



10 November 2021

9(2)(a)

Dear 9(2)(a)

Thank you for your email of 12 October 2021 requesting the following under the Official Information Act 1982 (the Act):

1. *The total number of formal complaints made by employees to your HR department in the past five years, broken down by year (2016 to 2021 to-date).*
2. *An explanation of how you code complaints (i.e. is it broken down by 'bullying', 'sexual harassment').*
3. *The number of bullying-related complaints made to your HR department in the past five years, broken down by year (2016 to 2021 to-date).*
4. *The number of sexual harassment related complaints made to your HR department in the past five years, broken down by year (2016 to 2021 to-date).*
5. *The number of investigations undertaken into complaints made to your HR department in the past five years, broken down by year (2016 to 2021 to-date).*
6. *The number of settlements your organisation has paid to past or current employees for personal grievance complaints in the past five years, broken down by year (2016 to 2021 to-date).*
7. *The number of settlements your organisation has paid to past or current employees for unjustified dismissal complaints in the past five years, broken down by year (2016 to 2021 to-date).*
8. *The value of all settlements paid by your organisation for personal grievance or unjustified dismissal claims in the past five years, broken down by year (2016 to 2021 to-date).*
9. *The number of employee resignations from your organisation in the past five years, broken down by year (2016 to 2021 to-date).*
10. *A copy of your organisation's most recent staff satisfaction/experience survey.*

The Ministry for the Environment (the Ministry) responds to each of your questions below.

1. **The total number of formal complaints made by employees to your HR department in the past five years, broken down by year (2016 to 2021 to-date).**

The total number of cases during this period is two for bullying related matters.

2. **An explanation of how you code complaints (i.e. is it broken down by 'bullying', 'sexual harassment').**

Complaints are broken down by type, this can include bullying, harassment, sexual harassment, racism/racial harassment, or conduct. Complaints may cover more than one type of coding depending on the nature of the complaint and the concerns raised.

3. **The number of bullying-related complaints made to your HR department in the past five years, broken down by year (2016 to 2021 to-date).**

The Ministry is only able to confirm formal complaints and grievances which were recorded. The number of cases of this nature during this period is two.

4. **The number of sexual harassment-related complaints made to your HR department in the past five years, broken down by year (2016 to 2021 to-date).**

The Ministry is only able to confirm formal complaints and grievances which were recorded. There were no cases during this period.

5. **The number of investigations undertaken into complaints made to your HR department in the past five years, broken down by year (2016 to 2021 to-date).**

The Ministry is only able to confirm formal complaints and grievances which were recorded. The number of cases of this nature during this period is one.

6. **The number of settlements your organisation has paid to past or current employees for personal grievance complaints in the past five years, broken down by year (2016 to 2021 to-date).**

The number of cases of this nature during this period is one.

7. **The number of settlements your organisation has paid to past or current employees for unjustified dismissal complaints in the past five years, broken down by year (2016 to 2021 to-date).**

There were no cases during this period.

8. **The value of all settlements paid by your organisation for personal grievance or unjustified dismissal claims in the past five years, broken down by year (2016 to 2021 to-date).**

Due to the low number of cases, we are withholding this information under section 9(2)(a) to protect the privacy of natural persons.

9. The number of employee resignations from your organisation in the past five years, broken down by year (2016 to 2021 to-date).

Calendar Year	2016	2017	2018	2019	2020	2021 (as of 30 Sep 2021)
Casual	7	4	1			2
Fixed-term	22	45	57	46	52	56
Permanent	28	71	76	86	43	62
Grand Total	57	120	134	132	95	120

The table above shows the number of employees who have left the Ministry during the years requested. Fixed-term may depart prior to the end of their contract and casual employees may choose to withdraw their ability to work.

10. A copy of your organisation's most recent staff satisfaction/experience survey.

Enclosed is a copy of the Ministry's most recent staff survey which was in 2016.

The Ministry is currently running our latest people survey.

You have the right to seek an investigation and review by the Office of the Ombudsman of my response to your request for information, in accordance with section 28(3) of the Act. The relevant details can be found on their website at: www.ombudsman.parliament.nz.

Please note that due to the public interest in our work the Ministry for the Environment publishes responses to requests for official information on our [OIA responses page](#) shortly after the response has been sent. If you have any queries about this, please feel free to contact our Ministerial Services team: ministerials@mfe.govt.nz.

Yours sincerely

Electronically approved by Laura Dixon

Laura Dixon
Director - People and Capability
People and Capability

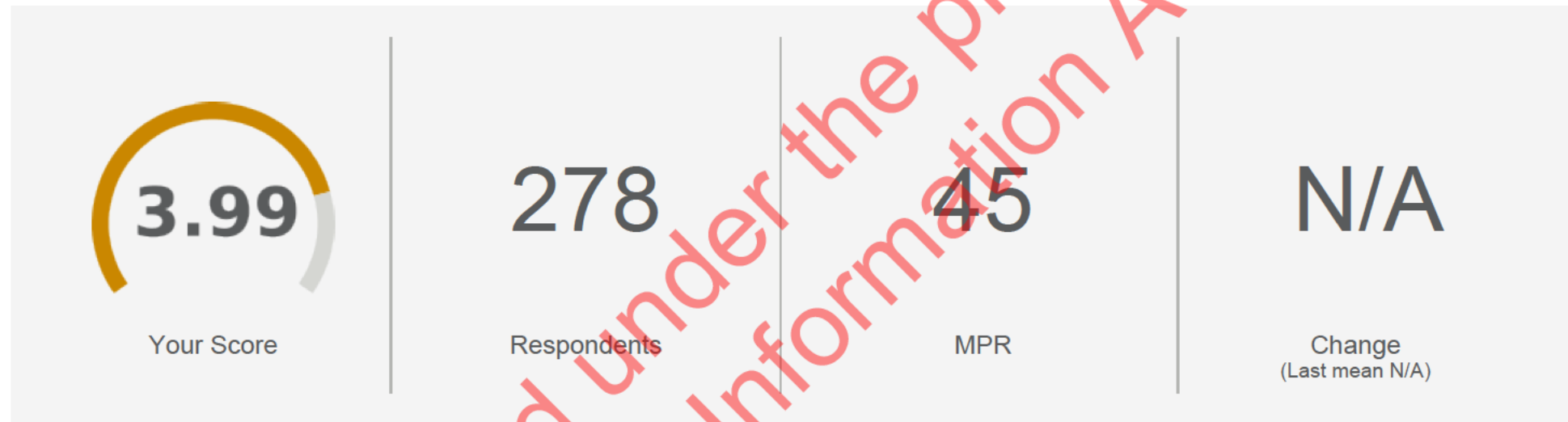
SUMMARY OF SURVEY RESULTS

Ministry for the Environment (MfE)

Employee Engagement Survey 2016

All - All

Oct 16, 2016 - Oct 30, 2016



Not shown if $n < 4$ for Mean and Top Box, $n < 10$ for Frequency or data is unavailable.

Mean Percentile Rank is being calculated against other workgroup scores in the [X] database.

Meaningful change is represented by a green or red arrow if the score changes by 0.2 or more between survey periods.

Percentile Rank in Gallup Overall Database: ■ 25th Percentile ■ 25-49th Percentile ■ 50-74th Percentile ■ ≥ 75 th Percentile

Workplace Reporting

	Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
					%1	%2	%3	%4	%5	
Q00. How satisfied are you with your organization as a place to work?	275	3.83	N/A	N/A	2	5	21	52	20	20
Q01. I know what is expected of me at work.	278	3.97	N/A	N/A	0	5	18	50	26	26
Q02. I have the materials and equipment I need to do my work right.	278	3.62	N/A	N/A	2	9	29	45	15	15
Q03. At work, I have the opportunity to do what I do best every day.	276	3.58	N/A	N/A	2	11	28	43	15	15
Q04. In the last seven days, I have received recognition or praise for doing good work.	272	3.89	N/A	N/A	4	11	13	35	37	37
Q05. My supervisor, or someone at work, seems to care about me as a person.	275	4.40	N/A	N/A	1	1	11	31	56	56
Q06. There is someone at work who encourages my development.	277	4.14	N/A	N/A	1	5	16	34	44	44
Q07. At work, my opinions seem to count.	276	3.92	N/A	N/A	2	7	17	45	29	29
Q08. The mission or purpose of my organization makes me feel my job is important	277	3.94	N/A	N/A	3	9	17	34	38	38
Q09. My coworkers are committed to doing quality work.	277	4.38	N/A	N/A	1	1	9	38	51	51

Workplace Reporting

	Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
					%1	%2	%3	%4	%5	
Q10. I have a best friend at work.	261	3.48	N/A	N/A	10	15	1	29	26	26
Q11. In the last six months, someone at work has talked to me about my progress.	271	4.27	N/A	N/A	1	5	11	30	53	53
Q12. This last year, I have had opportunities at work to learn and grow.	269	4.31	N/A	N/A	1	4	10	32	53	53

How satisfied are you with the Ministry as a place to work?

Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
				%1	%2	%3	%4	%5	
276	3.83	N/A	N/A	2	5	21	50	22	22

The plans my team made following last year's employee engagement survey have had a meaningful effect

Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
				%1	%2	%3	%4	%5	
159	2.99	N/A	N/A	12	21	31	28	8	8

Our team is effective at the process of planning and prioritisation

Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
				%1	%2	%3	%4	%5	
256	3.43	N/A	N/A	5	12	32	38	14	14

Ministry for the Environment (MfE)

The leadership of my organisation makes me enthusiastic about the future

Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
				%1	%2	%3	%4	%5	
278	3.73	N/A	N/A	4	9	21	42	24	24

Strategy on a page makes me feel enthusiastic about the future

Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
				%1	%2	%3	%4	%5	
268	3.21	N/A	N/A	8	17	33	32	11	11

We demonstrate thought leadership by coming up with new ideas, challenging existing views and actively shaping the agenda

Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
				%1	%2	%3	%4	%5	
274	3.45	N/A	N/A	4	12	31	37	15	15

My team works effectively with others in my directorate

Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
				%1	%2	%3	%4	%5	
260	4.08	N/A	N/A	1	4	15	45	34	34

Ministry for the Environment (MfE)

My team works effectively with others across directorates

Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
				%1	%2	%3	%4	%5	
264	3.76	N/A	N/A	1	8	26	43	22	22

My team works effectively with external stakeholders

Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
				%1	%2	%3	%4	%5	
256	3.93	N/A	N/A	1	4	22	47	26	26

being curious

Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
				%1	%2	%3	%4	%5	
272	4.00	N/A	N/A	0	4	19	50	27	27

innovation

Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
				%1	%2	%3	%4	%5	
270	3.74	N/A	N/A	0	8	28	46	18	18

Ministry for the Environment (MfE)

being courageous

Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
				%1	%2	%3	%4	%5	
271	3.77	N/A	N/A	1	7	26	44	22	22

taking action

Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
				%1	%2	%3	%4	%5	
273	3.94	N/A	N/A	0	3	25	47	25	25

leading

Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
				%1	%2	%3	%4	%5	
273	3.78	N/A	N/A	1	4	30	44	20	20

helping others to succeed

Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
				%1	%2	%3	%4	%5	
271	4.08	N/A	N/A	1	1	19	48	32	32

Ministry for the Environment (MfE)

At MfE, we effectively embrace our multiple talents

Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
				%1	%2	%3	%4	%5	
268	3.46	N/A	N/A	4	10	35	37	13	13

My team is actively taking a Māori worldview in all aspects of our work

Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
				%1	%2	%3	%4	%5	
263	2.95	N/A	N/A	7	28	37	21	8	8

I understand what Policy Plus means for my team

Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
				%1	%2	%3	%4	%5	
269	3.36	N/A	N/A	7	19	19	41	14	14

I believe the work that we do at MfE helps to make New Zealand more liveable

Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
				%1	%2	%3	%4	%5	
273	3.76	N/A	N/A	2	8	22	48	20	20

What one thing gets in the way of doing your best work at MfE?

278 Respondents	Your responses are available in a .csv file. Please log on to my.gallup.com to download your full list of responses.
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What is the best thing about working for MfE?

278 Respondents

Your responses are available in a .csv file. Please log on to my.gallup.com to download your full list of responses.

Engagement Hierarchy

	Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
					%1	%2	%3	%4	%5	
How can we grow?	274	4.29	N/A	N/A				N/A		53
Q11. In the last six months, someone at work has talked to me about my progress.	271	4.27	N/A	N/A	1	5	11	30	53	53
Q12. This last year, I have had opportunities at work to learn and grow.	269	4.31	N/A	N/A	1	4	10	32	53	53

Engagement Hierarchy

	Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
					%1	%2	%3	%4	%5	
Do I belong?	278	3.93	N/A	N/A				N/A		36
Q07. At work, my opinions seem to count.	276	3.92	N/A	N/A	2	7	17	45	29	29
Q08. The mission or purpose of my organization makes me feel my job is important	277	3.94	N/A	N/A	3	9	17	34	38	38
Q09. My coworkers are committed to doing quality work.	277	4.38	N/A	N/A	1	1	9	38	51	51

Engagement Hierarchy

	Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
					%1	%2	%3	%4	%5	
Q10. I have a best friend at work.	261	3.48	N/A	N/A	10	15	21	29	26	26

Engagement Hierarchy

	Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
					%1	%2	%3	%4	%5	
What do I give?	278	4.00	N/A	N/A	N/A					38
Q03. At work, I have the opportunity to do what I do best every day.	276	3.58	N/A	N/A	2	11	28	43	15	15
Q04. In the last seven days, I have received recognition or praise for doing good work.	272	3.89	N/A	N/A	4	11	13	35	37	37
Q05. My supervisor, or someone at work, seems to care about me as a person.	275	4.40	N/A	N/A	1	1	11	31	56	56
Q06. There is someone at work who encourages my development.	277	4.14	N/A	N/A	1	5	16	34	44	44

Engagement Hierarchy

	Total N	Current Mean	Last Mean	Change	Frequency Distribution					Current Topbox
					%1	%2	%3	%4	%5	
What do I get?	278	3.80	N/A	N/A			N/A			21
Q01. I know what is expected of me at work.	278	3.97	N/A	N/A	0	5	18	50	26	26
Q02. I have the materials and equipment I need to do my work right.	278	3.62	N/A	N/A	2	9	29	45	15	15

Engagement Index

Did you know? There is a powerful link between employees who are engaged in their jobs and the achievement of crucial business outcomes.

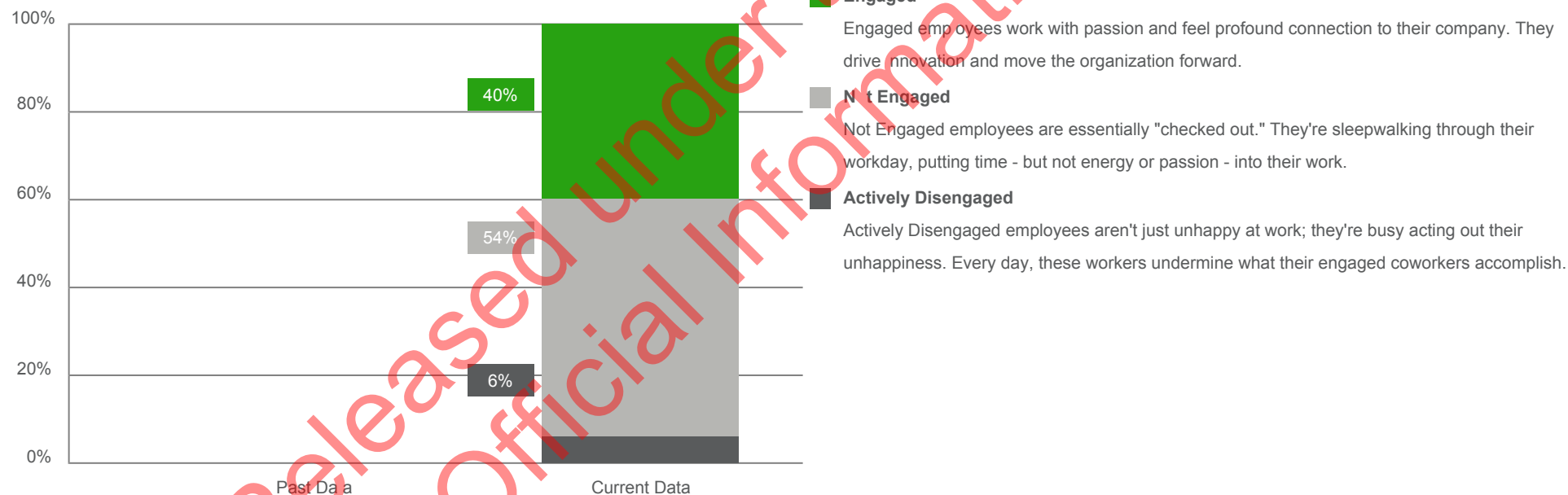
Your Engagement Ratio

7 to 1

Engaged to Actively Disengaged
Employees

Did you know? It takes 4 engaged employees to offset the negative impact of 1 actively disengaged employee - that's a 4 to 1 ratio!

Your Engagement Categories



Footnotes

Not shown if n < 4 for Mean and Top Box, n < 10 for Frequency, or data is unavailable.

Meaningful change is represented by a green or red arrow if the score changes by 0.2 or more between survey periods.

Percentile Rank in Gallup Overall Database ■ < 25th Percentile ■ 25-49th Percentile ■ 50-74th Percentile ■ >= 75th Percentile

GLOSSARY

The glossary provides high-level definitions of terms within the engagement report. Because of the dynamic nature of this site, not all terms will be applicable to or displayed on your report. Please use the terms that are relevant to your team when discussing and interpreting the data.

ENGAGEMENT DEFINED

EMPLOYEE ENGAGEMENT: Employee engagement refers to how committed an employee is to their organization, their role, their manager, and their co-workers. Engagement drives performance. Gallup's research shows that more highly engaged employees give more discretionary effort at work and have higher productivity, profitability, and customer service, as well as reduced turnover and safety incidents.

THE SURVEY ITEMS/QUESTIONS

OVERALL SATISFACTION: Overall Satisfaction is a measure of how content your team is with the overall company as a place to work. Overall Satisfaction is not included in the Overall Workgroup Engagement (GrandMean) score. Being a satisfied employee does not equate with being engaged, though the two are highly related.

Q01-Q12: These items are Gallup's proprietary workgroup engagement questions (commonly referred to as the Q¹²®). These items were selected for their strong connection to performance outcomes and the ability to take action at the workgroup level.

INDICES: In addition to the Q¹²® items, Gallup has created a number of empirically-derived sets of indices, which are comprised of 3-4 questions each. Individual scores of each index item are provided, along with a combined index score, which measures the strength of the core index construct. These indices help companies strategically pinpoint and improve specific focus areas relevant to their current situation.

CUSTOM ITEMS: These items are unique to your company and can vary across companies and surveys. While these "additional" questions link to the Gallup Engagement hierarchy, they are not always within the power of the workgroup to influence or change. These questions can provide additional insights into employees' perceptions, the situational workplace environment, or company-specific initiatives.

EMPLOYEE ENGAGEMENT RESULTS

GRANDMEAN: The GrandMean measures overall Workgroup Engagement, which is an average of the 12 Workgroup Engagement items (Q01-Q12). The higher your score (with a maximum possible score of 5), the more engaged your fellow employees are.

ENGAGEMENT INDEX: The Engagement Index (EI) is a macro-level indicator of an organization's health that allows leaders to track the engagement levels of employees. This analysis identifies the percentage of participants who are engaged, not engaged, and actively disengaged based on their responses to the Q¹²® survey items. You must have 100 employees participate to receive the full spectrum of responses for the EI. If you have 30<100 employees, the report will include the percentage of engaged employees only.

ENGAGEMENT HIERARCHY: Every employee has a distinct set of needs that follows a hierarchy, with basic needs at the foundation and growth at the top. Employees feel more or less engaged depending on how well they believe their needs are being met in the workplace.

UNDERSTANDING THE SCORES

THE SURVEY SCALE: The engagement survey utilizes a 5-point scale with 1=Strongly Disagree and 5=Strongly Agree. For each question, employees have the option to also select "Don't know" or "Does not apply."

TOTAL N: The total number of employees who responded to the survey.

MEAN SCORES: The average score using the 5-point survey scale, with 5.00 being the highest score and 1.00 being the lowest.

TOP BOX/%5: The percentage of employees who responded "5 – Strongly Agree" to the survey item.

DISTRIBUTION OF RESPONSES: The percentage of employees who responded "1", "2", "3", "4", or "5" to an item. If 10 or more employees respond to the survey, the report could display a full distribution of responses. Otherwise, only the percentage of employees who responded with a "5" (TopBox) and item means will display.

SUPPRESSED DATA: Confidentiality of responses is extremely important to Gallup. If too few employees responded to a survey item, the data will be suppressed (not published) and an asterisk ("*") will appear in its place. Data will also be suppressed if they risk the confidentiality of an individual's responses, referred to as "suppression due to a difference of 1."

COMPARISONS

EXTERNAL BENCHMARKING: (GALLUP DATABASE COMPARISON): Used as a benchmark to determine how your team's results compare to other workgroups within the Gallup Database of clients.

INTERNAL BENCHMARKING: (YOUR COMPANY COMPARISON): Used as a benchmark to determine how your team's results compare to other workgroups within your company.

PERCENTILE RANKING: The 25th percentile indicates 75% of workgroups fell above this score; the 50th percentile indicates 50% of workgroups fell above and below this score; the 75th percentile indicates only 25% of workgroups fell above this score. The higher your percentile, the stronger the item is in relation to the database. Used as a benchmark to determine how your team's results compare to internal and external workgroups.