

Your Say - Our Future

# Transport Canberra and City Services

A BPA Analytics Survey



Analysis of data collected up until 02-Oct-20 from the surveys of  
1,612 respondents (response rate of 77%).

### Setting the Scene

Thank you for participating in this BPA Analytics (BPA) employee survey.

The results you will find in this report have a very strong empirical base, that is, they are based on fact. They are based on the very real perceptions that employees have in your organisation. Regardless of whether these perceptions are a correct (or incorrect) interpretation of reality, the simple and unavoidable fact is:

1. Your employees have these perceptions;
2. Your employees use these perceptions to frame their actions and behaviours; and
3. Your employees' actions and behaviours will either drive, or limit, your organisational performance.

So, to know about these perceptions puts you in much stronger position to:

1. Understand the underlying basis for employees' actions and behaviours;
2. Identify problem areas before they escalate out of control;
3. Identify potential opportunities for improvements and innovations; and
4. Use this information to better manage your organisational performance.

From an employee perspective, this is also a great opportunity for them to "tell it like it is" in a way that they wouldn't normally be able to do. These are the opportunities for action arising out of this survey report. We urge you to use them well and not to ignore any 'bad news'.

Note: Even though this report is prepared for managerial use, it is also intended for a wider audience. So, yes, you can share it with your staff as part of your feedback process ... and, we encourage you to do that.



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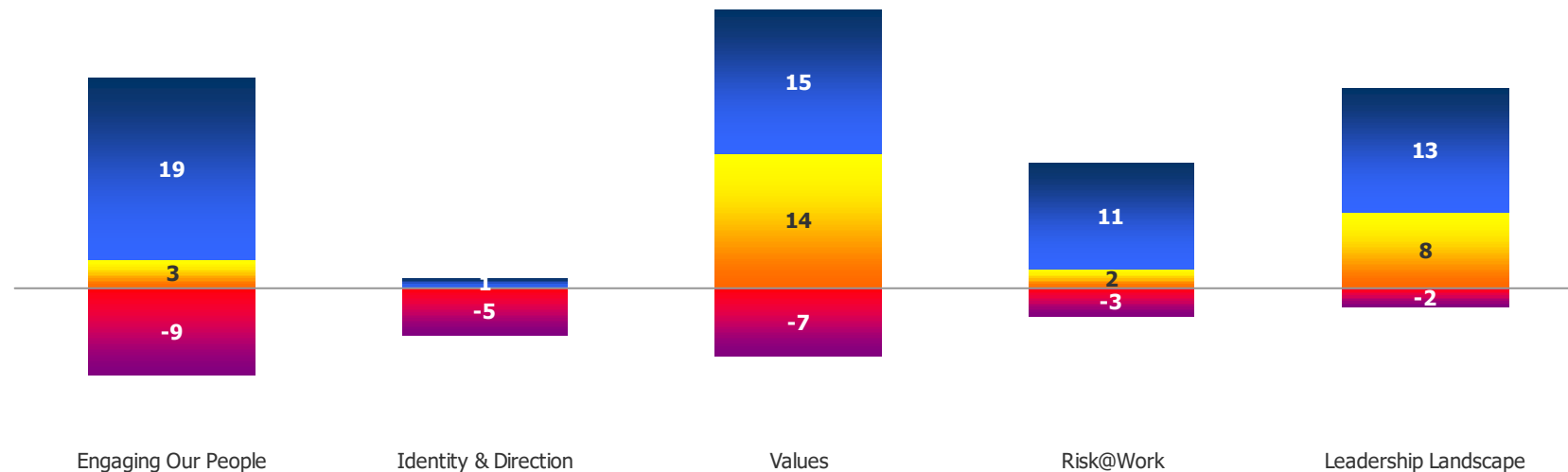
## Benchmarking Performance against your Primary Partners

### Transport Canberra and City Services

- Σ Above = 59
- Σ Norm = 27
- Σ Below = 26

#### ... compared with the norms for Public Sector Organisations

- No of questions rated "Above the Norm"
- No of questions rated "Near the Norm"
- No of questions rated "Below the Norm"



This graph reveals how your organisation/work unit compares against a chosen set of BPA Analytics benchmarking partner norms (as listed at the top of the graph). Blue bars indicate the number of quantitative questions that benchmark above the industry norms. Red bars indicate the number of questions that benchmark below the industry norm. The number of questions that rate near the industry norm appear in yellow. The Sigma sign (Σ) represents the count of the number of questions above, below and on the norm. The quantitative questions are grouped by each of the sections used in the BPA Analytics Scorecard in this report. This Scorecard displays how each question compares against the primary set of benchmarking partners - whether it rates above, below or near the norm. For work units or cohorts within an organisation, the Scorecard also contains Internal Benchmarking comparisons for each question asked on the survey – how much it rates stronger than, equal to, or weaker than, the average score for your organisation overall.



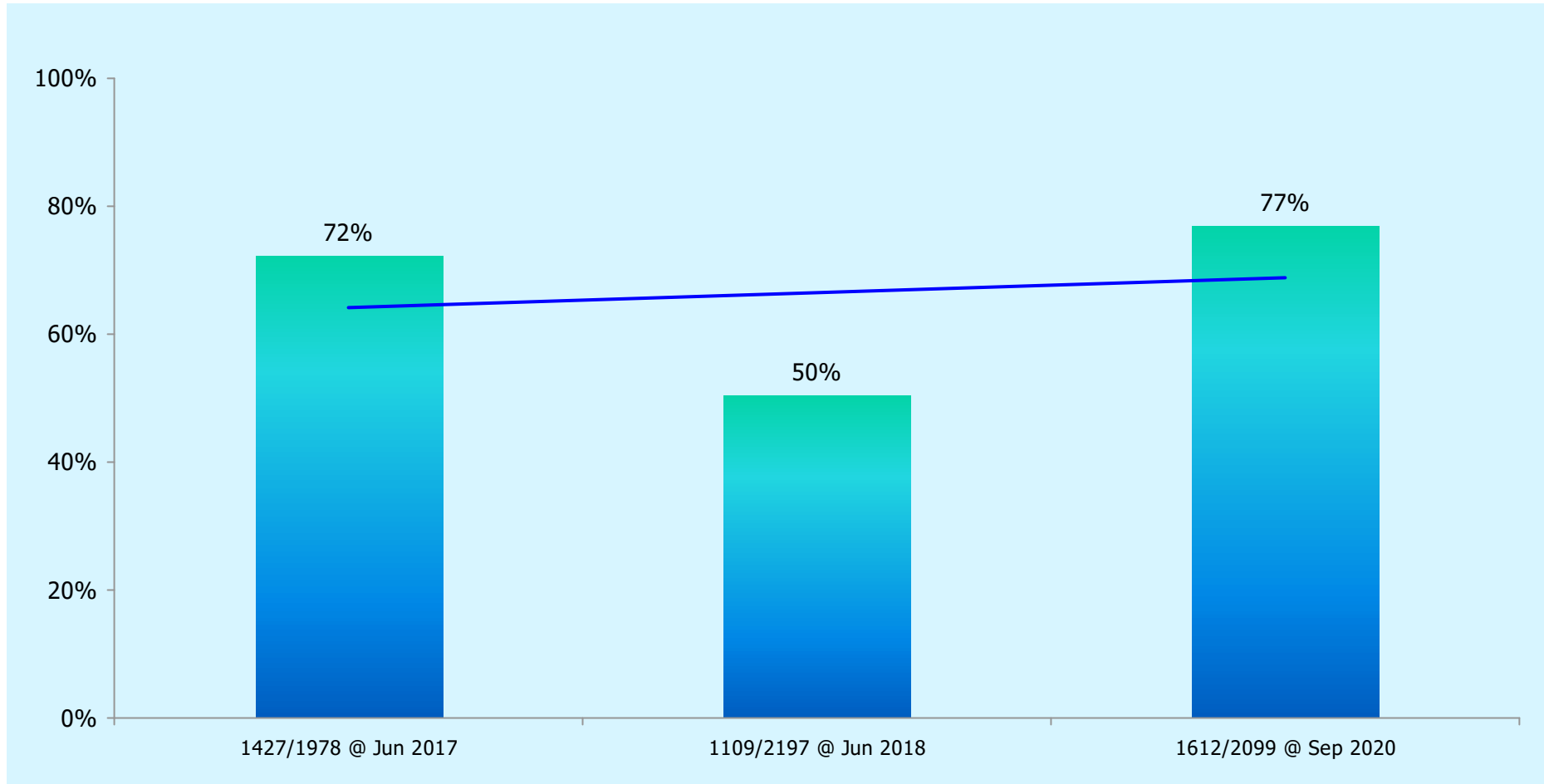
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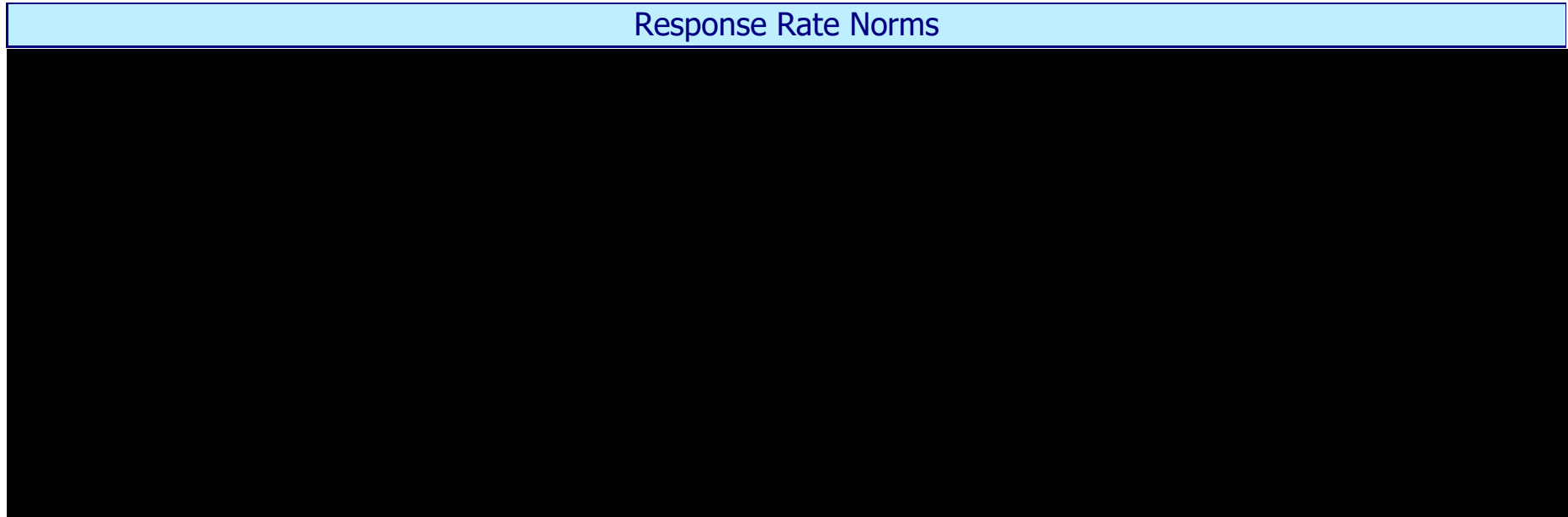
## Your Response Rate/s

### Transport Canberra and City Services





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### Your Response Rate Comparisons

Current Survey	Surveys Distributed	Responses	Response Rate
Paper Surveys	1243	889	72%
Electronic Surveys	856	723	84%
	2099	1612	77%



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## Your Type of Engagement Culture

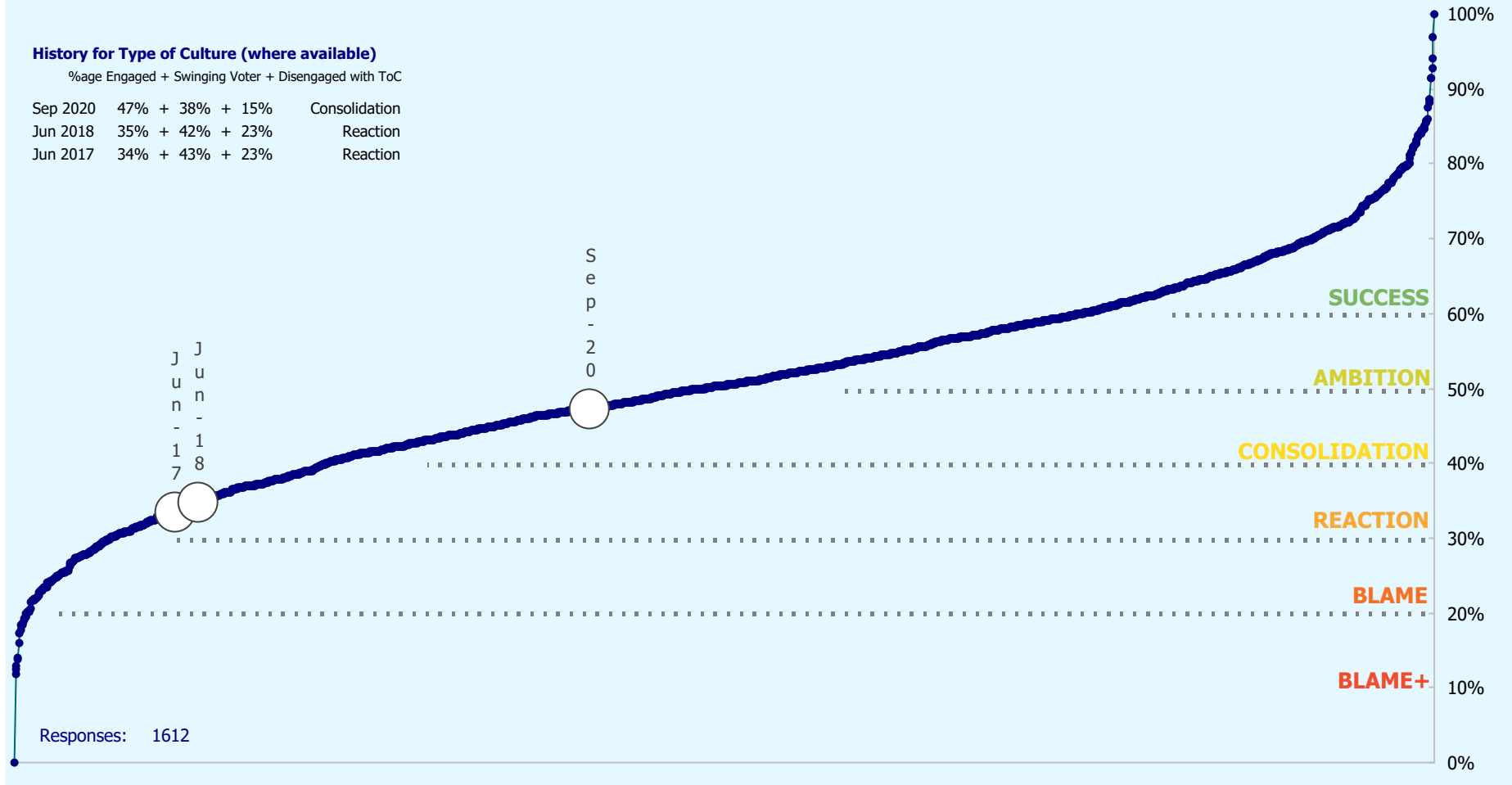
Your Type of Engagement Culture is identified as the bubble on the chart below. The 'squiggly' line is a full series of dots - each dot is a separate organisation that BPA Analytics has surveyed. The %age used on the chart is the %age of respondents who identified with the Engagement Cycle.

### Transport Canberra and City Services

#### History for Type of Culture (where available)

%age Engaged + Swinging Voter + Disengaged with ToC

Sep 2020	47%	+ 38%	+ 15%	Consolidation
Jun 2018	35%	+ 42%	+ 23%	Reaction
Jun 2017	34%	+ 43%	+ 23%	Reaction





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Transport Canberra and City Services				... from this most recent survey (where n>=5)		... compared with the last survey's ratings (where n>=5)			
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				% Yes or Agrees	% No or Dis- Agrees	Last Survey Rating	% Change + Year + Stat Significance (*)		
				(rounded)		(rounded)			
<b>Engagement Culture</b>									
Q# 1183	People are very optimistic about TCCS's future.	1,540	<b>52%</b>	9.8%	36%	<b>16.4%</b>	Jun 2018	Better	*
Q# 1184	There is high trust in the Executive Board.	1,533	<b>41%</b>	18.7%	26%	<b>15.1%</b>	Jun 2018	Better	*
Q# 10146	There is high trust in the Executive Leadership Team.	1,536	<b>43%</b>	17.9%	33%	<b>9.6%</b>	Jun 2018	Better	*
Q# 10147	There is high trust in Middle Management.	1,537	<b>50%</b>	14.5%	41%	<b>9.7%</b>	Jun 2018	Better	*
Q# 1185	There is a strong sense of success and achievement - 'Things are getting better all the time'.	1,539	<b>43%</b>	16.2%	27%	<b>15.7%</b>	Jun 2018	Better	*
Q# 1186	People are very positive about tackling problems. There is a 'Can do' mentality.	1,539	<b>49%</b>	15.7%	34%	<b>14.4%</b>	Jun 2018	Better	*
Q# 1187	Change in TCCS = Better things to come for me.	1,538	<b>45%</b>	12.4%	35%	<b>9.5%</b>	Jun 2018	Better	*
Q# 1188	There is a strong sense of purpose and direction.	1,538	<b>46%</b>	17.1%	31%	<b>14.9%</b>	Jun 2018	Better	*



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Below the Norm    Near the Norm    Above the Norm    (n=)				% Yes or Agrees (rounded)	% No or Dis- Agrees	Last Survey Rating (rounded)	% Change + Year + Stat Significance (*)
<b>Engagement Culture</b>							
Q# 1189 Engagement Culture	People want to improve the way things work in TCCS.	1,542	<b>55%</b>	12.6%	49%	<b>6.5%</b>	Jun 2018 Better *
Q# 1190 Engagement Culture	There is a climate of 'Trust and Respect' throughout TCCS.	1,539	<b>43%</b>	18.7%	30%	<b>12.8%</b>	Jun 2018 Better *
Q# 1191 Engagement Culture	People are proud of the successes and achievements of TCCS.	1,537	<b>53%</b>	10.9%	40%	<b>12.4%</b>	Jun 2018 Better *
<b>Employee Satisfaction with TCCS</b>							
Q# 6596 Expectations - Orgn	TCCS consistently meets my most important expectations of it.	1,158	<b>54%</b>	16.5%			
<b>Satisfaction with Conditions of Employment</b>							
Q# 749 Employment Conditions	TCCS provides ... Workloads that are fair and equitable.	1,452	<b>60%</b>	11.2%			
Q# 734 Employment Conditions	TCCS provides ... A fair day's pay for a fair day's work.	1,447	<b>69%</b>	8.2%			
Q# 741 Employment Conditions	TCCS provides ... Recognition of my achievements.	1,451	<b>48%</b>	16.3%			



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<b>Satisfaction with Conditions of Employment</b>							
Q# 737 Employment Conditions	TCCS provides ... Good career opportunities.	1,450	53%	15.7%			
Q# 736 Employment Conditions	TCCS provides ... Opportunities for personal/professional development.	1,447	54%	14.5%			
Q# 740 Employment Conditions	TCCS provides ... The support I need to get the work done.	1,450	59%	11.3%			
Q# 732 Employment Conditions	TCCS provides ... Good physical conditions of employment.	1,446	69%	7.6%			
<b>Work where I Feel in Control</b>							
Q# 21588 Personal Well-Being	I have a strong sense of... Being in control of many of my work choices.	1,533	59%	11.2%			
Q# 21589 Personal Well-Being	I have a strong sense of... Being competent to do my role.	1,539	88%	2.3%			
Q# 21592 Personal Well-Being	I have a strong sense of... Making a difference in my chosen field.	1,529	70%	6.2%			



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<b>Work where I Feel Valued</b>							
Q# 21593 <small>Personal Well-Being</small>	I have a strong sense of... Being valued by others.	1,537	66%	8.1%			
Q# 37155 <small>Personal Well-Being</small>	I have a strong sense of... Being treated with respect.	1,535	69%	8.9%			
Q# 37156 <small>Personal Well-Being</small>	I have a strong sense of... Being treated as an individual, not just a number.	1,534	61%	13.2%			
<b>Work where I Feel Supported</b>							
Q# 21595 <small>Personal Well-Being</small>	I have a strong sense of... Being supported to do my best.	1,537	64%	8.8%			
Q# 21596 <small>Personal Well-Being</small>	I have a strong sense of... Being supported in learning from my mistakes.	1,533	67%	9.0%			
Q# 36808 <small>Personal Well-Being</small>	I have a strong sense of... Being supported to look after myself.	1,530	69%	8.5%			
<b>Work that I Feel is Worthwhile</b>							
Q# 21713 <small>Personal Well-Being</small>	The work I do is ... Meaningful.	1,509	79%	3.6%			



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		% Yes or Agrees (rounded)	% No or Dis- Agrees	Last Survey Rating (rounded)	% Change + Year + Stat Significance (*) (if available)
<b>Work that I Feel is Worthwhile</b>					
Q# 21714 Personal Well-Being	The work I do is ... Purposeful.	1,509	<b>81%</b>	3.0%	
Q# 37332 Personal Well-Being	The work I do is ... Something I am proud of.	1,523	<b>82%</b>	3.0%	



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<b>Making TCCS a "Truly Great Place to Work"</b>							
Q# 1180 Truly Great Place	On balance, TCCS is a "truly great place to work".	1,608	<b>68%</b>	31.6%	55%	<b>13.7%</b> Jun 2018 Better *	
<b>Commitment to Diversity &amp; Inclusion</b>							
Q# 37588 Diversity	TCCS is committed to real action on Diversity and Inclusion.	1,394	<b>69%</b>	6.0%			
<b>Fair and Equal Treatment in the Workplace</b>							
Q# 14773 Equal Treatment	All employees are treated equally and fairly regardless of ... Their cultural and/or linguistic background.	1,529	<b>66%</b>	9.8%			
Q# 14768 Equal Treatment	All employees are treated equally and fairly regardless of ... Their gender.	1,522	<b>69%</b>	7.8%			
Q# 14772 Equal Treatment	All employees are treated equally and fairly regardless of ... Their sexuality.	1,524	<b>72%</b>	6.0%			
Q# 37791 Equal Treatment	All employees are treated equally and fairly regardless of ... Their age.	1,521	<b>69%</b>	7.8%			
Q# 37790 Equal Treatment	All employees are treated equally and fairly regardless of ... Their faith or religion.	1,517	<b>72%</b>	5.9%			



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			(rounded)		(rounded)		
<b>Fair and Equal Treatment in the Workplace</b>							
Q# 37789	All employees are treated equally and fairly regardless of ... Identifying as an Aboriginal and/or Torres Strait Islander person.	1,504	<b>74%</b>	4.5%			
Q# 37788	All employees are treated equally and fairly regardless of ... Identifying as a person with disability.	1,508	<b>71%</b>	5.6%			
<b>Being a Culturally Inclusive Employer</b>							
Q# 10854	TCCS is a culturally inclusive employer.	1,513	<b>77%</b>	3.8%			
Q# 10856	In my workplace, other employees would be accepting and supportive of any employee who identified themselves as being an Aboriginal or Torres Strait Islander person.	1,504	<b>80%</b>	3.4%			
Q# 11438	In my workplace, other employees would be accepting and supportive of any employee who identified themselves as being of Non-English speaking heritage/background.	1,521	<b>76%</b>	4.3%			
Q# 37589	TCCS provides a culturally safe workplace for staff of diverse cultural backgrounds.	1,509	<b>77%</b>	4.2%			



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Below the Norm    Near the Norm    Above the Norm    (n=)				% Yes or Agrees (rounded)	% No or Dis- Agrees	Last Survey Rating (rounded)	% Change + Year + Stat Significance (*)		
<b>Values-In-Action by the Executive Board</b>									
Q# 6086 <small>Values - Exec</small>	TCCS' Executive Board put into practice the value... Respect.	1,436	<b>59%</b>	9.0%	46%	<b>13.5%</b>	Jun 2018	Better	*
Q# 6088 <small>Values - Exec</small>	TCCS' Executive Board put into practice the value... Collaboration.	1,422	<b>53%</b>	12.6%	38%	<b>15.0%</b>	Jun 2018	Better	*
Q# 6089 <small>Values - Exec</small>	TCCS' Executive Board put into practice the value... Innovation.	1,417	<b>56%</b>	11.4%	44%	<b>12.6%</b>	Jun 2018	Better	*
Q# 6087 <small>Values - Exec</small>	TCCS' Executive Board put into practice the value... Integrity.	1,418	<b>57%</b>	11.5%	43%	<b>14.2%</b>	Jun 2018	Better	*
Q# 6085 <small>Values - Exec</small>	TCCS' Executive Board put into practice the value... Safety.	1,424	<b>71%</b>	8.0%	55%	<b>15.8%</b>	Jun 2018	Better	*
Q# 6090 <small>Values - Exec</small>	TCCS' Executive Board put into practice the value... Excellence.	1,417	<b>60%</b>	10.5%	43%	<b>16.7%</b>	Jun 2018	Better	*
<b>Values-In-Action by the Executive Leadership Team</b>									
Q# 36957	TCCS' Executive Leadership Team put into practice the value... Respect.	1,423	<b>59%</b>	9.9%	47%	<b>11.9%</b>	Jun 2018	Better	*
Q# 36959	TCCS' Executive Leadership Team put into practice the value... Collaboration.	1,415	<b>52%</b>	13.1%	40%	<b>12.2%</b>	Jun 2018	Better	*



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Below the Norm    Near the Norm    Above the Norm    (n=)				% Yes or Agrees (rounded)	% No or Dis- Agrees	Last Survey Rating (rounded)	% Change + Year + Stat Significance (*)
<b>Values-In-Action by the Executive Leadership Team</b>							
Q# 36960	TCCS' Executive Leadership Team put into practice the value... Innovation.	1,411	<b>56%</b>	12.0%	44%	<b>12.2%</b>	Jun 2018 Better *
Q# 36958	TCCS' Executive Leadership Team put into practice the value... Integrity.	1,406	<b>56%</b>	12.7%	46%	<b>10.7%</b>	Jun 2018 Better *
Q# 22186	TCCS' Executive Leadership Team put into practice the value... Safety.	1,414	<b>71%</b>	8.1%	54%	<b>16.0%</b>	Jun 2018 Better *
Q# 36961	TCCS' Executive Leadership Team put into practice the value... Excellence.	1,404	<b>60%</b>	11.6%	42%	<b>17.6%</b>	Jun 2018 Better *
<b>Values-In-Action by Supervisors</b>							
Q# 10370 Values - Mgr	My Supervisor puts into practice the value... Respect.	1,465	<b>74%</b>	6.7%	62%	<b>11.7%</b>	Jun 2018 Better *
Q# 10372 Values - Mgr	My Supervisor puts into practice the value... Collaboration.	1,459	<b>68%</b>	8.2%	55%	<b>13.2%</b>	Jun 2018 Better *
Q# 10480 Values - Mgr	My Supervisor puts into practice the value... Innovation.	1,451	<b>67%</b>	8.7%	55%	<b>11.9%</b>	Jun 2018 Better *
Q# 10371 Values - Mgr	My Supervisor puts into practice the value... Integrity.	1,457	<b>71%</b>	7.8%	60%	<b>11.4%</b>	Jun 2018 Better *



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(if available)							
<b>Values-In-Action by Supervisors</b>							
Q# 10369 Values - Mgr	My Supervisor puts into practice the value... Safety.	1,463	<b>79%</b>	5.6%	68%	<b>10.1%</b>	Jun 2018 Better *
Q# 10481 Values - Mgr	My Supervisor puts into practice the value... Excellence.	1,451	<b>71%</b>	7.8%	56%	<b>15.1%</b>	Jun 2018 Better *
<b>Values-In-Action by Work Colleagues</b>							
Q# 1348 Values - Colleagues	The people I work with put into practice the value... Respect.	1,463	<b>75%</b>	4.0%	65%	<b>10.5%</b>	Jun 2018 Better *
Q# 1350 Values - Colleagues	The people I work with put into practice the value... Collaboration.	1,452	<b>73%</b>	5.4%	61%	<b>12.6%</b>	Jun 2018 Better *
Q# 1351 Values - Colleagues	The people I work with put into practice the value... Innovation.	1,444	<b>66%</b>	6.3%	57%	<b>8.3%</b>	Jun 2018 Better *
Q# 1349 Values - Colleagues	The people I work with put into practice the value... Integrity.	1,442	<b>73%</b>	4.6%	62%	<b>10.1%</b>	Jun 2018 Better *
Q# 1347 Values - Colleagues	The people I work with put into practice the value... Safety.	1,448	<b>80%</b>	3.4%	71%	<b>9.1%</b>	Jun 2018 Better *
Q# 1352 Values - Colleagues	The people I work with put into practice the value... Excellence.	1,434	<b>72%</b>	5.0%	58%	<b>13.9%</b>	Jun 2018 Better *



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<b>Responding to Behaviour Contrary to the Values</b>							
Q# 10493 <small>Values Reinforced</small>	If I observed a staff member not demonstrating TCCS' Values I would... At an appropriate time or place, discuss with them the behaviour I saw and how it was inconsistent with Our Values.	1,476	<b>57%</b>	14.3%	54%	<b>2.6%</b>	Jun 2017 Equal
Q# 10495 <small>Values Reinforced</small>	If I observed a staff member not demonstrating TCCS' Values I would... Report this behaviour to their supervisor.	1,467	<b>58%</b>	10.0%	57%	<b>1.3%</b>	Jun 2017 Equal
Q# 10494 <small>Values Reinforced</small>	If I observed a staff member not demonstrating TCCS' Values I would... Trust that if such behaviour was reported, then it would be appropriately managed.	1,462	<b>52%</b>	19.0%	47%	<b>4.7%</b>	Jun 2017 Better *
<b>Personal Approach to Solving Problems</b>							
Q# 1247 <small>Problem-Solving</small>	In my work team... I feel safe in discussing work problems with other team members.	1,520	<b>74%</b>	6.0%			
Q# 1248 <small>Problem-Solving</small>	In my work team... I feel safe in discussing work problems with my team leader.	1,516	<b>76%</b>	6.4%			
Q# 1249 <small>Problem-Solving</small>	In my work team... My team leader encourages me to find new ways of doing my job better.	1,511	<b>67%</b>	8.1%			
Q# 1250 <small>Problem-Solving</small>	In my work team... I feel that any new ideas or changes I make are appreciated.	1,509	<b>61%</b>	11.9%			



# Transport Canberra and City Services

# Your Say - Our Future

Analysis of data collected up until 02-Oct-20 from the surveys of 1,612 respondents (response rate of 77%).

BPA Analytics Scorecard			Compared with the Benchmarks and Norms for ...			
Transport Canberra and City Services			Your Ratings			
<p>(*) = There is a 95% probability of correctly identifying this difference as statistically significant.                      "Equal" = There is not enough difference to be statistically significant (for this number of responses).                      Respondent Norms come from all respondents in a Partner Group, not just those eligible for setting Partner Norms.</p> <p>Below the Norm    Near the Norm    Above the Norm    (n=)</p>			... from this most recent survey (where n>=5)		... compared with the last survey's ratings (where n>=5)	
			% Yes or Agrees	% No or Dis- Agrees	Last Survey Rating	% Change + Year + Stat Significance (*)
			(rounded)		(rounded)	
<b>Personal Approach to Solving Problems</b>						
Q# 1251 Problem-Solving	In my work team... I feel a sense of pride when the changes I make in my job have good results.	1,502	<b>75%</b>	6.7%		
<b>Team Approach to Solving Problems</b>						
Q# 5396 Problem-Solving	In my work team, employees are actively encouraged to ... Press hard for better answers to long term problems.	1,501	<b>54%</b>	13.9%		
Q# 5397 Problem-Solving	In my work team, employees are actively encouraged to ... Seek innovative solutions to tough problems.	1,496	<b>58%</b>	10.0%		
Q# 5399 Problem-Solving	In my work team, employees are actively encouraged to ... Look for new and better ways of doing things.	1,507	<b>60%</b>	11.9%		
Q# 5400 Problem-Solving	In my work team, employees are actively encouraged to ... Speak up if they see a problem.	1,506	<b>66%</b>	10.8%		



# Transport Canberra and City Services

## Your Say - Our Future

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BPA Analytics Scorecard				Your Ratings			
Transport Canberra and City Services				... from this most recent survey (where n>=5)		... compared with the last survey's ratings (where n>=5)	
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Below the Norm    Near the Norm    Above the Norm    (n=)				% Yes or Agrees (rounded)	% No or Dis- Agrees	Last Survey Rating (rounded)	% Change + Year + Stat Significance (*)
<b>Prevalence of Harassment, Bullying, Favouritism or Discrimination in the Workplace</b>							
Q# 760 <small>Respect@Work</small>	My workplace is... Free from bullying.	1,498	<b>60%</b>	14.2%	54%	<b>5.5%</b> Jun 2017 Better *	
Q# 759 <small>Respect@Work</small>	My workplace is... Free from harassment.	1,500	<b>65%</b>	12.4%	57%	<b>7.7%</b> Jun 2017 Better *	
Q# 19112 <small>Respect@Work</small>	My workplace is... Free from sexual harassment.	1,492	<b>78%</b>	4.6%	75%	<b>3.9%</b> Jun 2017 Better *	
Q# 5548 <small>Respect@Work</small>	My workplace is... Free from favouritism.	1,498	<b>45%</b>	24.4%	38%	<b>7.1%</b> Jun 2017 Better *	
Q# 763 <small>Respect@Work</small>	My workplace is... Free from discrimination.	1,495	<b>63%</b>	13.2%	57%	<b>6.3%</b> Jun 2017 Better *	
Q# 19109 <small>Respect@Work</small>	My workplace is... Free from gender-based discrimination.	1,490	<b>71%</b>	8.4%	66%	<b>4.9%</b> Jun 2017 Better *	
<b>Prevalence of Occupational Violence</b>							
Q# 36854 <small>No Occ Violence</small>	My workplace is... Free of Occupational Violence from members of the public.	1,442	<b>59%</b>	19.4%			



# Transport Canberra and City Services

# Your Say - Our Future

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BPA Analytics Scorecard				Your Ratings				Compared with the Benchmarks and Norms for ...	
Transport Canberra and City Services				... from this most recent survey (where n>=5)		... compared with the last survey's ratings (where n>=5)			
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Below the Norm    Near the Norm    Above the Norm    (n=)				% Yes or Agrees (rounded)	% No or Dis- Agrees	Last Survey Rating (rounded)	% Change + Year + Stat Significance (*)		
<b>Preventative Safety Measures</b>									
Q# 5574 Safety Culture	Commitment - Workplace Safety is a priority for Management.	1,468	<b>80%</b>	4.7%	72%	<b>7.9%</b>	Jun 2017	Better	*
Q# 5578 Safety Culture	Learning - TCCS is getting better at fixing Workplace Safety problems.	1,447	<b>67%</b>	6.0%	53%	<b>13.5%</b>	Jun 2017	Better	*
Q# 5580 Safety Culture	Staffing - TCCS has high standards of Workplace Safety because it has enough staff doing the work.	1,455	<b>58%</b>	11.7%	44%	<b>14.3%</b>	Jun 2017	Better	*
Q# 5581 Safety Culture	Competency - TCCS has high standards of Workplace Safety because it makes sure that staff are competent.	1,459	<b>63%</b>	9.1%	50%	<b>13.0%</b>	Jun 2017	Better	*
Q# 5582 Safety Culture	Training - Workplace Safety is included in TCCS' induction and development programs for all staff.	1,459	<b>75%</b>	4.2%	62%	<b>13.1%</b>	Jun 2017	Better	*
<b>Detective Safety Measures</b>									
Q# 5575 Safety Culture	Vigilance - TCCS monitors Workplace Safety all the time.	1,463	<b>72%</b>	5.3%	59%	<b>13.3%</b>	Jun 2017	Better	*
Q# 5579 Safety Culture	Communication - TCCS is very open about dealing with Workplace Safety problems.	1,453	<b>68%</b>	6.8%	55%	<b>12.2%</b>	Jun 2017	Better	*

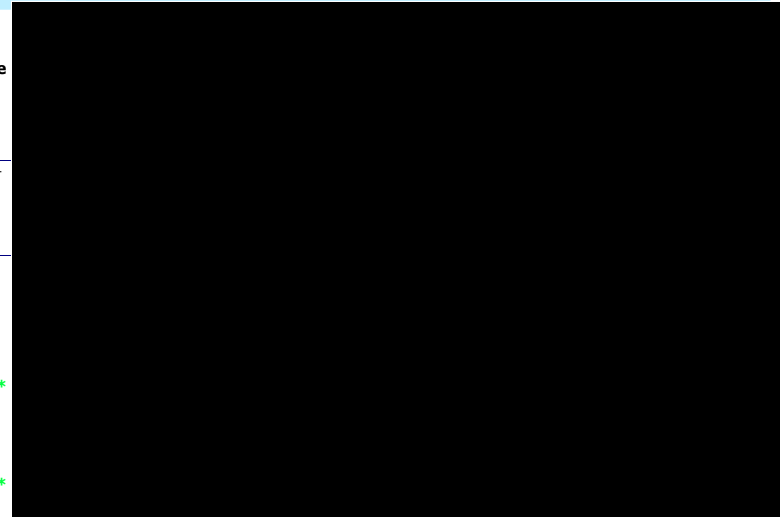


# Transport Canberra and City Services

# Your Say - Our Future

Analysis of data collected up until 02-Oct-20 from the surveys of 1,612 respondents (response rate of 77%).

BPA Analytics Scorecard			Your Ratings			
Transport Canberra and City Services			... from this most recent survey (where n>=5)		... compared with the last survey's ratings (where n>=5)	
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Below the Norm    Near the Norm    Above the Norm    (n=)			% Yes or Agrees (rounded)	% No or Dis- Agrees	Last Survey Rating (rounded)	% Change + Year + Stat Significance (*)
<b>Corrective Safety Measures</b>						
Q# 5576 Safety Culture	Correction - TCCS fixes Workplace Safety risks quickly.	1,460	<b>70%</b>	7.1%	52%	<b>17.9%</b> Jun 2017 Better *
Q# 5577 Safety Culture	Investigation - Internal Workplace Safety investigations focus on fixing things ... not on judging people.	1,447	<b>65%</b>	8.6%	52%	<b>12.5%</b> Jun 2017 Better *





# Transport Canberra and City Services

# Your Say - Our Future

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Transport Canberra and City Services			Your Ratings			
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Below the Norm    Near the Norm    Above the Norm    (n=)			% Yes or Agrees (rounded)	% No or Dis- Agrees	Last Survey Rating (rounded)	% Change + Year + Stat Significance (*)
<b>Satisfaction with Supervisors</b>						
Q# 6594 Expectations - Mgr	My supervisor consistently meets my most important expectations of them.	1,182	<b>72%</b>	10.2%		
<b>Supervisor as Coach</b>						
Q# 59 Mgr as Coach	My supervisor... Clearly communicates to me what they expect from me.	1,466	<b>68%</b>	3.8%		
Q# 61 Mgr as Coach	My supervisor... Gives me constructive feedback on my performance.	1,453	<b>49%</b>	12.7%		
Q# 62 Mgr as Coach	My supervisor... Helps me to set realistic performance objectives.	1,450	<b>51%</b>	16.1%		
Q# 65 Mgr as Coach	My supervisor... Reviews my progress in achieving my objectives.	1,448	<b>46%</b>	18.0%		
Q# 67 Mgr as Coach	My supervisor... Conducts annual performance reviews with me.	1,426	<b>44%</b>	26.4%		
Q# 72 Mgr as Coach	My supervisor... Is a role model I look up to and learn from.	1,449	<b>51%</b>	16.1%		
Q# 68 Mgr as Coach	My supervisor... Provides reward and recognition for outstanding performance.	1,446	<b>51%</b>	21.6%		



# Transport Canberra and City Services

## Your Say - Our Future

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BPA Analytics Scorecard				Compared with the Benchmarks and Norms for ...			
Transport Canberra and City Services				Your Ratings			
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Below the Norm    Near the Norm    Above the Norm    (n=)				% Yes or Agrees (rounded)	% No or Dis- Agrees	Last Survey Rating (rounded)	% Change + Year + Stat Significance (*)
<b>Supervisor as Coach</b>							
Q# 70 Mgr as Coach	My supervisor... Provides consistent support and guidance to help overcome any performance shortfalls.	1,442	<b>56%</b>	16.0%			
Q# 71 Mgr as Coach	My supervisor... Is prepared to address poor performance in a constructive manner.	1,438	<b>58%</b>	15.0%			
<b>Setting Standards</b>							
Q# 846 Leadership Behaviours	My supervisor... Has set the standards for building a great team - they will settle for nothing less.	1,465	<b>62%</b>	10.4%	60%	<b>2.3%</b> Jun 2017 Equal	
Q# 849 Leadership Behaviours	My supervisor... Displays a constant diligence to continually find a better way to do things.	1,457	<b>63%</b>	9.0%	61%	<b>2.1%</b> Jun 2017 Equal	
<b>Building Effective Teams</b>							
Q# 851 Leadership Behaviours	My supervisor... Leads the team well.	1,461	<b>68%</b>	9.5%	60%	<b>7.5%</b> Jun 2017 Better *	
Q# 852 Leadership Behaviours	My supervisor... Communicates a very clear vision and direction for where they want the team to go.	1,462	<b>63%</b>	9.5%	56%	<b>7.3%</b> Jun 2017 Better *	
Q# 853 Leadership Behaviours	My supervisor... Creates a strong sense of team cohesion and purpose.	1,456	<b>61%</b>	10.7%	55%	<b>6.6%</b> Jun 2017 Better *	



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BPA Analytics Scorecard				Compared with the Benchmarks and Norms for ...			
Transport Canberra and City Services				Your Ratings			
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Below the Norm    Near the Norm    Above the Norm    (n=)				% Yes or Agrees (rounded)	% No or Dis- Agrees	Last Survey Rating (rounded)	% Change + Year + Stat Significance (*)
<b>Creating Accountability</b>							
Q# 855 Leadership Behaviours	My supervisor... Holds team members accountable for what they should be doing.	1,456	66%	9.3%	60%	5.1% Jun 2017 Better *	
Q# 857 Leadership Behaviours	My supervisor... Recognises and rewards great performance by team members.	1,455	58%	13.7%	51%	7.2% Jun 2017 Better *	
<b>Communicating &amp; Listening</b>							
Q# 858 Leadership Behaviours	My supervisor... Communicates well on a one-to-one basis.	1,466	74%	8.7%	67%	6.5% Jun 2017 Better *	
Q# 859 Leadership Behaviours	My supervisor... Listens well on a one-to-one basis.	1,463	72%	9.3%	67%	5.5% Jun 2017 Better *	
Q# 860 Leadership Behaviours	My supervisor... Considers the views and opinions of others.	1,457	68%	9.4%	63%	5.1% Jun 2017 Better *	
Q# 861 Leadership Behaviours	My supervisor... Knows when to say 'no' - and does so.	1,454	69%	8.5%	63%	6.5% Jun 2017 Better *	
<b>Leading in Tough Times</b>							
Q# 862 Leadership Behaviours	My supervisor... Encourages robust debate amongst the team as a way of reaching the best decisions for the team.	1,442	57%	11.9%	51%	5.9% Jun 2017 Better *	



# Transport Canberra and City Services

## Your Say - Our Future

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BPA Analytics Scorecard		Compared with the Benchmarks and Norms for ...			
Transport Canberra and City Services		Your Ratings			
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		% Yes or Agrees (rounded)	% No or Dis- Agrees	Last Survey Rating (rounded)	% Change + Year + Stat Significance (*)
<b>Leading in Tough Times</b> Q# 863 Leadership Behaviours My supervisor... Always wants to hear the truth - regardless of how uncomfortable it may be. 1,455		<b>69%</b>	10.2%	64%	<b>4.6%</b> Jun 2017 Better *



# Transport Canberra and City Services

## Your Say - Our Future

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Transport Canberra and City Services		BPA Analytics Snapshot			Your Ratings (*)	
		Current Survey		Last Survey (if available)		
		% Yes or Agrees	% Middle Rated	% No or Dis- Agrees	Last Survey Rating	% Change since Last Survey + Year + Significance (*)
						(n=)
<b><u>Staying Connected During the Pandemic</u></b>						
Over the last 6 months, TCCS did well in enabling me to stay connected with my work colleagues or team.		<b>70%</b>	24.4%	5.6%		
<b><u>Support During the Pandemic</u></b>						
Over the last 6 months, TCCS did well in supporting me to get my job done to the best of my ability.		<b>68%</b>	25.9%	6.2%		

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"Equal" = There is not enough difference to be statistically significant (for this number of responses).



2022 Pulse Survey

# Transport Canberra and City Services

A BPA Analytics Survey

## Main Drivers Report



## Transport Canberra and City Services

## 2022 Pulse Survey

Analysis of data collected up until 22-Jun-22 from the surveys of  
1,076 respondents (response rate of 45%).

### Setting the Scene

Thank you for participating in this BPA Analytics (BPA) employee survey.

The results you will find in this report have a very strong empirical base, that is, they are based on fact. They are based on the very real perceptions that employees have in your organisation. Regardless of whether these perceptions are a correct (or incorrect) interpretation of reality, the simple and unavoidable fact is:

1. Your employees have these perceptions;
2. Your employees use these perceptions to frame their actions and behaviours; and
3. Your employees' actions and behaviours will either drive, or limit, your organisational performance.

So, to know about these perceptions puts you in much stronger position to:

1. Understand the underlying basis for employees' actions and behaviours;
2. Identify problem areas before they escalate out of control;
3. Identify potential opportunities for improvements and innovations; and
4. Use this information to better manage your organisational performance.

From an employee perspective, this is also a great opportunity for them to "tell it like it is" in a way that they wouldn't normally be able to do. These are the opportunities for action arising out of this survey report. We urge you to use them well and not to ignore any 'bad news'.



# Transport Canberra and City Services

## 2022 Pulse Survey

Analysis of data collected up until 22-Jun-22 from the surveys of 1,076 respondents (response rate of 45%).

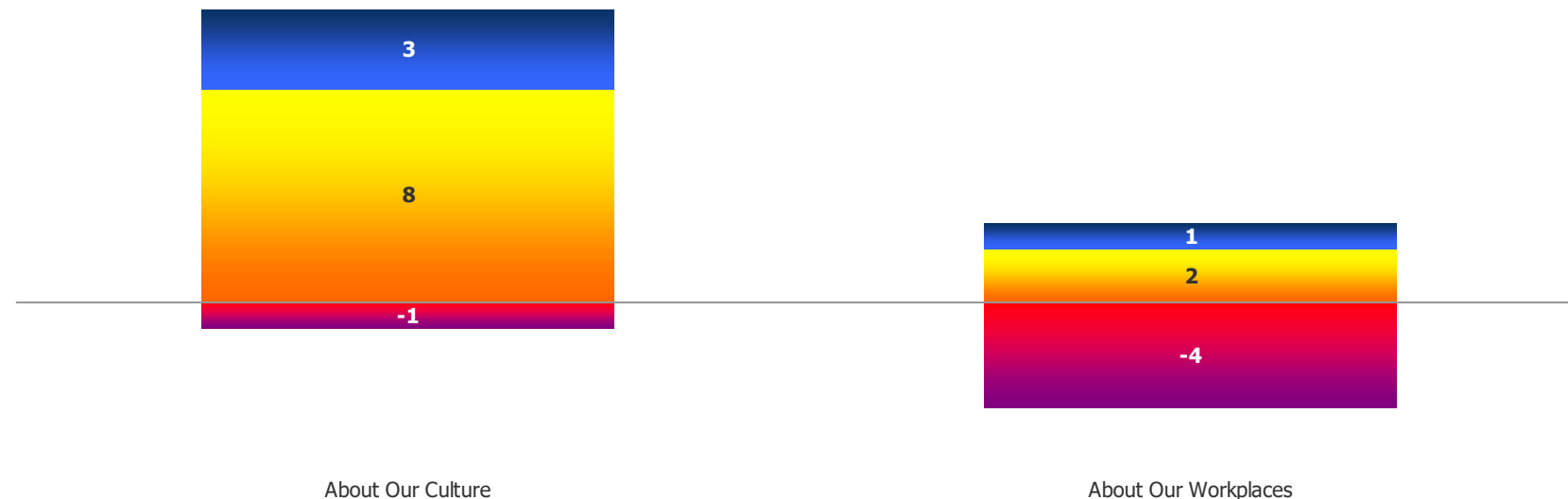
### Benchmarking Performance against your Primary Partners

- Σ Above = 4
- Σ Norm = 10
- Σ Below = 5

### Transport Canberra and City Services

#### ... compared with the norms for Public Sector Organisations

- No of questions rated "Above the Norm"
- No of questions rated "Near the Norm"
- No of questions rated "Below the Norm"



This graph reveals how your organisation/work unit compares against a chosen set of BPA Analytics benchmarking partner norms (as listed at the top of the graph).

Blue bars indicate the number of quantitative questions that benchmark above the industry norms. Red bars indicate the number of questions that benchmark below the industry norm. The number of questions that rate near the industry norm appear in yellow. The Sigma sign ( $\Sigma$ ) represents the count of the number of questions above, below and on the norm.

The quantitative questions are grouped by each of the sections used in the BPA Analytics Scorecard in this report. This Scorecard displays how each question compares against the primary set of benchmarking partners - whether it rates above, below or near the norm.



# Transport Canberra and City Services

## 2022 Pulse Survey

Analysis of data collected up until 22-Jun-22 from the surveys of 1,076 respondents (response rate of 45%).

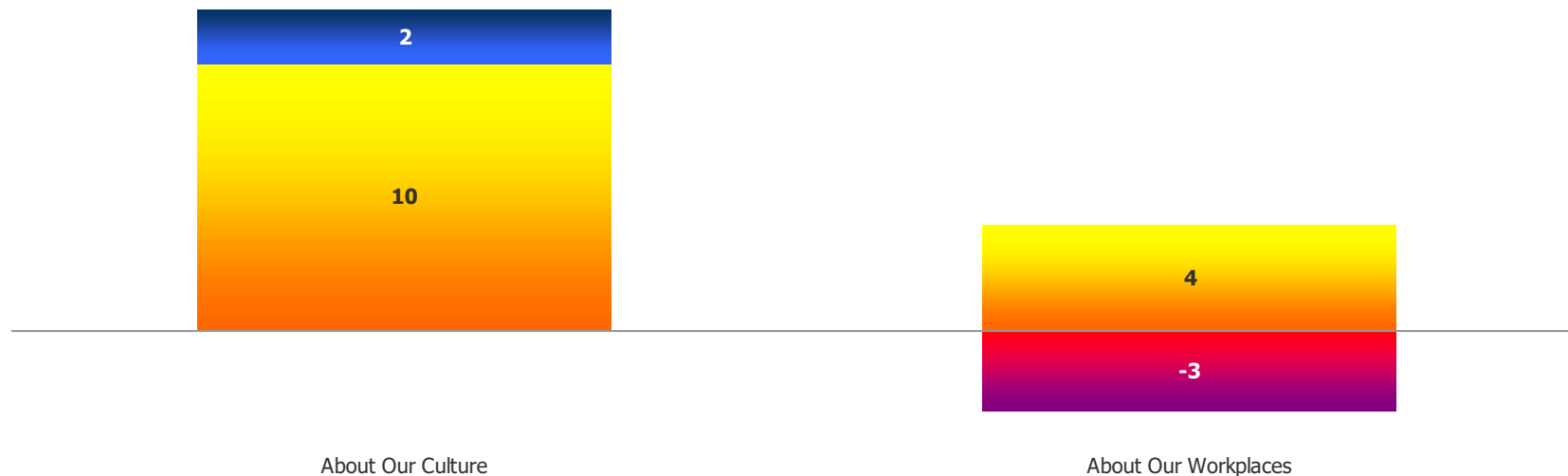
### Benchmarking Performance against your Secondary Partners

- Σ Above = 2
- Σ Norm = 14
- Σ Below = 3

### Transport Canberra and City Services

#### ... compared with the norms for Local Government Services

- No of questions rated "Above the Norm"
- No of questions rated "Near the Norm"
- No of questions rated "Below the Norm"



This graph reveals how your organisation/work unit compares against a chosen set of BPA Analytics benchmarking partner norms (as listed at the top of the graph).

Blue bars indicate the number of quantitative questions that benchmark above the industry norms. Red bars indicate the number of questions that benchmark below the industry norm. The number of questions that rate near the industry norm appear in yellow. The Sigma sign ( $\Sigma$ ) represents the count of the number of questions above, below and on the norm.

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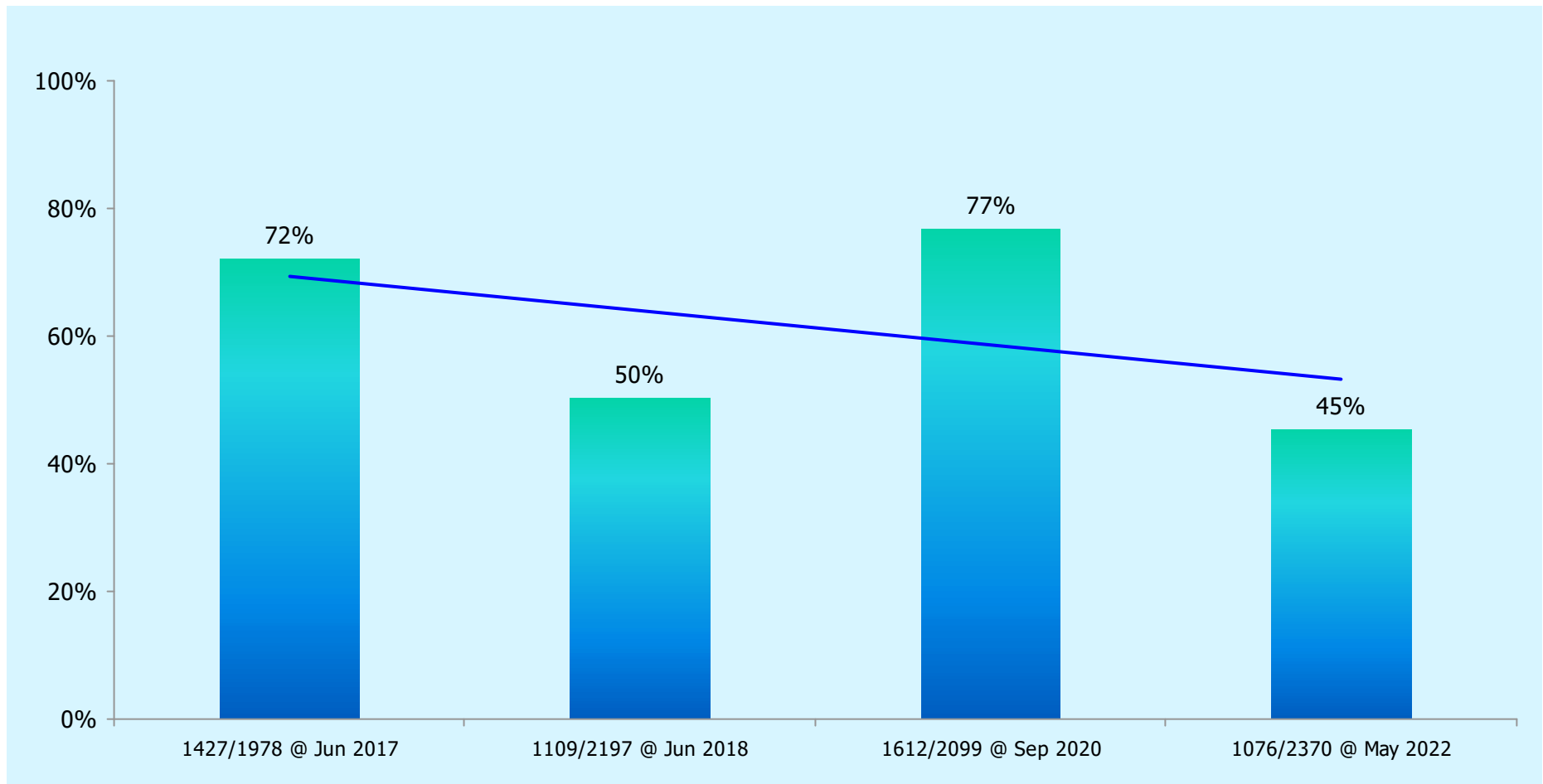
## Transport Canberra and City Services

## 2022 Pulse Survey

Analysis of data collected up until 22-Jun-22 from the surveys of 1,076 respondents (response rate of 45%).

### Your Response Rate/s

#### Transport Canberra and City Services



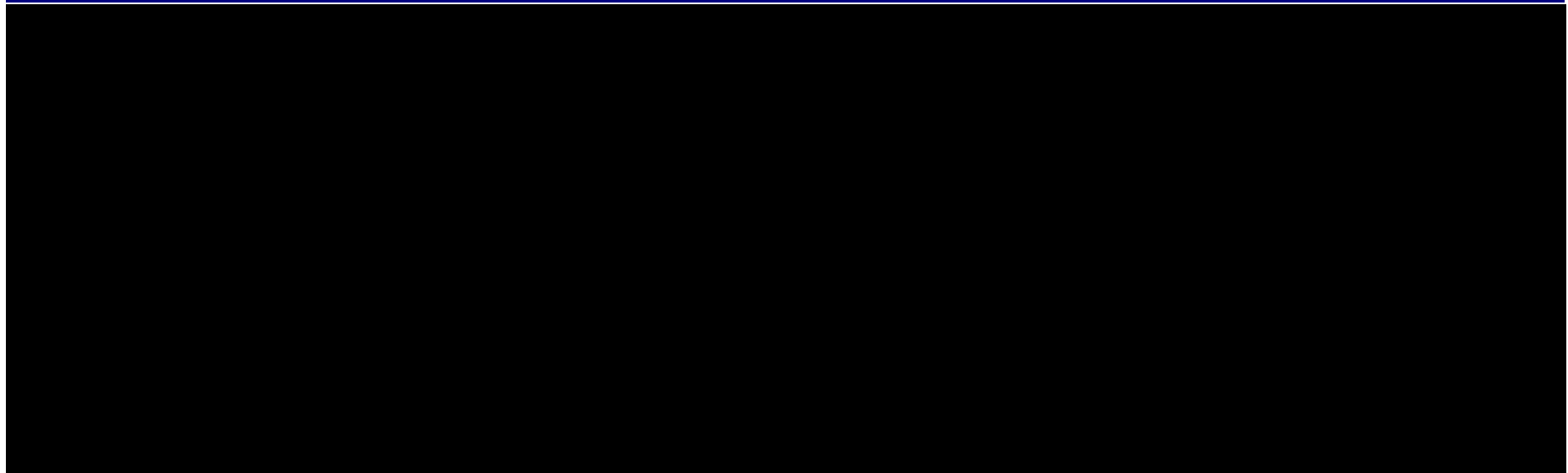


## Transport Canberra and City Services

## 2022 Pulse Survey

Analysis of data collected up until 22-Jun-22 from the surveys of 1,076 respondents (response rate of 45%).

### Response Rate Norms



### Your Response Rate Comparisons

Current Survey	Surveys Distributed	Responses	Response Rate
Paper Surveys	1,441	306	21%
Electronic Surveys	929	770	83%
	2370	1076	45%



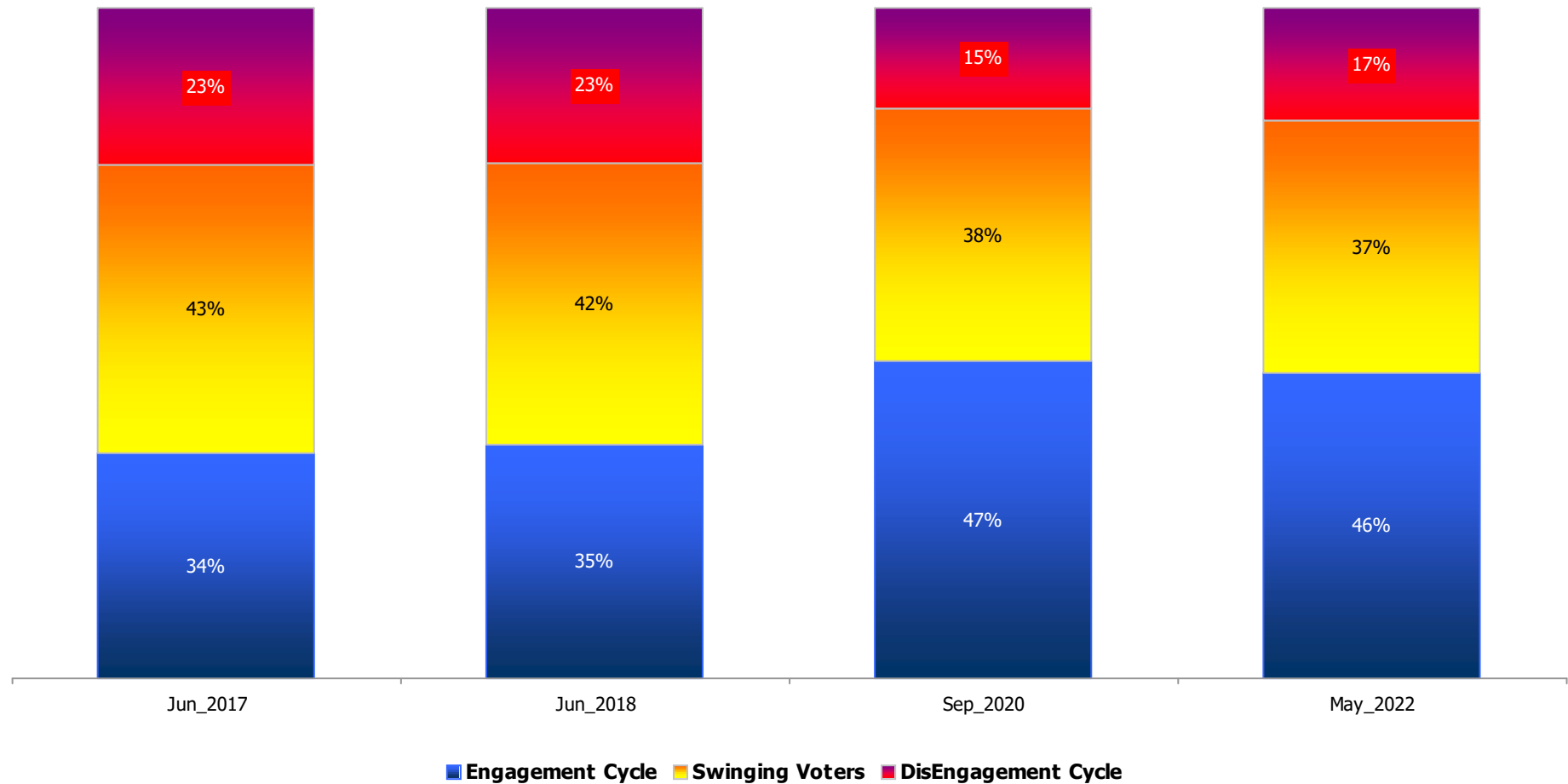
# Transport Canberra and City Services

# 2022 Pulse Survey

Analysis of data collected up until 22-Jun-22 from the surveys of 1,076 respondents (response rate of 45%).

## Your Organisation's Cycles

The chart below shows the %age of your respondents who are in each Cycle - Engaged, Swinging Voter and DisEngaged. If this has been measured in any previous survey, then this chart will also show how this is trending over time. The additional charts over the page give some comparisons from BPA Analytics' workforce database.





# Transport Canberra and City Services

# 2022 Pulse Survey

Analysis of data collected up until 22-Jun-22 from the surveys of 1,076 respondents (response rate of 45%).

## Your Type of Engagement Culture

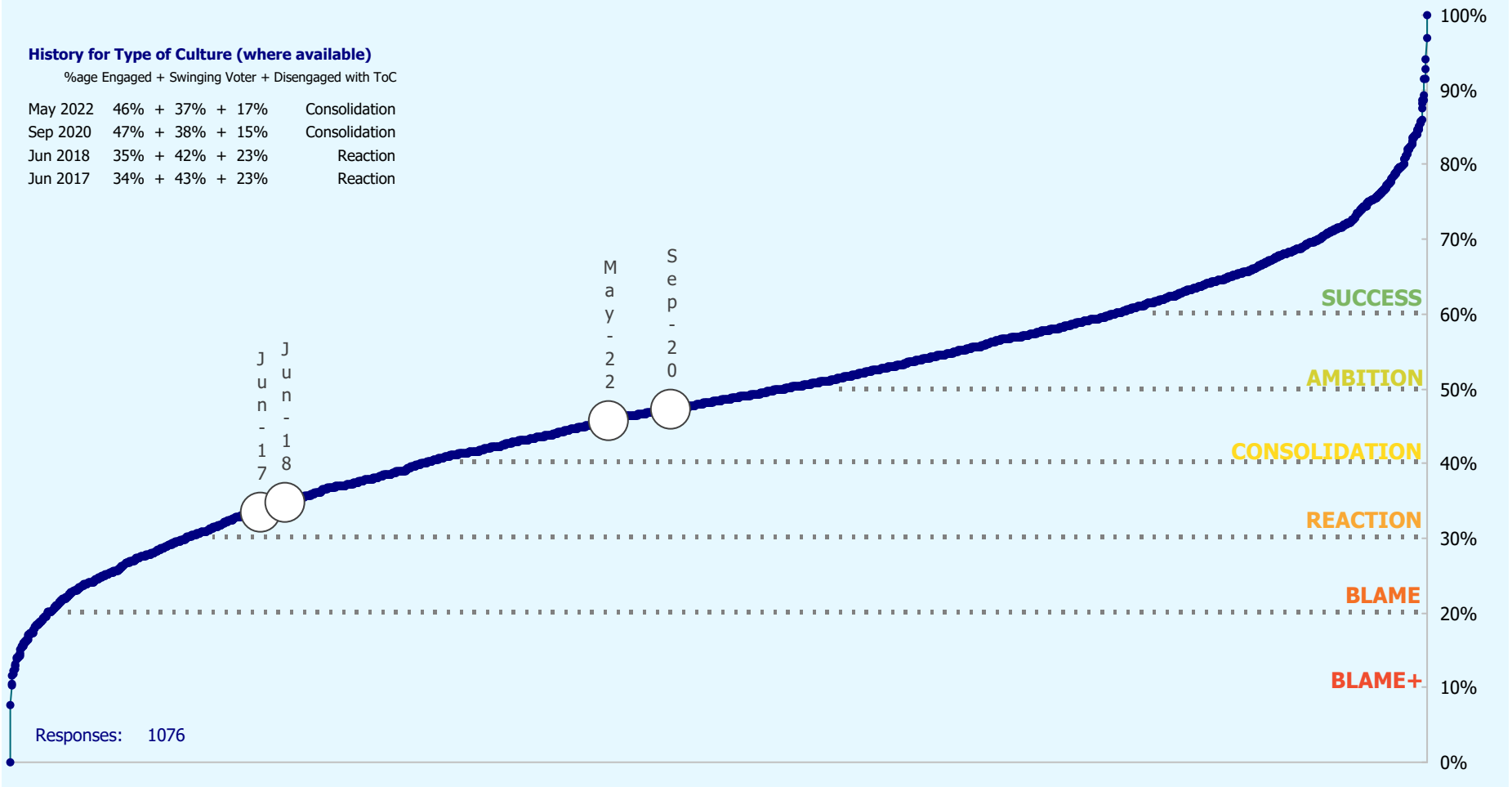
Your Type of Engagement Culture is identified as the bubble on the chart below. The 'squiggly' line is a full series of dots - each dot is a separate organisation that BPA Analytics has surveyed. The %age used on the chart is the %age of respondents who identified with the Engagement Cycle.

### Transport Canberra and City Services

#### History for Type of Culture (where available)

%age Engaged + Swinging Voter + Disengaged with ToC

May 2022	46%	+ 37%	+ 17%	Consolidation
Sep 2020	47%	+ 38%	+ 15%	Consolidation
Jun 2018	35%	+ 42%	+ 23%	Reaction
Jun 2017	34%	+ 43%	+ 23%	Reaction





# Transport Canberra and City Services

# 2022 Pulse Survey

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BPA Scorecard				Compared with the Benchmarks and Norms for ...			
Transport Canberra and City Services				Your Ratings			
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				% Yes or Agrees (rounded)	% No or Dis- Agrees	Last Survey Rating (rounded)	% Change + Year + Stat Significance (*)
<b>Engagement Culture - About Trust</b>							
Q# 1184 Engagement Culture	There is high trust in the Executive Board.	1,067	<b>39%</b>	19.5%	41%	<b>-1.9%</b> Sep 2020 Equal	
Q# 10146 Engagement Culture	There is high trust in the Executive Leadership Team.	1,065	<b>41%</b>	19.4%	43%	<b>-1.7%</b> Sep 2020 Equal	
Q# 10147 Engagement Culture	There is high trust in Middle Management.	1,066	<b>50%</b>	13.5%	50%	<b>-0.3%</b> Sep 2020 Equal	
Q# 1190 Engagement Culture	There is a climate of 'Trust and Respect' throughout the organisation.	1,064	<b>43%</b>	19.6%	43%	<b>0.7%</b> Sep 2020 Equal	
<b>Engagement Culture - About Forward Momentum</b>							
Q# 1183 Engagement Culture	People are very optimistic about the organisation's future.	1,062	<b>45%</b>	13.7%	52%	<b>-6.9%</b> Sep 2020 Worse *	
Q# 1185 Engagement Culture	There is a strong sense of success and achievement - 'Things are getting better all the time'.	1,060	<b>39%</b>	21.0%	43%	<b>-4.0%</b> Sep 2020 Worse *	
Q# 1186 Engagement Culture	People are very positive about tackling problems. There is a 'Can do' mentality.	1,064	<b>46%</b>	17.8%	49%	<b>-2.5%</b> Sep 2020 Equal	
Q# 1187 Engagement Culture	Change in the organisation = Better things to come for me.	1,065	<b>45%</b>	13.5%	45%	<b>0.4%</b> Sep 2020 Equal	



# Transport Canberra and City Services

# 2022 Pulse Survey

Analysis of data collected up until 22-Jun-22 from the surveys of 1,076 respondents (response rate of 45%).

BPA Scorecard				Compared with the Benchmarks and Norms for ...			
Transport Canberra and City Services			Your Ratings				
<p>(*) = There is a 95% probability of correctly identifying this difference as statistically significant.                      "Equal" = There is not enough difference to be statistically significant (for this number of responses).                      Respondent Norms come from all respondents in a Partner Group, not just those eligible for setting Partner Norms.</p> <p> <span style="color: red;">■</span> Below the Norm                        <span style="color: yellow;">■</span> Near the Norm                        <span style="color: blue;">■</span> Above the Norm                        (n=)</p>			... from this most recent survey (where n>=5)		... compared with the last survey's ratings (where n>=5)		
			% Yes or Agrees (rounded)	% No or Dis- Agrees	Last Survey Rating (rounded)	% Change + Year + Stat Significance (*)	
<b>Engagement Culture - About Forward Momentum</b>							
Q# 1188 Engagement Culture	There is a strong sense of purpose and direction.	1,062	<b>42%</b>	20.9%	46%	<b>-3.9%</b>	Sep 2020 Worse *
Q# 1189 Engagement Culture	People want to improve the way things work in the organisation.	1,063	<b>56%</b>	13.8%	55%	<b>1.2%</b>	Sep 2020 Equal
Q# 1191 Engagement Culture	People are proud of the successes and achievements of the organisation.	1,065	<b>55%</b>	12.4%	53%	<b>1.9%</b>	Sep 2020 Equal
<b>Making the Organisation a "Truly Great Place to Work"</b>							
Q# 1180 Truly Great Place	On balance, the organisation is a "truly great place to work".	1,072	<b>69%</b>	31.3%	68%	<b>0.3%</b>	Sep 2020 Equal