



# Tłıchq Community Service Agency Survey Results: Report Card

Engagement			+/- TCSA (2016)	+/- GNWT Overall	GNWT Range Lowest - Highest %	Ranking <sup>1</sup>	
75.1%	11.6%	10.3%	-2.6	+6.5	55.3-81.8%	I	
COMMITMENT	CAPACITY			+2.1	+4.0	64.3-79.6%	II
	74.1%	11.2%	13.5%				
	DEVELOPMENT			-14.2	+8.4	46.4-71.3%	I
	63.8%	18.5%	16.8%				
SATISFACTION	EXCELLENCE & INNOVATION			+1.4	+8.9	56.6-82.6%	I
	74.7%	14.9%	9.8%				
	CULTURE			+3.4	+7.6	58.2-77.0%	I
	75.7%	13.5%	9.1%				
SATISFACTION	DIVERSITY & INCLUSION			+0.8	+7.6	44.1-75.6%	I
	71.8%	14.9%	11.5%				
	HEALTH, WELLNESS & SAFETY			-9.3	+0.3	57.9-85.5%	II
	70.7%	14.9%	12.6%				
SATISFACTION	LEADERSHIP			-4.8	+4.5	56.4-81.3%	II
	70.7%	15.5%	13.8%				

	2021	2016
TCSA Engagement Favorability Score	75.1%	77.7%
TCSA Survey Response Rate	19.8%	32.3%

<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