



## NT PEOPLE MATTER SURVEY 2021

### Electoral Commission

RESPONSE RATE: **100%**  
 RESPONSES: **13**  
 of 13



**YOUR  
EMPLOYEE  
ENGAGEMENT  
SCORE:**

**75%**



VARIANCE from 2018 SURVEY: **+15**

VARIANCE from NTPS: **+10**

**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:**

**82%**



VARIANCE from 2018 SURVEY: **+18**

VARIANCE from NTPS: **+12**



### 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:

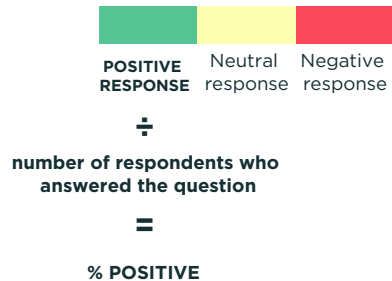
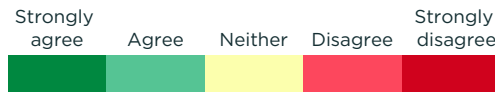
% POSITIVE

<b>Q2b.</b> My job allows me to utilise my skills, knowledge and abilities	<b>100%</b>
<b>Q2d.</b> I clearly understand what I am expected to do in this job	<b>100%</b>
<b>Q2e.</b> I contribute to my workplace outside of the requirements of my job description	<b>100%</b>

# GUIDE TO THIS REPORT

## % POSITIVE

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



## ROUNDING

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

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

## 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 STATUTORY AUTHORITY

## 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.

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

## 05.

**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>Q2b.</b> My job allows me to utilise my skills, knowledge and abilities	100%	<b>Q6h.</b> My manger appropriately deals with employees who perform poorly	54%	<b>Q6h.</b> My manger appropriately deals with employees who perform poorly	31%
<b>Q2d.</b> I clearly understand what I am expected to do in this job	100%	<b>Q6i.</b> My manager's behaviour at work is informed/guided by the NTPS values	38%	<b>Q3d.</b> People in my workgroup treat each other with respect	23%
<b>Q2e.</b> I contribute to my workplace outside of the requirements of my job description	100%	<b>Q5d.</b> My work performance is assessed against clear criteria	31%	<b>Q5e.</b> I receive regular and timely feedback from my manager	23%
<b>Q2g.</b> I believe the work that I do is important	100%	<b>Q11b.</b> Recruitment and promotion decisions in my workplace are based on merit	31%	<b>Q5f.</b> My manager has talked to me about what I am doing well in my work	23%
<b>Q3a.</b> I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	100%	<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	31%	<b>Q6e.</b> My manager is an effective decision maker	23%



## 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		75%	RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
						+15 ↑	-7 ↓	+10 ↑
SAY	Q15a. I would recommend my organisation as a great place to work	23	62	8 8	85%	+25 ↑	-3	+24 ↑
	Q15b. I am proud to tell others I work for my organisation	31	62	8	92%	+32 ↑	+2	+26 ↑
STAY	Q15c. I feel a strong personal attachment to my organisation	23	54	15 8	77%	+17 ↑	-4	+17 ↑
STRIVE	Q15d. My organisation motivates me to help it achieve its objectives	15	69	8 8	85%	+35 ↑	-1	+29 ↑
	Q15e. My organisation inspires me to do the best in my job	15	69	8 8	85%	+25 ↑	-3	+30 ↑

### KEY

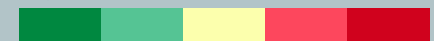


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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

		% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>.1</b>	<b>Q14a.</b> I receive adequate recognition for doing a good job	<b>77%</b>	+27	-10	+17
<b>.2</b>	<b>Q8f.</b> There is good collaboration between my organisation and other agencies or organisations we work with	<b>85%</b>	-	+14	+32
<b>.3</b>	<b>Q11b.</b> Recruitment and promotion decisions in my workplace are based on merit	<b>46%</b>	-	-32	-1
<b>.4</b>	<b>Q14b.</b> I have the appropriate level of autonomy to do my job effectively	<b>77%</b>	+7	-12	-2
<b>.5</b>	<b>Q8a.</b> I know what I need to do to make changes happen in my organisation	<b>85%</b>	+35	+10	+31
<b>.6</b>	<b>Q7d.</b> I feel that senior managers model the behaviours expected of employees	<b>85%</b>	-	+7	+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		82%	RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS	
						+18 ↑	-8 ↓	+12 ↑	
K	Q14a. I receive adequate recognition for doing a good job	23	54	15	8	77%	+27 ↑	-10 ↓	+17 ↑
K	Q14b. I have the appropriate level of autonomy to do my job effectively	38	38	15	8	77%	+7 ↑	-12 ↓	-2
	Q14c. There are opportunities to be innovative in my job	31	46	23		77%	-3	-8 ↓	+5 ↑
	Q14d. Overall, I am satisfied with my job	23	62	15		85%	+25 ↑	-8 ↓	+12 ↑
	Q14e. Overall, I am satisfied with my organisation as an employer	15	77		8	92%	+32 ↑	-1	+26 ↑

### 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?

PURPOSE		90%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Motivation	<b>Q2g.</b> I believe the work that I do is important	54	46	100%	-	+1	+7 ↑
	<b>Q15d.</b> My organisation motivates me to help it achieve its objectives	15	69	85%	+35 ↑	-1	+29 ↑
Purpose	<b>Q8b.</b> I believe in the purpose and objectives of the organisation	23	69	92%	+12 ↑	-6 ↓	+12 ↑
	<b>Q15e.</b> My organisation inspires me to do the best in my job	15	69	85%	+25 ↑	-3	+30 ↑

### 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		75%				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	23	54	15	8	77%	+17 ↑	-4	+17 ↑		
	Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	54	46			100%	+30 ↑	0	+15 ↑		
Included	Q5f. My manager has talked to me about what I am doing well in my work	15	62	15	8	77%	-	-9 ↓	+19 ↑		
	Q5g. My manager has talked to me about what I could do to improve my performance	62	23	8	8	62%	-	-11 ↓	+14 ↑		
	Q6c. My manager involves me in decisions about my work	23	46	15	15	69%	-	-21 ↓	+1		
	Q6b. My manager keeps me informed about changes which affect me	23	46	23	8	69%	-1	-17 ↓	-3		
Respected	K Q14a. I receive adequate recognition for doing a good job	23	54	15	8	77%	+27 ↑	-10 ↓	+17 ↑		
	Q3d. People in my workgroup treat each other with respect	38	31	8	8	15	69%	-	-23 ↓	-7 ↓	

**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?

RECOGNITION		69%	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	54	46	100%	-	+8 ↑	+11 ↑		
<b>K</b>	<b>Q14a.</b> I receive adequate recognition for doing a good job	23	54	15	8	77%	+27 ↑	-10 ↓	+17 ↑
	<b>Q2f.</b> I receive adequate recognition for the contributions I make outside of my job description	15	69	15		85%	-	+4	+35 ↑
	<b>Q6h.</b> My manger appropriately deals with employees who perform poorly	15	54	15	15	15%	-	-34 ↓	-29 ↓

**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	81%	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	31	54	15		85%	-	0	+20 ↑
<b>Q9a.</b> In my organisation, my manager considers the wellbeing of employees to be important	38	46	15		85%	-	-8 ↓	+8 ↑
<b>Q9b.</b> In my organisation, senior leaders consider the wellbeing of employees to be important	38	46	8	8	85%	-	-4	+23 ↑
<b>Q3d.</b> People in my workgroup treat each other with respect	38	31	8	8	15	69%	-23 ↓	-7 ↓

**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	23	46	23	8	69%	-	-11 ↓	+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 (Dark Green) | Agree (Light Green) | Neither (Yellow) | Disagree (Pink) | Strongly disagree (Red)

# 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>13</b>				
Experienced bullying		<b>3</b>	<b>23%</b>	-	+17	+1
Experienced sexual harassment		<b>1</b>	<b>8%</b>	-	+5	+7
Experienced both bullying and sexual harassment		<b>1</b>	<b>8%</b>	-	+4	+1
No		<b>7</b>	<b>54%</b>	-	-25	-8
Prefer not to say		<b>1</b>	<b>8%</b>	-	-1	-1

### 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
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**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.					
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No	The data for this question has been hidden for anonymity reasons.					
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**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.					
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No	The data for this question has been hidden for anonymity reasons.					
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**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
<b>Q13k.</b> Have you submitted a formal complaint regarding the harassment/abuse you personally experienced?		<b>2</b>				
Yes	The data for this question has been hidden for anonymity reasons.					
No	The data for this question has been hidden for anonymity reasons.					
<b>Q13n.</b> Did the harassment/abuse you experienced cause you to take time off from work?		<b>2</b>				
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
<b>Q13b.</b> In the past 12 months, have you witnessed bullying/sexual harassment at work?		<b>13</b>				
Yes		<b>6</b>	<b>46%</b>	-	+32	+16
No		<b>7</b>	<b>54%</b>	-	-32	-16
<b>Q13c.</b> What action did you take after witnessing this bullying/sexual harassment?		<b>10</b>				
Spoke about the matter to the person perceived to be the bully		<b>1</b>	<b>10%</b>	-	+4	-6
Spoke about the matter to the person perceived to have been bullied		<b>0</b>	<b>0%</b>	-	-12	-26
Reported the matter formally or informally		<b>5</b>	<b>50%</b>	-	+9	+17
Made a note of the occurrence but took no action		<b>2</b>	<b>20%</b>	-	-4	+7
Took no action		<b>0</b>	<b>0%</b>	-	-6	-7
Other		<b>2</b>	<b>20%</b>	-	+8	+14

### 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
<b>Q5a.</b> I have a current performance agreement in place (e.g. My Plan, Capability Enhancement Plan, Workplace Participation Plan, Plan Do Review)		<b>13</b>				
Yes		<b>13</b>	<b>100%</b>	+70	+33	+44
No		<b>0</b>	<b>0%</b>	-	-28	-32
Not Sure		<b>0</b>	<b>0%</b>	-	-5	-12
<b>Q5b.</b> I have received formal feedback on individual performance		<b>13</b>				
Yes		<b>11</b>	<b>85%</b>	+35	+12	+35
No		<b>2</b>	<b>15%</b>	-35	-12	-35
<b>Q5c.</b> I have received informal feedback on individual performance		<b>13</b>				
Yes		<b>10</b>	<b>77%</b>	-3	-14	+2
No		<b>3</b>	<b>23%</b>	+3	+14	-2

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# CAPABILITY



## EXPLORE THE FULL RESULTS

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

## IS THERE ROOM FOR IMPROVEMENT?

PERFORMANCE CONVERSATIONS	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q5e.</b> I receive regular and timely feedback from my manager	69	8	15	8	69%	+29 ↑	-13 ↓	+16 ↑
<b>Q5f.</b> My manager has talked to me about what I am doing well in my work	15	62	15	8	77%	-	-9 ↓	+19 ↑
<b>Q5g.</b> My manager has talked to me about what I could do to improve my performance	62	23	8	8	62%	-	-11 ↓	+14 ↑
<b>Q5d.</b> My work performance is assessed against clear criteria	8	54	31	8	62%	-	-12 ↓	+11 ↑

### KEY

**K** KEY DRIVER OF ENGAGEMENT QUESTION

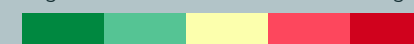


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# CAPABILITY



## EXPLORE THE FULL RESULTS

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

## 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>13</b>				
Yes		<b>13</b>	<b>100%</b>	+60	+13	+30
No		<b>0</b>	<b>0%</b>	-	-13	-30
<b>Q4b.</b> In the past 12 months, have you undertaken any learning and development activities?		<b>13</b>				
Yes		<b>11</b>	<b>85%</b>	-	+9	+17
No		<b>2</b>	<b>15%</b>	-	-9	-17
<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>11</b>				
Yes		<b>9</b>	<b>82%</b>	-	+13	+14
No		<b>2</b>	<b>18%</b>	-	-13	-14

### 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?

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)	8	69	8 15	77%	+17 ↑	-9 ↓	+14 ↑
<b>Q4d.</b> The learning and development I have undertaken has helped me advance my career	36	45	18	36%	-4	-24 ↓	-24 ↓
<b>Q4e.</b> The learning and development I have undertaken has helped me to do my job better	9	64	27	73%	+3	-14 ↓	-11 ↓

**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?

SKILLS UTILISATION		89%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
	Q2g. I believe the work that I do is important	54	46	100%	-	+1	+7 ↑
	Q2d. I clearly understand what I am expected to do in this job	46	54	100%	+30 ↑	+5 ↑	+17 ↑
K	Q14b. I have the appropriate level of autonomy to do my job effectively	38	38	77%	+7 ↑	-12 ↓	-2
	Q2b. My job allows me to utilise my skills, knowledge and abilities	38	62	100%	+20 ↑	+8 ↑	+17 ↑
	Q6g. My manager enables the team to do their best	15	54	69%	-	-19 ↓	-1

**KEY**

**K** KEY DRIVER OF ENGAGEMENT QUESTION

↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree   Agree   Neither   Disagree   Strongly disagree

# INNOVATION



## EXPLORE THE FULL RESULTS

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

## IS THERE ROOM FOR IMPROVEMENT?

AUTONOMY		92%	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	46	54	100%	+30 ↑	+5 ↑	+17 ↑
K	Q14b. I have the appropriate level of autonomy to do my job effectively	38	38 15 8	77%	+7 ↑	-12 ↓	-2
	Q2b. My job allows me to utilise my skills, knowledge and abilities	38	62	100%	+20 ↑	+8 ↑	+17 ↑

**KEY**

**K** KEY DRIVER OF ENGAGEMENT QUESTION

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR  
 AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

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

# INNOVATION



## EXPLORE THE FULL RESULTS

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## IS THERE ROOM FOR IMPROVEMENT?

CONTINUOUS IMPROVEMENT		83%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
	<b>Q10a.</b> I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	31	62	8		92%	+22 ↑	0	+28 ↑
	<b>Q16a.</b> I believe my organisation will take action as a result of this survey	8	54	23	8 8	62%	+2	-9 ↓	+18 ↑
<b>K</b>	<b>Q8a.</b> I know what I need to do to make changes happen in my organisation	8	77	8 8		85%	+35 ↑	+10 ↑	+31 ↑
	<b>Q2c.</b> I seek out opportunities to improve my day-to-day performance	8	77	8 8		85%	-	-7 ↓	-7 ↓
	<b>Q8c.</b> I think it is safe to speak up and challenge the way things are done in this organisation	38	38	23		77%	-	+6 ↑	+28 ↑
	<b>Q8d.</b> My organisation fairly considers recommendations from staff about how we could better operate	8	77	8 8		85%	-	+7 ↑	+38 ↑
	<b>Q3b.</b> My workgroup always tries to improve its performance	31	62	8		92%	-	-4	+12 ↑
	<b>Q14c.</b> There are opportunities to be innovative in my job	31	46	23		77%	-3	-8 ↓	+5 ↑
	<b>Q10b.</b> We act on the feedback we receive from clients/customers/stakeholders	23	69	8		92%	+22 ↑	+11 ↑	+23 ↑

**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	89%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
	<b>Q10a.</b> I am given the support I need to deliver a high level of service to our clients/customers/stakeholders	31	62 8	92%	+22 ↑	0	+28 ↑
	<b>Q10e.</b> In my organisation we put the client/customer/stakeholder at the centre of everything we do	77	15 8	92%	+22 ↑	+10 ↑	+21 ↑
	<b>Q10c.</b> In my organisation, earning and sustaining a high level of public trust is seen as important	85	15	100%	+10 ↑	+1	+15 ↑
	<b>Q10d.</b> My organisation provides high quality services to the Northern Territory community	85	15	100%	+10 ↑	+3	+21 ↑
	<b>Q3c.</b> People in my workgroup use their time and resources efficiently	15	69 15	85%	-	-8 ↓	+14 ↑
<b>K</b>	<b>Q8f.</b> There is good collaboration between my organisation and other agencies or organisations we work with	8	77 8 8	85%	-	+14 ↑	+32 ↑
	<b>Q8e.</b> There is good cooperation between teams across our organisation	69	15 15	69%	-	-2	+20 ↑

**KEY**

**K** KEY DRIVER OF ENGAGEMENT QUESTION

↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# MANAGERS



## EXPLORE THE FULL RESULTS

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## IS THERE ROOM FOR IMPROVEMENT?

VISION AND PURPOSE	100%	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		54 46	100%	-	+1	+7 ↑
<b>Q2d.</b> I clearly understand what I am expected to do in this job		46 54	100%	+30 ↑	+5 ↑	+17 ↑
<b>Q3a.</b> I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes		54 46	100%	+30 ↑	0	+15 ↑

**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?

COMMUNICATION	72%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q4g.</b> My manager discusses my career plan with me	8	77	8 8	85%	+45 ↑	+14 ↑ +32 ↑
<b>Q6g.</b> My manager enables the team to do their best	15	54	23 8	69%	-	-19 ↓ -1
<b>Q5f.</b> My manager has talked to me about what I am doing well in my work	15	62	15 8	77%	-	-9 ↓ +19 ↑
<b>Q5g.</b> My manager has talked to me about what I could do to improve my performance		62	23 8 8	62%	-	-11 ↓ +14 ↑
<b>Q6c.</b> My manager involves me in decisions about my work	23	46	15 15	69%	-	-21 ↓ +1
<b>Q6b.</b> My manager keeps me informed about changes which affect me	23	46	23 8	69%	-1	-17 ↓ -3

**KEY**

**K** KEY DRIVER OF ENGAGEMENT QUESTION

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↓ 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	68%	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	8	85	8	92%	-	+4	+15 ↑	
<b>Q6d.</b> My manager demonstrates objectivity in decision-making	15	54	15	15	69%	-	-17 ↓	+1
<b>Q6j.</b> My manager encourages behaviours that are consistent with the NTPS values	23	38	23	15	62%	-	-26 ↓	-13 ↓
<b>Q6e.</b> My manager is an effective decision maker	15	54	8	23	69%	-	-17 ↓	0
<b>Q6a.</b> My manager listens to what I have to say	31	46	8	15	77%	-	-13 ↓	0
<b>Q6f.</b> My manager sees avoiding conflicts of interest as being important	38	54	8	92%	-	+1	+23 ↑	
<b>Q6h.</b> My manager appropriately deals with employees who perform poorly	15	54	15	15	15%	-	-34 ↓	-29 ↓

**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	87%	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	23	69	8	92%	+12 ↑	-6 ↓	+12 ↑	
<b>Q7c.</b> I believe the senior management team has a clear vision for the future of this organisation	8	77	8	8	85%	+45 ↑	+6 ↑	+29 ↑
<b>Q7b.</b> Senior managers provide clear strategy and direction	8	77	8	8	85%	-	+2	+30 ↑

**KEY**

**K** KEY DRIVER OF ENGAGEMENT QUESTION

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↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree

# SENIOR MANAGERS



## EXPLORE THE FULL RESULTS

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## IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION	87%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q7h.</b> Communications about change from senior managers are timely	8	77	88	85%	+25 ↑	+5 ↑ +37 ↑
<b>Q7f.</b> I feel senior managers engage with employees at all levels of the organisation	46	46	8	92%	-	+11 ↑ +44 ↑
<b>Q7g.</b> I feel senior managers keep employees informed about what is going on	31	62	8	92%	-	+13 ↑ +42 ↑
<b>Q7e.</b> I feel the senior managers in my organisation make timely decisions	15	62	15 8	77%	-	+1 +29 ↑

**KEY**

**K** KEY DRIVER OF ENGAGEMENT QUESTION

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↓ 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		79%	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	23	54	15 8	77%	-	-12 ↓	+14 ↑
K	<b>Q7d.</b> I feel that senior managers model the behaviours expected of employees	15	69	8 8	85%	-	+7 ↑	+28 ↑
	<b>Q12k.</b> In my organisation, behaving impartially is seen as important	62	15	23	77%	-	-14 ↓	+9 ↑
	<b>Q12j.</b> In my organisation, engaging in improper conduct is not tolerated	8	69	15 8	77%	-	-9 ↓	+9 ↑

**KEY**

**K** KEY DRIVER OF ENGAGEMENT QUESTION

↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree

# GOVERNANCE



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

## IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Change Management	Q7i. My senior manager effectively leads and manages change	15	54	23	8	69%	+19 ↑	-11 ↓	+16 ↑
	Q6b. My manager keeps me informed about changes which affect me	23	46	23	8	69%	-1	-17 ↓	-3
Code of Conduct	Q12g. My behaviour at work is informed by/guided by the Code of Conduct	23	69		8	92%	-	-4	+1
	Q12h. My manager's behaviour at work is informed by/guided by the Code of Conduct	31	54	15		85%	-	-7 ↓	+3
Merit	Q11a. People recruited to my organisation seem to have the right skills for the job		62	23	15	62%	-	-23 ↓	+8 ↑
	K Q11b. Recruitment and promotion decisions in my workplace are based on merit	8	38	31	15	46%	-	-32 ↓	-1
Values	Q2a. My behaviour at work is informed/guided by the NTPS values	15	77		8	92%	-	+1	+8 ↑
	Q6i. My manager's behaviour at work is informed/guided by the NTPS values	15	38	38	8	54%	-	-30 ↓	-19 ↓
WHS	Q9c. There is an appropriate level of focus on safety at my workplace	31	46	15	8	77%	-	-12 ↓	+4

### KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



# GOVERNANCE



## EXPLORE THE FULL RESULTS

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

## IS THERE ROOM FOR IMPROVEMENT?

ORGANISATIONAL ACCOUNTABILITY	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
<b>Q12a.</b> I am aware of my obligations under the NTPS Code of Conduct (or the code of conduct that applies to you)		<b>13</b>				
Yes		<b>13</b>	<b>100%</b>	-	0	+2
No		<b>0</b>	<b>0%</b>	-	-	-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		71%	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	8	85	8		92%	-	+4	+15 ↑
	<b>Q12i.</b> In my organisation, avoiding conflict of interest is seen as important	54	23	8	15	77%	-	-15 ↓	+3
	<b>Q12j.</b> In my organisation, engaging in improper conduct is not tolerated	8	69	15	8	77%	-	-9 ↓	+9 ↑
	<b>Q3c.</b> People in my workgroup use their time and resources efficiently	15	69	15		85%	-	-8 ↓	+14 ↑
<b>K</b>	<b>Q11b.</b> Recruitment and promotion decisions in my workplace are based on merit	8	38	31	15	46%	-	-32 ↓	-1
	<b>Q12e.</b> I am confident that I would be protected from reprisal for reporting improper conduct	15	54	23	8	69%	-	-12 ↓	+11 ↑
	<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	8	46	31	8	54%	-	-27 ↓	-1

**KEY**

**K** KEY DRIVER OF ENGAGEMENT QUESTION

↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree

# GOVERNANCE



## EXPLORE THE FULL RESULTS

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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
<b>Q12b.</b> I have witnessed improper conduct		<b>13</b>				
Yes		<b>3</b>	<b>23%</b>	-	+7	-11
No		<b>10</b>	<b>77%</b>	-	-7	+11
<b>Q12c.</b> I know what to do to report improper conduct in my organisation		<b>13</b>				
Yes		<b>13</b>	<b>100%</b>	-	+6	+12
No		<b>0</b>	<b>0%</b>	-	-6	-12

### 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 : 13** NOTE: Respondent profiles may vary from the actual population due to respondents misidentifying or reporting information incorrectly.

<b>Gender</b>	<b>Survey %</b>	<b>Do you have a disability?</b>	<b>Survey %</b>	<b>Where is your workplace located?</b>	<b>Survey %</b>
Male	54	Yes	0	Darwin City (including Palmerston)	100
Female	46	No	100	Katherine	0
Self-Specified	0			Alice Springs	0
<b>Age Recoded</b>	<b>Survey %</b>	<b>What is your current employment status?</b>	<b>Survey %</b>	Tennant Creek	0
15-34 YRS	8	Ongoing	69	Nhulunbuy	0
35-54 YRS	77	Fixed Term	15	Darwin Region (including the Tiwi Islands and West Arnhem)	0
55-64 YRS	15	Casual	8	East Arnhem Region	0
65+ YRS	0	Executive Contract	8	Alice Springs Region	0
				Katherine Region	0
<b>Are you an Australian Aboriginal and/or Torres Strait Islander?</b>	<b>Survey %</b>	<b>Are you the manager of one or more employees?</b>	<b>Survey %</b>	Barkly Region	0
Yes	15	Yes	15	Outside of the Northern Territory	0
No	85	No	85		
<b>Reassigned/experienced significant change in work priorities due to COVID-19?</b>	<b>Survey %</b>	<b>Do you spend some time each week providing care for another person?</b>	<b>Survey %</b>	<b>How long have you been employed in your current organisation?</b>	<b>Survey %</b>
Yes	8	Yes	38	Less than 3 months	0
No	92	No	62	3 months to less than 12 months	8
				1 - 4 years	54
<b>Did your work arrangement change as a result of COVID-19?</b>	<b>Survey %</b>	<b>Do you work full-time or part-time?</b>	<b>Survey %</b>	5 - 9 years	31
Yes	23	Full-time	92	10 - 14 years	8
No	77	Part-time	8	15 - 19 years	0
				20 - 29 years	0
				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 : 13** 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.

<b>What is your current Classification or occupational group?</b>	<b>Survey %</b>	<b>Personal background is not a barrier to success in my organisation?</b>	<b>Survey %</b>
Executive Contract Officer	8	Strongly agree	38
Administration Stream	92	Agree	54
		Neither agree nor disagree	8
		<b>Working flexibly is not a barrier to success in my organisation</b>	<b>Survey %</b>
		Strongly agree	38
		Agree	62
		<b>My workplace has a flexible approach to work</b>	<b>Survey %</b>
		Strongly agree	31
		Agree	62
		Neither agree nor disagree	8
		<b>In the past 12 months, have you worked flexibly for any period of time?</b>	<b>Survey %</b>
		Yes	54
		No	46

# 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.				