

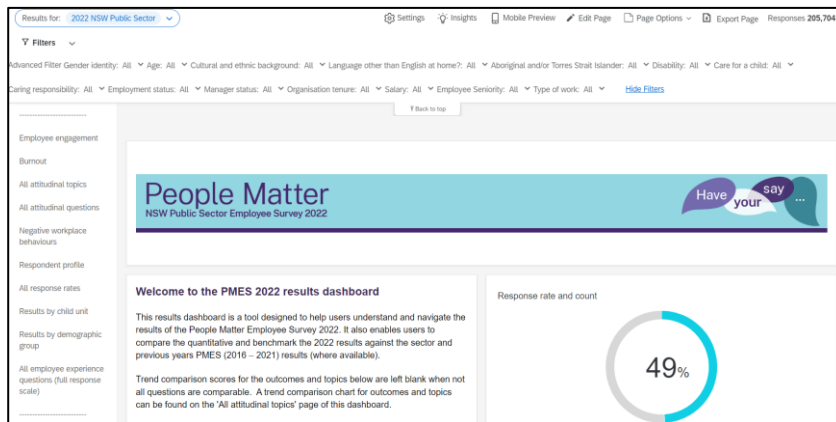
PMES 2022

Dashboard user guide

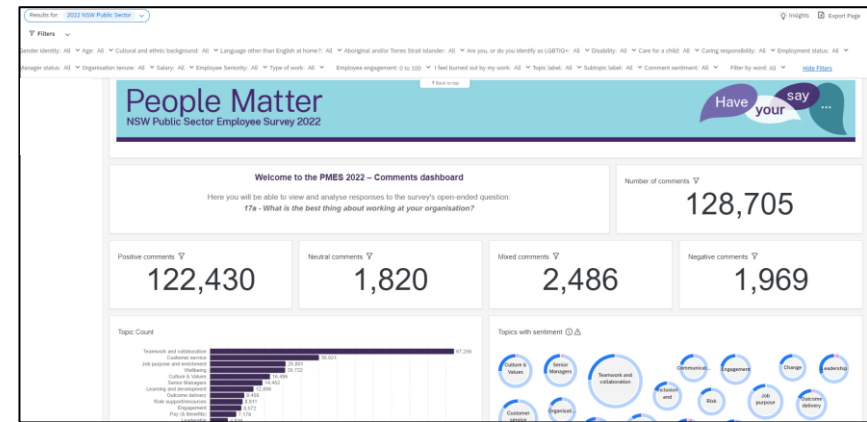
Getting started

As per 2021, there are two types of dashboards in 2022: Results and Comments.

Results Dashboard



Comments Dashboard



- Quantitative data
- Executive Summary
- Demographics breakdowns
- Response rates
- Negative workplace behaviours
- Respondent profiles
- All data filterable by hierarchy

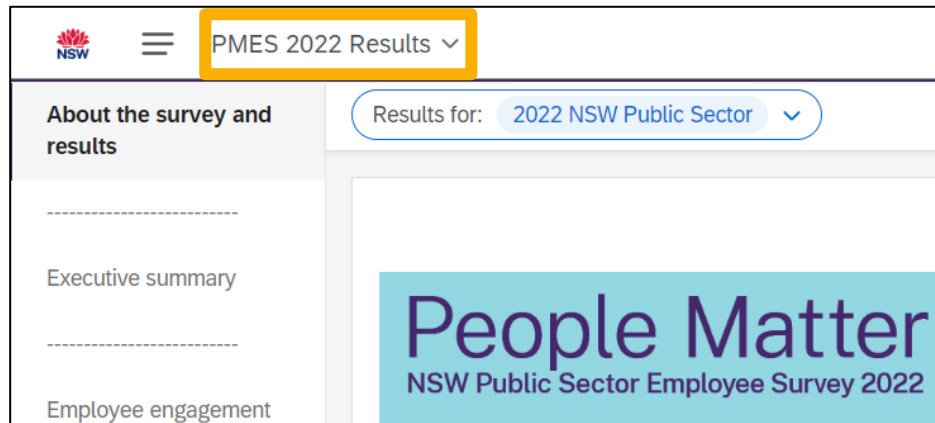
- Qualitative data
- Sentiment analysis
- Comments drill downs by topic
- All data filterable by hierarchy and demographics

IMPORTANT: Everyone should have access to the results Dashboard, though not everyone will have access to the comments Dashboard. Access to comments dashboards requires executive approval.

Navigating between dashboards

Dashboard viewer

You can access dashboards from this year, and previous years via the menu in the top left corner of the screen.



Results dashboard navigation

'About the survey and results' page

When you open the Dashboard, the 'About the survey and results' will be the default page. Here you can find all the information about the survey including some background on the survey, the report structure, and the contents of the dashboard, and how to interpret the results.

The screenshot shows the 'About the survey and results' page for the PMES 2022 Results. The page features a navigation menu on the left with items such as 'Executive summary', 'Employee engagement', 'Burnout', and 'All attitudinal topics'. The main content area includes a header with the 'People Matter NSW Public Sector Employee Survey 2022' logo and a 'Have your say' graphic. Below the header, a 'Welcome to the PMES 2022 results dashboard' section provides an overview of the survey's purpose and structure. It states that the dashboard is designed to help users understand and navigate the results, and to compare the 2022 results against previous years (2016-2021). The survey was conducted from Monday 22 August 2022 to Friday 16 September 2022, involving over 400,000 people. The survey asks employees about their experiences with their work, workgroup, managers, and organisation, grouped into four domains: Purpose and direction, Work environment, Enabling practices, and Leadership. These domains contribute to outcomes such as employee engagement, job satisfaction, wellbeing, and customer service. A grid of boxes at the bottom lists specific sub-topics for each domain: Purpose and direction (Role clarity and support, Job purpose and enrichment), Work environment (Teamwork and collaboration, Inclusion and diversity), Enabling practices (Recruitment, Learning and development), Leadership (Senior managers, Decision making and accountability), and Outcomes (Employee engagement).

IMPORTANT: Please read this page in its entirety, as it will likely cover off any questions you have with relation to how the dashboard is laid out, where to find the data you want, and how to better understand the results

On the left hand side you will find the Navigation pane which will take you through the dashboard pages. All content pages of the dashboard are located in the navigation pane. If you have custom questions, they will also be located here, at the bottom of the pane.

IMPORTANT: There is no 'back' button, and it is recommended you do not use the back button on the browser to navigate. You should be able to navigate smoothly with the navigation pane alone.

By scrolling down the 'About the survey and results' page, you will be able to see a description of what is within each page of the dashboard.

The pages within the results dashboard can be used to interrogate and understand the 2022 results. Please note that each page will have further instructions and explanations on each component of that page. The pages are as follows:

- **Executive summary:** This page shows a high-level summary of results. It features all you need to know at a glance.
- **Employee engagement:** This page shows a detailed breakdown of employee engagement responses, key drivers, and demographic differences.
- **Burnout:** This page shows a detailed breakdown of burnout responses, key drivers, and demographic differences.
- **All attitudinal topics:** This page shows every question about employee experience sorted into topics, with trend.
- **All attitudinal questions:** This page shows every question about employee experience, with trend and sector comparisons.
- **Negative workplace behaviours:** This page shows every question about negative workplace behaviours in survey order.
- **Respondent profile:** This page shows you the make-up of survey respondents (e.g. what % identified as woman).
- **All response rates:** This page shows survey response rates.
- **Results by child unit:** This page uses heat maps to show scores across child units.
- **Results by demographic group:** This page uses heat maps to show scores across demographic groups.
- **All employee experience questions (full response scale):** This page shows a full response scale breakdown of every question in survey order.

Using filters for 2022 Dashboards

There are three types of filters with the 2022 dashboards:

1) Main hierarchy filter

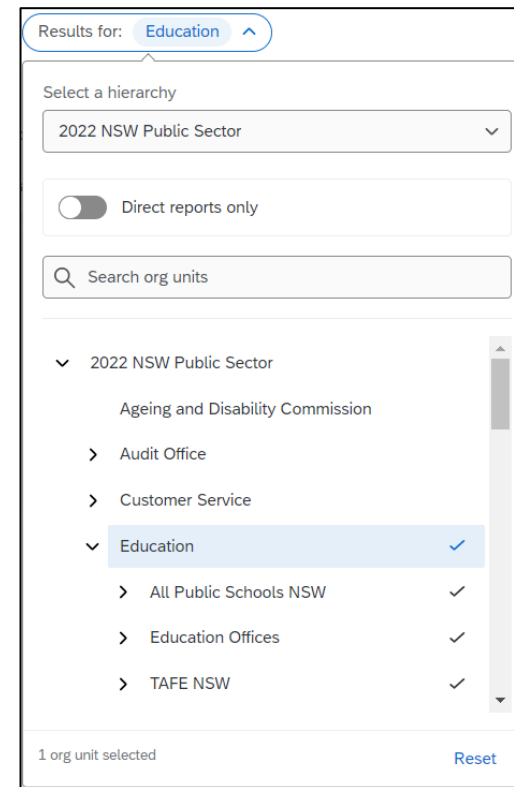
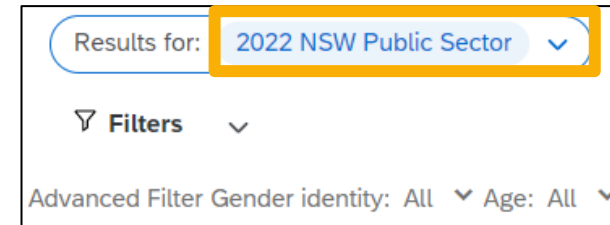
This filter allows you to view data via hierarchy structure by changing the organisational view across all dashboard pages.

When you log into the dashboard, the widgets will automatically populate with the organisational unit that is your highest level of access (normally a cluster or agency). To change the results view you can:

- Change the organisation unit by selecting a different unit from your hierarchy. Use the 'Results for:' drop down menu on the top left.
- Type the name of the organisation unit or unit code in the search box and then select it.
- Unlike previous years you can select multiple areas of the hierarchy to combine results.

IMPORTANT: The areas you select across the hierarchy will stay selected across pages, so it is always important to check you have filtered to the filters you want, and other filters aren't on.

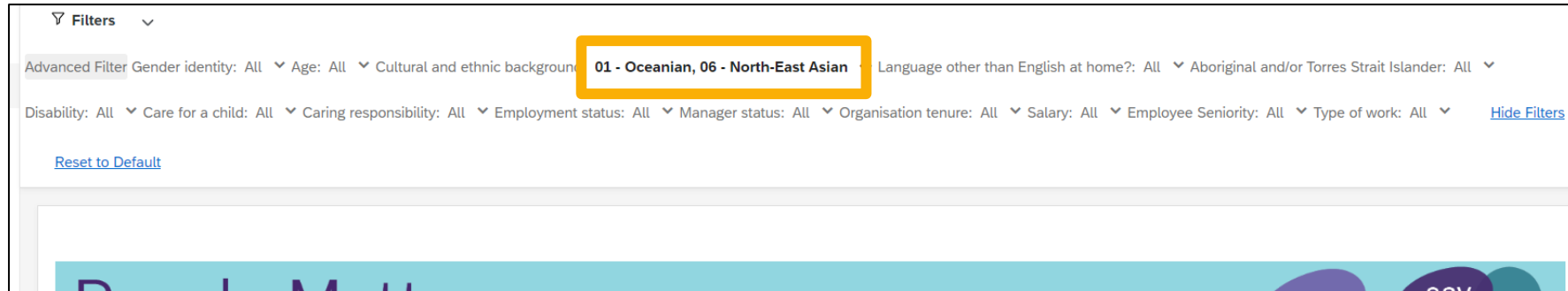
There is no 'reset' button for the hierarchy filter, so if you want to be sure that all hierarchy filters are off and it is reset to default (highest permissible unit), please refresh the page.



2) Demographics filters

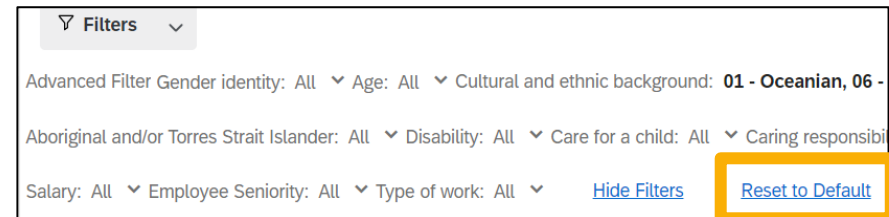
This will likely be your main filter for observing the data. It allows you to filter by any demographic available on the survey. It can also function as a cross tabulation, as it can be saved as multiple demographics, and applied across various pages.

These filters can be found at the top of the dashboard, as shown below.



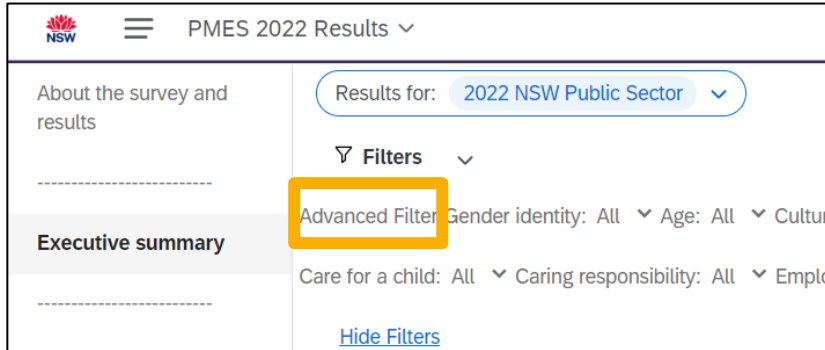
IMPORTANT: This filter WILL save across pages, so if you are switching pages, make sure you check which filters are on. As above, a filter will appear in **bold** if it is on

If you wish to reset the filters to default (no filters) you can do by clicking the blue 'Reset to Default' text on the top right of your page, as shown in the picture to the right.



3) Advanced filter

This filter allows you to set conditions around the data. For instance, you might only want to see those who agreed or strongly agreed with the question “I am confident my organisation will act on the results of this survey”. You can create this condition and observe the data on the respective page you are on by this condition.



IMPORTANT: This filter WILL NOT save across pages, so if you are switching pages, you will need to set this filter again. Ensure you save the filter before switching pages so that you can use it again.

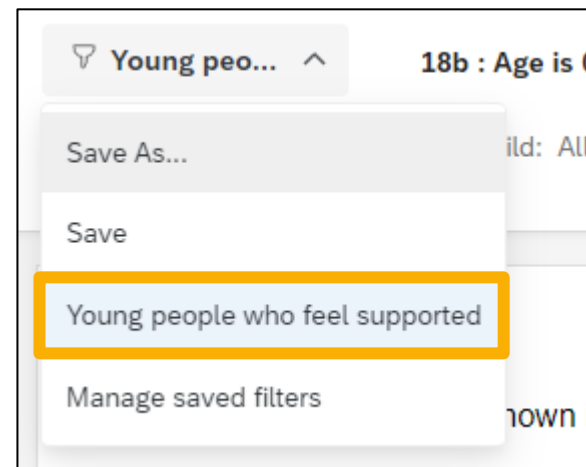
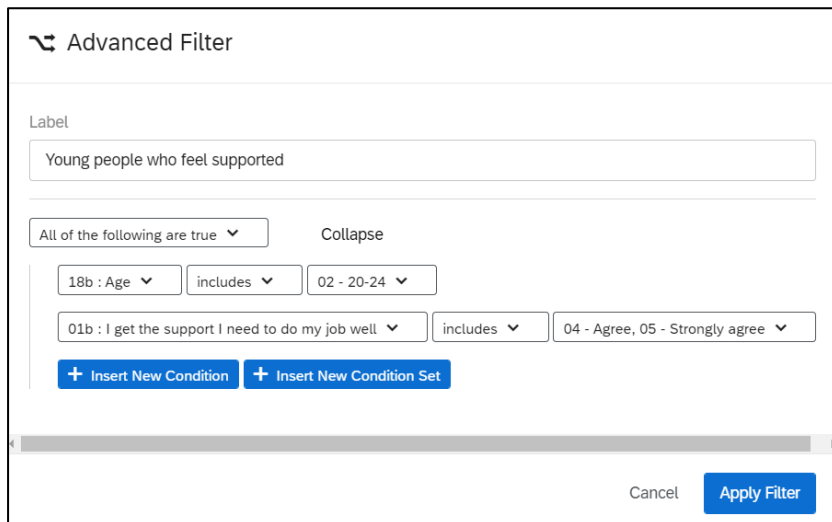
Setting an advanced filter

Once you are in the filter, you can set up one, or multiple conditions to filter your data.

You can also set this filter to show data whether all conditions, or any of these conditions are true

Saving an advanced filter

You can also save this filter for future use. If you intend to reuse it, you should do this - **this filter WILL NOT save across pages**

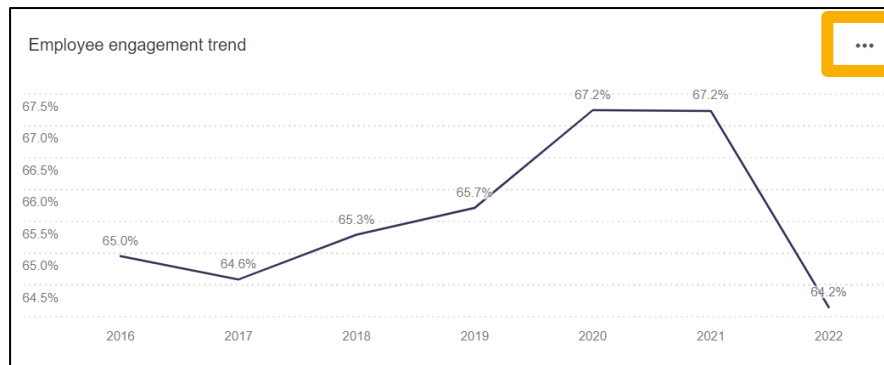


Exporting data from the dashboard

You can export data in two ways from the dashboard:

1) Via widget

This allows you to export the data of the respective widget in various formats. You will note that if the data is exported in TSV or CSV it will export as aggregated data.



Export Options

File Type: JPG

- ✓ JPG
- PDF
- CSV
- TSV
- XLSX

Export



IMPORTANT: If you are intending to export the data for use outside Qualtrics (i.e., Power BI, Q, SPSS, Excel), this will be your preferred method to export the data

	A	B
1	Data Set Source	Employee Engagement
2	2016	0.649538814
3	2017	0.645875036
4	2018	0.652916832
5	2019	0.657110957
6	2020	0.672454948
7	2021	0.672340248
8	2022	0.641513848
9		



Notifications

Widget ready for download

Your Widget export is now available. Select this notification to download.

Dashboards a minute ago

[See more](#)



Notifications

Responses 205,704

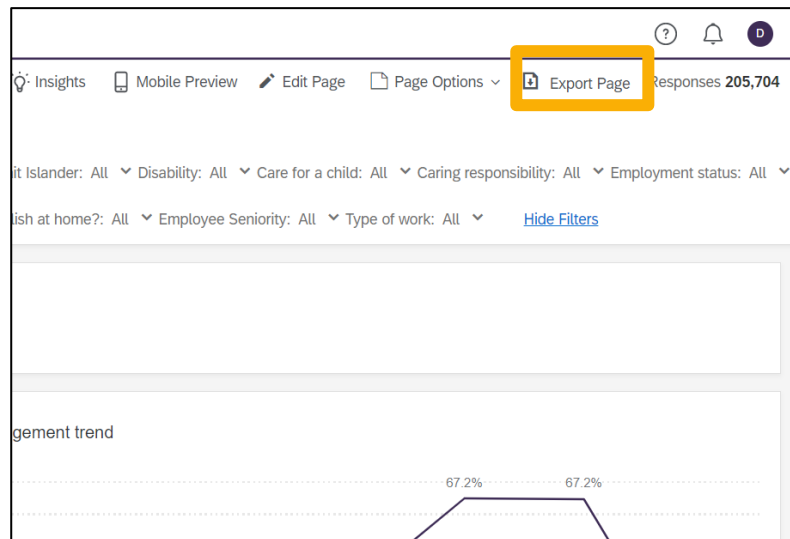
Care for a child: All Caring responsibility: All Employment status: All

Priority: All Type of work: All [Hide Filters](#)

2) Via page

This export allows you to export everything that is on the page you are on. It has already been set up with default settings that will export in an optimised fashion, changing these settings could impact the quality of your export

IMPORTANT: When you export data, filters are not included on the export, so if you are exporting the data based on demographic filters or conditions via the advanced filter you may want to rename the file



IMPORTANT: You can only export in selected formats via this method, and it should be used for slicing a report together, or printing. It is not intended to be exported as data, and does not have this functionality (CSV or TSV). Only when exporting by widget can this be achieved.



Export Options

File Type

No page breaks

Paper Size

Orientation

Margin

Select pages

Zoom

Hide Filters

Hide Header


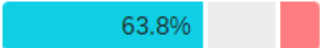
Hide Page List

Close

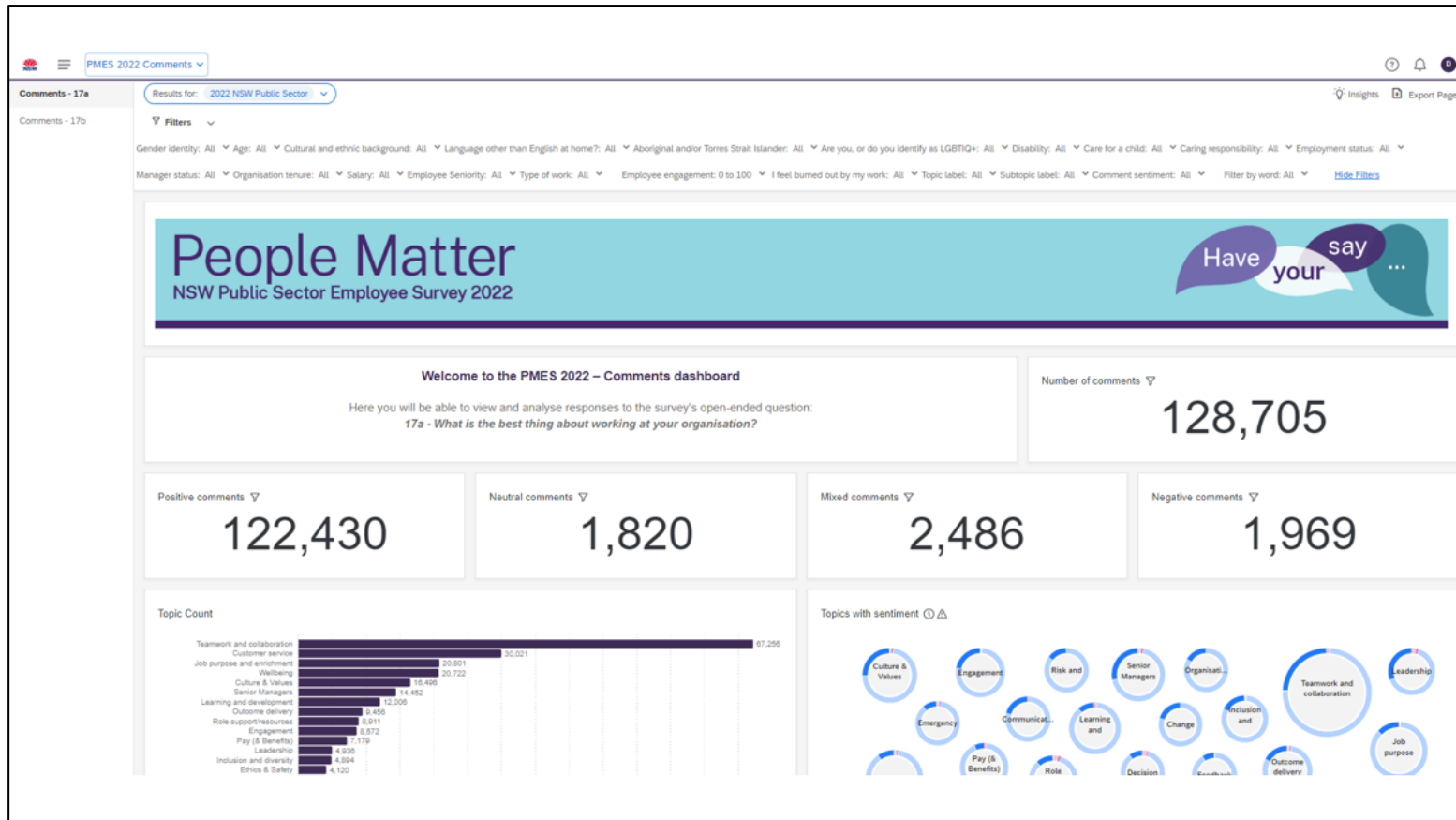
Viewing and sorting data

You can adjust the way some data is presented to your preference. Bar charts, for example, can be organised based on the question order, the number of responses and the highest or lowest favourable percentage. By default this data is sorted from highest to lowest favourable percentage in 2022.

To change the order of the data, click on any of the column headings, such as the ones highlighted in green in the image below. A small arrow will appear indicating whether it is in ascending or descending order.

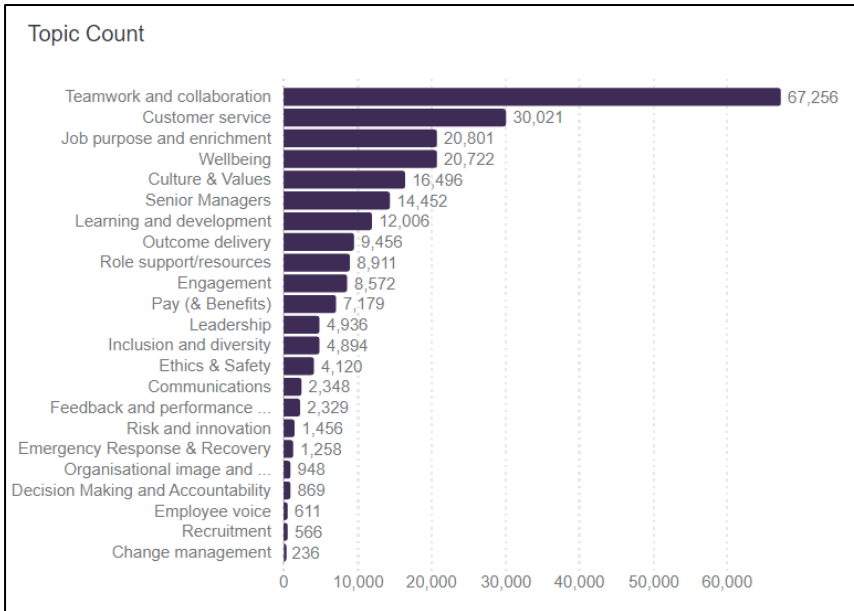
Employee engagement questions			
Question	Responses	Distribution	2021
07k - I am proud to tell others I work for my organisation	722	 73.4%	+2.8
07j - I would recommend my organisation as a great place to work	723	 63.8%	+0.2

Comments dashboard contents and functionality



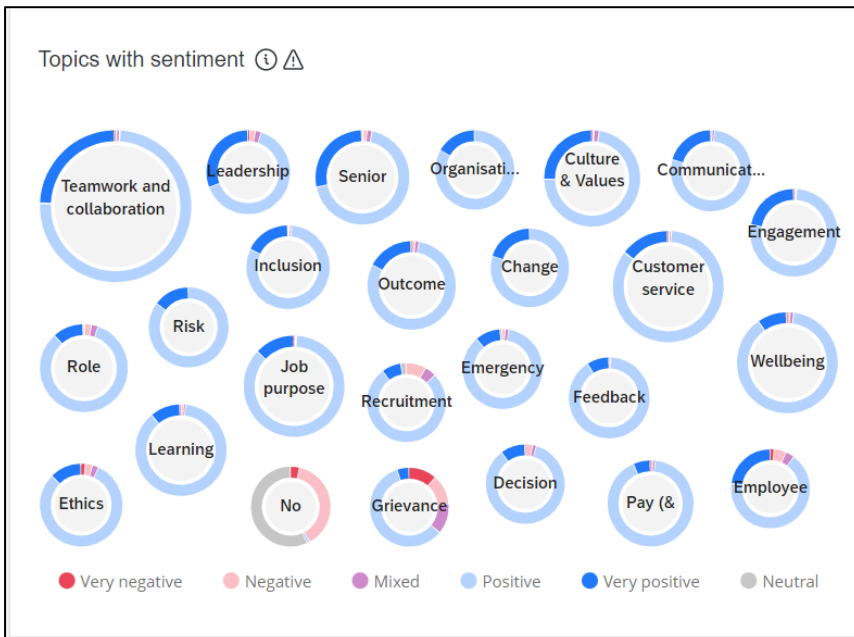
- Qualitative data
- Sentiment analysis
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- All data filterable by hierarchy and demographics

IMPORTANT: There is only one page for the comment's dashboard, and everything is contained within this page



From this chart you can understand:

- Themes of comments
- Count of comments



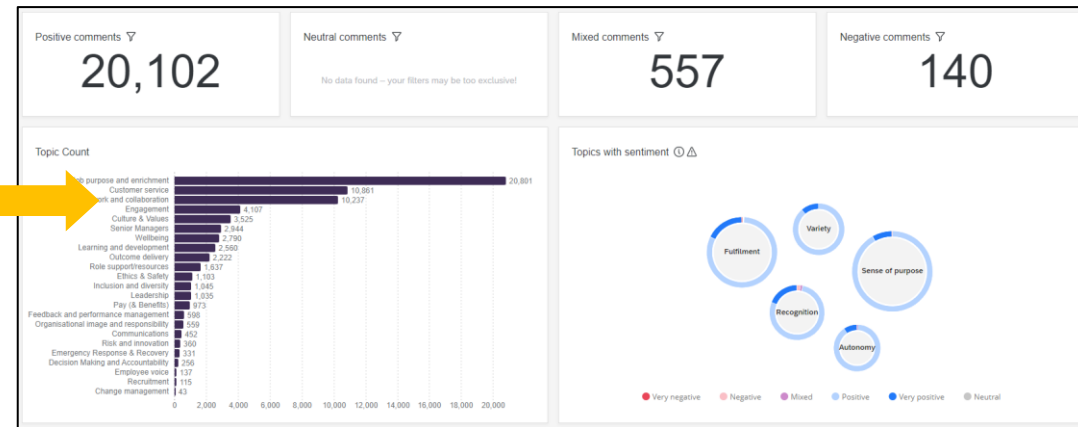
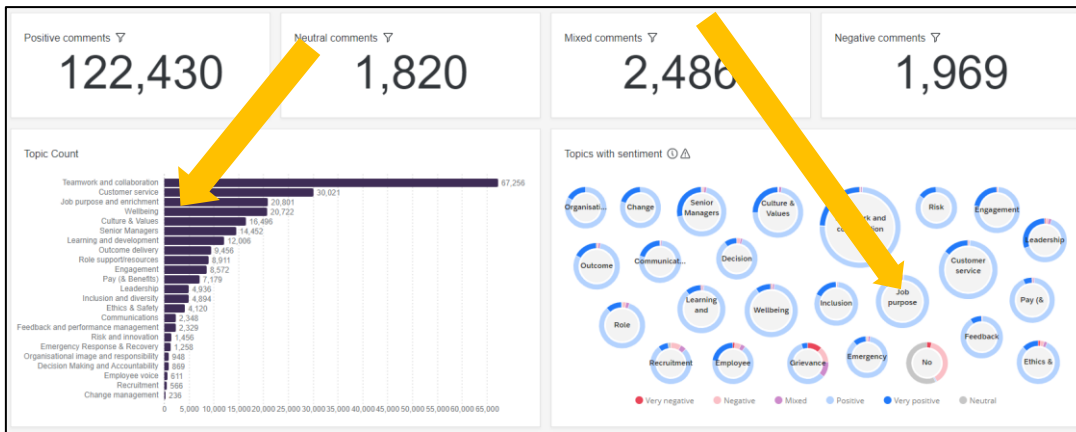
From this chart you can understand:

- Themes of comments (text in bubbles)
- Frequency of theme (size of bubble)
- Comment sentiment (colour of wheel)
- Frequency of theme (size of bubble)

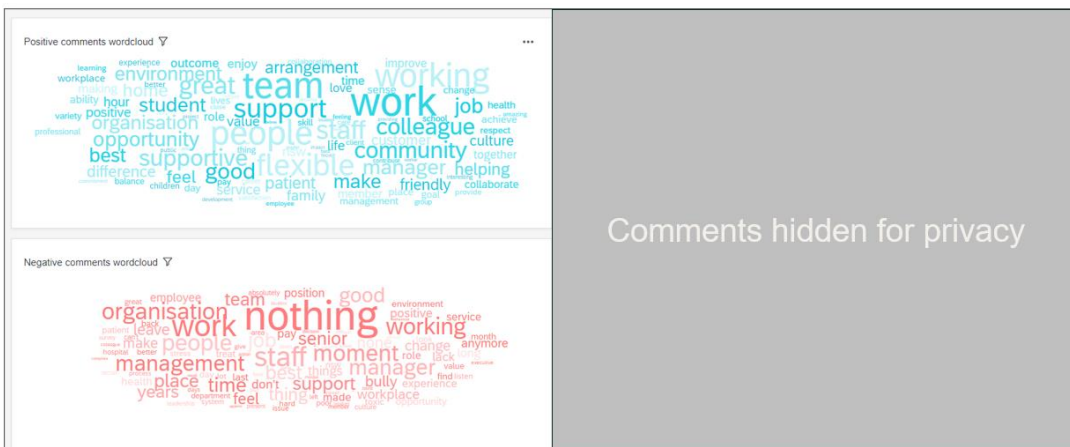
Bubbles and bar charts are interactive and can filter to comments by themes



Clicking on a theme will filter all results to that theme, and all themes contained within it



The interaction will also filter to the word clouds and verbatim comments contained within



FAQ's and known limitations

FAQ

I'm not familiar with the dashboard – can I get some support?

A session on how to navigate the dashboard and what is included was conducted in 2022 which you can find [here](#)

Where can I best find a summary of my results?

The 'executive summary' page on the dashboard is the best source of information to get a quick overview of your results. This can also be filtered by areas you have access to, so that you can get a snapshot at any relevant level (provided you have permission to those units). This page has been optimised to enable a 'clean' export of the page which can act as an informal report.

Where can I find the comments?

The comments are located in a separate dashboard named 'comments dashboard' which can be found when logging in to the Qualtrics platform. You may not have access to this (this is dependent on executive approval).

Exporting data

Can I export the data myself?

Yes - Qualtrics allows you for export data for any individual widget in JPG, CSV, or PDF. Individual pages can only be exported as JPG or PDF.

What if I want to whole dataset to manipulate on another platform?

Deidentified datafiles with aggregated data will be provided at the cluster level and it will be at their discretion as to who will receive what information.

Can I get individual response data?

No – The Public Service Commission have agreed not to distribute and response data on an individual level.

Reporting provisions

What kind of reporting will be available?

In addition to the dashboard, each agency will receive a separate PDF report based on their results, provided the minimum reporting criteria is met (10 or more responses). Each cluster will also be provided with a deidentified datafile which will be distributed at their discretion.

Can I compare my historical PMES data?

Where available, all historical data will be reported into each question and visible on both the dashboards and in the reports.

Is there external benchmarking data?

There are no external benchmark comparisons across the dashboard or in reporting, and scores are compared to the parent unit, or the NSW PSC sector overall.

What are the minimum reporting thresholds for the dashboard and reports?

Minimum reporting thresholds are 10 responses for displaying data, and 30 responses for displaying comments. However, this is generally stricter on the dashboard as there is an 'enhanced anonymity' function which protects against filtering data to potentially identify individuals. For this reason, you may see variables reported in the report differently in the PDF report, as opposed to the Dashboard.

What are key drivers?

Key drivers are factors which mostly strongly impact or explain an outcome (such as employee engagement and burnout which we have run in 2022). The higher ranked the driver, the more impact it has on the outcomes. Improvement in these areas will help drive improvement in the outcome overall.

Support

Who do I get in touch with if I have a question about the survey, or access to the results?

Please contact the Public Service Commission via email: employeesurvey@psc.nsw.gov.au

Who do I get in touch with if I have a technical issue?

Please contact the survey administrator (Big Village) directly support@big-village.com

Who do I get in touch with if I have an ad-hoc request for data?

Please contact the Public Service Commission via email: employeesurvey@psc.nsw.gov.au who will discuss feasibility and costs with you in consultation with the survey administrators (Big Village).

Known Limitations

Cannot extract the raw dataset from the dashboard in a convenient manner

A deidentified dataset with aggregated data will be provided at the cluster level and it will be at their discretion as to who will receive information to what areas.

Comment exports are limited to 10,000 comments at a time

Big Village can provide collated exports for any area that wishes to export more than 10,000 comments. Please contact Big Village directly: supportau@big-village.com

The advanced filter does not save across pages

A new filter would have to be saved and applied if you are moving pages. The demographics filters will save across pages.

Difficult to export full hierarchy due to no 'expand all' button

Big Village can do this upon request. If you require this, please contact Big Village directly: supportau@big-village.com

Having to export from multiple widgets to obtain the data required

This is not expected to change. You can export the entire page, though this will only be available in JPG or PDF formats.