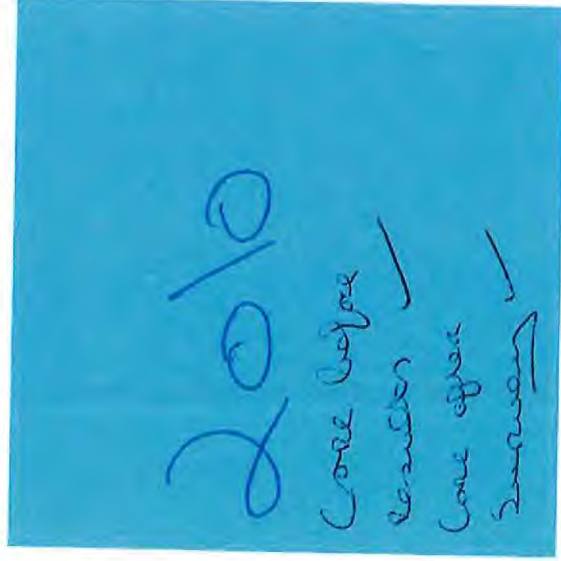


Building a Great Place to Work at Ministry for Culture and Heritage

Staff Presentation

27 May 2010



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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.

Overview of MCH Findings

- ✓ Increased response rate in 2010 – 89%
- ✓ 43% of employees are Engaged
- ✓ Relatively consistent Engagement GrandMean between 2009 - 2010
- ✓ MCH is above the Gallup's 50th Worldwide Percentile on half the Q12 items
- ✓ 21% of employees are extremely satisfied with MCH as a place to work
- ✓ 77% of employees are proud of the services/products we offer
- ✓ Where Action Plans had a positive impact, employee engagement increased

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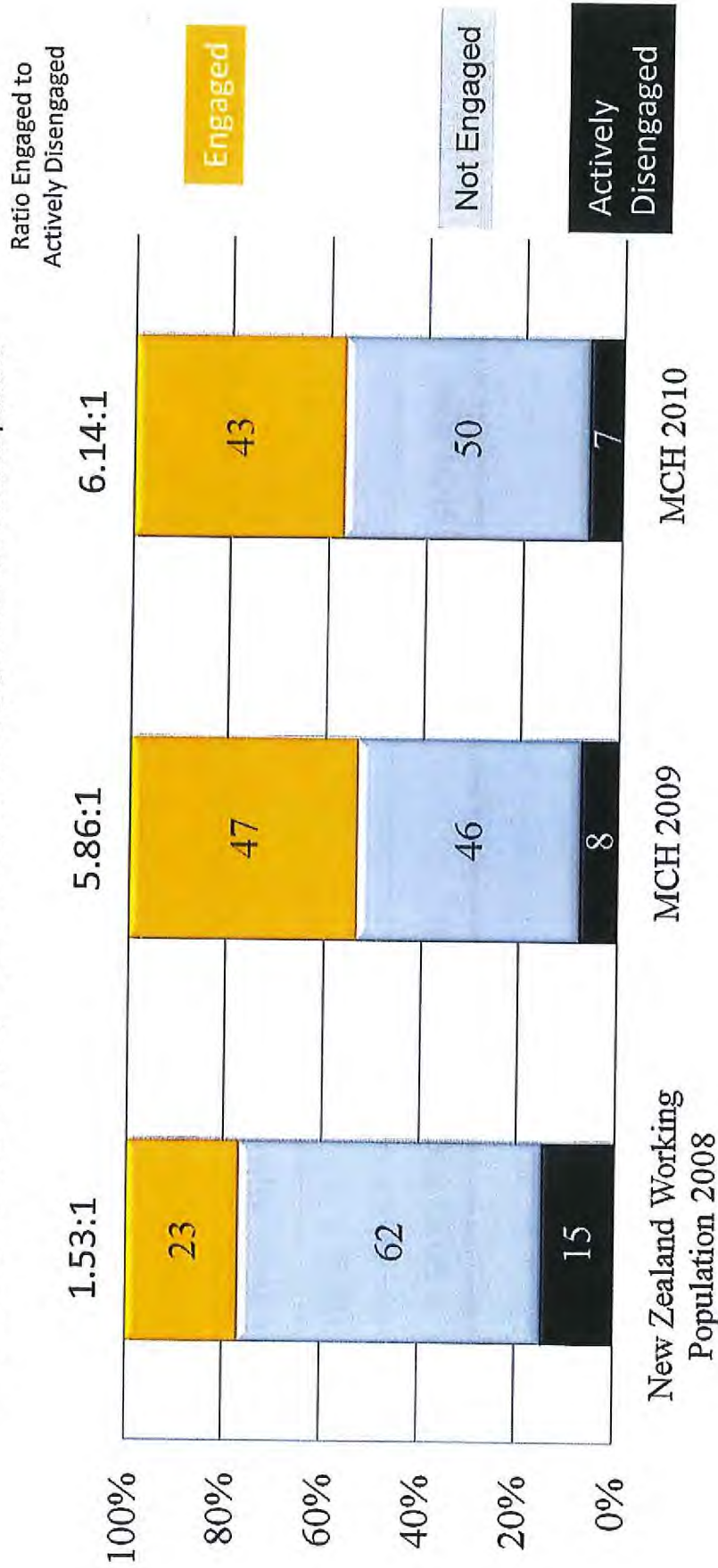


Overview of Findings contd

- ✘ Still need to keep working on meeting the basic needs of employees
- ✘ Variability in employee experiences across workgroups
- ✘ Not all action planning has been effective
- ✘ Need to keep working on communication throughout the organisation

Q12[®] Engagement Index Ministry for Culture and Heritage

The percentage of engaged employees has reduced, but the Engagement Ratio remains positive



n=100

Note: The Engagement Index is only calculated where n>100

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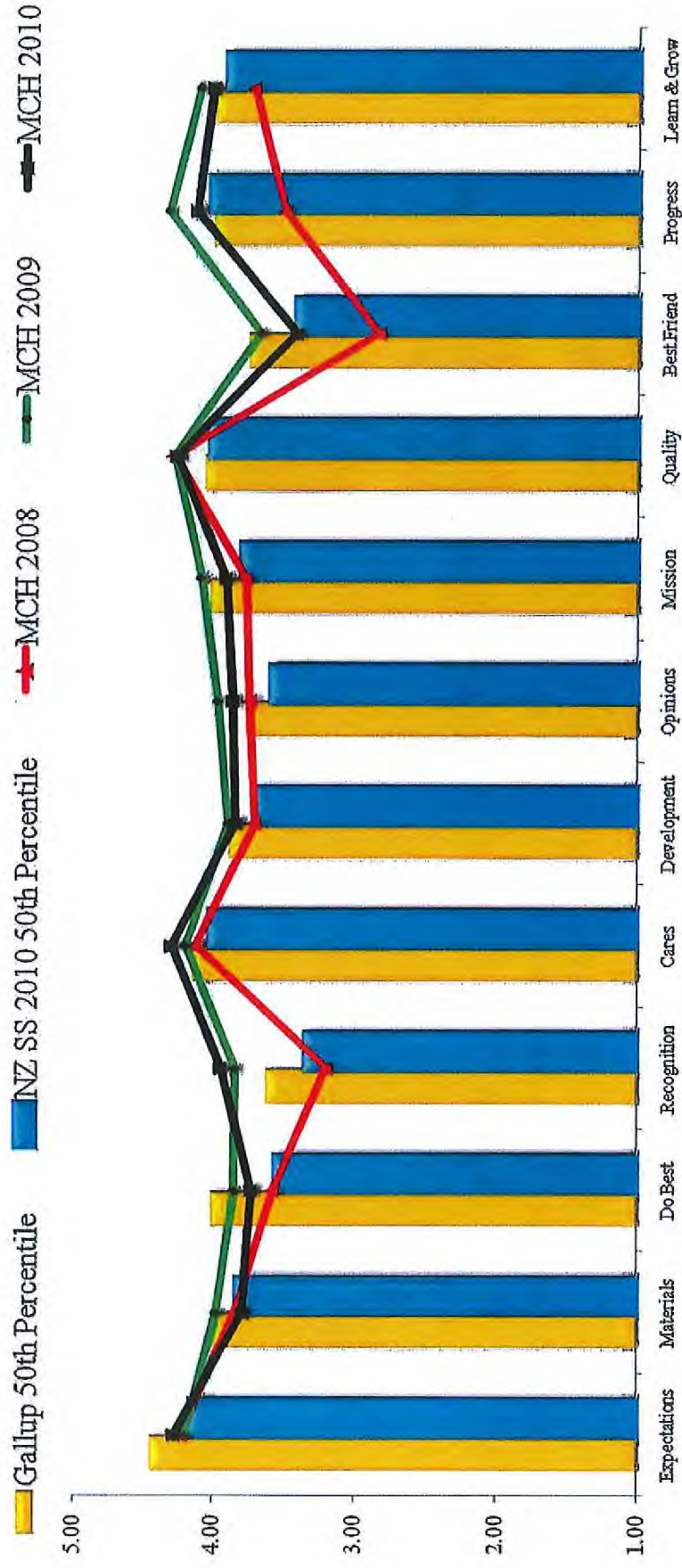
Employee Engagement at Ministry for Culture and Heritage



2010 Gallup Database	50 th Percentile	75 th Percentile
Worldwide Total	3.94	4.29
Worldwide Public Administration	3.68	3.96
New Zealand State Sector	3.73	3.99
New Zealand	3.80	4.12

Note: Change of $\pm .10$ is meaningful at the organisational level (.20 for workgroups)

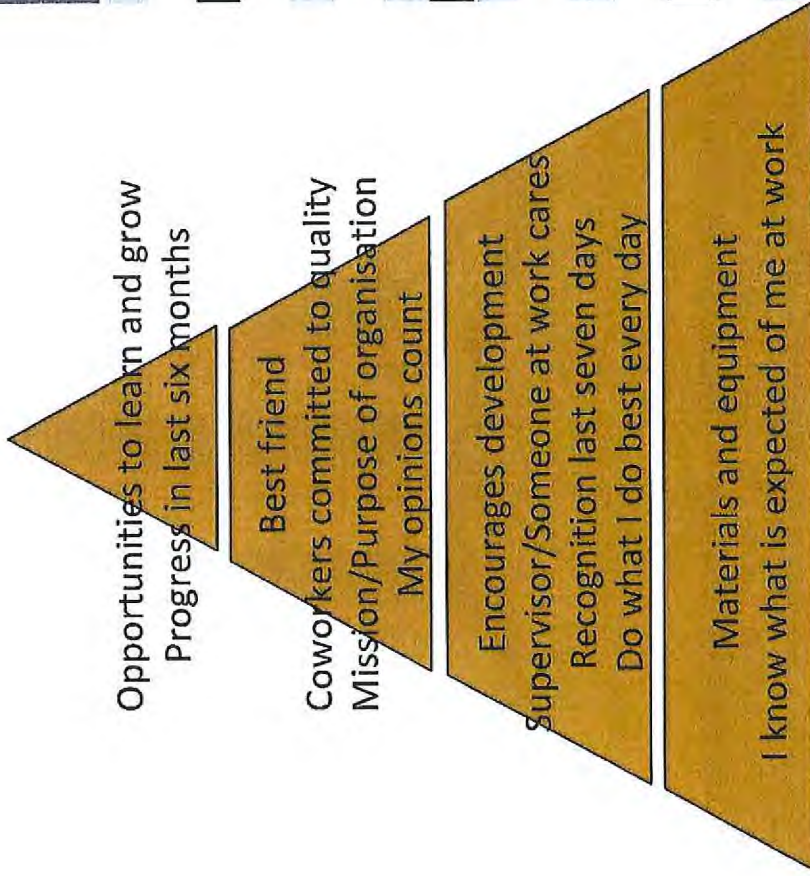
Ministry for Culture and Heritage vs. Gallup 50th & State Sector 50th (Mean Scores)



Q12® Item Meaningful Change and Percentiles

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

	Mean 2009	Mean 2010	Percentile 2010 (Worldwide)
Opportunities to learn and grow Progress in last six months	4.09	4.00	50 th
Best friend Coworkers committed to quality Mission/Purpose of organisation My opinions count	4.31	4.12	55 th
Encourages development Supervisor/Someone at work cares Recognition last seven days Do what I do best every day	3.67	3.42	33 rd
Materials and equipment I know what is expected of me at work	4.27	4.26	64 th
	4.08	3.91	42 nd
	3.96	3.86	57 th
	3.89	3.84	47 th
	4.19	4.29	60 th
	3.84	3.94	65 th
	3.85	3.73	31 st
	3.97	3.79	32 nd
	4.20	4.27	34 th



The colour codes show degree of change in mean scores 2009-2010.

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



Distribution of Ministry for Culture and Heritage Q12[®] Scores

	Percentage of Responses on the Agreement Scale					Mean
	% 1s	% 2s	% 3s	% 4s	% 5s	
Strongly Disagree					Strongly Agree	
Opportunities to learn and grow Progress in last six months	2 7	4 5	25 10	31 25	39 53	4.00 4.12
Best friend	13	13	17	32	25	3.42
Coworkers committed to quality	0	0	16	43	42	4.26
Mission/Purpose of organisation	1	6	17	36	40	4.08
My opinions count	3	7	20	42	29	3.86
Encourages development	5	7	22	32	35	3.84
Supervisor/Someone at work cares	1	5	9	35	50	4.29
Recognition last seven days	7	6	13	33	40	3.94
Do what I do best every day	2	10	28	33	26	3.85
Materials and equipment I know what is expected of me at work	2 2	10 1	20 11	44 40	25 46	3.79 4.27

Overall Satisfaction at Ministry for Culture and Heritage

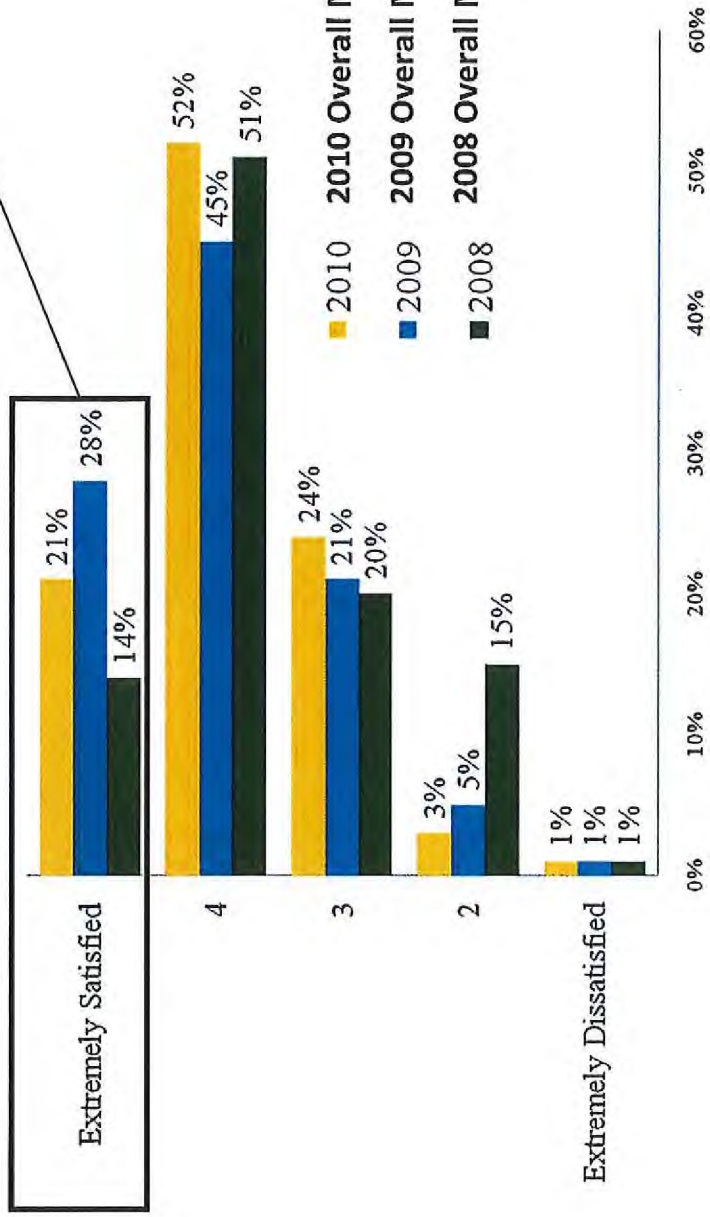
- Overall Satisfaction 2010 - “Extremely Satisfied”
- Gallup 50th Percentile
- NZ State Sector 50th Percentile

% Top Box (5's)

= 21%

= 28%

= 11%



Additional Questions

Mean Scores/Distribution

Item	Year	Strongly Disagree					Strongly Agree					Mean
		%1s	%2s	%3s	%4s	%5s	%1s	%2s	%3s	%4s	%5s	
The leadership of my organisation makes me enthusiastic about the future	2010	4	11	33	33	19						3.52
	2009	2	12	36	33	18						3.52
	2008	10	15	35	31	8						3.13
	Gallup 50 th											3.60
My organisation is committed to building the strengths of each employee	2010	3	13	42	29	13						3.36
	Gallup 50 th											4.00
	2010	3	14	41	31	10						3.31
	Gallup 50 th											3.50
My organisation encourages new ideas that defy conventional wisdom												

Note: Red boxes indicate where MCH's result is below the 25th percentile of Gallup's database

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Additional Questions

Item	Year	Strongly Disagree			Strongly Agree			Mean
		%1s	%2s	%3s	%4s	%5s		
There is open communication throughout all levels of the organisation	2010	5	22	30	33	9	3.19	
	2009	7	13	33	33	15	3.36	
	2008	18	25	30	22	6	2.74	
	Gallup 50 th					17	3.50	
My current job brings out my most creative ideas.	2010	8	7	29	37	19	3.52	
	2009	3	10	28	43	16	3.59	
	2008	8	13	27	41	10	3.32	
I'm extremely proud of the quality of the products/services my organisation offers.	Gallup 50 th					20	3.60	
	2010	0	4	20	40	37	4.09	
Gallup 50 th						33	4.00	

Accountability Items

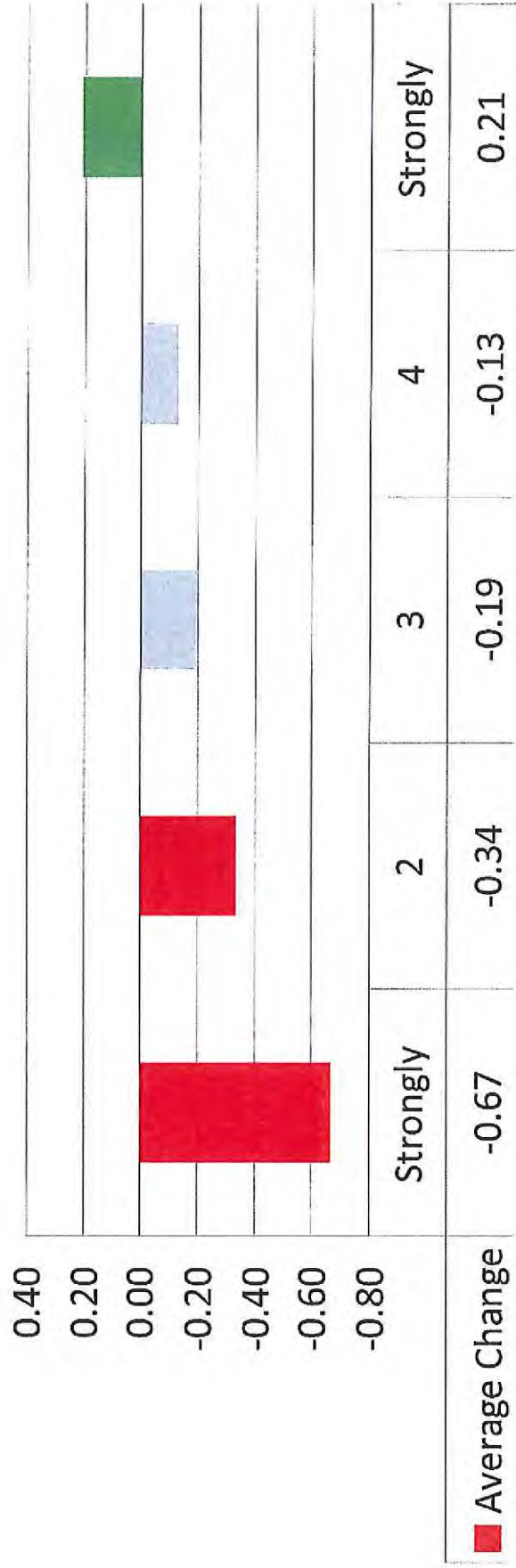
Item	Strongly Disagree					Strongly Agree					Mean
	% 1s	% 2s	% 3s	% 4s	% 5s						
I received feedback on the previous employee engagement survey conducted at the Ministry for Culture and Heritage. (n=89)	2010 2	10	30	56	4.38						
Gallup's 50 th	5	13	22	40	3.58						
My team participated in an effective action planning session following last year's employee engagement survey. (n=85)	2010 8	11	34	33	3.34						
Gallup's 50 th	8	11	34	33	3.82						

28th percentile of Gallup's database



On average, the Engagement of those who ‘Strongly Agreed’ that their team has made progress on action planning goals, has increased since 2009

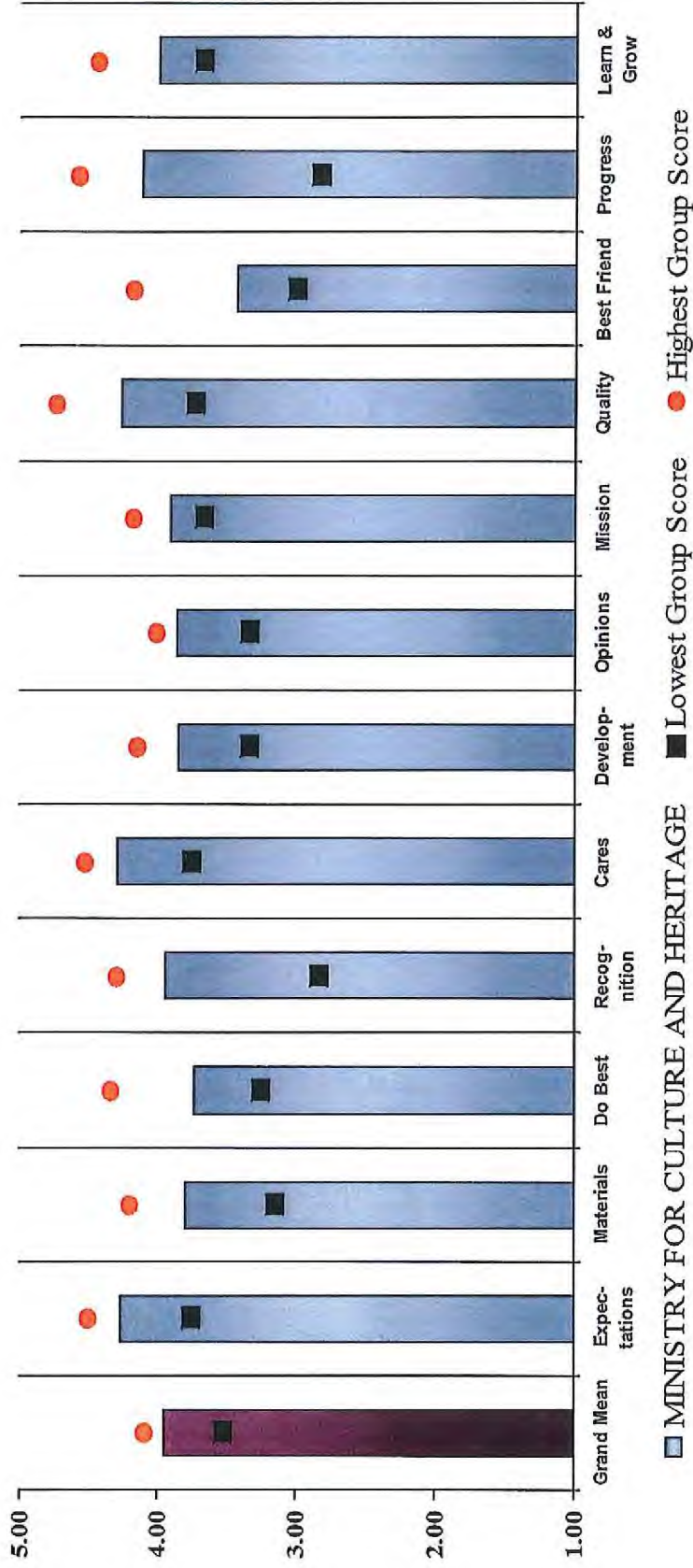
Average change in individual GrandMean compared to rating on “My team has made progress on the goals set during our action planning sessions after the last employee engagement survey”



Note: Analysis includes 76 individuals who responded to the third Accountability Item and responded to the Q12 survey in 2009 and 2010

Employee Engagement at Ministry for Culture and Heritage

- range of unit scores



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Next Steps

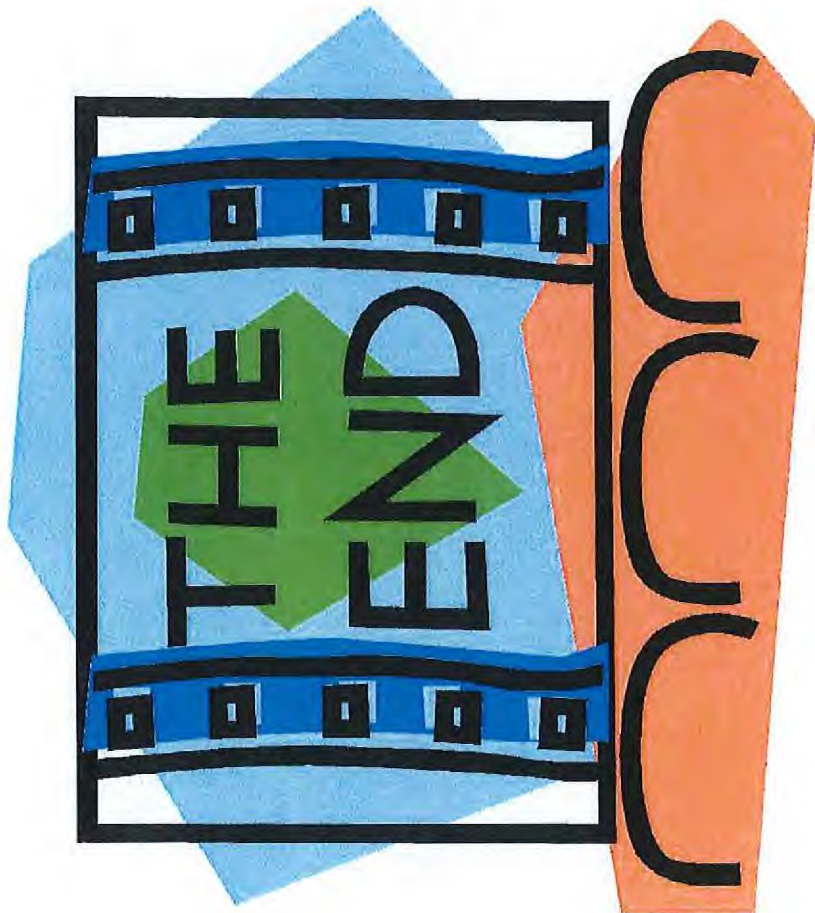
- Refresher sessions for managers on engagement
- MLT meets to identify focus for MCH this year
- Teams and/or work groups get together to decide on focus this year

Questions?

Comments?

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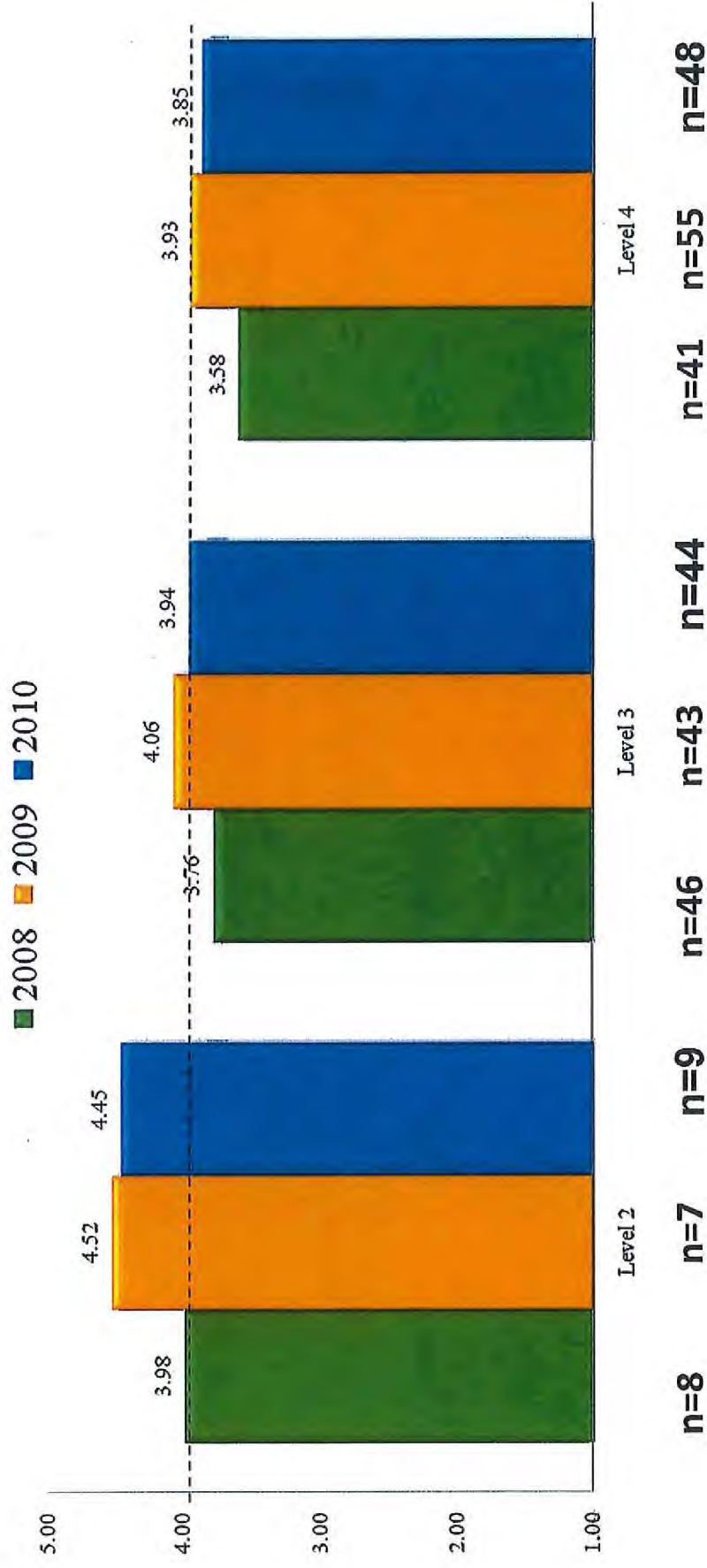




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Employee Engagement Grand Mean by Level

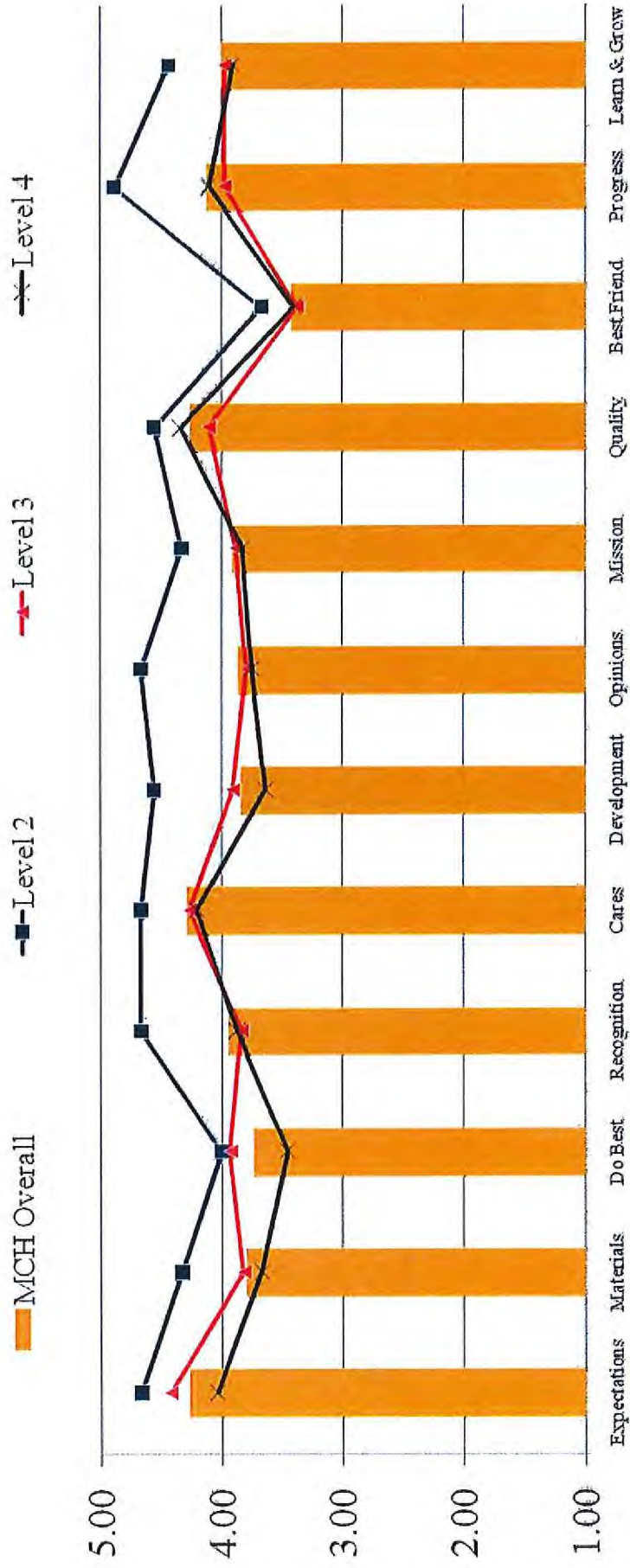


CEO = Level 1

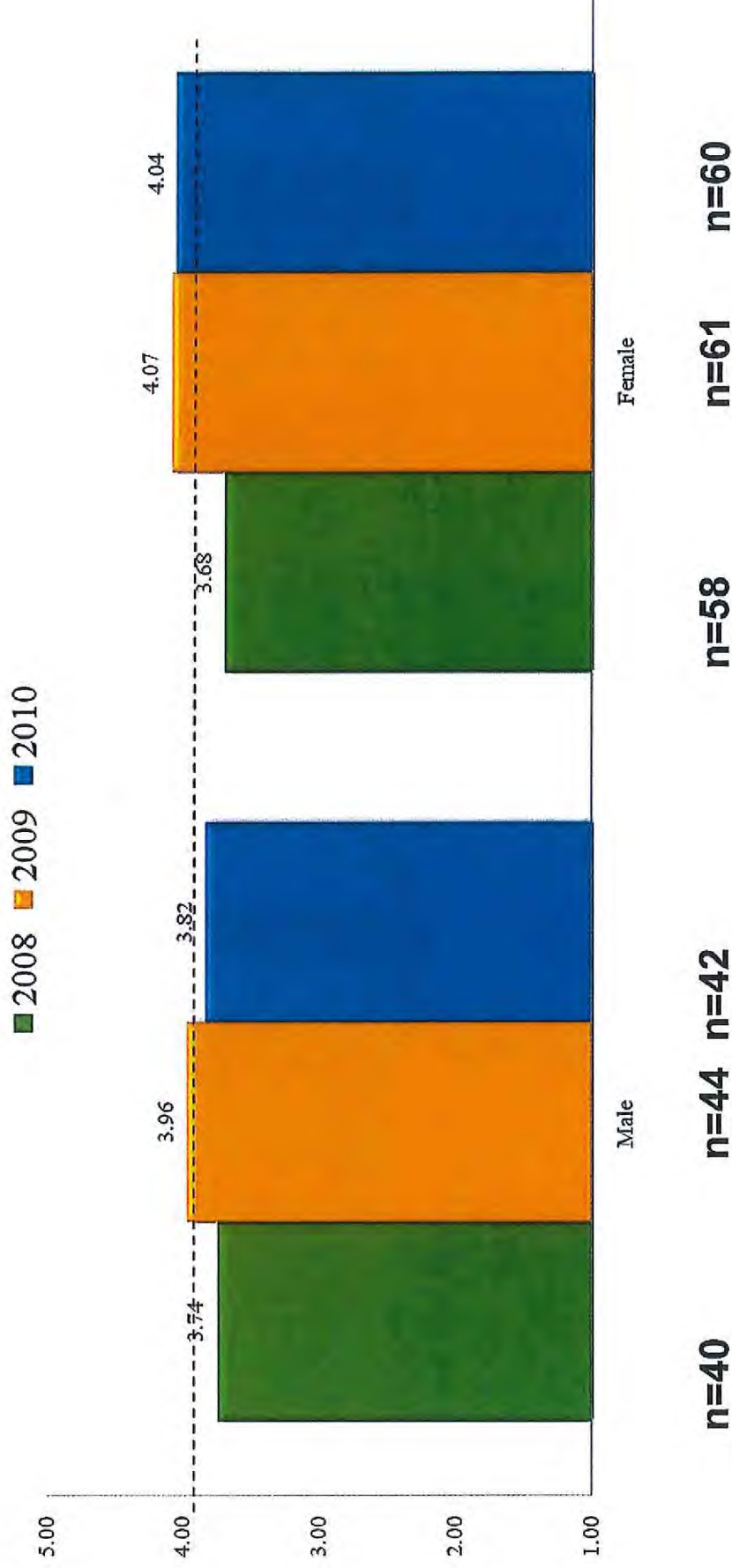
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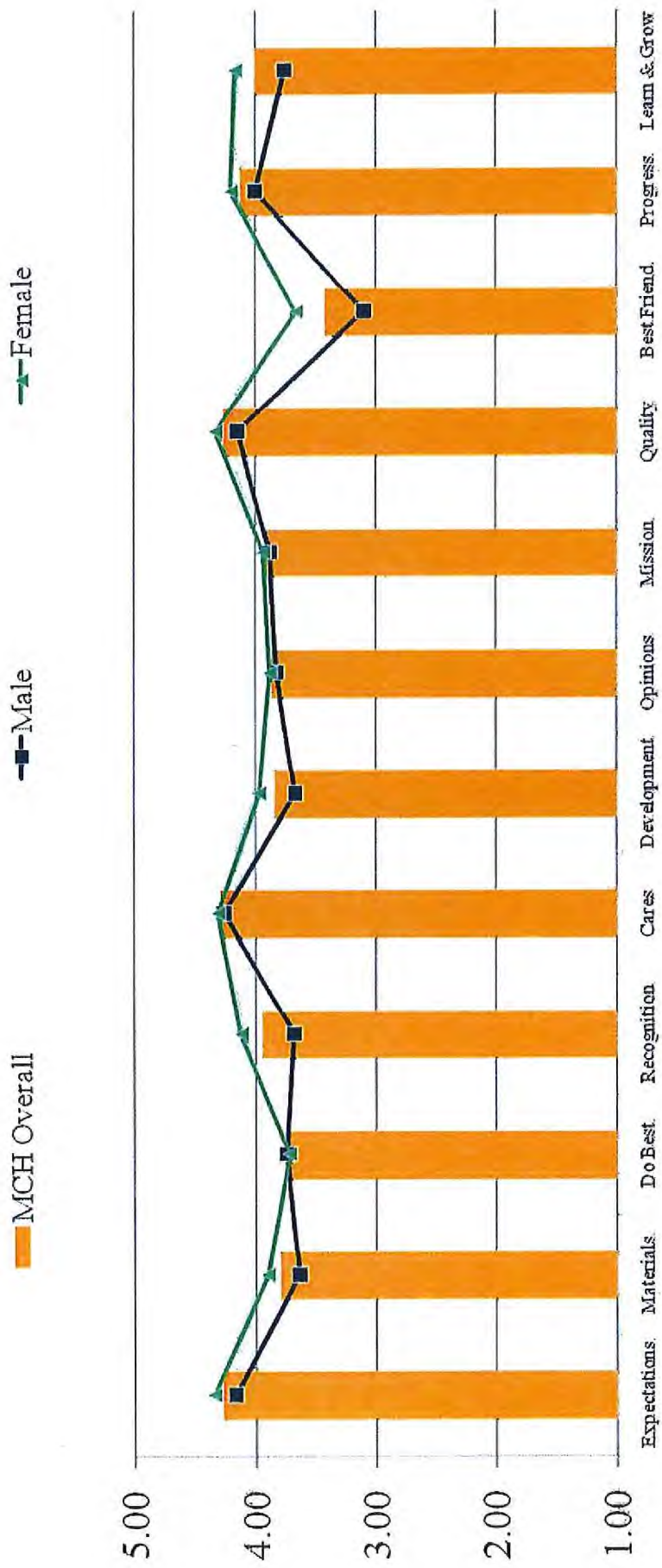
Employee Engagement Q¹² Items Means by Level



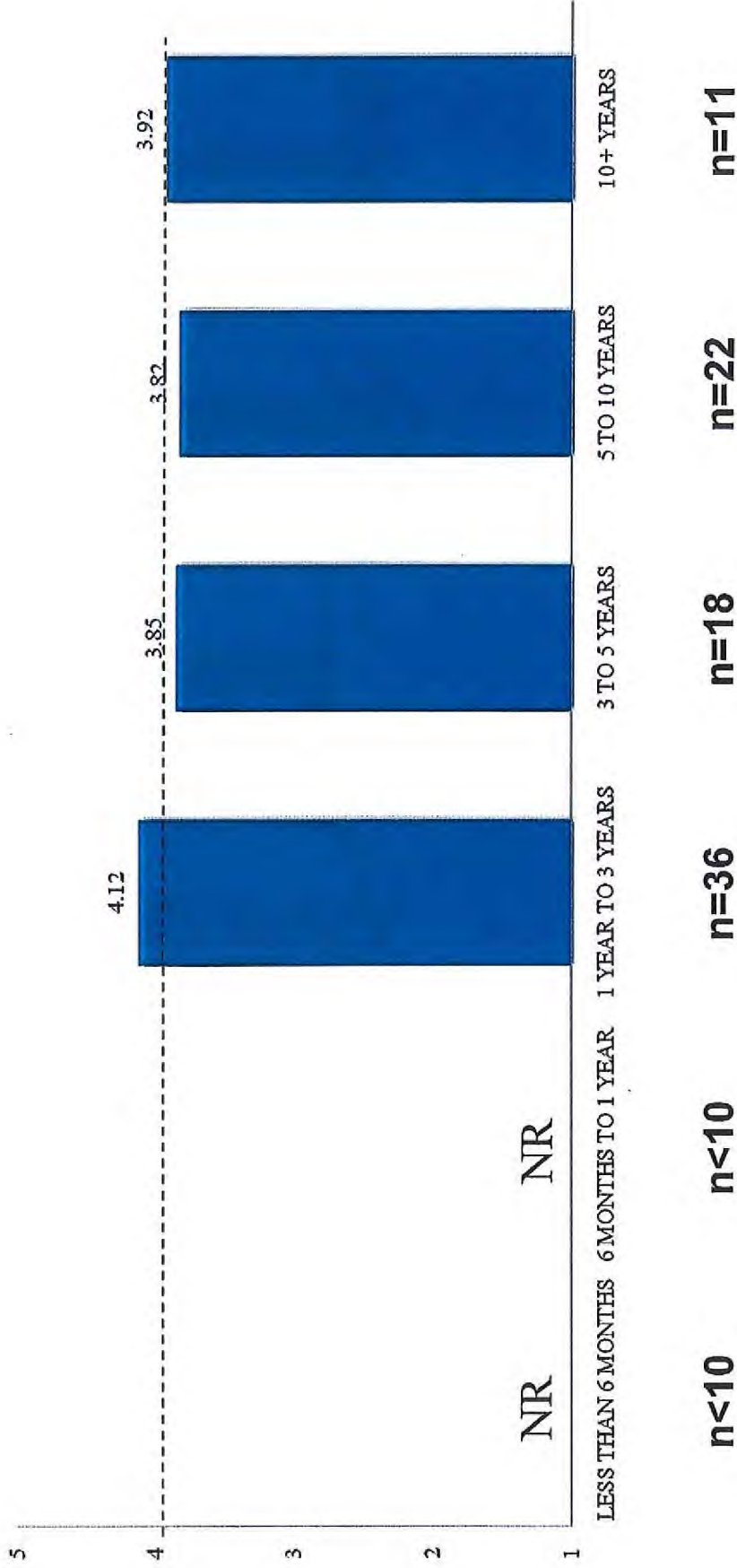
Employee Engagement GrandMean by Gender



Employee Engagement Q12 Scores by Gender



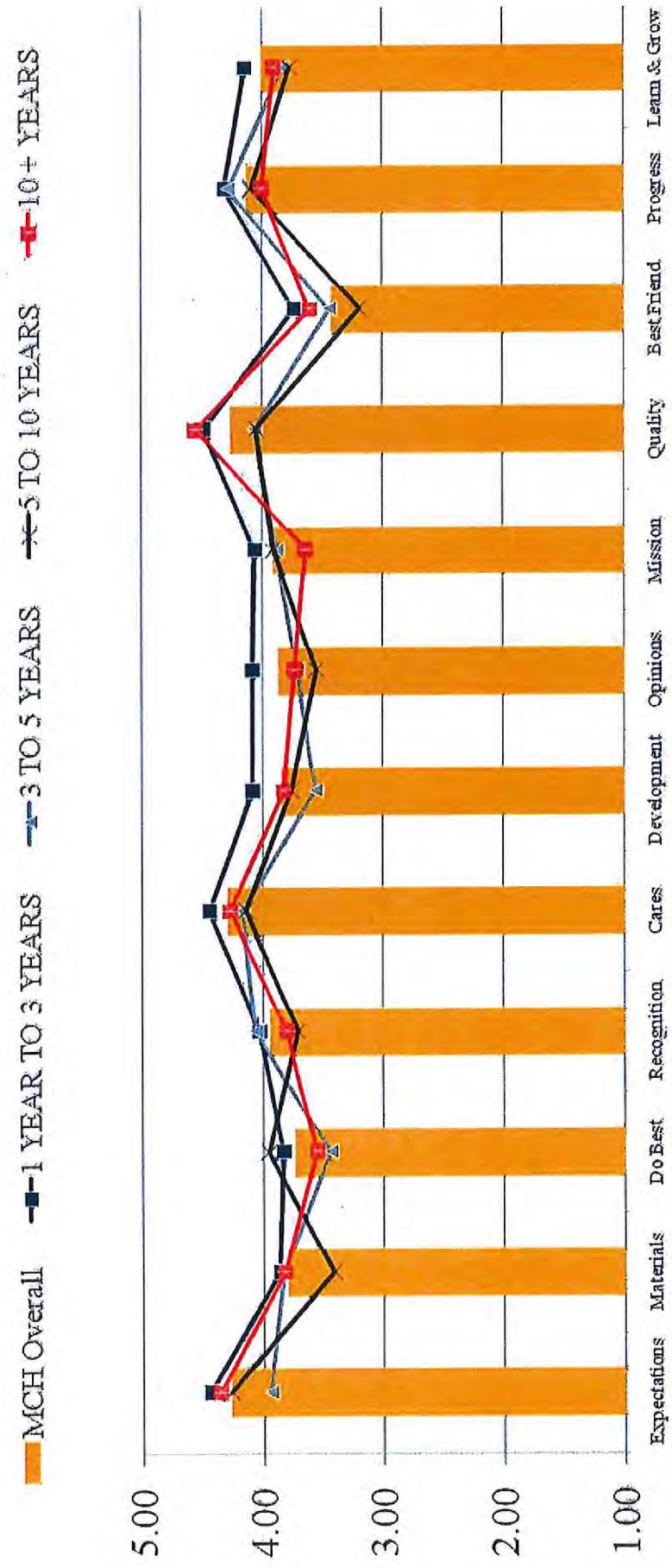
Employee Engagement Grand Mean by Tenure



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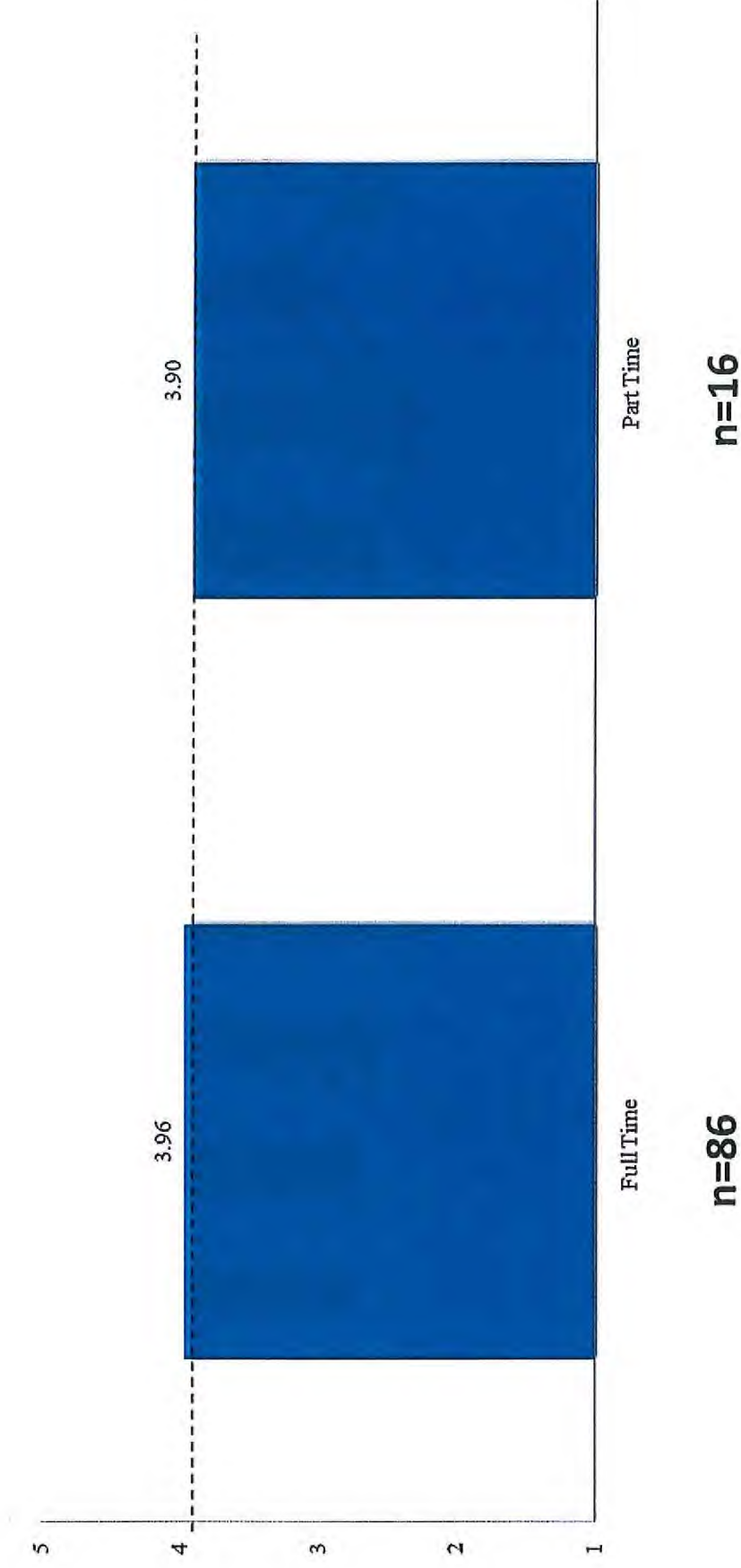


Employee Engagement Q¹² Items Means by Tenure

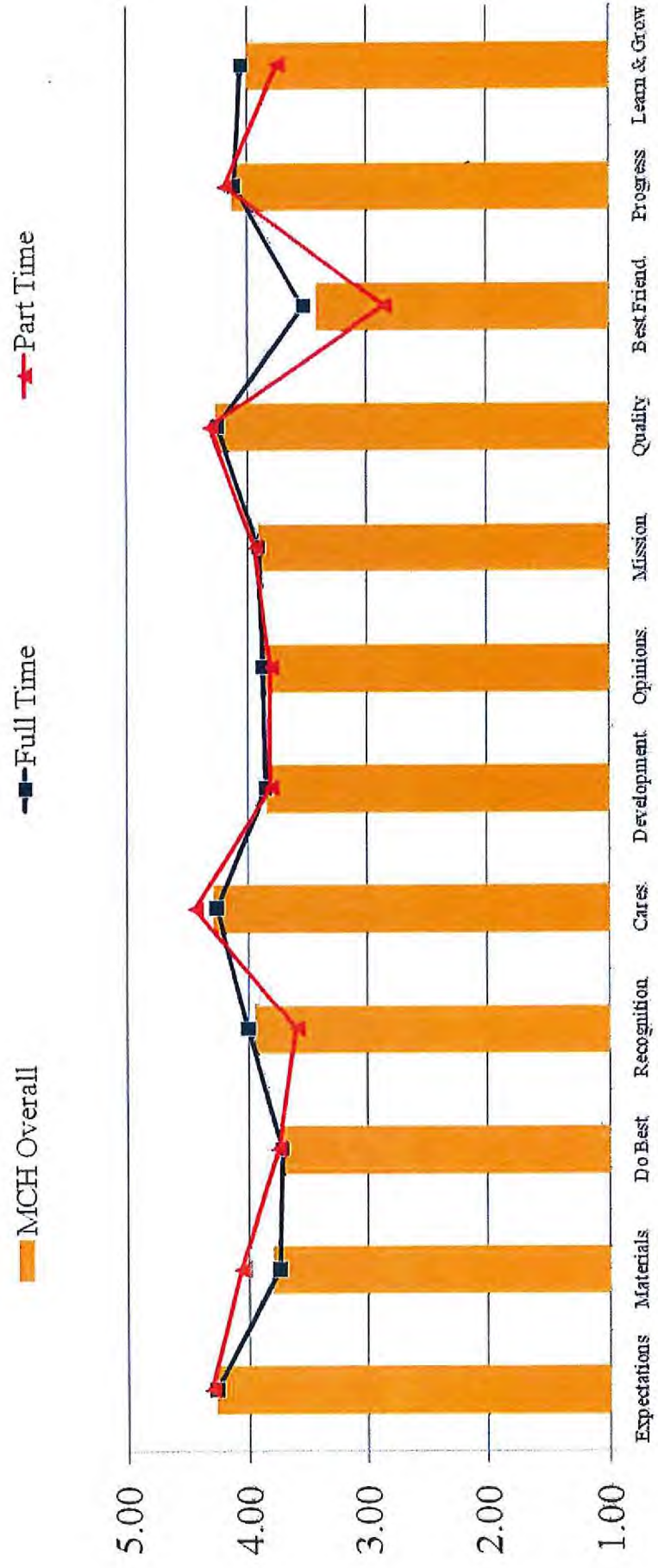


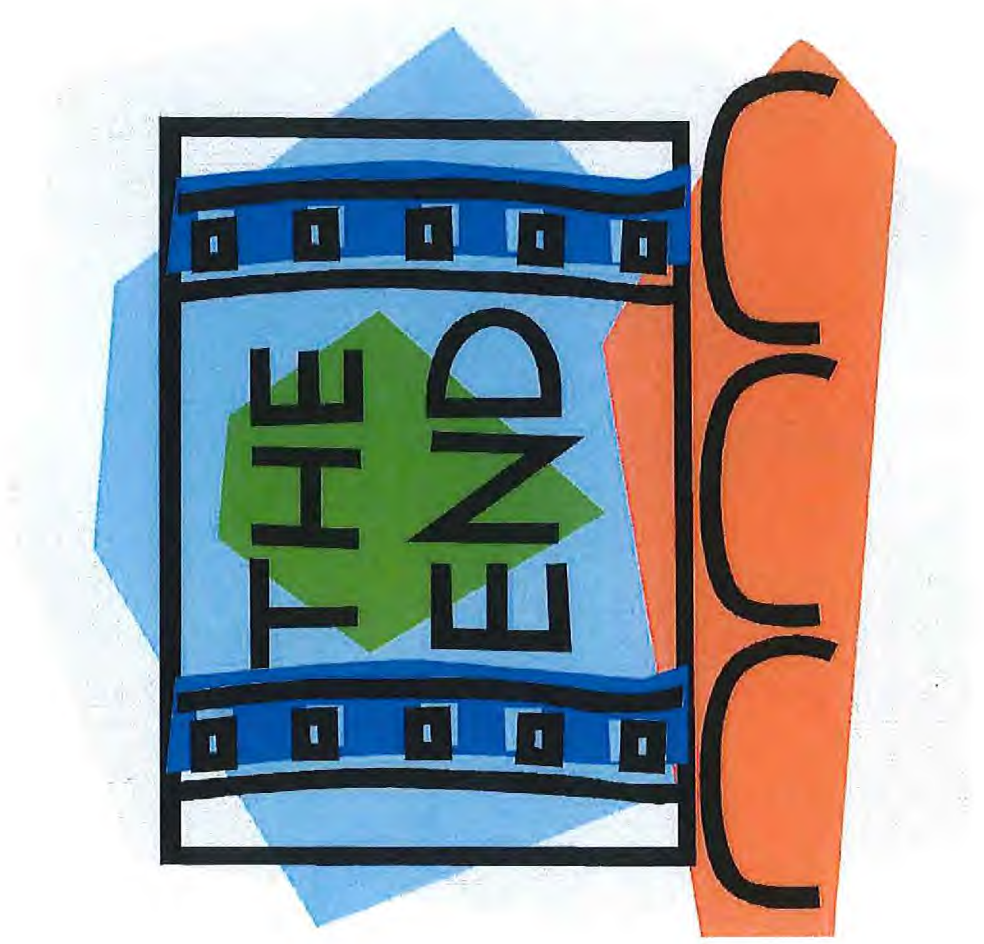
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Employee Engagement Grand Mean by Employment Status



Employee Engagement Q¹² Items Means by Employment Status





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