



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 2025 and closed in December 2025. 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 2023.



Tłıchq Community Service Agency – Health & Social Services Survey Results: Report Card

Engagement				+/- TCSA-HSS (2023)	+/- GNWT Overall	GNWT Range Lowest - Highest %	Ranking ¹	
	65.2%		19.0%	15.4%	-2.6	-2.4	55% - 82%	II
■ FAVOURABLE ■ NEUTRAL ■ UNFAVOURABLE								
COMMITMENT	CAPACITY							
	71.7%		10.1%	18.1%	-3.0	+0.8	57% - 87%	II
	DEVELOPMENT							
	50.0%		19.6%	30.4%	-2.1	-4.9	36% - 70%	II
SATISFACTION	EXCELLENCE & INNOVATION							
	62.3%		15.9%	21.7%	-4.3	-1.7	52% - 79%	II
	CULTURE							
	54.2%		18.2%	27.7%	-1.4	-14.1	45% - 83%	III
SATISFACTION	DIVERSITY & INCLUSION							
	53.6%		18.8%	27.5%	+5.1	-7.9	46% - 79%	III
	HEALTH, WELLNESS & SAFETY							
	53.6%		15.9%	30.4%	-6.4	-15.4	54% - 87%	III
SATISFACTION	LEADERSHIP							
	59.8%		19.6%	19.6%	-3.1	-5.6	47% - 81%	II
					2025		2023	
TCSA-HSS Engagement Favourability Score					65.2%		67.8%	
TCSA-HSS Response Rate					16.0%		21.3%	

¹ 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