Office of the Public Service Commissioner

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 **Health & Wellbeing Employee Engagement Survey** focuses as the title indicates, on the health and well-being of Public Sector employees. The first survey was launched on 7 June 2022 and this year it was launched on 20 March 2023. The survey was open to all employees from 28 Public Sector Agencies for two weeks, closing at 4pm on 3 April 2023 through Survey Monkey and was made available through an email link and print version.

The Employee Engagement Surveys —***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.
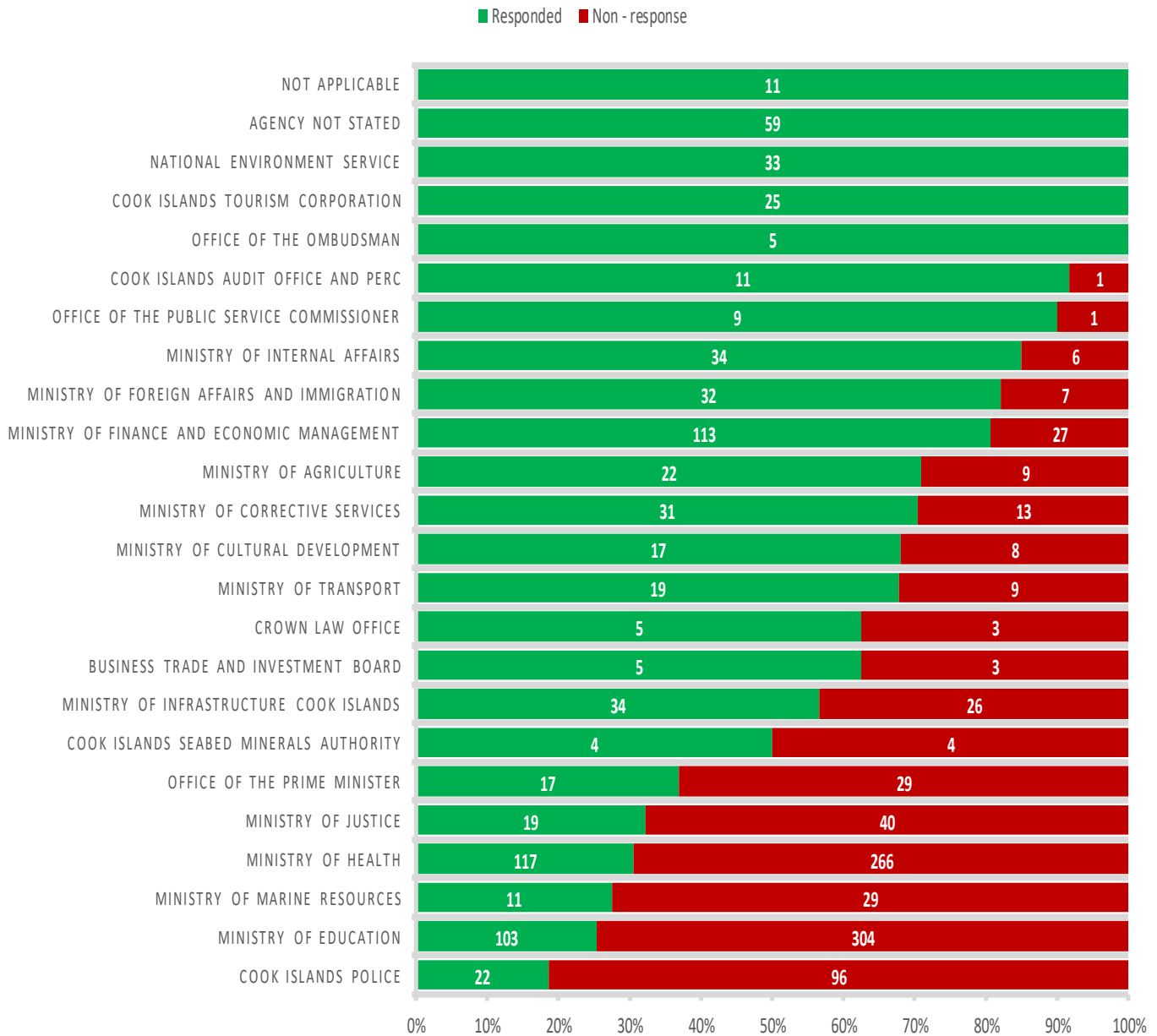
It is envisioned that individual Agency results and information provided from this survey can be used to drive policy change, make improvements to workplace culture and give Public Sector leaders a better understanding of the health and wellbeing of their employees. The survey results provide Agencies 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 Enua, 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 Commissioner's website.

PARTICIPATION RATES

EMPLOYEE WELL-BEING SURVEY RESPONSE RATE

■ Responded ■ Non - response

Agency	Responded	Non-response
NOT APPLICABLE	11	
AGENCY NOT STATED	59	
NATIONAL ENVIRONMENT SERVICE	33	
COOK ISLANDS TOURISM CORPORATION	25	
OFFICE OF THE OMBUDSMAN	5	
COOK ISLANDS AUDIT OFFICE AND PERC	11	1
OFFICE OF THE PUBLIC SERVICE COMMISSIONER	9	1
MINISTRY OF INTERNAL AFFAIRS	34	6
MINISTRY OF FOREIGN AFFAIRS AND IMMIGRATION	32	7
MINISTRY OF FINANCE AND ECONOMIC MANAGEMENT	113	27
MINISTRY OF AGRICULTURE	22	9
MINISTRY OF CORRECTIVE SERVICES	31	13
MINISTRY OF CULTURAL DEVELOPMENT	17	8
MINISTRY OF TRANSPORT	19	9
CROWN LAW OFFICE	5	3
BUSINESS TRADE AND INVESTMENT BOARD	5	3
MINISTRY OF INFRASTRUCTURE COOK ISLANDS	34	26
COOK ISLANDS SEABED MINERALS AUTHORITY	4	4
OFFICE OF THE PRIME MINISTER	17	29
MINISTRY OF JUSTICE	19	40
MINISTRY OF HEALTH	117	266
MINISTRY OF MARINE RESOURCES	11	29
MINISTRY OF EDUCATION	103	304
COOK ISLANDS POLICE	22	96

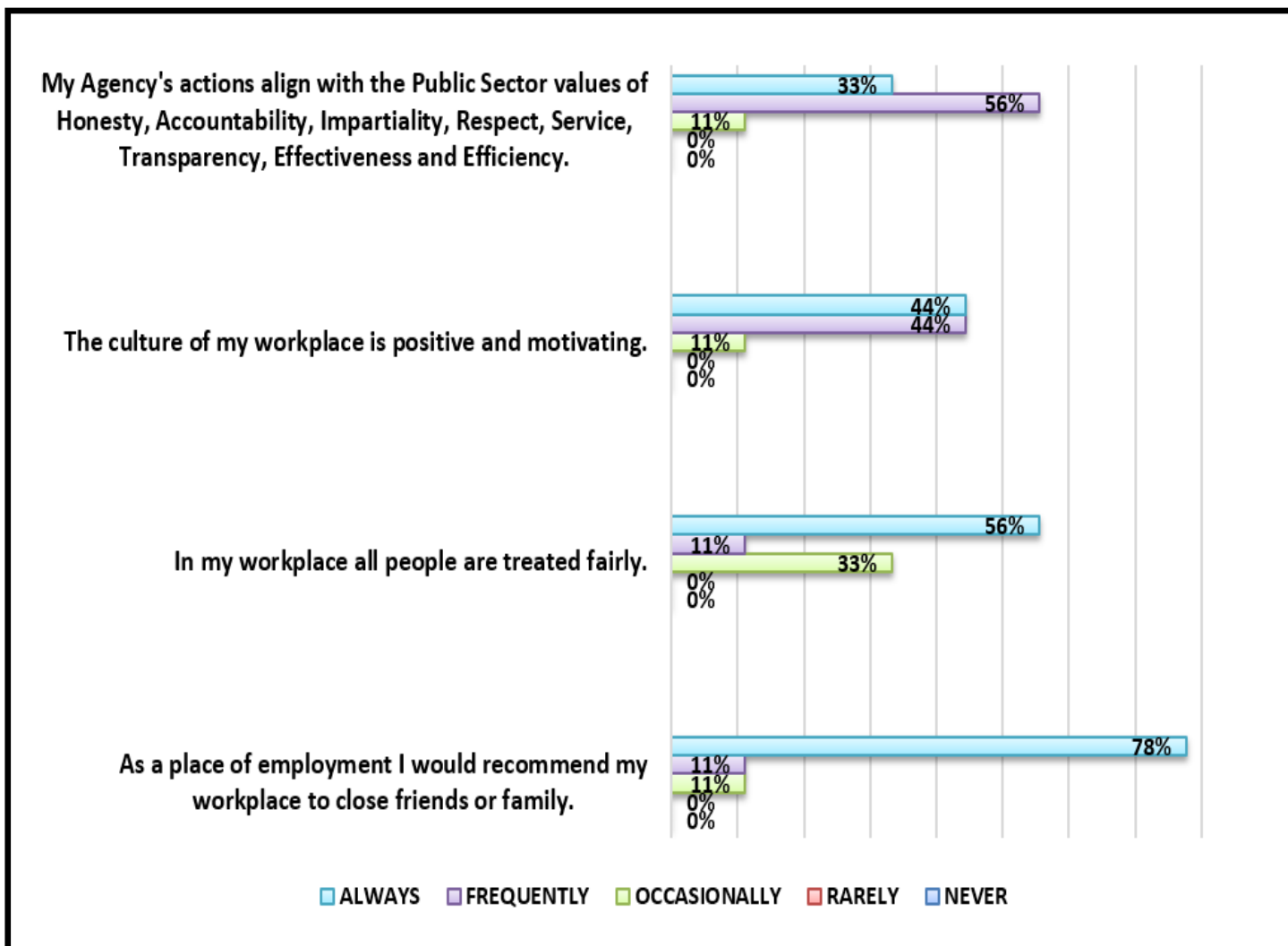0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

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, 9 out of 10 employees from the Office of the Public Service Commissioner participated in the Health and Wellbeing Survey. That is an 10% decrease from last year.

ETHICS AND WORKPLACE CULTURE

My Agency's actions align with the Public Sector values of Honesty, Accountability, Impartiality, Respect, Service, Transparency, Effectiveness and Efficiency.
- 33%
- 56%
- 11%
- 0%
- 0%

The culture of my workplace is positive and motivating.
- 44%
- 44%
- 11%
- 0%
- 0%

In my workplace all people are treated fairly.
- 56%
- 11%
- 33%
- 0%
- 0%

As a place of employment I would recommend my workplace to close friends or family.
- 78%
- 11%
- 11%
- 0%
- 0%

☐ ALWAYS ☐ FREQUENTLY ☐ OCCASIONALLY ☐ RARELY ☐ NEVER

Summary of Results:

Public Sector Values
Results show 89% of employees said their Agency's actions Always or Frequently align with the Public Sector Values, while 11% selected Occasionally.

Workplace Culture
88% of employees said their workplace culture is Frequently positive and motivating, 11% of employees selected Occasionally.
67% of employees said people in their workplace are Always or Frequently treated fairly, while 33% selected Occasionally.
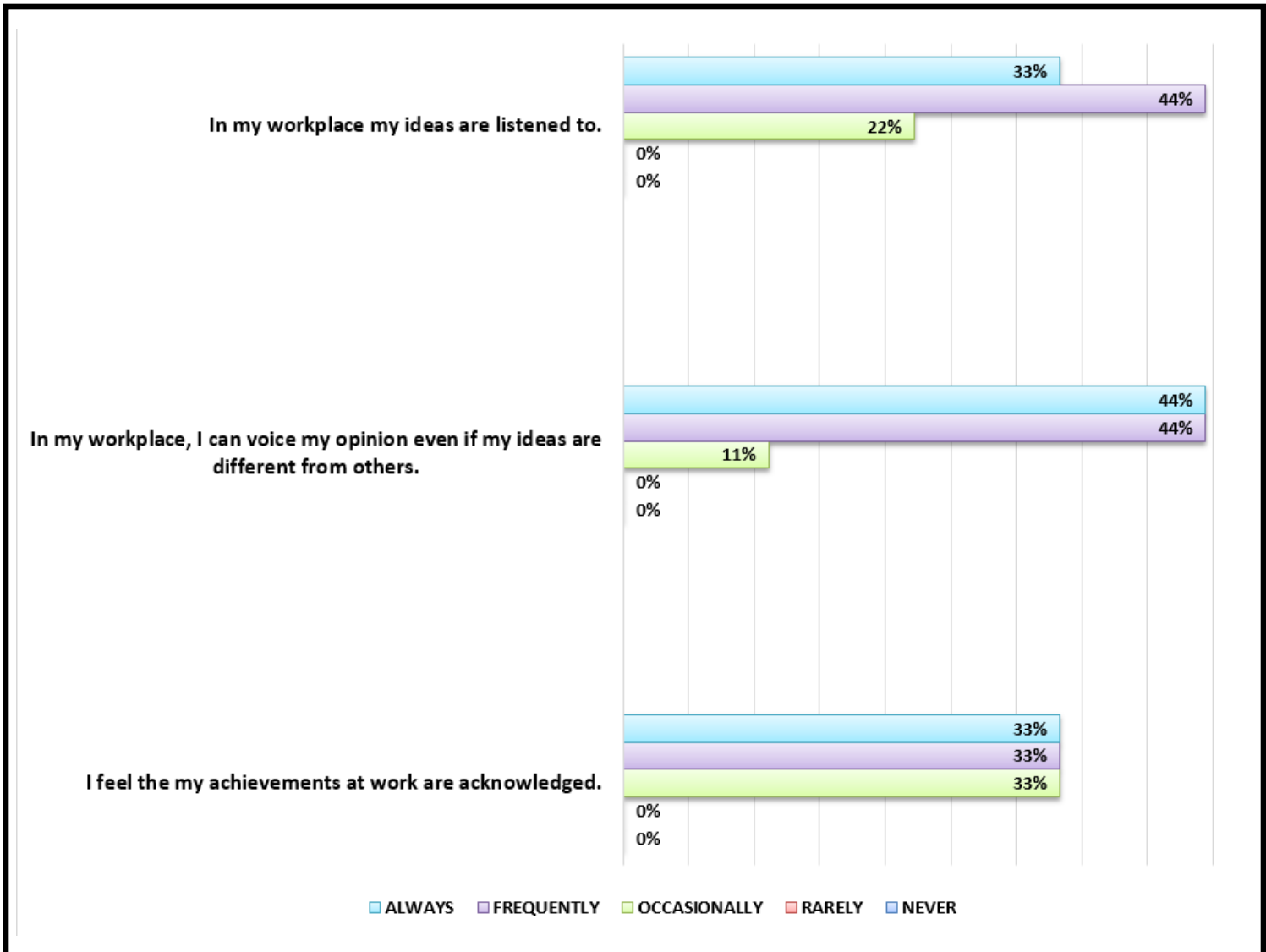
Recommending my Workplace
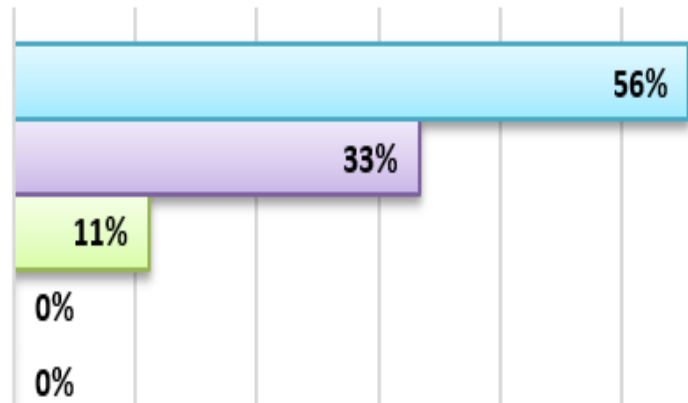89% of employees said they would Always or Frequently recommend their workplace, while 11% selected Occasionally.

Recommendations
Overall, based on the results in this section, there has been an increase in positive responses compared to last year.
Over 80% of employees felt that the Public Service values are evident in their Ministry while a minority of others have likely indicated that there can be a bit more consistency in practicing these values.
Responses to workplace culture suggests that majority of employees enjoy their work environment, but again there is a minority who indicated that there can be some improvements in being more consistent.

COMMUNICATION

In my workplace my ideas are listened to.
- 33%
- 44%
- 22%
- 0%
- 0%

In my workplace, I can voice my opinion even if my ideas are different from others.
- 44%
- 44%
- 11%
- 0%
- 0%

I feel the my achievements at work are acknowledged.
- 33%
- 33%
- 33%
- 0%
- 0%

☐ ALWAYS ☐ FREQUENTLY ☐ OCCASIONALLY ☐ RARELY ☐ NEVER

Summary of Results:

Ideas and Opinions

77% of employees said their ideas are Always or Frequently listened to, while 22% selected Occasionally.

88% of employees can Always or Frequently voice their opinions, while 11% selected Occasionally.

Acknowledging my achievements

66% of employees feel their achievements at work are Frequently acknowledged, while 33% selected Occasionally.

Recommendation

Overall, based on results in this section, there has been an increase in positive and negative responses compared to last year. This is likely to suggest that there has been a drop in consistency. The increase in negative responses are likely to suggest that there has been a lack to maintaining consistent communication and recognition in the workplace.

Recognition helps employees see that their Agency values their contributions. Words of encouragement like "Great Job" or "Thank you for your hard work" can be enough to motivate employees and make them feel appreciated. This may increase the levels of engagement and encourage employees to continue to do great work for their Agency.

WORKLOAD AND MOTIVATION

I look forward to coming into work each day.
- 56%
- 33%
- 11%
- 0%
- 0%

I am able to carry out my role while maintaining a healthy work/life balance.
- 33%
- 56%
- 11%
- 0%
- 0%
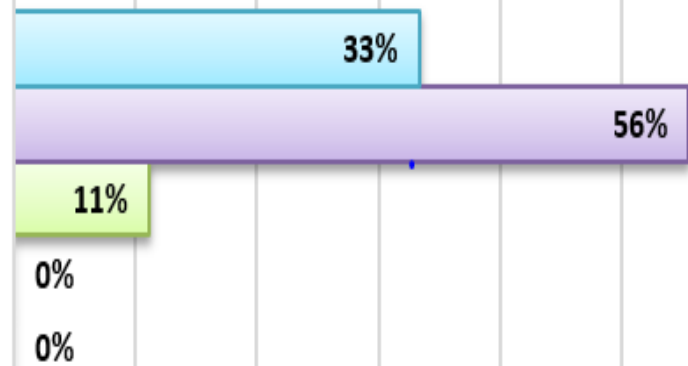
☐ ALWAYS ☐ FREQUENTLY ☐ OCCASIONALLY ☐ RARELY ☐ NEVER

Summary of Results:

Coming into Work
89% of employees look forward to coming into work each day, while 11% selected Occasionally.

Maintaining a healthy work/life balance
89% of employees are able to Always or Frequently carry out their role while maintaining a healthy work/life balance, while 11% selected Occasionally.

Recommendations
Overall, results in this section again show that there has been an increase in positive responses and decrease in negative responses from employees compared to last years results. This shows that there has been improvements over the last 12 months. Employees are receiving excellent support from their managers to ensure they maintain this healthy work/life balance.
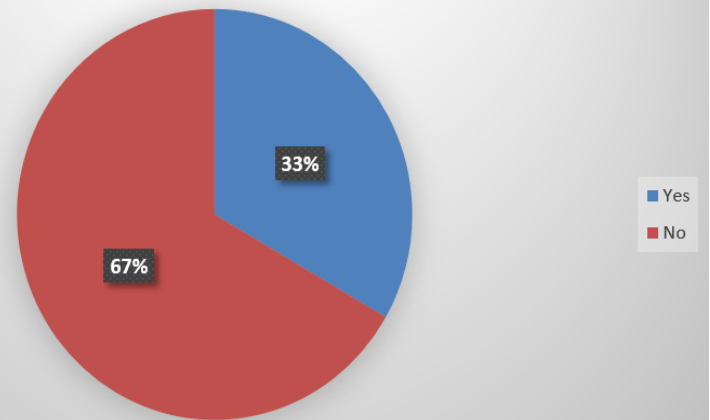Research suggests that this is not a one-time fix, but rather, a cycle that must be continuously engaged with as circumstances and priorities evolve over time for every individual.

DISPUTES AND CONFLICTS

Was your dispute or conflict resolved within one month?

33% No
67% Yes
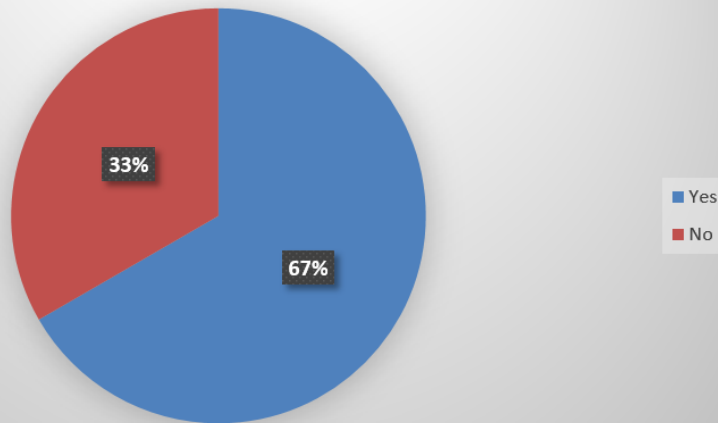
Was the dispute or conflict resolved fairly?

33% Yes
67% No

Summary of Results:

Disputes/Conflicts

In the last 12 months, employees experienced an average of one conflict/dispute in their workplace. 67% of employees said their dispute/conflict was resolved within one month, while 33% said theirs, was not.

33% of employees said their conflict/dispute was resolved fairly, while 67% said theirs was not.

Recommendation

Overall, results in this area show no improvements from last year as they remain the same. Going forward, management need to review their internal processes to help improve resolving these matters in the workplace. Conflicts/disputes in a small team affect the work morale in the office.

OPSC encourages the Agency to refer to the Employment Disputes Policy ("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 as defined by the Policy, but may just be a disagreement that needs to be communicated better.

CONCLUSION

Conclusion:

In conclusion, a total of 9 out of 10 employees participated in this year's survey. That is 90% of employees from OPSC, which equates to a 10% decrease from last year.

It was observed that all statements ranked between 65% and 90% of employees selecting Always, Frequently and between 11% and 33% of employees selected Occasionally. These are very positive results, although there are areas that can be improved by maintaining a consistent flow of doing

Over the past 12 months, 33% of employees indicated that they had thought of leaving their workplace. Although this is a small number it should still be a concern and is likely a reflection of employees feeling undervalued, unacknowledged, and mistreated. These are areas that management need to look into further, with a view towards identifying 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. Wellbeing at work is strongly linked to engagement and creating an environment that employees will want to work in because they feel safe, are genuinely 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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