



**2021** | NSW Public Sector  
Employee Survey

## **Agency Report**

# Independent Planning Commission

**Survey period:** 23 August to 17 September 2021

**Completed surveys:** 19

**Response rate:** >100%

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

### NSW public sector

- ▶ Independent Planning Commission

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## High level results

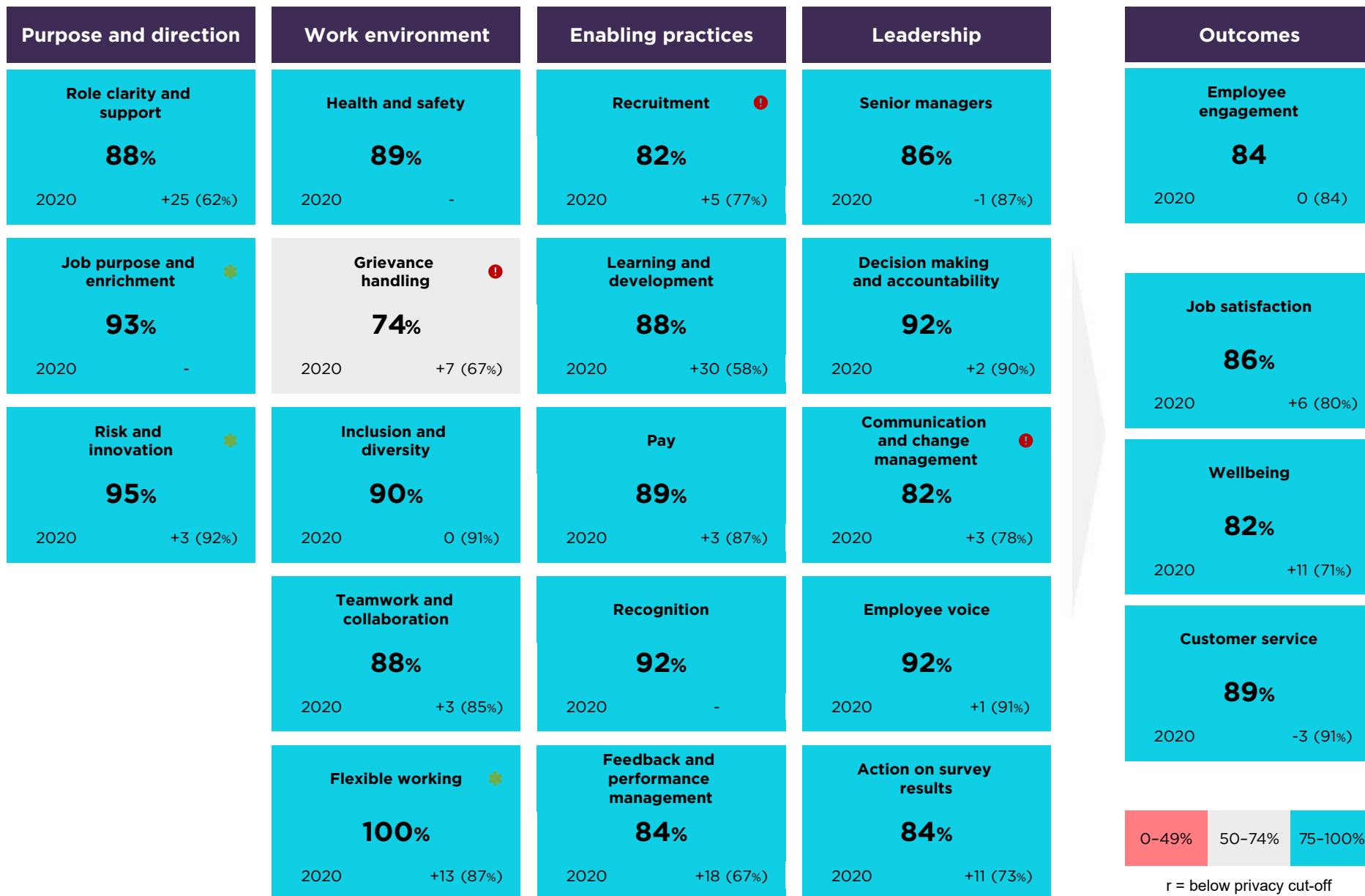
Discover key results and patterns

# 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.



# 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

			2021 % favourable	difference from 2020
Role clarity and support	1a	I understand what is expected of me to do well in my job	100%	+13%
Role clarity and support	1c	I have the tools and technology to do my job well	100%	+33%
Risk and innovation	1l	I am comfortable notifying my manager if I become aware of any risks at work	100%	0%
Employee voice	5b	My manager listens to what I have to say	100%	+13%
Recognition	5g	My manager provides recognition for the work I do	100%	+7%

## - Questions with the lowest favourable scores

			2021 % favourable	difference from 2020
Role clarity and support	1d	I have the time to do my job well	68%	+28%
Wellbeing	1m	In general, my sense of wellbeing is...	68%	+8%
Learning and development	3g	I am satisfied with the opportunities available for career development in my organisation	68%	+8%
Job satisfaction	1n	I find my life at work fulfilling	74%	+7%
Feedback and performance management	5i	My manager appropriately deals with employees who perform poorly	74%	+34%

0-49%

50-74%

75-100%

<= -5%

+/- 5%

>= +5%

# Most and least improved questions

These are the most and least improved questions between survey years.

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

			2021 % favourable	difference from 2020
Learning and development / Role clarity and support	3f	I have received the training and development I need to do my job well	95%	+48%
Feedback and performance management	5i	My manager appropriately deals with employees who perform poorly	74%	+34%
Role clarity and support	1c	I have the tools and technology to do my job well	100%	+33%
Learning and development	7e	My organisation is committed to developing its employees	100%	+33%
Role clarity and support	1d	I have the time to do my job well	68%	+28%

## - Least improved questions

			2021 % favourable	difference from 2020
Inclusion and diversity	8a	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	79%	-14%
Senior managers	6b	Senior managers model the values of my organisation	84%	-9%
Customer service / Senior managers	6d	Senior managers communicate the importance of customers in our work	84%	-9%
Employee voice / Senior managers	6f	Senior managers listen to employees	84%	-9%
Employee engagement	7j	I would recommend my organisation as a great place to work	84%	-9%

0-49%

50-74%

75-100%

<= -5%

+/- 5%

>= +5%

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	Key driver questions		2021 % favourable	Action
Communication and change management	7b	Change is managed well in my organisation	<b>74%</b>	Maintain
Senior managers	6b	Senior managers model the values of my organisation	<b>84%</b>	Maintain
Recruitment	7f	I have confidence in the way recruitment decisions are made	<b>74%</b>	Maintain
Inclusion and diversity / Senior managers	6g	Senior managers support the career advancement of women	<b>95%</b>	Maintain
Health and safety	7p	I am confident work health and safety issues I raise will be addressed promptly	<b>95%</b>	Maintain
	7q	There are effective resources in my organisation to support employee wellbeing	<b>84%</b>	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, manager support, accountability and flexible work to name a few.

			2021 % favourable	difference from 2020	difference from Sector
<b>Employee engagement (total score)*</b>			<b>84</b>	0	+16
7j	I would recommend my organisation as a great place to work	84 16	84%	-9%	+17%
7k	I am proud to tell others I work for my organisation	89 11	89%	+3%	+16%
7l	I feel a strong personal attachment to my organisation	79 21	79%	-1%	+14%
7m	My organisation motivates me to help it achieve its goals	84 16	84%	-9%	+25%
7n	My organisation inspires me to do the best in my job	89 11	89%	-4%	+29%

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

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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?	2021 % respondents	difference from 2020	difference from Sector
Less than 1 year	r	-	-
1 year to less than 2 years	r	-	-
2 years to less than 5 years	r	-	-
5 years to less than 10 years	r	-	-
10 years to less than 20 years	r	-	-
More than 20 years	r	-	-

<= -5%

+/- 5%

>= +5%

r = below privacy cut-off

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.

				2021 % favourable	difference from 2020	difference from Sector
<b>Job satisfaction (total score)</b>				<b>86%</b>	<b>+6%</b>	<b>+16%</b>
1g	My job gives me a feeling of personal accomplishment	89	11	89%	+9%	+14%
1h	I feel motivated to contribute more than what is normally required at work	95		95%	+8%	+24%
1i	I am satisfied with my job	84	16	84%	-2%	+13%
1n	I find my life at work fulfilling	74	16 11	74%	+7%	+14%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

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

			2021 % favourable	difference from 2020	difference from Sector
Wellbeing (total score)			82%	+11%	+13%
1j	I can keep my work stress at an acceptable level	<div><div>79</div><div>16</div></div>	79%	+12%	+17%
1m	In general, my sense of wellbeing is...	<div><div>68</div><div>26</div></div>	68%	+8%	+5%
8d	There are people at work who care about me	<div><div>100</div></div>	100%	+13%	+17%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

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

			2021 % favourable	difference from 2020	difference from Sector
<b>Customer service (total score)</b>			<b>89%</b>	<b>-3%</b>	<b>+16%</b>
1k	I am empowered to make the decisions needed to help customers and/or communities	89 11	89%	-	+19%
2d	People in my workgroup can explain how their work impacts customers	95	95%	-	+13%
2e	My workgroup considers customer needs when planning our work	89 11	89%	-	+6%
6d	Senior managers communicate the importance of customers in our work	84 11	84%	-9%	+14%
7h	The processes in my organisation are designed to support the best experience for customers	84 11	84%	-2%	+23%
7i	My organisation meets the needs of the communities, people, and/or businesses of NSW	89 11	89%	-4%	+20%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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.

			2021 % favourable	difference from 2020	difference from Sector
<b>Role clarity and support (total score)</b>			<b>88%</b>	<b>+25%</b>	<b>+21%</b>
1a	I understand what is expected of me to do well in my job	100	100%	+13%	+15%
1b	I get the support I need to do my job well	79 11 11	79%	+6%	+13%
1c	I have the tools and technology to do my job well	100	100%	+33%	+29%
1d	I have the time to do my job well	68 11 21	68%	+28%	+12%
3e	My performance is assessed against clear criteria	84 16	84%	+24%	+27%
3f	I have received the training and development I need to do my job well	95	95%	+48%	+30%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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.

		2021 % favourable	difference from 2020	difference from Sector
<b>Job purpose and enrichment (total score)</b>		<b>93%</b>	-	+22%
1e	My job gives me opportunities to use a variety of skills	95	-	+14%
1f	I have a choice in deciding how I carry out day to day work tasks	95	-	+21%
3d	In the last 12 months, I have received feedback to help me improve my work	89 11	+16%	+25%
5j	My manager communicates how my role contributes to my organisation's purpose	95	-	+27%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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.

			2021 % favourable	difference from 2020	difference from Sector
<b>Risk and innovation (total score)</b>			<b>95%</b>	<b>+3%</b>	<b>+20%</b>
1l	I am comfortable notifying my manager if I become aware of any risks at work	100	100%	0%	+13%
5a	My manager encourages people in my workgroup to keep improving the work they do	95	95%	+8%	+19%
5h	My manager encourages me to learn from my mistakes	89	89%	-4%	+17%
7a	My organisation is making improvements to meet future challenges	95	95%	+8%	+32%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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.

			2021 % favourable	difference from 2020	difference from Sector
Health and safety (total score)			89%	-	+16%
7p	I am confident work health and safety issues I raise will be addressed promptly	95	95%	-	+18%
7q	There are effective resources in my organisation to support employee wellbeing	84 16	84%	-	+14%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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.

			2021 % favourable	difference from 2020	difference from Sector	
10	I have confidence in the ways my organisation handles grievances	74	26	74%	+7%	+28%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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.

			2021 % favourable	difference from 2020	difference from Sector
<b>Inclusion and diversity (total score)</b>			<b>90%</b>	0%	+16%
2c	People in my workgroup treat each other with respect	95	95%	+8%	+14%
6g	Senior managers support the career advancement of women	95	95%	+1%	+32%
8a	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	79 21	79%	-14%	0%
8b	Personal background is not a barrier to participation in my organisation (e.g. cultural background, age, disability, sexual orientation, gender)	100	100%	+7%	+20%
8c	I can speak up and share a different view to others in my organisation	84 16	84%	-2%	+15%
8e	I feel that I belong in my organisation	89	89%	-	+19%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

# Teamwork and collaboration

## Work environment

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.

			2021 % favourable	difference from 2020	difference from Sector
<b>Teamwork and collaboration (total score)</b>			<b>88%</b>	<b>+3%</b>	<b>+21%</b>
2a	My workgroup works collaboratively to achieve its goals	89 11	89%	-4%	+10%
2b	There is good team spirit in my workgroup	95	95%	+1%	+19%
6c	Senior managers promote collaboration between my organisation and other organisations we work with	89	89%	+9%	+33%
7c	There is good co-operation between teams across my organisation	79 16	79%	+6%	+22%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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.

			2021 % favourable	difference from 2020	difference from Sector
<b>Flexible working (total score)</b>			<b>100%</b>	<b>+13%</b>	<b>+34%</b>
8g	How satisfied are you with your ability to access and use flexible working arrangements?	100	100%	+20%	+36%
8h	My manager supports flexible working in my team	100	100%	+7%	+32%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

# Use of flexible working

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

## 8f Type of flexible working

		2021 % respondents	difference from 2020	difference from Sector
Flexible start and finish times		68%	+2%	+25%
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	-	-
Working from home		89%	-11%	+31%
Purchasing annual leave		r	-	-
Leave without pay		r	-	-
Study leave		r	-	-
Other		r	-	-
None of the above		r	-	-

<= -5%

+/- 5%

>= +5%

r = below privacy cut-off

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

			2021 % favourable	difference from 2020	difference from Sector
<b>Recruitment (total score)</b>			<b>82%</b>	<b>+5%</b>	<b>+33%</b>
7f	I have confidence in the way recruitment decisions are made	74 26	74%	0%	+32%
7g	My organisation generally selects capable people to do the job	89 11	89%	+9%	+35%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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.

			2021 % favourable	difference from 2020	difference from Sector
<b>Learning and development (total score)</b>			<b>88%</b>	<b>+30%</b>	<b>+31%</b>
3f	I have received the training and development I need to do my job well	95	95%	+48%	+30%
3g	I am satisfied with the opportunities available for career development in my organisation	68 32	68%	+8%	+18%
7e	My organisation is committed to developing its employees	100	100%	+33%	+44%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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?

2021  
% respondents

difference from  
2020

difference from  
Sector

Yes	32%	-2%	-6%
No	68%	+2%	+6%

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

Lack of visible opportunities	r	-	-
Lack of promotion opportunities	r	-	-
Lack of support from my manager / supervisor	r	-	-
Geographic location considerations	r	-	-
Personal / family considerations	r	-	-
Insufficient training and development	r	-	-
Lack of required capabilities or experience	r	-	-
Lack of support for temporary assignments / secondments	r	-	-
The application / recruitment process is too cumbersome or time consuming	r	-	-
Other	r	-	-
There are no major barriers to my career progression	r	-	-

<= -5%

+/- 5%

>= +5%

r = below privacy cut-off

		2021 % favourable	difference from 2020	difference from Sector
4	I am paid fairly for the work I do	89	+3%	+31%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

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

			2021 % favourable	difference from 2020	difference from Sector
<b>Recognition (total score)</b>			<b>92%</b>	-	<b>+29%</b>
5g	My manager provides recognition for the work I do	100	100%	+7%	+27%
7o	I receive adequate recognition for my contributions from my organisation	84 11	84%	-	+32%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

r = below privacy cut-off

# Feedback and performance management

## Enabling practices

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

			2021 % favourable	difference from 2020	difference from Sector
<b>Feedback and performance management (total score)</b>			<b>84%</b>	<b>+18%</b>	<b>+23%</b>
3d	In the last 12 months, I have received feedback to help me improve my work	<div><div>89</div><div>11</div></div>	<b>89%</b>	<b>+16%</b>	<b>+25%</b>
3e	My performance is assessed against clear criteria	<div><div>84</div><div>16</div></div>	<b>84%</b>	<b>+24%</b>	<b>+27%</b>
5h	My manager encourages me to learn from my mistakes	<div><div>89</div><div></div></div>	<b>89%</b>	<b>-4%</b>	<b>+17%</b>
5i	My manager appropriately deals with employees who perform poorly	<div><div>74</div><div>21</div></div>	<b>74%</b>	<b>+34%</b>	<b>+24%</b>

			2021 % respondents	difference from 2020	difference from Sector
<b>Performance management process</b>					
3a	I have a performance and development plan that sets out my individual goals		<b>95%</b>	<b>+15%</b>	<b>+21%</b>
3b	I have informal feedback conversations with my manager		<b>84%</b>	<b>+11%</b>	<b>+4%</b>
3c	I have scheduled feedback conversations with my manager		<b>84%</b>	<b>+24%</b>	<b>+19%</b>

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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.

			2021 % favourable	difference from 2020	difference from Sector
<b>Senior managers (total score)</b>			<b>86%</b>	<b>-1%</b>	<b>+27%</b>
6a	Senior managers provide clear direction for the future of the organisation	<div><div>79</div><div>21</div></div>	<b>79%</b>	<b>-1%</b>	<b>+24%</b>
6b	Senior managers model the values of my organisation	<div><div>84</div><div>11</div></div>	<b>84%</b>	<b>-9%</b>	<b>+25%</b>
6c	Senior managers promote collaboration between my organisation and other organisations we work with	<div><div>89</div><div></div></div>	<b>89%</b>	<b>+9%</b>	<b>+33%</b>
6d	Senior managers communicate the importance of customers in our work	<div><div>84</div><div>11</div></div>	<b>84%</b>	<b>-9%</b>	<b>+14%</b>
6e	Senior managers keep employees informed about what's going on	<div><div>84</div><div>11</div></div>	<b>84%</b>	<b>+11%</b>	<b>+25%</b>
6f	Senior managers listen to employees	<div><div>84</div><div>11</div></div>	<b>84%</b>	<b>-9%</b>	<b>+35%</b>
6g	Senior managers support the career advancement of women	<div><div>95</div><div></div></div>	<b>95%</b>	<b>+1%</b>	<b>+32%</b>

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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.

			2021 % favourable	difference from 2020	difference from Sector
Decision making and accountability (total score)			92%	+2%	+31%
5f	I have confidence in the decisions my manager makes	89 11	89%	-4%	+17%
7d	People in my organisation take responsibility for their own actions	95	95%	+8%	+45%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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?

			2021 % favourable	difference from 2020	difference from Sector
Communication and change management (total score)			82%	+3%	+23%
5c	My manager communicates effectively with me	89 11	89%	+3%	+14%
6a	Senior managers provide clear direction for the future of the organisation	79 21	79%	-1%	+24%
6e	Senior managers keep employees informed about what's going on	84 11	84%	+11%	+25%
7b	Change is managed well in my organisation	74 11 16	74%	0%	+31%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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.

			2021 % favourable	difference from 2020	difference from Sector
<b>Employee voice (total score)</b>			<b>92%</b>	<b>+1%</b>	<b>+22%</b>
5b	My manager listens to what I have to say	100	100%	+13%	+21%
5d	My manager encourages and values employee input	95	95%	+1%	+19%
5e	My manager involves my workgroup in decisions about our work	95	95%	+1%	+23%
6f	Senior managers listen to employees	84 11	84%	-9%	+35%
8c	I can speak up and share a different view to others in my organisation	84 16	84%	-2%	+15%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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.

			2021 % favourable	difference from 2020	difference from Sector
9	I am confident my organisation will act on the results of this survey	<div><div>84</div><div>16</div></div>	84%	+11%	+37%

Favourable	Neutral	Unfavourable
0-49%	50-74%	75-100%
<= -5%	+/- 5%	>= +5%

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...	2021 % respondents	difference from 2020	difference from Sector
been aware of any misconduct in your organisation	r	-	-
witnessed bullying	r	-	-
experienced bullying	r	-	-
witnessed sexual harassment	r	-	-
experienced sexual harassment	r	-	-
experienced threats or physical harm	r	-	-
experienced discrimination	r	-	-
experienced racism	r	-	-

## 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

<= -5%

+/- 5%

>= +5%

r = below privacy cut-off

## Results by child unit and demographic group

Discover if employees in different groups have different views

This page cannot be shown due to privacy reasons.

This is a snapshot of survey takers.

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

This page cannot be shown due to privacy reasons.

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

This page cannot be shown due to privacy reasons.

## **Additional information about the survey**

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



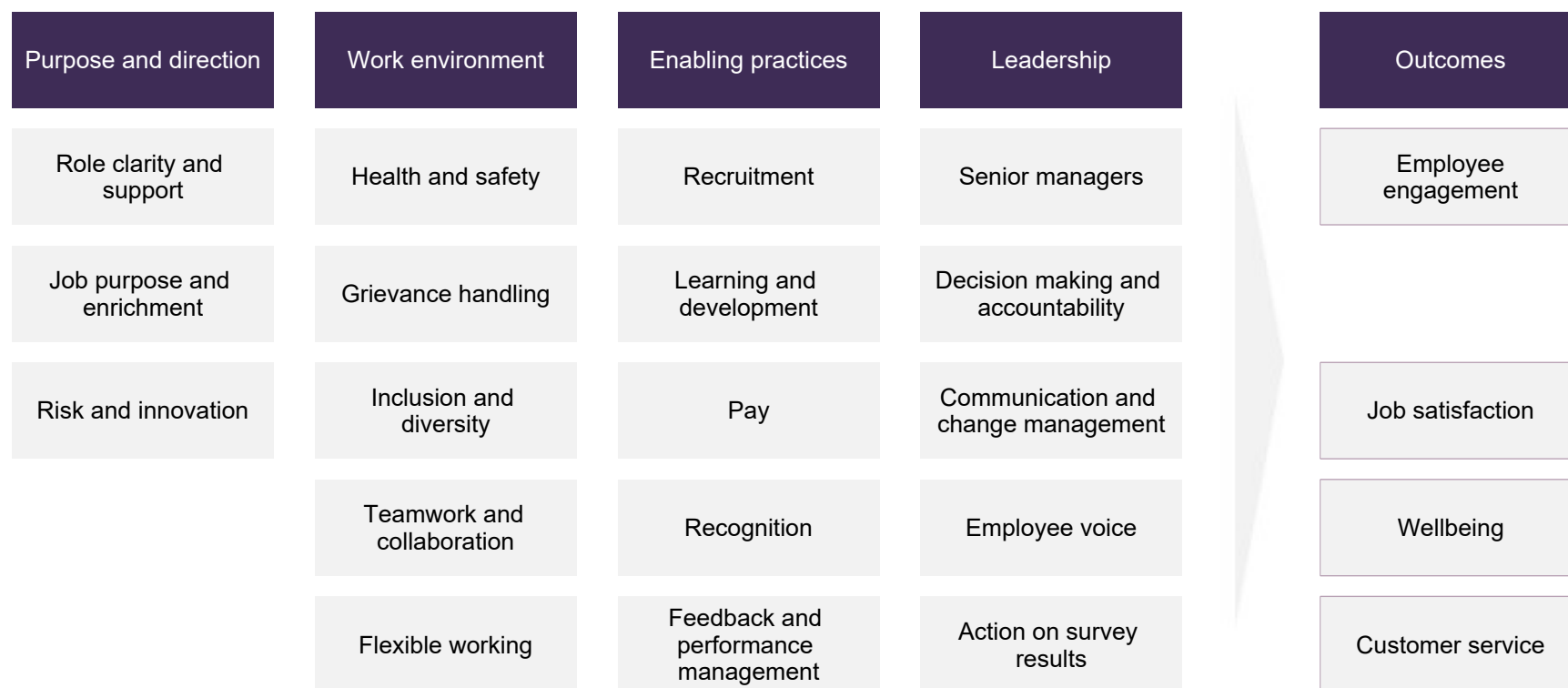
# Survey model

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.

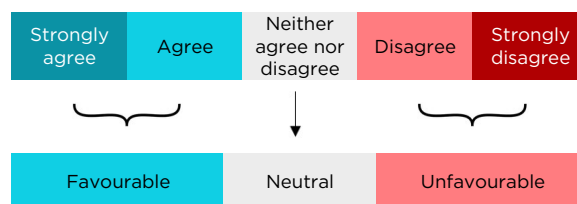


## Privacy

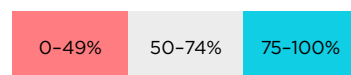
Responses from individual employees are confidential. Strict rules protect privacy at every stage of the survey process. These reports only show the results for a group of employees (i.e. a workgroup or demographic group) when there are 10 or more responses for the group.

## % favourable calculation

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

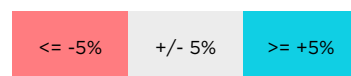


% favourable scores are colour coded based on these ranges:



## Difference scores

Difference scores are shown 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.

## 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.				