



NT PEOPLE MATTER SURVEY 2021

RESPONSE
RATE:

71%

Department of Environment Parks and Water Security

RESPONSES:

363
of 512



YOUR EMPLOYEE ENGAGEMENT SCORE:



66%

VARIANCE from 2018 SURVEY: -1

VARIANCE from NTPS: +1

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:



71%

VARIANCE from 2018 SURVEY: 0

VARIANCE from NTPS: +1



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	68%
DISABILITY - Yes	71%
AGE - 55+ YRS	70%



HIGHEST SCORING QUESTIONS:

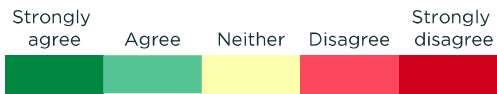
% POSITIVE

Q2g. I believe the work that I do is important	91%
Q12g. My behaviour at work is informed by/guided by the Code of Conduct	89%
Q2e. I contribute to my workplace outside of the requirements of my job description	88%

GUIDE TO THIS REPORT

% 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.



$$\begin{array}{c}
 \begin{array}{|c|c|c|} \hline \text{Strongly agree} & \text{Agree} & \text{Neither} \\ \hline \end{array} \\
 \text{POSITIVE RESPONSE} \\
 \div \\
 \text{number of respondents who answered the question} \\
 = \\
 \% \text{ POSITIVE}
 \end{array}$$

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.

COMPARISONS TO COMPARATOR GROUP

WITHIN THIS REPORT A COMPARISON AGAINST COMPARATOR GROUP REFERS TO INDUSTRY REGULATION&/OR PUBLIC INFRASTRUCTURE

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?

Identify areas that need improvement.

02.

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?

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.

Is there room for improvement?

06.

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	 91%	Q8a. I know what I need to do to make changes happen in my organisation	 36%	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	 89%	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	 29%
Q2e. I contribute to my workplace outside of the requirements of my job description	 88%	Q7h. Communications about change from senior managers are timely	 33%	Q8d. My organisation fairly considers recommendations from staff about how we could better operate	 28%
Q2c. I seek out opportunities to improve my day-to-day performance	 87%	Q15d. My organisation motivates me to help it achieve its objectives	 32%	Q7g. I feel senior managers keep employees informed about what is going on	 28%
Q10d. My organisation provides high quality services to the Northern Territory community	 86%	Q15e. My organisation inspires me to do the best in my job	 32%	Q7b. Senior managers provide clear strategy and direction	 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



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.

EMPLOYEE ENGAGEMENT				66%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
SAY	Q15a. I would recommend my organisation as a great place to work	19	45	23	9	64%	-3	+3	+3
	Q15b. I am proud to tell others I work for my organisation	27	45	20		72%	0	+6 ↑	+5 ↑
STAY	Q15c. I feel a strong personal attachment to my organisation	26	38	25	9	63%	-2	+3	+3
STRIVE	Q15d. My organisation motivates me to help it achieve its objectives	18	35	32	10	53%	-6 ↓	+2	-2
	Q15e. My organisation inspires me to do the best in my job	18	34	32	11	53%	-4	+2	-2

KEY

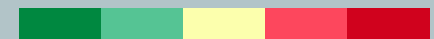


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



KEY DRIVERS OF ENGAGEMENT



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.



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

%
POSITIVE

VARIANCE
FROM 2018
SURVEY

VARIANCE
FROM
COMPARATOR
GROUP

VARIANCE
FROM NTPS

.1	Q7b. Senior managers provide clear strategy and direction	51%	-	-1	-4
.2	Q8d. My organisation fairly considers recommendations from staff about how we could better operate	43%	-	-1	-3
.3	Q7a. I am confident that my leaders have the appropriate capabilities and skills to lead my organisation	61%	-	-1	-3
.4	Q7d. I feel that senior managers model the behaviours expected of employees	56%	-	0	0
.5	Q10a. I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	67%	+2	+1	+2
.6	Q9b. In my organisation, senior leaders consider the wellbeing of employees to be important	61%	-	-1	0

EMPLOYEE SATISFACTION INDEX



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.

EMPLOYEE SATISFACTION		71%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
								0	+1	+1
Q14a. I receive adequate recognition for doing a good job		15	46	22	11	61%	-2	+1	+1	
Q14b. I have the appropriate level of autonomy to do my job effectively		26	53	12		79%	+1	0	0	
Q14c. There are opportunities to be innovative in my job		22	53	13	10	75%	+1	+3	+3	
Q14d. Overall, I am satisfied with my job		24	47	16	10	70%	+3	0	-3	
Q14e. Overall, I am satisfied with my organisation as an employer		20	48	16	10	69%	-2	+1	+2	

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree

Agree

Neither

Disagree

Strongly disagree



EMPLOYEE EXPERIENCE



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?

PURPOSE		69%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Motivation	Q2g. I believe the work that I do is important	48	42			91%	-	0	-2
	Q15d. My organisation motivates me to help it achieve its objectives	18	35	32	10	53%	-6 ↓	+2	-2
Purpose	Q8b. I believe in the purpose and objectives of the organisation	26	55	15		80%	-4	+1	0
	Q15e. My organisation inspires me to do the best in my job	18	34	32	11	53%	-4	+2	-2

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

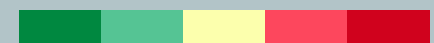


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Strongly agree Agree Neither Disagree Strongly disagree



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IS THERE ROOM FOR IMPROVEMENT?

BELONGING					66%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS			
Accepted	Q15c. I feel a strong personal attachment to my organisation					26	38	25	9	63%	-2	+3	+3
	Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes					35	49	8		84%	+1	0	-1
Included	Q5f. My manager has talked to me about what I am doing well in my work					16	43	18	16	59%	-	+2	+1
	Q5g. My manager has talked to me about what I could do to improve my performance					12	35	29	19	46%	-	+3	-1
	Q6c. My manager involves me in decisions about my work					25	47	14	10	72%	-	+1	+3
	Q6b. My manager keeps me informed about changes which affect me					27	42	16	10	69%	+6 ⬆	-1	-3
Respected	Q14a. I receive adequate recognition for doing a good job					15	46	22	11	61%	-2	+1	+1
	Q3d. People in my workgroup treat each other with respect					30	40	14	10	70%	-	-3	-6 ⬇

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

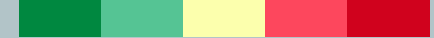


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



EMPLOYEE EXPERIENCE



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IS THERE ROOM FOR IMPROVEMENT?

RECOGNITION	61%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2e. I contribute to my workplace outside of the requirements of my job description	50	38 10	88%	-	0	-1
Q14a. I receive adequate recognition for doing a good job	15	46 22 11	61%	-2	+1	+1
Q2f. I receive adequate recognition for the contributions I make outside of my job description	10	41 23 17 9	51%	-	+2	+2
Q6h. My manger appropriately deals with employees who perform poorly	15	27 33 14 11	42%	-	+1	-3

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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Strongly agree Agree Neither Disagree Strongly disagree



EMPLOYEE EXPERIENCE



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IS THERE ROOM FOR IMPROVEMENT?

EMPLOYEE HEALTH AND WELLBEING		70%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
K	Q9d. I am satisfied with the policies/practices in place to help me manage my health and wellbeing	19	52	16	8		71%	-	+3	+6 ↑
	Q9a. In my organisation, my manager considers the wellbeing of employees to be important	36	40	13			76%	-	-3	0
	Q9b. In my organisation, senior leaders consider the wellbeing of employees to be important	19	42	23	7	9	61%	-	-1	0
	Q3d. People in my workgroup treat each other with respect	30	40	14	10		70%	-	-3	-6 ↓

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



BULLYING/HARASSMENT



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IS THERE ROOM FOR IMPROVEMENT?

BULLYING/HARASSMENT	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q13a. Bullying is not tolerated in my organisation	25	37	21	12	62%	-	-3	-3

KEY

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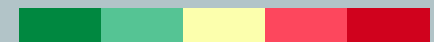


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree







BULLYING/HARASSMENT



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COLLEAGUES
RESPONDED TO THEM.

IS THERE ROOM
FOR
IMPROVEMENT?

BULLYING/HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q13d. Experienced bullying/harassment in the past 12 months		363				
Experienced bullying		76	21%	-	+1	-1
Experienced sexual harassment		1	0%	-	-1	-1
Experienced both bullying and sexual harassment		15	4%	-	-1	-2
No		233	64%	-	-1	+2
Prefer not to say		38	10%	-	+1	+2

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER
THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN
COMPARATOR

BULLYING/HARASSMENT



EXPLORE THE FULL RESULTS

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IS THERE ROOM FOR IMPROVEMENT?

BULLYING	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q13f. Have you submitted a formal complaint regarding the bullying incident you personally experience?		91				
Yes	<div></div>	10	11%	-	-2	-5⬇️
No	<div></div>	81	89%	-	+2	+5⬆️
Q13i. Did the bullying/harassment you experienced cause you to take time off from work?		91				
Yes	<div></div>	27	30%	-	-5⬇️	-3
No	<div></div>	64	70%	-	+5⬆️	+3

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

BULLYING/HARASSMENT



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IMPROVEMENT?

HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q13k. Have you submitted a formal complaint regarding the harassment/abuse you personally experienced?		16				
Yes	<div></div>	3	19%	-	+1	0
No	<div></div>	13	81%	-	-1	0
Q13n. Did the harassment/abuse you experienced cause you to take time off from work?		16				
Yes	<div></div>	9	56%	-	+18	+22
No	<div></div>	7	44%	-	-18	-22

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER
THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN
COMPARATOR

BULLYING/HARASSMENT



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IS THERE ROOM FOR IMPROVEMENT?

WITNESSED BULLYING/HARASSMENT

RESPONSE SCALE

RESPONSES

%

VARIANCE FROM 2018 SURVEY

VARIANCE FROM COMPARATOR GROUP

VARIANCE FROM NTPS

Q13b. In the past 12 months, have you witnessed bullying/sexual harassment at work?

363

Yes		104	29%	-	+1	-1
No		259	71%	-	-1	+1

Q13c. What action did you take after witnessing this bullying/sexual harassment?

163

Spoke about the matter to the person perceived to be the bully		23	14%	-	0	-1
Spoke about the matter to the person perceived to have been bullied		45	28%	-	+2	+1
Reported the matter formally or informally		47	29%	-	-1	-4
Made a note of the occurrence but took no action		19	12%	-	-2	-1
Took no action		21	13%	-	+3	+6 ↑
Other		8	5%	-	-1	-1

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

CAPABILITY



EXPLORE THE FULL RESULTS

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

IS THERE ROOM FOR IMPROVEMENT?

PERFORMANCE CONVERSATIONS

RESPONSE SCALE

RESPONSES

%

VARIANCE FROM 2018 SURVEY

VARIANCE FROM COMPARATOR GROUP

VARIANCE FROM NTPS

Q5a. I have a current performance agreement in place (e.g. My Plan, Capability Enhancement Plan, Workplace Participation Plan, Plan Do Review)

363

Yes	<div></div>	184	51%	-5 ↓	+6 ↑	-5 ↓
No	<div></div>	135	37%	+4	-6 ↓	+5 ↑
Not Sure	<div></div>	44	12%	0	0	0

Q5b. I have received formal feedback on individual performance

363

Yes	<div></div>	192	53%	-2	+5 ↑	+3
No	<div></div>	171	47%	+2	-5 ↓	-3

Q5c. I have received informal feedback on individual performance

363

Yes	<div></div>	285	79%	-2	+2	+3
No	<div></div>	78	21%	+2	-2	-3

KEY



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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

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IS THERE ROOM FOR IMPROVEMENT?

PERFORMANCE CONVERSATIONS	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q5e. I receive regular and timely feedback from my manager	13	40	21	19	53%	-12↓	+1	0
Q5f. My manager has talked to me about what I am doing well in my work	16	43	18	16	59%	-	+2	+1
Q5g. My manager has talked to me about what I could do to improve my performance	12	35	29	19	46%	-	+3	-1
Q5d. My work performance is assessed against clear criteria	10	40	28	17	49%	-	+4	-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



CAPABILITY



EXPLORE THE FULL RESULTS

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

IS THERE ROOM FOR IMPROVEMENT?

LEARNING AND DEVELOPMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q4a. During the past 12 months, have your learning and development needs been identified and agreed with your supervisor?		363				
Yes	<div></div>	263	72%	+15	+10	+3
No	<div></div>	100	28%	-2	-10	-3
Q4b. In the past 12 months, have you undertaken any learning and development activities?		363				
Yes	<div></div>	218	60%	-	+8	-7
No	<div></div>	145	40%	-	-8	+7
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)?		218				
Yes	<div></div>	130	60%	-	+5	-8
No	<div></div>	88	40%	-	-5	+8

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

CAPABILITY



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

IS THERE ROOM FOR IMPROVEMENT?

LEARNING AND DEVELOPMENT	RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q4f. My manager helps to develop my capability (work related skills and knowledge)	19	45	18	11	7	64%	+4	+3	+1
Q4d. The learning and development I have undertaken has helped me advance my career	11	50	30	8		60%	+20 ↑	+3	0
Q4e. The learning and development I have undertaken has helped me to do my job better	19	62	17			81%	+16 ↑	-1	-2

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

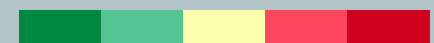


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



CAPABILITY



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IS THERE ROOM FOR IMPROVEMENT?

SKILLS UTILISATION	80%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2g. I believe the work that I do is important	48	42	91%	-	0	-2
Q2d. I clearly understand what I am expected to do in this job	33	48	81%	-3	-1	-3
Q14b. I have the appropriate level of autonomy to do my job effectively	26	53	79%	+1	0	0
Q2b. My job allows me to utilise my skills, knowledge and abilities	31	51	82%	0	+2	-1
Q6g. My manager enables the team to do their best	26	43	69%	-	0	-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?

AUTONOMY			81%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2d. I clearly understand what I am expected to do in this job	33	48	7 9	81%	-3	-1	-3	
Q14b. I have the appropriate level of autonomy to do my job effectively	26	53	12	79%	+1	0	0	
Q2b. My job allows me to utilise my skills, knowledge and abilities	31	51	7 9	82%	0	+2	-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



INNOVATION



EXPLORE THE FULL RESULTS

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

IS THERE ROOM FOR IMPROVEMENT?

CONTINUOUS IMPROVEMENT 61%		RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
K	Q10a. I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	13	54	19	9	67%	+2	+1	+2
	Q16a. I believe my organisation will take action as a result of this survey	9	34	31	12 14	43%	-9 ↓	+1	0
	Q8a. I know what I need to do to make changes happen in my organisation		39	36	14	45%	0	-4	-8 ↓
	Q2c. I seek out opportunities to improve my day-to-day performance	35	52	12		87%	-	-2	-5 ↓
	Q8c. I think it is safe to speak up and challenge the way things are done in this organisation	11	37	23	15 13	48%	-	0	0
K	Q8d. My organisation fairly considers recommendations from staff about how we could better operate	8	35	29	16 13	43%	-	-1	-3
	Q3b. My workgroup always tries to improve its performance	33	44	14		77%	-	0	-3
	Q14c. There are opportunities to be innovative in my job	22	53	13 10		75%	+1	+3	+3
	Q10b. We act on the feedback we receive from clients/customers/stakeholders	14	51	25	8	65%	-7 ↓	-6 ↓	-4

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

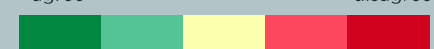


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



QUALITY SERVICE DELIVERY



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

IS THERE ROOM FOR IMPROVEMENT?

QUALITY SERVICE DELIVERY		67%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
K	Q10a. I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	13	54	19	9		67%	+2	+1	+2
	Q10e. In my organisation we put the client/customer/stakeholder at the centre of everything we do	18	41	29	9		59%	-5 ↓	-8 ↓	-12 ↓
	Q10c. In my organisation, earning and sustaining a high level of public trust is seen as important	35	50	11			85%	+7 ↑	-1	0
	Q10d. My organisation provides high quality services to the Northern Territory community	37	49	10			86%	+6 ↑	+3	+7 ↑
	Q3c. People in my workgroup use their time and resources efficiently	23	43	20	10		66%	-	-1	-5 ↓
	Q8f. There is good collaboration between my organisation and other agencies or organisations we work with	11	44	30	10		55%	-	+2	+1
	Q8e. There is good cooperation between teams across our organisation	10	41	25	15	9	51%	-	+2	+2

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



MANAGERS



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

IS THERE ROOM FOR IMPROVEMENT?

VISION AND PURPOSE	85%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2g. I believe the work that I do is important	48	42	91%	-	0	-2
Q2d. I clearly understand what I am expected to do in this job	33	48	81%	-3	-1	-3
Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	35	49	84%	+1	0	-1

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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MANAGERS



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IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION	60%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q4g. My manager discusses my career plan with me	12	35	27	16	10	47%	-2	+2	-5 ↓
Q6g. My manager enables the team to do their best	26	43	17	10		69%	-	0	-1
Q5f. My manager has talked to me about what I am doing well in my work	16	43	18	16		59%	-	+2	+1
Q5g. My manager has talked to me about what I could do to improve my performance	12	35	29	19		46%	-	+3	-1
Q6c. My manager involves me in decisions about my work	25	47	14	10		72%	-	+1	+3
Q6b. My manager keeps me informed about changes which affect me	27	42	16	10		69%	+6 ↑	-1	-3

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

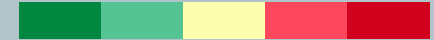


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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MANAGERS



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IS THERE ROOM FOR IMPROVEMENT?

INTEGRITY AND ACCOUNTABILITY	67%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q12d. I would be confident in approaching my manager to discuss concerns and grievances	33	46	7	10	79%	-	+1	+1	
Q6d. My manager demonstrates objectivity in decision-making	27	42	15	11	69%	-	0	0	
Q6j. My manager encourages behaviours that are consistent with the NTPS values	30	42	18		73%	-	-1	-2	
Q6e. My manager is an effective decision maker	26	38	18	10	7	64%	-	-3	-5 ↓
Q6a. My manager listens to what I have to say	33	42	13	8		75%	-	-2	-2
Q6f. My manager sees avoiding conflicts of interest as being important	31	40	21			71%	-	-2	+2
Q6h. My manger appropriately deals with employees who perform poorly	15	27	33	14	11	42%	-	+1	-3

KEY

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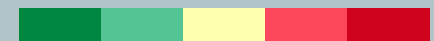


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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

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SENIOR MANAGERS



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

IS THERE ROOM FOR IMPROVEMENT?

VISION AND PURPOSE		61%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q8b. I believe in the purpose and objectives of the organisation		26	55	15			80%	-4	+1	0
Q7c. I believe the senior management team has a clear vision for the future of this organisation		13	38	28	12	10	50%	-11↓	-2	-5↓
K	Q7b. Senior managers provide clear strategy and direction	12	39	22	16	10	51%	-	-1	-4

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

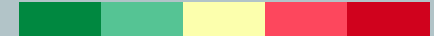


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



SENIOR MANAGERS



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IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION	44%	RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q7h. Communications about change from senior managers are timely	9	32	33	15	12		41%	-5 ↓	-6 ↓	-7 ↓
Q7f. I feel senior managers engage with employees at all levels of the organisation	11	34	25	17	14		45%	-	-3	-3
Q7g. I feel senior managers keep employees informed about what is going on	8	37	27	15	13		45%	-	-3	-5 ↓
Q7e. I feel the senior managers in my organisation make timely decisions	9	36	28	16	10		45%	-	-1	-3

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



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Strongly agree Agree Neither Disagree Strongly disagree



SENIOR MANAGERS



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IS THERE ROOM FOR IMPROVEMENT?

INTEGRITY AND ACCOUNTABILITY		62%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
K	Q7a. I am confident that my leaders have the appropriate capabilities and skills to lead my organisation	19	41	20	9 10	61%	-	-1	-3
K	Q7d. I feel that senior managers model the behaviours expected of employees	12	44	20	13 10	56%	-	0	0
	Q12k. In my organisation, behaving impartially is seen as important	23	43	26		66%	-	-4	-2
	Q12j. In my organisation, engaging in improper conduct is not tolerated	24	41	20	9	65%	-	-2	-3

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

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GOVERNANCE



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IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Change Management	Q7i. My senior manager effectively leads and manages change	12 36 29 10 12	48%	-10 ↓	-3	-5 ↓
	Q6b. My manager keeps me informed about changes which affect me	27 42 16 10	69%	+6 ↑	-1	-3
Code of Conduct	Q12g. My behaviour at work is informed by/guided by the Code of Conduct	39 50 9	89%	-	-1	-2
	Q12h. My manager's behaviour at work is informed by/guided by the Code of Conduct	34 46 14	80%	-	0	-2
Merit	Q11a. People recruited to my organisation seem to have the right skills for the job	10 49 24 9 9	59%	-	+5 ↑	+6 ↑
	Q11b. Recruitment and promotion decisions in my workplace are based on merit	15 42 20 11 12	57%	-	+8 ↑	+10 ↑
Values	Q2a. My behaviour at work is informed/guided by the NTPS values	32 53 11	85%	-	-1	0
	Q6i. My manager's behaviour at work is informed/guided by the NTPS values	29 43 18	72%	-	-1	-1
WHS	Q9c. There is an appropriate level of focus on safety at my workplace	29 53 11	82%	-	+6 ↑	+10 ↑

KEY

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AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



GOVERNANCE



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COLLEAGUES
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IS THERE ROOM
FOR
IMPROVEMENT?

ORGANISATIONAL ACCOUNTABILITY

RESPONSE SCALE

RESPONSES

%

VARIANCE
FROM 2018
SURVEY

VARIANCE
FROM
COMPARATOR
GROUP

VARIANCE
FROM NTPS

Q12a. I am aware of my obligations under the NTPS Code of Conduct (or the code of conduct that applies to you)

363

Yes	<div></div>	358	99%	-	0	+1
No	<div></div>	5	1%	-	0	-1

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER
THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN
COMPARATOR

GOVERNANCE



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IS THERE ROOM FOR IMPROVEMENT?

ORGANISATIONAL ACCOUNTABILITY	65%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q12d. I would be confident in approaching my manager to discuss concerns and grievances	33	46	7	10		79%	-	+1	+1
Q12i. In my organisation, avoiding conflict of interest is seen as important	34	40	20			75%	-	-3	+1
Q12j. In my organisation, engaging in improper conduct is not tolerated	24	41	20	9		65%	-	-2	-3
Q3c. People in my workgroup use their time and resources efficiently	23	43	20	10		66%	-	-1	-5 ↓
Q11b. Recruitment and promotion decisions in my workplace are based on merit	15	42	20	11	12	57%	-	+8 ↑	+10 ↑
Q12e. I am confident that I would be protected from reprisal for reporting improper conduct	23	35	20	12	10	58%	-	+1	0
Q12f. I am confident that if I reported improper conduct in my organisation, it would be investigated in a thorough and objective manner	16	37	26	11	9	53%	-	0	-2

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

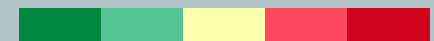


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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Strongly agree Agree Neither Disagree Strongly disagree



GOVERNANCE



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IS THERE ROOM
FOR
IMPROVEMENT?

ORGANISATIONAL ACCOUNTABILITY

RESPONSE SCALE

RESPONSES

%

VARIANCE
FROM 2018
SURVEY

VARIANCE
FROM
COMPARATOR
GROUP

VARIANCE
FROM NTPS

Q12b. I have witnessed improper conduct

363

Yes	<div></div>	128	35%	-	+4	+1
No	<div></div>	235	65%	-	-4	-1

Q12c. I know what to do to report improper conduct in my organisation

363

Yes	<div></div>	317	87%	-	-1	-1
No	<div></div>	46	13%	-	+1	+1

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER
THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN
COMPARATOR

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 : 363 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	52	Yes	4	Darwin City (including Palmerston)	61
Female	45	No	96	Katherine	4
Self-Specified	3			Alice Springs	12
Age Recoded	Survey %	What is your current employment status?	Survey %	Tennant Creek	0
15-34 YRS	21	Ongoing	82	Nhulunbuy	0
35-54 YRS	61	Fixed Term	14	Darwin Region (including the Tiwi Islands and West Arnhem)	13
55-64 YRS	16	Casual	1	East Arnhem Region	0
65+ YRS	2	Executive Contract	3	Alice Springs Region	4
				Katherine Region	4
				Barkly Region	0
				Outside of the Northern Territory	0
Are you an Australian Aboriginal and/or Torres Strait Islander?	Survey %	Are you the manager of one or more employees?	Survey %	How long have you been employed in your current organisation?	Survey %
Yes	8	Yes	42	Less than 3 months	3
No	92	No	58	3 months to less than 12 months	11
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 %	1 - 4 years	23
Yes	20	Yes	34	5 - 9 years	23
No	80	No	66	10 - 14 years	17
Did your work arrangement change as a result of COVID-19?	Survey %	Do you work full-time or part-time?	Survey %	15 - 19 years	9
Yes	15	Full-time	94	20 - 29 years	8
No	85	Part-time	6	30 years or more	5

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 : 363 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 %
Executive Contract Officer	4
Administration Stream	30
General NTPS – Professional Stream	27
General NTPS – Technical Stream	36
General NTPS- Physical Stream	2
Trainees/NTPS Apprentices/NICP	0
Other (please specify)	0
Technical Specialist	0
Other	1

Personal background is not a barrier to success in my organisation?

	Survey %
Strongly agree	22
Agree	48
Neither agree nor disagree	20
Disagree	7
Strongly disagree	2

Working flexibly is not a barrier to success in my organisation

	Survey %
Strongly agree	19
Agree	47
Neither agree nor disagree	23
Disagree	8
Strongly disagree	4

My workplace has a flexible approach to work

	Survey %
Strongly agree	19
Agree	53
Neither agree nor disagree	17
Disagree	7
Strongly disagree	3

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

	Survey %
Yes	34
No	66

SURVEY INDICIES BY DEMOGRAPHICS

		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)
<i>"Restricted" indicates a group with less than 10 respondents</i>				
Northern Territory Public Sector		9,581	65%	70%
Department of Environment Parks and Water Security		363	66%	71%
ATSI	Yes	30	68%	73%
DISABILITY	Yes	13	71%	78%
GENDER	Male	188	65%	69%
	Female	163	70%	75%
	Self-Specified	12	44%	45%
AGE	15-34 YRS	78	71%	74%
	35-54 YRS	221	64%	69%
	55-64 YRS	58	69%	74%
	65+ YRS	6	Restricted	Restricted
AGENCY TENURE	Less than 3 months	27	68%	76%
	3 months to less than 12 months	62	73%	81%
	1 - 4 years	130	69%	73%
	5 - 9 years	79	65%	67%
	10 - 14 years	41	53%	59%
	15 - 19 years	11	57%	56%
	20 - 29 years	10	56%	54%
	30 years or more	3	Restricted	Restricted
FLEXIBLE WORKING	Yes	124	69%	74%
	No	239	65%	69%

SURVEY INDICIES BY DEMOGRAPHICS

		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)
<i>"Restricted" indicates a group with less than 10 respondents</i>				
Northern Territory Public Sector		9,581	65%	70%
Department of Environment Parks and Water Security		363	66%	71%
MANAGER	Managers	154	68%	73%
	Non-managers	209	66%	69%
WORKING ARRANGEMENT	Ongoing	296	64%	68%
	Fixed Term	51	72%	80%
	Casual	5	Restricted	Restricted
	Executive Contract	11	88%	96%
EMPLOYMENT TYPE	Full-time	342	66%	70%
	Part-time	21	75%	86%
REGION	Darwin City (including Palmerston)	223	69%	74%
	Katherine	15	54%	61%
	Alice Springs	45	67%	70%
	Tennant Creek	1	Restricted	Restricted
	Nhulunbuy	0	Restricted	Restricted
	Darwin Region (including the Tiwi Islands and West Arnhem)	47	63%	67%
	East Arnhem Region	0	Restricted	Restricted
	Alice Springs Region	14	59%	61%
	Katherine Region	16	57%	56%
	Barkly Region	1	Restricted	Restricted
	Outside of the Northern Territory	1	Restricted	Restricted

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.

APPENDIX B: COMPARATOR GROUPS

Comparator Group - Agencies that have similar characteristics (eg central coordination, service delivery, regulation etc) are grouped together for the purpose of comparing results.

The 2021 comparator groups are:

Central Agency

Department of Corporate and Digital Development
Department of the Chief Minister and Cabinet
Office of the Commissioner for Public Employment
Department of Treasury and Finance
Department of Legislative Assembly
Department of the Attorney General and Justice

Commercial (or includes commercial element)

Jacana Energy
Power and Water Corporation
Land Development Corporation
Territory Generation

Statutory Authority

Independent Commissioner Against Corruption
Auditor General
Electoral Commission
Ombudsman
Aboriginal Areas Protection Authority

Industry Regulation &/or Public Infrastructure

Department of Environment Parks and Water Security
Department of Industry Tourism and Trade
Department of Infrastructure, Planning and Logistics

Service Delivery - Public facing

Department of Territory Families, Housing and Communities
NT Health - Department of Health, TEHS, CAHS
Northern Territory Police Fire and Emergency Services
Department of Education

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	TIMESCALES	OWNER	RESOURCES REQUIRED	TARGET / SUCCESS MEASURE
01.				
02.				
03.				