



NT PEOPLE MATTER SURVEY 2021

Department of Territory Families,
Housing and Communities

RESPONSE
RATE:

77%

RESPONSES:

974
of 1262



YOUR EMPLOYEE ENGAGEMENT SCORE:



65%

VARIANCE from 2018 SURVEY: +4

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:



70%

VARIANCE from 2018 SURVEY: +8

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	68%
DISABILITY - Yes	57%
AGE - 55+ YRS	60%



HIGHEST SCORING QUESTIONS:

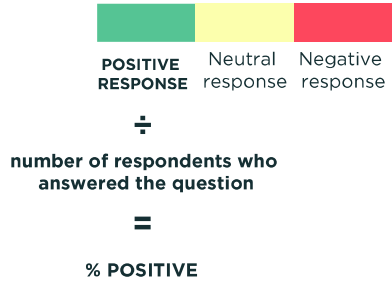
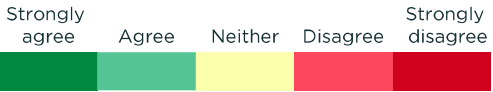
% POSITIVE

Q2g. I believe the work that I do is important	94%
Q2c. I seek out opportunities to improve my day-to-day performance	91%
Q12g. My behaviour at work is informed by/guided by the Code of Conduct	91%

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.



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 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
Q2g. I believe the work that I do is important  94%		Q6h. My manager appropriately deals with employees who perform poorly  34%		Q8c. I think it is safe to speak up and challenge the way things are done in this organisation  27%	
Q2c. I seek out opportunities to improve my day-to-day performance  91%		Q5d. My work performance is assessed against clear criteria  33%		Q8e. There is good cooperation between teams across our organisation  26%	
Q12g. My behaviour at work is informed by/guided by the Code of Conduct  91%		Q11b. Recruitment and promotion decisions in my workplace are based on merit  32%		Q7f. I feel senior managers engage with employees at all levels of the organisation  26%	
Q2e. I contribute to my workplace outside of the requirements of my job description  87%		Q8f. There is good collaboration between my organisation and other agencies or organisations we work with  31%		Q4g. My manager discusses my career plan with me  24%	
Q2a. My behaviour at work is informed/guided by the NTPS values  87%		Q15c. I feel a strong personal attachment to my organisation  30%		Q8d. My organisation fairly considers recommendations from staff about how we could better operate  24%	



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		65%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
SAY	Q15a. I would recommend my organisation as a great place to work	17	40	28	10		57%	+8 ↑	+6 ↑	-5 ↓	-4
	Q15b. I am proud to tell others I work for my organisation	23	38	28	8		60%	+9 ↑	+3	-8 ↓	-6 ↓
STAY	Q15c. I feel a strong personal attachment to my organisation	19	35	30	11		54%	+2	-1	-7 ↓	-5 ↓
STRIVE	Q15d. My organisation motivates me to help it achieve its objectives	20	39	27	9		59%	+7 ↑	+4	+1	+3
	Q15e. My organisation inspires me to do the best in my job	20	37	29	9		57%	+5 ↑	+2	0	+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



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 2019
SURVEY

VARIANCE
FROM
COMPARATOR
GROUP

VARIANCE
FROM NTPS

.1

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

50%

-

-

+3

+3

.2

Q7b. Senior managers provide clear strategy and direction

59%

-

-

+3

+4

.3

Q7c. I believe the senior management team has a clear vision for the future of this organisation

60%

-2

-7↓

+3

+5↑

.4

Q7d. I feel that senior managers model the behaviours expected of employees

59%

-

-

+3

+3

.5

Q9b. In my organisation, senior leaders consider the wellbeing of employees to be important

64%

-

-

+4

+3

.6

Q10d. My organisation provides high quality services to the Northern Territory community

76%

+12↑

+7↑

-3

-3

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 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
						+8 ⬆	+5 ⬆	-1	0	
Q14a. I receive adequate recognition for doing a good job	17	47	23	9	63%	+7 ⬆	+5 ⬆	+3	+3	
Q14b. I have the appropriate level of autonomy to do my job effectively	23	55	14		78%	+7 ⬆	+6 ⬆	-1	-1	
Q14c. There are opportunities to be innovative in my job	20	50	20	7	70%	+7 ⬆	+5 ⬆	-3	-1	
Q14d. Overall, I am satisfied with my job	22	50	17	7	72%	+9 ⬆	+5 ⬆	-2	0	
Q14e. Overall, I am satisfied with my organisation as an employer	22	45	21	8	66%	+9 ⬆	+6 ⬆	0	0	

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree

Agree

Neither

Disagree

Strongly disagree

EMPLOYEE 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		73%		RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Motivation	Q2g. I believe the work that I do is important	<div><div>57</div><div>36</div><div></div></div>		94%	-	-	-1	+1	
	Q15d. My organisation motivates me to help it achieve its objectives	<div><div>20</div><div>39</div><div>27</div><div>9</div></div>		59%	+7	+4	+1	+3	
Purpose	Q8b. I believe in the purpose and objectives of the organisation	<div><div>28</div><div>53</div><div>15</div><div></div></div>		81%	-4	-4	-1	+1	
	Q15e. My organisation inspires me to do the best in my job	<div><div>20</div><div>37</div><div>29</div><div>9</div></div>		57%	+5	+2	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

EMPLOYEE EXPERIENCE



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

IS THERE ROOM FOR IMPROVEMENT?

	BELONGING	68%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Accepted	Q15c. I feel a strong personal attachment to my organisation	19	35	30	11		54%	+2	-1	-7 ↓	-5 ↓
Included	Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	34	52	8			86%	+2	+3	0	+1
	Q5f. My manager has talked to me about what I am doing well in my work	19	43	20	13		62%	-	-	+4	+4
	Q5g. My manager has talked to me about what I could do to improve my performance	14	37	27	18		50%	-	-	+2	+2
	Q6c. My manager involves me in decisions about my work	29	44	14	9		72%	-	-	+4	+4
	Q6b. My manager keeps me informed about changes which affect me	31	45	13	7		76%	+11 ↑	+10 ↑	+3	+3
Respected	Q14a. I receive adequate recognition for doing a good job	17	47	23	9		63%	+7 ↑	+5 ↑	+3	+3
	Q3d. People in my workgroup treat each other with respect	34	44	12	7		77%	-	-	+1	+2

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

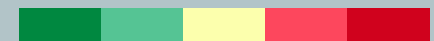


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



EMPLOYEE EXPERIENCE



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

IS THERE ROOM FOR IMPROVEMENT?

RECOGNITION	62%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2e. I contribute to my workplace outside of the requirements of my job description	44	43	11		87%	-	-	-3	-2
Q14a. I receive adequate recognition for doing a good job	17	47	23	9	63%	+7 ↑	+5 ↑	+3	+3
Q2f. I receive adequate recognition for the contributions I make outside of my job description	15	35	27	16	50%	-	-	0	0
Q6h. My manger appropriately deals with employees who perform poorly	18	30	34	11	48%	-	-	+2	+3

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

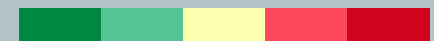


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



EMPLOYEE EXPERIENCE



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

IS THERE ROOM FOR IMPROVEMENT?

EMPLOYEE HEALTH AND WELLBEING		72%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
K	Q9d. I am satisfied with the policies/practices in place to help me manage my health and wellbeing	20	46	18	9		66%	-	-	+5 ↑	+2
	Q9a. In my organisation, my manager considers the wellbeing of employees to be important	35	44	13			79%	-	-	+3	+2
	Q9b. In my organisation, senior leaders consider the wellbeing of employees to be important	22	42	21	9		64%	-	-	+4	+3
	Q3d. People in my workgroup treat each other with respect	34	44	12	7		77%	-	-	+1	+2

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

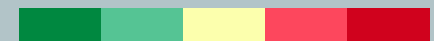


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



BULLYING/HARASSMENT



EXPLORE THE FULL RESULTS

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

IS THERE ROOM FOR IMPROVEMENT?

BULLYING/HARASSMENT	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q13a. Bullying is not tolerated in my organisation	32	34	18	10	66%	-	-	+1	+1

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

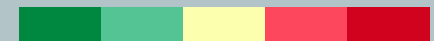


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



BULLYING/HARASSMENT



EXPLORE THE FULL RESULTS

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IS THERE ROOM FOR IMPROVEMENT?

BULLYING/HARASSMENT

RESPONSE SCALE

RESPONSES

%

VARIANCE FROM 2018 SURVEY

VARIANCE FROM 2019 SURVEY

VARIANCE FROM COMPARATOR GROUP

VARIANCE FROM NTPS

Q13d. Experienced bullying/harassment in the past 12 months

974

Experienced bullying		202	21%	-	-	-3	-1
Experienced sexual harassment		9	1%	-	-	0	0
Experienced both bullying and sexual harassment		52	5%	-	-	-1	-1
No		608	62%	-	-	+2	0
Prefer not to say		103	11%	-	-	+2	+2

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 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q13I. Have you submitted a formal complaint regarding the bullying incident you personally experience?		254					
Yes	<div></div>	35	14%	-	-	-2	-2
No	<div></div>	219	86%	-	-	+2	+2
Q13I. Did the bullying/harassment you experienced cause you to take time off from work?		254					
Yes	<div></div>	83	33%	-	-	+1	0
No	<div></div>	171	67%	-	-	-1	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?

HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q13k. Have you submitted a formal complaint regarding the harassment/abuse you personally experienced?		61					
Yes	<div></div>	11	18%	-	-	-2	-1
No	<div></div>	50	82%	-	-	+2	+1
Q13n. Did the harassment/abuse you experienced cause you to take time off from work?		61					
Yes	<div></div>	19	31%	-	-	-1	-3
No	<div></div>	42	69%	-	-	+1	+3

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 2019
SURVEY

VARIANCE
FROM
COMPARATOR
GROUP

VARIANCE
FROM NTPS

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

974

Yes		282	29%	-	-	-3	-1
No		692	71%	-	-	+3	+1

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

419

Spoke about the matter to the person perceived to be the bully		61	15%	-	-	-2	-1
Spoke about the matter to the person perceived to have been bullied		118	28%	-	-	+1	+2
Reported the matter formally or informally		131	31%	-	-	-2	-1
Made a note of the occurrence but took no action		41	10%	-	-	-2	-3
Took no action		39	9%	-	-	+3	+3
Other		29	7%	-	-	+1	+1

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 2019 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)

974

Yes	<div></div>	419	43%	+1	-12 ↓	-9 ↓	-13 ↓
No	<div></div>	389	40%	-9 ↓	0	+7 ↑	+8 ↑
Not Sure	<div></div>	166	17%	+8 ↑	+12 ↑	+3	+5 ↑

Q5b. I have received formal feedback on individual performance

974

Yes	<div></div>	437	45%	+2	-1	-1	-5 ↓
No	<div></div>	537	55%	-2	+1	+1	+5 ↑

Q5c. I have received informal feedback on individual performance

974

Yes	<div></div>	747	77%	+2	-2	+3	+2
No	<div></div>	227	23%	-2	+2	-3	-2

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

CAPABILITY



EXPLORE THE FULL RESULTS

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

IS THERE ROOM FOR IMPROVEMENT?

PERFORMANCE CONVERSATIONS	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q5e. I receive regular and timely feedback from my manager	15	42	22	15	57%	+3	+3	+5	+4
Q5f. My manager has talked to me about what I am doing well in my work	19	43	20	13	62%	-	-	+4	+4
Q5g. My manager has talked to me about what I could do to improve my performance	14	37	27	18	50%	-	-	+2	+2
Q5d. My work performance is assessed against clear criteria	12	37	33	15	48%	-	-	-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



CAPABILITY



EXPLORE THE FULL RESULTS

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IS THERE ROOM FOR IMPROVEMENT?

LEARNING AND DEVELOPMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q4a. During the past 12 months, have your learning and development needs been identified and agreed with your supervisor?		974					
Yes	<div></div>	671	69%	+22	+14	-1	-1
No	<div></div>	303	31%	-11	-4	+1	+1
Q4b. In the past 12 months, have you undertaken any learning and development activities?		974					
Yes	<div></div>	676	69%	-	-	-4	+2
No	<div></div>	298	31%	-	-	+4	-2
Q4c. 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)?		676					
Yes	<div></div>	445	66%	-	-	-2	-2
No	<div></div>	231	34%	-	-	+2	+2

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

CAPABILITY



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

IS THERE ROOM FOR IMPROVEMENT?

LEARNING AND DEVELOPMENT	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q4f. My manager helps to develop my capability (work related skills and knowledge)	27	39	19	10	66%	+8 ↑	+9 ↑	+2	+3
Q4d. The learning and development I have undertaken has helped me advance my career	21	39	29	8	59%	+17 ↑	+19 ↑	-3	-1
Q4e. The learning and development I have undertaken has helped me to do my job better	27	55	12		82%	+19 ↑	+15 ↑	-3	-2

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

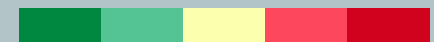


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



CAPABILITY



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

IS THERE ROOM FOR IMPROVEMENT?

SKILLS UTILISATION	83%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2g. I believe the work that I do is important	57	36	94%	-	-	-1	+1
Q2d. I clearly understand what I am expected to do in this job	32	53	84%	+5 ↑	+2	-1	+1
Q14b. I have the appropriate level of autonomy to do my job effectively	23	55	78%	+7 ↑	+6 ↑	-1	-1
Q2b. My job allows me to utilise my skills, knowledge and abilities	32	53	85%	+6 ↑	+4	0	+2
Q6g. My manager enables the team to do their best	32	41	73%	-	-	+2	+3

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

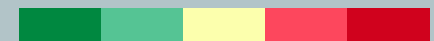


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



INNOVATION



EXPLORE THE FULL RESULTS

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

IS THERE ROOM FOR IMPROVEMENT?

AUTONOMY			83%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS	
Q2d. I clearly understand what I am expected to do in this job			32	53	9	84%	+5 ⬆	+2	-1	+1
Q14b. I have the appropriate level of autonomy to do my job effectively			23	55	14	78%	+7 ⬆	+6 ⬆	-1	-1
Q2b. My job allows me to utilise my skills, knowledge and abilities			32	53	7	85%	+6 ⬆	+4	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



INNOVATION



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

IS THERE ROOM FOR IMPROVEMENT?

CONTINUOUS IMPROVEMENT		65%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 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	20	47	19	11		67%	+8 ↑	+4	+2	+2
	Q16a. I believe my organisation will take action as a result of this survey	14	33	30	13	10	47%	+1	-2	+4	+4
	Q8a. I know what I need to do to make changes happen in my organisation	13	42	30	11		55%	+2	+1	0	+1
	Q2c. I seek out opportunities to improve my day-to-day performance	39	52	7			91%	-	-	-1	0
	Q8c. I think it is safe to speak up and challenge the way things are done in this organisation	15	37	21	17	10	51%	-	-	+3	+3
	Q8d. My organisation fairly considers recommendations from staff about how we could better operate	12	37	27	16	8	50%	-	-	+3	+3
	Q3b. My workgroup always tries to improve its performance	33	48	12			81%	-	-	0	+1
	Q14c. There are opportunities to be innovative in my job	20	50	20	7		70%	+7 ↑	+5 ↑	-3	-1
	Q10b. We act on the feedback we receive from clients/customers/stakeholders	20	49	22			69%	-6 ↓	-5 ↓	-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



QUALITY SERVICE DELIVERY



EXPLORE THE FULL RESULTS

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

IS THERE ROOM FOR IMPROVEMENT?

QUALITY SERVICE DELIVERY	67%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q10a. I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	20	47	19	11		67%	+8 ↑	+4	+2	+2
Q10e. In my organisation we put the client/customer/stakeholder at the centre of everything we do	26	46	17	8		72%	+2	-2	-1	+1
Q10c. In my organisation, earning and sustaining a high level of public trust is seen as important	32	51	12			83%	+4	+2	-2	-2
K Q10d. My organisation provides high quality services to the Northern Territory community	26	49	17			76%	+12 ↑	+7 ↑	-3	-3
Q3c. People in my workgroup use their time and resources efficiently	26	47	17	9		72%	-	-	0	+2
Q8f. There is good collaboration between my organisation and other agencies or organisations we work with	13	41	31	11		54%	-	-	+1	+1
Q8e. There is good cooperation between teams across our organisation	11	37	25	17	9	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

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

IS THERE ROOM FOR IMPROVEMENT?

VISION AND PURPOSE 88%	RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2g. I believe the work that I do is important	57	36	94%	-	-	-1	+1
Q2d. I clearly understand what I am expected to do in this job	32	53	84%	+5 ↑	+2	-1	+1
Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	34	52	86%	+2	+3	0	+1

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

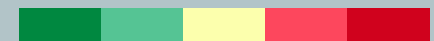


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



MANAGERS



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

IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION		64%					RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q4g. My manager discusses my career plan with me		17	36	22	17	8	53%	+12 ↑	+7 ↑	0	+1		
Q6g. My manager enables the team to do their best		32	41	17			73%	-	-	+2	+3		
Q5f. My manager has talked to me about what I am doing well in my work		19	43	20	13		62%	-	-	+4	+4		
Q5g. My manager has talked to me about what I could do to improve my performance		14	37	27	18		50%	-	-	+2	+2		
Q6c. My manager involves me in decisions about my work		29	44	14	9		72%	-	-	+4	+4		
Q6b. My manager keeps me informed about changes which affect me		31	45	13	7		76%	+11 ↑	+10 ↑	+3	+3		

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

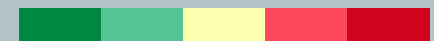


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



MANAGERS



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

IS THERE ROOM FOR IMPROVEMENT?

INTEGRITY AND ACCOUNTABILITY	71%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q12d. I would be confident in approaching my manager to discuss concerns and grievances	34	45	11			79%	-	-	+1	+1
Q6d. My manager demonstrates objectivity in decision-making	29	42	18			71%	-	-	+3	+3
Q6j. My manager encourages behaviours that are consistent with the NTPS values	33	45	15			78%	-	-	+2	+3
Q6e. My manager is an effective decision maker	33	39	18			71%	-	-	+2	+2
Q6a. My manager listens to what I have to say	34	46	12			80%	-	-	+3	+3
Q6f. My manager sees avoiding conflicts of interest as being important	32	40	21			72%	-	-	+4	+3
Q6h. My manager appropriately deals with employees who perform poorly	18	30	34	11	7	48%	-	-	+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



SENIOR MANAGERS



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

IS THERE ROOM FOR IMPROVEMENT?

VISION AND PURPOSE 67%					RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
	Q8b. I believe in the purpose and objectives of the organisation	28	53	15		81%	-4	-4	-1	+1
K	Q7c. I believe the senior management team has a clear vision for the future of this organisation	22	38	25	9	60%	-2	-7 ↓	+3	+5 ↑
K	Q7b. Senior managers provide clear strategy and direction	21	37	24	11	59%	-	-	+3	+4

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



SENIOR MANAGERS



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IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION	52%	RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q7h. Communications about change from senior managers are timely	16	35	26	16	8		51%	+7	+4	+2	+3
Q7f. I feel senior managers engage with employees at all levels of the organisation	18	36	21	17	8		53%	-	-	+5	+5
Q7g. I feel senior managers keep employees informed about what is going on	17	38	22	15	8		54%	-	-	+4	+4
Q7e. I feel the senior managers in my organisation make timely decisions	16	34	29	14			50%	-	-	+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



SENIOR MANAGERS



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

IS THERE ROOM FOR IMPROVEMENT?

INTEGRITY AND ACCOUNTABILITY		65%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 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	25	41	21	8		66%	-	-	+2	+3
	Q7d. I feel that senior managers model the behaviours expected of employees	20	39	23	11		59%	-	-	+3	+3
	Q12k. In my organisation, behaving impartially is seen as important	22	45	25			67%	-	-	+1	0
	Q12j. In my organisation, engaging in improper conduct is not tolerated	25	43	21	8		68%	-	-	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



GOVERNANCE



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- 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 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Change Management	Q7i. My senior manager effectively leads and manages change	21	38	25	10	7	58%	-3	-1	+4	+5 ↑
	Q6b. My manager keeps me informed about changes which affect me	31	45	13	7		76%	+11 ↑	+10 ↑	+3	+3
Code of Conduct	Q12g. My behaviour at work is informed by/guided by the Code of Conduct	39	52	8			91%	-	-	-1	-1
	Q12h. My manager's behaviour at work is informed by/guided by the Code of Conduct	35	47	12			83%	-	-	+1	+1
Merit	Q11a. People recruited to my organisation seem to have the right skills for the job	10	41	29	13		52%	-	-	-1	-2
	Q11b. Recruitment and promotion decisions in my workplace are based on merit	11	35	32	12	9	47%	-	-	0	-1
Values	Q2a. My behaviour at work is informed/guided by the NTPS values	38	49	11			87%	-	-	+3	+2
	Q6i. My manager's behaviour at work is informed/guided by the NTPS values	32	43	18			75%	-	-	+2	+2
WHS	Q9c. There is an appropriate level of focus on safety at my workplace	22	49	17	8		71%	-	-	+1	-1

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

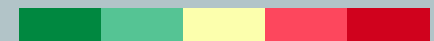


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



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 2019
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)

974

Yes	<div></div>	953	98%	-	-	0	0
No	<div></div>	21	2%	-	-	0	0

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER
THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN
COMPARATOR

GOVERNANCE



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

IS THERE ROOM FOR IMPROVEMENT?

ORGANISATIONAL ACCOUNTABILITY	65%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM 2019 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q12d. I would be confident in approaching my manager to discuss concerns and grievances	34	45	11			79%	-	-	+1	+1
Q12i. In my organisation, avoiding conflict of interest is seen as important	28	47	18			75%	-	-	+4	+2
Q12j. In my organisation, engaging in improper conduct is not tolerated	25	43	21	8		68%	-	-	0	0
Q3c. People in my workgroup use their time and resources efficiently	26	47	17	9		72%	-	-	0	+2
Q11b. Recruitment and promotion decisions in my workplace are based on merit	11	35	32	12	9	47%	-	-	0	-1
Q12e. I am confident that I would be protected from reprisal for reporting improper conduct	20	38	25	11		58%	-	-	-1	-1
Q12f. I am confident that if I reported improper conduct in my organisation, it would be investigated in a thorough and objective manner	18	35	30	10		53%	-	-	-1	-2

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

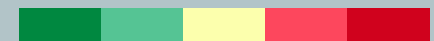


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



GOVERNANCE



EXPLORE THE FULL RESULTS

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IS THERE ROOM FOR IMPROVEMENT?

ORGANISATIONAL ACCOUNTABILITY

RESPONSE SCALE

RESPONSES

%

VARIANCE FROM 2018 SURVEY

VARIANCE FROM 2019 SURVEY

VARIANCE FROM COMPARATOR GROUP

VARIANCE FROM NTPS

Q12b. I have witnessed improper conduct

974

Yes	<div></div>	328	34%	-	-	-2	0
No	<div></div>	646	66%	-	-	+2	0

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

974

Yes	<div></div>	842	86%	-	-	-1	-2
No	<div></div>	132	14%	-	-	+1	+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 : 974 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	32	Yes	4	Darwin City (including Palmerston)	64
Female	65	No	96	Katherine	5
Self-Specified	3			Alice Springs	17
Age Recoded	Survey %	What is your current employment status?	Survey %	Tennant Creek	3
15-34 YRS	30	Ongoing	73	Nhulunbuy	4
35-54 YRS	51	Fixed Term	21	Darwin Region (including the Tiwi Islands and West Arnhem)	4
55-64 YRS	16	Casual	2	East Arnhem Region	1
65+ YRS	3	Executive Contract	3	Alice Springs Region	1
				Katherine Region	1
Are you an Australian Aboriginal and/or Torres Strait Islander?	Survey %	Are you the manager of one or more employees?	Survey %	Barkly Region	0
Yes	18	Yes	25	Outside of the Northern Territory	0
No	82	No	75		
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 %	How long have you been employed in your current organisation?	Survey %
Yes	19	Yes	37	Less than 3 months	7
No	81	No	63	3 months to less than 12 months	16
Did your work arrangement change as a result of COVID-19?	Survey %	Do you work full-time or part-time?	Survey %	1 - 4 years	39
Yes	22	Full-time	95	5 - 9 years	21
No	78	Part-time	5	10 - 14 years	10
				15 - 19 years	5
				20 - 29 years	2
				30 years or more	1

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 : 974 NOTE: Values that appear as 0 have been rounded down due to the size of the group. Respondent profiles may vary from the actual population due to respondents misidentifying or reporting information incorrectly.

What is your current Classification or occupational group?

	Survey %
Executive Contract Officer	2
Administration Stream	59
General NTPS – Professional Stream	25
General NTPS – Technical Stream	3
General NTPS- Physical Stream	1
Graduate	1
Interpreter	0
Trainees/NTPS Apprentices/NICP	1
Other (please specify)	2
Allied Health Professional (General NTPS Professional)	0
Admin & Corporate Services	0
Technical Specialist	0
Trade Technical	0
Corrections Officer (i.e. CO, SCO, SIO)	0
Coach - NT Institute of Sport	0
Other	5

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

	Survey %
Strongly agree	25
Agree	44
Neither agree nor disagree	19
Disagree	8
Strongly disagree	4

Working flexibly is not a barrier to success in my organisation

	Survey %
Strongly agree	18
Agree	42
Neither agree nor disagree	26
Disagree	10
Strongly disagree	4

My workplace has a flexible approach to work

	Survey %
Strongly agree	17
Agree	45
Neither agree nor disagree	24
Disagree	10
Strongly disagree	4

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

	Survey %
Yes	35
No	65

SURVEY INDICIES BY DEMOGRAPHICS

		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)
<i>"Restricted" indicates a group with less than 10 respondents</i>				
Northern Territory Public Sector		9,581	65%	70%
Department of Territory Families, Housing and Communities		974	65%	70%
ATSI	Yes	178	68%	72%
DISABILITY	Yes	42	57%	63%
GENDER	Male	310	65%	70%
	Female	635	66%	72%
	Self-Specified	29	39%	41%
AGE	15-34 YRS	294	68%	72%
	35-54 YRS	501	64%	70%
	55-64 YRS	153	60%	66%
	65+ YRS	26	64%	68%
AGENCY TENURE	Less than 3 months	100	74%	84%
	3 months to less than 12 months	233	70%	76%
	1 - 4 years	430	62%	66%
	5 - 9 years	135	60%	66%
	10 - 14 years	46	56%	60%
	15 - 19 years	18	67%	70%
	20 - 29 years	10	55%	64%
	30 years or more	2	Restricted	Restricted
FLEXIBLE WORKING	Yes	338	66%	73%
	No	636	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>				
Northern Territory Public Sector		9,581	65%	70%
Department of Territory Families, Housing and Communities		974	65%	70%
MANAGER	Managers	239	65%	73%
	Non-managers	735	65%	69%
WORKING ARRANGEMENT	Ongoing	715	62%	68%
	Fixed Term	208	70%	73%
	Casual	24	79%	81%
	Executive Contract	27	74%	85%
EMPLOYMENT TYPE	Full-time	925	64%	70%
	Part-time	49	68%	76%
REGION	Darwin City (including Palmerston)	621	62%	68%
	Katherine	51	68%	71%
	Alice Springs	162	72%	75%
	Tennant Creek	27	70%	69%
	Nhulunbuy	35	68%	71%
	Darwin Region (including the Tiwi Islands and West Arnhem)	42	58%	71%
	East Arnhem Region	10	66%	78%
	Alice Springs Region	9	Restricted	Restricted
	Katherine Region	13	75%	83%
	Barkly Region	4	Restricted	Restricted
	Outside of the Northern Territory	0	Restricted	Restricted

APPENDIX A: METHODOLOGY

SURVEY TIMEFRAME

This report contains results for the 2021 People Matter Employee Survey which was open from 22 February to 14 March 2021.

INDEX CALCULATIONS

Where questions have been grouped together to form an index for example Employee Satisfaction, this has been calculated by adding the unrounded positive scores of all items in the group, and then dividing by the number of questions in the index to create a % positive average figure. For ease of reporting this figure has been rounded. Please note this does not apply to the Engagement Index which has been calculated using the method outlined below.

EMPLOYEE ENGAGEMENT INDEX

Scores are assigned to each of the question responses in the index (100% strongly Agree, 75% Agree, 50% Neither agree nor disagree, 25% Disagree, and 0 Strongly disagree). Once the scores are added together these are then divided by the number of respondents to create an average % positive. For ease of reporting this figure has been rounded.

KEY DRIVER ANALYSIS

Experience tells us that a successful response to survey results requires focus on key priorities. Key Driver Analysis (KDA) helps identify these priority areas. Statistical techniques including Pearson's correlation analysis identifies the individual questions with the strongest influence on your engagement index.

Pearson's correlation measures the strength of the relationship between variables and the direction of that relationship. For example, it measures the extent to which a strong response to one variable indicates a strong response in the other.

This approach is used to identify which questions have the strongest positive relationship with the engagement index, and therefore on engagement. Once we know the highest impacting questions, to simplify reporting we take the highest impacting questions to determine 6 Key Driver questions. the parent unit.

APPENDIX B: COMPARATOR GROUPS

Comparator Group - Agencies that have similar characteristics (eg central coordination, service delivery, regulation etc) are grouped together for the purpose of comparing results.

The 2021 comparator groups are:

Central Agency

Department of Corporate and Digital Development
Department of the Chief Minister and Cabinet
Office of the Commissioner for Public Employment
Department of Treasury and Finance
Department of Legislative Assembly
Department of the Attorney General and Justice

Commercial (or includes commercial element)

Jacana Energy
Power and Water Corporation
Land Development Corporation
Territory Generation

Statutory Authority

Independent Commissioner Against Corruption
Auditor General
Electoral Commission
Ombudsman
Aboriginal Areas Protection Authority

Industry Regulation &/or Public Infrastructure

Department of Environment Parks and Water Security
Department of Industry Tourism and Trade
Department of Infrastructure, Planning and Logistics

Service Delivery - Public facing

Department of Territory Families, Housing and Communities
NT Health - Department of Health, TEHS, CAHS
Northern Territory Police Fire and Emergency Services
Department of Education

TIME TO TAKE ACTION



CELEBRATE

The things we do well:

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.				