



2018 PEOPLE MATTER EMPLOYEE SURVEY

RESPONSE RATE:

46%

Northern Territory Public Sector

RESPONSES:

9851
of 21484



YOUR EMPLOYEE ENGAGEMENT SCORE:



65%

VARIANCE from PREVIOUS SURVEY:

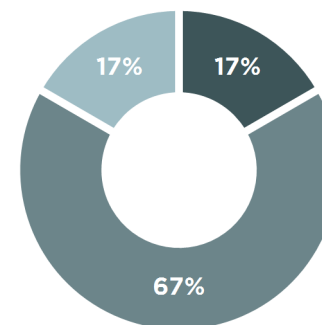
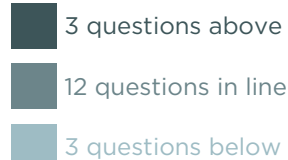
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VARIANCE from BENCHMARK:

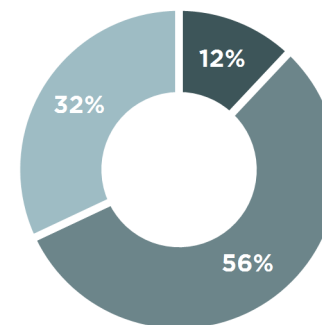
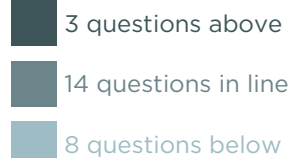
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Employee engagement is about more than just satisfaction. It's a mutually beneficial relationship between the employee and organisation. Engagement is a good indicator of how connected they are to the organisation and in helping it to achieve its goals.

VARIANCE FROM PREVIOUS SURVEY



VARIANCE FROM BENCHMARK



WHAT NOW?

1. EXPLORE TAKE TIME TO UNDERSTAND THE RESULTS IN THIS REPORT.

2. DISCUSS IDENTIFY WITH YOUR TEAM THE THINGS TO CELEBRATE (STRENGTHS) OR IMPROVE (ACTION AREAS).

3. DEVELOP DEVELOP A PLAN OF ACTION USING TEMPLATE AT THE BACK OF THIS REPORT.



EEO GROUP ENGAGEMENT SCORES:

ENGAGEMENT SCORES

ATSI - Yes	65%
DISABILITY - Yes	64%
AGE - 55+ YRS	65%



HIGHEST SCORING QUESTIONS:

% POSITIVE

Q2a. I clearly understand what I am expected to do in this job	86%
Q2b. My job allows me to utilise my skills, knowledge and abilities	83%
Q3b. I have a clear understanding of how my workgroup's role contributes to my agency's stated outcomes	82%

KEY SURVEY INDICIES



EMPLOYEE
ENGAGEMENT

65%

VARIANCE from
PREVIOUS SURVEY: 0



EMPLOYEE
SATISFACTION

67%

VARIANCE from
PREVIOUS SURVEY: -



ORGANISATIONAL
CHANGE

49%

VARIANCE from
PREVIOUS SURVEY: -



INDIVIDUAL
PERFORMANCE AND
CAPABILITY

64%

VARIANCE from
PREVIOUS SURVEY: -



WHAT NOW?

1.

TAKE THE TIME TO EXPLORE

AND UNDERSTAND THE RESULTS IN THIS
REPORT.

2.

DISCUSS THE RESULTS WITH YOUR TEAM

IDENTIFY THE THINGS TO CELEBRATE
(STRENGTHS) OR IMPROVE (ACTION AREAS).

3.

DEVELOP A PLAN OF ACTION

SEE THE SUGGESTED TEMPLATE AT THE
BACK OF THIS REPORT.

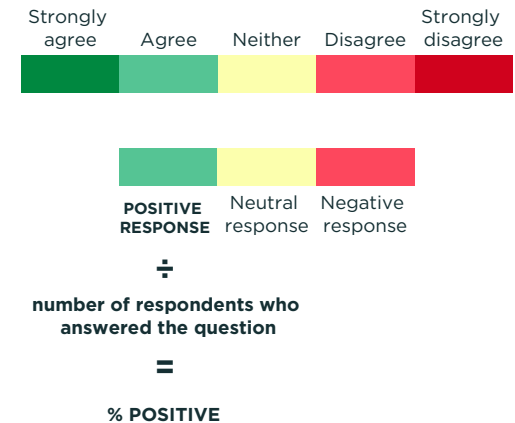
GUIDE TO THIS REPORT

YOUR BENCHMARK DATA

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

% POSITIVE

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



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

DEFINITIONS

RESTRICTED - INDICATES A GROUP WITH LESS THAN 10 RESPONDENTS

'-' - INDICATES DATA NOT AVAILABLE

TIPS & SUGGESTIONS

01.

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

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



UNDERSTANDING YOUR REPORT AND GETTING TO ACTION!

- THE SCORES ON THE FRONT PAGE GIVE YOU SOME SUMMARY INFORMATION. FIRST TAKE THE TIME TO FULLY UNDERSTAND THIS REPORT BEFORE SHARING WITH OTHERS.

- WHAT IS YOUR RESPONSE RATE? IF HIGH, THE RESULTS WILL BE REPRESENTATIVE OF THE VIEWS OF YOUR COLLEAGUES. IF LOW (<20%) TAKE CARE WHEN INTERPRETING THE RESULTS. ENCOURAGE ALL COLLEAGUES TO HELP WITH ACTION PLANNING AND HOPEFULLY THIS WILL ENCOURAGE THEM TO COMPLETE THE SURVEY NEXT TIME.

- HOW DO YOUR SCORES COMPARE TO YOUR PARENT UNIT OR THE ORGANISATION OVERALL?

ARE THERE ANY SCORES THAT ARE UNEXPECTED?

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
Q2a. I clearly understand what I am expected to do in this job	 86%	Q4o. The learning and development I have undertaken has helped me advance my career	 41%	Q5f. There is a clear consultation process when change in my agency is proposed	 32%
Q2b. My job allows me to utilise my skills, knowledge and abilities	 83%	Q5b. I know what I need to do to make changes happen in my agency	 35%	Q4r. My manager discusses my career plans with me	 31%
Q3b. I have a clear understanding of how my workgroup's role contributes to my agency's stated outcomes	 82%	Q5c. I am confident that changes in my agency would be well managed	 33%	Q5i. In times of change, senior managers provide sufficient information about the purpose of change	 29%
Q3a. I believe in the purpose and objectives of the agency	 81%	Q4d. The performance feedback has been beneficial to my ongoing development	 30%	Q5h. Communications about change from senior managers are timely	 29%
Q6h. In my agency, earning and sustaining a high level of public trust is seen as important	 80%	Q5g. My agency's senior managers support staff to work in an environment of change	 30%	Q6o. I believe my agency will take action as a result of this survey	 29%



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.

YOUR EMPLOYEE ENGAGEMENT INDEX SCORE		65%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM BENCHMARK
SAY	Q6i. I would recommend my agency as a great place to work	22	40	23	10	62%	-4	0	
	Q6j. I am proud to tell others I work for my agency	26	41	22	9	68%	-1	-4	
STAY	Q6k. I feel a strong personal attachment to my agency	24	38	25	9	62%	+1	-	
STRIVE	Q6l. My agency motivates me to help it achieve its objectives	17	35	28	12	53%	-1	+7 ↑	
	Q6m. My agency inspires me to do the best in my job	19	35	28	12	53%	0	-	

KEY

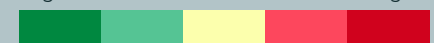


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



EMPLOYEE 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.

YOUR EMPLOYEE SATISFACTION SCORE	67%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM BENCHMARK
Q2c. I receive adequate recognition for doing a good job	20	38	21	14	7	58%	+6 ↑	-5 ↓
Q2d. I have the appropriate level of autonomy to do my job effectively	27	48	13	8		76%	+9 ↑	+6 ↑
Q2e. There are opportunities to be innovative in my job	24	43	18	10		67%	-	-
Q2f. Overall I am satisfied with my job	24	47	16	9		70%	-	-1
Q6n. Overall, I am satisfied with my agency as an employer	21	44	20	10		64%	-	-8 ↓

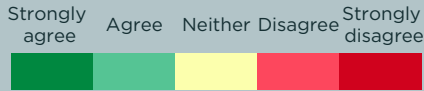
KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR



ORGANISATIONAL CHANGE INDEX



ARE CHANGES COMMUNICATED EFFECTIVELY IN YOUR TEAM?

THESE RESULTS PROVIDE A MEASURE OF ORGANISATIONAL CHANGE FOR YOUR TEAM. THE SCORE REFLECTS HOW WELL EMPLOYEES FEEL MANAGERS AND SENIOR MANAGERS ARE COMMUNICATING THE PURPOSE AND PROCESS OF CHANGE AND WHETHER PEOPLE FEEL EMPOWERED TO MAKE CHANGE HAPPEN.

YOUR ORGANISATIONAL CHANGE SCORE	49%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM BENCHMARK			
Q5b. I know what I need to do to make changes happen in my agency	8	37	35	15	45%	-	-	
Q5d. My manager keeps me informed about changes which affect me	17	46	19	11	62%	-4	+4	
Q5e. My immediate senior manager effectively leads and manages change	17	40	24	11	7	57%	-	-11 ↓
Q5f. There is a clear consultation process when change in my agency is proposed	9	29	30	18	13	38%	-2	-
Q5h. Communications about change from senior managers are timely	10	32	28	17	12	42%	-2	-

KEY

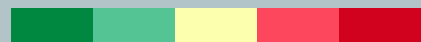


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



INDIVIDUAL PERFORMANCE AND CAPABILITY INDEX



ARE EMPLOYEES IN YOUR TEAM DEVELOPING AND APPLYING NEW SKILLS?

THESE RESULTS PROVIDE A MEASURE OF PERFORMANCE AND CAPABILITY FOR YOUR TEAM. THE SCORE REFLECTS HOW WELL EMPLOYEES FEEL MANAGERS ARE SUPPORTING THEM TO DEVELOP THEIR CAPABILITY, AND WHETHER EMPLOYEES ARE TAKING RESPONSIBILITY FOR THEIR OWN DEVELOPMENT.



Q4e. I receive regular and timely feedback from my manager	15	37	23	17	53%	-	-12 ↓
Q4g. My manager helps to develop my capability (work related skills and knowledge)	19	39	22	13	57%	-	-
Q4h. I have a clear understanding of my development needs	20	50	20	8	69%	-	-
Q4n. The learning and development I have undertaken has helped me to do my job better	20	45	27		65%	-	-
Q4q. I seek out opportunities to apply what I learn in my day-to-day work	23	55	18		78%	-	-
Q4s. I spend time out of working hours building my capability (work related skills and knowledge)	21	40	24	12	61%	-	-

KEY

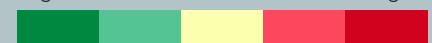


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



ALL QUESTIONS



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?

YOUR JOB	%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM BENCHMARK
Q2a. I clearly understand what I am expected to do in this job		41 45 8 4	86%	+5 ↑	0
Q2b. My job allows me to utilise my skills, knowledge and abilities		36 47 9 8	83%	+3	0
Q2c. I receive adequate recognition for doing a good job		20 38 21 14 7	58%	+6 ↑	-5 ↓
Q2d. I have the appropriate level of autonomy to do my job effectively		27 48 13 8	76%	+9 ↑	+6 ↑
Q2e. There are opportunities to be innovative in my job		24 43 18 10	67%	-	-
Q2f. Overall I am satisfied with my job		24 47 16 9	70%	-	-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

ALL QUESTIONS



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

IS THERE ROOM FOR IMPROVEMENT?

PURPOSE	%	RESPONSE SCALE					% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM BENCHMARK
Q3a. I believe in the purpose and objectives of the agency		29	52	13			81%	-	+1
Q3b. I have a clear understanding of how my workgroup's role contributes to my agency's stated outcomes		30	52	11			82%	+2	-7 ↓
K Q3c. I believe the senior management team has a clear vision for the future of this agency		20	38	21	12	9	57%	-	+8 ↑

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree

ALL QUESTIONS



EXPLORE THE FULL RESULTS

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

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

IS THERE ROOM FOR IMPROVEMENT?

LEARNING AND DEVELOPMENT

RESPONSE SCALE

RESPONSES

%

VARIANCE FROM PREVIOUS SURVEY

Q4a. I have a current performance agreement in place (e.g. MyPlan, Capability Enhancement Plan, Workplace Participation Plan, Plan Do Review)

9851

Yes



5246

53%

+1

No



3460

35%

-1

Not Sure



1145

12%

0

Q4b. During the last 12 months, I have received formal feedback on my performance

9851

Yes



4704

48%

+2

No



5147

52%

-2

Q4c. During the last 12 months, I have received informal feedback on my performance

9851

Yes



7212

73%

+5

No



2639

27%

-5

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

ALL QUESTIONS



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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 PREVIOUS SURVEY	VARIANCE FROM BENCHMARK
Q4d. The performance feedback has been beneficial to my ongoing development		16	39	30	9	55%	-	0
Q4e. I receive regular and timely feedback from my manager		15	37	23	17	53%	-	-12 ↓
Q4f. I receive constructive feedback from my manager		17	41	22	13	58%	-	-
Q4g. My manager helps to develop my capability (work related skills and knowledge)		19	39	22	13	57%	-	-
Q4h. I have a clear understanding of my development needs		20	50	20	8	69%	-	-
Q4i. My manager encourages and supports my participation in learning and development opportunities		26	42	19	8	67%	+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 (Dark Green) | Agree (Light Green) | Neither (Yellow) | Disagree (Pink) | Strongly disagree (Red)

ALL QUESTIONS



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IS THERE ROOM FOR IMPROVEMENT?

LEARNING AND DEVELOPMENT

RESPONSE SCALE

RESPONSES

%

VARIANCE FROM PREVIOUS SURVEY

Q4j. During the past 12 months have your learning and development needs been identified and agreed with your supervisor?

9851

Yes		5250	53%	-1
No		3500	36%	+1
Not Sure		1101	11%	+1

Q4k. To date, have your learning and development needs been addressed in the agreed timeframe

9851

Yes fully		2605	26%	-
Yes partially		3884	39%	-
No		3362	34%	-

KEY



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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

ALL QUESTIONS



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IS THERE ROOM FOR IMPROVEMENT?

LEARNING AND DEVELOPMENT

RESPONSE SCALE

RESPONSES

%

VARIANCE FROM PREVIOUS SURVEY

		RESPONSES	%	VARIANCE FROM PREVIOUS SURVEY
Q4l. What is the reason(s) why the agreed learning and development did not take place in the agreed timeframe?		6028		
My supervisor hasn't had the time		962	16%	-
I haven't had the time		513	9%	-
There is no money in the budget		915	15%	-
Appropriate learning and development opportunities have not been available		994	16%	-
I've changed work areas or jobs		460	8%	-
Other things have taken priority		1176	20%	-
Other (please specify)		1008	17%	-
Q4m. In the past 12 months, have you undertaken any skills development activities not linked to a learning and development plan?		9851		
Yes		5850	59%	-
No		4001	41%	-

KEY



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IS THERE ROOM FOR IMPROVEMENT?

LEARNING AND DEVELOPMENT	%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM BENCHMARK
Q4n. The learning and development I have undertaken has helped me to do my job better	20	45 27	65%	-	-
Q4o. The learning and development I have undertaken has helped me advance my career	12	26 41 15	39%	-	-8 ↓
Q4p. Overall I am satisfied with my access to learning and development opportunities in my agency	14	38 26 15 7	51%	-	-
Q4q. I seek out opportunities to apply what I learn in my day-to-day work	23	55 18	78%	-	-
Q4r. My manager discusses my career plans with me	10	29 29 20 11	40%	-	-
Q4s. I spend time out of working hours building my capability (work related skills and knowledge)	21	40 24 12	61%	-	-

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

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Strongly agree Agree Neither Disagree Strongly disagree

ALL QUESTIONS



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

IS THERE ROOM FOR IMPROVEMENT?

CHANGE MANAGEMENT

RESPONSE SCALE

RESPONSES

%

VARIANCE FROM PREVIOUS SURVEY

Q5a. During the past 12 months what were the main changes that affected your workgroup?		26628		
Substantial change in your work priorities		2903	11%	-
Substantial change in your type of work		2160	8%	-
Organisational restructure		4214	16%	-
Change in management above your direct line manager		3666	14%	-
Change in direct line manager		3435	13%	-
Increase in employee numbers		1355	5%	-
Decrease in employee numbers		3322	12%	-
Change in physical workplace (i.e. moved to a new building, existing workplace renovated)		2136	8%	-
Machinery of Government change (machinery of government change refers to the allocation of functions and responsibilities between departments and ministers)		894	3%	-
Other (please specify)		907	3%	-
No significant change		1636	6%	-

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

ALL QUESTIONS



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

IS THERE ROOM FOR IMPROVEMENT?

CHANGE MANAGEMENT		%	RESPONSE SCALE					% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM BENCHMARK
	Q5b. I know what I need to do to make changes happen in my agency	8	37	35	15		45%	-	-	
K	Q5c. I am confident that changes in my agency would be well managed	8	32	33	18	9	39%	-	+3	
	Q5d. My manager keeps me informed about changes which affect me	17	46	19	11		62%	-4	+4	
	Q5e. My immediate senior manager effectively leads and manages change	17	40	24	11	7	57%	-	-11 ↓	
	Q5f. There is a clear consultation process when change in my agency is proposed	9	29	30	18	13	38%	-2	-	
	Q5g. My agency's senior managers support staff to work in an environment of change	11	35	30	14	10	46%	-	-	
	Q5h. Communications about change from senior managers are timely	10	32	28	17	12	42%	-2	-	
	Q5i. In times of change, senior managers provide sufficient information about the purpose of change	10	33	28	17	13	43%	-5 ↓	-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 (dark green) | Agree (medium green) | Neither (yellow) | Disagree (red) | Strongly disagree (dark red)

ALL QUESTIONS



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?

YOUR AGENCY		%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM BENCHMARK
K	Q6a. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender)	29	42	15	9	70%	-	-5 ↓	
K	Q6b. I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	18	45	21	11	63%	-	-	
	Q6c. My team regularly looks for ways to serve our clients/customers/stakeholders better	28	49	15		77%	-	-4	
	Q6d. We act on the feedback we receive from clients/customers/stakeholders	24	49	19		74%	-	+3	
	Q6e. At my agency we put the client/customer/stakeholder at the centre of everything we do	26	45	19		71%	-	0	
	Q6f. My agency provides high quality services to the Northern Territorian community	30	47	16		77%	-7 ↓	-	
K	Q6g. My agency focuses on improving the work we do	26	46	18		72%	-	-8 ↓	
	Q6h. In my agency, earning and sustaining a high level of public trust is seen as important	35	44	15		80%	-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 (Dark Green) | Agree (Light Green) | Neither (Yellow) | Disagree (Red) | Strongly disagree (Dark Red)

ALL QUESTIONS



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?

YOUR AGENCY	%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM BENCHMARK
Q6i. I would recommend my agency as a great place to work		22 40 23 10	62%	-4	0
Q6j. I am proud to tell others I work for my agency		26 41 22	68%	-1	-4
Q6k. I feel a strong personal attachment to my agency		24 38 25 9	62%	+1	-
Q6l. My agency motivates me to help it achieve its objectives		17 35 28 12	53%	-1	+7↑
Q6m. My agency inspires me to do the best in my job		19 35 28 12	53%	0	-
Q6n. Overall, I am satisfied with my agency as an employer		21 44 20 10	64%	-	-8↓
Q6o. I believe my agency will take action as a result of this survey		15 29 27 15 14	44%	+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

QUESTIONS ASKED OF EEO GROUPS



EXPLORE THE FULL RESULTS

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

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

IS THERE ROOM FOR IMPROVEMENT?

DEMOGRAPHICS	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM PREVIOUS SURVEY
Q8j. Are you of Aboriginal and/or Torres Strait Islander descent?		9851		
Yes		947	10%	-
No		8904	90%	-
Q8k. Do you feel that NTPS Special Measures policy has helped you in your career?		947		
Yes		468	49%	-
No		479	51%	-

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

QUESTIONS ASKED OF EEO GROUPS



EXPLORE THE FULL RESULTS

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

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

IS THERE ROOM FOR IMPROVEMENT?

DEMOGRAPHICS	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM PREVIOUS SURVEY
Q8l. Do you have any sort of disability that restricts you in performing everyday activities and which is long-term (lasting six months or more)?		9851		
Yes		304	3%	-
No		9083	92%	-
Prefer not to say		464	5%	-
Q8m. Does your disability require a work-related adjustment?		304		
Yes		138	45%	-
No		136	45%	-
Prefer not to say		30	10%	-

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

QUESTIONS ASKED OF EEO GROUPS



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?

DEMOGRAPHICS	%	RESPONSE SCALE					% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM BENCHMARK
Q8n. My workplace has enabled this adjustment		31	28	22	9	9	59%	-	-
Q8o. This adjustment was sufficient to meet my needs		45	44	10			89%	-	-
N Q8p. In my workplace, the physical environment is a barrier to my success.		17	24	35	19		54%	-	-
N Q8q. In my workplace, the behaviours and/or attitudes of others are a barrier to my success		16	29	21	21	13	34%	-	-

KEY **N** **NEGATIVELY WORDED QUESTION**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree

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 : 9851 NOTE: Respondent profiles may vary from the actual population due to respondents misidentifying or reporting information incorrectly.

Gender	Survey %	Workforce with disability	Survey %	Education attained	Survey %
Male	31	Yes	3	Doctorate Degree level	2
Female	62	No	92	Master Degree level	12
Other	0	Prefer not to say	5	Graduate Diploma or Graduate Certificate level	16
Prefer not to say	7			Bachelor Degree level including honours degrees	26
Age	Survey %	Disability work related adjustment	Survey %	Advanced Diploma or Diploma level	14
15-34 YRS	26	Yes	45	Certificate level, including trade	15
35-54 YRS	54	No	45	Year 12 or equivalent (VCE/Leaving certificate)	10
55+ YRS	20	Prefer not to say	10	Less than year 12 or equivalent	6
LOTE spoken at home	Survey %	Manager	Survey %	Agency organisational tenure	Survey %
Yes	19	Yes	29	Less than 1 year	26
No	81	No	71	1 - 4 years	38
Aboriginal status	Survey %	Working arrangement	Survey %	5 - 9 years	19
Yes	10	Full-time	92	10 - 14 years	8
No	90	Part-time	8	15 - 19 years	4
Employment type	Survey %	Average casual /Part time hours	Survey %	20 - 29 years	3
Ongoing	71	16 hours or less	7	> 30 years	2
Fixed Term	21	17 to 32 hours	32	Salary	Survey %
Casual	2	33 to 48 hours	27	Below 35k	1
Executive Contract	4	49 to 64 hours	25	35k to 84k	39
Don't know	2	More than 64 hours	8	85k to 139k	51
				140k to 169k	4
				170k +	5

RESPONDENT PROFILE

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

Survey Responses : 9851 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.

Country of birth	Survey %	Classification/Pay award group	Survey %
Australia	77	Executive Contract Officer	3
England	4	Administration Stream	42
Germany	0	General NTPS - Professional Stream	8
Greece	0	General NTPS -Technical Stream	4
India	2	General NTPS- Physical Stream	2
Malaysia	0	Graduate	0
New Zealand	3	Interpreter	0
Philippines	2	Trainees/NTPS Apprentices/NICP	0
South Africa	1	Aboriginal and Torres Strait Islander Health Practitioners	0
United States of America (USA)	0	Allied Health Professional (General NTPS Professional)	2
Other (please specify)	9	Nurse	7
		Dentist	0
		Medical Officers	1
		Teacher (incl Senior Teachers and Assistant Principals)	12
		Teaching Principals	0
		Executive Contract Principals	1
		Assistant Teacher	1
		Executive Contract Manager	0
		Administration & Corporate Services	2
		Technical Coordinator	1
		Science and Engineering	1
		Technical Specialist	0
		Operator	0
		Trade Technical	0
		Senior Corrections Officer (ie CCO, SUPT)	0
		Senior Corrections Officer (ie CO, SCO, SIO)	1
		Corrections Educator	0
		Trainee/Apprentice/Cadet	0
		Fire fighter	1
		Pilot (PFES)	0
		Police Officer (PFES)	6
		Other (please specify)	4

SURVEY INDICIES BY DEMOGRAPHICS

		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)	Organisational change (% positive)	Individual Performance and Capability (% positive)
<i>"Restricted" indicates a group with less than 10 respondents</i>						
Northern Territory Public Sector		9,851	65%	67%	49%	64%
ATSI	Yes	947	65%	67%	51%	63%
DISABILITY	Yes	304	64%	64%	47%	59%
GENDER	Male	3,086	62%	63%	47%	60%
	Female	6,076	68%	72%	52%	67%
	Other	38	48%	47%	29%	52%
	Prefer not to say	651	50%	45%	32%	52%
AGE	15-34 YRS	2,561	68%	71%	54%	68%
	35-54 YRS	5,290	64%	65%	48%	64%
	55+ YRS	2,000	65%	67%	47%	60%
CURRENT ROLE	Less than 1 YR	2,514	70%	75%	57%	69%
	1-4 YRS	3,786	65%	67%	50%	66%
	5-9 YRS	1,907	61%	61%	43%	60%
	10+ YRS	1,644	61%	60%	43%	57%
MANAGER	Managers	2,863	67%	69%	54%	67%
	Non-managers	6,988	64%	66%	47%	63%

SURVEY INDICIES BY DEMOGRAPHICS

		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)	Organisational change (% positive)	Individual Performance and Capability (% positive)
<i>"Restricted" indicates a group with less than 10 respondents</i>						
Northern Territory Public Sector		9,851	65%	67%	49%	64%
STATUS						
	Ongoing	6,985	63%	64%	47%	62%
	Fixed Term	2,028	69%	73%	54%	69%
	Casual	181	70%	73%	55%	68%
	Executive Contract	430	75%	79%	67%	76%
FULL TIME/PART TIME						
	Full-time	9,090	65%	66%	49%	64%
	Part-time	761	70%	74%	51%	67%
REGION						
	Darwin City (including Palmerston)	6,683	65%	68%	50%	64%
	Darwin Region (including the Tiwi Islands and West Arnhem)	459	62%	61%	43%	63%
	East Arnhem Region	279	65%	66%	44%	66%
	Katherine Region	621	68%	66%	50%	68%
	Barkly Region	207	66%	66%	45%	64%
	Alice Springs Town & Region	1,586	65%	66%	47%	62%

SURVEY INDICIES BY WORKGROUPS

"Restricted" indicates a group with less than 10 respondents

	Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)	Organisational change (% positive)	Individual Performance and Capability (% positive)
Northern Territory Public Sector	9,851	65%	67%	49%	64%
Workgroups					
Central Agency	1,681	65%	68%	52%	61%
Commercial (or includes commercial element)	509	64%	65%	46%	60%
Industry Regulation &/or Public Infrastructure	1,568	66%	69%	49%	63%
Service Delivery - Public facing	6,043	65%	66%	48%	65%
Small Statutory Authority	50	78%	84%	69%	68%

TEAM COMPARISON



HOW DO YOU COMPARE?

TO GET AN IDEA OF HOW YOU'RE DOING COMPARED TO OTHERS IN YOUR BUSINESS AREA AND ORGANISATION OVERALL, THESE CHARTS BENCHMARK YOUR SURVEY INDEX SCORES WITH THOSE IN YOUR TEAM

HOW DO YOUR SCORES COMPARE TO OTHERS?

WHERE COMPARATIVELY YOU ARE NOT DOING SO WELL, SPEAK TO HIGHER SCORING TEAMS WITH SIMILAR CHALLENGES TO SEE IF THERE ARE SOME BEST PRACTICES THAT HAVE WORKED FOR THEM.

	Northern Territory Public Sector	Central Agency	Commercial (or includes commer...	Industry Regulation &/or Publi...	Service Delivery - Public faci...	Small Statutory Authority
RESPONDENTS	9851	1681	509	1568	6043	50
EMPLOYEE ENGAGEMENT	65%	65%	64%	66%	65%	78%
Q6i. I would recommend my agency as a great place to work	62%	63%	61%	65%	61%	84%
Q6j. I am proud to tell others I work for my agency	68%	68%	62%	71%	67%	82%
Q6k. I feel a strong personal attachment to my agency	62%	57%	61%	63%	62%	78%
Q6l. My agency motivates me to help it achieve its objectives	53%	54%	52%	54%	52%	76%
Q6m. My agency inspires me to do the best in my job	53%	54%	51%	55%	53%	78%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

TEAM COMPARISON



HOW DO YOU COMPARE?

TO GET AN IDEA OF HOW YOU'RE DOING COMPARED TO OTHERS IN YOUR BUSINESS AREA AND ORGANISATION OVERALL, THESE CHARTS BENCHMARK YOUR SURVEY INDEX SCORES WITH THOSE IN YOUR TEAM.

HOW DO YOUR SCORES COMPARE TO OTHERS?

WHERE COMPARATIVELY YOU ARE NOT DOING SO WELL, SPEAK TO HIGHER SCORING TEAMS WITH SIMILAR CHALLENGES TO SEE IF THERE ARE SOME BEST PRACTICES THAT HAVE WORKED FOR THEM.

	Northern Territory Public Sector	Central Agency	Commercial (or includes commer...	Industry Regulation &/or Publi...	Service Delivery - Public faci...	Small Statutory Authority
RESPONDENTS	9851	1681	509	1568	6043	50
EMPLOYEE SATISFACTION	67%	68%	65%	69%	66%	84%
Q2c. I receive adequate recognition for doing a good job	58%	60%	55%	60%	57%	80%
Q2d. I have the appropriate level of autonomy to do my job effectively	76%	77%	73%	76%	75%	86%
Q2e. There are opportunities to be innovative in my job	67%	64%	65%	67%	68%	80%
Q2f. Overall I am satisfied with my job	70%	71%	67%	72%	70%	86%
Q6n. Overall, I am satisfied with my agency as an employer	64%	66%	65%	68%	62%	86%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

TEAM COMPARISON



HOW DO YOU COMPARE?

TO GET AN IDEA OF HOW YOU'RE DOING COMPARED TO OTHERS IN YOUR BUSINESS AREA AND ORGANISATION OVERALL, THESE CHARTS BENCHMARK YOUR SURVEY INDEX SCORES WITH THOSE IN YOUR TEAM.

HOW DO YOUR SCORES COMPARE TO OTHERS?

WHERE COMPARATIVELY YOU ARE NOT DOING SO WELL, SPEAK TO HIGHER SCORING TEAMS WITH SIMILAR CHALLENGES TO SEE IF THERE ARE SOME BEST PRACTICES THAT HAVE WORKED FOR THEM.

	Northern Territory Public Sector	Central Agency	Commercial (or includes commer...	Industry Regulation &/or Publi...	Service Delivery - Public faci...	Small Statutory Authority
RESPONDENTS	9851	1681	509	1568	6043	50
ORGANISATIONAL CHANGE	49%	52%	46%	49%	48%	69%
Q5b. I know what I need to do to make changes happen in my agency	45%	46%	46%	42%	45%	70%
Q5d. My manager keeps me informed about changes which affect me	62%	64%	61%	66%	61%	78%
Q5e. My immediate senior manager effectively leads and manages change	57%	59%	53%	58%	57%	68%
Q5f. There is a clear consultation process when change in my agency is proposed	38%	42%	35%	38%	37%	64%
Q5h. Communications about change from senior managers are timely	42%	48%	37%	42%	41%	66%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

TEAM COMPARISON



HOW DO YOU COMPARE?

TO GET AN IDEA OF HOW YOU'RE DOING COMPARED TO OTHERS IN YOUR BUSINESS AREA AND ORGANISATION OVERALL, THESE CHARTS BENCHMARK YOUR SURVEY INDEX SCORES WITH THOSE IN YOUR TEAM.

HOW DO YOUR SCORES COMPARE TO OTHERS?

WHERE COMPARATIVELY YOU ARE NOT DOING SO WELL, SPEAK TO HIGHER SCORING TEAMS WITH SIMILAR CHALLENGES TO SEE IF THERE ARE SOME BEST PRACTICES THAT HAVE WORKED FOR THEM.

	Northern Territory Public Sector	Central Agency	Commercial (or includes commer...	Industry Regulation &/or Publi...	Service Delivery - Public faci...	Small Statutory Authority
RESPONDENTS	9851	1681	509	1568	6043	50
INDIVIDUAL PERFORMANCE AND CAPABILITY	64%	61%	60%	63%	65%	68%
Q4e. I receive regular and timely feedback from my manager	53%	56%	54%	58%	50%	66%
Q4g. My manager helps to develop my capability (work related skills and knowledge)	57%	59%	56%	60%	56%	68%
Q4h. I have a clear understanding of my development needs	69%	67%	64%	67%	71%	74%
Q4n. The learning and development I have undertaken has helped me to do my job better	65%	62%	55%	59%	68%	70%
Q4q. I seek out opportunities to apply what I learn in my day-to-day work	78%	73%	77%	73%	81%	74%
Q4s. I spend time out of working hours building my capability (work related skills and knowledge)	61%	49%	54%	58%	66%	58%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

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 PRIOTIES 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 PREVIOUS SURVEY

VARIANCE FROM BENCHMARK

.1

Q6b. I am given the support I need to deliver a high level of service to our clients/customers/stakeholders

63%

-

-

.2

Q6g. My agency focuses on improving the work we do

72%

-

-8↓

.3

Q3c. I believe the senior management team has a clear vision for the future of this agency

57%

-

+8↑

.4

Q5c. I am confident that changes in my agency would be well managed

39%

-

+3

.5

Q6a. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender)

70%

-

-5↓

APPENDIX A: METHODOLOGY

SURVEY TIMEFRAME

This report contains results for the 2018 People Matter Employee Survey which was open from 10 September to 21 September 2018.

INDEX CALCULATIONS

Where questions have been grouped together to form an index for example Organisational Change, 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 factor and regression analysis identifies the factors (groups of questions) and individual questions with the **strongest influence on your engagement index**.

Firstly, **Factor Analysis** identifies patterns in the survey questions, allowing us to see if a group of questions are measuring the same underlying characteristic(s) (i.e. they belong to the same survey theme). This statistical technique assumes that when questions are answered in a similar way, the employee is thinking about the same underlying theme.

Regression analysis is then used to identify questions most likely to influence and drive employee engagement within each theme. This is achieved by developing a statistical model which determines the importance ('weight') of each question on engagement. These weights are used to identify which questions have the most impact on engagement. Once we know the highest impacting factors, to simplify reporting we take the highest impacting questions from the top factors to determine 5 Key Driver questions.


In order to assist smaller organisations and teams to obtain a set priorities or 'Key Drivers' we also use Local Driver Analysis (LDA). This is an automated technique which uses correlation analysis to explore the relationship between the survey questions and Engagement. Correlation will rank survey questions, and the top 5 are reported as 'Key Drivers'. Where a team has less than 20 respondents' drivers are inherited from the parent unit.

TIME TO TAKE ACTION


CELEBRATE

The things we do well:

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


INVESTIGATE FURTHER WITH OUR TEAMS

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

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


OPPORTUNITIES

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

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



USE THIS PAGE TO START YOUR LOCAL ACTION PLANS

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

- PRIORITISE 3 AREAS TO TAKE FORWARD

PRIORITISE 3 AREAS FOR ACTION	TIMESCALES	OWNER	RESOURCES REQUIRED	TARGET / SUCCESS MEASURE
01.				
02.				
03.				