

PMES 2022

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The NSW People Matter Employee Survey asks employees about their experience and perceptions of a range of workplace issues and practices, including management and leadership, service delivery, employee engagement, diversity and inclusion, public sector values, and unacceptable conduct.

The survey is conducted by the NSW Public Service Commission with assistance from NSW public sector agencies and Big Village, an external service provider. Big Village is a member of the Association of Market and Social Research Organisations (AMSRO) and adheres to the Privacy (Market and Social Research) Code 2014 (the Code).

The privacy of survey respondents is an important aspect in the design and management of the survey. The survey data is aggregated for reporting and response thresholds are applied to ensure that all survey responses remain anonymous and confidential.

The summary results of the survey help agencies identify elements of good practice and areas in need of further improvement. The survey results also provide evidence to help target strategies to build NSW Public Sector capability.

2022 survey

The 2022 People Matter Employee survey was open to NSW public sector employees from 22 August to 16 September 2022.

The public sector response rate for the survey was 49%.

Over the past few years, we acknowledge the NSW public sector had a major role in the management of the COVID-19 pandemic, and multiple major flooding and bushfire events across NSW. The impacts of these circumstances are reflected in the PMES results.

Employee engagement across the sector has fallen in 2022 after increased levels in the previous two years. Despite this, the continued and resilient efforts of the sector are evidenced in the results of the 2022 NSW State of the Customer Report showing 75% of customers were satisfied with their experience of government services.

2022 reports

[NSW public sector](#)

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[Customer Service](#)

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[Education](#)

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[Enterprise, Investment and Trade](#)

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[Health](#)

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[Planning and Environment](#)

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[Stronger Communities](#)

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[Transport](#)

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[Independent and other agencies](#)

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Survey data

[Download a copy of the machine readable version of the data included in the reports](#) →

Resources

Action Planning Guide



PMES 2022 Methodology Guide



Frequently asked questions (FAQs)

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See the PMES frequently asked questions page.



Need more information?

For questions relating to the survey please [contact the People Matter Employee Survey team](#).

For all media enquiries please [contact the PSC media team](#).