



## NT PEOPLE MATTER SURVEY 2021

Department of Corporate and Digital  
Development

RESPONSE  
RATE:

66%

RESPONSES:

756  
of 1137



### YOUR EMPLOYEE ENGAGEMENT SCORE:



61%

VARIANCE from 2018 SURVEY: -10

VARIANCE from NTPS: -4

**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:



68%

VARIANCE from 2018 SURVEY: -8

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

63%

DISABILITY - Yes

65%

AGE - 55+ YRS

63%



#### HIGHEST SCORING QUESTIONS:

% POSITIVE

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

94%

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

91%

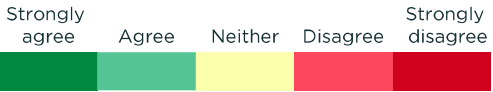
**Q2a.** My behaviour at work is informed/guided by the NTPS values

90%

# GUIDE TO THIS REPORT

## % POSITIVE

WHERE RESULTS ARE SHOWN AS POSITIVE PERCENTAGES (% POSITIVE), THESE ARE CALCULATED BY ADDING TOGETHER POSITIVE RESPONSES ("STRONGLY AGREE" + "AGREE") AND DIVIDING BY THE NUMBER OF RESPONDENTS WHO ANSWERED THE QUESTION.



POSITIVE  
RESPONSE

Neutral  
response

Negative  
response

÷

number of respondents who  
answered the question

=

% POSITIVE

## ROUNDING

RESULTS ARE PRESENTED AS WHOLE NUMBERS FOR EASE OF READING, WITH ROUNDING PERFORMED AT THE LAST STAGE OF CALCULATION FOR MAXIMUM ACCURACY. VALUES FROM X.00 TO X.49 ARE ROUNDED DOWN AND VALUES FROM X.50 TO X.99 ARE ROUNDED UP. THEREFORE IN SOME INSTANCES, RESULTS MAY NOT TOTAL 100%.

	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	TOTAL
NUMBER OF RESPONSES	151	166	176	96	24	613
PERCENTAGE	24.63%	27.08%	28.71%	15.66%	3.92%	100%
ROUNDED PERCENTAGE	25%	27%	29%	16%	4%	101%
NUMBER OF POSITIVE	151 + 166 = 317					
% POSITIVE	317 ÷ 613 = 52%					

## ANONYMITY

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

## COMPARISONS TO COMPARATOR GROUP

WITHIN THIS REPORT A COMPARISON AGAINST COMPARATOR GROUP REFERS TO 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>Q12g.</b> My behaviour at work is informed by/guided by the Code of Conduct	 <b>94%</b>	<b>Q6h.</b> My manger appropriately deals with employees who perform poorly	 <b>33%</b>	<b>Q7f.</b> I feel senior managers engage with employees at all levels of the organisation	 <b>29%</b>
<b>Q2c.</b> I seek out opportunities to improve my day-to-day performance	 <b>91%</b>	<b>Q15e.</b> My organisation inspires me to do the best in my job	 <b>32%</b>	<b>Q8c.</b> I think it is safe to speak up and challenge the way things are done in this organisation	 <b>29%</b>
<b>Q2a.</b> My behaviour at work is informed/guided by the NTPS values	 <b>90%</b>	<b>Q15c.</b> I feel a strong personal attachment to my organisation	 <b>31%</b>	<b>Q7g.</b> I feel senior managers keep employees informed about what is going on	 <b>27%</b>
<b>Q2g.</b> I believe the work that I do is important	 <b>88%</b>	<b>Q15d.</b> My organisation motivates me to help it achieve its objectives	 <b>31%</b>	<b>Q8e.</b> There is good cooperation between teams across our organisation	 <b>26%</b>
<b>Q2e.</b> I contribute to my workplace outside of the requirements of my job description	 <b>87%</b>	<b>Q5g.</b> My manager has talked to me about what I could do to improve my performance	 <b>29%</b>	<b>Q7h.</b> Communications about change from senior managers are timely	 <b>25%</b>



## FIND YOUR HIGHEST SCORES

### THESE QUESTIONS ARE YOUR HIGHEST SCORING.

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT?  
(STRENGTHS)

- WHAT ARE EMPLOYEES MOST NEUTRAL ABOUT? WHERE A LOT OF EMPLOYEES ARE RESPONDING 'NEITHER AGREE NOR DISAGREE' (% NEUTRAL), THIS MAY INDICATE MIXED VIEWS OR INCONSISTENT EXPERIENCES.  
(AREAS OF POTENTIAL)

- WHAT ARE EMPLOYEES MOST NEGATIVE ABOUT?  
(AREAS OF CONCERN)

# EMPLOYEE ENGAGEMENT INDEX



## HOW ENGAGED IS YOUR TEAM?

THESE RESULTS PROVIDE A MEASURE OF ENGAGEMENT FOR YOUR TEAM. YOUR ENGAGEMENT SCORE ISN'T JUST ABOUT HOW MUCH PEOPLE LIKE WORKING FOR YOU. IT ALSO MEASURES THE EMOTIONAL CONNECTION AND COMMITMENT COLLEAGUES HAVE TO WORKING FOR THE ORGANISATION.

THERE'S A LOT OF EVIDENCE TO SHOW A STRONG LINK BETWEEN ENGAGED COLLEAGUES AND IMPROVED BUSINESS PERFORMANCE.

EMPLOYEE ENGAGEMENT					61%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
								-10 ⬇	-2	-4
SAY	Q15a. I would recommend my organisation as a great place to work	18	42	24	11	59%	-16 ⬇	-1	-2	
	Q15b. I am proud to tell others I work for my organisation	19	40	24	11	59%	-15 ⬇	-5 ⬇	-8 ⬇	
STAY	Q15c. I feel a strong personal attachment to my organisation	16	32	31	13	7	48%	-16 ⬇	-4	-12 ⬇
STRIVE	Q15d. My organisation motivates me to help it achieve its objectives	13	37	31	13	50%	-17 ⬇	-2	-5 ⬇	
	Q15e. My organisation inspires me to do the best in my job	15	34	32	13	50%	-16 ⬇	-2	-5 ⬇	

### 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

**Q7i.** My senior manager effectively leads and manages change

56%

-14↓

0

+3

.2

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

48%

-

0

+2

.3

**Q7b.** Senior managers provide clear strategy and direction

56%

-

0

+1

.4

**Q7g.** I feel senior managers keep employees informed about what is going on

53%

-

+1

+3

.5

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

60%

-20↓

+3

+4

.6

**Q7e.** I feel the senior managers in my organisation make timely decisions

50%

-

-2

+2

# EMPLOYEE SATISFACTION INDEX



## HOW SATISFIED IS YOUR TEAM?

THESE RESULTS PROVIDE A MEASURE OF EMPLOYEE SATISFACTION WITHIN YOUR TEAM. THIS SCORE REFLECTS HOW CONTENT EMPLOYEES ARE WITH THEIR JOBS AND THE WIDER ORGANISATION. FEELING CHALLENGED, RECEIVING AN APPROPRIATE LEVEL OF RECOGNITION AND HAVING AN ADEQUATE LEVEL OF RESPONSIBILITY ALL HAVE AN IMPACT ON EMPLOYEE SATISFACTION.

EMPLOYEE SATISFACTION		68%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
								-8⬇️	0	-2
Q14a. I receive adequate recognition for doing a good job		16	45	23	11	61%	-9⬇️	+1	+1	
Q14b. I have the appropriate level of autonomy to do my job effectively		22	55	13		77%	-6⬇️	0	-2	
Q14c. There are opportunities to be innovative in my job		21	47	21	8	67%	-4	+1	-4	
Q14d. Overall, I am satisfied with my job		20	47	17	11	66%	-11⬇️	-1	-6⬇️	
Q14e. Overall, I am satisfied with my organisation as an employer		22	45	17	10	67%	-12⬇️	0	+1	

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree

Agree

Neither

Disagree

Strongly disagree



# EMPLOYEE EXPERIENCE



## EXPLORE THE FULL RESULTS

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

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

## IS THERE ROOM FOR IMPROVEMENT?

PURPOSE		66%	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	40	48	9		88%	-	0	-5 ↓
	Q15d. My organisation motivates me to help it achieve its objectives	13	37	31	13	50%	-17 ↓	-2	-5 ↓
Purpose	Q8b. I believe in the purpose and objectives of the organisation	22	55	17		78%	-12 ↓	-1	-3
	Q15e. My organisation inspires me to do the best in my job	15	34	32	13	50%	-16 ↓	-2	-5 ↓

### KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree





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

## IS THERE ROOM FOR IMPROVEMENT?

BELONGING						65%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Accepted	Q15c. I feel a strong personal attachment to my organisation						163231137	48%	-16⬇️	-4	-12⬇️
	Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes						30539	83%	-10⬇️	-2	-2
Included	Q5f. My manager has talked to me about what I am doing well in my work						18412213	59%	-	+2	+1
	Q5g. My manager has talked to me about what I could do to improve my performance						14352917	49%	-	+2	+1
	Q6c. My manager involves me in decisions about my work						27431511	70%	-	+2	+1
	Q6b. My manager keeps me informed about changes which affect me						2946128	75%	+2	+3	+3
Respected	Q14a. I receive adequate recognition for doing a good job						16452311	61%	-9⬇️	+1	+1
	Q3d. People in my workgroup treat each other with respect						304812	78%	-	+4	+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 COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q2e.</b> I contribute to my workplace outside of the requirements of my job description	43	44	11		87%	-	0	-2
<b>Q14a.</b> I receive adequate recognition for doing a good job	16	45	23	11	61%	-9 ↓	+1	+1
<b>Q2f.</b> I receive adequate recognition for the contributions I make outside of my job description	14	38	25	15	53%	-	+1	+3
<b>Q6h.</b> My manager appropriately deals with employees who perform poorly	16	32	33	11	48%	-	+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



# 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	73%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q9d.</b> I am satisfied with the policies/practices in place to help me manage my health and wellbeing	21	47	19	8		68%	-	+2	+4
<b>Q9a.</b> In my organisation, my manager considers the wellbeing of employees to be important	31	49	12			79%	-	+3	+2
<b>Q9b.</b> In my organisation, senior leaders consider the wellbeing of employees to be important	21	45	17	9	8	66%	-	+2	+5 ↑
<b>Q3d.</b> People in my workgroup treat each other with respect	30	48	12			78%	-	+4	+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



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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	32	38	18	7	71%	-	+4	+5

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>756</b>				
Experienced bullying		<b>125</b>	<b>17%</b>	-	-2	-5↓
Experienced sexual harassment		<b>9</b>	<b>1%</b>	-	0	0
Experienced both bullying and sexual harassment		<b>41</b>	<b>5%</b>	-	-2	-1
No		<b>516</b>	<b>68%</b>	-	+5↑	+6↑
Prefer not to say		<b>65</b>	<b>9%</b>	-	0	0

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER  
THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN  
COMPARATOR

# BULLYING/HARASSMENT



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IS THERE ROOM  
FOR  
IMPROVEMENT?

BULLYING	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q13f.</b> Have you submitted a formal complaint regarding the bullying incident you personally experience?		<b>166</b>				
Yes	<div></div>	<b>23</b>	<b>14%</b>	-	-3	-2
No	<div></div>	<b>143</b>	<b>86%</b>	-	+3	+2
<b>Q13i.</b> Did the bullying/harassment you experienced cause you to take time off from work?		<b>166</b>				
Yes	<div></div>	<b>62</b>	<b>37%</b>	-	+4	+5
No	<div></div>	<b>104</b>	<b>63%</b>	-	-4	-5

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER  
THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN  
COMPARATOR

# BULLYING/HARASSMENT



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IS THERE ROOM  
FOR  
IMPROVEMENT?

HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q13k.</b> Have you submitted a formal complaint regarding the harassment/abuse you personally experienced?		<b>50</b>				
Yes	<div></div>	<b>10</b>	<b>20%</b>	-	+3	+1
No	<div></div>	<b>40</b>	<b>80%</b>	-	-3	-1
<b>Q13n.</b> Did the harassment/abuse you experienced cause you to take time off from work?		<b>50</b>				
Yes	<div></div>	<b>20</b>	<b>40%</b>	-	+3	+6
No	<div></div>	<b>30</b>	<b>60%</b>	-	-3	-6

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER  
THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN  
COMPARATOR

# BULLYING/HARASSMENT



## EXPLORE THE FULL RESULTS

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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?

**756**

Yes		<b>194</b>	<b>26%</b>	-	-2	-4
No		<b>562</b>	<b>74%</b>	-	+2	+4

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

**288**

Spoke about the matter to the person perceived to be the bully		<b>37</b>	<b>13%</b>	-	-1	-3
Spoke about the matter to the person perceived to have been bullied		<b>75</b>	<b>26%</b>	-	0	0
Reported the matter formally or informally		<b>87</b>	<b>30%</b>	-	-2	-2
Made a note of the occurrence but took no action		<b>47</b>	<b>16%</b>	-	+1	+4
Took no action		<b>20</b>	<b>7%</b>	-	+1	0
Other		<b>22</b>	<b>8%</b>	-	+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 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)

**756**

Yes	<div></div>	<b>630</b>	<b>83%</b>	+8	+18	+28
No	<div></div>	<b>80</b>	<b>11%</b>	-6	-16	-21
Not Sure	<div></div>	<b>46</b>	<b>6%</b>	-2	-2	-6

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

**756**

Yes	<div></div>	<b>487</b>	<b>64%</b>	+3	+9	+15
No	<div></div>	<b>269</b>	<b>36%</b>	-3	-9	-15

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

**756**

Yes	<div></div>	<b>587</b>	<b>78%</b>	+2	+3	+3
No	<div></div>	<b>169</b>	<b>22%</b>	-2	-3	-3

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	16	43	20	16	58%	-7 ↓	+4	+5 ↑
<b>Q5f.</b> My manager has talked to me about what I am doing well in my work	18	41	22	13	59%	-	+2	+1
<b>Q5g.</b> My manager has talked to me about what I could do to improve my performance	14	35	29	17	49%	-	+2	+1
<b>Q5d.</b> My work performance is assessed against clear criteria	14	42	25	13	56%	-	+2	+6 ↑

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# CAPABILITY



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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>756</b>				
Yes	<div></div>	<b>614</b>	<b>81%</b>	+15	+8	+11
No	<div></div>	<b>142</b>	<b>19%</b>	-3	-8	-11
<b>Q4b.</b> In the past 12 months, have you undertaken any learning and development activities?		<b>756</b>				
Yes	<div></div>	<b>424</b>	<b>56%</b>	-	-1	-11
No	<div></div>	<b>332</b>	<b>44%</b>	-	+1	+11
<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>424</b>				
Yes	<div></div>	<b>339</b>	<b>80%</b>	-	+8	+12
No	<div></div>	<b>85</b>	<b>20%</b>	-	-8	-12

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
<b>Q4f.</b> My manager helps to develop my capability (work related skills and knowledge)	24	41	20	11	64%	-4	+3	+1
<b>Q4d.</b> The learning and development I have undertaken has helped me advance my career	16	39	33	8	55%	+9 ↑	-1	-5 ↓
<b>Q4e.</b> The learning and development I have undertaken has helped me to do my job better	25	52	18		78%	+6 ↑	-1	-6 ↓

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# CAPABILITY



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## IS THERE ROOM FOR IMPROVEMENT?

SKILLS UTILISATION	79%			RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2g. I believe the work that I do is important	40	48	9	88%	-	0	-5	
Q2d. I clearly understand what I am expected to do in this job	31	47	10	9	78%	-11	-2	-5
Q14b. I have the appropriate level of autonomy to do my job effectively	22	55	13		77%	-6	0	-2
Q2b. My job allows me to utilise my skills, knowledge and abilities	29	51	8	8	80%	-7	0	-3
Q6g. My manager enables the team to do their best	29	44	16	7	72%	-	+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



# INNOVATION



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## IS THERE ROOM FOR IMPROVEMENT?

AUTONOMY	78%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q2d.</b> I clearly understand what I am expected to do in this job	31	47	10	9		78%	-11 ↓	-2	-5 ↓
<b>Q14b.</b> I have the appropriate level of autonomy to do my job effectively	22	55	13			77%	-6 ↓	0	-2
<b>Q2b.</b> My job allows me to utilise my skills, knowledge and abilities	29	51	8	8		80%	-7 ↓	0	-3

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

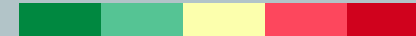


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# INNOVATION



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## IS THERE ROOM FOR IMPROVEMENT?

CONTINUOUS IMPROVEMENT 64%		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	19	47	18	12	66%	-11↓	+1	+2
	Q16a. I believe my organisation will take action as a result of this survey	16	35	27	12	50%	-20↓	+3	+7↑
	Q8a. I know what I need to do to make changes happen in my organisation	11	43	26	15	54%	-5↓	+1	0
	Q2c. I seek out opportunities to improve my day-to-day performance	38	53	8		91%	-	+1	0
	Q8c. I think it is safe to speak up and challenge the way things are done in this organisation	14	36	21	16	50%	-	0	+2
	Q8d. My organisation fairly considers recommendations from staff about how we could better operate	12	36	27	16	48%	-	0	+2
	Q3b. My workgroup always tries to improve its performance	30	49	13		79%	-	+3	-1
	Q14c. There are opportunities to be innovative in my job	21	47	21	8	67%	-4	+1	-4
	Q10b. We act on the feedback we receive from clients/customers/stakeholders	20	54	16	7	74%	-7↓	+5↑	+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



# 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 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		19	47	18	12	66%	-11↓	+1	+2	
Q10e. In my organisation we put the client/customer/stakeholder at the centre of everything we do		26	47	18		73%	-11↓	+3	+2	
Q10c. In my organisation, earning and sustaining a high level of public trust is seen as important		33	47	16		80%	-6↓	-2	-5↓	
Q10d. My organisation provides high quality services to the Northern Territory community		26	50	17		76%	-8↓	-1	-3	
Q3c. People in my workgroup use their time and resources efficiently		21	49	14	13	69%	-	+1	-1	
Q8f. There is good collaboration between my organisation and other agencies or organisations we work with		10	44	28	10	54%	-	-2	+1	
Q8e. There is good cooperation between teams across our organisation		10	39	24	18	49%	-	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





# MANAGERS



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## IS THERE ROOM FOR IMPROVEMENT?

VISION AND PURPOSE		83%			RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2g. I believe the work that I do is important		40	48	9		88%	-	0	-5 ↓
Q2d. I clearly understand what I am expected to do in this job		31	47	10	9	78%	-11 ↓	-2	-5 ↓
Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes		30	53	9		83%	-10 ↓	-2	-2

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

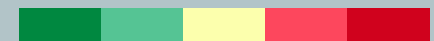


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

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# MANAGERS



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## IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION	65%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q4g. My manager discusses my career plan with me	17	45	21	11	62%	+13 ⬆	+8 ⬆	+10 ⬆	
Q6g. My manager enables the team to do their best	29	44	16	7	72%	-	+3	+2	
Q5f. My manager has talked to me about what I am doing well in my work	18	41	22	13	59%	-	+2	+1	
Q5g. My manager has talked to me about what I could do to improve my performance	14	35	29	17	49%	-	+2	+1	
Q6c. My manager involves me in decisions about my work	27	43	15	11	70%	-	+2	+1	
Q6b. My manager keeps me informed about changes which affect me	29	46	12	8	75%	+2	+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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## IS THERE ROOM FOR IMPROVEMENT?

INTEGRITY AND ACCOUNTABILITY	71%	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	30	47	10	8	77%	-	+2	0	
Q6d. My manager demonstrates objectivity in decision-making	27	44	17	7	71%	-	+3	+3	
Q6j. My manager encourages behaviours that are consistent with the NTPS values	33	46	15		79%	-	+3	+4	
Q6e. My manager is an effective decision maker	29	43	16		72%	-	+2	+3	
Q6a. My manager listens to what I have to say	31	49	11		80%	-	+3	+3	
Q6f. My manager sees avoiding conflicts of interest as being important	31	42	21		73%	-	+2	+4	
Q6h. My manger appropriately deals with employees who perform poorly	16	32	33	11	7	48%	-	+3	+3

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

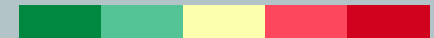


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# SENIOR MANAGERS



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## IS THERE ROOM FOR IMPROVEMENT?

VISION AND PURPOSE		64%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
	<b>Q8b.</b> I believe in the purpose and objectives of the organisation	22	55	17		78%	-12 ↓	-1	-3
<b>K</b>	<b>Q7c.</b> I believe the senior management team has a clear vision for the future of this organisation	19	40	23	11	60%	-20 ↓	+3	+4
<b>K</b>	<b>Q7b.</b> Senior managers provide clear strategy and direction	17	39	22	14 8	56%	-	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



# SENIOR MANAGERS



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## IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION		51%	RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
	Q7h. Communications about change from senior managers are timely	15	37	23	15	11		52%	-12 ↓	+2	+4
	Q7f. I feel senior managers engage with employees at all levels of the organisation	16	33	21	18	11		50%	-	-1	+2
K	Q7g. I feel senior managers keep employees informed about what is going on	15	38	20	16	11		53%	-	+1	+3
K	Q7e. I feel the senior managers in my organisation make timely decisions	15	35	26	15	9		50%	-	-2	+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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## IS THERE ROOM FOR IMPROVEMENT?

INTEGRITY AND ACCOUNTABILITY	68%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q7a.</b> I am confident that my leaders have the appropriate capabilities and skills to lead my organisation	24	43	18	9		67%	-	+2	+4
<b>Q7d.</b> I feel that senior managers model the behaviours expected of employees	20	43	21	9	7	63%	-	+2	+6 ↑
<b>Q12k.</b> In my organisation, behaving impartially is seen as important	25	45	23			70%	-	-2	+2
<b>Q12j.</b> In my organisation, engaging in improper conduct is not tolerated	30	44	18			74%	-	+3	+5 ↑

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

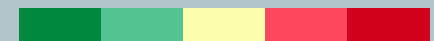


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

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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	K Q7i. My senior manager effectively leads and manages change	19	37	23	11	10	56%	-14↓	0	+3
	Q6b. My manager keeps me informed about changes which affect me	29	46	12	8		75%	+2	+3	+3
Code of Conduct	Q12g. My behaviour at work is informed by/guided by the Code of Conduct	39	55				94%	-	+1	+2
	Q12h. My manager's behaviour at work is informed by/guided by the Code of Conduct	32	52	12			85%	-	+3	+3
Merit	Q11a. People recruited to my organisation seem to have the right skills for the job	9	47	26	12		56%	-	+1	+3
	Q11b. Recruitment and promotion decisions in my workplace are based on merit	13	38	27	12	11	51%	-	+1	+4
Values	Q2a. My behaviour at work is informed/guided by the NTPS values	40	50		8		90%	-	+1	+5↑
	Q6i. My manager's behaviour at work is informed/guided by the NTPS values	33	44	15			78%	-	+4	+5↑
WHS	Q9c. There is an appropriate level of focus on safety at my workplace	24	53	15			77%	-	+5↑	+5↑

### KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

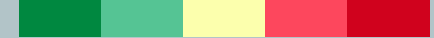


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# GOVERNANCE



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

IS THERE ROOM  
FOR  
IMPROVEMENT?

### ORGANISATIONAL ACCOUNTABILITY

#### RESPONSE SCALE

RESPONSES

%

VARIANCE  
FROM 2018  
SURVEY

VARIANCE  
FROM  
COMPARATOR  
GROUP

VARIANCE  
FROM NTPS

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

**756**

Yes	<div></div>	<b>751</b>	<b>99%</b>	-	0	+1
No	<div></div>	<b>5</b>	<b>1%</b>	-	0	-1

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	67%	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	30	47	10	8	77%	- +2 0
<b>Q12i.</b> In my organisation, avoiding conflict of interest is seen as important	35	46	15		81%	- +3 +8 ↑
<b>Q12j.</b> In my organisation, engaging in improper conduct is not tolerated	30	44	18		74%	- +3 +5 ↑
<b>Q3c.</b> People in my workgroup use their time and resources efficiently	21	49	14	13	69%	- +1 -1
<b>Q11b.</b> Recruitment and promotion decisions in my workplace are based on merit	13	38	27	12	51%	- +1 +4
<b>Q12e.</b> I am confident that I would be protected from reprisal for reporting improper conduct	19	41	24	10	60%	- +2 +1
<b>Q12f.</b> I am confident that if I reported improper conduct in my organisation, it would be investigated in a thorough and objective manner	18	39	28	9	57%	- +2 +3

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# GOVERNANCE



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RESPONDED TO THEM.

IS THERE ROOM  
FOR  
IMPROVEMENT?

### ORGANISATIONAL ACCOUNTABILITY

#### RESPONSE SCALE

RESPONSES

%

VARIANCE  
FROM 2018  
SURVEY

VARIANCE  
FROM  
COMPARATOR  
GROUP

VARIANCE  
FROM NTPS

**Q12b.** I have witnessed improper conduct

**756**

Yes	<div></div>	<b>202</b>	<b>27%</b>	-	-3	-7 ↓
No	<div></div>	<b>554</b>	<b>73%</b>	-	+3	+7 ↑

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

**756**

Yes	<div></div>	<b>678</b>	<b>90%</b>	-	0	+2
No	<div></div>	<b>78</b>	<b>10%</b>	-	0	-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 : 756** 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	34	Yes	6	Darwin City (including Palmerston)	94
Female	63	No	94	Katherine	1
Self-Specified	3			Alice Springs	4
Age Recoded	Survey %	What is your current employment status?	Survey %	Tennant Creek	0
15-34 YRS	25	Ongoing	83	Nhulunbuy	0
35-54 YRS	58	Fixed Term	11	Darwin Region (including the Tiwi Islands and West Arnhem)	1
55-64 YRS	15	Casual	0	East Arnhem Region	0
65+ YRS	2	Executive Contract	5	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	8	Yes	28	Less than 3 months	5
No	92	No	72	3 months to less than 12 months	12
				1 - 4 years	40
				5 - 9 years	18
				10 - 14 years	12
				15 - 19 years	6
				20 - 29 years	5
				30 years or more	3
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 %		
Yes	15	Yes	36		
No	85	No	64		
Did your work arrangement change as a result of COVID-19?	Survey %	Do you work full-time or part-time?	Survey %		
Yes	23	Full-time	94		
No	77	Part-time	6		

# 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 : 756** 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 %	Personal background is not a barrier to success in my organisation?	Survey %
Executive Contract Officer	5	Strongly agree	24
Administration Stream	89	Agree	47
General NTPS – Professional Stream	2	Neither agree nor disagree	19
General NTPS – Technical Stream	1	Disagree	7
General NTPS- Physical Stream	0	Strongly disagree	3
Graduate	1		
Trainees/NTPS Apprentices/NICP	1		
Other (please specify)	0		
Nurse	0		
Admin & Corporate Services	1		
Technical Specialist	0		
Trade Technical	0		
Other	1		
		<b>Working flexibly is not a barrier to success in my organisation</b>	<b>Survey %</b>
		Strongly agree	20
		Agree	40
		Neither agree nor disagree	21
		Disagree	12
		Strongly disagree	6
		<b>My workplace has a flexible approach to work</b>	<b>Survey %</b>
		Strongly agree	17
		Agree	46
		Neither agree nor disagree	20
		Disagree	10
		Strongly disagree	6
		<b>In the past 12 months, have you worked flexibly for any period of time?</b>	<b>Survey %</b>
		Yes	46
		No	54

# SURVEY INDICIES BY DEMOGRAPHICS

		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)
<i>"Restricted" indicates a group with less than 10 respondents</i>				
<b>Northern Territory Public Sector</b>		9,581	65%	70%
<b>Department of Corporate and Digital Development</b>		756	61%	68%
<b>ATSI</b>	Yes	57	63%	71%
<b>DISABILITY</b>	Yes	43	65%	70%
<b>GENDER</b>	Male	258	64%	73%
	Female	474	61%	67%
	Self-Specified	24	38%	37%
<b>AGE</b>	15-34 YRS	187	64%	72%
	35-54 YRS	441	60%	66%
	55-64 YRS	114	63%	69%
	65+ YRS	14	64%	73%
<b>AGENCY TENURE</b>	Less than 3 months	52	73%	80%
	3 months to less than 12 months	138	62%	69%
	1 - 4 years	293	59%	67%
	5 - 9 years	151	60%	65%
	10 - 14 years	66	61%	64%
	15 - 19 years	28	57%	66%
	20 - 29 years	13	62%	75%
	30 years or more	15	71%	67%
<b>FLEXIBLE WORKING</b>	Yes	348	63%	72%
	No	408	60%	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>				
<b>Northern Territory Public Sector</b>		9,581	65%	70%
<b>Department of Corporate and Digital Development</b>		756	61%	68%
<b>MANAGER</b>	Managers	215	64%	73%
	Non-managers	541	60%	66%
<b>WORKING ARRANGEMENT</b>	Ongoing	631	59%	66%
	Fixed Term	86	68%	76%
	Casual	2	Restricted	Restricted
	Executive Contract	37	76%	84%
<b>EMPLOYMENT TYPE</b>	Full-time	710	61%	68%
	Part-time	46	59%	70%
<b>REGION</b>	Darwin City (including Palmerston)	711	61%	68%
	Katherine	4	Restricted	Restricted
	Alice Springs	30	71%	75%
	Tennant Creek	0	Restricted	Restricted
	Nhulunbuy	0	Restricted	Restricted
	Darwin Region (including the Tiwi Islands and West Arnhem)	10	45%	48%
	East Arnhem Region	0	Restricted	Restricted
	Alice Springs Region	0	Restricted	Restricted
	Katherine Region	1	Restricted	Restricted
	Barkly Region	0	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:

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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.				