

2019 Aviation Employee Engagement Survey Results

2019 Full Results	
Alliance	84.0%
CHC Choppers	67.5%
RFDS	63.5%
Network	61.0%
AMSA	51.9%
Korr	50.5%
Cobham	42.7%
REX	42.1%
Qantaslink	40.9%
Virgin	40.2%
Qantas	37.3%
CASA	36.5%
Jetstar	35.0%
Cathay	34.0%
Emirates	32.4%
Airservices Australia	27.5%
Tiger	26.7%
Hawker Pacific	26.6%
Bristow Choppers	23.4%
Air Niugini	7.4%

How likely staff member would recommend their company to friends (out of 10)	
Alliance	8.5
Network	7.4
Virgin	6.1
Qantaslink	5.9
Qantas	5.5
Rex	5.4
Cobham	5.4
Emirates	4.5
Jetstar	4.3
Cathay	4.0
Tiger	2.3
Air Niugini	0.0

Qantas Versus Virgin

Qantas		Virgin	
2012	32.1%	2012	75.8%
2013	33.6%	2013	67.5%
2014	31.2%	2014	67.1%
2015	37.2%	2015	53.6%
2016	39.8%	2016	40.7%
2017	41.8%	2017	35.8%
2018	39.3%	2018	38.1%
2019	37.3%	2019	40.2%

Overseas Airlines

Air Niugini	
2012	
2013	
2014	
2015	
2016	17.3%
2017	5.1%
2018	8.3%
2019	7.4%

Cathay	
2012	
2013	46.2%
2014	46.3%
2015	58.5%
2016	43.1%
2017	50.4%
2018	33.7%
2019	34.0%

Emirates	
2012	
2013	66.9%
2014	
2015	27.8%
2016	27.6%
2017	37.8%
2018	20.9%
2019	32.4%

Helicopters

CHC Choppers	
2012	53.0%
2013	34.3%
2014	42.5%
2015	61.9%
2016	51.2%
2017	72.6%
2018	67.5%
2019	67.5%

Bristow Choppers	
2012	44.3%
2013	54.1%
2014	56.0%
2015	48.0%
2016	48.7%
2017	37.8%
2018	26.5%
2019	23.4%

The Regulators

Airservices Australia	
2012	
2013	27.5%
2014	55.8%
2015	39.4%
2016	39.9%
2017	38.1%
2018	25.4%
2019	27.5%

CASA	
2012	
2013	
2014	
2015	
2016	
2017	61.8%
2018	
2019	36.5%

Maintenance Providers

AMSA	
2012	
2013	
2014	
2015	61.2%
2016	
2017	75.9%
2018	14.7%
2019	51.9%

Korr	
2012	
2013	
2014	80.7%
2015	55.2%
2016	46.3%
2017	45.8%
2018	39.8%
2019	50.5%

Low Cost Carriers

Jetstar	
2012	24.0%
2013	33.5%
2014	32.1%
2015	34.5%
2016	31.2%
2017	35.4%
2018	33.1%
2019	35.0%

Tiger	
2012	
2013	
2014	
2015	45.0%
2016	48.3%
2017	24.3%
2018	18.7%
2019	26.7%

Regionals

Qantaslink	
2012	36.9%
2013	53.4%
2014	33.3%
2015	31.5%
2016	41.9%
2017	37.9%
2018	42.7%
2019	40.9%

REX	
2012	39.3%
2013	56.3%
2014	46.7%
2015	37.3%
2016	27.8%
2017	29.5%
2018	38.6%
2019	42.1%

Regional/Charter

Alliance	
2012	88.1%
2013	68.0%
2014	60.1%
2015	55.7%
2016	43.3%
2017	54.6%
2018	56.1%
2019	84.0%

Cobham	
2012	77.4%
2013	70.6%
2014	81.5%
2015	74.6%
2016	57.9%
2017	53.2%
2018	41.4%
2019	42.7%

Network	
2012	
2013	
2014	31.9%
2015	41.7%
2016	38.5%
2017	63.4%
2018	63.3%
2019	61.0%

Others

Hawker Pacific	
2012	
2013	
2014	
2015	61.1%
2016	
2017	61.7%
2018	50.1%
2019	26.6%

RFDS	
2012	
2013	
2014	63.4%
2015	48.5%
2016	
2017	28.4%
2018	
2019	63.5%

Detailed Results Each Employer

Airservices Australia	
Communication	14.7%
Safety	31.4%
Perception	19.9%
Management	3.2%
Individual	59.7%
Total	27.5%

Bristow Choppers	
Communication	8.4%
Safety	36.3%
Perception	21.7%
Management	1.2%
Individual	41.0%
Total	23.4%

Alliance	
Communication	69.7%
Safety	85.4%
Perception	91.2%
Management	88.9%
Individual	83.2%
Total	84.0%

Cathay	
Communication	18.8%
Safety	48.6%
Perception	30.9%
Management	13.2%
Individual	46.0%
Total	34.0%

Air Niugini	
Communication	1.0%
Safety	7.6%
Perception	7.3%
Management	0.0%
Individual	21.1%
Total	7.4%

CASA	
Communication	36.0%
Safety	40.7%
Perception	43.9%
Management	4.9%
Individual	54.8%
Total	36.5%

AMSA	
Communication	49.5%
Safety	61.7%
Perception	44.2%
Management	35.8%
Individual	51.2%
Total	51.9%

CHC Choppers	
Communication	57.2%
Safety	73.7%
Perception	78.8%
Management	55.2%
Individual	65.2%
Total	67.5%

Cobham	
Communication	27.4%
Safety	49.9%
Perception	43.4%
Management	27.0%
Individual	55.0%
Total	42.7%

Korr	
Communication	33.6%
Safety	69.2%
Perception	36.5%
Management	33.7%
Individual	52.6%
Total	50.5%

Emirates	
Communication	20.9%
Safety	41.4%
Perception	41.7%
Management	10.0%
Individual	41.5%
Total	32.4%

Network	
Communication	43.6%
Safety	63.8%
Perception	85.9%
Management	52.0%
Individual	63.4%
Total	61.0%

Hawker Pacific	
Communication	21.6%
Safety	29.8%
Perception	28.9%
Management	15.9%
Individual	33.5%
Total	26.6%

Qantaslink	
Communication	24.4%
Safety	48.0%
Perception	56.0%
Management	20.1%
Individual	51.1%
Total	40.9%

Jetstar	
Communication	18.2%
Safety	45.3%
Perception	32.5%
Management	15.9%
Individual	51.5%
Total	35.0%

Qantas	
Communication	20.5%
Safety	48.9%
Perception	43.0%
Management	13.5%
Individual	50.4%
Total	37.3%

REX	
Communication	26.1%
Safety	50.0%
Perception	40.8%
Management	23.8%
Individual	54.9%
Total	42.1%

Tiger	
Communication	14.1%
Safety	43.1%
Perception	11.8%
Management	5.0%
Individual	45.0%
Total	26.7%

RFDS	
Communication	45.9%
Safety	69.5%
Perception	81.4%
Management	44.7%
Individual	71.9%
Total	63.5%

Virgin	
Communication	17.7%
Safety	49.2%
Perception	55.1%
Management	18.4%
Individual	56.0%
Total	40.2%