

PMES 2017

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Overview

The NSW People Matter Employee Survey was open to all employees across the NSW Government sector during June 2017.

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.

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

2017 main findings

People Matter 2017: Main Findings Report

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

[Download the report](#) →

The People Matter 2017: Main Findings report for the NSW public sector contains detailed results at sector and cluster levels.

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

- Employee engagement across the sector remains steady at 65% (p5)
- Engagement with work remains strong at 72% (p11)
- More employees feel that action will be taken on the feedback they provide (p51)
- Job satisfaction has increased across all clusters (p14)
- Service to customers was the highest ranked public service value (p31)
- 85% agree that their workgroup strives to achieve customer/client satisfaction (p32)
- 78% agree that their workgroup works collaboratively to achieve its objectives (p21)
- 75% have had informal feedback from their manager (p24)
- 74% agree that people in their workgroup treat each other with respect (p32)
- 74% agree that personal background is not a barrier to success (p38)
- 70% feel that their manager communicates effectively with them (p20)
- 69% feel that their organisation focuses on improving its work (p21).

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 (p35) but further work is required in this area. Sector wide and agency level campaigns are ongoing and gaining traction.
- Views about recruitment practices are generally low, and the level of agreement varies across clusters (p28).
- Performance management is improving but not yet fully embedded. The majority of comments suggest there are gaps relating to implementation to be addressed (p25).
- Overall, employees are more positive about their immediate work environment (job, workgroup and direct manager) and less positive about the more distant environment (senior managers and the organisation).
- Leadership and the perception of senior managers remain a challenge across the sector, a finding that leaders will be working to reverse.

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

Response rate and results

Name	Response rate (per cent)	Number of responses
NSW public sector	42	140,063

Name	Response rate (per cent)	Number of responses
Education	39	30,920
Family and Community Services	42	6,354
Finance, Services and Innovation	93	6,747
Health	36	48,839
Industry	81	4,583
Justice	42	17,068
Planning and Environment	81	6,273
Premier and Cabinet	87	756
Transport	46	12,427
Treasury	84	1,353
Independent Agencies	56	4,742

Cluster and agency reports

Education ▼

- [Cluster report - Education](#)
- [Education Offices](#)
- [Public Schools - Teachers](#)
- [Public Schools - All Non-Teaching Staff in Schools](#)
- [Public Schools - Primary Schools](#)
- [Public Schools - Secondary Schools](#)
- [Public Schools - All Schools](#)
- [Public Schools - All other schools](#)

Family and Community Services ▼

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

Finance, Services and Innovation ▼

- [Cluster report - Finance, Services and Innovation](#)
- [Department of Finance, Services and Innovation](#)
- [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 & Training Institute](#)
- [Health Infrastructure](#)
- [Health Professional Councils Authority](#)
- [HealthShare NSW](#)
- [Health System Support Group](#)
- [Hunter New England Local Health District](#)
- [Illawarra Shoalhaven Local Health District](#)
- [Justice Health & 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 Children's Hospital Network](#)
- [Sydney Local Health District](#)
- [Western NSW Local Health District](#)
- [Western Sydney Local Health District](#)

Industry



- [Cluster report - Industry](#)
- [Department of Industry](#)
- [Local Land Services](#)
- [Destination NSW](#)
- [NSW Institute of Sport](#)
- [NSW Office of Sport](#)
- [Sydney Cricket and Sports Ground Trust](#)

Justice



- [Cluster report - Justice](#)
- [Department of Justice](#)
- [Crown Solicitor's Office](#)
- [Fire and Rescue NSW](#)
- [NSW Police Force](#)
- [NSW Rural Fire Service](#)
- [NSW State Emergency Service](#)

Planning and Environment



- [Cluster report - Planning and Environment](#)
- [Department of Planning and Environment](#)
- [Office of Environment & 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](#)
- [Art Gallery NSW](#)
- [Australian Museum](#)
- [Museum of Applied Arts and Sciences](#)
- [State Library of NSW](#)
- [Sydney Opera House](#)

Premier and Cabinet



- [Cluster report - Premier & Cabinet](#)
- [Department of Premier and Cabinet](#)
- [Barangaroo Delivery Authority](#)
- [Infrastructure NSW](#)
- [Natural Resources Commission](#)
- [Parliamentary Counsel's Office](#)

Transport



- [Cluster report - Transport](#)
- [Transport for NSW](#)
- [NSW TrainLink](#)
- [Roads and Maritime Services](#)
- [State Transit Authority](#)
- [Sydney Trains](#)

Treasury



- [Cluster report - Treasury](#)
- [NSW Treasury](#)
- [NSW Treasury Corporation \(TCorp\)](#)
- [SAS Trustee Corporation \(State Super\)](#)

Independent agencies



- [Environment Protection Authority](#)
- [Health Care Complaints Commission](#)
- [Independent Pricing and Regulatory Tribunal](#)
- [Information and Privacy Commission](#)
- [Insurance & Care NSW \(icare\)](#)
- [Law Enforcement Conduct Commission](#)
- [Legal Aid Commission of NSW](#)
- [NSW Crime Commission](#)
- [NSW Education Standards Authority](#)
- [NSW Electoral Commission](#)
- [Office of the Children's Guardian](#)
- [Office of the Director of Public Prosecutions](#)
- [Ombudsman's Office](#)
- [Public Service Commission](#)
- [Sydney Water](#)
- [Water NSW](#)

How the results will be used

Public sector organisations 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.