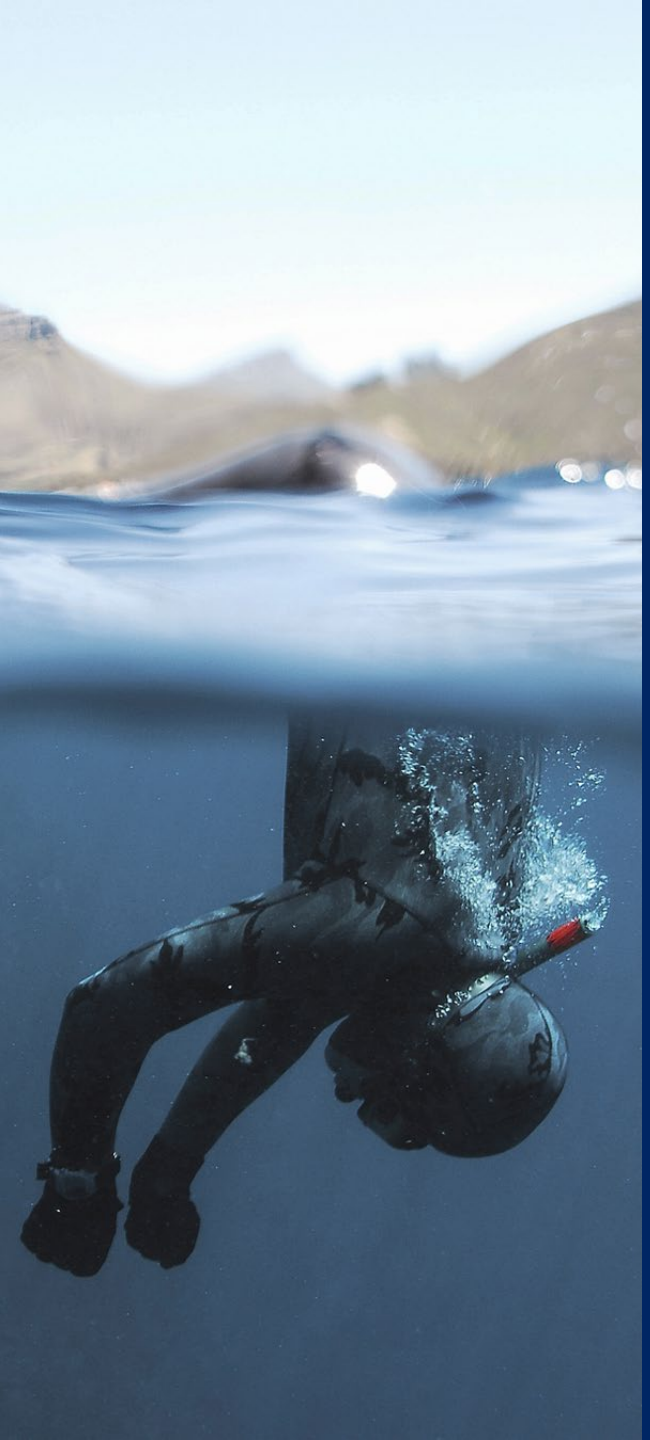


# PMES 2024 Agency forum

Monday 13 May 2024
11:00AM-12:30PM

# Agenda

- Welcome
- Housekeeping
- Key dates overview
- Hierarchies
- Trend
- Response rates
- Dashboard & PDF Reporting
- Known issues and fixes
- Q&A

# 1

# Housekeeping

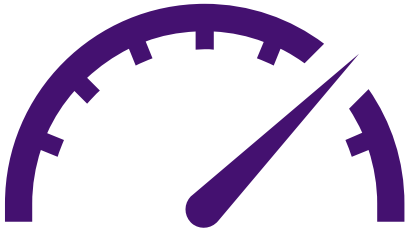
# Housekeeping and Q & A

- All microphones will be muted during the session
- Please send your questions to the Meeting Chat
- We'll make a note of these and come back to them during our Q&A
- This session will be recorded and the details will be shared after the session

# PMES 2024 partnership

- The survey is a collaboration between all agencies in the sector, the PSC and our survey providers.
- Like last year, the survey fieldwork at the PSC sits in the Performance and Insights branch.
- The survey design, including the content of the survey is being led by the Workforce Inclusion and Experience branch.

# PMES 2023 – Thank you!

| Invited | Response Rate | Engagement |
| --- | --- | --- |
| |  | |
| 431,713 | 53% | 64 |

# 2

# Timeline overview

# Key dates 2024

| Event | Date |
|---|---|
| Hierarchy platform opens | Monday 27 May |
| Survey questions and topic mappings | Early June |
| Survey link and launch email | Mid - July |
| Hierarchy deadline | Friday 26 July |
| Headcount deadline | Friday 26 July |
| Online survey technical testing | Monday 5 to Thursday 8 August |
| Trend matching documents | 15 August (to be returned to the PSC by 30 August) |
| Survey period | Monday 19 August to Friday 13 September |
| Results available | Tuesday 8 October |
| Results published to PSC website | Tuesday 5 November |

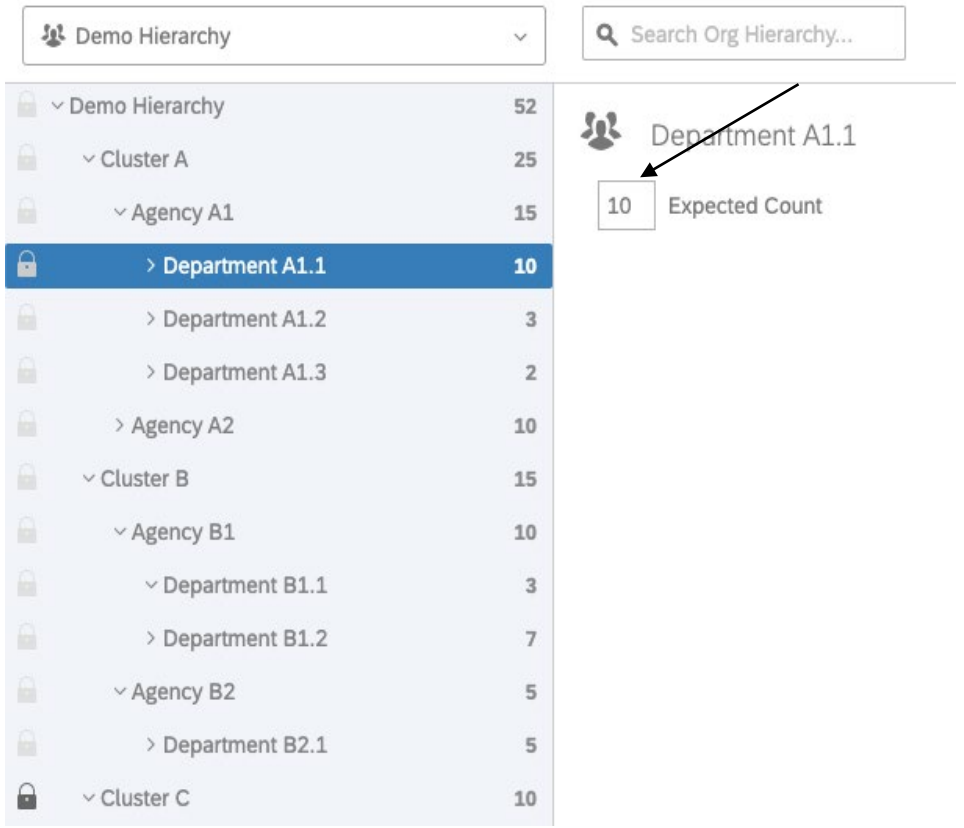
# 3

# Hierarchies

# Updating headcount

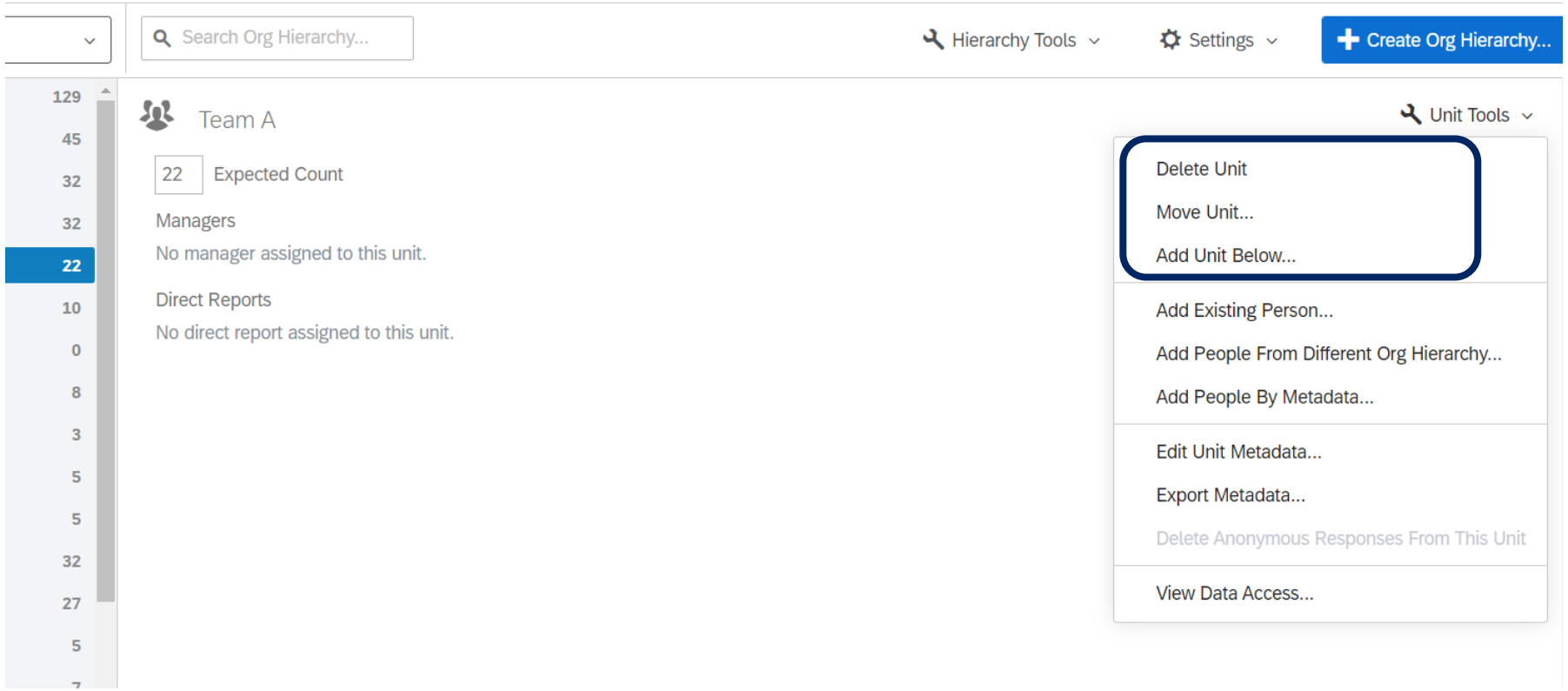
Drill down into a selected part of the hierarchy unit and update the ‘Expected Count’

*Note: The expected count will tell the hierarchy how many people are responding per unit, since an anonymous link is used.*



# Hierarchy tools

Unit Tools allow you to adjust your units on a unit level. These can be found in the upper right-hand corner of a selected unit when in the Org Hierarchies section of the Participants tab.

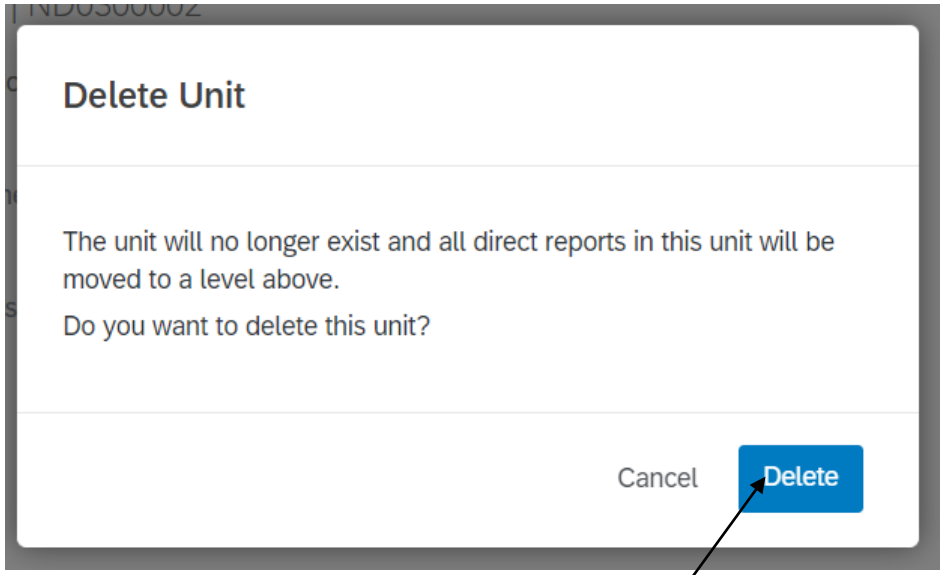


# Delete org hierarchy unit

Permanently deletes the selected unit. To mitigate risk, you will only be able to delete units at the lowest level of your hierarchy

*Please proceed with caution as this permanently removes all units that reported into the selected unit. To further mitigate risk, it is recommended that all units slated for deletion are named 'to be deleted' and the headcount reduced to 0, prior to deletion deleted*

**1. Select unit to be deleted > Unit Tools > Delete Unit**



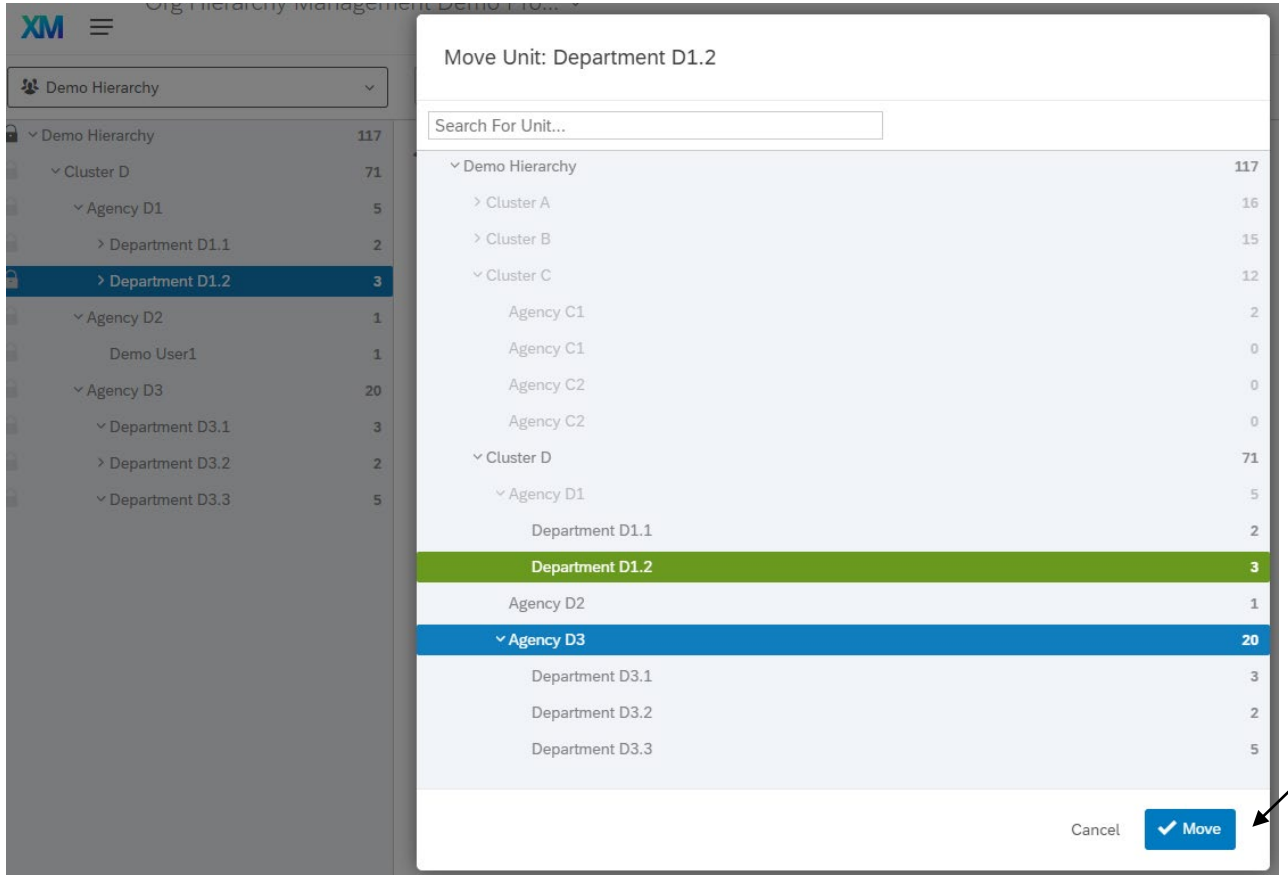

**2. Confirm delete**

**3. The org unit will now be removed**

# Move org unit

To move an org unit, Select Unit Tools > Move Unit. Select the hierarchy unit that you want to move the current unit to.

**1. Select unit to be moved > Unit Tools > Move Unit**

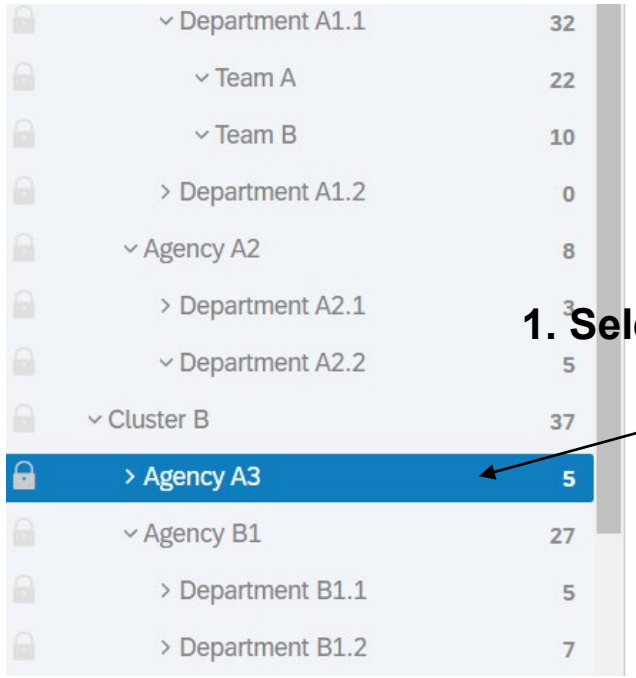



**2. Select parent unit where the selected unit is to be moved to**

**3. Confirm move**

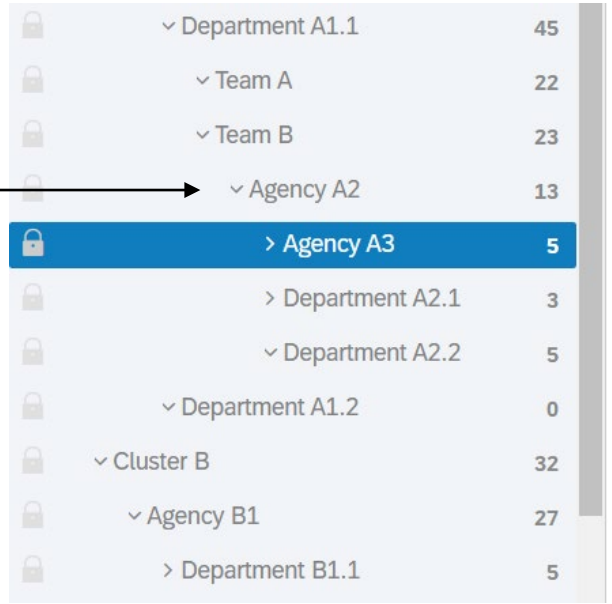
# Move unit (con’d)

Units can also be moved by dragging and dropping them in the hierarchy




**1. Select unit a unit, click and hold**

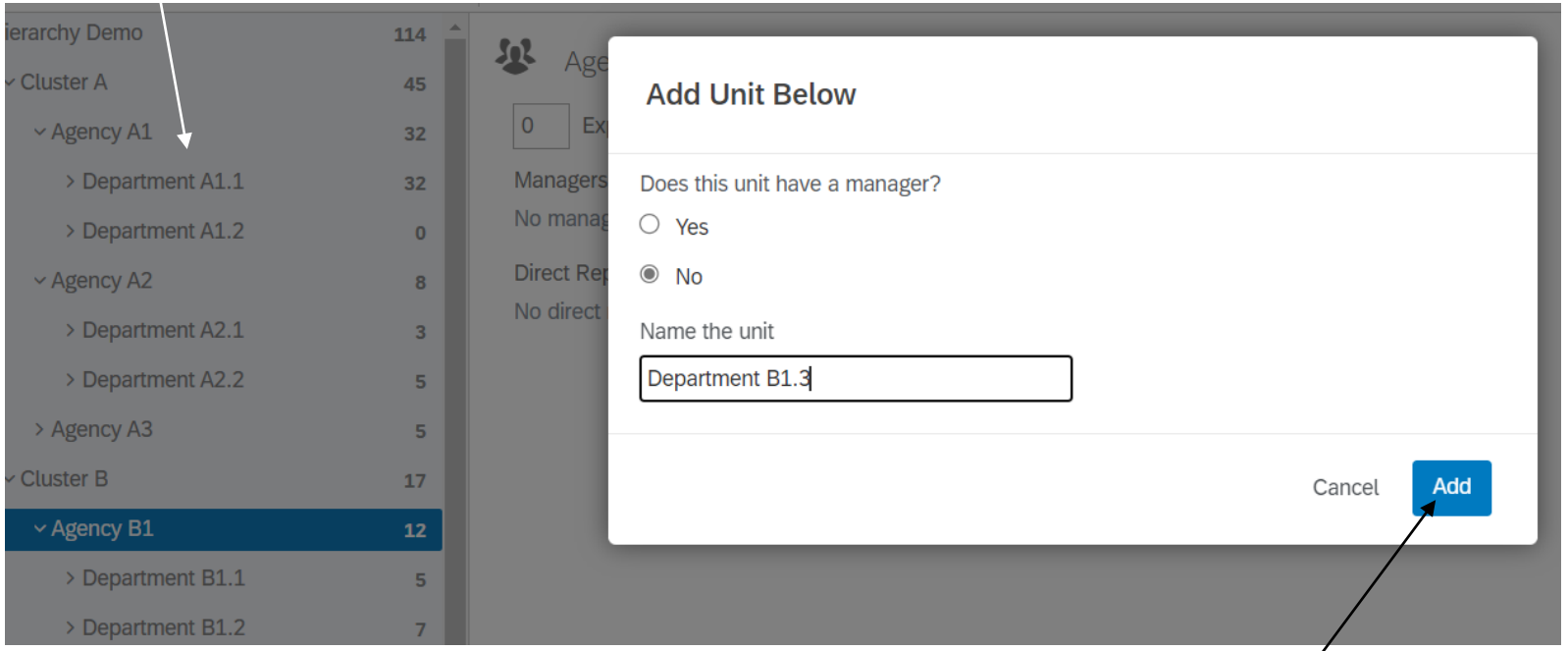
**2. Drag this over to where you wish to the unit to sit under**



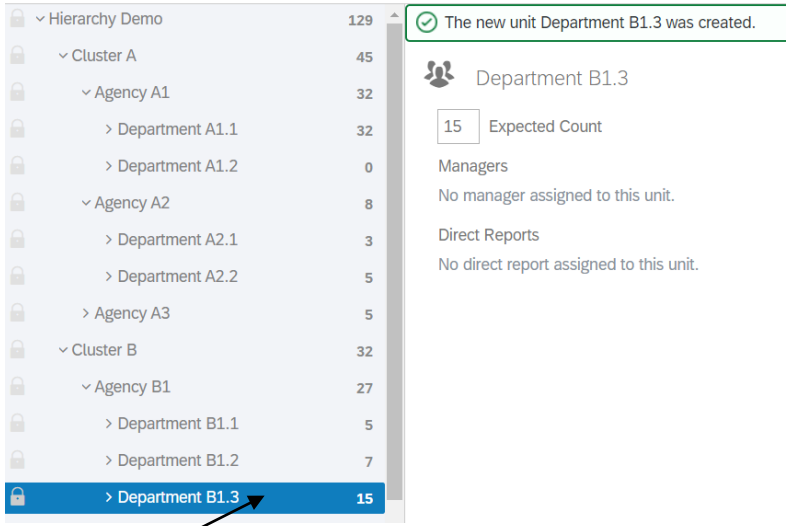
# Add unit below

**1. Select parent unit to add child unit > Unit Tools > Add Unit Below**

**2. Select 'No'**




**3. Add Unit Name**




**4. Unit is created. Don't forget to update the Expected Count**

# Export hierarchy request

There’s an out-of-system process for you to get Excel exports of your hierarchy

- Send an email to auexsupport@ipsos.com with “PMES 2024 hierarchy export request” in the subject line.

- In the body of the email, include your full name and email address (in the form of your normal email signature is fine, if you’ve got one).

# Export hierarchy request

- Ipsos will validate your user access and will email your export to you within 1 hour. The turnaround time may increase to a maximum of 2 hours during peak periods.

- For any requests sent through outside of business hours, Ipsos support will respond as early as possible the next business day.

- Note that Ipsos will email you your full hierarchy each time. You can then create subsets of your hierarchy by copying and pasting the relevant rows into a new Excel workbook.

# Useful tips about the hierarchy export

- The export will already be formatted in a user-friendly way.

- You'll find the export useful for seeking executive sign-off of your hierarchy. Please leave enough time to make changes before the hierarchy deadline.

# Hierarchy template

| E | F | G | H | N | O | P | Q | R |
|---|---|---|---|---|---|---|---|---|
| **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Expected coun** | **HierarchyStructured** | **OwningCluster** | **Total Headcount** | **Level** |
| Separate Agencies | Public Service Commission | | | 0 | Public Service Commission | Separate Agencies | 142 | 2 |
| Separate Agencies | Public Service Commission | Capability and Leadership Strategy Division | | 0 | Capability and Leadership Strategy Division | Separate Agencies | 52 | 3 |
| Separate Agencies | Public Service Commission | Capability and Leadership Strategy Division | Leadership and Talent Branch | 36 | Leadership and Talent Branch | Separate Agencies | 36 | 4 |
| Separate Agencies | Public Service Commission | Capability and Leadership Strategy Division | Workforce Strategy Branch, LGBT | 16 | Workforce Strategy Branch, LGBTIQ+ Network | Separate Agencies | 16 | 4 |
| Separate Agencies | Public Service Commission | Corporate | | 13 | Corporate | Separate Agencies | 13 | 3 |
| Separate Agencies | Public Service Commission | Office of the Commissioner, Legal Services, Pe | | 30 | Office of the Commissioner, Legal Services, People & Engagement, Communications | Separate Agencies | 30 | 3 |
| Separate Agencies | Public Service Commission | Performance and Analytics Division | | 0 | Performance and Analytics Division | Separate Agencies | 47 | 3 |
| Separate Agencies | Public Service Commission | Performance and Analytics Division | Performance and Reporting, Innov | 17 | Performance and Reporting, Innovation and Design, Work of the Future | Separate Agencies | 17 | 4 |
| Separate Agencies | Public Service Commission | Performance and Analytics Division | Workforce Analytics & Systems | 30 | Workforce Analytics & Systems | Separate Agencies | 30 | 4 |

# Important tips

- All changes made to the **org hierarchies are permanent, without the option to undo changes.** Please be careful when performing any changes to the org unit
- Before you delete, add ‘DELETE’ in the title text to review and delete later
- Please ensure unit names do not exceed 50 characters.
- Consider alignment between PMES and the Workforce Profile collection where possible. The agencies in the Workforce Profile collection are aligned with Schedule 1 of the Government Sector Employment Act.

# Important tips continued

Headcount includes all NSW public sector employees, this includes:

- Full-time and part-time employees
- Casuals
- Graduates
- Apprentices
- Temporary employees
- Contractors
- Employees on leave

Volunteers and external consultants are **not included** in the survey.

# Important tips continued

- Headcount should be entered in the Expected headcount field for the teams, which will roll up to the branch (parent) headcount. If a parent has an Expected headcount recorded, the total parent headcount is the sum of its own expected headcounts and any lower child unit expected headcounts.
- As in previous years, there are minimum response rules to protect employee privacy (e.g., 10 or more responses for attitudinal question for results to be released).

# 4

# Trend

# Trend documents will be provided by PSC 15 August (to be returned Friday 30 August)

| | 3 | 7 | 10 | 11 | 12 | 14 | 15 |
|---|---|---|---|---|---|---|---|
| 1 | **2020 PMES hierarchy** | **Level** | **TrendCode** | **Trend DeptTitle** | **Notes** | | **Total Units** |
| 2 | Customer Service | 1 | nmm000 | Customer Service | | | 389 |
| 3 | Department of Customer Service | 2 | nmm100 | Department of Customer Service | | | |
| 4 | Better Regulation | 3 | nc0074 | Better Regulation | | | **Units matched** |
| 5 | BRD Deputy Secretary Office | 4 | nc0075 | BRD Deputy Secretary Office | | | 23 |
| 6 | Business Operations, Performance & Assurance | 4 | | | | | |
| 7 | Community Engagement | 4 | | | | | **Units Unmatched** |
| 8 | Community and Engagement Executive Team | 5 | | | | | 366 |
| 9 | Complaints & Issues Resolution | 5 | | | | | |
| 10 | Digital & Program Delivery | 5 | | | | | |
| 11 | Regulatory Capability | 5 | | | | | |
| 12 | Regulatory Research | 5 | | | | | |
| 13 | Stakeholder Engagement & Regulatory Education | 5 | | | | | |
| 14 | Testing Services | 5 | | | | | |
| 15 | Compliance & Dispute Resolution | 4 | | | | | |
| 16 | Building & Compliance - Metro | 5 | | | | | |
| 17 | Building & Compliance - Regions | 5 | | | | | |
| 18 | Compliance - Liquor & Gaming | 5 | | | | | |
| 19 | Compliance and Dispute Resolution Executive Team | 5 | | | | | |
| 20 | Consumer, Building & Property | 5 | | | | | |
| 21 | Health & Safe Design | 5 | | | | | |
| 22 | Intervention Design | 5 | | | | | |
| 23 | Specialised Regulation - Chemical Safety | 5 | | | | | |
| 24 | WHS - Metro | 5 | | | | | |
| 25 | WHS - Regions | 5 | | | | | |
| 26 | Investigations & Enforcement | 4 | | | | | |
| 27 | Compliance - Prosecution | 5 | | | | | |
| 28 | Data, Intelligence & Analytics | 5 | | | | | |
| 29 | Disciplinary Action Unit | 5 | | | | | |
| 30 | Investigations & Emergency Response | 5 | | | | | |
| 31 | Investigations & Enforcement Executive Team | 5 | | | | | |
| 32 | Investigations & Operations | 5 | | | | | |
| 33 | Investigations, Intervention & Review | 5 | | | | | |
| 34 | Subsidence Advisory NSW | 5 | | | | | |

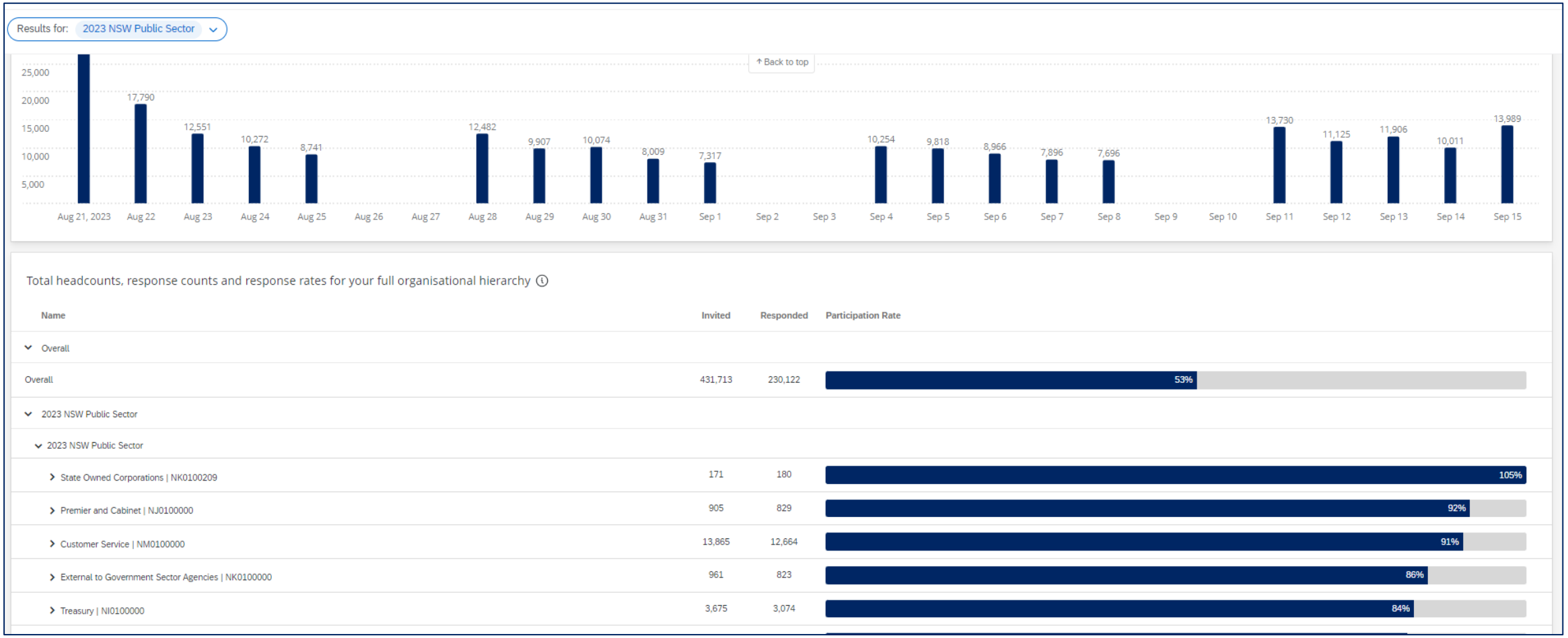
TrendMapping | 2019

# 5

# Response rates

# Response rates will be made available throughout the survey period

**Important:** The response rate will only show when a minimum number of 10 responses have been received for a business unit



# 6

# Dashboard and PDF Reporting

# Dashboards

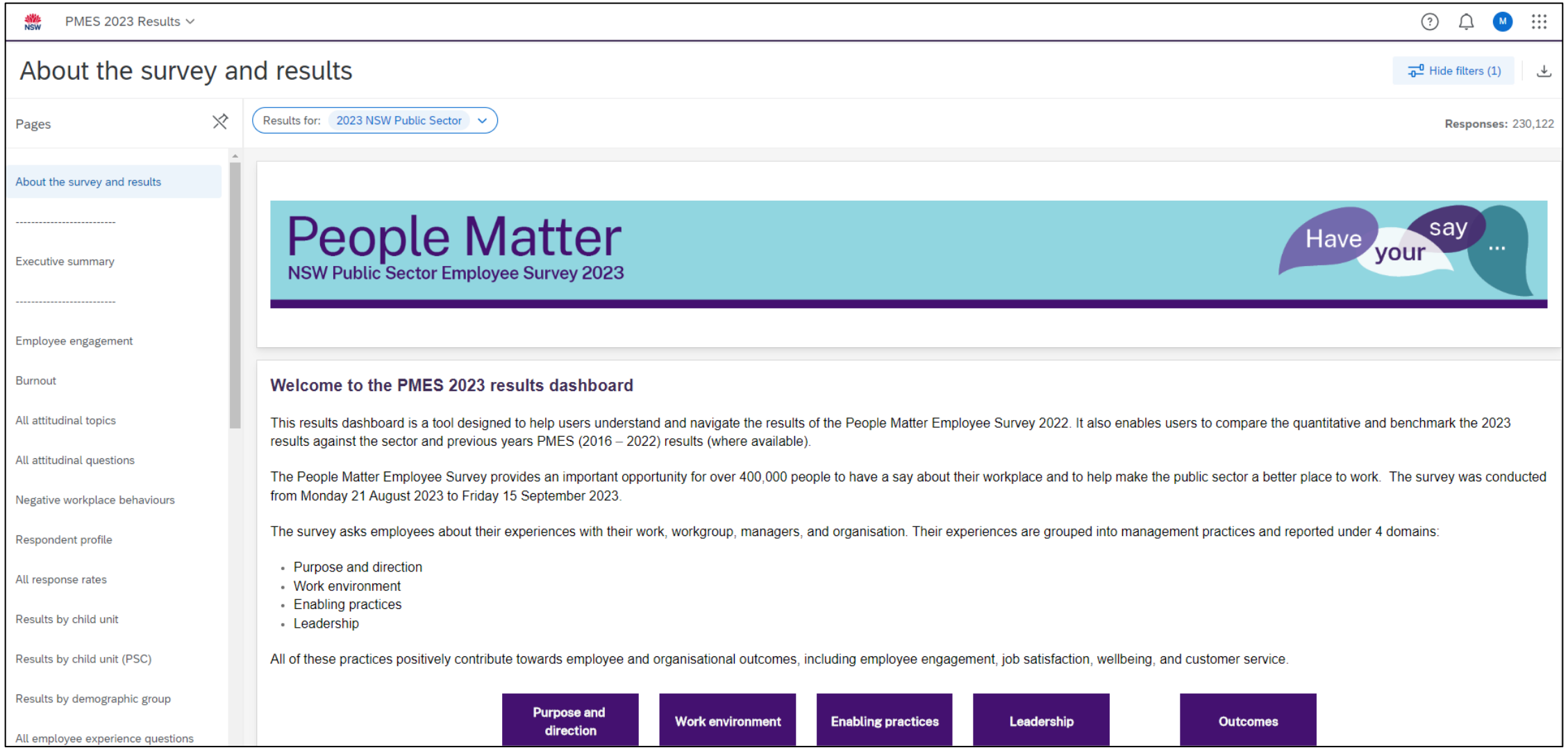
## Results Dashboard

- Executive Summary
- Employee engagement
- Burnout
- All attitudinal topics
- All attitudinal questions
- Negative workplace behaviours
- Respondent profile
- All response rates
- Results by child unit
- Results by demographics group
- All employee experience questions
- Custom questions (if applicable)

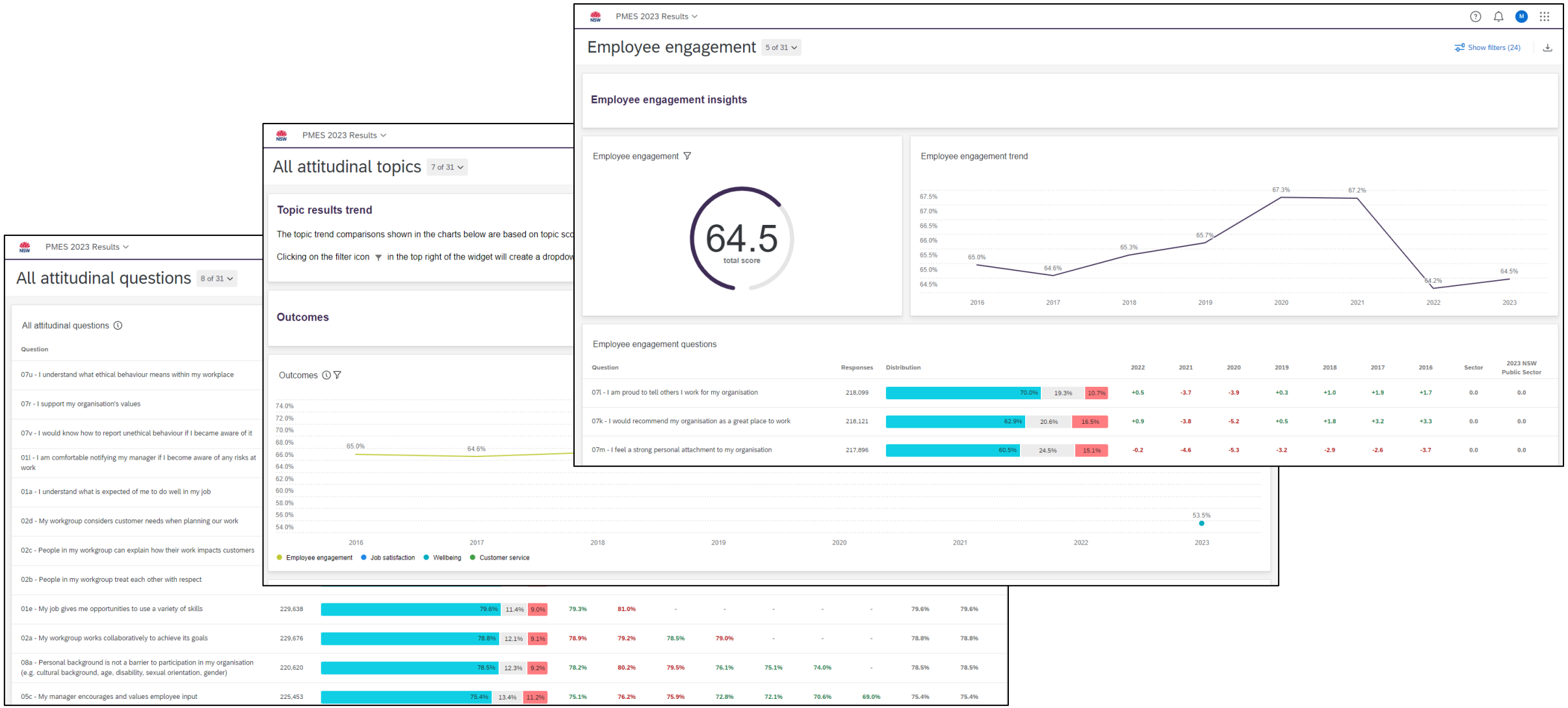
## Comments dashboard

- Comment themes
- Sentiment analysis
- Verbatim comments

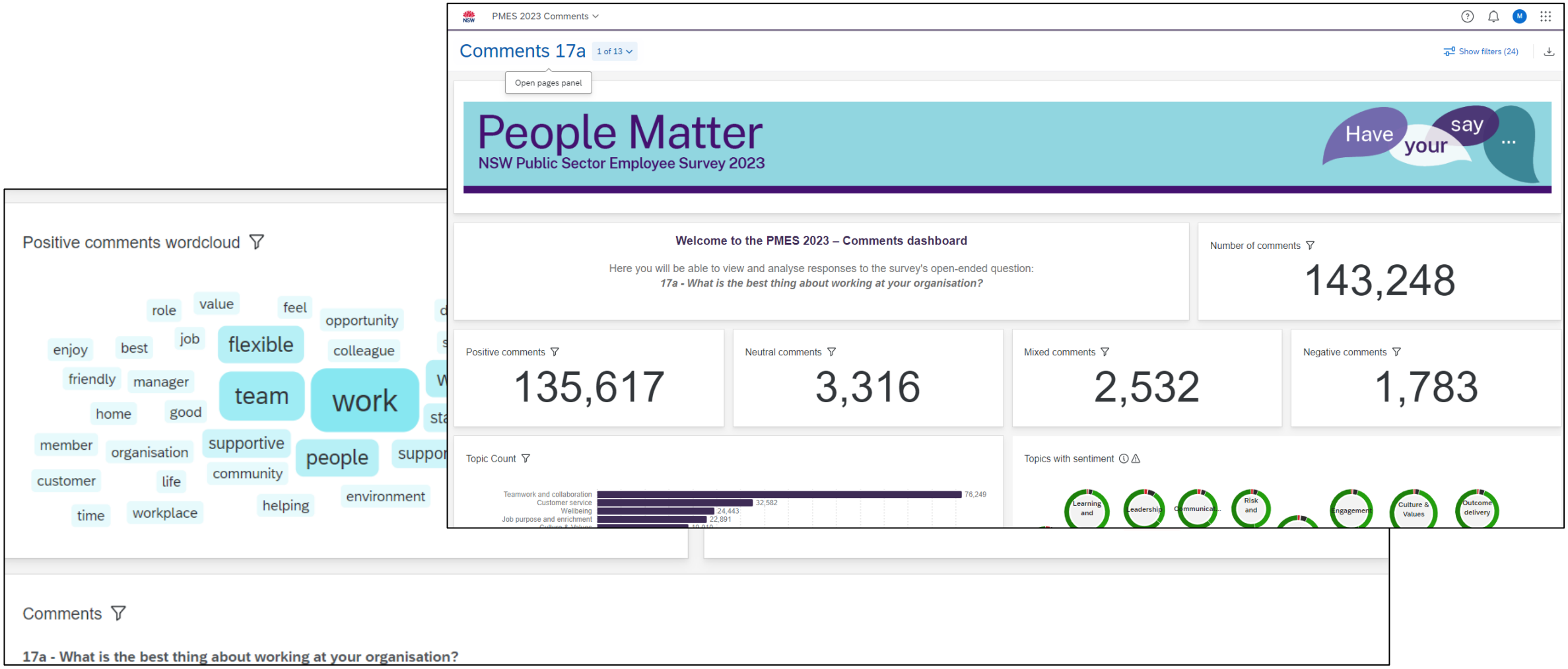
# Results dashboard



# Results dashboard



# Comments dashboard

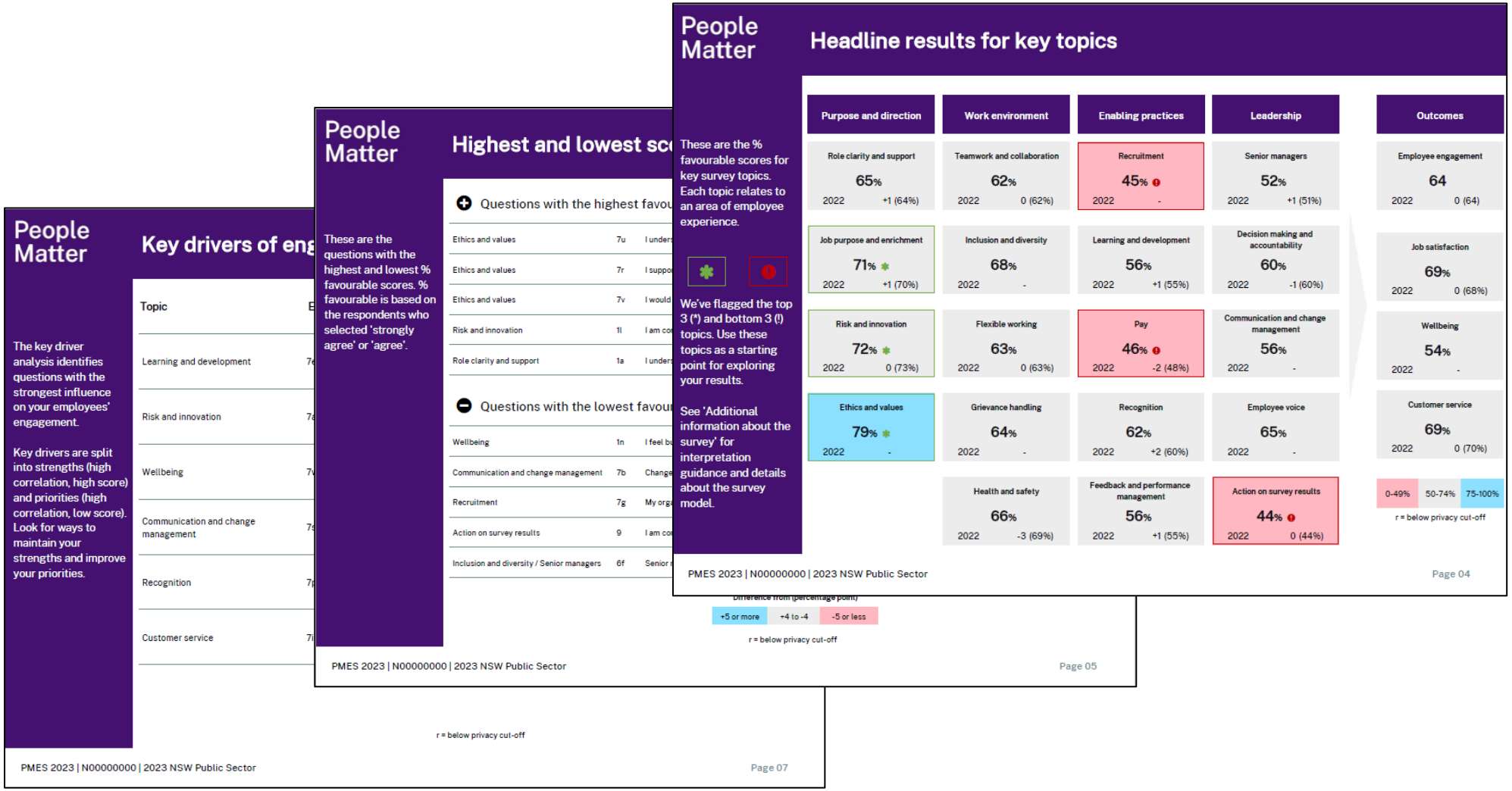


# PDF Highlights reports

## Report segments (subject to change)

- Headlines results for key topics
- Most and least improved
- Highest and lowest
- Key drivers of engagement
- Attitudinal topics (i.e. Role Clarity and Support, Learning and Development etc.)
- Child unit comparison for key topics
- Demographics for key topics
- Employee engagement
- Respondent profile

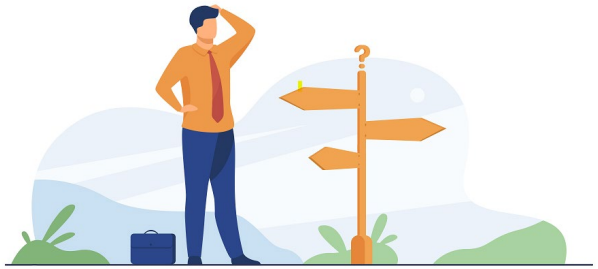
# PDF Highlights reports



# 7

# Known issues and fixes

# Known issues and fixes

| | | | |
|---|---|---|---|
| Challenge  | **Comment export limits**<br><br>At present, only 10,000 comments can be pulled out of the dashboard at any one time | **Hierarchy cannot be locked**<br><br>The hierarchy cannot be locked so that users can enter headcounts without accidentally changing hierarchy | **Hierarchy based widgets do not have 'expand all' option**<br><br>At present, the export does not allow for full export of hierarchy and needs to be manually expanded by portfolio/unit |
| Solution | Where more than 10,000 comments, we can provide excel outputs | As per last year, hierarchy and headcount deadlines have been aligned to mitigate risk | Currently we have a workaround of an excel output |

# 8

# Q&A

NSW
GOVERNMENT
Public
Service
Commission