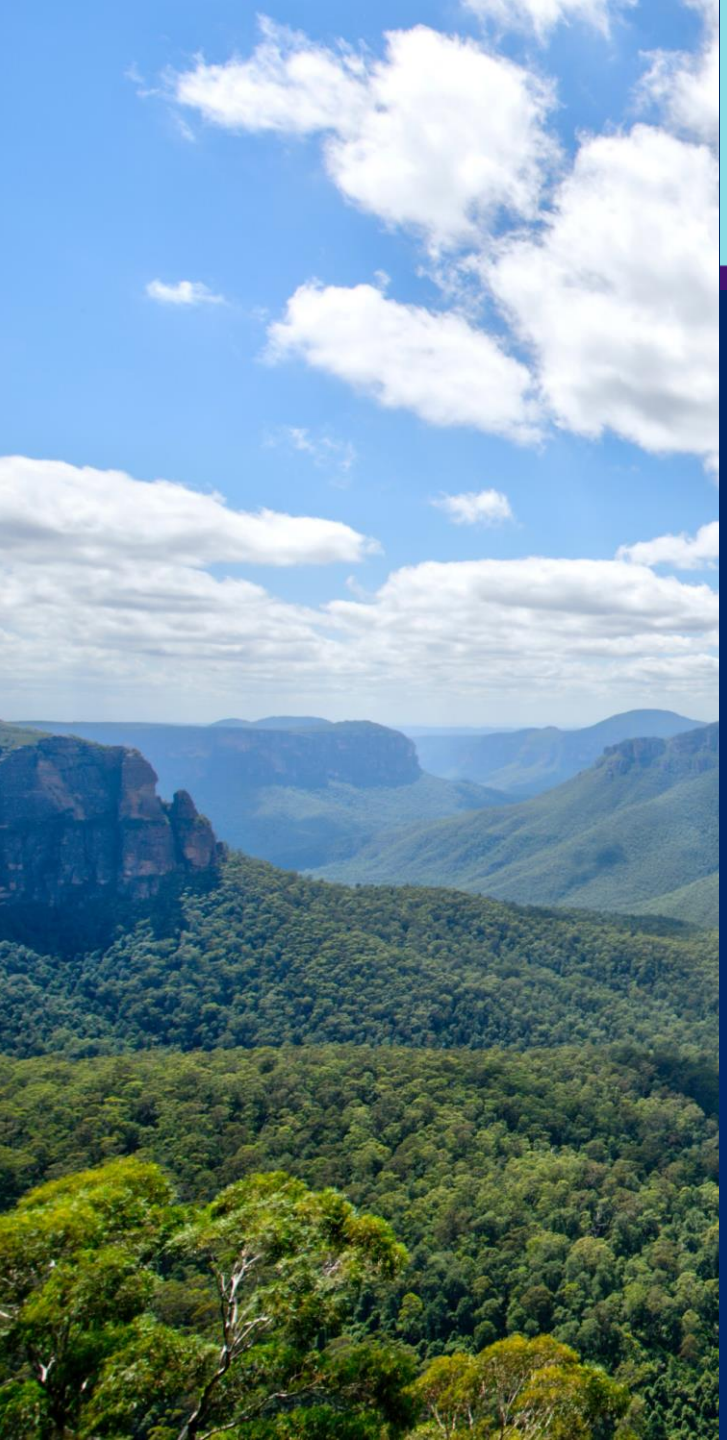


People Matter

NSW Public Sector Employee Survey 2022

NSW GOVERNMENT

Report Interpretation & Dashboard Tutorial

20 October 2022

10:00am - 12:00pm

NSW Public Service Commission & Big Village

Introduction

- Acknowledgement of Country
- Introduction to Big Village/PSC staff

Agenda

1. Housekeeping
2. Report interpretation
3. Dashboard tutorial
4. Next steps

1

Housekeeping

Housekeeping and Q & A

- Please mute your microphone
- The session will be recorded and the link will be shared with you within the next week
- There will also be a dashboard guide document which will be distributed
- Please type your questions into the chat
- We will cover some questions at the end of the section if they aren't already covered, and there will be time for any additional questions with via Q&A at the end of the session

2

Report interpretation

PMES 2022 model

Purpose and direction	Work environment	Enabling practices	Leadership
Role clarity and support	Teamwork and collaboration	Recruitment	Senior managers
Job purpose and enrichment	Inclusion and diversity	Learning and development	Decision making and accountability
Risk and innovation	Flexible working	Pay	Communication and change management
Ethics and values	Grievance handling	Recognition	Employee voice
	Health and safety	Feedback and performance management	Action on survey results
	Burnout		

Outcomes

- Employee engagement
- Job satisfaction
- Wellbeing
- Customer service

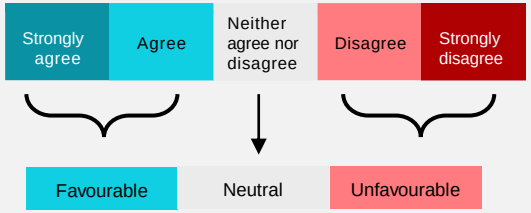
Non attitudinal questions:

- Intention to stay
- Mobility
- Performance management processes
- Negative workplace behaviours
- Custom questions

PMES methodology

% Favourable score

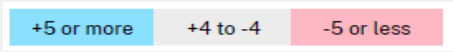
- Most responses are grouped into % favourable % neutral, and % unfavourable.



Difference score

PDF

- Difference scores are shown where there is a valid comparison (e.g. to 2020 results, to cluster results).



Dashboard

- Heat maps cells are colour coded according to the difference scores between unit's scores and the parent unit's scores from the range of dark red to dark blue.

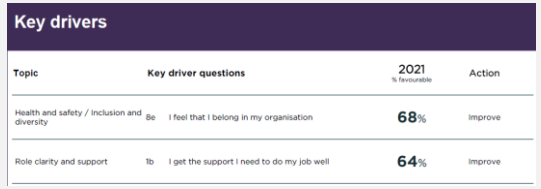
Rounding

- Results are presented as whole numbers (or, sometimes, to one decimal place) for ease of reading.

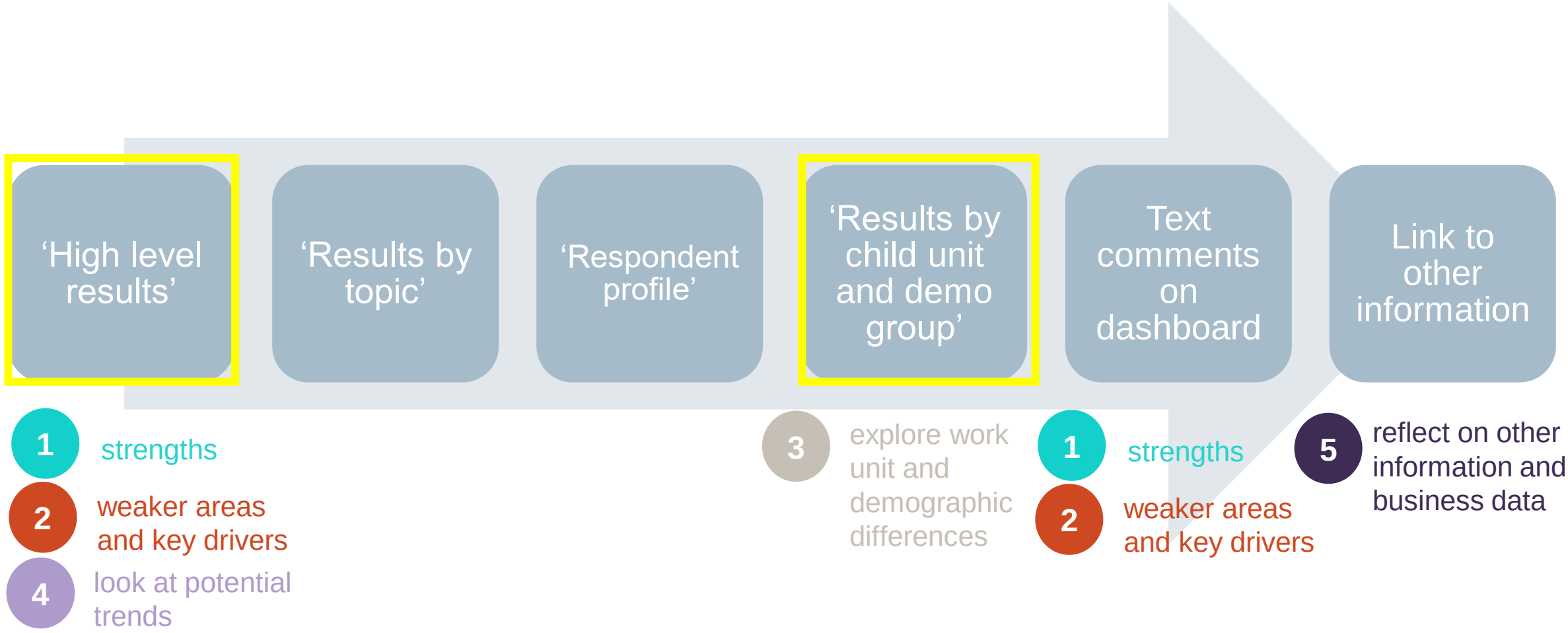
	2022 score	2021 score	Difference score
Actual scores	66.4%	64.8%	-1.6%
Rounded scores	66%	65%	-2%

Key driver analysis

- The key drivers of employee engagement are the survey questions most strongly correlated with engagement in a team or organisation.



Reviewing results
Report and dashboard



Burnout

People Matter

Burnout (disagree)

Work environment

Burnout is typically characterised by ongoing feelings of:

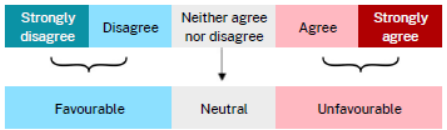
- energy depletion / exhaustion
- negativity or cynicism about one's job
- reduced professional effectiveness.

		Favourable	Neutral	Unfavourable	2022 % favourable	difference from 2021
1n	I feel burned out by my work (disagree)	34	28	38	34%	-

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.

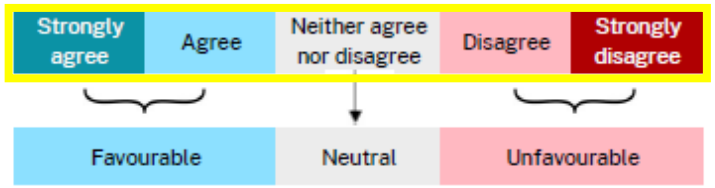


Difference from (percentage point)

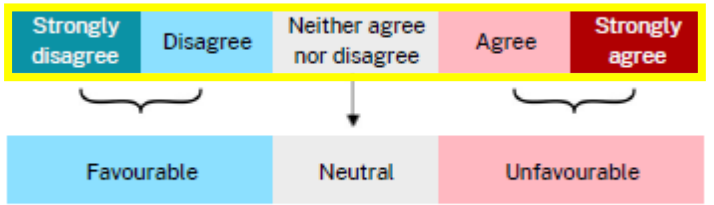
+5 or more	+4 to -4	-5 or less

r = below privacy cut-off

Regular scale display



Burnout scale display



3

Dashboard tutorial

Getting started

Types of dashboards in 2022

- Results Dashboard
- Comments Dashboard

Dashboard terminology

- Widgets
- Exporting
- Filters
  - Hierarchy
  - Demographic
  - Advanced

Notable changes from 2021

Comments dashboard

- New question added to comments dashboard (there are now two pages that display comments)
- Comments code frame refined to provide more accurate topics and reduced the proportion of non-themed comments
- Added filters of comments by engagement score and burnout
- The process for exporting from widgets has slightly changed from 2021

Results dashboard

- Page added for key drivers of burnout
- As per all 2022 reporting, some topics have been reaggregated from 2021 in favour of a ‘like for like’ comparison with 2022. Hence, you may see topic scores in the 2022 dashboard that do not match the 2021 dashboard

Demonstration

2022 PMES Dashboard | Qualtrics

Questions?

4

Next steps

Next steps

- The video recording will be shared later in the week
- There is also a dashboard user guide document which will also be shared in conjunction with this recording
- Any questions please contact employeesurvey@psc.nsw.gov.au
- For technical enquiries about the Qualtrics platform contact the Big Village help desk: supportau@big-village.com

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