



2020 | NSW Public Sector
Employee Survey

Agency Report

Service NSW

Parent unit: Department of Customer Service

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

NSW public sector

- ▶ Customer Service
 - ▶ Department of Customer Service
 - ▶ Service NSW

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See your results at a glance

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.

Response rate

92%

3,663 OF 3,998 RESPONDENTS

Compared to 2019: 87%

Employee engagement

76%

Compared to

2019 +3 (73%)

Sector +9 (67%)

Cluster +5 (72%)

Job satisfaction

76%

Compared to

2019 +3 (73%)

Sector +7 (70%)

Cluster +4 (73%)

Wellbeing, health and safety

83%

Compared to

2019 +3 (80%)

Sector +7 (76%)

Cluster +3 (80%)

Senior managers

71%

Compared to

2019 +7 (64%)

Sector +13 (58%)

Cluster +2 (69%)

Communication and change management

75%

Compared to

2019 +10 (65%)

Sector +14 (62%)

Cluster +3 (72%)

Inclusion and diversity

84% *

Compared to

2019 +3 (81%)

Sector +10 (74%)

Cluster +2 (82%)

Flexible working satisfaction

67%

Compared to

2019 +8 (59%)

Sector 0 (67%)

Cluster -14 (81%)

Role clarity and support

77%

Compared to

2019 0 (77%)

Sector +11 (66%)

Cluster +4 (73%)

Autonomy and employee voice

80%

Compared to

2019 +7 (73%)

Sector +9 (71%)

Cluster +1 (79%)

Feedback and performance management

77%

Compared to

2019 +6 (71%)

Sector +14 (63%)

Cluster +6 (71%)

Learning and development

68%

Compared to

2019 +4 (64%)

Sector +14 (54%)

Cluster +7 (61%)

Headline results for key topics (continued)

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.

Recruitment

62% 

Compared to

2019	+7 (55%)
Sector	+17 (45%)
Cluster	+6 (57%)

Teamwork and collaboration

79%

Compared to

2019	+5 (75%)
Sector	+11 (69%)
Cluster	+2 (77%)

Risk and innovation

85% 

Compared to

2019	+3 (82%)
Sector	+11 (75%)
Cluster	+3 (83%)

Decision making and accountability

77%

Compared to

2019	+7 (70%)
Sector	+17 (60%)
Cluster	+6 (71%)

Customer service

86% 

Compared to

2019	+4 (82%)
Sector	+12 (74%)
Cluster	+3 (83%)

Pay

69%

Compared to

2019	0 (69%)
Sector	+7 (63%)
Cluster	-3 (72%)

Grievance processes

66% 

Compared to

2019	+10 (56%)
Sector	+21 (45%)
Cluster	+7 (58%)

Action on survey results

64% 

Compared to

2019	+12 (52%)
Sector	+19 (45%)
Cluster	+3 (61%)

Top increases in favourable scores

These are the questions with the biggest increases in % favourable scores from 2019 to 2020.






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

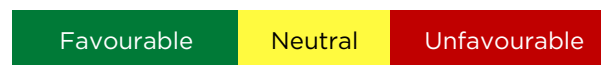
	2020 % favourable	2019 % favourable	Change
I am confident my organisation will act on the results of this survey	64%	52%	+12%
I have confidence in the ways my organisation resolves grievances	66%	56%	+10%
Senior managers keep employees informed about what's going on	70%	61%	+10%
Senior managers model the values of my organisation	73%	64%	+9%
There is good co-operation between teams across my organisation	72%	63%	+9%

Target specific areas and get tips for taking action

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, manager support, accountability, and flexible work to name a few.

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable	Parent % favourable
Employee engagement (total score)		76%	73%	67%	72%	72%
I would recommend my organisation as a great place to work		82%	76%	68%	77%	77%
I am proud to tell others I work for my organisation		84%	79%	74%	78%	78%
I feel a strong personal attachment to my organisation		71%	67%	66%	65%	65%
My organisation motivates me to help it achieve its goals		75%	70%	59%	69%	69%
My organisation inspires me to do the best in my job		77%	71%	59%	69%	69%

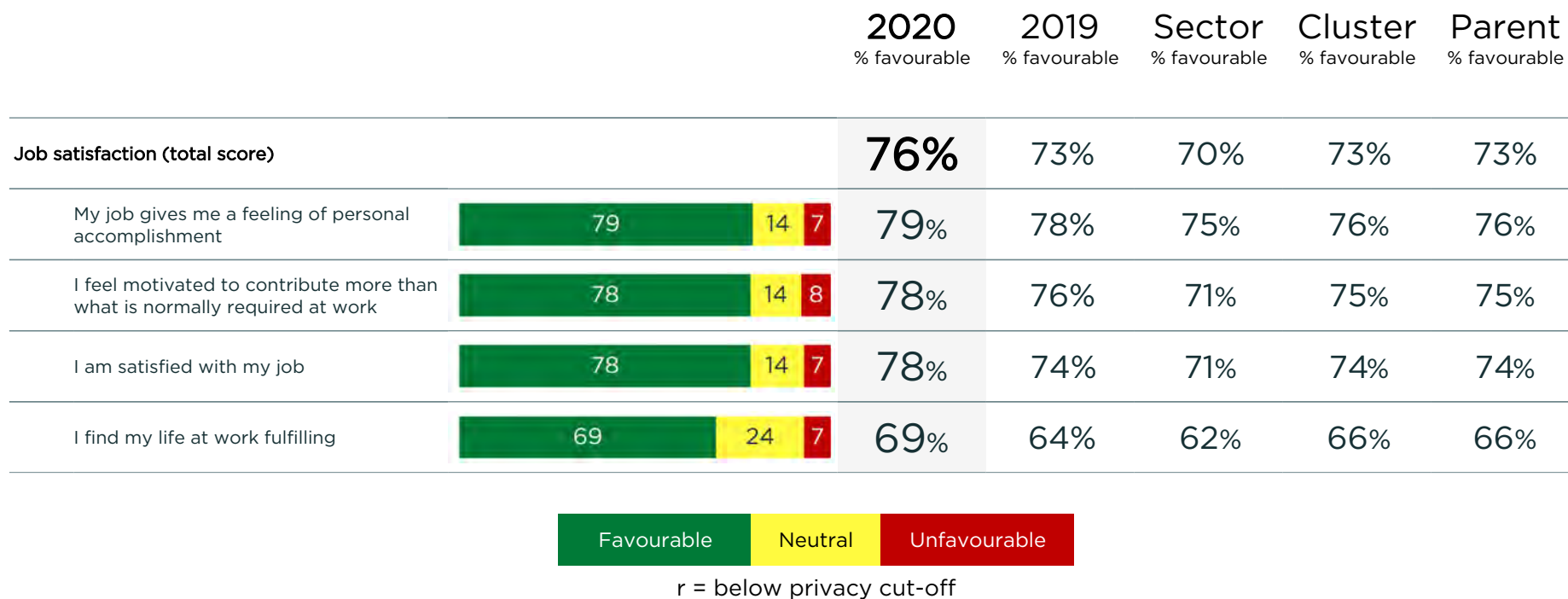


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Job satisfaction






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.

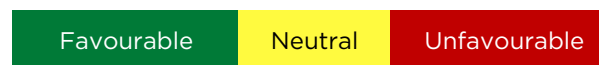
Role clarity and support, autonomy and feedback are some factors that impact job satisfaction.



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

[See some tips for managing employee wellbeing during COVID-19.](#)

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable	Parent % favourable
Wellbeing, health and safety (total score)		83%	80%	76%	80%	80%
I can keep my work stress at an acceptable level		76%	73%	63%	72%	72%
I know how to address a health and safety issue I have found		89%	86%	87%	89%	89%
In general, my sense of wellbeing is...		74%	71%	65%	71%	71%
I am confident that I am contributing my best at work		88%	88%	80%	84%	84%
There are people at work who care about me		88%	-	82%	85%	85%



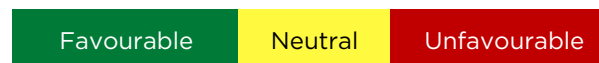
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Senior managers

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.

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable	Parent % favourable
Senior managers (total score)		71%	64%	58%	69%	69%
Senior managers provide clear direction for the future of the organisation	<div><div>69</div><div>23</div><div>8</div></div>	69%	63%	53%	65%	65%
Senior managers model the values of my organisation	<div><div>73</div><div>21</div><div></div></div>	73%	64%	58%	69%	69%
Senior managers promote collaboration between my organisation and other organisations we work with	<div><div>66</div><div>28</div><div></div></div>	66%	63%	56%	66%	66%
Senior managers communicate the importance of customers in our work	<div><div>81</div><div>15</div><div></div></div>	81%	73%	70%	82%	82%
Senior managers keep employees informed about what's going on	<div><div>70</div><div>21</div><div>9</div></div>	70%	61%	57%	70%	70%
Senior managers listen to employees	<div><div>62</div><div>27</div><div>10</div></div>	62%	54%	49%	60%	60%
Senior managers support the career advancement of women	<div><div>73</div><div>24</div><div></div></div>	73%	71%	64%	71%	71%








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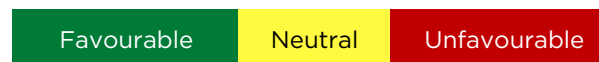
Communication and change management

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?

Effective communication is always important, but is most critical before, during and after periods of change.

[See some tips for managing change.](#)






		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable	Parent % favourable
Communication and change management (total score)		75%	65%	62%	72%	72%
My manager communicates effectively with me		84%	78%	75%	82%	82%
Senior managers provide clear direction for the future of the organisation		69%	63%	53%	65%	65%
Senior managers keep employees informed about what's going on		70%	61%	57%	70%	70%
Change is managed well in my organisation		65%	59%	41%	54%	54%
My organisation quickly adapts and responds during major events that impact our work (e.g. the COVID-19 pandemic, bushfires)		88%	-	83%	89%	89%

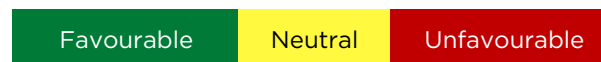


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An inclusive workplace is one where all employees can participate and contribute. It is one where everyone feels valued, accepted, and supported to thrive at work.

[Find out more about inclusion in the NSW public sector.](#)

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable	Parent % favourable
Inclusion and diversity (total score)		84%	81%	74%	82%	82%
People in my workgroup treat each other with respect		88%	83%	80%	88%	88%
Senior managers support the career advancement of women		73%	71%	64%	71%	71%
My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		90%	88%	79%	87%	87%
Personal background is not a barrier to participation in my organisation (e.g. cultural background, age, disability, sexual orientation, gender)		89%	85%	79%	86%	86%
I can speak up and share a different view to others in my organisation		80%	77%	69%	78%	78%





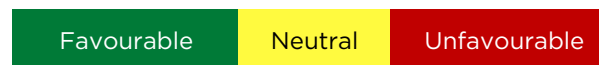
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Flexible working satisfaction

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

[See some flexible teams resources for managers.](#)

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable	Parent % favourable
Flexible working satisfaction (total score)		67%	59%	67%	81%	81%
How satisfied are you with your ability to access and use flexible working arrangements?		63%	55%	65%	80%	80%
My manager supports flexible working in my team		71%	63%	68%	83%	83%



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Flexible working use

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

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Type of flexible working	2020 % respondents	2019 % respondents
Flexible start and finish times	33%	29%
Working more hours over fewer days	11%	9%
Working additional hours to make up for time off	15%	12%
Flexible scheduling for rostered workers	10%	6%
Part-time work	13%	12%
Job sharing	2%	1%
Working from different locations	16%	12%

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Type of flexible working	2020 % respondents	2019 % respondents
Working from home	46%	18%
Purchasing annual leave	3%	2%
Leave without pay	7%	8%
Study leave	1%	1%
Other	3%	2%
None of the above	28%	44%

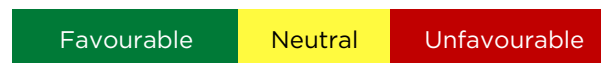
Role clarity and support

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.

[See some tips for improving role clarity and support.](#)

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable	Parent % favourable
Role clarity and support (total score)		77%	77%	66%	73%	73%
I understand what is expected of me to do well in my role		91%	92%	84%	86%	86%
I am provided with the support I need to do my job well		78%	75%	65%	74%	74%
I have the tools and technology to do my job well		76%	-	71%	77%	77%
I have the time to do my job well		72%	-	57%	68%	68%
My performance is assessed against clear criteria		73%	72%	55%	64%	64%
I have received the training and development I need to do my job well		72%	68%	62%	66%	66%









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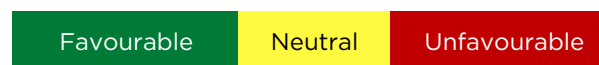
Autonomy and employee voice

Ensuring employees are empowered to make decisions and feel like they can speak up and be heard shifts the employee–employer relationship from a transactional one to an effective, dynamic one.

Autonomy and employee voice can have major impacts on job satisfaction and employee engagement.

[See some tips for increasing autonomy and giving employees a voice.](#)

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable	Parent % favourable
Autonomy and employee voice (total score)		80%	73%	71%	79%	79%
I can make the decisions needed to help customers		87%	-	81%	85%	85%
My manager listens to what I have to say		87%	82%	79%	85%	85%
My manager encourages and values employee input		85%	79%	76%	85%	85%
My manager involves my workgroup in decisions about our work		79%	74%	71%	79%	79%
Senior managers listen to employees		62%	54%	49%	60%	60%
I can speak up and share a different view to others in my organisation		80%	77%	69%	78%	78%








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Feedback and performance management

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

The Managing for Performance: Guide for Managers can help improve systems and performance outcomes.

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable	Parent % favourable
Feedback and performance management (total score)		77%	71%	63%	71%	71%
In the last 12 months, I have received feedback to help me improve my work		80%	77%	65%	74%	74%
My performance is assessed against clear criteria		73%	72%	55%	64%	64%
My manager provides recognition for the work I do		81%	76%	72%	80%	80%
My manager encourages me to learn from my mistakes		86%	-	72%	81%	81%
My manager appropriately deals with employees who perform poorly		65%	60%	49%	58%	58%



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




The Managing for Performance: Guide for Managers can help improve systems and performance outcomes.

	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents	Parent % respondents
I have a performance and development plan that sets out my individual goals					
Yes	80%	81%	72%	78%	78%
No	20%	19%	28%	22%	22%
I have informal feedback conversations with my manager					
Yes	86%	83%	79%	85%	85%
No	14%	17%	21%	15%	15%
I have scheduled feedback conversations with my manager					
Yes	81%	73%	63%	77%	77%
No	19%	27%	37%	23%	23%

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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.

[The Managing for Performance: Guide for Managers can help plan and implement learning and development.](#)

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable	Parent % favourable
Learning and development (total score)		68%	64%	54%	61%	61%
I have received the training and development I need to do my job well		72%	68%	62%	66%	66%
I am satisfied with the opportunities available for career development in my organisation		62%	58%	48%	55%	55%
My organisation is committed to developing its employees		72%	67%	54%	63%	63%

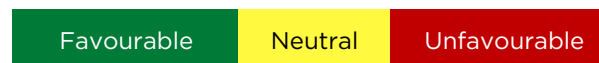


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Recruitment and selection refer to the process of attracting, screening, selecting, and onboarding people.

[See the NSW public sector's recruitment and selection guide for tips to improve recruitment.](#)

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable	Parent % favourable
Recruitment (total score)		62%	55%	45%	57%	57%
I have confidence in the way recruitment decisions are made	<div><div>54</div><div>28</div><div>18</div></div>	54%	48%	38%	49%	49%
My organisation generally selects capable people to do the job	<div><div>70</div><div>20</div><div>10</div></div>	70%	63%	52%	64%	64%



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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.

	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents	Parent % respondents
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?					
Yes	47%	49%	40%	44%	44%
No	53%	51%	60%	56%	56%

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Barriers to mobility

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.

	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents	Parent % respondents
Are there barriers preventing you from moving to another role? If so, what are they?					
Lack of visible opportunities	31%	30%	32%	30%	30%
Lack of promotion opportunities	24%	29%	31%	28%	28%
Lack of support from my manager / supervisor	8%	13%	12%	8%	8%
Geographic location considerations	26%	28%	27%	23%	23%
Personal / family considerations	24%	27%	30%	24%	24%
Insufficient training and development	15%	18%	16%	13%	13%
Lack of required capabilities or experience	14%	13%	13%	13%	13%
Lack of support for temporary assignments / secondments	12%	15%	16%	13%	13%
The application / recruitment process is too cumbersome or time consuming	17%	20%	24%	21%	21%
Other	9%	9%	10%	10%	10%
There are no major barriers to my career progression	31%	27%	26%	30%	30%

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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.






	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents	Parent % respondents
How long do you think you will continue to work in your current organisation?					
Less than 1 year	7%	9%	6%	8%	8%
1 year to less than 2 years	9%	11%	8%	10%	10%
2 years to less than 5 years	18%	21%	20%	22%	22%
5 years to less than 10 years	24%	25%	25%	25%	25%
10 years to less than 20 years	21%	17%	24%	19%	19%
More than 20 years	21%	17%	17%	15%	15%

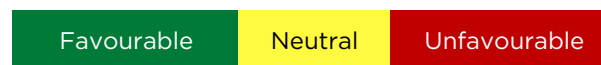
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Teamwork and collaboration

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.

		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable	Parent % favourable
Teamwork and collaboration (total score)		79%	75%	69%	77%	77%
My workgroup works collaboratively to achieve its goals		86%	85%	78%	85%	85%
There is good team spirit in my workgroup		83%	79%	74%	82%	82%
People in my workgroup treat each other with respect		88%	83%	80%	88%	88%
Senior managers promote collaboration between my organisation and other organisations we work with		66%	63%	56%	66%	66%
There is good co-operation between teams across my organisation		72%	63%	54%	65%	65%

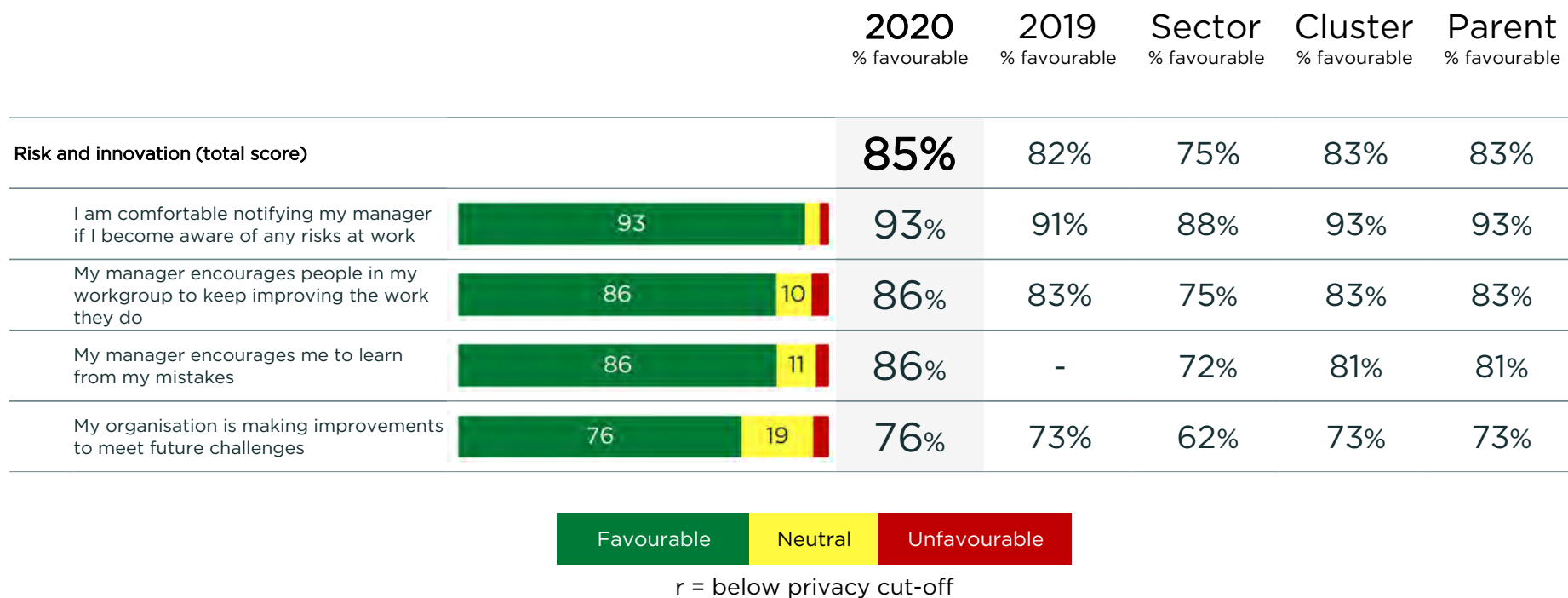


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Risk refers to the effect of uncertainty in achieving work goals. Risk can relate to many things in the workplace.



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

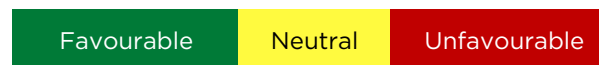
A healthy risk appetite can help foster innovation.



Decision making and accountability

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.







		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable	Parent % favourable
Decision making and accountability (total score)		77%	70%	60%	71%	71%
I have confidence in the decisions my manager makes		83%	76%	72%	80%	80%
People in my organisation take responsibility for their own actions		70%	64%	48%	62%	62%

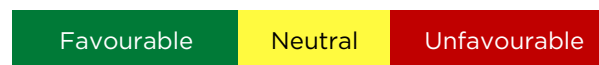


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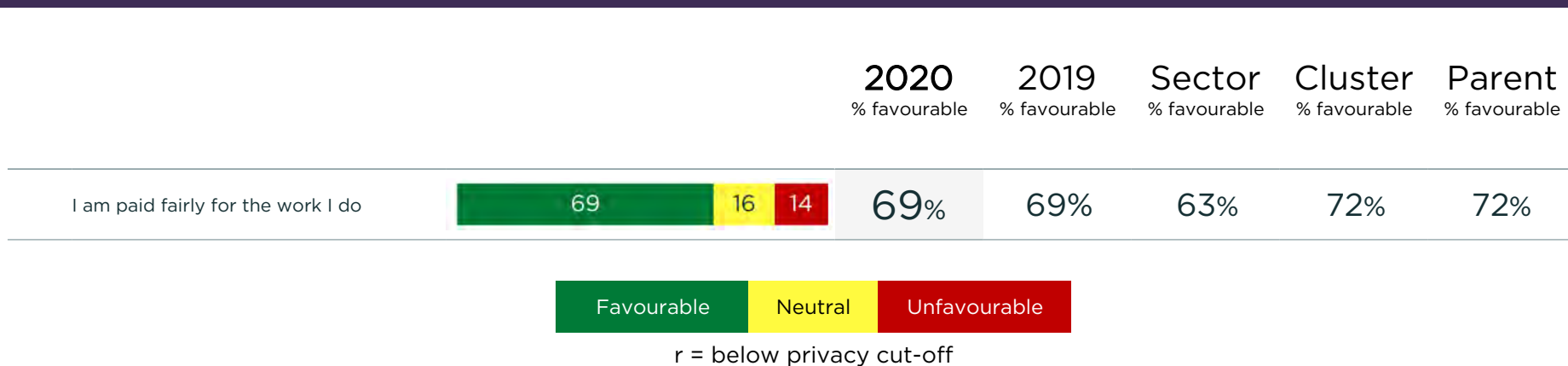
A customer is anyone who received a good or service. In the public sector, customers can be external or internal. Examples include students and their parents; patients and their families; the general community; and another NSW public sector organisation.

The NSW public sector's Customer Commitments give a clear picture of what customers should expect when receiving government services.

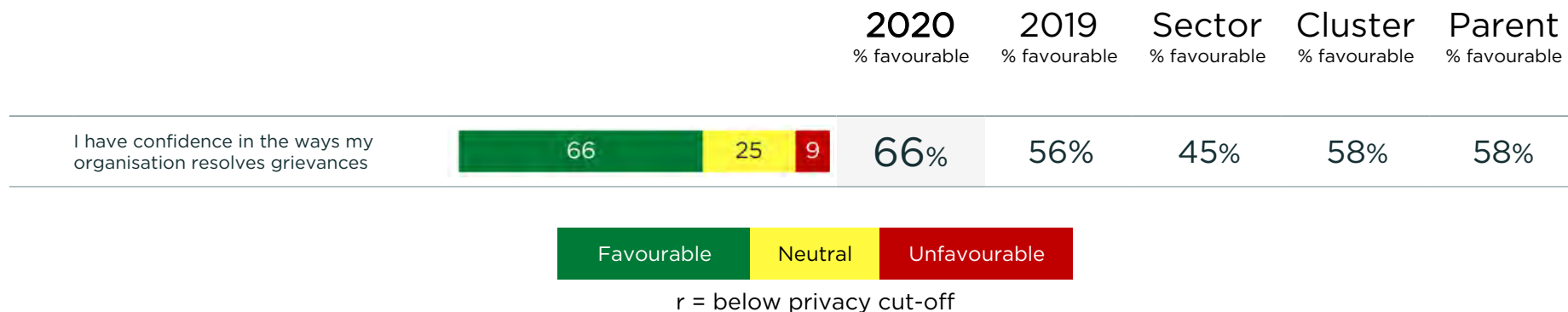
		2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable	Parent % favourable
Customer service (total score)		86%	82%	74%	83%	83%
I can make the decisions needed to help customers		87%	-	81%	85%	85%
My workgroup strives to achieve customer satisfaction		92%	91%	85%	91%	91%
Senior managers communicate the importance of customers in our work		81%	73%	70%	82%	82%
The processes in my organisation are designed to provide the best experience for customers		79%	-	58%	71%	71%
My organisation meets the needs of the people of NSW		85%	-	69%	81%	81%
I am confident in my organisation's ability to support our customers during major events that impact our work (e.g. the COVID-19 pandemic, bushfires)		89%	-	81%	88%	88%



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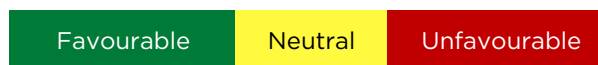
A grievance is any type of problem, concern, dispute, or complaint related to work or the work environment which cannot be resolved through usual communication.



Action on survey results

Staff confidence that action will be taken on survey results is important for employee experience. Employees can become disengaged if they are asked their opinion and then no action takes place as a result.

	2020 % favourable	2019 % favourable	Sector % favourable	Cluster % favourable	Parent % favourable
I am confident my organisation will act on the results of this survey	64	52%	45%	61%	61%



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

	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents	Parent % respondents
In the last 12 months, have you ever felt pressured to engage in misconduct at work?					
Yes	1%	-	2%	1%	1%
No	96%	-	95%	96%	96%
Don't know	3%	-	3%	3%	3%
In the last 12 months, have you been aware of any misconduct in your organisation?					
Yes	8%	20%	16%	8%	8%
No	85%	61%	75%	85%	85%
Don't know	7%	19%	8%	7%	7%
Have you reported any of the misconduct you were aware of in the last 12 months?*					
Yes	62%	62%	58%	58%	58%
No	38%	34%	42%	42%	42%

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*Scores for 2019 may not add to 100% due to the removal of an answer option in 2020

Workplace bullying is repeated unreasonable behaviour directed towards a worker or group of workers. Examples of bullying include shouting, spreading rumours and deliberately excluding someone from work activities.

[Learn more about understanding and preventing bullying during COVID-19.](#)

	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents	Parent % respondents
In the last 12 months, have you witnessed bullying at work?					
Yes	12%	24%	22%	12%	12%
No	83%	66%	72%	82%	82%
Don't know	5%	10%	6%	6%	6%
In the last 12 months, have you been bullied at work?					
Yes	7%	12%	14%	8%	8%
No	88%	81%	81%	88%	88%
Don't know	4%	7%	5%	4%	4%

r = below privacy cut-off

Perpetrators of bullying

Workplace bullying is repeated unreasonable behaviour directed towards a worker or group of workers. Examples of bullying include shouting, spreading rumours and deliberately excluding someone from work activities.

[Learn more about understanding and preventing bullying during COVID-19.](#)

	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents	Parent % respondents
Who has been the source of bullying in the last 12 months?					
A senior manager	9%	-	28%	21%	21%
Your immediate manager / supervisor	33%	-	31%	30%	30%
Another manager	14%	-	16%	16%	16%
A fellow worker at your level	43%	-	34%	34%	34%
A subordinate	7%	-	12%	8%	8%
A customer	10%	-	8%	6%	6%
A member of the public other than a customer	r	-	3%	-	-
Other	r	-	4%	-	-
Prefer not to say	15%	-	11%	14%	14%

r = below privacy cut-off

Sexual harassment and physical harm

Sexual harassment is unwelcome behaviour of a sexual nature that may make a person feel offended, humiliated, or intimidated.

	2020 % respondents	2019 % respondents	Sector % respondents	Cluster % respondents	Parent % respondents
In the last 12 months, have you experienced sexual harassment at work?					
Yes	2%	-	4%	2%	2%
Prefer not to say	2%	-	2%	1%	1%
No	96%	-	94%	96%	96%
In the last 12 months, have you been threatened with physical harm or physically harmed at work?					
Yes	3%	-	6%	1%	1%
No	97%	-	94%	99%	99%

r = below privacy cut-off

Explore how to drive engagement

Key drivers of employee engagement

The key drivers of employee engagement are the survey questions most strongly related to engagement in your team or organisation.

Improving these areas could help boost employee engagement.

Key driver question	Topic
My organisation is committed to developing its employees	Learning and development
I am satisfied with my job	Job satisfaction
My organisation is making improvements to meet future challenges	Risk and innovation
My job gives me a feeling of personal accomplishment	Job satisfaction
My organisation meets the needs of the people of NSW	Customer service

Compare organisational units one level down

Child unit comparison for key topics

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	Digital and Middle Office	Service Delivery	SNSW for Business	SNSW Partnerships	SNSW Projects
EMPLOYEE ENGAGEMENT	76%	77%	75%	83%+	79%	83%+
WELLBEING, HEALTH AND SAFETY	83%	83%	83%	86%	82%	82%
SENIOR MANAGERS	71%	71%	68%	87%+	89%+	89%+
COMMUNICATION AND CHANGE MANAGEMENT	75%	75%	74%	85%+	82%+	86%+
INCLUSION AND DIVERSITY	84%	85%	83%	91%+	95%+	92%+
ROLE CLARITY AND SUPPORT	77%	72%^	78%	79%	75%	74%
AUTONOMY AND EMPLOYEE VOICE	80%	82%	79%	89%+	86%+	87%+
LEARNING AND DEVELOPMENT	68%	65%	69%	69%	74%+	71%
TEAMWORK AND COLLABORATION	79%	80%	78%	90%+	88%+	91%+

+ at least 5 percentage points higher than report unit

^ at least 5 percentage points lower than report unit

Discover if different groups of employees have different views

Respondent profile snapshot

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	LGBTIQ+	% respondents	Type of work	% respondents
Male	28	Yes	6	Service delivery involving direct contact with the public	59
Female	63	No	88	Other service delivery work	9
Non-binary	0	Prefer not to say	7	Administrative support	3
Prefer not to say	8			Corporate services	4
		Employment status		Policy	1
Age		Senior executive	1	Research	(r)
15 - 34 years	40	Ongoing / permanent	68	Program and project management support	6
35 - 54 years	41	Temporary	9	Legal	(r)
55+ years	7	Casual	1	Other	18
Prefer not to say	12	Contract-non-executive	14		
		Labour hire	3		
LOTE spoken at home		Other	1	Organisation tenure	
Yes	29	Don't know	3	Less than 1 year	34
No	64			1 year to less than 2 years	10
Prefer not to say	6	Working arrangement		2 years to less than 5 years	29
		Full-time	81	5 years to less than 10 years	23
Aboriginal and/or Torres Strait Islander		Part-time	19	10 years to less than 20 years	2
Yes	3	Frontline / Non-frontline staff		More than 20 years	1
No	90	Frontline	59		
Prefer not to say	7	Non-frontline	41	Salary	
				\$85,743 and below	69
Disability				\$85,744 - \$111,076	10
Yes	4			\$111,077 - \$148,578	6
No	90			\$148,579 and above	4
Prefer not to say	6			Prefer not to say	10

Key topic results by select demographics

	Report total	Male	Female	Non-binary	Aboriginal and Torres Strait Islander peoples	People with disability	People who identify as LGBTIQ+	People who speak a language other than English	15-34 years	35-54 years	55+ years
EMPLOYEE ENGAGEMENT	76%	77%	78%	(r)	78%	74%	79%	80%	79%	78%	76%
WELLBEING, HEALTH AND SAFETY	83%	85%	84%	(r)	83%	76%^	83%	87%	85%	85%	86%
SENIOR MANAGERS	71%	75%	72%	(r)	72%	68%	75%	75%	75%+	73%	69%
COMMUNICATION AND CHANGE MANAGEMENT	75%	78%	77%	(r)	76%	73%	78%	79%	79%	77%	76%
INCLUSION AND DIVERSITY	84%	88%	85%	(r)	82%	81%	89%	85%	88%	86%	83%
ROLE CLARITY AND SUPPORT	77%	79%	79%	(r)	82%+	73%	80%	82%+	82%+	77%	78%
AUTONOMY AND EMPLOYEE VOICE	80%	83%	81%	(r)	81%	76%	83%	83%	84%	82%	80%
LEARNING AND DEVELOPMENT	68%	70%	71%	(r)	72%	69%	71%	72%	75%+	69%	67%
TEAMWORK AND COLLABORATION	79%	83%	81%	(r)	79%	78%	82%	83%	83%	81%	81%

+ at least 5 percentage points higher than report unit

^ at least 5 percentage points lower than report unit

Key topic results by type of work

	Report total	Service delivery involving direct contact with the public	Other service delivery work (work that does not involve contact with the public)	Administrative support (e.g. executive / personal assistant, receptionist)	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes)	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
EMPLOYEE ENGAGEMENT	76%	75%	77%	79%	78%	78%	(r)	81%+	(r)	77%
WELLBEING, HEALTH AND SAFETY	83%	84%	83%	84%	84%	75%^	(r)	84%	(r)	82%
SENIOR MANAGERS	71%	68%	75%+	75%	76%+	73%	(r)	87%+	(r)	71%
COMMUNICATION AND CHANGE MANAGEMENT	75%	74%	77%	78%	81%+	75%	(r)	83%+	(r)	78%
INCLUSION AND DIVERSITY	84%	83%	90%+	89%+	89%+	83%	(r)	92%+	(r)	83%
ROLE CLARITY AND SUPPORT	77%	78%	77%	84%+	72%^	79%	(r)	72%	(r)	78%
AUTONOMY AND EMPLOYEE VOICE	80%	78%	85%+	84%	87%+	81%	(r)	86%+	(r)	80%
LEARNING AND DEVELOPMENT	68%	69%	70%	75%+	63%^	73%+	(r)	69%	(r)	68%
TEAMWORK AND COLLABORATION	79%	77%	84%+	86%+	83%	83%	(r)	89%+	(r)	81%

+ at least 5 percentage points higher than report unit

^ at least 5 percentage points lower than report unit

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	76%	80%	77%	75%	72%	70%^	80%
WELLBEING, HEALTH AND SAFETY	83%	85%	84%	83%	82%	79%	89%+
SENIOR MANAGERS	71%	77%+	73%	70%	64%^	60%^	67%
COMMUNICATION AND CHANGE MANAGEMENT	75%	82%+	79%	73%	69%^	67%^	80%+
INCLUSION AND DIVERSITY	84%	88%	87%	83%	80%	83%	84%
ROLE CLARITY AND SUPPORT	77%	82%+	80%	75%	73%	71%^	85%+
AUTONOMY AND EMPLOYEE VOICE	80%	85%+	83%	79%	76%	76%	82%
LEARNING AND DEVELOPMENT	68%	73%+	72%	66%	65%	63%^	80%+
TEAMWORK AND COLLABORATION	79%	85%+	80%	78%	75%^	73%^	79%

+ at least 5 percentage points higher than report unit

^ at least 5 percentage points lower than report unit

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	76%	77%	77%	83%+	78%	73%	82%+	75%	73%
WELLBEING, HEALTH AND SAFETY	83%	84%	85%	88%+	85%	84%	91%+	82%	82%
SENIOR MANAGERS	71%	75%+	72%	78%+	73%	69%	71%	72%	65%^
COMMUNICATION AND CHANGE MANAGEMENT	75%	78%	79%	79%	78%	74%	74%	73%	70%^
INCLUSION AND DIVERSITY	84%	88%	85%	92%+	88%	84%	87%	79%^	83%
ROLE CLARITY AND SUPPORT	77%	75%	81%	84%+	79%	76%	88%+	74%	74%
AUTONOMY AND EMPLOYEE VOICE	80%	83%	81%	84%	84%	79%	84%	66%^	81%
LEARNING AND DEVELOPMENT	68%	67%	70%	78%+	70%	71%	74%+	69%	65%
TEAMWORK AND COLLABORATION	79%	82%	82%	86%+	80%	78%	86%+	63%^	77%

+ at least 5 percentage points higher than report unit

^ at least 5 percentage points lower than report unit

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	76%	77%	82%+	(r)	75%	74%	81%+	79%	(r)	(r)
WELLBEING, HEALTH AND SAFETY	83%	87%	92%+	(r)	84%	80%	87%	85%	(r)	(r)
SENIOR MANAGERS	71%	77%+	75%	(r)	73%	69%	63%^	70%	(r)	(r)
COMMUNICATION AND CHANGE MANAGEMENT	75%	80%+	75%	(r)	80%+	75%	73%	74%	(r)	(r)
INCLUSION AND DIVERSITY	84%	82%	88%	(r)	89%+	85%	87%	83%	(r)	(r)
ROLE CLARITY AND SUPPORT	77%	75%	84%+	(r)	89%+	80%	83%+	71%^	(r)	(r)
AUTONOMY AND EMPLOYEE VOICE	80%	82%	82%	(r)	87%+	80%	81%	74%^	(r)	(r)
LEARNING AND DEVELOPMENT	68%	75%+	71%	(r)	77%+	71%	75%+	69%	(r)	(r)
TEAMWORK AND COLLABORATION	79%	74%^	82%	(r)	86%+	81%	79%	77%	(r)	(r)

+ at least 5 percentage points higher than report unit

^ at least 5 percentage points lower than report unit

Find out more about how the survey works

Survey period

The People Matter Employee Survey 2020 opened on Monday, 19 October and closed on Friday, 13 November. The survey usually runs in the middle of the year but was delayed due to the COVID-19 pandemic.

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 five question scores. Employees' scores are then averaged to calculate a team or organisation engagement score.

% favourable calculation

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

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.

Rounding

Results are presented as whole numbers for ease of reading. Results will not always add up to 100% due to rounding. Values less than 0.5 are rounded down. Values equal to or greater than 0.5 are rounded up.