

Building a Great Place to Work at Ministry for Culture and Heritage

Staff Presentation

14 May 2009

2009
Core Values
Results
Core offers
Summary ✓

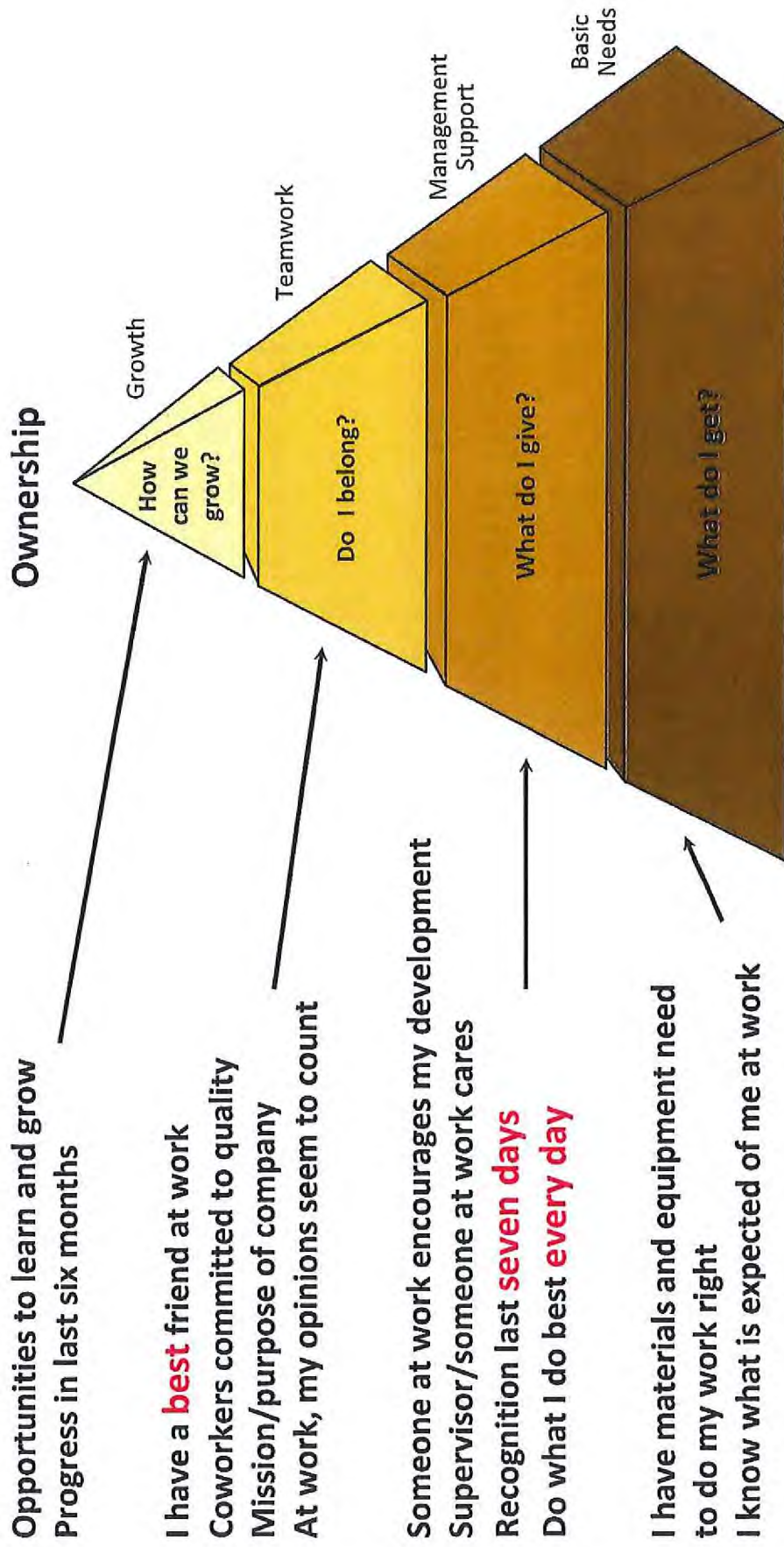
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The 12 Questions That Matter

- Q1 I know what is expected of me at work.
- Q2 I have the materials and equipment I need to do my work right.
- Q3 At work, I have the opportunity to do what I do best every day.
- Q4 In the last seven days, I have received recognition or praise for doing good work.
- Q5 My supervisor, or someone at work, seems to care about me as a person.
- Q6 There is someone at work who encourages my development.
- Q7 At work, my opinions seem to count.
- Q8 The mission or purpose of my organisation makes me feel my job is important.
- Q9 My fellow employees are committed to doing quality work.
- Q10 I have a best friend at work.
- Q11 In the last six months, someone at work has talked to me about my progress.
- Q12 This last year, I have had opportunities at work to learn and grow.

Gallup Engagement Hierarchy



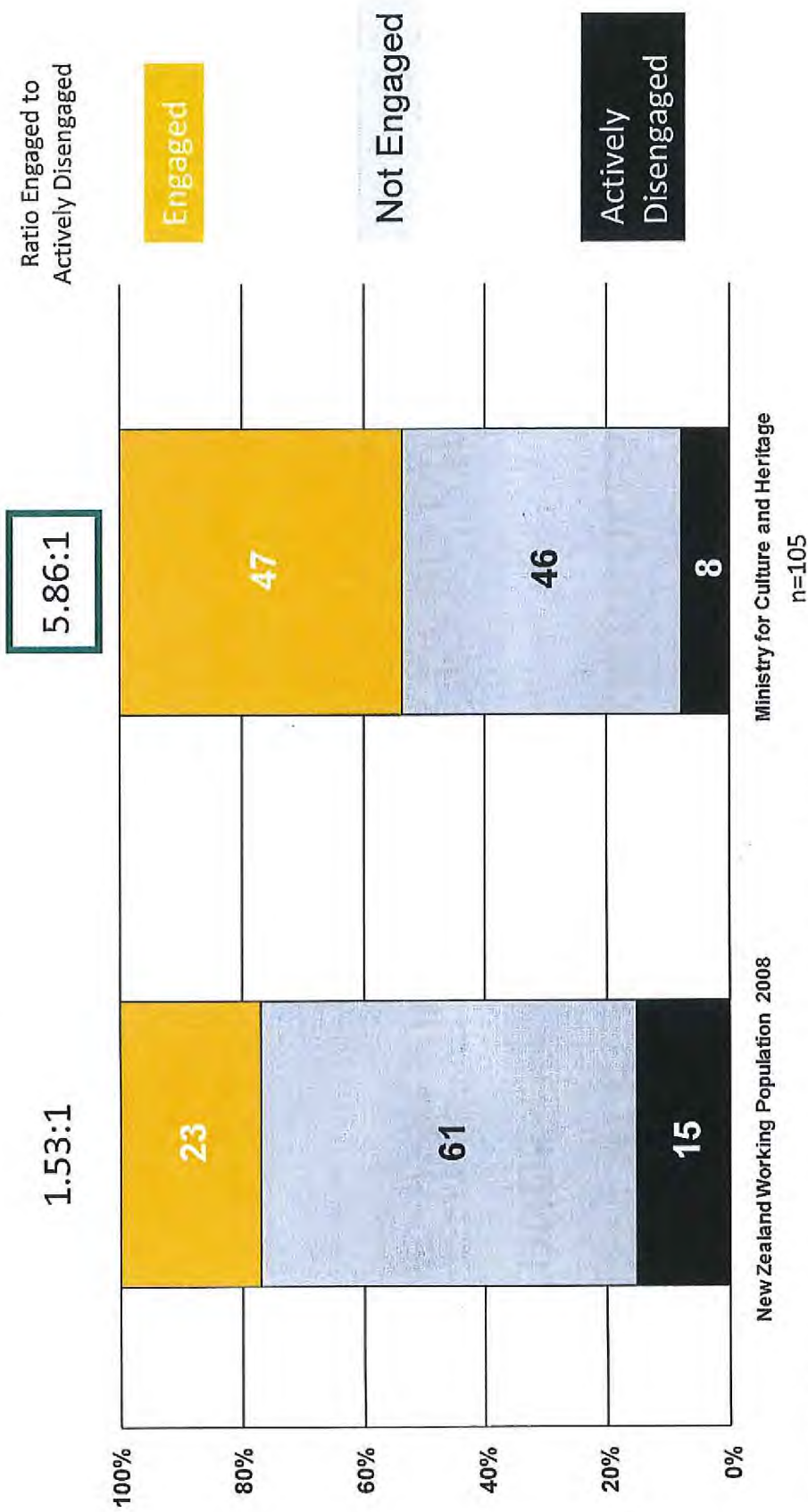
Overview of MCH Findings

- ✓ 47% of employees are Engaged
- ✓ Meaningful increase in engagement GrandMean
- ✓ Improvements in most engagement items
- ✓ More employees are extremely satisfied with Culture and Heritage as a place to work
- ✓ Perceptions of Leadership have increased
- ✓ More employees are reporting open communication throughout Culture and Heritage
- ✓ Where Action Plans had a positive impact, employee engagement increased

Overview of Findings contd

- ✘ No change in the basic needs of employees
- ✘ Variability in employee experiences across workgroups
- ✘ Not all action planning has been effective

Q¹² Engagement Index Ministry for Culture and Heritage



Notes: Q12 Engagement Index is only calculated for groups where n>100
 Due to respondent numbers, a 2008 result was not produced for the Ministry of Culture and Heritage



Employee Engagement at Ministry for Culture and Heritage

Ministry for Culture and Heritage 2008

GrandMean = 3.71

36th Percentile (Worldwide database)



Ministry for Culture and Heritage 2009

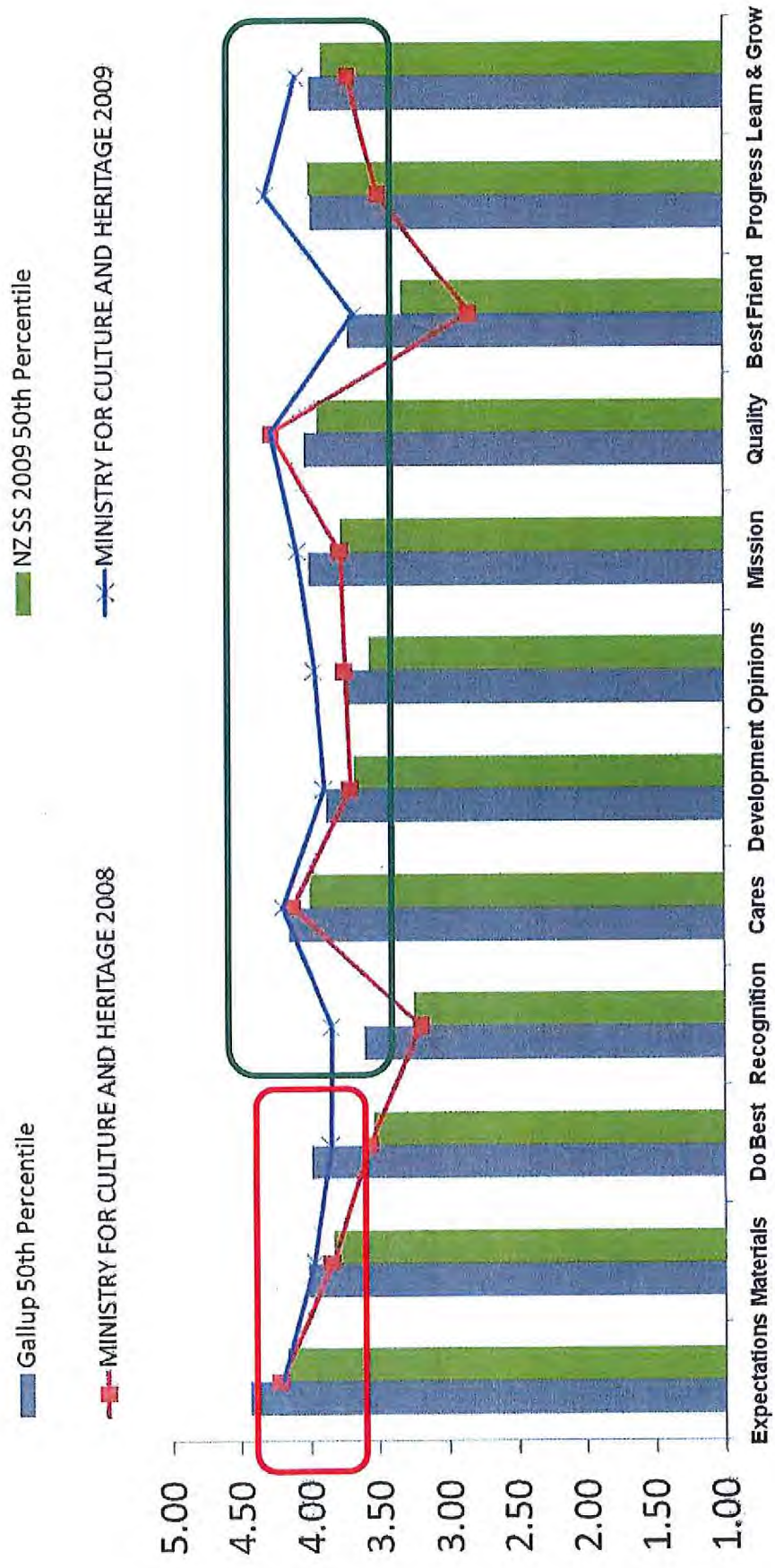
GrandMean = 4.03

58th Percentile Worldwide database

79th Percentile NZ State Sector database

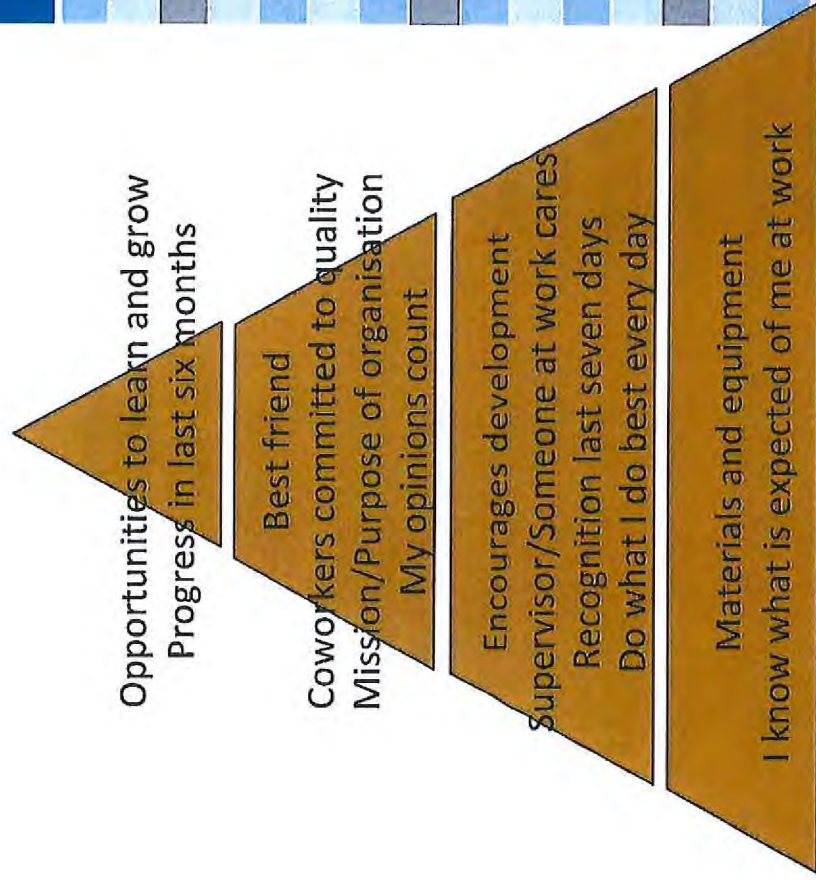
2009 Gallup Database	50 th Percentile	75 th Percentile
Worldwide Total	3.93	4.27
Worldwide Public Administration	3.73	4.04
New Zealand State Sector	3.71	3.97
New Zealand	3.78	4.10

Ministry for Culture and Heritage vs. Gallup 50th & State Sector 50th (Mean Scores)



Q12® Item Meaningful Change and Percentiles

- 8 items are in the top half of Gallup's Database



Mean 2008	Mean 2009	Percentiles 2009 (worldwide)
3.72	4.09	53rd
3.50	4.31	66th
2.84	3.67	48th
4.27	4.27	65th
3.77	4.08	54th
3.74	3.96	62nd
3.70	3.89	51st
4.12	4.19	53rd
3.20	3.84	61st
3.57	3.85	39th
3.84	3.97	46th
4.22	4.20	29th

The colour codes show degree of change in mean scores 2008-2009.

■ Negative Change of 0.1 or more
 No change
■ Positive change of 0.1 or more



Distribution of Ministry for Culture and Heritage Q12® Scores

	Percentage of Responses on the Agreement Scale					Mean
	% 1s	% 2s	% 3s	% 4s	% 5s	
Strongly Disagree						
Opportunities to learn and grow Progress in last six months	2	7	15	33	43	4.09
Best friend	3	5	4	35	53	4.31
Coworkers committed to quality	7	4	27	38	24	3.67
Mission/Purpose of organisation	1	3	8	46	43	4.27
My opinions count	1	6	17	36	40	4.08
Encourages development	4	5	15	44	32	3.96
Supervisor/Someone at work cares	3	10	11	46	30	3.89
Recognition last seven days	2	7	6	41	44	4.19
Do what I do best every day	6	9	16	35	35	3.84
	0	10	27	33	31	3.85
Materials and equipment	2	7	17	40	34	3.97
I know what is expected of me at work	1	4	10	44	41	4.20

Overall Satisfaction at Ministry for Culture and Heritage

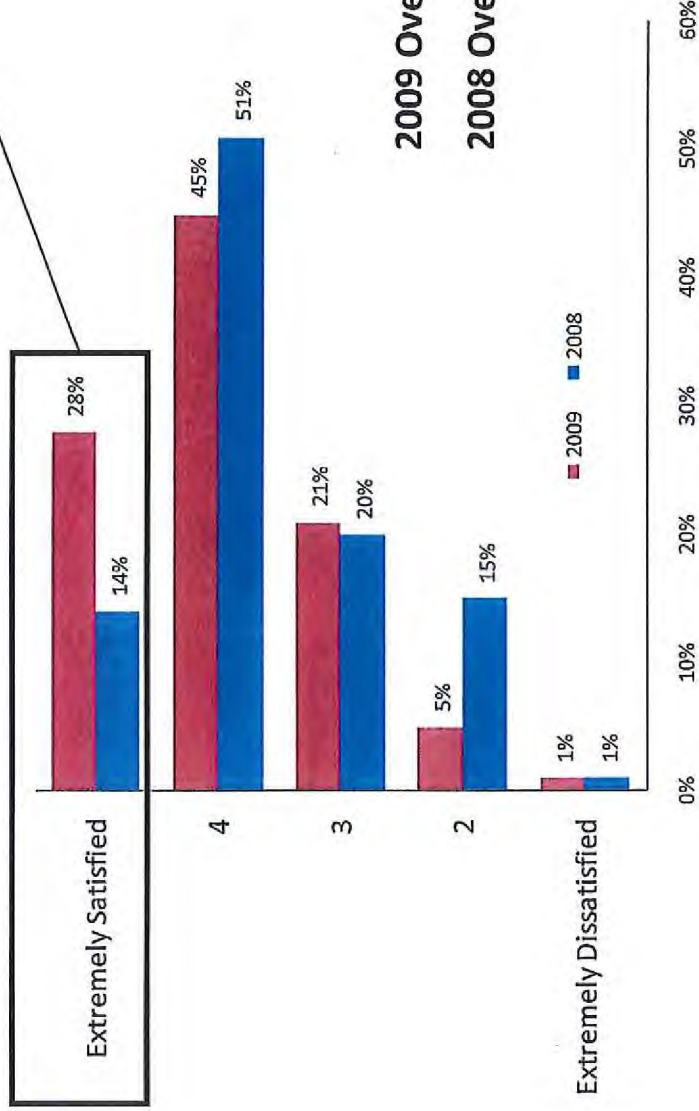
- Overall Satisfaction 2009 - “Extremely Satisfied”
- Gallup 50th Percentile
- NZ State Sector 50th Percentile

% Top Box (5's)

= 28%

= 28%

= 11%



2009 Overall Mean = 3.94 (50th percentile)

2008 Overall Mean = 3.61 (32nd Percentile)

Additional Questions

Mean Scores/Distribution

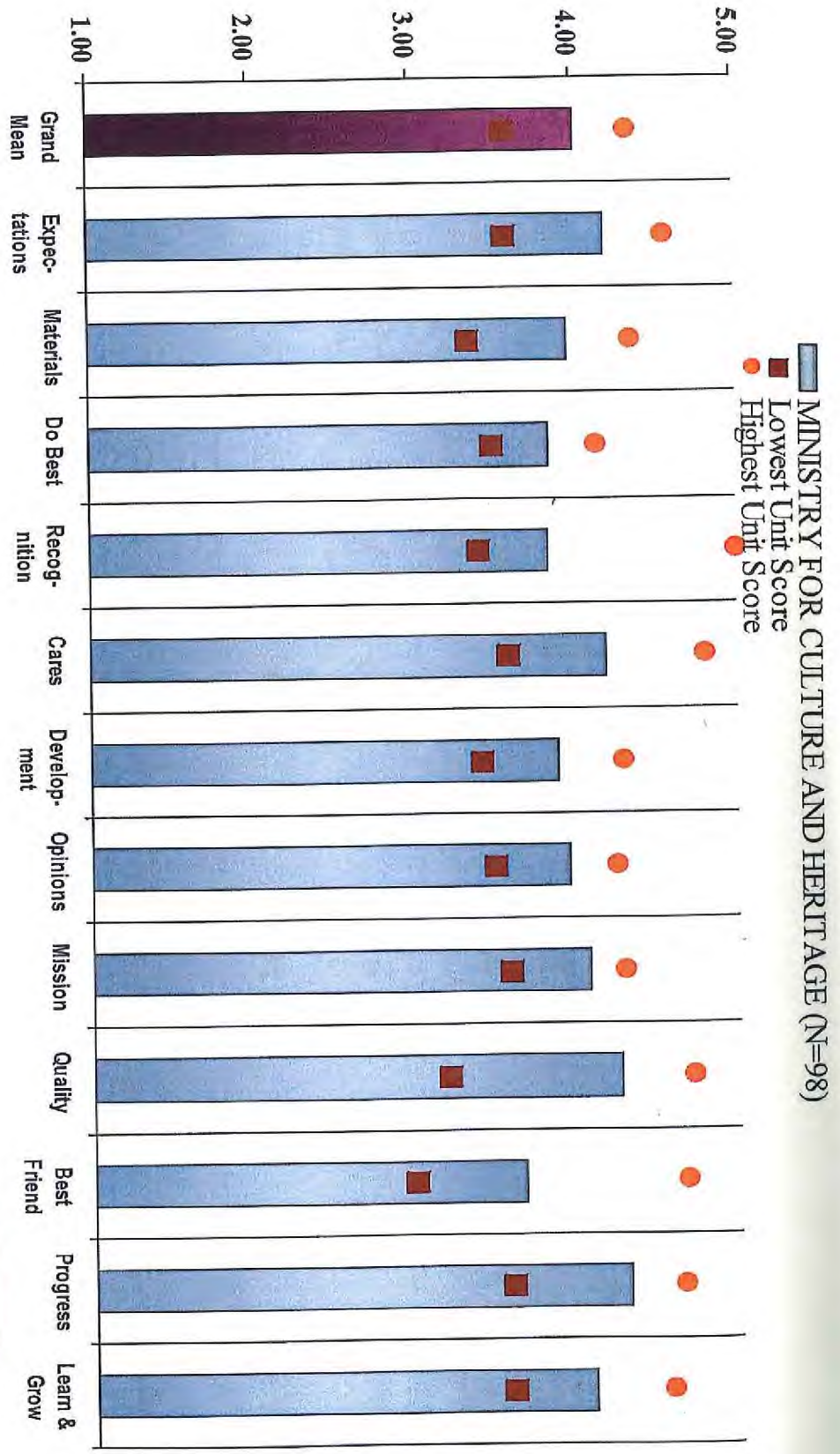
Item		% 1s	% 2s	% 3s	% 4s	% 5s	Mean
The leadership of my organisation always treats me with respect.	2009	1	8	19	35	38	4.00
	2008	2	12	24	34	28	3.73
	Gallup 50th					31	3.79
The leadership of my organisation makes me enthusiastic about the future.	2009	2	12	36	33	18	3.52
	2008	10	15	35	31	8	3.13
	Gallup 50th					20	3.50
My current job brings out my most creative ideas.	2009	3	10	28	43	16	3.59
	2008	8	13	27	41	10	3.32

Additional Questions

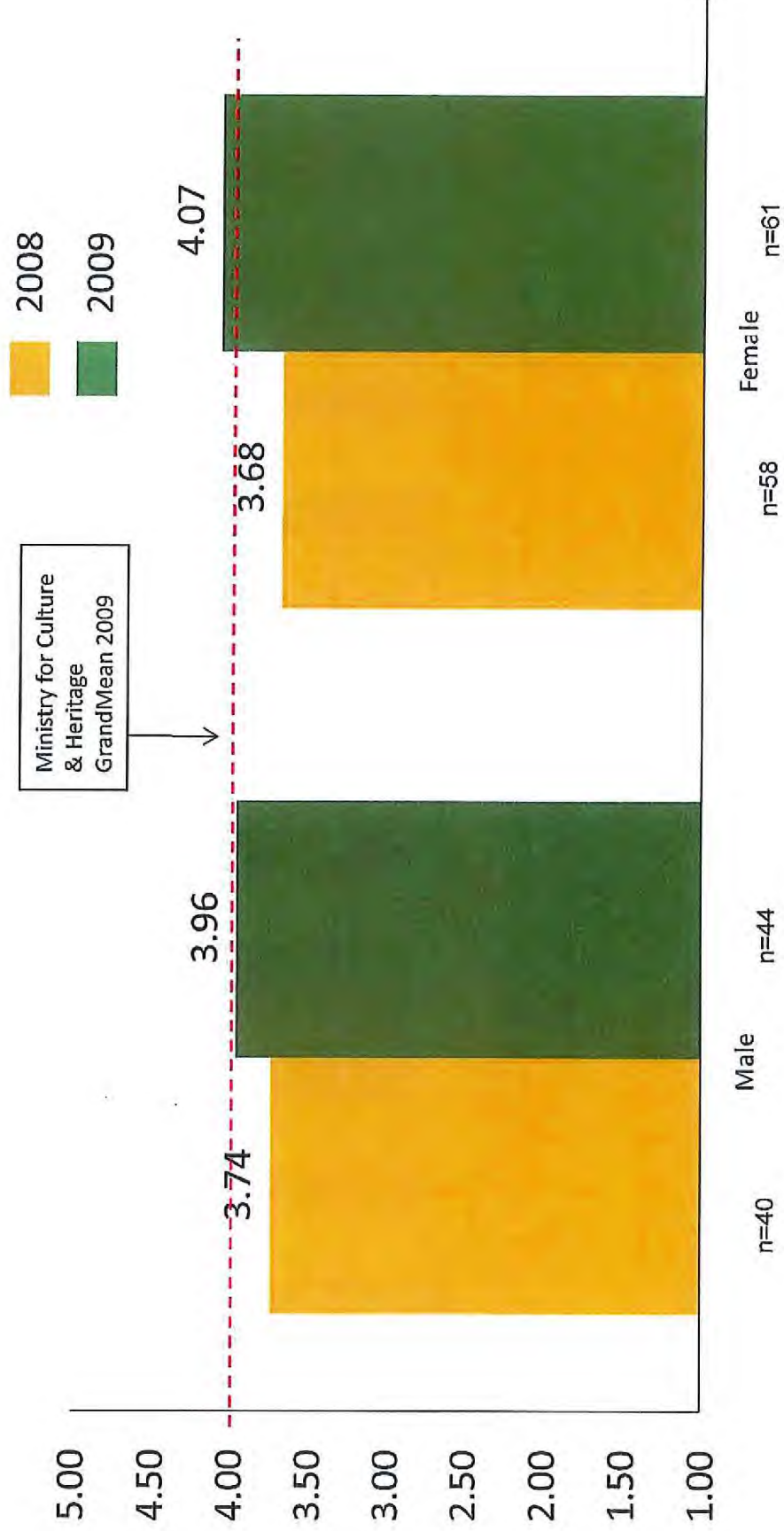
Mean Scores/Distribution

Item	% 1s	% 2s	% 3s	% 4s	% 5s	Mean
2009	0	6	18	49	27	3.97
2008	0	1	26	48	24	3.96
Gallup 50 th				27		3.87
My coworkers always do what is right for our customers.						
2009	7	13	33	33	15	3.36
2008	18	25	30	22	6	2.74
Gallup 50 th						2.74
There is open communication throughout all levels of the organisation.						

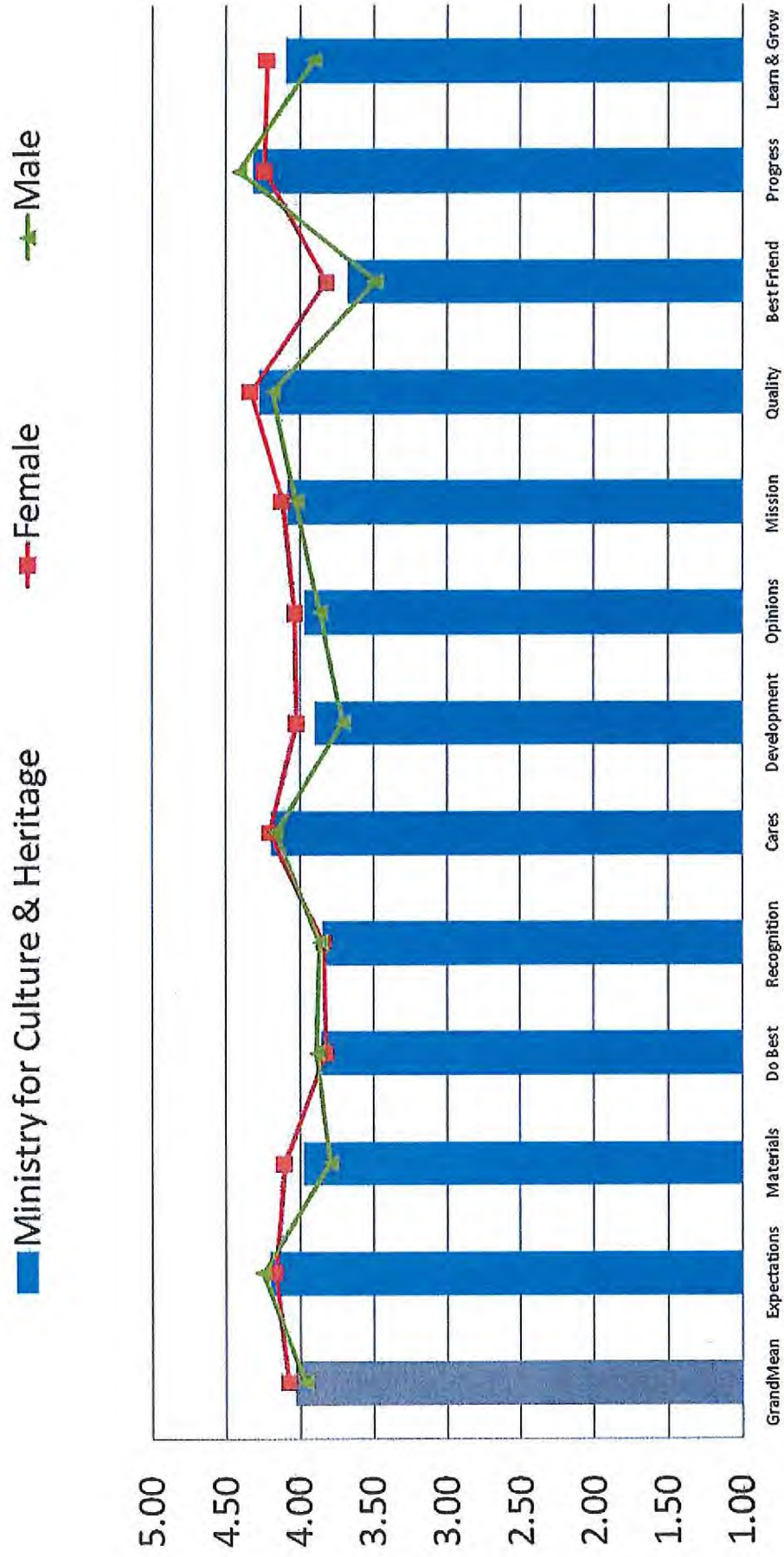
Employee Engagement at Ministry for Culture and Heritage - range of unit scores



Employee Engagement GrandMean by Gender



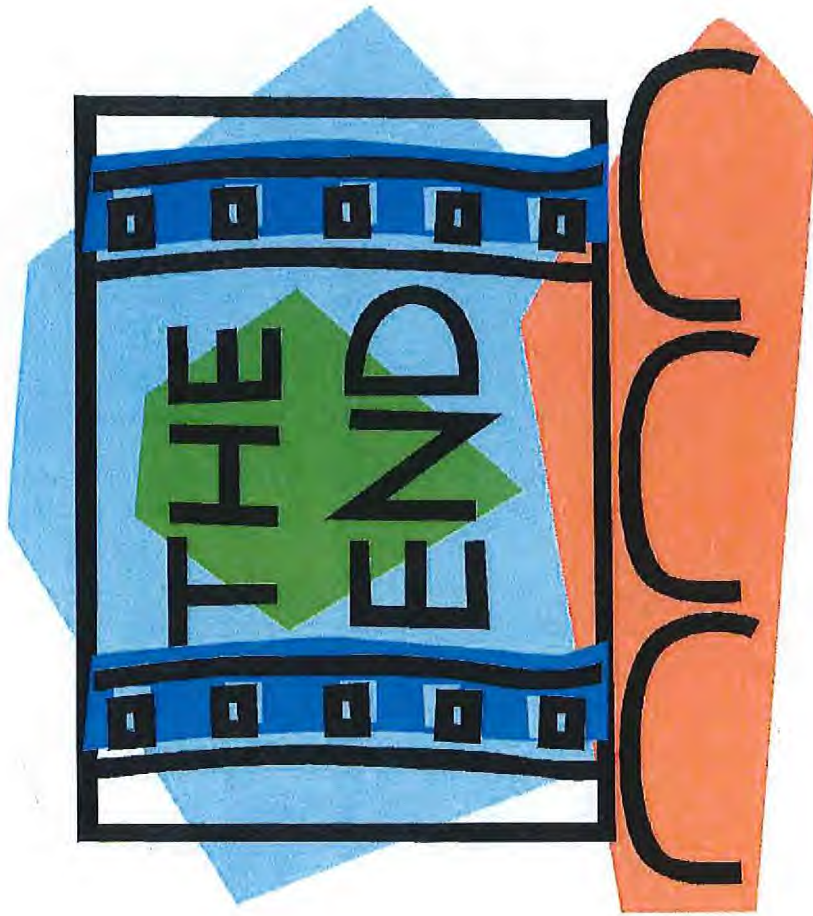
Employee Engagement Q12 Scores by Gender



Many employees participated in action planning, however the impact has been variable

Item		% Yes	% No		% 1s	% 2s	% 3s	% 4s	% 5s	Mean
Have you participated in Action Planning since the last survey? (n=75)	2009	80	20							
Action Plans from the last survey have had a positive impact on my workplace. (n=52*)	2009	4	12	29	46	10				3.46
	Gallup 50 th						17			3.50

*Note: only employees who answered 'Yes' to the first action planning question where offered the follow up question.

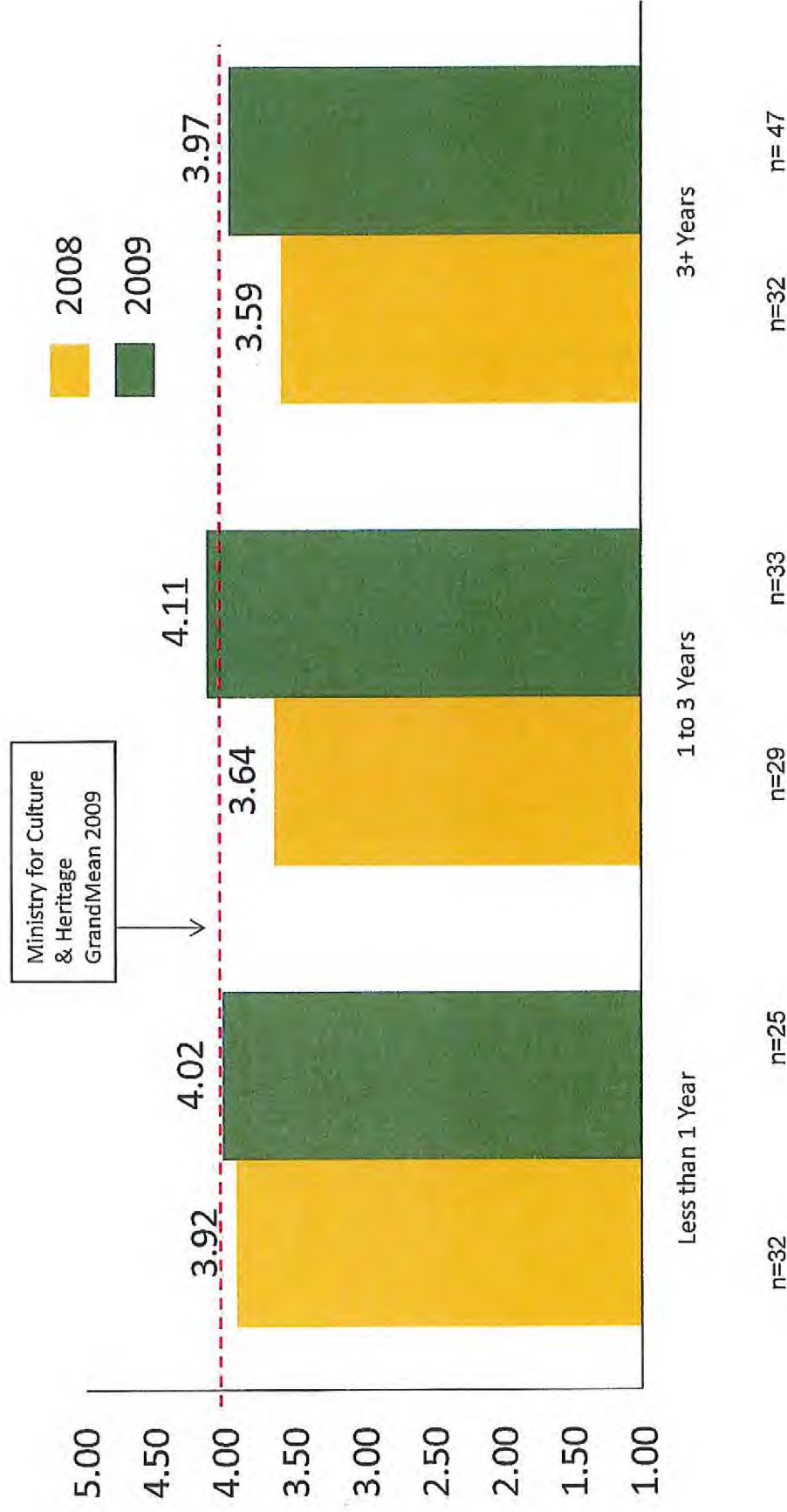


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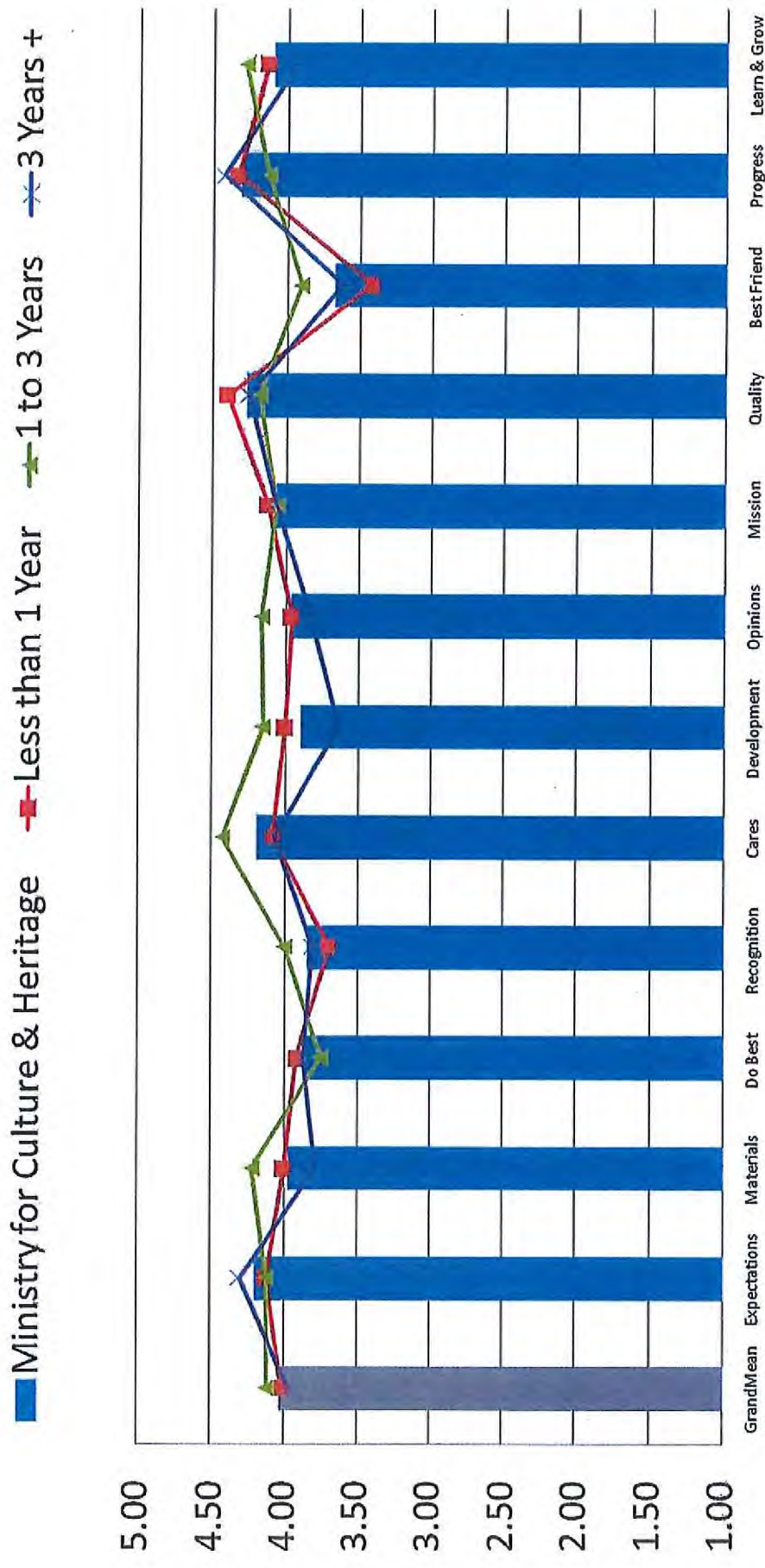
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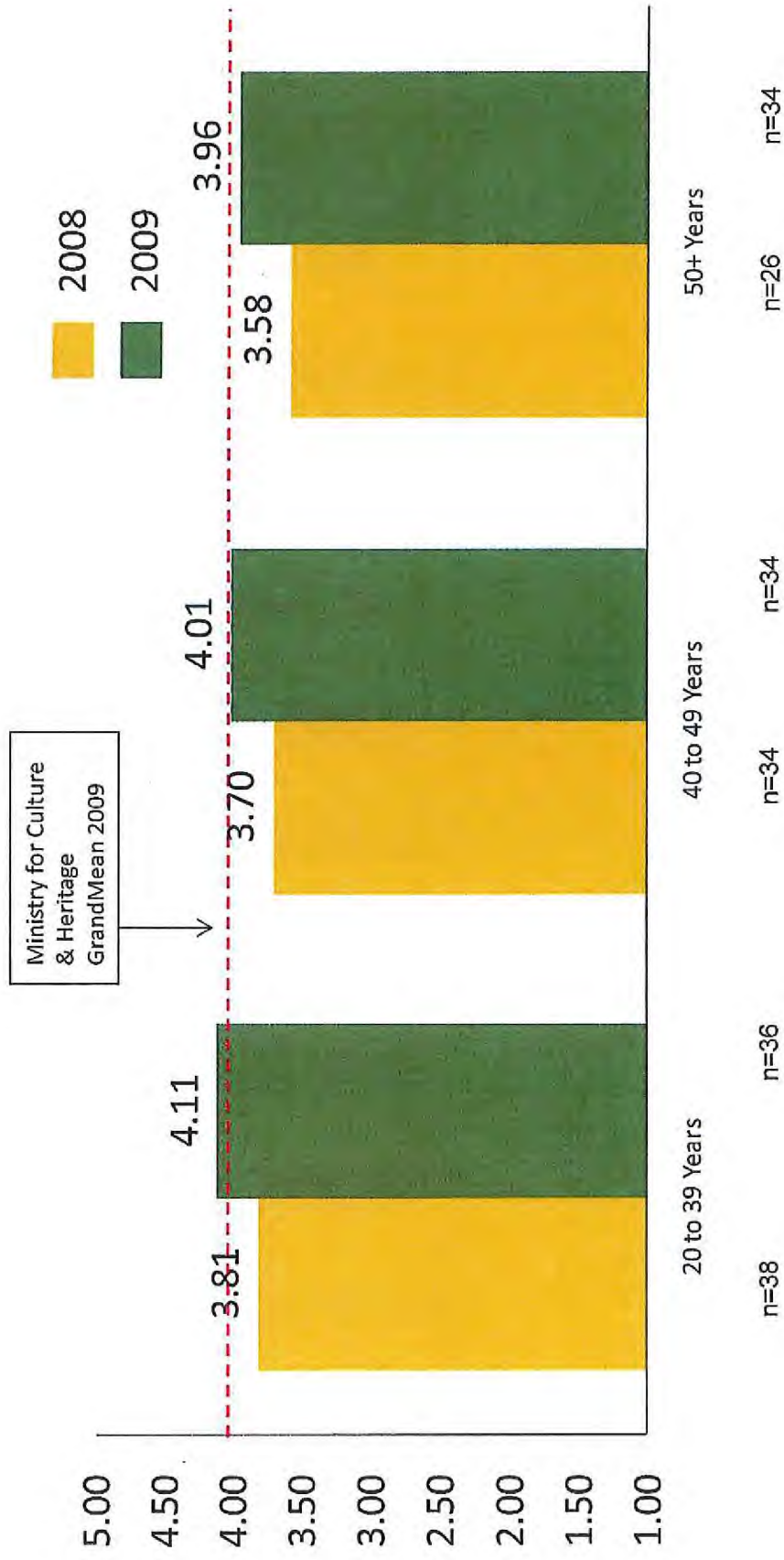
Employee Engagement GrandMean by Tenure



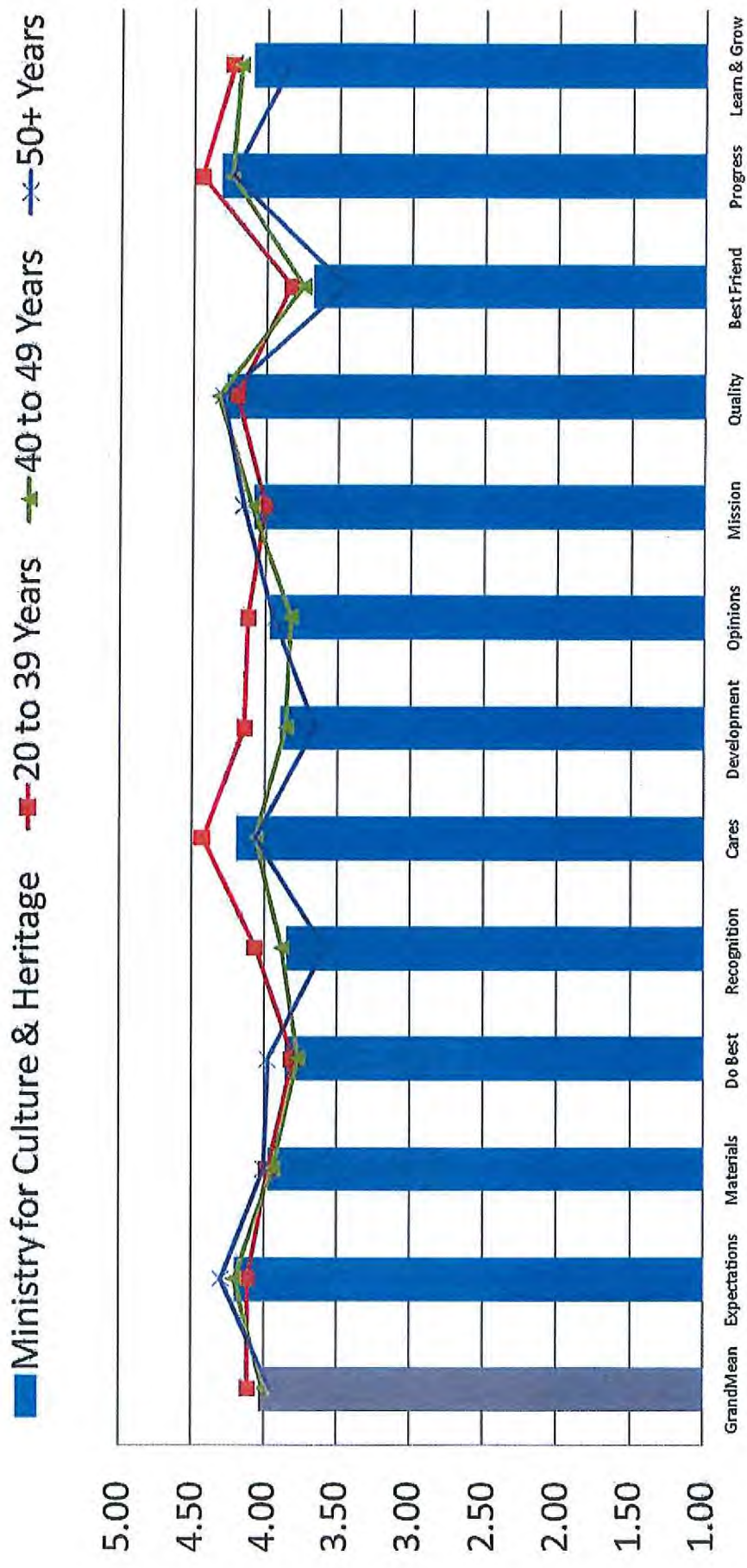
Employee Engagement Q12 Scores by Tenure



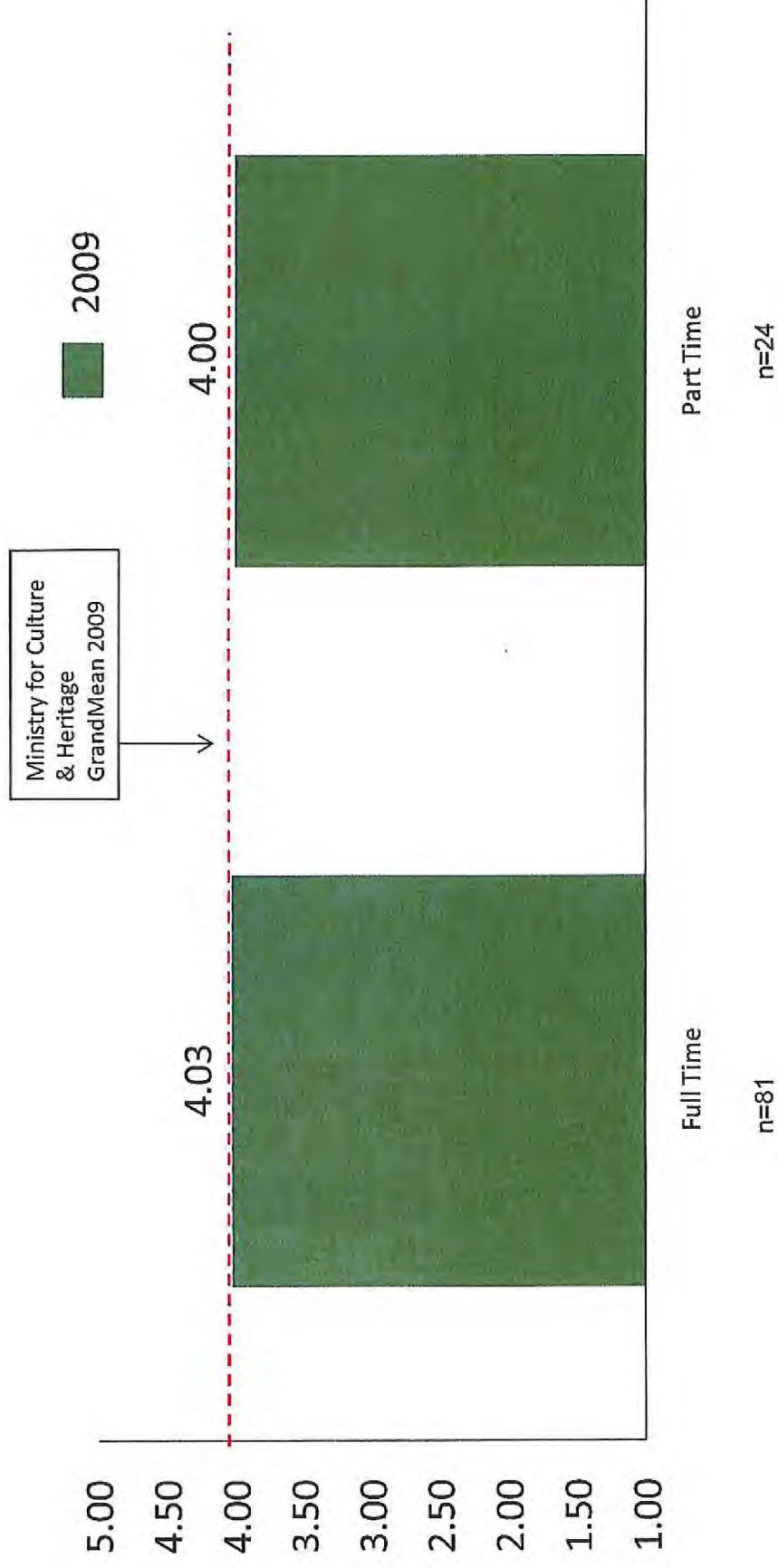
Employee Engagement GrandMean by Age



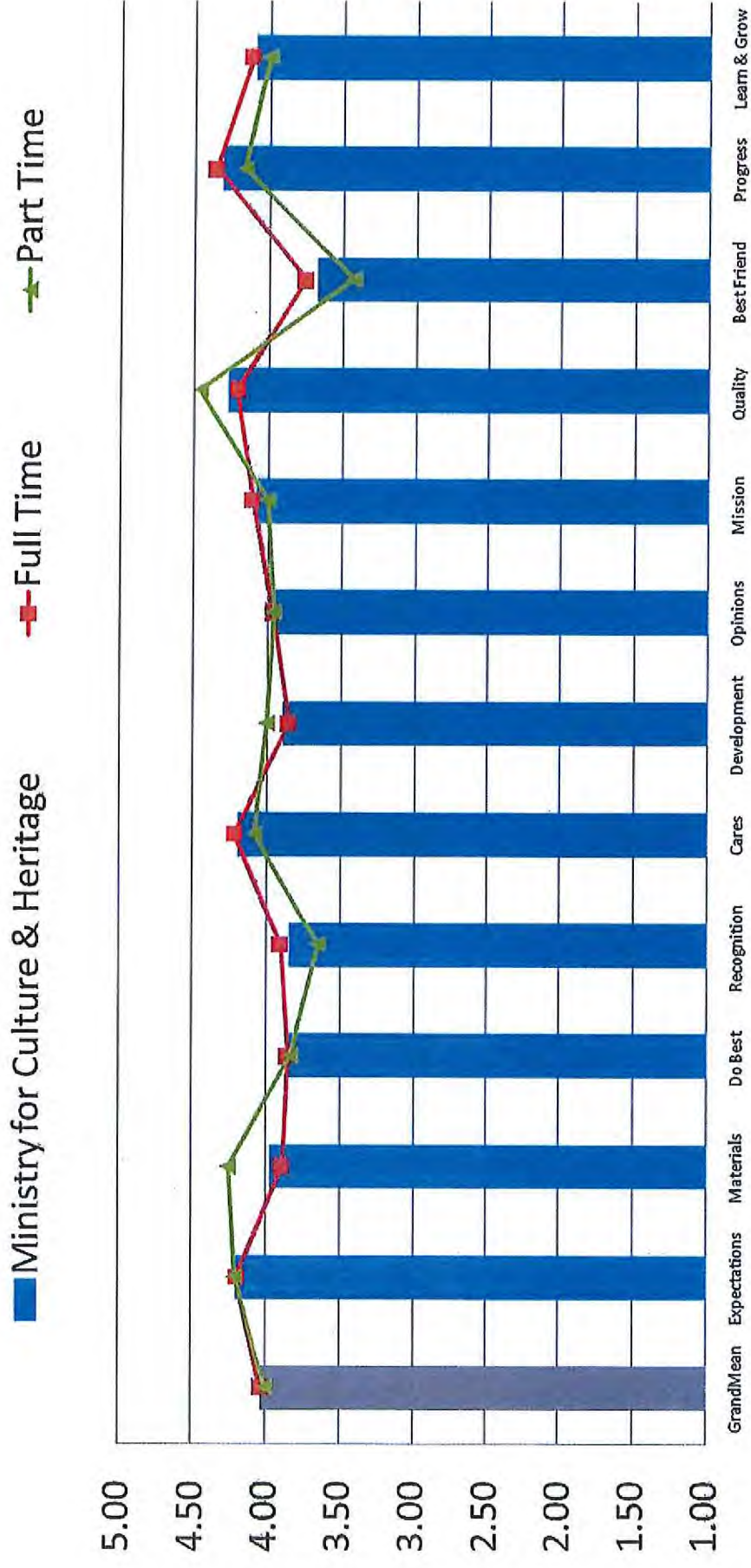
Employee Engagement Q12 Scores by Age



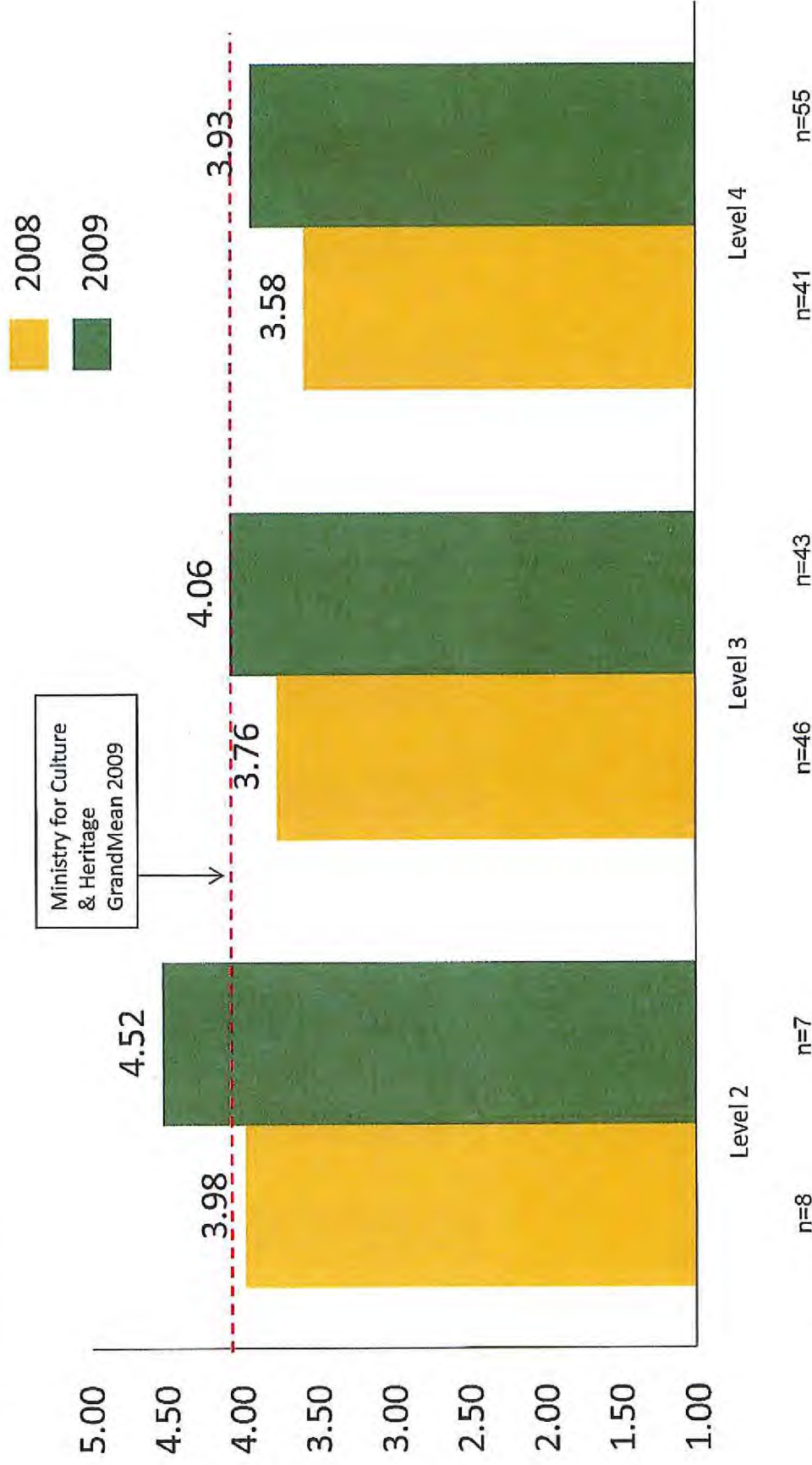
Employee Engagement GrandMean by Status



Employee Engagement Q12 Scores by Status



Employee Engagement GrandMean by Level

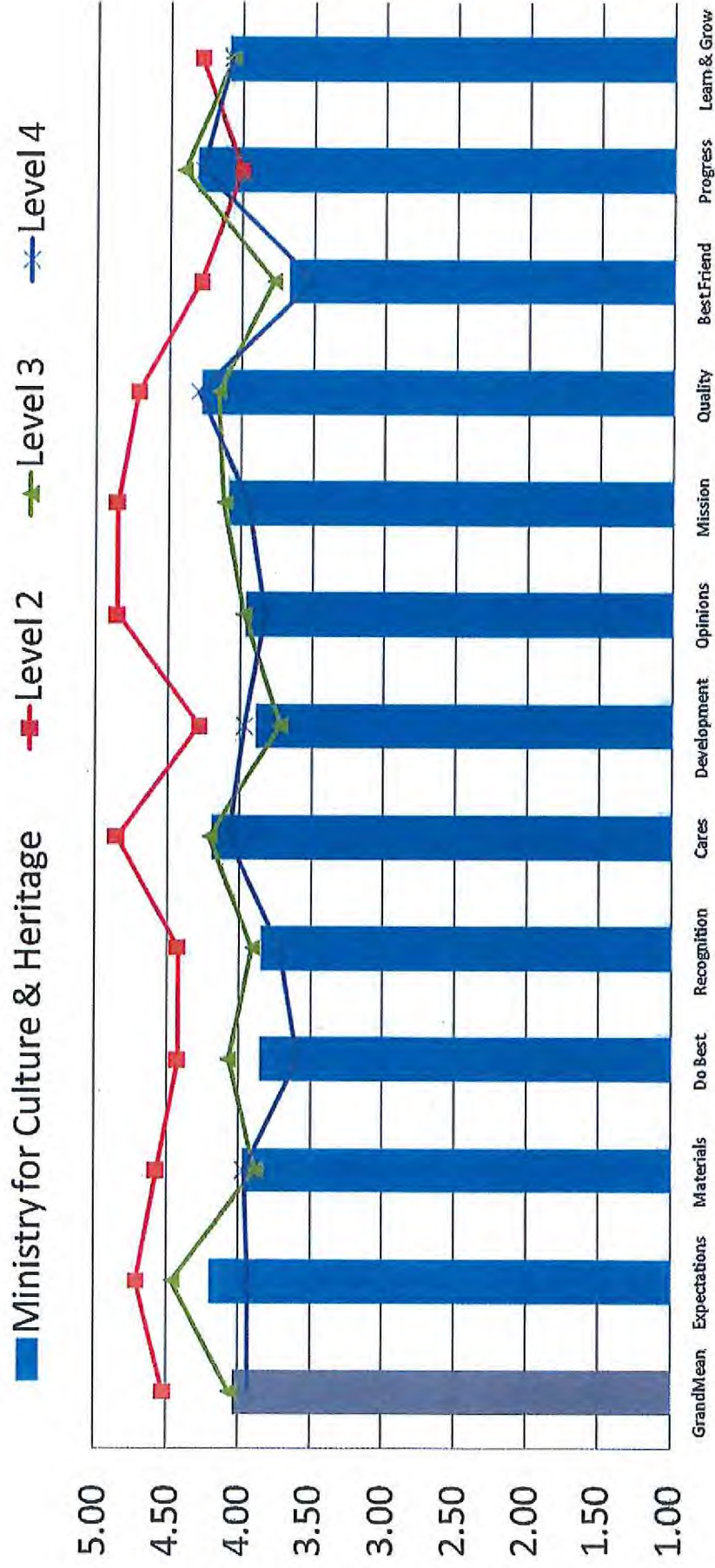


Level 1 = Chief Executive

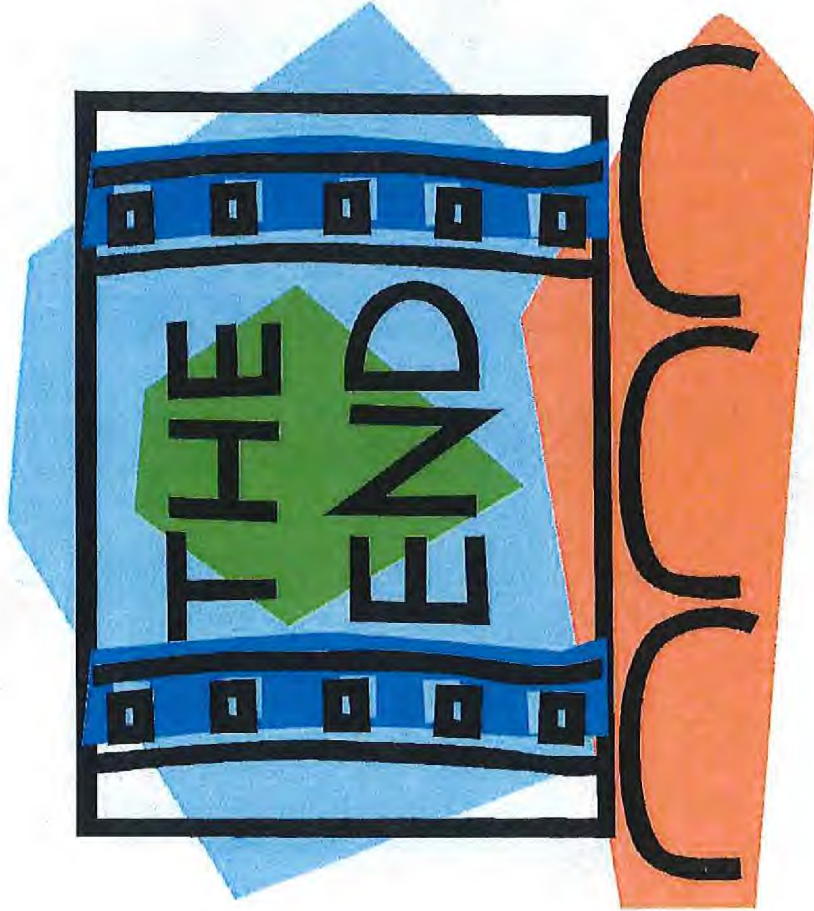
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Employee Engagement Q12 Scores by Level



Level 1 = Chief Executive



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