

Our KPIs

How we are performing overall as a sector.

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World class public service

Wellbeing

Customer satisfaction and business satisfaction

This year's *State of the NSW Public Sector Report* details key performance indicators (KPIs) that show how the sector is performing overall. A workforce that is engaged, that reflects the diversity of the community and has strong levels of wellbeing is best placed to provide world class outcomes for the people of NSW.

These KPIs relate to our goal of a world class public service (which encompasses productivity, employee engagement and workplace inclusion and diversity), employee wellbeing, and customer and business satisfaction.

World class public service

The NSW Premier's Priority for attaining a world class public service by 2025 has two pillars:

- to implement best-practice productivity and digital capability in the NSW public sector
- to drive public sector diversity, and diversity of leadership.

Our key measures to track our significant but ongoing progress toward this ambition relate to productivity, employee engagement and workplace inclusion and diversity.

Productivity

Productivity is fundamental to everything we do as a society, but is sometimes difficult to measure in the public sector context. Nevertheless, the sector has committed to reporting on 23 major productivity-related outcomes. A summary of the sector's progress is shown below.

Status	Number of outcomes
Green (on track)	18

Status	Number of outcomes
Amber (minor risks)	2
Red (major risk)	0
Not yet rated	3

Source: PMES (2021)

Employee engagement

Employee engagement is about a person's connection to their organisation. It is a global measure of employee experience. Employee engagement can also be used as a proxy for productivity.



Employee engagement score: 67.2%

67.2% in 2020

Source: PMES (2020, 2021)

Valuing workplace inclusion and diversity

Having diverse leadership is the first step to driving public sector inclusion and diversity. A diverse workforce gives the sector a deeper understanding of the communities we serve and enables us to deliver better outcomes.

2025 target	2021	2020
50% women in senior leadership	42.7% women in senior leadership	41.1% women in senior leadership
114 (at least) Aboriginal and Torres Strait Islander people in senior leadership	130 Aboriginal and Torres Strait Islander people in senior leadership	105 Aboriginal and Torres Strait Islander people in senior leadership
5.6% employees with disability	2.5% employees with disability	2.4% employees with disability

Source: PMES (2020, 2021)

Wellbeing

Wellbeing means feeling good, functioning well and experiencing satisfaction and fulfilment in work and life. Wellbeing and performance are interdependent. People perform better when they feel well. Understanding and investing in wellbeing and performance simultaneously is key for people to be at their best in life and work, and to reach peak outcomes in the workplace.



Wellbeing score: 69.2%

70.1% in 2020

Source: PMES (2020, 2021)

Customer satisfaction and business satisfaction

Customers interact with government services daily and expect continuous improvement from those services. The annual Customer Satisfaction Measurement Survey (CSMS) tracked customer satisfaction up until 2020 and was an important metric to show how the sector is meeting the needs of the people and businesses we serve.



**Customer satisfaction score (2020):
82.0%**

80.6% in 2019



**Business satisfaction score (2020):
80.7%**

77.6% in 2019

Source: CSMS (2019, 2020)

Next section: our structure

The sector's size and distribution across our state.

