



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.



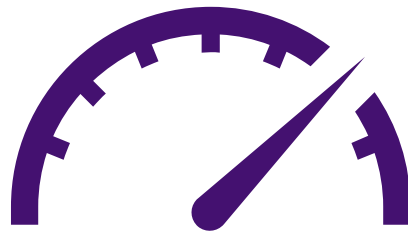
PMES 2023 – Thank you!

Invited



431,713

Response Rate



53%

Engagement



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

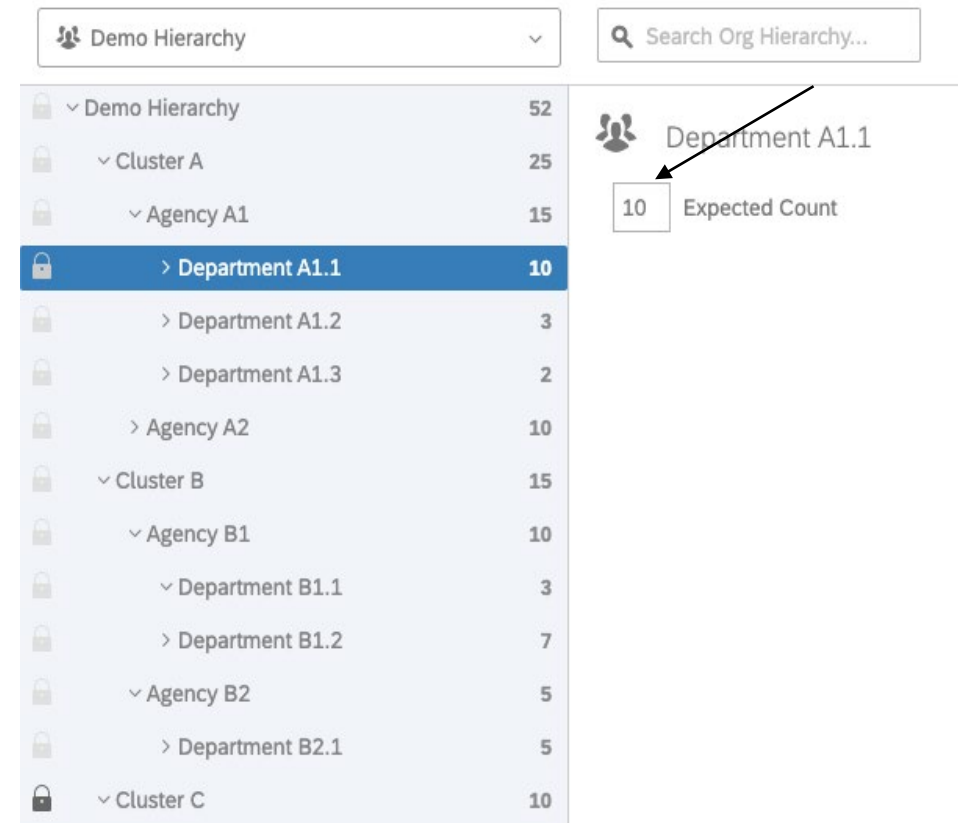
3

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.



Demo Hierarchy

Search Org Hierarchy...

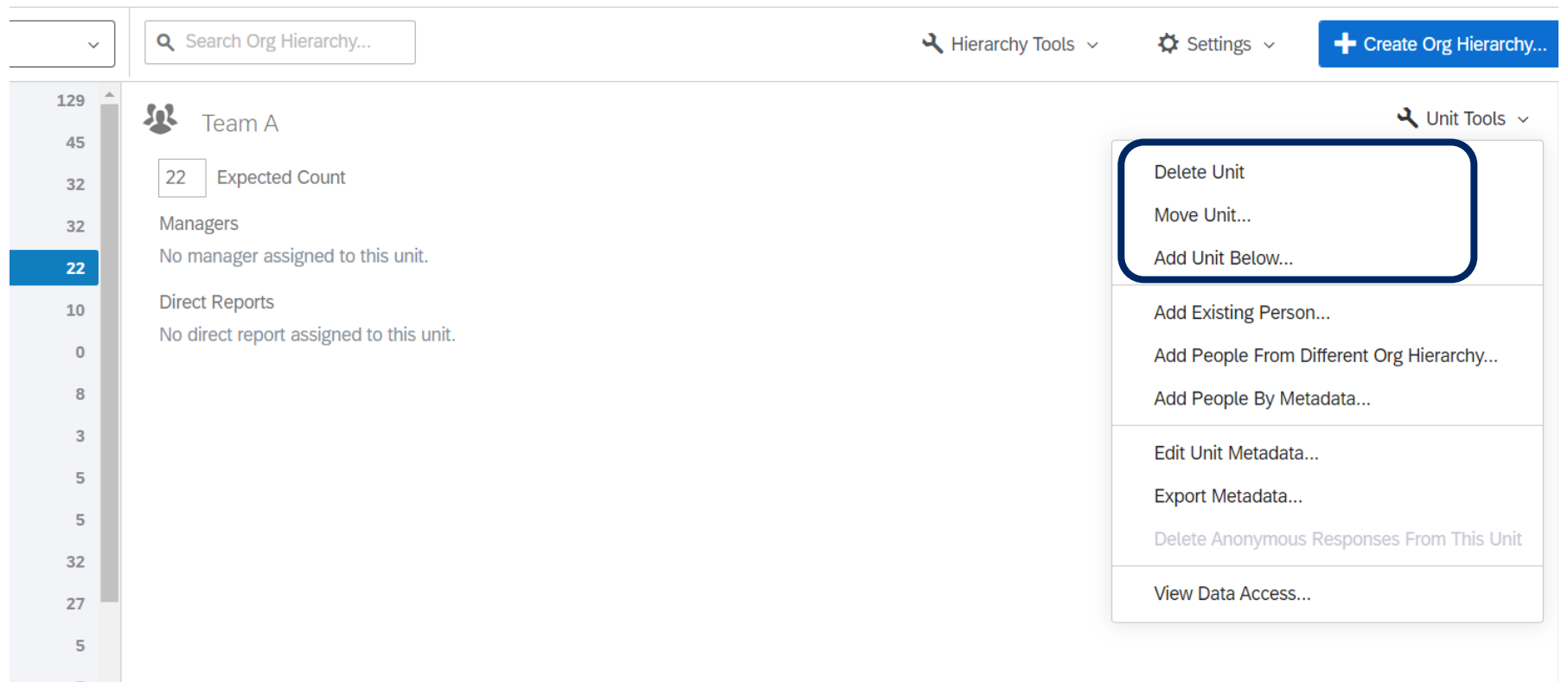
Unit	Expected Count
▼ Demo Hierarchy	52
▼ Cluster A	25
▼ Agency A1	15
▶ Department A1.1	10
▶ Department A1.2	3
▶ Department A1.3	2
▶ Agency A2	10
▼ Cluster B	15
▼ Agency B1	10
▼ Department B1.1	3
▶ Department B1.2	7
▼ Agency B2	5
▶ Department B2.1	5
▼ Cluster C	10

Department A1.1

10 Expected Count

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.



The screenshot displays the 'Org Hierarchies' section of the 'Participants' tab. On the left, a list of units is shown with counts: 129, 45, 32, 32, 22 (highlighted), 10, 0, 8, 3, 5, 5, 32, 27, 5, and 7. The selected unit, 'Team A', has an 'Expected Count' of 22. Below this, it shows 'Managers' (No manager assigned to this unit.) and 'Direct Reports' (No direct report assigned to this unit.). In the top right corner, there are buttons for 'Hierarchy Tools', 'Settings', and 'Create Org Hierarchy...'. The 'Unit Tools' menu is open, showing options: 'Delete Unit', 'Move Unit...', 'Add Unit Below...', 'Add Existing Person...', 'Add People From Different Org Hierarchy...', 'Add People By Metadata...', 'Edit Unit Metadata...', 'Export Metadata...', 'Delete Anonymous Responses From This Unit', and 'View Data Access...'. The first three options are grouped together in a rounded rectangle.

Search Org Hierarchy...

Hierarchy Tools

Settings

Create Org Hierarchy...

Team A

22 Expected Count

Managers

No manager assigned to this unit.

Direct Reports

No direct report assigned to this unit.

Unit Tools

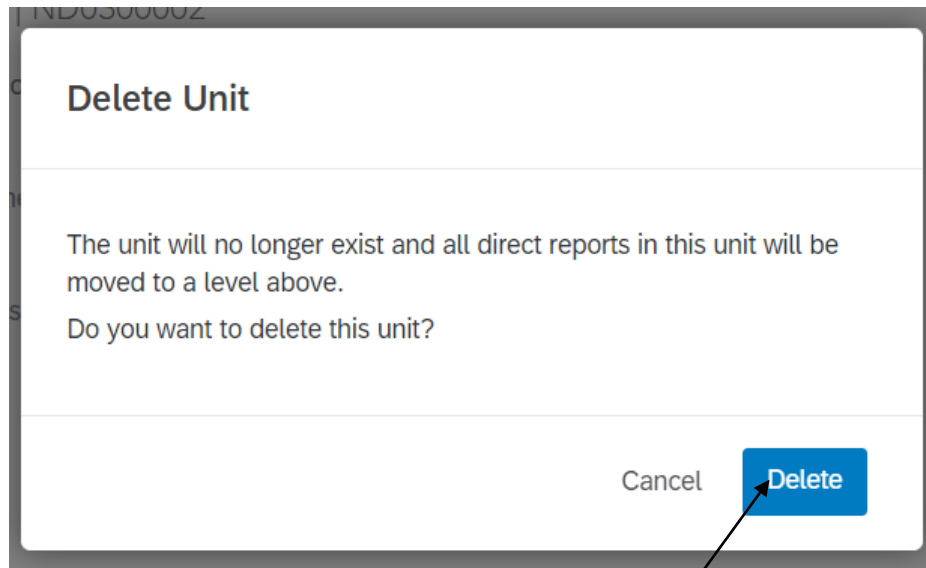
- Delete Unit
- Move Unit...
- Add Unit Below...
- Add Existing Person...
- Add People From Different Org Hierarchy...
- Add People By Metadata...
- Edit Unit Metadata...
- Export Metadata...
- Delete Anonymous Responses From This Unit
- View Data Access...

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

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



Delete Unit

The unit will no longer exist and all direct reports in this unit will be moved to a level above.
Do you want to delete this unit?

Cancel **Delete**

2. Confirm delete

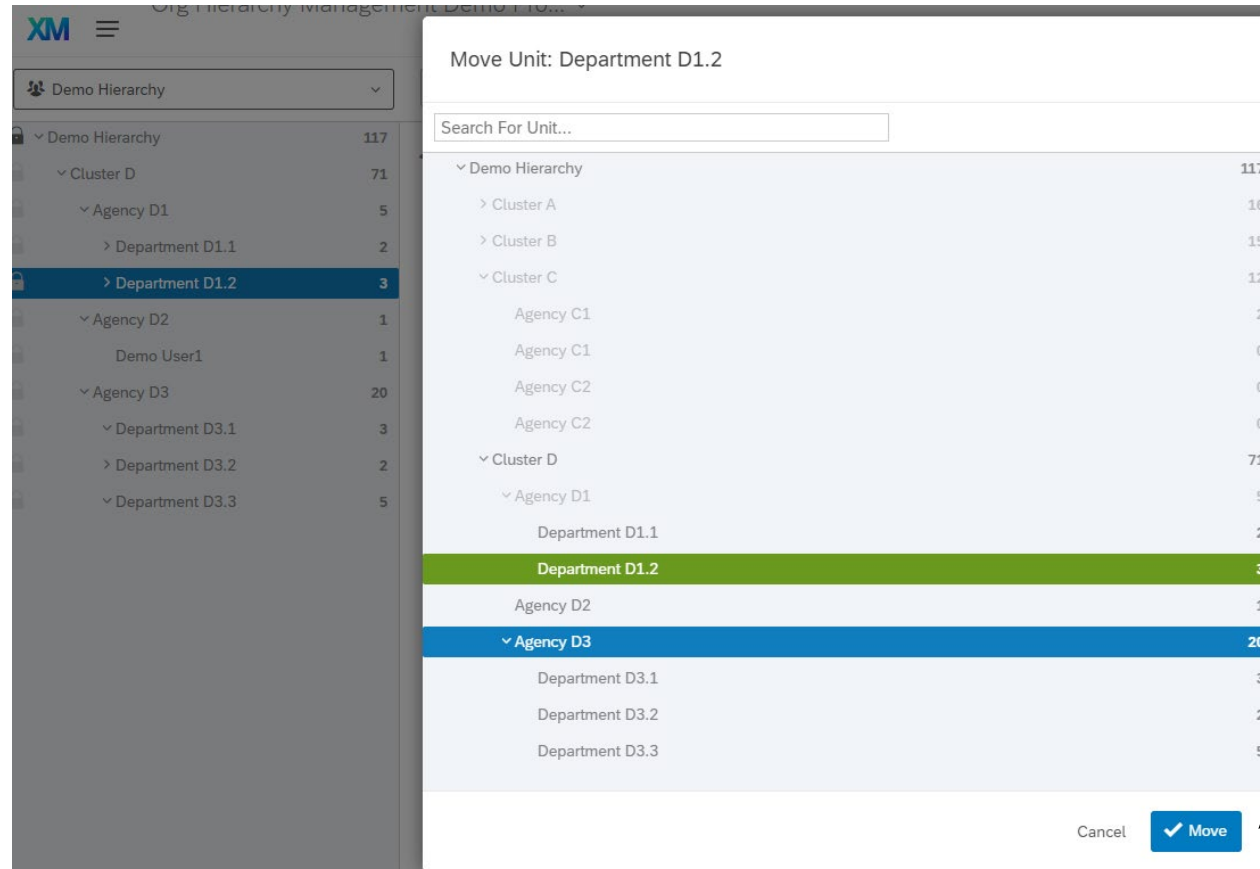
▼ Demo Hierarchy	72
▼ Cluster D	25
> Agency D1	5
> Agency D3	20

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



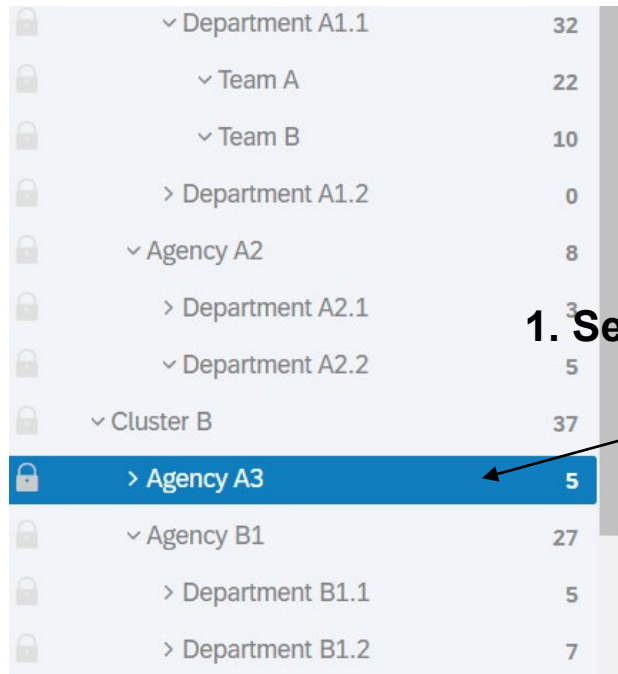
The screenshot shows the 'Move Unit: Department D1.2' dialog box. The dialog has a search bar labeled 'Search For Unit...'. Below the search bar is a list of units. The units are organized into a hierarchy: 'Demo Hierarchy' (117), 'Cluster A' (16), 'Cluster B' (15), 'Cluster C' (12), 'Agency C1' (2), 'Agency C2' (0), 'Cluster D' (71), 'Agency D1' (5), 'Department D1.1' (2), 'Department D1.2' (3), 'Agency D2' (1), 'Agency D3' (20), 'Department D3.1' (3), 'Department D3.2' (2), and 'Department D3.3' (5). 'Department D1.2' is highlighted in green, and 'Agency D3' is highlighted in blue. At the bottom right of the dialog, there are two buttons: 'Cancel' and 'Move' (with a checkmark icon).

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

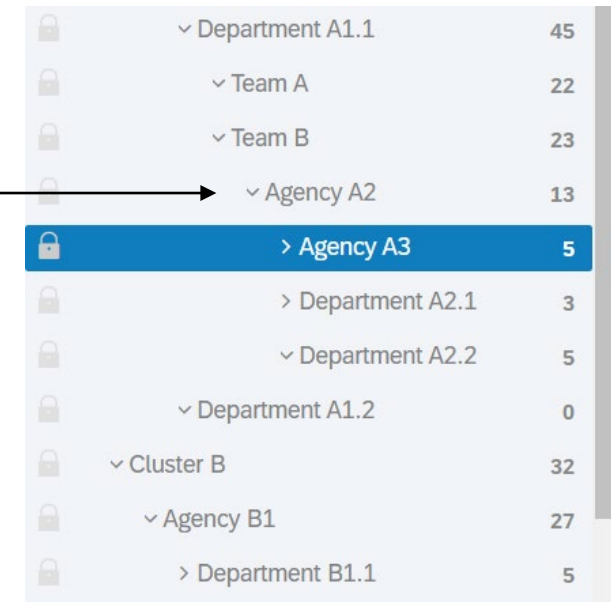


A screenshot of a hierarchical unit list. The units are listed with expand/collapse icons (chevrons) and a count to the right. 'Agency A3' is highlighted in blue. An arrow points from the text '1. Select unit a unit, click and hold' to the 'Agency A3' row.

✓ Department A1.1	32
✓ Team A	22
✓ Team B	10
> Department A1.2	0
✓ Agency A2	8
> Department A2.1	3
✓ Department A2.2	5
✓ Cluster B	37
> Agency A3	5
✓ Agency B1	27
> Department B1.1	5
> Department B1.2	7

1. Select unit a unit, click and hold

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



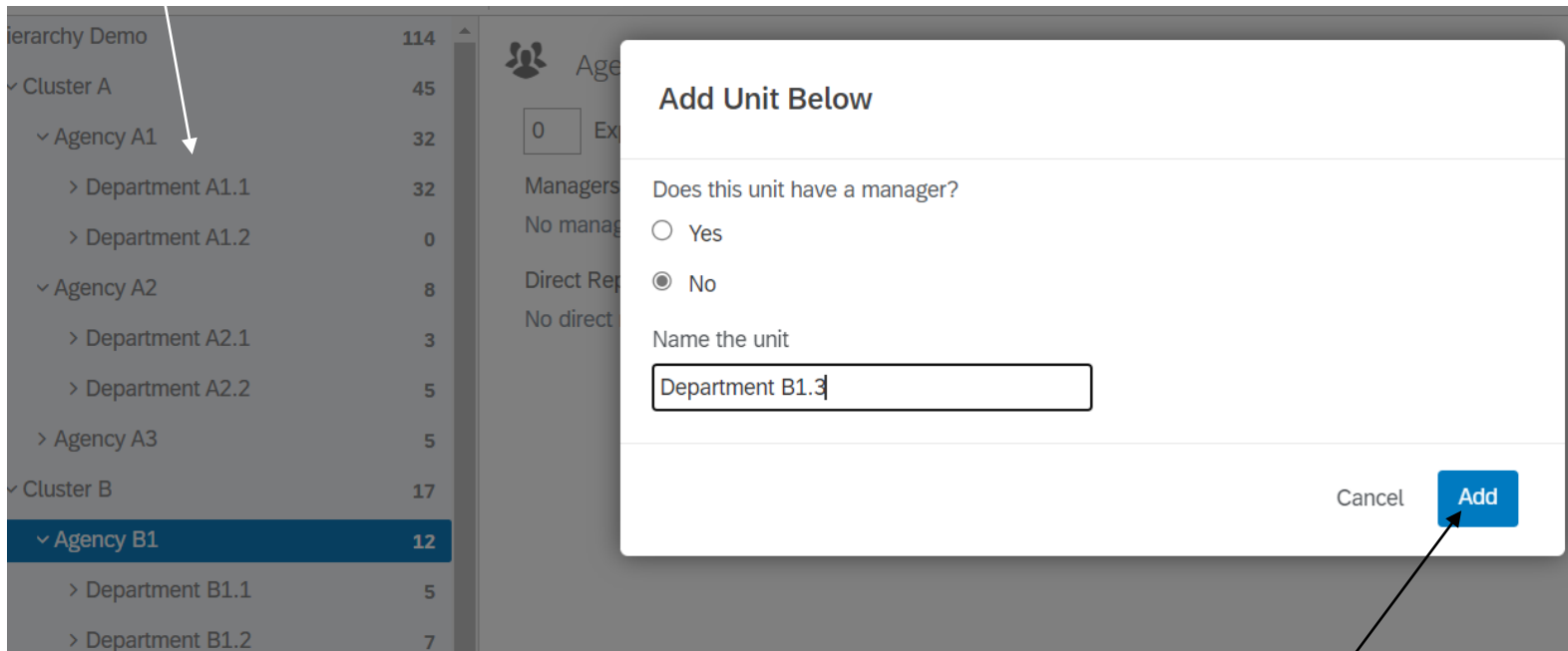
A screenshot of the same unit hierarchy after a move operation. 'Agency A3' is now listed under 'Agency A2' and is highlighted in blue. An arrow points from the text '2. Drag this over to where you wish to the unit to sit under' to the 'Agency A3' row.

✓ Department A1.1	45
✓ Team A	22
✓ Team B	23
✓ Agency A2	13
> Agency A3	5
> Department A2.1	3
✓ Department A2.2	5
> Department A1.2	0
✓ Cluster B	32
✓ Agency B1	27
> Department B1.1	5

Add unit below

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

2. Select 'No'



Add Unit Below

Does this unit have a manager?

☐ Yes

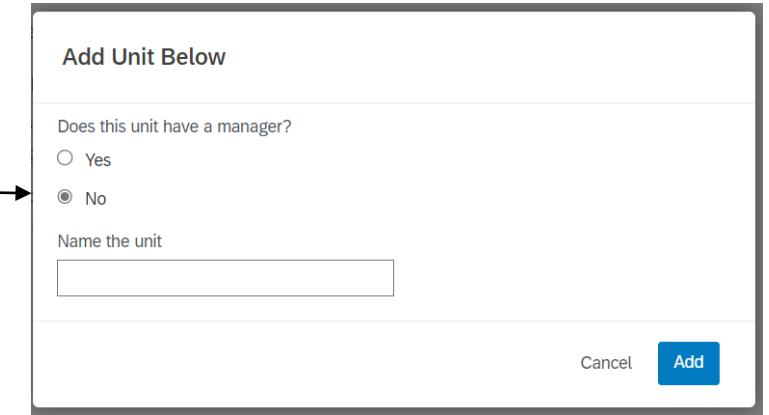
☒ No

Name the unit

Department B1.3

Cancel Add

3. Add Unit Name



Add Unit Below

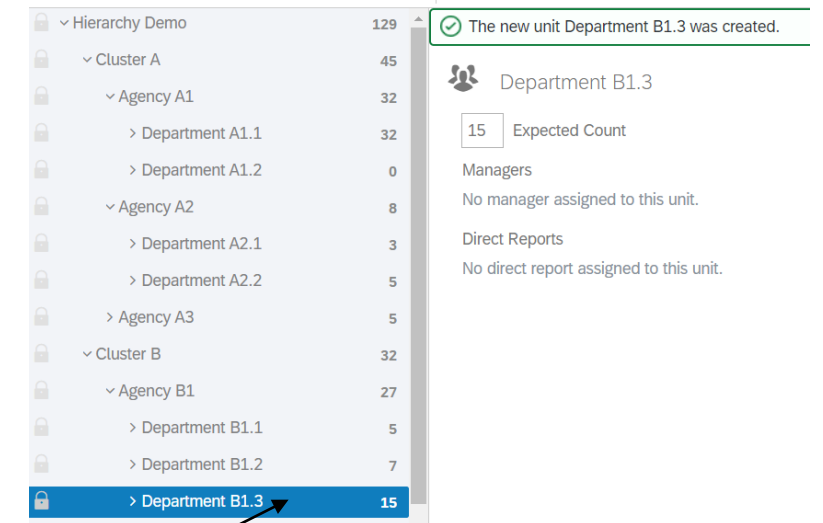
Does this unit have a manager?

☐ Yes

☒ No

Name the unit

Cancel Add



The new unit Department B1.3 was created.

Department B1.3

15 Expected Count

Managers
No manager assigned to this unit.

Direct Reports
No direct report assigned to this unit.

Hierarchy Demo

- Cluster A
 - Agency A1
 - Department A1.1
 - Department A1.2
 - Agency A2
 - Department A2.1
 - Department A2.2
 - Agency A3
- Cluster B
 - Agency B1
 - Department B1.1
 - Department B1.2
 - Department B1.3

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 count	Hierarchy Structured	Owning Cluster	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, LGBTQ+ 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, People & Engagement, Communications		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, Innovation and Design, Work of the Future	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).

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Trend

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

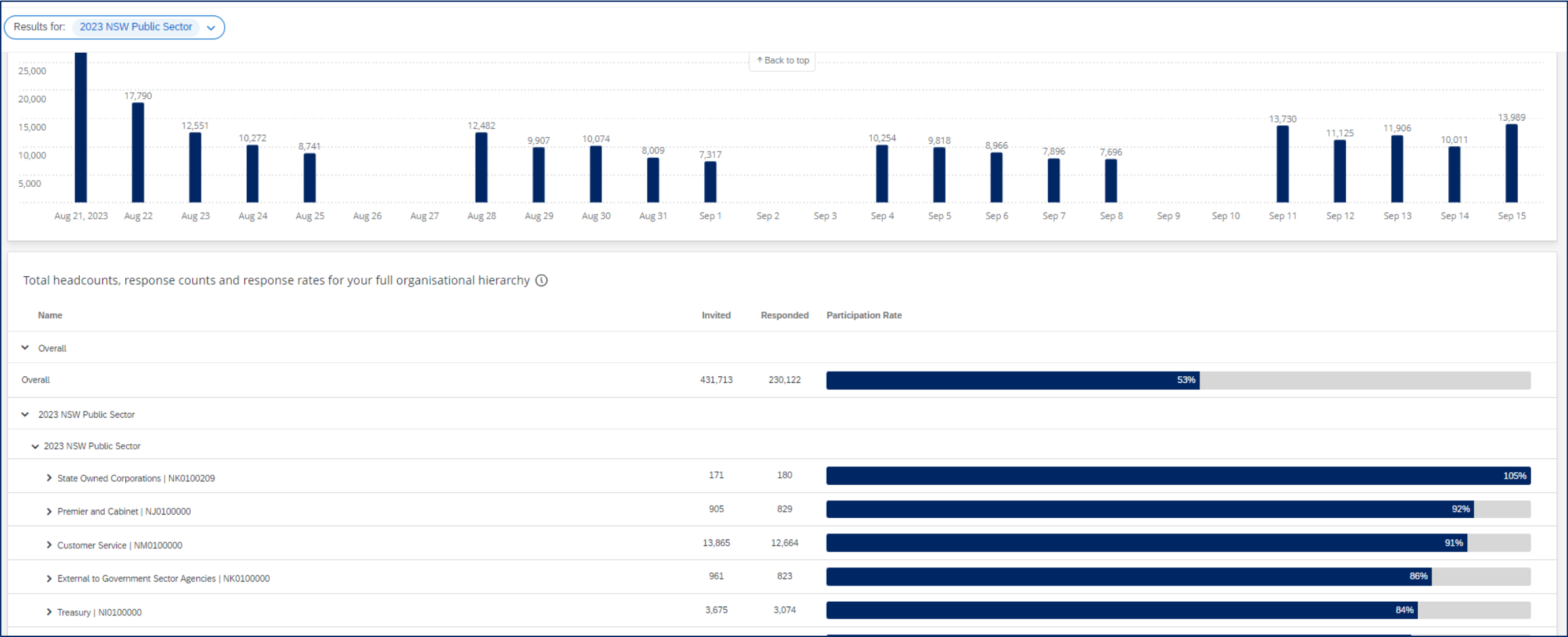
	3	7	10	11	12	14	15
	2020 PMES hierarchy	Level	TrendCode	Trend DeptTitle	Notes		Total Units
1	Customer Service	1	nmm000	Customer Service			389
2	Department of Customer Service	2	nmm100	Department of Customer Service			
3	Better Regulation	3	nc0074	Better Regulation			Units matched
4	BRD Deputy Secretary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

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



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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

NSW

PMES 2023 Results ▾

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About the survey and results

Hide filters (1) | ⌵

Pages

✕

Results for: 2023 NSW Public Sector ▾

Responses: 230,122

About the survey and results

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 child unit (PSC)

Results by demographic group

All employee experience questions

People Matter

NSW Public Sector Employee Survey 2023

Have your say ...

Welcome to the PMES 2023 results dashboard

This results dashboard is a tool designed to help users understand and navigate the results of the People Matter Employee Survey 2022. It also enables users to compare the quantitative and benchmark the 2023 results against the sector and previous years PMES (2016 – 2022) results (where available).

The People Matter Employee Survey provides an important opportunity for over 400,000 people to have a say about their workplace and to help make the public sector a better place to work. The survey was conducted from Monday 21 August 2023 to Friday 15 September 2023.

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.

Purpose and direction

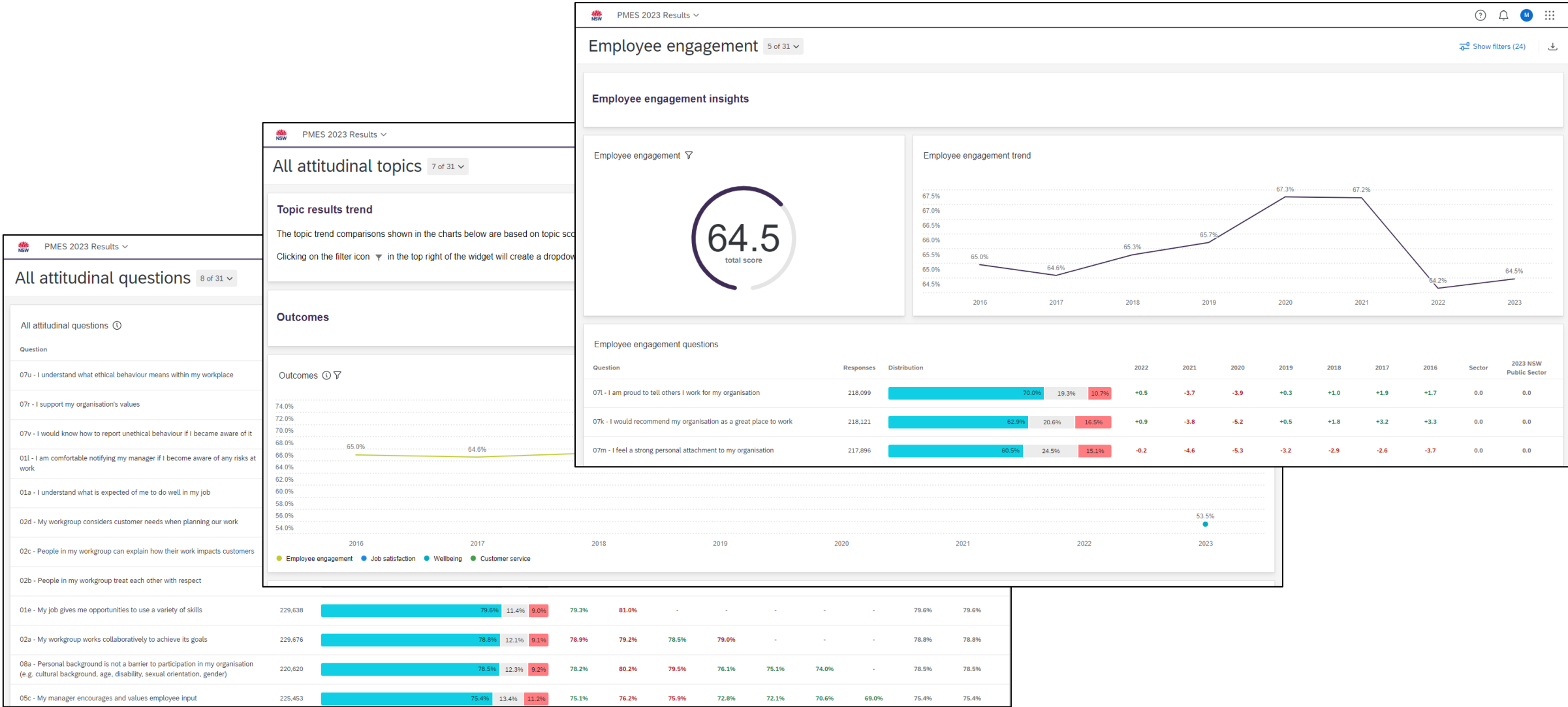
Work environment

Enabling practices

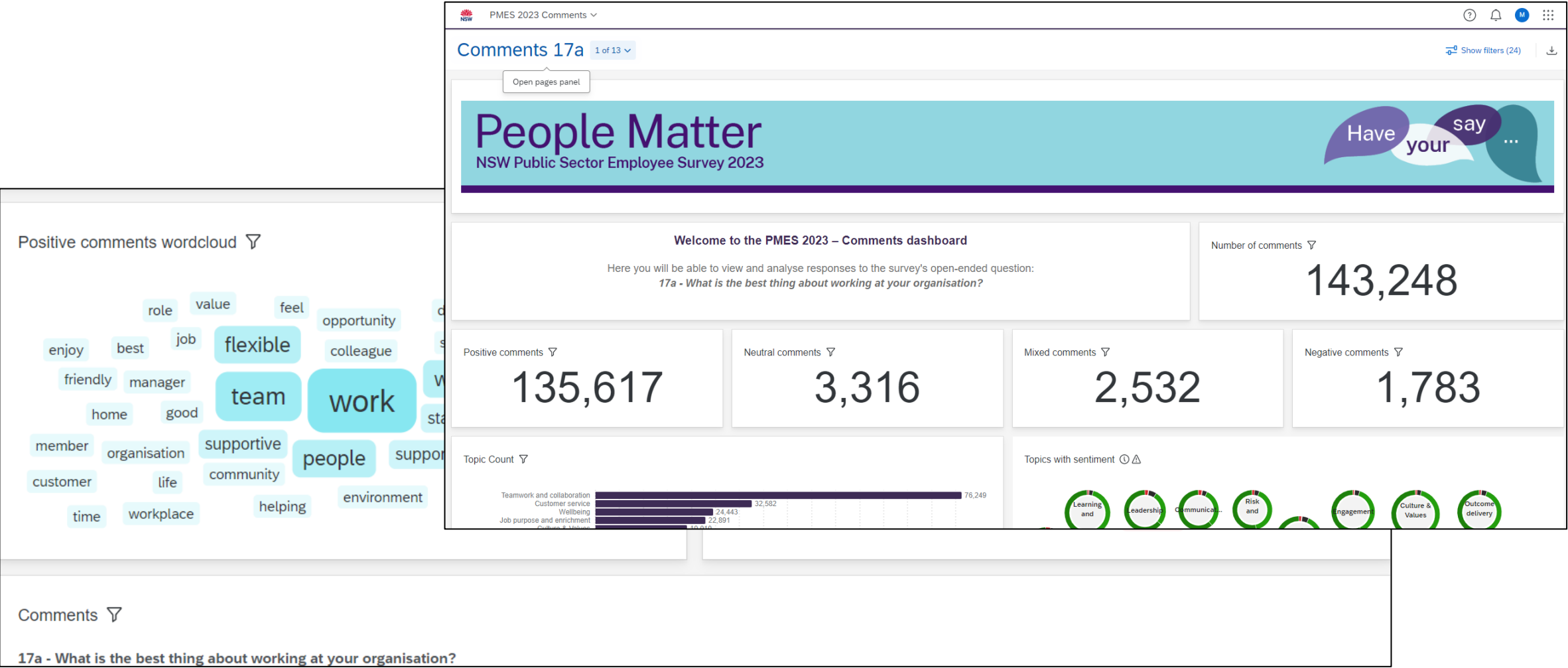
Leadership

Outcomes

Results dashboard



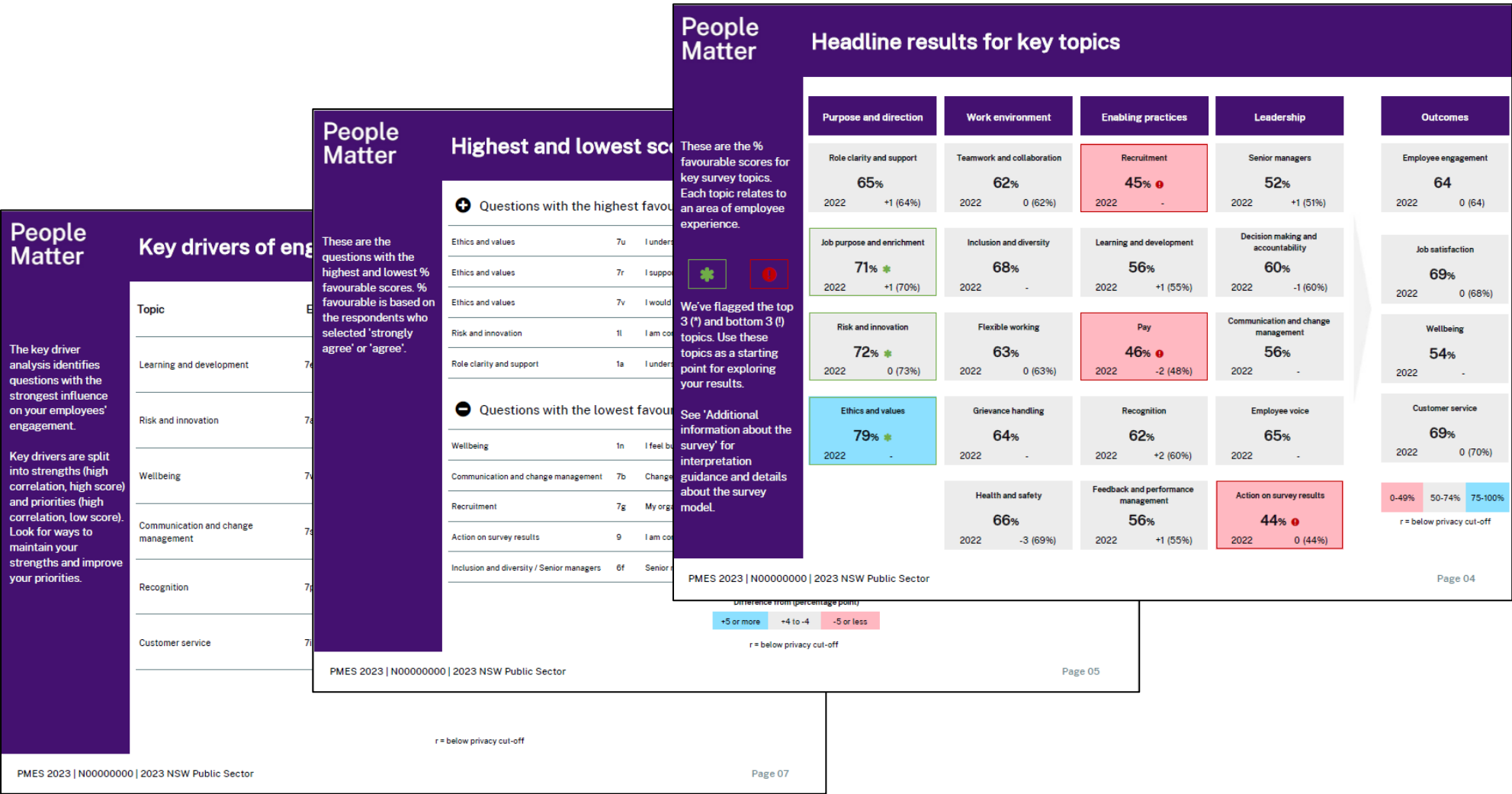
Comments dashboard



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

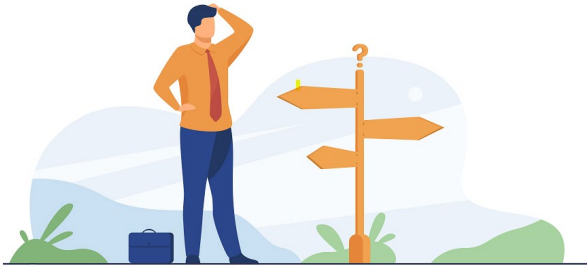


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Known issues and fixes

Known issues and fixes

Challenge



Comment export limits

At present, only 10,000 comments can be pulled out of the dashboard at any one time

Hierarchy cannot be locked

The hierarchy cannot be locked so that users can enter headcounts without accidentally changing hierarchy

Hierarchy based widgets do not have 'expand all' option

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

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Q&A



Public
Service
Commission