



## **Infrastructure Cook Islands**

# **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 well-being 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.

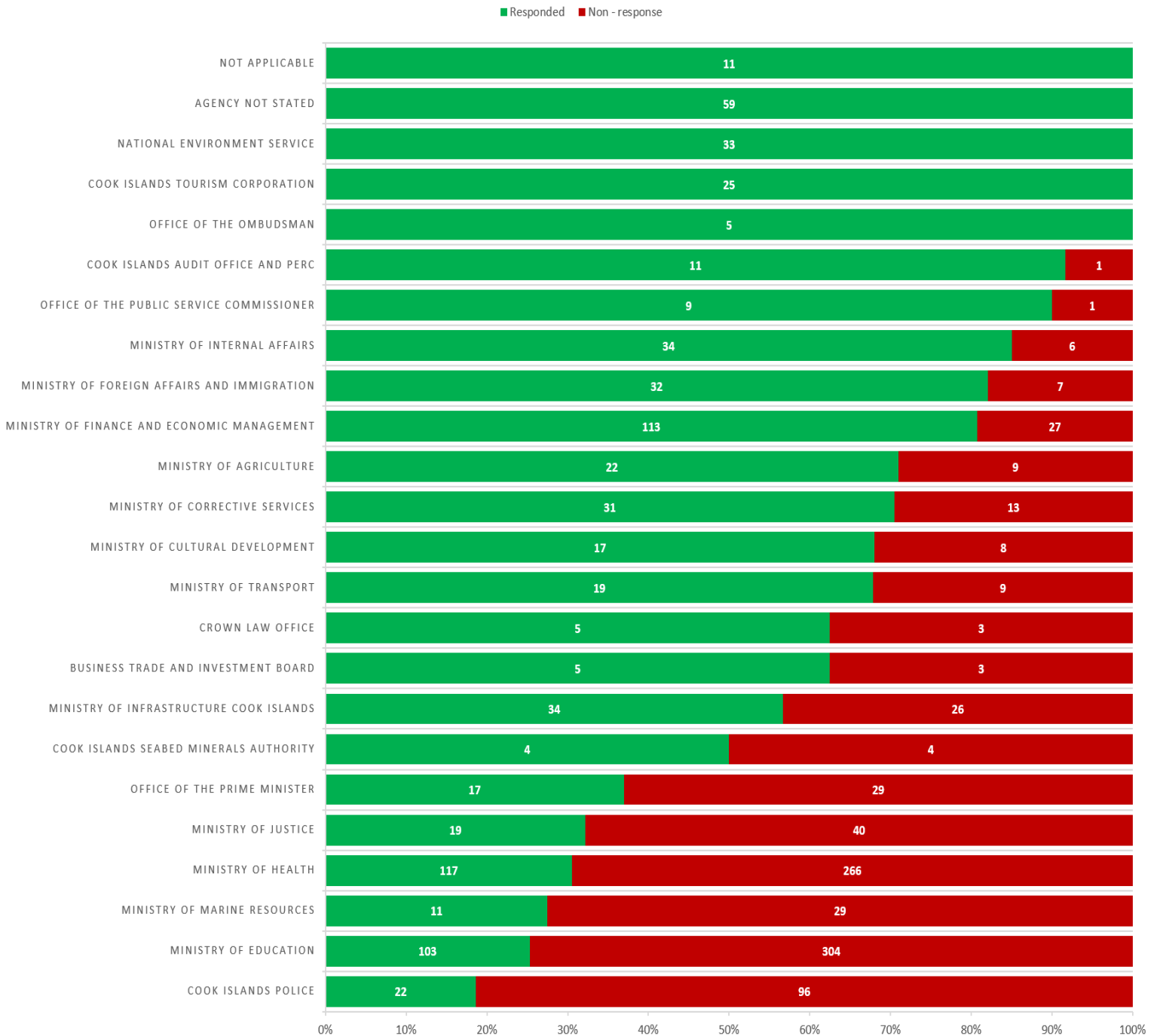
It is envisioned that individual Agency results and information provided from this survey can be used to drive policy change, make improvements to workplace culture and give Public Sector leaders a better understanding of the health and wellbeing of their employees. The survey results provide Agencies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

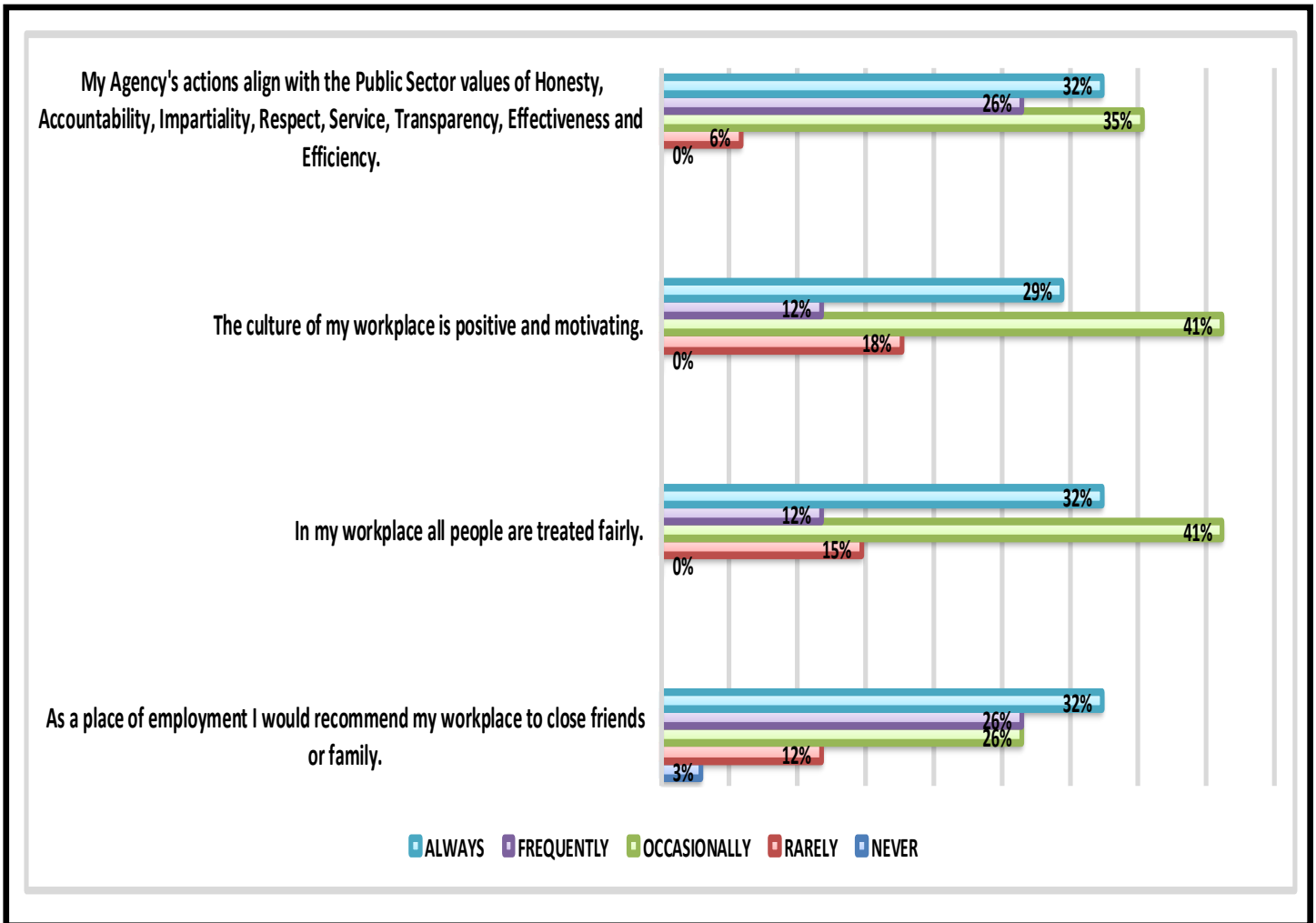


### Participation Rates

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 60 employees from Infrastructure Cook Islands participated in the Health and Wellbeing Survey. That is a 40% increase from last year.

# ETHICS AND WORKPLACE CULTURE



## **Summary of Results:**

### **Public Sector Values**

Results show 58% of employees said their Agency’s actions Always or Frequently align with the Public Sector Values, while 35% selected Occasionally and 6% selected Rarely.

### **Workplace Culture**

41% of employees said their workplace culture is Always or Frequently positive and motivating, 41% of employees selected Occasionally, and 18% selected Rarely.

44% of employees said people in their workplace are Always or Frequently treated fairly, while 41% selected Occasionally and 15% selected Rarely.

### **Recommending my Workplace**

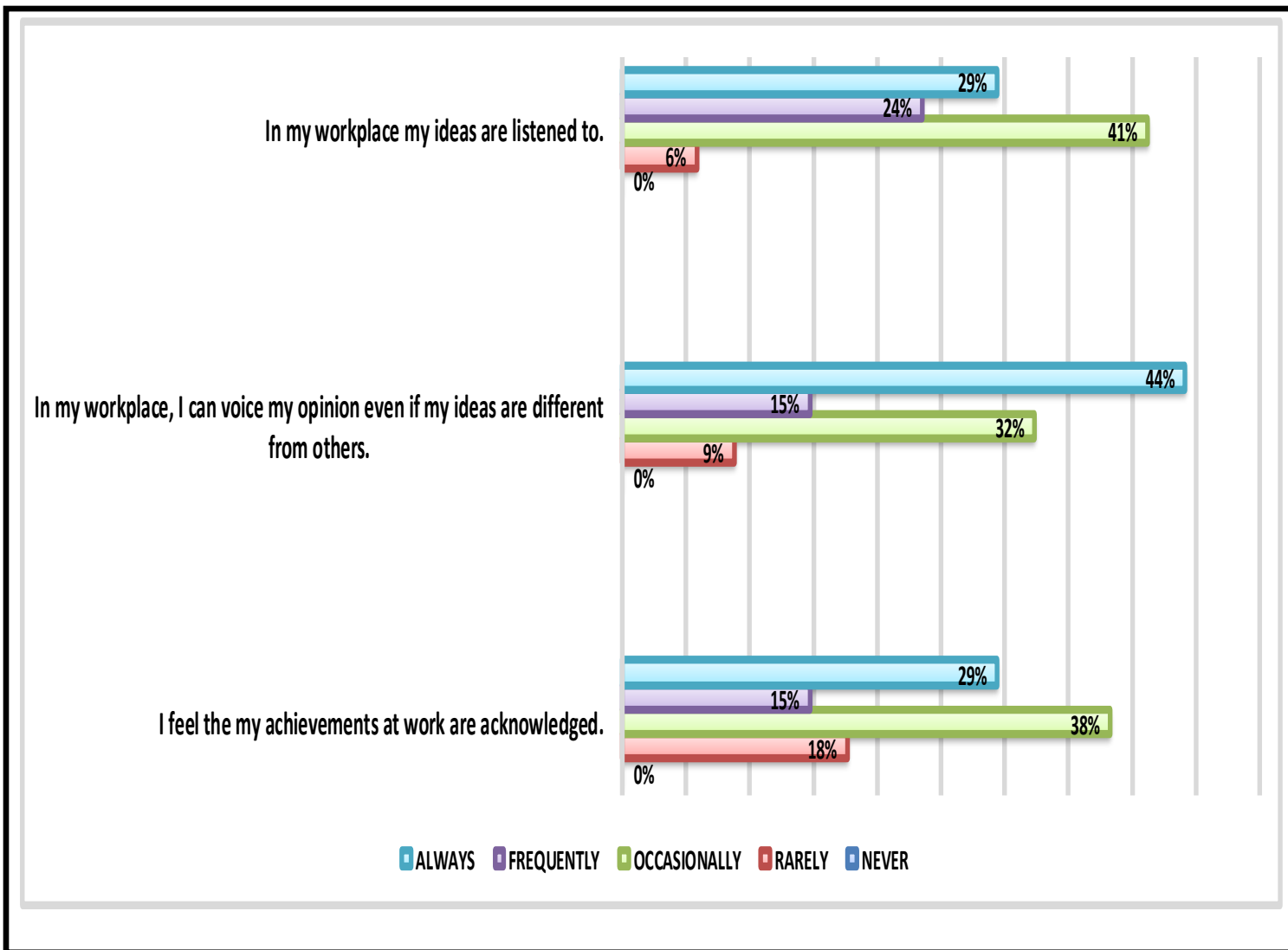
58% of employees said they would Always or Frequently recommend their workplace while 26% selected Occasionally and 15% selected Rarely and Never.

### **Recommendations**

Overall, based on the results in this section, there is a concerning number of negative responses from employees. Just over half of employees felt that the Public Service values are evident in their Ministry while others indicated that there can be improvements in being more transparent and honest.

Responses to workplace culture indicates that management need to put more focus into monitoring and evaluating strategies to improve the work environment for all employees and create some consistency.

# COMMUNICATION



## **Summary of Results:**

### **Ideas and Opinions**

53% of employees said their ideas are Always or Frequently listened to, while 41% selected Occasionally, and 6% selected Rarely.

59% of employees can Always or Frequently voice their opinions while 32% selected Occasionally and 9% selected Rarely.

### **Acknowledging my achievements**

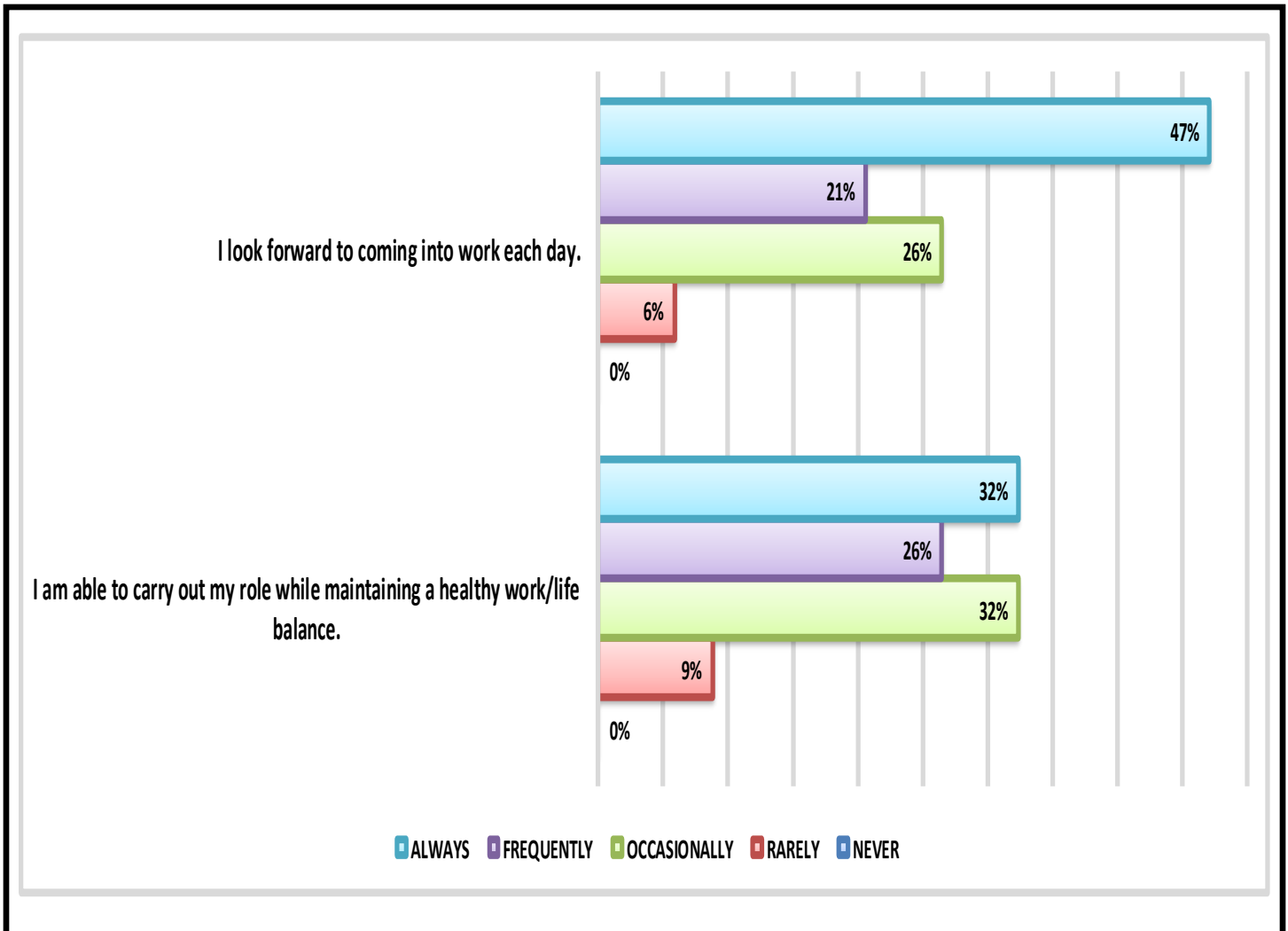
44% of employees feel their achievements at work are Always or Frequently acknowledged, while 38% selected Occasionally and 18% selected Rarely.

### **Recommendation**

Overall, based on results in this section, it is likely that there is a lack of consistent communication in the workplace. To address this, management can focus on reviewing communication in the workplace and how achievements are recognized and rewarded.

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**

68% of employees look forward to coming into work each day, while 26% selected Occasionally, and 6% selected Rarely.

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

58% of employees are able to Always or Frequently carry out their role while maintaining a healthy work/life balance, while 32% selected Occasionally, and 9% selected Rarely.

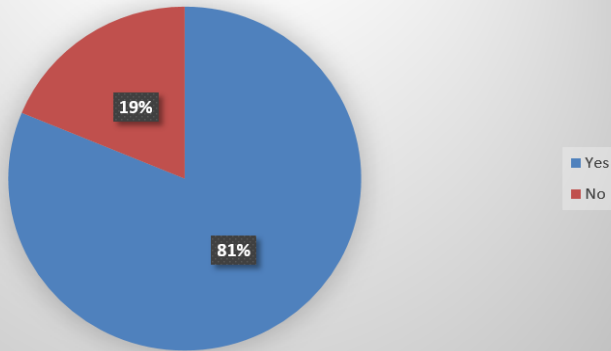
### **Recommendations**

Overall, results in this section show that majority of employees selected Occasionally. This is likely a reflection of employees tolerating their workplace culture and ethics. These are areas that management should focus on to identify what support they can provide to employees and how, to ensure all employees are able to maintain this healthy work/life balance.

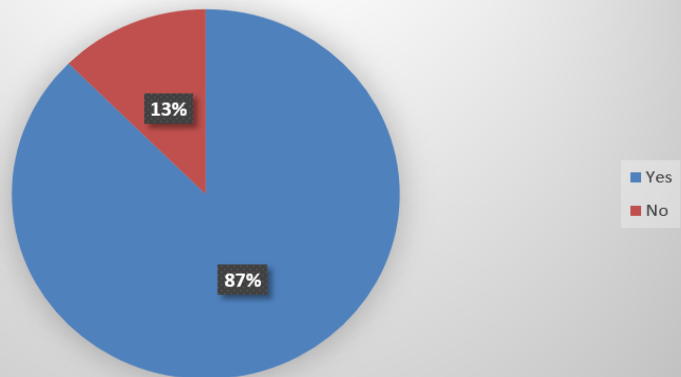
Research suggests that this is not a one-time fix, but rather, a cycle that must be continuously engaged with as circumstances and priorities evolve over time for every individual.

# 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. 81% of employees said their dispute/conflict was resolved within one month, while 19% said theirs, was not.

87% said their dispute/conflict was resolved fairly, while 13% said, theirs was not.

### **Recommendation**

Overall, results in this area suggests that internal processes that are in place are producing positive outcomes for a large number of employees.

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 60 employees participated in this year's survey. That is 57% of employees from ICI, which equates to a 40% increase from last year. This is a 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 of how employees feel about their workplace.

It was observed that all statements ranked between 40% and 70% of employees selecting Always and Frequently and between 0% and 20% of employees selecting Rarely and Never.

Over the past 12 months, 47% 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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