

# People Matter

NSW Public Sector  
Employee Survey 2022

## Agency Report

## Sydney Metro

**Survey period:** 22 August to 16 September 2022

**Completed surveys:** 1,367

**Response rate:** >100%

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

### NSW public sector

- Transport
  - Sydney Metro

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## High level results

Discover key results and patterns

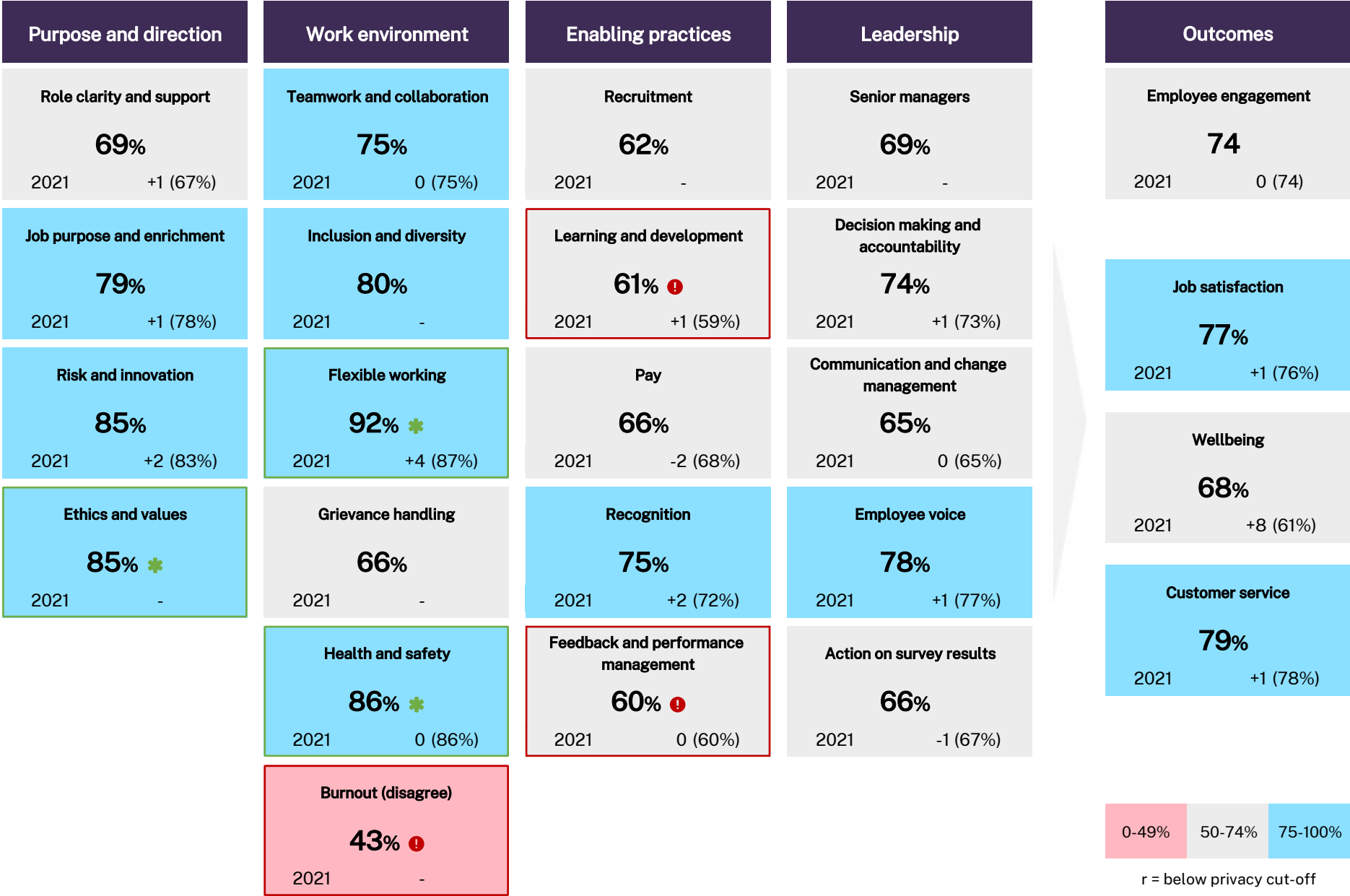
# Headline results for key topics

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
Ethics and values	7q	I support my organisation's values	96%	-
Risk and innovation	1l	I am comfortable notifying my manager if I become aware of any risks at work	95%	+2
Flexible working	8f	My manager supports flexible working in my team	93%	+3
Inclusion and diversity	2b	People in my workgroup treat each other with respect	91%	+3
Flexible working	8e	How satisfied are you with your ability to access and use flexible working arrangements?	90%	+6

- Questions with the lowest favourable scores			2022 % favourable	difference from 2021
Burnout (disagree)	1n	I feel burned out by my work (disagree)	43%	-
Communication and change management	7b	Change is managed well in my organisation	47%	-1
Feedback and performance management	5g	My manager appropriately deals with employees who perform poorly	56%	+2
Learning and development	3g	I am satisfied with the opportunities available for career development in my organisation	56%	0
Feedback and performance management / Role clarity and support	3e	My performance is assessed against clear criteria	57%	-2

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
Wellbeing	1m	In general, my sense of wellbeing is...	69%	+9
Wellbeing	1j	I can keep my work stress at an acceptable level	68%	+7
Role clarity and support	1d	I have the time to do my job well	65%	+6
Flexible working	8e	How satisfied are you with your ability to access and use flexible working arrangements?	90%	+6
Recognition	7o	I receive adequate recognition for my contributions from my organisation	68%	+4
- Least improved questions			2022 % favourable	difference from 2021
Recruitment	7g	My organisation generally selects capable people to do the job	66%	-3
Role clarity and support	1a	I understand what is expected of me to do well in my job	80%	-2
Senior managers / Teamwork and collaboration	6c	Senior managers promote collaboration between my organisation and other organisations we work with	70%	-2
Pay	4	I am paid fairly for the work I do	66%	-2
Feedback and performance management / Role clarity and support	3e	My performance is assessed against clear criteria	57%	-2

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

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## 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	67%	Maintain
Risk and innovation	7a	My organisation is making improvements to meet future challenges	75%	Maintain
Recognition	7o	I receive adequate recognition for my contributions from my organisation	68%	Maintain
Ethics and values / Senior managers	6b	Senior managers model the values of my organisation	72%	Maintain
Employee voice / Senior managers	6e	Senior managers listen to employees	64%	Maintain
Ethics and values	7p	My organisation shows a commitment to ethical behaviours	87%	Maintain

r = below privacy cut-off

## Results by topic

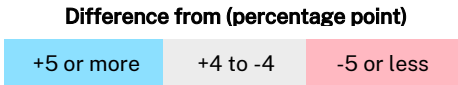
Discover more about your results

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)*				74	0	+10	+8
7j I would recommend my organisation as a great place to work	82	12		82%	0	+20	+10
7k I am proud to tell others I work for my organisation	87	10		87%	0	+18	+15
7l I feel a strong personal attachment to my organisation	69	21	10	69%	0	+8	+8
7m My organisation motivates me to help it achieve its goals	73	19	8	73%	0	+19	+15
7n My organisation inspires me to do the best in my job	72	20	8	72%	-1	+17	+14

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



r = below privacy cut-off

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	<div></div>	8%	0	0	+2
1 year to less than 2 years	<div></div>	11%	0	+2	+4
2 years to less than 5 years	<div></div>	30%	-2	+10	+10
5 years to less than 10 years	<div></div>	28%	-1	+3	+3
10 years to less than 20 years	<div></div>	13%	+1	-9	-10
More than 20 years	<div></div>	9%	+2	-6	-9

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

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
<b>Job satisfaction (total score)</b>					<b>77%</b>	<b>+1</b>	<b>+9</b>	<b>+7</b>
1g	My job gives me a feeling of personal accomplishment	77	14	9	77%	0	+5	+6
1h	I feel motivated to contribute more than what is normally required at work	77	15	8	77%	+1	+11	+8
1i	I am satisfied with my job	77	14	9	77%	+1	+10	+6

Difference from (percentage point)

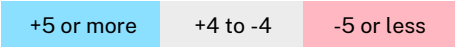
+5 or more	+4 to -4	-5 or less
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r = below privacy cut-off

Wellbeing means feeling good, functioning well, and experiencing satisfaction and fulfilment in work and life.

	<div>Favourable</div>	<div>Neutral</div>	<div>Unfavourable</div>	<div>2022</div> <div>% favourable</div>	<div>difference from</div> <div>2021</div>	<div>difference from</div> <div>Sector</div>	<div>difference from</div> <div>Cluster</div>
Wellbeing (total score)				68%	+8	+10	+2
1j I can keep my work stress at an acceptable level	68	18	14	68%	+7	+9	0
1m In general, my sense of wellbeing is..	69	26		69%	+9	+11	+4

Difference from (percentage point)



r = below privacy cut-off

## Customer service

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
<b>Customer service (total score)</b>					<b>79%</b>	<b>+1</b>	<b>+9</b>	<b>+8</b>
1k	I am empowered to make the decisions needed to help customers and/or communities	70	20	10	70%	+2	+1	+1
2c	People in my workgroup can explain how their work impacts customers	82	13		82%	+2	+1	+2
2d	My workgroup considers customer needs when planning our work	85	11		85%	+1	+3	+4
6d	Senior managers communicate the importance of customers in our work	79	15		79%	-1	+15	+10
7h	The processes in my organisation are designed to support the best experience for customers	70	22	8	70%	0	+13	+12
7i	My organisation meets the needs of the communities, people, and/or businesses of NSW	85	13		85%	0	+21	+18

Difference from (percentage point)

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

# 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)				69%	+1	+5	0
1a I understand what is expected of me to do well in my job	80	13	7	80%	-2	-4	-2
1b I get the support I need to do my job well	73	15	11	73%	+2	+11	+4
1c I have the tools and technology to do my job well	77	13	10	77%	0	+9	+3
1d I have the time to do my job well	65	18	17	65%	+6	+13	-2
3e My performance is assessed against clear criteria	57	30	14	57%	-2	+2	0
3f I have received the training and development I need to do my job well	60	29	11	60%	+2	-3	-3

Difference from (percentage point)

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

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)					79%	+1	+8	+6
1e	My job gives me opportunities to use a variety of skills	<div><div>81</div><div>12</div><div></div></div>			81%	0	+2	+4
1f	I have a choice in deciding how I carry out day to day work tasks	<div><div>88</div><div>8</div><div></div></div>			88%	+2	+16	+11
3d	In the last 12 months, I have received feedback to help me improve my work	<div><div>67</div><div>22</div><div>11</div></div>			67%	-1	+4	+4
5h	My manager communicates how my role contributes to my organisation's purpose	<div><div>77</div><div>15</div><div>7</div></div>			77%	+3	+9	+6

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

r = below privacy cut-off

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)					85%	+2	+12	+9
1l	I am comfortable notifying my manager if I become aware of any risks at work	95			95%	+2	+8	+6
5a	My manager encourages people in my workgroup to keep improving the work they do	8410			84%	+3	+10	+7
7a	My organisation is making improvements to meet future challenges	75187			75%	0	+18	+14

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

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)					85%	-	+16	+15
6b	Senior managers model the values of my organisation	72 19 10			72%	0	+18	+16
7p	My organisation shows a commitment to ethical behaviours	87 10			87%	-	+17	+14
7q	I support my organisation's values	96			96%	-	+12	+14

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

r = below privacy cut-off

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.

	<div>Favourable</div>	<div>Neutral</div>	<div>Unfavourable</div>	<div>2022</div> <div>% favourable</div>	<div>difference from</div> <div>2021</div>	<div>difference from</div> <div>Sector</div>	<div>difference from</div> <div>Cluster</div>
<b>Teamwork and collaboration (total score)</b>				<b>75%</b>	0	+13	+12
2a My workgroup works collaboratively to achieve its goals	85	10		85%	0	+6	+5
6c Senior managers promote collaboration between my organisation and other organisations we work with	70	22	8	70%	-2	+18	+15
7c There is good co-operation between teams across my organisation	69	19	11	69%	+3	+15	+14

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
<b>Inclusion and diversity (total score)</b>					<b>80%</b>	-	+12	+10
2b	People in my workgroup treat each other with respect	91			91%	+3	+11	+8
6f	Senior managers support the career advancement of all employees	61			61%	-	+18	+13
8a	Personal background is not a barrier to participation in my organisation (e.g. cultural background, age, disability, sexual orientation, gender)	87			87%	+2	+9	+11
8b	I can speak up and share a different view to others in my organisation	81			81%	+1	+14	+11
8c	I feel that I belong in my organisation	79			79%	0	+9	+7

Difference from (percentage point)

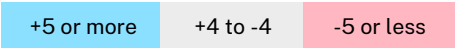
+5 or more	+4 to -4	-5 or less
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r = below privacy cut-off

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

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Flexible working (total score)					92%	+4	+29	+18
8e	How satisfied are you with your ability to access and use flexible working arrangements?	90			90%	+6	+30	+18
8f	My manager supports flexible working in my team	93			93%	+3	+28	+17

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		76%	+5	+31	+16
Working more hours over fewer days		16%	+2	+6	+1
Working additional hours to make up for time off		30%	+1	+12	+6
Flexible scheduling for rostered workers		2%	+1	-5	-3
Part-time work		4%	0	-7	+1
Job sharing		1%	0	-2	0
Working from different locations		43%	+18	+23	+6
Working from home		89%	0	+41	+24
Purchasing annual leave		1%	-1	-1	-1
Leave without pay		8%	+3	0	+2
Study leave		1%	0	-3	0
Other		2%	-1	-1	-1
None of the above		4%	-2	-22	-18

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	66	27		66%	-	+14	+11

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

Difference from (percentage point)

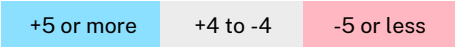
+5 or more	+4 to -4	-5 or less
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r = below privacy cut-off

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)					86%	0	+17	+9
7r	I am confident work health and safety issues I raise will be addressed promptly	<div><div>90</div><div>8</div></div>			90%	+2	+15	+11
7s	There are effective resources in my organisation to support employee wellbeing	<div><div>82</div><div>13</div></div>			82%	-2	+18	+8

Difference from (percentage point)



r = below privacy cut-off

Burnout (disagree)

Work environment

Burnout is typically characterised by ongoing feelings of:

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

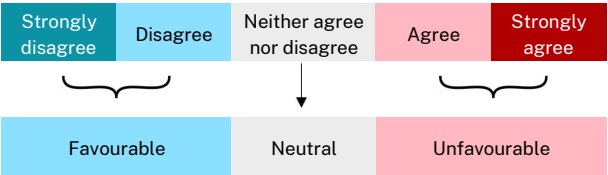
	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
1n I feel burned out by my work (disagree)	43	33	24	43%	-	+9	+1

Note on interpretation:

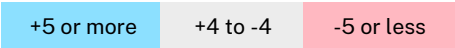
This question is negatively worded. It differs in interpretation from other questions in this survey, because disagreement is considered a positive response.

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.



Difference from (percentage point)



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
<b>Recruitment (total score)</b>					<b>62%</b>	-	+13	+14
7f	My organisation makes fair recruitment and promotion decisions	58	30	12	58%	-	+14	+12
7g	My organisation generally selects capable people to do the job	66	23	11	66%	-3	+13	+15

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)					61%	+1	+6	+4
3f	I have received the training and development I need to do my job well	60	29	11	60%	+2	-3	-3
3g	I am satisfied with the opportunities available for career development in my organisation	56	27	16	56%	0	+7	+3
7e	My organisation is committed to developing its employees	67	24	9	67%	+2	+15	+11

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?**

	<b>2022</b> % respondents	difference from <b>2021</b>	difference from <b>Sector</b>	difference from <b>Cluster</b>
Yes	<b>33%</b>	+4	-8	-7
No	<b>67%</b>	-4	+8	+7

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

Lack of visible opportunities		<b>22%</b>	-2	-5	-1
Lack of promotion opportunities		<b>27%</b>	+2	0	+1
Lack of support from my manager / supervisor		<b>8%</b>	0	-4	-2
Geographic location considerations		<b>8%</b>	0	-17	-9
Personal / family considerations		<b>14%</b>	+1	-16	-8
Insufficient training and development		<b>9%</b>	-1	-6	-6
Lack of required capabilities or experience		<b>10%</b>	+2	-1	-2
Lack of support for temporary assignments / secondments		<b>8%</b>	-3	-6	-6
The application / recruitment process is too cumbersome or time consuming		<b>14%</b>	0	-9	-5
Other		<b>9%</b>	-1	-1	-1
There are no major barriers to my career progression		<b>42%</b>	+2	+13	+8

**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	66	19	14	66%	-2	+19	+7

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)					75%	+2	+14	+10
5f	My manager provides recognition for the work I do	81127			81%	+1	+11	+7
7o	I receive adequate recognition for my contributions from my organisation	682111			68%	+4	+18	+13

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

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
<b>Feedback and performance management (total score)</b>					<b>60%</b>	0	+5	+2
3d	In the last 12 months, I have received feedback to help me improve my work	67	22	11	67%	-1	+4	+4
3e	My performance is assessed against clear criteria	57	30	14	57%	-2	+2	0
5g	My manager appropriately deals with employees who perform poorly	56	36	8	56%	+2	+8	+3

			2022 % respondents	difference from 2021	difference from Sector	difference from Cluster
<b>Performance management process</b>						
3a	I have a performance and development plan that sets out my individual goals		74%	0	+3	+7
3b	I have informal feedback conversations with my manager		86%	+1	+8	+7
3c	I have scheduled feedback conversations with my manager		74%	0	+11	+9

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
<b>Senior managers (total score)</b>					<b>69%</b>	-	+17	+14
6a	Senior managers provide clear direction for the future of the organisation	66	21	13	66%	0	+17	+16
6b	Senior managers model the values of my organisation	72	19	10	72%	0	+18	+16
6c	Senior managers promote collaboration between my organisation and other organisations we work with	70	22	8	70%	-2	+18	+15
6d	Senior managers communicate the importance of customers in our work	79	15		79%	-1	+15	+10
6e	Senior managers listen to employees	64	25	11	64%	-1	+19	+15
6f	Senior managers support the career advancement of all employees	61	28	11	61%	-	+18	+13

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.

				<div><div>Favourable</div><div>Neutral</div><div>Unfavourable</div></div>	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Decision making and accountability (total score)					74%	+1	+14	+11
5e	I have confidence in the decisions my manager makes			<div><div>82</div><div>11</div><div>7</div></div>	82%	+1	+10	+7
7d	People in my organisation take responsibility for their own actions			<div><div>65</div><div>23</div><div>11</div></div>	65%	0	+17	+16

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
<b>Communication and change management (total score)</b>					<b>65%</b>	0	+10	+10
5b	My manager communicates effectively with me	82			82%	+2	+7	+3
6a	Senior managers provide clear direction for the future of the organisation	66			66%	0	+17	+16
7b	Change is managed well in my organisation	47			47%	-1	+8	+10

Difference from (percentage point)

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

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
<b>Employee voice (total score)</b>					<b>78%</b>	<b>+1</b>	<b>+14</b>	<b>+10</b>
5c	My manager encourages and values employee input	86			86%	+1	+11	+7
5d	My manager involves my workgroup in decisions about our work	81			81%	+2	+11	+7
6e	Senior managers listen to employees	64			64%	-1	+19	+15
8b	I can speak up and share a different view to others in my organisation	81			81%	+1	+14	+11

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	66	22	12	66%	-1	+23	+18

Difference from (percentage point)

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

# 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>	7%	+1	-8	-5
witnessed bullying	<div></div>	9%	-3	-12	-5
experienced bullying	<div></div>	5%	-1	-9	-5
witnessed sexual harassment		r	-	-	-
experienced sexual harassment	<div></div>	2%	0	-3	-2
experienced threats or physical harm		r	-	-	-
experienced discrimination	<div></div>	6%	+1	-5	-4
experienced racism	<div></div>	2%	-1	-3	-2

Definitions

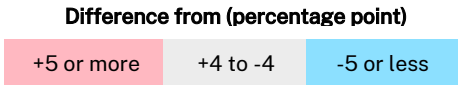
- **Misconduct:** behaviour that is unethical or illegal, or that breaches your organisation's code of conduct

- **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



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	93			93%	0	+8
I am regularly consulted on matters affecting safety and wellbeing in my workplace	76	17	7	76%	0	+6
I am able to work productively to deliver what is required of me	89	8		89%	+3	+7
I am confident in my ability to provide quality customer service to customers	91	8		91%	+2	+2
My organisation works towards achieving the greater good for the community	92	7		92%	+1	+15
I see senior managers of my organisation actively putting people at the heart of the decisions they make	71	20	9	71%	-1	+15
We are retaining the people we need to achieve our business goals	50	30	21	50%	-	+8
The way we manage performance and development in my organisation does a good job of identifying my strengths and improvement areas	53	31	16	53%	-	+7
Senior managers inspire me about the future of this organisation	64	25	11	64%	-	+17
I see people in my workgroup consistently demonstrating the five ways of leading behaviours	70	23	7	70%	-	+13

Difference from (percentage point)

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

## 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	37	Yes	4	Service delivery involving direct contact with the public	1
Man	53	No	92	Other service delivery work	9
Non-binary	r	Prefer not to say	4	Administrative support	5
Use a different term	r			Corporate services	20
Prefer not to say	r	<b>LGBTIQ+</b>		Policy	r
		Yes	5	Research	r
<b>Age</b>		No	87	Program and project management support	43
15-34 years	22	Prefer not to say	9	Legal	2
35-54 years	54			Other	18
55+ years	9	<b>LOTE spoken at home</b>			
Prefer not to say	15	Yes	38	<b>Organisation tenure</b>	
		No	57	Less than 1 year	31
<b>Aboriginal and/or Torres Strait Islander</b>		Prefer not to say	5	1 year to less than 2 years	19
Yes	2			2 years to less than 5 years	29
No	93	<b>Working arrangement</b>		5 years to less than 10 years	16
Prefer not to say	5	Full-time	95	10 years to less than 20 years	4
		Part-time	5	More than 20 years	2
<b>Cultural background</b>		<b>Employment status</b>		<b>Salary</b>	
Oceanian	54	Senior executive	18	\$87,492 and below	4
North-West European	17	Ongoing / permanent	54	\$87,493 - \$113,342	9
Southern and Eastern European	8	Temporary	4	\$113,343 - \$151,608	23
North African and Middle Eastern	6	Casual	r	\$151,609 and above	44
South-East Asian	6	Contract-non-executive	11	Prefer not to say	20
North-East Asian	7	Labour hire	9		
Southern and Central Asian	15	Other	r		
Peoples of the Americas	3	Don't know	2		
Sub-Saharan African	2				

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

r = below privacy cut-off

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	SM Corporate Services	SM Customer, Operations & Outcomes	SM Finance & Commercial	SM Legal, Probity & Internal Audit	SM Office of the Chief Executive	SM Place-making & Property	SM Project Delivery
Employee engagement	74	74	77	74	72	74	77	73
Wellbeing	68%	67%	68%	67%	64%	78%	75%	69%
Role clarity and support	69%	68%	73%	69%	67%	71%	77%	66%
Inclusion and diversity	80%	84%	84%	80%	78%	79%	82%	78%
Teamwork and collaboration	75%	73%	82%	73%	80%	80%	89%	73%
Learning and development	61%	61%	67%	56%	60%	68%	61%	60%
Senior managers	69%	65%	78%	67%	70%	72%	78%	68%
Communication and change management	65%	64%	73%	63%	64%	69%	71%	64%
Employee voice	78%	80%	84%	78%	77%	82%	82%	76%

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 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	74	76	75	r	74	75	75	77	78	75	74
Wellbeing	68%	68%	73%	r	74%	63%	70%	74%	76%	70%	71%
Role clarity and support	69%	70%	71%	r	73%	65%	67%	73%	74%	70%	75%
Inclusion and diversity	80%	82%	81%	r	79%	76%	81%	82%	84%	82%	78%
Teamwork and collaboration	75%	77%	77%	r	78%	73%	76%	78%	81%	76%	74%
Learning and development	61%	64%	62%	r	65%	62%	69%	64%	67%	63%	61%
Senior managers	69%	72%	70%	r	72%	67%	77%	73%	74%	71%	64%
Communication and change management	65%	68%	67%	r	75%	61%	68%	71%	72%	67%	63%
Employee voice	78%	79%	80%	r	83%	71%	76%	81%	83%	80%	75%

 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	74	70	74	75	75	r	r	75	68	71
Wellbeing	68%	75%	70%	74%	65%	r	r	71%	54%	64%
Role clarity and support	69%	76%	70%	71%	68%	r	r	69%	58%	66%
Inclusion and diversity	80%	69%	79%	81%	83%	r	r	82%	73%	76%
Teamwork and collaboration	75%	64%	74%	79%	72%	r	r	77%	73%	74%
Learning and development	61%	61%	60%	61%	62%	r	r	63%	58%	57%
Senior managers	69%	50%	69%	71%	66%	r	r	71%	62%	67%
Communication and change management	65%	52%	67%	70%	65%	r	r	65%	55%	62%
Employee voice	78%	64%	77%	77%	79%	r	r	80%	73%	75%

 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	74	78	73	72	73	74	65
Wellbeing	68%	77%	68%	66%	59%	76%	80%
Role clarity and support	69%	74%	64%	68%	71%	66%	70%
Inclusion and diversity	80%	84%	80%	79%	77%	75%	69%
Teamwork and collaboration	75%	81%	72%	74%	74%	67%	58%
Learning and development	61%	68%	58%	57%	60%	59%	60%
Senior managers	69%	78%	67%	67%	63%	63%	46%
Communication and change management	65%	75%	64%	62%	61%	55%	52%
Employee voice	78%	85%	80%	76%	76%	68%	58%

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 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	74	75	77	r	r	r	r	r	r
Wellbeing	68%	69%	82%	r	r	r	r	r	r
Role clarity and support	69%	69%	76%	r	r	r	r	r	r
Inclusion and diversity	80%	82%	76%	r	r	r	r	r	r
Teamwork and collaboration	75%	76%	72%	r	r	r	r	r	r
Learning and development	61%	62%	68%	r	r	r	r	r	r
Senior managers	69%	71%	53%	r	r	r	r	r	r
Communication and change management	65%	67%	65%	r	r	r	r	r	r
Employee voice	78%	80%	74%	r	r	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	74	r	r	r	r	r	r	r	r	r
Wellbeing	68%	r	r	r	r	r	r	r	r	r
Role clarity and support	69%	r	r	r	r	r	r	r	r	r
Inclusion and diversity	80%	r	r	r	r	r	r	r	r	r
Teamwork and collaboration	75%	r	r	r	r	r	r	r	r	r
Learning and development	61%	r	r	r	r	r	r	r	r	r
Senior managers	69%	r	r	r	r	r	r	r	r	r
Communication and change management	65%	r	r	r	r	r	r	r	r	r
Employee voice	78%	r	r	r	r	r	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

r = below privacy cut-off

## **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.

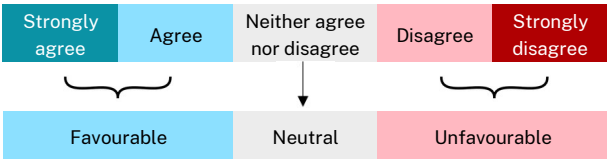


Privacy

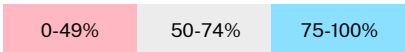
Responses from individual employees are confidential. Strict rules protect privacy at every stage of the survey process. These reports only show the results for a group of employees (i.e. a workgroup or demographic group) when there are 10 or more responses for the group.

% favourable calculation

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

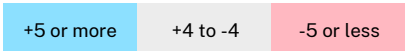


% favourable scores are colour coded based on these ranges:



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.				