



The Employee Engagement and Satisfaction Survey (EESS) provides the Government of the Northwest Territories (GNWT) with valuable insight into its employees' engagement levels and overall satisfaction. The EESS informs management, employees and human resource specialists about any underlying issues and challenges that may exist in the workplace.

Employee engagement is about understanding what drives and motivates employees. It can be broken down into two spectrums:

- An employee's **commitment** to their job and organization
- An employee's **satisfaction** with their job and organization

**The GNWT Employee Engagement Model** identifies seven indices (themes) related to employee commitment or employee satisfaction. The EESS consists of 45 questions, including 11 Employee Engagement Index questions and 34 questions grouped into the seven theme-based indices.

It was launched in October 2023 and closed in December 2023. Results were compiled and are available on individual department report cards. These report cards provide a snapshot breakdown of each of the indices driving employee engagement and a comparison to the previous EESS, which was conducted in 2021.



## Tlicho Community Service Agency Survey Results: Report Card

Engagement			+/- TCSA (2021)	+/- GNWT Overall	GNWT Range Lowest - Highest %	Ranking <sup>1</sup>	
73.7%	14.5%	9.9%	-1.4	+7.9	57.6-75.0%	I	
<div style="display: flex; justify-content: space-between; font-size: small;"> <span>FAVOURABLE</span> <span>NEUTRAL</span> <span>UNFAVOURABLE</span> </div>							
COMMITMENT	<b>CAPACITY</b>						
	72.3%	14.3%	12.2%	-1.9	+3.5	60.5-79.0%	II
	<b>DEVELOPMENT</b>						
	62.1%	21.9%	14.1%	-1.7	+7.6	46.8-66.6%	I
<b>EXCELLENCE &amp; INNOVATION</b>							
73.2%	17.2%	8.1%	-1.5	+10.2	54.4-73.6%	I	
SATISFACTION	<b>CULTURE</b>						
	66.2%	17.0%	14.9%	-9.5	0.0	54.4-78.8%	II
	<b>DIVERSITY &amp; INCLUSION</b>						
	67.2%	19.0%	11.7%	-4.7	+3.5	49.4-76.7%	II
	<b>HEALTH, WELLNESS &amp; SAFETY</b>						
69.0%	15.4%	13.8%	-1.7	+2.1	55.9-81.7%	II	
<b>LEADERSHIP</b>							
63.1%	20.5%	15.2%	-7.6	+0.4	53.2-79.1%	II	
			<b>2023</b>	<b>2021</b>			
TCSA Engagement Favourability Score			<b>73.7%</b>	<b>75.1%</b>			
TCSA Survey Response Rate			<b>38.8%</b>	<b>19.8%</b>			

<sup>1</sup> The rank indicates how departmental results compare with other GNWT departments, boards, and agencies. I = Top 25th percentile, II = 25th to 75th percentile, III = Bottom 25th percentile