



NT PEOPLE MATTER SURVEY 2021

Northern Territory Public Sector

RESPONSE RATE:

46%

RESPONSES:

9581 of 20973



YOUR
EMPLOYEE
ENGAGEMENT
SCORE:

65%



VARIANCE from 2018 SURVEY:

0

VARIANCE from BENCHMARK:

-

Employee engagement is about more than just satisfaction. It's a mutually beneficial relationship between the employee and organisation. Engagement is a good indicator of how connected they are to the organisation and in helping it to achieve its goals.

YOUR
EMPLOYEE
SATISFACTION
SCORE:

70%



VARIANCE from 2018 SURVEY:

+3

VARIANCE from BENCHMARK:

-



WHAT NOW?

1. EXPLORE TAKE TIME TO UNDERSTAND THE RESULTS IN THIS REPORT.
2. DISCUSS IDENTIFY WITH YOUR TEAM THE THINGS TO CELEBRATE (STRENGTHS) OR IMPROVE (ACTION AREAS).
3. DEVELOP DEVELOP A PLAN OF ACTION USING TEMPLATE AT THE BACK OF THIS REPORT.



EEO GROUP ENGAGEMENT SCORES:

ENGAGEMENT SCORES	
ATSI - Yes	67%
DISABILITY - Yes	64%
AGE - 55+ YRS	66%



HIGHEST SCORING QUESTIONS:

% POSITIVE	
Q2g. I believe the work that I do is important	93%
Q2c. I seek out opportunities to improve my day-to-day performance	92%
Q12g. My behaviour at work is informed by/guided by the Code of Conduct	91%

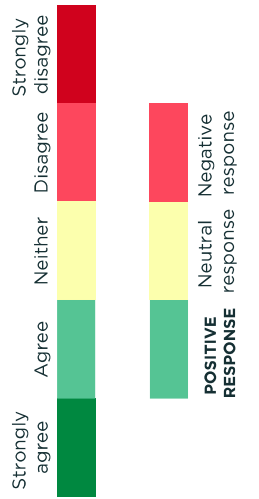
GUIDE TO THIS REPORT

YOUR BENCHMARK DATA

ENGINE FACILITATES A BENCHMARKING PROGRAMME WHICH ALLOWS ORGANISATIONS TO BENCHMARK THEIR RESULTS AGAINST THE RESULTS OF OTHER ORGANISATIONS IN THEIR SECTOR. IN THIS REPORT, THE EXTERNAL BENCHMARK DATA IS THE AVERAGE % POSITIVE SCORE ACHIEVED FROM RECENT SURVEYS OF ALL OTHER GLOBAL PUBLIC SECTOR ORGANISATIONS.

% POSITIVE

WHERE RESULTS ARE SHOWN AS POSITIVE PERCENTAGES (% POSITIVE), THESE ARE CALCULATED BY ADDING TOGETHER POSITIVE RESPONSES ("STRONGLY AGREE" + "AGREE") AND DIVIDING BY THE NUMBER OF RESPONDENTS WHO ANSWERED THE QUESTION.



$$\frac{\text{number of respondents who answered the question}}{\text{}} = \% \text{ POSITIVE}$$

ROUNDING

RESULTS ARE PRESENTED AS WHOLE NUMBERS FOR EASE OF READING, WITH ROUNDING PERFORMED AT THE LAST STAGE OF CALCULATION FOR MAXIMUM ACCURACY. VALUES FROM X.00 TO X.49 ARE ROUNDED DOWN AND VALUES FROM X.50 TO X.99 ARE ROUNDED UP. THEREFORE IN SOME INSTANCES, RESULTS MAY NOT TOTAL 100%.

	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	TOTAL
NUMBER OF RESPONSES	151	166	176	96	24	613
PERCENTAGE	24.63%	27.08%	28.71%	15.66%	3.92%	100%
ROUNDED PERCENTAGE	25%	27%	29%	16%	4%	101%
NUMBER OF POSITIVE	151 + 166 = 317					
% POSITIVE	317 ÷ 613 = 52%					

ANONYMITY

IT IS ENGINE'S PRACTICE NOT TO DISPLAY THE RESULTS OF GROUPS TO THE EXTENT WHERE THE ANONYMITY OF INDIVIDUALS MAY BE COMPROMISED. RESULTS FOR TEAMS WITH LESS THAN 10 WILL NOT RECEIVE AN INDIVIDUAL REPORT. HOWEVER, THEIR DATA WILL STILL CONTRIBUTE TO THE SCORES FOR THEIR GROUP AND THE ORGANISATION OVERALL.

DEFINITIONS

RESTRICTED - INDICATES A GROUP WITH LESS THAN 10 RESPONDENTS
'-' - INDICATES DATA NOT AVAILABLE

TIPS & SUGGESTIONS

01.

Take the time to digest the scores and identify the areas where you are performing well.

These will tend to be high scores which are notably above any comparative scores. These should be celebrated. Share the good news with employees.



UNDERSTANDING YOUR REPORT AND GETTING TO ACTION!

- THE SCORES ON THE FRONT PAGE GIVE YOU SOME SUMMARY INFORMATION. FIRST TAKE THE TIME TO FULLY UNDERSTAND THIS REPORT BEFORE SHARING WITH OTHERS.
- WHAT IS YOUR RESPONSE RATE? IF HIGH, THE RESULTS WILL BE REPRESENTATIVE OF THE VIEWS OF YOUR COLLEAGUES. IF LOW (<20%) TAKE CARE WHEN INTERPRETING THE RESULTS. ENCOURAGE ALL COLLEAGUES TO HELP WITH ACTION PLANNING AND HOPEFULLY THIS WILL ENCOURAGE THEM TO COMPLETE THE SURVEY NEXT TIME.
- HOW DO YOUR SCORES COMPARE TO YOUR PARENT UNIT OR THE ORGANISATION OVERALL?
- ARE THERE ANY SCORES THAT ARE UNEXPECTED?**

02.

Identify areas that need improvement.

These will be the lower scores, and/or those which are scoring notably below your comparators. Discuss these areas with your colleagues in focus groups or one2ones, gather their thoughts and solutions before deciding actions to take.

03.

High neutral responses (lots of employees ticking 'neither agree nor disagree')

Ask your colleagues about their views to find out what is causing this uncertainty. More communication and involvement may help to shift them to a positive frame of mind.

04.

It may be helpful to discuss with your manager or other colleagues (your peers, HR, subject experts) to share ideas before developing plans for action.

There are lots of websites of ideas and case studies to give you further inspiration and top tips.

05.

Some actions may be 'quick wins' and short term. However, in most instances, you will need to think longer term.

What do you want employees to be saying about their working lives in the future?

What should be put in place to achieve this?

06.

Is there room for improvement?

The 'All questions' pages show every question asked in the survey and the proportion of colleagues responding positively (strongly agree + agree), neutrally (neither agree nor disagree) or negatively (disagree + strongly disagree). Look at how your positive score compares to your parent unit, and your last survey's results.

HEADLINE SCORES

HIGHEST POSITIVE SCORING QUESTIONS	% POSITIVE	HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL	HIGHEST NEGATIVE SCORING QUESTIONS	% NEGATIVE
Q2g. I believe the work that I do is important	93%	Q6h. My manger appropriately deals with employees who perform poorly	33%	Q8c. I think it is safe to speak up and challenge the way things are done in this organisation	31%
Q2c. I seek out opportunities to improve my day-to-day performance	92%	Q8f. There is good collaboration between my organisation and other agencies or organisations we work with	30%	Q7f. I feel senior managers engage with employees at all levels of the organisation	31%
Q12g. My behaviour at work is informed by/guided by the Code of Conduct	91%	Q5d. My work performance is assessed against clear criteria	29%	Q16a. I believe my organisation will take action as a result of this survey	29%
Q2e. I contribute to my workplace outside of the requirements of my job description	89%	Q8a. I know what I need to do to make changes happen in my organisation	28%	Q7g. I feel senior managers keep employees informed about what is going on	28%
Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	85%	Q15e. My organisation inspires me to do the best in my job	28%	Q8d. My organisation fairly considers recommendations from staff about how we could better operate	27%

FIND YOUR HIGHEST SCORES

THESE QUESTIONS ARE YOUR HIGHEST SCORING.

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT? **(STRENGTHS)**

- WHAT ARE EMPLOYEES MOST NEUTRAL ABOUT? WHERE A LOT OF EMPLOYEES ARE RESPONDING 'NEITHER AGREE NOR DISAGREE' (% NEUTRAL). THIS MAY INDICATE MIXED VIEWS OR INCONSISTENT EXPERIENCES. **(AREAS OF POTENTIAL)**

- WHAT ARE EMPLOYEES MOST NEGATIVE ABOUT? **(AREAS OF CONCERN)**

EMPLOYEE ENGAGEMENT INDEX

EMPLOYEE ENGAGEMENT		65%			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
		RESPONSE SCALE				0	-
SAY	Q15a. I would recommend my organisation as a great place to work	21	40	23	10	61%	-1 -5↓
	Q15b. I am proud to tell others I work for my organisation	25	42	23		67%	-1 -10↓
STAY	Q15c. I feel a strong personal attachment to my organisation	22	38	26	10	60%	-2 -
STRIVE	Q15d. My organisation motivates me to help it achieve its objectives	19	36	28	11	55%	+2 -
	Q15e. My organisation inspires me to do the best in my job	20	35	28	11	55%	+1 -



HOW ENGAGED IS YOUR TEAM?

THESE RESULTS PROVIDE A MEASURE OF ENGAGEMENT FOR YOUR TEAM. YOUR ENGAGEMENT SCORE ISN'T JUST ABOUT HOW MUCH PEOPLE LIKE WORKING FOR YOU. IT ALSO MEASURES THE EMOTIONAL CONNECTION AND COMMITMENT COLLEAGUES HAVE TO WORKING FOR THE ORGANISATION.

THERE'S A LOT OF EVIDENCE TO SHOW A STRONG LINK BETWEEN ENGAGED COLLEAGUES AND IMPROVED BUSINESS PERFORMANCE.

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR





WHAT TO FOCUS ON?

THESE QUESTIONS HAVE BEEN
IDENTIFIED AS YOUR KEY
DRIVERS OF ENGAGEMENT.

THEY ARE NOT
NECESSARILY THE
QUESTIONS WITH THE
LOWEST SCORES.

SOME WILL BE AREAS TO
IMPROVE UPON AND OTHERS
WILL BE AREAS TO MAINTAIN.
IN ORDER TO IMPROVE
ENGAGEMENT DEVELOPING
ACTIONS AND ACTIVITIES
FOCUSED ON THESE
QUESTIONS WILL HELP
IMPROVE PERFORMANCE.

CONSIDER WHETHER THESE
AREAS CAN BE ALIGNED WITH
CURRENT PRIORITIES AND
OBJECTIVES TO ENSURE
ACTIONS CAN BE SUSTAINED.

KEY DRIVERS OF ENGAGEMENT

	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
1	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR	54%	-	-
2			46%	-	-
3			63%	-	-
4			61%	-	-
5			56%	-	-
6			56%	-2	+6↑

EMPLOYEE SATISFACTION INDEX

EMPLOYEE SATISFACTION		70%	RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK	
Q14a. I receive adequate recognition for doing a good job		17	43	22	12	60%	+2	-4
Q14b. I have the appropriate level of autonomy to do my job effectively		26	53	13		79%	+3	-
Q14c. There are opportunities to be innovative in my job		24	48	17	8	72%	+5	-
Q14d. Overall, I am satisfied with my job		25	48	15	8	73%	+2	+4
Q14e. Overall, I am satisfied with my organisation as an employer		22	44	18	10	66%	+2	-6



HOW SATISFIED IS YOUR TEAM?

THESE RESULTS PROVIDE A MEASURE OF EMPLOYEE SATISFACTION WITHIN YOUR TEAM. THIS SCORE REFLECTS HOW CONTENT EMPLOYEES ARE WITH THEIR JOBS AND THE WIDER ORGANISATION. FEELING CHALLENGED, RECEIVING AN APPROPRIATE LEVEL OF RECOGNITION AND HAVING AN ADEQUATE LEVEL OF RESPONSIBILITY ALL HAVE AN IMPACT ON EMPLOYEE SATISFACTION.

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR



EMPLOYEE EXPERIENCE



EXPLORE THE FULL RESULTS

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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

PURPOSE		71%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
Motivation	Q2g. I believe the work that I do is important		56	37		93%	-	-
	Q15d. My organisation motivates me to help it achieve its objectives		19	36	28	11	55%	+2
Purpose	Q8b. I believe in the purpose and objectives of the organisation		26	55	15		80%	-1
	Q15e. My organisation inspires me to do the best in my job		20	35	28	11	55%	+1

KEY

K	KEY DRIVER OF ENGAGEMENT QUESTION	 AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	 Strongly agree	 Agree	 Neither Disagree	 Strongly disagree
		 AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR				



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EMPLOYEE EXPERIENCE

BELONGING		66%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
Accepted	Q15c. I feel a strong personal attachment to my organisation	22	38	26	10		60%	-2	-
	Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	35	50	9			85%	+3	-5↓
Included	Q5f. My manager has talked to me about what I am doing well in my work	18	40	20	14	8	58%	-	-
	Q5g. My manager has talked to me about what I could do to improve my performance	13	35	28	18	7	48%	-	-
	Q6c. My manager involves me in decisions about my work	27	41	16	10		69%	-	-
	Q6b. My manager keeps me informed about changes which affect me	29	43	14	9		72%	+10↑	-
Respected	Q14a. I receive adequate recognition for doing a good job	17	43	22	12		60%	+2	-4
	Q3d. People in my workgroup treat each other with respect	33	43	13	8		76%	-	-

KEY

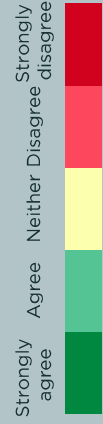
K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS
GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS
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IS THERE ROOM FOR IMPROVEMENT?

EMPLOYEE EXPERIENCE

RECOGNITION	61%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
Q2e. I contribute to my workplace outside of the requirements of my job description		50	39	9	89%	-	-
Q14a. I receive adequate recognition for doing a good job		17	43	22	60%	+2	-4
Q2f. I receive adequate recognition for the contributions I make outside of my job description		14	36	25	50%	-	-
Q6h. My manager appropriately deals with employees who perform poorly		16	28	33	45%	-	-

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



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GREATER THAN COMPARATOR



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IS THERE ROOM FOR IMPROVEMENT?

EMPLOYEE EXPERIENCE

EMPLOYEE HEALTH AND WELLBEING		69%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
K	Q9d. I am satisfied with the policies/practices in place to help me manage my health and wellbeing	21	43	19	10	7	64%	-	-8↓
	Q9a. In my organisation, my manager considers the wellbeing of employees to be important	34	43	11			77%	-	-
	Q9b. In my organisation, senior leaders consider the wellbeing of employees to be important	22	39	19	10	9	61%	-	-
	Q3d. People in my workgroup treat each other with respect	33	43	13	8		76%	-	-

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR



BULLYING/HARASSMENT

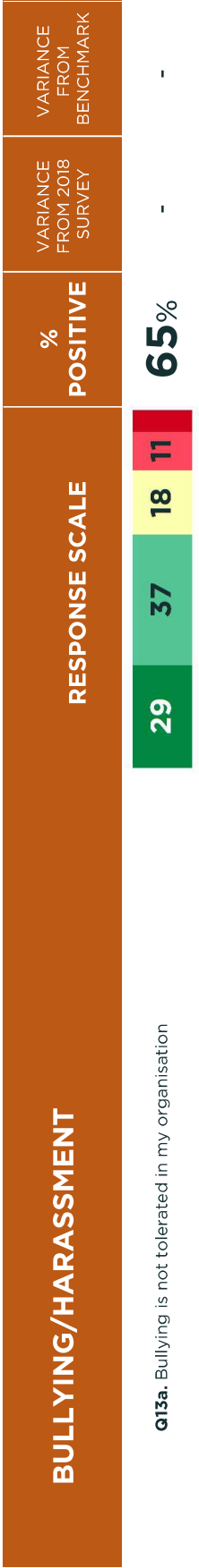


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BULLYING/HARASSMENT

BULLYING/HARASSMENT		RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY
Q13d. Experienced bullying/harassment in the past 12 months			9581		
Experienced bullying			2088	22%	-
Experienced sexual harassment			95	1%	-
Experienced both bullying and sexual harassment			602	6%	-
No			5954	62%	-
Prefer not to say			842	9%	-

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BULLYING/HARASSMENT

BULLYING		RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY
Q131. Have you submitted a formal complaint regarding the bullying incident you personally experience?			2690		
Yes		422	16%	-	
No		2268	84%	-	
Q131. Did the bullying/harassment you experienced cause you to take time off from work?			2690		
Yes		869	32%	-	
No		1821	68%	-	

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

BULLYING/HARASSMENT



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HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY
Q13k. Have you submitted a formal complaint regarding the harassment/abuse you personally experienced?				
		697		
Yes		130	19%	-
No		567	81%	-
Q13n. Did the harassment/abuse you experienced cause you to take time off from work?				
		697		
Yes		238	34%	-
No		459	66%	-

KEY

↑

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

↓

AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

BULLYING/HARASSMENT



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WITNESSED BULLYING/HARASSMENT		RESPONSES	%	VARIANCE FROM 2018 SURVEY
RESPONSE SCALE				
Q13b. In the past 12 months, have you witnessed bullying/sexual harassment at work?		9581		
Yes		2887	30%	-
No		6694	70%	-
Q13c. What action did you take after witnessing this bullying/sexual harassment?		4614		
Spoke about the matter to the person perceived to be the bully		719	16%	-
Spoke about the matter to the person perceived to have been bullied		1217	26%	-
Reported the matter formally or informally		1505	33%	-
Made a note of the occurrence but took no action		580	13%	-
Took no action		309	7%	-
Other		284	6%	-

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CAPABILITY



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PERFORMANCE CONVERSATIONS		RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY
Q5a. I have a current performance agreement in place (e.g. My Plan, Capability Enhancement Plan, Workplace Participation Plan, Plan Do Review)			9581		
Yes			5338	56%	+2
No			3064	32%	-3
Not Sure			1179	12%	+1
Q5b. I have received formal feedback on individual performance			9581		
Yes			4733	49%	+2
No			4848	51%	-2
Q5c. I have received informal feedback on individual performance			9581		
Yes			7190	75%	+2
No			2391	25%	-2

KEY	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR
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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

CAPABILITY

PERFORMANCE CONVERSATIONS		RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
	Q5e. I receive regular and timely feedback from my manager	15	38	23	16	8	53%	+1
	Q5f. My manager has talked to me about what I am doing well in my work	18	40	20	14	8	58%	-
	Q5g. My manager has talked to me about what I could do to improve my performance	13	35	28	18	7	48%	-
	Q5d. My work performance is assessed against clear criteria	13	38	29	15		50%	-

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR





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LEARNING AND DEVELOPMENT		RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY
Q4a. During the past 12 months, have your learning and development needs been identified and agreed with your supervisor?			9581		
Yes			6698	70%	+17↑
No			2883	30%	-5↓
Q4b. In the past 12 months, have you undertaken any learning and development activities?			9581		
Yes			6444	67%	-
No			3137	33%	-
Q4c. Were the learning and development activities linked to a documented learning plan/performance agreement (e.g. My Plan, Capability Enhancement Plan, Workplace Participation Plan, Plan Do Review)?			6444		
Yes			4353	68%	-
No			2091	32%	-
KEY			↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR		
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IS THERE ROOM FOR IMPROVEMENT?

CAPABILITY

LEARNING AND DEVELOPMENT		RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
Q4f. My manager helps to develop my capability (work related skills and knowledge)		23	40	19	11	63%	+6 ↑	-
	Q4d. The learning and development I have undertaken has helped me advance my career	20	40	29	9	60%	+22 ↑	-
	Q4e. The learning and development I have undertaken has helped me to do my job better	29	55	13		84%	+18 ↑	-

KEY

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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

CAPABILITY

SKILLS UTILISATION	82%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
Q2g. I believe the work that I do is important		56 37	93%	-	-
Q2d. I clearly understand what I am expected to do in this job		36 47 9	83%	-3	-1
Q14b. I have the appropriate level of autonomy to do my job effectively		26 53 13	79%	+3	-
Q2b. My job allows me to utilise my skills, knowledge and abilities		34 49 8	83%	+1	-1
Q6g. My manager enables the team to do their best		29 41 18 8	70%	-	-

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS
GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS
LESS THAN COMPARATOR

Strongly agree
Agree
Neither
Disagree
Strongly disagree



EXPLORE THE FULL RESULTS

- THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY AND THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE).

- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

INNOVATION

AUTONOMY	82%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
Q2d. I clearly understand what I am expected to do in this job		36	47	9	83%	-3	-1
Q14b. I have the appropriate level of autonomy to do my job effectively		26	53	13	79%	+3	-
Q2b. My job allows me to utilise my skills, knowledge and abilities		34	49	8	83%	+1	-1

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS
GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS
LESS THAN COMPARATOR

Strongly agree
Agree
Neither
Disagree
Strongly disagree



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

INNOVATION

CONTINUOUS IMPROVEMENT		63%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
K	Q10a. I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	18	46	18	12		64%	+1	-
	Q16a. I believe my organisation will take action as a result of this survey	13	30	28	16	13	43%	-1	+2
	Q8a. I know what I need to do to make changes happen in my organisation	12	42	28	14		54%	+9	-
	Q2c. I seek out opportunities to improve my day-to-day performance	41	51				92%	-	-
K	Q8c. I think it is safe to speak up and challenge the way things are done in this organisation	14	35	21	17	14	49%	-	-22
	Q8d. My organisation fairly considers recommendations from staff about how we could better operate	12	34	27	16	11	46%	-	-
	Q3b. My workgroup always tries to improve its performance	35	45	12			80%	-	-
	Q14c. There are opportunities to be innovative in my job	24	48	17	8		72%	+5	-
K	Q10b. We act on the feedback we receive from clients/customers/stakeholders	20	50	21			70%	-4	-

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS
GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS
LESS THAN COMPARATOR

Strongly agree

Agree

Neither

Disagree

Strongly disagree



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

QUALITY SERVICE DELIVERY

QUALITY SERVICE DELIVERY		67%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
Q10a. I am given the support I need to deliver a high level of service to our clients/customers/stakeholders		18	46	18	12	64%	+1	-
Q10e. In my organisation we put the client/customer/stakeholder at the centre of everything we do		28	43	18	7	71%	0	-
Q10c. In my organisation, earning and sustaining a high level of public trust is seen as important		37	48	11		85%	+5	-
Q10d. My organisation provides high quality services to the Northern Territory community		32	47	14		79%	+2	-
Q3c. People in my workgroup use their time and resources efficiently		25	45	16	10	70%	-	-
Q8f. There is good collaboration between my organisation and other agencies or organisations we work with		12	41	30	11	53%	-	-
Q8e. There is good cooperation between teams across our organisation		11	38	24	17	49%	-	-

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree

Agree

Neither

Disagree

Strongly disagree



EXPLORE THE FULL RESULTS

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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

MANAGERS

VISION AND PURPOSE		87%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
Q2g. I believe the work that I do is important			56	37		93%	-	-
Q2d. I clearly understand what I am expected to do in this job			36	47	9	83%	-3	-1
Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes			35	50	9	85%	+3	-5↓

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS
GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS
LESS THAN COMPARATOR

Strongly agree
Agree
Neither
Disagree
Strongly disagree



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

MANAGERS

COMMUNICATION		62%		RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
Q4g. My manager discusses my career plan with me		17	36	23	15	9	53%	+13 ↑	-	
Q6g. My manager enables the team to do their best		29	41	18	8		70%	-	-	
Q5f. My manager has talked to me about what I am doing well in my work		18	40	20	14	8	58%	-	-	
Q5g. My manager has talked to me about what I could do to improve my performance		13	35	28	18	7	48%	-	-	
Q6c. My manager involves me in decisions about my work		27	41	16	10		69%	-	-	
Q6b. My manager keeps me informed about changes which affect me		29	43	14	9		72%	+10 ↑	-	

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS
GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS
LESS THAN COMPARATOR

Strongly agree

Agree

Neither

Disagree

Strongly disagree



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

MANAGERS

INTEGRITY AND ACCOUNTABILITY		69%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
K	Q12d. I would be confident in approaching my manager to discuss concerns and grievances	33	44	10	8	77%	-	-
	Q6d. My manager demonstrates objectivity in decision-making	27	42	18	8	68%	-	-
	Q6j. My manager encourages behaviours that are consistent with the NTPS values	32	43	17		75%	-	-
	Q6e. My manager is an effective decision maker	29	40	17	7	69%	-	-
	Q6a. My manager listens to what I have to say	33	44	12		77%	-	+1
	Q6f. My manager sees avoiding conflicts of interest as being important	30	40	21		69%	-	-
Q6h. My manager appropriately deals with employees who perform poorly		16	28	33	12	45%	-	-

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS
GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS
LESS THAN COMPARATOR

Strongly agree

Agree

Neither

Disagree

Strongly disagree

SENIOR MANAGERS



EXPLORE THE FULL RESULTS

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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

VISION AND PURPOSE		63%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
Q8b. I believe in the purpose and objectives of the organisation			26	55	15	80%	-1	0
K	Q7c. I believe the senior management team has a clear vision for the future of this organisation		19	37	24	56%	-2	+6↑
K	Q7b. Senior managers provide clear strategy and direction		18	36	23	54%	-	-

KEY

K	KEY DRIVER OF ENGAGEMENT QUESTION	↑	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
		↓	AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR					



EXPLORE THE FULL RESULTS

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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

SENIOR MANAGERS

COMMUNICATION	49%	RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
Q7h. Communications about change from senior managers are timely	14	34	25	16	11		48%	+6	-
Q7f. I feel senior managers engage with employees at all levels of the organisation	16	32	21	18	13		48%	-	-
Q7g. I feel senior managers keep employees informed about what is going on	15	35	22	16	12		50%	-	-
Q7e. I feel the senior managers in my organisation make timely decisions	15	33	26	16	10		48%	-	-

KEY

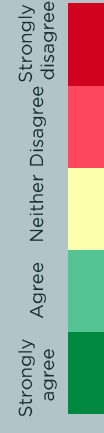
K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS
GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS
LESS THAN COMPARATOR





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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

SENIOR MANAGERS

INTEGRITY AND ACCOUNTABILITY		64%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
K	Q7a. I am confident that my leaders have the appropriate capabilities and skills to lead my organisation		23	40	18	11 8	63%	-
K	Q7d. I feel that senior managers model the behaviours expected of employees		19	38	22	12 10	56%	-
	Q12k. In my organisation, behaving impartially is seen as important		24	44	24		68%	-
	Q12j. In my organisation, engaging in improper conduct is not tolerated		27	42	19	8	68%	-

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS
GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS
LESS THAN COMPARATOR

Strongly agree
Agree
Neither
Disagree
Strongly disagree



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM
FOR
IMPROVEMENT?

GOVERNANCE

		RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
Change Management	Q7i. My senior manager effectively leads and manages change	18	35	24	12	11	53%	-4	-
	Q6b. My manager keeps me informed about changes which affect me	29	43	14	9		72%	+10	-
Code of Conduct	Q12g. My behaviour at work is informed by/guided by the Code of Conduct	40	52	7			91%	-	-
	Q12h. My manager's behaviour at work is informed by/guided by the Code of Conduct	34	48	13			82%	-	-
Merit	Q11a. People recruited to my organisation seem to have the right skills for the job	12	41	26	14	7	53%	-	-
	Q11b. Recruitment and promotion decisions in my workplace are based on merit	13	34	27	14	12	47%	-	-
Values	Q2a. My behaviour at work is informed/guided by the NTPS values	35	50	12			85%	-	-
	Q6i. My manager's behaviour at work is informed/guided by the NTPS values	31	42	19			73%	-	-
WHS	Q9c. There is an appropriate level of focus on safety at my workplace	25	48	15	8		72%	-	-

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS
GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS
LESS THAN COMPARATOR

Strongly
agree

Agree

Neither

Disagree

Strongly
disagree



EXPLORE
THE FULL
RESULTS

- THESE PAGES SHOW
EVERY QUESTION ASKED
IN THE SURVEY AND HOW
COLLEAGUES
RESPONDED TO THEM.

IS THERE ROOM
FOR
IMPROVEMENT?

ORGANISATIONAL ACCOUNTABILITY		RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY
Q12a. I am aware of my obligations under the NTPS Code of Conduct (or the code of conduct that applies to you)			9581		
Yes			9378	98%	-
No			203	2%	-

KEY	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR
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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

GOVERNANCE

ORGANISATIONAL ACCOUNTABILITY		64%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM BENCHMARK
Q12d. I would be confident in approaching my manager to discuss concerns and grievances		33	44	10	8	77%	-	-
	Q12i. In my organisation, avoiding conflict of interest is seen as important	29	44	19		73%	-	-
	Q12j. In my organisation, engaging in improper conduct is not tolerated	27	42	19	8	68%	-	-
	Q3c. People in my workgroup use their time and resources efficiently	25	45	16	10	70%	-	-
	Q11b. Recruitment and promotion decisions in my workplace are based on merit	13	34	27	14	12	47%	-
Q12e. I am confident that I would be protected from reprisal for reporting improper conduct		22	37	21	12	9	58%	-
Q12f. I am confident that if I reported improper conduct in my organisation, it would be investigated in a thorough and objective manner		19	36	25	12	8	55%	-

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS
GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS
LESS THAN COMPARATOR

Strongly agree
Agree
Neither
Disagree
Strongly disagree



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FOR
IMPROVEMENT?

ORGANISATIONAL ACCOUNTABILITY		RESPONSES	%	VARIANCE FROM 2018 SURVEY
Q12b. I have witnessed improper conduct		9581		
Yes		3237	34%	-
No		6344	66%	-
Q12c. I know what to do to report improper conduct in my organisation		9581		
Yes		8435	88%	-
No		1146	12%	-

KEY	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR
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RESPONDENT PROFILE

This data is to help you consider how representative the survey is of your agency. It also can provide a diversity profile of your workforce.

Survey Responses : 9581

NOTE: Respondent profiles may vary from the actual population due to respondents misidentifying or reporting information incorrectly.

Gender	Survey %	Do you have a disability?	Survey %	Where is your workplace located?	Survey %
Male	33	Yes	4	Darwin City (including Palmerston)	66
Female	64	No	96	Katherine	5
Self-Specified	3			Alice Springs	12
Age Recoded	Survey %	What is your current employment status?	Survey %		
15-34 YRS	24	Ongoing	73	Tennant Creek	2
35-54 YRS	55	Fixed Term	21	Nhulunbuy	2
55-64 YRS	18	Casual	2	Darwin Region (including the Tiwi Islands and West Arnhem)	6
65+ YRS	3	Executive Contract	4	East Arnhem Region	2
				Alice Springs Region	2
				Katherine Region	2
Are you an Australian Aboriginal and/or Torres Strait Islander?	Survey %	Are you the manager of one or more employees?	Survey %		
Yes	10	Yes	27	Barkly Region	1
No	90	No	73	Outside of the Northern Territory	0
Reassigned/experienced significant change in work priorities due to COVID-19?	Survey %	Do you spend some time each week providing care for another person?	Survey %	How long have you been employed in your current organisation?	Survey %
Yes	23	Yes	34	Less than 3 months	5
No	77	No	66	3 months to less than 12 months	10
				1 - 4 years	31
Did your work arrangement change as a result of COVID-19?	Survey %	Do you work full-time or part-time?	Survey %		
Yes	21	Full-time	92	5 - 9 years	22
No	79	Part-time	8	10 - 14 years	15
				15 - 19 years	7
				20 - 29 years	7
				30 years or more	3

RESPONDENT PROFILE

This data is to help you consider how representative the survey is of your agency. It also can provide a diversity profile of your workforce.

Survey Responses : 9581 NOTE: Values that appear as 0 have been rounded down due to the size of the group. Respondent profiles may vary from the actual population due to respondents misidentifying or reporting information incorrectly.

What is your current Classification or occupational group?

	Survey %	Personal background is not a barrier to success in my organisation?	Survey %
Executive Contract Officer	3	Strongly agree	26
Administration Stream	40	Agree	44
General NTPS – Professional Stream	9	Neither agree nor disagree	19
General NTPS – Technical Stream	4	Disagree	8
General NTPS- Physical Stream	1	Strongly disagree	4
Graduate	1		
Interpreter	0		
Trainees/NTPS Apprentices/NICP	0		

Working flexibly is not a barrier to success in my organisation

	Survey %
Other (please specify)	1
Aboriginal and Torres Strait Islander Health Practitioners	0
Allied Health Professional (General NTPS Professional)	2
Nurse	7
Dentist	0
Medical Officers	1
Teacher (incl Senior Teachers and Assistant Principals)	13
Teaching Principals	1
Executive Contract Principals	1
Assistant Teacher	1
Executive Contract Manager	0
Admin & Corporate Services	2
Technical Coordinator	1
Science and Engineering	1
Technical Specialist	0
Operator	0
Trade Technical	0
Senior Corrections Officer (i.e. CCO, SUPT)	0
Corrections Officer (i.e. CO, SCO, SIO)	1
Corrections Educator	0
Trainee/Apprentice/Cadet	0
Fire fighter	0
Police Officer (PFES)	6
Coach - NT Institute of Sport	0
Other	3

My workplace has a flexible approach to work

	Survey %
Strongly agree	17
Agree	42
Neither agree nor disagree	22
Disagree	13
Strongly disagree	6

In the past 12 months, have you worked flexibly for any period of time?

	Survey %
Yes	33
No	67

SURVEY INDICIES BY DEMOGRAPHICS

"Restricted" indicates a group with less than 10 respondents		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)
Northern Territory Public Sector		9,581	65%	70%
ATSI	Yes	968	67%	72%
DISABILITY	Yes	426	64%	65%
GENDER	Male	3,165	62%	67%
	Female	6,129	68%	73%
	Self-Specified	287	44%	38%
AGE	15-34 YRS	2,339	67%	72%
	35-54 YRS	5,229	64%	69%
	55-64 YRS	1,730	65%	70%
	65+ YRS	283	69%	74%
AGENCY TENURE	Less than 3 months	800	73%	81%
	3 months to less than 12 months	1,622	70%	76%
	1 - 4 years	3,718	65%	70%
	5 - 9 years	1,801	62%	66%
	10 - 14 years	863	60%	62%
	15 - 19 years	360	60%	62%
	20 - 29 years	301	63%	64%
	30 years or more	116	66%	71%
FLEXIBLE WORKING	Yes	3,202	67%	74%
	No	6,379	64%	68%

SURVEY INDICIES BY DEMOGRAPHICS

"Restricted" indicates a group with less than 10 respondents		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)
Northern Territory Public Sector		9,581	65%	70%
MANAGER	Managers	2,621	67%	73%
	Non-managers	6,960	65%	69%
WORKING ARRANGEMENT	Ongoing	6,980	63%	67%
	Fixed Term	2,016	71%	78%
	Casual	187	72%	77%
	Executive Contract	398	78%	84%
EMPLOYMENT TYPE	Full-time	8,832	65%	70%
	Part-time	749	66%	73%
REGION	Darwin City (including Palmerston)	6,355	65%	70%
	Katherine	496	67%	72%
	Alice Springs	1,108	66%	68%
	Tennant Creek	168	67%	68%
	Nhulunbuy	178	65%	66%
	Darwin Region (including the Tiwi Islands and West Arnhem)	611	67%	72%
	East Arnhem Region	149	64%	70%
	Alice Springs Region	183	63%	70%
	Katherine Region	237	68%	73%
	Barkly Region	82	70%	75%
	Outside of the Northern Territory	14	67%	70%

APPENDIX A: METHODOLOGY

SURVEY TIMEFRAME

This report contains results for the 2021 People Matter Employee Survey which was open from 22 February to 14 March 2021.

INDEX CALCULATIONS

Where questions have been grouped together to form an index for example Employee Satisfaction, this has been calculated by adding the unrounded positive scores of all items in the group, and then dividing by the number of questions in the index to create a % positive average figure. For ease of reporting this figure has been rounded. Please note this does not apply to the Engagement Index which has been calculated using the method outlined below.

EMPLOYEE ENGAGEMENT INDEX

Scores are assigned to each of the question responses in the index (100% strongly Agree, 75% Agree, 50% Neither agree nor disagree, 25% Disagree, and 0 Strongly disagree). Once the scores are added together these are then divided by the number of respondents to create an average % positive. For ease of reporting this figure has been rounded.

KEY DRIVER ANALYSIS

Experience tells us that a successful response to survey results requires focus on key priorities. Key Driver Analysis (KDA) helps identify these priority areas. Statistical techniques including Pearson's correlation analysis identifies the individual questions with the strongest influence on your engagement index.

Pearson's correlation measures the strength of the relationship between variables and the direction of that relationship. For example, it measures the extent to which a strong response to one variable indicates a strong response in the other.

This approach is used to identify which questions have the strongest positive relationship with the engagement index, and therefore on engagement. Once we know the highest impacting questions, to simplify reporting we take the highest impacting questions to determine 6 Key Driver questions. the parent unit.

TIME TO TAKE ACTION



CELEBRATE

The things we do well:

THINK ABOUT HOW WE CAN BUILD ON OUR STRENGTHS AND LEARN FROM WHAT WE ARE GOOD AT.



INVESTIGATE FURTHER WITH OUR TEAMS

Are there any other opportunities coming out of the results that we want to explore further?

HOW COULD WE INVESTIGATE? THROUGH LOOKING AT THE DATA IN MORE DETAIL OR THROUGH DISCUSSIONS WITH STAFF?



OPPORTUNITIES

Areas we need to focus on and turn into action plans:

WHAT ARE THE KEY THINGS WE NEED TO IMPROVE TO MAKE WORKING HERE BETTER?



USE THIS PAGE TO START YOUR LOCAL ACTION PLANS

- IDENTIFY AREAS TO CELEBRATE, OPPORTUNITIES FOR IMPROVEMENT AND AREAS WHICH YOU NEED TO INVESTIGATE FURTHER.

- PRIORITISE 3 AREAS TO TAKE FORWARD

PRIORITISE 3 AREAS FOR ACTION

01.

02.

03.

TIMESCALES

OWNER

TARGET / SUCCESS MEASURE

RESOURCES REQUIRED