



NT PEOPLE MATTER SURVEY 2021

Northern Territory Police Fire and Emergency Services

RESPONSE
RATE:

40%

RESPONSES:

857
of 2145



YOUR EMPLOYEE ENGAGEMENT SCORE:



50%

VARIANCE from 2018 SURVEY: 0

VARIANCE from NTPS: ↓ -15

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:



49%

VARIANCE from 2018 SURVEY: ↑ +6

VARIANCE from NTPS: ↓ -21



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	51%
DISABILITY - Yes	53%
AGE - 55+ YRS	58%



HIGHEST SCORING QUESTIONS:

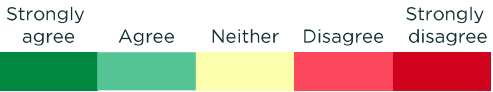
% POSITIVE




Q12g. My behaviour at work is informed by/guided by the Code of Conduct	85%
Q2g. I believe the work that I do is important	85%
Q2e. I contribute to my workplace outside of the requirements of my job description	83%

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 Neutral Negative
RESPONSE response response
 \div
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 SERVICE DELIVERY (PUBLIC FACING)

DEFINITIONS

RESTRICTED - INDICATES A GROUP WITH LESS THAN 10 RESPONDENTS

'-' - INDICATES DATA NOT AVAILABLE

TIPS & SUGGESTIONS

01.

Take the time to digest the scores and identify the areas where you are performing well.

These will tend to be high scores which are notably above any comparative scores. These should be celebrated. Share the good news with employees.



UNDERSTANDING YOUR REPORT AND GETTING TO ACTION!

- THE SCORES ON THE FRONT PAGE GIVE YOU SOME SUMMARY INFORMATION. FIRST TAKE THE TIME TO FULLY UNDERSTAND THIS REPORT BEFORE SHARING WITH OTHERS.

- WHAT IS YOUR RESPONSE RATE? IF HIGH, THE RESULTS WILL BE REPRESENTATIVE OF THE VIEWS OF YOUR COLLEAGUES. IF LOW (<20%) TAKE CARE WHEN INTERPRETING THE RESULTS. ENCOURAGE ALL COLLEAGUES TO HELP WITH ACTION PLANNING AND HOPEFULLY THIS WILL ENCOURAGE THEM TO COMPLETE THE SURVEY NEXT TIME.

- HOW DO YOUR SCORES COMPARE TO YOUR PARENT UNIT OR THE ORGANISATION OVERALL?

ARE THERE ANY SCORES THAT ARE UNEXPECTED?

Identify areas that need improvement.

02.

These will be the lower scores, and/or those which are scoring notably below your comparators. Discuss these areas with your colleagues in focus groups or one2ones, gather their thoughts and solutions before deciding actions to take.

03.

High neutral responses (lots of employees ticking 'neither agree nor disagree')

Ask your colleagues about their views to find out what is causing this uncertainty. More communication and involvement may help to shift them to a positive frame of mind.

04.

It may be helpful to discuss with your manager or other colleagues (your peers, HR, subject experts) to share ideas before developing plans for action.

There are lots of websites of ideas and case studies to give you further inspiration and top tips.

05.

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

What do you want employees to be saying about their working lives in the future?
















What should be put in place to achieve this?

The 'All questions' pages show every question asked in the survey and the proportion of colleagues responding positively (strongly agree + agree), neutrally (neither agree nor disagree) or negatively (disagree + strongly disagree). Look at how your positive score compares to your parent unit, and your last survey's results.

Is there room for improvement?

06.

HEADLINE SCORES

HIGHEST POSITIVE SCORING QUESTIONS	% POSITIVE	HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL	HIGHEST NEGATIVE SCORING QUESTIONS	% NEGATIVE
Q12g. My behaviour at work is informed by/guided by the Code of Conduct	 85%	Q5d. My work performance is assessed against clear criteria	 33%	Q7f. I feel senior managers engage with employees at all levels of the organisation	 61%
Q2g. I believe the work that I do is important	 85%	Q8f. There is good collaboration between my organisation and other agencies or organisations we work with	 32%	Q8c. I think it is safe to speak up and challenge the way things are done in this organisation	 59%
Q2e. I contribute to my workplace outside of the requirements of my job description	 83%	Q15e. My organisation inspires me to do the best in my job	 30%	Q16a. I believe my organisation will take action as a result of this survey	 58%
Q2c. I seek out opportunities to improve my day-to-day performance	 83%	Q11a. People recruited to my organisation seem to have the right skills for the job	 30%	Q8d. My organisation fairly considers recommendations from staff about how we could better operate	 58%
Q10c. In my organisation, earning and sustaining a high level of public trust is seen as important	 83%	Q10b. We act on the feedback we receive from clients/customers/stakeholders	 30%	Q11b. Recruitment and promotion decisions in my workplace are based on merit	 58%



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					50%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
SAY	Q15a. I would recommend my organisation as a great place to work	10	25	24	24	18	34%	-5 ↓	-27 ↓	-27 ↓
	Q15b. I am proud to tell others I work for my organisation	16	32	27	14	11	48%	-4	-20 ↓	-19 ↓
STAY	Q15c. I feel a strong personal attachment to my organisation	18	32	23	15	12	50%	-4	-12 ↓	-10 ↓
STRIVE	Q15d. My organisation motivates me to help it achieve its objectives	10	20	30	23	17	30%	+7 ↑	-28 ↓	-25 ↓
	Q15e. My organisation inspires me to do the best in my job	11	18	30	23	17	29%	+5 ↑	-28 ↓	-26 ↓

KEY

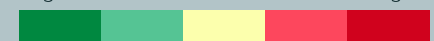


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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

Q7a. I am confident that my leaders have the appropriate capabilities and skills to lead my organisation

35%

-

-28↓

-28↓

.2

Q7b. Senior managers provide clear strategy and direction

29%

-

-27↓

-26↓

.3

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

30%

-

-30↓

-31↓

.4

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

21%

-

-26↓

-25↓

.5

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

26%

-

-30↓

-31↓

.6

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

23%

-

-26↓

-26↓

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		49%					RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
								+6	↑	-22	↓	-21	↓
Q14a. I receive adequate recognition for doing a good job		7	28	27	22	16	36%	+6	↑	-24	↓	-24	↓
Q14b. I have the appropriate level of autonomy to do my job effectively		14	49	20	10		63%	+5	↑	-16	↓	-16	↓
Q14c. There are opportunities to be innovative in my job		11	40	21	17	10	52%	+9	↑	-21	↓	-20	↓
Q14d. Overall, I am satisfied with my job		15	42	21	13	10	56%	+7	↑	-18	↓	-17	↓
Q14e. Overall, I am satisfied with my organisation as an employer		10	28	21	18	22	39%	+1		-27	↓	-28	↓

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

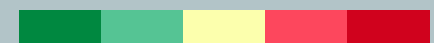
Strongly agree

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		52%					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	<div><div>42</div><div>43</div><div>8</div><div></div><div></div></div>					85%	-	-9		-7				
	Q15d. My organisation motivates me to help it achieve its objectives	<div><div>10</div><div>20</div><div>30</div><div>23</div><div>17</div></div>					30%	+7		-28		-25			
Purpose	Q8b. I believe in the purpose and objectives of the organisation	<div><div>17</div><div>45</div><div>20</div><div>11</div><div>7</div></div>					62%	+2		-20		-18			
	Q15e. My organisation inspires me to do the best in my job	<div><div>11</div><div>18</div><div>30</div><div>23</div><div>17</div></div>					29%	+5		-28		-26			

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

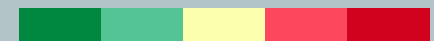


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Strongly agree Agree Neither Disagree Strongly disagree



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IS THERE ROOM FOR IMPROVEMENT?

BELONGING					52%	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	18	32	23	15	12	50%	-4	-12 ↓	-10 ↓
	Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	25	49	14	8		74%	+10 ↑	-11 ↓	-11 ↓
Included	Q5f. My manager has talked to me about what I am doing well in my work	10	31	20	24	16	40%	-	-18 ↓	-18 ↓
	Q5g. My manager has talked to me about what I could do to improve my performance	7	25	25	28	15	32%	-	-15 ↓	-15 ↓
	Q6c. My manager involves me in decisions about my work	17	38	18	16	11	55%	-	-13 ↓	-14 ↓
	Q6b. My manager keeps me informed about changes which affect me	18	43	18	12	10	61%	+24 ↑	-12 ↓	-12 ↓
Respected	Q14a. I receive adequate recognition for doing a good job	7	28	27	22	16	36%	+6 ↑	-24 ↓	-24 ↓
	Q3d. People in my workgroup treat each other with respect	24	45	14	11		70%	-	-7 ↓	-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



EMPLOYEE EXPERIENCE



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

IS THERE ROOM FOR IMPROVEMENT?

RECOGNITION	46%	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	41	42	10			83%	-	-6 ↓	-6 ↓
Q14a. I receive adequate recognition for doing a good job	7	28	27	22	16	36%	+6 ↑	-24 ↓	-24 ↓
Q2f. I receive adequate recognition for the contributions I make outside of my job description	20	25	27	20		27%	-	-22 ↓	-23 ↓
Q6h. My manger appropriately deals with employees who perform poorly	11	25	29	16	19	36%	-	-9 ↓	-8 ↓

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



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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						50%	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	11	28	21	21	19	39%	-	-23 ↓	-25 ↓	
	Q9a. In my organisation, my manager considers the wellbeing of employees to be important	22	40	15	10	12	63%	-	-14 ↓	-14 ↓	
K	Q9b. In my organisation, senior leaders consider the wellbeing of employees to be important	9	21	18	21	32	30%	-	-30 ↓	-31 ↓	
	Q3d. People in my workgroup treat each other with respect	24	45	14	11		70%	-	-7 ↓	-6 ↓	

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

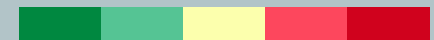


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



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	17	31	20	19	13	47%	-	-18 ↓	-18 ↓

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

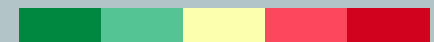


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



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		857				
Experienced bullying	<div></div>	234	27%	-	+4	+6
Experienced sexual harassment	<div></div>	7	1%	-	0	0
Experienced both bullying and sexual harassment	<div></div>	85	10%	-	+4	+4
No	<div></div>	427	50%	-	-11	-12
Prefer not to say	<div></div>	104	12%	-	+3	+3

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?		319				
Yes	<div></div>	37	12%	-	-4	-4
No	<div></div>	282	88%	-	+4	+4
Q13i. Did the bullying/harassment you experienced cause you to take time off from work?		319				
Yes	<div></div>	107	34%	-	+2	+1
No	<div></div>	212	66%	-	-2	-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?

HARASSMENT	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q13k. Have you submitted a formal complaint regarding the harassment/abuse you personally experienced?		92				
Yes	<div></div>	18	20%	-	0	+1
No	<div></div>	74	80%	-	0	-1
Q13n. Did the harassment/abuse you experienced cause you to take time off from work?		92				
Yes	<div></div>	33	36%	-	+4	+2
No	<div></div>	59	64%	-	-4	-2

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

BULLYING/HARASSMENT



EXPLORE THE FULL RESULTS

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

IS THERE ROOM FOR IMPROVEMENT?

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?

857

Yes	<div></div>	331	39%	-	+7	+8
No	<div></div>	526	61%	-	-7	-8

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

557

Spoke about the matter to the person perceived to be the bully	<div></div>	93	17%	-	+1	+1
Spoke about the matter to the person perceived to have been bullied	<div></div>	147	26%	-	0	0
Reported the matter formally or informally	<div></div>	178	32%	-	-1	-1
Made a note of the occurrence but took no action	<div></div>	62	11%	-	-1	-1
Took no action	<div></div>	38	7%	-	0	0
Other	<div></div>	39	7%	-	+1	+1

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

CAPABILITY



EXPLORE THE FULL RESULTS

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

IS THERE ROOM FOR IMPROVEMENT?

PERFORMANCE CONVERSATIONS

RESPONSE SCALE

RESPONSES

%

VARIANCE FROM 2018 SURVEY

VARIANCE FROM 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)

857

Yes	<div></div>	372	43%	+8	-9	-12
No	<div></div>	353	41%	-9	+8	+9
Not Sure	<div></div>	132	15%	+1	+1	+3

Q5b. I have received formal feedback on individual performance

857

Yes	<div></div>	221	26%	+3	-20	-24
No	<div></div>	636	74%	-3	+20	+24

Q5c. I have received informal feedback on individual performance

857

Yes	<div></div>	486	57%	+3	-17	-18
No	<div></div>	371	43%	-3	+17	+18

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
Q5e. I receive regular and timely feedback from my manager	7	26	25	26	15	34%	+4	-19 ↓	-20 ↓
Q5f. My manager has talked to me about what I am doing well in my work	10	31	20	24	16	40%	-	-18 ↓	-18 ↓
Q5g. My manager has talked to me about what I could do to improve my performance	7	25	25	28	15	32%	-	-15 ↓	-15 ↓
Q5d. My work performance is assessed against clear criteria		25	33	25	12	30%	-	-19 ↓	-20 ↓

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

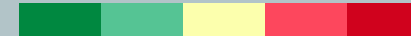


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



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
Q4a. During the past 12 months, have your learning and development needs been identified and agreed with your supervisor?		857				
Yes	<div></div>	459	54%	+23	-16	-16
No	<div></div>	398	46%	-13	+16	+16
Q4b. In the past 12 months, have you undertaken any learning and development activities?		857				
Yes	<div></div>	385	45%	-	-29	-22
No	<div></div>	472	55%	-	+29	+22
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)?		385				
Yes	<div></div>	207	54%	-	-14	-14
No	<div></div>	178	46%	-	+14	+14

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

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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
Q4f. My manager helps to develop my capability (work related skills and knowledge)	14	32	22	18	13	47%	+12 ↑	-17 ↓	-16 ↓
Q4d. The learning and development I have undertaken has helped me advance my career	17	37	28	13		55%	+33 ↑	-7 ↓	-6 ↓
Q4e. The learning and development I have undertaken has helped me to do my job better	23	51	18			74%	+33 ↑	-11 ↓	-9 ↓

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



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IS THERE ROOM FOR IMPROVEMENT?

SKILLS UTILISATION	71%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2g. I believe the work that I do is important	42	43	8		85%	-	-9	-7
Q2d. I clearly understand what I am expected to do in this job	27	47	12	9	75%	-6	-11	-9
Q14b. I have the appropriate level of autonomy to do my job effectively	14	49	20	10	63%	+5	-16	-16
Q2b. My job allows me to utilise my skills, knowledge and abilities	21	51	11	11	72%	+2	-13	-11
Q6g. My manager enables the team to do their best	19	39	23	9 9	59%	-	-12	-11

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

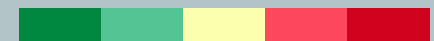


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



INNOVATION



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IS THERE ROOM FOR IMPROVEMENT?

AUTONOMY		70% 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	27	47	12	9	75%	-6 ⬇️	-11 ⬇️	-9 ⬇️	
Q14b. I have the appropriate level of autonomy to do my job effectively	14	49	20	10	63%	+5 ⬆️	-16 ⬇️	-16 ⬇️	
Q2b. My job allows me to utilise my skills, knowledge and abilities	21	51	11	11	72%	+2	-13 ⬇️	-11 ⬇️	

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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INNOVATION



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IS THERE ROOM FOR IMPROVEMENT?

CONTINUOUS IMPROVEMENT 44%		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	10	33	24	20	13	43%	+7 ↑	-21 ↓	-22 ↓
	Q16a. I believe my organisation will take action as a result of this survey	14	23	27	32		18%	+3	-24 ↓	-25 ↓
	Q8a. I know what I need to do to make changes happen in my organisation	9	28	29	22	12	37%	+9 ↑	-18 ↓	-17 ↓
	Q2c. I seek out opportunities to improve my day-to-day performance	27	56	11			83%	-	-10 ↓	-9 ↓
	Q8c. I think it is safe to speak up and challenge the way things are done in this organisation	18	17	23	36		24%	-	-24 ↓	-25 ↓
	Q8d. My organisation fairly considers recommendations from staff about how we could better operate	17	21	28	30		21%	-	-26 ↓	-25 ↓
	Q3b. My workgroup always tries to improve its performance	24	43	17	10		67%	-	-15 ↓	-13 ↓
	Q14c. There are opportunities to be innovative in my job	11	40	21	17	10	52%	+9 ↑	-21 ↓	-20 ↓
	Q10b. We act on the feedback we receive from clients/customers/stakeholders	12	42	30	11		54%	-7 ↓	-17 ↓	-16 ↓

KEY

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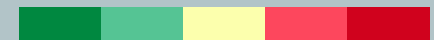


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



QUALITY SERVICE DELIVERY



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IS THERE ROOM FOR IMPROVEMENT?

QUALITY SERVICE DELIVERY		53%					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		10	33	24	20	13	43%	+7 ↑	-21 ↓	-22 ↓	
Q10e. In my organisation we put the client/customer/stakeholder at the centre of everything we do		19	36	27	12		54%	+2	-19 ↓	-17 ↓	
Q10c. In my organisation, earning and sustaining a high level of public trust is seen as important		36	47	10			83%	+7 ↑	-2	-2	
Q10d. My organisation provides high quality services to the Northern Territory community		21	40	20	11	8	61%	0	-17 ↓	-18 ↓	
Q3c. People in my workgroup use their time and resources efficiently		18	45	18	14		62%	-	-10 ↓	-8 ↓	
Q8f. There is good collaboration between my organisation and other agencies or organisations we work with			32	32	16	13	38%	-	-15 ↓	-15 ↓	
Q8e. There is good cooperation between teams across our organisation			23	27	23	22	27%	-	-22 ↓	-22 ↓	

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



MANAGERS



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

IS THERE ROOM FOR IMPROVEMENT?

VISION AND PURPOSE		78%		RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2g. I believe the work that I do is important		42	43	8	85%	-	-9	-7
Q2d. I clearly understand what I am expected to do in this job		27	47	12	75%	-6	-11	-9
Q3a. I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes		25	49	14	74%	+10	-11	-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



MANAGERS



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IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION		48% RESPONSE SCALE					% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q4g. My manager discusses my career plan with me		12	31	24	16	17	43%	+21⬆	-10⬇	-9⬇
Q6g. My manager enables the team to do their best		19	39	23	9	9	59%	-	-12⬇	-11⬇
Q5f. My manager has talked to me about what I am doing well in my work		10	31	20	24	16	40%	-	-18⬇	-18⬇
Q5g. My manager has talked to me about what I could do to improve my performance		7	25	25	28	15	32%	-	-15⬇	-15⬇
Q6c. My manager involves me in decisions about my work		17	38	18	16	11	55%	-	-13⬇	-14⬇
Q6b. My manager keeps me informed about changes which affect me		18	43	18	12	10	61%	+24⬆	-12⬇	-12⬇

KEY

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MANAGERS



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IS THERE ROOM FOR IMPROVEMENT?

INTEGRITY AND ACCOUNTABILITY						58%	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						21	47	12	11	9	68%	-	-10 ↓	-10 ↓
Q6d. My manager demonstrates objectivity in decision-making						16	41	22	11	10	57%	-	-11 ↓	-11 ↓
Q6j. My manager encourages behaviours that are consistent with the NTPS values						21	42	24			63%	-	-12 ↓	-12 ↓
Q6e. My manager is an effective decision maker						21	37	21	11	9	59%	-	-11 ↓	-11 ↓
Q6a. My manager listens to what I have to say						20	45	17	10	8	64%	-	-13 ↓	-13 ↓
Q6f. My manager sees avoiding conflicts of interest as being important						21	39	27		7	60%	-	-8 ↓	-9 ↓
Q6h. My manger appropriately deals with employees who perform poorly						11	25	29	16	19	36%	-	-9 ↓	-8 ↓

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		41%	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		17	45	20	11	7		62%	+2	-20 ↓	-18 ↓
Q7c. I believe the senior management team has a clear vision for the future of this organisation		10	22	23	21	23		33%	+10 ↑	-25 ↓	-23 ↓
K	Q7b. Senior managers provide clear strategy and direction	9	20	20	25	26		29%	-	-27 ↓	-26 ↓

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



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SENIOR MANAGERS



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IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION	23%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM 2018 SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q7h. Communications about change from senior managers are timely		19	24	24	28	24%	+11 ↑	-24 ↓	-24 ↓
Q7f. I feel senior managers engage with employees at all levels of the organisation		16	17	25	36	22%	-	-26 ↓	-26 ↓
Q7g. I feel senior managers keep employees informed about what is going on		16	21	25	32	22%	-	-29 ↓	-28 ↓
K Q7e. I feel the senior managers in my organisation make timely decisions		16	21	27	28	23%	-	-26 ↓	-26 ↓

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



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Strongly agree Agree Neither Disagree Strongly disagree



SENIOR MANAGERS



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IS THERE ROOM FOR IMPROVEMENT?

INTEGRITY AND ACCOUNTABILITY		46%	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	12	24	18	24	23		35%	-	-28 ↓	-28 ↓
K	Q7d. I feel that senior managers model the behaviours expected of employees	8	18	20	23	31		26%	-	-30 ↓	-31 ↓
	Q12k. In my organisation, behaving impartially is seen as important	20	44	22	7			64%	-	-2	-4
	Q12j. In my organisation, engaging in improper conduct is not tolerated	20	38	21	11	9		58%	-	-10 ↓	-10 ↓

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION



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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

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GOVERNANCE



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IS THERE ROOM FOR IMPROVEMENT?

		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	9 18 24 20 28	27%	-8 ↓	-27 ↓	-26 ↓
	Q6b. My manager keeps me informed about changes which affect me	18 43 18 12 10	61%	+24 ↑	-12 ↓	-12 ↓
Code of Conduct	Q12g. My behaviour at work is informed by/guided by the Code of Conduct	30 55 10	85%	-	-6 ↓	-6 ↓
	Q12h. My manager's behaviour at work is informed by/guided by the Code of Conduct	23 50 16	73%	-	-9 ↓	-8 ↓
Merit	Q11a. People recruited to my organisation seem to have the right skills for the job	19 30 26 21	22%	-	-31 ↓	-31 ↓
	Q11b. Recruitment and promotion decisions in my workplace are based on merit	15 23 22 36	20%	-	-27 ↓	-28 ↓
Values	Q2a. My behaviour at work is informed/guided by the NTPS values	27 49 16	76%	-	-8 ↓	-9 ↓
	Q6i. My manager's behaviour at work is informed/guided by the NTPS values	20 39 27 8	59%	-	-14 ↓	-14 ↓
WHS	Q9c. There is an appropriate level of focus on safety at my workplace	13 37 22 15 13	50%	-	-20 ↓	-22 ↓

KEY

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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)

857

Yes	<div></div>	836	98%	-	0	0
No	<div></div>	21	2%	-	0	0

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER
THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN
COMPARATOR

GOVERNANCE



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IS THERE ROOM FOR IMPROVEMENT?

ORGANISATIONAL ACCOUNTABILITY	50%					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	21	47		12	11	9	68%	-	-10 ⬇	-10 ⬇
Q12i. In my organisation, avoiding conflict of interest is seen as important	25	44		19	7		68%	-	-3	-5 ⬇
Q12j. In my organisation, engaging in improper conduct is not tolerated	20	38		21	11	9	58%	-	-10 ⬇	-10 ⬇
Q3c. People in my workgroup use their time and resources efficiently	18	45		18	14		62%	-	-10 ⬇	-8 ⬇
Q11b. Recruitment and promotion decisions in my workplace are based on merit	15	23	22	36			20%	-	-27 ⬇	-28 ⬇
Q12e. I am confident that I would be protected from reprisal for reporting improper conduct	11	27	22	21	19		38%	-	-21 ⬇	-21 ⬇
Q12f. I am confident that if I reported improper conduct in my organisation, it would be investigated in a thorough and objective manner	10	27	25	19	19		37%	-	-18 ⬇	-18 ⬇

KEY

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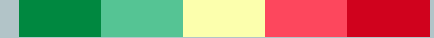


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Strongly agree Agree Neither Disagree Strongly disagree



GOVERNANCE



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IS THERE ROOM FOR IMPROVEMENT?

ORGANISATIONAL ACCOUNTABILITY

RESPONSE SCALE

RESPONSES

%

VARIANCE FROM 2018 SURVEY

VARIANCE FROM COMPARATOR GROUP

VARIANCE FROM NTPS

Q12b. I have witnessed improper conduct

857

Yes	<div></div>	376	44%	-	+8	+10
No	<div></div>	481	56%	-	-8	-10

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

857

Yes	<div></div>	788	92%	-	+5	+4
No	<div></div>	69	8%	-	-5	-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 : 857 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	61	Yes	4	Darwin City (including Palmerston)	63
Female	34	No	96	Katherine	7
Self-Specified	5			Alice Springs	12
Age Recoded	Survey %	What is your current employment status?	Survey %	Tennant Creek	4
15-34 YRS	21	Ongoing	92	Nhulunbuy	1
35-54 YRS	67	Fixed Term	6	Darwin Region (including the Tiwi Islands and West Arnhem)	5
55-64 YRS	12	Casual	0	East Arnhem Region	2
65+ YRS	0	Executive Contract	2	Alice Springs Region	3
				Katherine Region	3
Are you an Australian Aboriginal and/or Torres Strait Islander?	Survey %	Are you the manager of one or more employees?	Survey %	Barkly Region	1
Yes	9	Yes	32	Outside of the Northern Territory	0
No	91	No	68		
Reassigned/experienced significant change in work priorities due to COVID-19?	Survey %	Do you spend some time each week providing care for another person?	Survey %	How long have you been employed in your current organisation?	Survey %
Yes	42	Yes	39	Less than 3 months	1
No	58	No	61	3 months to less than 12 months	7
				1 - 4 years	17
				5 - 9 years	22
				10 - 14 years	21
				15 - 19 years	15
				20 - 29 years	13
				30 years or more	5
Did your work arrangement change as a result of COVID-19?	Survey %	Do you work full-time or part-time?	Survey %		
Yes	33	Full-time	96		
No	67	Part-time	4		

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 : 857 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	1	Strongly agree	16
Administration Stream	16	Agree	37
General NTPS – Professional Stream	4	Neither agree nor disagree	25
General NTPS – Technical Stream	1	Disagree	14
General NTPS- Physical Stream	1	Strongly disagree	7
Other (please specify)	0		
Aboriginal and Torres Strait Islander Health Practitioners	0		
Fire fighter	4		
Police Officer (PFES)	71		
Other	1		
		Working flexibly is not a barrier to success in my organisation	Survey %
		Strongly agree	11
		Agree	28
		Neither agree nor disagree	30
		Disagree	21
		Strongly disagree	11
		My workplace has a flexible approach to work	Survey %
		Strongly agree	8
		Agree	29
		Neither agree nor disagree	29
		Disagree	21
		Strongly disagree	13
		In the past 12 months, have you worked flexibly for any period of time?	Survey %
		Yes	24
		No	76

SURVEY INDICIES BY DEMOGRAPHICS

		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)
<i>"Restricted" indicates a group with less than 10 respondents</i>				
Northern Territory Public Sector		9,581	65%	70%
Northern Territory Police Fire and Emergency Services		857	50%	49%
ATSI	Yes	80	51%	49%
DISABILITY	Yes	32	53%	52%
GENDER	Male	519	48%	46%
	Female	291	57%	58%
	Self-Specified	47	36%	26%
AGE	15-34 YRS	180	54%	53%
	35-54 YRS	571	48%	46%
	55-64 YRS	103	58%	57%
	65+ YRS	3	Restricted	Restricted
AGENCY TENURE	Less than 3 months	28	63%	66%
	3 months to less than 12 months	143	61%	66%
	1 - 4 years	302	51%	50%
	5 - 9 years	177	45%	43%
	10 - 14 years	109	43%	40%
	15 - 19 years	55	42%	36%
	20 - 29 years	32	48%	34%
	30 years or more	11	54%	60%
FLEXIBLE WORKING	Yes	204	55%	58%
	No	653	49%	46%

SURVEY INDICIES BY DEMOGRAPHICS

		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)
<i>"Restricted" indicates a group with less than 10 respondents</i>				
Northern Territory Public Sector		9,581	65%	70%
Northern Territory Police Fire and Emergency Services		857	50%	49%
MANAGER	Managers	270	53%	52%
	Non-managers	587	49%	48%
WORKING ARRANGEMENT	Ongoing	787	49%	47%
	Fixed Term	53	61%	62%
	Casual	1	Restricted	Restricted
	Executive Contract	16	81%	90%
EMPLOYMENT TYPE	Full-time	827	51%	49%
	Part-time	30	40%	46%
REGION	Darwin City (including Palmerston)	539	51%	52%
	Katherine	56	50%	45%
	Alice Springs	105	49%	45%
	Tennant Creek	38	55%	47%
	Nhulunbuy	7	Restricted	Restricted
	Darwin Region (including the Tiwi Islands and West Arnhem)	42	47%	45%
	East Arnhem Region	15	38%	37%
	Alice Springs Region	26	54%	47%
	Katherine Region	23	48%	54%
	Barkly Region	6	Restricted	Restricted
	Outside of the Northern Territory	0	Restricted	Restricted

APPENDIX A: METHODOLOGY

SURVEY TIMEFRAME

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

INDEX CALCULATIONS

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

EMPLOYEE ENGAGEMENT INDEX

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

KEY DRIVER ANALYSIS

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

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

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

APPENDIX B: COMPARATOR GROUPS

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

The 2021 comparator groups are:

Central Agency

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

Commercial (or includes commercial element)

Jacana Energy
Power and Water Corporation
Land Development Corporation
Territory Generation

Statutory Authority

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

Industry Regulation &/or Public Infrastructure

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

Service Delivery - Public facing

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

TIME TO TAKE ACTION



CELEBRATE

The things we do well:

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



INVESTIGATE FURTHER WITH OUR TEAMS

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

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



OPPORTUNITIES

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

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



USE THIS PAGE TO START YOUR LOCAL ACTION PLANS

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

- PRIORITISE 3 AREAS TO TAKE FORWARD

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