



## NT PEOPLE MATTER SURVEY 2021

### Jacana Energy

RESPONSE  
RATE:

69%

RESPONSES:

51  
of 74



#### YOUR EMPLOYEE ENGAGEMENT SCORE:



58%

VARIANCE from 2018 SURVEY: -10

VARIANCE from NTPS: -7

**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:



58%

VARIANCE from 2018 SURVEY: -8

VARIANCE from NTPS: -12



#### 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

Restricted

DISABILITY - Yes

Restricted

AGE - 55+ YRS

Restricted



#### HIGHEST SCORING QUESTIONS:

% POSITIVE

Q2g. I believe the work that I do is important

94%

Q2a. My behaviour at work is informed/guided by the NTPS values

90%

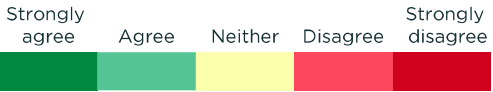
Q2c. I seek out opportunities to improve my day-to-day performance

88%

# GUIDE TO THIS REPORT

## % POSITIVE

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



POSITIVE  
RESPONSE

Neutral  
response

Negative  
response

÷

number of respondents who  
answered the question

=

% POSITIVE

## ROUNDING

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

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

## ANONYMITY

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

## COMPARISONS TO COMPARATOR GROUP

WITHIN THIS REPORT A COMPARISON AGAINST COMPARATOR GROUP REFERS TO COMMERCIAL (OR INCLUDES A COMMERCIAL ELEMENT)

## 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
<b>Q2g.</b> I believe the work that I do is important	 <b>94%</b>	<b>Q7i.</b> My senior manager effectively leads and manages change	 <b>39%</b>	<b>Q7g.</b> I feel senior managers keep employees informed about what is going on	 <b>45%</b>
<b>Q2a.</b> My behaviour at work is informed/guided by the NTPS values	 <b>90%</b>	<b>Q15d.</b> My organisation motivates me to help it achieve its objectives	 <b>37%</b>	<b>Q7h.</b> Communications about change from senior managers are timely	 <b>45%</b>
<b>Q2c.</b> I seek out opportunities to improve my day-to-day performance	 <b>88%</b>	<b>Q15e.</b> My organisation inspires me to do the best in my job	 <b>37%</b>	<b>Q7e.</b> I feel the senior managers in my organisation make timely decisions	 <b>43%</b>
<b>Q12g.</b> My behaviour at work is informed by/guided by the Code of Conduct	 <b>88%</b>	<b>Q11a.</b> People recruited to my organisation seem to have the right skills for the job	 <b>35%</b>	<b>Q8e.</b> There is good cooperation between teams across our organisation	 <b>39%</b>
<b>Q2e.</b> I contribute to my workplace outside of the requirements of my job description	 <b>80%</b>	<b>Q5d.</b> My work performance is assessed against clear criteria	 <b>33%</b>	<b>Q8d.</b> My organisation fairly considers recommendations from staff about how we could better operate	 <b>37%</b>



## 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					58%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
								-10 ⬇	-3	-7 ⬇
SAY	Q15a. I would recommend my organisation as a great place to work	8	41	27	14 10	49%	-16 ⬇	-6 ⬇	-12 ⬇	
	Q15b. I am proud to tell others I work for my organisation	8	41	25	22	49%	-11 ⬇	-10 ⬇	-18 ⬇	
STAY	Q15c. I feel a strong personal attachment to my organisation	16	41	24	16	57%	-10 ⬇	-1	-3	
STRIVE	Q15d. My organisation motivates me to help it achieve its objectives	10	31	37	20	41%	-24 ⬇	-5 ⬇	-14 ⬇	
	Q15e. My organisation inspires me to do the best in my job	8	33	37	22	41%	-20 ⬇	-4	-14 ⬇	

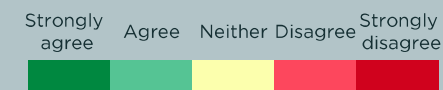
### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR



# 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

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

33%

-

-2

-13↓

.2

**Q12f.** I am confident that if I reported improper conduct in my organisation, it would be investigated in a thorough and objective manner

57%

-

+5↑

+2

.3

**Q8c.** I think it is safe to speak up and challenge the way things are done in this organisation

45%

-

-1

-4

.4

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

69%

-

-2

+5↑

.5

**Q14c.** There are opportunities to be innovative in my job

55%

-13↓

-12↓

-17↓

.6

**Q7e.** I feel the senior managers in my organisation make timely decisions

31%

-

+1

-17↓

# 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		58%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
							-8 ↓	-8 ↓	-12 ↓
	Q14a. I receive adequate recognition for doing a good job	47	20	18	10	53%	-4	-1	-7 ↓
	Q14b. I have the appropriate level of autonomy to do my job effectively	18	55	22		73%	-1	-2	-6 ↓
K	Q14c. There are opportunities to be innovative in my job	16	39	25	16	55%	-13 ↓	-12 ↓	-17 ↓
	Q14d. Overall, I am satisfied with my job	12	47	20	22	59%	-8 ↓	-12 ↓	-14 ↓
	Q14e. Overall, I am satisfied with my organisation as an employer	10	39	27	14	49%	-16 ↓	-12 ↓	-17 ↓

### KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

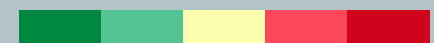
Strongly agree

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.

## IS THERE ROOM FOR IMPROVEMENT?

PURPOSE					63%	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	<div><div>35</div><div>59</div><div></div></div>				94%	-	+2	+1	
	Q15d. My organisation motivates me to help it achieve its objectives	<div><div>10</div><div>31</div><div>37</div><div>20</div><div></div></div>				41%	-24⬇️	-5⬇️	-14⬇️	
Purpose	Q8b. I believe in the purpose and objectives of the organisation	<div><div>14</div><div>63</div><div>14</div><div>10</div><div></div></div>				76%	-12⬇️	+6⬆️	-4	
	Q15e. My organisation inspires me to do the best in my job	<div><div>8</div><div>33</div><div>37</div><div>22</div><div></div></div>				41%	-20⬇️	-4	-14⬇️	

### KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree

Agree

Neither

Disagree

Strongly disagree



# EMPLOYEE EXPERIENCE



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## IS THERE ROOM FOR IMPROVEMENT?

	BELONGING	61%	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	16	41	24	16		57%	-10 ↓	-1	-3
Included	Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	33	45	16			78%	-13 ↓	0	-6 ↓
	Q5f. My manager has talked to me about what I am doing well in my work	12	45	25	14		57%	-	-6 ↓	-1
	Q5g. My manager has talked to me about what I could do to improve my performance	14	37	31	14		51%	-	-3	+3
	Q6c. My manager involves me in decisions about my work	22	43	12	18		65%	-	-3	-4
	Q6b. My manager keeps me informed about changes which affect me	24	35	24	12		59%	-15 ↓	-10 ↓	-13 ↓
Respected	Q14a. I receive adequate recognition for doing a good job		47	20	18	10	53%	-4	-1	-7 ↓
	Q3d. People in my workgroup treat each other with respect	27	39	20	12		67%	-	-8 ↓	-9 ↓

### KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# EMPLOYEE EXPERIENCE



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

## IS THERE ROOM FOR IMPROVEMENT?

RECOGNITION	57%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q2e.</b> I contribute to my workplace outside of the requirements of my job description	49	31 16	80%	-	-8 ↓	-8 ↓
<b>Q14a.</b> I receive adequate recognition for doing a good job	47	20 18 10	53%	-4	-1	-7 ↓
<b>Q2f.</b> I receive adequate recognition for the contributions I make outside of my job description	10 27	27 24 12	37%	-	-4	-13 ↓
<b>Q6h.</b> My manger appropriately deals with employees who perform poorly	14	41 25 12 8	55%	-	+12 ↑	+10 ↑

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# EMPLOYEE EXPERIENCE



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## IS THERE ROOM FOR IMPROVEMENT?

EMPLOYEE HEALTH AND WELLBEING		68%	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	24	45	25			69%	-	-2	+5 ↑
	Q9a. In my organisation, my manager considers the wellbeing of employees to be important	33	37	20	10		71%	-	-7 ↓	-6 ↓
	Q9b. In my organisation, senior leaders consider the wellbeing of employees to be important	24	43	18	10		67%	-	+8 ↑	+6 ↑
	Q3d. People in my workgroup treat each other with respect	27	39	20	12		67%	-	-8 ↓	-9 ↓

### KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# BULLYING/HARASSMENT



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

## 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	31	41	16	12	73%	-	+5	+7

### KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

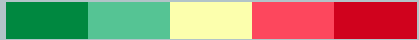


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# BULLYING/HARASSMENT



## EXPLORE THE FULL RESULTS

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

IS THERE ROOM  
FOR  
IMPROVEMENT?

BULLYING/HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q13d.</b> Experienced bullying/harassment in the past 12 months		<b>51</b>				
Experienced bullying		<b>10</b>	<b>20%</b>	-	-1	-2
Experienced sexual harassment		<b>0</b>	<b>0%</b>	-	-1	-1
Experienced both bullying and sexual harassment		<b>6</b>	<b>12%</b>	-	+6	+5
No		<b>29</b>	<b>57%</b>	-	-7	-5
Prefer not to say		<b>6</b>	<b>12%</b>	-	+3	+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  
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BULLYING	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q13f.</b> Have you submitted a formal complaint regarding the bullying incident you personally experience?		<b>16</b>				
Yes	<div></div>	<b>2</b>	<b>13%</b>	-	-6	-3
No	<div></div>	<b>14</b>	<b>88%</b>	-	+6	+3
<b>Q13i.</b> Did the bullying/harassment you experienced cause you to take time off from work?		<b>16</b>				
Yes	<div></div>	<b>5</b>	<b>31%</b>	-	0	-1
No	<div></div>	<b>11</b>	<b>69%</b>	-	0	+1

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER  
THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN  
COMPARATOR

# BULLYING/HARASSMENT



## EXPLORE THE FULL RESULTS

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

## IS THERE ROOM FOR IMPROVEMENT?

HARASSMENT		RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q13k. Have you submitted a formal complaint regarding the harassment/abuse you personally experienced?			6				
Yes	The data for this question has been hidden for anonymity reasons.						
No	The data for this question has been hidden for anonymity reasons.						
Q13n. Did the harassment/abuse you experienced cause you to take time off from work?			6				
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/HARASSMENT



## EXPLORE THE FULL RESULTS

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

IS THERE ROOM FOR IMPROVEMENT?

WITNESSED BULLYING/HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 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>51</b>				
Yes	<div></div>	<b>17</b>	<b>33%</b>	-	+4	+3
No	<div></div>	<b>34</b>	<b>67%</b>	-	-4	-3
<b>Q13c.</b> What action did you take after witnessing this bullying/sexual harassment?		<b>27</b>				
Spoke about the matter to the person perceived to be the bully	<div></div>	<b>5</b>	<b>19%</b>	-	-1	+3
Spoke about the matter to the person perceived to have been bullied	<div></div>	<b>7</b>	<b>26%</b>	-	0	0
Reported the matter formally or informally	<div></div>	<b>12</b>	<b>44%</b>	-	+11	+12
Made a note of the occurrence but took no action	<div></div>	<b>2</b>	<b>7%</b>	-	-4	-5
Took no action		<b>0</b>	<b>0%</b>	-	-5	-7
Other	<div></div>	<b>1</b>	<b>4%</b>	-	-2	-2

### 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)

51

Yes	<div></div>	32	63%	+31↑	-27↓	+7↑
No	<div></div>	15	29%	-12↓	+23↑	-3
Not Sure	<div></div>	4	8%	-19↓	+4	-4

**Q5b.** I have received formal feedback on individual performance

51

Yes	<div></div>	32	63%	+4	-13↓	+13↑
No	<div></div>	19	37%	-4	+13↑	-13↓

**Q5c.** I have received informal feedback on individual performance

51

Yes	<div></div>	41	80%	0	+1	+5↑
No	<div></div>	10	20%	0	-1	-5↓

#### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# CAPABILITY



## EXPLORE THE FULL RESULTS

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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
<b>Q5e.</b> I receive regular and timely feedback from my manager	14	31	31	16	8	45%	-15 ↓	-15 ↓	-8 ↓
<b>Q5f.</b> My manager has talked to me about what I am doing well in my work	12	45	25	14		57%	-	-6 ↓	-1
<b>Q5g.</b> My manager has talked to me about what I could do to improve my performance	14	37	31	14		51%	-	-3	+3
<b>Q5d.</b> My work performance is assessed against clear criteria	10	35	33	16		45%	-	-11 ↓	-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



# CAPABILITY



## EXPLORE THE FULL RESULTS

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IS THERE ROOM FOR IMPROVEMENT?

LEARNING AND DEVELOPMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 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>51</b>				
Yes	<div></div>	<b>30</b>	<b>59%</b>	+12	-18	-11
No	<div></div>	<b>21</b>	<b>41%</b>	-5	+18	+11
<b>Q4b.</b> In the past 12 months, have you undertaken any learning and development activities?		<b>51</b>				
Yes	<div></div>	<b>29</b>	<b>57%</b>	-	-7	-10
No	<div></div>	<b>22</b>	<b>43%</b>	-	+7	+10
<b>Q4c.</b> 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)?		<b>29</b>				
Yes	<div></div>	<b>21</b>	<b>72%</b>	-	-12	+5
No	<div></div>	<b>8</b>	<b>28%</b>	-	+12	-5

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# CAPABILITY



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## IS THERE ROOM FOR IMPROVEMENT?

LEARNING AND DEVELOPMENT	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q4f.</b> My manager helps to develop my capability (work related skills and knowledge)	22	33	20	22	55%	-12 ↓	-7 ↓	-8 ↓
<b>Q4d.</b> The learning and development I have undertaken has helped me advance my career	17	31	34	14	48%	+12 ↑	-7 ↓	-12 ↓
<b>Q4e.</b> The learning and development I have undertaken has helped me to do my job better	17	48	24	10	66%	+6 ↑	-11 ↓	-18 ↓

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# CAPABILITY



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## IS THERE ROOM FOR IMPROVEMENT?

SKILLS UTILISATION	75%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q2g.</b> I believe the work that I do is important	35	59	94%	-	+2	+1
<b>Q2d.</b> I clearly understand what I am expected to do in this job	25	43	69%	-16 ↓	-4	-15 ↓
<b>Q14b.</b> I have the appropriate level of autonomy to do my job effectively	18	55	73%	-1	-2	-6 ↓
<b>Q2b.</b> My job allows me to utilise my skills, knowledge and abilities	22	51	73%	-17 ↓	-3	-11 ↓
<b>Q6g.</b> My manager enables the team to do their best	24	43	67%	-	+1	-3

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

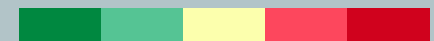


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# INNOVATION



## EXPLORE THE FULL RESULTS

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## IS THERE ROOM FOR IMPROVEMENT?

AUTONOMY	71%	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	25	43	20	12		69%	-16 ↓	-4	-15 ↓
Q14b. I have the appropriate level of autonomy to do my job effectively	18	55	22			73%	-1	-2	-6 ↓
Q2b. My job allows me to utilise my skills, knowledge and abilities	22	51	12	14		73%	-17 ↓	-3	-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 Agree Neither Disagree Strongly disagree



# INNOVATION



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## IS THERE ROOM FOR IMPROVEMENT?

CONTINUOUS IMPROVEMENT					57%	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					10	53	18	16	63%	-7 ↓	+5 ↑	-2	
Q16a. I believe my organisation will take action as a result of this survey					12	37	20	24	8	49%	-6 ↓	+11 ↑	+6 ↑
Q8a. I know what I need to do to make changes happen in my organisation						45	29	18		49%	+1	+1	-5 ↓
Q2c. I seek out opportunities to improve my day-to-day performance					27	61	10			88%	-	-1	-3
K	Q8c. I think it is safe to speak up and challenge the way things are done in this organisation				10	35	20	18	18	45%	-	-1	-4
K	Q8d. My organisation fairly considers recommendations from staff about how we could better operate				8	25	29	24	14	33%	-	-2	-13 ↓
Q3b. My workgroup always tries to improve its performance					31	39	20	8		71%	-	-8 ↓	-10 ↓
K	Q14c. There are opportunities to be innovative in my job				16	39	25	16		55%	-13 ↓	-12 ↓	-17 ↓
Q10b. We act on the feedback we receive from clients/customers/stakeholders					12	49	20	18		61%	-13 ↓	+4	-9 ↓

### 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



## EXPLORE THE FULL RESULTS

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## IS THERE ROOM FOR IMPROVEMENT?

QUALITY SERVICE DELIVERY		62%				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		10	53	18	16	63%	-7 ↓	+5 ↑	-2	
Q10e. In my organisation we put the client/customer/stakeholder at the centre of everything we do		29	43	14	12	73%	-11 ↓	+7 ↑	+1	
Q10c. In my organisation, earning and sustaining a high level of public trust is seen as important		35	41	14	10	76%	-10 ↓	-5 ↓	-8 ↓	
Q10d. My organisation provides high quality services to the Northern Territory community		29	49	16		78%	-7 ↓	-3	-1	
Q3c. People in my workgroup use their time and resources efficiently		20	41	25	12	61%	-	-4	-10 ↓	
Q8f. There is good collaboration between my organisation and other agencies or organisations we work with			39	25	18	45%	-	+7 ↑	-8 ↓	
Q8e. There is good cooperation between teams across our organisation			33	22	33	39%	-	-2	-10 ↓	

### KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

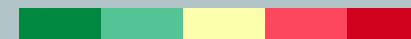


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree





# MANAGERS



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

## IS THERE ROOM FOR IMPROVEMENT?

VISION AND PURPOSE	80%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q2g.</b> I believe the work that I do is important		35 59	94%	-	+2	+1
<b>Q2d.</b> I clearly understand what I am expected to do in this job		25 43 20 12	69%	-16 ↓	-4	-15 ↓
<b>Q3a.</b> I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes		33 45 16	78%	-13 ↓	0	-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



# MANAGERS



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## IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION	57%	RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q4g. My manager discusses my career plan with me	14	29	24	22	12	43%	+11 ↑	-10 ↓	-9 ↓	
Q6g. My manager enables the team to do their best	24	43	27			67%	-	+1	-3	
Q5f. My manager has talked to me about what I am doing well in my work	12	45	25	14		57%	-	-6 ↓	-1	
Q5g. My manager has talked to me about what I could do to improve my performance	14	37	31	14		51%	-	-3	+3	
Q6c. My manager involves me in decisions about my work	22	43	12	18		65%	-	-3	-4	
Q6b. My manager keeps me informed about changes which affect me	24	35	24	12		59%	-15 ↓	-10 ↓	-13 ↓	

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

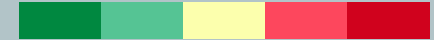


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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	29	43	12	10	73%	-	-5 ↓	-5 ↓	
Q6d. My manager demonstrates objectivity in decision-making	14	53	18	12	67%	-	-1	-2	
Q6j. My manager encourages behaviours that are consistent with the NTPS values	31	39	25		71%	-	0	-4	
Q6e. My manager is an effective decision maker	20	51	16	12	71%	-	+7 ↑	+1	
Q6a. My manager listens to what I have to say	29	41	14	10	71%	-	-7 ↓	-6 ↓	
Q6f. My manager sees avoiding conflicts of interest as being important	20	43	25	10	63%	-	-4	-7 ↓	
Q6h. My manger appropriately deals with employees who perform poorly	14	41	25	12	55%	-	+12 ↑	+10 ↑	

### KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

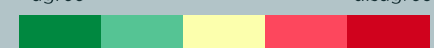


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# SENIOR MANAGERS



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## IS THERE ROOM FOR IMPROVEMENT?

VISION AND PURPOSE	63%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q8b.</b> I believe in the purpose and objectives of the organisation	14	63	14	10		76%	-12 ↓	+6 ↑	-4
<b>Q7c.</b> I believe the senior management team has a clear vision for the future of this organisation	20	43	18	16		63%	-2	+27 ↑	+7 ↑
<b>Q7b.</b> Senior managers provide clear strategy and direction	12	39	25	20		51%	-	+15 ↑	-4

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# SENIOR MANAGERS



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## IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION		32%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
	Q7h. Communications about change from senior managers are timely	24	27	24	22		27%	-24 ↓	-5 ↓	-21 ↓
	Q7f. I feel senior managers engage with employees at all levels of the organisation	10	31	25	22	12	41%	-	+4	-7 ↓
	Q7g. I feel senior managers keep employees informed about what is going on	24	27	29	16		27%	-	-10 ↓	-22 ↓
K	Q7e. I feel the senior managers in my organisation make timely decisions	12	20	25	29	14	31%	-	+1	-17 ↓

### KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

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# SENIOR MANAGERS



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## IS THERE ROOM FOR IMPROVEMENT?

INTEGRITY AND ACCOUNTABILITY	64%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q7a. I am confident that my leaders have the appropriate capabilities and skills to lead my organisation	12	47	22	16	59%	-	+10 ↑	-4	
Q7d. I feel that senior managers model the behaviours expected of employees	20	41	14	18	8	61%	-	+18 ↑	+4
Q12k. In my organisation, behaving impartially is seen as important	14	49	24	10	63%	-	+2	-5 ↓	
Q12j. In my organisation, engaging in improper conduct is not tolerated	22	53	18	8	75%	-	+9 ↑	+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



# 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	8	25	39	22	33%	-23 ↓	-7 ↓	-20 ↓
	Q6b. My manager keeps me informed about changes which affect me	24	35	24	12	59%	-15 ↓	-10 ↓	-13 ↓
Code of Conduct	Q12g. My behaviour at work is informed by/guided by the Code of Conduct	31	57	10		88%	-	-2	-3
	Q12h. My manager's behaviour at work is informed by/guided by the Code of Conduct	27	49	22		76%	-	-4	-5 ↓
Merit	Q11a. People recruited to my organisation seem to have the right skills for the job	10	39	35	16	49%	-	+7 ↑	-4
	Q11b. Recruitment and promotion decisions in my workplace are based on merit	18	29	18	20	47%	-	+10 ↑	0
Values	Q2a. My behaviour at work is informed/guided by the NTPS values	25	65			90%	-	+14 ↑	+5 ↑
	Q6i. My manager's behaviour at work is informed/guided by the NTPS values	25	37	33		63%	-	-5 ↓	-10 ↓
WHS	Q9c. There is an appropriate level of focus on safety at my workplace	22	55	22		76%	-	-8 ↓	+4

### KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

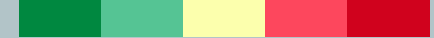


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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.

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)

**51**

Yes	<div></div>	<b>47</b>	<b>92%</b>	-	-6	-6
No	<div></div>	<b>4</b>	<b>8%</b>	-	+6	+6

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER  
THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN  
COMPARATOR



# GOVERNANCE



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## IS THERE ROOM FOR IMPROVEMENT?

ORGANISATIONAL ACCOUNTABILITY		63%					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	29	43	12	10		73%	-	-5 ↓	-5 ↓		
	Q12i. In my organisation, avoiding conflict of interest is seen as important	18	53	22	8		71%	-	-1	-3		
	Q12j. In my organisation, engaging in improper conduct is not tolerated	22	53	18	8		75%	-	+9 ↑	+6 ↑		
	Q3c. People in my workgroup use their time and resources efficiently	20	41	25	12		61%	-	-4	-10 ↓		
	Q11b. Recruitment and promotion decisions in my workplace are based on merit	18	29	18	20	16	47%	-	+10 ↑	0		
	Q12e. I am confident that I would be protected from reprisal for reporting improper conduct	16	45	18	14	8	61%	-	+4	+2		
K	Q12f. I am confident that if I reported improper conduct in my organisation, it would be investigated in a thorough and objective manner	12	45	22	22		57%	-	+5 ↑	+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



# GOVERNANCE



## EXPLORE THE FULL RESULTS

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

IS THERE ROOM  
FOR  
IMPROVEMENT?

### ORGANISATIONAL ACCOUNTABILITY

#### RESPONSE SCALE

RESPONSES

%

VARIANCE  
FROM 2018  
SURVEY

VARIANCE  
FROM  
COMPARATOR  
GROUP

VARIANCE  
FROM NTPS

**Q12b.** I have witnessed improper conduct

**51**

Yes	<div></div>	<b>18</b>	<b>35%</b>	-	+2	+2
No	<div></div>	<b>33</b>	<b>65%</b>	-	-2	-2

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

**51**

Yes	<div></div>	<b>48</b>	<b>94%</b>	-	+2	+6
No	<div></div>	<b>3</b>	<b>6%</b>	-	-2	-6

#### 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 : 51** 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	31	Yes	0	Darwin City (including Palmerston)	94
Female	65	No	100	Katherine	0
Self-Specified	4			Alice Springs	4
Age Recoded	Survey %	What is your current employment status?	Survey %	Tennant Creek	0
15-34 YRS	41	Ongoing	65	Nhulunbuy	0
35-54 YRS	51	Fixed Term	27	Darwin Region (including the Tiwi Islands and West Arnhem)	2
55-64 YRS	8	Casual	6	East Arnhem Region	0
65+ YRS	0	Executive Contract	2	Alice Springs Region	0
				Katherine Region	0
				Barkly Region	0
				Outside of the Northern Territory	0
Are you an Australian Aboriginal and/or Torres Strait Islander?	Survey %	Are you the manager of one or more employees?	Survey %	How long have you been employed in your current organisation?	Survey %
Yes	4	Yes	27	Less than 3 months	0
No	96	No	73	3 months to less than 12 months	12
Reassigned/experienced significant change in work priorities due to COVID-19?	Survey %	Do you spend some time each week providing care for another person?	Survey %	1 - 4 years	59
Yes	25	Yes	33	5 - 9 years	29
No	75	No	67	10 - 14 years	0
Did your work arrangement change as a result of COVID-19?	Survey %	Do you work full-time or part-time?	Survey %	15 - 19 years	0
Yes	39	Full-time	94	20 - 29 years	0
No	61	Part-time	6	30 years or more	0

# 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 : 51** 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	2
Administration Stream	4
General NTPS -Technical Stream	2
Other (please specify)	2
Executive Contract Manager	2
Admin & Corporate Services	57
Operator	27
Other	4

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

	Survey %
Strongly agree	29
Agree	43
Neither agree nor disagree	18
Disagree	8
Strongly disagree	2

## Working flexibly is not a barrier to success in my organisation

	Survey %
Strongly agree	22
Agree	53
Neither agree nor disagree	18
Disagree	6
Strongly disagree	2

## My workplace has a flexible approach to work

	Survey %
Strongly agree	18
Agree	53
Neither agree nor disagree	24
Disagree	6

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

	Survey %
Yes	51
No	49

# SURVEY INDICIES BY DEMOGRAPHICS

		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)
<i>"Restricted" indicates a group with less than 10 respondents</i>				
<b>Northern Territory Public Sector</b>		9,581	65%	70%
<b>Jacana Energy</b>		51	58%	58%
<b>ATSI</b>	Yes	2	<i>Restricted</i>	<i>Restricted</i>
<b>DISABILITY</b>	Yes	0	<i>Restricted</i>	<i>Restricted</i>
<b>GENDER</b>	Male	16	50%	48%
	Female	33	63%	65%
	Self-Specified	2	<i>Restricted</i>	<i>Restricted</i>
<b>AGE</b>	15-34 YRS	21	50%	50%
	35-54 YRS	26	63%	64%
	55-64 YRS	4	<i>Restricted</i>	<i>Restricted</i>
	65+ YRS	0	<i>Restricted</i>	<i>Restricted</i>
<b>AGENCY TENURE</b>	Less than 3 months	2	<i>Restricted</i>	<i>Restricted</i>
	3 months to less than 12 months	11	72%	89%
	1 - 4 years	30	52%	49%
	5 - 9 years	8	<i>Restricted</i>	<i>Restricted</i>
	10 - 14 years	0	<i>Restricted</i>	<i>Restricted</i>
	15 - 19 years	0	<i>Restricted</i>	<i>Restricted</i>
	20 - 29 years	0	<i>Restricted</i>	<i>Restricted</i>
	30 years or more	0	<i>Restricted</i>	<i>Restricted</i>
<b>FLEXIBLE WORKING</b>	Yes	26	63%	67%
	No	25	52%	48%

# SURVEY INDICIES BY DEMOGRAPHICS

*"Restricted" indicates a group with less than 10 respondents*

		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)
<b>Northern Territory Public Sector</b>		9,581	65%	70%
<b>Jacana Energy</b>		51	58%	58%
<b>MANAGER</b>	Managers	14	64%	71%
	Non-managers	37	55%	52%
<b>WORKING ARRANGEMENT</b>	Ongoing	33	59%	59%
	Fixed Term	14	59%	59%
	Casual	3	Restricted	Restricted
	Executive Contract	1	Restricted	Restricted
<b>EMPLOYMENT TYPE</b>	Full-time	48	59%	60%
	Part-time	3	Restricted	Restricted
<b>REGION</b>	Darwin City (including Palmerston)	48	57%	58%
	Katherine	0	Restricted	Restricted
	Alice Springs	2	Restricted	Restricted
	Tennant Creek	0	Restricted	Restricted
	Nhulunbuy	0	Restricted	Restricted
	Darwin Region (including the Tiwi Islands and West Arnhem)	1	Restricted	Restricted
	East Arnhem Region	0	Restricted	Restricted
	Alice Springs Region	0	Restricted	Restricted
	Katherine Region	0	Restricted	Restricted
	Barkly Region	0	Restricted	Restricted
	Outside of the Northern Territory	0	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:

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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?

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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:

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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.				