



Office of the Prime Minister

Health & Wellbeing Survey of the Public Sector 2023

Employee Engagement Survey

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

Your voice should be heard, Your voice is important

"Our Journey to Excellence - To Tatou Kaveinga Kia Arangatu"

The ***Tō'ou reo, kia 'akarongo' ia, ei puapinga nō'ou, Your Voice Should be Heard, Your Voice is important*** Health & Wellbeing Employee Engagement Survey Cook Islands focuses on the Health & Wellbeing of Public Sector employees. The first survey was launched on Tuesday 7th June 2022 and this year it was launched on the 20th March 2023. The survey was open to all employees from 28 Public Sector Agencies for two weeks, closing at 4pm on Monday 3rd April. The survey was conducted through Survey Monkey and was made available to all Public Sector employees through an email link and print version.

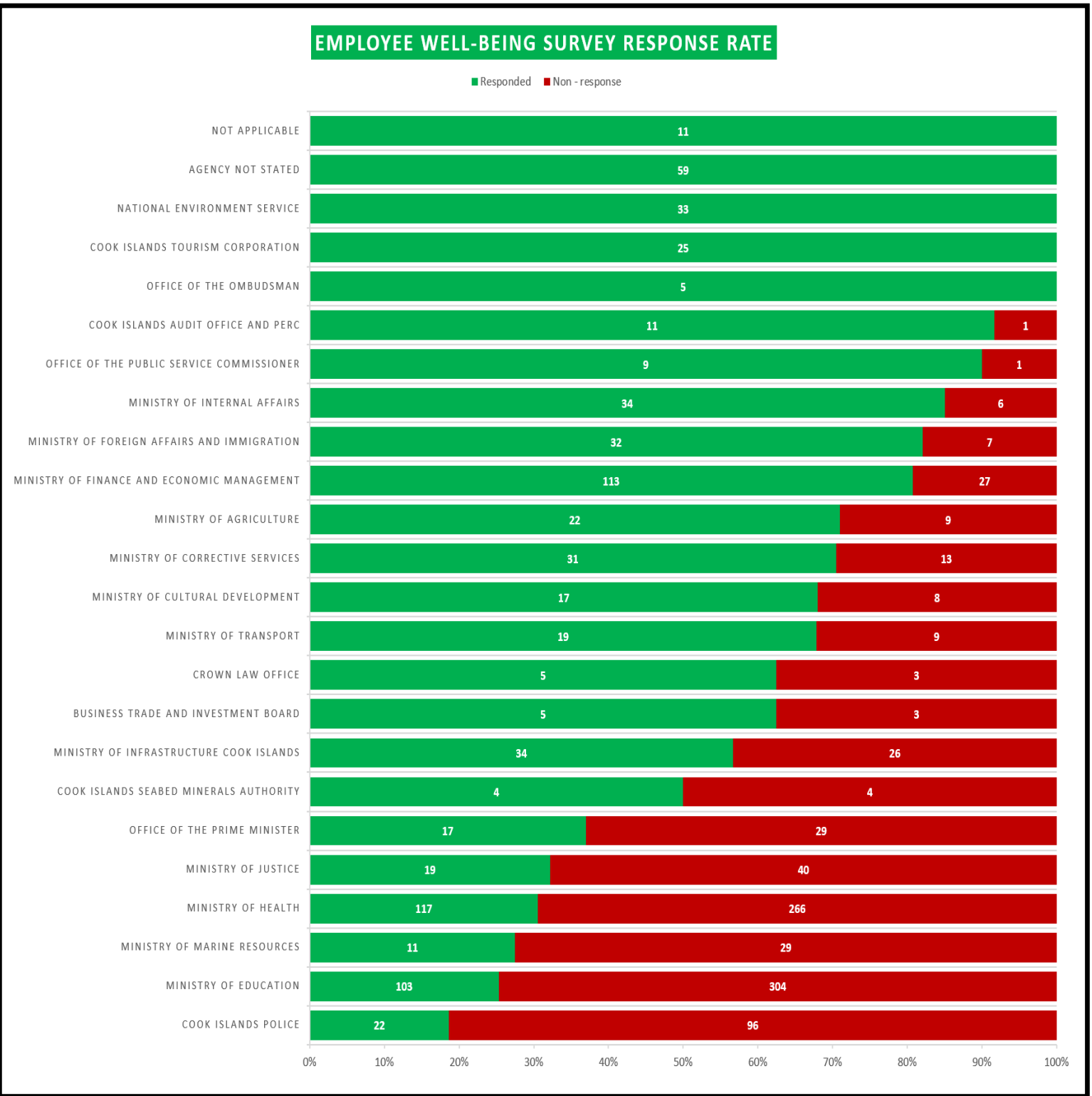
The ***Tō'ou reo, kia 'akarongo' ia, ei puapinga nō'ou, Your Voice Should be Heard, Your Voice is important*** surveys have been designed to support Public Sector agencies to build positive workplace cultures with integrity and that reflect the Public Sector values of Honesty, Impartiality, Service,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

It is envisioned that 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, Ethics and Culture, Communication, Workload and Motivation, and Disputes and Conflicts

In total, including Pa Enea, 471 employees participated in last years Health & Wellbeing Employee Engagement Survey, while this year the total was 785 which is a 13% increase. However, the reports are based on Agency's who met the threshold of 25% and over in response rates. As a result, 21 reports have been generated. These reports are presented in the form of graphs, summary results and recommendations and where provided, a summary of comments. Comparisons will be made to last years results for each question, however, where this is not possible it will be outlined in the conclusion. The ongoing development of the Public Sector Dashboard means that Agencies will be able to compare the results from this years survey with those from last year.

In our endeavors to be more transparent for the purposes of improving performance, accountability and the service delivery to the public these report will be made available via the Office of the Public Service Commissioners website.

PARTICIPATION RATES

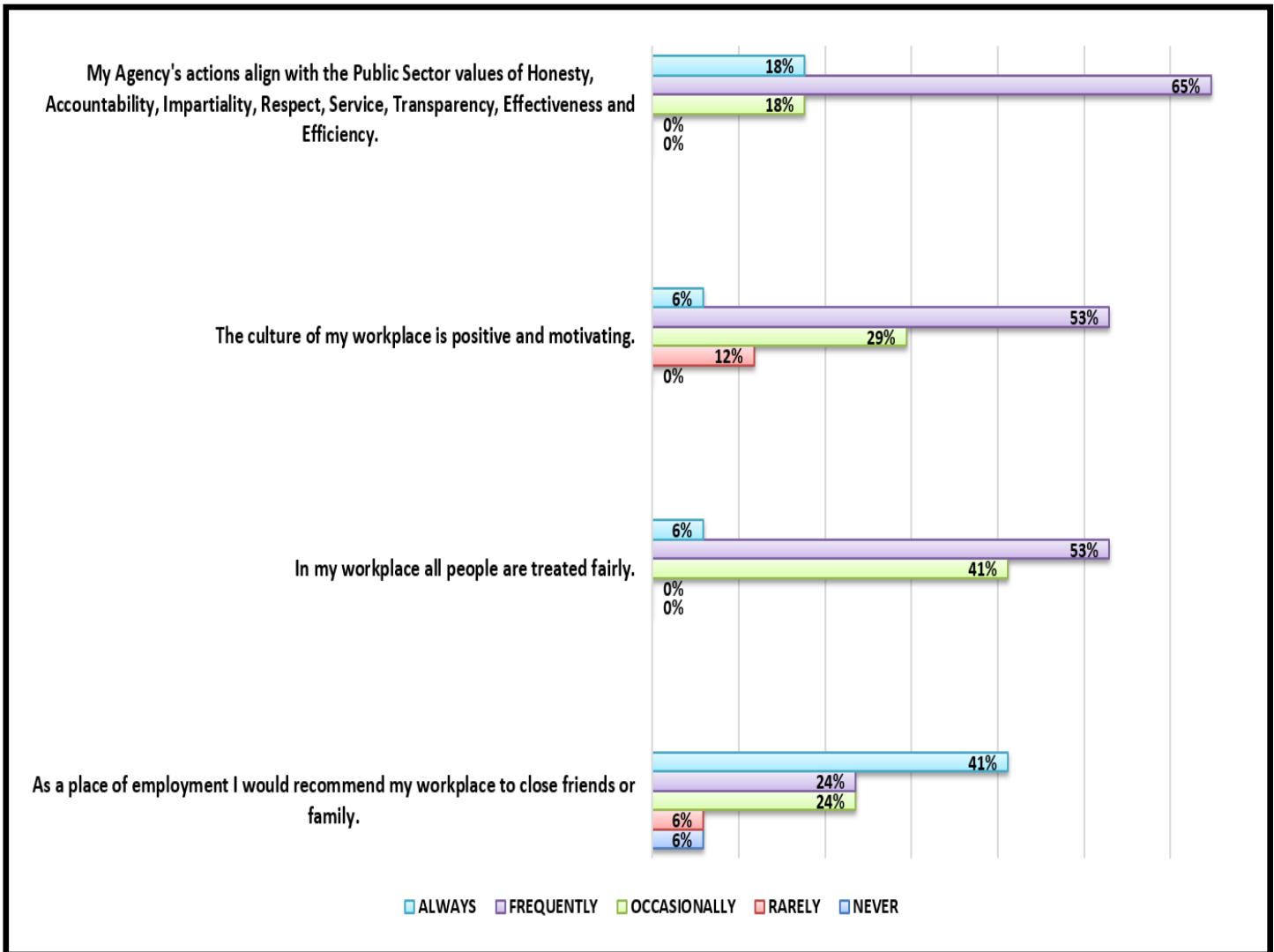


Participation Rates

The graph above represents the response rates of Agencies that met the 25% and over response rate threshold as well as participants who did not select which Agency they are from. In total that is 772 responses captured. 9% (70 employees) of participants did not select which Ministry/Agency they work for when completing the survey.

This year 17 out of 46 employees from the Office of the Prime Minister participated in the Health and Wellbeing Survey. That is an 11% increase from last year.

ETHICS AND WORKPLACE CULTURE



Summary of Results:

Public Sector Values

83% of employees said their Agency's actions Always or Frequently align with the Public Sector Values, while 18% selected Occasionally.

Workplace Culture

59% of employees said their workplace culture is Always or Frequently positive and motivating, while 29% of employees selected Occasionally and 12% selected Rarely.

59% of employees said people in their workplace are Always or Frequently treated fairly, while 41% selected Occasionally.

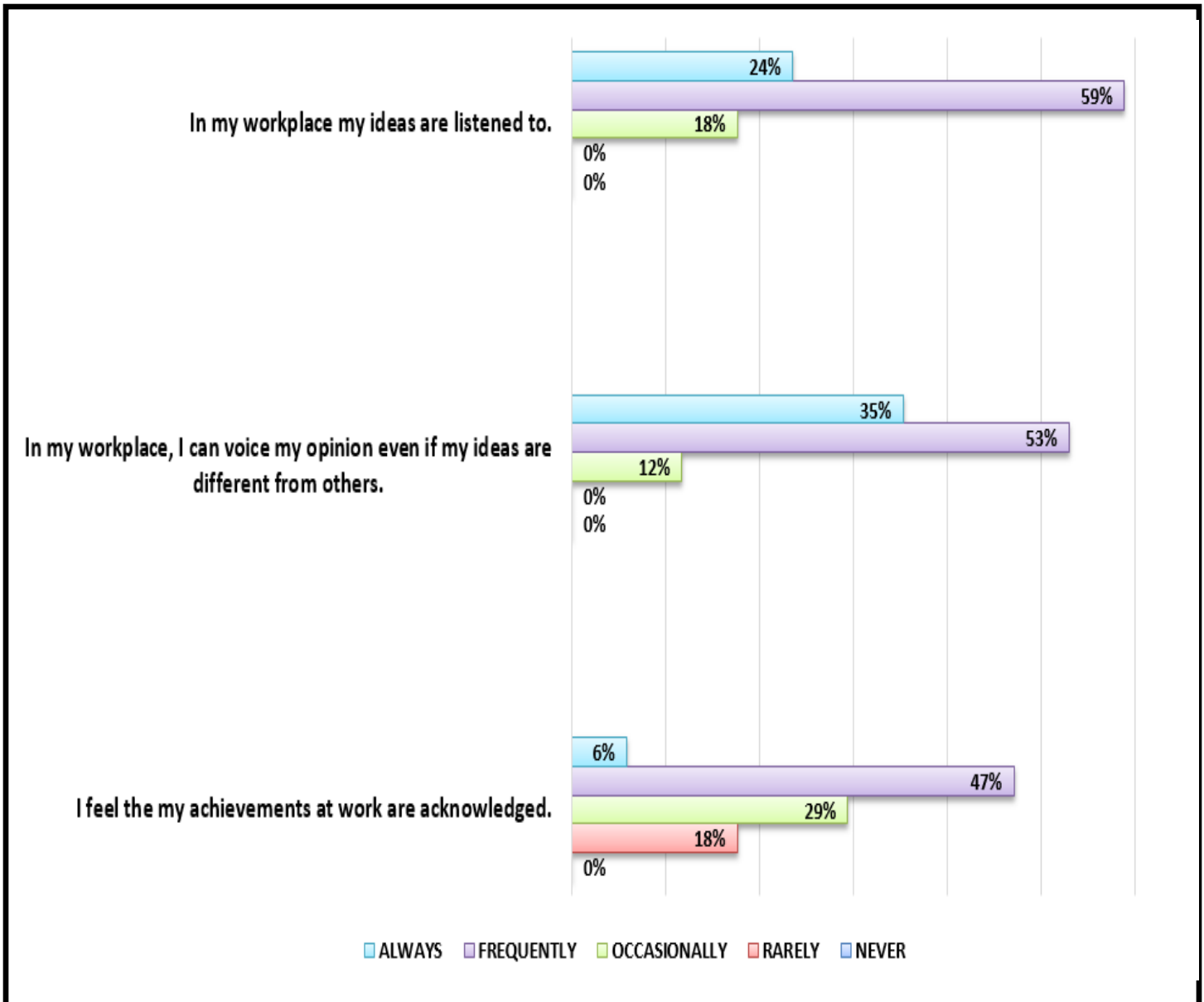
Recommending my Workplace

65% of employees said they would Always or Frequently recommend their workplace, while 24% selected Occasionally, and 12% Rarely and Never.

Recommendations

Overall, based on the results in this section, there has been a significant improvement compared to last years results. There has been an increase in positive responses and a decrease of negative responses this year. Employees feel that the Public Service values are evident in the workplace but there are areas that management can improve on to create a positive and motivating workplace culture for all employees.

COMMUNICATION



Summary of Results:

Ideas and Opinions

83% of employees said their ideas are Always or Frequently listened to, while 18% selected Occasionally.

88% of employees can Always or Frequently voice their opinions, while 12% selected Occasionally.

Acknowledging my achievements

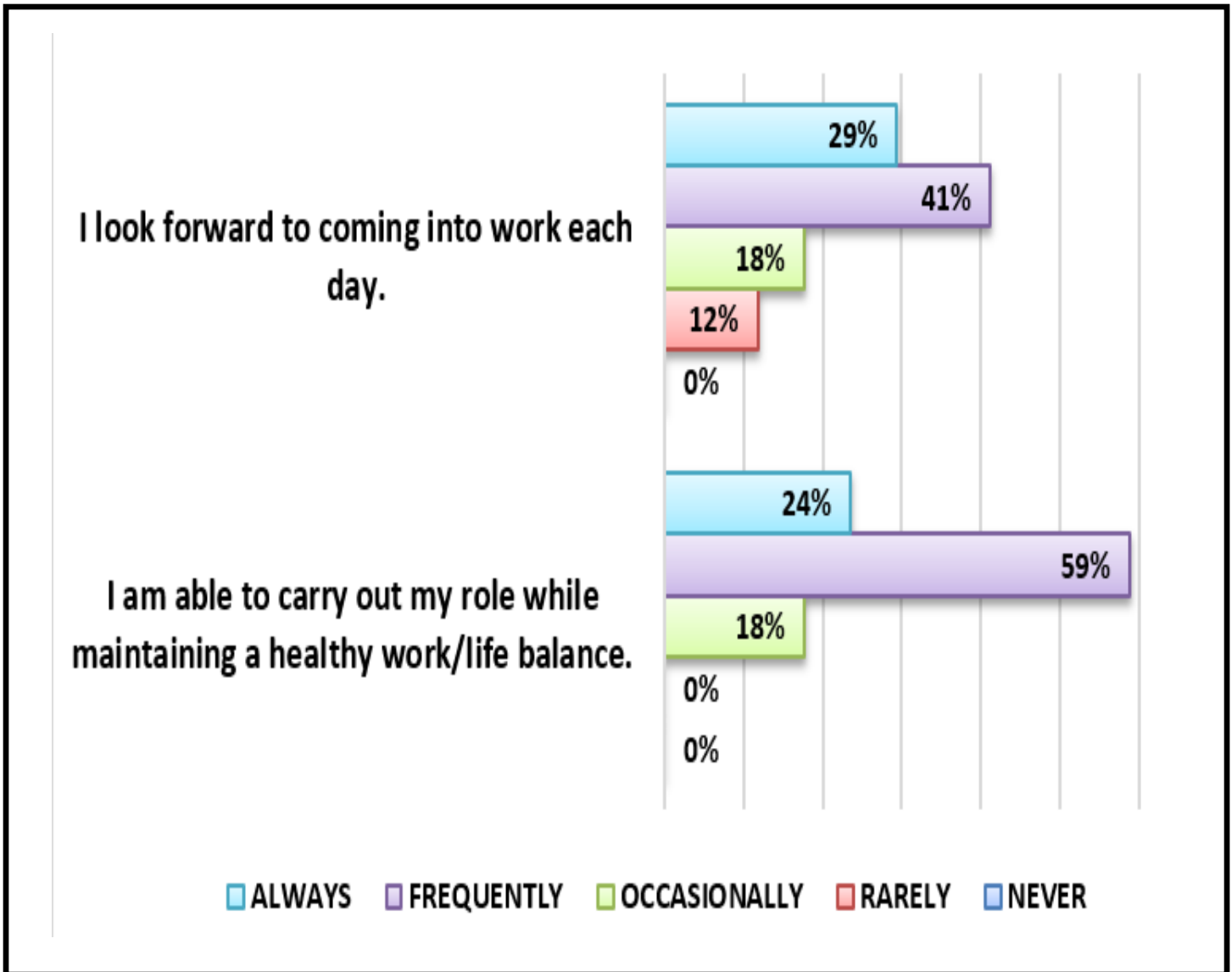
53% of employees feel their achievements at work are Always or Frequently acknowledged, while 29% selected Occasionally and 18% selected Rarely or Never.

Recommendation

Overall, based on results in this section, management need to focus on how they acknowledge the work achievements of their staff in the workplace.

Recognition helps employees see that their Agency values their contributions. A simple, "Great Job" or "Thank you for your hard work" can be enough to encourage employees and make them feel appreciated. This will increase the levels of engagement and motivation of employees to continue to do great work for their Agency. This can also boost the work morale in the workplace.

WORKLOAD AND MOTIVATION



Summary of Results:

Coming into Work

70% of employees look forward to coming into work each day while, 18% selected Occasionally and 12% Rarely or Never.

Maintaining a healthy work/life balance

83% of employees are able to Always or Frequently carry out their role while maintaining a healthy work/life balance, while 18% selected Occasionally.

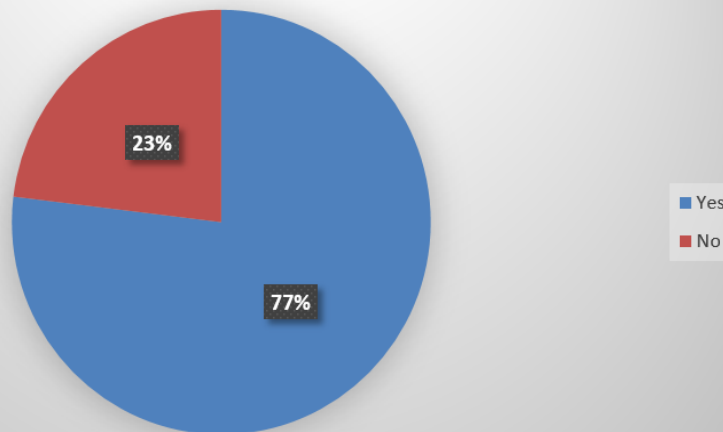
Recommendations

Overall, results in this section indicates that majority of employees are receiving excellent support from management to maintain a healthy work/life balance. These results also indicates that employees do enjoy coming into work each day.

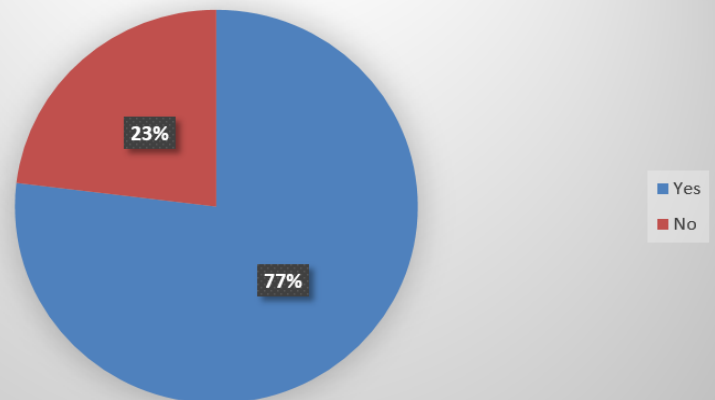
Research suggests that this is not a one-time fix, but rather, a cycle that must be continuously engaged with as circumstances and priorities evolve over time for every individual..

DISPUTES AND CONFLICTS

Was your dispute or conflict resolved within one month?



Was the dispute or conflict resolved fairly?



Summary of Results:

Disputes/Conflicts

In the last 12 months, employees experienced an average of two conflicts/disputes in their workplace. 77% of employees said their dispute/conflict was resolved fairly within one month, while 23% said theirs was not.

Recommendation

Overall, results in this area suggests that management do have skills in resolving disputes and conflicts, however, may need to review their internal processes on how to approach these matters and set timelines for resolving disputes/conflicts.

In comparison to last years results there has been a decrease in positive responses where less conflicts/disputes were resolved fairly within one month. Management may need to review their internal processes and make this area in their workplace a priority when these matters do arise.

We encourage Agency's to refer to the Employment Disputes Policy for more guidance when resolving disputes/conflicts in the workplace. It is also important that each Agency has an internal complaints process for employment relations issues that may not fit under the category of an Employment Dispute but may just be a disagreement that needs to be communicated better.

CONCLUSION

Conclusion:

In conclusion, a total of 17 employees out of 46 participated in this year's survey. That is 37% of employees from OPM, which equates to an 11% increase from last year. This is a big improvement. Results this year give us a good glimpse as to how employees feel about their workplace.

All statements ranked between 59% and 88% of employees selecting Always and Frequently and between 0% and 18% of employees selecting Rarely and Never.

In the last 12 months, 56% of employees said they had thought of leaving their workplace. This is a concern and a reflection of employees feeling undervalued, unacknowledged, and mistreated.

These are areas that management need to look into further to identify ways to increase positive response rates in future surveys.

Workplace wellbeing relates to all aspects of working life, from the quality and safety of the physical environment, to how workers feel about their work, and their work environment. Wellbeing at work is strongly linked to engagement and creating an organization that employees will want to work for because they feel safe, are valued by their employer, and feel part of a happy and supportive work community.

TRAINING RESOURCES

Training Resources:

There are various training resources that management can refer to. These are just some online platforms that the Agency may wish to consider.

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