



## NT PEOPLE MATTER SURVEY 2023

Department of Infrastructure, Planning and Logistics

RESPONSE RATE:

74%

RESPONSES:

663  
of 897

YOUR EMPLOYEE ENGAGEMENT SCORE:

66%



VARIANCE from 2021 SURVEY: +2

VARIANCE from NTPS: +2

**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:

72%



VARIANCE from 2021 SURVEY: +4

VARIANCE from NTPS: +3



### 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	69%
DISABILITY - Yes	60%
AGE - 55+ YRS	63%



#### HIGHEST SCORING QUESTIONS:

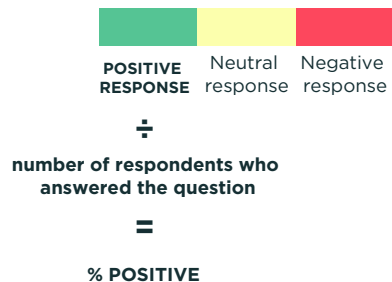
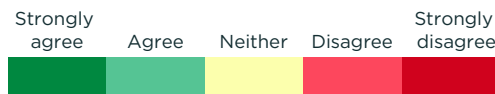
% POSITIVE

Q12g. My behaviour at work is guided by the code of conduct	94%
Q2g. I believe the work I do is important	93%
Q2a. My behaviour at work is guided by the NTPS values	92%

# 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.



## 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	<b>151 + 166 = 317</b>					
% POSITIVE	<b>317 ÷ 613 = 52%</b>					

## 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.

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

## 05.

**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
<b>Q12g.</b> My behaviour at work is guided by the code of conduct	94%	<b>Q16a.</b> I believe my organisation took appropriate action from the last People Matter survey	52%	<b>Q7f.</b> Senior managers engage with employees at all levels of the organisation	24%
<b>Q2g.</b> I believe the work I do is important	93%	<b>Q16b.</b> I believe my organisation will take action as a result of this survey	38%	<b>Q8e.</b> There is good cooperation between teams across our organisation	22%
<b>Q2a.</b> My behaviour at work is guided by the NTPS values	92%	<b>Q6h.</b> My manager appropriately deals with employees who perform poorly	36%	<b>Q8c.</b> It is safe to speak up and challenge the way things are done in my organisation	22%
<b>Q3a.</b> I have a clear understanding of how my workgroup's role contributes to my organisation's goals	91%	<b>Q15c.</b> I feel a strong personal attachment to my organisation	33%	<b>Q7g.</b> Senior managers keep employees informed about what's going on	21%
<b>Q2c.</b> I seek out opportunities to improve my day-to-day performance	90%	<b>Q8a.</b> I know what I need to do to make changes happen in my organisation	33%	<b>Q8d.</b> My organisation fairly considers recommendations from staff about how we could operate better	21%



## 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 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
SAY	Q15a. I would recommend my organisation as a great place to work	20	44	26	7	64%	+2	-4	+3	
	Q15b. I am proud to tell others I work for my organisation	21	46	25		67%	+1	-4	+1	
STAY	Q15c. I feel a strong personal attachment to my organisation	18	37	33	10	55%	-5 ↓	-3	-1	
STRIVE	Q15d. My organisation motivates me to help it achieve its objectives	15	43	29	10	58%	+10 ↑	-2	+3	
	Q15e. My organisation inspires me to do the best in my job	15	41	31	11	56%	+7 ↑	-3	+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 2021 SURVEY

VARIANCE FROM COMPARATOR GROUP

VARIANCE FROM NTPS

		% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>.1</b>	<b>Q8d.</b> My organisation fairly considers recommendations from staff about how we could operate better	<b>48%</b>	+3	-3	+1
<b>.2</b>	<b>Q9b.</b> Senior managers think employees' wellbeing is important	<b>67%</b>	+3	-3	+2
<b>.3</b>	<b>Q7c.</b> The senior management team has a clear vision for the future of the organisation	<b>58%</b>	+6↑	-3	+3
<b>.4</b>	<b>Q7i.</b> My senior managers effectively lead and manage change	<b>55%</b>	+2	-1	+4
<b>.5</b>	<b>Q7d.</b> Senior managers model the behaviours expected of employees	<b>63%</b>	+5↑	-1	+5↑
<b>.6</b>	<b>Q10a.</b> I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	<b>64%</b>	-1	-3	+4

# 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	72%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS		
Q14a. I receive adequate recognition for doing a good job	15	49	19	12	64%	+7 ↑	-3	+4
Q14b. I have the appropriate level of autonomy to do my job effectively	25	58	11		83%	+4	-1	+2
Q14c. There are opportunities to be innovative in my job	17	52	20	9	69%	+2	-4	0
Q14d. Overall, I am satisfied with my job	20	55	15	8	75%	+6 ↑	-1	+3
Q14e. Overall, I am satisfied with my organisation as an employer	20	51	16	9	71%	+2	-2	+6 ↑

### KEY

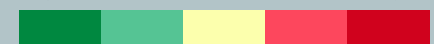


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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.

PURPOSE		72%	RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS	
Motivation	Q2g. I believe the work I do is important	40	52		93%	+1	0	0	
	Q15d. My organisation motivates me to help it achieve its objectives	15	43	29	10	58%	+10 ↑	-2	+3
Purpose	Q8b. I believe in the purpose and objectives of my organisation	22	61	14		82%	+5 ↑	-1	+3
	Q15e. My organisation inspires me to do the best in my job	15	41	31	11	56%	+7 ↑	-3	+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 (Dark Green) | Agree (Light Green) | Neither (Yellow) | Disagree (Red) | Strongly disagree (Dark Red)



# EMPLOYEE EXPERIENCE



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

BELONGING		71%	RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS	
Accepted	Q15c. I feel a strong personal attachment to my organisation	18	37	33	10	55%	-5 ↓	-3	-1
	Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's goals	35	55			91%	+5 ↑	+1	+3
Included	Q5f. My manager has talked to me about what I am doing well in my work	19	49	18	11	68%	+15 ↑	+3	+7 ↑
	Q5g. My manager has talked to me about what I could do to improve my performance	15	43	26	13	58%	+16 ↑	+5 ↑	+9 ↑
	Q6c. My manager involves me in decisions about my work	27	48	14		75%	+4	-1	+6 ↑
	Q6b. My manager tells me about changes that affect me	28	49	13		77%	+7 ↑	0	+4
Respected	Q14a. I receive adequate recognition for doing a good job	15	49	19	12	64%	+7 ↑	-3	+4
	Q3d. People in my workgroup treat each other with respect	32	51	11		83%	+9 ↑	0	+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

# 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.

RECOGNITION	64%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS		
<b>Q2e.</b> I contribute to my workplace outside of the requirements of my job description	39	47	11	86%	+1	-1	-1	
<b>Q14a.</b> I receive adequate recognition for doing a good job	15	49	19	12	64%	+7 ↑	-3	+4
<b>Q2f.</b> I get adequate recognition for the contributions I make outside of my job description	13	43	26	12	55%	+7 ↑	0	+6 ↑
<b>Q6h.</b> My manager appropriately deals with employees who perform poorly	16	33	36	11	49%	+8 ↑	+2	+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

# 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.

EMPLOYEE HEALTH AND WELLBEING		75%	RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS	
	<b>Q9d.</b> I am satisfied with the policies/practices in place to help me manage my health and wellbeing	19	49	21	8	68%	+1	-3	+4
	<b>Q9a.</b> My manager thinks employees' wellbeing is important	35	49	11		83%	+2	-1	+3
<b>K</b>	<b>Q9b.</b> Senior managers think employees' wellbeing is important	22	45	22		67%	+3	-3	+2
	<b>Q3d.</b> People in my workgroup treat each other with respect	32	51	11		83%	+9	0	+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

# EMPLOYEE EXPERIENCE



## EXPLORE THE FULL RESULTS

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

THE STRESS AND BURNOUT QUESTIONS ON THIS PAGE ARE REPORTED SEPARATELY AND ARE NOT INCLUDED IN THE OVERALL SCORE FOR EMPLOYEE HEALTH AND WELLBEING.

EMPLOYEE HEALTH AND WELLBEING	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q9f. I feel burned out by my work</b>		<b>663</b>				
Strongly agree		<b>75</b>	<b>11%</b>	-	+1	-5
Agree		<b>144</b>	<b>22%</b>	-	+1	-2
Neither agree nor disagree		<b>231</b>	<b>35%</b>	-	+2	+7
Disagree		<b>166</b>	<b>25%</b>	-	-4	0
Strongly disagree		<b>47</b>	<b>7%</b>	-	0	+1
<b>Q9g. How often do you find work stressful</b>		<b>663</b>				
Always		<b>40</b>	<b>6%</b>	-	+2	-1
Often		<b>188</b>	<b>28%</b>	-	+2	-3
Sometimes		<b>322</b>	<b>49%</b>	-	-3	+2
Rarely		<b>101</b>	<b>15%</b>	-	0	+2
Never		<b>12</b>	<b>2%</b>	-	0	0

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT



## 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.

THE DATA IN THIS SECTION DOES NOT REPRESENT DOCUMENTED CASES OF BULLYING AND HARASSMENT IN THE WORKPLACE. INSTEAD, IT IS EMPLOYEES' PERCEPTIONS OF EXPERIENCING THESE BEHAVIOURS AT WORK. THIS IS AS IMPORTANT AS UNDERSTANDING THE NUMBER OF DOCUMENTED CASES, AS IT PROVIDES INSIGHT TO WORKPLACE CULTURE AND THE DYNAMICS OF A WORKPLACE.

BULLYING / SEXUAL HARASSMENT	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q13a. Bullying/sexual harassment is not tolerated in my organisation	40   42   12	82%	+15 ↑	+1	+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

# BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT



## EXPLORE THE FULL RESULTS

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

THESE RESULTS ARE PRODUCED USING A RANGE OF BEHAVIOURS THAT RESPONDENTS CAN SELECT IN THE SURVEY. RESULTS INCLUDE ALL INSTANCES FOR THE CATEGORY. FOR EXAMPLE, IF AN EMPLOYEE SELECTED ONE BULLYING BEHAVIOUR AND ONE SEXUAL HARASSMENT BEHAVIOUR, THEY WILL BE COUNTED IN EACH CATEGORY'S TOTAL. AS MULTIPLE ANSWERS CAN BE SELECTED IN THIS RESPONSE, THE PERCENTAGE WILL NOT EQUAL 100%.

BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q13d.</b> Experienced bullying / physical abuse / sexual harassment in the past 12 months		<b>663</b>				
Experienced Bullying (all instances)		<b>130</b>	<b>20%</b>	-6 ↓	+1	-6 ↓
Experienced Physical Abuse (all instances)		<b>0</b>	<b>0%</b>	-	0	-1
Experienced Sexual Harassment (all instances)		<b>28</b>	<b>4%</b>	-2	0	-2
No		<b>466</b>	<b>70%</b>	+5 ↑	-2	+5 ↑
Prefer not to say		<b>60</b>	<b>9%</b>	+1	+1	+1

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT



## EXPLORE THE FULL RESULTS

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

THE RESULTS FOR Q13E ARE PRODUCED BY GROUPING THE INDIVIDUAL RESPONSES TO THIS QUESTION INTO INTERNAL AND EXTERNAL GROUPS OF PEOPLE. FOR EXAMPLE, A CLIENT/CUSTOMER; MEMBER OF THE PUBLIC; CONSULTANT/SERVICE PROVIDER; AND REPRESENTATIVE OF ANOTHER ORGANISATION ARE ALL INCLUDED IN THE EXTERNAL RESULTS. MULTIPLE ANSWERS CAN BE SELECTED (I.E. A CLIENT/CUSTOMER, AS WELL AS A COLLEAGUE), THE PERCENTAGE WILL NOT EQUAL 100%.

BULLYING	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q13e. Who bullied you?</b>		<b>130</b>				
Internal people (all instances)		<b>118</b>	<b>91%</b>	-3	-3	+2
External people (all instances)		<b>25</b>	<b>19%</b>	+3	+5	-2
<b>Q13f. Have you made a formal complaint about the bullying incident?</b>		<b>130</b>				
Yes		<b>18</b>	<b>14%</b>	+3	-2	-7
No		<b>112</b>	<b>86%</b>	-3	+2	+7

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT



## EXPLORE THE FULL RESULTS

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

BULLYING	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q13g.</b> If you made a formal complaint, were you satisfied with the way it was handled?		<b>18</b>				
Yes		<b>5</b>	<b>28%</b>	+6	+7	+3
No		<b>13</b>	<b>72%</b>	+8	+10	+15
Don't Know		<b>0</b>	<b>0%</b>	-14	-17	-18
<b>Q13i.</b> Did the bullying cause you to take time off work?		<b>130</b>				
Yes		<b>49</b>	<b>38%</b>	+4	+4	+7
No		<b>81</b>	<b>62%</b>	-4	-4	-7

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR



# BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT



## EXPLORE THE FULL RESULTS

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

THE RESULTS FOR Q13J ARE PRODUCED BY GROUPING THE INDIVIDUAL RESPONSES TO THIS QUESTION INTO INTERNAL AND EXTERNAL GROUPS OF PEOPLE. FOR EXAMPLE, A CLIENT/CUSTOMER; MEMBER OF THE PUBLIC; CONSULTANT/SERVICE PROVIDER; AND REPRESENTATIVE OF ANOTHER ORGANISATION ARE ALL INCLUDED IN THE EXTERNAL RESULTS. MULTIPLE ANSWERS CAN BE SELECTED (I.E. A CLIENT/CUSTOMER, AS WELL AS A COLLEAGUE), THE PERCENTAGE WILL NOT EQUAL 100%.

PHYSICAL ABUSE	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q13j.</b> Who physically abused you?		<b>0</b>				
Internal people (all instances)	The data for this question has been hidden for anonymity reasons.					
External people (all instances)	The data for this question has been hidden for anonymity reasons.					
<b>Q13k.</b> Have you made a formal complaint about the physical abuse?		<b>0</b>				
Yes	The data for this question has been hidden for anonymity reasons.					
No	The data for this question has been hidden for anonymity reasons.					

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT



## EXPLORE THE FULL RESULTS

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PHYSICAL ABUSE	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
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**Q13i.** If you made a formal complaint, were you satisfied with the way it was handled?

0

Yes	The data for this question has been hidden for anonymity reasons.					
No	The data for this question has been hidden for anonymity reasons.					
Don't Know	The data for this question has been hidden for anonymity reasons.					

**Q13n.** Did the physical abuse cause you to take time off work?

0

Yes	The data for this question has been hidden for anonymity reasons.					
No	The data for this question has been hidden for anonymity reasons.					

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT



## EXPLORE THE FULL RESULTS

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

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SEXUAL HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q130. Who sexually harassed you?</b>		<b>28</b>				
Internal people (all instances)		<b>23</b>	<b>82%</b>	-11↓	0	+14↑
External people (all instances)		<b>6</b>	<b>21%</b>	-3	+2	-14↓
<b>Q13p. Have you made a formal complaint about the sexual harassment?</b>		<b>28</b>				
Yes		<b>1</b>	<b>4%</b>	-7↓	-5↓	-7↓
No		<b>27</b>	<b>96%</b>	+7↑	+5↑	+7↑

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT



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SEXUAL HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q13q.</b> If you made a formal complaint, were you satisfied with the way it was handled?		<b>1</b>				
Yes	The data for this question has been hidden for anonymity reasons.					
No	The data for this question has been hidden for anonymity reasons.					
Don't Know	The data for this question has been hidden for anonymity reasons.					
<b>Q13s.</b> Did the sexual harassment cause you to take time off work?		<b>28</b>				
Yes		<b>1</b>	<b>4%</b>	-24	-2	-6
No		<b>27</b>	<b>96%</b>	+24	+2	+6

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT



## EXPLORE THE FULL RESULTS

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DATA ON WITNESSED BULLYING AND HARASSMENT IN THE WORKPLACE CAN SEEM INFLATED. AN EMPLOYEE MAY HAVE WITNESSED A PARTICULAR BEHAVIOUR ANYWHERE DURING THE EMPLOYMENT AND NOT NECESSARILY IN THEIR OWN WORKPLACE. IT IS IMPORTANT TO CONSIDER THAT THERE COULD BE MULTIPLE PEOPLE WHO HAVE WITNESSED THE SAME INSTANCE/S OF PARTICULAR BEHAVIOUR/S, WITH EACH "WITNESSED" EVENT BEING REPORTED BY MULTIPLE INDIVIDUALS. THIS DEMONSTRATES THAT EVEN ONE INSTANCE OF PERCEIVED BULLYING OR SEXUAL HARASSMENT HAS A MUCH WIDER IMPACT IN THE WORKPLACE THAN THE INDIVIDUAL/S INVOLVED, WHICH IN TURN CAN HAVE SERIOUS CONSEQUENCES FOR OVERALL EMPLOYEE ENGAGEMENT AND WELLBEING.

WITNESSED BULLYING / SEXUAL HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q13b.</b> In the past 12 months, have you witnessed bullying/sexual harassment at work?		<b>663</b>				
Yes		<b>109</b>	<b>16%</b>	-10 ↓	-3	-9 ↓
No		<b>554</b>	<b>84%</b>	+10 ↑	+3	+9 ↑
<b>Q13c.</b> What action did you take after witnessing this bullying/sexual harassment?		<b>109</b>				
Spoke about the matter to the person perceived to be the bully		<b>22</b>	<b>20%</b>	-4	+2	-2
Spoke about the matter to the person perceived to have been bullied		<b>27</b>	<b>25%</b>	-8 ↓	-7 ↓	-12 ↓
Reported the matter formally or informally		<b>55</b>	<b>50%</b>	+7 ↑	+7 ↑	+1
Made a note of the occurrence but took no action		<b>27</b>	<b>25%</b>	+2	+1	+6 ↑
Took no action		<b>18</b>	<b>17%</b>	+3	+2	+6 ↑
Other		<b>8</b>	<b>7%</b>	-4	-1	-2

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# WORKPLACE INCLUSION AND WELLBEING



## EXPLORE THE FULL RESULTS

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

THESE RESULTS PROVIDE AN INSIGHT INTO WORKPLACE INCLUSION BY COLLECTIVELY GROUPING THE ABOVE RESPONSES TOGETHER. THIS IS NOT A COMPLETE PICTURE OF WORKPLACE INCLUSION, AND RESULTS SHOULD BE CONSIDERED IN CONTEXT OF OTHER RESULTS THAT PAINT A MORE COMPREHENSIVE PICTURE OF INCLUSION IN THE WORKPLACE, SUCH AS THE DIVERSITY OF THE WORKFORCE, AND THE OVERALL PERCEPTIONS AND ENGAGEMENT OF DIVERSE GROUPS WITHIN THE AGENCY.

WORKPLACE INCLUSION		70%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS			
	<b>Q3d.</b> People in my workgroup treat each other with respect	32	51	11	83%	+9 ↑	0	+4		
	<b>Q7f.</b> Senior managers engage with employees at all levels of the organisation	16	37	23	16	8	53%	+7 ↑	-5 ↓	+2
	<b>Q3a.</b> I have a clear understanding of how my workgroup's role contributes to my organisation's goals	35	55		91%	+5 ↑	+1	+3		
	<b>Q3b.</b> My workgroup always tries to improve its performance	31	54	11	84%	+7 ↑	+1	+3		
K	<b>Q8d.</b> My organisation fairly considers recommendations from staff about how we could operate better	11	37	31	15	48%	+3	-3	+1	
K	<b>Q7d.</b> Senior managers model the behaviours expected of employees	20	44	23	10	63%	+5 ↑	-1	+5 ↑	
	<b>Q19a.</b> Personal background is not a barrier to success in my organisation (e.g., cultural, age, disability, sexual)	20	48	21	8	68%	-3	-3	0	

**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

# WORKPLACE INCLUSION AND WELLBEING



## EXPLORE THE FULL RESULTS

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

THESE RESULTS ARE GROUPED AS WORKPLACE FACTORS THAT RELATE TO SOME OF THE COMMON PSYCHOSOCIAL HAZARDS AT WORK. WHILE THIS PROVIDES AN INSIGHT INTO THE WELLBEING OF A WORKPLACE, RESULTS SHOULD NOT BE USED AS A COMPLETE RESOURCE FOR IDENTIFYING AND ADDRESSING PSYCHOSOCIAL HAZARDS AT WORK.

WORKPLACE WELLBEING		73%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Job characteristics design and management	Q2b. My job allows me to use my skills, knowledge and abilities	32	57	7		89%	+9 ↑	0	+2
	Q2d. I clearly understand what I'm expected to do in my job	31	55	9		86%	+5 ↑	0	+1
	Q5f. My manager has talked to me about what I am doing well in my work	19	49	18	11	68%	+15 ↑	+3	+7 ↑
	Q6b. My manager tells me about changes that affect me	28	49	13		77%	+7 ↑	0	+4
	Q6c. My manager involves me in decisions about my work	27	48	14		75%	+4	-1	+6 ↑
	K Q7i. My senior managers effectively lead and manage change	15	40	28	11	55%	+2	-1	+4
	Q9e. My agency does a good job of promoting health and wellbeing	14	40	28	13	54%	-	-3	+1
	K Q10a. I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	16	48	21	11	64%	-1	-3	+4
	Q12j. In my organisation, improper conduct is not tolerated	23	48	20	7	70%	0	+3	+8 ↑

**KEY**

**K** KEY DRIVER OF ENGAGEMENT QUESTION

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↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree

# WORKPLACE INCLUSION AND WELLBEING



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WORKPLACE WELLBEING		73%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Job characteristics design and management	Q14a. I receive adequate recognition for doing a good job	15	49	19	12	64%	+7 ↑	-3	+4	
	Q14b. I have the appropriate level of autonomy to do my job effectively	25	58	11		83%	+4	-1	+2	
	Q18u. In my workplace, the physical environment is a barrier to my success		23	48	20	68%	+3	-2	+2	
Behaviours	Q3d. People in my workgroup treat each other with respect	32	51	11		83%	+9 ↑	0	+4	
	Q6i. My manager's behaviour at work is guided by the NTPS values	35	48	14		83%	+10 ↑	+1	+6 ↑	
	Q6j. My manager encourages behaviours that are consistent with the NTPS values	36	47	13		83%	+9 ↑	0	+6 ↑	
	K Q7d. Senior managers model the behaviours expected of employees	20	44	23	10	63%	+5 ↑	-1	+5 ↑	

### KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

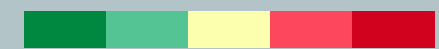


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree





# WORKPLACE INCLUSION AND WELLBEING



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

WORKPLACE CLIMATE REFERS TO THE OVERALL ATMOSPHERE, ENVIRONMENT, AND CONDITIONS WITHIN A WORKPLACE. IT ENCOMPASSES THE PREVAILING ATTITUDES, BEHAVIOURS, AND INTERACTIONS AMONG EMPLOYEES AND THEIR PERCEPTION OF THE ORGANISATIONAL CULTURE.

WORKPLACE CLIMATE		61%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
	<b>Q8c.</b> It is safe to speak up and challenge the way things are done in my organisation	13	40	25	16	53%	+2	-1	+4	
<b>K</b>	<b>Q8d.</b> My organisation fairly considers recommendations from staff about how we could operate better	11	37	31	15	48%	+3	-3	+1	
<b>K</b>	<b>Q9b.</b> Senior managers think employees' wellbeing is important	22	45	22	11	67%	+3	-3	+2	
	<b>Q9c.</b> There is an appropriate level of focus on safety at my workplace	24	52	17	7	75%	-1	-4	+3	
	<b>Q19m.</b> My workplace has a flexible approach to work	12	49	20	13	61%	+1	-7 ↓	-1	

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

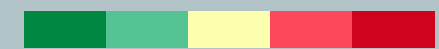


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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.

PERFORMANCE CONVERSATIONS	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q5a.</b> I have a current performance agreement in place (e.g. My Plan, Capability Enhancement Plan, Workplace Participation Plan, or Plan Do Review)		<b>663</b>				
Yes		<b>486</b>	<b>73%</b>	+33	+10	+18
No		<b>110</b>	<b>17%</b>	-33	-9	-18
Not Sure		<b>67</b>	<b>10%</b>	-1	0	0
<b>Q5b.</b> I've received formal feedback on my performance		<b>663</b>				
Yes		<b>480</b>	<b>72%</b>	+28	+11	+21
No		<b>183</b>	<b>28%</b>	-28	-11	-21
<b>Q5c.</b> I've received informal feedback on my performance		<b>663</b>				
Yes		<b>547</b>	<b>83%</b>	+10	-1	+5
No		<b>116</b>	<b>17%</b>	-10	+1	-5

### 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.

PERFORMANCE CONVERSATIONS	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q5e.</b> I receive regular and timely feedback from my manager	18	48	20	10	67%	+15 ↑	+3	+11 ↑
<b>Q5f.</b> My manager has talked to me about what I am doing well in my work	19	49	18	11	68%	+15 ↑	+3	+7 ↑
<b>Q5g.</b> My manager has talked to me about what I could do to improve my performance	15	43	26	13	58%	+16 ↑	+5 ↑	+9 ↑
<b>Q5d.</b> My work performance is assessed against clear criteria	16	49	27	8	64%	+22 ↑	+6 ↑	+12 ↑
<b>Q4g.</b> My manager discusses my career intentions with me	20	46	21	9	66%	+18 ↑	+5 ↑	+11 ↑

**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 (Dark Green) | Agree (Light Green) | Neither (Yellow) | Disagree (Pink) | Strongly disagree (Red)

# CAPABILITY



## EXPLORE THE FULL RESULTS

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

LEARNING AND DEVELOPMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q4a.</b> During the past 12 months, have your learning and development needs been identified and agreed with your supervisor?		<b>663</b>				
Yes		<b>559</b>	<b>84%</b>	+27	+5	+13
No		<b>104</b>	<b>16%</b>	-27	-5	-13
<b>Q4b.</b> In the past 12 months, have you done any learning and development activities?		<b>663</b>				
Yes		<b>440</b>	<b>66%</b>	+20	-6	-8
No		<b>223</b>	<b>34%</b>	-20	+6	+8
<b>Q4c.</b> Were the activities linked to a documented learning plan/performance agreement (e.g. My Plan, Capability Enhancement Plan, Workplace Participation Plan, or Plan Do Review)?		<b>440</b>				
Yes		<b>346</b>	<b>79%</b>	+34	+9	+12
No		<b>94</b>	<b>21%</b>	-34	-9	-12

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# CAPABILITY



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LEARNING AND DEVELOPMENT	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q4f.</b> My manager helps to develop my capability (work-related skills and knowledge)	25	48	18		73%	+11 ↑	+2	+8 ↑
<b>Q4d.</b> The learning and development I've done has helped me advance my career	19	48	24	8	68%	+9 ↑	+6 ↑	+4
<b>Q4e.</b> The learning and development I've done has helped me do my job better	22	59	17		81%	-3	+1	-2

**KEY**

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# CAPABILITY



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SKILLS UTILISATION	85%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q2g.</b> I believe the work I do is important	40	52	93%	+1	0	0
<b>Q2d.</b> I clearly understand what I'm expected to do in my job	31	55	86%	+5 ↑	0	+1
<b>Q14b.</b> I have the appropriate level of autonomy to do my job effectively	25	58	83%	+4	-1	+2
<b>Q2b.</b> My job allows me to use my skills, knowledge and abilities	32	57	89%	+9 ↑	0	+2
<b>Q6g.</b> My manager enables the team to do its best	29	48	77%	+9 ↑	+1	+6 ↑

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

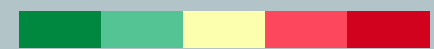


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# INNOVATION



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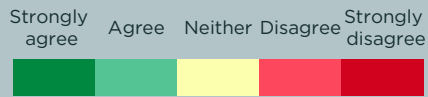
LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

AUTONOMY	86%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS	
<b>Q2d.</b> I clearly understand what I'm expected to do in my job	31	55	9	86%	+5 ↑	0	+1
<b>Q14b.</b> I have the appropriate level of autonomy to do my job effectively	25	58	11	83%	+4	-1	+2
<b>Q2b.</b> My job allows me to use my skills, knowledge and abilities	32	57	7	89%	+9 ↑	0	+2

**KEY** **K** KEY DRIVER OF ENGAGEMENT QUESTION

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# INNOVATION



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CONTINUOUS IMPROVEMENT		65%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2021 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	16	48	21	11	64%	-1	-3	+4	
	Q16b. I believe my organisation will take action as a result of this survey	9	36	38	12	45%	+1	+2	+5 ↑	
	Q8a. I know what I need to do to make changes happen in my organisation	10	43	33	13	53%	+2	+1	+1	
	Q2c. I seek out opportunities to improve my day-to-day performance	34	56	10		90%	+1	0	-1	
	Q8c. It is safe to speak up and challenge the way things are done in my organisation	13	40	25	16	53%	+2	-1	+4	
K	Q8d. My organisation fairly considers recommendations from staff about how we could operate better	11	37	31	15	48%	+3	-3	+1	
	Q3b. My workgroup always tries to improve its performance	31	54	11		84%	+7 ↑	+1	+3	
	Q14c. There are opportunities to be innovative in my job	17	52	20	9	69%	+2	-4	0	
	Q10b. My team acts on the feedback we receive from our clients/customers/stakeholders	19	58	19		77%	+3	0	+4	

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					



# QUALITY SERVICE DELIVERY



## 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.

QUALITY SERVICE DELIVERY		68%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>K</b>	<b>Q10a.</b> I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	16	48	21	11	64%	-1	-3	+4	
	<b>Q10e.</b> In my organisation, we put the client/customer/stakeholder at the centre of everything we do	23	48	22		71%	0	+2	+1	
	<b>Q10c.</b> In my organisation, earning and sustaining a high level of public trust is seen as important	32	51	13		83%	-4	-2	0	
	<b>Q10d.</b> My organisation provides high-quality services to the Northern Territory community	29	54	14		82%	0	-1	+5 ↑	
	<b>Q3c.</b> People in my workgroup use their time and resources efficiently	22	51	17		73%	+9 ↑	0	+2	
	<b>Q8f.</b> There is good collaboration between my organisation and other agencies or organisations we work with	9	45	32	11	54%	+4	-2	+2	
	<b>Q8e.</b> There is good cooperation between teams across our organisation	10	42	27	16	51%	+2	-3	+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

# MANAGERS



## 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.

VISION AND PURPOSE	90%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q2g.</b> I believe the work I do is important		40 52	93%	+1	0	0
<b>Q2d.</b> I clearly understand what I'm expected to do in my job		31 55 9	86%	+5 ↑	0	+1
<b>Q3a.</b> I have a clear understanding of how my workgroup's role contributes to my organisation's goals		35 55	91%	+5 ↑	+1	+3

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

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↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# MANAGERS



## EXPLORE THE FULL RESULTS

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

COMMUNICATION	70%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS		
<b>Q4g.</b> My manager discusses my career intentions with me	20	46	21	9	66%	+18 ↑	+5 ↑	+11 ↑
<b>Q6g.</b> My manager enables the team to do its best	29	48	16		77%	+9 ↑	+1	+6 ↑
<b>Q5f.</b> My manager has talked to me about what I am doing well in my work	19	49	18	11	68%	+15 ↑	+3	+7 ↑
<b>Q5g.</b> My manager has talked to me about what I could do to improve my performance	15	43	26	13	58%	+16 ↑	+5 ↑	+9 ↑
<b>Q6c.</b> My manager involves me in decisions about my work	27	48	14		75%	+4	-1	+6 ↑
<b>Q6b.</b> My manager tells me about changes that affect me	28	49	13		77%	+7 ↑	0	+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 (Dark Green) | Agree (Light Green) | Neither (Yellow) | Disagree (Pink) | Strongly disagree (Red)

# MANAGERS



## EXPLORE THE FULL RESULTS

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

INTEGRITY AND ACCOUNTABILITY	75%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS		
<b>Q12d.</b> I would be confident to approach my manager to discuss concerns or grievances	34	50	8	84%	+7 ↑	+2	+5 ↑	
<b>Q6d.</b> My manager is objective when making decisions	26	48	19	74%	+6 ↑	+1	+6 ↑	
<b>Q6j.</b> My manager encourages behaviours that are consistent with the NTPS values	36	47	13	83%	+9 ↑	0	+6 ↑	
<b>Q6e.</b> My manager is an effective decision maker	29	46	17	75%	+6 ↑	0	+5 ↑	
<b>Q6a.</b> My manager listens to what I have to say	32	53	8	85%	+9 ↑	+1	+7 ↑	
<b>Q6f.</b> My manager thinks avoiding conflicts of interest is important	38	40	16	78%	+2	+1	+8 ↑	
<b>Q6h.</b> My manager appropriately deals with employees who perform poorly	16	33	36	11	49%	+8 ↑	+2	+4

**KEY**

**K** KEY DRIVER OF ENGAGEMENT QUESTION

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↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree (Dark Green) | Agree (Light Green) | Neither (Yellow) | Disagree (Pink) | Strongly disagree (Red)

# SENIOR MANAGERS



## EXPLORE THE FULL RESULTS

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

VISION AND PURPOSE		67%	RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS	
	<b>Q8b.</b> I believe in the purpose and objectives of my organisation	22	61	14	82%	+5 ↑	-1	+3	
<b>K</b>	<b>Q7c.</b> The senior management team has a clear vision for the future of the organisation	18	40	29	10	58%	+6 ↑	-3	+3
	<b>Q7b.</b> Senior managers provide clear strategy and direction	17	44	23	12	62%	+9 ↑	0	+6 ↑

**KEY**

**K** KEY DRIVER OF ENGAGEMENT QUESTION

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↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree (Dark Green) | Agree (Light Green) | Neither (Yellow) | Disagree (Pink) | Strongly disagree (Red)

# SENIOR MANAGERS



## EXPLORE THE FULL RESULTS

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

COMMUNICATION	55%	RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q7h.</b> Communications about change from senior managers are timely	13	42	25	12	7	55%	+9 ↑	-1	+5 ↑	
<b>Q7f.</b> Senior managers engage with employees at all levels of the organisation	16	37	23	16	8	53%	+7 ↑	-5 ↓	+2	
<b>Q7g.</b> Senior managers keep employees informed about what's going on	13	44	22	14	7	57%	+10 ↑	-2	+4	
<b>Q7e.</b> The senior managers in my organisation make timely decisions	13	43	25	14		56%	+11 ↑	-2	+7 ↑	

**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 (Dark Green) | Agree (Light Green) | Neither (Yellow) | Disagree (Pink) | Strongly disagree (Red)

# SENIOR MANAGERS



## EXPLORE THE FULL RESULTS

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

INTEGRITY AND ACCOUNTABILITY		70%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
	<b>Q7a.</b> I'm confident that my senior managers have the appropriate capabilities and skills to lead my organisation	23	48	18	9	70%	+7 ↑	0	+8 ↑	
<b>K</b>	<b>Q7d.</b> Senior managers model the behaviours expected of employees	20	44	23	10	63%	+5 ↑	-1	+5 ↑	
	<b>Q12k.</b> In my organisation, behaving impartially is important	26	51	18		77%	+3	+1	+7 ↑	
	<b>Q12j.</b> In my organisation, improper conduct is not tolerated	23	48	20	7	70%	0	+3	+8 ↑	

**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 (Dark Green) | Agree (Light Green) | Neither (Yellow) | Disagree (Pink) | Strongly disagree (Red)

# GOVERNANCE



## EXPLORE THE FULL RESULTS

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

		RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Change Management	<b>K</b> Q7i. My senior managers effectively lead and manage change	15	40	28	11	55%	+2	-1	+4
	Q6b. My manager tells me about changes that affect me	28	49	13		77%	+7 ↑	0	+4
Code of Conduct	Q12g. My behaviour at work is guided by the code of conduct	36	57			94%	+3	0	+1
	Q12h. My manager's behaviour at work is guided by the code of conduct	34	54	9		88%	+7 ↑	+2	+5 ↑
Merit	Q11a. People recruited to my organisation seem to have the right skills for the job	9	44	31	10	53%	+2	-6 ↓	+1
	Q11b. Recruitment and promotion decisions in my workplace are based on merit	12	42	28	10 8	54%	+9 ↑	-3	+5 ↑
NTPS Values	Q2a. My behaviour at work is guided by the NTPS values	39	52	8		92%	+5 ↑	+2	+4
	Q6i. My manager's behaviour at work is guided by the NTPS values	35	48	14		83%	+10 ↑	+1	+6 ↑
WHS	Q9c. There is an appropriate level of focus on safety at my workplace	24	52	17		75%	-1	-4	+3

**KEY**

**K** KEY DRIVER OF ENGAGEMENT QUESTION

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↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# GOVERNANCE



## EXPLORE THE FULL RESULTS

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

ORGANISATIONAL ACCOUNTABILITY	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q12a.</b> I am aware of my obligations under the NTPS Code of Conduct (or the code of conduct that applies to you)		<b>663</b>				
Yes		<b>660</b>	<b>100%</b>	+1	0	+1
No		<b>3</b>	<b>0%</b>	-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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LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

ORGANISATIONAL ACCOUNTABILITY	69%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS			
<b>Q12d.</b> I would be confident to approach my manager to discuss concerns or grievances	34	50	8	84%	+7 ↑	+2	+5 ↑		
<b>Q12i.</b> In my organisation, avoiding conflict of interest is seen as important	37	48	12	85%	+5 ↑	+1	+9 ↑		
<b>Q12j.</b> In my organisation, improper conduct is not tolerated	23	48	20	7	70%	0	+3	+8 ↑	
<b>Q3c.</b> People in my workgroup use their time and resources efficiently	22	51	17	73%	+9 ↑	0	+2		
<b>Q11b.</b> Recruitment and promotion decisions in my workplace are based on merit	12	42	28	10	8	54%	+9 ↑	-3	+5 ↑
<b>Q12e.</b> I am confident that I would be protected from reprisal for reporting improper conduct	19	41	25	11	60%	+4	-1	+2	
<b>Q12f.</b> I am confident that if I reported improper conduct in my organisation, it would be investigated in a thorough and objective way	15	41	28	11	57%	+1	0	+4	

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

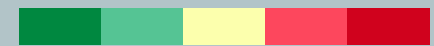


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# GOVERNANCE



## EXPLORE THE FULL RESULTS

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

ORGANISATIONAL ACCOUNTABILITY	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q12b. I have witnessed improper conduct</b>		<b>663</b>				
Yes		<b>180</b>	<b>27%</b>	-2	+1	-7 ↓
No		<b>483</b>	<b>73%</b>	+2	-1	+7 ↑
<b>Q12c. I know what to do to report improper conduct in my organisation</b>		<b>663</b>				
Yes		<b>615</b>	<b>93%</b>	+6 ↑	0	+2
No		<b>48</b>	<b>7%</b>	-6 ↓	0	-2

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# TAKING ACTION



## EXPLORE THE FULL RESULTS

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

TAKING ACTION	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q16a.</b> I believe my organisation took appropriate action from the last People Matter survey	7	27	52	9	35%	-	+3	+6 ↑
<b>Q16b.</b> I believe my organisation will take action as a result of this survey	9	36	38	12	45%	+1	+2	+5 ↑

**KEY**

**K** KEY DRIVER OF ENGAGEMENT QUESTION

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 AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree (Dark Green) | Agree (Light Green) | Neither (Yellow) | Disagree (Pink) | Strongly disagree (Red)