



NT PEOPLE MATTER SURVEY 2021

RESPONSE
RATE:

28%

NT Health - Department of Health, TEHS,
CAHS

RESPONSES:

1931
of 6939



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: +1

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	67%
DISABILITY - Yes	66%
AGE - 55+ YRS	66%



HIGHEST SCORING QUESTIONS:

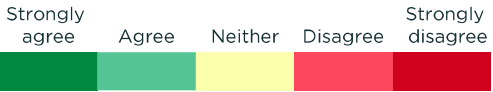
% POSITIVE

Q2g. I believe the work that I do is important	95%
Q2c. I seek out opportunities to improve my day-to-day performance	94%
Q12g. My behaviour at work is informed by/guided by the Code of Conduct	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.



$$\begin{array}{c}
 \text{Strongly agree} \quad \text{Agree} \quad \text{Neither} \quad \text{Disagree} \quad \text{Strongly disagree} \\
 \hline
 \text{POSITIVE RESPONSE} \quad \text{Neutral response} \quad \text{Negative response} \\
 \div \\
 \text{number of respondents who answered the question} \\
 = \\
 \% \text{ POSITIVE}
 \end{array}$$

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 SERVICE DELIVERY (PUBLIC FACING)

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	 95%	Q5d. My work performance is assessed against clear criteria	 30%	Q7f. I feel senior managers engage with employees at all levels of the organisation	 33%
Q2c. I seek out opportunities to improve my day-to-day performance	 94%	Q16a. I believe my organisation will take action as a result of this survey	 30%	Q16a. I believe my organisation will take action as a result of this survey	 31%
Q12g. My behaviour at work is informed by/guided by the Code of Conduct	 92%	Q6h. My manger appropriately deals with employees who perform poorly	 30%	Q8c. I think it is safe to speak up and challenge the way things are done in this organisation	 30%
Q2e. I contribute to my workplace outside of the requirements of my job description	 89%	Q8f. There is good collaboration between my organisation and other agencies or organisations we work with	 30%	Q5g. My manager has talked to me about what I could do to improve my performance	 27%
Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	 87%	Q15e. My organisation inspires me to do the best in my job	 28%	Q8e. There is good cooperation between teams across our organisation	 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	22	43	22	9	65%	0	+3	+4
	Q15b. I am proud to tell others I work for my organisation	26	43	23		69%	-2	+1	+2
STAY	Q15c. I feel a strong personal attachment to my organisation	22	37	28	10	59%	-4	-3	-1
STRIVE	Q15d. My organisation motivates me to help it achieve its objectives	19	37	28	11	56%	+1	-1	+1
	Q15e. My organisation inspires me to do the best in my job	20	36	28	10	56%	0	-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



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

Q7a. I am confident that my leaders have the appropriate capabilities and skills to lead my organisation

62%

-

-2

-1

.2

Q7b. Senior managers provide clear strategy and direction

52%

-

-4

-3

.3

Q9d. I am satisfied with the policies/practices in place to help me manage my health and wellbeing

64%

-

+2

0

.4

Q8d. My organisation fairly considers recommendations from staff about how we could better operate

47%

-

0

+1

.5

Q9b. In my organisation, senior leaders consider the wellbeing of employees to be important

59%

-

-1

-2

.6

Q7c. I believe the senior management team has a clear vision for the future of this organisation

51%

-6↓

-6↓

-5↓

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
								+1	0	+1
Q14a. I receive adequate recognition for doing a good job		16	41	22	13		58%	-2	-2	-2
Q14b. I have the appropriate level of autonomy to do my job effectively		30	52	11			82%	+3	+3	+3
Q14c. There are opportunities to be innovative in my job		26	45	17	8		72%	+3	-2	0
Q14d. Overall, I am satisfied with my job		27	48	15	7		74%	+1	0	+2
Q14e. Overall, I am satisfied with my organisation as an employer		22	45	18	9		67%	+2	+1	+1

KEY



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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

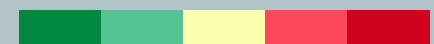
Strongly agree

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		73%	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	63 32			95%	-	+1	+3
	Q15d. My organisation motivates me to help it achieve its objectives	19	37	28 11	56%	+1	-1	+1
Purpose	Q8b. I believe in the purpose and objectives of the organisation	24	59	13	84%	-1	+2	+4
	Q15e. My organisation inspires me to do the best in my job	20	36	28 10	56%	0	-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



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IS THERE ROOM FOR IMPROVEMENT?

BELONGING					64%	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	22	37	28	10		59%	-4	-3	-1
	Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	38	49	8			87%	+3	+2	+3
Included	Q5f. My manager has talked to me about what I am doing well in my work	16	39	20	15	10	56%	-	-2	-3
	Q5g. My manager has talked to me about what I could do to improve my performance	11	33	28	18	9	44%	-	-3	-3
	Q6c. My manager involves me in decisions about my work	27	39	17	10	7	66%	-	-2	-3
	Q6b. My manager keeps me informed about changes which affect me	28	42	14	11		70%	+7 ↑	-3	-2
Respected	Q14a. I receive adequate recognition for doing a good job	16	41	22	13		58%	-2	-2	-2
	Q3d. People in my workgroup treat each other with respect	30	42	14	9		72%	-	-5 ↓	-3

KEY

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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	54	36	9		89%	-	0	0
Q14a. I receive adequate recognition for doing a good job	16	41	22	13	58%	-2	-2	-2
Q2f. I receive adequate recognition for the contributions I make outside of my job description	12	37	23	17	50%	-	0	0
Q6h. My manager appropriately deals with employees who perform poorly	16	28	30	14	45%	-	-1	0

KEY

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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		67%	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	21	43	20	9		64%	-	+2	0
	Q9a. In my organisation, my manager considers the wellbeing of employees to be important	34	41	12	7		74%	-	-2	-2
K	Q9b. In my organisation, senior leaders consider the wellbeing of employees to be important	21	38	22	10	8	59%	-	-1	-2
	Q3d. People in my workgroup treat each other with respect	30	42	14	9		72%	-	-5 ↓	-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



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	28	34	19	12	62%	-	-3	-3

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

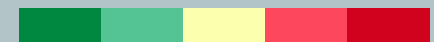


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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



BULLYING/HARASSMENT



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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		1931				
Experienced bullying		514	27%	-	+3	+5
Experienced sexual harassment		26	1%	-	0	0
Experienced both bullying and sexual harassment		158	8%	-	+2	+2
No		1081	56%	-	-5	-6
Prefer not to say		152	8%	-	-1	-1

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER
THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN
COMPARATOR

BULLYING/HARASSMENT



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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?		672				
Yes		119	18%	-	+2	+2
No		553	82%	-	-2	-2
Q13i. Did the bullying/harassment you experienced cause you to take time off from work?		672				
Yes		194	29%	-	-3	-3
No		478	71%	-	+3	+3

KEY



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THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN
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BULLYING/HARASSMENT



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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?		184				
Yes	<div></div>	37	20%	-	0	+1
No	<div></div>	147	80%	-	0	-1
Q13n. Did the harassment/abuse you experienced cause you to take time off from work?		184				
Yes	<div></div>	58	32%	-	-1	-3
No	<div></div>	126	68%	-	+1	+3

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?		1931				
Yes	<div></div>	731	38%	-	+6	+8
No	<div></div>	1200	62%	-	-6	-8
Q13c. What action did you take after witnessing this bullying/sexual harassment?		1213				
Spoke about the matter to the person perceived to be the bully	<div></div>	210	17%	-	+1	+2
Spoke about the matter to the person perceived to have been bullied	<div></div>	340	28%	-	+1	+2
Reported the matter formally or informally	<div></div>	394	32%	-	0	0
Made a note of the occurrence but took no action	<div></div>	142	12%	-	0	-1
Took no action	<div></div>	59	5%	-	-2	-2
Other	<div></div>	68	6%	-	-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)

1931

Yes	<div></div>	1118	58%	0	+5	+2
No	<div></div>	607	31%	-1	-2	-1
Not Sure	<div></div>	206	11%	+1	-4	-2

Q5b. I have received formal feedback on individual performance

1931

Yes	<div></div>	919	48%	+1	+2	-2
No	<div></div>	1012	52%	-1	-2	+2

Q5c. I have received informal feedback on individual performance

1931

Yes	<div></div>	1384	72%	0	-3	-3
No	<div></div>	547	28%	0	+3	+3

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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

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

IS THERE ROOM FOR IMPROVEMENT?

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	14	35	24	17	9	50%	-3	-3	-4
Q5f. My manager has talked to me about what I am doing well in my work	16	39	20	15	10	56%	-	-2	-3
Q5g. My manager has talked to me about what I could do to improve my performance	11	33	28	18	9	44%	-	-3	-3
Q5d. My work performance is assessed against clear criteria	11	37	30	16		49%	-	-1	-2

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K KEY DRIVER OF ENGAGEMENT QUESTION

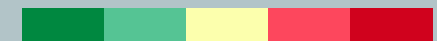


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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?		1931				
Yes	<div></div>	1335	69%	+14	-1	-1
No	<div></div>	596	31%	-2	+1	+1
Q4b. In the past 12 months, have you undertaken any learning and development activities?		1931				
Yes	<div></div>	1435	74%	-	+1	+7
No	<div></div>	496	26%	-	-1	-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)?		1435				
Yes	<div></div>	960	67%	-	-1	-1
No	<div></div>	475	33%	-	+1	+1

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)	22	38	20	12	8	60%	+2	-4	-3
Q4d. The learning and development I have undertaken has helped me advance my career	21	42	26	8		64%	+19 ↑	+2	+3
Q4e. The learning and development I have undertaken has helped me to do my job better	31	55	11			86%	+14 ↑	0	+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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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

SKILLS UTILISATION	84%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2g. I believe the work that I do is important	63	32	95%	-	+1	+3
Q2d. I clearly understand what I am expected to do in this job	44	43	87%	-1	+2	+4
Q14b. I have the appropriate level of autonomy to do my job effectively	30	52	82%	+3	+3	+3
Q2b. My job allows me to utilise my skills, knowledge and abilities	39	47	86%	+2	+1	+3
Q6g. My manager enables the team to do their best	29	38	68%	-	-3	-2

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

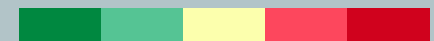


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



INNOVATION



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IS THERE ROOM FOR IMPROVEMENT?

AUTONOMY		85%		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		44	43	8	87%	-1	+2	+4
Q14b. I have the appropriate level of autonomy to do my job effectively		30	52	11	82%	+3	+3	+3
Q2b. My job allows me to utilise my skills, knowledge and abilities		39	47		86%	+2	+1	+3

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

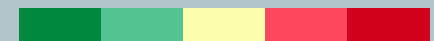


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



INNOVATION



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IS THERE ROOM FOR IMPROVEMENT?

CONTINUOUS IMPROVEMENT		63%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
	Q10a. I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	19	45	17	12		64%	-1	0	0
	Q16a. I believe my organisation will take action as a result of this survey	11	28	30	19	12	38%	-3	-4	-5 ↓
	Q8a. I know what I need to do to make changes happen in my organisation	12	45	27	13		57%	+9 ↑	+2	+4
	Q2c. I seek out opportunities to improve my day-to-day performance	47	47				94%	-	+1	+2
	Q8c. I think it is safe to speak up and challenge the way things are done in this organisation	13	36	21	17	12	50%	-	+1	+1
K	Q8d. My organisation fairly considers recommendations from staff about how we could better operate	11	36	26	17	10	47%	-	0	+1
	Q3b. My workgroup always tries to improve its performance	37	43	11			80%	-	-2	0
	Q14c. There are opportunities to be innovative in my job	26	45	17	8		72%	+3	-2	0
	Q10b. We act on the feedback we receive from clients/customers/stakeholders	21	48	21			69%	-5 ↓	-1	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



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		68%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q10a. I am given the support I need to deliver a high level of service to our clients/customers/stakeholders		19	45	17	12	64%	-1	0	0	
Q10e. In my organisation we put the client/customer/stakeholder at the centre of everything we do		31	43	16	8	73%	-3	0	+2	
Q10c. In my organisation, earning and sustaining a high level of public trust is seen as important		35	48	12		83%	+3	-2	-1	
Q10d. My organisation provides high quality services to the Northern Territory community		33	48	13		81%	0	+3	+2	
Q3c. People in my workgroup use their time and resources efficiently		25	43	17	11	68%	-	-4	-2	
Q8f. There is good collaboration between my organisation and other agencies or organisations we work with		12	41	30	11	53%	-	0	0	
Q8e. There is good cooperation between teams across our organisation		11	39	23	17	50%	-	0	+1	

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

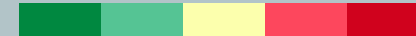


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



MANAGERS



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IS THERE ROOM FOR IMPROVEMENT?

VISION AND PURPOSE	90%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2g. I believe the work that I do is important		63 32	95%	-	+1	+3
Q2d. I clearly understand what I am expected to do in this job		44 43 8	87%	-1	+2	+4
Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes		38 49 8	87%	+3	+2	+3

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

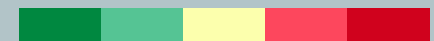


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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?

COMMUNICATION		59%					RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q4g. My manager discusses my career plan with me		17	34	23	16	9	51%	+10	⬆	-2	-1	
Q6g. My manager enables the team to do their best		29	38	17	9		68%	-		-3	-2	
Q5f. My manager has talked to me about what I am doing well in my work		16	39	20	15	10	56%	-		-2	-3	
Q5g. My manager has talked to me about what I could do to improve my performance		11	33	28	18	9	44%	-		-3	-3	
Q6c. My manager involves me in decisions about my work		27	39	17	10	7	66%	-		-2	-3	
Q6b. My manager keeps me informed about changes which affect me		28	42	14	11		70%	+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 Agree Neither Disagree Strongly disagree



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	34	43	9	8		76%	-	-1	-1
Q6d. My manager demonstrates objectivity in decision-making	26	39	18	10	7	65%	-	-3	-3
Q6j. My manager encourages behaviours that are consistent with the NTPS values	30	43	17			73%	-	-2	-2
Q6e. My manager is an effective decision maker	29	38	17	8	8	68%	-	-2	-2
Q6a. My manager listens to what I have to say	31	43	12	8		74%	-	-3	-3
Q6f. My manager sees avoiding conflicts of interest as being important	27	39	23			66%	-	-3	-4
Q6h. My manger appropriately deals with employees who perform poorly	16	28	30	14	11	45%	-	-1	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



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		62%	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	24	59	13		84%	-1	+2	+4
K	Q7c. I believe the senior management team has a clear vision for the future of this organisation	15	36	28	13 8	51%	-6 ↓	-6 ↓	-5 ↓
K	Q7b. Senior managers provide clear strategy and direction	15	36	26	14 8	52%	-	-4	-3

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	46%	RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q7h. Communications about change from senior managers are timely	13	33	27	15	10		47%	+6 ↑	-2	-2
Q7f. I feel senior managers engage with employees at all levels of the organisation	14	29	24	20	12		43%	-	-5 ↓	-5 ↓
Q7g. I feel senior managers keep employees informed about what is going on	14	35	24	17	10		49%	-	-2	-1
Q7e. I feel the senior managers in my organisation make timely decisions	14	33	28	15	10		47%	-	-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



SENIOR MANAGERS



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IS THERE ROOM FOR IMPROVEMENT?

INTEGRITY AND ACCOUNTABILITY		61%	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	20	42	21	11		62%	-	-2	-1
	Q7d. I feel that senior managers model the behaviours expected of employees	16	38	26	11	9	54%	-	-2	-2
	Q12k. In my organisation, behaving impartially is seen as important	20	44	26			63%	-	-3	-4
	Q12j. In my organisation, engaging in improper conduct is not tolerated	24	41	20	10		64%	-	-4	-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



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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	17	35	26	12	10	52%	-7 ↓	-2	-2
	Q6b. My manager keeps me informed about changes which affect me	28	42	14	11		70%	+7 ↑	-3	-2
Code of Conduct	Q12g. My behaviour at work is informed by/guided by the Code of Conduct	43	49	7			92%	-	0	0
	Q12h. My manager's behaviour at work is informed by/guided by the Code of Conduct	34	46	14			80%	-	-2	-1
Merit	Q11a. People recruited to my organisation seem to have the right skills for the job	13	41	26	13		54%	-	+1	+1
	Q11b. Recruitment and promotion decisions in my workplace are based on merit	12	35	27	14	12	47%	-	+1	0
Values	Q2a. My behaviour at work is informed/guided by the NTPS values	38	48	11			87%	-	+3	+2
	Q6i. My manager's behaviour at work is informed/guided by the NTPS values	30	42	19			72%	-	-1	-1
WHS	Q9c. There is an appropriate level of focus on safety at my workplace	25	46	15	8		71%	-	+1	-1

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



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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

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

1931

Yes	<div></div>	1888	98%	-	0	0
No	<div></div>	43	2%	-	0	0

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.

IS THERE ROOM FOR IMPROVEMENT?

ORGANISATIONAL ACCOUNTABILITY	62%	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	34	43	9	8		76%	-	-1	-1
Q12i. In my organisation, avoiding conflict of interest is seen as important	25	44	21			68%	-	-3	-5 ↓
Q12j. In my organisation, engaging in improper conduct is not tolerated	24	41	20	10		64%	-	-4	-4
Q3c. People in my workgroup use their time and resources efficiently	25	43	17	11		68%	-	-4	-2
Q11b. Recruitment and promotion decisions in my workplace are based on merit	12	35	27	14	12	47%	-	+1	0
Q12e. I am confident that I would be protected from reprisal for reporting improper conduct	21	37	21	11	9	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	18	36	24	13	9	53%	-	-1	-1

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



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

1931

Yes	<div></div>	816	42%	-	+7	+8
No	<div></div>	1115	58%	-	-7	-8

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

1931

Yes	<div></div>	1707	88%	-	+1	0
No	<div></div>	224	12%	-	-1	0

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 : 1931 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	21	Yes	4	Darwin City (including Palmerston)	61
Female	77	No	96	Katherine	6
Self-Specified	2			Alice Springs	18
Age Recoded	Survey %	What is your current employment status?	Survey %	Tennant Creek	1
15-34 YRS	24	Ongoing	72	Nhulunbuy	4
35-54 YRS	51	Fixed Term	24	Darwin Region (including the Tiwi Islands and West Arnhem)	6
55-64 YRS	20	Casual	4	East Arnhem Region	1
65+ YRS	4	Executive Contract	1	Alice Springs Region	2
				Katherine Region	1
Are you an Australian Aboriginal and/or Torres Strait Islander?	Survey %	Are you the manager of one or more employees?	Survey %	Barkly Region	0
Yes	8	Yes	20	Outside of the Northern Territory	0
No	92	No	80		
Reassigned/experienced significant change in work priorities due to COVID-19?	Survey %	Do you spend some time each week providing care for another person?	Survey %	How long have you been employed in your current organisation?	Survey %
Yes	29	Yes	33	Less than 3 months	4
No	71	No	67	3 months to less than 12 months	11
Did your work arrangement change as a result of COVID-19?	Survey %	Do you work full-time or part-time?	Survey %	1 - 4 years	33
Yes	19	Full-time	87	5 - 9 years	21
No	81	Part-time	13	10 - 14 years	14
				15 - 19 years	7
				20 - 29 years	8
				30 years or more	3

RESPONDENT PROFILE

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

Survey Responses : 1931 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	1
Administration Stream	30
General NTPS – Professional Stream	6
General NTPS – Technical Stream	3
General NTPS- Physical Stream	3
Graduate	0
Trainees/NTPS Apprentices/NICP	0
Other (please specify)	2
Aboriginal and Torres Strait Islander Health Practitioners	1
Allied Health Professional (General NTPS Professional)	10
Nurse	35
Dentist	0
Medical Officers	4
Admin & Corporate Services	0
Corrections Officer (i.e. CO, SCO, SIO)	0
Coach - NT Institute of Sport	0
Other	4

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

	Survey %
Strongly agree	27
Agree	44
Neither agree nor disagree	17
Disagree	8
Strongly disagree	4

Working flexibly is not a barrier to success in my organisation

	Survey %
Strongly agree	21
Agree	40
Neither agree nor disagree	22
Disagree	12
Strongly disagree	5

My workplace has a flexible approach to work

	Survey %
Strongly agree	19
Agree	44
Neither agree nor disagree	20
Disagree	12
Strongly disagree	6

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

	Survey %
Yes	35
No	65

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%
NT Health - Department of Health, TEHS, CAHS		1,931	66%	71%
ATSI	Yes	162	67%	69%
DISABILITY	Yes	79	66%	62%
GENDER	Male	400	67%	72%
	Female	1,490	67%	71%
	Self-Specified	41	44%	34%
AGE	15-34 YRS	464	67%	71%
	35-54 YRS	986	66%	71%
	55-64 YRS	395	65%	69%
	65+ YRS	86	71%	77%
AGENCY TENURE	Less than 3 months	116	71%	80%
	3 months to less than 12 months	381	71%	77%
	1 - 4 years	738	65%	69%
	5 - 9 years	343	64%	67%
	10 - 14 years	178	66%	68%
	15 - 19 years	81	66%	71%
	20 - 29 years	66	64%	63%
	30 years or more	28	66%	65%
FLEXIBLE WORKING	Yes	669	68%	76%
	No	1,262	66%	68%

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%
NT Health - Department of Health, TEHS, CAHS		1,931	66%	71%
MANAGER	Managers	378	69%	75%
	Non-managers	1,553	66%	70%
WORKING ARRANGEMENT	Ongoing	1,383	65%	68%
	Fixed Term	454	69%	77%
	Casual	69	71%	77%
	Executive Contract	25	63%	62%
EMPLOYMENT TYPE	Full-time	1,673	67%	71%
	Part-time	258	64%	68%
REGION	Darwin City (including Palmerston)	1,172	67%	71%
	Katherine	110	71%	77%
	Alice Springs	340	66%	70%
	Tennant Creek	22	64%	66%
	Nhulunbuy	77	61%	60%
	Darwin Region (including the Tiwi Islands and West Arnhem)	124	68%	70%
	East Arnhem Region	22	61%	65%
	Alice Springs Region	42	55%	62%
	Katherine Region	13	69%	75%
	Barkly Region	3	Restricted	Restricted
	Outside of the Northern Territory	6	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.				