

# Linking People Matter to the OCPE Strategic Plan

The NTPS delivers a biennial employee survey through the People Matter format. It is an opinion-based survey that aims to measure employees' experiences in their job/profession, work area, agency and the NTPS as a whole. People Matter has a broad scope and provides an opportunity for improved understanding of the organisational awareness of the following:

- The extent to which the NTPS Values and Principles are valued and applied
- The nature of teamwork and leadership in practice
- Levels of employee engagement
- Job satisfaction
- Workplace wellbeing
- The application of performance management
- Effectiveness of change management processes

The measurement of employee perceptions regarding the alignment of behaviours and practices with the General Principles and the NTPS Code of Conduct (outlined in the PSEMA) are not simply an indicator of legislative compliance but also provide valuable insight into the productivity and the sustainability of our workforce. In addition, the survey provides an opportunity to collect information about the expectations, intentions and demographic characteristics of the NTPS workforce.

In previous years the Office of the Commissioner for Public Employment (OCPE) has produced a Sector Wide Response Plan in an effort to address specific issues that have been highlighted through the survey results, while agencies have been tasked with producing contextualised and targeted response plans. Through considerable efforts made by agencies and through structured refinements of the survey instrument and reporting tools, agencies have this year been able to produce higher quality and more considered Response Plans than in previous years. The quality of agency specific Response Plans and the consistency of themes, in terms of the issues identified across the sector, have necessitated a change in the concept used to produce a whole of sector response to survey results.

In an effort to capitalise on the planning already undertaken by agencies and to increase the impact of a more measured whole of sector response, it is proposed that OCPE use the whole of sector survey results to shape and inform its Strategic Plan and therefore work priorities over the coming 3 year period.

The survey results have been reduced to five key themes capturing areas which are trending not only at the whole of sector level, but which have consistently been identified by agencies. These key themes have been broken down and used to inform the strategic priorities for OCPE, ensuring that the areas of interest as raised by public sector employees are consistently and appropriately addressed.

It is intended that this new concept will allow for progress against actions taken to be more easily and accurately measured through the OCPE annual report and subsequent reviews of the Strategic Plan.



## Key Findings – Change Management

In the 12 months preceding the survey 55 per cent of employees indicated their workgroup had been directly affected by significant workplace change.

Thirty five per cent of employees who experienced workplace change indicated the change was due to a decrease in staffing numbers.

Thirty six per cent of employees agreed that their workgroup was provided with sufficient information on how the change would impact on them.

Thirty five per cent of employees reported that their workgroup was kept well informed through out the change process.

Thirty nine percent of employees agreed that their organisation’s leadership supports staff to work in and environment of change.

Forty four per cent of staff agreed that people in their workgroup generally coped well with the change.

## Strategic Goals – Change Management

### Positioning the NTPS as a model employer of choice

- Promote and support human capital planning across the NTPS.

### Positioning the NTPS as a model employer of choice

- Promote and support management of best practice employment governance.

### Embed public sector principles across the Northern Territory Public Service

- Support agencies implementing significant change management and in the resolution of disputes in a fair and equitable manner.

## Key Findings – Learning and Development

Overall satisfaction with access to learning and development opportunities was 51 per cent.

In the 12 months preceding the survey 55 per cent of employees had their learning and development needs identified and agreed upon with their supervisor.

Thirty nine per cent of respondents whose learning and development needs had not been met in the agreed timeframe stated this was due to shortage of appropriate learning and development opportunities occurring.

Fifty percent of employees who undertook skills development activities in the 12 months preceding the survey agreed the activities had helped them advance their careers.

Fifty five per cent of respondents indicated their organisation places a high priority on the learning and development of staff.

Forty seven per cent of staff agreed that when new people start in their organisation they are given adequate guidance and training.

## Strategic Goals – Learning and Development

### Positioning the NTPS as a model employer of choice

- Build leadership and capability across the NTPS.

### Positioning the NTPS as a model employer of choice

- Develop Human Resource and Industrial Relations capability across the NTPS.

### Positioning the NTPS as a model employer of choice

- Develop and promote performance management capability across the NTPS.

## Key Findings – Transition to Retirement

Twenty one per cent of survey respondents are aged 55 years or more.

Forty seven per cent of employees aged 45 years and older have started to seriously consider their options for retirement.

Only nine per cent of these employees are fully aware of the transitional employment arrangements in their organisation.

Thirty eight per cent of respondent aged 45 years and older are interested in part time employment as a way of transiting to retirement.

Employees aged 45 years and older are on average two percentage points less positive than the NTPS average.

Sixty six per cent of employees aged 55 years and older agreed that age is not a barrier to success in their organisation, compared to 75 per cent of employees aged 15 – 34 years and 70 per cent of employees aged 35 – 54 years.

## Strategic Goals – Transition to Retirement

### Positioning the NTPS as a model employer of choice

- **Develop Human Resource and Industrial Relations capability across the NTPS.**

### Embed public sector principles across the Northern Territory Public Service

- **Encourage and foster diversity through special measures plans supported by education and training**

### Embed public sector principles across the Northern Territory Public Service

- **Strengthen and monitor the understanding and application of the merit principle across the NTPS to ensure that selection processes within the NTPS are fair, consistent and transparent.**

## Key Findings – Appropriate Workplace Behaviours

Twenty two per cent of survey respondents experienced some form of bullying in the 12 months preceding the survey.

Thirty four per cent of survey respondents had witnessed bullying in the 12 months preceding the survey.

Seventy six per cent of employees who experienced bullying did not submit a formal complaint.

Immediate managers/supervisors were responsible for 41 per cent of bullying.

Eleven per cent of staff who witnessed bullying took no action.

Seventy four per cent of staff would be confident in approaching their manager to discuss concerns and grievances.

Forty nine per cent of employees were confident that, if they were to lodge a grievance, it would be investigated in a thorough manner.

Forty five per cent of respondents felt confident they would be protected from reprisal for reporting improper conduct.

## Strategic Goals – Appropriate Workplace Behaviours

### Embed public sector principles across the Northern Territory Public Service

- Support agencies implementing significant change management and in the resolution of disputes in a fair and equitable manner.

### Embed public sector principles across the Northern Territory Public Service

- Conduct fair and effective processes for handling public sector employees' grievances and appeals.

### Embed public sector principles across the Northern Territory Public Service

- Foster a culture of respect aimed at eliminating inappropriate workplace behaviours.

## Key Findings – Inclusion and Diversity



## Strategic Goals – Inclusion and Diversity

Positioning the NTPS as a model employer of choice	Embed public sector principles across the Northern Territory Public Service	Embed public sector principles across the Northern Territory Public Service
<ul style="list-style-type: none"> <li>Promote and support equity and diversity in employment across the NTPS with a strong and positive focus on employment for Indigenous and persons with disability</li> </ul>	<ul style="list-style-type: none"> <li>Encourage and foster diversity through special measures plans supported by education and training</li> </ul>	<ul style="list-style-type: none"> <li>Strengthen and monitor the understanding and application of the merit principle across the NTPS to ensure that selection processes within the NTPS are fair, consistent and transparent.</li> </ul>