



## NT PEOPLE MATTER SURVEY 2023

Department of Territory Families,  
Housing and Communities

RESPONSE  
RATE:

63%

RESPONSES:

804  
of 1273

YOUR  
EMPLOYEE  
ENGAGEMENT  
SCORE:

63%



VARIANCE from 2021 SURVEY: -1

VARIANCE from NTPS: -1

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

YOUR  
EMPLOYEE  
SATISFACTION  
SCORE:

69%



VARIANCE from 2021 SURVEY: -1

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 66%

DISABILITY - Yes 62%

AGE - 55+ YRS 63%



#### HIGHEST SCORING QUESTIONS:

% POSITIVE

Q2g. I believe the work I do is important 93%

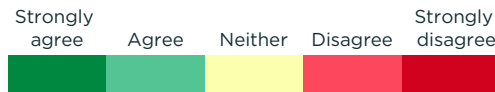
Q2c. I seek out opportunities to improve my day-to-day performance 93%

Q12g. My behaviour at work is guided by the code of conduct 93%

# 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.



$$\frac{\text{number of respondents who answered the question}}{\text{number of respondents who answered the question}} = \% \text{ POSITIVE}$$

## 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	$317 \div 613 = 52\%$					

## ANONYMITY

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

## COMPARISONS TO COMPARATOR GROUP

WITHIN THIS REPORT A COMPARISON AGAINST COMPARATOR GROUP REFERS TO SERVICE DELIVERY (PUBLIC FACING)

## DEFINITIONS

RESTRICTED - INDICATES A GROUP WITH LESS THAN 10 RESPONDENTS

'-' - INDICATES DATA NOT AVAILABLE

# TIPS & SUGGESTIONS

## 01.

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

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



## UNDERSTANDING YOUR REPORT AND GETTING TO ACTION!

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

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

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

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

**Identify areas that need improvement.**

## 02.

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

## 03.

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

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

## 04.

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

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

## 05.

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

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

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

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

**Is there room for improvement?**

## 06.

# HEADLINE SCORES

HIGHEST POSITIVE SCORING QUESTIONS	% POSITIVE	HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL	HIGHEST NEGATIVE SCORING QUESTIONS	% NEGATIVE
<b>Q2g.</b> I believe the work I do is important	93%	<b>Q16a.</b> I believe my organisation took appropriate action from the last People Matter survey	50%	<b>Q8c.</b> It is safe to speak up and challenge the way things are done in my organisation	26%
<b>Q2c.</b> I seek out opportunities to improve my day-to-day performance	93%	<b>Q16b.</b> I believe my organisation will take action as a result of this survey	40%	<b>Q8d.</b> My organisation fairly considers recommendations from staff about how we could operate better	24%
<b>Q12g.</b> My behaviour at work is guided by the code of conduct	93%	<b>Q5d.</b> My work performance is assessed against clear criteria	35%	<b>Q4g.</b> My manager discusses my career intentions with me	23%
<b>Q2a.</b> My behaviour at work is guided by the NTPS values	92%	<b>Q15c.</b> I feel a strong personal attachment to my organisation	33%	<b>Q11b.</b> Recruitment and promotion decisions in my workplace are based on merit	22%
<b>Q3a.</b> I have a clear understanding of how my workgroup's role contributes to my organisation's goals	88%	<b>Q6h.</b> My manager appropriately deals with employees who perform poorly	33%	<b>Q9e.</b> My agency does a good job of promoting health and wellbeing	22%



## 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		63%	RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS	
						-1	+1	+1	-1	
SAY	Q15a. I would recommend my organisation as a great place to work	17	37	30	10	54%	-3	0	-1	-6 ↓
	Q15b. I am proud to tell others I work for my organisation	19	40	26	10	60%	-1	+2	-3	-6 ↓
STAY	Q15c. I feel a strong personal attachment to my organisation	17	34	33	12	50%	-4	-3	-5 ↓	-5 ↓
STRIVE	Q15d. My organisation motivates me to help it achieve its objectives	15	41	29	10	57%	-2	+3	+6 ↑	+2
	Q15e. My organisation inspires me to do the best in my job	16	41	29	10	57%	0	+3	+6 ↑	+3

### KEY

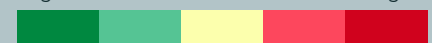


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# KEY DRIVERS OF ENGAGEMENT



## WHAT TO FOCUS ON?

THESE QUESTIONS HAVE BEEN IDENTIFIED AS YOUR KEY DRIVERS OF ENGAGEMENT.

THEY ARE NOT NECESSARILY THE QUESTIONS WITH THE LOWEST SCORES.

SOME WILL BE AREAS TO IMPROVE UPON AND OTHERS WILL BE AREAS TO MAINTAIN. IN ORDER TO IMPROVE ENGAGEMENT DEVELOPING ACTIONS AND ACTIVITIES FOCUSED ON THESE QUESTIONS WILL HELP IMPROVE PERFORMANCE.

CONSIDER WHETHER THESE AREAS CAN BE ALIGNED WITH CURRENT PRIORITIES AND OBJECTIVES TO ENSURE ACTIONS CAN BE SUSTAINED.



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

%  
POSITIVE

VARIANCE FROM 2021 SURVEY

VARIANCE FROM 2022 PULSE

VARIANCE FROM COMPARATOR GROUP

VARIANCE FROM NTPS

		% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>.1</b>	<b>Q8c.</b> It is safe to speak up and challenge the way things are done in my organisation	<b>49%</b>	-2	-1	+5↑	0
<b>.2</b>	<b>Q7i.</b> My senior managers effectively lead and manage change	<b>54%</b>	-4	-	+9↑	+4
<b>.3</b>	<b>Q7b.</b> Senior managers provide clear strategy and direction	<b>61%</b>	+2	+2	+10↑	+5↑
<b>.4</b>	<b>Q8d.</b> My organisation fairly considers recommendations from staff about how we could operate better	<b>49%</b>	-1	0	+7↑	+2
<b>.5</b>	<b>Q10a.</b> I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	<b>58%</b>	-8↓	-6↓	+3	-2
<b>.6</b>	<b>Q7a.</b> I'm confident that my senior managers have the appropriate capabilities and skills to lead my organisation	<b>69%</b>	+3	0	+12↑	+6↑

# 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	69%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS		
<b>Q14a.</b> I receive adequate recognition for doing a good job	19	45	20	11	63%	0	-2	+7 ↑	+3
<b>Q14b.</b> I have the appropriate level of autonomy to do my job effectively	22	56	13		79%	+1	+1	-1	-2
<b>Q14c.</b> There are opportunities to be innovative in my job	20	50	21	7	69%	-1	+1	+1	0
<b>Q14d.</b> Overall, I am satisfied with my job	20	50	20	7	69%	-3	+1	0	-2
<b>Q14e.</b> Overall, I am satisfied with my organisation as an employer	20	45	22	7	65%	-2	0	+5 ↑	-1

### KEY

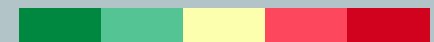


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# EMPLOYEE EXPERIENCE



## EXPLORE THE FULL RESULTS

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

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

PURPOSE		72%	RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Motivation	Q2g. I believe the work I do is important	51	43		93%	0	-1	-1	0
	Q15d. My organisation motivates me to help it achieve its objectives	15	41	29	10	57%	-2	+3	+6 ↑
Purpose	Q8b. I believe in the purpose and objectives of my organisation	25	57	15		82%	+1	0	+4
	Q15e. My organisation inspires me to do the best in my job	16	41	29	10	57%	0	+3	+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)



# EMPLOYEE EXPERIENCE



## EXPLORE THE FULL RESULTS

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

BELONGING		67%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Accepted	Q15c. I feel a strong personal attachment to my organisation	17	34	33	12	50%	-4	-3	-5↓	-5↓	
	Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's goals	37	51			88%	+2	+4	+1	0	
Included	Q5f. My manager has talked to me about what I am doing well in my work	18	44	20	14	62%	0	-4	+5↑	+1	
	Q5g. My manager has talked to me about what I could do to improve my performance	13	37	30	15	50%	0	-6↓	+4	+1	
	Q6c. My manager involves me in decisions about my work	28	43	16	9	71%	-2	+1	+5↑	+1	
	Q6b. My manager tells me about changes that affect me	28	46	13	8	74%	-2	+5↑	+4	+1	
Respected	Q14a. I receive adequate recognition for doing a good job	19	45	20	11	63%	0	-2	+7↑	+3	
	Q3d. People in my workgroup treat each other with respect	35	44	12		79%	+2	+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



# EMPLOYEE EXPERIENCE



## EXPLORE THE FULL RESULTS

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

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

RECOGNITION	63%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS			
<b>Q2e.</b> I contribute to my workplace outside of the requirements of my job description	41	46	10	87%	0	+2	-1	0		
<b>Q14a.</b> I receive adequate recognition for doing a good job	19	45	20	11	63%	0	-2	+7 ↑	+3	
<b>Q2f.</b> I get adequate recognition for the contributions I make outside of my job description	14	40	26	16	54%	+4	-3	+8 ↑	+4	
<b>Q6h.</b> My manager appropriately deals with employees who perform poorly	15	35	33	11	8	49%	+1	-1	+6 ↑	+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 (Dark Green) | Agree (Light Green) | Neither (Yellow) | Disagree (Pink) | Strongly disagree (Red)

# EMPLOYEE EXPERIENCE



## EXPLORE THE FULL RESULTS

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

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

EMPLOYEE HEALTH AND WELLBEING	71%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS		
<b>Q9d.</b> I am satisfied with the policies/practices in place to help me manage my health and wellbeing	17	42	24	11	60%	-7↓	-2	+2	-4
<b>Q9a.</b> My manager thinks employees' wellbeing is important	35	43	13		78%	-1	0	+1	-2
<b>Q9b.</b> Senior managers think employees' wellbeing is important	23	44	19	9	66%	+3	+4	+6↑	+2
<b>Q3d.</b> People in my workgroup treat each other with respect	35	44	12		79%	+2	+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 (Dark Green) | Agree (Light Green) | Neither (Yellow) | Disagree (Pink) | Strongly disagree (Red)

# EMPLOYEE EXPERIENCE



## EXPLORE THE FULL RESULTS

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

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

EMPLOYEE HEALTH AND WELLBEING	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q9f. I feel burned out by my work</b>		<b>804</b>					
Strongly agree		<b>164</b>	<b>20%</b>	-	-	-1	+4
Agree		<b>181</b>	<b>23%</b>	-	-	-4	-1
Neither agree nor disagree		<b>239</b>	<b>30%</b>	-	-	+4	+2
Disagree		<b>172</b>	<b>21%</b>	-	-	0	-4
Strongly disagree		<b>48</b>	<b>6%</b>	-	-	+1	-1
<b>Q9g. How often do you find work stressful</b>		<b>804</b>					
Always		<b>68</b>	<b>8%</b>	-	-	-1	+1
Often		<b>282</b>	<b>35%</b>	-	-	0	+4
Sometimes		<b>346</b>	<b>43%</b>	-	-	0	-3
Rarely		<b>97</b>	<b>12%</b>	-	-	+1	-1
Never		<b>11</b>	<b>1%</b>	-	-	0	0

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT



## EXPLORE THE FULL RESULTS

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

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

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

BULLYING / SEXUAL HARASSMENT	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q13a.</b> Bullying/sexual harassment is not tolerated in my organisation	39	38	12	7	77%	+11 ↑	+12 ↑	+4	0

**KEY**

**K** KEY DRIVER OF ENGAGEMENT QUESTION

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↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

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

# BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT



## EXPLORE THE FULL RESULTS

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

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

BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q13d. Experienced bullying / physical abuse / sexual harassment in the past 12 months</b>		<b>804</b>					
Experienced Bullying (all instances)		<b>182</b>	<b>23%</b>	-3	-5 ↓	-8 ↓	-3
Experienced Physical Abuse (all instances)		<b>2</b>	<b>0%</b>	-	-	-1	0
Experienced Sexual Harassment (all instances)		<b>49</b>	<b>6%</b>	0	-1	-1	0
No		<b>537</b>	<b>67%</b>	+4	+5 ↑	+7 ↑	+2
Prefer not to say		<b>72</b>	<b>9%</b>	-2	-1	+1	+1

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT



## EXPLORE THE FULL RESULTS

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

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

BULLYING	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q13e. Who bullied you?</b>		<b>182</b>					
Internal people (all instances)		<b>168</b>	<b>92%</b>	0	-3	+5	+3
External people (all instances)		<b>39</b>	<b>21%</b>	+1	+2	-2	0
<b>Q13f. Have you made a formal complaint about the bullying incident?</b>		<b>182</b>					
Yes		<b>42</b>	<b>23%</b>	+9	+8	0	+2
No		<b>140</b>	<b>77%</b>	-9	-8	0	-2

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT



## EXPLORE THE FULL RESULTS

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

BULLYING	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q13g.</b> If you made a formal complaint, were you satisfied with the way it was handled?		<b>42</b>					
Yes		<b>11</b>	<b>26%</b>	+3	-	0	+1
No		<b>24</b>	<b>57%</b>	+6	-	+2	0
Don't Know		<b>7</b>	<b>17%</b>	-9	-	-2	-1
<b>Q13i.</b> Did the bullying cause you to take time off work?		<b>182</b>					
Yes		<b>60</b>	<b>33%</b>	0	-5	+3	+3
No		<b>122</b>	<b>67%</b>	0	+5	-3	-3

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR



# BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT



## EXPLORE THE FULL RESULTS

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

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

PHYSICAL ABUSE	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
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**Q13j.** Who physically abused you?

2

Internal people (all instances)

The data for this question has been hidden for anonymity reasons.

External people (all instances)

The data for this question has been hidden for anonymity reasons.

**Q13k.** Have you made a formal complaint about the physical abuse?

2

Yes

The data for this question has been hidden for anonymity reasons.

No

The data for this question has been hidden for anonymity reasons.

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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# BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT



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PHYSICAL ABUSE	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
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**Q13i.** If you made a formal complaint, were you satisfied with the way it was handled?

2

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

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

2

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

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT



## EXPLORE THE FULL RESULTS

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

THE RESULTS FOR Q130 ARE PRODUCED BY GROUPING THE INDIVIDUAL RESPONSES TO THIS QUESTION INTO INTERNAL AND EXTERNAL GROUPS OF PEOPLE. FOR EXAMPLE, A CLIENT/CUSTOMER; MEMBER OF THE PUBLIC; CONSULTANT/SERVICE PROVIDER; AND REPRESENTATIVE OF ANOTHER ORGANISATION ARE ALL INCLUDED IN THE EXTERNAL RESULTS. MULTIPLE ANSWERS CAN BE SELECTED (I.E. A CLIENT/CUSTOMER, AS WELL AS A COLLEAGUE), THE PERCENTAGE WILL NOT EQUAL 100%.

SEXUAL HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q130. Who sexually harassed you?</b>		<b>49</b>					
Internal people (all instances)		<b>34</b>	<b>69%</b>	-24 ↓	-	+7 ↑	+1
External people (all instances)		<b>16</b>	<b>33%</b>	+11 ↑	-	-9 ↓	-3
<b>Q13p. Have you made a formal complaint about the sexual harassment?</b>		<b>49</b>					
Yes		<b>10</b>	<b>20%</b>	+2	-	+8 ↑	+9 ↑
No		<b>39</b>	<b>80%</b>	-2	-	-8 ↓	-9 ↓

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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# BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT



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SEXUAL HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q13q.</b> If you made a formal complaint, were you satisfied with the way it was handled?		<b>10</b>					
Yes		<b>3</b>	<b>30%</b>	+12	-	-8	-6
No		<b>4</b>	<b>40%</b>	-5	-	-5	-9
Don't Know		<b>3</b>	<b>30%</b>	-6	-	+13	+15
<b>Q13s.</b> Did the sexual harassment cause you to take time off work?		<b>49</b>					
Yes		<b>4</b>	<b>8%</b>	-23	-	0	-2
No		<b>45</b>	<b>92%</b>	+23	-	0	+2

### KEY



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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# BULLYING / PHYSICAL ABUSE / SEXUAL HARASSMENT



## EXPLORE THE FULL RESULTS

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

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

WITNESSED BULLYING / SEXUAL HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q13b.</b> In the past 12 months, have you witnessed bullying/sexual harassment at work?		<b>804</b>					
Yes		<b>198</b>	<b>25%</b>	-4	-8 ↓	-6 ↓	-1
No		<b>606</b>	<b>75%</b>	+4	+8 ↑	+6 ↑	+1
<b>Q13c.</b> What action did you take after witnessing this bullying/sexual harassment?		<b>198</b>					
Spoke about the matter to the person perceived to be the bully		<b>41</b>	<b>21%</b>	-1	+5 ↑	-2	-2
Spoke about the matter to the person perceived to have been bullied		<b>72</b>	<b>36%</b>	-5 ↓	-4	-3	-1
Reported the matter formally or informally		<b>90</b>	<b>45%</b>	-1	-8 ↓	-6 ↓	-4
Made a note of the occurrence but took no action		<b>50</b>	<b>25%</b>	+11 ↑	+3	+6 ↑	+7 ↑
Took no action		<b>27</b>	<b>14%</b>	0	+3	+5 ↑	+3
Other		<b>15</b>	<b>8%</b>	-3	-4	-2	-2

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# WORKPLACE INCLUSION AND WELLBEING



## EXPLORE THE FULL RESULTS

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.

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

WORKPLACE INCLUSION	70%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS			
<b>Q3d.</b> People in my workgroup treat each other with respect	35	44	12	79%	+2	+7 ↑	+2	0		
<b>Q7f.</b> Senior managers engage with employees at all levels of the organisation	20	38	21	12	8	58%	+5 ↑	+3	+12 ↑	+7 ↑
<b>Q3a.</b> I have a clear understanding of how my workgroup's role contributes to my organisation's goals	37	51		88%	+2	+4	+1	0		
<b>Q3b.</b> My workgroup always tries to improve its performance	34	46	13	80%	-1	0	0	-1		
<b>K Q8d.</b> My organisation fairly considers recommendations from staff about how we could operate better	10	39	27	14	9	49%	-1	0	+7 ↑	+2
<b>Q7d.</b> Senior managers model the behaviours expected of employees	22	43	21	9	65%	+6 ↑	+3	+12 ↑	+6 ↑	
<b>Q19a.</b> Personal background is not a barrier to success in my organisation (e.g., cultural, age, disability, sexual)	22	46	20	10	68%	0	-2	+2	0	

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

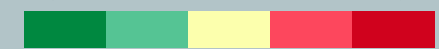


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# WORKPLACE INCLUSION AND WELLBEING



## EXPLORE THE FULL RESULTS

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

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

WORKPLACE WELLBEING		69%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS	
Job characteristics design and management		<b>Q2b.</b> My job allows me to use my skills, knowledge and abilities	33	53	7		86%	+1	+3	0	0	
		<b>Q2d.</b> I clearly understand what I'm expected to do in my job	31	53	9		84%	0	+7 ↑	-1	-1	
		<b>Q5f.</b> My manager has talked to me about what I am doing well in my work	18	44	20	14	62%	0	-4	+5 ↑	+1	
		<b>Q6b.</b> My manager tells me about changes that affect me	28	46	13	8	74%	-2	+5 ↑	+4	+1	
		<b>Q6c.</b> My manager involves me in decisions about my work	28	43	16	9	71%	-2	+1	+5 ↑	+1	
	K	<b>Q7i.</b> My senior managers effectively lead and manage change	17	38	26	12	7	54%	-4	-	+9 ↑	+4
		<b>Q9e.</b> My agency does a good job of promoting health and wellbeing	13	34	31	15	8	46%	-	-	-3	-8 ↓
	K	<b>Q10a.</b> I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	15	44	22	14		58%	-8 ↓	-6 ↓	+3	-2
		<b>Q12j.</b> In my organisation, improper conduct is not tolerated	22	41	24	10		63%	-5 ↓	-4	+6 ↑	0
<b>KEY</b>		K KEY DRIVER OF ENGAGEMENT QUESTION		↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR ↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR		Strongly agree   Agree   Neither   Disagree   Strongly disagree 						

# WORKPLACE INCLUSION AND WELLBEING



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WORKPLACE WELLBEING		69%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Job characteristics design and management	Q14a. I receive adequate recognition for doing a good job	19	45	20	11	63%	0	-2	+7 ↑	+3	
	Q14b. I have the appropriate level of autonomy to do my job effectively	22	56	13	7	79%	+1	+1	-1	-2	
	Q18u. In my workplace, the physical environment is a barrier to my success	10	23	46	19	65%	0	+1	+2	-1	
Behaviours	Q3d. People in my workgroup treat each other with respect	35	44	12	7	79%	+2	+7 ↑	+2	0	
	Q6i. My manager's behaviour at work is guided by the NTPS values	33	46	15	6	78%	+3	+3	+5 ↑	+2	
	Q6j. My manager encourages behaviours that are consistent with the NTPS values	32	47	15	6	78%	0	+3	+4	+1	
	Q7d. Senior managers model the behaviours expected of employees	22	43	21	9	65%	+6 ↑	+3	+12 ↑	+6 ↑	

**KEY**

**K** KEY DRIVER OF ENGAGEMENT QUESTION

↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# WORKPLACE INCLUSION AND WELLBEING



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

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

WORKPLACE CLIMATE 59%		RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
K	<b>Q8c.</b> It is safe to speak up and challenge the way things are done in my organisation	13	36	25	14	11	49%	-2	-1	+5 ↑	0
K	<b>Q8d.</b> My organisation fairly considers recommendations from staff about how we could operate better	10	39	27	14	9	49%	-1	0	+7 ↑	+2
	<b>Q9b.</b> Senior managers think employees' wellbeing is important	23	44	19	9		66%	+3	+4	+6 ↑	+2
	<b>Q9c.</b> There is an appropriate level of focus on safety at my workplace	20	48	17	10		68%	-3	-	+1	-4
	<b>Q19m.</b> My workplace has a flexible approach to work	16	48	22	10		63%	+2	-1	+7 ↑	+2

### KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

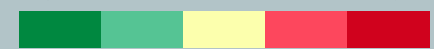


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# CAPABILITY



## EXPLORE THE FULL RESULTS

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

PERFORMANCE CONVERSATIONS	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q5a.</b> I have a current performance agreement in place (e.g. My Plan, Capability Enhancement Plan, Workplace Participation Plan, or Plan Do Review)		<b>804</b>					
Yes		<b>294</b>	<b>37%</b>	-6 ↓	-10 ↓	-10 ↓	-19 ↓
No		<b>419</b>	<b>52%</b>	+12 ↑	+12 ↑	+10 ↑	+18 ↑
Not Sure		<b>91</b>	<b>11%</b>	-6 ↓	-3	0	+1
<b>Q5b.</b> I've received formal feedback on my performance		<b>804</b>					
Yes		<b>320</b>	<b>40%</b>	-5 ↓	-	-2	-12 ↓
No		<b>484</b>	<b>60%</b>	+5 ↑	-	+2	+12 ↑
<b>Q5c.</b> I've received informal feedback on my performance		<b>804</b>					
Yes		<b>622</b>	<b>77%</b>	+1	-	+4	0
No		<b>182</b>	<b>23%</b>	-1	-	-4	0

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# CAPABILITY



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

PERFORMANCE CONVERSATIONS	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q5e.</b> I receive regular and timely feedback from my manager	17	41	22	15	58%	0	-	+7 ↑	+1
<b>Q5f.</b> My manager has talked to me about what I am doing well in my work	18	44	20	14	62%	0	-4	+5 ↑	+1
<b>Q5g.</b> My manager has talked to me about what I could do to improve my performance	13	37	30	15	50%	0	-6 ↓	+4	+1
<b>Q5d.</b> My work performance is assessed against clear criteria	10	36	35	15	46%	-2	-	-1	-6 ↓
<b>Q4g.</b> My manager discusses my career intentions with me	17	35	25	16	52%	-1	-	+1	-3

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION



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Strongly agree Agree Neither Disagree Strongly disagree



# CAPABILITY



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

LEARNING AND DEVELOPMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	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>804</b>					
Yes		<b>488</b>	<b>61%</b>	-8 ↓	-	-5 ↓	-11 ↓
No		<b>316</b>	<b>39%</b>	+8 ↑	-	+5 ↑	+11 ↑
<b>Q4b.</b> In the past 12 months, have you done any learning and development activities?		<b>804</b>					
Yes		<b>554</b>	<b>69%</b>	0	-	-7 ↓	-5 ↓
No		<b>250</b>	<b>31%</b>	0	-	+7 ↑	+5 ↑
<b>Q4c.</b> Were the activities linked to a documented learning plan/performance agreement (e.g. My Plan, Capability Enhancement Plan, Workplace Participation Plan, or Plan Do Review)?		<b>554</b>					
Yes		<b>315</b>	<b>57%</b>	-9 ↓	-	-5 ↓	-10 ↓
No		<b>239</b>	<b>43%</b>	+9 ↑	-	+5 ↑	+10 ↑

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# CAPABILITY



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

LEARNING AND DEVELOPMENT	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q4f.</b> My manager helps to develop my capability (work-related skills and knowledge)	25	40	19	11	65%	-1	-	+2	-1
<b>Q4d.</b> The learning and development I've done has helped me advance my career	21	44	27		65%	+6 ↑	-	+1	+2
<b>Q4e.</b> The learning and development I've done has helped me do my job better	26	57	14		83%	+1	-	-2	0

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

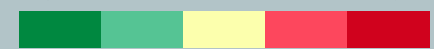


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# CAPABILITY



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

SKILLS UTILISATION	83%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q2g.</b> I believe the work I do is important	51	43	93%	0	-1	-1	0
<b>Q2d.</b> I clearly understand what I'm expected to do in my job	31	53	84%	0	+7 ↑	-1	-1
<b>Q14b.</b> I have the appropriate level of autonomy to do my job effectively	22	56	79%	+1	+1	-1	-2
<b>Q2b.</b> My job allows me to use my skills, knowledge and abilities	33	53	86%	+1	+3	0	0
<b>Q6g.</b> My manager enables the team to do its best	28	42	71%	-2	+1	+2	-1

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

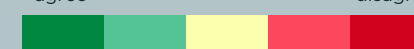


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# 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.

AUTONOMY	83%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q2d.</b> I clearly understand what I'm expected to do in my job	<b>31</b>	<b>53</b>	<b>84%</b>	0	+7	-1	-1
<b>Q14b.</b> I have the appropriate level of autonomy to do my job effectively	<b>22</b>	<b>56</b>	<b>79%</b>	+1	+1	-1	-2
<b>Q2b.</b> My job allows me to use my skills, knowledge and abilities	<b>33</b>	<b>53</b>	<b>86%</b>	+1	+3	0	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



# INNOVATION



## EXPLORE THE FULL RESULTS

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

CONTINUOUS IMPROVEMENT		63%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	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	15	44	22	14	58%	-8↓	-6↓	+3	-2	
	Q16b. I believe my organisation will take action as a result of this survey	9	31	40	10	40%	-6↓	-5↓	+7↑	0	
	Q8a. I know what I need to do to make changes happen in my organisation	11	42	31	13	53%	-2	-2	+3	+1	
	Q2c. I seek out opportunities to improve my day-to-day performance	41	52			93%	+1	+1	0	+1	
K	Q8c. It is safe to speak up and challenge the way things are done in my organisation	13	36	25	14	49%	-2	-1	+5↑	0	
K	Q8d. My organisation fairly considers recommendations from staff about how we could operate better	10	39	27	14	49%	-1	0	+7↑	+2	
	Q3b. My workgroup always tries to improve its performance	34	46	13		80%	-1	0	0	-1	
	Q14c. There are opportunities to be innovative in my job	20	50	21	7	69%	-1	+1	+1	0	
	Q10b. My team acts on the feedback we receive from our clients/customers/stakeholders	19	54	20		73%	+4	+4	+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



# QUALITY SERVICE DELIVERY



## EXPLORE THE FULL RESULTS

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

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

QUALITY SERVICE DELIVERY		66%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>K</b>	<b>Q10a.</b> I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	15	44	22	14	58%	-8↓	-6↓	+3	-2	
	<b>Q10e.</b> In my organisation, we put the client/customer/stakeholder at the centre of everything we do	23	47	20	7	70%	-2	-	+1	0	
	<b>Q10c.</b> In my organisation, earning and sustaining a high level of public trust is seen as important	31	49	15		80%	-3	-	-2	-3	
	<b>Q10d.</b> My organisation provides high-quality services to the Northern Territory community	25	47	19		72%	-3	-	-1	-5↓	
	<b>Q3c.</b> People in my workgroup use their time and resources efficiently	25	46	17	9	71%	-1	-	+1	0	
	<b>Q8f.</b> There is good collaboration between my organisation and other agencies or organisations we work with	11	45	29	10	56%	+3	-	+8↑	+4	
	<b>Q8e.</b> There is good cooperation between teams across our organisation	13	41	25	16	53%	+5↑	-	+6↑	+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 (Light Green) | Neither (Yellow) | Disagree (Red) | Strongly disagree (Dark Red)

# MANAGERS



## EXPLORE THE FULL RESULTS

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

VISION AND PURPOSE	89%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q2g.</b> I believe the work I do is important	51	43	93%	0	-1	-1	0
<b>Q2d.</b> I clearly understand what I'm expected to do in my job	31	53	84%	0	+7 ↑	-1	-1
<b>Q3a.</b> I have a clear understanding of how my workgroup's role contributes to my organisation's goals	37	51	88%	+2	+4	+1	0

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

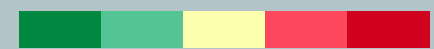


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# MANAGERS



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

COMMUNICATION	63%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS		
<b>Q4g.</b> My manager discusses my career intentions with me	17	35	25	16	52%	-1	-	+1	-3
<b>Q6g.</b> My manager enables the team to do its best	28	42	19	7	71%	-2	+1	+2	-1
<b>Q5f.</b> My manager has talked to me about what I am doing well in my work	18	44	20	14	62%	0	-4	+5	+1
<b>Q5g.</b> My manager has talked to me about what I could do to improve my performance	13	37	30	15	50%	0	-6	+4	+1
<b>Q6c.</b> My manager involves me in decisions about my work	28	43	16	9	71%	-2	+1	+5	+1
<b>Q6b.</b> My manager tells me about changes that affect me	28	46	13	8	74%	-2	+5	+4	+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

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

INTEGRITY AND ACCOUNTABILITY	71%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS			
<b>Q12d.</b> I would be confident to approach my manager to discuss concerns or grievances	34	45	10	7	79%	0	+2	+2	0	
<b>Q6d.</b> My manager is objective when making decisions	24	45	20		70%	-1	-2	+4	+1	
<b>Q6j.</b> My manager encourages behaviours that are consistent with the NTPS values	32	47	15		78%	0	+3	+4	+1	
<b>Q6e.</b> My manager is an effective decision maker	28	43	17		71%	-1	-1	+4	0	
<b>Q6a.</b> My manager listens to what I have to say	33	44	13		77%	-2	-1	+2	-1	
<b>Q6f.</b> My manager thinks avoiding conflicts of interest is important	30	41	21		71%	-1	-1	+5↑	+1	
<b>Q6h.</b> My manager appropriately deals with employees who perform poorly	15	35	33	11	8	49%	+1	-1	+6↑	+5↑

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

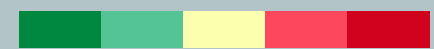


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# SENIOR MANAGERS



## EXPLORE THE FULL RESULTS

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

VISION AND PURPOSE 68%		RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS	
	<b>Q8b.</b> I believe in the purpose and objectives of my organisation	25	57	15	82%	+1	0	+4	+2	
	<b>Q7c.</b> The senior management team has a clear vision for the future of the organisation	22	40	26	7	62%	+1	0	+12 ↑	+7 ↑
<b>K</b>	<b>Q7b.</b> Senior managers provide clear strategy and direction	21	40	22	11	61%	+2	+2	+10 ↑	+5 ↑

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

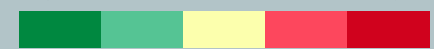


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# SENIOR MANAGERS



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

COMMUNICATION	55%	RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q7h.</b> Communications about change from senior managers are timely	15	37	27	13	8	52%	+1	+1	+8 ↑	+2	
<b>Q7f.</b> Senior managers engage with employees at all levels of the organisation	20	38	21	12	8	58%	+5 ↑	+3	+12 ↑	+7 ↑	
<b>Q7g.</b> Senior managers keep employees informed about what's going on	16	40	24	13	7	56%	+1	+2	+9 ↑	+3	
<b>Q7e.</b> The senior managers in my organisation make timely decisions	18	37	26	13		55%	+5 ↑	-	+11 ↑	+6 ↑	

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

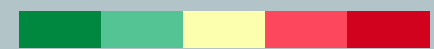


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# SENIOR MANAGERS



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

INTEGRITY AND ACCOUNTABILITY		66%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>K</b>	<b>Q7a.</b> I'm confident that my senior managers have the appropriate capabilities and skills to lead my organisation	27	42	16	8	69%	+3	0	+12 ↑	+6 ↑	
	<b>Q7d.</b> Senior managers model the behaviours expected of employees	22	43	21	9	65%	+6 ↑	+3	+12 ↑	+6 ↑	
	<b>Q12k.</b> In my organisation, behaving impartially is important	23	45	25		68%	+1	+3	+2	-2	
	<b>Q12j.</b> In my organisation, improper conduct is not tolerated	22	41	24	10	63%	-5 ↓	-4	+6 ↑	0	

### KEY

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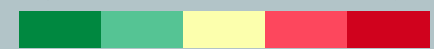


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# GOVERNANCE



## EXPLORE THE FULL RESULTS

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

		RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Change Management	K Q7i. My senior managers effectively lead and manage change	17 38 26 12 7	54%	-4	-	+9 ↑	+4
	Q6b. My manager tells me about changes that affect me	28 46 13 8	74%	-2	+5 ↑	+4	+1
Code of Conduct	Q12g. My behaviour at work is guided by the code of conduct	38 54	93%	+2	-	0	-1
	Q12h. My manager's behaviour at work is guided by the code of conduct	33 51 10	85%	+2	-	+3	+1
Merit	Q11a. People recruited to my organisation seem to have the right skills for the job	8 40 30 14 7	48%	-3	-	0	-4
	Q11b. Recruitment and promotion decisions in my workplace are based on merit	11 35 32 12 11	46%	-1	-	+2	-3
NTPS Values	Q2a. My behaviour at work is guided by the NTPS values	44 48	92%	+5 ↑	-	+5 ↑	+4
	Q6i. My manager's behaviour at work is guided by the NTPS values	33 46 15	78%	+3	+3	+5 ↑	+2
WHS	Q9c. There is an appropriate level of focus on safety at my workplace	20 48 17 10	68%	-3	-	+1	-4

**KEY**

**K** KEY DRIVER OF ENGAGEMENT QUESTION

↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# GOVERNANCE



## EXPLORE THE FULL RESULTS

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

ORGANISATIONAL ACCOUNTABILITY	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q12a.</b> I am aware of my obligations under the NTPS Code of Conduct (or the code of conduct that applies to you)		<b>804</b>					
Yes		<b>789</b>	<b>98%</b>	0	-	0	0
No		<b>15</b>	<b>2%</b>	0	-	0	0

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# GOVERNANCE



## EXPLORE THE FULL RESULTS

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

ORGANISATIONAL ACCOUNTABILITY	64%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS			
<b>Q12d.</b> I would be confident to approach my manager to discuss concerns or grievances	34	45	10	7	79%	0	+2	+2	0	
<b>Q12i.</b> In my organisation, avoiding conflict of interest is seen as important	28	48	17		76%	+1	-	+4	0	
<b>Q12j.</b> In my organisation, improper conduct is not tolerated	22	41	24	10	63%	-5 ↓	-4	+6 ↑	0	
<b>Q3c.</b> People in my workgroup use their time and resources efficiently	25	46	17	9	71%	-1	-	+1	0	
<b>Q11b.</b> Recruitment and promotion decisions in my workplace are based on merit	11	35	32	12	11	46%	-1	-	+2	-3
<b>Q12e.</b> I am confident that I would be protected from reprisal for reporting improper conduct	21	39	22	11	7	60%	+2	-	+6 ↑	+2
<b>Q12f.</b> I am confident that if I reported improper conduct in my organisation, it would be investigated in a thorough and objective way	17	36	27	12	8	53%	0	-	+6 ↑	+1

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

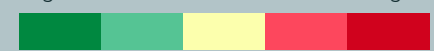


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# GOVERNANCE



## EXPLORE THE FULL RESULTS

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

ORGANISATIONAL ACCOUNTABILITY	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q12b.</b> I have witnessed improper conduct		<b>804</b>					
Yes		<b>299</b>	<b>37%</b>	+4	-	-4	+3
No		<b>505</b>	<b>63%</b>	-4	-	+4	-3
<b>Q12c.</b> I know what to do to report improper conduct in my organisation		<b>804</b>					
Yes		<b>719</b>	<b>89%</b>	+3	-	+1	-1
No		<b>85</b>	<b>11%</b>	-3	-	-1	+1

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# TAKING ACTION



## EXPLORE THE FULL RESULTS

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

TAKING ACTION	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2021 SURVEY	VARIANCE FROM 2022 PULSE	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS	
<b>Q16a.</b> I believe my organisation took appropriate action from the last People Matter survey	24	50	12	8	30%	-	-	+6 ↑	+1	
<b>Q16b.</b> I believe my organisation will take action as a result of this survey	9	31	40	10	10	40%	-6 ↓	-5 ↓	+7 ↑	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

