



NT PEOPLE MATTER SURVEY 2021

RESPONSE
RATE:

86%

RESPONSES:

25
of 29

Aboriginal Areas Protection Authority



YOUR
EMPLOYEE
ENGAGEMENT
SCORE:



78%

VARIANCE from 2018 SURVEY: +1

VARIANCE from NTPS: +13

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:



89%

VARIANCE from 2018 SURVEY: +4

VARIANCE from NTPS: +19



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

Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes

100%

Q3d. People in my workgroup treat each other with respect

100%

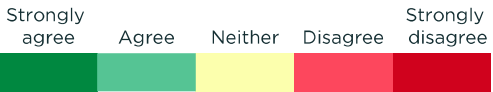
Q8b. I believe in the purpose and objectives of the organisation

100%

GUIDE TO THIS REPORT

% POSITIVE

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



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

ROUNDING

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

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

ANONYMITY

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

COMPARISONS TO COMPARATOR GROUP

WITHIN THIS REPORT A COMPARISON AGAINST COMPARATOR GROUP REFERS TO 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.

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
Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	100%	Q6h. My manger appropriately deals with employees who perform poorly	44%	Q4g. My manager discusses my career plan with me	20%
Q3d. People in my workgroup treat each other with respect	100%	Q8c. I think it is safe to speak up and challenge the way things are done in this organisation	36%	Q8c. I think it is safe to speak up and challenge the way things are done in this organisation	20%
Q8b. I believe in the purpose and objectives of the organisation	100%	Q8d. My organisation fairly considers recommendations from staff about how we could better operate	36%	Q12f. I am confident that if I reported improper conduct in my organisation, it would be investigated in a thorough and objective manner	20%
Q10c. In my organisation, earning and sustaining a high level of public trust is seen as important	100%	Q5g. My manager has talked to me about what I could do to improve my performance	32%	Q19b. Working flexibly is not a barrier to success in my organisation	20%
Q10d. My organisation provides high quality services to the Northern Territory community	100%	Q7c. I believe the senior management team has a clear vision for the future of this organisation	28%	Q7f. I feel senior managers engage with employees at all levels of the organisation	16%



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				78%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
							+1	-4	+13⬆️
SAY	Q15a. I would recommend my organisation as a great place to work	28	60	12	88%	-2	+1	+27⬆️	
	Q15b. I am proud to tell others I work for my organisation	36	52	12	88%	+2	-2	+21⬆️	
STAY	Q15c. I feel a strong personal attachment to my organisation	16	60	24	76%	0	-5⬇️	+16⬆️	
STRIVE	Q15d. My organisation motivates me to help it achieve its objectives	28	56	16	84%	+3	-2	+29⬆️	
	Q15e. My organisation inspires me to do the best in my job	32	52	16	84%	+3	-3	+29⬆️	

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

Q12d. I would be confident in approaching my manager to discuss concerns and grievances

88%

-

-1

+11↑

.2

Q12k. In my organisation, behaving impartially is seen as important

92%

-

+1

+24↑

.3

Q11b. Recruitment and promotion decisions in my workplace are based on merit

92%

-

+14↑

+45↑

.4

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

64%

-

-13↓

+18↑

.5

Q14c. There are opportunities to be innovative in my job

84%

+8↑

-1

+12↑

.6

Q9a. In my organisation, my manager considers the wellbeing of employees to be important

92%

-

0

+15↑

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		89%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
							+4	-1	+19 ↑
	Q14a. I receive adequate recognition for doing a good job	28	56	16		84%	+3	-3	+24 ↑
	Q14b. I have the appropriate level of autonomy to do my job effectively	32	60			92%	+6 ↑	+3	+13 ↑
K	Q14c. There are opportunities to be innovative in my job	28	56	16		84%	+8 ↑	-1	+12 ↑
	Q14d. Overall, I am satisfied with my job	36	56	8		92%	+2	0	+19 ↑
	Q14e. Overall, I am satisfied with my organisation as an employer	44	48	8		92%	+2	-2	+26 ↑

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

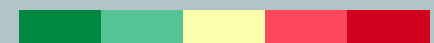


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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		91%	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	56	40		96%	-	-3	+3
	Q15d. My organisation motivates me to help it achieve its objectives	28	56	16	84%	+3	-2	+29 ↑
Purpose	Q8b. I believe in the purpose and objectives of the organisation	56	44		100%	0	+1	+20 ↑
	Q15e. My organisation inspires me to do the best in my job	32	52	16	84%	+3	-3	+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



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

IS THERE ROOM FOR IMPROVEMENT?

BELONGING				87%	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	16	60	24	76%	0	-5 ↓	+16 ↑	
Included	Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	60	40		100%	0	0	+15 ↑	
	Q5f. My manager has talked to me about what I am doing well in my work	24	60	12	84%	-	-2	+26 ↑	
	Q5g. My manager has talked to me about what I could do to improve my performance	16	48	32	64%	-	-8 ↓	+16 ↑	
	Q6c. My manager involves me in decisions about my work	48	48		96%	-	+6 ↑	+27 ↑	
	Q6b. My manager keeps me informed about changes which affect me	48	40	8	88%	+7 ↑	+2	+16 ↑	
Respected	Q14a. I receive adequate recognition for doing a good job	28	56	16	84%	+3	-3	+24 ↑	
	Q3d. People in my workgroup treat each other with respect	56	44		100%	-	+8 ↑	+24 ↑	

KEY

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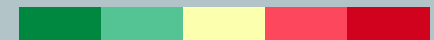


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



EMPLOYEE EXPERIENCE



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

IS THERE ROOM FOR IMPROVEMENT?

RECOGNITION	77%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2e. I contribute to my workplace outside of the requirements of my job description	40	52	8	92%	-	0	+3	
Q14a. I receive adequate recognition for doing a good job	28	56	16	84%	+3	-3	+24 ↑	
Q2f. I receive adequate recognition for the contributions I make outside of my job description	13	65	17	78%	-	-3	+29 ↑	
Q6h. My manger appropriately deals with employees who perform poorly	32	20	44	52%	-	+3	+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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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

EMPLOYEE HEALTH AND WELLBEING		89%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
	Q9d. I am satisfied with the policies/practices in place to help me manage my health and wellbeing	32	52	8	8	84%	-	-1	+20 ↑
K	Q9a. In my organisation, my manager considers the wellbeing of employees to be important	48	44	8		92%	-	0	+15 ↑
	Q9b. In my organisation, senior leaders consider the wellbeing of employees to be important	32	48	20		80%	-	-9 ↓	+19 ↑
	Q3d. People in my workgroup treat each other with respect	56	44			100%	-	+8 ↑	+24 ↑

KEY

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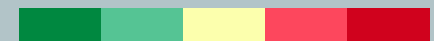


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



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	40	36	20	76%	-	-4	+11

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
Q13d. Experienced bullying/harassment in the past 12 months		25				
Experienced bullying	<div></div>	1	4%	-	-2	-18⬇️
Experienced sexual harassment	<div></div>	1	4%	-	+1	+3
Experienced both bullying and sexual harassment	<div></div>	1	4%	-	0	-2
No	<div></div>	20	80%	-	+2	+18⬆️
Prefer not to say	<div></div>	2	8%	-	-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

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IS THERE ROOM FOR IMPROVEMENT?

BULLYING	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q13f. Have you submitted a formal complaint regarding the bullying incident you personally experience?		2				
Yes	The data for this question has been hidden for anonymity reasons.					
No	The data for this question has been hidden for anonymity reasons.					
Q13i. Did the bullying/harassment you experienced cause you to take time off from work?		2				
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

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IS THERE ROOM FOR IMPROVEMENT?

HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
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Q13k. Have you submitted a formal complaint regarding the harassment/abuse you personally experienced?		2
Yes	The data for this question has been hidden for anonymity reasons.	
No	The data for this question has been hidden for anonymity reasons.	

Q13n. Did the harassment/abuse you experienced cause you to take time off from work?		2
Yes	The data for this question has been hidden for anonymity reasons.	
No	The data for this question has been hidden for anonymity reasons.	

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

BULLYING/HARASSMENT



EXPLORE THE FULL RESULTS

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

IS THERE ROOM FOR IMPROVEMENT?

WITNESSED BULLYING/HARASSMENT

RESPONSE SCALE

RESPONSES

%

VARIANCE FROM 2018 SURVEY

VARIANCE FROM COMPARATOR GROUP

VARIANCE FROM NTPS

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

25

Yes



3

12%

-

-2

-18 ↓

No



22

88%

-

+2

+18 ↑

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

4

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

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

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

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

Reported the matter formally or informally

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

Made a note of the occurrence but took no action

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

Took no action

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

Other

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

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

CAPABILITY



EXPLORE THE FULL RESULTS

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

IS THERE ROOM FOR IMPROVEMENT?

PERFORMANCE CONVERSATIONS

RESPONSE SCALE

RESPONSES

%

VARIANCE FROM 2018 SURVEY

VARIANCE FROM COMPARATOR GROUP

VARIANCE FROM NTPS

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

25

Yes	<div></div>	11	44%	+30 ↑	-23 ↓	-12 ↓
No	<div></div>	11	44%	-18 ↓	+16 ↑	+12 ↑
Not Sure	<div></div>	3	12%	-12 ↓	+7 ↑	0

Q5b. I have received formal feedback on individual performance

25

Yes	<div></div>	18	72%	+53 ↑	0	+23 ↑
No	<div></div>	7	28%	-53 ↓	0	-23 ↓

Q5c. I have received informal feedback on individual performance

25

Yes	<div></div>	21	84%	+3	-7 ↓	+9 ↑
No	<div></div>	4	16%	-3	+7 ↑	-9 ↓

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

CAPABILITY



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

IS THERE ROOM FOR IMPROVEMENT?

PERFORMANCE CONVERSATIONS	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q5e. I receive regular and timely feedback from my manager	20	60	16	80%	+18 ↑	-2	+27 ↑
Q5f. My manager has talked to me about what I am doing well in my work	24	60	12	84%	-	-2	+26 ↑
Q5g. My manager has talked to me about what I could do to improve my performance	16	48	32	64%	-	-8 ↓	+16 ↑
Q5d. My work performance is assessed against clear criteria	20	64	16	84%	-	+11 ↑	+34 ↑

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

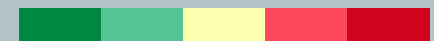


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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
Q4a. During the past 12 months, have your learning and development needs been identified and agreed with your supervisor?		25				
Yes	<div></div>	18	72%	+39	-15	+2
No	<div></div>	7	28%	-29	+15	-2
Q4b. In the past 12 months, have you undertaken any learning and development activities?		25				
Yes	<div></div>	14	56%	-	-20	-11
No	<div></div>	11	44%	-	+20	+11
Q4c. Were the learning and development activities linked to a documented learning plan/performance agreement (e.g. My Plan, Capability Enhancement Plan, Workplace Participation Plan, Plan Do Review)?		14				
Yes	<div></div>	8	57%	-	-11	-10
No	<div></div>	6	43%	-	+11	+10

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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
Q4f. My manager helps to develop my capability (work related skills and knowledge)	16	68	16	84%	+27 ↑	-2	+21 ↑
Q4d. The learning and development I have undertaken has helped me advance my career	29	29	43	57%	+19 ↑	-3	-3
Q4e. The learning and development I have undertaken has helped me to do my job better	29	57	14	86%	+24 ↑	-1	+2

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IS THERE ROOM FOR IMPROVEMENT?

SKILLS UTILISATION	92%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2g. I believe the work that I do is important	56	40	96%	-	-3	+3
Q2d. I clearly understand what I am expected to do in this job	28	64	92%	+2	-3	+9 ↑
Q14b. I have the appropriate level of autonomy to do my job effectively	32	60	92%	+6 ↑	+3	+13 ↑
Q2b. My job allows me to utilise my skills, knowledge and abilities	40	48	88%	+2	-4	+5 ↑
Q6g. My manager enables the team to do their best	44	48	92%	-	+3	+22 ↑

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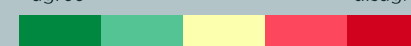


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INNOVATION



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IS THERE ROOM FOR IMPROVEMENT?

AUTONOMY			91%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2d. I clearly understand what I am expected to do in this job	28	64	8	92%	+2	-3	+9 ↑	
Q14b. I have the appropriate level of autonomy to do my job effectively	32	60		92%	+6 ↑	+3	+13 ↑	
Q2b. My job allows me to utilise my skills, knowledge and abilities	40	48	12	88%	+2	-4	+5 ↑	

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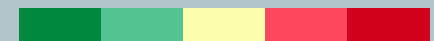


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IS THERE ROOM FOR IMPROVEMENT?

CONTINUOUS IMPROVEMENT 75%				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	32	56	8	88%	+2	-4	+24 ↑
	Q16a. I believe my organisation will take action as a result of this survey	24	40	28	64%	-12 ↓	-7 ↓	+21 ↑
	Q8a. I know what I need to do to make changes happen in my organisation	16	44	28	60%	-2	-15 ↓	+6 ↑
	Q2c. I seek out opportunities to improve my day-to-day performance	44	48	8	92%	-	+1	0
	Q8c. I think it is safe to speak up and challenge the way things are done in this organisation	16	28	36	44%	-	-27 ↓	-5 ↓
K	Q8d. My organisation fairly considers recommendations from staff about how we could better operate	16	48	36	64%	-	-13 ↓	+18 ↑
	Q3b. My workgroup always tries to improve its performance	52	40	8	92%	-	-4	+12 ↑
K	Q14c. There are opportunities to be innovative in my job	28	56	16	84%	+8 ↑	-1	+12 ↑
	Q10b. We act on the feedback we receive from clients/customers/stakeholders	32	56	8	88%	+17 ↑	+7 ↑	+18 ↑

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QUALITY SERVICE DELIVERY



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IS THERE ROOM FOR IMPROVEMENT?

QUALITY SERVICE DELIVERY			88%	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	32	56	8	88%	+2	-4	+24	⬆️		
Q10e. In my organisation we put the client/customer/stakeholder at the centre of everything we do	44	40	16	84%	+3	+2	+13	⬆️		
Q10c. In my organisation, earning and sustaining a high level of public trust is seen as important	48	52		100%	0	+1	+15	⬆️		
Q10d. My organisation provides high quality services to the Northern Territory community	52	48		100%	+5	+3	+21	⬆️		
Q3c. People in my workgroup use their time and resources efficiently	40	56		96%	-	+4	+26	⬆️		
Q8f. There is good collaboration between my organisation and other agencies or organisations we work with	12	52	28	8	64%	-	-7	⬆️	+11	⬆️
Q8e. There is good cooperation between teams across our organisation	28	56	12		84%	-	+13	⬆️	+35	⬆️

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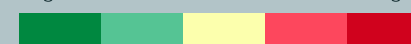


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Strongly agree Agree Neither Disagree Strongly disagree



MANAGERS



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IS THERE ROOM FOR IMPROVEMENT?

VISION AND PURPOSE	96%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2g. I believe the work that I do is important	56	40	96%	-	-3	+3
Q2d. I clearly understand what I am expected to do in this job	28	64	92%	+2	-3	+9 ↑
Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	60	40	100%	0	0	+15 ↑

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IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION	80%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q4g. My manager discusses my career plan with me	12	44 24 20	56%	+18 ↑	-15 ↓	+3
Q6g. My manager enables the team to do their best	44	48 8	92%	-	+3	+22 ↑
Q5f. My manager has talked to me about what I am doing well in my work	24	60 12	84%	-	-2	+26 ↑
Q5g. My manager has talked to me about what I could do to improve my performance	16	48 32	64%	-	-8 ↓	+16 ↑
Q6c. My manager involves me in decisions about my work	48	48	96%	-	+6 ↑	+27 ↑
Q6b. My manager keeps me informed about changes which affect me	48	40 8	88%	+7 ↑	+2	+16 ↑

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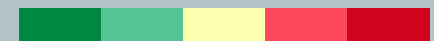


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IS THERE ROOM FOR IMPROVEMENT?

INTEGRITY AND ACCOUNTABILITY		84%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
K	Q12d. I would be confident in approaching my manager to discuss concerns and grievances	40	48	12		88%	-	-1	+11 ↑
	Q6d. My manager demonstrates objectivity in decision-making	48	40	12		88%	-	+2	+20 ↑
	Q6j. My manager encourages behaviours that are consistent with the NTPS values	52	44			96%	-	+9 ↑	+21 ↑
	Q6e. My manager is an effective decision maker	48	36	12		84%	-	-2	+15 ↑
	Q6a. My manager listens to what I have to say	56	36			92%	-	+2	+15 ↑
	Q6f. My manager sees avoiding conflicts of interest as being important	56	32	12		88%	-	-3	+19 ↑
	Q6h. My manager appropriately deals with employees who perform poorly	32	20	44		52%	-	+3	+7 ↑

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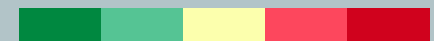


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SENIOR MANAGERS



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IS THERE ROOM FOR IMPROVEMENT?

VISION AND PURPOSE	84%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q8b. I believe in the purpose and objectives of the organisation		56	44		100%	0	+1	+20 ↑
Q7c. I believe the senior management team has a clear vision for the future of this organisation		44	28	28	72%	-14 ↓	-6 ↓	+16 ↑
Q7b. Senior managers provide clear strategy and direction		36	44	20	80%	-	-2	+26 ↑

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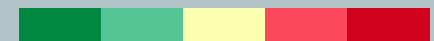


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SENIOR MANAGERS



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IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION	73%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q7h. Communications about change from senior managers are timely	32	40	20	8		72%	+20 ↑	-8 ↓	+24 ↑
Q7f. I feel senior managers engage with employees at all levels of the organisation	32	32	20	12		64%	-	-17 ↓	+16 ↑
Q7g. I feel senior managers keep employees informed about what is going on	28	44	16	12		72%	-	-8 ↓	+22 ↑
Q7e. I feel the senior managers in my organisation make timely decisions	32	52	16			84%	-	+8 ↑	+36 ↑

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IS THERE ROOM FOR IMPROVEMENT?

INTEGRITY AND ACCOUNTABILITY				84%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
K	Q7a. I am confident that my leaders have the appropriate capabilities and skills to lead my organisation	48	44	8		92%	-	+3	+29 ↑
	Q7d. I feel that senior managers model the behaviours expected of employees	36	36	24		72%	-	-5 ↓	+16 ↑
	Q12k. In my organisation, behaving impartially is seen as important	48	44	8		92%	-	+1	+24 ↑
	Q12j. In my organisation, engaging in improper conduct is not tolerated	40	40	12	8	80%	-	-6 ↓	+12 ↑

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GOVERNANCE



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IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Change Management	Q7i. My senior manager effectively leads and manages change	44	32	16	8	76%	+9 ↑	-4	+23 ↑
	Q6b. My manager keeps me informed about changes which affect me	48	40	8		88%	+7 ↑	+2	+16 ↑
Code of Conduct	Q12g. My behaviour at work is informed by/guided by the Code of Conduct	44	52			96%	-	0	+5 ↑
	Q12h. My manager's behaviour at work is informed by/guided by the Code of Conduct	44	52			96%	-	+5 ↑	+14 ↑
Merit	Q11a. People recruited to my organisation seem to have the right skills for the job	32	64			96%	-	+11 ↑	+43 ↑
	K Q11b. Recruitment and promotion decisions in my workplace are based on merit	32	60	8		92%	-	+14 ↑	+45 ↑
Values	Q2a. My behaviour at work is informed/guided by the NTPS values	32	64			96%	-	+5 ↑	+11 ↑
	Q6i. My manager's behaviour at work is informed/guided by the NTPS values	44	48			92%	-	+8 ↑	+19 ↑
WHS	Q9c. There is an appropriate level of focus on safety at my workplace	48	44	8		92%	-	+3	+20 ↑

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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)

25

Yes



25

100%

-

0

+2

No

0

0%

-

-

-2

KEY



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IS THERE ROOM FOR IMPROVEMENT?

ORGANISATIONAL ACCOUNTABILITY		86%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
K	Q12d. I would be confident in approaching my manager to discuss concerns and grievances	40	48	12		88%	-	-1	+11 ↑
	Q12i. In my organisation, avoiding conflict of interest is seen as important	36	60			96%	-	+4	+23 ↑
	Q12j. In my organisation, engaging in improper conduct is not tolerated	40	40	12	8	80%	-	-6 ↓	+12 ↑
K	Q3c. People in my workgroup use their time and resources efficiently	40	56			96%	-	+4	+26 ↑
	Q11b. Recruitment and promotion decisions in my workplace are based on merit	32	60		8	92%	-	+14 ↑	+45 ↑
	Q12e. I am confident that I would be protected from reprisal for reporting improper conduct	24	48	16	8	72%	-	-9 ↓	+14 ↑
	Q12f. I am confident that if I reported improper conduct in my organisation, it would be investigated in a thorough and objective manner	32	48		20	80%	-	-1	+25 ↑

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ORGANISATIONAL ACCOUNTABILITY

RESPONSE SCALE

RESPONSES

%

VARIANCE
FROM 2018
SURVEY

VARIANCE
FROM
COMPARATOR
GROUP

VARIANCE
FROM NTPS

Q12b. I have witnessed improper conduct

25

Yes	<div></div>	3	12%	-	-4	-22 ↓
No	<div></div>	22	88%	-	+4	+22 ↑

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

25

Yes	<div></div>	21	84%	-	-10 ↓	-4
No	<div></div>	4	16%	-	+10 ↑	+4

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 : 25 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	28	Yes	0	Darwin City (including Palmerston)	76
Female	64	No	100	Katherine	0
Self-Specified	8			Alice Springs	24
Age Recoded	Survey %	What is your current employment status?	Survey %	Tennant Creek	0
15-34 YRS	36	Ongoing	76	Nhulunbuy	0
35-54 YRS	56	Fixed Term	20	Darwin Region (including the Tiwi Islands and West Arnhem)	0
55-64 YRS	4	Casual	0	East Arnhem Region	0
65+ YRS	4	Executive Contract	4	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	12	Yes	28	Less than 3 months	0
No	88	No	72	3 months to less than 12 months	12
				1 - 4 years	52
				5 - 9 years	16
				10 - 14 years	16
				15 - 19 years	0
				20 - 29 years	0
				30 years or more	4
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	4	Yes	28		
No	96	No	72		
Did your work arrangement change as a result of COVID-19?	Survey %	Do you work full-time or part-time?	Survey %		
Yes	36	Full-time	76		
No	64	Part-time	24		

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

What is your current Classification or occupational group?

	Survey %
Executive Contract Officer	4
Administration Stream	40
General NTPS – Professional Stream	52
General NTPS –Technical Stream	4

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

	Survey %
Strongly agree	44
Agree	24
Neither agree nor disagree	20
Disagree	8
Strongly disagree	4

Working flexibly is not a barrier to success in my organisation

	Survey %
Strongly agree	36
Agree	36
Neither agree nor disagree	8
Disagree	12
Strongly disagree	8

My workplace has a flexible approach to work

	Survey %
Strongly agree	28
Agree	44
Neither agree nor disagree	12
Disagree	16

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

	Survey %
Yes	64
No	36

APPENDIX A: METHODOLOGY

SURVEY TIMEFRAME

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

INDEX CALCULATIONS

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

EMPLOYEE ENGAGEMENT INDEX

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

KEY DRIVER ANALYSIS

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

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

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

APPENDIX B: COMPARATOR GROUPS

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

The 2021 comparator groups are:

Central Agency

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

Commercial (or includes commercial element)

Jacana Energy
Power and Water Corporation
Land Development Corporation
Territory Generation

Statutory Authority

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

Industry Regulation &/or Public Infrastructure

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

Service Delivery - Public facing

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

TIME TO TAKE ACTION



CELEBRATE

The things we do well:

THINK ABOUT HOW WE CAN BUILD ON OUR STRENGTHS AND LEARN FROM WHAT WE ARE GOOD AT.



INVESTIGATE FURTHER WITH OUR TEAMS

Are there any other opportunities coming out of the results that we want to explore further?

HOW COULD WE INVESTIGATE? THROUGH LOOKING AT THE DATA IN MORE DETAIL OR THROUGH DISCUSSIONS WITH STAFF?



OPPORTUNITIES

Areas we need to focus on and turn into action plans:

WHAT ARE THE KEY THINGS WE NEED TO IMPROVE TO MAKE WORKING HERE BETTER?



USE THIS PAGE TO START YOUR LOCAL ACTION PLANS

- IDENTIFY AREAS TO CELEBRATE, OPPORTUNITIES FOR IMPROVEMENT AND AREAS WHICH YOU NEED TO INVESTIGATE FURTHER.

- PRIORITISE 3 AREAS TO TAKE FORWARD

PRIORITISE 3 AREAS FOR ACTION	TIMESCALES	OWNER	RESOURCES REQUIRED	TARGET / SUCCESS MEASURE
01.				
02.				
03.				