

EMPLOYEE HEALTH AND WELLBEING SURVEY

Ministry of Foreign Affairs and
Immigration - Overview Report

PRESENTED TO

Ministry of Foreign Affairs and
Immigration

PRESENTED BY

Office of the Public Service
Commissioner

Te Puna Vai Mārama

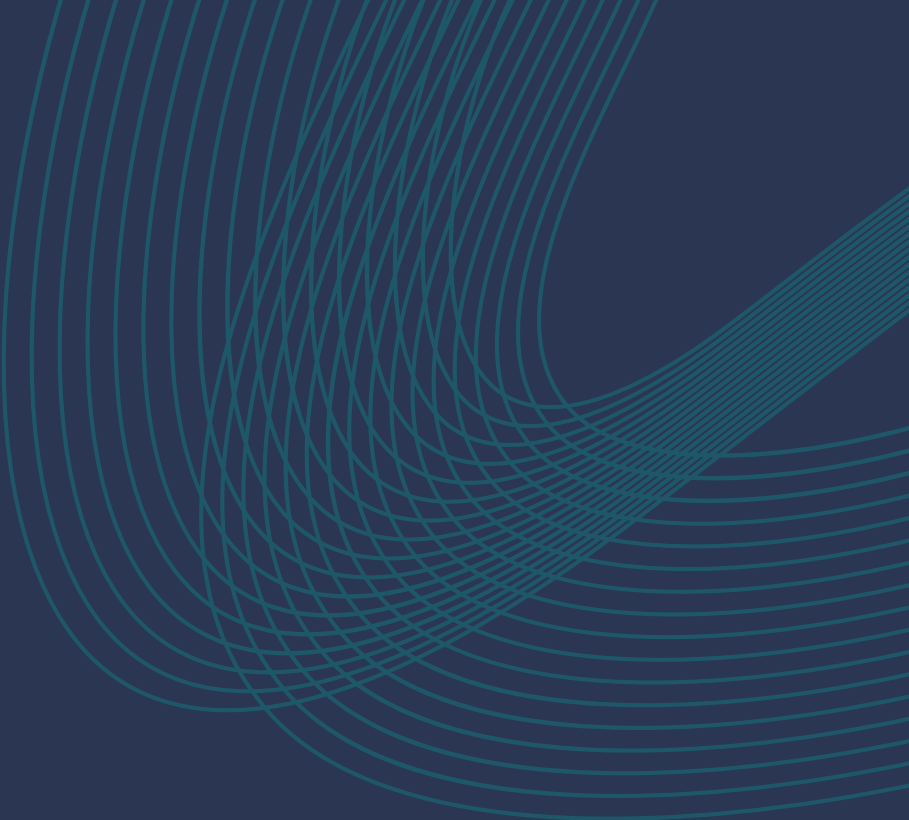


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SUMMARY

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 Enuā, 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: 41

Respondents: 19 (46%) response rate

Staff frustrations, equity, and well-being needs:

To protect the confidentiality of respondents, quotes have been paraphrased to remove any potentially identifying details. Additionally, only sentiments expressed by 10 or more staff have been included to ensure no individual can be singled out.

"I've considered leaving, not because of my Ministry, but because of how some senior leaders from other agencies choose to engage at my level. You need thick skin, but sometimes you wonder if we're paid enough to put up with it. Staff have left in the last six months for better opportunities overseas, and while there's nothing wrong with that, there are no incentives for those of us who choose to stay nothing from the Government to support that choice. There's also no oversight for inter-agency harassment, which makes handling grievances difficult."

WORKPLACE VALUES AND CULTURE

Values and Culture	Always	Frequently	Occasionally	Rarely
Reflection of Public Sector Values ¹	57%	27%	14%	2%
Work-life balance ²	50%	36%	4%	10%
Idea Acceptance ³	43%	29%	21%	7%

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:

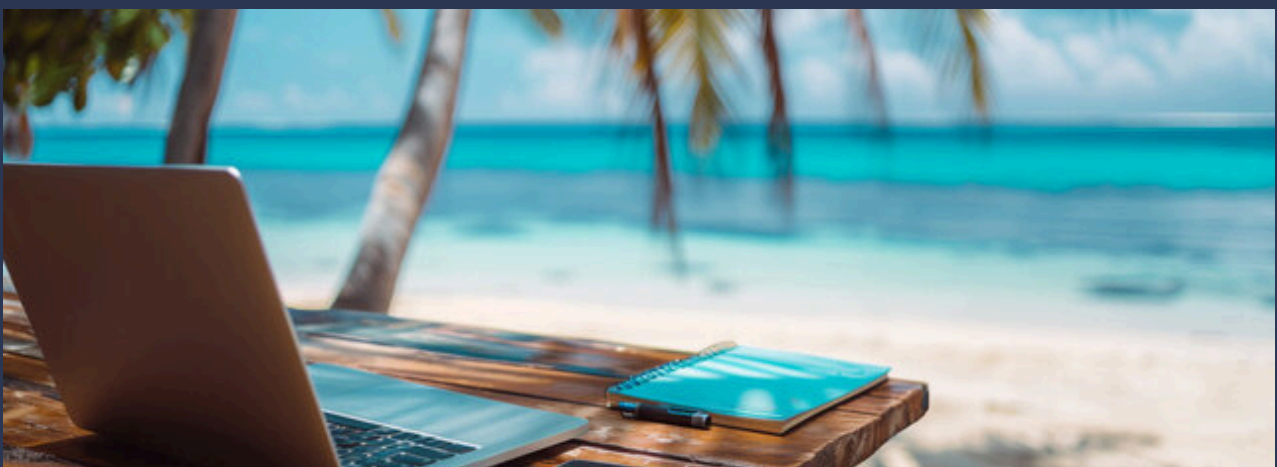
Leaving work on time, staying off emails outside of work hours, taking breaks, exercise, time management, social club events, communication with the team and manager.

Gaps identified:

Feeling stressed or overwhelmed, too many responsibilities, business as usual demands during travel, inadequate follow through on feedback, high job demands.

Agency initiatives mentioned:

Allowing staff to take leave or use time in lieu, family/child friendly office, group fitness, team bondings, team check-ins



BARRIERS TO WORK-LIFE BALANCE

Top Challenges

- 01 High job demands/stress
- 02 Heavy workloads
- 03 Lack of flexibility
- 04 Long working hours
- 05 Limited support from management

SUGGESTED IMPROVEMENTS

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

01

**Flexible and
remote work**

*Ability to work
from home,
remote work
without needing
leave, policy for
flexible work
environments*

02

**Rest, leave and
compensation**

*Leave for rest
and
recuperation,
overtime pay,
travel policy
improvements*

03

**Communica
tion and
inclusion**

*More
communication
between staff and
management,
inclusion of all
teams in
activities,
listening to staff
ideas*

04

**Team building
and wellbeing
activities**

*More fun or
bonding
activities,
workplace social
activities.*

"I think we need to start thinking beyond just pay rises or time off. Imagine if the government negotiated discounts for public servants like cheaper internet, banking perks, or travel benefits. OPSC could coordinate that. And for those of us who travel long-haul, why not automatic upgrades to premium economy if it's over eight hours? Even letting us work from home without burning sick or annual leave would make a huge difference. It's these kinds of practical, forward-thinking policies that would really support our well-being and help people stay".

WORKPLACE SENTIMENT

	How often would you recommend your workplace to others	How often have you thought about leaving your workplace
Always	65%	21%
Occasionally	14%	36%
Rarely	21%	42%

Disputes

7%

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

Grievances

14%

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

FINAL COMMENTS

Favouritism

“Managers favor one person and look after them. The heavy and dirty work refer to others and the easy work to their favorites. The praise and glory goes to someone else rather [than] you doing the ground work.”

Better feedback systems

“Unsure why we take part in this survey as I haven't seen any improvements”

Inter-agency frustration

“You need to have a thick skin, however the thought occurs, do we get paid enough to endure it?”

Workplace need

“The lack of supply is poor and the request for new ones has been on stand-by for over 2 years. We (staff) are using our own personal money... Appearance/Hygiene plays an important role across all ministry”

Family responsibilities

“The issue is that the cost to care for our children (whether fiscal or time) add compounding difficulty to completing tasks. The same can be said for mental and physical wellbeing.”

Administrative clarity

“When attending external meetings, there needs to be clarification if this affects lunch breaks. Are staff still entitled to go on lunch after the meeting?”

DISCLAIMER FOR INCLUSION IN REPORT

This report is based on responses from 41 staff from the Ministry of Foreign Affairs and Immigration, representing approximately 46% of the Ministry's total workforce. While this meets the thresholds for confidentiality and reporting, it is important to note that the results may not fully reflect the views and experiences of all staff across the Ministry. Caution is advised when generalising these findings to the entire agency, and results should be interpreted as indicative rather than definitive.

