



Ministry of Foreign Affairs and Immigration
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.

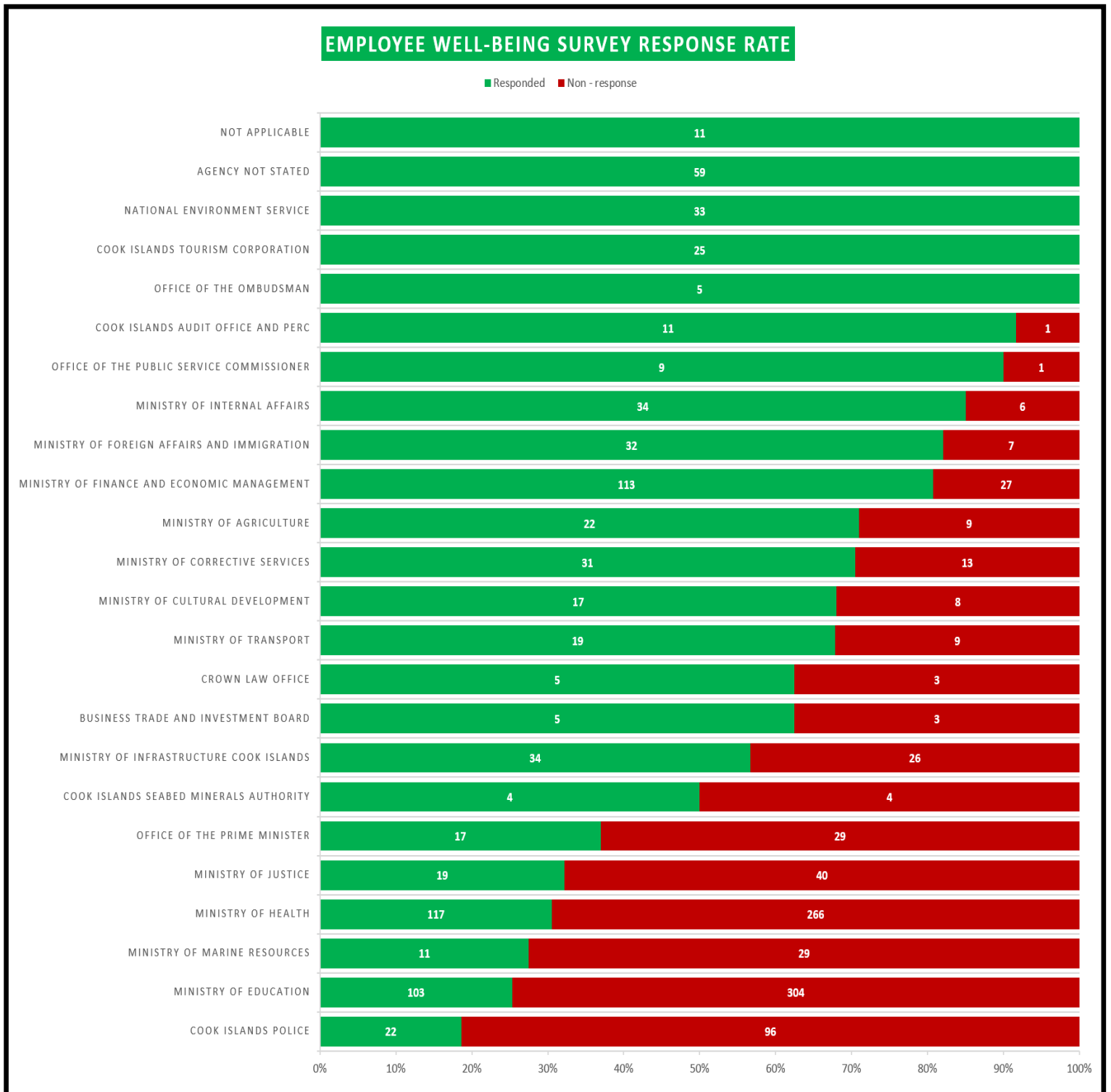
The Employee Engagement Surveys —***Tō'ou reo, kia 'akarongo' ia, ei puapinga nō'ou, Your Voice should be heard, Your voice is important*** Surveys have been designed to support Public Sector agencies to build positive workplace cultures with integrity and that reflect the Public Sector values of Honesty,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

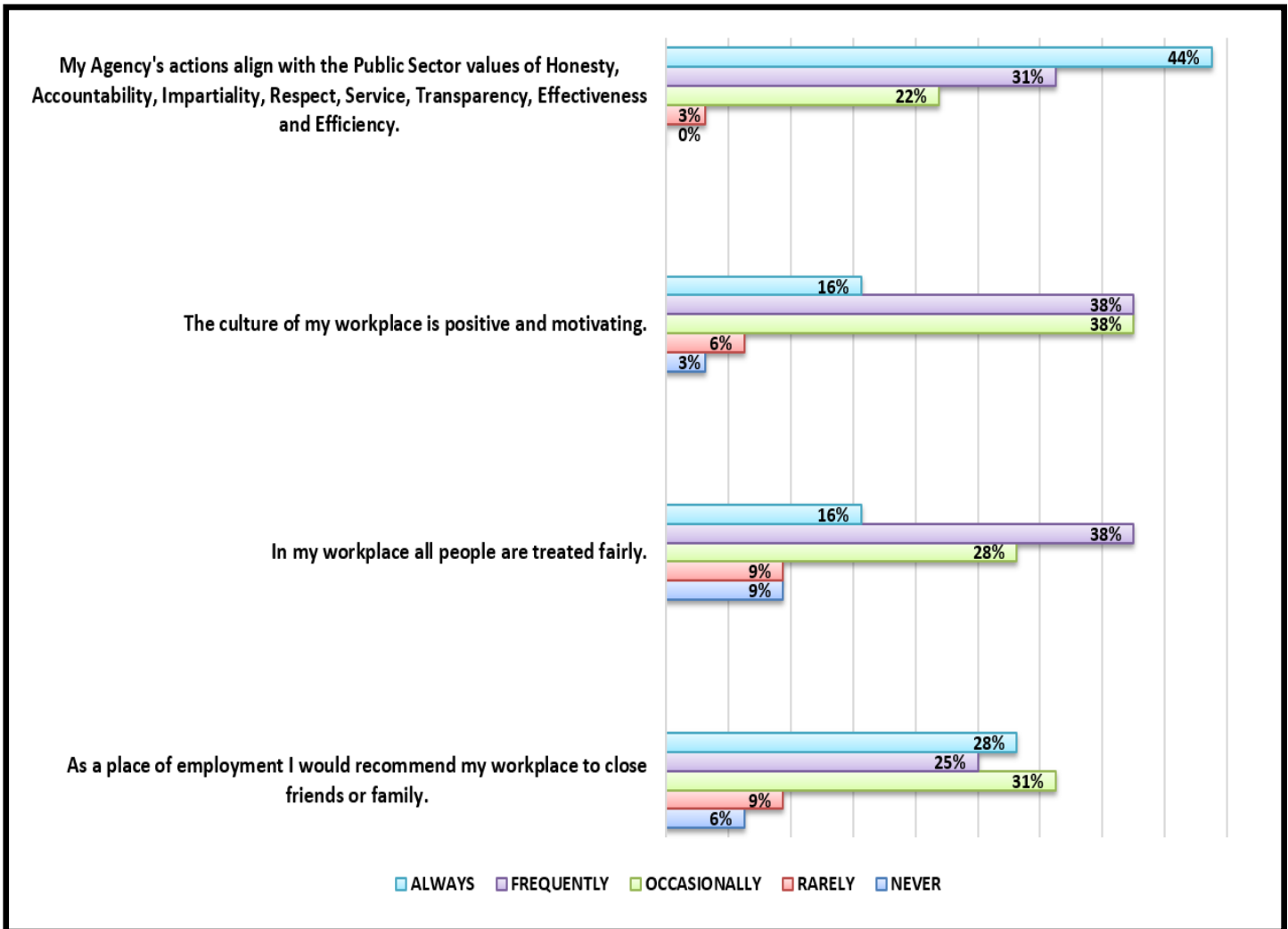


Participation Rates

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 32 out of 38 employees from the Ministry of Foreign Affairs & Immigration participated in the Health and Wellbeing Survey. That is a 65% increase from last year.

ETHICS AND WORKPLACE CULTURE



Summary of Results:

Public Sector Values

Results show 75% of employees said their Agency’s actions Always and Frequently align with the Public Sector Values, while 22% selected Occasionally, and 3% selected Rarely.

Workplace Culture

54% of employees said their workplace culture is Always and Frequently positive and motivating, while 38% selected Occasionally, and 9% selected Rarely and Never.

54% of employees said people in their workplace are Always and Frequently treated fairly, while 28% selected Occasionally, and 18% selected Rarely and Never.

Recommending my Workplace

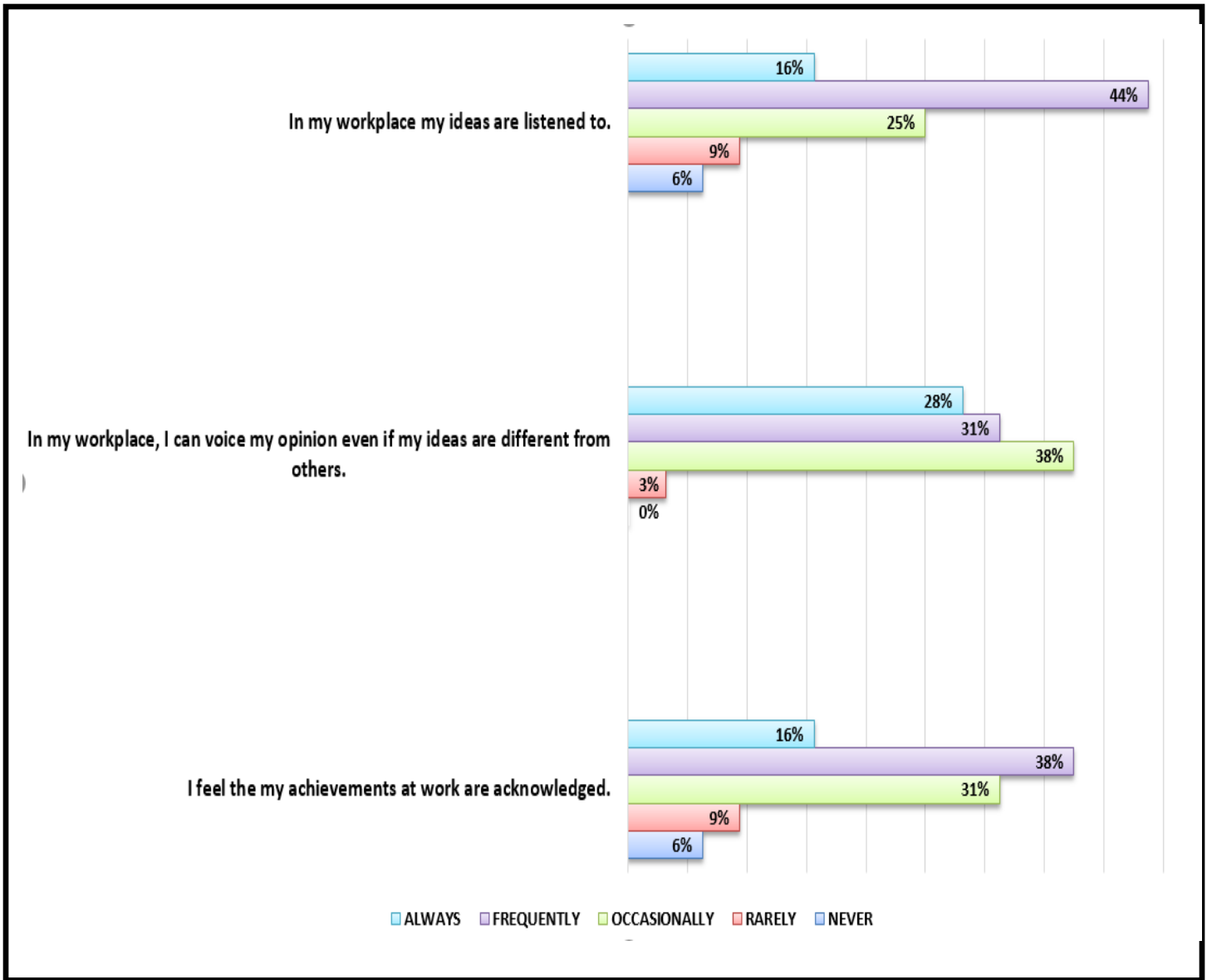
53% of employees said they would Always and Frequently recommend their workplace, while 31% selected Occasionally and 15% selected Rarely and Never.

Recommendations

Overall, based on the results in this section, majority of employees felt that the Public Service values are evident and that the workplace culture is positive and motivating. However, there are still a number of employees who selected Occasionally which is likely to suggest that employees see a lack of consistency in this area. Management should put more focus into identifying why employees feel this way to then develop strategies of improvement.

In comparison to last years results, it was observed that there was an increase in negative responses in this years survey.

COMMUNICATION



Summary of Results:

Ideas and Opinions

60% of employees said their ideas are Always or Frequently listened to while 25% selected Occasionally, and 15% selected Rarely and Never.

59% of employees can Always or Frequently voice their opinions, while 38% selected Occasionally, and 3% selected Rarely.

Acknowledging my achievements

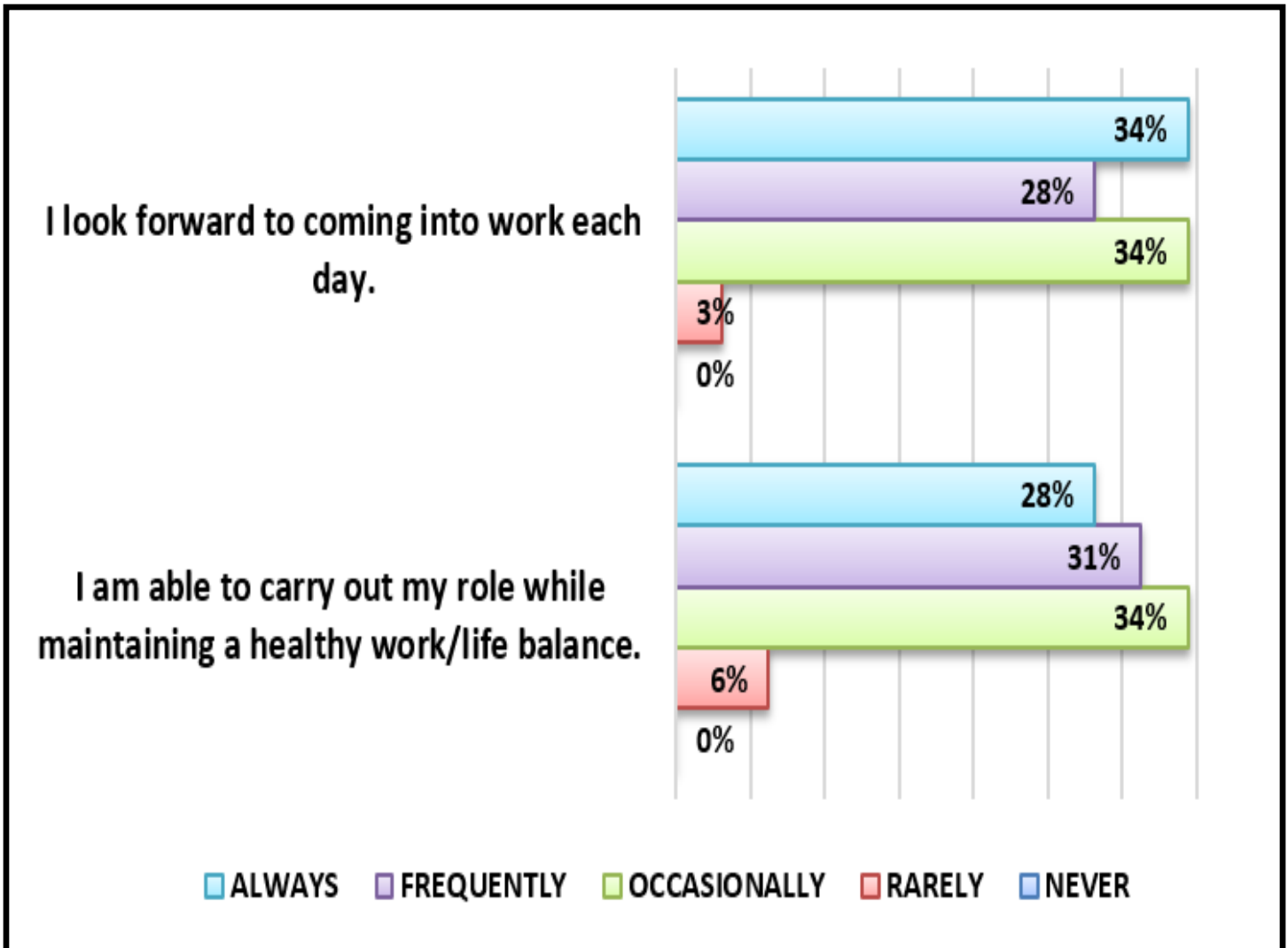
54% of employees feel their achievements at work are Always or Frequently acknowledged, while 31% selected Occasionally, and 15% selected Rarely or Never.

Recommendation

Overall, based on results in this section, majority of employees selected Always and Frequently to all three statements above. However, there are 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



Summary of Results:

Coming into Work

82% of employees look forward to coming into work each day, while 34% selected Occasionally, and 3% selected Rarely.

Maintaining a healthy work/life balance

59% of employees are able to Always or Frequently carry out their role while maintaining a healthy work/life balance, while 31% selected Occasionally, and 9% selected Rarely and Never.

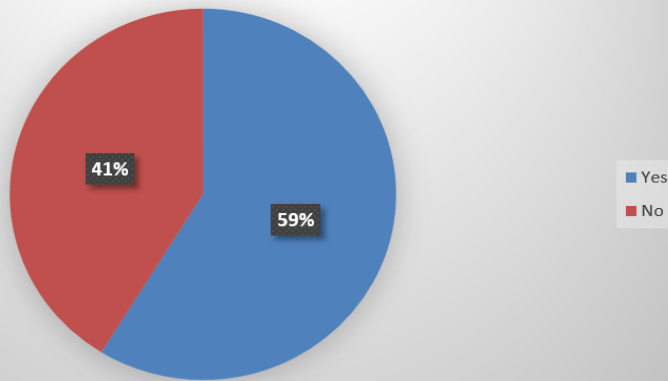
Recommendations

In comparison to last years results, there has been a decrease in negative responses. This is a positive improvement and suggests that management are providing the appropriate support to their staff to ensure they are able to maintain a healthy work/life balance. However, there are areas that management need to focus on to ensure all employees all employees receive the same support.

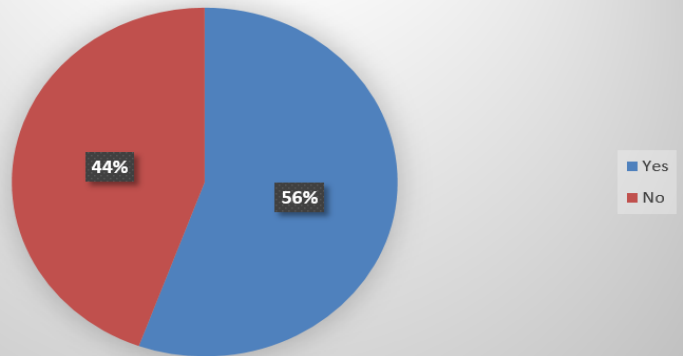
Research suggests that this is not a one-time fix, but rather, a cycle that must be continuously engaged with as circumstances and priorities evolve over time for every individual.

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. 59% of employees said their dispute/conflict was resolved within one month, while 41% said theirs, was not.

56% said their dispute/conflict was resolved fairly, while 44% said, theirs was not.

Recommendation

In comparison to last years results, there has been an improvement in management responsiveness to addressing disputes/conflicts. This has resulted in a 31% increase (from 25% to 56%) of disputes/conflicts being resolved fairly and 34% increase (from 25% to 59%) of disputes/conflicts being resolved within one month.

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 or misunderstanding that needs to be communicated better.

CONCLUSION

Conclusion:

In conclusion, a total of 32 employees out of 38 participated in this year's survey. That is 84% of employees from MFAI, which equates to a 65% increase from last year. This is a positive improvement with more employees engaging with the survey.

All statements ranked between 50% and 80% of employees selecting Always and Frequently and between 0% and 9% of employees selecting Rarely and Never. The range of positive responses from employees has increased over the last year, which indicates that there has been some improvements that are benefitting employees.

In the last 12 months, 42% of employees said they had thought of leaving their workplace. This is a concern and 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. 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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