

EMPLOYEE HEALTH AND WELLBEING SURVEY

Ministry of Finance and Economic
Development - Overview Report

PRESENTED TO

MFEM

PRESENTED BY

Office of the Public Service
Commissioner

Te Puna Vai Mārama

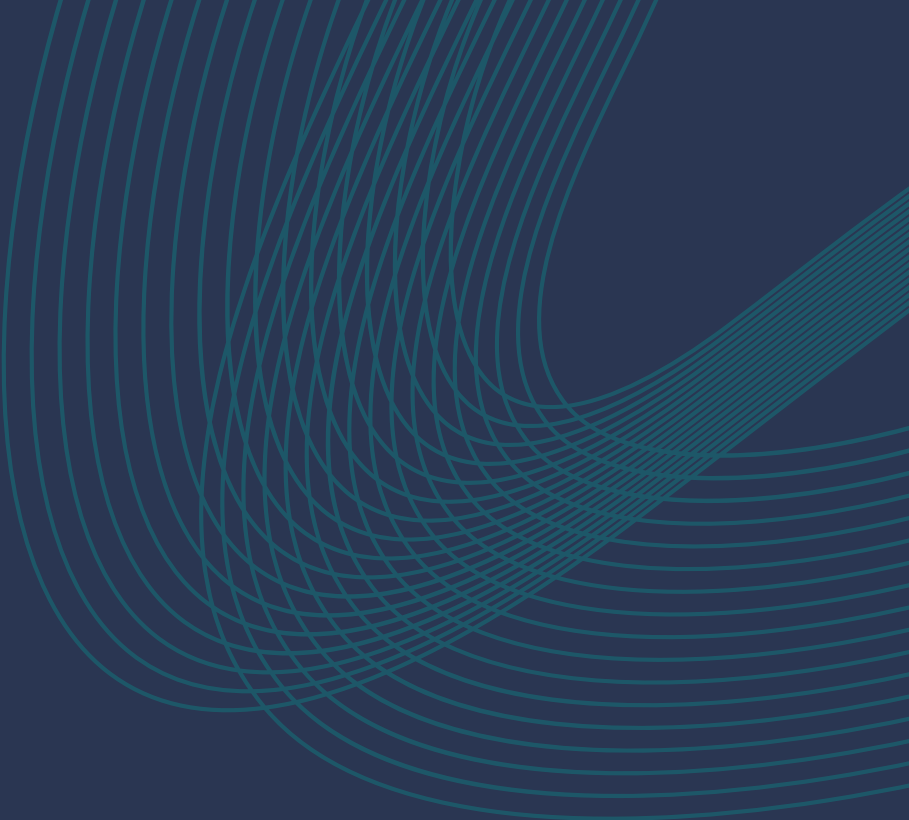


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SUMMARY

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: 141

Respondents: 133 (94%) 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.

"There seems to be gaps in staff availability. Although there has been a recent recruitment drive, the standard of training is lacking, creating an uneven level of experience on the ground. To maintain a healthy work life balance relies on having enough competent staff onboard. As this is not the case, most of us are feeling disgruntled and frustrated at the level of service as some are having to carry the load of others. Also the roster doesn't allow for ample downtime. The expectation to work 10+ hours on any day as a casual doesn't reflect the pay rates. The morale is low. Leadership from head office is invisible or non existent."

WORKPLACE VALUES AND CULTURE

Values and Culture	Always	Frequently	Occasionally	Rarely
Reflection of Public Sector Values ¹	44%	44%	12%	<1%
Work-life balance ²	37%	49%	13%	2%
Idea Acceptance ³	34%	49%	15%	3%

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:

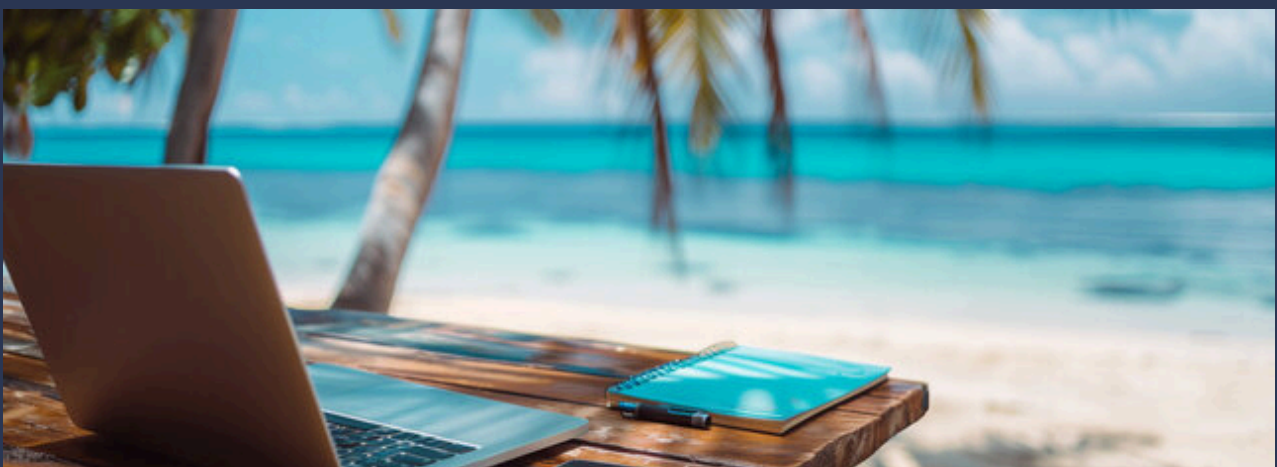
- Regular exercise, nutritious meals, go for walks throughout the day, office exercise together, have a task list for each day, stick to 8 - 4 office hours, leave work at work, turn off email on mobile phone, communication and transparency with colleagues

Agency initiatives mentioned:

- Flexible hours, remote work, director pushes for leave when needed, encourages lunch breaks and screen breaks, organize health checks and fitness classes, teamwork, regular team bondings

Gaps mentioned:

- Uneven workloads, staffing shortages, long work hours, low morale, no acknowledgement or care from management, ergonomic workstations, clean kitchens, more natural light, layout of workplace is too cramped.



BARRIERS TO WORK-LIFE BALANCE

Top Challenges

- 01 Heavy workloads and tight deadlines
- 02 Time management and boundaries
- 03 Support and communication
- 04 Family responsibilities
- 05 Limited manager support

SUGGESTED IMPROVEMENTS

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

01

**Remote work
and flexible
hours**

*Working remotely
policies or have a
fitness day a week
where staff are let
off work early.
Remote work
options 1 or 2
days a week*

02

**Staffing and
workload
management**

*More staff. Better
delegation of tasks
to distribute
workload more
evenly. Actively
looking for ways to
lighten the
workload.*

03

**Flexible
working
hours**

*Being flexible
with start and
finishing times.
If work is
complete be
more lenient
with staff
without a paycut*

04

**Health and
wellness
support**

*Support for clean
and safe
workplace. Let
more air and
sunlight in.
Provide allocated
time for team
building activities
Discounted gym
membership.*

Some want more hands-on trainings for co-workers. Training of understanding the policies and procedures. Leadership and management courses/workshops. Getting paid according to what you do. Review the finance role remuneration framework. More engagement from leaders. Management need to listen to their staff. Clear communication. Supportive work culture. Rotation of tasks amongst staff with further external assistance. Implementing a 4-day work week or some flexibility. Workplace childcare after school. Team bonding events could encourage workers and act as a break. Open door policy for all."

Some feel current policies are sufficient or are satisfied:

"The policies we have in place are good."

"None more - MFEM is great."

"I'm getting good support currently."

WORKPLACE SENTIMENT

	How often would you recommend your workplace to others	How often have you thought about leaving your workplace
Always	76%	1%
Occasionally	18%	39%
Rarely	6%	60%

Disputes

7%

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

Grievances

12%

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

87% Of disputes were not resolved within 1 month

47% Of grievances were not resolved within 1 month

FINAL COMMENTS

Positive feedback

“ I am happy with my work environment and appreciate the support I receive from colleagues and management. I am extremely happy in my workplace (IRD). Easy to talk with Management. Awesome Team. ”

Management and leadership

“ More interaction from management and team leaders. Management needs to learn how to communicate and assist staff, not just demand. Clarify structure and responsibilities. ”

Fairness and recognition

“ Pay at is low despite senior level work. Management favors some staff for trainings and work trips. ”

Suggestions for policy and process improvements

“ More initiatives for wellbeing activities. Clear boundaries between work and personal time are important. ”

Staff shortages

“ Due to short staff, movement within agency is limited. More staff needed for training and to fill roles. ”

Other suggestions:

“ Office spaces are too cramped, we need more natural lighting, better kitchens. Sometimes there are also unreported grievances as well. ”