

People Matter

NSW Public Sector
Employee Survey 2022

Agency Report

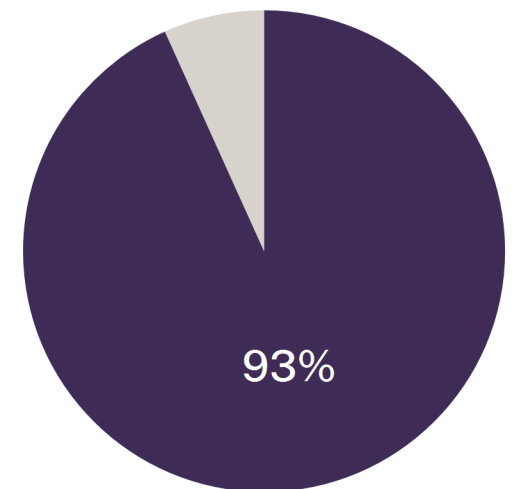
Health Education & Training Institute

Survey period: 22 August to 16 September 2022

Completed surveys: 152

Response rate: 93%

Response rate:



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

NSW public sector

- Health
 - Health Education & Training Institute

High level results.....	4
Results by topic.....	9
Results by child unit and demographic group.....	41
Additional information about the survey.....	49

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.

See 'Additional information about the survey' for interpretation guidance including the burnout (disagree) question and details about the survey model.



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'.

<div> <div>+</div> <div>Questions with the highest favourable scores</div> </div>				2022 % favourable	difference from 2021
Flexible working	8f	My manager supports flexible working in my team		97%	+3
Ethics and values	7q	I support my organisation's values		95%	-
Customer service	2d	My workgroup considers customer needs when planning our work		93%	+1
Job purpose and enrichment	1f	I have a choice in deciding how I carry out day to day work tasks		93%	+5
Risk and innovation	1l	I am comfortable notifying my manager if I become aware of any risks at work		93%	+2
<div> <div>-</div> <div>Questions with the lowest favourable scores</div> </div>				2022 % favourable	difference from 2021
Communication and change management	7b	Change is managed well in my organisation		46%	+3
Burnout (disagree)	1n	I feel burned out by my work (disagree)		48%	-
Learning and development	3g	I am satisfied with the opportunities available for career development in my organisation		56%	+1
Feedback and performance management	5g	My manager appropriately deals with employees who perform poorly		58%	0
Recruitment	7f	My organisation makes fair recruitment and promotion decisions		59%	-

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

r = below privacy cut-off

Most and least improved questions

These are the most and least improved questions by **difference from the previous year**.

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

			2022 % favourable	difference from 2021
Employee engagement	7j	I would recommend my organisation as a great place to work	78%	+7
Communication and change management / Senior managers	6a	Senior managers provide clear direction for the future of the organisation	63%	+6
Communication and change management	5b	My manager communicates effectively with me	87%	+5
Job purpose and enrichment	1f	I have a choice in deciding how I carry out day to day work tasks	93%	+5
Role clarity and support	1d	I have the time to do my job well	71%	+5

- Least improved questions

			2022 % favourable	difference from 2021
Customer service	1k	I am empowered to make the decisions needed to help customers and/or communities	70%	-6
Job satisfaction	1h	I feel motivated to contribute more than what is normally required at work	77%	-6
Recruitment	7g	My organisation generally selects capable people to do the job	71%	-6
Health and safety	7r	I am confident work health and safety issues I raise will be addressed promptly	86%	-6
Health and safety	7s	There are effective resources in my organisation to support employee wellbeing	80%	-6

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

r = below privacy cut-off

Key drivers for engagement

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	Engagement key driver questions		2022 % favourable	Action
Customer service	7h	The processes in my organisation are designed to support the best experience for customers	67%	Maintain
Risk and innovation	7a	My organisation is making improvements to meet future challenges	67%	Maintain
Ethics and values	7p	My organisation shows a commitment to ethical behaviours	85%	Maintain
Communication and change management	7b	Change is managed well in my organisation	46%	Improve
Learning and development	7e	My organisation is committed to developing its employees	71%	Maintain
Employee voice / Senior managers	6e	Senior managers listen to employees	62%	Improve

r = below privacy cut-off

Results by topic

Discover more about your results

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

	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Employee engagement (total score)*				70	-2	+6	+8
7j I would recommend my organisation as a great place to work	78	13	10	78%	+7	+16	+20
7k I am proud to tell others I work for my organisation	76	18		76%	0	+7	+9
7l I feel a strong personal attachment to my organisation	64	24	12	64%	-4	+3	+6
7m My organisation motivates me to help it achieve its goals	67	23	10	67%	-2	+13	+17
7n My organisation inspires me to do the best in my job	66	23	11	66%	-3	+11	+14

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







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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.

19n How long do you think you will continue to work in your current organisation?

		2022 % respondents	difference from 2021	difference from Sector	difference from Cluster
Less than 1 year		r	-	-	-
1 year to less than 2 years		11%	-1	+2	+1
2 years to less than 5 years		24%	-2	+4	+5
5 years to less than 10 years		32%	+6	+7	+7
10 years to less than 20 years		20%	+2	-3	-3
More than 20 years		r	-	-	-

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

r = below privacy cut-off

Job satisfaction

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

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Job satisfaction (total score)					78%	-4	+10	+12
1g	My job gives me a feeling of personal accomplishment	81	12	7	81%	-2	+9	+10
1h	I feel motivated to contribute more than what is normally required at work	77	15	8	77%	-6	+11	+14
1i	I am satisfied with my job	76	16	8	76%	-3	+9	+12

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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r = below privacy cut-off

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

	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Wellbeing (total score)				71%	0	+12	+14
1j I can keep my work stress at an acceptable level	74	18	8	74%	+1	+16	+17
1m In general, my sense of wellbeing is..	67	28		67%	-2	+8	+11

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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r = below privacy cut-off

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

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Customer service (total score)					80%	-2	+10	+13
1k	I am empowered to make the decisions needed to help customers and/or communities	70	15	14	70%	-6	+2	+1
2c	People in my workgroup can explain how their work impacts customers	91	7		91%	0	+10	+11
2d	My workgroup considers customer needs when planning our work	93			93%	+1	+11	+12
6d	Senior managers communicate the importance of customers in our work	81	14		81%	-1	+16	+24
7h	The processes in my organisation are designed to support the best experience for customers	67	25	8	67%	-1	+10	+10
7i	My organisation meets the needs of the communities, people, and/or businesses of NSW	78	18		78%	-5	+14	+19

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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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.

	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Role clarity and support (total score)				76%	-1	+12	+12
1a I understand what is expected of me to do well in my job	82	7	11	82%	-6	-2	-4
1b I get the support I need to do my job well	78	13	9	78%	-2	+15	+19
1c I have the tools and technology to do my job well	82	10	8	82%	-4	+14	+16
1d I have the time to do my job well	71	11	18	71%	+5	+19	+21
3e My performance is assessed against clear criteria	67	21	12	67%	-1	+13	+11
3f I have received the training and development I need to do my job well	77	15	8	77%	+3	+14	+11

Difference from (percentage point)

+5 or more

+4 to -4

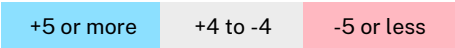
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In addition to role clarity and support, employees are likely to feel more satisfied with their job when there is a clear sense of purpose and when it is enriched with characteristics such as skill variety, autonomy, and feedback.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Job purpose and enrichment (total score)					84%	+2	+14	+17
1e	My job gives me opportunities to use a variety of skills	<div><div>84</div><div>9</div><div>7</div></div>			84%	-1	+5	+6
1f	I have a choice in deciding how I carry out day to day work tasks	<div><div>93</div><div></div><div></div></div>			93%	+5	+22	+26
3d	In the last 12 months, I have received feedback to help me improve my work	<div><div>76</div><div>15</div><div>9</div></div>			76%	-1	+13	+16
5h	My manager communicates how my role contributes to my organisation's purpose	<div><div>84</div><div>11</div><div></div></div>			84%	+4	+16	+20

Difference from (percentage point)



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.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Risk and innovation (total score)					82%	-2	+9	+13
1l	I am comfortable notifying my manager if I become aware of any risks at work	93			93%	+2	+6	+8
5a	My manager encourages people in my workgroup to keep improving the work they do	87			87%	-3	+13	+17
7a	My organisation is making improvements to meet future challenges	67			67%	-4	+10	+14

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

r = below privacy cut-off

Ethics refer to the standards for morally right and wrong conduct. Ethical behaviours means behaving in ways that are ethical, lawful, build trust, and demonstrate the sector's core values.

Values are beliefs that guide and motivate attitudes and actions. An organisation's values are a set of guiding beliefs upon which the organisation is based. They help people function together as one and shape the way employees should operate and achieve outcomes.

				<div><div>Favourable</div><div>Neutral</div><div>Unfavourable</div></div>	<div>2022</div> <div>% favourable</div>	<div>difference from</div> <div>2021</div>	<div>difference from</div> <div>Sector</div>	<div>difference from</div> <div>Cluster</div>
Ethics and values (total score)					83%	-	+14	+18
6b	Senior managers model the values of my organisation			<div><div>69</div><div>18</div><div>13</div></div>	69%	0	+15	+24
7p	My organisation shows a commitment to ethical behaviours			<div><div>85</div><div>9</div><div></div></div>	85%	-	+15	+20
7q	I support my organisation's values			<div><div>95</div><div></div><div></div></div>	95%	-	+10	+11

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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r = below privacy cut-off

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.

	<div>Favourable</div>	<div>Neutral</div>	<div>Unfavourable</div>	<div>2022</div> <div>% favourable</div>	<div>difference from</div> <div>2021</div>	<div>difference from</div> <div>Sector</div>	<div>difference from</div> <div>Cluster</div>
Teamwork and collaboration (total score)				78%	+2	+16	+19
2a My workgroup works collaboratively to achieve its goals	<div><div>91</div></div>			91%	-1	+12	+14
6c Senior managers promote collaboration between my organisation and other organisations we work with	<div><div>72</div><div>17</div><div>11</div></div>			72%	+4	+20	+27
7c There is good co-operation between teams across my organisation	<div><div>69</div><div>16</div><div>14</div></div>			69%	+4	+15	+17

Difference from (percentage point)

+5 or more

+4 to -4

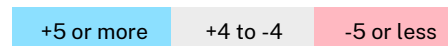
-5 or less

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.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Inclusion and diversity (total score)					80%	-	+13	+16
2b	People in my workgroup treat each other with respect	93			93%	-1	+13	+17
6f	Senior managers support the career advancement of all employees	64 23 13			64%	-	+20	+28
8a	Personal background is not a barrier to participation in my organisation (e.g. cultural background, age, disability, sexual orientation, gender)	92			92%	+3	+14	+15
8b	I can speak up and share a different view to others in my organisation	73 15 12			73%	-4	+6	+9
8c	I feel that I belong in my organisation	80 11 8			80%	-2	+10	+12

Difference from (percentage point)



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.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Flexible working (total score)					94%	+1	+31	+39
8e	How satisfied are you with your ability to access and use flexible working arrangements?	927			92%	-2	+31	+40
8f	My manager supports flexible working in my team	97			97%	+3	+31	+39

Difference from (percentage point)

+5 or more

+4 to -4









-5 or less

r = below privacy cut-off

Use of flexible working

Work environment

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

8d Type of flexible working		2022 % respondents	difference from 2021	difference from Sector	difference from Cluster
Flexible start and finish times		82%	-1	+37	+49
Working more hours over fewer days		16%	+4	+6	+8
Working additional hours to make up for time off		42%	+2	+24	+27
Flexible scheduling for rostered workers		r	-	-	-
Part-time work		19%	+6	+7	+1
Job sharing		r	-	-	-
Working from different locations		35%	-6	+15	+22
Working from home		91%	-4	+43	+61
Purchasing annual leave		r	-	-	-
Leave without pay		7%	+4	-1	-1
Study leave		11%	+5	+7	+2
Other		r	-	-	-
None of the above		r	-	-	-

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

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.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
10	If I raised a grievance in my organisation, it would be handled in a fair and objective manner	64	29	8	64%	-	+11	+15

*See p.37 for related results on negative workplace behaviours.

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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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.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Health and safety (total score)					83%	-6	+14	+18
7r	I am confident work health and safety issues I raise will be addressed promptly	<div><div>86</div><div>12</div></div>			86%	-6	+11	+16
7s	There are effective resources in my organisation to support employee wellbeing	<div><div>80</div><div>15</div></div>			80%	-6	+16	+21

Difference from (percentage point)



r = below privacy cut-off

Burnout is typically characterised by ongoing feelings of:

- energy depletion / exhaustion
- negativity or cynicism about one's job
- reduced professional effectiveness.

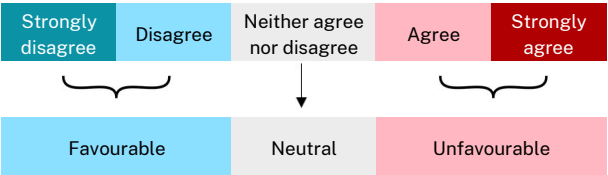
	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
1n I feel burned out by my work (disagree)	48	32	20	48%	-	+14	+18

Note on interpretation:

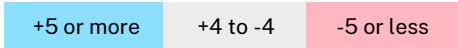
This question is negatively worded. It differs in interpretation from other questions in this survey, because disagreement is considered a positive response.

The score provided for the burnout question indicates the % favourable responses (i.e. ‘strongly disagree’ and ‘disagree’ responses).

The favourable score (blue bar) shows the % of respondents that did not feel burned out by their work.
The unfavourable score (red bar) shows the % of respondents that did feel burned out by their work.



Difference from (percentage point)



r = below privacy cut-off

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

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Recruitment (total score)					65%	-	+16	+17
7f	My organisation makes fair recruitment and promotion decisions	59	34	8	59%	-	+15	+16
7g	My organisation generally selects capable people to do the job	71	20	10	71%	-6	+18	+19

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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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.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Learning and development (total score)					68%	+2	+13	+14
3f	I have received the training and development I need to do my job well	77 15 8			77%	+3	+14	+11
3g	I am satisfied with the opportunities available for career development in my organisation	56 24 20			56%	+1	+7	+8
7e	My organisation is committed to developing its employees	71 20 10			71%	+2	+18	+23

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

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?

	2022 % respondents	difference from 2021	difference from Sector	difference from Cluster
Yes	43%	-2	+2	0
No	57%	+2	-2	0

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

Lack of visible opportunities		32%	-4	+5	+5
Lack of promotion opportunities		30%	-7	+3	+4
Lack of support from my manager / supervisor		r	-	-	-
Geographic location considerations		20%	-3	-4	-4
Personal / family considerations		29%	+6	-2	-3
Insufficient training and development		9%	+1	-6	-5
Lack of required capabilities or experience		r	-	-	-
Lack of support for temporary assignments / secondments		11%	-2	-4	-4
The application / recruitment process is too cumbersome or time consuming		20%	-1	-3	+1
Other		8%	-4	-2	-2
There are no major barriers to my career progression		28%	-1	0	+1

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

r = below privacy cut-off

	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
4 I am paid fairly for the work I do	67	17	17	67%	+2	+19	+27

Difference from (percentage point)

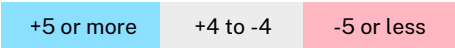
+5 or more	+4 to -4	-5 or less
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r = below privacy cut-off

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

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Recognition (total score)					79%	-2	+19	+24
5f	My manager provides recognition for the work I do	87			87%	0	+17	+23
7o	I receive adequate recognition for my contributions from my organisation	70			70%	-4	+20	+25

Difference from (percentage point)



r = below privacy cut-off

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

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Feedback and performance management (total score)					67%	-1	+12	+13
3d	In the last 12 months, I have received feedback to help me improve my work	76	15	9	76%	-1	+13	+16
3e	My performance is assessed against clear criteria	67	21	12	67%	-1	+13	+11
5g	My manager appropriately deals with employees who perform poorly	58	34	8	58%	0	+10	+13

			2022 % respondents	difference from 2021	difference from Sector	difference from Cluster
Performance management process						
3a	I have a performance and development plan that sets out my individual goals		92%	-2	+21	+19
3b	I have informal feedback conversations with my manager		93%	+1	+15	+18
3c	I have scheduled feedback conversations with my manager		85%	+3	+22	+24

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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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.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Senior managers (total score)					68%	-	+17	+25
6a	Senior managers provide clear direction for the future of the organisation	63	19	18	63%	+6	+13	+20
6b	Senior managers model the values of my organisation	69	18	13	69%	0	+15	+24
6c	Senior managers promote collaboration between my organisation and other organisations we work with	72	17	11	72%	+4	+20	+27
6d	Senior managers communicate the importance of customers in our work	81	14		81%	-1	+16	+24
6e	Senior managers listen to employees	62	21	17	62%	+2	+17	+25
6f	Senior managers support the career advancement of all employees	64	23	13	64%	-	+20	+28

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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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.

		<div><div>Favourable</div><div>Neutral</div><div>Unfavourable</div></div>	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Decision making and accountability (total score)			76%	+3	+16	+19
5e	I have confidence in the decisions my manager makes	<div><div>83</div><div>12</div><div></div></div>	83%	+3	+12	+17
7d	People in my organisation take responsibility for their own actions	<div><div>69</div><div>23</div><div>8</div></div>	69%	+2	+21	+23

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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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?

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Communication and change management (total score)					65%	+5	+11	+15
5b	My manager communicates effectively with me	<div> <div>87</div> <div>8</div> </div>			87%	+5	+12	+16
6a	Senior managers provide clear direction for the future of the organisation	<div> <div>63</div> <div>19</div> <div>18</div> </div>			63%	+6	+13	+20
7b	Change is managed well in my organisation	<div> <div>46</div> <div>32</div> <div>22</div> </div>			46%	+3	+7	+7

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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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.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
Employee voice (total score)					76%	+1	+12	+17
5c	My manager encourages and values employee input	888			88%	+1	+13	+18
5d	My manager involves my workgroup in decisions about our work	8212			82%	+4	+12	+17
6e	Senior managers listen to employees	622117			62%	+2	+17	+25
8b	I can speak up and share a different view to others in my organisation	731512			73%	-4	+6	+9

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

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.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector	difference from Cluster
9	I am confident my organisation will act on the results of this survey	59	27	14	59%	+1	+15	+20

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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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...	2022 % respondents	difference from 2021	difference from Sector	difference from Cluster
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

Difference from (percentage point)



r = below privacy cut-off

Health questions





	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Cluster
I believe I am valued for what I can offer at my workplace	88		8	88%	+2	+23
In my workplace, we recognise our successes and innovations	83	13		83%	-3	+21
Overall, I have confidence in the decisions made by my senior managers	69	19	13	69%	-4	+16
I have a say in decisions which affect my work	72	15	13	72%	-2	+20
Where I work, we share the lessons learnt when mistakes are made	73	18	9	73%	-3	+6
My team's objectives/work plans are clearly outlined	78	15	7	78%	-1	+11
Our objectives/work plans help us to deliver a quality service	81	15		81%	-1	+14
There is good team spirit in my workgroup	86	10		86%	-4	+20
Overall, I believe the culture at my workplace has improved in the last 12 months	51	37	12	51%	-2	+10

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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r = below privacy cut-off

Health questions

How often do you feel culturally safe in the workplace?		2022 % respondents	difference from 2021	difference from Cluster
Always		60%	+8	+12
Often		31%	-4	-1
About half the time		4%	0	-8
Seldom		5%	0	-1
Never		0%	-4	-2

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

r = below privacy cut-off

Health questions

Which of the following best describes your current role? (grouped)	2022 % respondents	difference from 2021	difference from Cluster
Medical	r	-	-
Nursing and Midwifery	r	-	-
Clinical Support Workers	r	-	-
Corporate Support	22%	-5	+7
Allied Health	r	-	-
Other Health Professionals	16%	+12	+14
Scientific and Technical	r	-	-
Oral Health	r	-	-
Ambulance	r	-	-
Health Manager	39%	+1	+35
Patient Support Services	r	-	-
Maintenance and Trades	r	-	-
Other	9%	-13	-1

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

r = below privacy cut-off

Results by child unit and demographic group

Discover if employees in different groups have different views

Respondent profile

This is a snapshot of survey takers.

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

Gender	% respondents	Disability	% respondents	Type of work	% respondents
Woman	64	Yes	r	Service delivery involving direct contact with the public	r
Man	24	No	90	Other service delivery work	r
Non-binary	r	Prefer not to say	r	Administrative support	9
Use a different term	r			Corporate services	13
Prefer not to say	12	LGBTIQ+		Policy	r
		Yes	r	Research	r
Age		No	89	Program and project management support	50
15-34 years	10	Prefer not to say	r	Legal	r
35-54 years	47			Other	17
55+ years	20	LOTE spoken at home			
Prefer not to say	22	Yes	r	Organisation tenure	
		No	73	Less than 1 year	16
Aboriginal and/or Torres Strait Islander		Prefer not to say	r	1 year to less than 2 years	r
Yes	r			2 years to less than 5 years	28
No	r	Working arrangement		5 years to less than 10 years	30
Prefer not to say	r	Full-time	81	10 years to less than 20 years	16
		Part-time	19	More than 20 years	r
Cultural background		Employment status		Salary	
Oceanian	76	Senior executive	r	\$87,492 and below	19
North-West European	17	Ongoing / permanent	71	\$87,493 - \$113,342	24
Southern and Eastern European	r	Temporary	11	\$113,343 - \$151,608	31
North African and Middle Eastern	r	Casual	r	\$151,609 and above	12
South-East Asian	r	Contract-non-executive	10	Prefer not to say	15
North-East Asian	r	Labour hire	r		
Southern and Central Asian	11	Other	r		
Peoples of the Americas	r	Don't know	r		
Sub-Saharan African	r				

Note, the cultural background question is multi-select, so results may not sum to 100%.

r = below privacy cut-off

Selected key topic results by child unit

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

	Report total	Corporate Support and Business Partnerships	Leadership Management Development & Educational Design	Medical	Mental Health	Professional Practice & Interprofessional Collaboration
Employee engagement	70	79	67	73	66	68
Wellbeing	71%	82%	70%	72%	47%	68%
Role clarity and support	76%	87%	73%	82%	54%	75%
Inclusion and diversity	80%	91%	75%	82%	79%	78%
Teamwork and collaboration	78%	97%	73%	76%	64%	75%
Learning and development	68%	73%	64%	73%	53%	70%
Senior managers	68%	83%	60%	72%	67%	66%
Communication and change management	65%	79%	56%	72%	60%	60%
Employee voice	76%	85%	72%	78%	73%	75%

At least 5 percentage points higher than report unit

Within 5 percentage points of the report unit

At least 5 percentage points lower than report unit

r = below privacy cut-off

Selected key topic results by select demographics

	Report total	Woman	Man	Non-binary	Aboriginal and Torres Strait Islander peoples	People with disability	People who identify as LGBTQ+	People who speak a language other than English	15-34 years	35-54 years	55+ years
Employee engagement	70	72	77	r	r	r	r	r	74	74	72
Wellbeing	71%	71%	81%	r	r	r	r	r	83%	70%	81%
Role clarity and support	76%	76%	87%	r	r	r	r	r	83%	79%	80%
Inclusion and diversity	80%	83%	89%	r	r	r	r	r	92%	85%	81%
Teamwork and collaboration	78%	79%	89%	r	r	r	r	r	89%	80%	83%
Learning and development	68%	70%	80%	r	r	r	r	r	78%	72%	75%
Senior managers	68%	70%	82%	r	r	r	r	r	88%	73%	68%
Communication and change management	65%	66%	78%	r	r	r	r	r	76%	69%	68%
Employee voice	76%	78%	84%	r	r	r	r	r	85%	79%	76%

 At least 5 percentage points higher than report unit

 Within 5 percentage points of the report unit

 At least 5 percentage points lower than report unit

r = below privacy cut-off

Selected key topic results by type of work

	Report total	Service delivery involving direct contact with the public	Other service delivery work	Administrative support	Corporate services	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
Employee engagement	70	r	r	81	79	r	r	68	r	65
Wellbeing	71%	r	r	92%	89%	r	r	67%	r	58%
Role clarity and support	76%	r	r	89%	89%	r	r	74%	r	78%
Inclusion and diversity	80%	r	r	92%	91%	r	r	79%	r	69%
Teamwork and collaboration	78%	r	r	97%	96%	r	r	76%	r	65%
Learning and development	68%	r	r	78%	74%	r	r	71%	r	62%
Senior managers	68%	r	r	79%	81%	r	r	69%	r	52%
Communication and change management	65%	r	r	81%	78%	r	r	64%	r	51%
Employee voice	76%	r	r	81%	83%	r	r	77%	r	61%

At least 5 percentage points higher than report unit

Within 5 percentage points of the report unit

At least 5 percentage points lower than report unit

r = below privacy cut-off

Selected key topic results by organisation tenure

	Report total	Less than 1 year	1 year to less than 2 years	2 years to less than 5 years	5 years to less than 10 years	10 years to less than 20 years	More than 20 years
Employee engagement	70	77	r	70	66	67	r
Wellbeing	71%	86%	r	74%	56%	80%	r
Role clarity and support	76%	78%	r	80%	69%	76%	r
Inclusion and diversity	80%	94%	r	77%	77%	75%	r
Teamwork and collaboration	78%	92%	r	79%	69%	77%	r
Learning and development	68%	80%	r	62%	65%	64%	r
Senior managers	68%	84%	r	67%	61%	67%	r
Communication and change management	65%	77%	r	67%	59%	62%	r
Employee voice	76%	84%	r	76%	73%	68%	r

At least 5 percentage points higher than report unit

Within 5 percentage points of the report unit

At least 5 percentage points lower than report unit

r = below privacy cut-off

Selected key topic results by geographic region

	Report total	Sydney East	Sydney West	Capital Region	Central Coast	Central West	Coffs Harbour - Grafton	Far West and Orana	Hunter Valley excluding Newcastle
Employee engagement	70	72	r	r	r	r	r	r	r
Wellbeing	71%	71%	r	r	r	r	r	r	r
Role clarity and support	76%	80%	r	r	r	r	r	r	r
Inclusion and diversity	80%	82%	r	r	r	r	r	r	r
Teamwork and collaboration	78%	81%	r	r	r	r	r	r	r
Learning and development	68%	73%	r	r	r	r	r	r	r
Senior managers	68%	73%	r	r	r	r	r	r	r
Communication and change management	65%	69%	r	r	r	r	r	r	r
Employee voice	76%	78%	r	r	r	r	r	r	r

 At least 5 percentage points higher than report unit

 Within 5 percentage points of the report unit

 At least 5 percentage points lower than report unit

r = below privacy cut-off

Selected key topic results by geographic region (continued)

	Report total	Illawarra	Mid North Coast	Murray	New England and North West	Newcastle and Lake Macquarie	Richmond - Tweed	Riverina	Southern Highlands and Shoalhaven	Outside of NSW
Employee engagement	70	r	r	r	r	r	r	r	r	r
Wellbeing	71%	r	r	r	r	r	r	r	r	r
Role clarity and support	76%	r	r	r	r	r	r	r	r	r
Inclusion and diversity	80%	r	r	r	r	r	r	r	r	r
Teamwork and collaboration	78%	r	r	r	r	r	r	r	r	r
Learning and development	68%	r	r	r	r	r	r	r	r	r
Senior managers	68%	r	r	r	r	r	r	r	r	r
Communication and change management	65%	r	r	r	r	r	r	r	r	r
Employee voice	76%	r	r	r	r	r	r	r	r	r

 At least 5 percentage points higher than report unit

 Within 5 percentage points of the report unit

 At least 5 percentage points lower than report unit

r = below privacy cut-off

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.

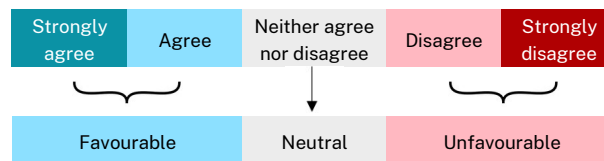


Privacy

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.

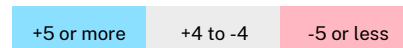


% favourable scores are colour coded based on these ranges:



Difference scores

Difference scores are displayed as a percentage point 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.

Burnout (disagree) question

The score provided for the burnout question indicates the % favourable responses (i.e. 'strongly disagree' and 'disagree' responses).

The favourable score (blue bar) shows the % of respondents that did not feel burned out by their work.

The unfavourable score (red bar) shows the % of respondents that did feel burned out by their work.

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.				