



## NT PEOPLE MATTER SURVEY 2021

Office of the Commissioner for Public  
Employment

RESPONSE  
RATE:

100%

RESPONSES:

33  
of 33



### YOUR EMPLOYEE ENGAGEMENT SCORE:



79%

VARIANCE from 2018 SURVEY: -10

VARIANCE from NTPS: +14

**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:



92%

VARIANCE from 2018 SURVEY: -2

VARIANCE from NTPS: +2



### 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

Restricted

DISABILITY - Yes

Restricted

AGE - 55+ YRS

Restricted



#### HIGHEST SCORING QUESTIONS:

% POSITIVE

**Q10c.** In my organisation, earning and sustaining a high level of public trust is seen as important

100%

**Q12g.** My behaviour at work is informed by/guided by the Code of Conduct

100%

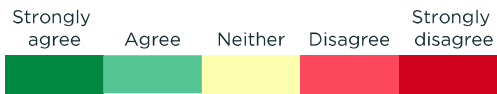
**Q2a.** My behaviour at work is informed/guided by the NTPS values

97%

# 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.



$$\begin{array}{c}
 \begin{array}{|c|c|c|} \hline \text{Strongly agree} & \text{Agree} & \text{Neither} \\ \hline \end{array} \\
 \text{POSITIVE RESPONSE} \\
 \div \\
 \text{number of respondents who answered the question} \\
 = \\
 \% \text{ POSITIVE}
 \end{array}$$

## 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 CENTRAL AGENCY

## 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>Q10c.</b> In my organisation, earning and sustaining a high level of public trust is seen as important	100%	<b>Q8a.</b> I know what I need to do to make changes happen in my organisation	24%	<b>Q19a.</b> Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual)	15%
<b>Q12g.</b> My behaviour at work is informed by/guided by the Code of Conduct	100%	<b>Q15e.</b> My organisation inspires me to do the best in my job	24%	<b>Q2e.</b> I contribute to my workplace outside of the requirements of my job description	9%
<b>Q2a.</b> My behaviour at work is informed/guided by the NTPS values	97%	<b>Q6h.</b> My manager appropriately deals with employees who perform poorly	21%	<b>Q7h.</b> Communications about change from senior managers are timely	9%
<b>Q2b.</b> My job allows me to utilise my skills, knowledge and abilities	97%	<b>Q8c.</b> I think it is safe to speak up and challenge the way things are done in this organisation	21%	<b>Q8c.</b> I think it is safe to speak up and challenge the way things are done in this organisation	9%
<b>Q3a.</b> I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	97%	<b>Q8d.</b> My organisation fairly considers recommendations from staff about how we could better operate	21%	<b>Q8e.</b> There is good cooperation between teams across our organisation	9%



## 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		79%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS	
SAY	Q15a. I would recommend my organisation as a great place to work	48	42	91%	-3	+30	+30	
	Q15b. I am proud to tell others I work for my organisation	42	52	94%	0	+30	+27	
STAY	Q15c. I feel a strong personal attachment to my organisation	39	33	21	73%	-18	+21	+13
STRIVE	Q15d. My organisation motivates me to help it achieve its objectives	39	39	18	79%	-8	+27	+24
	Q15e. My organisation inspires me to do the best in my job	39	33	24	73%	-18	+21	+18

### KEY

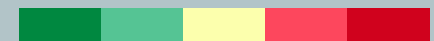


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# KEY DRIVERS OF ENGAGEMENT



## WHAT TO FOCUS ON?

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

THEY ARE NOT NECESSARILY THE QUESTIONS WITH THE LOWEST SCORES.

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

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



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

%  
POSITIVE

VARIANCE  
FROM 2018  
SURVEY

VARIANCE  
FROM  
COMPARATOR  
GROUP

VARIANCE  
FROM NTPS

.1

**Q6b.** My manager keeps me informed about changes which affect me

88%

-6↓

+16↑

+16↑

.2

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

85%

-2

+28↑

+29↑

.3

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

91%

-3

+13↑

+12↑

.4

**Q12j.** In my organisation, engaging in improper conduct is not tolerated

91%

-

+20↑

+23↑

.5

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

73%

-

+25↑

+27↑

.6

**Q4f.** My manager helps to develop my capability (work related skills and knowledge)

91%

+7↑

+29↑

+28↑

# 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	92%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q14a. I receive adequate recognition for doing a good job	36	55	91%	-3	+31 ↑	+31 ↑
Q14b. I have the appropriate level of autonomy to do my job effectively	36	58	94%	-3	+17 ↑	+15 ↑
Q14c. There are opportunities to be innovative in my job	39	55	94%	+4	+28 ↑	+22 ↑
Q14d. Overall, I am satisfied with my job	42	45	88%	-6 ↓	+20 ↑	+15 ↑
Q14e. Overall, I am satisfied with my organisation as an employer	42	52	94%	-3	+27 ↑	+27 ↑

### 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		85%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Motivation	Q2g. I believe the work that I do is important	55	39	94%	-	+6 ↑	+1
	Q15d. My organisation motivates me to help it achieve its objectives	39	39	79%	-8 ↓	+27 ↑	+24 ↑
Purpose	Q8b. I believe in the purpose and objectives of the organisation	39	55	94%	0	+15 ↑	+14 ↑
	Q15e. My organisation inspires me to do the best in my job	39	33	73%	-18 ↓	+21 ↑	+18 ↑

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

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

## IS THERE ROOM FOR IMPROVEMENT?

BELONGING				88%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Accepted		Q15c. I feel a strong personal attachment to my organisation	39	33	21	73%	-18 ↓	+21 ↑	+13 ↑
		Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	52	45		97%	-3	+13 ↑	+12 ↑
Included		Q5f. My manager has talked to me about what I am doing well in my work	33	55		88%	-	+31 ↑	+30 ↑
		Q5g. My manager has talked to me about what I could do to improve my performance	36	45	12	82%	-	+34 ↑	+34 ↑
		Q6c. My manager involves me in decisions about my work	58	33		91%	-	+23 ↑	+22 ↑
	K	Q6b. My manager keeps me informed about changes which affect me	55	33	9	88%	-6 ↓	+16 ↑	+16 ↑
Respected		Q14a. I receive adequate recognition for doing a good job	36	55		91%	-3	+31 ↑	+31 ↑
		Q3d. People in my workgroup treat each other with respect	67	30		97%	-	+23 ↑	+21 ↑

### 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

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

## IS THERE ROOM FOR IMPROVEMENT?

RECOGNITION	82%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q2e.</b> I contribute to my workplace outside of the requirements of my job description	36	39	15	9		76%	-	-11 ↓	-13 ↓
<b>Q14a.</b> I receive adequate recognition for doing a good job	36	55				91%	-3	+31 ↑	+31 ↑
<b>Q2f.</b> I receive adequate recognition for the contributions I make outside of my job description	32	56	12			88%	-	+36 ↑	+38 ↑
<b>Q6h.</b> My manger appropriately deals with employees who perform poorly	36	39	21			76%	-	+30 ↑	+31 ↑

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# EMPLOYEE EXPERIENCE



## EXPLORE THE FULL RESULTS

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

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

## IS THERE ROOM FOR IMPROVEMENT?

EMPLOYEE HEALTH AND WELLBEING			92%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q9d. I am satisfied with the policies/practices in place to help me manage my health and wellbeing	52	3312	85%	-	+19	+21		
Q9a. In my organisation, my manager considers the wellbeing of employees to be important	70	24	94%	-	+18	+17		
Q9b. In my organisation, senior leaders consider the wellbeing of employees to be important	55	36	91%	-	+27	+30		
Q3d. People in my workgroup treat each other with respect	67	30	97%	-	+23	+21		

### 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 COMPARATOR GROUP	VARIANCE FROM NTPS
Q13a. Bullying is not tolerated in my organisation	42	36	15	79%	-	+13	+14

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

# BULLYING/HARASSMENT



## EXPLORE THE FULL RESULTS

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

IS THERE ROOM  
FOR  
IMPROVEMENT?

BULLYING/HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q13d.</b> Experienced bullying/harassment in the past 12 months		<b>33</b>				
Experienced bullying	<div><div></div></div>	<b>1</b>	<b>3%</b>	-	-16	-19
Experienced sexual harassment		<b>0</b>	<b>0%</b>	-	-1	-1
Experienced both bullying and sexual harassment	<div><div></div></div>	<b>3</b>	<b>9%</b>	-	+1	+3
No	<div><div></div></div>	<b>29</b>	<b>88%</b>	-	+25	+26
Prefer not to say		<b>0</b>	<b>0%</b>	-	-9	-9

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER  
THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN  
COMPARATOR

# BULLYING/HARASSMENT



## EXPLORE THE FULL RESULTS

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

## IS THERE ROOM FOR IMPROVEMENT?

BULLYING	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q13f. Have you submitted a formal complaint regarding the bullying incident you personally experience?		4				
Yes	The data for this question has been hidden for anonymity reasons.					
No	The data for this question has been hidden for anonymity reasons.					
Q13i. Did the bullying/harassment you experienced cause you to take time off from work?		4				
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/HARASSMENT



## EXPLORE THE FULL RESULTS

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

## IS THERE ROOM FOR IMPROVEMENT?

HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q13k. Have you submitted a formal complaint regarding the harassment/abuse you personally experienced?		3				
Yes	The data for this question has been hidden for anonymity reasons.					
No	The data for this question has been hidden for anonymity reasons.					
Q13n. Did the harassment/abuse you experienced cause you to take time off from work?		3				
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/HARASSMENT



## EXPLORE THE FULL RESULTS

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

## IS THERE ROOM FOR IMPROVEMENT?

### WITNESSED BULLYING/HARASSMENT

### RESPONSE SCALE

RESPONSES

%

VARIANCE FROM 2018 SURVEY

VARIANCE FROM COMPARATOR GROUP

VARIANCE FROM NTPS

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

**33**

Yes



**5**

**15%**

-

-13 ↓

-15 ↓

No



**28**

**85%**

-

+13 ↑

+15 ↑

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

**7**

Spoke about the matter to the person perceived to be the bully

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

Spoke about the matter to the person perceived to have been bullied

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

Reported the matter formally or informally

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

Made a note of the occurrence but took no action

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

Took no action

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

Other

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



# CAPABILITY



## EXPLORE THE FULL RESULTS

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

IS THERE ROOM FOR IMPROVEMENT?

### PERFORMANCE CONVERSATIONS

#### RESPONSE SCALE

RESPONSES

%

VARIANCE FROM 2018 SURVEY

VARIANCE FROM COMPARATOR GROUP

VARIANCE FROM NTPS

**Q5a.** I have a current performance agreement in place (e.g. My Plan, Capability Enhancement Plan, Workplace Participation Plan, Plan Do Review)

**33**

Yes	<div></div>	<b>30</b>	<b>91%</b>	+30	+26	+35
No	<div></div>	<b>2</b>	<b>6%</b>	-29	-20	-26
Not Sure	<div></div>	<b>1</b>	<b>3%</b>	0	-5	-9

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

**33**

Yes	<div></div>	<b>30</b>	<b>91%</b>	+39	+35	+42
No	<div></div>	<b>3</b>	<b>9%</b>	-39	-35	-42

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

**33**

Yes	<div></div>	<b>31</b>	<b>94%</b>	-6	+19	+19
No	<div></div>	<b>2</b>	<b>6%</b>	-	-19	-19

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 COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q5e.</b> I receive regular and timely feedback from my manager	33	58		91%	+4	+36 ↑	+38 ↑
<b>Q5f.</b> My manager has talked to me about what I am doing well in my work	33	55		88%	-	+31 ↑	+30 ↑
<b>Q5g.</b> My manager has talked to me about what I could do to improve my performance	36	45	12	82%	-	+34 ↑	+34 ↑
<b>Q5d.</b> My work performance is assessed against clear criteria	27	58	9	85%	-	+31 ↑	+35 ↑

### 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 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>33</b>				
Yes	<div></div>	<b>31</b>	<b>94%</b>	+26	+21	+24
No	<div></div>	<b>2</b>	<b>6%</b>	-20	-21	-24
<b>Q4b.</b> In the past 12 months, have you undertaken any learning and development activities?		<b>33</b>				
Yes	<div></div>	<b>24</b>	<b>73%</b>	-	+15	+5
No	<div></div>	<b>9</b>	<b>27%</b>	-	-15	-5
<b>Q4c.</b> Were the learning and development activities linked to a documented learning plan/performance agreement (e.g. My Plan, Capability Enhancement Plan, Workplace Participation Plan, Plan Do Review)?		<b>24</b>				
Yes	<div></div>	<b>21</b>	<b>88%</b>	-	+16	+20
No	<div></div>	<b>3</b>	<b>13%</b>	-	-16	-20

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# CAPABILITY



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## IS THERE ROOM FOR IMPROVEMENT?

LEARNING AND DEVELOPMENT		RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
K	Q4f. My manager helps to develop my capability (work related skills and knowledge)	52	39	91%	+7 ↑	+29 ↑	+28 ↑
	Q4d. The learning and development I have undertaken has helped me advance my career	29	33	63%	+14 ↑	+6 ↑	+2
	Q4e. The learning and development I have undertaken has helped me to do my job better	38	54	92%	+11 ↑	+13 ↑	+8 ↑

### KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

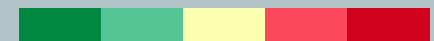


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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Strongly agree Agree Neither Disagree Strongly disagree



# CAPABILITY



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## IS THERE ROOM FOR IMPROVEMENT?

SKILLS UTILISATION	91%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q2g.</b> I believe the work that I do is important	55	39	94%	-	+6 ↑	+1
<b>Q2d.</b> I clearly understand what I am expected to do in this job	42	39	82%	-15 ↓	+1	-2
<b>Q14b.</b> I have the appropriate level of autonomy to do my job effectively	36	58	94%	-3	+17 ↑	+15 ↑
<b>Q2b.</b> My job allows me to utilise my skills, knowledge and abilities	39	58	97%	0	+16 ↑	+14 ↑
<b>Q6g.</b> My manager enables the team to do their best	55	33	88%	-	+18 ↑	+18 ↑

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

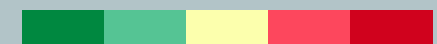


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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# INNOVATION



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## IS THERE ROOM FOR IMPROVEMENT?

AUTONOMY	91%	RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2d. I clearly understand what I am expected to do in this job	42	39	12	82%	-15 ↓	+1	-2
Q14b. I have the appropriate level of autonomy to do my job effectively	36	58		94%	-3	+17 ↑	+15 ↑
Q2b. My job allows me to utilise my skills, knowledge and abilities	39	58		97%	0	+16 ↑	+14 ↑

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

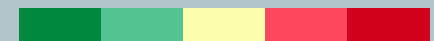


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# INNOVATION



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## IS THERE ROOM FOR IMPROVEMENT?

CONTINUOUS IMPROVEMENT			85%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
K	Q10a. I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	33	55	9	88%	-6 ↓	+23 ↑	+23 ↑
	Q16a. I believe my organisation will take action as a result of this survey	58	33		91%	+1	+44 ↑	+48 ↑
	Q8a. I know what I need to do to make changes happen in my organisation	21	48	24	70%	-11 ↓	+17 ↑	+16 ↑
	Q2c. I seek out opportunities to improve my day-to-day performance	45	48		94%	-	+3	+2
	Q8c. I think it is safe to speak up and challenge the way things are done in this organisation	30	39	21	70%	-	+19 ↑	+21 ↑
	Q8d. My organisation fairly considers recommendations from staff about how we could better operate	36	36	21	73%	-	+25 ↑	+27 ↑
	Q3b. My workgroup always tries to improve its performance	67	30		97%	-	+20 ↑	+17 ↑
	Q14c. There are opportunities to be innovative in my job	39	55		94%	+4	+28 ↑	+22 ↑
	Q10b. We act on the feedback we receive from clients/customers/stakeholders	24	67		91%	-3	+22 ↑	+21 ↑

### KEY

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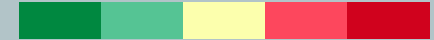


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Strongly agree Agree Neither Disagree Strongly disagree



# QUALITY SERVICE DELIVERY



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## IS THERE ROOM FOR IMPROVEMENT?

QUALITY SERVICE DELIVERY		89%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 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	33	55	9		88%	-6 ↓	+23 ↑	+23 ↑
	Q10e. In my organisation we put the client/customer/stakeholder at the centre of everything we do	36	48	12		85%	-5 ↓	+15 ↑	+13 ↑
	Q10c. In my organisation, earning and sustaining a high level of public trust is seen as important	55	45			100%	+6 ↑	+18 ↑	+15 ↑
K	Q10d. My organisation provides high quality services to the Northern Territory community	45	45			91%	-3	+13 ↑	+12 ↑
	Q3c. People in my workgroup use their time and resources efficiently	58	33			91%	-	+23 ↑	+20 ↑
	Q8f. There is good collaboration between my organisation and other agencies or organisations we work with	27	61			88%	-	+31 ↑	+35 ↑
	Q8e. There is good cooperation between teams across our organisation	30	52	9	9	82%	-	+32 ↑	+32 ↑

### KEY

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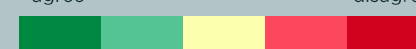


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# MANAGERS



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## IS THERE ROOM FOR IMPROVEMENT?

VISION AND PURPOSE	91%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q2g.</b> I believe the work that I do is important		55 39	94%	-	+6 ↑	+1
<b>Q2d.</b> I clearly understand what I am expected to do in this job		42 39 12	82%	-15 ↓	+1	-2
<b>Q3a.</b> I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes		52 45	97%	-3	+13 ↑	+12 ↑

### KEY

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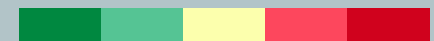


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# MANAGERS



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## IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION		88%	RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
	Q4g. My manager discusses my career plan with me	39	52		91%	+13 ↑	+37 ↑	+38 ↑
	Q6g. My manager enables the team to do their best	55	33	9	88%	-	+18 ↑	+18 ↑
	Q5f. My manager has talked to me about what I am doing well in my work	33	55		88%	-	+31 ↑	+30 ↑
	Q5g. My manager has talked to me about what I could do to improve my performance	36	45	12	82%	-	+34 ↑	+34 ↑
	Q6c. My manager involves me in decisions about my work	58	33		91%	-	+23 ↑	+22 ↑
K	Q6b. My manager keeps me informed about changes which affect me	55	33	9	88%	-6 ↓	+16 ↑	+16 ↑

### KEY

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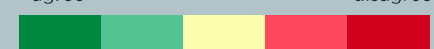


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# MANAGERS



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## IS THERE ROOM FOR IMPROVEMENT?

INTEGRITY AND ACCOUNTABILITY	90%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q12d.</b> I would be confident in approaching my manager to discuss concerns and grievances	58	36	94%	-	+18 ↑	+17 ↑
<b>Q6d.</b> My manager demonstrates objectivity in decision-making	55	33	88%	-	+20 ↑	+20 ↑
<b>Q6j.</b> My manager encourages behaviours that are consistent with the NTPS values	58	39	97%	-	+21 ↑	+22 ↑
<b>Q6e.</b> My manager is an effective decision maker	42	45	88%	-	+18 ↑	+19 ↑
<b>Q6a.</b> My manager listens to what I have to say	55	39	94%	-	+17 ↑	+17 ↑
<b>Q6f.</b> My manager sees avoiding conflicts of interest as being important	61	30	91%	-	+19 ↑	+21 ↑
<b>Q6h.</b> My manager appropriately deals with employees who perform poorly	36	39	76%	-	+30 ↑	+31 ↑

### 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?

VISION AND PURPOSE		89%	RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
K	Q8b. I believe in the purpose and objectives of the organisation	39	55		94%	0	+15 ↑	+14 ↑
	Q7c. I believe the senior management team has a clear vision for the future of this organisation	39	45	12	85%	-2	+28 ↑	+29 ↑
	Q7b. Senior managers provide clear strategy and direction	42	45		88%	-	+32 ↑	+33 ↑

### KEY

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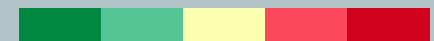


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# SENIOR MANAGERS



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## IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION		83%		RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q7h. Communications about change from senior managers are timely		33	48	9	82%	+1	+32 ⬆	+34 ⬆
Q7f. I feel senior managers engage with employees at all levels of the organisation		39	48		88%	-	+37 ⬆	+40 ⬆
Q7g. I feel senior managers keep employees informed about what is going on		33	48	12	82%	-	+30 ⬆	+32 ⬆
Q7e. I feel the senior managers in my organisation make timely decisions		33	45	15	79%	-	+27 ⬆	+30 ⬆

### KEY

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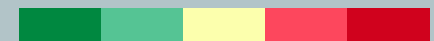


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# SENIOR MANAGERS



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## IS THERE ROOM FOR IMPROVEMENT?

INTEGRITY AND ACCOUNTABILITY		89%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
	Q7a. I am confident that my leaders have the appropriate capabilities and skills to lead my organisation	52	39	91%	-	+25 ↑	+28 ↑
	Q7d. I feel that senior managers model the behaviours expected of employees	39	42	82%	-	+22 ↑	+25 ↑
	Q12k. In my organisation, behaving impartially is seen as important	48	45	94%	-	+22 ↑	+26 ↑
K	Q12j. In my organisation, engaging in improper conduct is not tolerated	58	33	91%	-	+20 ↑	+23 ↑

### KEY

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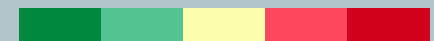


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# GOVERNANCE



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## IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Change Management	Q7i. My senior manager effectively leads and manages change	36 45 12	82%	-9 ↓	+26 ↑	+29 ↑
	K Q6b. My manager keeps me informed about changes which affect me	55 33 9	88%	-6 ↓	+16 ↑	+16 ↑
Code of Conduct	Q12g. My behaviour at work is informed by/guided by the Code of Conduct	61 39	100%	-	+8 ↑	+9 ↑
	Q12h. My manager's behaviour at work is informed by/guided by the Code of Conduct	61 36	97%	-	+16 ↑	+15 ↑
Merit	Q11a. People recruited to my organisation seem to have the right skills for the job	27 67	94%	-	+39 ↑	+41 ↑
	Q11b. Recruitment and promotion decisions in my workplace are based on merit	55 30 15	85%	-	+34 ↑	+38 ↑
Values	Q2a. My behaviour at work is informed/guided by the NTPS values	48 48	97%	-	+8 ↑	+12 ↑
	Q6i. My manager's behaviour at work is informed/guided by the NTPS values	48 48	97%	-	+23 ↑	+24 ↑
WHS	Q9c. There is an appropriate level of focus on safety at my workplace	58 30 9	88%	-	+15 ↑	+15 ↑

### KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



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Strongly agree Agree Neither Disagree Strongly disagree



# GOVERNANCE



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COLLEAGUES  
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IS THERE ROOM  
FOR  
IMPROVEMENT?

### ORGANISATIONAL ACCOUNTABILITY

#### RESPONSE SCALE

RESPONSES

%

VARIANCE  
FROM 2018  
SURVEY

VARIANCE  
FROM  
COMPARATOR  
GROUP

VARIANCE  
FROM NTPS

**Q12a.** I am aware of my obligations under the NTPS Code of Conduct (or the code of conduct that applies to you)

**33**

Yes



**33**

**100%**

-

+1

+2

No

**0**

**0%**

-

-1

-2

#### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER  
THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN  
COMPARATOR



# GOVERNANCE



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## IS THERE ROOM FOR IMPROVEMENT?

ORGANISATIONAL ACCOUNTABILITY		89%	RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
	Q12d. I would be confident in approaching my manager to discuss concerns and grievances	58	36		94%	-	+18 ↑	+17 ↑
	Q12i. In my organisation, avoiding conflict of interest is seen as important	55	36		91%	-	+13 ↑	+17 ↑
K	Q12j. In my organisation, engaging in improper conduct is not tolerated	58	33		91%	-	+20 ↑	+23 ↑
	Q3c. People in my workgroup use their time and resources efficiently	58	33		91%	-	+23 ↑	+20 ↑
	Q11b. Recruitment and promotion decisions in my workplace are based on merit	55	30	15	85%	-	+34 ↑	+38 ↑
	Q12e. I am confident that I would be protected from reprisal for reporting improper conduct	45	39	12	85%	-	+28 ↑	+26 ↑
	Q12f. I am confident that if I reported improper conduct in my organisation, it would be investigated in a thorough and objective manner	48	39	9	88%	-	+32 ↑	+33 ↑

### KEY

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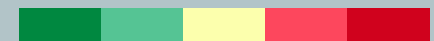


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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

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# GOVERNANCE



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IS THERE ROOM  
FOR  
IMPROVEMENT?

### ORGANISATIONAL ACCOUNTABILITY

#### RESPONSE SCALE

RESPONSES

%

VARIANCE  
FROM 2018  
SURVEY

VARIANCE  
FROM  
COMPARATOR  
GROUP

VARIANCE  
FROM NTPS

**Q12b.** I have witnessed improper conduct

**33**

Yes



**4**

**12%**

-

-18 ↓

-22 ↓

No



**29**

**88%**

-

+18 ↑

+22 ↑

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

**33**

Yes



**32**

**97%**

-

+7 ↑

+9 ↑

No



**1**

**3%**

-

-7 ↓

-9 ↓

### 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 : 33** 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	9	Yes	24	Darwin City (including Palmerston)	100
Female	88	No	76	Katherine	0
Self-Specified	3			Alice Springs	0
Age Recoded	Survey %	What is your current employment status?	Survey %	Tennant Creek	0
15-34 YRS	24	Ongoing	76	Nhulunbuy	0
35-54 YRS	64	Fixed Term	9	Darwin Region (including the Tiwi Islands and West Arnhem)	0
55-64 YRS	3	Casual	0	East Arnhem Region	0
65+ YRS	9	Executive Contract	15	Alice Springs Region	0
				Katherine Region	0
				Barkly Region	0
				Outside of the Northern Territory	0
Are you an Australian Aboriginal and/or Torres Strait Islander?	Survey %	Are you the manager of one or more employees?	Survey %	How long have you been employed in your current organisation?	Survey %
Yes	24	Yes	42	Less than 3 months	9
No	76	No	58	3 months to less than 12 months	9
Reassigned/experienced significant change in work priorities due to COVID-19?	Survey %	Do you spend some time each week providing care for another person?	Survey %	1 - 4 years	39
Yes	24	Yes	39	5 - 9 years	21
No	76	No	61	10 - 14 years	21
Did your work arrangement change as a result of COVID-19?	Survey %	Do you work full-time or part-time?	Survey %	15 - 19 years	0
Yes	27	Full-time	79	20 - 29 years	0
No	73	Part-time	21	30 years or more	0

# 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 : 33** 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	15
Administration Stream	76
Graduate	3
Trainees/NTPS Apprentices/NICP	6

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

	Survey %
Strongly agree	45
Agree	33
Neither agree nor disagree	6
Disagree	12
Strongly disagree	3

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

	Survey %
Strongly agree	52
Agree	36
Neither agree nor disagree	3
Disagree	6
Strongly disagree	3

## My workplace has a flexible approach to work

	Survey %
Strongly agree	76
Agree	21
Disagree	3

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

	Survey %
Yes	88
No	12

# SURVEY INDICIES BY DEMOGRAPHICS

		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)
<i>"Restricted" indicates a group with less than 10 respondents</i>				
<b>Northern Territory Public Sector</b>		9,581	65%	70%
<b>Office of the Commissioner for Public Employment</b>		33	79%	92%
<b>ATSI</b>	Yes	8	Restricted	Restricted
<b>DISABILITY</b>	Yes	8	Restricted	Restricted
<b>GENDER</b>	Male	3	Restricted	Restricted
	Female	29	82%	94%
	Self-Specified	1	Restricted	Restricted
<b>AGE</b>	15-34 YRS	8	Restricted	Restricted
	35-54 YRS	21	77%	91%
	55-64 YRS	1	Restricted	Restricted
	65+ YRS	3	Restricted	Restricted
<b>AGENCY TENURE</b>	Less than 3 months	4	Restricted	Restricted
	3 months to less than 12 months	3	Restricted	Restricted
	1 - 4 years	19	81%	98%
	5 - 9 years	6	Restricted	Restricted
	10 - 14 years	1	Restricted	Restricted
	15 - 19 years	0	Restricted	Restricted
	20 - 29 years	0	Restricted	Restricted
	30 years or more	0	Restricted	Restricted
<b>FLEXIBLE WORKING</b>	Yes	29	79%	94%
	No	4	Restricted	Restricted

# SURVEY INDICIES BY DEMOGRAPHICS

		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)
<i>"Restricted" indicates a group with less than 10 respondents</i>				
<b>Northern Territory Public Sector</b>		9,581	65%	70%
<b>Office of the Commissioner for Public Employment</b>		33	79%	92%
<b>MANAGER</b>	Managers	14	76%	91%
	Non-managers	19	82%	93%
<b>WORKING ARRANGEMENT</b>	Ongoing	25	78%	93%
	Fixed Term	3	<i>Restricted</i>	<i>Restricted</i>
	Casual	0	<i>Restricted</i>	<i>Restricted</i>
	Executive Contract	5	<i>Restricted</i>	<i>Restricted</i>
<b>EMPLOYMENT TYPE</b>	Full-time	26	81%	92%
	Part-time	7	<i>Restricted</i>	<i>Restricted</i>
<b>REGION</b>	Darwin City (including Palmerston)	33	79%	92%
	Katherine	0	<i>Restricted</i>	<i>Restricted</i>
	Alice Springs	0	<i>Restricted</i>	<i>Restricted</i>
	Tennant Creek	0	<i>Restricted</i>	<i>Restricted</i>
	Nhulunbuy	0	<i>Restricted</i>	<i>Restricted</i>
	Darwin Region (including the Tiwi Islands and West Arnhem)	0	<i>Restricted</i>	<i>Restricted</i>
	East Arnhem Region	0	<i>Restricted</i>	<i>Restricted</i>
	Alice Springs Region	0	<i>Restricted</i>	<i>Restricted</i>
	Katherine Region	0	<i>Restricted</i>	<i>Restricted</i>
	Barkly Region	0	<i>Restricted</i>	<i>Restricted</i>
	Outside of the Northern Territory	0	<i>Restricted</i>	<i>Restricted</i>

# 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:

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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?

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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:

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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.				