



**Ministry of Finance and Economic Management  
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"**

# INTRODUCTION

The **Health & Wellbeing Employee Engagement Survey** focuses as the title indicates, on the health and wellbeing 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

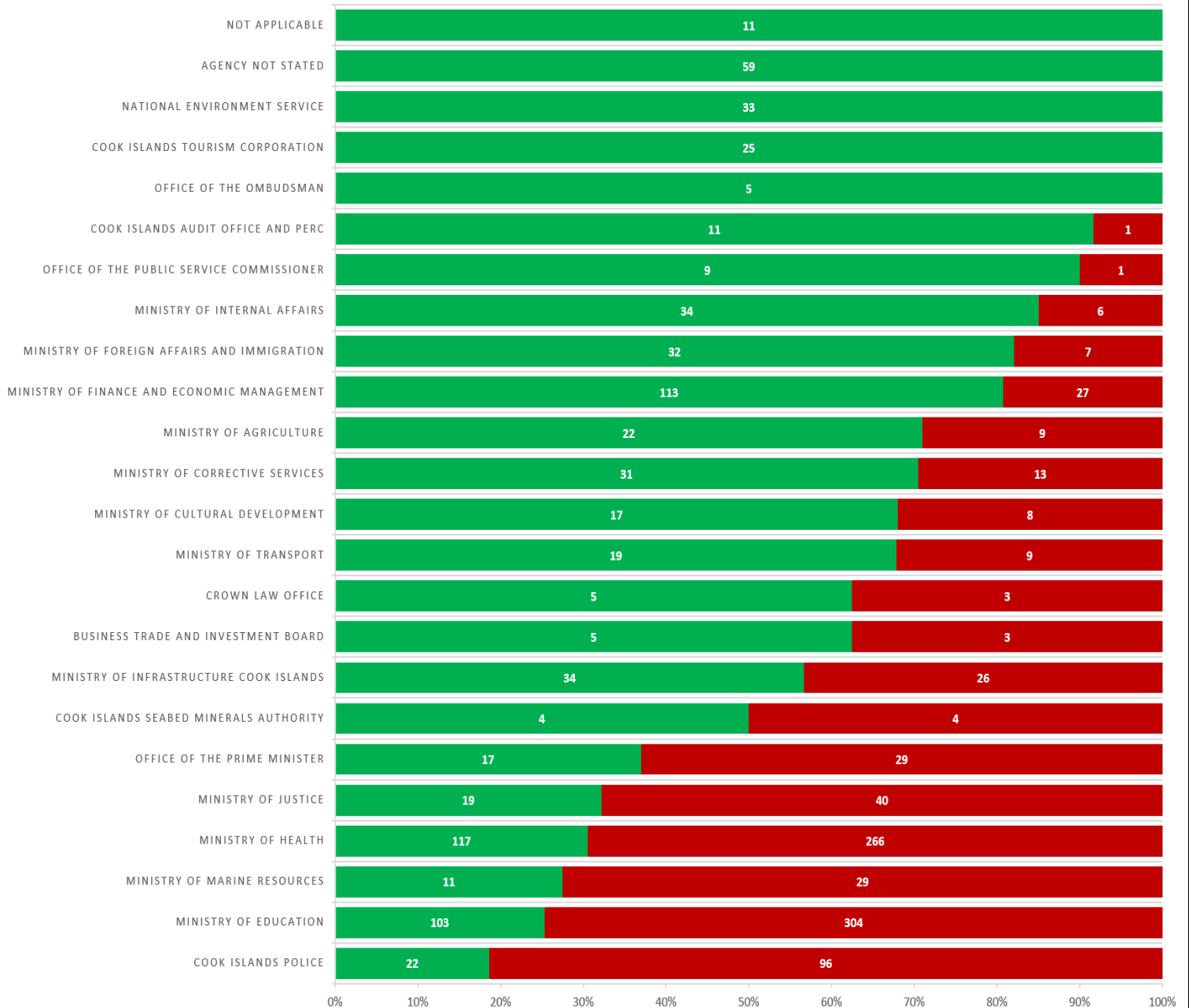
In total, including Pa Enuā, 471 employees participated in last years Health & Wellbeing Employee Engagement Survey, while this year the total was 785 which is a 13% increase. However, the reports are based on Agency's who met the threshold of 25% and over in response rates. As a result, 21 reports have 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

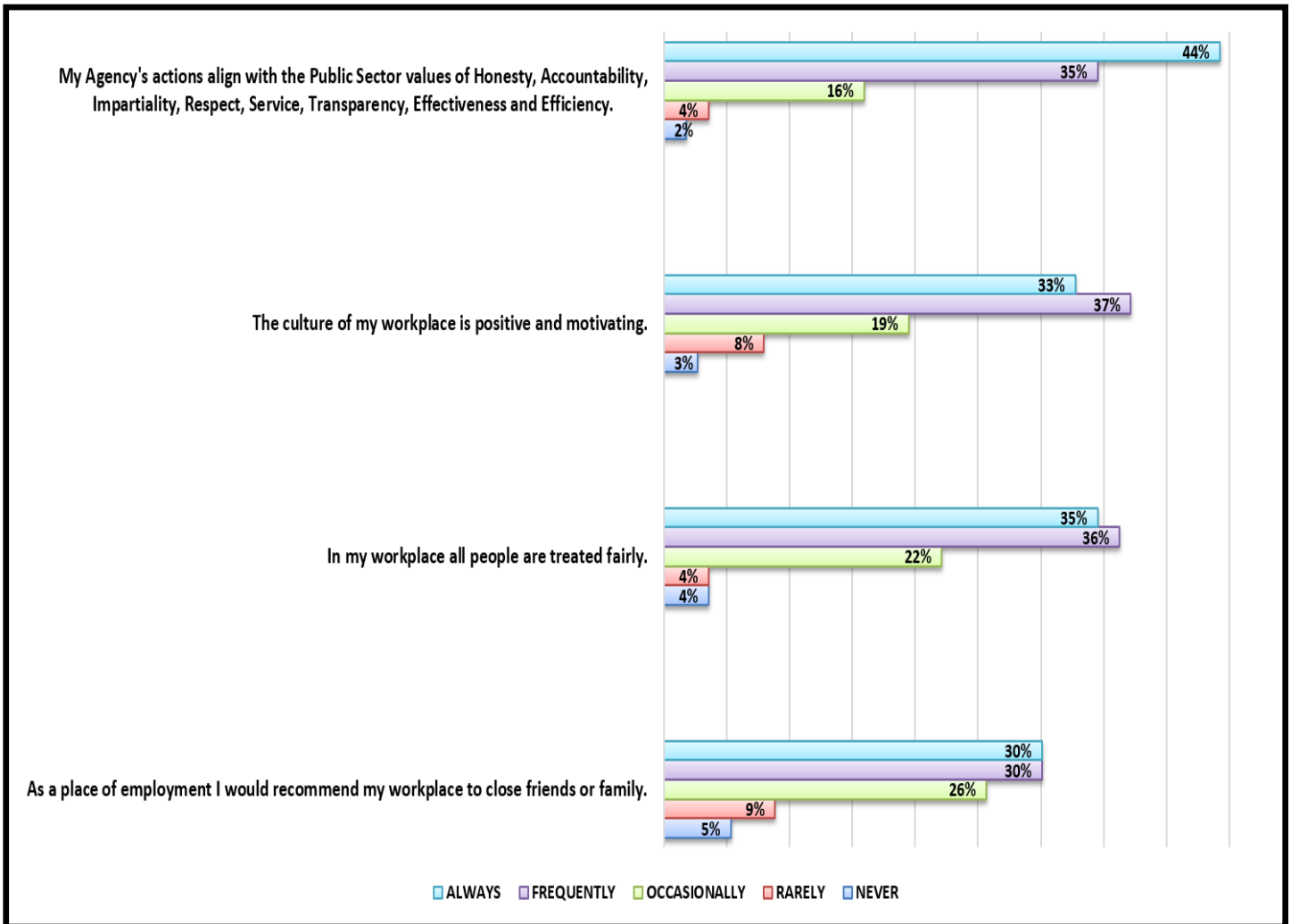


### Participation Rates

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, 113 out of 140 employees from the Ministry of Finance and Economic Development participated in the Health and Wellbeing Survey. That is a 25% increase from last year.

# ETHICS AND WORKPLACE CULTURE



## Summary of Results:

### Public Sector Values

Results show 79% of employees said their Agency’s actions Always or Frequently align with the Public Sector Values, while 16% selected Occasionally, and 6% selected Rarely and Never.

### Workplace Culture

70% of employees said their workplace culture is Always or Frequently positive and motivating, while 19% selected Occasionally, and 11% selected Rarely and Never.

71% of employees said people in their workplace are Always or Frequently treated fairly, while 22% selected Occasionally, and 8% Rarely and Never.

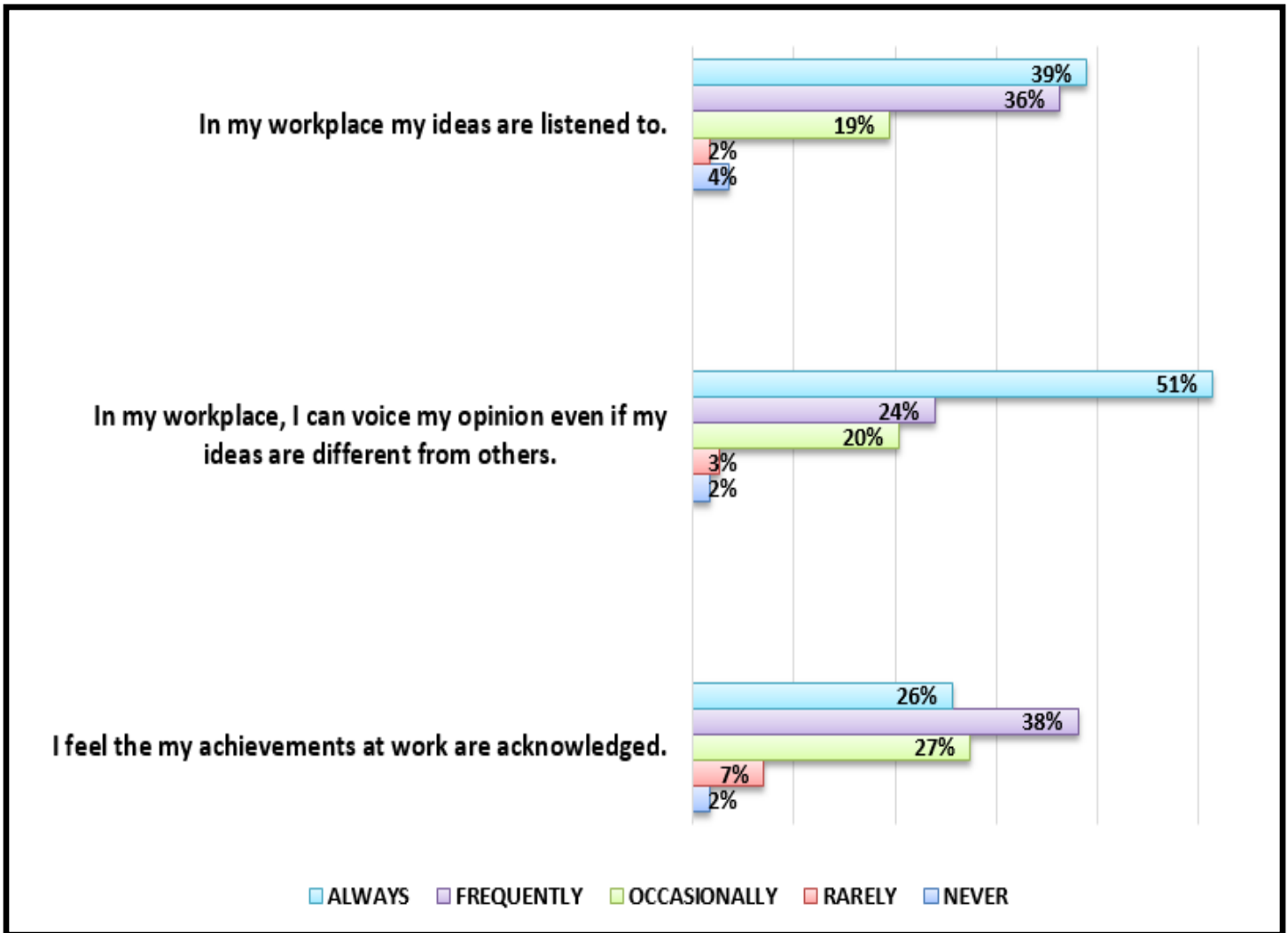
### Recommending my Workplace

60% of employees said they would Always or Frequently recommend their workplace, while 26% selected Occasionally, and 14% selected Rarely and Never.

### Recommendations

Overall, based on the results in this section, a large number of employees felt that the Public Service values are evident within their workplace. Majority of employees selected Always or Frequently for all four statements above. There has been an increase in positive responses this year compared to last year as well as a decrease in negative responses. However, results also suggest that there are areas that management need to look into more to further improve the workplace culture.

# COMMUNICATION



## Summary of Results:

### Ideas and Opinions

75% of employees said their ideas are Always or Frequently listened to, while 19% selected Occasionally, and 6% selected Rarely and Never.

75% of employees can Always or Frequently voice their opinions, while 20% selected Occasionally, and 5% selected Rarely and Never.

### Acknowledging my achievements

64% of employees feel their achievements at work are Always or Frequently acknowledged, while 27% selected Occasionally and 9% selected Rarely or Never.

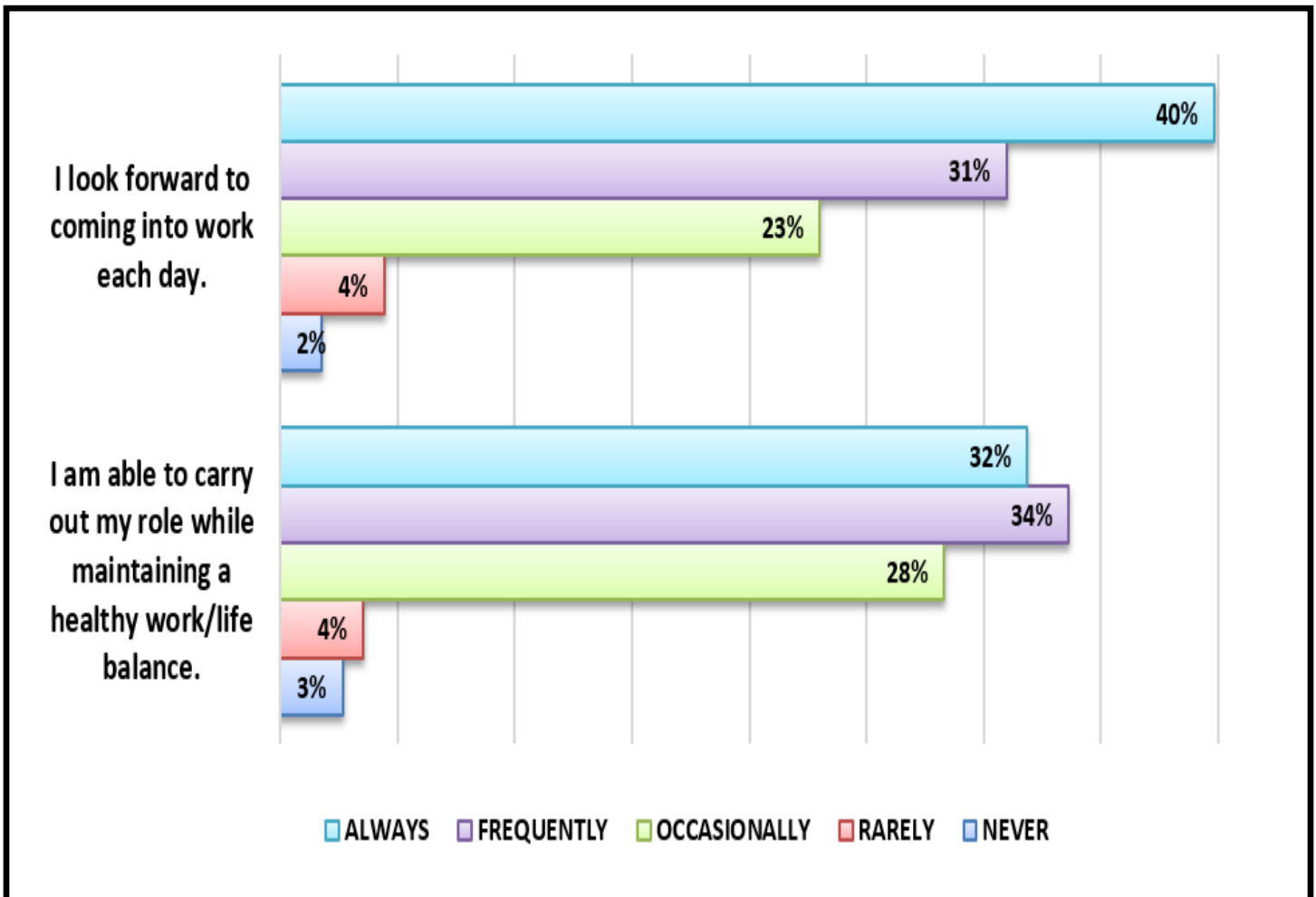
### Recommendation

Overall, based on results in this section, although the majority of employees selected Always and Frequently, a minority of employees are likely indicating that there is a lack of consistent communication and recognition in their workplace.

In comparison to last years results, there has been improvements over the last 12 months, where responses have come back more positive. There are however, still areas that need improvement within the workplace to ensure communication and recognition across the board is consistent with all employees.

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



## **Summary of Results:**

### **Coming into Work**

71% of employees look forward to coming into work each day, while 23% selected Occasionally, and 6% selected Rarely or Never.

### **Maintaining a healthy work/life balance**

76% of employees are able to Always or Frequently carry out their role while maintaining a healthy work/life balance, while 28% selected Occasionally and 7% selected Rarely or Never.

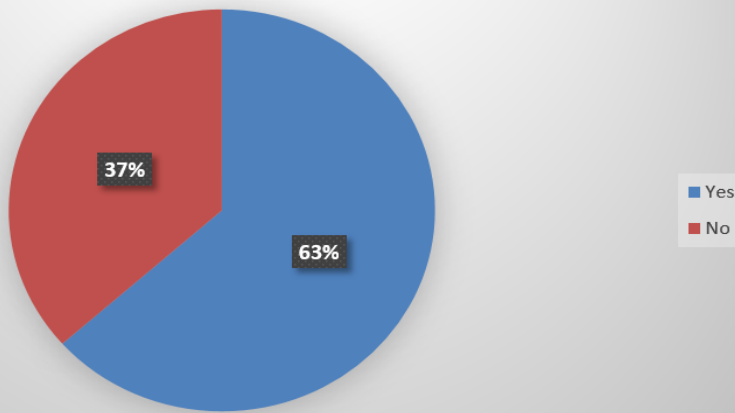
### **Recommendations**

Overall, results in this section indicates that majority of employees are able to maintain a healthy work/life balance and look forward to coming into work each day. This is a significant improvement from last years results, with a decrease in negative responses and an increase in positive responses, this suggests that management are providing excellent support to these employees to encourage them to have this healthy balance. However, there are a minority of employees who feel otherwise and could require extra support from management.

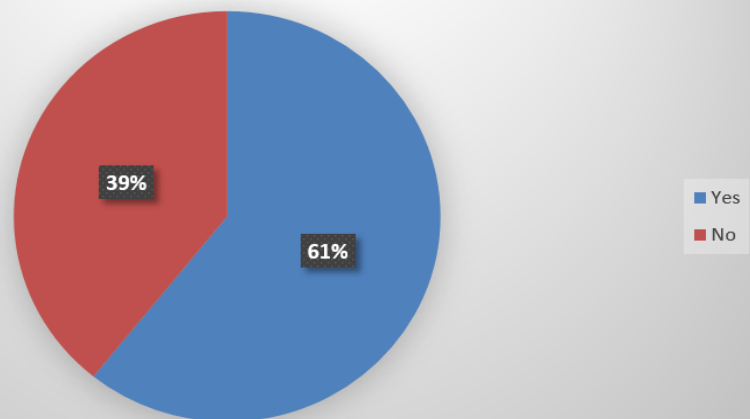
Research suggests that this is not a one-time fix, but rather, a cycle that must be continuously engaged with as circumstances and priorities evolve over time for every individual.

## CONFLICTS AND DISPUTES

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. 63% of employees said their dispute/conflict was resolved within one month, while 37% said theirs, was not.

61% said their dispute/conflict was resolved fairly, while 39% said, theirs was not.

#### **Recommendation**

Overall, results in this area suggests that management do have skills in resolving disputes and conflicts, however, in comparison to last years results there have been no significant improvements nor any concerning drops in positive results. This suggests that management may need to review their internal processes on how to approach these matters and set timelines for resolving disputes/conflicts.

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 or misunderstanding that needs to be communicated better.

# CONCLUSION

## Conclusion:

In conclusion, a total of 113 employees out of 140 participated in this years survey. That is 81% of employees from MFEM, which equates to a 25% increase from last year.

All statements ranked between 60% and 80% of employees selecting Always and Frequently, and between 0% and 15% selecting Rarely Never.

Over the past 12 months, 43% of employees indicated that they had thought of leaving their workplace. This is a concern and 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 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.

**Public Service Fale** is a service to support the needs and goals of Pacific Public Service agencies. FaleOnline is an online learning management system that enables Pacific public servants and the Public Service Fale to connect, share and learn. FaleOnline is easily accessible, enables online learning, and facilitates connection between all Fale Public Service jurisdictions across the Pacific region. People can access resources and information that have been curated based on the priorities of the Pacific Public Service Commissions. These include policies, case studies, and guidance on COVID-19, Leadership Development, Strengthening Governance, and Digital Connectivity developed both in NZ and across the region. FaleOnline also provides access to learning, in particular to their flagship programmes: the Integrity and Ethics Programme, Management Toolkit, Foundations of Leadership Programme, and our webinar series. Pacific public servants who want to access FaleOnline can log in. Visit <https://www.publicservice.govt.nz/system/pacific/fale-programmes/> for more information on the Pacific Fale.

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