

# People Matter

NSW Public Sector  
Employee Survey 2022

## Agency Report

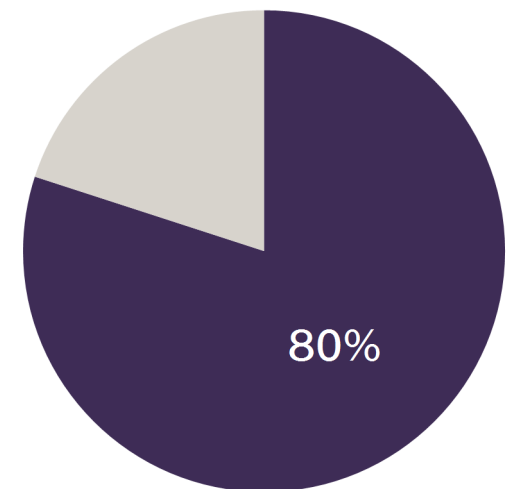
## Information and Privacy Commission

**Survey period:** 22 August to 16 September 2022

**Completed surveys:** 28

**Response rate:** 80%

Response rate:



High level results..... 3

Results by topic.....8

Results by child unit and demographic group..... 37

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## High level results

Discover key results and patterns

Headline results for key topics

These are the % favourable scores for key survey topics. Each topic relates to an area of employee experience.



We've flagged the top 3 (\*) and bottom 3 (!) topics for you. Use these topics as a starting point for exploring your results.

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
Ethics and values	7q	I support my organisation's values	100%	-
Risk and innovation	1l	I am comfortable notifying my manager if I become aware of any risks at work	86%	-14
Teamwork and collaboration	2a	My workgroup works collaboratively to achieve its goals	86%	+3
Customer service	2d	My workgroup considers customer needs when planning our work	86%	-3
Employee voice	5d	My manager involves my workgroup in decisions about our work	86%	-8

- Questions with the lowest favourable scores			2022 % favourable	difference from 2021
Burnout (disagree)	1n	I feel burned out by my work (disagree)	29%	-
Learning and development	3g	I am satisfied with the opportunities available for career development in my organisation	36%	-11
Communication and change management	7b	Change is managed well in my organisation	48%	-27
Feedback and performance management	5g	My manager appropriately deals with employees who perform poorly	50%	+6
Teamwork and collaboration	7c	There is good co-operation between teams across my organisation	52%	-23

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
Feedback and performance management	5g	My manager appropriately deals with employees who perform poorly	50%	+6
Role clarity and support	1d	I have the time to do my job well	82%	+6
Teamwork and collaboration	2a	My workgroup works collaboratively to achieve its goals	86%	+3
Customer service	2d	My workgroup considers customer needs when planning our work	86%	-3
Customer service	1k	I am empowered to make the decisions needed to help customers and/or communities	79%	-4

### - Least improved questions

			2022 % favourable	difference from 2021
Wellbeing	1m	In general, my sense of wellbeing is...	64%	-30
Inclusion and diversity	8c	I feel that I belong in my organisation	59%	-28
Communication and change management	7b	Change is managed well in my organisation	48%	-27
Senior managers / Teamwork and collaboration	6c	Senior managers promote collaboration between my organisation and other organisations we work with	61%	-27
Inclusion and diversity	8a	Personal background is not a barrier to participation in my organisation (e.g. cultural background, age, disability, sexual orientation, gender)	74%	-26

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
Employee voice / Inclusion and diversity	8b	I can speak up and share a different view to others in my organisation	63%	Improve
Employee voice / Senior managers	6e	Senior managers listen to employees	64%	Maintain
Decision making and accountability	7d	People in my organisation take responsibility for their own actions	59%	Improve
Customer service	7h	The processes in my organisation are designed to support the best experience for customers	74%	Maintain
Learning and development / Role clarity and support	3f	I have received the training and development I need to do my job well	64%	Maintain
Risk and innovation	7a	My organisation is making improvements to meet future challenges	81%	Maintain

r = below privacy cut-off

## Results by topic

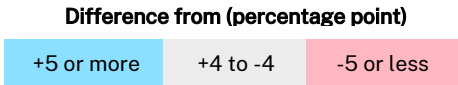
Discover more about your results

Employee engagement is about a person's connection to their organisation. It is a global measure of employee experience.

Many factors influence engagement: leadership, a positive and inclusive work culture, 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)*				66	-6	+1
7j I would recommend my organisation as a great place to work	63	19	19	63%	-6	+1
7k I am proud to tell others I work for my organisation	78	11	11	78%	-22	+8
7l I feel a strong personal attachment to my organisation	56	30	15	56%	-13	-5
7m My organisation motivates me to help it achieve its goals	63	19	19	63%	-25	+9
7n My organisation inspires me to do the best in my job	63	19	19	63%	-18	+8

\*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 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	r	-	-
1 year to less than 2 years	r	-	-
2 years to less than 5 years	r	-	-
5 years to less than 10 years	r	-	-
10 years to less than 20 years	r	-	-
More than 20 years	r	-	-

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
Job satisfaction (total score)				65%	-21	-3
1g My job gives me a feeling of personal accomplishment	71	11	18	71%	-17	-1
1h I feel motivated to contribute more than what is normally required at work	61	21	18	61%	-22	-5
1i I am satisfied with my job	64	25	11	64%	-24	-2

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

r = below privacy cut-off

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

	<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>
Wellbeing (total score)				64%	-27	+6
1j I can keep my work stress at an acceptable level	64	25	11	64%	-24	+6
1m In general, my sense of wellbeing is..	64	29	7	64%	-30	+6

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
<b>Customer service (total score)</b>					<b>81%</b>	<b>-9</b>	<b>+11</b>
1k	I am empowered to make the decisions needed to help customers and/or communities	79	14	7	79%	-4	+10
2c	People in my workgroup can explain how their work impacts customers	82	11	7	82%	-12	+1
2d	My workgroup considers customer needs when planning our work	86	7	7	86%	-3	+3
6d	Senior managers communicate the importance of customers in our work	79	14	7	79%	-21	+14
7h	The processes in my organisation are designed to support the best experience for customers	74	22		74%	-7	+17
7i	My organisation meets the needs of the communities, people, and/or businesses of NSW	85	11		85%	-9	+21

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)				75%	-10	+11
1a I understand what is expected of me to do well in my job	82	7	11	82%	-18	-2
1b I get the support I need to do my job well	79	7	14	79%	-10	+16
1c I have the tools and technology to do my job well	71	21	7	71%	-17	+4
1d I have the time to do my job well	82	11	7	82%	+6	+30
3e My performance is assessed against clear criteria	71	14	14	71%	-5	+17
3f I have received the training and development I need to do my job well	64	21	14	64%	-18	+1

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)					79%	-14	+8
1e	My job gives me opportunities to use a variety of skills	75	18	7	75%	-19	-4
1f	I have a choice in deciding how I carry out day to day work tasks	82	14		82%	-12	+11
3d	In the last 12 months, I have received feedback to help me improve my work	82	7	11	82%	-6	+19
5h	My manager communicates how my role contributes to my organisation's purpose	75	18	7	75%	-19	+7

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.

	<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>
<b>Risk and innovation (total score)</b>				<b>81%</b>	<b>-17</b>	<b>+8</b>
1l I am comfortable notifying my manager if I become aware of any risks at work	<div>86</div>		<div>14</div>	<b>86%</b>	<b>-14</b>	<b>-1</b>
5a My manager encourages people in my workgroup to keep improving the work they do	<div>75</div>	<div>18</div>	<div>7</div>	<b>75%</b>	<b>-25</b>	<b>+1</b>
7a My organisation is making improvements to meet future challenges	<div>81</div>	<div>7</div>	<div>11</div>	<b>81%</b>	<b>-12</b>	<b>+25</b>

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)				84%	-	+15
6b Senior managers model the values of my organisation	75	25		75%	-13	+21
7p My organisation shows a commitment to ethical behaviours	78	7	15	78%	-	+8
7q I support my organisation's values	100			100%	-	+16

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)				66%	-15	+4
2a My workgroup works collaboratively to achieve its goals	86		11	86%	+3	+7
6c Senior managers promote collaboration between my organisation and other organisations we work with	61	25	14	61%	-27	+9
7c There is good co-operation between teams across my organisation	52	15	33	52%	-23	-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
<b>Inclusion and diversity (total score)</b>					<b>69%</b>	-	+1
2b	People in my workgroup treat each other with respect	82	14		82%	-6	+2
6f	Senior managers support the career advancement of all employees	64	21	14	64%	-	+21
8a	Personal background is not a barrier to participation in my organisation (e.g. cultural background, age, disability, sexual orientation, gender)	74	15	11	74%	-26	-4
8b	I can speak up and share a different view to others in my organisation	63	15	22	63%	-12	-4
8c	I feel that I belong in my organisation	59	19	22	59%	-28	-11

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.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector
Flexible working (total score)					78%	-16	+15
8e	How satisfied are you with your ability to access and use flexible working arrangements?	78 11 11			78%	-10	+17
8f	My manager supports flexible working in my team	78 15 7			78%	-22	+13

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
Flexible start and finish times	74%	-1	+30
Working more hours over fewer days	r	-	-
Working additional hours to make up for time off	r	-	-
Flexible scheduling for rostered workers	r	-	-
Part-time work	r	-	-
Job sharing	r	-	-
Working from different locations	r	-	-
Working from home	100%	0	+52
Purchasing annual leave	r	-	-
Leave without pay	r	-	-
Study leave	r	-	-
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
10	If I raised a grievance in my organisation, it would be handled in a fair and objective manner	63	15	22	63%	-	+10

\*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.

	<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>
Health and safety (total score)				80%	-17	+10
7r I am confident work health and safety issues I raise will be addressed promptly	<div>81</div>		<div>15</div>	81%	-19	+7
7s There are effective resources in my organisation to support employee wellbeing	<div>78</div>	<div>7</div>	<div>15</div>	78%	-16	+14

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.

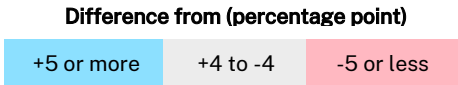
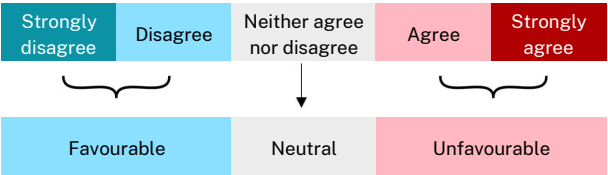
	Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021	difference from Sector
In I feel burned out by my work (disagree)	29	39	32	29%	-	-5

**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.

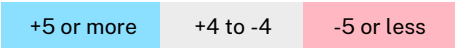


r = below privacy cut-off

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

			<div>FavourableNeutralUnfavourable</div>	2022 % favourable	difference from 2021	difference from Sector
Recruitment (total score)				61%	-	+13
7f	My organisation makes fair recruitment and promotion decisions		<div>632215</div>	63%	-	+19
7g	My organisation generally selects capable people to do the job		<div>592219</div>	59%	-22	+7

Difference from (percentage point)



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)				58%	-12	+3
3f I have received the training and development I need to do my job well	64	21	14	64%	-18	+1
3g I am satisfied with the opportunities available for career development in my organisation	36	25	39	36%	-11	-14
7e My organisation is committed to developing its employees	74	15	11	74%	-7	+22

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		71%	+24	+30
No		29%	-24	-30
3i Are there barriers preventing you from moving to another role? If so, what are they?				
Lack of visible opportunities		46%	+15	+19
Lack of promotion opportunities		50%	0	+23
Lack of support from my manager / supervisor		r	-	-
Geographic location considerations		r	-	-
Personal / family considerations		r	-	-
Insufficient training and development		r	-	-
Lack of required capabilities or experience		r	-	-
Lack of support for temporary assignments / secondments		r	-	-
The application / recruitment process is too cumbersome or time consuming		r	-	-
Other		r	-	-
There are no major barriers to my career progression		r	-	-

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	68	11	21	68%	-20	+20

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)				71%	-20	+11
5f My manager provides recognition for the work I do	75	11	14	75%	-19	+5
7o I receive adequate recognition for my contributions from my organisation	67	11	22	67%	-21	+17

Difference from (percentage point)

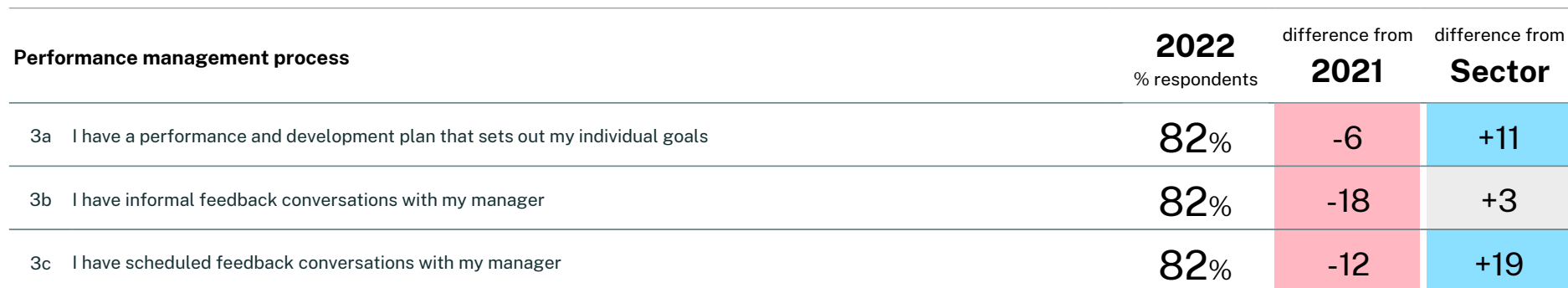
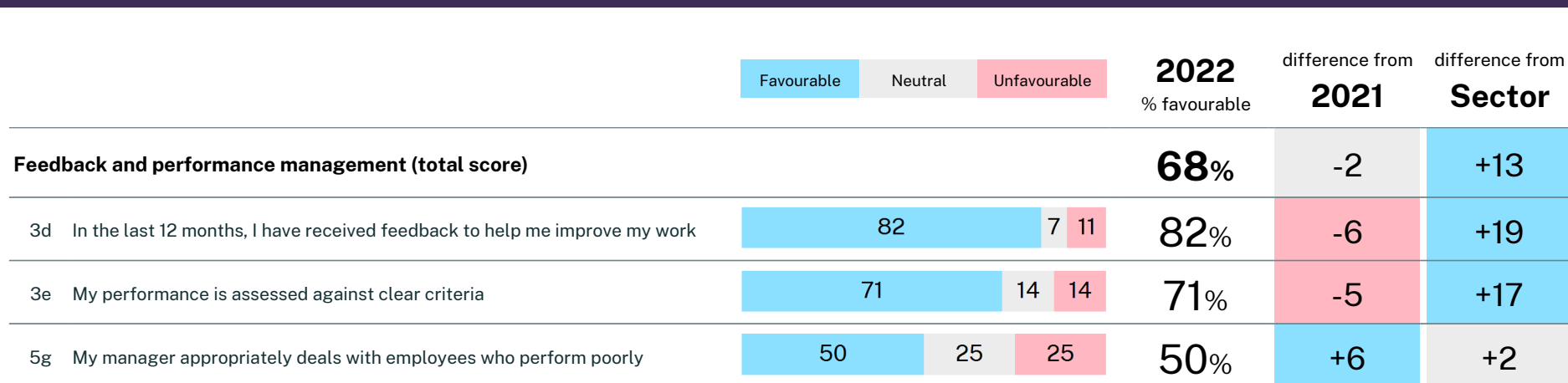
+5 or more

+4 to -4

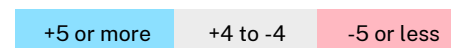
-5 or less

r = below privacy cut-off

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



Difference from (percentage point)



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)					69%	-	+18
6a	Senior managers provide clear direction for the future of the organisation	71	29		71%	-22	+22
6b	Senior managers model the values of my organisation	75	25		75%	-13	+21
6c	Senior managers promote collaboration between my organisation and other organisations we work with	61	25	14	61%	-27	+9
6d	Senior managers communicate the importance of customers in our work	79	14	7	79%	-21	+14
6e	Senior managers listen to employees	64	21	14	64%	-17	+20
6f	Senior managers support the career advancement of all employees	64	21	14	64%	-	+21

Difference from (percentage point)

+5 or more

+4 to -4

-5 or less

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)				65%	-19	+5
5e I have confidence in the decisions my manager makes	71	18	11	71%	-16	0
7d People in my organisation take responsibility for their own actions	59	22	19	59%	-22	+11

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
<b>Communication and change management (total score)</b>				<b>65%</b>	<b>-20</b>	<b>+10</b>
5b My manager communicates effectively with me	75	7	18	75%	-13	0
6a Senior managers provide clear direction for the future of the organisation	71	29		71%	-22	+22
7b Change is managed well in my organisation	48	26	26	48%	-27	+9

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
<b>Employee voice (total score)</b>				<b>74%</b>	<b>-14</b>	<b>+10</b>
5c My manager encourages and values employee input	82		14	82%	-18	+7
5d My manager involves my workgroup in decisions about our work	86	7	7	86%	-8	+16
6e Senior managers listen to employees	64	21	14	64%	-17	+20
8b I can speak up and share a different view to others in my organisation	63	15	22	63%	-12	-4

Difference from (percentage point)

+5 or more	+4 to -4	-5 or less
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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	59	15	26	59%	-22	+16

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

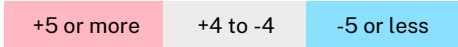
In NSW public sector, we are committed to reducing and preventing negative workplace behaviours such as misconduct, bullying, sexual harassment, threats or physical harm, discrimination, and racism.

In the last 12 months, have you...	2022 % respondents	difference from 2021	difference from Sector
been aware of any misconduct in your organisation	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

## Results by child unit and demographic group

Discover if employees in different groups have different views

This page cannot be shown due to privacy reasons.

This is a snapshot of survey takers.

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

## Selected key topic results by child unit

This page cannot be shown due to privacy reasons.

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

## Selected key topic results by select demographics

This page cannot be shown due to privacy reasons.

## **Additional information about the survey**

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

## Survey model

The People Matter Employee Survey provides an important opportunity for almost 400,000 people to have a say about their workplace and to help make the public sector a better place to work.

The survey asks employees about their experiences with their work, workgroup, managers, and organisation. Their experiences are grouped into management practices and reported under 4 domains:

- Purpose and direction
- Work environment
- Enabling practices
- Leadership

All of these practices positively contribute towards employee and organisational outcomes, including employee engagement, job satisfaction, wellbeing, and customer service.

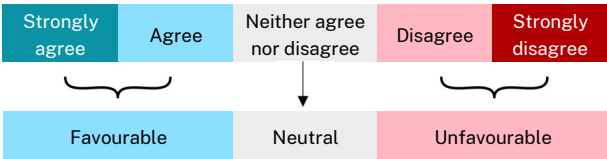


Privacy

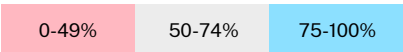
Responses from individual employees are confidential. Strict rules protect privacy at every stage of the survey process. These reports only show the results for a group of employees (i.e. a workgroup or demographic group) when there are 10 or more responses for the group.

% favourable calculation

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

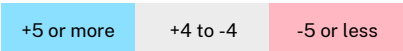


% favourable scores are colour coded based on these ranges:



Difference scores

Difference scores are 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.				