Ministry of Corrective Services

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 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.
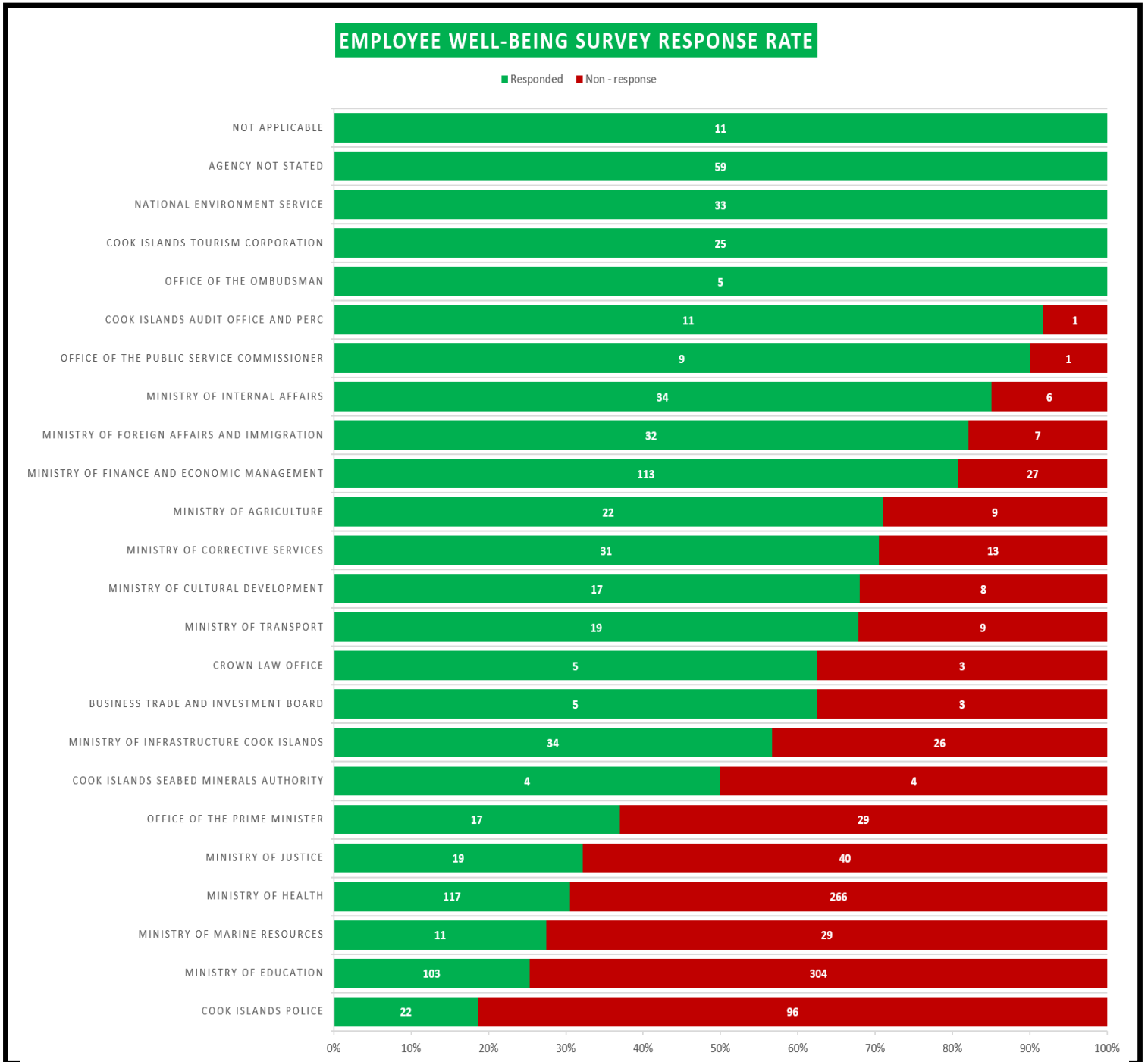
The Employee Engagement Surveys —*Tō'ou reo, kia 'akarongo' ia, ei puapinga nō'ou, Your Voice should be heard, Your voice is important* Surveys have been designed to support Public Sector agencies to build positive workplace cultures with integrity and that reflect the Public Sector values of Honesty, 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 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

Legend: ■ 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

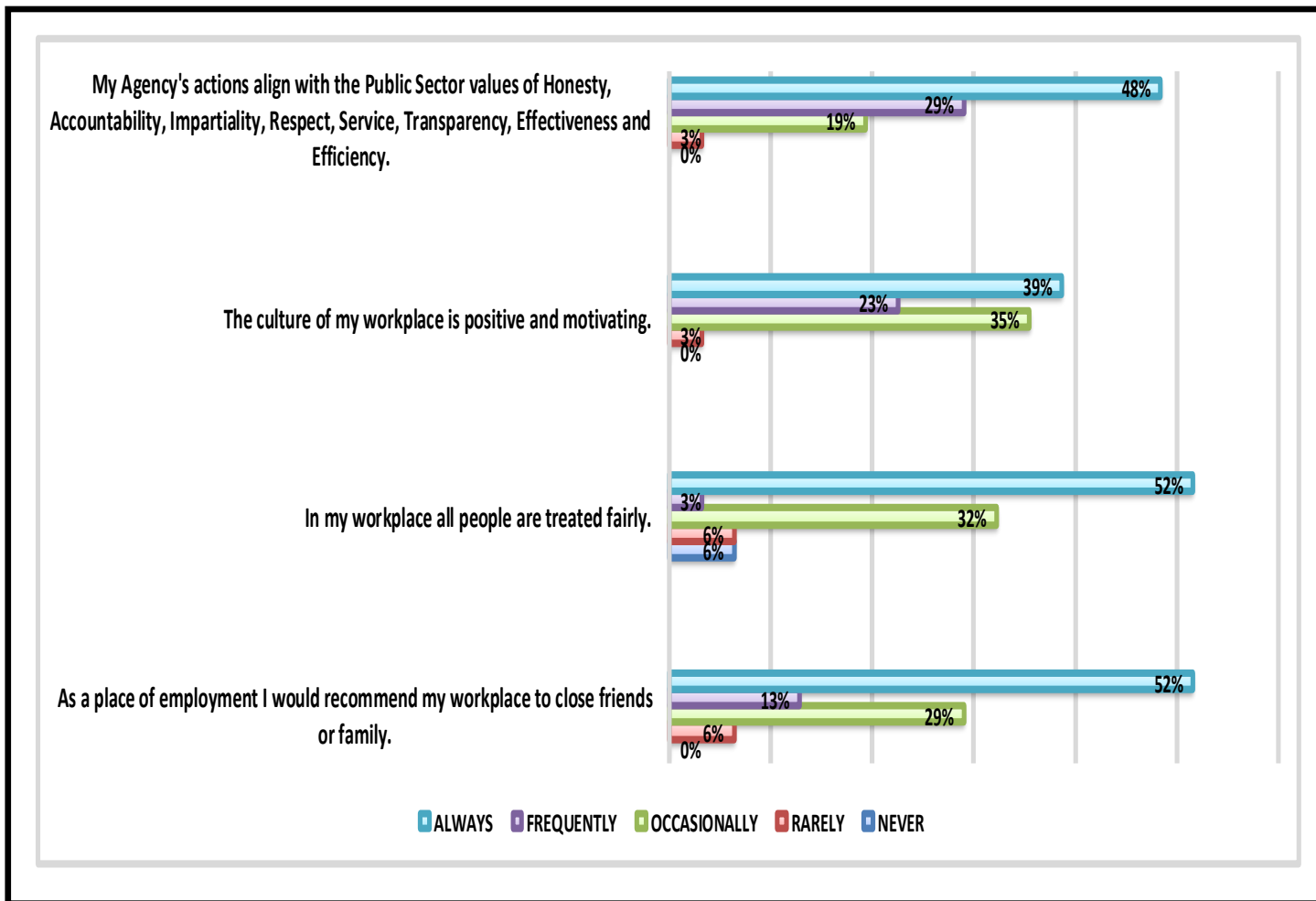X-axis: 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

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, 31 out of 44 employees from the Ministry of Corrective Services participated in the Health and Wellbeing Survey. That is a 60% increase 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.
- 48%
- 29%
- 19%
- 3%
- 0%

The culture of my workplace is positive and motivating.
- 39%
- 23%
- 35%
- 3%
- 0%

In my workplace all people are treated fairly.
- 52%
- 3%
- 32%
- 6%
- 6%

As a place of employment I would recommend my workplace to close friends or family.
- 52%
- 13%
- 29%
- 6%
- 0%

☐ ALWAYS ☐ FREQUENTLY ☐ OCCASIONALLY ☐ RARELY ☐ NEVER

Summary of Results:

Public Sector Values
Results show 77% of employees said their Agency's actions Always or Frequently align with the Public Sector Values, while 22% selected Occasionally and Rarely.

Workplace Culture
62% of employees said their workplace culture is Always or Frequently positive and motivating and 35% of employees selected Occasionally and 3% selected Never.
55% of employees said people in their workplace are Always or Frequently treated fairly, while 32% selected Occasionally and 12% selected Rarely and Never.
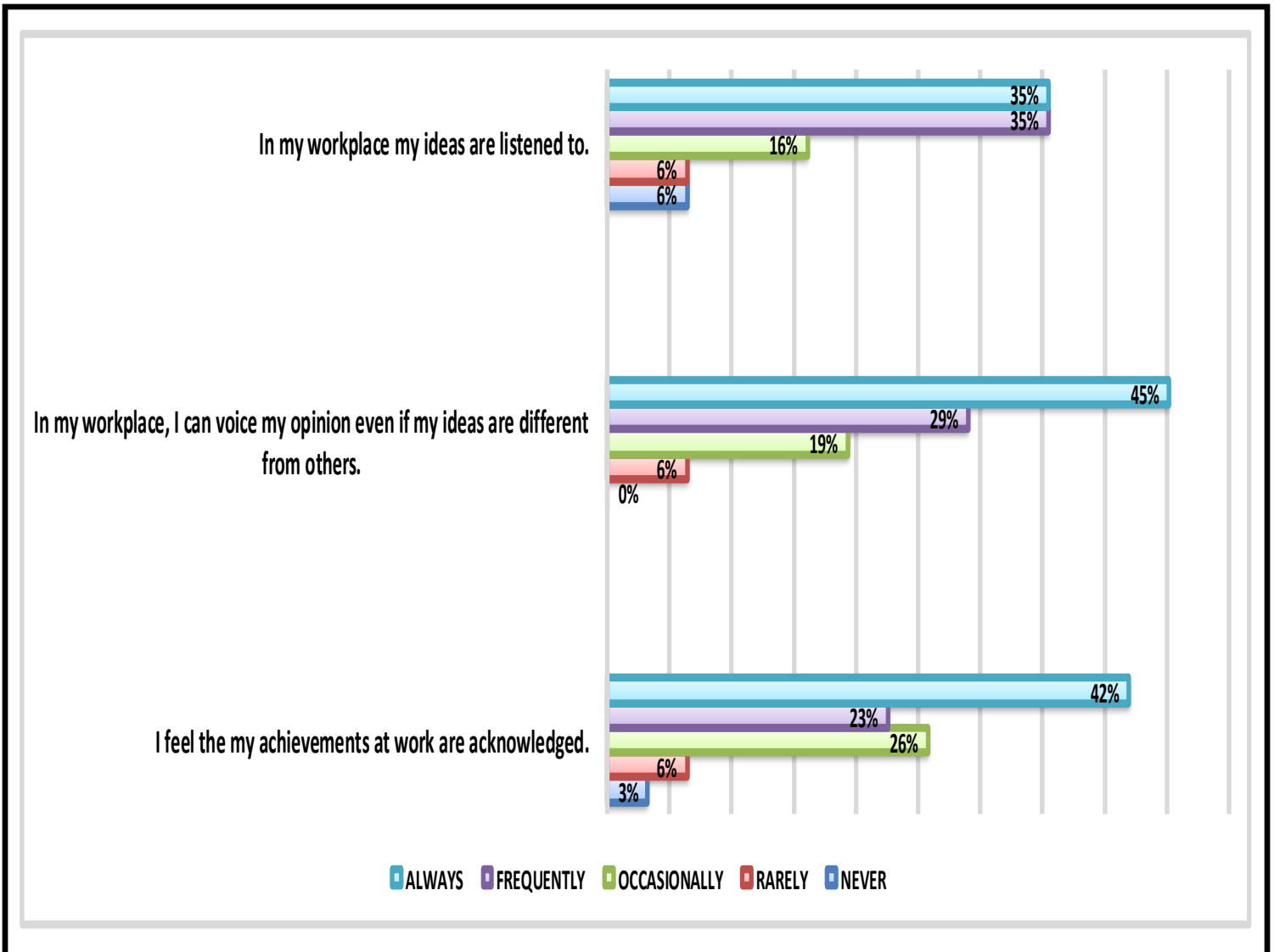
Recommending my Workplace
65% of employees said they would Always or Frequently recommend their workplace while 29% selected Occasionally and 6% selected Rarely.

Recommendations
Overall, based on the results in this section, a high number of employees felt that the Public Service values are evident in their Ministry. However, responses to workplace culture indicates that management need to put more focus into monitoring and evaluating strategies to improve employee health and wellbeing.

COMMUNICATION

In my workplace my ideas are listened to.
- 35%
- 35%
- 16%
- 6%
- 6%

In my workplace, I can voice my opinion even if my ideas are different from others.
- 45%
- 29%
- 19%
- 6%
- 0%

I feel the my achievements at work are acknowledged.
- 42%
- 23%
- 26%
- 6%
- 3%

■ ALWAYS ■ FREQUENTLY ■ OCCASIONALLY ■ RARELY ■ NEVER

Summary of Results:

Ideas and Opinions
70% of employees said their ideas are Always or Frequently listened to while 16% selected Occasionally, and 12% selected Rarely and Never.
74% of employees can Always or Frequently voice their opinions while 19% selected Occasionally and 6% selected Rarely.

Acknowledging my achievements
65% of employees feel their achievements at work are Always or Frequently acknowledged while 26% selected Occasionally and 9% selected Rarely and Never.

Recommendation
Overall, based on results in this section, although there are some positive responses, there are also a concerning number of negative responses to the statements above. To address this, management can focus on reviewing communication in the workplace and how achievements are recognised.
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.
- 61%
- 16%
- 23%
- 0%
- 0%

I am able to carry out my role while maintaining a healthy work/life balance.
- 45%
- 29%
- 26%
- 0%
- 0%

ALWAYS FREQUENTLY OCCASIONALLY RARELY NEVER
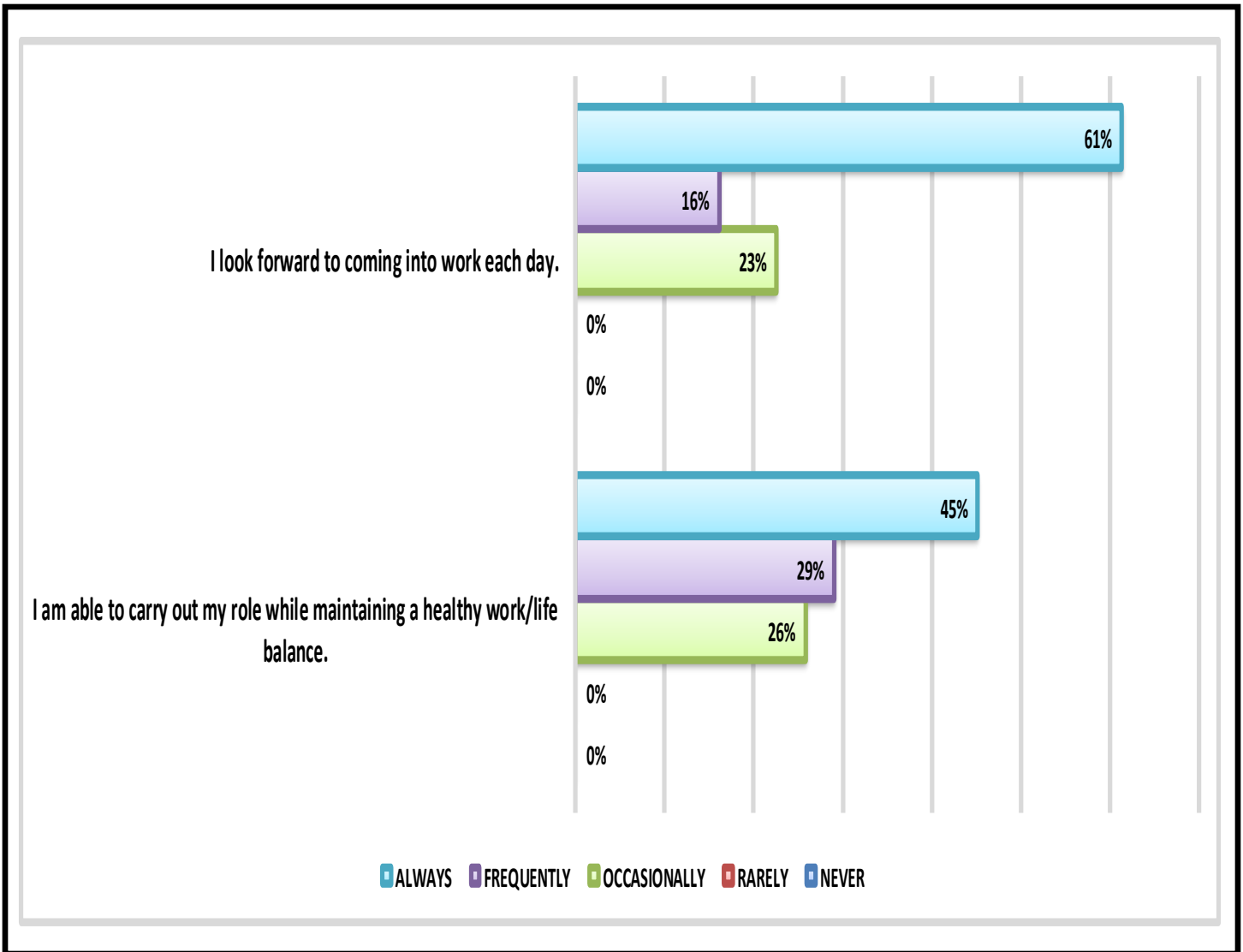
Summary of Results:

Coming into Work

77% of employees look forward to coming into work each day, while 23% selected Occasionally.

Maintaining a healthy work/life balance

74% of employees are able to Always or Frequently carry out their role while maintaining a healthy work/life balance and 26% selected Occasionally.

Recommendations

Overall, results in this section indicates that although employees don't enjoy their workplace culture, they still enjoy coming into work each day because of the passion they have for their work in serving our people. For employees who selected Occasionally, these are areas that management need to look into further to identify why employees feel this way and how management can support their staff to ensure they can maintain that healthy balance. Research by two academics 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. (what is the reference for this research, who are the 2 academics, remember to reference this in the annex of the Report. Or, we can say, "Research suggests that …, but we still need to reference this statement.)

DISPUTES AND CONFLICTS

Was your dispute or conflict resolved within one month?

29%
71%

■ Yes
■ No
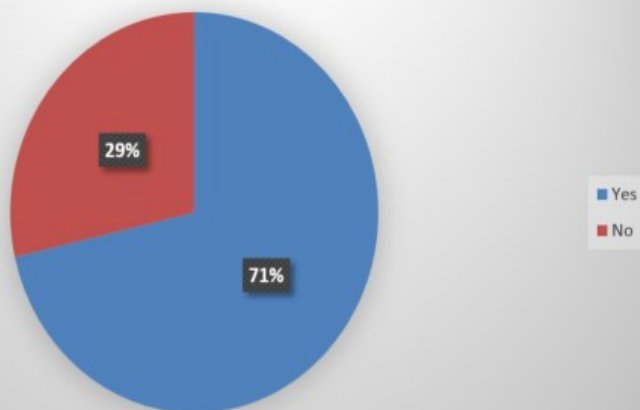
Was the dispute or conflict resolved fairly?

35%
65%

■ Yes
■ No
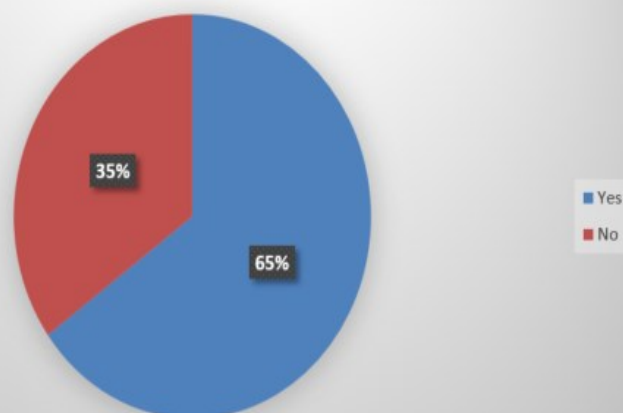
Summary of Results:

Disputes/Conflicts

In the last 12 months, employees experienced an average of five conflicts/disputes in their workplace. 71% of employees said their dispute/conflict was resolved within one month, while 29% said theirs, was not.

65% said their dispute/conflict was resolved fairly, while 35% said, theirs was not.

Recommendation

Overall, results in this area suggests that management do have 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.

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 31 employees out of 44 employees participated in this year's survey. That is 70% of employees from MOCS, which equates to a 60% increase from last year. This is a significant and positive improvement. Unfortunately, OPSC is unable to make a comparison between results from 2023 and last year due to the poor participation rates in 2022 which was therefore not a good gauge of the Ministry as a whole. Results this year however, give us a far better understanding and appreciation about how employees feel about their workplace.

It was observed that all statements ranked between 55% and 75% of employees selecting Always and Frequently and between 3% and 12% of employees selecting Rarely and Never.

Over the past 12 months, 58% 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. 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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