



**2020** | NSW Public Sector  
Employee Survey

Agency Report

Ageing and Disability Commission

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

### NSW public sector

- Separate Agencies
  - Ageing and Disability Commission

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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

**50%**

14 OF 28 RESPONDENTS

## Employee engagement

**76%**

Compared to

Sector

+9 (67%)

## Job satisfaction

**79%**

Compared to

Sector

+9 (70%)

## Wellbeing, health and safety

**79%**

Compared to

Sector

+3 (76%)

## Senior managers

**80%**

Compared to

Sector

+21 (58%)

## Communication and change management

**81%**

Compared to

Sector

+20 (62%)

## Inclusion and diversity

**70%**

Compared to

Sector

-4 (74%)

## Flexible working satisfaction

**89%**



Compared to

Sector

+23 (67%)

## Role clarity and support

**73%**

Compared to

Sector

+7 (66%)

## Autonomy and employee voice

**75%**

Compared to

Sector

+4 (71%)

## Feedback and performance management

**70%**

Compared to

Sector

+7 (63%)

## Learning and development

**60%**

Compared to

Sector

+5 (54%)

# 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.



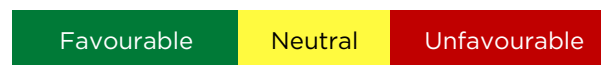
## Target specific areas and get tips for taking action

# Employee engagement

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	Sector % favourable
<b>Employee engagement (total score)</b>		<b>76%</b>	67%
I would recommend my organisation as a great place to work		79%	68%
I am proud to tell others I work for my organisation		93%	74%
I feel a strong personal attachment to my organisation		64%	66%
My organisation motivates me to help it achieve its goals		79%	59%
My organisation inspires me to do the best in my job		79%	59%



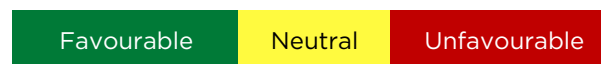
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Like employee engagement, job satisfaction is a global measure of employee experience. While employee engagement operates at the organisational level, job satisfaction operates at the job or role level.

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






		2020 % favourable	Sector % favourable
<b>Job satisfaction (total score)</b>		<b>79%</b>	70%
My job gives me a feeling of personal accomplishment		93%	75%
I feel motivated to contribute more than what is normally required at work		71%	71%
I am satisfied with my job		86%	71%
I find my life at work fulfilling		64%	62%

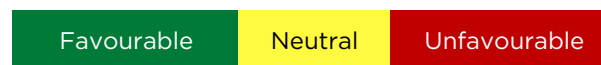


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Wellbeing means feeling good, functioning well, and experiencing satisfaction and fulfilment in work and life.

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

		2020 % favourable	Sector % favourable
<b>Wellbeing, health and safety (total score)</b>		<b>79%</b>	76%
I can keep my work stress at an acceptable level		71%	63%
I know how to address a health and safety issue I have found		93%	87%
In general, my sense of wellbeing is...		64%	65%
I am confident that I am contributing my best at work		79%	80%
There are people at work who care about me		86%	82%

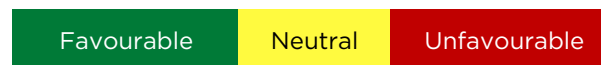


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Leadership is key in setting direction, executing strategy, shaping culture and capability, inspiring purpose, and delivering results.

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

			2020 % favourable	Sector % favourable
<b>Senior managers (total score)</b>			<b>80%</b>	58%
Senior managers provide clear direction for the future of the organisation	<div><div>86</div><div>14</div></div>		86%	53%
Senior managers model the values of my organisation	<div><div>79</div><div>7</div><div>14</div></div>		79%	58%
Senior managers promote collaboration between my organisation and other organisations we work with	<div><div>86</div><div>7</div><div>7</div></div>		86%	56%
Senior managers communicate the importance of customers in our work	<div><div>100</div></div>		100%	70%
Senior managers keep employees informed about what's going on	<div><div>93</div><div>7</div></div>		93%	57%
Senior managers listen to employees	<div><div>57</div><div>21</div><div>21</div></div>		57%	49%
Senior managers support the career advancement of women	<div><div>57</div><div>36</div><div>7</div></div>		57%	64%



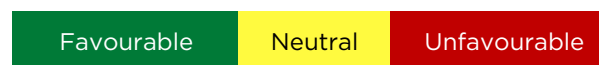
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Effective communication is proactive and timely and focuses on the most important points. What do employees need to know and how does it affect them?

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

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


		2020 % favourable	Sector % favourable
<b>Communication and change management (total score)</b>		<b>81%</b>	62%
My manager communicates effectively with me	<div><div>86</div><div>14</div></div>	86%	75%
Senior managers provide clear direction for the future of the organisation	<div><div>86</div><div>14</div></div>	86%	53%
Senior managers keep employees informed about what's going on	<div><div>93</div><div>7</div></div>	93%	57%
Change is managed well in my organisation	<div><div>50</div><div>43</div><div>7</div></div>	50%	41%
My organisation quickly adapts and responds during major events that impact our work (e.g. the COVID-19 pandemic, bushfires)	<div><div>93</div><div>7</div></div>	93%	83%

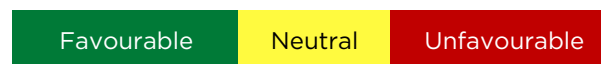


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An inclusive workplace is one where all employees can participate and contribute. It is one where everyone feels valued, accepted, and supported to thrive at work.

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

		2020 % favourable	Sector % favourable
<b>Inclusion and diversity (total score)</b>		<b>70%</b>	74%
People in my workgroup treat each other with respect		79%	80%
Senior managers support the career advancement of women		57%	64%
My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		71%	79%
Personal background is not a barrier to participation in my organisation (e.g. cultural background, age, disability, sexual orientation, gender)		79%	79%
I can speak up and share a different view to others in my organisation		64%	69%





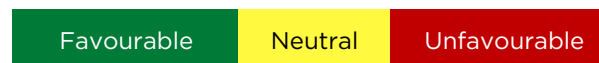
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# Flexible working satisfaction

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	Sector % favourable
<b>Flexible working satisfaction (total score)</b>		<b>89%</b>	67%
How satisfied are you with your ability to access and use flexible working arrangements?		93%	65%
My manager supports flexible working in my team		86%	68%



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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.

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

Type of flexible working	2020 % respondents
Flexible start and finish times	r
Working more hours over fewer days	r
Working additional hours to make up for time off	r
Flexible scheduling for rostered workers	r
Part-time work	r
Job sharing	r
Working from different locations	r

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Type of flexible working	2020 % respondents
Working from home	93%
Purchasing annual leave	r
Leave without pay	r
Study leave	r
Other	r
None of the above	r

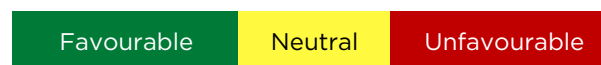
# Role clarity and support

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	Sector % favourable
<b>Role clarity and support (total score)</b>		<b>73%</b>	66%
I understand what is expected of me to do well in my role		86%	84%
I am provided with the support I need to do my job well		79%	65%
I have the tools and technology to do my job well		100%	71%
I have the time to do my job well		57%	57%
My performance is assessed against clear criteria		64%	55%
I have received the training and development I need to do my job well		50%	62%



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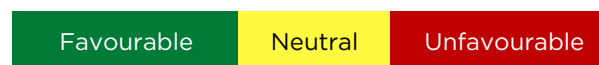
# Autonomy and employee voice

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	Sector % favourable
<b>Autonomy and employee voice (total score)</b>		<b>75%</b>	71%
I can make the decisions needed to help customers		86%	81%
My manager listens to what I have to say		71%	79%
My manager encourages and values employee input		86%	76%
My manager involves my workgroup in decisions about our work		86%	71%
Senior managers listen to employees		57%	49%
I can speak up and share a different view to others in my organisation		64%	69%



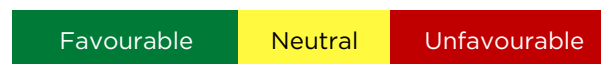
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# Feedback and performance management

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	Sector % favourable
<b>Feedback and performance management (total score)</b>		<b>70%</b>	63%
In the last 12 months, I have received feedback to help me improve my work		71%	65%
My performance is assessed against clear criteria		64%	55%
My manager provides recognition for the work I do		71%	72%
My manager encourages me to learn from my mistakes		79%	72%
My manager appropriately deals with employees who perform poorly		64%	49%



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

	2020 % respondents	Sector % respondents
I have a performance and development plan that sets out my individual goals		
Yes	86%	72%
No	14%	28%
I have informal feedback conversations with my manager		
Yes	79%	79%
No	21%	21%
I have scheduled feedback conversations with my manager		
Yes	93%	63%
No	7%	37%

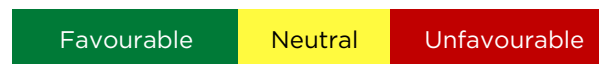
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# Learning and development

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	Sector % favourable
<b>Learning and development (total score)</b>		<b>60%</b>	54%
I have received the training and development I need to do my job well	<div><div>50</div><div>36</div><div>14</div></div>	50%	62%
I am satisfied with the opportunities available for career development in my organisation	<div><div>57</div><div>29</div><div>14</div></div>	57%	48%
My organisation is committed to developing its employees	<div><div>71</div><div>21</div><div>7</div></div>	71%	54%

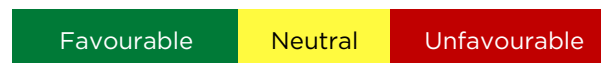


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Recruitment and selection refer to the process of attracting, screening, selecting, and onboarding people.

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

		2020 % favourable	Sector % favourable
<b>Recruitment (total score)</b>		<b>57%</b>	45%
I have confidence in the way recruitment decisions are made		57%	38%
My organisation generally selects capable people to do the job		57%	52%



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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	Sector % 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	36%	40%
No	64%	60%

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

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**2020**    **Sector**  
% respondents    % respondents

How long do you think you will continue to work in your current organisation?		
Less than 1 year	r	6%
1 year to less than 2 years	r	8%
2 years to less than 5 years	r	20%
5 years to less than 10 years	r	25%
10 years to less than 20 years	r	24%
More than 20 years	r	17%

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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.

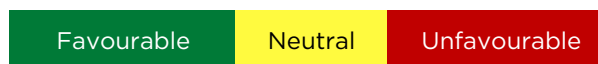


# Teamwork and collaboration

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	Sector % favourable
<b>Teamwork and collaboration (total score)</b>		<b>80%</b>	69%
My workgroup works collaboratively to achieve its goals	<div><div>86</div><div>14</div></div>	86%	78%
There is good team spirit in my workgroup	<div><div>79</div><div>7</div><div>14</div></div>	79%	74%
People in my workgroup treat each other with respect	<div><div>79</div><div>7</div><div>14</div></div>	79%	80%
Senior managers promote collaboration between my organisation and other organisations we work with	<div><div>86</div><div>7</div><div>7</div></div>	86%	56%
There is good co-operation between teams across my organisation	<div><div>71</div><div>7</div><div>21</div></div>	71%	54%



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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

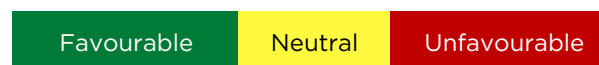
A healthy risk appetite can help foster innovation.



# 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	Sector % favourable
<b>Decision making and accountability (total score)</b>		<b>79%</b>	60%
I have confidence in the decisions my manager makes		86%	72%
People in my organisation take responsibility for their own actions		71%	48%

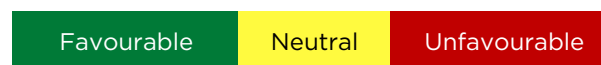


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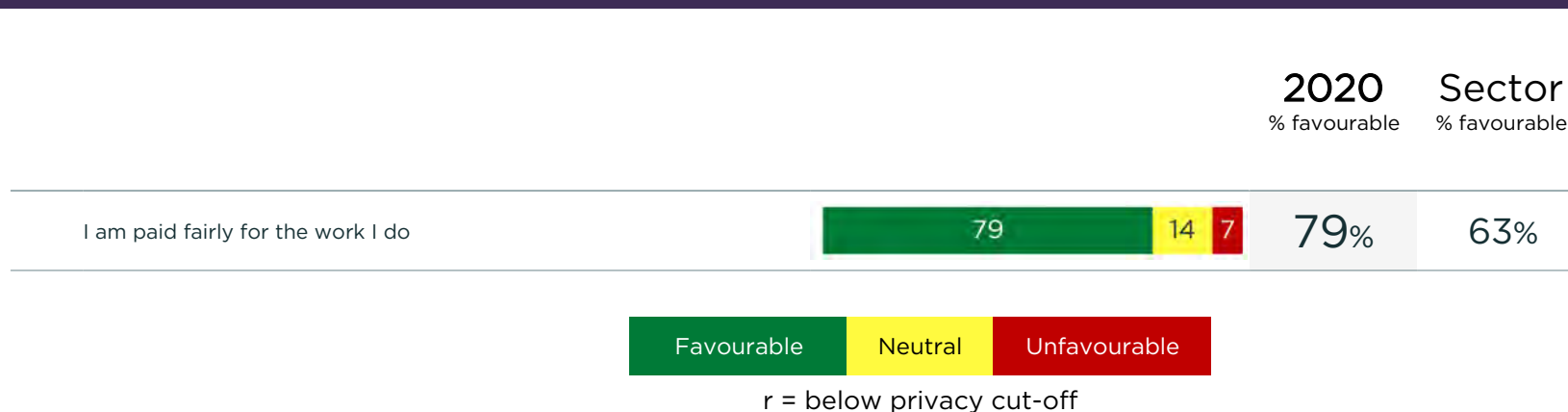
A customer is anyone who received a good or service. In the public sector, customers can be external or internal. Examples include students and their parents; patients and their families; the general community; and another NSW public sector organisation.

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

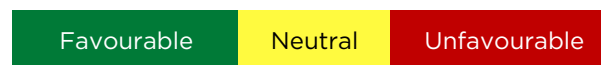
		2020 % favourable	Sector % favourable
<b>Customer service (total score)</b>		<b>93%</b>	<b>74%</b>
I can make the decisions needed to help customers	<div><div>86</div><div>14</div></div>	86%	81%
My workgroup strives to achieve customer satisfaction	<div><div>93</div><div>7</div></div>	93%	85%
Senior managers communicate the importance of customers in our work	<div><div>100</div><div></div></div>	100%	70%
The processes in my organisation are designed to provide the best experience for customers	<div><div>93</div><div>7</div></div>	93%	58%
My organisation meets the needs of the people of NSW	<div><div>93</div><div>7</div></div>	93%	69%
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)	<div><div>93</div><div>7</div></div>	93%	81%



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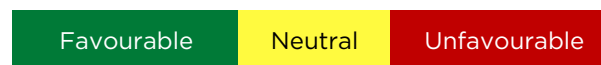
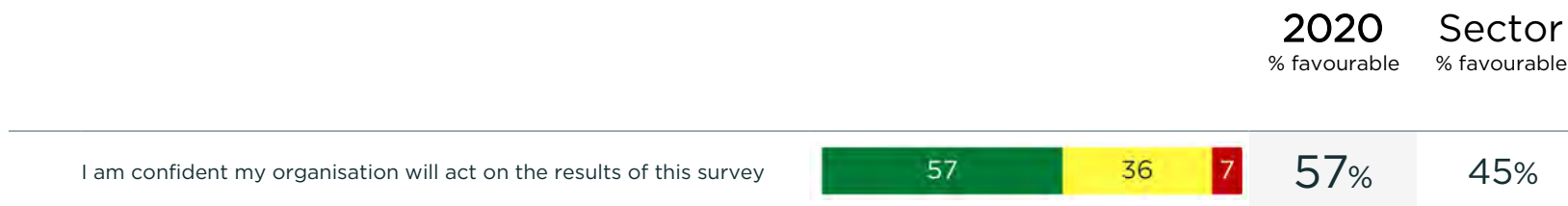
A grievance is any type of problem, concern, dispute, or complaint related to work or the work environment which cannot be resolved through usual communication.



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## 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.



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## 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 manager encourages me to learn from my mistakes	Feedback and performance management
My manager encourages people in my workgroup to keep improving the work they do	Risk and innovation
Senior managers provide clear direction for the future of the organisation	Senior managers
I am provided with the support I need to do my job well	Role clarity and support
My organisation is making improvements to meet future challenges	Risk and innovation

**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.