

# PMES 2020

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## Overview

The NSW People Matter Employee Survey 2020 is now closed. It was open to NSW public sector employees from 19 October to 13 November 2020.

## Resources

[Action planning guide](#)[PMES 2020 methodology guide](#)

## Reports and data

Click each of the below clusters to download their reports:

- [NSW public sector](#)
- [NSW Ambulance](#)

- Customer Service
- Education
- Planning, Industry and Environment
- Premier and Cabinet
- Regional NSW
- Stronger Communities
- Transport
- Treasury
- Independent and other agencies

## Response rates

Final response rates:

Name	Response Rate
NSW public sector	47.3%
<b>Clusters</b>	
Customer Service	91.1%
Education	27.9%
Planning, Industry and Environment	79.9%
Premier and Cabinet	80.9%
Regional NSW	80.5%
Stronger Communities	45.3%
Transport	64.1%
Treasury	82.0%
Independent and other agencies	84.6%

## About the People Matter Employee Survey

The annual survey asks sector employees about their experiences with their work, workgroup, managers, and organisation.

By having a say, sector employees are helping improve their workplace experience and helping make the NSW public sector a better place to work for everyone.

The Public Service Commission coordinates the survey in collaboration with all public sector departments and agencies.

## 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 State of the NSW Public Sector Report 2019.](#)

## Frequently asked questions (FAQs)

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See the PMES frequently asked questions page.

