



Mangaia Island Government

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 and Island Governments for two weeks, closing at 12am on Monday 20th June. The survey was conducted through Survey Monkey and was made available to all 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 Pa Enea. A longer version survey was made available to all employees through the 'All Users' email network, including those employed in the Pa Enea. For any employee from the Pa Enea who participated in the longer version survey their results will be included in the Public Sector Health & Wellbeing Survey 2022 and the individual Agencies reports and are not included in this report.

Participation rates from the Pa Enea in previous years 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 Pa Enea and the Public Sector with a more concentrated set of data and reporting mechanisms. 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.. Two shortened surveys were developed which significantly reduced 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 Island/Agency an employee worked for. This improved the level of privacy and confidentiality. 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 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 471 employees participated in the two surveys, 59 of these were from the Pa Enea. 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 also 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, including the Pa Enea and this report is a snapshot of the opinions of the employees 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 should be made available to all Pa Enea Public Servants.

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

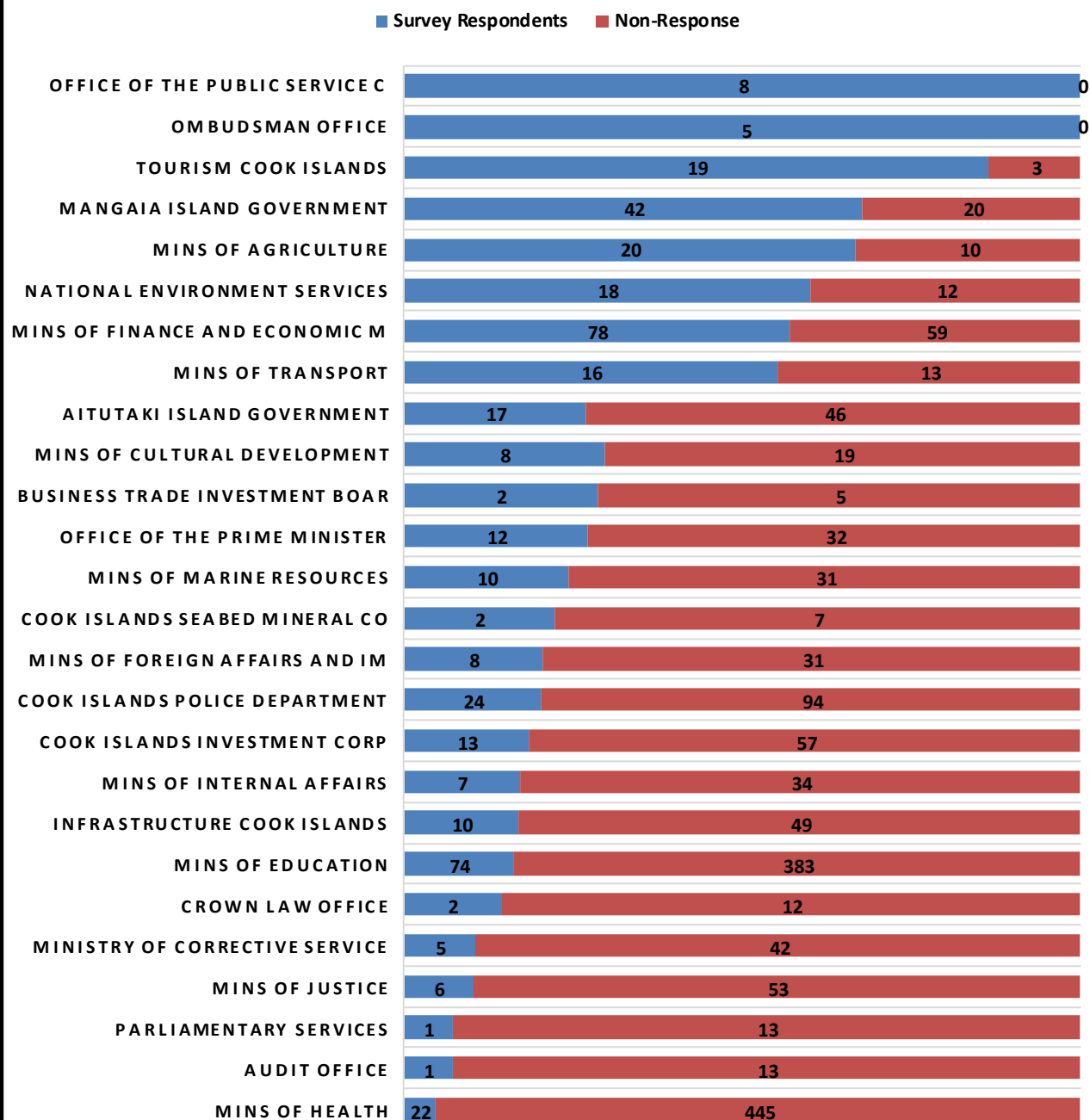
Agencies can use the results to determine how to improve the workplace for their employees.

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:

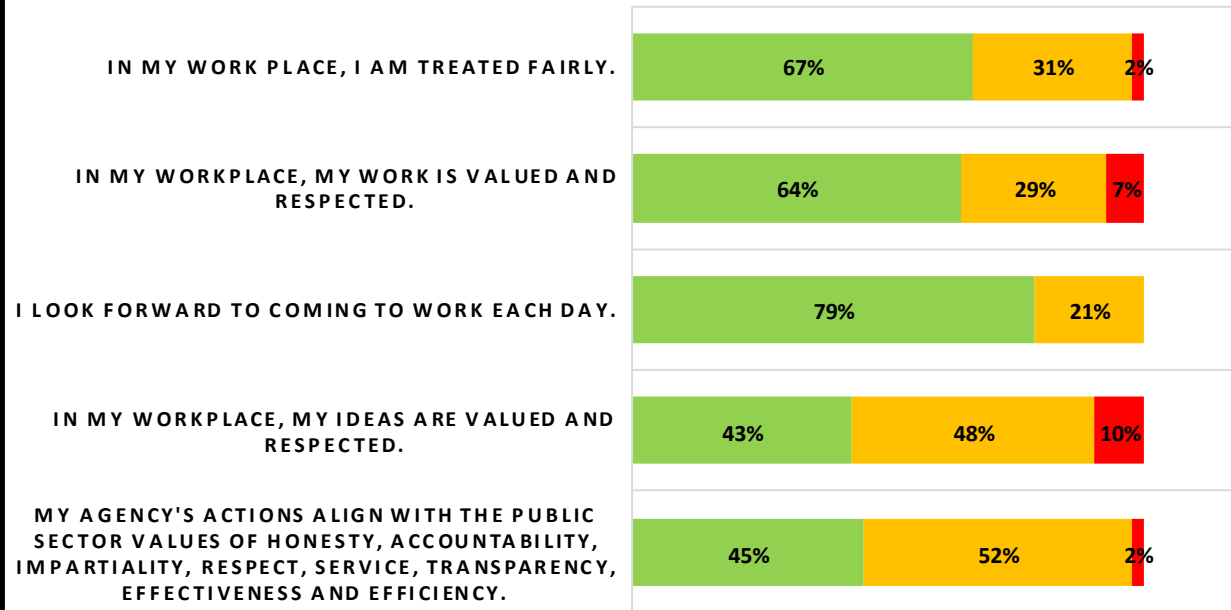
- Public release of the 'Survey Snapshot Report', which provides data results from all of the agency employees who participated.
- Demographic and survey information made available on the OPSC website, and
- A second employment engagement survey launched in October focusing on leadership and management.

PRORPORTION OF AGENCY RESPONDENTS



MANGAIA SURVEY RESULTS

■ Always ■ Sometimes ■ Never



Conclusion

A total of 42 employees participated in the survey this year. This was an excellent result, especially when compared to last years survey participation rates which for the whole of the Pa Enuā was 5.

A positive set of results for a first employee engagement survey. There is room for improvement and some work that management can do to improve those ratings further.

In response to whether employees feel they are treated fairly, 67% selected Always and whether their work was valued and respected, 64%. For the statement, my ideas are valued and respected and the Agency's actions aligned with Public Sector values, 43% and 45% respectively selected Always. All statements had respondents select Sometimes with higher ratings in the last two statements or 48% and 52%. A smaller proportion selected Never for 4 of the statements. For management, it is the less positive responses of Sometimes and Never, that would be a focus and for them to be looking at how to improve those ratings.

Employees who feel they are being treated fairly and their ideas and work is valued and respected will be more engaged in their work and have a more positive outlook. Transparency and following clear procedures and guidelines is one of the key ways to combat unfairness in the workplace. Managers need to be mindful that every action taken is seen by their staff, so following correct procedure every single time is vital to ensure that employees are all being treated fairly and equally and that this is seen by employees.

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 and you value their ideas and opinions:

- Let employees speak without interruption
- Make listening a priority
- Prepare for the good and the bad ideas
- Make sharing ideas part of the process at meetings
- Take action
- Follow-up is vital

For further information go to <https://www.achievers.com/blog/how-to-show-your-workforce-that-youre-really-listening/>

When asked if employees look forward to coming to work each day 78% selected Always. This is a great result and indicates a good level of job satisfaction and engagement in their role. The response rate may be improved further if management can work on some of the areas identified in this survey.

There were few comments provided by respondents. Those that did comment were concerned with the need for pay rates to be improved for Pa Enea employees.

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

edX Open Courses offers online learning from world-class academic institutions and corporate partners, self-paced individual courses or multi-course programs to earn a certificate and typically take 2 to 6 weeks to complete. They are low cost, so organisations can affordably provision learning for teams or the entire organisation. www.edx.org/

Cook Islands Tertiary Training Institute offer two NZ Certificates in Business and Management. www.citti.edu.ck/courses/