

EMPLOYEE HEALTH AND WELLBEING SURVEY

Internal Affairs - Overview Report

PRESENTED TO

Internal Affairs

PRESENTED BY

Office of the Public Service
Commissioner

Te Puna Vai Mārama

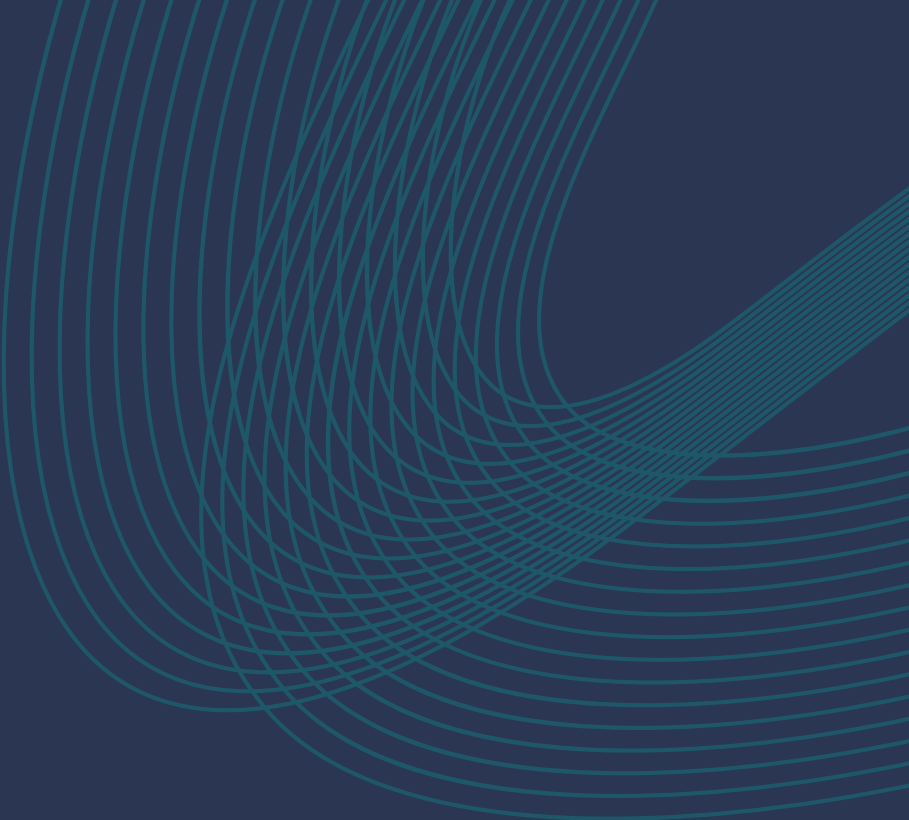


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SUMMARY

The Health & Wellbeing Employee Engagement Survey is designed to support Public Sector agencies to build positive workplace cultures that reflect the Public Sector values of Honesty, Impartiality, Service, Transparency, Accountability, Respect, Effectiveness and Efficiency.

The first survey was launched on 7 June 2022 and this year it was launched on 14 May 2025. The survey results provide Agencies with a snapshot on employee satisfaction and workplace culture. In total, including the Pa Enea, 835 employees participated.

Only agencies that have a response rate of 25% or higher receive individual reports. In survey reporting particularly for workplace health and wellbeing a minimum of 5-10 respondents are typically considered necessary to preserve confidentiality and avoid deductive disclosure (i.e., being able to guess who said what). In line with internationally recognized confidentiality standards (e.g. U.S. Office of Personnel Management, Australian Bureau of Statistics, NZ Ministry of Education), individual agency reports are also only provided for agencies that have both a response rate greater than or equal to 25% and have at least 10 respondents per agency to avoid any risk of identifying individuals.

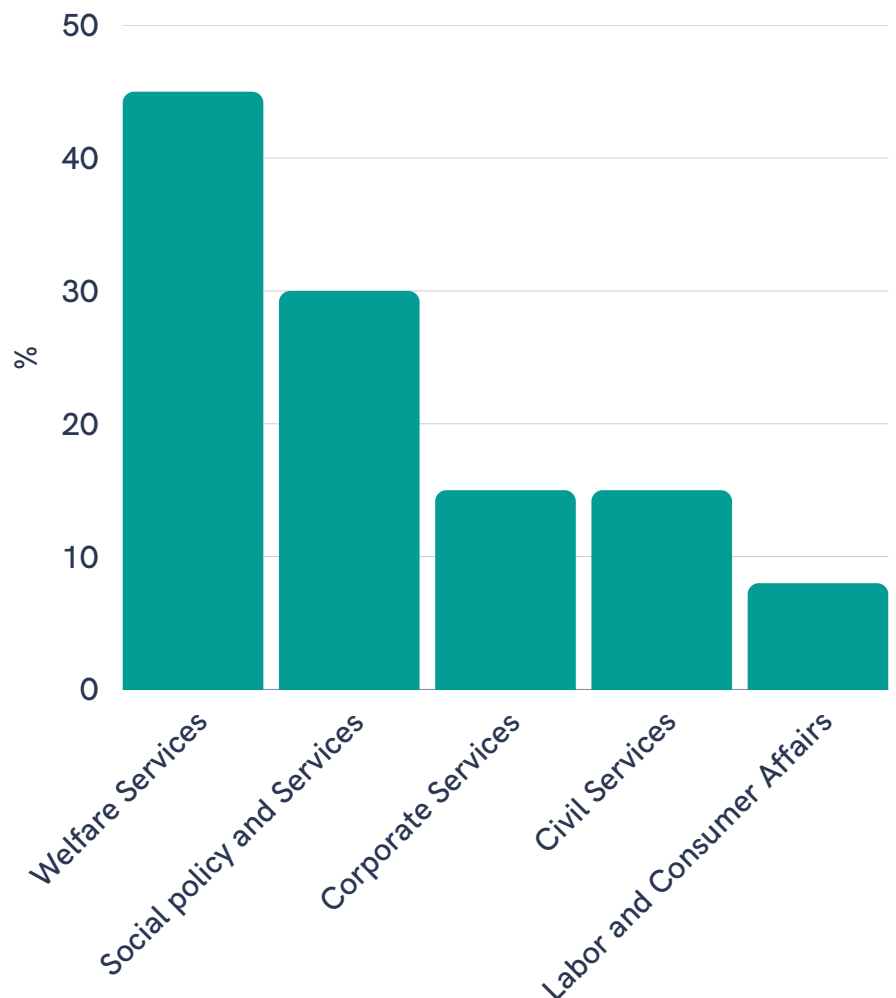
KEY DEMOGRAPHICS

Total staff: 44

Respondents: 50 (114%) response rate

Largest divisions represented

While these proportions show the share of responses per division, they do not reflect the actual size of each division. The proportions relate to the level of survey engagement (larger proportions = higher engagement with the survey) it does not reflect the number staff in each division.



WORKPLACE VALUES AND CULTURE

Values and Culture	Always	Frequently	Occasionally	Rarely
Reflection of Public Sector Values ¹	45%	40%	10%	5%
Work-life balance ²	37%	54%	8%	2%
Idea Acceptance ³	35%	57%	8%	1%

¹Reflection of Public Sector Values: How well do your agency's actions reflect the core Public Sector values of honesty, accountability, impartiality, respect, service, transparency, effectiveness and efficiency?

²Work-life balance: To what extent are you able to carry out your role while maintaining a healthy work/life balance.

³Idea Acceptance: How often do you feel that your ideas are accepted in the workplace?

WHAT SUPPORTS WORK-LIFE BALANCE?

Top strategies used by staff:

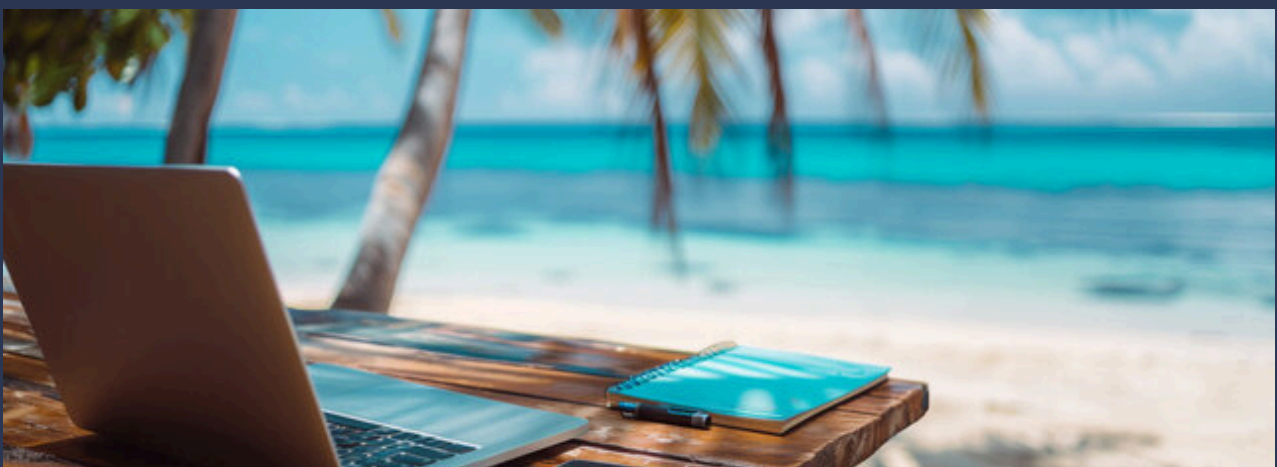
- Time management, exercise, family time, clear work hours, communication, taking breaks when needed, having a positive mindset.

Gaps identified:

- Heavy workloads, high demands, tight deadlines, staff shortages, lack of movement, very sedentary job

Agency initiatives mentioned:

- Health programs, exercise opportunities, social club, well resourced, clear leadership, flexibility



BARRIERS TO WORK-LIFE BALANCE

Top Challenges

- 01 Heavy Workload
- 02 High job demands/stress
- 03 Unclear roles
- 04 Limited manager support
- 05 Long hours

SUGGESTED IMPROVEMENTS

The most commonly desired supports
for improving work-life balance are:

01

**Better
workload
management**

Having other staff members to share/delegate responsibilities to; working jointly on projects. Staff to have clear roles and not dual responsibilities

02

**More support
from
management**

Better communication from managers, clearer policies on after hour communication and time in lieu, health and wellbeing policy

03

**Flexible
working
options**

Being flexible with start and finishing times. Work from home options, trial 4 day work week

04

**Mental health
and well-
being
initiatives**

Have a mental health leave/day off, staff retreats, counselling, promote healthy lifestyle, staff gym

Additionally, several respondents offered other suggestions such as development of a comprehensive Health and Wealth Policy covering wellbeing, mental health, financial literacy, and professional growth Awareness and reinforcement of existing employment policies, Regular upskilling and training opportunities, Support for career development, Encouraging regular breaks and physical activity during work hours, Reducing political interference in the workplace, Social club and wellness activities organized by the ministry

WORKPLACE SENTIMENT

	How often would you recommend your workplace to others	How often have you thought about leaving your workplace
Always	85%	5%
Occasionally	12%	31%
Rarely/Never	3%	64%

Disputes

26%

Of the employees that took part in the survey have experienced an Employment dispute in the past 12 months.

Grievances

30%

Of the employees that took part in the survey have experienced a Grievance in the past 12 months.

90% Of disputes were resolved within 1 month

86% Of grievances were resolved within 1 month

FINAL COMMENTS

Positive comments

“ I love working for the Ministry of Internal Affairs... opportunity to grow and serve with love. I value the initiatives already in place to support staff well-being. ”

Work environment and performance

“ Uneven workloads with some poor performers affecting the team. Need for better inter-ministry relationships and customer service skills. ”

Communication and leadership

“ Desire for open communication, regular check-ins between management and staff. Suggestion for a public relations team for government leaders to improve public perception. ”

Staffing and pay

“ Need for pay rises due to staff shortages and cost of living pressures. Concerns about pay parity between Rarotonga and PA Enea staff. There needs to be a pay rise. Its now affecting work on the output via staff shortages. The inter-ministry relationship needs to be improved. There are many grey areas that ministries either clash. PA Enea payrates should be similar to Raro. ”

Health and wellbeing

“ Get staff to have regular medical checks and have active breaks during work hours. ”

Staff turnover

“ Increasing turnover and difficulty filling positions due to low pay and cost of living. ”