



## NT PEOPLE MATTER SURVEY 2021

### Department of Industry Tourism and Trade

RESPONSE  
RATE:

53%

RESPONSES:

472  
of 894



#### YOUR EMPLOYEE ENGAGEMENT SCORE:



64%

VARIANCE from 2018 SURVEY: -1

VARIANCE from NTPS: -2

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

#### YOUR EMPLOYEE SATISFACTION SCORE:



70%

VARIANCE from 2018 SURVEY: +2

VARIANCE from NTPS: 0



#### WHAT NOW?

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

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

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



#### EEO GROUP ENGAGEMENT SCORES:

ENGAGEMENT  
SCORES

ATSI - Yes	69%
DISABILITY - Yes	63%
AGE - 55+ YRS	61%



#### HIGHEST SCORING QUESTIONS:

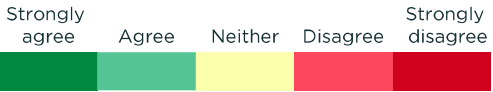
% POSITIVE




Q12g. My behaviour at work is informed by/guided by the Code of Conduct	91%
Q2g. I believe the work that I do is important	90%
Q2e. I contribute to my workplace outside of the requirements of my job description	90%

# 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** Neutral Negative  
**RESPONSE** response response  
 $\div$   
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 INDUSTRY REGULATION&/OR PUBLIC INFRASTRUCTURE

## DEFINITIONS

RESTRICTED - INDICATES A GROUP WITH LESS THAN 10 RESPONDENTS

'-' - INDICATES DATA NOT AVAILABLE

# TIPS & SUGGESTIONS

## 01.

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

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



## UNDERSTANDING YOUR REPORT AND GETTING TO ACTION!

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

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

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

**ARE THERE ANY SCORES THAT ARE UNEXPECTED?**

**Identify areas that need improvement.**

## 02.

These will be the lower scores, and/or those which are scoring notably below your comparators. Discuss these areas with your colleagues in focus groups or one2ones, gather their thoughts and solutions before deciding actions to take.

## 03.

**High neutral responses (lots of employees ticking 'neither agree nor disagree')**

Ask your colleagues about their views to find out what is causing this uncertainty. More communication and involvement may help to shift them to a positive frame of mind.

## 04.

It may be helpful to discuss with your manager or other colleagues (your peers, HR, subject experts) to share ideas before developing plans for action.

There are lots of websites of ideas and case studies to give you further inspiration and top tips.

## 05.

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

**What do you want employees to be saying about their working lives in the future?**
















**What should be put in place to achieve this?**

The 'All questions' pages show every question asked in the survey and the proportion of colleagues responding positively (strongly agree + agree), neutrally (neither agree nor disagree) or negatively (disagree + strongly disagree). Look at how your positive score compares to your parent unit, and your last survey's results.

**Is there room for improvement?**

## 06.

# HEADLINE SCORES

HIGHEST POSITIVE SCORING QUESTIONS	% POSITIVE	HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL	HIGHEST NEGATIVE SCORING QUESTIONS	% NEGATIVE
<b>Q12g.</b> My behaviour at work is informed by/guided by the Code of Conduct	 <b>91%</b>	<b>Q6h.</b> My manger appropriately deals with employees who perform poorly	 <b>40%</b>	<b>Q16a.</b> I believe my organisation will take action as a result of this survey	 <b>30%</b>
<b>Q2g.</b> I believe the work that I do is important	 <b>90%</b>	<b>Q5g.</b> My manager has talked to me about what I could do to improve my performance	 <b>33%</b>	<b>Q7f.</b> I feel senior managers engage with employees at all levels of the organisation	 <b>29%</b>
<b>Q2e.</b> I contribute to my workplace outside of the requirements of my job description	 <b>90%</b>	<b>Q5d.</b> My work performance is assessed against clear criteria	 <b>32%</b>	<b>Q8c.</b> I think it is safe to speak up and challenge the way things are done in this organisation	 <b>29%</b>
<b>Q2c.</b> I seek out opportunities to improve my day-to-day performance	 <b>90%</b>	<b>Q16a.</b> I believe my organisation will take action as a result of this survey	 <b>32%</b>	<b>Q4g.</b> My manager discusses my career plan with me	 <b>28%</b>
<b>Q2a.</b> My behaviour at work is informed/guided by the NTPS values	 <b>86%</b>	<b>Q15d.</b> My organisation motivates me to help it achieve its objectives	 <b>31%</b>	<b>Q7g.</b> I feel senior managers keep employees informed about what is going on	 <b>28%</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		64%	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	17	40	29	10		57%	-8 ↓	-4	-4
	Q15b. I am proud to tell others I work for my organisation	20	44	28			64%	-12 ↓	-3	-3
STAY	Q15c. I feel a strong personal attachment to my organisation	17	42	28	11		58%	-7 ↓	-2	-1
STRIVE	Q15d. My organisation motivates me to help it achieve its objectives	15	37	31	13		52%	+2	+1	-4
	Q15e. My organisation inspires me to do the best in my job	16	35	31	13		50%	-1	0	-4

### KEY

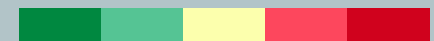


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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

<b>.1</b>	<b>Q7b.</b> Senior managers provide clear strategy and direction	<b>53%</b>	-	0	-2
<b>.2</b>	<b>Q7a.</b> I am confident that my leaders have the appropriate capabilities and skills to lead my organisation	<b>60%</b>	-	-1	-3
<b>.3</b>	<b>Q7d.</b> I feel that senior managers model the behaviours expected of employees	<b>55%</b>	-	-2	-2
<b>.4</b>	<b>Q10a.</b> I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	<b>67%</b>	+1	+1	+2
<b>.5</b>	<b>Q8d.</b> My organisation fairly considers recommendations from staff about how we could better operate	<b>43%</b>	-	0	-3
<b>.6</b>	<b>Q7i.</b> My senior manager effectively leads and manages change	<b>51%</b>	-5↓	0	-2

# 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		70%		RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
							+2	0	0
Q14a. I receive adequate recognition for doing a good job		15	47	21	12	63%	+3	+2	+3
Q14b. I have the appropriate level of autonomy to do my job effectively		23	58	11		81%	+7 ↑	+1	+2
Q14c. There are opportunities to be innovative in my job		21	51	17		72%	+3	+1	+1
Q14d. Overall, I am satisfied with my job		18	53	16	9	71%	-4	+1	-2
Q14e. Overall, I am satisfied with my organisation as an employer		17	47	21	10	64%	-1	-3	-2

### KEY

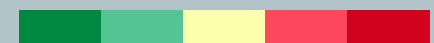


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# 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		68%	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	45	45		90%	-	0	-2
	Q15d. My organisation motivates me to help it achieve its objectives	15	37	31	52%	+2	+1	-4
Purpose	Q8b. I believe in the purpose and objectives of the organisation	23	57	16	80%	0	+1	0
	Q15e. My organisation inspires me to do the best in my job	16	35	31	50%	-1	0	-4

### KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree

Agree

Neither

Disagree

Strongly disagree



# 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?

	BELONGING	65%	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	17	42	28	11		58%	-7 ↓	-2	-1
Included	Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	35	48	10			83%	+4	-1	-2
	Q5f. My manager has talked to me about what I am doing well in my work	16	41	24	12		57%	-	+1	-1
	Q5g. My manager has talked to me about what I could do to improve my performance	11	33	33	18		43%	-	0	-4
	Q6c. My manager involves me in decisions about my work	29	42	17			71%	-	0	+3
	Q6b. My manager keeps me informed about changes which affect me	30	42	13	9		72%	+7 ↑	+2	0
Respected	Q14a. I receive adequate recognition for doing a good job	15	47	21	12		63%	+3	+2	+3
	Q3d. People in my workgroup treat each other with respect	28	46	15	7		74%	-	+1	-1

### KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

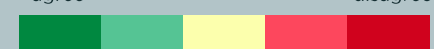


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# 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?

RECOGNITION	60%	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	41 8	90%	-	+3	+1
<b>Q14a.</b> I receive adequate recognition for doing a good job	15	47 21 12	63%	+3	+2	+3
<b>Q2f.</b> I receive adequate recognition for the contributions I make outside of my job description	10	37 29 15 9	48%	-	-1	-2
<b>Q6h.</b> My manager appropriately deals with employees who perform poorly	14	26 40 10 9	40%	-	-1	-5 ↓

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# 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?

EMPLOYEE HEALTH AND WELLBEING	70%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q9d. I am satisfied with the policies/practices in place to help me manage my health and wellbeing	20	47	19	9	67%	-	-1	+2	
Q9a. In my organisation, my manager considers the wellbeing of employees to be important	33	46	10		80%	-	0	+3	
Q9b. In my organisation, senior leaders consider the wellbeing of employees to be important	19	41	25	8	60%	-	-2	-1	
Q3d. People in my workgroup treat each other with respect	28	46	15	7	74%	-	+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



# BULLYING/HARASSMENT



## EXPLORE THE FULL RESULTS

- THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY AND THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE).

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

## 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	22	42	19	10	64%	-	-1	-1

KEY	K	KEY DRIVER OF ENGAGEMENT QUESTION		AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
				AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR					






# 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?

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>472</b>				
Experienced bullying		<b>86</b>	<b>18%</b>	-	-2	-4
Experienced sexual harassment		<b>9</b>	<b>2%</b>	-	+1	+1
Experienced both bullying and sexual harassment		<b>25</b>	<b>5%</b>	-	+1	-1
No		<b>310</b>	<b>66%</b>	-	+1	+4
Prefer not to say		<b>42</b>	<b>9%</b>	-	0	0

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?

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>111</b>				
Yes	<div></div>	<b>19</b>	<b>17%</b>	-	+4	+1
No	<div></div>	<b>92</b>	<b>83%</b>	-	-4	-1
<b>Q13i.</b> Did the bullying/harassment you experienced cause you to take time off from work?		<b>111</b>				
Yes	<div></div>	<b>45</b>	<b>41%</b>	-	+5	+8
No	<div></div>	<b>66</b>	<b>59%</b>	-	-5	-8

### 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
<b>Q13k.</b> Have you submitted a formal complaint regarding the harassment/abuse you personally experienced?		<b>34</b>				
Yes	<div></div>	<b>8</b>	<b>24%</b>	-	+6	+5
No	<div></div>	<b>26</b>	<b>76%</b>	-	-6	-5
<b>Q13n.</b> Did the harassment/abuse you experienced cause you to take time off from work?		<b>34</b>				
Yes	<div></div>	<b>13</b>	<b>38%</b>	-	0	+4
No	<div></div>	<b>21</b>	<b>62%</b>	-	0	-4

### 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

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

**472**

Yes	<div></div>	<b>129</b>	<b>27%</b>	-	0	-3
No	<div></div>	<b>343</b>	<b>73%</b>	-	0	+3

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

**199**

Spoke about the matter to the person perceived to be the bully	<div></div>	<b>22</b>	<b>11%</b>	-	-3	-5⬇️
Spoke about the matter to the person perceived to have been bullied	<div></div>	<b>57</b>	<b>29%</b>	-	+3	+2
Reported the matter formally or informally	<div></div>	<b>64</b>	<b>32%</b>	-	+2	0
Made a note of the occurrence but took no action	<div></div>	<b>28</b>	<b>14%</b>	-	0	+1
Took no action	<div></div>	<b>16</b>	<b>8%</b>	-	-2	+1
Other	<div></div>	<b>12</b>	<b>6%</b>	-	0	0

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)

**472**

Yes	<div></div>	<b>213</b>	<b>45%</b>	-8↓	0	-11↓
No	<div></div>	<b>199</b>	<b>42%</b>	+4	-1	+10↑
Not Sure	<div></div>	<b>60</b>	<b>13%</b>	+4	+1	0

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

**472**

Yes	<div></div>	<b>224</b>	<b>47%</b>	-1	0	-2
No	<div></div>	<b>248</b>	<b>53%</b>	+1	0	+2

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

**472**

Yes	<div></div>	<b>369</b>	<b>78%</b>	+2	+2	+3
No	<div></div>	<b>103</b>	<b>22%</b>	-2	-2	-3

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 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?

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	13	39	27	14	8	51%	-7 ↓	0	-2
<b>Q5f.</b> My manager has talked to me about what I am doing well in my work	16	41	24	12		57%	-	+1	-1
<b>Q5g.</b> My manager has talked to me about what I could do to improve my performance	11	33	33	18		43%	-	0	-4
<b>Q5d.</b> My work performance is assessed against clear criteria	9	37	32	16		46%	-	0	-4

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# 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
<b>Q4a.</b> During the past 12 months, have your learning and development needs been identified and agreed with your supervisor?		<b>472</b>				
Yes	<div></div>	<b>283</b>	<b>60%</b>	+6	-2	-10
No	<div></div>	<b>189</b>	<b>40%</b>	+3	+2	+10
<b>Q4b.</b> In the past 12 months, have you undertaken any learning and development activities?		<b>472</b>				
Yes	<div></div>	<b>244</b>	<b>52%</b>	-	0	-16
No	<div></div>	<b>228</b>	<b>48%</b>	-	0	+16
<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>244</b>				
Yes	<div></div>	<b>147</b>	<b>60%</b>	-	+5	-7
No	<div></div>	<b>97</b>	<b>40%</b>	-	-5	+7

### 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 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?

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)	20	39	22	11	8	58%	-2	-3	-5 ↓
<b>Q4d.</b> The learning and development I have undertaken has helped me advance my career	16	37	32	11		53%	+26 ↑	-4	-7 ↓
<b>Q4e.</b> The learning and development I have undertaken has helped me to do my job better	25	55	16			80%	+22 ↑	-2	-3

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

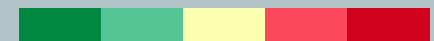


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# CAPABILITY



## 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?

SKILLS UTILISATION	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	45	45	90%	-	0	-2
<b>Q2d.</b> I clearly understand what I am expected to do in this job	33	50	82%	-3	+1	-1
<b>Q14b.</b> I have the appropriate level of autonomy to do my job effectively	23	58	81%	+7	+1	+2
<b>Q2b.</b> My job allows me to utilise my skills, knowledge and abilities	30	50	80%	-2	0	-4
<b>Q6g.</b> My manager enables the team to do their best	29	39	69%	-	0	-1

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

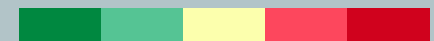


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# INNOVATION



## 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?

AUTONOMY	81%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q2d.</b> I clearly understand what I am expected to do in this job	33	50	9		82%	-3	+1	-1
<b>Q14b.</b> I have the appropriate level of autonomy to do my job effectively	23	58	11		81%	+7 ↑	+1	+2
<b>Q2b.</b> My job allows me to utilise my skills, knowledge and abilities	30	50	11	7	80%	-2	0	-4

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

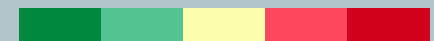


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# INNOVATION



## 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?

CONTINUOUS IMPROVEMENT 62%		RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
K	Q10a. I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	16	50	17	12	67%	+1	+1	+2
	Q16a. I believe my organisation will take action as a result of this survey	10	28	32	15	38%	+1	-4	-6 ↓
	Q8a. I know what I need to do to make changes happen in my organisation	9	43	31	13	52%	+18 ↑	+2	-2
	Q2c. I seek out opportunities to improve my day-to-day performance	34	56	8		90%	-	+1	-2
	Q8c. I think it is safe to speak up and challenge the way things are done in this organisation	12	34	25	17	46%	-	-3	-3
K	Q8d. My organisation fairly considers recommendations from staff about how we could better operate	10	33	30	17	43%	-	0	-3
	Q3b. My workgroup always tries to improve its performance	32	46	13	7	78%	-	+1	-2
	Q14c. There are opportunities to be innovative in my job	21	51	17		72%	+3	+1	+1
	Q10b. We act on the feedback we receive from clients/customers/stakeholders	21	52	20		73%	-5 ↓	+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



# QUALITY SERVICE DELIVERY



## EXPLORE THE FULL RESULTS

- THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY AND THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE).

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

## IS THERE ROOM FOR IMPROVEMENT?

QUALITY SERVICE DELIVERY		68%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
K	Q10a. I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	16	50	17	12		67%	+1	+1	+2
	Q10e. In my organisation we put the client/customer/stakeholder at the centre of everything we do	24	46	22			70%	+8 ↑	+3	-1
	Q10c. In my organisation, earning and sustaining a high level of public trust is seen as important	36	50	9			86%	+10 ↑	0	+1
	Q10d. My organisation provides high quality services to the Northern Territory community	33	49	13			82%	+3	-1	+3
	Q3c. People in my workgroup use their time and resources efficiently	22	47	16	11		69%	-	+3	-1
	Q8f. There is good collaboration between my organisation and other agencies or organisations we work with	12	43	29	11		55%	-	+2	+2
	Q8e. There is good cooperation between teams across our organisation	8	40	25	19	8	48%	-	-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





# MANAGERS



## EXPLORE THE FULL RESULTS

- THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY AND THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE).

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

## IS THERE ROOM FOR IMPROVEMENT?

VISION AND PURPOSE	85%	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	45	45	90%	-	0	-2
<b>Q2d.</b> I clearly understand what I am expected to do in this job	33	50	82%	-3	+1	-1
<b>Q3a.</b> I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	35	48	83%	+4	-1	-2

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

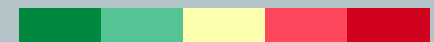


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# MANAGERS



## EXPLORE THE FULL RESULTS

- THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY AND THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE).

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

## 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		11	32	29	18	10	42%	+7	↑	-3	-10	↓
Q6g. My manager enables the team to do their best		29	39	18	7		69%	-		0	-1	
Q5f. My manager has talked to me about what I am doing well in my work		16	41	24	12		57%	-		+1	-1	
Q5g. My manager has talked to me about what I could do to improve my performance		11	33	33	18		43%	-		0	-4	
Q6c. My manager involves me in decisions about my work		29	42	17			71%	-		0	+3	
Q6b. My manager keeps me informed about changes which affect me		30	42	13	9		72%	+7	↑	+2	0	

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

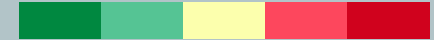


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# MANAGERS



## EXPLORE THE FULL RESULTS

- THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY AND THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE).

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

## IS THERE ROOM FOR IMPROVEMENT?

INTEGRITY AND ACCOUNTABILITY	68%	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	31	46	9		77%	-	0	0	
Q6d. My manager demonstrates objectivity in decision-making	28	41	18	8	69%	-	0	0	
Q6j. My manager encourages behaviours that are consistent with the NTPS values	30	44	18		74%	-	+1	-1	
Q6e. My manager is an effective decision maker	28	41	17	7	69%	-	+2	0	
Q6a. My manager listens to what I have to say	34	44	13		78%	-	+1	+1	
Q6f. My manager sees avoiding conflicts of interest as being important	30	42	21		71%	-	-2	+2	
Q6h. My manger appropriately deals with employees who perform poorly	14	26	40	10	40%	-	-1	-5	

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# SENIOR MANAGERS



## EXPLORE THE FULL RESULTS

- THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY AND THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE).

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

## 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		23	57	16		80%	0	+1	0
Q7c. I believe the senior management team has a clear vision for the future of this organisation		17	36	28	11 9	53%	+4	+1	-3
K	Q7b. Senior managers provide clear strategy and direction	16	37	24	14 10	53%	-	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



# SENIOR MANAGERS



## EXPLORE THE FULL RESULTS

- THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY AND THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE).

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

## IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION	50%	RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q7h.</b> Communications about change from senior managers are timely	14	38	22	15	11		52%	+14 ↑	+5 ↑	+4
<b>Q7f.</b> I feel senior managers engage with employees at all levels of the organisation	14	37	20	17	13		50%	-	+3	+2
<b>Q7g.</b> I feel senior managers keep employees informed about what is going on	14	36	22	16	11		51%	-	+3	+1
<b>Q7e.</b> I feel the senior managers in my organisation make timely decisions	15	32	30	14	10		47%	-	+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



# SENIOR MANAGERS



## EXPLORE THE FULL RESULTS

- THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY AND THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE).

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

## IS THERE ROOM FOR IMPROVEMENT?

INTEGRITY AND ACCOUNTABILITY		62%	RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
K	Q7a. I am confident that my leaders have the appropriate capabilities and skills to lead my organisation	19	41	21	11	8		60%	-	-1	-3
K	Q7d. I feel that senior managers model the behaviours expected of employees	16	39	25	11	9		55%	-	-2	-2
	Q12k. In my organisation, behaving impartially is seen as important	26	43	22				69%	-	-1	+1
	Q12j. In my organisation, engaging in improper conduct is not tolerated	25	40	23	8			65%	-	-2	-4

### KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# GOVERNANCE



## 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?

		RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Change Management	K Q7i. My senior manager effectively leads and manages change	17	34	24	15	10	51%	-5 ↓	0	-2
	Q6b. My manager keeps me informed about changes which affect me	30	42	13	9		72%	+7 ↑	+2	0
Code of Conduct	Q12g. My behaviour at work is informed by/guided by the Code of Conduct	36	55	8			91%	-	+1	0
	Q12h. My manager's behaviour at work is informed by/guided by the Code of Conduct	31	47	17			78%	-	-1	-3
Merit	Q11a. People recruited to my organisation seem to have the right skills for the job	12	40	29	13		52%	-	-2	-1
	Q11b. Recruitment and promotion decisions in my workplace are based on merit	13	33	29	15	10	47%	-	-2	-1
Values	Q2a. My behaviour at work is informed/guided by the NTPS values	36	50	11			86%	-	0	+1
	Q6i. My manager's behaviour at work is informed/guided by the NTPS values	29	44	19			74%	-	+1	0
WHS	Q9c. There is an appropriate level of focus on safety at my workplace	21	51	17			72%	-	-4	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



# 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)

**472**

Yes



**464**

**98%**

-

0

0

No



**8**

**2%**

-

0

0

**KEY**



AT LEAST 5 PERCENTAGE POINTS GREATER  
THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN  
COMPARATOR



# GOVERNANCE



## 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?

ORGANISATIONAL ACCOUNTABILITY	64%	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	31	46	9		77%	-	0	0	
Q12i. In my organisation, avoiding conflict of interest is seen as important	29	48	17		77%	-	-1	+4	
Q12j. In my organisation, engaging in improper conduct is not tolerated	25	40	23	8	65%	-	-2	-4	
Q3c. People in my workgroup use their time and resources efficiently	22	47	16	11	69%	-	+3	-1	
Q11b. Recruitment and promotion decisions in my workplace are based on merit	13	33	29	15 10	47%	-	-2	-1	
Q12e. I am confident that I would be protected from reprisal for reporting improper conduct	20	39	21	11 10	59%	-	+1	0	
Q12f. I am confident that if I reported improper conduct in my organisation, it would be investigated in a thorough and objective manner	16	36	28	11 9	52%	-	-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



# 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

**472**

Yes	<div></div>	<b>142</b>	<b>30%</b>	-	-1	-4
No	<div></div>	<b>330</b>	<b>70%</b>	-	+1	+4

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

**472**

Yes	<div></div>	<b>425</b>	<b>90%</b>	-	+2	+2
No	<div></div>	<b>47</b>	<b>10%</b>	-	-2	-2

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 : 472** 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	38	Yes	6	Darwin City (including Palmerston)	79
Female	60	No	94	Katherine	3
Self-Specified	3			Alice Springs	9
Age Recoded	Survey %	What is your current employment status?	Survey %	Tennant Creek	1
15-34 YRS	23	Ongoing	75	Nhulunbuy	1
35-54 YRS	53	Fixed Term	20	Darwin Region (including the Tiwi Islands and West Arnhem)	6
55-64 YRS	19	Casual	0	East Arnhem Region	0
65+ YRS	5	Executive Contract	4	Alice Springs Region	0
				Katherine Region	1
				Barkly Region	0
				Outside of the Northern Territory	1
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	11	Yes	33	Less than 3 months	4
No	89	No	67	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	31
Yes	19	Yes	31	5 - 9 years	22
No	81	No	69	10 - 14 years	17
Did your work arrangement change as a result of COVID-19?	Survey %	Do you work full-time or part-time?	Survey %	15 - 19 years	6
Yes	16	Full-time	95	20 - 29 years	5
No	84	Part-time	5	30 years or more	4

# 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 : 472** 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	5
Administration Stream	62
General NTPS – Professional Stream	19
General NTPS – Technical Stream	10
General NTPS- Physical Stream	0
Trainees/NTPS Apprentices/NICP	1
Other (please specify)	1
Other	1

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

	Survey %
Strongly agree	23
Agree	43
Neither agree nor disagree	24
Disagree	7
Strongly disagree	3

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

	Survey %
Strongly agree	18
Agree	40
Neither agree nor disagree	27
Disagree	11
Strongly disagree	4

## My workplace has a flexible approach to work

	Survey %
Strongly agree	18
Agree	44
Neither agree nor disagree	20
Disagree	13
Strongly disagree	5

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

	Survey %
Yes	33
No	67

# 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>Department of Industry Tourism and Trade</b>		472	64%	70%
<b>ATSI</b>	Yes	50	69%	68%
<b>DISABILITY</b>	Yes	26	63%	63%
<b>GENDER</b>	Male	177	62%	67%
	Female	282	66%	74%
	Self-Specified	13	48%	43%
<b>AGE</b>	15-34 YRS	108	68%	76%
	35-54 YRS	251	63%	69%
	55-64 YRS	90	59%	62%
	65+ YRS	23	70%	84%
<b>AGENCY TENURE</b>	Less than 3 months	31	78%	94%
	3 months to less than 12 months	79	73%	78%
	1 - 4 years	178	64%	72%
	5 - 9 years	95	58%	64%
	10 - 14 years	54	57%	57%
	15 - 19 years	18	52%	53%
	20 - 29 years	10	53%	48%
	30 years or more	7	Restricted	Restricted
<b>FLEXIBLE WORKING</b>	Yes	156	64%	73%
	No	316	64%	69%

# SURVEY INDICIES BY DEMOGRAPHICS

		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)
<i>"Restricted" indicates a group with less than 10 respondents</i>				
<b>Northern Territory Public Sector</b>		9,581	65%	70%
<b>Department of Industry Tourism and Trade</b>		472	64%	70%
<b>MANAGER</b>	Managers	156	67%	77%
	Non-managers	316	62%	67%
<b>WORKING ARRANGEMENT</b>	Ongoing	354	61%	66%
	Fixed Term	95	72%	82%
	Casual	2	Restricted	Restricted
	Executive Contract	21	73%	90%
<b>EMPLOYMENT TYPE</b>	Full-time	448	64%	71%
	Part-time	24	51%	63%
<b>REGION</b>	Darwin City (including Palmerston)	371	64%	70%
	Katherine	12	65%	72%
	Alice Springs	42	62%	69%
	Tennant Creek	5	Restricted	Restricted
	Nhulunbuy	3	Restricted	Restricted
	Darwin Region (including the Tiwi Islands and West Arnhem)	28	63%	71%
	East Arnhem Region	0	Restricted	Restricted
	Alice Springs Region	2	Restricted	Restricted
	Katherine Region	3	Restricted	Restricted
	Barkly Region	0	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.				