



2018 PEOPLE MATTER EMPLOYEE SURVEY

RESPONSE
RATE:

91%

RESPONSES:

31
of 34

Office of the Commissioner for Public Employment



YOUR EMPLOYEE ENGAGEMENT SCORE:



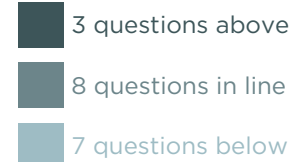
89%

VARIANCE from PREVIOUS SURVEY: +6

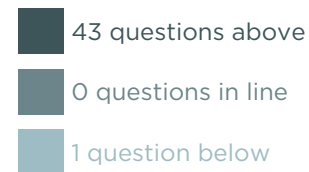
VARIANCE from NTPS: +24

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.

VARIANCE FROM PREVIOUS SURVEY



VARIANCE FROM NTPS



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

Q3b. I have a clear understanding of how my workgroup's role contributes to my agency's stated outcomes

100%

Q2a. I clearly understand what I am expected to do in this job

97%

Q2b. My job allows me to utilise my skills, knowledge and abilities

97%

KEY SURVEY INDICIES



EMPLOYEE ENGAGEMENT

89%

VARIANCE from
PREVIOUS SURVEY: +6 ↑

VARIANCE from NTPS: +24 ↑



EMPLOYEE SATISFACTION

94%

VARIANCE from
PREVIOUS SURVEY: -

VARIANCE from NTPS: +27 ↑



ORGANISATIONAL CHANGE

84%

VARIANCE from
PREVIOUS SURVEY: -

VARIANCE from NTPS: +35 ↑



INDIVIDUAL PERFORMANCE AND CAPABILITY

79%

VARIANCE from
PREVIOUS SURVEY: -

VARIANCE from NTPS: +15 ↑



WHAT NOW?

1.

TAKE THE TIME TO EXPLORE

AND UNDERSTAND THE RESULTS IN THIS
REPORT.

2.

DISCUSS THE RESULTS WITH YOUR TEAM

IDENTIFY THE THINGS TO CELEBRATE
(STRENGTHS) OR IMPROVE (ACTION AREAS).

3.

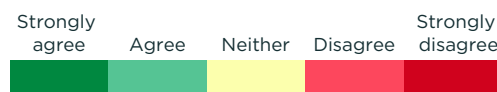
DEVELOP A PLAN OF ACTION

SEE THE SUGGESTED TEMPLATE AT THE
BACK OF THIS REPORT.

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

COMPARISONS TO COMPARATOR GROUP

WITHIN THIS REPORT A COMPARISON AGAINST COMPARATOR GROUP REFERS TO CENTRAL AGENCY

DEFINITIONS

RESTRICTED - INDICATES A GROUP WITH LESS THAN 10 RESPONDENTS

'-' - INDICATES DATA NOT AVAILABLE

TIPS & SUGGESTIONS

01.

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

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



UNDERSTANDING YOUR REPORT AND GETTING TO ACTION!

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

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

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

ARE THERE ANY SCORES THAT ARE UNEXPECTED?

Identify areas that need improvement.

02.

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

03.

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

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

04.

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

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

05.

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

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

What should be put in place to achieve this?

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

Is there room for improvement?

06.

HEADLINE SCORES

HIGHEST POSITIVE SCORING QUESTIONS	% POSITIVE	HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL	HIGHEST NEGATIVE SCORING QUESTIONS	% NEGATIVE
Q3b. I have a clear understanding of how my workgroup's role contributes to my agency's stated outcomes	100%	Q4o. The learning and development I have undertaken has helped me advance my career	42%	Q4s. I spend time out of working hours building my capability (work related skills and knowledge)	19%
Q2a. I clearly understand what I am expected to do in this job	97%	Q4s. I spend time out of working hours building my capability (work related skills and knowledge)	32%	Q4f. I receive constructive feedback from my manager	10%
Q2b. My job allows me to utilise my skills, knowledge and abilities	97%	Q5b. I know what I need to do to make changes happen in my agency	19%	Q4g. My manager helps to develop my capability (work related skills and knowledge)	10%
Q2d. I have the appropriate level of autonomy to do my job effectively	97%	Q5f. There is a clear consultation process when change in my agency is proposed	19%	Q4o. The learning and development I have undertaken has helped me advance my career	10%
Q6c. My team regularly looks for ways to serve our clients/customers/stakeholders better	97%	Q5i. In times of change, senior managers provide sufficient information about the purpose of change	19%	Q4r. My manager discusses my career plans with me	10%



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)

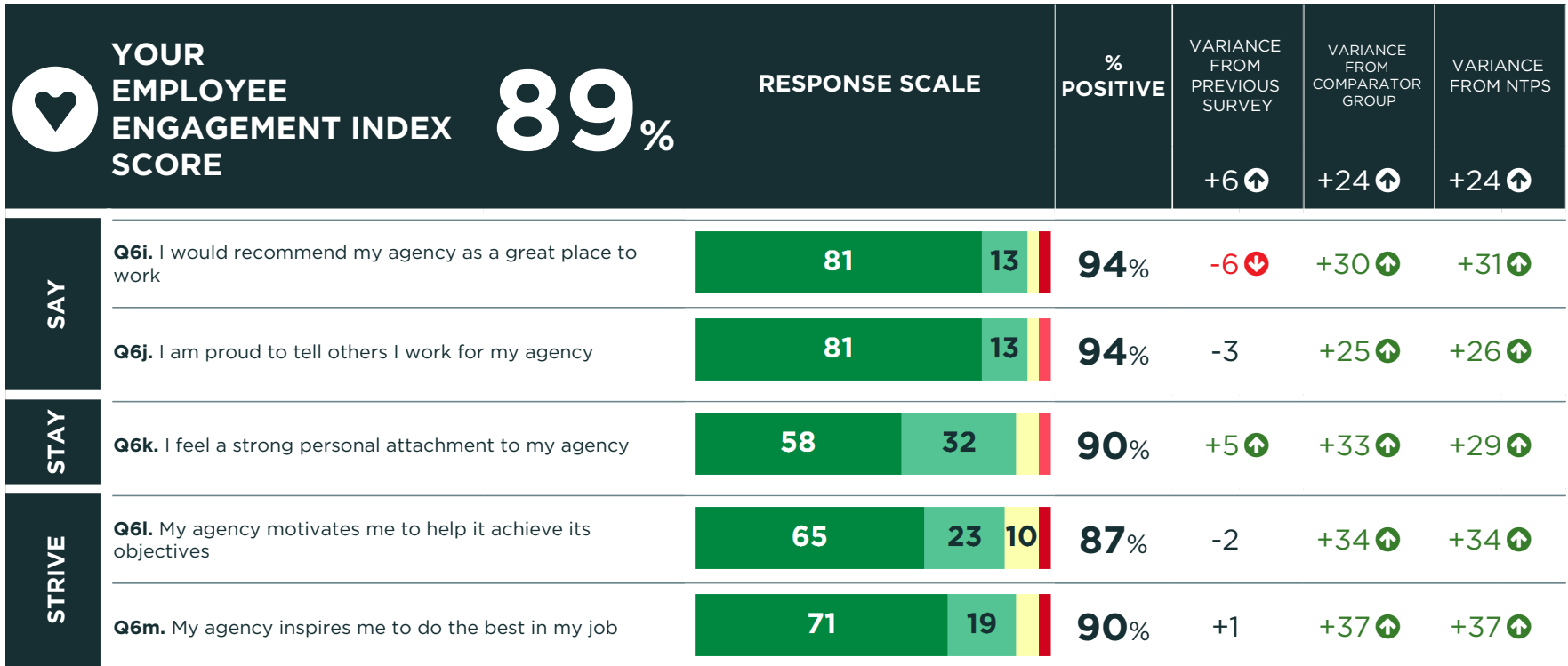
EMPLOYEE ENGAGEMENT INDEX



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.



KEY

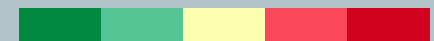


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



EMPLOYEE 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.

YOUR EMPLOYEE SATISFACTION SCORE	94%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
				-	+27 ↑	+27 ↑
Q2c. I receive adequate recognition for doing a good job	68	26	94%	+11 ↑	+34 ↑	+36 ↑
Q2d. I have the appropriate level of autonomy to do my job effectively	74	23	97%	+7 ↑	+20 ↑	+21 ↑
Q2e. There are opportunities to be innovative in my job	68	23	90%	-	+27 ↑	+23 ↑
Q2f. Overall I am satisfied with my job	74	19	94%	-	+22 ↑	+23 ↑
Q6n. Overall, I am satisfied with my agency as an employer	74	23	97%	-	+31 ↑	+33 ↑

KEY

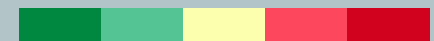


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



ORGANISATIONAL CHANGE INDEX



ARE CHANGES COMMUNICATED EFFECTIVELY IN YOUR TEAM?

THESE RESULTS PROVIDE A MEASURE OF ORGANISATIONAL CHANGE FOR YOUR TEAM. THE SCORE REFLECTS HOW WELL EMPLOYEES FEEL MANAGERS AND SENIOR MANAGERS ARE COMMUNICATING THE PURPOSE AND PROCESS OF CHANGE AND WHETHER PEOPLE FEEL EMPOWERED TO MAKE CHANGE HAPPEN.

YOUR ORGANISATIONAL CHANGE SCORE			84%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS	
						-	+32 ⬆	+35 ⬆	
Q5b. I know what I need to do to make changes happen in my agency			29	52	19	81%	-	+35 ⬆	+36 ⬆
Q5d. My manager keeps me informed about changes which affect me			58	35		94%	+1	+30 ⬆	+31 ⬆
Q5e. My immediate senior manager effectively leads and manages change			52	39		90%	-	+31 ⬆	+33 ⬆
Q5f. There is a clear consultation process when change in my agency is proposed			32	42	19	74%	-15 ⬇	+32 ⬆	+36 ⬆
Q5h. Communications about change from senior managers are timely			42	39	13	81%	-12 ⬇	+33 ⬆	+38 ⬆

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



INDIVIDUAL PERFORMANCE AND CAPABILITY INDEX



ARE EMPLOYEES IN YOUR TEAM DEVELOPING AND APPLYING NEW SKILLS?

THESE RESULTS PROVIDE A MEASURE OF PERFORMANCE AND CAPABILITY FOR YOUR TEAM. THE SCORE REFLECTS HOW WELL EMPLOYEES FEEL MANAGERS ARE SUPPORTING THEM TO DEVELOP THEIR CAPABILITY, AND WHETHER EMPLOYEES ARE TAKING RESPONSIBILITY FOR THEIR OWN DEVELOPMENT.

YOUR INDIVIDUAL PERFORMANCE AND CAPABILITY SCORE	79%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q4e. I receive regular and timely feedback from my manager	55	32	10	87%	-	+31 ↑ +34 ↑
Q4g. My manager helps to develop my capability (work related skills and knowledge)	52	32		84%	-	+25 ↑ +27 ↑
Q4h. I have a clear understanding of my development needs	45	42		87%	-	+20 ↑ +18 ↑
Q4n. The learning and development I have undertaken has helped me to do my job better	39	42	16	81%	-	+19 ↑ +16 ↑
Q4q. I seek out opportunities to apply what I learn in my day-to-day work	48	39	13	87%	-	+14 ↑ +9 ↑
Q4s. I spend time out of working hours building my capability (work related skills and knowledge)	16	32	32	16	48%	0 -13 ↓

KEY

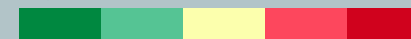


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



ALL QUESTIONS



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?

YOUR JOB	%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q2a. I clearly understand what I am expected to do in this job		74 23	97%	0	+9 ↑	+10 ↑
Q2b. My job allows me to utilise my skills, knowledge and abilities		71 26	97%	+4	+14 ↑	+14 ↑
Q2c. I receive adequate recognition for doing a good job		68 26	94%	+11 ↑	+34 ↑	+36 ↑
Q2d. I have the appropriate level of autonomy to do my job effectively		74 23	97%	+7 ↑	+20 ↑	+21 ↑
K Q2e. There are opportunities to be innovative in my job		68 23	90%	-	+27 ↑	+23 ↑
Q2f. Overall I am satisfied with my job		74 19	94%	-	+22 ↑	+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



ALL QUESTIONS



EXPLORE THE FULL RESULTS

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

IS THERE ROOM FOR IMPROVEMENT?

PURPOSE	%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q3a. I believe in the purpose and objectives of the agency		74 19	94%	-	+11 ↑	+13 ↑
Q3b. I have a clear understanding of how my workgroup's role contributes to my agency's stated outcomes		68 32	100%	+4	+15 ↑	+18 ↑
Q3c. I believe the senior management team has a clear vision for the future of this agency		65 23 13	87%	-	+26 ↑	+30 ↑

K KEY DRIVER OF ENGAGEMENT QUESTION

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



ALL QUESTIONS



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

RESPONSES

%

VARIANCE FROM PREVIOUS SURVEY

VARIANCE FROM COMPARATOR GROUP

VARIANCE FROM NTPS

Q4a. I have a current performance agreement in place (e.g. MyPlan, Capability Enhancement Plan, Workplace Participation Plan, Plan Do Review)

31

Yes



19

61%

-14 ⬇

0

+8 ⬆

No



11

35%

+21 ⬆

+8 ⬆

0

Not Sure



1

3%

-7 ⬇

-8 ⬇

-8 ⬇

Q4b. During the last 12 months, I have received formal feedback on my performance

31

Yes



16

52%

-27 ⬇

-3

+4

No



15

48%

+27 ⬆

+3

-4

Q4c. During the last 12 months, I have received informal feedback on my performance

31

Yes



31

100%

0

+27 ⬆

+27 ⬆

No

0

0%

-27 ⬇

-27 ⬇

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

ALL QUESTIONS



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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 PREVIOUS SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q4d. The performance feedback has been beneficial to my ongoing development		52	32	10	84%	-	+26 ↑	+28 ↑
Q4e. I receive regular and timely feedback from my manager		55	32	10	87%	-	+31 ↑	+34 ↑
Q4f. I receive constructive feedback from my manager		52	35	10	87%	-	+26 ↑	+29 ↑
Q4g. My manager helps to develop my capability (work related skills and knowledge)		52	32		84%	-	+25 ↑	+27 ↑
Q4h. I have a clear understanding of my development needs		45	42		87%	-	+20 ↑	+18 ↑
Q4i. My manager encourages and supports my participation in learning and development opportunities		65	23		87%	-2	+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



ALL QUESTIONS



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IS THERE ROOM FOR IMPROVEMENT?

LEARNING AND DEVELOPMENT

RESPONSE SCALE

RESPONSES

%

VARIANCE FROM PREVIOUS SURVEY

VARIANCE FROM COMPARATOR GROUP

VARIANCE FROM NTPS

Q4j. During the past 12 months have your learning and development needs been identified and agreed with your supervisor?

31

Yes



21

68%

-11 ↓

+9 ↑

+14 ↑

No



8

26%

+12 ↑

-3

-10 ↓

Not Sure



2

6%

-1

-6 ↓

-5 ↓

Q4k. To date, have your learning and development needs been addressed in the agreed timeframe

31

Yes fully



16

52%

-

+23 ↑

+25 ↑

Yes partially



9

29%

-

-11 ↓

-10 ↓

No



6

19%

-

-12 ↓

-15 ↓

KEY



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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

ALL QUESTIONS



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IS THERE ROOM FOR IMPROVEMENT?

LEARNING AND DEVELOPMENT

RESPONSE SCALE

RESPONSES

%

VARIANCE FROM PREVIOUS SURVEY

VARIANCE FROM COMPARATOR GROUP

VARIANCE FROM NTPS

Q4l. What is the reason(s) why the agreed learning and development did not take place in the agreed timeframe?

9

My supervisor hasn't had the time

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

I haven't had the time

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

There is no money in the budget

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

Appropriate learning and development opportunities have not been available

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

I've changed work areas or jobs

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

Other things have taken priority

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

Other (please specify)

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

Q4m. In the past 12 months, have you undertaken any skills development activities not linked to a learning and development plan?

31

Yes



22

71%

-

+20 ↑

+12 ↑

No



9

29%

-

-20 ↓

-12 ↓

KEY



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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

ALL QUESTIONS



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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 PREVIOUS SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q4n. The learning and development I have undertaken has helped me to do my job better		39	42	16		81%	-	+19 ↑	+16 ↑
Q4o. The learning and development I have undertaken has helped me advance my career		23	26	42	10	48%	-	+10 ↑	+10 ↑
Q4p. Overall I am satisfied with my access to learning and development opportunities in my agency		45	42			87%	-	+35 ↑	+36 ↑
Q4q. I seek out opportunities to apply what I learn in my day-to-day work		48	39	13		87%	-	+14 ↑	+9 ↑
Q4r. My manager discusses my career plans with me		39	39	13		77%	-	+37 ↑	+38 ↑
Q4s. I spend time out of working hours building my capability (work related skills and knowledge)		16	32	32	16	48%	-	0	-13 ↓

K KEY DRIVER OF ENGAGEMENT QUESTION

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



ALL QUESTIONS



EXPLORE THE FULL RESULTS

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

IS THERE ROOM FOR IMPROVEMENT?

CHANGE MANAGEMENT

RESPONSE SCALE

RESPONSES

%

VARIANCE FROM PREVIOUS SURVEY

VARIANCE FROM COMPARATOR GROUP

VARIANCE FROM NTPS

Q5a. During the past 12 months what were the main changes that affected your workgroup?

41

Substantial change in your work priorities		6	15%	-	+2	+4
Substantial change in your type of work		1	2%	-	-6 ⬇	-6 ⬇
Organisational restructure		0	0%	-	-11 ⬇	-16 ⬇
Change in management above your direct line manager		1	2%	-	-8 ⬇	-11 ⬇
Change in direct line manager		5	12%	-	0	-1
Increase in employee numbers		0	0%	-	-6 ⬇	-5 ⬇
Decrease in employee numbers		7	17%	-	+2	+5 ⬆
Change in physical workplace (i.e. moved to a new building, existing workplace renovated)		0	0%	-	-6 ⬇	-8 ⬇
Machinery of Government change (machinery of government change refers to the allocation of functions and responsibilities between		0	0%	-	-5 ⬇	-3
Other (please specify)		4	10%	-	+7 ⬆	+6 ⬆
No significant change		17	41%	-	+32 ⬆	+35 ⬆

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

ALL QUESTIONS



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?

CHANGE MANAGEMENT

		%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
	Q5b. I know what I need to do to make changes happen in my agency		29 52 19	81%	-	+35 ↑	+36 ↑
	Q5c. I am confident that changes in my agency would be well managed		35 48 16	84%	-	+37 ↑	+44 ↑
	Q5d. My manager keeps me informed about changes which affect me		58 35	94%	+1	+30 ↑	+31 ↑
	Q5e. My immediate senior manager effectively leads and manages change		52 39	90%	-	+31 ↑	+33 ↑
K	Q5f. There is a clear consultation process when change in my agency is proposed		32 42 19	74%	-15 ↓	+32 ↑	+36 ↑
	Q5g. My agency's senior managers support staff to work in an environment of change		39 45 13	84%	-	+33 ↑	+38 ↑
K	Q5h. Communications about change from senior managers are timely		42 39 13	81%	-12 ↓	+33 ↑	+38 ↑
K	Q5i. In times of change, senior managers provide sufficient information about the purpose of change		42 35 19	77%	-15 ↓	+30 ↑	+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



ALL QUESTIONS



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?

YOUR AGENCY	%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q6a. Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender)		68 26	94%	-	+21 ↑	+23 ↑
Q6b. I am given the support I need to deliver a high level of service to our clients/customers/stakeholders		58 35	94%	-	+28 ↑	+30 ↑
Q6c. My team regularly looks for ways to serve our clients/customers/stakeholders better		58 39	97%	-	+24 ↑	+19 ↑
Q6d. We act on the feedback we receive from clients/customers/stakeholders		61 32	94%	-	+23 ↑	+20 ↑
Q6e. At my agency we put the client/customer/stakeholder at the centre of everything we do		55 35	90%	-	+20 ↑	+19 ↑
Q6f. My agency provides high quality services to the Northern Territorian community		58 35	94%	-6 ↓	+17 ↑	+17 ↑
K Q6g. My agency focuses on improving the work we do		71 26	97%	-	+27 ↑	+25 ↑
Q6h. In my agency, earning and sustaining a high level of public trust is seen as important		77 16	94%	-6 ↓	+15 ↑	+14 ↑

KEY

K KEY DRIVER OF ENGAGEMENT QUESTION

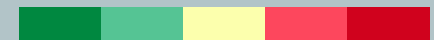


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



ALL QUESTIONS



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?

YOUR AGENCY	%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q6i. I would recommend my agency as a great place to work		81 13	94%	-6 ↓	+30 ↑	+31 ↑
Q6j. I am proud to tell others I work for my agency		81 13	94%	-3	+25 ↑	+26 ↑
Q6k. I feel a strong personal attachment to my agency		58 32	90%	+5 ↑	+33 ↑	+29 ↑
Q6l. My agency motivates me to help it achieve its objectives		65 23 10	87%	-2	+34 ↑	+34 ↑
Q6m. My agency inspires me to do the best in my job		71 19	90%	+1	+37 ↑	+37 ↑
Q6n. Overall, I am satisfied with my agency as an employer		74 23	97%	-	+31 ↑	+33 ↑
Q6o. I believe my agency will take action as a result of this survey		65 26	90%	-6 ↓	+39 ↑	+46 ↑

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



QUESTIONS ASKED OF EEO GROUPS



EXPLORE THE FULL RESULTS

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

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

IS THERE ROOM FOR IMPROVEMENT?

DEMOGRAPHICS	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q8j. Are you of Aboriginal and/or Torres Strait Islander descent?		31				
Yes		7	23%	-	+13	+13
No		24	77%	-	-13	-13
Q8k. Do you feel that NTPS Special Measures policy has helped you in your career?		7				
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

QUESTIONS ASKED OF EEO GROUPS



EXPLORE THE FULL RESULTS

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

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

IS THERE ROOM FOR IMPROVEMENT?

DEMOGRAPHICS	RESPONSE SCALE	RESPONSES	%	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q8l. Do you have any sort of disability that restricts you in performing everyday activities and which is long-term (lasting six months or more)?		31				
Yes		5	16%	-	+13	+13
No		24	77%	-	-14	-15
Prefer not to say		2	6%	-	+2	+2
Q8m. Does your disability require a work-related adjustment?		5				
Yes	The data for this question has been hidden for anonymity reasons.					
No	The data for this question has been hidden for anonymity reasons.					
Prefer not to say	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

QUESTIONS ASKED OF EEO GROUPS



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?

DEMOGRAPHICS	RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM COMPARATOR GROUP	VARIANCE FROM NTPS
Q8n. My workplace has enabled this adjustment		<i>The data for this question has been hidden for anonymity reasons.</i>			
Q8o. This adjustment was sufficient to meet my needs		<i>The data for this question has been hidden for anonymity reasons.</i>			
N Q8p. In my workplace, the physical environment is a barrier to my success.		<i>The data for this question has been hidden for anonymity reasons.</i>			
N Q8q. In my workplace, the behaviours and/or attitudes of others are a barrier to my success		<i>The data for this question has been hidden for anonymity reasons.</i>			

KEY

N NEGATIVELY WORDED QUESTION



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



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

Gender	Survey %	Workforce with disability	Survey %	Education attained	Survey %
Male	16	Yes	16	Doctorate Degree level	0
Female	77	No	77	Master Degree level	23
Other	0	Prefer not to say	6	Graduate Diploma or Graduate Certificate level	13
Prefer not to say	6			Bachelor Degree level including honours degrees	26
Age	Survey %	Disability work related adjustment	Survey %	Advanced Diploma or Diploma level	13
15-34 YRS	16			Certificate level, including trade	13
35-54 YRS	68			Year 12 or equivalent (VCE/Leaving certificate)	6
55+ YRS	16			Less than year 12 or equivalent	6
LOTE spoken at home	Survey %	Manager	Survey %	Agency organisational tenure	Survey %
Yes	6	Yes	42	Less than 1 year	32
No	94	No	58	1 - 4 years	39
				5 - 9 years	16
Aboriginal status	Survey %	Working arrangement	Survey %	10 - 14 years	13
Yes	23	Full-time	81	15 - 19 years	0
No	77	Part-time	19	20 - 29 years	0
				> 30 years	0
Employment type	Survey %	Average casual /Part time hours	Survey %	Salary	Survey %
Ongoing	68			Below 35k	3
Fixed Term	19			35k to 84k	19
Casual	3			85k to 139k	48
Executive Contract	10			140k to 169k	16
Don't know	0			170k +	13

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 : 31 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.

Country of birth	Survey %	Classification/Pay award group	Survey %
Australia	90	Executive Contract Officer	13
England	3	Administration Stream	84
Germany	0	Trainees/NTPS Apprentices/NICP	3
Greece	0		
India	0		
Malaysia	0		
New Zealand	0		
Philippines	0		
South Africa	0		
United States of America (USA)	0		
Other (please specify)	6		
Work Region	Survey %		
Darwin City (including Palmerston)	94		
Outside the Northern Territory	6		

SURVEY INDICIES BY DEMOGRAPHICS

		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)	Organisational change (% positive)	Individual Performance and Capability (% positive)
<i>"Restricted" indicates a group with less than 10 respondents</i>						
Northern Territory Public Sector		9,851	65%	67%	49%	64%
Office of the Commissioner for Public Employment		31	89%	94%	84%	79%
ATSI	Yes	7	Restricted	Restricted	Restricted	Restricted
DISABILITY	Yes	5	Restricted	Restricted	Restricted	Restricted
GENDER	Male	5	Restricted	Restricted	Restricted	Restricted
	Female	24	93%	97%	85%	78%
	Other	0	Restricted	Restricted	Restricted	Restricted
	Prefer not to say	2	Restricted	Restricted	Restricted	Restricted
AGE	15-34 YRS	5	Restricted	Restricted	Restricted	Restricted
	35-54 YRS	21	89%	95%	90%	83%
	55+ YRS	5	Restricted	Restricted	Restricted	Restricted
CURRENT ROLE	Less than 1 YR	10	89%	96%	84%	78%
	1-4 YRS	12	87%	88%	82%	78%
	5-9 YRS	5	Restricted	Restricted	Restricted	Restricted
	10+ YRS	4	Restricted	Restricted	Restricted	Restricted
MANAGER	Managers	13	89%	92%	83%	81%
	Non-managers	18	89%	96%	84%	78%

SURVEY INDICIES BY DEMOGRAPHICS

		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)	Organisational change (% positive)	Individual Performance and Capability (% positive)
<i>"Restricted" indicates a group with less than 10 respondents</i>						
Northern Territory Public Sector		9,851	65%	67%	49%	64%
Office of the Commissioner for Public Employment		31	89%	94%	84%	79%
STATUS	Ongoing	21	88%	93%	83%	81%
	Fixed Term	6	<i>Restricted</i>	<i>Restricted</i>	<i>Restricted</i>	<i>Restricted</i>
	Casual	1	<i>Restricted</i>	<i>Restricted</i>	<i>Restricted</i>	<i>Restricted</i>
	Executive Contract	3	<i>Restricted</i>	<i>Restricted</i>	<i>Restricted</i>	<i>Restricted</i>
FULL TIME/PART TIME	Full-time	25	89%	93%	85%	77%
	Part-time	6	<i>Restricted</i>	<i>Restricted</i>	<i>Restricted</i>	<i>Restricted</i>
REGION	Darwin City (including Palmerston)	29	88%	94%	83%	79%
	Darwin Region (including the Tiwi Islands and West Arnhem)	0	<i>Restricted</i>	<i>Restricted</i>	<i>Restricted</i>	<i>Restricted</i>
	East Arnhem Region	0	<i>Restricted</i>	<i>Restricted</i>	<i>Restricted</i>	<i>Restricted</i>
	Katherine Region	0	<i>Restricted</i>	<i>Restricted</i>	<i>Restricted</i>	<i>Restricted</i>
	Barkly Region	0	<i>Restricted</i>	<i>Restricted</i>	<i>Restricted</i>	<i>Restricted</i>
	Alice Springs Town & Region	0	<i>Restricted</i>	<i>Restricted</i>	<i>Restricted</i>	<i>Restricted</i>

SURVEY INDICIES BY WORKGROUPS

		Number of respondents	Employee Engagement (% positive)	Employee Satisfaction (% positive)	Organisational change (% positive)	Individual Performance and Capability (% positive)
<i>"Restricted" indicates a group with less than 10 respondents</i>						
Northern Territory Public Sector		9,851	65%	67%	49%	64%
Office of the Commissioner for Public Employment		31	89%	94%	84%	79%
Workgroups	ER	11	80%	87%	78%	76%

TEAM COMPARISON



HOW DO YOU COMPARE?

TO GET AN IDEA OF HOW YOU'RE DOING COMPARED TO OTHERS IN YOUR BUSINESS AREA AND ORGANISATION OVERALL, THESE CHARTS BENCHMARK YOUR SURVEY INDEX SCORES WITH THOSE IN YOUR TEAM

HOW DO YOUR SCORES COMPARE TO OTHERS?

WHERE COMPARATIVELY YOU ARE NOT DOING SO WELL, SPEAK TO HIGHER SCORING TEAMS WITH SIMILAR CHALLENGES TO SEE IF THERE ARE SOME BEST PRACTICES THAT HAVE WORKED FOR THEM.

○ AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE ○ AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE	NTPS	Office of the Commissioner for Public Employment	ER
RESPONDENTS	9851	31	11
EMPLOYEE ENGAGEMENT	65%	89%	80%
Q6i. I would recommend my agency as a great place to work	62%	94%	82%
Q6j. I am proud to tell others I work for my agency	68%	94%	91%
Q6k. I feel a strong personal attachment to my agency	62%	90%	73%
Q6l. My agency motivates me to help it achieve its objectives	53%	87%	82%
Q6m. My agency inspires me to do the best in my job	53%	90%	73%

TEAM COMPARISON



HOW DO YOU COMPARE?

TO GET AN IDEA OF HOW YOU'RE DOING COMPARED TO OTHERS IN YOUR BUSINESS AREA AND ORGANISATION OVERALL, THESE CHARTS BENCHMARK YOUR SURVEY INDEX SCORES WITH THOSE IN YOUR TEAM

HOW DO YOUR SCORES COMPARE TO OTHERS?

WHERE COMPARATIVELY YOU ARE NOT DOING SO WELL, SPEAK TO HIGHER SCORING TEAMS WITH SIMILAR CHALLENGES TO SEE IF THERE ARE SOME BEST PRACTICES THAT HAVE WORKED FOR THEM.

○ AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE ○ AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE	NTPS	Office of the Commissioner for Public Employment	ER
RESPONDENTS	9851	31	11
EMPLOYEE SATISFACTION	67%	94%	87%
Q2c. I receive adequate recognition for doing a good job	58%	94%	82%
Q2d. I have the appropriate level of autonomy to do my job effectively	76%	97%	91%
Q2e. There are opportunities to be innovative in my job	67%	90%	82%
Q2f. Overall I am satisfied with my job	70%	94%	91%
Q6n. Overall, I am satisfied with my agency as an employer	64%	97%	91%

TEAM COMPARISON



HOW DO YOU COMPARE?

TO GET AN IDEA OF HOW YOU'RE DOING COMPARED TO OTHERS IN YOUR BUSINESS AREA AND ORGANISATION OVERALL, THESE CHARTS BENCHMARK YOUR SURVEY INDEX SCORES WITH THOSE IN YOUR TEAM

HOW DO YOUR SCORES COMPARE TO OTHERS?

WHERE COMPARATIVELY YOU ARE NOT DOING SO WELL, SPEAK TO HIGHER SCORING TEAMS WITH SIMILAR CHALLENGES TO SEE IF THERE ARE SOME BEST PRACTICES THAT HAVE WORKED FOR THEM.

○ AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE ○ AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE	NTPS	Office of the Commissioner for Public Employment	ER
RESPONDENTS	9851	31	11
ORGANISATIONAL CHANGE	49%	84%	78%
Q5b. I know what I need to do to make changes happen in my agency	45%	81%	82%
Q5d. My manager keeps me informed about changes which affect me	62%	94%	82%
Q5e. My immediate senior manager effectively leads and manages change	57%	90%	82%
Q5f. There is a clear consultation process when change in my agency is proposed	38%	74%	64%
Q5h. Communications about change from senior managers are timely	42%	81%	82%

TEAM COMPARISON



HOW DO YOU COMPARE?

TO GET AN IDEA OF HOW YOU'RE DOING COMPARED TO OTHERS IN YOUR BUSINESS AREA AND ORGANISATION OVERALL, THESE CHARTS BENCHMARK YOUR SURVEY INDEX SCORES WITH THOSE IN YOUR TEAM

HOW DO YOUR SCORES COMPARE TO OTHERS?

WHERE COMPARATIVELY YOU ARE NOT DOING SO WELL, SPEAK TO HIGHER SCORING TEAMS WITH SIMILAR CHALLENGES TO SEE IF THERE ARE SOME BEST PRACTICES THAT HAVE WORKED FOR THEM.

○ AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE ○ AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE	NTPS	Office of the Commissioner for Public Employment	ER
RESPONDENTS	9851	31	11
INDIVIDUAL PERFORMANCE AND CAPABILITY	64%	79%	76%
Q4e. I receive regular and timely feedback from my manager	53%	87%	82%
Q4g. My manager helps to develop my capability (work related skills and knowledge)	57%	84%	73%
Q4h. I have a clear understanding of my development needs	69%	87%	82%
Q4n. The learning and development I have undertaken has helped me to do my job better	65%	81%	82%
Q4q. I seek out opportunities to apply what I learn in my day-to-day work	78%	87%	82%
Q4s. I spend time out of working hours building my capability (work related skills and knowledge)	61%	48%	55%

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 THESES AREAS CAN BE ALIGNED WITH CURRENT PRIOTIES 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
PREVIOUS
SURVEY

VARIANCE
FROM
COMPARATOR
GROUP

VARIANCE
FROM NTPS

.1

Q5f. There is a clear consultation process when change in my agency is proposed

74%

-15↓

+32↑

+36↑

.2

Q5i. In times of change, senior managers provide sufficient information about the purpose of change

77%

-15↓

+30↑

+34↑

.3

Q5h. Communications about change from senior managers are timely

81%

-12↓

+33↑

+38↑

.4

Q6g. My agency focuses on improving the work we do

97%

-

+27↑

+25↑

.5

Q2e. There are opportunities to be innovative in my job

90%

-

+27↑

+23↑

APPENDIX A: METHODOLOGY

SURVEY TIMEFRAME

This report contains results for the 2018 People Matter Employee Survey which was open from 10 September to 21 September 2018.

INDEX CALCULATIONS

Where questions have been grouped together to form an index for example Organisational Change, 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 factor and regression analysis identifies the factors (groups of questions) and individual questions with the **strongest influence on your engagement index**.

Firstly, **Factor Analysis** identifies patterns in the survey questions, allowing us to see if a group of questions are measuring the same underlying characteristic(s) (i.e. they belong to the same survey theme). This statistical technique assumes that when questions are answered in a similar way, the employee is thinking about the same underlying theme.

Regression analysis is then used to identify questions most likely to influence and drive employee engagement within each theme. This is achieved by developing a statistical model which determines the importance ('weight') of each question on engagement. These weights are used to identify which questions have the most impact on engagement. Once we know the highest impacting factors, to simplify reporting we take the highest impacting questions from the top factors to determine 5 Key Driver questions.

In order to assist smaller organisations and teams to obtain a set priorities or 'Key Drivers' we also use Local Driver Analysis (LDA). This is an automated technique which uses correlation analysis to explore the relationship between the survey questions and Engagement. Correlation will rank survey questions, and the top 5 are reported as 'Key Drivers'. Where a team has less than 20 respondents' drivers are inherited from 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 2018 comparator groups are:

Central Agency

Department of Attorney-General and Justice
Department of Corporate and Information Services
Department of Legislative Assembly
Department of the Chief Minister
Department of Treasury and Finance
Office of Commissioner for Public Employment

Commercial (or includes commercial element)

Jacana Energy
Territory Generation
Land Development Corporation
Power and Water Corporation

Small Statutory Authority

Auditor General's Office
NT Electoral Commission
Aboriginal Areas Protection Authority
Ombudsman's Office

Industry Regulation &/or Public Infrastructure

Department of Environment and Natural Resources
Department of Trade, Business and Innovation
Department of Infrastructure, Planning and Logistics
Department of Primary Industry and Resources
Department of Tourism and Culture

Service Delivery - Public facing

Territory Families
Department of Education
Department of Health – incl. TEHS and CAHS
Department of Housing and Community Development
NTPFES

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.				