
Don't know		3%	-	2%

Q12b. If yes to 12a, 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		48%	-	39%
A member of the public		42%	-	37%
Other		3%	-	19%
Prefer not to say		7%	-	6%



EXPLORE THE FULL RESULTS

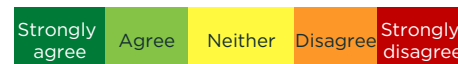
Questions are grouped by topics in this report.

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

TRANSPORT CUSTOMISED QUESTIONS

		AGREEMENT 2018	AGREEMENT 2017
Q1. I understand how my role makes a difference to our customers		90%	89%
Q2. I have a clear understanding of how my work contributes to Transport's objectives and direction		84%	-
Q3. I feel well informed of my organisation's objectives and direction		66%	62%
Q4. My workgroup demonstrates good health and safety behaviour		83%	-
Q5. I am given all necessary information, equipment and training to do my job safely		78%	-
Q6. I am given all necessary information, equipment and training to do my job effectively		67%	-
Q7. My organisation's processes for recruiting people are efficient		33%	30%

KEY





EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

TRANSPORT

CUSTOMISED QUESTIONS

2018

Q8. My manager actively supports a diverse and inclusive work environment

Always		44%
Often		33%
Sometimes		16%
Rarely		4%
Never		3%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

TRANSPORT

CUSTOMISED QUESTIONS

2018

Q9. My manager actively supports a flexible work environment

Always		38%
Often		30%
Sometimes		19%
Rarely		7%
Never		6%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

TRANSPORT CUSTOMISED QUESTIONS

2018

Q10. This survey asks questions about senior managers. Which managers are closest to those you were thinking about when you answered these questions? (select only one option)

Transport Secretary/Deputy Secretarys		2%
Chief Executive and their team		6%
Senior Executives		7%
Executive Directors		12%
Directors/ General Managers		25%
The managers above my manager		47%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		68%
Female		29%
Other		3%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		0%
20 - 24		2%
25 -29	■	7%
30 - 34	■	12%
35 - 39	■	15%
40 - 44	■	15%
45 - 49	■	15%
50 - 54	■	14%
55 - 59	■	12%
60 - 64	■	6%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

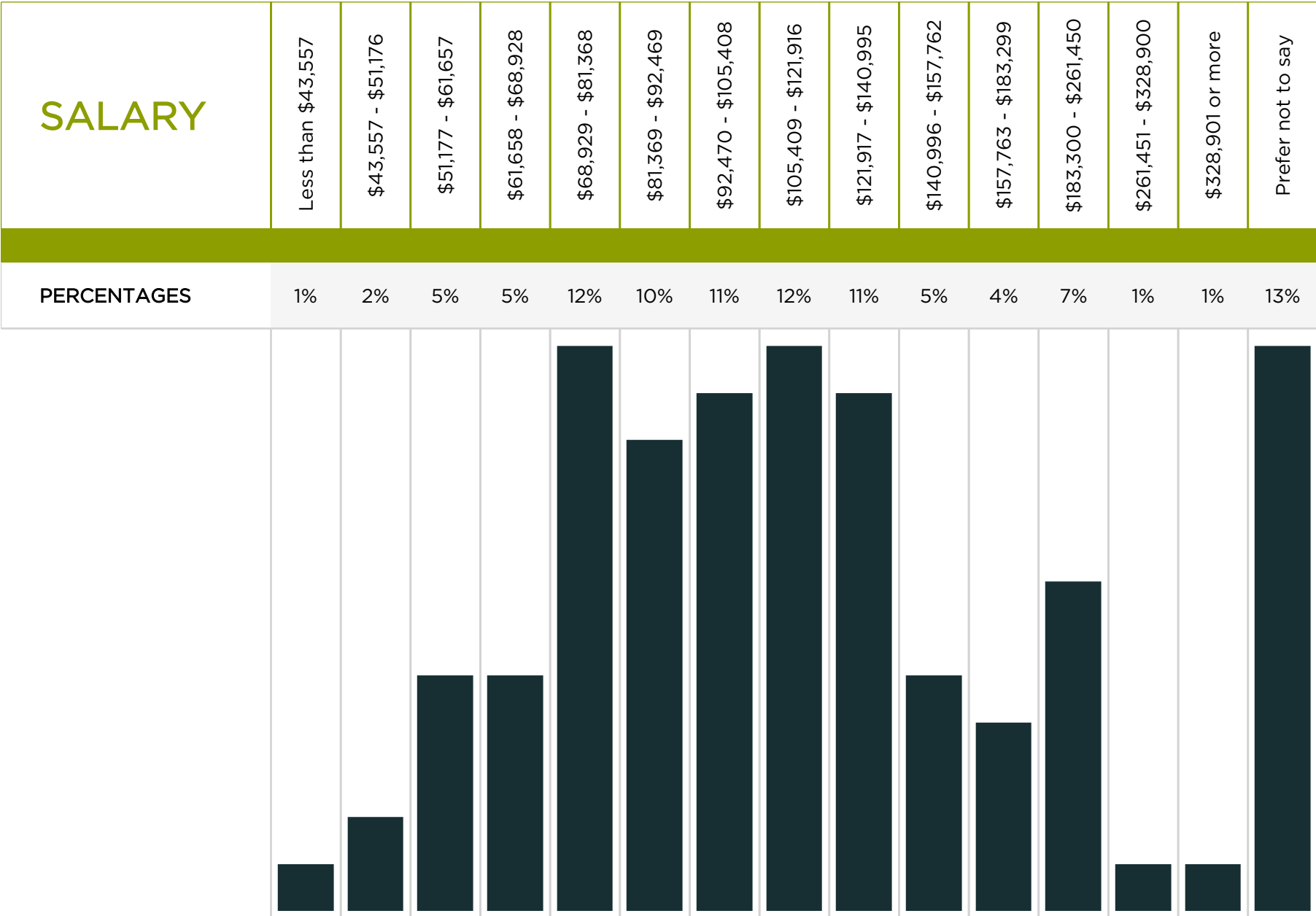
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	26%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	25%
Administrative support (e.g. executive/personal assistant, receptionist)	4%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	13%
Policy	1%
Research	1%
Program and project management support	17%
Legal (including developing and/or reviewing legislation)	1%
Other	12%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		14%
1 - 2 years		13%
2 - 5 years		20%
5 - 10 years		18%
10 - 20 years		21%
More than 20 years		15%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
Flexible start and finish times		49%
None of the above		33%
Working from home		24%
Working from different locations		23%
Working additional hours to make up for time off		16%
Working more hours over fewer days		8%
Flexible scheduling for rostered workers		6%

% are calculated with the number of unique respondents (N = 18,484 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Leave without pay	5%
Part-time work	4%
Purchasing annual leave	3%
Other	2%
Study leave	2%
Job sharing	1%

% are calculated with the number of unique respondents (N = 18,484 to this question)

RESULT BY TYPE OF WORK



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Transport	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	19869	4868	4769	748	2418	233	118	3131	130	2311
EMPLOYEE ENGAGEMENT	64%	60%	63%	69%	65%	65%	62%	68%	63%	64%
ENGAGEMENT WITH WORK	70%	66%	70%	74%	71%	72%	67%	74%	76%	69%
SENIOR MANAGERS	46%	38%	44%	56%	52%	52%	49%	54%	45%	45%
COMMUNICATION	61%	54%	61%	69%	68%	69%	64%	69%	62%	60%
HIGH PERFORMANCE	61%	56%	61%	69%	65%	67%	64%	66%	60%	61%
PUBLIC SECTOR VALUES	60%	53%	59%	68%	66%	67%	64%	68%	59%	59%
DIVERSITY & INCLUSION	69%	60%	69%	77%	77%	78%	73%	77%	69%	69%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Transport	Less than \$43,557	\$43,557 - \$51,176	\$51,177 - \$61,657	\$61,658 - \$68,928	\$68,929 - \$81,368	\$81,369 - \$92,469	\$92,470 - \$105,408	\$105,409 - \$121,916	\$121,917 - \$140,995	\$140,996 - \$157,762	\$157,763 - \$183,299	\$183,300 - \$261,450	\$261,451 - \$328,900
NUMBER OF RESPONDENTS	19869	225	415	847	948	2273	1916	2127	2240	2051	934	726	1324	168
EMPLOYEE ENGAGEMENT	64%	68%	71%	67%	65%	62%	60%	61%	63%	65%	64%	69%	68%	74%
ENGAGEMENT WITH WORK	70%	72%	76%	72%	69%	67%	64%	69%	70%	72%	70%	79%	79%	84%
SENIOR MANAGERS	46%	54%	55%	50%	46%	43%	39%	39%	45%	48%	48%	56%	58%	66%
COMMUNICATION	61%	66%	68%	61%	59%	57%	55%	58%	61%	67%	65%	72%	73%	80%
HIGH PERFORMANCE	61%	70%	69%	64%	62%	59%	56%	58%	61%	64%	63%	68%	70%	76%
PUBLIC SECTOR VALUES	60%	67%	67%	62%	60%	56%	54%	55%	60%	63%	63%	70%	71%	78%
DIVERSITY & INCLUSION	69%	73%	73%	67%	66%	64%	62%	66%	69%	75%	74%	80%	81%	85%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Transport	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	19869	111	2334
EMPLOYEE ENGAGEMENT	64%	76%	60%
ENGAGEMENT WITH WORK	70%	83%	65%
SENIOR MANAGERS	46%	76%	42%
COMMUNICATION	61%	84%	59%
HIGH PERFORMANCE	61%	80%	58%
PUBLIC SECTOR VALUES	60%	82%	57%
DIVERSITY & INCLUSION	69%	85%	66%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Transport	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	19869	2553	2359	3652	3335	3810	2860
EMPLOYEE ENGAGEMENT	64%	72%	67%	64%	61%	61%	59%
ENGAGEMENT WITH WORK	70%	78%	73%	70%	67%	69%	65%
SENIOR MANAGERS	46%	62%	54%	47%	42%	39%	37%
COMMUNICATION	61%	75%	69%	64%	59%	56%	53%
HIGH PERFORMANCE	61%	72%	66%	62%	59%	57%	55%
PUBLIC SECTOR VALUES	60%	73%	67%	62%	57%	55%	52%
DIVERSITY & INCLUSION	69%	79%	75%	72%	67%	64%	61%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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CUT OFF LIMIT OF 30 RESPONDENTS

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.

	Transport	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	19869	9090	1428	2983	1180	683	135	4286	4500	552	880	288	446	6074
EMPLOYEE ENGAGEMENT	64%	67%	62%	66%	66%	70%	68%	68%	67%	57%	65%	66%	63%	59%
ENGAGEMENT WITH WORK	70%	74%	68%	72%	73%	75%	80%	76%	75%	60%	71%	70%	67%	64%
SENIOR MANAGERS	46%	52%	48%	52%	48%	56%	46%	53%	54%	39%	50%	48%	45%	36%
COMMUNICATION	61%	68%	62%	68%	61%	70%	61%	70%	71%	55%	67%	66%	59%	52%
HIGH PERFORMANCE	61%	66%	61%	65%	62%	70%	63%	68%	68%	55%	65%	63%	61%	54%
PUBLIC SECTOR VALUES	60%	66%	60%	65%	60%	70%	61%	68%	69%	54%	65%	63%	58%	52%
DIVERSITY & INCLUSION	69%	78%	71%	77%	70%	78%	71%	80%	82%	64%	75%	75%	66%	57%

*multiple types may be chosen.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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RESULTS BY 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.

	Transport	Sydney East	Sydney - City and Inner South	Sydney West	Sydney - Parramatta	Sydney - Inner West	Sydney - North Sydney and Hornsby	Newcastle and Lake Macquarie	Illawarra	Sydney - Inner South West	Coffs Harbour - Grafton	Sydney - Eastern Suburbs	Sydney - Ryde
NUMBER OF RESPONDENTS	19869	10126	5473	3896	2953	2014	1420	602	560	368	305	285	267
EMPLOYEE ENGAGEMENT	64%	65%	65%	64%	64%	65%	66%	59%	50%	63%	67%	76%	65%
ENGAGEMENT WITH WORK	70%	71%	72%	71%	71%	70%	71%	62%	56%	70%	75%	81%	71%
SENIOR MANAGERS	46%	49%	50%	46%	48%	47%	50%	37%	31%	41%	49%	61%	52%
COMMUNICATION	61%	64%	64%	64%	65%	64%	66%	53%	48%	62%	62%	70%	64%
HIGH PERFORMANCE	61%	64%	64%	62%	63%	63%	65%	55%	48%	60%	65%	72%	63%
PUBLIC SECTOR VALUES	60%	63%	64%	61%	63%	62%	64%	52%	46%	58%	63%	71%	64%
DIVERSITY & INCLUSION	69%	72%	71%	71%	73%	72%	73%	64%	57%	68%	75%	76%	70%

*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
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RESULTS BY 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.

	Transport	Sydney - Blacktown	Sydney - Outer West and Blue Mountains	Central Coast	Sydney - Outer South West	Riverina	Sydney - South West	Far West and Orana	Central West	Sydney - Sutherland	Sydney - Northern Beaches	New England and North West	Capital Region	Southern Highlands and Shoalhaven
NUMBER OF RESPONDENTS	19869	258	241	238	223	179	176	174	172	153	146	111	106	70
EMPLOYEE ENGAGEMENT	64%	62%	60%	55%	60%	69%	69%	64%	65%	59%	66%	64%	63%	46%
ENGAGEMENT WITH WORK	70%	71%	69%	61%	67%	76%	79%	72%	72%	68%	73%	71%	67%	52%
SENIOR MANAGERS	46%	40%	35%	37%	29%	43%	51%	43%	46%	40%	46%	52%	41%	26%
COMMUNICATION	61%	59%	60%	48%	50%	62%	69%	58%	66%	63%	63%	59%	47%	41%
HIGH PERFORMANCE	61%	58%	57%	50%	54%	63%	67%	61%	65%	59%	62%	61%	57%	41%
PUBLIC SECTOR VALUES	60%	56%	55%	48%	48%	59%	65%	57%	63%	57%	62%	60%	53%	37%
DIVERSITY & INCLUSION	69%	65%	63%	57%	58%	76%	73%	69%	76%	64%	71%	69%	63%	45%

*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

RESULTS BY 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.

	Transport	Mid North Coast	Murray	Richmond - Tweed	Sydney - Baulkham Hills and Hawkesbury	Hunter Valley exc Newcastle	OUTSIDE NSW
NUMBER OF RESPONDENTS	19869	70	61	59	45	37	8
EMPLOYEE ENGAGEMENT	64%	68%	58%	67%	74%	55%	(r)
ENGAGEMENT WITH WORK	70%	78%	65%	75%	87%	61%	(r)
SENIOR MANAGERS	46%	44%	35%	50%	62%	39%	(r)
COMMUNICATION	61%	64%	43%	67%	76%	56%	(r)
HIGH PERFORMANCE	61%	60%	44%	67%	72%	54%	(r)
PUBLIC SECTOR VALUES	60%	60%	41%	64%	74%	54%	(r)
DIVERSITY & INCLUSION	69%	75%	54%	75%	79%	63%	(r)

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

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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

RESULT BY AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Transport	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	19869	86	424	1256	2223	2792	2749	2710	2607	2196	1120	373
EMPLOYEE ENGAGEMENT	64%	63%	71%	69%	65%	65%	63%	61%	62%	63%	64%	67%
ENGAGEMENT WITH WORK	70%	66%	74%	73%	69%	69%	70%	68%	69%	71%	72%	77%
SENIOR MANAGERS	46%	50%	60%	53%	47%	47%	46%	43%	43%	43%	44%	48%
COMMUNICATION	61%	63%	71%	69%	65%	64%	62%	60%	58%	58%	59%	63%
HIGH PERFORMANCE	61%	66%	72%	68%	63%	63%	61%	59%	59%	60%	60%	64%
PUBLIC SECTOR VALUES	60%	61%	71%	67%	62%	62%	60%	58%	57%	58%	59%	63%
DIVERSITY & INCLUSION	69%	68%	79%	76%	72%	72%	69%	67%	66%	67%	68%	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

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Transport	Male	Female	Other
NUMBER OF RESPONDENTS	19869	12596	5405	515
EMPLOYEE ENGAGEMENT	64%	63%	66%	49%
ENGAGEMENT WITH WORK	70%	70%	72%	45%
SENIOR MANAGERS	46%	44%	51%	24%
COMMUNICATION	61%	61%	65%	42%
HIGH PERFORMANCE	61%	61%	65%	42%
PUBLIC SECTOR VALUES	60%	59%	64%	40%
DIVERSITY & INCLUSION	69%	69%	73%	48%

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

ABORIGINAL AND/OR TORRES STRAIT ISLANDER



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.

	Transport	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	19869	503	17070	1231
EMPLOYEE ENGAGEMENT	64%	62%	65%	51%
ENGAGEMENT WITH WORK	70%	66%	71%	50%
SENIOR MANAGERS	46%	44%	47%	25%
COMMUNICATION	61%	57%	63%	43%
HIGH PERFORMANCE	61%	60%	63%	43%
PUBLIC SECTOR VALUES	60%	57%	62%	42%
DIVERSITY & INCLUSION	69%	63%	71%	49%

3% of respondents identified as Aboriginal and/or Torres Strait Islander.

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

LANGUAGE OTHER THAN ENGLISH



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.

	Transport	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	19869	5647	11769	1370
EMPLOYEE ENGAGEMENT	64%	69%	62%	53%
ENGAGEMENT WITH WORK	70%	76%	69%	53%
SENIOR MANAGERS	46%	54%	44%	29%
COMMUNICATION	61%	68%	60%	45%
HIGH PERFORMANCE	61%	67%	60%	46%
PUBLIC SECTOR VALUES	60%	67%	59%	44%
DIVERSITY & INCLUSION	69%	74%	69%	52%

30% of respondents speak a language other than English at home.

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.

	Transport	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	19869	591	17315	948
EMPLOYEE ENGAGEMENT	64%	56%	65%	50%
ENGAGEMENT WITH WORK	70%	57%	71%	50%
SENIOR MANAGERS	46%	37%	47%	24%
COMMUNICATION	61%	51%	63%	42%
HIGH PERFORMANCE	61%	52%	63%	43%
PUBLIC SECTOR VALUES	60%	51%	62%	41%
DIVERSITY & INCLUSION	69%	58%	71%	49%

3% of respondents identified as having a disability.

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.

	Transport	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	19869	816	16914	1054
EMPLOYEE ENGAGEMENT	64%	54%	65%	52%
ENGAGEMENT WITH WORK	70%	53%	72%	52%
SENIOR MANAGERS	46%	38%	47%	28%
COMMUNICATION	61%	52%	63%	46%
HIGH PERFORMANCE	61%	52%	63%	46%
PUBLIC SECTOR VALUES	60%	51%	62%	44%
DIVERSITY & INCLUSION	69%	59%	71%	52%

4% of respondents identified as having a mental health condition.

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.

	Transport	Yes	No	Prefer not to say
NUMBER OF RESPONDENTS	19869	741	16590	1374
EMPLOYEE ENGAGEMENT	64%	60%	65%	52%
ENGAGEMENT WITH WORK	70%	64%	71%	52%
SENIOR MANAGERS	46%	41%	47%	28%
COMMUNICATION	61%	57%	63%	45%
HIGH PERFORMANCE	61%	57%	63%	46%
PUBLIC SECTOR VALUES	60%	56%	62%	44%
DIVERSITY & INCLUSION	69%	64%	71%	52%

4% of respondents identified as lesbian, gay, bisexual, transgender, intersex or gender diverse.

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

GUIDE TO THIS REPORT

i SURVEY TIME FRAME

This report contains results from the 2018 People Matter Employee Survey which was open from 1 June to 2 July 2018.

i PRIVACY

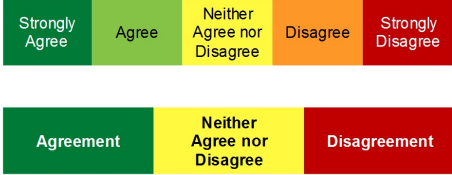
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of work teams that can be reported (10 or more employees) and responses from demographic groups (30 or more employees).

Where people work in small teams, the results are merged with larger business units and results are not available. Where this happens an 'r' is shown in reports.

i HOW TO READ THIS REPORT

The majority of questions have a 5-point answer scale. The Strongly Agree and Agree scores are combined to create an agreement (or positive) score which is shown as a rounded percentage.



i ROUNDING

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of the calculation for maximum accuracy.

Values from .00 to .49 are rounded down, whereas values from .50 to .99 are rounded up. Therefore, in some instances the data will not add up to 100%.

i MORE DETAILS ABOUT THE SURVEY AND ITS METHODOLOGY

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