

FAQs

Answers to the PMES Frequently asked questions.

Who can take part in the survey?

All NSW public sector employees, including those working in independent agencies and State-owned corporations, are invited to take part in the survey. This includes:

- full-time and part-time employees
- casuals
- graduates
- apprentices
- temporary employees
- contractors
- employees on leave.

Volunteers and external consultants are not included in the survey.

Why should I fill in the survey?

The survey is an opportunity for over 400,000 employees to have a say about their workplace. Your feedback helps to identify strengths and opportunities for improving work practices in your organisation and the wider NSW public sector. By having a say, you are helping make the sector a better place to work for everyone.

When can I fill in the survey?

The 2024 survey will be open from Monday 19 August to Friday 13 September 2024. You can complete the survey any time during this period.

How do I access the survey?

Your organisation will provide you with the survey link.

How long will the survey take?



The survey can take different amounts of time for different people. Usually, it takes only 15 minutes.

I work in a service delivery role and can't take time out of my shift. How do I complete the survey?



Talk with your supervisor about finding a suitable time and place to complete the survey. If you cannot complete the survey during work time, you can send the link to your personal email address and complete it from home on your own device.

I'm going to be on leave during the survey period, can I still do the survey?



Yes. You can complete the survey online at any time between 19 August and 13 September 2024. If you have internet access, ask a colleague or supervisor to send the survey link to your home email address.

I am seconded to another public sector organisation. Do I fill in the survey in my current organisation or my 'home' organisation?



You should complete the survey for the organisation that sent you the invitation. In most cases this will be the place of your secondment.

Is the survey compulsory?



No, the survey is not compulsory. However, public sector leaders are keen to hear from all employees about how they feel about working in the sector.

What will I be asked about in the survey?



The survey will ask you about your experiences and work practices relating to:

- your role
- your workgroup (or team)
- your manager and senior managers

- your organisation and different workplace experiences.

You will also be asked some questions about you (e.g. age, gender) and your job (e.g. role, salary). These questions help your organisation understand how workplace experiences might differ for different groups of employees.

Who runs the survey?

The survey is co-ordinated by the NSW Public Service Commission and independent research company, Ipsos.

Is the survey anonymous and confidential?

Yes, the survey is anonymous and confidential. Everyone in your organisation will receive the same survey link. The survey does not collect any identifying information, such as name, date of birth, email address, or employee ID.

How will the results be reported and used?

Your organisation will receive reports that summarise the answers of its employees. The purpose of these reports is to help your organisation make workplace improvements. To protect your privacy, these reports will only show the results for a group when 10 or more people in the group have responded. An even stricter lower limit of 30 applies to the open text comments.

Sector leaders, managers and employees can use the aggregated results to help improve their workplace. For example, results could inform decisions that create better employee and customer experiences.

The NSW Public Service Commission uses the anonymous, individual level data for internal research purposes, such as exploring the relationship between tenure and employee engagement. The Commission also reports on the overall performance of the public sector in the annual *State of the NSW Public Sector Report*. [View the the latest report.](#)

Who will see the results?

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Reports for agencies, clusters (i.e. groups of related agencies) and the sector will also be available on the Public Service Commission's website. Any reports below agency level will not be publicly available. Privacy protections may mean that some small agencies will not receive reports at all.

[View the publicly available reports for the People Matter Employee Survey 2022.](#)

Do I need to do anything before I start the survey?



The survey will ask about your annual salary, so please check your payslip before you start.

Are there right and wrong answers to the survey questions?



There are no 'right' or 'wrong' answers. Please be thoughtful and honest when you answer the questions.

What if none of the answers match what I want to say?



We encourage you to pick the answer that is closest to what you want to say. Some questions might not apply to your situation. You can select the 'neither agree nor disagree' or 'Don't know' option for these questions.

Why does the first question ask where I work?



The survey requires this question so it can assign responses to your work area. If you work in a small workgroup (or team), the survey combines the results for your team with the results of a larger team. If you can't find your work location, ask your manager or your Human Resources (HR) department for help.

Do I need to enter a password to access the survey?



No, a password is not needed.

Can I save my answers and return to the survey later to finish it?



Yes, but it is best to fill in the survey in one go. If you cannot complete the survey in one go, it's recommended that you save your progress and exit the survey.

[You can save and return later any time before the closing date but need to return using the same desktop or mobile device and internet browser.](#)

You can either copy and save your unique survey link or submit your email address to receive your link via email.

If you chose to submit your email address, we'll:

- never share your email with anyone
- not use your email in any reporting
- destroy your email after the survey period is over.

Who do I contact about technical problems? ▼

Contact Ipsos if you experience technical difficulties accessing or completing the survey. Your manager or Human Resources (HR) department may also be able to help.

Who do I contact if I have further questions about the survey? ▼

Contact the NSW Public Service Commission's survey team if you have further questions about the survey.