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# Our KPIs

How we are performing overall as a sector.

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This year's *State of the NSW Public Sector Report* details key performance indicators (KPIs) that show how the sector is performing overall. A workforce that is engaged, reflects the diversity of its community and has strong levels of wellbeing is best placed to provide world class outcomes for the people of NSW.

These KPIs relate to our goals of being a world class public service (which encompasses productivity, employee engagement and workplace inclusion and diversity) with high levels of employee wellbeing and customer satisfaction.

## World class public service

The NSW Premier's Priority for attaining a world class public service by 2025 has two pillars:

- implement best practice productivity and digital capability into the NSW public sector
- drive public sector diversity, and diversity of leadership.

By measuring productivity, employee engagement, and workplace inclusion and diversity we can track our significant but ongoing progress towards this ambition.

## Productivity

Productivity is fundamental to every organisation but can sometimes be difficult to measure in the public sector. Nevertheless, the sector has committed to reporting on 24 major productivity-related outcomes, with one additional outcome included in 2022. A summary of the sector's progress towards these outcomes is shown below.

Status	Number of outcomes
Green (on track)	20
Amber (minor risks)	4
Red (major risks)	0

## Employee engagement

Employee engagement is about a person’s connection to their organisation, and is a global measure of employee experience. Employee engagement can also be used as a proxy for productivity.



**Employee engagement score: 64.2**

67.2 in 2021

Source: People Matter Employee Survey (2021, 2022)

## Valuing workplace inclusion and diversity, 2022 vs 2021

Having a diverse leadership cohort is the first step to driving public sector inclusion and diversity. A diverse workforce gives the sector a deeper understanding of the communities we serve and enables us to deliver better outcomes.

2025 target	2022	2021
50% women in senior leadership	44%	42.7%
114 (at least) Aboriginal and Torres Strait Islander people in senior leadership	154	130
5.6% employees with disability	2.5%	2.5%

Source: Workforce Profile (2021, 2022)

## Wellbeing

Wellbeing means feeling good, functioning well and experiencing satisfaction and fulfilment in work and life. Wellbeing and performance are interdependent. When people feel well, they perform better. Understanding and investing in wellbeing and performance simultaneously ensures people can be at their best in life and work, and aligns individual goals with business outcomes.



**Wellbeing score: 58.4%**

62.4% in 2021

Source: People Matter Employee Survey (2021, 2022)

Note: The 2021 score has been recalculated to exclude a question that was not used in the 2022 People Matter survey.

## Customer perceptions of NSW Government services

Customers interact with government services daily and expect continuous improvement from those services. The annual *State of the Customer* report shows what the NSW Government is doing to achieve its goal of delivering easy, effective and trustworthy services. The scores below indicate the ease, satisfaction and trust that customers have in NSW Government services.



**77%**

of customers find it **easy** to interact with NSW Government services



**75%**

of customers are **satisfied** with their experience with NSW Government services

**73%**of customers **trust** NSW Government services are working in their best interests

Source: *State of the Customer report (2022)*

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**Next section: our structure**

The sector's size and distribution across our state.

