



Office of the Ombudsman

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.

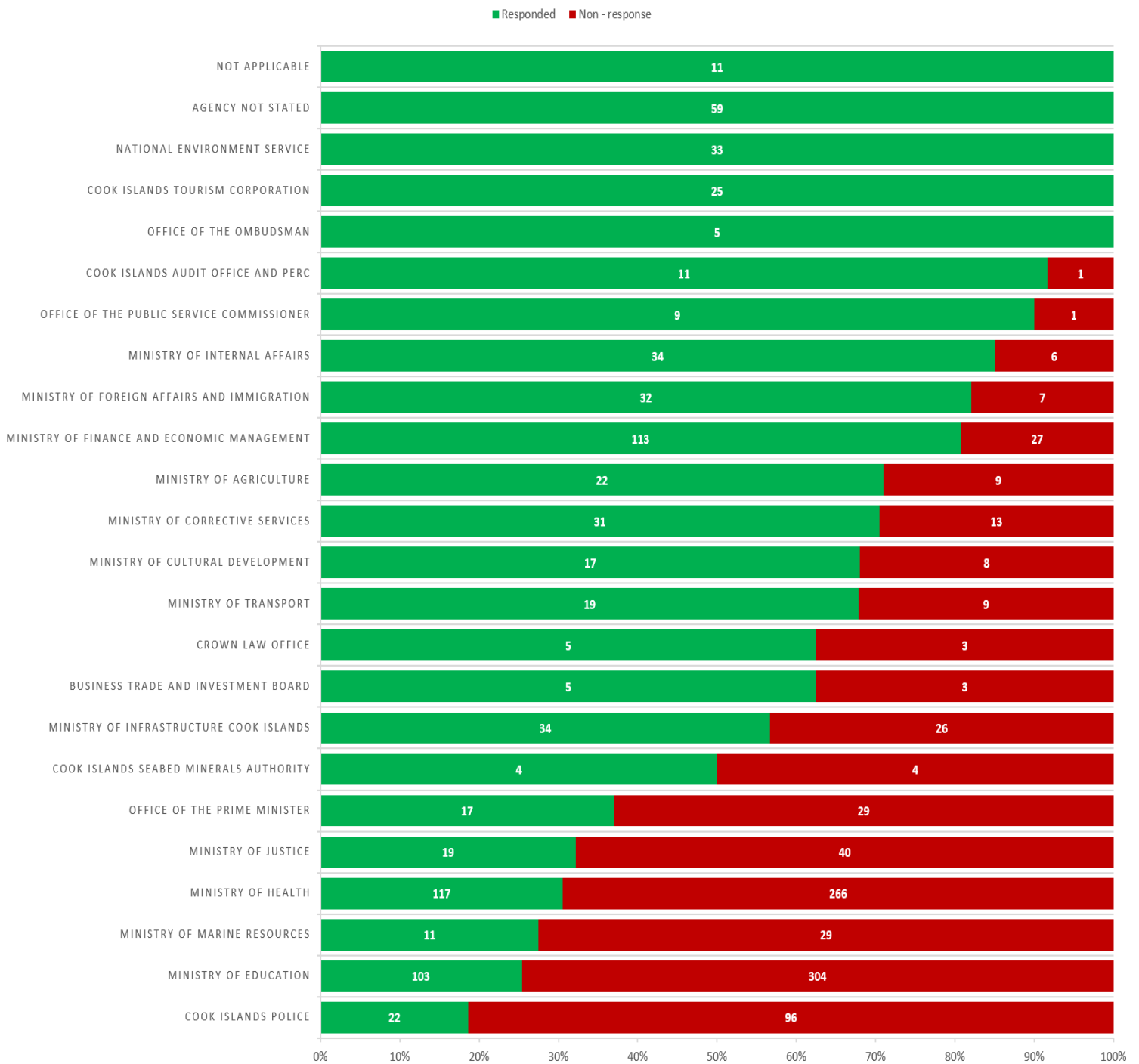
It is envisioned that individual Agency results and information provided from this survey can be used to drive policy change, make improvements to workplace culture and give Public Sector leaders a better understanding of the health & wellbeing of their employees. The survey results provide agencies 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

EMPLOYEE WELL-BEING SURVEY RESPONSE RATE



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.

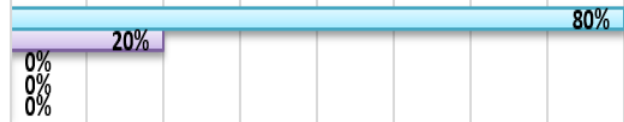
This year 5 out of 5 employees from the Office of the Ombudsman participated in the Health and Wellbeing Survey. Participation rate for Ombudsman’s Office remains the same as last years, with 100%.

ETHICS AND WORKPLACE CULTURE

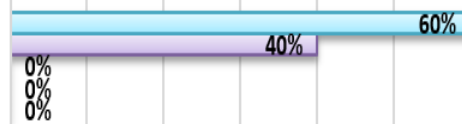
My Agency's actions align with the Public Sector values of Honesty, Accountability, Impartiality, Respect, Service, Transparency, Effectiveness and Efficiency.



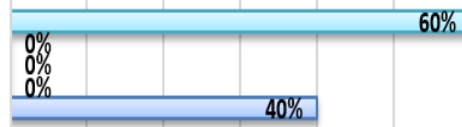
The culture of my workplace is positive and motivating.



In my workplace all people are treated fairly.



As a place of employment I would recommend my workplace to close friends or family.



■ ALWAYS
 ■ FREQUENTLY
 ■ OCCASIONALLY
 ■ RARELY
 ■ NEVER

Summary of Results:

Public Sector Values

100% of employees said their Agency's actions Always or Frequently align with the Public Sector.

Workplace Culture

100% of employees said their workplace culture is Always or Frequently positive and motivating.

100% of employees said people in their workplace are Always or Frequently treated fairly.

Recommending my Workplace

60% of employees said they would Always or Frequently recommend their workplace, while 40% selected Never.

Recommendations

Overall, based on the results in this section, majority of employees feel that the public sector values are evident in their workplace and their workplace culture is positive and motivating.

40%, however, indicated that they would not recommend their workplace as a place of employment to close friends or family for the simple reason that, they prefer to keep their work and personal lives/relationships separate.

We encourage management to maintain this consistency to ensure the workplace culture remains positive and motivating for all employees.

COMMUNICATION



Summary of Results:

Ideas and Opinions

100% of employees said their ideas are Always or Frequently listened to.

100% of employees can Always or Frequently voice their opinions.

Acknowledging my achievements

100% of employees feel their achievements at work are Always or Frequently acknowledged.

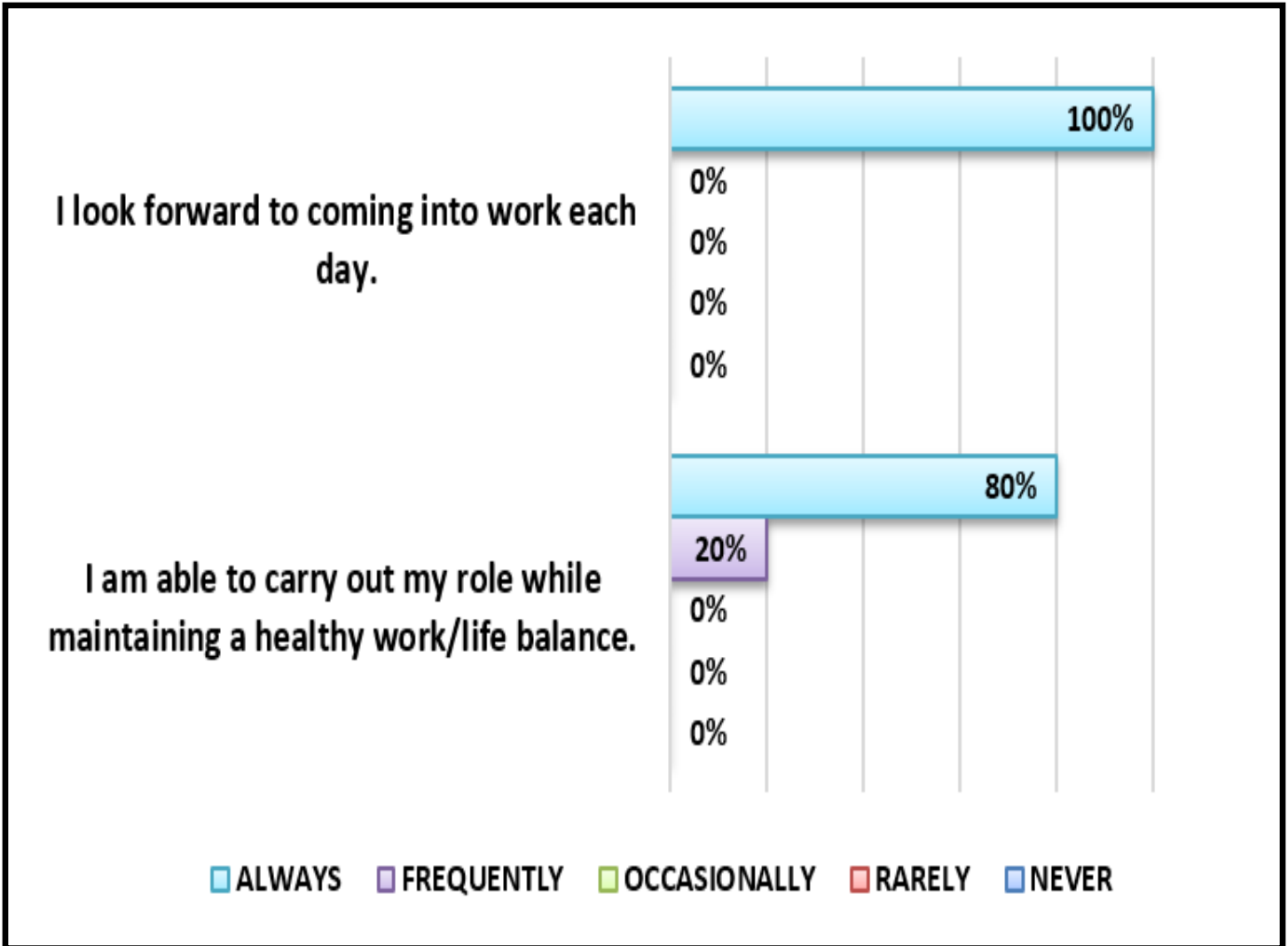
Recommendation

Overall, based on results in this section, there is excellent communication in the workplace. Employees feel they are able to voice their ideas and opinions, as well as feel their achievements are recognized in the workplace.

Again, we encourage management to maintain great communication and recognition 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

100% of employees Always or Frequently look forward to coming into work each day.

Maintaining a healthy work/life balance

100% of employees are able to Always or Frequently carry out their role while maintaining a healthy work/life balance.

Recommendations

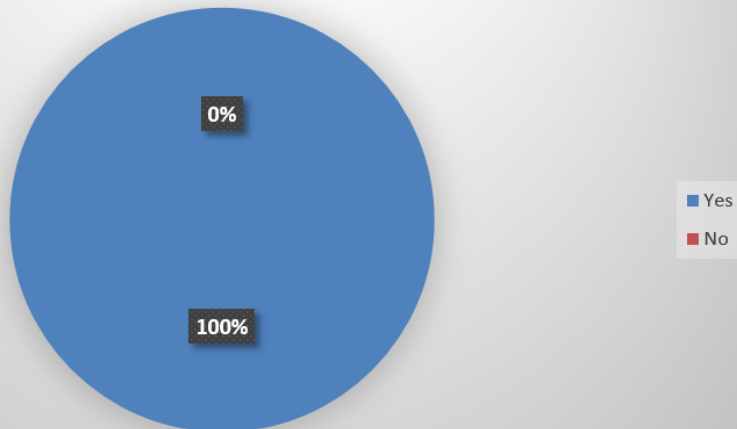
Overall, results in this section indicates that all employees are able to maintain a healthy work/life balance. These results suggests that management are providing the right support to their employees and ensuring that they maintain this healthy work/life balance.

Again, going forward, we encourage management to maintain this consistency in ensuring employees receive the support they need.

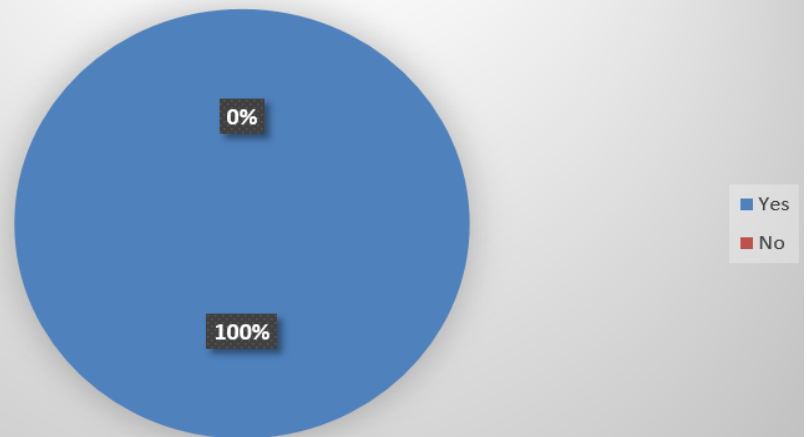
Research suggests that this is not a one-time fix, but rather, a cycle that must be continuously engaged with as circumstances and priorities evolve over time for every individual.

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. 100% of employees said their dispute/conflict was resolved fairly within one month.

Recommendation

Overall, results in this area suggests that management have skills in resolving disputes and conflicts, and have internal processes that are producing great outcomes from employees who experience conflicts/disputes in the workplace.

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 5 employees out of 5 participated in this years survey. That is 100% of employees from the Office of the Ombudsman. An awesome effort from this Agency as they maintain 100% in participation rates. This also, once again provides a good 'snapshot' of the Health and Wellbeing of employees.

All statements ranked between 60% and 100% of employees selecting Always and Frequently. 40% of employees selected Never for one statement.

In the last 12 months, 20% of employees said they had thought of leaving their workplace.

This is an excellent report, and requires very little action from management but to maintain the good practices within their agency.

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.

Human Resources New Zealand (HRNZ) is a professional organisation for people who are interested or involved in the management and development of Human Resources. HRNZ is a subscription based platform, however, it provides education and information services, conferences and seminars, publications, representation at government and official levels, and networking opportunities – to help them develop their professional skills and knowledge as human resources practitioners and key decision makers in their organizations. Visit www.hrnz.org.nz for more information about HRNZ and for Membership options.

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. Visit www.edx.org/ for more information about edX.