

# PMES 2016

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## Overview

The online NSW People Matter Employee Survey was open to all employees across the NSW Government sector during May 2016.

The survey provides an important opportunity for almost 400,000 employees to have a say about their workplace and to help make the public sector a better place to work.

The survey asks employees about experiences with their own work and working with their team, managers and the organisation. Participants are asked to be thoughtful, honest and candid when they complete the survey.

The public sector includes a wide range of services relating to health, education, transport, justice, family support, finance, planning and environment and many other areas. Employees provide services direct to the public or work behind the scenes in research, policy, programs, clerical, corporate or other types of jobs.

The survey is co-ordinated by the Public Service Commission working in collaboration with public sector departments and agencies.

## 2016 main findings

### People Matter 2016: Main Findings Report

Should you require an accessible version of the report please [contact us](#).

[Download the report](#) →

The results in the 2016 main findings report form a sound evidence base that displays areas of strength across the NSW public sector as well as gaps that need to be addressed.

This is the third People Matter survey. It had a total of 127,191 respondents, the highest level of response to date. This year, 36% of all public sector employees responded compared to 19% in 2014 and 16% in 2012. The majority of respondents work in areas involved in direct contact with the public, such as health, education, transport and justice services.

The findings show the many strengths of the NSW public sector workforce:

- Employee engagement across the sector remains steady at 65% (p8)
- 95% of respondents look for ways to perform their job more effectively (p9)
- 85% agree that their workgroup strives to achieve customer/client satisfaction (p31)
- 85% agree that diversity in the workplace can contribute to better business outcomes (p37)
- 83% believe that their organisation strives to earn and sustain a high level of public trust (p37)
- 76% feel that their organisation focuses on improving its work (p25)
- 76% agree that people in their workgroup have the appropriate skills to do the job well (p24)
- 75% of respondents agree that their team works collaboratively to achieve its objectives (p23)
- 69% feel that their manager communicates effectively with them (p19)
- 67% believe that people in their workgroup are honest, open and transparent (p30).

The findings also highlight employee concerns that need to be addressed:

- There has been a downward trend in bullying and other types of unacceptable behaviour over the 2012, 2014 and 2016 surveys (p34) but further work is required in this area. Action is underway at sector wide and agency levels.
- Views about recruitment practices are generally low. Younger employees and those with a shorter length of service are more positive than average (p42).
- Change management is a continuing issue for many employees. The majority of comments about this concern job security and organisation or service restructuring (p17).

- Overall, employees are more positive about their job, workgroup and direct manager and less positive about senior managers and the organisation.
- There is a clear distinction between perceptions of senior managers and direct managers with the latter generally attracting higher scores. Whilst it is not uncommon for leadership to be an area of lower perceptions due to the reduced visibility of leaders in large and complex organisations in particular, nevertheless it is important to ensure negative trends are addressed.
- Respondents generally have low levels of confidence that action will be taken on survey results by their organisation, a finding that leaders will be working to reverse.

Trend comparisons with previous surveys in 2014 and 2012 are not examined in great detail in this report as changes have been made to the main answering scale, in line with international practice and changes in other jurisdictions. This means that a new baseline has been created for 2016 against which future years will be measured.

Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

## Response rates and results

Name	Response rate (per cent)	Number of responses
NSW public sector	35.84	127,191
Education	35.03	27,488
Family and Community Services	45.68	7,331
Finance	78.59	6,755
Health	27.38	38,927
Industry	39.66	6,882
Justice	34.79	14,988
Planning and Environment	77.85	4,014
Premier and Cabinet	80.18	1,367
Transport	47.86	13,680
Treasury	96.03	774

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Separate agencies	64.80	2,419
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State owned corporations	25.25	2,135
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## Cluster and agency reports

### Education ▼

- [Cluster report - Education](#)
- [Education Offices](#)
- [Public Schools - Teachers](#)
- [Public Schools - School Administrative & Support Staff](#)
- [Public Schools - Primary Schools](#)
- [Public Schools - Secondary Schools](#)
- [Public Schools - All Schools](#)
- [Public Schools - All other schools e.g central school, SSP](#)

### Family and Community Services ▼

- [Cluster report - Family and Community Services](#)
- [Department of Family and Community Services](#)
- [Multicultural NSW](#)

### Finance ▼

- [Cluster report - Finance](#)
- [Department of Finance, Services & Innovation](#)
- [Insurance and Care NSW \(icare\)](#)
- [Service NSW](#)

### Health ▼

- Cluster report - Health
- Ministry of Health
- Agency for Clinical Innovation
- Bureau of Health Information
- Cancer Institute NSW
- Central Coast Local Health District
- Clinical Excellence Commission
- eHealth NSW
- Far West Local Health District
- Health Education and Training Institute
- Health Infrastructure NSW
- Health Professional Councils Authority
- HealthShare NSW
- Health System Support Group
- Hunter New England Local Health District
- Illawarra Shoalhaven Local Health District
- Justice Health and Forensic Mental Health Network
- Mental Health Commission
- Mid North Coast Local Health District
- Murrumbidgee Local Health District
- Nepean Blue Mountains Local Health District
- Northern NSW Local Health District
- Northern Sydney Local Health District
- NSW Ambulance
- NSW Health Pathology
- South Eastern Sydney Local Health District
- South Western Sydney Local Health District
- Southern NSW Local Health District
- Sydney Local Health District
- Sydney Children's Hospital Network
- Western NSW Local Health District
- Western Sydney Local Health District

## Industry



- [Cluster report - Industry](#)
- [Department of Industry, Skills & Regional Development](#)
- [Local Land Services](#)
- [TAFE Commission](#)

## Justice



- [Cluster report - Justice](#)
- [Department of Justice](#)
- [Crown Solicitor's Office](#)
- [Fire and Rescue NSW](#)
- [NSW Rural Fire Service](#)
- [NSW State Emergency Service](#)
- [NSW Police Force](#)
- [Art Gallery of NSW](#)
- [Australian Museum](#)
- [Museum of Applied Arts and Sciences](#)
- [State Library of NSW](#)
- [Sydney Opera House](#)

## Planning and Environment



- [Cluster report - Planning and Environment](#)
- [Department of Planning & Environment](#)
- [Office of Environment and Heritage](#)
  - [Botanic Gardens & Centennial Parklands](#)
  - [Jenolan Caves](#)
  - [Sydney Living Museums](#)
  - [Taronga Conservation Society Australia](#)
  - [Western Sydney Parklands & Parramatta Park Trust](#)

- Office of Local Government
  - Lord Howe Island Board

## Premier and Cabinet ▼

- Cluster report - Premier and Cabinet
- Department of Premier & Cabinet
- Barangaroo Delivery Authority
- Destination NSW
- Infrastructure NSW
- Natural Resources Commission
- Office of Sport
- Parliamentary Counsel's Office
- Sydney Cricket & Sports Ground Trust

## Transport ▼

- Cluser report - Transport
- Transport for NSW
- Roads and Maritime Services
- State Transit Authority
- Sydney Trains
- TrainLink (NSW Trains)
- Office of Transport Safety Investigations

## Treasury ▼

- Cluster report - Treasury
- The Treasury
- SAS Trustee Corporation (State Super)
- Treasury Corporation (TCorp)

## Separate agencies



- [Board of Studies, Teaching and Educational Standards](#)
- [Environment Protection Authority](#)
- [Health Care Complaints Commission](#)
- [Independent Pricing and Regulatory Tribunal](#)
- [Independent Transport Safety Regulator](#)
- [Information and Privacy Commission](#)
- [Legal Aid Commission](#)
- [NSW Crime Commission](#)
- [NSW Electoral Commission](#)
- [Office of the Children's Guardian](#)
- [Office of the Director of Public Prosecutions](#)
- [Ombudsman's Office](#)
- [Police Integrity Commission](#)
- [Public Service Commission](#)

## State owned corporations



- [Endeavour Energy](#)
- [Essential Energy](#)
- [Sydney Water Corporation](#)
- [Water NSW](#)

## How the results will be used

Public sector organisations will receive reports that summarise the response from their employees. The results are used by organisations to identify areas of good practice and to make improvements where needed using the evidence from the survey.

The Public Service Commission uses the results to report on the overall performance of the public sector and to inform different types of sector wide workforce management initiatives.



Most importantly, the results of the survey can be used throughout the sector by employees, managers and work groups. The Public Service Commission encourages all employees and managers to engage with the results of the survey and think about how change can be affected at an individual, organisational and systems level to improve workplace practices.