



## **National Environment Service**

**Tō'ou reo, kia 'akarongo' ia, ei puapinga nō'ou**

**Your Voice Should be Heard, Your Voice is Important**

**Health & Wellbeing Survey of the Public Sector**

**2022**

The *Tō'ou reo, kia 'akarongo' ia, ei puapinga nō'ou, Your Voice Should be Heard, Your Voice is important* survey is the 2022 Cook Islands Public Sector's employee engagement survey focusing on the Health & Wellbeing of Public Sector employees and was launched on Tuesday 7th June. The survey was open to all employees from 28 Public Sector Agencies for two weeks, closing at 12am on Monday 20th June. The survey was conducted through Survey Monkey and was made available to all Public Sector employees through an email link.

It is envisioned that the individual Agency results and information provided from this survey can be used to drive policy change, make improvements to workplace culture and give Public Sector leaders a better understanding of the health & wellbeing of their employees. The survey results provide agencies with a snapshot of how employees see their workplaces, including views on: Employee engagement and job satisfaction, Public Sector ethics and culture, Communication, Inclusion, Workload and Motivation, Fairness and respect and Job demands, Resources and support.

This is a 'new look' survey and was redeveloped to be more user friendly, more focused, shorter and to encourage participation across the sector. Participation rates in previous years in the Employee Engagement Survey have been consistently low compared to the number of employees. After some research, and in consultation with a statistician it was determined that there were a number of changes that could be made to help increase participation numbers and provide the sector with a more concentrated set of data and reporting mechanism. The first change was eliminating a large number of questions required to be answered and focus on one area, and for this survey "Health & Wellbeing" was selected, unlike the previous survey that had a number of areas that it covered. This shortened the survey significantly and in turn the time it took to complete. Another change was to improve the level of confidentiality in the survey, so many of the 'identifier' questions were removed, leaving only the Agency an employee worked for, which improved the level of privacy and confidentiality significantly. Finally, another consideration was the reporting of the data collected. With the previous surveys, reports were downloaded straight from the survey platform website, Survey Monkey, and were very large and not very user friendly due to the amount of questions and the limited formatting options available. It was very time consuming to provide any kind of analytical report but with a more focused approach it allows for a report to be produced that is more succinct and should assist management to easily identify issues.

The lack of 'identifiers' means that demographic information is not able to be produced for this report. It is recognised that it is important for agencies to understand the demographics of their employees and this information will be available in the individual agency survey reports and under development is a sector wide demographic dashboard that will be launched on the OPSC website in August and updated at regular intervals.

A total of 412 employees participated in the survey. Of those who participated, 41 did not select which Agency they were employed with. The 412 respondents number does not include the 59 employees from the Pa Enea who participated in a shorter, mobile friendly version of the survey in an effort to make the survey more accessible. A separate report will be produced for the Pa Enea results. Work is underway at OPSC to develop a second survey which will seek feedback from employees on the management and leadership of the Public Sector. This is due to be launched in October 2022 and will contribute towards the Mid Year Review process for the 14 Government Ministry's. The response rates were too low overall to infer the result to the entire Public Sector population and is a snapshot of the opinions of the 412 that responded. In order to get a more accurate picture of the realities of working in the Public Sector and be able to track trends over time a higher participation rate is needed for future surveys.

In our endeavours to be more transparent for the purposes of improving performance, accountability and the service delivery to the public this report will be made available to all Public Sector employees .

## About the Report

The *Tō'ou reo, kia 'akarongo' ia, ei puapinga nō'ou, Your Voice Should be Heard, Your Voice is important* survey has been designed to support Public Sector agencies to build positive workplace cultures with integrity and that reflect the Public Sector values of Honesty, Impartiality, Service, Transparency, Accountability, Respect, Effectiveness and Efficiency.

The survey results provide agencies with a snap-shot of how employees see their workplaces, including views on:

- Employee engagement and job satisfaction
- Employee wellbeing
- Public Sector ethics and culture
- Communication
- Diversity and inclusion
- Workload and Motivation
- Fairness and respect

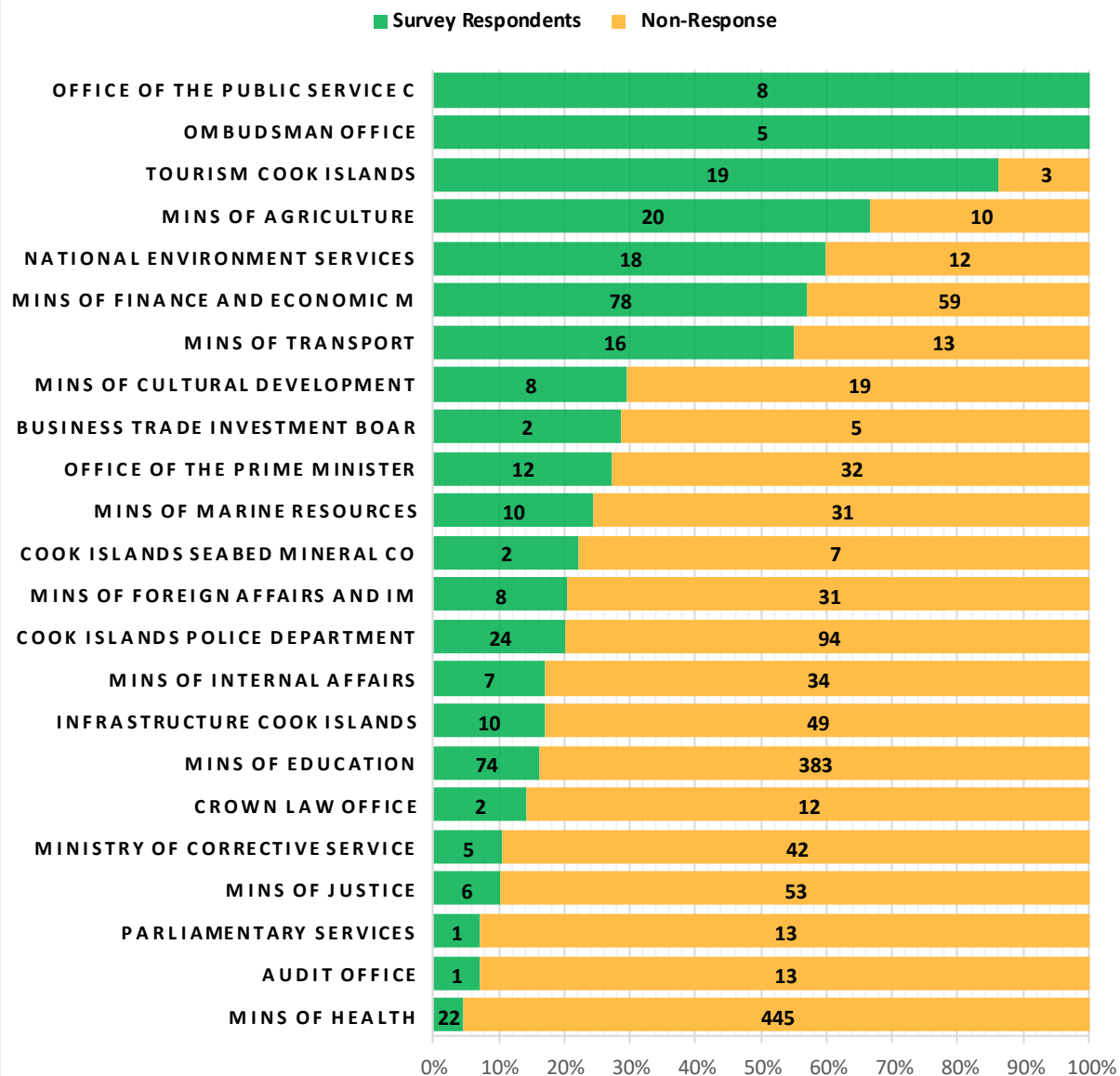
Agencies can use the results to determine how to improve the workplace for their employees.

Each report contains a summary of the data results and a summary of the participants comments. If the report contains no summary of comments it is because no comments were given.

This year you will also see:

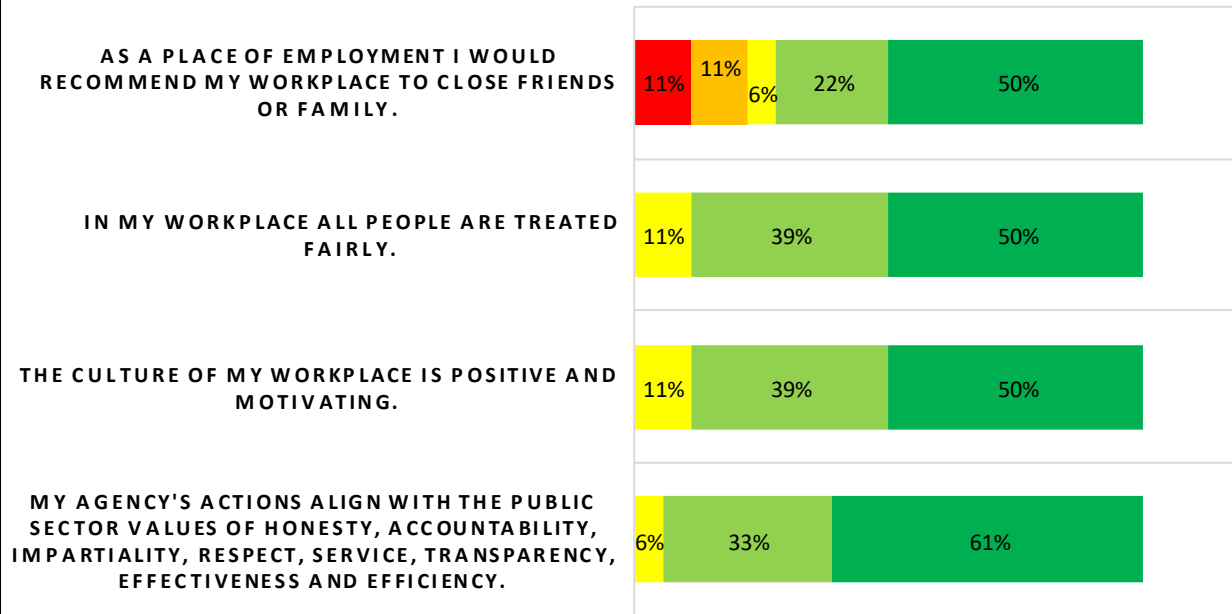
- Public release of the 'Survey Snapshot Report', which provides data results from all of the agency employees who participated.
- Demographic and survey information made available on the OPSC website, and
- A second employment engagement survey launched in October focusing on leadership and management.

## PROPORTION OF AGENCY RESPONDENTS



## ETHICS AND CULTURE

■ Never  
 ■ Rarely  
 ■ Occasionally  
 ■ Frequently  
 ■ Always



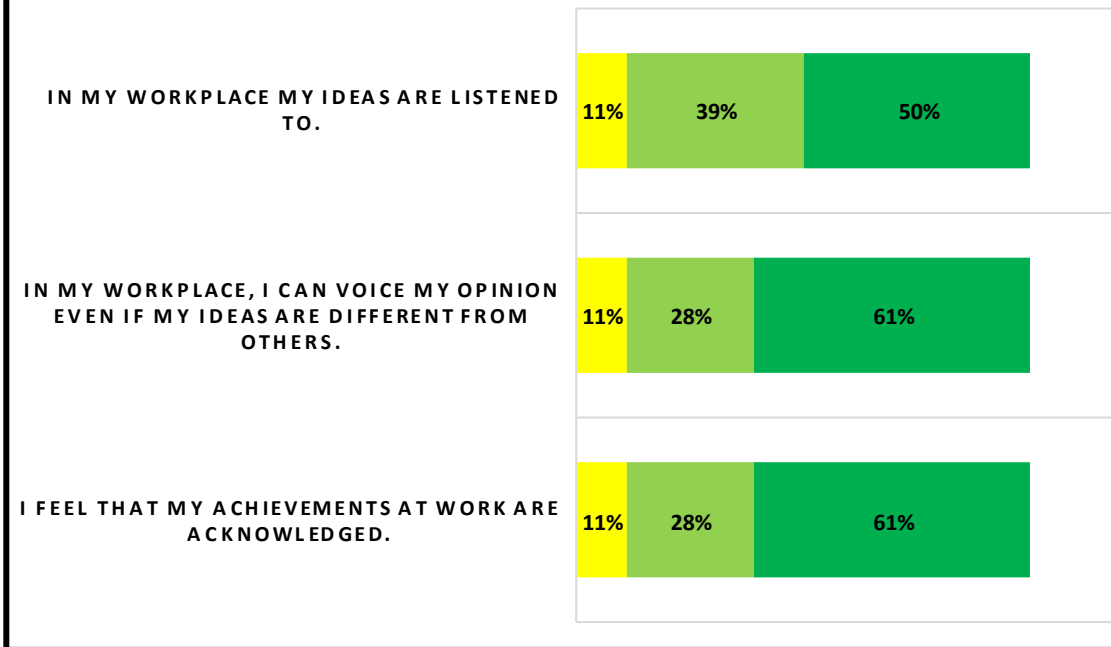
### Summary of Results

A positive response in this section and in all of the statements, with the Agency's actions aligning with Public Sector values reaching 94% selecting Always or Frequently. The only potential concern could be in with the results from the first statement asking if employees would recommend their workplace to friend or family. This statement had respondents selecting Never and Rarely at a combined 22%. Some of the comments however do suggest that the reasons for not recommending are not all negative with comments suggesting that the nature of the work and lack of vacancies reasons for not recommending. It may still be something that management keeps in mind and considers what action could be taken to look in to this more.

Whether an employee will give recommendations to friends and family to apply for a role in an organisation is a good gauge of organisational, team, and work engagement levels. Management would be recommended to look at the other indicators from this survey for where improvements could be made to reduce the less positive ratings for this statement.

## COMMUNICATIONS

■ Never ■ Rarely ■ Occasionally ■ Frequently ■ Always



### Summary of Results

Again this section shows very positive results, with high ratings of 80% plus for each statement. There is still, however, the small proportion, 11% that rated each of these statements as occurring Occasionally, so again something that management should be mindful of.

Staff meetings are always a good forum for sharing ideas, as well as one-to-one meetings with employees and their manager. Not all ideas are able to be implemented and management should be open to the sharing of ideas but also to explaining and providing feedback to an employee/s as to why the idea has not been adopted.

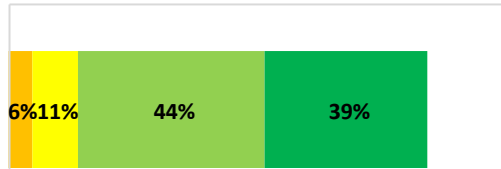
Some ideas on how to show your employees you are listening:

- Let employees speak
- Make listening a priority
- Prepare the good and the bad
- Make engagement part of the process
- Take action
- Follow-up is vital

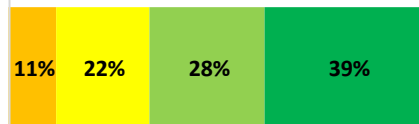
## WORKLOAD AND MOTIVATION

■ Never ■ Rarely ■ Occasionally ■ Frequently ■ Always

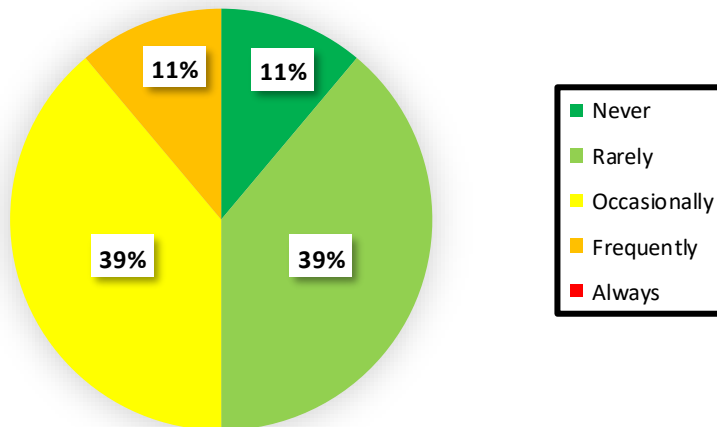
I LOOK FORWARD TO COMING INTO WORK EACH DAY.



I AM ABLE TO CARRY OUT MY ROLE WHILE MAINTAINING A HEALTHY WORK/LIFE BALANCE.



In the last 12 months, I have thought about leaving my workplace.



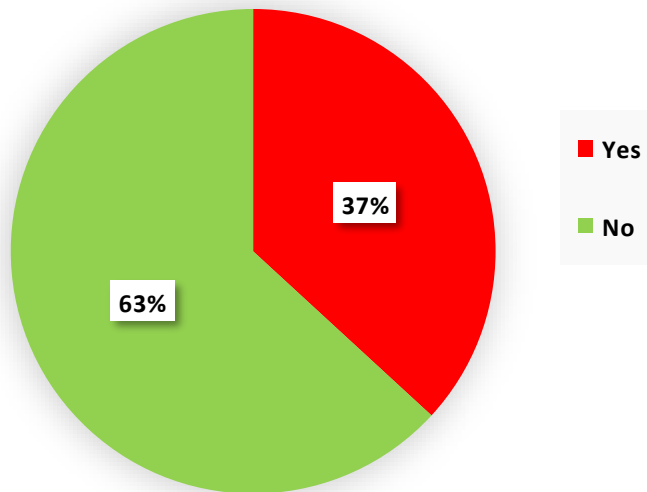
### Summary of Results

Both graphs show good results and would indicate a high level of engagement from the employees who participated.

Comments for the workload and motivation section reflected that the high workload and under resourcing make it difficult for some employees to maintain a healthy work/life balance.

There was similar feedback to the thoughts of leaving question which also included employees considering leaving due to personal reasons or from the need to for a change in career.

**In the last 12 months have you experienced a dispute or conflict in your workplace?**



### **Summary of Results**

Participants responses show that 57% of conflicts or disputes were resolved within one month and fairly.

### **Conclusion**

National Environment Services had 18 employees participate in the survey, which equates to 60% of their workforce. This is a great result and place NES in the top five of Agencies who participated. As a result, this report is able to provide a significant 'snapshot' of the Health & Wellbeing of its employees. For even better results that provide a more comprehensive level of employees engagement, management should be promoting the importance of engagement surveys that are asking questions and seeking comments from employees regarding the health and wellbeing of not only them as an individual, but also the Agency as a whole. Management needs to show that they are interested in what employees have to say, are motivated to drive change and provide a healthy and productive workplace culture. This is something that is already happening based on some of the comments regarding the leadership of NES which is seen as fostering an environment of support and inspiration, and where employees are learning and engaged. There is, based on the survey results still work to be done in some areas .

Research suggests that employees who report high levels of wellbeing are more likely to:

- Be more creative
- Be more productive
- Provide better customer service
- Report more positive interactions with their managers
- Be more confident to speak up
- Be more satisfied with their job, career development and work-life balance
- Be more engaged.

## **Training Resources**

**Coursera** is an online learning website that partners with more than 200 leading universities and companies to bring flexible, affordable, job-relevant online learning to individuals and organizations worldwide. They offer a range of learning opportunities—from hands-on projects and courses to job-ready certificates and degree programs. Coursera offers free online training courses as well as those with a fee. Coursera for Business provides courses for transformative skill development solutions for empowering teams with the high-impact skills that drive innovation, competitiveness, and growth. They also offer Coursera for Government which helps governments and organizations provide in-demand skills and learning paths to new jobs for the entire workforce, and implements national-scale learning programs. [www.coursera.org](http://www.coursera.org)

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Cook Islands Tertiary Training Institute offer two NZ Certificates in Business and Management. [www.citti.edu.ck/courses/](http://www.citti.edu.ck/courses/)