

People Matter

NSW Public Sector
Employee Survey 2022

Cluster Report

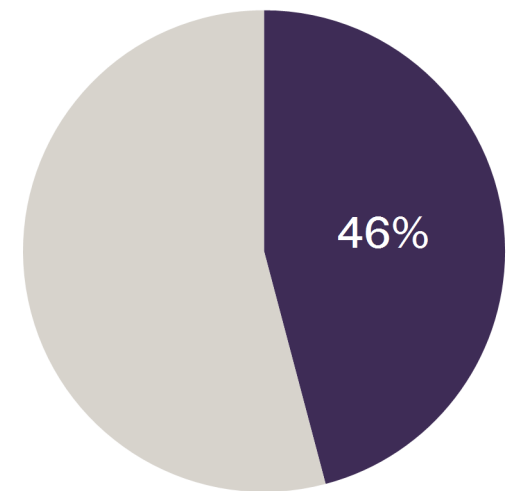
Health

Survey period: 22 August to 16 September 2022

Completed surveys: 76,187

Response rate: 46%

Response rate:



High level results..... 3

Results by topic.....8

Results by child unit and demographic group..... 40

Additional information about the survey..... 50

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'.

+ Questions with the highest favourable scores			2022 % favourable	difference from 2021
Role clarity and support	1a	I understand what is expected of me to do well in my job	86%	0
Risk and innovation	1l	I am comfortable notifying my manager if I become aware of any risks at work	84%	+1
Ethics and values	7q	I support my organisation's values	84%	-
Customer service	2d	My workgroup considers customer needs when planning our work	81%	+1
Customer service	2c	People in my workgroup can explain how their work impacts customers	80%	+2
- Questions with the lowest favourable scores			2022 % favourable	difference from 2021
Burnout (disagree)	1n	I feel burned out by my work (disagree)	30%	-
Inclusion and diversity / Senior managers	6f	Senior managers support the career advancement of all employees	36%	-
Employee voice / Senior managers	6e	Senior managers listen to employees	37%	-2
Communication and change management	7b	Change is managed well in my organisation	39%	0
Action on survey results	9	I am confident my organisation will act on the results of this survey	39%	0

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
Job purpose and enrichment	5h	My manager communicates how my role contributes to my organisation's purpose	64%	+4
Inclusion and diversity	8c	I feel that I belong in my organisation	68%	+2
Communication and change management	5b	My manager communicates effectively with me	71%	+2
Customer service	2c	People in my workgroup can explain how their work impacts customers	80%	+2
Teamwork and collaboration	2a	My workgroup works collaboratively to achieve its goals	76%	+2

- Least improved questions

			2022 % favourable	difference from 2021
Pay	4	I am paid fairly for the work I do	40%	-9
Wellbeing	1m	In general, my sense of wellbeing is..	56%	-5
Customer service	7i	My organisation meets the needs of the communities, people, and/or businesses of NSW	59%	-5
Role clarity and support	1d	I have the time to do my job well	50%	-4
Customer service / Senior managers	6d	Senior managers communicate the importance of customers in our work	57%	-3

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
Learning and development	7e	My organisation is committed to developing its employees	48%	Improve
Recognition	7o	I receive adequate recognition for my contributions from my organisation	45%	Improve
Risk and innovation	7a	My organisation is making improvements to meet future challenges	53%	Improve
Ethics and values	7p	My organisation shows a commitment to ethical behaviours	65%	Maintain
Communication and change management	7b	Change is managed well in my organisation	39%	Improve
Customer service	7h	The processes in my organisation are designed to support the best experience for customers	57%	Improve

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

	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector
Employee engagement (total score)*				62	-2	-2
7j I would recommend my organisation as a great place to work	58	23	19	58%	-3	-4
7k I am proud to tell others I work for my organisation	67	21	12	67%	-3	-2
7l I feel a strong personal attachment to my organisation	58	26	17	58%	-2	-3
7m My organisation motivates me to help it achieve its goals	50	29	21	50%	-2	-4
7n My organisation inspires me to do the best in my job	52	28	20	52%	-2	-3

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









r = below privacy cut-off

Intention to stay

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
Less than 1 year		9%	+1	+1
1 year to less than 2 years		10%	0	0
2 years to less than 5 years		19%	-1	-1
5 years to less than 10 years		25%	0	0
10 years to less than 20 years		23%	0	+1
More than 20 years		14%	+1	-1

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

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.

	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector
Job satisfaction (total score)				66%	-2	-2
1g My job gives me a feeling of personal accomplishment	71	16	13	71%	-2	-1
1h I feel motivated to contribute more than what is normally required at work	63	18	19	63%	-3	-3
1i I am satisfied with my job	64	18	18	64%	-2	-3

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
Wellbeing (total score)				57%	-3	-2
1j I can keep my work stress at an acceptable level	57	19	23	57%	-2	-1
1m In general, my sense of wellbeing is..	56	32	12	56%	-5	-2

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

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
Customer service (total score)					67%	-1	-2
1k	I am empowered to make the decisions needed to help customers and/or communities	70	18	12	70%	-1	+1
2c	People in my workgroup can explain how their work impacts customers	80	14		80%	+2	-1
2d	My workgroup considers customer needs when planning our work	81	12	7	81%	+1	-1
6d	Senior managers communicate the importance of customers in our work	57	26	18	57%	-3	-8
7h	The processes in my organisation are designed to support the best experience for customers	57	27	17	57%	-1	0
7i	My organisation meets the needs of the communities, people, and/or businesses of NSW	59	25	16	59%	-5	-5

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
Role clarity and support (total score)				64%	-1	0
1a I understand what is expected of me to do well in my job	86	8		86%	0	+2
1b I get the support I need to do my job well	59	18	23	59%	0	-4
1c I have the tools and technology to do my job well	67	15	18	67%	0	-1
1d I have the time to do my job well	50	19	31	50%	-4	-2
3e My performance is assessed against clear criteria	56	27	18	56%	0	+1
3f I have received the training and development I need to do my job well	66	20	15	66%	+1	+3

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

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.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector
Job purpose and enrichment (total score)					67%	+1	-3
1e	My job gives me opportunities to use a variety of skills	78 12 10			78%	0	-1
1f	I have a choice in deciding how I carry out day to day work tasks	67 17 16			67%	-1	-4
3d	In the last 12 months, I have received feedback to help me improve my work	60 21 19			60%	+1	-3
5h	My manager communicates how my role contributes to my organisation's purpose	64 20 16			64%	+4	-5

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

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
Risk and innovation (total score)					69%	0	-4
1l	I am comfortable notifying my manager if I become aware of any risks at work	84			84%	+1	-2
5a	My manager encourages people in my workgroup to keep improving the work they do	69			69%	+1	-5
7a	My organisation is making improvements to meet future challenges	53			53%	-2	-4

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.

	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector
Ethics and values (total score)				64%	-	-5
6b Senior managers model the values of my organisation	45	31	23	45%	-3	-8
7p My organisation shows a commitment to ethical behaviours	65	22	13	65%	-	-5
7q I support my organisation's values	84		13	84%	-	-1

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

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.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector
Teamwork and collaboration (total score)					58%	0	-4
2a	My workgroup works collaboratively to achieve its goals	761410			76%	+2	-3
6c	Senior managers promote collaboration between my organisation and other organisations we work with	453421			45%	-3	-7
7c	There is good co-operation between teams across my organisation	532622			53%	0	-2

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
Inclusion and diversity (total score)					64%	-	-4
2b	People in my workgroup treat each other with respect	761311			76%	+1	-5
6f	Senior managers support the career advancement of all employees	363529			36%	-	-7
8a	Personal background is not a barrier to participation in my organisation (e.g. cultural background, age, disability, sexual orientation, gender)	77149			77%	0	-2
8b	I can speak up and share a different view to others in my organisation	642016			64%	-1	-3
8c	I feel that I belong in my organisation	682012			68%	+2	-2

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

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
Flexible working (total score)					55%	0	-8
8e	How satisfied are you with your ability to access and use flexible working arrangements?	52	27	21	52%	-1	-8
8f	My manager supports flexible working in my team	58	24	18	58%	0	-7

Difference from (percentage point)

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

8d Type of flexible working		2022 % respondents	difference from 2021	difference from Sector
Flexible start and finish times		33%	+1	-11
Working more hours over fewer days		8%	0	-2
Working additional hours to make up for time off		15%	0	-2
Flexible scheduling for rostered workers		10%	0	+3
Part-time work		17%	+1	+6
Job sharing		4%	0	+1
Working from different locations		13%	0	-6
Working from home		29%	-1	-19
Purchasing annual leave		2%	0	0
Leave without pay		9%	+2	+1
Study leave		9%	+1	+5
Other		3%	0	0
None of the above		32%	-1	+5

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
10	If I raised a grievance in my organisation, it would be handled in a fair and objective manner	49	30	21	49%	-	-4

*See p.36 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
Health and safety (total score)				64%	-1	-5
7r I am confident work health and safety issues I raise will be addressed promptly	70	16	14	70%	+1	-4
7s There are effective resources in my organisation to support employee wellbeing	59	22	19	59%	-3	-5

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

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.

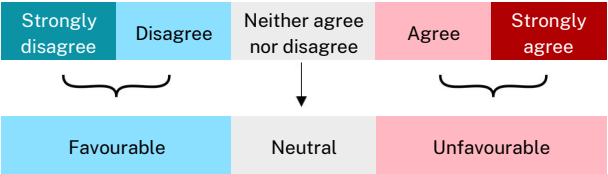
	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector
1n I feel burned out by my work (disagree)	30	28	42	30%	-	-4

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)

+5 or more	+4 to -4	-5 or less
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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
Recruitment (total score)					48%	-	-1
7f	My organisation makes fair recruitment and promotion decisions	43	31	26	43%	-	-1
7g	My organisation generally selects capable people to do the job	52	26	23	52%	+1	-1

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
Learning and development (total score)				54%	+1	-1
3f I have received the training and development I need to do my job well	66	20	15	66%	+1	+3
3g I am satisfied with the opportunities available for career development in my organisation	48	24	28	48%	+2	-1
7e My organisation is committed to developing its employees	48	29	24	48%	0	-5

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
Yes	43%	+2	+2
No	57%	-2	-2

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

Lack of visible opportunities		27%	-3	0
Lack of promotion opportunities		26%	-2	-1
Lack of support from my manager / supervisor		13%	-1	+2
Geographic location considerations		24%	0	0
Personal / family considerations		32%	+2	+1
Insufficient training and development		15%	0	0
Lack of required capabilities or experience		11%	0	-1
Lack of support for temporary assignments / secondments		15%	-1	0
The application / recruitment process is too cumbersome or time consuming		19%	+1	-4
Other		10%	0	0
There are no major barriers to my career progression		27%	+1	-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
4 I am paid fairly for the work I do	40	20	41	40%	-9	-8

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
Recognition (total score)				55%	0	-5
5f My manager provides recognition for the work I do	65	18	17	65%	+1	-6
7o I receive adequate recognition for my contributions from my organisation	45	28	27	45%	0	-5

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

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
Feedback and performance management (total score)				54%	+1	-2
3d In the last 12 months, I have received feedback to help me improve my work	60	21	19	60%	+1	-3
3e My performance is assessed against clear criteria	56	27	18	56%	0	+1
5g My manager appropriately deals with employees who perform poorly	45	31	24	45%	+1	-3

	2022 % respondents	difference from 2021	difference from Sector
Performance management process			
3a I have a performance and development plan that sets out my individual goals	73%	0	+2
3b I have informal feedback conversations with my manager	75%	+1	-3
3c I have scheduled feedback conversations with my manager	61%	+1	-2

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

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
Senior managers (total score)					44%	-	-8
6a	Senior managers provide clear direction for the future of the organisation	43	31	26	43%	-2	-7
6b	Senior managers model the values of my organisation	45	31	23	45%	-3	-8
6c	Senior managers promote collaboration between my organisation and other organisations we work with	45	34	21	45%	-3	-7
6d	Senior managers communicate the importance of customers in our work	57	26	18	57%	-3	-8
6e	Senior managers listen to employees	37	31	33	37%	-2	-8
6f	Senior managers support the career advancement of all employees	36	35	29	36%	-	-7

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.

	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector
Decision making and accountability (total score)				57%	+1	-3
5e I have confidence in the decisions my manager makes	67	19	15	67%	+2	-5
7d People in my organisation take responsibility for their own actions	47	30	24	47%	+1	-2

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
Communication and change management (total score)				51%	0	-4
5b My manager communicates effectively with me	71	15	15	71%	+2	-4
6a Senior managers provide clear direction for the future of the organisation	43	31	26	43%	-2	-7
7b Change is managed well in my organisation	39	31	30	39%	0	0

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

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
Employee voice (total score)				59%	0	-5
5c My manager encourages and values employee input	70	16	14	70%	+2	-5
5d My manager involves my workgroup in decisions about our work	65	18	17	65%	+2	-5
6e Senior managers listen to employees	37	31	33	37%	-2	-8
8b I can speak up and share a different view to others in my organisation	64	20	16	64%	-1	-3

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
9 I am confident my organisation will act on the results of this survey	39	27	34	39%	0	-5

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
been aware of any misconduct in your organisation	<div></div>	18%	-2	+3
witnessed bullying	<div></div>	27%	-3	+6
experienced bullying	<div></div>	17%	-2	+4
witnessed sexual harassment	<div></div>	3%	0	+1
experienced sexual harassment	<div></div>	7%	0	+2
experienced threats or physical harm	<div></div>	12%	0	+4
experienced discrimination	<div></div>	12%	-1	+2
experienced racism	<div></div>	6%	0	+2

Definitions

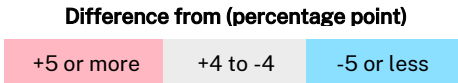
- **Misconduct:** behaviour that is unethical or illegal, or that breaches your organisation's code of conduct

- **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



r = below privacy cut-off

Health questions






	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021
I believe I am valued for what I can offer at my workplace	65	17	18	65%	-1
In my workplace, we recognise our successes and innovations	61	22	16	61%	0
Overall, I have confidence in the decisions made by my senior managers	52	25	23	52%	0
I have a say in decisions which affect my work	52	24	24	52%	+1
Where I work, we share the lessons learnt when mistakes are made	67	19	14	67%	+2
My team's objectives/work plans are clearly outlined	66	21	13	66%	+1
Our objectives/work plans help us to deliver a quality service	68	22	11	68%	0
There is good team spirit in my workgroup	66	16	17	66%	-2
Overall, I believe the culture at my workplace has improved in the last 12 months	41	32	27	41%	0

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
Always		48%	+1
Often		33%	-1
About half the time		12%	-1
Seldom		6%	0
Never		2%	0

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
Medical			5%	0
Nursing and Midwifery			32%	+1
Clinical Support Workers			4%	0
Corporate Support			15%	+5
Allied Health			12%	-2
Other Health Professionals			2%	0
Scientific and Technical			5%	+2
Oral Health			1%	0
Ambulance			4%	-1
Health Manager			4%	-4
Patient Support Services			7%	+3
Maintenance and Trades			0%	0
Other			9%	-3

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	69	Yes	5	Service delivery involving direct contact with the public	55
Man	22	No	91	Other service delivery work	8
Non-binary	1	Prefer not to say	4	Administrative support	10
Use a different term	0			Corporate services	8
Prefer not to say	8	LGBTIQ+		Policy	1
		Yes	6	Research	1
Age		No	87	Program and project management support	4
15-34 years	24	Prefer not to say	8	Legal	0
35-54 years	44			Other	12
55+ years	19	LOTE spoken at home			
Prefer not to say	13	Yes	25	Organisation tenure	
		No	70	Less than 1 year	13
Aboriginal and/or Torres Strait Islander		Prefer not to say	5	1 year to less than 2 years	10
Yes	3			2 years to less than 5 years	20
No	92	Working arrangement		5 years to less than 10 years	21
Prefer not to say	5	Full-time	70	10 years to less than 20 years	23
		Part-time	30	More than 20 years	14
Cultural background		Employment status		Salary	
Oceanian	71	Senior executive	2	\$87,492 and below	44
North-West European	11	Ongoing / permanent	76	\$87,493 - \$113,342	24
Southern and Eastern European	5	Temporary	6	\$113,343 - \$151,608	14
North African and Middle Eastern	2	Casual	5	\$151,609 and above	5
South-East Asian	5	Contract-non-executive	6	Prefer not to say	13
North-East Asian	5	Labour hire	1		
Southern and Central Asian	10	Other	1		
Peoples of the Americas	2	Don't know	4		
Sub-Saharan African	2				

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

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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	Agency for Clinical Innovation	Bureau of Health Information	Cancer Institute NSW	Central Coast Local Health District	Clinical Excellence Commission	eHealth NSW	Far West Local Health District	Health Education & Training Institute	Health Infrastructure	Health Professional Councils Authority	HealthShare NSW	Hunter New England Local Health District	Illawarra Shoalhaven Local Health District
Employee engagement	62	71	71	70	57	78	75	59	70	78	62	65	59	59
Wellbeing	57%	59%	73%	72%	51%	73%	75%	55%	71%	73%	57%	65%	54%	52%
Role clarity and support	64%	69%	70%	71%	59%	80%	76%	62%	76%	76%	62%	71%	62%	62%
Inclusion and diversity	64%	72%	81%	75%	60%	83%	80%	59%	80%	80%	68%	67%	62%	62%
Teamwork and collaboration	58%	73%	82%	74%	51%	84%	77%	51%	78%	81%	66%	61%	55%	54%
Learning and development	54%	64%	53%	53%	48%	70%	70%	51%	68%	64%	47%	61%	51%	50%
Senior managers	44%	63%	71%	64%	32%	76%	70%	37%	68%	75%	45%	54%	38%	38%
Communication and change management	51%	60%	65%	66%	43%	75%	71%	44%	65%	73%	53%	59%	46%	48%
Employee voice	59%	72%	76%	76%	54%	84%	79%	56%	76%	79%	65%	63%	56%	57%

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 child unit(continued)

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	Justice Health & Forensic Mental Health Network	Mental Health Commission	Mental Health Review Tribunal	Mid North Coast Local Health District	Ministry of Health	Murrumbidgee Local Health District	Nepean Blue Mountains Local Health District	Northern NSW Local Health District	Northern Sydney Local Health District	NSW Ambulance	NSW Health Pathology	South Eastern Sydney Local Health District	South Western Sydney Local Health District
Employee engagement	62	66	61	65	58	73	60	58	55	65	53	58	64	62
Wellbeing	57%	63%	58%	53%	54%	71%	54%	51%	53%	58%	48%	50%	58%	56%
Role clarity and support	64%	70%	69%	60%	59%	72%	60%	61%	57%	67%	48%	60%	66%	66%
Inclusion and diversity	64%	66%	68%	56%	61%	77%	62%	59%	59%	68%	56%	59%	67%	65%
Teamwork and collaboration	58%	58%	68%	55%	54%	75%	55%	51%	50%	63%	48%	53%	62%	60%
Learning and development	54%	63%	60%	33%	48%	61%	51%	50%	43%	58%	34%	45%	57%	58%
Senior managers	44%	48%	61%	55%	34%	67%	40%	35%	30%	48%	32%	37%	47%	45%
Communication and change management	51%	55%	59%	49%	45%	65%	49%	44%	40%	56%	39%	44%	54%	53%
Employee voice	59%	65%	69%	38%	56%	77%	57%	53%	51%	62%	47%	53%	61%	60%

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 child unit(continued)

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	Southern NSW Local Health District	Sydney Children's Hospitals Network	Sydney Local Health District	Western NSW Local Health District	Western Sydney Local Health District
Employee engagement	62	55	64	67	64	57
Wellbeing	57%	51%	50%	62%	58%	52%
Role clarity and support	64%	56%	60%	69%	68%	61%
Inclusion and diversity	64%	58%	63%	70%	65%	59%
Teamwork and collaboration	58%	51%	57%	66%	59%	53%
Learning and development	54%	47%	50%	62%	58%	51%
Senior managers	44%	32%	37%	53%	46%	37%
Communication and change management	51%	42%	46%	59%	53%	46%
Employee voice	59%	53%	56%	65%	61%	54%

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	62	63	63	53	62	58	61	67	63	63	64
Wellbeing	57%	57%	62%	45%	55%	45%	50%	64%	56%	59%	63%
Role clarity and support	64%	65%	66%	56%	64%	58%	61%	71%	65%	66%	67%
Inclusion and diversity	64%	66%	68%	49%	59%	55%	63%	69%	68%	67%	65%
Teamwork and collaboration	58%	59%	61%	46%	55%	52%	56%	66%	61%	60%	58%
Learning and development	54%	55%	56%	42%	54%	45%	53%	62%	58%	56%	55%
Senior managers	44%	44%	48%	33%	44%	38%	41%	53%	45%	47%	44%
Communication and change management	51%	52%	54%	42%	50%	44%	48%	61%	54%	53%	51%
Employee voice	59%	60%	64%	48%	57%	53%	58%	66%	62%	62%	59%

 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	62	59	63	66	69	73	68	71	71	63
Wellbeing	57%	52%	61%	64%	66%	66%	64%	71%	70%	59%
Role clarity and support	64%	60%	68%	71%	71%	71%	67%	73%	71%	65%
Inclusion and diversity	64%	63%	66%	67%	74%	75%	72%	76%	72%	62%
Teamwork and collaboration	58%	55%	60%	61%	68%	74%	68%	72%	69%	58%
Learning and development	54%	52%	56%	55%	60%	65%	56%	63%	59%	54%
Senior managers	44%	38%	50%	48%	60%	65%	56%	63%	60%	47%
Communication and change management	51%	47%	55%	56%	62%	64%	59%	63%	60%	53%
Employee voice	59%	56%	63%	61%	72%	76%	69%	75%	69%	58%

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	62	70	66	62	60	59	61
Wellbeing	57%	70%	62%	56%	54%	53%	56%
Role clarity and support	64%	73%	68%	64%	62%	61%	63%
Inclusion and diversity	64%	74%	69%	65%	62%	61%	63%
Teamwork and collaboration	58%	70%	64%	59%	55%	54%	55%
Learning and development	54%	67%	60%	54%	51%	50%	51%
Senior managers	44%	57%	50%	45%	41%	39%	40%
Communication and change management	51%	64%	57%	52%	48%	46%	47%
Employee voice	59%	72%	65%	60%	57%	55%	56%

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	62	67	61	56	58	62	56	66	56
Wellbeing	57%	62%	55%	52%	54%	56%	52%	61%	50%
Role clarity and support	64%	68%	64%	58%	60%	66%	55%	68%	59%
Inclusion and diversity	64%	71%	64%	59%	62%	64%	60%	67%	60%
Teamwork and collaboration	58%	66%	56%	51%	53%	57%	52%	60%	51%
Learning and development	54%	60%	53%	48%	49%	56%	44%	59%	48%
Senior managers	44%	53%	42%	33%	35%	44%	32%	47%	33%
Communication and change management	51%	58%	49%	43%	44%	50%	42%	55%	42%
Employee voice	59%	66%	58%	54%	56%	60%	54%	63%	53%

 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	62	59	58	63	58	62	56	59	59	68
Wellbeing	57%	54%	54%	59%	53%	58%	53%	53%	53%	66%
Role clarity and support	64%	62%	62%	64%	62%	65%	57%	59%	60%	67%
Inclusion and diversity	64%	63%	61%	65%	62%	66%	60%	61%	62%	73%
Teamwork and collaboration	58%	54%	53%	57%	54%	59%	50%	53%	53%	66%
Learning and development	54%	49%	50%	54%	50%	54%	43%	49%	50%	57%
Senior managers	44%	41%	35%	46%	39%	44%	31%	38%	38%	55%
Communication and change management	51%	49%	45%	50%	45%	51%	41%	46%	46%	58%
Employee voice	59%	57%	57%	61%	57%	60%	52%	55%	56%	69%

 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.

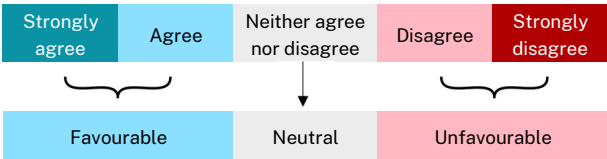


Privacy

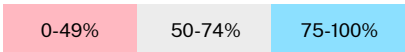
Responses from individual employees are confidential. Strict rules protect privacy at every stage of the survey process. These reports only show the results for a group of employees (i.e. a workgroup or demographic group) when there are 10 or more responses for the group.

% favourable calculation

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

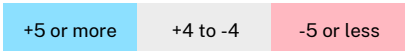


% favourable scores are colour coded based on these ranges:



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.				