

People Matter

NSW Public Sector
Employee Survey 2022

Agency Report

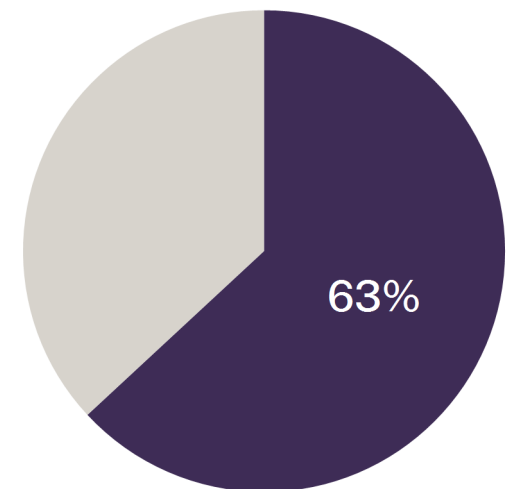
Sydney Trains

Survey period: 22 August to 16 September 2022

Completed surveys: 6,999

Response rate: 63%

Response rate:



This shows where the report unit sits in the survey's organisational hierarchy.

NSW public sector

- Transport
 - Greater Sydney including Sydney Trains
 - Sydney Trains

High level results..... 4

Results by topic.....9

Results by child unit and demographic group..... 39

Additional information about the survey..... 47

High level results

Discover key results and patterns

Headline results for key topics

These are the % favourable scores for key survey topics. Each topic relates to an area of employee experience.



We've flagged the top 3 (*) and bottom 3 (!) topics for you. Use these topics as a starting point for exploring your results.

See 'Additional information about the survey' for interpretation guidance including the burnout (disagree) question and details about the survey model.



Highest and lowest questions

These are the questions with the highest and lowest % favourable scores. % favourable is based on the respondents who selected 'strongly agree' or 'agree'.

+ Questions with the highest favourable scores			2022 % favourable	difference from 2021
Role clarity and support	1a	I understand what is expected of me to do well in my job	86%	0
Risk and innovation	1l	I am comfortable notifying my manager if I become aware of any risks at work	86%	-1
Inclusion and diversity	2b	People in my workgroup treat each other with respect	78%	-1
Customer service	2c	People in my workgroup can explain how their work impacts customers	78%	-1
Communication and change management	5b	My manager communicates effectively with me	77%	0
- Questions with the lowest favourable scores			2022 % favourable	difference from 2021
Employee voice / Senior managers	6e	Senior managers listen to employees	35%	-5
Communication and change management	7b	Change is managed well in my organisation	35%	-3
Inclusion and diversity / Senior managers	6f	Senior managers support the career advancement of all employees	36%	-
Recruitment	7f	My organisation makes fair recruitment and promotion decisions	37%	-
Communication and change management / Senior managers	6a	Senior managers provide clear direction for the future of the organisation	37%	-5

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

r = below privacy cut-off

Most and least improved questions

These are the most and least improved questions by **difference from the previous year**.

Consider why these scores have shifted. Was it due to actions you took in response to last year's survey results or something else?

+ Most improved questions

			2022 % favourable	difference from 2021
Job purpose and enrichment	5h	My manager communicates how my role contributes to my organisation's purpose	69%	+1
Decision making and accountability	5e	I have confidence in the decisions my manager makes	72%	+1
Communication and change management	5b	My manager communicates effectively with me	77%	0
Role clarity and support	1a	I understand what is expected of me to do well in my job	86%	0
Feedback and performance management	5g	My manager appropriately deals with employees who perform poorly	54%	0

- Least improved questions

			2022 % favourable	difference from 2021
Pay	4	I am paid fairly for the work I do	50%	-14
Customer service	7i	My organisation meets the needs of the communities, people, and/or businesses of NSW	57%	-12
Employee engagement	7k	I am proud to tell others I work for my organisation	65%	-9
Ethics and values / Senior managers	6b	Senior managers model the values of my organisation	43%	-7
Customer service / Senior managers	6d	Senior managers communicate the importance of customers in our work	60%	-7

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

r = below privacy cut-off

Key drivers for engagement

The key driver analysis identifies questions with the strongest influence on your employee engagement.

Key drivers are split into strengths (high correlation, high score) and priorities (high correlation, low score). Look for ways to maintain your strengths and improve your priorities.

Topic	Engagement key driver questions		2022 % favourable	Action
Learning and development	7e	My organisation is committed to developing its employees	47%	Improve
Risk and innovation	7a	My organisation is making improvements to meet future challenges	51%	Improve
Customer service	7h	The processes in my organisation are designed to support the best experience for customers	54%	Improve
Ethics and values	7p	My organisation shows a commitment to ethical behaviours	64%	Maintain
Recognition	7o	I receive adequate recognition for my contributions from my organisation	46%	Improve
Communication and change management	7b	Change is managed well in my organisation	35%	Improve

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Results by topic

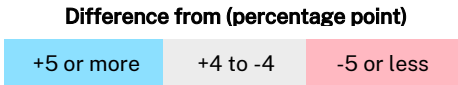
Discover more about your results

Employee engagement is about a person's connection to their organisation. It is a global measure of employee experience.

Many factors influence engagement: leadership, a positive and inclusive work culture, wellbeing, manager support, accountability, and flexible work to name a few.

	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Employee engagement (total score)*				63	-4	-1	-3
7j I would recommend my organisation as a great place to work	67	20	13	67%	-6	+5	-5
7k I am proud to tell others I work for my organisation	65	20	15	65%	-9	-5	-7
7l I feel a strong personal attachment to my organisation	61	23	16	61%	-5	0	0
7m My organisation motivates me to help it achieve its goals	51	28	21	51%	-7	-3	-7
7n My organisation inspires me to do the best in my job	52	28	20	52%	-6	-3	-7

*See 'Additional information about the survey' for more details on how we calculate the employee engagement score.









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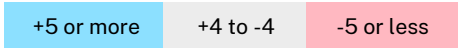
Intention to stay refers to an employee’s desire and willingness to remain with their current organisation. Intention to stay can be influenced by many aspects of employee experience, including engagement.

Intention to stay is a leading indicator for turnover. However, intention doesn’t always translate into action.

19n How long do you think you will continue to work in your current organisation?

		2022 % respondents	difference from 2021	difference from Sector	difference from Cluster
Less than 1 year		4%	0	-4	-2
1 year to less than 2 years		5%	-1	-5	-3
2 years to less than 5 years		13%	-1	-7	-7
5 years to less than 10 years		22%	0	-2	-3
10 years to less than 20 years		28%	+2	+6	+6
More than 20 years		27%	0	+12	+9

Difference from (percentage point)



r = below privacy cut-off

Job satisfaction

Like employee engagement, job satisfaction is a global measure of employee experience. While employee engagement operates at the organisational level, job satisfaction operates at the job or role level.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Job satisfaction (total score)					68%	-3	0	-2
1g	My job gives me a feeling of personal accomplishment	69	17	14	69%	-3	-3	-2
1h	I feel motivated to contribute more than what is normally required at work	64	18	18	64%	-4	-2	-5
1i	I am satisfied with my job	71	17	13	71%	-4	+4	0

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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Wellbeing means feeling good, functioning well, and experiencing satisfaction and fulfilment in work and life.

	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Wellbeing (total score)				68%	-2	+9	+1
1j I can keep my work stress at an acceptable level	69	18	13	69%	-3	+11	+2
1m In general, my sense of wellbeing is..	66	25	9	66%	-2	+8	+1

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

r = below privacy cut-off

Customer means the people who you or your organisation provide a service to.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Customer service (total score)					65%	-5	-5	-6
1k	I am empowered to make the decisions needed to help customers and/or communities	66	19	14	66%	-2	-2	-2
2c	People in my workgroup can explain how their work impacts customers	78	15	7	78%	-1	-4	-3
2d	My workgroup considers customer needs when planning our work	74	17	8	74%	-2	-8	-7
6d	Senior managers communicate the importance of customers in our work	60	23	18	60%	-7	-5	-10
7h	The processes in my organisation are designed to support the best experience for customers	54	28	18	54%	-6	-2	-3
7i	My organisation meets the needs of the communities, people, and/or businesses of NSW	57	28	16	57%	-12	-7	-10

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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Role clarity and support

Purpose and direction

An employee has role clarity when they understand their goals, how to achieve these goals, and how the goals link to broader strategy.

Even when an employee does have role clarity, they need the right support to deliver. Support can come in the form of time, tools and technology, and training.

	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Role clarity and support (total score)				71%	-1	+7	+3
1a I understand what is expected of me to do well in my job	86	8		86%	0	+2	+4
1b I get the support I need to do my job well	68	16	16	68%	-2	+5	-1
1c I have the tools and technology to do my job well	75	13	12	75%	-1	+7	+2
1d I have the time to do my job well	71	16	14	71%	-2	+19	+4
3e My performance is assessed against clear criteria	60	23	17	60%	-3	+5	+3
3f I have received the training and development I need to do my job well	67	19	14	67%	-1	+4	+5

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

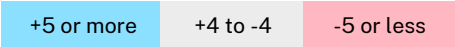
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Job purpose and enrichment
Purpose and direction

In addition to role clarity and support, employees are likely to feel more satisfied with their job when there is a clear sense of purpose and when it is enriched with characteristics such as skill variety, autonomy, and feedback.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Job purpose and enrichment (total score)					67%	-2	-4	-6
1e	My job gives me opportunities to use a variety of skills	<div><div>74</div><div>15</div><div>12</div></div>			74%	-1	-6	-4
1f	I have a choice in deciding how I carry out day to day work tasks	<div><div>65</div><div>17</div><div>18</div></div>			65%	-3	-6	-12
3d	In the last 12 months, I have received feedback to help me improve my work	<div><div>59</div><div>22</div><div>20</div></div>			59%	-3	-5	-5
5h	My manager communicates how my role contributes to my organisation's purpose	<div><div>69</div><div>19</div><div>12</div></div>			69%	+1	+1	-3

Difference from (percentage point)



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Risk refers to the effect of uncertainty in achieving work goals. Risk can relate to many things in the workplace.

Innovation means creating new and better products, processes services, and technologies to improve outcomes for the people of NSW.

A healthy risk appetite can help foster innovation.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Risk and innovation (total score)					70%	-3	-3	-5
1l	I am comfortable notifying my manager if I become aware of any risks at work	8677			86%	-1	-1	-3
5a	My manager encourages people in my workgroup to keep improving the work they do	731611			73%	-1	-1	-4
7a	My organisation is making improvements to meet future challenges	512920			51%	-6	-6	-10

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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r = below privacy cut-off

Ethics refer to the standards for morally right and wrong conduct. Ethical behaviours means behaving in ways that are ethical, lawful, build trust, and demonstrate the sector's core values.

Values are beliefs that guide and motivate attitudes and actions. An organisation's values are a set of guiding beliefs upon which the organisation is based. They help people function together as one and shape the way employees should operate and achieve outcomes.

			Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Ethics and values (total score)						60%	-	-9	-10
6b	Senior managers model the values of my organisation					43%	-7	-11	-13
7p	My organisation shows a commitment to ethical behaviours					64%	-	-6	-8
7q	I support my organisation's values					74%	-	-10	-8

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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Delivering for the people of NSW requires agencies to work together and share knowledge internally and with other sectors.

Well executed collaboration enables agencies to share knowledge ideas, resources, skills, networks, and assets, leading to better outcomes for customers.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Teamwork and collaboration (total score)					56%	-3	-6	-8
2a	My workgroup works collaboratively to achieve its goals	75 16 10			75%	-1	-4	-5
6c	Senior managers promote collaboration between my organisation and other organisations we work with	41 34 25			41%	-5	-11	-14
7c	There is good co-operation between teams across my organisation	51 26 23			51%	-1	-4	-4

Difference from (percentage point)

+5 or more +4 to -4 -5 or less

r = below privacy cut-off

An inclusive workplace is one where all employees can participate and contribute. It is one where everyone feels valued, accepted, and supported to thrive at work.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Inclusion and diversity (total score)					63%	-	-5	-7
2b	People in my workgroup treat each other with respect	78	13	9	78%	-1	-2	-5
6f	Senior managers support the career advancement of all employees	36	31	32	36%	-	-8	-12
8a	Personal background is not a barrier to participation in my organisation (e.g. cultural background, age, disability, sexual orientation, gender)	69	16	15	69%	-5	-9	-8
8b	I can speak up and share a different view to others in my organisation	63	20	18	63%	-4	-4	-7
8c	I feel that I belong in my organisation	67	21	12	67%	-2	-3	-4

Difference from (percentage point)

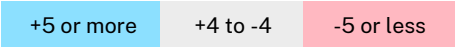
+5 or more	+4 to -4	-5 or less
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Flexible working is about rethinking where, when, and how people work, in ways that maintain or improve service delivery for the people of NSW.

				2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
				<div><div>Favourable</div><div>Neutral</div><div>Unfavourable</div></div>			
Flexible working (total score)				54%	-6	-9	-20
8e	How satisfied are you with your ability to access and use flexible working arrangements?			<div><div>51</div><div>29</div><div>20</div></div> 51%	-7	-9	-21
8f	My manager supports flexible working in my team			<div><div>56</div><div>29</div><div>14</div></div> 56%	-4	-9	-19

Difference from (percentage point)
















r = below privacy cut-off

Use of flexible working

Work environment

Flexible working is about rethinking where, when, and how people work, in ways that maintain or improve service delivery for the people of NSW.

8d Type of flexible working		2022 % respondents	difference from 2021	difference from Sector	difference from Cluster
Flexible start and finish times		34%	-4	-11	-26
Working more hours over fewer days		9%	-2	-1	-6
Working additional hours to make up for time off		13%	-2	-4	-11
Flexible scheduling for rostered workers		7%	-2	-1	+2
Part-time work		2%	0	-10	-2
Job sharing		1%	0	-2	-1
Working from different locations		24%	0	+4	-13
Working from home		36%	-11	-12	-29
Purchasing annual leave		2%	-1	+1	0
Leave without pay		3%	+1	-5	-2
Study leave		1%	0	-3	-1
Other		3%	0	0	0
None of the above		46%	+10	+20	+24

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

r = below privacy cut-off

A grievance is any type of problem, concern, dispute, or complaint related to work or the work environment which cannot be resolved through usual communication.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
10	If I raised a grievance in my organisation, it would be handled in a fair and objective manner	51	29	21	51%	-	-2	-4

*See p.37 for related results on negative workplace behaviours.

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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r = below privacy cut-off

Work health and safety (WHS) involves the management of risks to the health and safety of everyone in your workplace. Health refers to both physical and psychological health.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Health and safety (total score)					71%	-3	+2	-6
7r	I am confident work health and safety issues I raise will be addressed promptly	721513			72%	-2	-2	-7
7s	There are effective resources in my organisation to support employee wellbeing	701713			70%	-4	+6	-4

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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Burnout is typically characterised by ongoing feelings of:

- energy depletion / exhaustion
- negativity or cynicism about one's job
- reduced professional effectiveness.

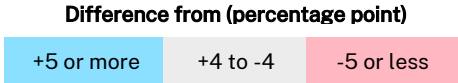
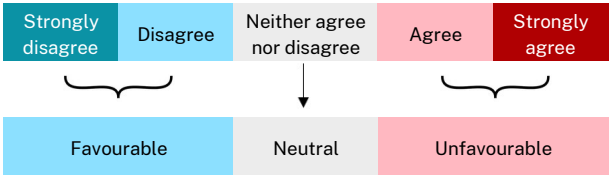
	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
1n I feel burned out by my work (disagree)	40	33	27	40%	-	+6	-2

Note on interpretation:

This question is negatively worded. It differs in interpretation from other questions in this survey, because disagreement is considered a positive response.

The score provided for the burnout question indicates the % favourable responses (i.e. ‘strongly disagree’ and ‘disagree’ responses).

The favourable score (blue bar) shows the % of respondents that did not feel burned out by their work.
The unfavourable score (red bar) shows the % of respondents that did feel burned out by their work.



r = below privacy cut-off

Recruitment refers to the process of attracting, screening, and onboarding people.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Recruitment (total score)					39%	-	-9	-9
7f	My organisation makes fair recruitment and promotion decisions	37	29	34	37%	-	-7	-8
7g	My organisation generally selects capable people to do the job	41	27	32	41%	-3	-12	-10

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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r = below privacy cut-off

Access to learning and development programs helps employees achieve their performance and career goals. Learning and development also help agencies to grow the right employee capabilities to deliver business outcomes.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Learning and development (total score)					55%	-2	0	-2
3f	I have received the training and development I need to do my job well	67	19	14	67%	-1	+4	+5
3g	I am satisfied with the opportunities available for career development in my organisation	51	22	27	51%	-1	+2	-2
7e	My organisation is committed to developing its employees	47	28	25	47%	-4	-5	-9

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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r = below privacy cut-off

Having a mobile workforce makes it easier to redeploy resources to match priorities and respond to emerging issues.

Mobility is regarded as one of the best ways to develop leadership capability, provide enriching careers, and build and retain 'know how' in an organisation and the NSW public sector more broadly.

3h Are you currently looking, or thinking about looking, for a new role within the NSW public sector but outside of your current workplace to broaden your experience?

	2022 % respondents	difference from 2021	difference from Sector	difference from Cluster
Yes	41%	0	0	+2
No	59%	0	0	-2

3i Are there barriers preventing you from moving to another role? If so, what are they?

Lack of visible opportunities		23%	-2	-4	0
Lack of promotion opportunities		27%	-2	0	0
Lack of support from my manager / supervisor		12%	0	+1	+2
Geographic location considerations		16%	0	-8	-1
Personal / family considerations		23%	+2	-8	+1
Insufficient training and development		18%	0	+4	+4
Lack of required capabilities or experience		15%	0	+3	+2
Lack of support for temporary assignments / secondments		19%	+1	+4	+5
The application / recruitment process is too cumbersome or time consuming		23%	+2	0	+4
Other		11%	0	+1	+1
There are no major barriers to my career progression		31%	-1	+2	-3

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

r = below privacy cut-off

	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
4 I am paid fairly for the work I do	50	21	29	50%	-14	+2	-10

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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r = below privacy cut-off

Recognition involves recognising employees' contributions and achievements in the workplace through formal and informal channels.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Recognition (total score)					57%	-1	-3	-7
5f	My manager provides recognition for the work I do	68 18 14			68%	-1	-2	-6
7o	I receive adequate recognition for my contributions from my organisation	46 28 26			46%	-2	-4	-9

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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r = below privacy cut-off

Underpinning a high performance culture is an effective system for managing individual, team, and organisational performance.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Feedback and performance management (total score)					58%	-2	+2	0
3d	In the last 12 months, I have received feedback to help me improve my work	59	22	20	59%	-3	-5	-5
3e	My performance is assessed against clear criteria	60	23	17	60%	-3	+5	+3
5g	My manager appropriately deals with employees who perform poorly	54	29	17	54%	0	+6	+1

			2022 % respondents	difference from 2021	difference from Sector	difference from Cluster
Performance management process						
3a	I have a performance and development plan that sets out my individual goals		63%	-7	-8	-5
3b	I have informal feedback conversations with my manager		73%	-2	-5	-6
3c	I have scheduled feedback conversations with my manager		53%	-5	-10	-12

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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r = below privacy cut-off

Leadership is key in setting direction, executing strategy, shaping culture and capability, inspiring purpose, and delivering results.

The term ‘senior managers’ refers to the group of senior managers in your organisation, not an individual manager.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Senior managers (total score)					42%	-	-9	-13
6a	Senior managers provide clear direction for the future of the organisation	37	29	33	37%	-5	-12	-13
6b	Senior managers model the values of my organisation	43	31	26	43%	-7	-11	-13
6c	Senior managers promote collaboration between my organisation and other organisations we work with	41	34	25	41%	-5	-11	-14
6d	Senior managers communicate the importance of customers in our work	60	23	18	60%	-7	-5	-10
6e	Senior managers listen to employees	35	29	36	35%	-5	-10	-14
6f	Senior managers support the career advancement of all employees	36	31	32	36%	-	-8	-12

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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r = below privacy cut-off

Decision making is the process of making choices by identifying a decision, gathering information, and assessing alternative resolutions.

Accountability is one of the four core NSW public sector values. It is about taking responsibility for decisions and actions. Accountability can add meaning to work and foster engagement.

				2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
				Favourable	Neutral	Unfavourable	
Decision making and accountability (total score)				58%			
5e	I have confidence in the decisions my manager makes			72	17	12	72%
7d	People in my organisation take responsibility for their own actions			44	28	28	44%

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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r = below privacy cut-off

Effective communication is proactive and timely and focuses on the most important points. What do employees need to know and how does it affect them?

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Communication and change management (total score)					50%	-2	-4	-5
5b	My manager communicates effectively with me	77			77%	0	+3	-1
6a	Senior managers provide clear direction for the future of the organisation	37	29	33	37%	-5	-12	-13
7b	Change is managed well in my organisation	35	30	35	35%	-3	-4	-1

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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Ensuring employees feel like they can speak up and be heard shifts the employee-employer relationship from a transactional one to an effective, dynamic one.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Employee voice (total score)					59%	-3	-5	-8
5c	My manager encourages and values employee input	74	16	11	74%	0	-2	-5
5d	My manager involves my workgroup in decisions about our work	67	19	14	67%	-1	-3	-7
6e	Senior managers listen to employees	35	29	36	35%	-5	-10	-14
8b	I can speak up and share a different view to others in my organisation	63	20	18	63%	-4	-4	-7

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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r = below privacy cut-off

To improve employee experience, leaders at all levels should take on board employee feedback and act on the survey results.

Employees can become disengaged if they are asked their opinion and then no action takes place as a result.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
9	I am confident my organisation will act on the results of this survey	38	27	35	38%	-4	-5	-10

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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Negative workplace behaviours

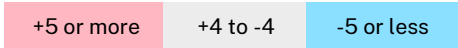
In NSW public sector, we are committed to reducing and preventing negative workplace behaviours such as misconduct, bullying, sexual harassment, threats or physical harm, discrimination, and racism.

In the last 12 months, have you...		2022 % respondents	difference from 2021	difference from Sector	difference from Cluster
been aware of any misconduct in your organisation	<div></div>	14%	0	-1	+2
witnessed bullying	<div></div>	15%	0	-6	+1
experienced bullying	<div></div>	11%	0	-2	+1
witnessed sexual harassment	<div></div>	2%	0	0	0
experienced sexual harassment	<div></div>	5%	+1	0	+2
experienced threats or physical harm	<div></div>	9%	+3	+1	+5
experienced discrimination	<div></div>	12%	-1	+2	+2
experienced racism	<div></div>	6%	0	+2	+2

Definitions

- **Misconduct:** behaviour that is unethical or illegal, or that breaches your organisation's code of conduct
- **Bullying:** repeated unreasonable behaviour directed towards a worker or group of workers
- **Sexual harassment:** unwelcome behaviour of a sexual nature that may make a person feel offended, humiliated, or intimidated
- **Discrimination:** when a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal characteristics
- **Racism:** prejudice, discrimination or hatred directed at someone because of their colour, ethnicity or national origin

Difference from (percentage point)



r = below privacy cut-off

Transport questions

	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Cluster
My workgroup demonstrates good health and safety behaviour	80	13	7	80%	-3	-5
I am regularly consulted on matters affecting safety and wellbeing in my workplace	67	20	13	67%	-4	-3
I am able to work productively to deliver what is required of me	81	13		81%	-3	-1
I am confident in my ability to provide quality customer service to customers	88	9		88%	-2	-1
My organisation works towards achieving the greater good for the community	66	23	12	66%	-1	-11
I see senior managers of my organisation actively putting people at the heart of the decisions they make	43	28	29	43%	-3	-12
We are retaining the people we need to achieve our business goals	37	30	33	37%	-	-5
The way we manage performance and development in my organisation does a good job of identifying my strengths and improvement areas	42	31	26	42%	-	-4
Senior managers inspire me about the future of this organisation	36	29	35	36%	-	-11
I see people in my workgroup consistently demonstrating the five ways of leading behaviours	49	34	17	49%	-	-8

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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Results by child unit and demographic group

Discover if employees in different groups have different views

Respondent profile

This is a snapshot of survey takers.

Use the snapshot to see if the survey takers are representative of your organisation or team.

Gender	% respondents	Disability	% respondents	Type of work	% respondents		
Woman	21	Yes	4	Service delivery involving direct contact with the public	34		
Man	63	No	87	Other service delivery work	32		
Non-binary	2	Prefer not to say	8	Administrative support	2		
Use a different term	1	LGBTIQ+		Corporate services	3		
Prefer not to say	14			Policy	r		
Age				No	80	Research	r
				15-34 years	16	Program and project management support	9
				35-54 years	47	Legal	r
		55+ years	18	Other	19		
Prefer not to say	19	Yes	34	Organisation tenure			
Aboriginal and/or Torres Strait Islander		No	55				
		Prefer not to say	11				
		Yes	3			Less than 1 year	7
		No	85			1 year to less than 2 years	5
Prefer not to say	12	Working arrangement		2 years to less than 5 years	19		
Cultural background				Full-time	96	5 years to less than 10 years	19
				Part-time	4	10 years to less than 20 years	29
		Employment status		More than 20 years	21		
				Oceanian	62	Salary	
North-West European	10						
Southern and Eastern European	7						
North African and Middle Eastern	4						
South-East Asian	6	Senior executive	4	\$87,492 and below	26		
North-East Asian	4	Ongoing / permanent	86	\$87,493 - \$113,342	24		
Southern and Central Asian	18	Temporary	2	\$113,343 - \$151,608	20		
Peoples of the Americas	2	Casual	0	\$151,609 and above	10		
Sub-Saharan African	2	Contract-non-executive	1	Prefer not to say	20		
		Labour hire	1				
		Other	3				
		Don't know	4				

Note, the cultural background question is multi-select, so results may not sum to 100%.

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Selected key topic results by child unit

This shows some key topic scores for the organisational units that sit one level below the report unit. These units are called child units.

	Report total	Engineering & Maintenance	Finance & Commercial ST	Office of the Chief Executive ST	Safety, Environment, Quality & Risk ST	Strategy, Portfolio & Investment	SYDT - Customer Experience	SYDT - Rail Operations	Train Crewing
Employee engagement	63	62	78	80	69	68	68	54	60
Wellbeing	68%	62%	87%	90%	69%	68%	74%	57%	70%
Role clarity and support	71%	66%	84%	87%	72%	70%	79%	58%	74%
Inclusion and diversity	63%	65%	79%	92%	70%	72%	66%	54%	57%
Teamwork and collaboration	56%	58%	76%	93%	63%	62%	62%	51%	48%
Learning and development	55%	51%	70%	83%	57%	58%	64%	44%	55%
Senior managers	42%	40%	71%	93%	58%	59%	52%	39%	32%
Communication and change management	50%	47%	61%	80%	53%	56%	59%	41%	47%
Employee voice	59%	62%	79%	95%	71%	72%	64%	51%	53%



At least 5 percentage points higher than report unit



Within 5 percentage points of the report unit





At least 5 percentage points lower than report unit


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Selected key topic results by select demographics

	Report total	Woman	Man	Non-binary	Aboriginal and Torres Strait Islander peoples	People with disability	People who identify as LGBTQ+	People who speak a language other than English	15-34 years	35-54 years	55+ years
Employee engagement	63	69	63	48	63	55	55	69	65	64	65
Wellbeing	68%	75%	69%	42%	68%	49%	56%	75%	68%	70%	71%
Role clarity and support	71%	78%	72%	50%	70%	57%	64%	77%	74%	73%	73%
Inclusion and diversity	63%	70%	64%	40%	62%	52%	53%	69%	66%	65%	64%
Teamwork and collaboration	56%	63%	56%	36%	52%	43%	43%	63%	59%	58%	56%
Learning and development	55%	65%	56%	36%	54%	42%	47%	62%	61%	57%	57%
Senior managers	42%	53%	42%	27%	40%	31%	29%	51%	44%	44%	43%
Communication and change management	50%	58%	50%	36%	48%	38%	39%	58%	54%	52%	52%
Employee voice	59%	66%	61%	39%	58%	48%	48%	66%	62%	62%	61%

 At least 5 percentage points higher than report unit


 Within 5 percentage points of the report unit


 At least 5 percentage points lower than report unit


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Selected key topic results by type of work

	Report total	Service delivery involving direct contact with the public	Other service delivery work	Administrative support	Corporate services	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
Employee engagement	63	61	61	70	66	r	r	70	r	63
Wellbeing	68%	71%	62%	74%	70%	r	r	71%	r	66%
Role clarity and support	71%	75%	66%	76%	70%	r	r	73%	r	71%
Inclusion and diversity	63%	60%	64%	72%	72%	r	r	71%	r	61%
Teamwork and collaboration	56%	51%	57%	68%	67%	r	r	64%	r	54%
Learning and development	55%	56%	51%	64%	55%	r	r	57%	r	57%
Senior managers	42%	39%	39%	56%	58%	r	r	54%	r	42%
Communication and change management	50%	51%	45%	58%	56%	r	r	55%	r	51%
Employee voice	59%	56%	60%	68%	72%	r	r	72%	r	59%

 At least 5 percentage points higher than report unit

 Within 5 percentage points of the report unit

 At least 5 percentage points lower than report unit

r = below privacy cut-off

Selected key topic results by organisation tenure

	Report total	Less than 1 year	1 year to less than 2 years	2 years to less than 5 years	5 years to less than 10 years	10 years to less than 20 years	More than 20 years
Employee engagement	63	75	69	65	60	61	61
Wellbeing	68%	82%	76%	68%	64%	69%	65%
Role clarity and support	71%	80%	73%	74%	68%	72%	69%
Inclusion and diversity	63%	79%	70%	64%	60%	62%	60%
Teamwork and collaboration	56%	72%	61%	56%	53%	53%	54%
Learning and development	55%	73%	63%	57%	52%	54%	53%
Senior managers	42%	63%	50%	45%	39%	38%	39%
Communication and change management	50%	67%	56%	53%	48%	48%	47%
Employee voice	59%	74%	63%	61%	58%	58%	57%

At least 5 percentage points higher than report unit

Within 5 percentage points of the report unit

At least 5 percentage points lower than report unit

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Selected key topic results by geographic region

	Report total	Sydney East	Sydney West	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley excluding Newcastle
Employee engagement	63	63	63	67	54	r	r	r	r
Wellbeing	68%	69%	69%	64%	57%	r	r	r	r
Role clarity and support	71%	72%	72%	73%	59%	r	r	r	r
Inclusion and diversity	63%	64%	64%	74%	58%	r	r	r	r
Teamwork and collaboration	56%	56%	56%	60%	51%	r	r	r	r
Learning and development	55%	57%	54%	61%	43%	r	r	r	r
Senior managers	42%	45%	40%	57%	33%	r	r	r	r
Communication and change management	50%	51%	50%	54%	42%	r	r	r	r
Employee voice	59%	61%	61%	73%	54%	r	r	r	r

At least 5 percentage points higher than report unit


Within 5 percentage points of the report unit


At least 5 percentage points lower than report unit


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Selected key topic results by geographic region (continued)

	Report total	Illawarra	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Outside of NSW
Employee engagement	63	59	r	r	r	55	r	r	r	59
Wellbeing	68%	65%	r	r	r	58%	r	r	r	70%
Role clarity and support	71%	71%	r	r	r	60%	r	r	r	r
Inclusion and diversity	63%	65%	r	r	r	57%	r	r	r	70%
Teamwork and collaboration	56%	55%	r	r	r	46%	r	r	r	63%
Learning and development	55%	49%	r	r	r	37%	r	r	r	63%
Senior managers	42%	31%	r	r	r	30%	r	r	r	62%
Communication and change management	50%	41%	r	r	r	37%	r	r	r	63%
Employee voice	59%	61%	r	r	r	49%	r	r	r	70%

 At least 5 percentage points higher than report unit

 Within 5 percentage points of the report unit

 At least 5 percentage points lower than report unit

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Additional information about the survey

Discover more about how the survey works and how to act on results

Survey model

The People Matter Employee Survey provides an important opportunity for almost 400,000 people to have a say about their workplace and to help make the public sector a better place to work.

The survey asks employees about their experiences with their work, workgroup, managers, and organisation. Their experiences are grouped into management practices and reported under 4 domains:

- Purpose and direction
- Work environment
- Enabling practices
- Leadership

All of these practices positively contribute towards employee and organisational outcomes, including employee engagement, job satisfaction, wellbeing, and customer service.

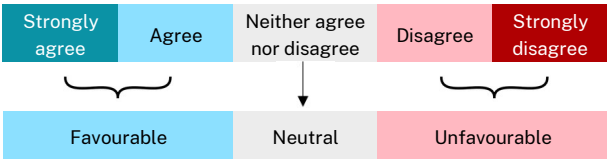


Privacy

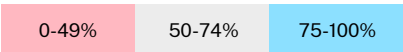
Responses from individual employees are confidential. Strict rules protect privacy at every stage of the survey process. These reports only show the results for a group of employees (i.e. a workgroup or demographic group) when there are 10 or more responses for the group.

% favourable calculation

Most scores are shown as % favourable, which is the sum of the ‘strongly agree’ and ‘agree’ percentages.

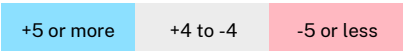


% favourable scores are colour coded based on these ranges:



Difference scores

Difference scores are displayed as a percentage point where available. Differences are colour coded based on these ranges:



Generally, topic level comparisons are not shown when less than 50% of the questions are comparable.

Burnout (disagree) question

The score provided for the burnout question indicates the % favourable responses (i.e. ‘strongly disagree’ and ‘disagree’ responses).

The favourable score (blue bar) shows the % of respondents that did not feel burned out by their work.

The unfavourable score (red bar) shows the % of respondents that did feel burned out by their work.

Rounding

Results are presented as whole numbers for ease of reading. Values are rounded down if their first decimal number is less than 5. Values are rounded up if their first decimal number is equal to or greater than 5. Due to rounding, results will not always add up to 100%. Difference scores may appear to be slightly different to values derived from subtracting rounded numbers, usually within 1%.

Employee engagement score calculation

Each person who answered all five employee engagement questions gets an employee engagement score. Each answer is assigned a score as follows:

- 100 to ‘strongly agree’
- 75 to ‘agree’
- 50 to ‘neither agree nor disagree’
- 25 to ‘disagree’
- 0 to ‘strongly disagree’

The employee’s engagement score is calculated as the average of the 5 question scores. Employees’ scores are then averaged to calculate a team or organisation engagement score.

Key driver analysis




Experience tells us that a successful response to survey results requires focus on key priorities. The key driver analysis, which uses statistical techniques including Pearson’s correlation analysis, identifies individual questions with the strongest influence on your employee engagement score.

Key drivers are split into strengths (high correlation, high score) and priorities (high correlation, low score). You are recommended to look for ways to maintain your strengths and improve your priority areas.

Action planning

We are all responsible for building a world class public service. Improving employee experience is a way to work towards this goal.

Survey communication and action planning: Leaders are encouraged to share and discuss survey results with employees, and start thinking about actions using the template below. In addition to PMES results, you should consider work context and internal business data (e.g. turnover data). You should implement and monitor your plan, either on its own or as part of a broader organisational improvement strategy.

 CELEBRATE	 INVESTIGATE FURTHER WITH OUR TEAMS	 OPPORTUNITIES
<p>The things we do well:</p> <hr/> <hr/> <hr/> <hr/> <p>Think about how we can build on our strengths and learn from what we are good at.</p>	<p>Are there any other opportunities coming out of the results that we want to explore further?</p> <hr/> <hr/> <hr/> <hr/> <p>How could we investigate? Through looking at the data in more detail or through discussions with staff?</p>	<p>Areas we need to focus on and turn into action plans:</p> <hr/> <hr/> <hr/> <hr/> <p>What are the key things we need to improve to make working here better?</p>

PRIORITISE 3 AREAS FOR ACTION	TIMESCALES	OWNER	RESOURCES REQUIRED	TARGET / SUCCESS MEASURE
01.				
02.				
03.				