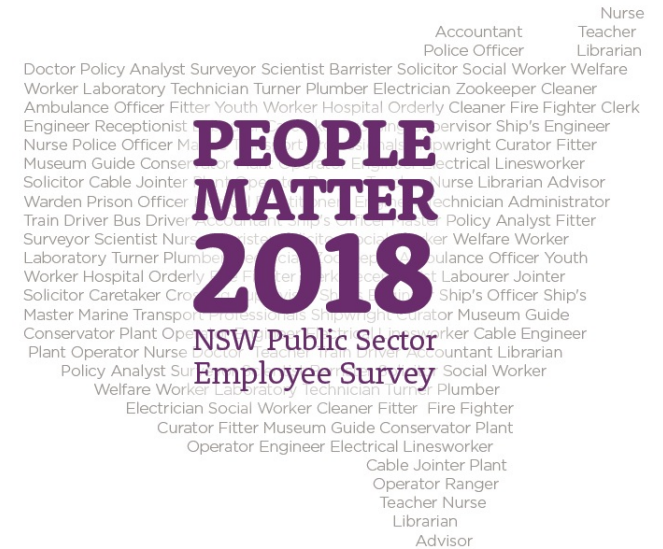


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# PEOPLE MATTER 2018

NSW Public Sector Employee Survey



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## AGENCY REPORT

Transport

# NSW TrainLink

## RESPONSE RATE

**68%**

1,429 OF 2,109 RESPONDENTS

## EMPLOYEE ENGAGEMENT

**51%**

DIFFERENCE FROM 2017 -5  
 DIFFERENCE FROM CLUSTER -13  
 DIFFERENCE FROM PUBLIC SECTOR -14

## ENGAGEMENT WITH WORK

**58%**

DIFFERENCE FROM 2017 -7  
 DIFFERENCE FROM CLUSTER -12  
 DIFFERENCE FROM PUBLIC SECTOR -15

## SENIOR MANAGERS

**28%**

DIFFERENCE FROM 2017 -4  
 DIFFERENCE FROM CLUSTER -17  
 DIFFERENCE FROM PUBLIC SECTOR -21

## COMMUNICATION

**43%**

DIFFERENCE FROM 2017 -7  
 DIFFERENCE FROM CLUSTER -19  
 DIFFERENCE FROM PUBLIC SECTOR -19

## HIGH PERFORMANCE

**45%**

DIFFERENCE FROM 2017 -6  
 DIFFERENCE FROM CLUSTER -17  
 DIFFERENCE FROM PUBLIC SECTOR -20

## PUBLIC SECTOR VALUES

**42%**

DIFFERENCE FROM 2017 -6  
 DIFFERENCE FROM CLUSTER -18  
 DIFFERENCE FROM PUBLIC SECTOR -20

## DIVERSITY & INCLUSION

**51%**

DIFFERENCE FROM CLUSTER -18  
 DIFFERENCE FROM PUBLIC SECTOR -17

## FLEXIBLE WORKING SATISFACTION

**37%**

DIFFERENCE FROM 2017 -7  
 DIFFERENCE FROM CLUSTER -22  
 DIFFERENCE FROM PUBLIC SECTOR -22

## ACTION ON RESULTS

**25%**

DIFFERENCE FROM 2017 -2  
 DIFFERENCE FROM CLUSTER -15  
 DIFFERENCE FROM PUBLIC SECTOR -12



## 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

1a.	I understand what is expected of me to do well in my role	82%	89%
1g.	I know how to address a health and safety issue I have identified	77%	-
2a.	My workgroup strives to achieve customer/client satisfaction	70%	77%
2c.	I receive help and support from other members of my workgroup	67%	76%
2b.	My workgroup works collaboratively to achieve its objectives	62%	69%
1c.	My job gives me a feeling of personal accomplishment	62%	67%
8b.	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	59%	65%
5b.	My manager listens to what I have to say	59%	68%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	58%	67%
4a.	I am paid fairly for the work I do	58%	70%

## - LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT  
2018

AGREEMENT  
2017

7c.	I feel that change is managed well in my organisation	21%	24%
7g.	I have confidence in the way recruitment decisions are made	22%	18%
6h.	I feel that senior managers listen to employees	24%	24%
14.	I believe action will be taken on the results from this survey by my organisation	25%	27%
6b.	I feel that senior managers effectively lead and manage change	25%	28%
6d.	Senior managers encourage innovation by employees	26%	29%
9a.	I have confidence in the ways my organisation resolves grievances	27%	30%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	28%	32%
7f.	My organisation is committed to developing its employees	28%	31%
6g.	I feel that senior managers keep employees informed about what's going on	28%	32%



### 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
7g. I have confidence in the way recruitment decisions are made	22%	18%

## - LEAST IMPROVED AGREEMENT QUESTIONS

	AGREEMENT 2018	AGREEMENT 2017
4a. I am paid fairly for the work I do	58%	70%
5c. My manager communicates effectively with me	55%	67%
5d. My manager encourages and values employee input	52%	63%
5e. My manager involves my workgroup in decisions about our work	45%	56%
5g. My manager provides acknowledgement or other recognition for the work I do	48%	59%
3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	43%	53%
5f. I have confidence in the decisions my manager makes	47%	58%
5a. My manager encourages people in my workgroup to keep improving the work they do	53%	63%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	45%	55%
2c. I receive help and support from other members of my workgroup	67%	76%



### YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are the questions that have shown the greatest percentage increase and decrease in agreement, based on respondents who have selected 'Strongly agree' and 'Agree'.

# HIGHEST NEUTRAL SCORING QUESTIONS

## AGREEMENT SCORES FOR HIGHEST NEUTRAL

% POSITIVE

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



**Q7m.** My organisation inspires me to do the best in my job



**Q7b.** My organisation is making the necessary improvements to meet our future challenges



**Q7l.** My organisation motivates me to help it achieve its objectives



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



## HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



**Q7m.** My organisation inspires me to do the best in my job



**Q7b.** My organisation is making the necessary improvements to meet our future challenges



**Q7l.** My organisation motivates me to help it achieve its objectives



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



## DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



**Q7m.** My organisation inspires me to do the best in my job



**Q7b.** My organisation is making the necessary improvements to meet our future challenges



**Q7l.** My organisation motivates me to help it achieve its objectives



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



## 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.

# 25%

of employees replied favourably to:

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

## 37%

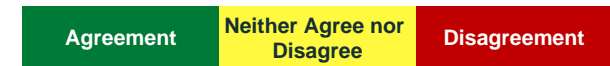
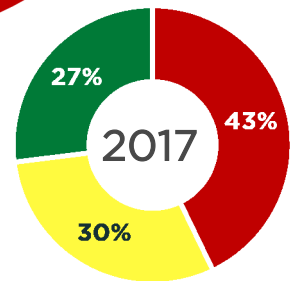
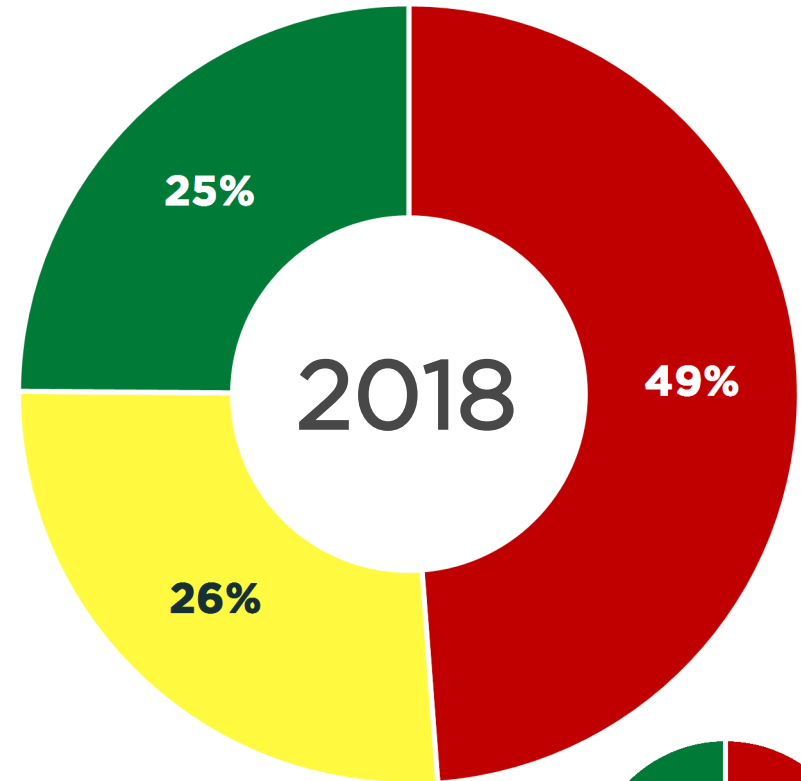
SECTOR

## 40%

CLUSTER

## 27%

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 CLUSTER	% AGREEMENT PUBLIC SECTOR
<b>1</b>	<b>Q7f.</b> My organisation is committed to developing its employees	<b>28%</b>	31%	47%	52%
<b>2</b>	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>42%</b>	49%	63%	69%
<b>3</b>	<b>Q7b.</b> My organisation is making the necessary improvements to meet our future challenges	<b>36%</b>	45%	53%	57%
<b>4</b>	<b>Q6d.</b> Senior managers encourage innovation by employees	<b>26%</b>	29%	46%	50%
<b>5</b>	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>21%</b>	24%	35%	40%
<b>6</b>	<b>Q6b.</b> I feel that senior managers effectively lead and manage change	<b>25%</b>	28%	40%	46%

# BUSINESS UNIT COMPARISON



## COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for NSW TrainLink

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 TrainLink	COO, COMMS, Business Strategy & Performance	Finance and Corporate Services	Network Services	North & Central Region	People	SEQR	Service Development & Support	South & West Region	Transformation
NUMBER OF RESPONDENTS	1429	18	41	76	662	38	23	31	415	50
EMPLOYEE ENGAGEMENT	51%	68%	54%	58%	54%	57%	60%	59%	41%	68%
ENGAGEMENT WITH WORK	58%	65%	54%	68%	61%	69%	80%	63%	46%	85%
SENIOR MANAGERS	28%	64%	31%	38%	30%	35%	27%	42%	20%	47%
COMMUNICATION	43%	81%	47%	52%	42%	55%	67%	61%	34%	73%
HIGH PERFORMANCE	45%	69%	44%	53%	46%	55%	61%	58%	36%	67%
PUBLIC SECTOR VALUES	42%	73%	48%	53%	43%	53%	51%	58%	33%	66%
DIVERSITY & INCLUSION	51%	82%	61%	63%	51%	65%	76%	72%	41%	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





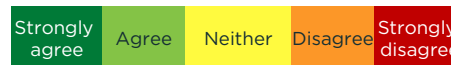
## EXPLORE THE FULL RESULTS

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	51% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	10	37	23	11	19	47%	50%	62%	61%
Q7j. I am proud to tell others I work for my organisation	14	37	23	8	17	51%	56%	65%	69%
Q7k. I feel a strong personal attachment to my organisation	13	35	24	10	18	48%	53%	59%	63%
Q7l. My organisation motivates me to help it achieve its objectives	8	27	27	17	20	35%	39%	53%	55%
Q7m. My organisation inspires me to do the best in my job	9	25	29	16	21	34%	40%	52%	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.

	58% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1c. My job gives me a feeling of personal accomplishment	20	42	16	8	14	62%	67%	71%	76%
Q1d. I feel motivated to contribute more than what is normally required at work	18	36	18	11	17	54%	61%	69%	72%
Q1e. I am satisfied with my job	18	39	19	9	15	57%	65%	68%	69%

KEY





## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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

SENIOR MANAGERS	28% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q6a. I believe senior managers provide clear direction for the future of the organisation	23	24	18	30	28%	33%	44%	49%	
Q6b. I feel that senior managers effectively lead and manage change	20	24	19	32	25%	28%	40%	46%	
Q6c. I feel that senior managers model the values of my organisation	23	27	15	29	29%	33%	47%	50%	
Q6d. Senior managers encourage innovation by employees	22	27	20	27	26%	29%	46%	50%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	23	33	15	25	28%	32%	49%	52%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	10	35	23	11	20	45%	55%	63%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	23	21	16	35	28%	32%	45%	47%	
Q6h. I feel that senior managers listen to employees	19	22	19	35	24%	24%	40%	43%	
Q7c. I feel that change is managed well in my organisation	17	25	24	30	21%	24%	35%	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	43% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q5c. My manager communicates effectively with me	19	36	15	11	19	55%	67%	73%	72%
Q5d. My manager encourages and values employee input	19	33	18	11	20	52%	63%	73%	72%
Q5e. My manager involves my workgroup in decisions about our work	16	30	19	13	22	45%	56%	67%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	23	21	16	35		28%	32%	45%	47%
Q6h. I feel that senior managers listen to employees	19	22	19	35		24%	24%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	12	38	18	13	19	50%	57%	69%	67%

KEY





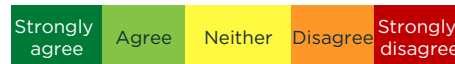
## EXPLORE THE FULL RESULTS

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		45% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q1a. I understand what is expected of me to do well in my role	37	45	10	82%	89%	87%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	20	42	15	9	14	62%	69%	78%	79%
Q3f. I have received appropriate training and development to do my job well	12	44	18	10	17	56%	62%	61%	65%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	17	36	18	12	17	53%	63%	74%	74%
Q5f. I have confidence in the decisions my manager makes	17	31	21	10	22	47%	58%	69%	68%
Q6d. Senior managers encourage innovation by employees	22	27	20	27		26%	29%	46%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	23	33	15	25		28%	32%	49%	52%
Q7a. My organisation focuses on improving the work we do	36	25	14	19		42%	49%	63%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	30	28	15	22		36%	45%	53%	57%

### KEY

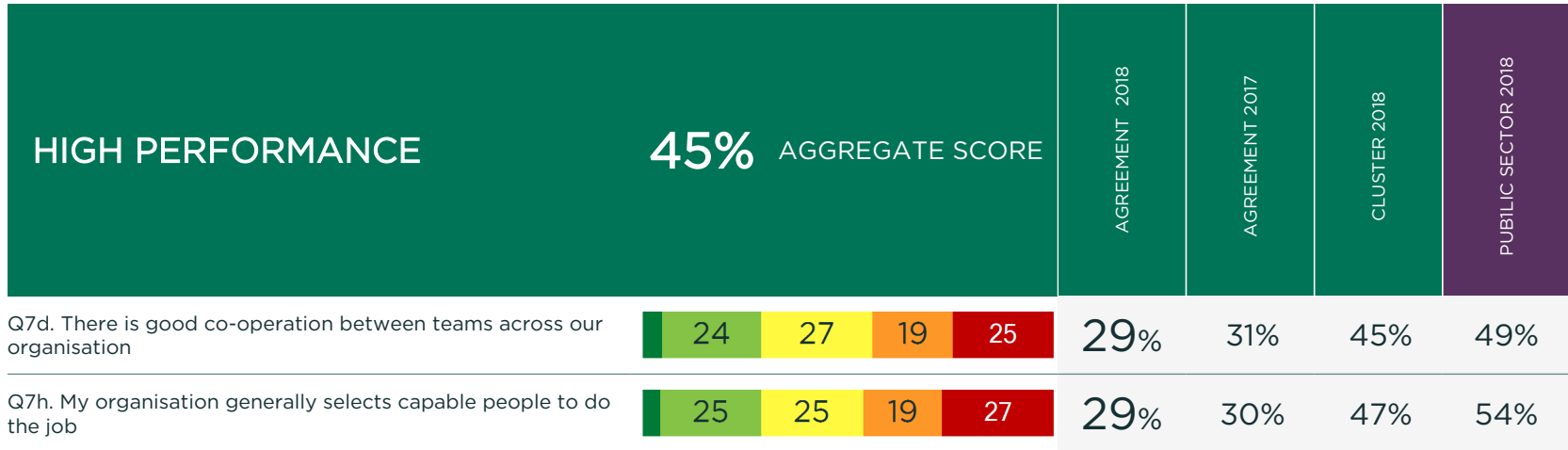




## EXPLORE THE FULL RESULTS

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





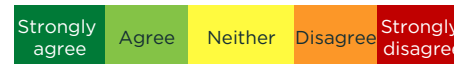
## EXPLORE THE FULL RESULTS

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	42% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
	Strongly agree	Agree	Neither	Disagree	Strongly disagree				
Q2a. My workgroup strives to achieve customer/client satisfaction	24	45	12	12	70%	77%	84%	86%	
Q2e. People in my workgroup treat each other with respect	19	39	16	11	16	58%	67%	77%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	17	36	18	12	17	53%	63%	74%	74%
Q5b. My manager listens to what I have to say	21	38	14	9	18	59%	68%	76%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	23	24	18	30		28%	33%	44%	49%
Q6c. I feel that senior managers model the values of my organisation	23	27	15	29		29%	33%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	10	35	23	11	20	45%	55%	63%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	23	21	16	35		28%	32%	45%	47%
Q6h. I feel that senior managers listen to employees	19	22	19	35		24%	24%	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.

PUBLIC SECTOR VALUES		42% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do		36	25	14	19	42%	49%	63%	69%
Q7e. People in my organisation take responsibility for their own actions		24	27	19	25	30%	33%	46%	49%

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	51% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work	13	39	18	14	16	52%	58%	66%	65%
Q5b. My manager listens to what I have to say	21	38	14	9	18	59%	68%	76%	76%
Q5d. My manager encourages and values employee input	19	33	18	11	20	52%	63%	73%	72%
Q6i. Senior managers in my organisation support the career advancement of women	17	34	27	18	18	51%	51%	62%	60%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	14	44	20	15	15	58%	67%	78%	76%
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	15	44	18	16	16	59%	65%	73%	75%
Q8c. I am able to speak up and share a different view to my colleagues and manager	12	38	18	13	19	50%	57%	69%	67%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	11	26	27	14	23	37%	44%	59%	59%
Q8e. My manager supports flexible working in my team	14	27	27	12	21	40%	-	65%	63%

KEY

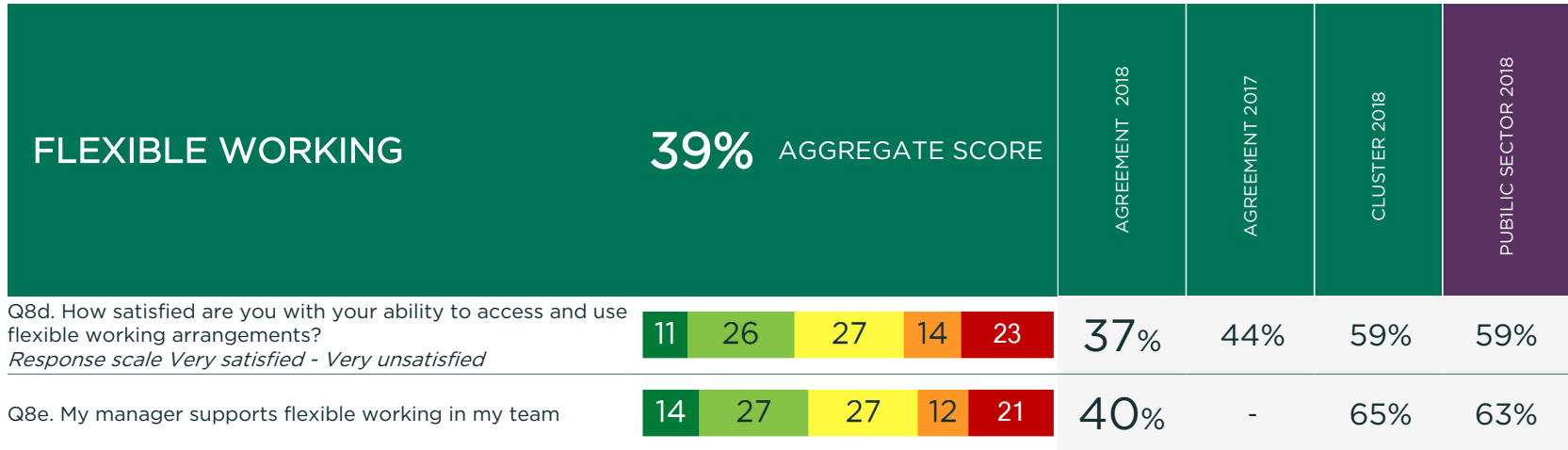




## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

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



KEY

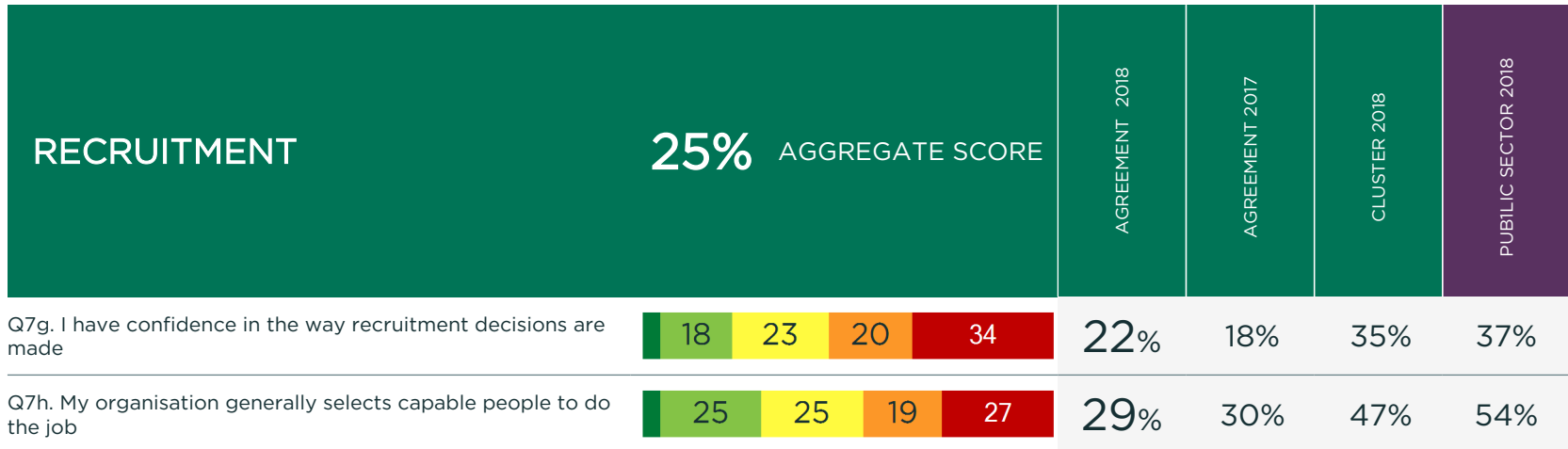




## EXPLORE THE FULL RESULTS

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.

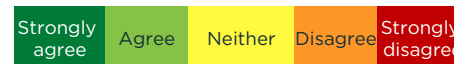
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

## PERFORMANCE FRAMEWORK & DEVELOPMENT

**39%** AGGREGATE SCORE

					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	11	31	20	16	22	43%	53%	63%	65%
Q3e. My performance is assessed against clear criteria	11	32	24	14	19	43%	52%	56%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	8	28	20	16	28	36%	37%	49%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	17	31	17	11	23	48%	59%	69%	69%
Q5h. My manager appropriately deals with employees who perform poorly	11	26	23	14	25	38%	44%	50%	46%
Q7f. My organisation is committed to developing its employees		23	27	19	27	28%	31%	47%	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.

WORKPLACE SUPPORT		57% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q1b. I am provided with the support I need to do my best at work		52%	58%	66%	65%		
Q1f. I am able to keep my work stress at an acceptable level		57%	64%	66%	60%		
Q2c. I receive help and support from other members of my workgroup		67%	76%	81%	81%		
Q2d. There is good team spirit in my workgroup		51%	57%	70%	70%		

KEY

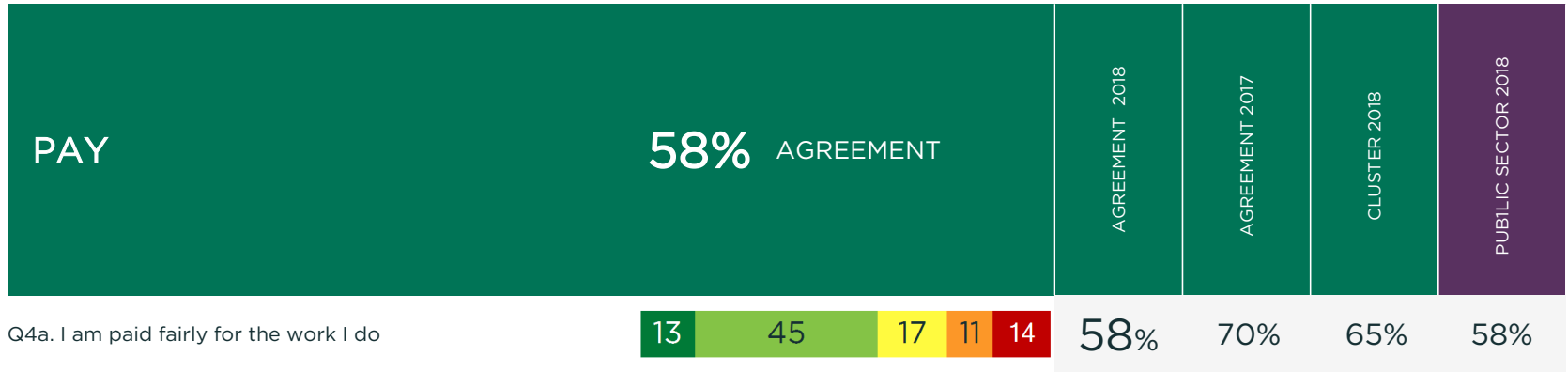




## EXPLORE THE FULL RESULTS

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

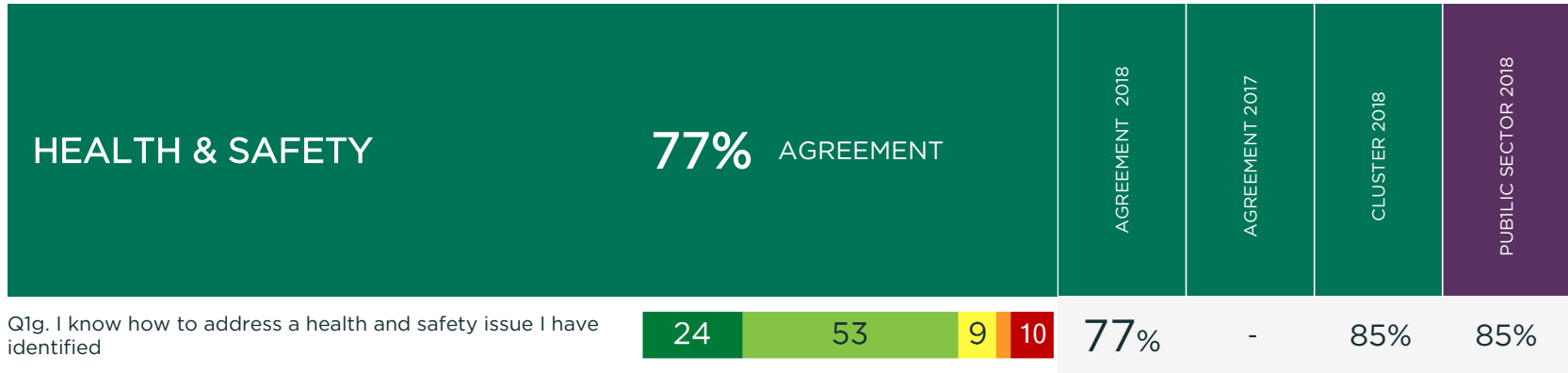




## EXPLORE THE FULL RESULTS

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

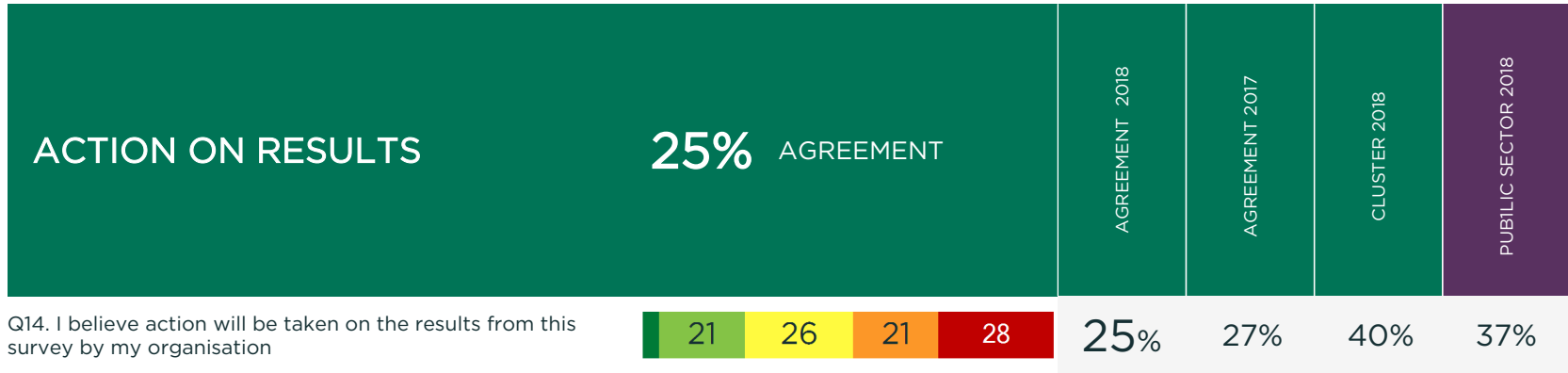




## EXPLORE THE FULL RESULTS

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



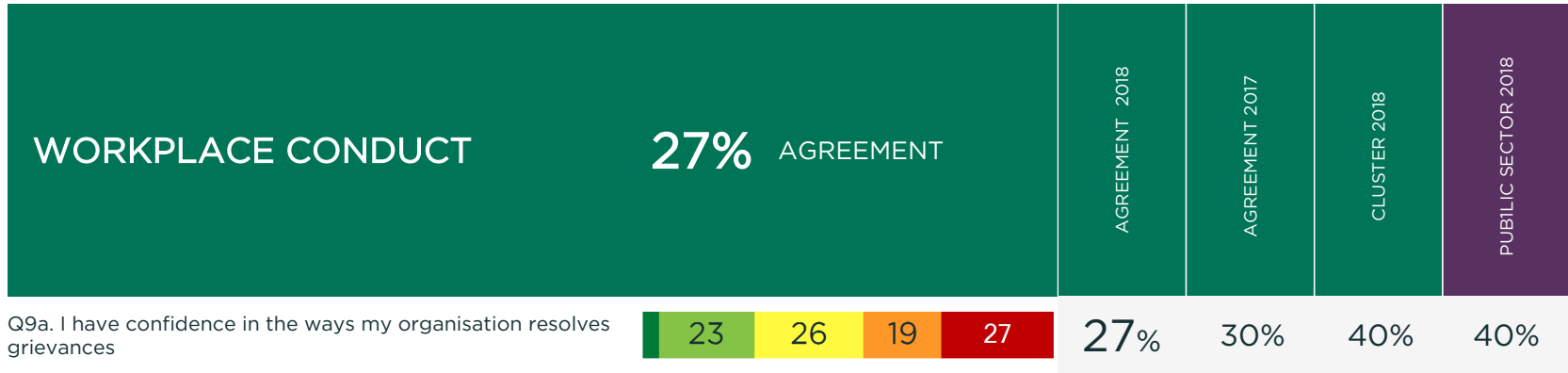




## EXPLORE THE FULL RESULTS

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	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives					
Yes		35%	48%	66%	71%
No		65%	52%	34%	29%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes		56%	68%	74%	76%
No		44%	32%	26%	24%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes		39%	48%	55%	58%
No		61%	52%	45%	42%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### MOBILITY

**Q3h.** Are you currently looking, or thinking about looking, for a new role within the NSW Public Sector but outside of your current workplace in order to broaden your experience?

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes		40%	41%	45%	41%
No		60%	59%	55%	59%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## MOBILITY

**Q3i.** Are there barriers preventing you from moving to another role?

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Lack of promotion opportunities		38%	42%	31%	29%
Lack of visible opportunities		35%	36%	29%	30%
Lack of support from my manager/supervisor		29%	19%	15%	14%
Insufficient training and development		28%	24%	18%	16%
The application/recruitment process is too cumbersome or time consuming		27%	31%	24%	23%
Geographic location considerations		26%	36%	22%	26%
Lack of support for temporary assignments/secondments		26%	22%	18%	15%
There are no major barriers to my career progression		25%	26%	34%	32%
Personal/family considerations		24%	30%	22%	30%
Lack of required capabilities or experience		19%	15%	13%	11%
Other		8%	9%	11%	9%

% are calculated with the number of unique respondents (N = 1,394 to this question)



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q10a.</b> In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		35%	32%	19%	24%
No		52%	55%	63%	58%
Don't know		13%	13%	18%	18%
<b>Q10b.</b> If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		58%	61%	60%	66%
No		40%	36%	38%	32%
Don't know		1%	3%	2%	2%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

### UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
<b>Q11a. In the last 12 months I have witnessed bullying at work</b>					
Yes		35%	34%	22%	33%
No		58%	58%	66%	57%
Don't know		7%	7%	11%	10%
<b>Q11b. In the last 12 months I have been subjected to bullying at work</b>					
Yes		21%	18%	12%	18%
No		74%	77%	80%	76%
Don't know		5%	5%	8%	6%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

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	CLUSTER 2018	PUBLIC SECTOR 2018
Your Immediate Manager/Supervisor		34%	29%	26%	23%
A fellow worker at your level		28%	29%	25%	27%
A senior manager		13%	15%	20%	21%
Prefer not to say		12%	10%	15%	14%
A subordinate		5%	8%	6%	7%
A client or customer		4%	2%	3%	2%
Other		4%	6%	5%	4%
A member of the public other than a client or customer		1%	1%	1%	1%



## EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

## UNACCEPTABLE CONDUCT

2018

2017

CLUSTER 2018

PUBLIC SECTOR 2018

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

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Yes	10%	-	3%	3%
No	87%	-	94%	94%
Don't know	3%	-	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

Response	2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
A person at work	43%	-	48%	39%
A member of the public	49%	-	42%	37%
Other	2%	-	3%	19%
Prefer not to say	5%	-	7%	6%





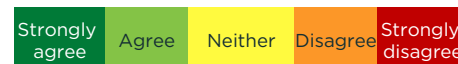
## EXPLORE THE FULL RESULTS

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	CLUSTER 2018
Q1. I understand how my role makes a difference to our customers		81%	88%	90%
Q2. I have a clear understanding of how my work contributes to Transport's objectives and direction		72%	-	84%
Q3. I feel well informed of my organisation's objectives and direction		46%	51%	66%
Q4. My workgroup demonstrates good health and safety behaviour		68%	-	83%
Q5. I am given all necessary information, equipment and training to do my job safely		62%	-	78%
Q6. I am given all necessary information, equipment and training to do my job effectively		55%	-	67%
Q7. My organisation's processes for recruiting people are efficient		24%	22%	33%

KEY





## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

## TRANSPORT CUSTOMISED QUESTIONS

2018

CLUSTER 2018

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

Response	2018	CLUSTER 2018
Always	30%	44%
Often	28%	33%
Sometimes	20%	16%
Rarely	8%	4%
Never	14%	3%



## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

TRANSPORT CUSTOMISED QUESTIONS		2018	CLUSTER 2018
<b>Q9.</b> My manager actively supports a flexible work environment			
Always		23%	38%
Often		22%	30%
Sometimes		22%	19%
Rarely		12%	7%
Never		20%	6%



## EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

## TRANSPORT CUSTOMISED QUESTIONS

2018

CLUSTER 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)

		2018	CLUSTER 2018
Transport Secretary/Deputy Secretarys		2%	2%
Chief Executive and their team		7%	6%
Senior Executives		6%	7%
Executive Directors		11%	12%
Directors/ General Managers		21%	25%
The managers above my manager		53%	47%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		68%
Female		29%
Other		3%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>AGE</b>		
15 - 19		0%
20 - 24		1%
25 -29	█	4%
30 - 34	█	7%
35 - 39	█	11%
40 - 44	█	14%
45 - 49	█	16%
50 - 54	█	20%
55 - 59	█	17%
60 - 64	█	7%
65+		2%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

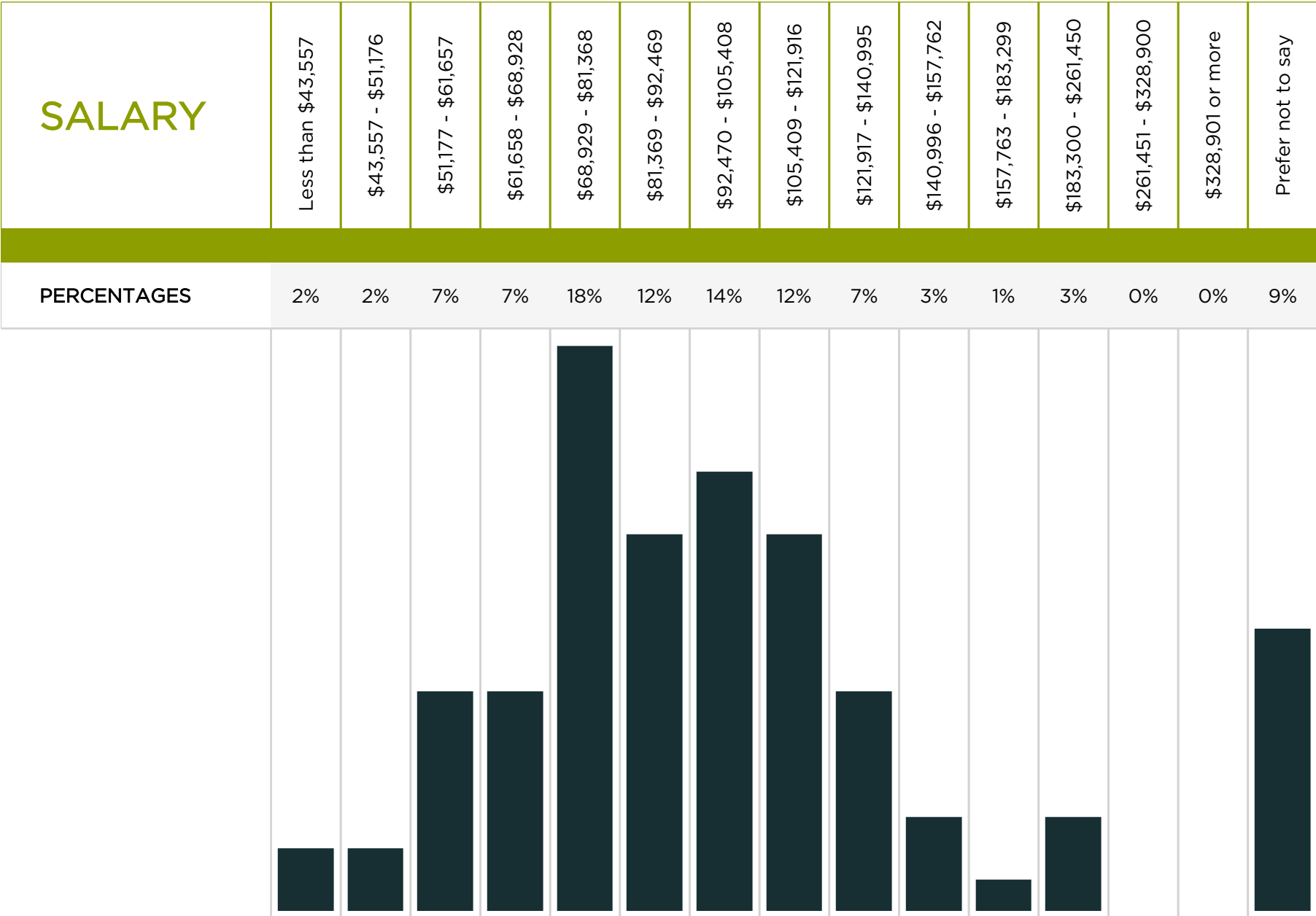
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	74%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	9%
Administrative support (e.g. executive/personal assistant, receptionist)	2%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	5%
Policy	0%
Research	0%
Program and project management support	3%
Legal (including developing and/or reviewing legislation)	0%
Other	6%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

### SALARY





# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>TENURE IN ORGANISATION</b>		
Less than 1 year		6%
1 - 2 years		8%
2 - 5 years		13%
5 - 10 years		16%
10 - 20 years		24%
More than 20 years		33%

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

		PERCENTAGE
<b>FLEXIBLE WORKING</b>		
None of the above		54%
Flexible start and finish times		20%
Flexible scheduling for rostered workers		13%
Working additional hours to make up for time off		13%
Working from different locations		10%
Working more hours over fewer days		10%
Working from home		8%

% are calculated with the number of unique respondents (N = 1,321 to this question)

# PROFILE OF RESPONDENTS



## PERSONAL AND WORK PROFILES

	PERCENTAGE
<b>FLEXIBLE WORKING</b>	
Purchasing annual leave	7%
Part-time work	5%
Other	3%
Leave without pay	3%
Job sharing	1%
Study leave	1%

% are calculated with the number of unique respondents (N = 1,321 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.

	NSW TrainLink	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	1429	1002	124	30	67	3	5	36	1	79
EMPLOYEE ENGAGEMENT	51%	48%	55%	67%	60%	(r)	(r)	66%	(r)	55%
ENGAGEMENT WITH WORK	58%	54%	61%	80%	66%	(r)	(r)	84%	(r)	65%
SENIOR MANAGERS	28%	25%	36%	56%	38%	(r)	(r)	48%	(r)	29%
COMMUNICATION	43%	38%	49%	66%	60%	(r)	(r)	75%	(r)	51%
HIGH PERFORMANCE	45%	41%	49%	69%	54%	(r)	(r)	69%	(r)	50%
PUBLIC SECTOR VALUES	42%	39%	48%	64%	56%	(r)	(r)	68%	(r)	46%
DIVERSITY & INCLUSION	51%	46%	58%	76%	71%	(r)	(r)	81%	(r)	58%

### 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.

	NSW TrainLink	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	1429	30	33	94	93	244	167	194	160	97	36	20	40	5
EMPLOYEE ENGAGEMENT	51%	68%	65%	52%	50%	41%	39%	54%	55%	62%	66%	(r)	65%	(r)
ENGAGEMENT WITH WORK	58%	73%	73%	54%	54%	45%	44%	64%	61%	73%	74%	(r)	75%	(r)
SENIOR MANAGERS	28%	41%	41%	26%	23%	18%	19%	33%	32%	39%	48%	(r)	60%	(r)
COMMUNICATION	43%	57%	49%	40%	39%	32%	28%	46%	48%	54%	66%	(r)	82%	(r)
HIGH PERFORMANCE	45%	59%	52%	44%	43%	35%	31%	49%	49%	55%	67%	(r)	74%	(r)
PUBLIC SECTOR VALUES	42%	60%	54%	40%	38%	33%	29%	46%	46%	55%	64%	(r)	73%	(r)
DIVERSITY & INCLUSION	51%	62%	58%	49%	48%	40%	36%	53%	56%	65%	77%	(r)	83%	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# RESULT BY SALARY



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	NSW TrainLink	\$328,901 or more	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	<b>1429</b>	<b>2</b>	<b>126</b>
<b>EMPLOYEE ENGAGEMENT</b>	51%	(r)	48%
ENGAGEMENT WITH WORK	58%	(r)	53%
SENIOR MANAGERS	28%	(r)	19%
COMMUNICATION	43%	(r)	37%
HIGH PERFORMANCE	45%	(r)	39%
PUBLIC SECTOR VALUES	42%	(r)	35%
DIVERSITY & INCLUSION	51%	(r)	47%

### 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.

	NSW TrainLink	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
<b>NUMBER OF RESPONDENTS</b>	1429	74	103	179	213	321	440
<b>EMPLOYEE ENGAGEMENT</b>	51%	72%	64%	56%	48%	49%	45%
ENGAGEMENT WITH WORK	58%	84%	73%	62%	56%	52%	51%
SENIOR MANAGERS	28%	53%	44%	30%	25%	21%	27%
COMMUNICATION	43%	70%	61%	49%	39%	35%	39%
HIGH PERFORMANCE	45%	68%	59%	49%	43%	39%	40%
PUBLIC SECTOR VALUES	42%	69%	59%	47%	39%	37%	38%
DIVERSITY & INCLUSION	51%	76%	69%	58%	46%	46%	46%

### 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.

	NSW TrainLink	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
<b>NUMBER OF RESPONDENTS</b>	1429	259	127	169	173	60	16	128	112	93	35	15	42	710
<b>EMPLOYEE ENGAGEMENT</b>	51%	61%	18%	29%	34%	68%	(r)	61%	63%	20%	42%	(r)	54%	50%
<b>ENGAGEMENT WITH WORK</b>	58%	72%	20%	31%	40%	84%	(r)	73%	75%	22%	46%	(r)	56%	55%
<b>SENIOR MANAGERS</b>	28%	44%	14%	23%	18%	42%	(r)	40%	43%	12%	22%	(r)	33%	25%
<b>COMMUNICATION</b>	43%	62%	19%	30%	27%	57%	(r)	66%	69%	18%	39%	(r)	47%	39%
<b>HIGH PERFORMANCE</b>	45%	60%	18%	28%	29%	59%	(r)	61%	63%	19%	42%	(r)	50%	42%
<b>PUBLIC SECTOR VALUES</b>	42%	59%	18%	28%	27%	58%	(r)	58%	62%	18%	37%	(r)	46%	40%
<b>DIVERSITY &amp; INCLUSION</b>	51%	73%	21%	34%	36%	66%	(r)	74%	81%	22%	50%	(r)	59%	46%

\*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



# 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.

	NSW TrainLink	Sydney East	Sydney - City and Inner South	Illawarra	Newcastle and Lake Macquarie	Central Coast	Southern Highlands and Shoalhaven	Sydney West	Sydney - Outer West and Blue Mountains	Coffs Harbour - Grafton	Central West	Murray	Mid North Coast
NUMBER OF RESPONDENTS	1429	474	454	179	145	112	53	50	40	38	27	24	20
EMPLOYEE ENGAGEMENT	51%	57%	56%	28%	53%	46%	41%	58%	59%	61%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	58%	68%	67%	33%	52%	50%	45%	63%	63%	67%	(r)	(r)	(r)
SENIOR MANAGERS	28%	34%	33%	16%	22%	32%	21%	26%	26%	34%	(r)	(r)	(r)
COMMUNICATION	43%	50%	50%	24%	37%	38%	38%	47%	48%	41%	(r)	(r)	(r)
HIGH PERFORMANCE	45%	52%	52%	26%	41%	40%	38%	49%	50%	44%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	42%	49%	49%	25%	39%	39%	32%	47%	49%	44%	(r)	(r)	(r)
DIVERSITY & INCLUSION	51%	59%	59%	30%	50%	41%	41%	58%	60%	48%	(r)	(r)	(r)

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

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# 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.

	NSW TrainLink	Hunter Valley exc Newcastle	Sydney - Inner West	Far West and Orana	Capital Region	New England and North West	Sydney - Outer South West	Riverina	OUTSIDE NSW	Sydney - Inner South West	Richmond - Tweed	Sydney - Blacktown	Sydney - North Sydney and Hornsby	Sydney - Northern Beaches
NUMBER OF RESPONDENTS	1429	14	14	13	9	9	8	6	3	3	2	1	1	1
EMPLOYEE ENGAGEMENT	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	28%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	43%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	45%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	42%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	51%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

# 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.

	NSW TrainLink	Sydney - Parramatta	Sydney - Ryde	Sydney - Baulkham Hills and Hawkesbury	Sydney - Eastern Suburbs	Sydney - South West	Sydney - Sutherland
<b>NUMBER OF RESPONDENTS</b>	<b>1429</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>EMPLOYEE ENGAGEMENT</b>	51%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	58%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	28%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	43%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	45%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	42%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	51%	(r)	(r)	(r)	(r)	(r)	(r)

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

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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# 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.

	NSW TrainLink	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	1429	4	8	52	95	143	192	214	273	234	99	24
EMPLOYEE ENGAGEMENT	51%	(r)	(r)	63%	55%	51%	47%	47%	45%	56%	58%	(r)
ENGAGEMENT WITH WORK	58%	(r)	(r)	67%	61%	53%	53%	52%	50%	68%	70%	(r)
SENIOR MANAGERS	28%	(r)	(r)	30%	31%	23%	29%	27%	29%	32%	26%	(r)
COMMUNICATION	43%	(r)	(r)	51%	47%	40%	40%	43%	37%	48%	46%	(r)
HIGH PERFORMANCE	45%	(r)	(r)	57%	51%	41%	43%	43%	39%	49%	47%	(r)
PUBLIC SECTOR VALUES	42%	(r)	(r)	49%	46%	39%	41%	40%	38%	47%	46%	(r)
DIVERSITY & INCLUSION	51%	(r)	(r)	63%	57%	50%	45%	50%	44%	57%	56%	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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

# RESULT BY 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.

	NSW TrainLink	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	1429	912	393	40
<b>EMPLOYEE ENGAGEMENT</b>	51%	50%	55%	34%
ENGAGEMENT WITH WORK	58%	57%	60%	34%
SENIOR MANAGERS	28%	28%	31%	9%
COMMUNICATION	43%	41%	47%	34%
HIGH PERFORMANCE	45%	44%	48%	29%
PUBLIC SECTOR VALUES	42%	42%	46%	25%
DIVERSITY & INCLUSION	51%	50%	55%	35%

**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

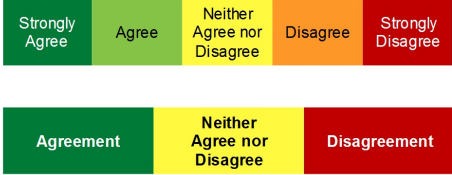
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.