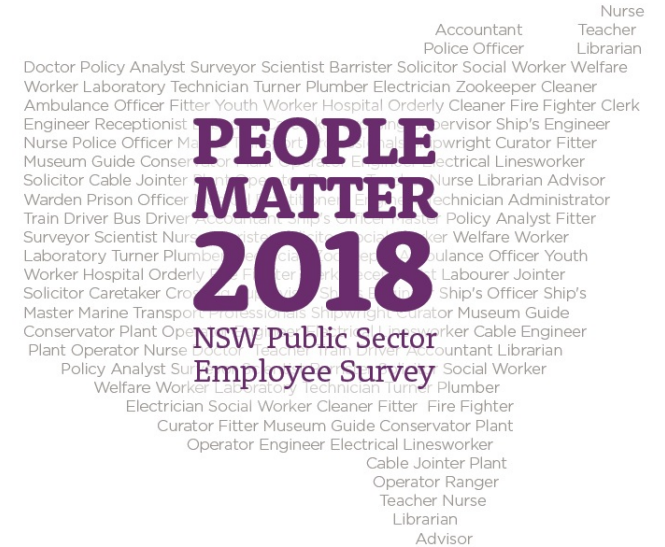

PEOPLE MATTER 2018

NSW Public Sector Employee Survey



AGENCY REPORT

Transport

State Transit Authority

RESPONSE RATE

22%

745 OF 3,375 RESPONDENTS

EMPLOYEE ENGAGEMENT

66%

DIFFERENCE FROM 2017 +9
DIFFERENCE FROM CLUSTER +3
DIFFERENCE FROM PUBLIC SECTOR +1

ENGAGEMENT WITH WORK

71%

DIFFERENCE FROM 2017 +5
DIFFERENCE FROM CLUSTER +1
DIFFERENCE FROM PUBLIC SECTOR -1

SENIOR MANAGERS

44%

DIFFERENCE FROM 2017 +15
DIFFERENCE FROM CLUSTER -2
DIFFERENCE FROM PUBLIC SECTOR -5

COMMUNICATION

56%

DIFFERENCE FROM 2017 +5
DIFFERENCE FROM CLUSTER -6
DIFFERENCE FROM PUBLIC SECTOR -6

HIGH PERFORMANCE

60%

DIFFERENCE FROM 2017 +8
DIFFERENCE FROM CLUSTER -2
DIFFERENCE FROM PUBLIC SECTOR -5

PUBLIC SECTOR VALUES

58%

DIFFERENCE FROM 2017 +10
DIFFERENCE FROM CLUSTER -2
DIFFERENCE FROM PUBLIC SECTOR -4

DIVERSITY & INCLUSION

65%

DIFFERENCE FROM CLUSTER -4
DIFFERENCE FROM PUBLIC SECTOR -3

FLEXIBLE WORKING SATISFACTION

52%

DIFFERENCE FROM 2017 +7
DIFFERENCE FROM CLUSTER -7
DIFFERENCE FROM PUBLIC SECTOR -6

ACTION ON RESULTS

41%

DIFFERENCE FROM 2017 +17
DIFFERENCE FROM CLUSTER +1
DIFFERENCE FROM PUBLIC SECTOR +4



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	91%	90%
1g. I know how to address a health and safety issue I have identified	87%	-
2a. My workgroup strives to achieve customer/client satisfaction	79%	78%
2c. I receive help and support from other members of my workgroup	79%	76%
8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	77%	65%
2e. People in my workgroup treat each other with respect	77%	76%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	77%	69%
1c. My job gives me a feeling of personal accomplishment	74%	70%
1e. I am satisfied with my job	70%	63%
5b. My manager listens to what I have to say	70%	73%

- LOWEST SCORING AGREEMENT QUESTIONS

AGREEMENT
2018

AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
9a. I have confidence in the ways my organisation resolves grievances	37%	35%
6h. I feel that senior managers listen to employees	40%	26%
7c. I feel that change is managed well in my organisation	40%	22%
6b. I feel that senior managers effectively lead and manage change	41%	26%
14. I believe action will be taken on the results from this survey by my organisation	41%	24%
6d. Senior managers encourage innovation by employees	42%	26%
6g. I feel that senior managers keep employees informed about what's going on	42%	26%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	42%	28%
7g. I have confidence in the way recruitment decisions are made	42%	24%
6a. I believe senior managers provide clear direction for the future of the organisation	43%	25%



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

	AGREEMENT 2018	AGREEMENT 2017
6i. Senior managers in my organisation support the career advancement of women	58%	38%
7g. I have confidence in the way recruitment decisions are made	42%	24%
7c. I feel that change is managed well in my organisation	40%	22%
6a. I believe senior managers provide clear direction for the future of the organisation	43%	25%
14. I believe action will be taken on the results from this survey by my organisation	41%	24%
7a. My organisation focuses on improving the work we do	64%	47%
7b. My organisation is making the necessary improvements to meet our future challenges	55%	38%
7e. People in my organisation take responsibility for their own actions	51%	35%
6g. I feel that senior managers keep employees informed about what's going on	42%	26%
3g. I am satisfied with the opportunities available for career development in my organisation	49%	34%

- LEAST IMPROVED AGREEMENT QUESTIONS

AGREEMENT
2018
AGREEMENT
2017

	AGREEMENT 2018	AGREEMENT 2017
2b. My workgroup works collaboratively to achieve its objectives	69%	74%
5d. My manager encourages and values employee input	63%	66%
5b. My manager listens to what I have to say	70%	73%
5c. My manager communicates effectively with me	68%	69%
5e. My manager involves my workgroup in decisions about our work	55%	56%



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



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



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



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



Q6c. I feel that senior managers model the values of my organisation



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

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



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



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



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



Q6c. I feel that senior managers model the values of my organisation



DISAGREEMENT SCORES FOR HIGHEST NEUTRAL

% NEGATIVE

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



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



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



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



Q6c. I feel that senior managers model the values of my organisation



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.

41%

of employees replied favourably to:

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

37%

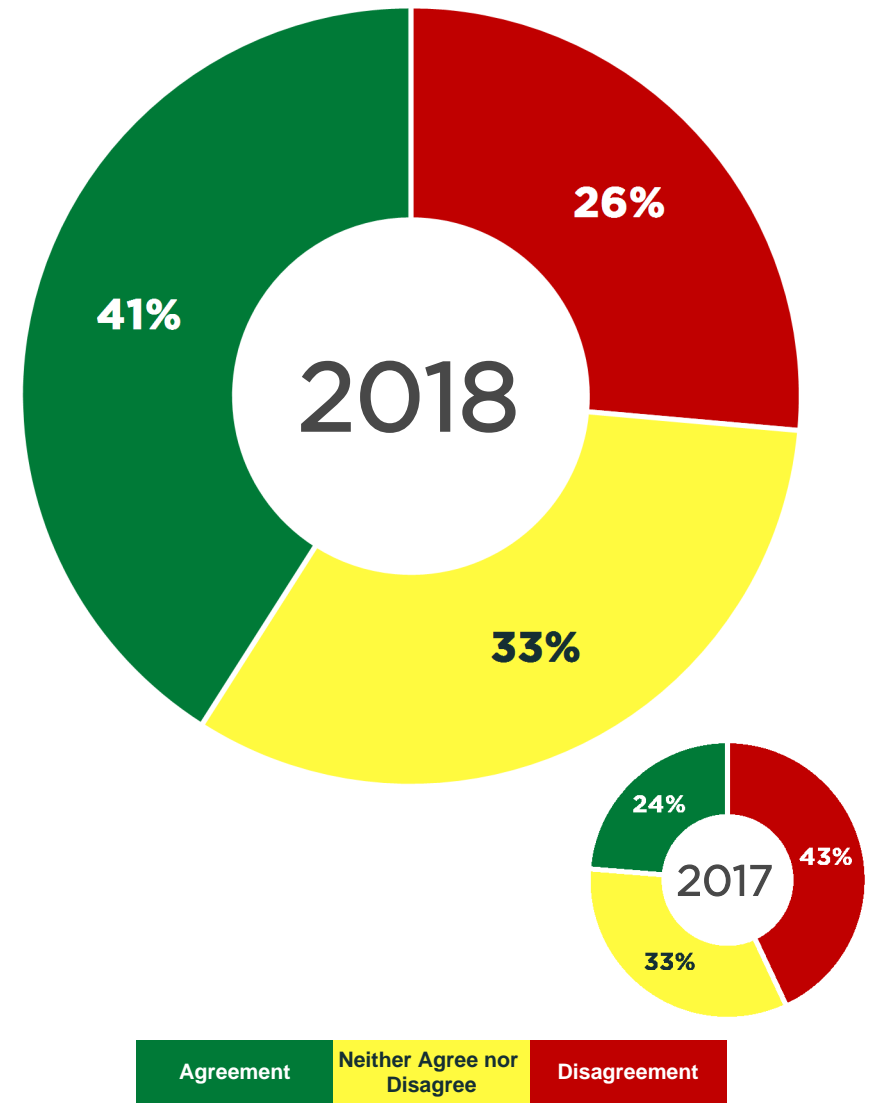
SECTOR

40%

CLUSTER

24%

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
1	Q7f. My organisation is committed to developing its employees	47%	33%	47%	52%
2	Q7c. I feel that change is managed well in my organisation	40%	22%	35%	40%
3	Q7b. My organisation is making the necessary improvements to meet our future challenges	55%	38%	53%	57%
4	Q7d. There is good co-operation between teams across our organisation	47%	37%	45%	49%
5	Q7a. My organisation focuses on improving the work we do	64%	47%	63%	69%
6	Q7e. People in my organisation take responsibility for their own actions	51%	35%	46%	49%

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for State Transit Authority

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

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

	State Transit Authority	Asset Management	CEO Office, People & Culture, Comms, SHEQ, Fin & Corp Services, Transformation	Customer Operations
NUMBER OF RESPONDENTS	745	71	91	538
EMPLOYEE ENGAGEMENT	66%	64%	59%	69%
ENGAGEMENT WITH WORK	71%	60%	66%	74%
SENIOR MANAGERS	44%	37%	47%	46%
COMMUNICATION	56%	53%	59%	57%
HIGH PERFORMANCE	60%	55%	57%	62%
PUBLIC SECTOR VALUES	58%	53%	59%	60%
DIVERSITY & INCLUSION	65%	61%	67%	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 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	66% AGGREGATE SCORE					AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7i. I would recommend my organisation as a great place to work	26	30	27	10	7	56%	45%	62%	61%
Q7j. I am proud to tell others I work for my organisation	31	35	21	8		66%	59%	65%	69%
Q7k. I feel a strong personal attachment to my organisation	32	34	21	9		66%	62%	59%	63%
Q7l. My organisation motivates me to help it achieve its objectives	27	27	24	15		54%	40%	53%	55%
Q7m. My organisation inspires me to do the best in my job	27	27	24	15	7	53%	40%	52%	55%

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.

	71% AGGREGATE SCORE		AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018		
Q1c. My job gives me a feeling of personal accomplishment	38	36	18	74%	70%	71%	76%	
Q1d. I feel motivated to contribute more than what is normally required at work	38	30	18	9	69%	65%	69%	72%
Q1e. I am satisfied with my job	34	37	19	70%	63%	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	44% 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	20	29	15	13	43%	25%	44%	49%
Q6b. I feel that senior managers effectively lead and manage change	23	18	30	15	15	41%	26%	40%	46%
Q6c. I feel that senior managers model the values of my organisation	24	21	30	12	13	45%	31%	47%	50%
Q6d. Senior managers encourage innovation by employees	22	20	30	16	13	42%	26%	46%	50%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	22	20	35	12	11	42%	28%	49%	52%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	27	33	25	8		60%	49%	63%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	22	20	24	19	15	42%	26%	45%	47%
Q6h. I feel that senior managers listen to employees	22	19	28	16	15	40%	26%	40%	43%
Q7c. I feel that change is managed well in my organisation	22	18	25	21	14	40%	22%	35%	40%

KEY





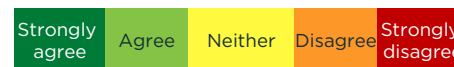
EXPLORE THE FULL RESULTS

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	56% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018	
Q5c. My manager communicates effectively with me	35	32	20	8	68%	69%	73%	72%	
Q5d. My manager encourages and values employee input	36	27	22	10	63%	66%	73%	72%	
Q5e. My manager involves my workgroup in decisions about our work	31	24	24	13	8	55%	56%	67%	67%
Q6g. I feel that senior managers keep employees informed about what's going on	22	20	24	19	15	42%	26%	45%	47%
Q6h. I feel that senior managers listen to employees	22	19	28	16	15	40%	26%	40%	43%
Q8c. I am able to speak up and share a different view to my colleagues and manager	30	36	20	8	66%	64%	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				60% 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					91%	90%	87%	90%				
Q2b. My workgroup works collaboratively to achieve its objectives					69%	74%	78%	79%				
Q3f. I have received appropriate training and development to do my job well					69%	59%	61%	65%				
Q5a. My manager encourages people in my workgroup to keep improving the work they do					67%	63%	74%	74%				
Q5f. I have confidence in the decisions my manager makes					62%	61%	69%	68%				
Q6d. Senior managers encourage innovation by employees					42%	26%	46%	50%				
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with					42%	28%	49%	52%				
Q7a. My organisation focuses on improving the work we do					64%	47%	63%	69%				
Q7b. My organisation is making the necessary improvements to meet our future challenges					55%	38%	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.

	HIGH PERFORMANCE					60% AGGREGATE SCORE	AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7d. There is good co-operation between teams across our organisation	23	24	27	17	9	47%	37%	45%	49%	
Q7h. My organisation generally selects capable people to do the job	22	28	26	16	9	49%	38%	47%	54%	

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	58% 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	38	41	14	5	2	79%	78%	84%	86%
Q2e. People in my workgroup treat each other with respect	38	39	15	5	1	77%	76%	77%	75%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	33	34	20	9	4	67%	63%	74%	74%
Q5b. My manager listens to what I have to say	36	34	19	7	4	70%	73%	76%	76%
Q6a. I believe senior managers provide clear direction for the future of the organisation	23	20	29	15	13	43%	25%	44%	49%
Q6c. I feel that senior managers model the values of my organisation	24	21	30	12	13	45%	31%	47%	50%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	27	33	25	8	7	60%	49%	63%	62%
Q6g. I feel that senior managers keep employees informed about what's going on	22	20	24	19	15	42%	26%	45%	47%
Q6h. I feel that senior managers listen to employees	22	19	28	16	15	40%	26%	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		58% AGGREGATE SCORE				AGREEMENT 2018	AGREEMENT 2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q7a. My organisation focuses on improving the work we do		64%	47%	63%	69%				
Q7e. People in my organisation take responsibility for their own actions		51%	35%	46%	49%				

KEY





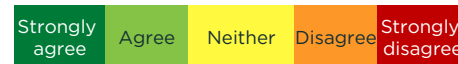
EXPLORE THE FULL RESULTS

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	65% 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	31	33	17	12	64%	59%	66%	65%	
Q5b. My manager listens to what I have to say	36	34	19		70%	73%	76%	76%	
Q5d. My manager encourages and values employee input	36	27	22	10	63%	66%	73%	72%	
Q6i. Senior managers in my organisation support the career advancement of women	27	30	34		58%	38%	62%	60%	
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	35	41	17		77%	69%	78%	76%	
Q8b. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	37	40	16		77%	65%	73%	75%	
Q8c. I am able to speak up and share a different view to my colleagues and manager	30	36	20	8	66%	64%	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>	14	38	23	13	11	52%	45%	59%	59%
Q8e. My manager supports flexible working in my team	28	28	25	10	9	55%	-	65%	63%

KEY

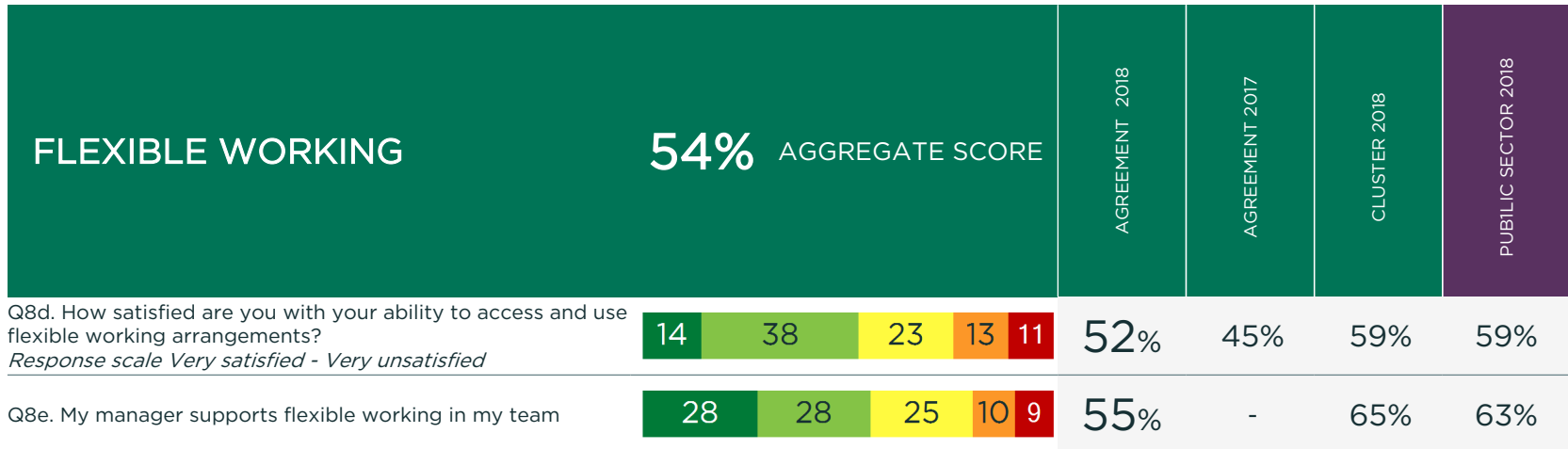




EXPLORE THE FULL RESULTS

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

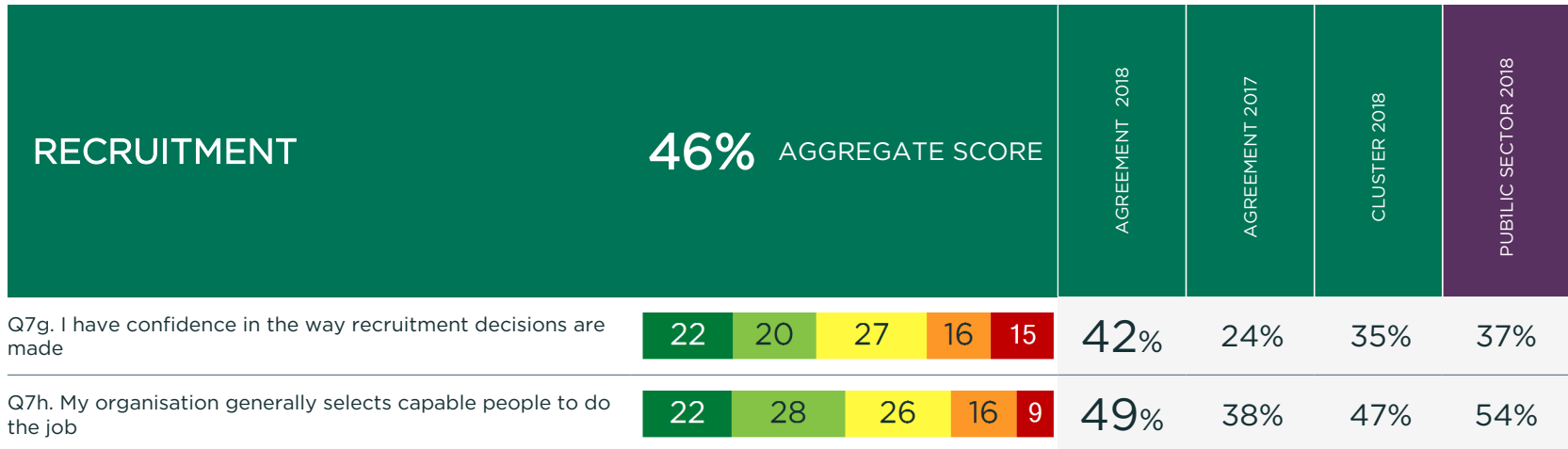




EXPLORE THE FULL RESULTS

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.

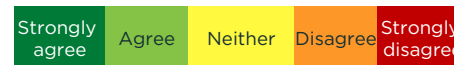
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT

54% 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	28 30 23 14	57%	53%	63%	65%
Q3e. My performance is assessed against clear criteria	26 29 26 13	56%	55%	56%	56%
Q3g. I am satisfied with the opportunities available for career development in my organisation	26 23 22 17 11	49%	34%	49%	50%
Q5g. My manager provides acknowledgement or other recognition for the work I do	33 27 22 13	60%	56%	69%	69%
Q5h. My manager appropriately deals with employees who perform poorly	29 27 29 9	56%	48%	50%	46%
Q7f. My organisation is committed to developing its employees	22 25 26 17 9	47%	33%	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.

	70% 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	31	33	17	12	64%	59%	66%	65%
Q1f. I am able to keep my work stress at an acceptable level	29	38	18	11	67%	62%	66%	60%
Q2c. I receive help and support from other members of my workgroup	38	41	13		79%	76%	81%	81%
Q2d. There is good team spirit in my workgroup	36	32	17	11	68%	66%	70%	70%

KEY

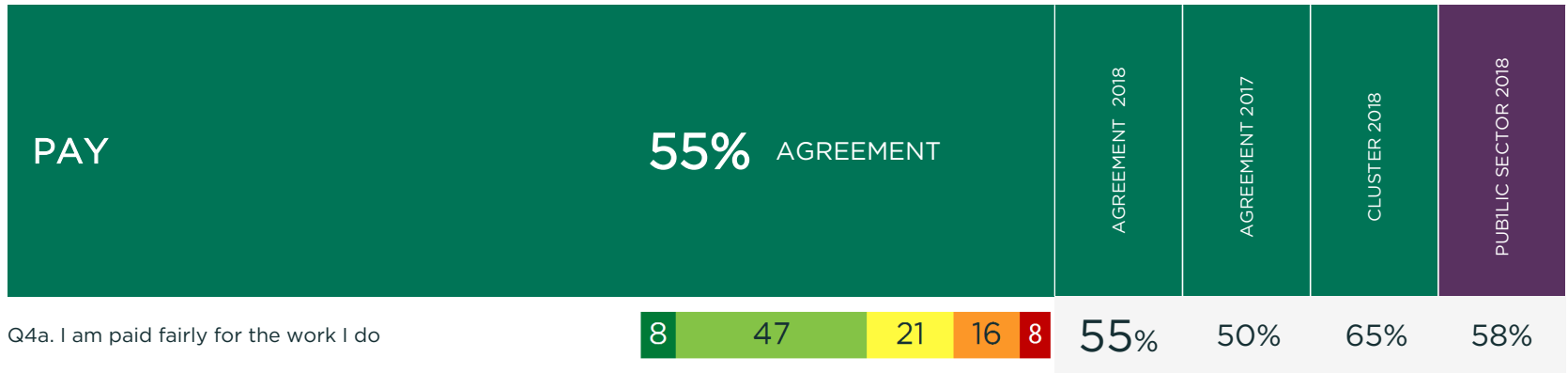




EXPLORE THE FULL RESULTS

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

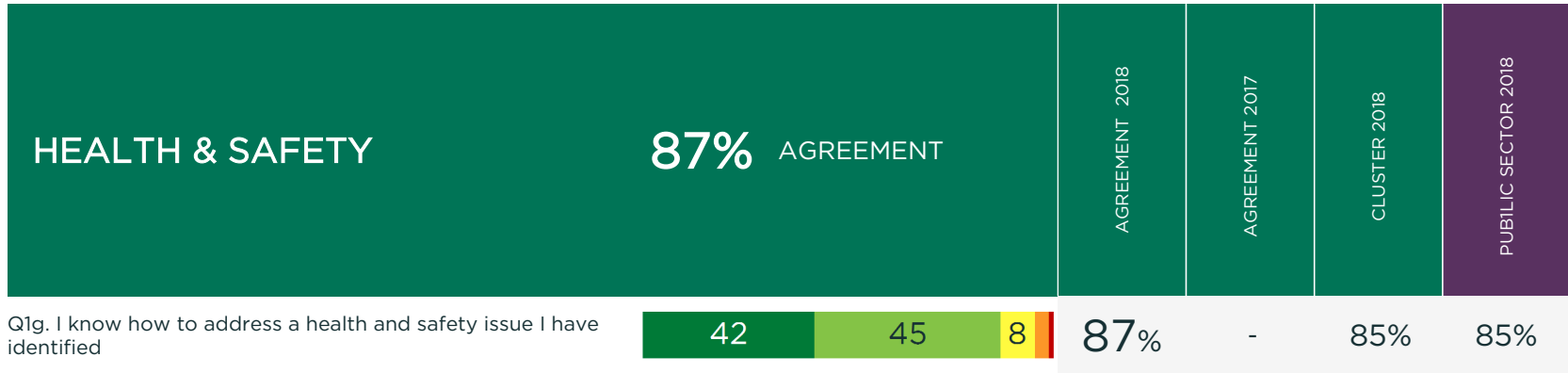




EXPLORE THE FULL RESULTS

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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.



KEY

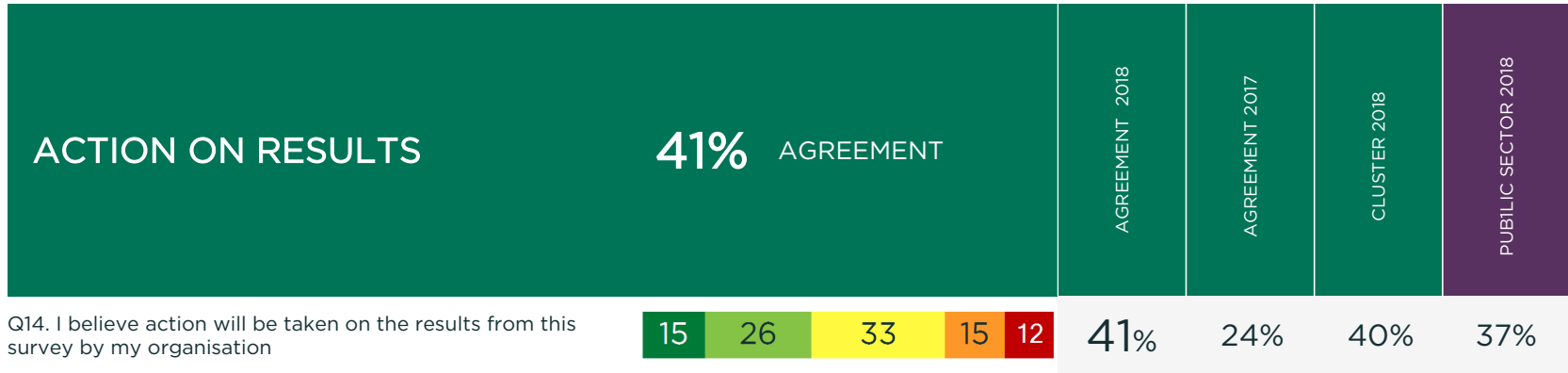




EXPLORE THE FULL RESULTS

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

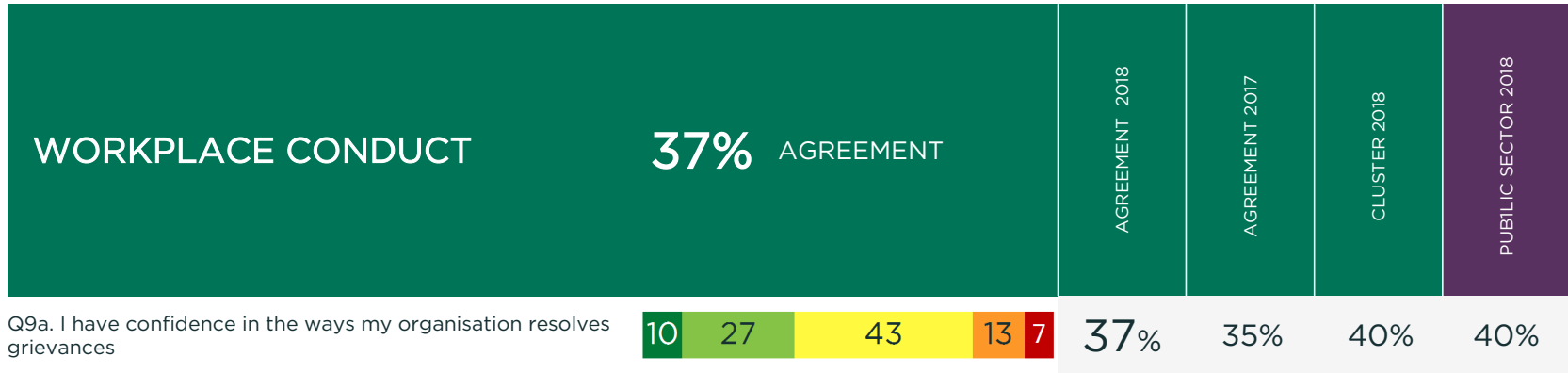




EXPLORE THE FULL RESULTS

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
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes		57%	75%	66%	71%
No		43%	25%	34%	29%
Q3b. I have informal feedback conversations with my manager					
Yes		65%	65%	74%	76%
No		35%	35%	26%	24%
Q3c. I have scheduled feedback conversations with my manager					
Yes		48%	45%	55%	58%
No		52%	55%	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		42%	63%	45%	41%
No		58%	37%	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
There are no major barriers to my career progression		40%	24%	34%	32%
Lack of visible opportunities		34%	44%	29%	30%
Lack of promotion opportunities		33%	48%	31%	29%
The application/recruitment process is too cumbersome or time consuming		21%	27%	24%	23%
Insufficient training and development		19%	28%	18%	16%
Personal/family considerations		17%	22%	22%	30%
Lack of support for temporary assignments/secondments		16%	26%	18%	15%
Geographic location considerations		15%	24%	22%	26%
Lack of support from my manager/supervisor		15%	19%	15%	14%
Lack of required capabilities or experience		12%	13%	13%	11%
Other		8%	13%	11%	9%

% are calculated with the number of unique respondents (N = 711 to this question)



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work					
Yes		20%	26%	19%	24%
No		64%	62%	63%	58%
Don't know		16%	12%	18%	18%
Q10b. If yes to 10a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?					
Yes		59%	73%	60%	66%
No		37%	24%	38%	32%
Don't know		4%	3%	2%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

		2018	2017	CLUSTER 2018	PUBLIC SECTOR 2018
Q11a. In the last 12 months I have witnessed bullying at work					
Yes		21%	27%	22%	33%
No		69%	66%	66%	57%
Don't know		9%	7%	11%	10%
Q11b. In the last 12 months I have been subjected to bullying at work					
Yes		13%	14%	12%	18%
No		80%	79%	80%	76%
Don't know		7%	7%	8%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by topics in this report.

UNACCEPTABLE CONDUCT

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		26%	18%	26%	23%
A senior manager		21%	31%	20%	21%
A fellow worker at your level		21%	20%	25%	27%
Prefer not to say		14%	14%	15%	14%
A subordinate		9%	10%	6%	7%
Other		6%	4%	5%	4%
A client or customer		3%	2%	3%	2%
A member of the public other than a client or customer		1%	2%	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					
Yes		5%	-	3%	3%
No		93%	-	94%	94%
Don't know		2%	-	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		33%	-	48%	39%
A member of the public		44%	-	42%	37%
Other		15%	-	3%	19%
Prefer not to say		7%	-	7%	6%



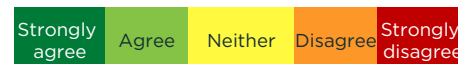
EXPLORE THE FULL RESULTS

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		93%	87%	90%
Q2. I have a clear understanding of how my work contributes to Transport's objectives and direction		87%	-	84%
Q3. I feel well informed of my organisation's objectives and direction		65%	41%	66%
Q4. My workgroup demonstrates good health and safety behaviour		79%	-	83%
Q5. I am given all necessary information, equipment and training to do my job safely		74%	-	78%
Q6. I am given all necessary information, equipment and training to do my job effectively		65%	-	67%
Q7. My organisation's processes for recruiting people are efficient		47%	25%	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	46%	44%
Often	29%	33%
Sometimes	17%	16%
Rarely	6%	4%
Never	3%	3%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by topics in this report.

TRANSPORT CUSTOMISED QUESTIONS

2018

CLUSTER 2018

Q9. My manager actively supports a flexible work environment

Response	2018	CLUSTER 2018
Always	37%	38%
Often	24%	30%
Sometimes	23%	19%
Rarely	10%	7%
Never	6%	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		4%	2%
Chief Executive and their team		14%	6%
Senior Executives		6%	7%
Executive Directors		14%	12%
Directors/ General Managers		26%	25%
The managers above my manager		37%	47%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
GENDER		
Male		84%
Female		14%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
AGE		
15 - 19		0%
20 - 24		1%
25 -29	█	3%
30 - 34	█	6%
35 - 39	█	13%
40 - 44	█	15%
45 - 49	█	16%
50 - 54	█	17%
55 - 59	█	15%
60 - 64	█	10%
65+	█	4%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

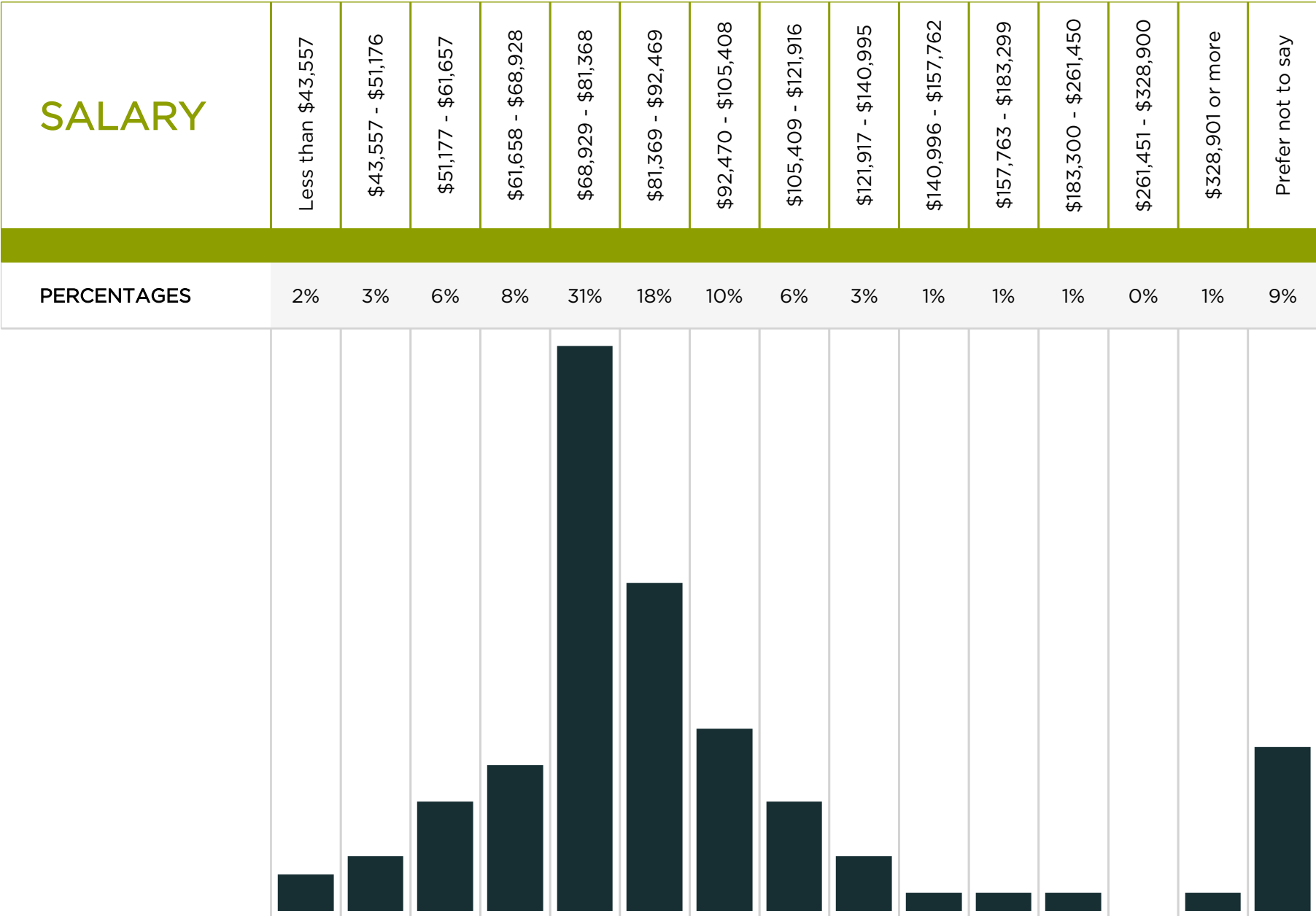
	PERCENTAGE
TYPE OF WORK	
Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service)	57%
Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry)	18%
Administrative support (e.g. executive/personal assistant, receptionist)	5%
Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	9%
Policy	0%
Research	-
Program and project management support	1%
Legal (including developing and/or reviewing legislation)	0%
Other	9%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

SALARY



PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
TENURE IN ORGANISATION		
Less than 1 year		11%
1 - 2 years		5%
2 - 5 years		14%
5 - 10 years		21%
10 - 20 years		32%
More than 20 years		16%

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

		PERCENTAGE
FLEXIBLE WORKING		
None of the above		34%
Flexible start and finish times		25%
Flexible scheduling for rostered workers		25%
Working from different locations		10%
Purchasing annual leave		10%
Working additional hours to make up for time off		9%
Part-time work		6%

% are calculated with the number of unique respondents (N = 679 to this question)

PROFILE OF RESPONDENTS



PERSONAL AND WORK PROFILES

	PERCENTAGE
FLEXIBLE WORKING	
Working from home	5%
Working more hours over fewer days	4%
Leave without pay	4%
Other	3%
Job sharing	2%
Study leave	1%

% are calculated with the number of unique respondents (N = 679 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.

	State Transit Authority	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing,	Other service delivery work (work that does not involve contact with the public, but it is critical to the	Administrative support (e.g. executive/personal assistant, receptionist)	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	745	390	123	31	65	2	0	9	1	65
EMPLOYEE ENGAGEMENT	66%	71%	61%	64%	57%	(r)	(r)	(r)	(r)	58%
ENGAGEMENT WITH WORK	71%	76%	68%	67%	65%	(r)	(r)	(r)	(r)	62%
SENIOR MANAGERS	44%	48%	40%	38%	43%	(r)	(r)	(r)	(r)	32%
COMMUNICATION	56%	58%	57%	59%	57%	(r)	(r)	(r)	(r)	44%
HIGH PERFORMANCE	60%	64%	57%	57%	54%	(r)	(r)	(r)	(r)	50%
PUBLIC SECTOR VALUES	58%	62%	55%	56%	57%	(r)	(r)	(r)	(r)	47%
DIVERSITY & INCLUSION	65%	68%	63%	67%	64%	(r)	(r)	(r)	(r)	55%

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.

	State Transit Authority	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	745	16	19	41	56	212	124	68	41	21	8	4	9	1
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	60%	59%	72%	70%	63%	63%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	71%	(r)	(r)	62%	67%	78%	74%	70%	76%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	44%	(r)	(r)	36%	32%	54%	44%	26%	49%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	56%	(r)	(r)	48%	45%	63%	59%	48%	58%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	60%	(r)	(r)	53%	52%	67%	63%	50%	62%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)	50%	51%	66%	60%	46%	62%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	65%	(r)	(r)	63%	57%	70%	69%	58%	67%	(r)	(r)	(r)	(r)	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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

RESULT BY 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.

	State Transit Authority	\$328,901 or more	Prefer not to say
NUMBER OF RESPONDENTS	745	4	63
EMPLOYEE ENGAGEMENT	66%	(r)	57%
ENGAGEMENT WITH WORK	71%	(r)	57%
SENIOR MANAGERS	44%	(r)	31%
COMMUNICATION	56%	(r)	43%
HIGH PERFORMANCE	60%	(r)	49%
PUBLIC SECTOR VALUES	58%	(r)	48%
DIVERSITY & INCLUSION	65%	(r)	55%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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CUT OFF LIMIT OF 30 RESPONDENTS

RESULT BY 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.

	State Transit Authority	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	745	78	38	97	145	223	113
EMPLOYEE ENGAGEMENT	66%	66%	64%	60%	67%	69%	66%
ENGAGEMENT WITH WORK	71%	79%	63%	67%	69%	75%	73%
SENIOR MANAGERS	44%	43%	43%	32%	44%	52%	40%
COMMUNICATION	56%	58%	44%	45%	59%	60%	55%
HIGH PERFORMANCE	60%	62%	55%	53%	62%	63%	59%
PUBLIC SECTOR VALUES	58%	62%	51%	51%	60%	63%	55%
DIVERSITY & INCLUSION	65%	69%	57%	61%	67%	67%	65%

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 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.

	State Transit Authority	Flexible start and finish times	Working more hours over fewer days	Working additional hours to make up for time off	Flexible scheduling for rostered workers	Part-time work	Job sharing	Working from different locations	Working from home	Purchasing annual leave	Leave without pay	Study leave	Other	None of the above
NUMBER OF RESPONDENTS	745	171	26	58	168	44	13	71	36	69	25	8	23	230
EMPLOYEE ENGAGEMENT	66%	63%	(r)	62%	84%	61%	(r)	57%	62%	58%	(r)	(r)	(r)	59%
ENGAGEMENT WITH WORK	71%	73%	(r)	70%	86%	66%	(r)	70%	67%	64%	(r)	(r)	(r)	65%
SENIOR MANAGERS	44%	41%	(r)	42%	73%	27%	(r)	43%	50%	27%	(r)	(r)	(r)	32%
COMMUNICATION	56%	53%	(r)	56%	78%	43%	(r)	54%	61%	40%	(r)	(r)	(r)	46%
HIGH PERFORMANCE	60%	57%	(r)	58%	81%	52%	(r)	58%	63%	50%	(r)	(r)	(r)	50%
PUBLIC SECTOR VALUES	58%	56%	(r)	56%	80%	49%	(r)	56%	62%	47%	(r)	(r)	(r)	49%
DIVERSITY & INCLUSION	65%	65%	(r)	68%	83%	62%	(r)	66%	71%	55%	(r)	(r)	(r)	55%

*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.

	State Transit Authority	Sydney East	Sydney - Eastern Suburbs	Sydney - Northern Beaches	Sydney - City and Inner South	Sydney - Ryde	Sydney - North Sydney and Hornsby	Sydney - Inner West	Sydney West	Sydney - Inner South West	Hunter Valley exc Newcastle	Sydney - Baulkham Hills and Hawkesbury	Sydney - Blacktown
NUMBER OF RESPONDENTS	745	571	228	93	90	84	44	29	3	3	1	1	1
EMPLOYEE ENGAGEMENT	66%	67%	79%	66%	59%	53%	60%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	71%	73%	83%	72%	67%	56%	67%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	44%	47%	64%	44%	42%	26%	24%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	56%	58%	70%	59%	55%	39%	45%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	60%	62%	74%	61%	57%	45%	49%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	61%	73%	59%	56%	43%	49%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	65%	67%	77%	68%	64%	49%	59%	(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
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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.

	State Transit Authority	Sydney - Parramatta	Illawarra	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	OUTSIDE NSW	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Sydney - Outer South West	Sydney - Outer West and Blue Mountains	Sydney - South West
NUMBER OF RESPONDENTS	745	1	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	44%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	65%	(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

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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.

	State Transit Authority	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Sydney - Sutherland
NUMBER OF RESPONDENTS	745	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	71%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	44%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	56%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	60%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	65%	(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.

	State Transit Authority	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	745	1	8	24	44	87	107	109	115	103	69	25
EMPLOYEE ENGAGEMENT	66%	(r)	(r)	(r)	71%	71%	69%	65%	66%	66%	59%	(r)
ENGAGEMENT WITH WORK	71%	(r)	(r)	(r)	77%	72%	72%	75%	71%	74%	64%	(r)
SENIOR MANAGERS	44%	(r)	(r)	(r)	61%	55%	49%	42%	38%	44%	37%	(r)
COMMUNICATION	56%	(r)	(r)	(r)	64%	64%	61%	58%	52%	53%	47%	(r)
HIGH PERFORMANCE	60%	(r)	(r)	(r)	69%	69%	63%	61%	55%	59%	54%	(r)
PUBLIC SECTOR VALUES	58%	(r)	(r)	(r)	69%	66%	62%	59%	53%	58%	51%	(r)
DIVERSITY & INCLUSION	65%	(r)	(r)	(r)	70%	73%	68%	68%	60%	62%	61%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
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AT LEAST 5 PERCENTAGE POINTS
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CUT OFF LIMIT OF 30 RESPONDENTS

RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	State Transit Authority	Male	Female	Other
NUMBER OF RESPONDENTS	745	543	93	9
EMPLOYEE ENGAGEMENT	66%	65%	61%	(r)
ENGAGEMENT WITH WORK	71%	70%	74%	(r)
SENIOR MANAGERS	44%	40%	44%	(r)
COMMUNICATION	56%	53%	57%	(r)
HIGH PERFORMANCE	60%	58%	59%	(r)
PUBLIC SECTOR VALUES	58%	56%	60%	(r)
DIVERSITY & INCLUSION	65%	63%	68%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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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

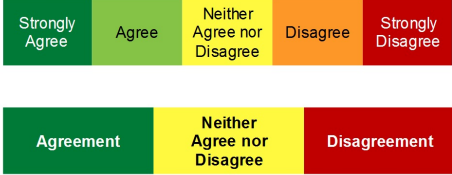
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.