



## **Cook Island Tourism Corporation**

# **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.

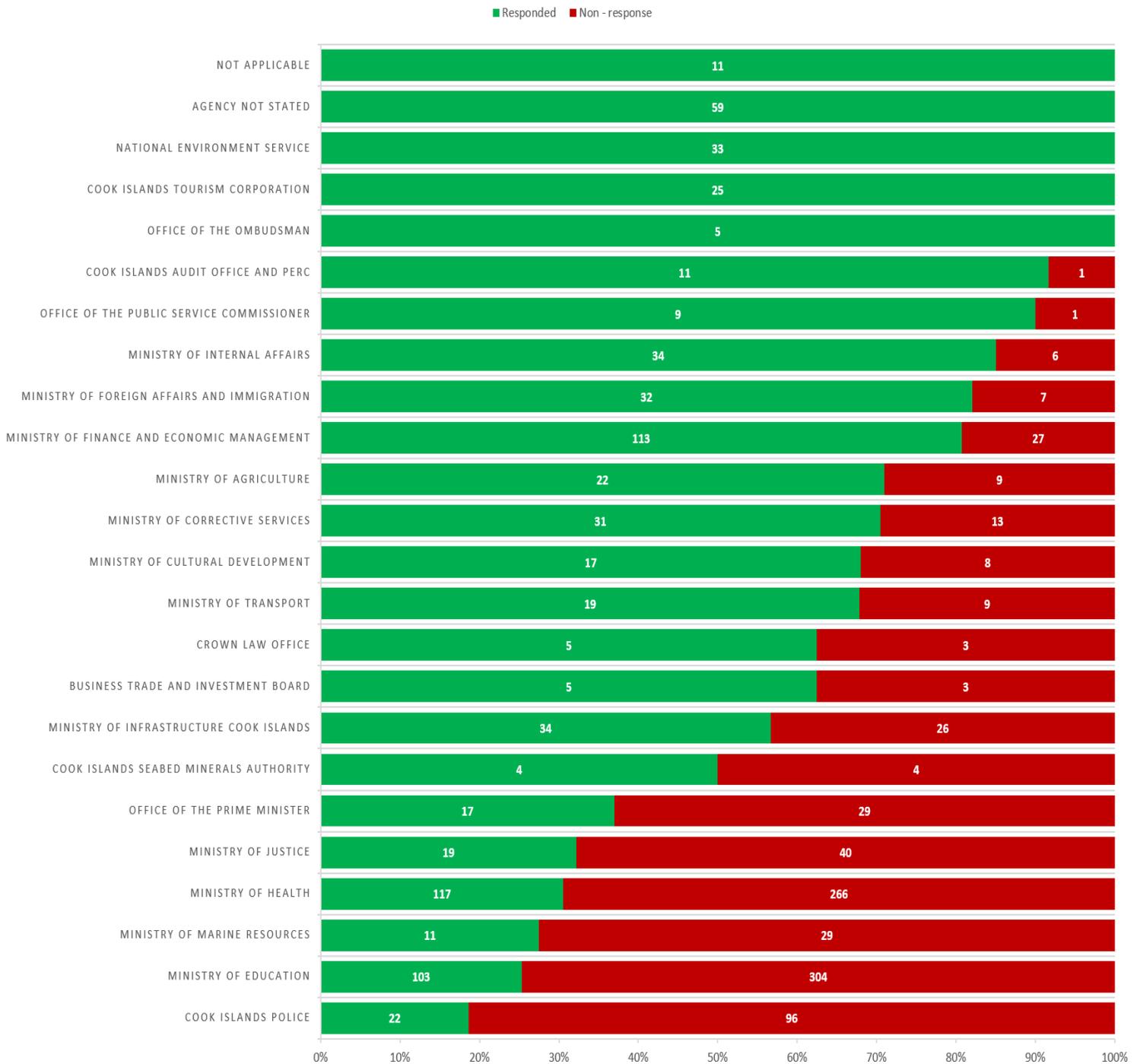
It is envisioned that individual Agency results and information provided from this survey can be used to drive policy change, make improvements to workplace culture and give Public Sector leaders a better understanding of the health & wellbeing of their employees. The survey results provide agencies 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 25 out of 25 employees from Cook Islands Tourism Corporation participated in the Health and Wellbeing Survey. That is an 14% increase from last year.

# ETHICS AND WORKPLACE CULTURE



## Summary of Results:

### Public Sector Values

88% of employees said their Agency's actions Always or Frequently align with the Public Sector Values, while 12% selected Occasionally.

### Workplace Culture

68% of employees said their workplace culture is Always or Frequently positive and motivating, while 24% of employees selected Occasionally and 8% selected Rarely.

72% of employees said people in their workplace are Always or Frequently treated fairly, while 24% selected Occasionally and 4% selected Rarely.

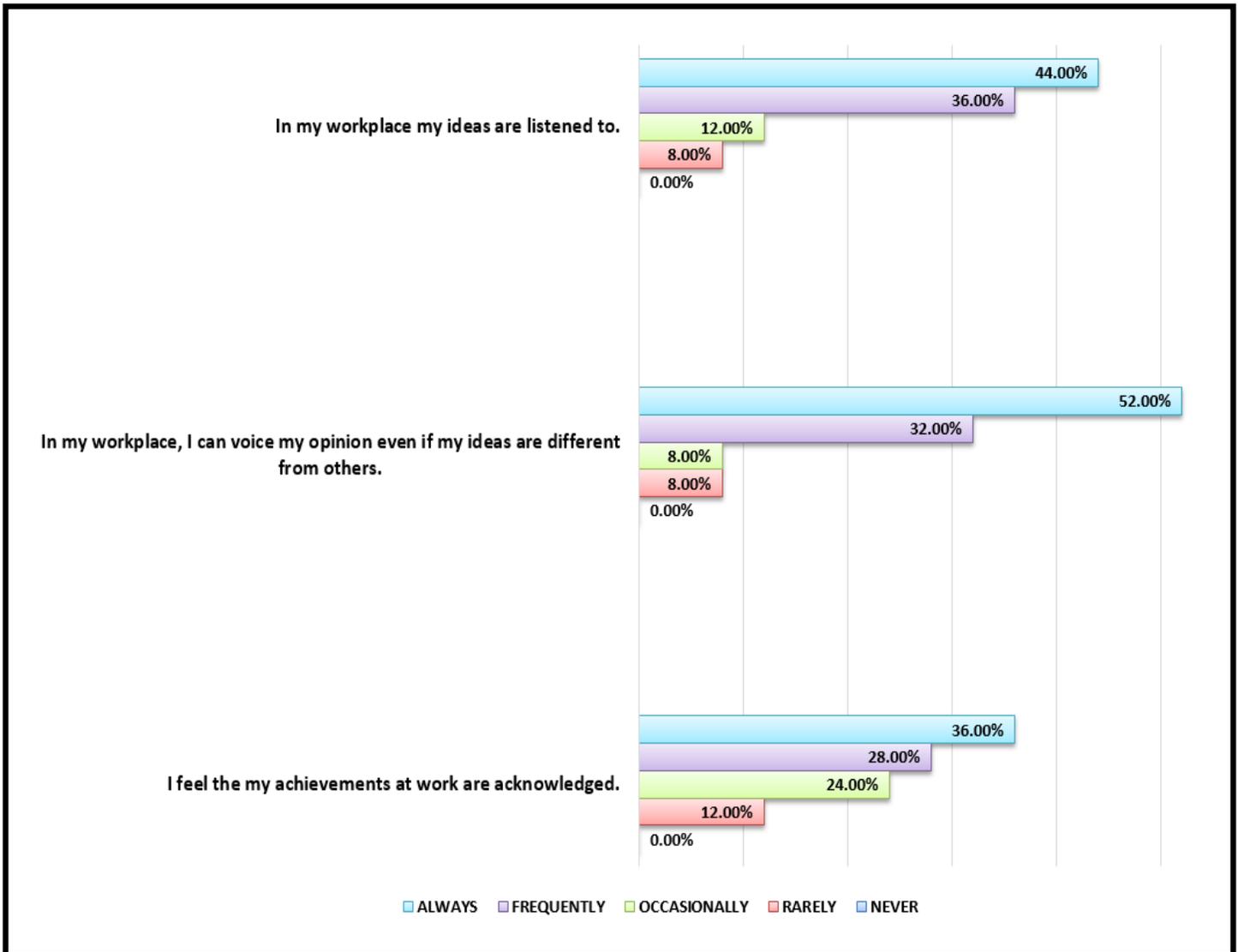
### Recommending my Workplace

72% of employees said they would Always or Frequently recommend their workplace, while 4% selected Occasionally, and 24% selected Rarely.

### Recommendations

Overall, based on the results in this section, majority of employees feel that the public sector values are evident in their workplace. However, there are employees who indicated that there needs to be improvements on the workplace culture. These are areas that management need to look into further to develop strategies of improvement.

# COMMUNICATION



## **Summary of Results:**

### **Ideas and Opinions**

80% of employees said their ideas are Always or Frequently listened to, while 12% selected Occasionally, and 8% selected Rarely.

84% of employees can Always or Frequently voice their opinions, while 8% selected Occasionally, and 8% selected Rarely.

### **Acknowledging my achievements**

64% of employees feel their achievements at work are Always or Frequently acknowledged, while 24% selected Occasionally, and 12% selected Rarely.

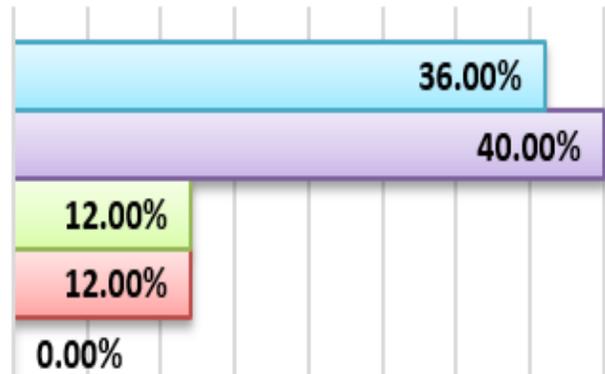
### **Recommendation**

Overall, based on results in this section, communication in the workplace is good. Employees feel they are able to voice their ideas and opinions, as well as feel their achievements are recognized in the workplace. Although majority of results are positive, there are still results that suggest management need to identify strategies of improvement to ensure communication and recognition is consistent across the board.

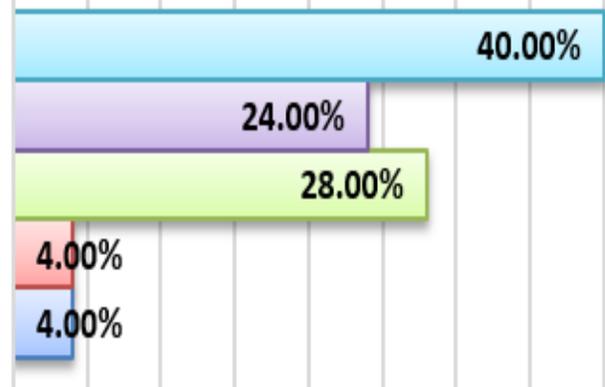
Recognition helps employees see that their Agency values their contributions. A simple, "Great Job" or "Thank you for your hard work" can be enough to encourage employees and make them feel appreciated. This will increase the levels of engagement and motivation of employees to continue to do great work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

# WORKLOAD AND MOTIVATION

I look forward to coming into work each day.



I am able to carry out my role while maintaining a healthy work/life balance.



ALWAYS FREQUENTLY OCCASIONALLY RARELY NEVER

## Summary of Results:

### Coming into Work

76% of employees Always or Frequently look forward to coming into work each day, while 12% selected Occasionally and 12% selected Rarely.

### Maintaining a healthy work/life balance

64% of employees are able to Always or Frequently carry out their role while maintaining a healthy work/life balance, while 28% selected Occasionally, and 8% selected Rarely or Never.

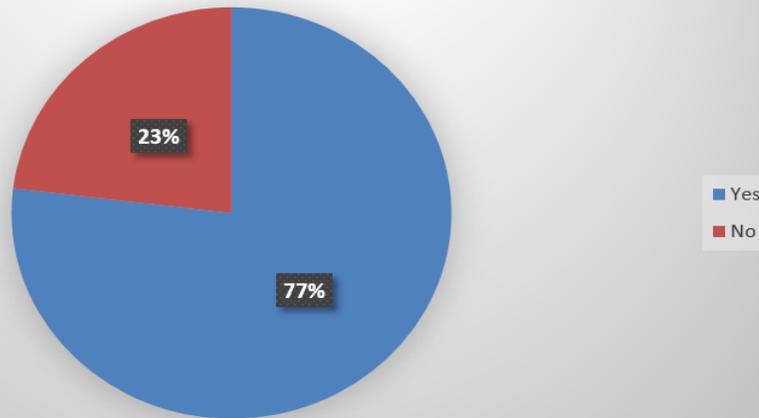
### Recommendations

Overall, results in this section indicates that there are a number of employees who are able to maintain a healthy work/life balance. However, there are a some employees that may require extra support in maintaining a healthy work/life balance. Management need to look into this further to identify how they can provide the proper support to employees.

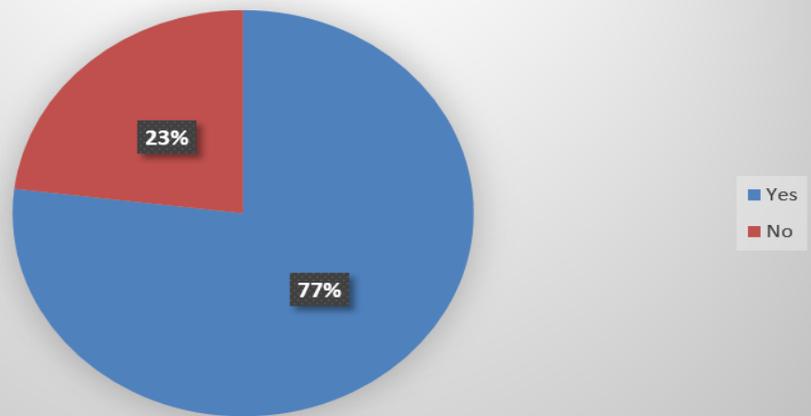
Research suggests that this is not a one-time fix, but rather, a cycle that must be continuously engaged with as circumstances and priorities evolve over time for every individual.

# DISPUTES AND CONFLICTS

Was the dispute or conflict resolved fairly?



Was your dispute or conflict resolved within one month?



## **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 some 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.

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 25 employees out of 25 participated in this years survey. That is 100% of employees from Tourism, which equates to a 14% increase from last year. This is a significant and positive improvement. Results this year give us a good glimpse of how employees feel about their workplace.

All statements ranked between 64% and 90% of employees selecting Always and Frequently and between 0% and 24% of employees selecting Rarely and Never.

In the last 12 months, 52% of employees said 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 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.

**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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