



## **Ministry of Internal Affairs**

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

**Your Voice Should be Heard, Your Voice is Important**

**Health & Wellbeing Survey of the Public Sector**

**2023**

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

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.

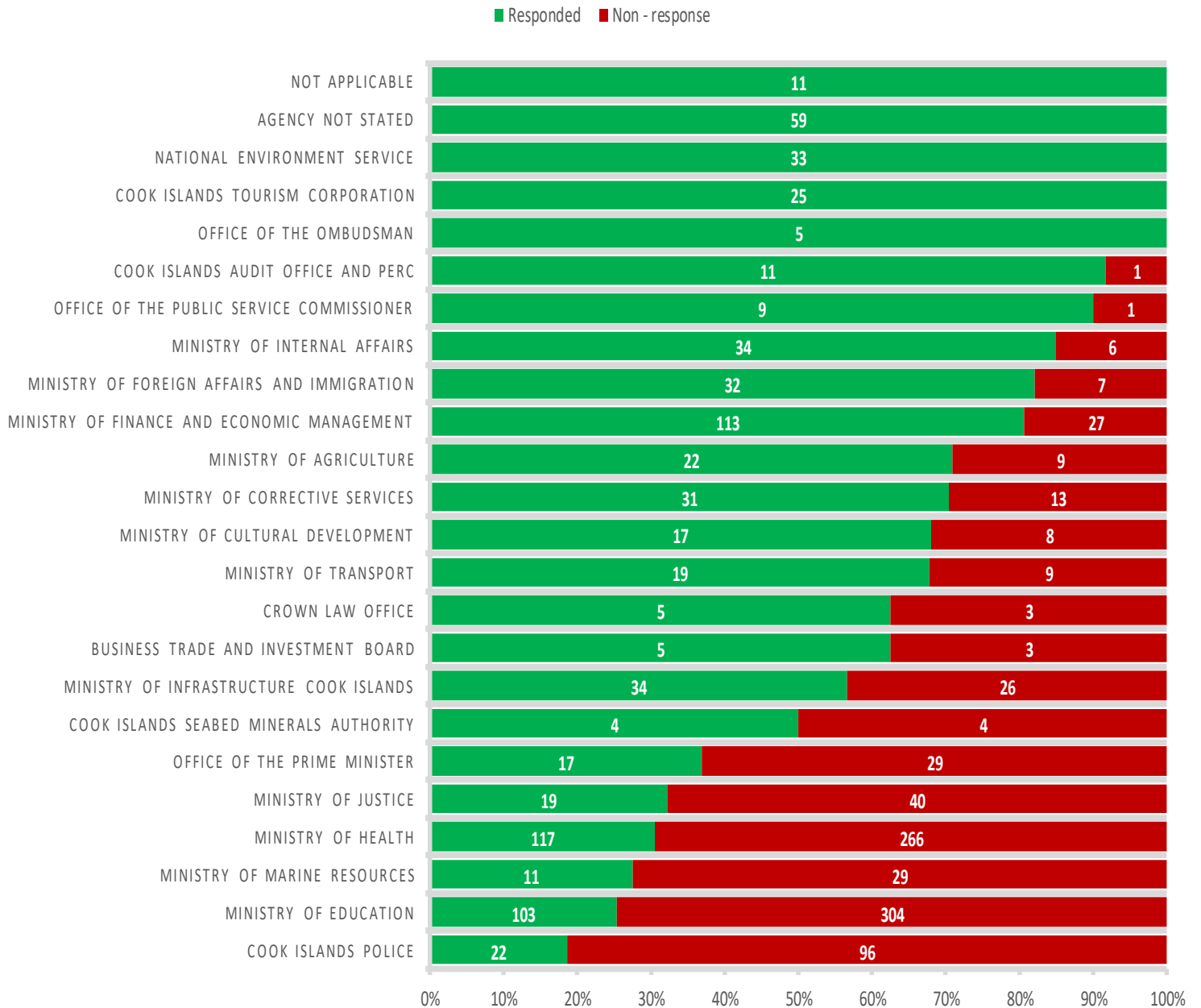
It is envisioned that individual Agency results and information provided from this survey can be used to drive policy change, make improvements to workplace culture and give Public Sector leaders a better understanding of the health and wellbeing of their employees. The survey results provide Agencies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

# PARTICIPATION RATES

## EMPLOYEE WELL-BEING SURVEY RESPONSE RATE

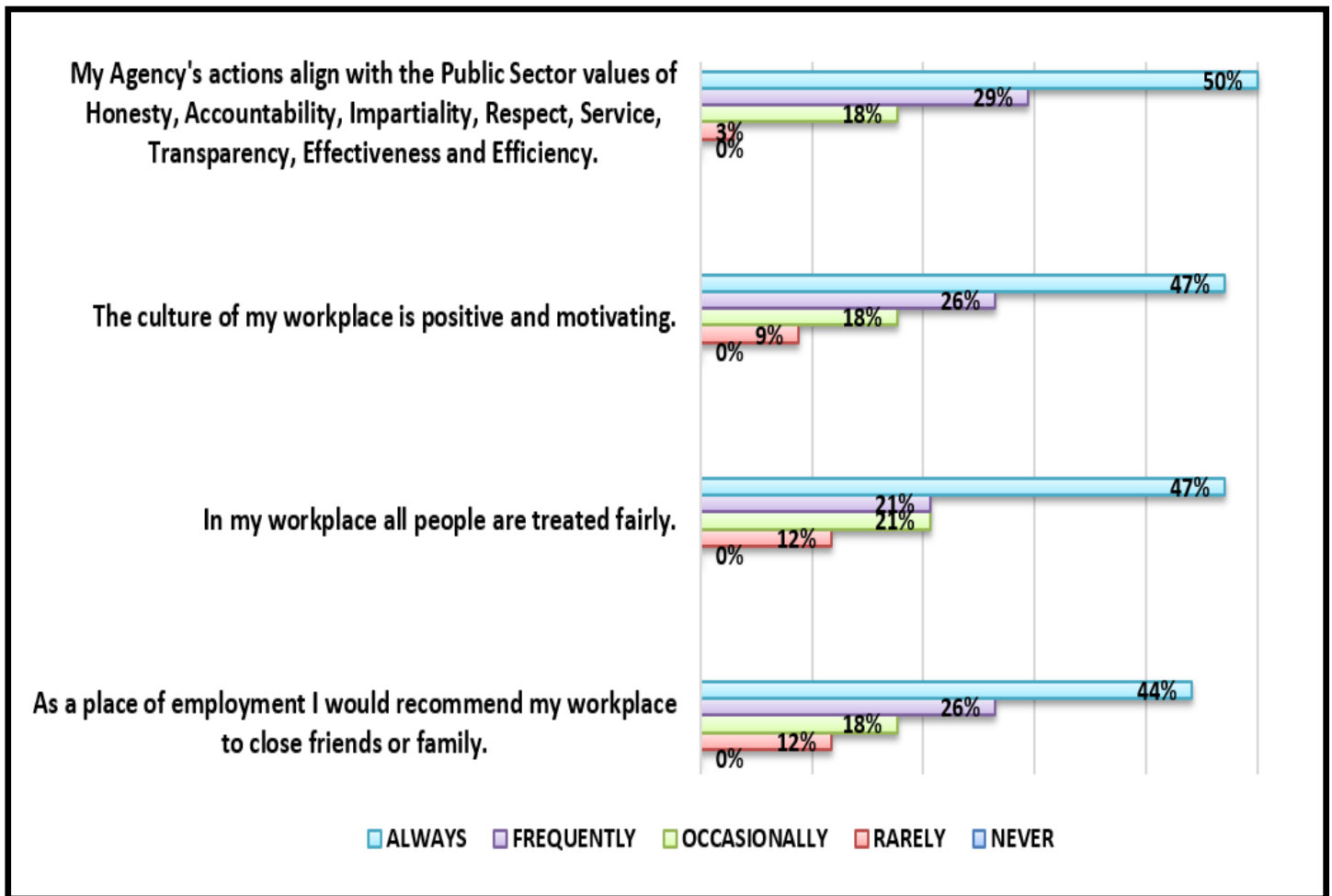


### Participation Rates

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, 34 out of 40 employees from Office of the Public Service Commissioner participated in the Health and Wellbeing Survey. That is a 68% 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 18% selected Occasionally, and 3% selected Rarely.

### **Workplace Culture**

73% of employees said their workplace culture is Frequently positive and motivating, while 18% selected Occasionally, and 9% selected Rarely.

68% of employees said people in their workplace are Always or Frequently treated fairly, while 21% selected Occasionally, and 12% selected Rarely.

### **Recommending my Workplace**

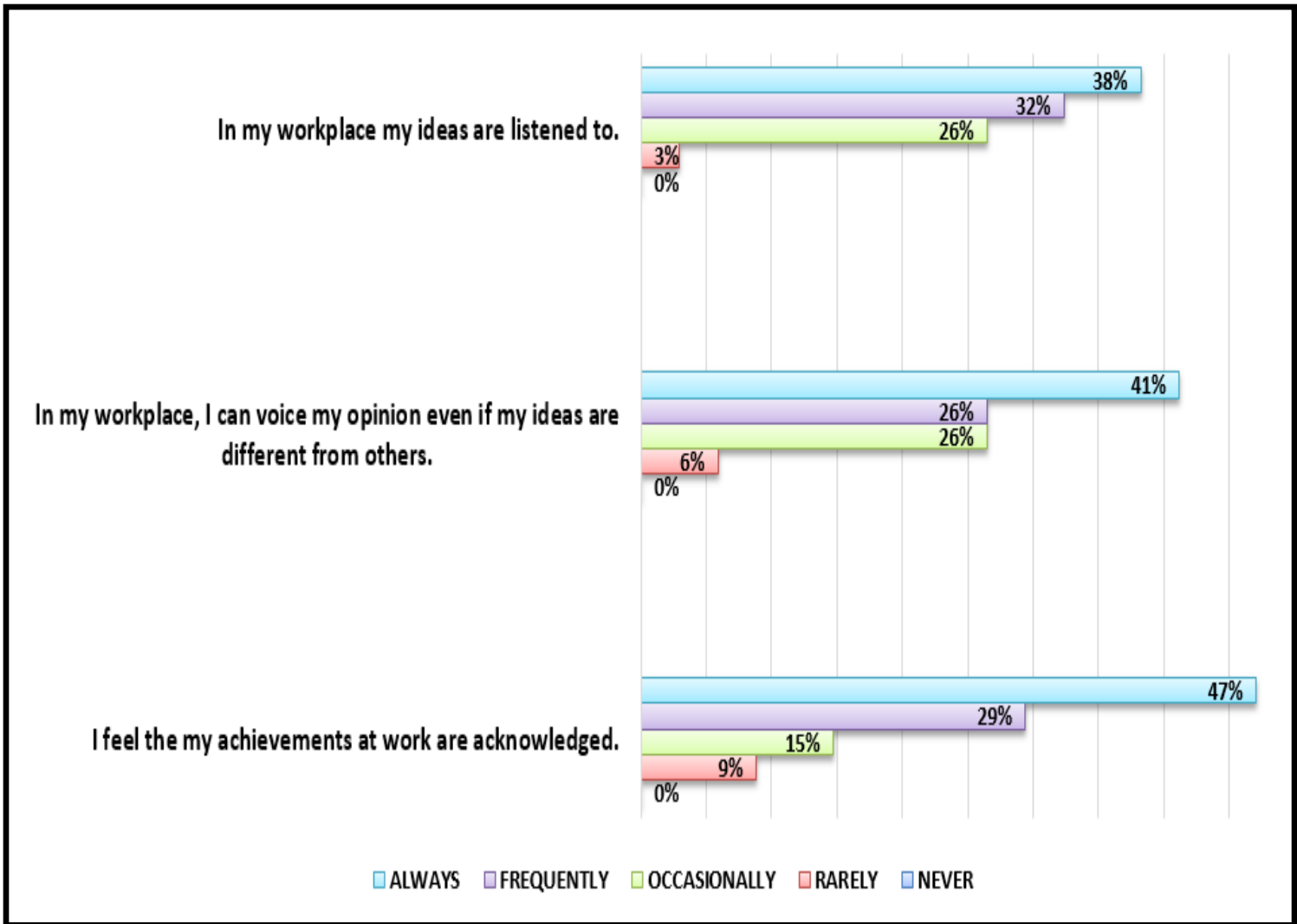
70% of employees said they would Always or Frequently recommend their workplace, while 18% selected Occasionally, and 12% selected Rarely.

### **Recommendations**

Overall, based on the results in this section, majority 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 are a minority of employees who indicated that management need to develop strategies that will help improve the workplace culture and ensure that it accommodates all employees.

# COMMUNICATION



## **Summary of Results:**

### **Ideas and Opinions**

70% of employees said their ideas are Always or Frequently listened to, while 26% selected Occasionally, and 3% selected Rarely.

67% of employees can Always or Frequently voice their opinions, while 26% selected Occasionally, and 6% selected Rarely.

### **Acknowledging my achievements**

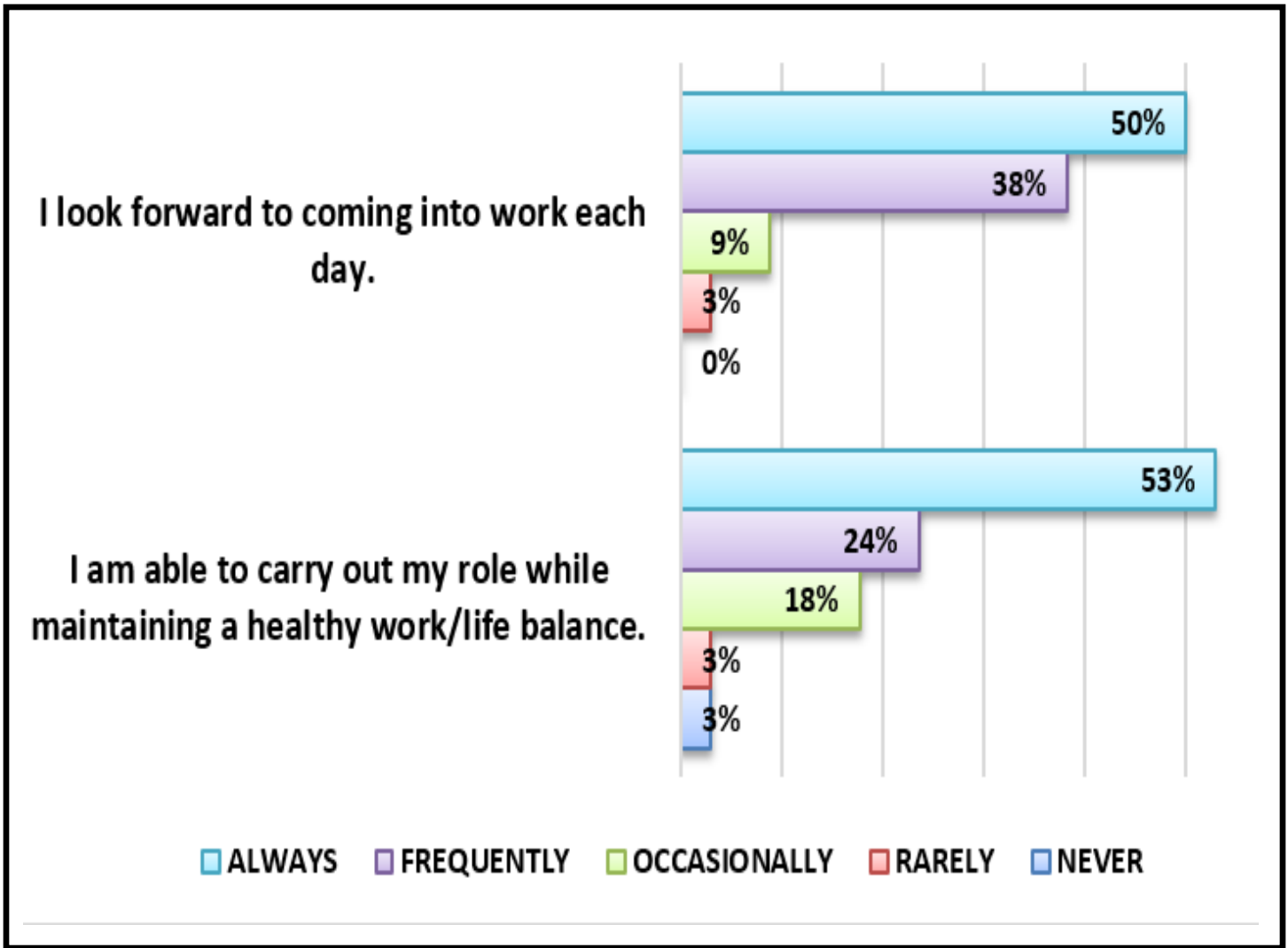
76% of employees feel their achievements at work are Frequently acknowledged, while 15% selected Occasionally, and 9% selected Rarely.

### **Recommendation**

Overall, based on results in this section, there has been an increase in negative responses compared to last year. The increase in negative responses are likely to suggest that there has been a lack to maintaining consistent communication and recognition within the workplace. To address this, management can focus on reviewing communication in the workplace and how achievements are recognized.

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**

88% of employees look forward to coming into work each day, while 9% selected Occasionally, and 3% selected Rarely.

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

77% of employees are able to Always or Frequently carry out their role while maintaining a healthy work/life balance, while 18% selected Occasionally, and 6% selected Rarely and Never.

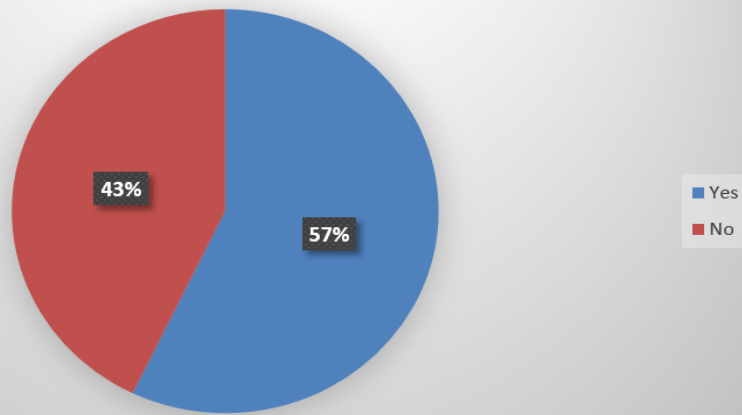
### **Recommendations**

Overall, results in this section indicates that although employees may not enjoy their workplace culture, they have a passion for their job to serve the people of the Cook Islands. For employees who selected Rarely and Never, these are areas that management need to look into further to identify why employees feel this way to then identify how they can provide support to ensure employees can maintain a healthy work/life balance.

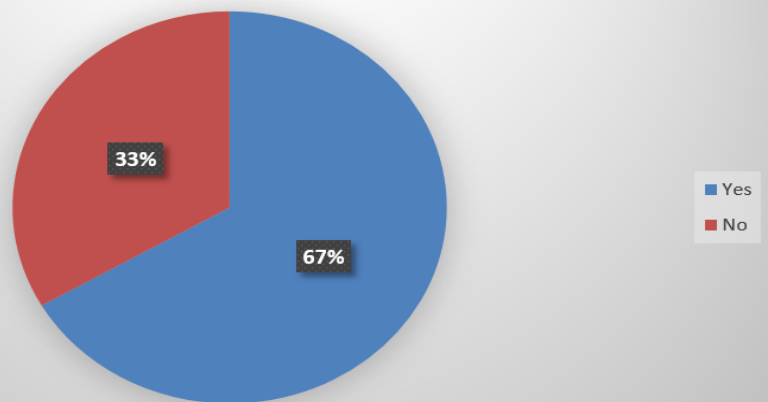
Research suggests that this is not a one-time fix, but rather, a cycle that must be continuously engaged with as circumstances and priorities evolve over time for every individual.

# DISPUTES AND CONFLICTS

Was your dispute or conflict resolved within one month?



Was the dispute or conflict resolved fairly?



## **Summary of Results:**

### **Disputes/Conflicts**

In the last 12 months, employees experienced an average of three conflicts/disputes in their workplace. 57% of employees said their dispute/conflict was resolved within one month, while 43% said theirs, was not.

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

### **Recommendation**

Overall, results in this area indicates that over the last 12 months less conflicts/disputes were being resolved fairly within one month. Going forward, management need to review their internal processes to help improve resolving these matters in the workplace as well as to prioritize resolving these as soon as possible.

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 34 out of 40 employees participated in this year's survey. That is 85% of employees from INTAFF, which equates to a 68% increase from last year. This is a significant and positive improvement from last years results and gives a better gauge of the Ministry as a whole.

It was observed that all statements ranked between 65% and 90% of employees selecting Always, Frequently and between 0% and 12% of employees selected Rarely and Never. These are very positive results, although there are areas that can be improved by maintaining consistency within the workplace.

Over the past 12 months, 59% of employees indicated that they had thought of leaving their workplace. This is 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.

**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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