

Employee Engagement Survey 2011

~~2013~~

2011
"reconciliation of the
results
unreconciled after
survey"

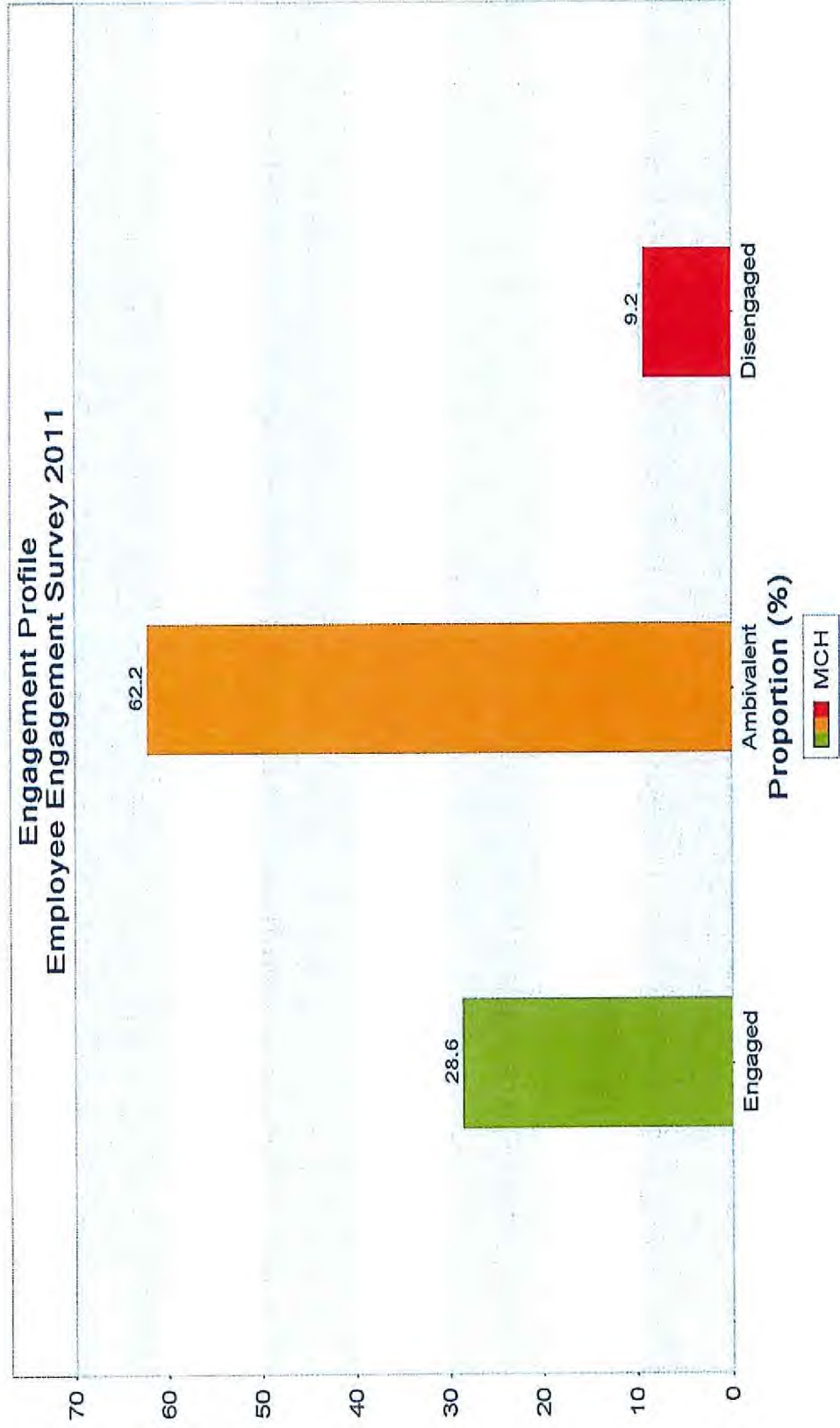
Background

- ❑ MCH and the Film Commission are joint participants, CNZ have shared their results
- ❑ 60 standard questions plus the opportunity to provide free text comments.
- ❑ Weighted mean methodology – responses across each category are scored between 0-100%.
- ❑ This gives a more accurate representation of the distribution of the results across all response categories

Best practice

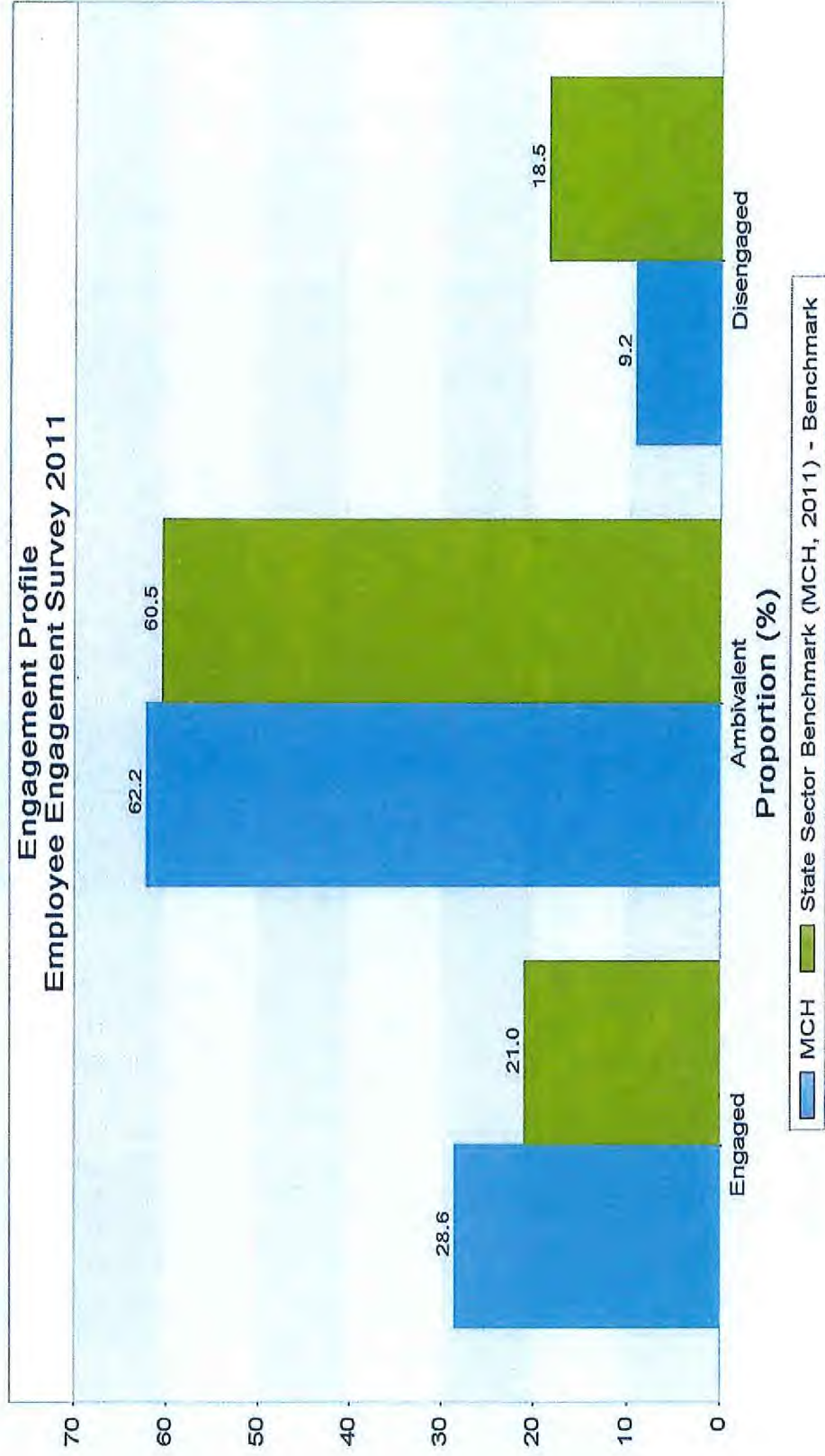
- An average response rate is 70%
- Best practice engagement profile:
 - Engaged 30%
 - Ambivalent 60%
 - Disengaged 10%
- Small – medium organisations tend to have higher engagement rates
- Private sector engagement tends to be higher than the public sector
- Our Response Rates
 - Total Org 141 (89.8%)
 - MCH 120 (88%)
 - NZFC 21 (100%)

Engagement Profile - MCH



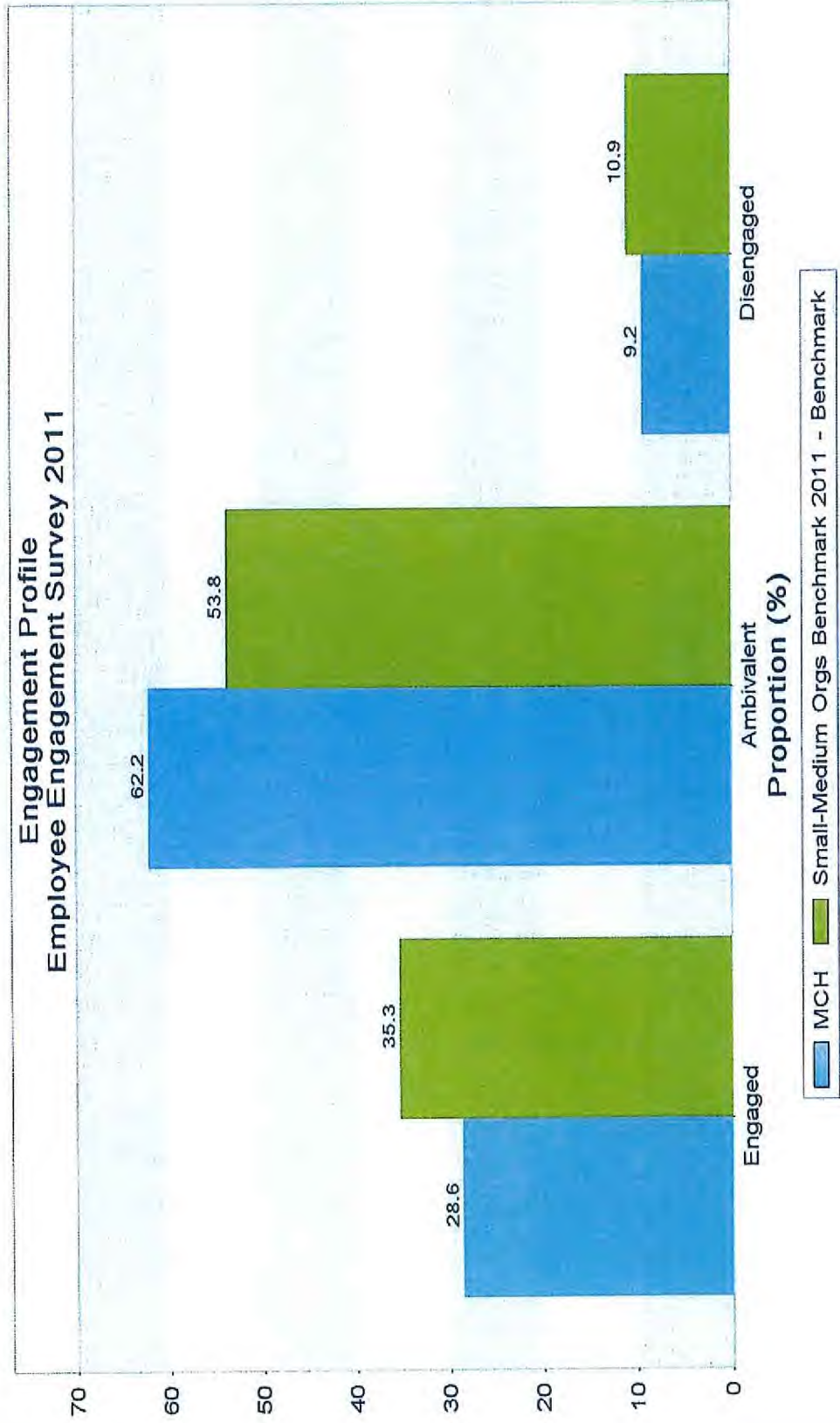
Benchmark 1

State Sector Sector Benchmark

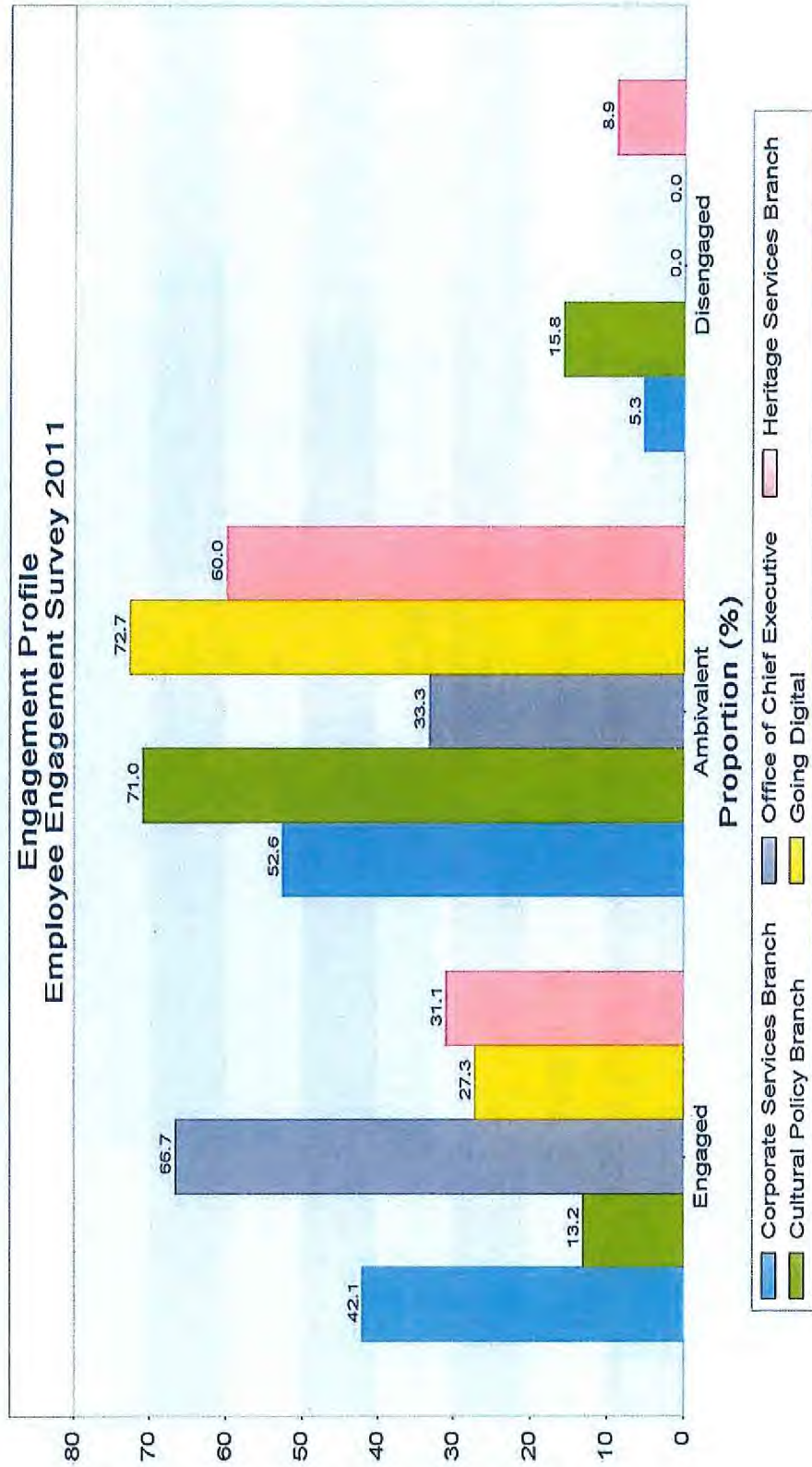


Benchmark 2

Public & private sector (up 250 employees)



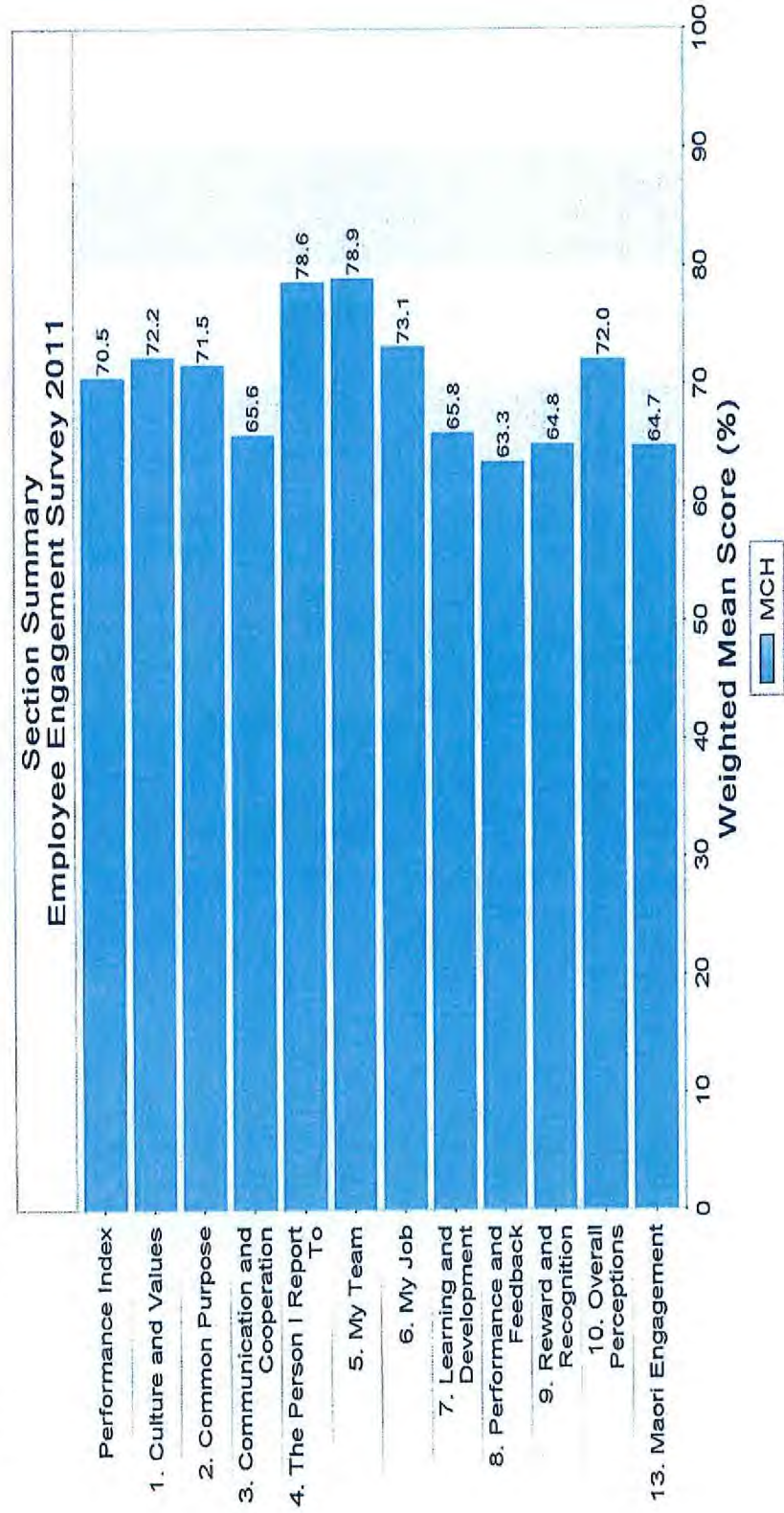
Engagement Profile – by Branch



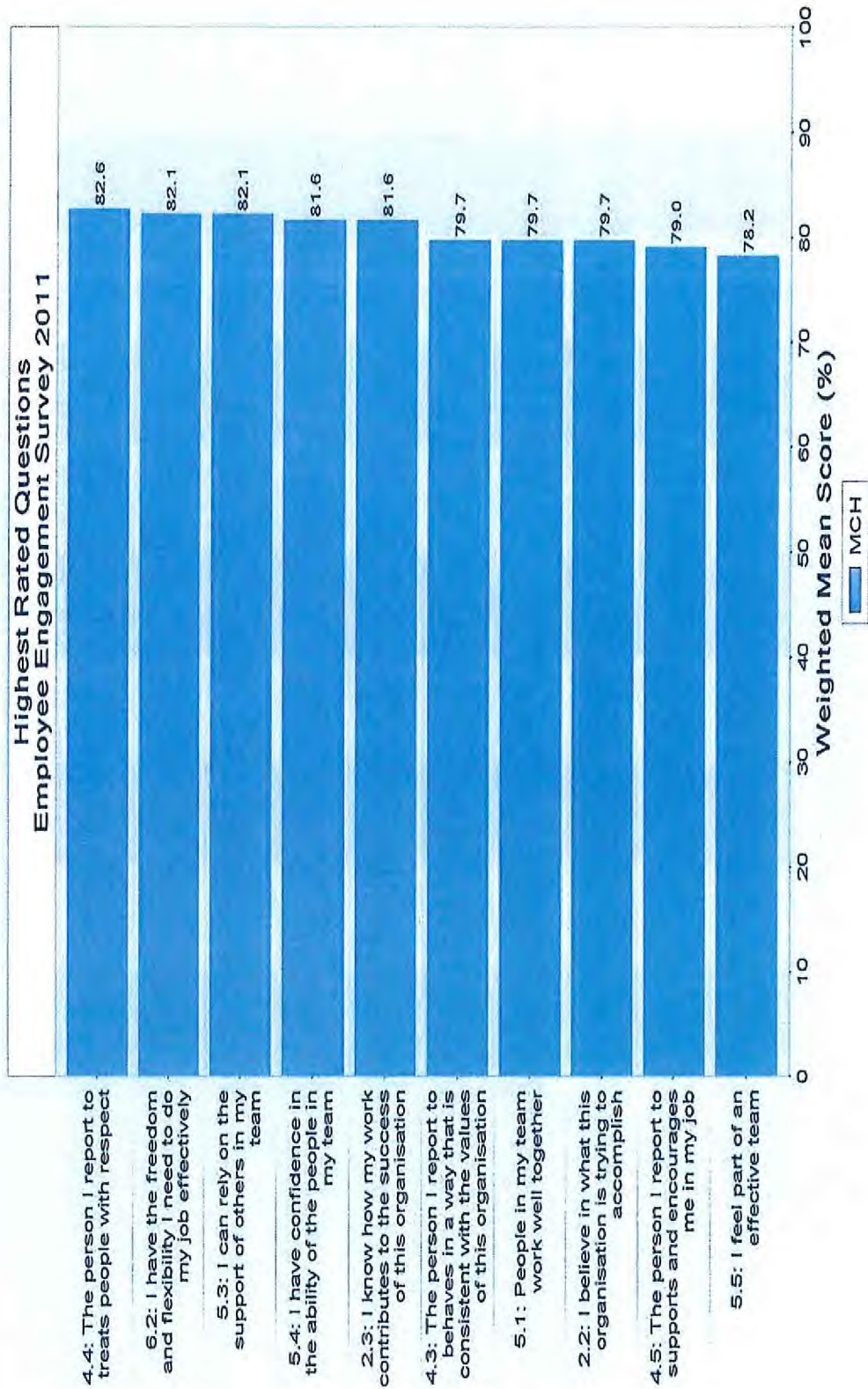
Section Analysis

1. Section Summary

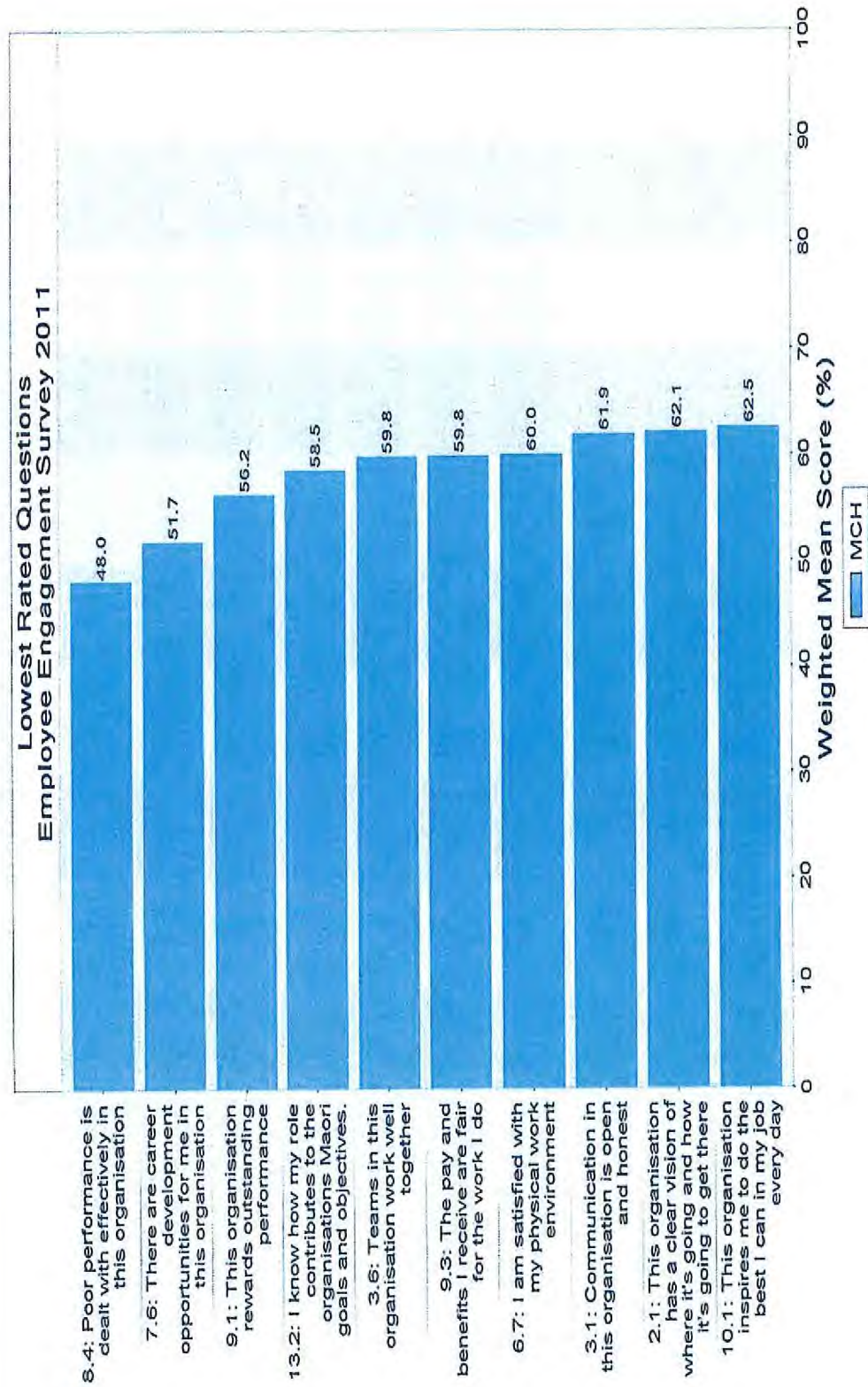
- Sections 4 and 5 tend to be the highest scoring
- Sections 3,7,8 and 9 tend to be the lowest scoring



High and Low Rated questions










High and Low Rated questions



Key Driver Analysis

- Key driver analysis allows you to focus on areas that will make the biggest difference to your engagement score
- **RED DRIVERS:** These are **High Importance-Low Performance drivers** and are considered priority areas for improvement, and offer the greatest leverage for performance improvement.
- **ORANGE ITEMS: High Importance-Medium Performance drivers**
These have a strong impact on employee engagement, but our organisation's score on these drivers are statistically equivalent to industry norms. There are likely performance improvements to be had from attending to these drivers, although priority should be placed on the 'red zone' drivers.
- **GREEN ITEMS: High Importance-High Performance drivers**
Performance relative to the benchmark is strong, with these drivers providing the organisation with potential competitive advantage. Current efforts and initiatives in these areas should be maintained

Key drivers of engagement at MCH

	7.6: There are career development opportunities for me in this organisation	51.7
	7.4: I am encouraged to try new ways of doing things	66.0
	7.2: The work I do makes full use of my knowledge and skills	65.3
	5.5: I feel part of an effective team	78.2
	2.4: I feel a sense of belonging to this organisation	70.6
	2.5: I have confidence in the leadership of this organisation	66.5
	2.7: There is a sense of "common purpose" in this organisation	64.3

Anatomy of a great workplace

- JRA research shows that **Great Workplaces share the following four characteristics:**
- **Vision and Values** – a clear Vision for the future and values that define the things the organisation holds dear
- **A Sense of Community** – people feel a strong sense of belonging and mutual support
- **Developing People** – helping employees to become better people and great leaders
- **A Culture of Performance** – high standards of performance are set and expected
- This table shows the broad areas and organisational levels upon which particular intervention strategies should deliver the most performance gains.

	Vision & Values	Community	Development	Performance Culture
Org level	2.5: I have confidence in the leadership of this organisation	2.7: There is a sense of "common purpose" in this organisation	7.6: There are career development opportunities for me in this organisation	
Team Level			7.4: I am encouraged to try new ways of doing things	5.5: I feel part of an effective team
Individual Level		2.4: I feel a sense of belonging to this organisation	7.2: The work I do makes full use of my knowledge and skills	

Comments Analysis

- **What makes this a great organisation to work...**
 - the people
 - the nature of the work we do
 - work life balance/flexibility
 - good working atmosphere
 - open and approachable CE and leadership team
- **What needs to change at this organisation...**
 - communication and interaction between branches
 - under resourced – taking on too many projects
 - reward and recognition of outstanding performance
 - dealing with poor performance
 - career development opportunities
 - physical working environment

NEXT STEPS

- Branch presentation/analysis
- Action planning- organisation and branch
- Focus on key issues and priorities
- Staff involvement

Questions?

