



MINISTRY OF EDUCATION  
Te Tāhuhu o te Mātauranga

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The Roast Master  
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Dear Sir/Madam

Thank you for your email of 19 September 2014 requesting:

- *a breakdown of the amount spent on coffee for staff consumption for the 2012/2013 and 2013/2014 years*
- *the supplier of the coffee for staff consumption*
- *the type of coffee supplied*
- *the number of coffee machines available for staff use, and the kind of machines*
- *engagement results for 2012/2013 and 2013/2014 years.*

Your request has been considered under the Official Information Act 1982 (the Act).

In common with other public service agencies the Ministry of Education, under agreement with the Public Service Association has the responsibility for ensuring that its employees “receive each day free tea, coffee, milk and sugar.” Coffee is also supplied to non Ministry staff that attend meetings hosted by the Ministry.

Coffee is purchased as a routine and minor item and is not specifically identified in the Ministry’s accounts. Because coffee is listed as a ‘general’ expenditure item, we are not able to provide you with information about coffee in isolation from our records. However, we can provide you with the following information which may be of use to you:

The estimated expenditure on coffee and coffee related products for the Ministry was \$83,429.71 for 2012/2013, and \$81,035.82 for 2013/2014, showing that an average of \$31.32 was spent per full time equivalent employee, per year. We use the phrases ‘estimated expenditure’ and ‘coffee related products’ because some transactions include other coffee supplies such as milk, filters, plungers and other general items of expenditure. The figures provided are therefore likely to be an overestimate on the value spent specifically on coffee.

Suppliers of coffee to the Ministry are: Staples New Zealand, Officemax New Zealand, Pure Coffee, Ebony Coffee, The Coffee Business, Havana Coffee Works, Corporate Express New Zealand, Espresso Workz and Peoples Coffee. There may be other suppliers but they have not been listed in our records.

We order instant, filter and plunger varieties from these suppliers; other varieties have not been identified in our records.

The Ministry does not have any record of the purchase of automatic coffee machines since 1 July 2012.

I have attached a copy of our 2012 employee engagement results in full. This is our most recent engagement survey.

The Gallup Engagement survey provides the Ministry with valuable information on what is important to our staff. We use this information to identify areas where we can improve our workplace, so that our staff are engaged. We know that engaged staff are more likely to be effective in delivering on the Ministry's priorities. Staff engagement is at the centre of our leadership and management development framework.

The overall result was a grand mean score of 3.64 which was a slight increase on the previous survey conducted in October 2010 (3.58).

You have the right to ask an Ombudsman to review this response. The Office of the Ombudsman can be contacted by writing to PO Box 10-152, Wellington, or by calling 0800 802 602.

I hope you find this information helpful.

Yours sincerely



Kristine Kilkelly  
Deputy Secretary  
Corporate and Governance



## MINISTRY OF EDUCATION

*Te Tāhuhu o te Mātauranga*

2012 Data

1st Unit: Ministry of Education Overall

2010 Data

1st Unit: Ministry of Education Overall

Q12<sup>®</sup>

Employee Engagement Results

May 2012

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## Introduction

The following report provides a summary of employee responses to the Gallup Q<sup>12</sup> survey. Gallup's Q<sup>12</sup> survey consists of 1 overall satisfaction item, 12 engagement items, 3 accountability items and 1 Ministry specific item around strengthening our organisational values. The Q<sup>12</sup> survey is part of an Employee Engagement Programme which aims to improve how employees feel about their immediate work environment in a way that transforms performance.

This report serves as a starting point in obtaining improvement in engagement. To improve engagement, teams need to understand the purpose of the Engagement Programme, receive their results, discuss the results, select items to focus on, identify actions that they can take and implement those actions. If these steps are followed effectively, engagement is very likely to improve. The 3 Accountability Index items measure the extent to which these steps have been followed.

The survey items are rated on a scale which requires a response from among six response categories:

Strongly Disagree Extremely Dissatisfied				Strongly Agree Extremely Satisfied	Does Not Apply or Don't Know
1	2	3	4	5	

The statement or dimension averages are based on a 5-point scale, with "1" being the lowest possible average and "5" being the highest average. "Does Not Apply" or "Don't Know" responses are not scored. Your workgroup is compared to other parts of your company. Note the following definitions:

<b>Gallup Q<sup>12</sup></b>	The 12 items that Gallup has consistently found measure the aspects of Employee Engagement that link to business outcomes
<b>Grand Mean</b>	The average, on a 5-point scale, across Gallup Q <sup>12</sup> items
<b>Gallup 50th Percentile</b>	The score in Gallup's Overall Database (2009-2011) above which 50% of all workgroups scored
<b>Gallup 75th Percentile</b>	The score in Gallup's Overall Database (2009-2011) above which 25% of all workgroups scored
<b>Percent Strongly Agree (Top Box)</b>	The percentage of respondents who "Strongly Agree" or rate "5" on a particular item. Please note for Q00 a "5" on the scale represents "Extremely Satisfied".
<b>Engagement Scores</b>	The average top box response percentages for statements measuring each stage of the Engagement Pyramid

# Ministry of Education

Ministry of Education Overall

1st Unit: Ministry of Education Overall

Total n: 1972

1st Unit  
2012 2010 Gallup  
50th % Gallup  
75th %

## GrandMean

Mean (Average) Score

3.64 3.58 3.99 4.36

## Overall Satisfaction

% Extremely Satisfied (Top Box)

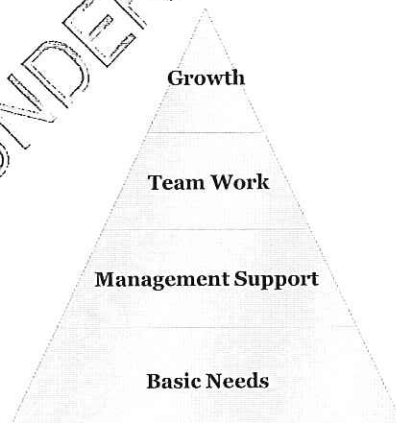
8% 7% 32% 55%

## Gallup Q<sup>12</sup>®

% Strongly Agree (Top Box)

	2012	2010	Gallup 50th %	Gallup 75th %
Learn & grow (Q12)	31	30	43	65
Progress (Q11)	30	33	44	67
Best friend (Q10)	24	22	38	60
Employees committed to quality (Q09)	40	37	40	60
Mission/Purpose (Q08)	27	23	39	63
Opinions count (Q07)	18	15	30	51
Development (Q06)	24	23	38	60
Cares about me (Q05)	41	40	49	70
Recognition (Q04)	24	21	34	58
Opportunity to do best (Q03)	14	13	39	60
Have materials & equipment (Q02)	15	16	38	60
Know what's expected (Q01)	27	27	59	79

## Engagement Scores



	2012	2010	Gallup 50th %	Gallup 75th %
Growth	31	31	44	66
Team Work	27	24	37	59
Management Support	26	24	40	62
Basic Needs	21	22	49	70

• Item data not shown if n < 4. Workgroup data not shown to protect confidentiality.

# Ministry of Education

Ministry of Education Overall

Overall Satisfaction and Gallup Q <sup>12®</sup> Items	Sample Size	Ext. Dissatisfied			Ext. Satisfied		Mean (Average) Score	
		Strongly Disagree % 1	% 2	% 3	Strongly Agree % 4	% 5	2012	2010
Q00. How satisfied are you with the Ministry of Education as a place to work?	1955	3	16	37	37	8	3.30	3.24
Q12. This last year, I have had opportunities at work to learn and grow.	1934	4	10	20	35	31	3.78	3.69
Q11. In the last six months, someone at work has talked to me about my progress.	1931	10	13	18	29	30	3.68	3.70
Q10. I have a best friend at work.	1799	10	15	24	27	24	3.41	3.34
Q09. My fellow employees are committed to doing quality work.	1948	1	3	15	40	40	4.15	4.07
Q08. The mission or purpose of my organisation makes me feel my job is important.	1946	4	11	20	37	27	3.71	3.53
Q07. At work, my opinions seem to count.	1953	7	13	24	39	18	3.48	3.36
Q06. There is someone at work who encourages my development.	1955	6	14	24	32	24	3.53	3.47
Q05. My supervisor, or someone at work, seems to care about me as a person.	1943	3	8	14	34	41	4.01	3.98
Q04. In the last seven days, I have received recognition or praise for doing good work.	1941	15	16	17	29	24	3.30	3.20
Q03. At work, I have the opportunity to do what I do best every day.	1958	4	18	29	35	14	3.36	3.29
Q02. I have the materials and equipment I need to do my work right.	1968	4	14	26	40	15	3.47	3.48
Q01. I know what is expected of me at work.	1968	1	7	20	45	27	3.90	3.87

1st Unit ■ GM=3.64, Ministry of Education Overall

• Item data % 1 - % 4 not shown when n < 10, % 5 and means when n < 4. Workgroup data not shown to protect confidentiality.

↑↓ Meaningful growth or decline (0.20 mean change)

# Ministry of Education

Ministry of Education Overall

Accountability & Additional Items	Sample Size	Strongly Disagree					Strongly Agree		Mean (Average) Score	
		% 1	% 2	% 3	% 4	% 5	2012	2010		
Co1. I received feedback on the previous employee engagement survey conducted at the Ministry of Education.	1568	7	8	16	30	40	3.89	3.68	↑	
Co2. My team participated in an effective action planning session following the last employee engagement survey.	1542	12	16	23	28	22	3.31	2.98	↑	
Co3. My team has made progress on the goals set during our action planning sessions after the last employee engagement survey.	1435	15	20	30	24	11	2.97	2.73	↑	
Co4. The Ministry has provided guidance on how I can make a positive difference to support Māori achieving education success as Māori.	1876	6	12	29	35	18	3.46			

1st Unit ■ Ministry of Education Overall

• Item data % 1 - % 4 not shown when n < 10, % 5 and means when n < 4. Workgroup data not shown to protect confidentiality.

↑↓ Meaningful growth or decline (0.20 mean change)

# Ministry of Education

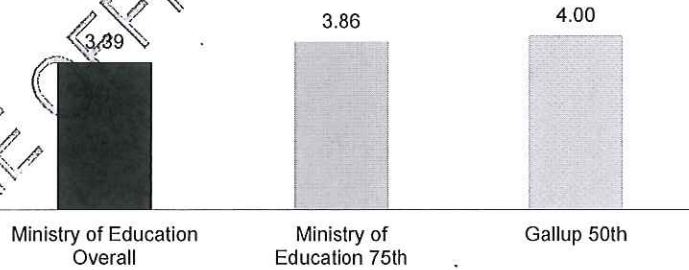
Ministry of Education Overall

## Accountability Index

The accountability index is the average mean score of the three accountability items. The accountability items measure the effectiveness of action planning. Effective action planning gives teams every possibility of improving engagement. The item mean scores are averaged into an index to provide an overall Accountability Index or score. Gallup's research shows that high Accountability Indices often translate into improvement in engagement. As such the Accountability Index is compared to Gallup's 50th Percentile and your organisation's 75th Percentile (or internal best practise). This information provides managers and teams with an assessment as to how well action planning was conducted since the last engagement survey.

## Accountability Items

- Co1.** I received feedback on the previous employee engagement survey conducted at the Ministry of Education.
- Co2.** My team participated in an effective action planning session following the last employee engagement survey.
- Co3.** My team has made progress on the goals set during our action planning sessions after the last employee engagement survey.



**Groups that can raise this score have the best possible opportunity to increase engagement.**

Workgroups whose index score for these three items is above the Ministry of Education's 75th percentile represent the Ministry of Education's best practise workgroups on the Accountability Index.

**If your score is higher than the Ministry of Education's 75th percentile, set a team goal to maintain or further increase the score by the next survey administration.**

**If your score is below the Ministry of Education's 75th percentile, set a goal to raise your index score by the next survey administration.**

Accountability Index Score not shown if C01, C02, or C03 n < 4. Workgroup data not shown to protect confidentiality.



# Ministry of Education

Ministry of Education Overall

## Summary of Strengths and Opportunities

### Introduction:

In order to create a great work environment, teams need to focus on items that matter to them. The items listed below represent the areas of greatest strengths and opportunities, relative to the percentile ranking within the Gallup Overall database. These items are not necessarily the items the teams should select for action. They are simply the team's strengths and opportunities, relative to Gallup's Overall database. These items are simply highlighted to start the discussion.

The possible actions listed in the table are generic recommendations to the manager as to what they can do for their team members to improve the areas highlighted. These possible actions should not substitute or form the team's Action Plan.

Strengths	Opportunities	
<p>Q09. My fellow employees are committed to doing quality work.</p>	<p>Q03. At work, I have the opportunity to do what I do best every day.</p>	<p>Q01. I know what is expected of me at work.</p>
<p>Mean Score 4.15</p>	<p>Mean Score 3.36</p>	
<p><b>Possible Actions</b></p> <ul style="list-style-type: none"> <li>▶ Set quality standards for the workgroup so that every team member has a common reference point.</li>   <li>▶ Talk individually with team members about their quality goals.</li>   <li>▶ Set up a small task force for problem solving quality issues and follow up with the affected customers.</li>   <li>▶ Ensure new team members are inducted appropriately and are clear about what is expected in their roles.</li> </ul>	<p><b>Possible Actions</b></p> <ul style="list-style-type: none"> <li>▶ Learn what inspires team members to do their best work.</li>   <li>▶ Ask your team members what they think their strengths are.</li>   <li>▶ Initiate a discussion with your team members about their strengths.</li>   <li>▶ Encourage team members to use their strengths in their roles.</li> </ul>	<p><b>Possible Actions</b></p> <ul style="list-style-type: none"> <li>▶ Communicate each team member's roles and responsibilities.</li>   <li>▶ Set aside time to explain to each team member how his or her role contributes to workgroup success.</li>   <li>▶ Hold a one-to-one meeting with each team member to set performance expectations.</li>   <li>▶ Seek opportunities to provide informal feedback to individual team members.</li> </ul>