

Standards of Workforce Information for Agencies in the State Services

STATE SERVICES COMMISSION
TE KAWA MATAAHO



Issued by the State Services Commissioner under the State Sector Act 1988, section 9.

We must use common workplace information standards across the State Services.

High quality workforce information is important for agencies to be able to recruit, develop and deploy the people they need. It enables them to better understand the make-up and needs of their workforce and develop workforce-related policies. It is also increasingly important for agencies to understand the diversity of their workforce, and how it reflects the wider diversity of New Zealand.

Workforce information needs to be collected and reported in a consistent way across the State Services. This allows agencies to compare their information with that of other agencies, as well as at the system-level.

EXPECTATIONS ON AGENCIES' WORKFORCE INFORMATION

To promote high quality and consistent workforce information, SSC expects agencies to do the following:

- Collect key workforce information on their staff, including their age, sex/gender and ethnicity, as well as their name, home address and start date.
- To periodically remind staff that they can complete or update the workforce information held about them in the system, and the importance of them doing so. You should also provide them guidance and time to do so.
- Follow the relevant Stats NZ statistical standards, where they exist, when collecting and reporting this workforce information. This includes when reporting this information to SSC's Human Resource Capability survey.
- If agencies are not following the relevant statistical standards, to prioritise doing so when making changes to their systems for collecting and reporting workforce information.
- Apply their confidentiality rules when reporting workplace information to maintain privacy. This may be complicated where an individual has authorised disclosure of their information.

IMPLEMENTATION GUIDANCE

Stats NZ publishes a range of statistical standards that are relevant to workforce information. To assist agencies in using these statistical standards, SSC has published the following guidance:

- Guidance on age
- Guidance on sex/gender
- Guidance on ethnicity
- Guidance on occupation

SSC, Stats NZ and other relevant agencies are working on new statistical standards and guidance. The new guidance will be linked to this standard when available. New guidance is planned in the following areas:

- Sexual orientation/identity
- Pay gaps
- Disability
- Staff names, addresses and location
- Qualifications

SCOPE OF STANDARDS

These standards are expected of workforce information collected and reported by all agencies in the State Services.

DEFINITION OF KEY TERMS

Workforce Information

Information collected on, or reported about, the employees of an agency. This includes personal information about the individual, as well as information relating to their roles in the agency.

Stats NZ Standards

Stats NZ's statistical standards provide comprehensive guidelines for surveys and administrative sources collecting information on a particular topic. They provide guidance on how to collect, classify and report information on this topic. They are published in their [Aria tool](#).

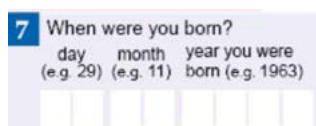
AGE – GUIDANCE ON WORKPLACE INFORMATION FOR AGENCIES IN THE STATE SERVICES

Why collect and report age information?

Age information is important as a measure of workforce diversity. It is also a key variable in understanding what your future workforce may look like.

Collect date of birth...

It is more accurate to ask for people's date of birth rather than their age in years. Here is how Stats NZ asks for date of birth:



7 When were you born?
day month year you were
(e.g. 29) (e.g. 11) born (e.g. 1963)

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...but report age in years

Age is the length of time a person has been alive measured in complete, elapsed years (i.e. always round age down as this is how people typically report their age). It is measured as the difference between 'date of birth' and 'reference date'.

Age should be stored in single years, but it is typically reported in five or ten-year age bands. Aggregate younger or older age groups if these have low counts and confidentiality is a concern.

Data issues

- Randomly assign a day and/or month if employee only provides year of birth. However, if year is missing, contact the employee to get missing information as age is a key piece of workforce information.
- Do a reasonable check on date of births – for example, for the HRC survey SSC has a validation rule that flags ages that are over 100, and under 10, years of age.

Further information

This guidance has summarised the key points for employers from the Statistical Standard for Age. The full Standard is available [here](#).

SEX AND GENDER IDENTITY – GUIDANCE ON WORKPLACE INFORMATION FOR AGENCIES IN THE STATE SERVICES

Why collect and report this information?

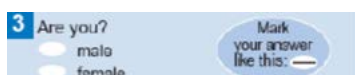
This information is a fundamental dimension of workforce diversity, used in combination with other variables, such as pay and type of employment, it can inform on issues around gender pay and flexible work.

There are two different concepts in this area, sex and gender identity. Traditionally, workforce information has been collected using the Statistical Standard for Sex. Our expectation is that all agencies will move to using the Statistical Standard for Gender Identity, as this is a better measure of diversity.

Sex refers to biological differences

The Statistical Standard for Sex has two categories male and female. In this Standard, the distinction between males and females is based on biological differences in sexual characteristics.

Here is how Stats NZ asks for sex information:



Gender identity is self-defined

In 2015 Stats NZ released a Statistical Standard for Gender Identity. Gender identity is an individual's internal sense of being wholly female, wholly male, or having aspects of female and/or male. Gender identity is self-defined. It can differ from sex, as it is not defined by biological differences. For statistical purposes, 'gender diverse' is the chosen 'umbrella' term for the variation of gender identities in the gender spectrum (i.e. it encompasses gender identities such as transgender, agender, and non-binary).

The Statistical Standard for Gender Identity gives examples of how to ask for gender identity and what needs to be considered when asking a question. Here is an example of a question:

What gender do you identify as?

- Male
- Female
- Gender diverse, please state:

To improve their understanding of employee diversity, some agencies have begun to ask for their staff's gender identity, instead of their sex. To allow agencies to report this, SSC's HRC Survey from 2018 will include another category 'gender diverse', alongside 'male' and 'female'.

Note that the Gender Identity Standard is scheduled for review in 2018. Given this, and that Stats NZ has yet to ask a gender identity question in one of its own surveys, other agencies may want to delay moving to a gender identity question until the review is complete.

Data issues

- You should only ask both sex and gender identity questions at the same time when there is good reason for such information. Asking both questions can outline a person's identity journey – it can be very personal.
- This information can be sensitive. Not all staff may feel comfortable sharing this information with their employer. Not answering the question should always be an option (i.e. by including a "prefer not to answer" category).
- A person's sex or gender identity may change over time. It is necessary to allow staff to be able to change the information employers hold on them to reflect this.

Further information

This guidance has summarised the key points for employers from the Statistical Standards for Sex and Gender Identity. The full Standards are available here:

- [Statistical standard for Gender Identity](#)
- [Statistical standard for Sex](#)

ETHNICITY — GUIDANCE ON WORKPLACE INFORMATION FOR AGENCIES IN THE STATE SERVICES

Why collect and report ethnic information?

Ethnicity is a fundamental dimension of New Zealand's diversity. As such, agencies need to ask their employees for this information.

Definition of ethnicity

Ethnicity is a measure of cultural affiliation, as opposed to race, ancestry, nationality or citizenship. Ethnicity is self-perceived and people can belong to more than one ethnic group.

An ethnic group is made-up of people who have some or all of the following characteristics:

- a common proper name
- one or more elements of common culture which need not be specified, but may include religion, customs, or language
- unique community of interests, feelings and actions
- a shared sense of common origins or ancestry, and
- a common geographic origin.

The standard classification of ethnicity is a hierarchical classification of four levels. Level 1 of the classification has six categories and is used solely for output. Level 2 has 21 categories, level 3 has 36 categories and level 4 has 180 categories.

Collecting ethnic information

Staff should be able to report multiple ethnicities and your information system should be able to store a minimum of three ethnicity responses.

When collecting ethnicity information, people should be able to state their specific ethnic groups without being forced to identify themselves in a more general category. Because of this, the ideal data collection is to ask for staff to be able to write in their ethnicity and then code it back to the most detailed level of the ethnic standard classification (level 4). Stats NZ uses this question for self-completed surveys:

Which ethnic group do you belong to?

Mark the space or spaces which apply to you

- New Zealand European
- Māori
- Samoan
- Cook Islands Maori
- Tongan
- Chinese
- Indian
- Other, e.g. Dutch, Japanese, Tokelauan. Please State: _____

The Classification Coding System is available from Stats NZ for the coding of large volumes of data. There is also a Classification Code Finder to search the ethnicity classification, or code small volumes of data interactively. Links to both tools are in the Statistical Standard (the link to the Standard is below).

If you use a question like this and do not code back the 'other' category this will result an artificially high proportion of people in the 'other' ethnicity category.

Where it is not possible to code the answers to a write-in question or ask a long list of ethnicities, the following question should be used (which is based on level 2 of the ethnicity standard classification):

Which ethnic group do you belong to?

Mark the space or spaces which apply to you:

- New Zealand European
- English
- Australian
- Dutch
- Other European
- Māori
- Samoan
- Cook Islands Maori
- Tongan
- Niuean
- Tokelauan
- Fijian
- Other Pacific Peoples
- Filipino
- Chinese
- Indian
- Japanese
- Korean
- Cambodian
- Other Asian
- Middle Eastern
- Latin American
- African
- Other

Reporting ethnic information

Data can be aggregated into a smaller number of categories as users require. SSC reports ethnicity statistics at level 1 of the ethnicity standard classification:

- European
- Māori
- Pacific Peoples
- Asian
- Middle Eastern/Latin American/African
- Other Ethnicity

SSC reports ethnicity as the percentage of staff who reported an ethnicity as a proportion of all staff who disclosed an ethnicity (i.e. excluding those who did not report an ethnicity from the calculation). SSC also reports the percentage of staff who did not disclose an ethnicity. This is an important indicator to monitor the quality of your agency's ethnicity information.

When reporting ethnic information, you should note that people who reported more than one ethnic group are counted once in each group reported and as a result staff numbers by ethnicity may add up to more than the total number of staff.

Data issues

- If less than 75% of your staff have disclosed their ethnicity, the quality of your ethnic information is poor. Agencies should aim to have ethnic information for at least 90% of their staff, which is the average disclosure rate across the Public Service. Many agencies achieve over 95% disclosure.
- A person's ethnic identity may change over time. It is necessary to allow staff to be able to change the information employers hold on them to reflect this.
- Classify staff whom write-in New Zealander and similar responses like Kiwi, to the level 4 'New Zealander' category, which is grouped up into the 'Other' category.
- 'New Zealander' should generally not be an option in a tick box question as people may under report other ethnicities. If 'New Zealander' has to be used, it needs to be the last option before the 'Other' category and the first option needs to be 'New Zealand European'.

Further information

This guidance has summarised the key points for employers from the Statistical Standard for Ethnicity. The full Standard, including links to the coding tools, is available here:

- [Statistical standard for Ethnicity](#)

OCCUPATION – GUIDANCE ON WORKPLACE INFORMATION FOR AGENCIES IN THE STATE SERVICES

Why code your information to occupation?

If agencies code their jobs to the Statistical Standard for Occupation, it allows their workforce information to be comparable with other workforce information, such as that published by Stats NZ and SSC.

By using the Statistical Standard for Occupation (and the classification ANZSCO), SSC's HRC survey allows workforce information across agencies to be comparable, despite agencies using different job title and pay grade classifications.

Definition of occupation

An occupation is defined as a set of jobs that require the performance of similar or identical sets of tasks. As it is rare for two actual jobs to have identical sets of tasks, in practical terms, an occupation is a set of jobs whose main tasks are characterised by a high degree of similarity. Occupations are organised into progressively larger groups on the basis of their similarities in terms of both skill level and skill specialisation.

The Standard uses the Australian and New Zealand Standard Classification of Occupations (ANZSCO); this is a hierarchical classification with five levels. The major group level of the classification has eight categories. The sub-major group level of the classification has 43 categories. The minor group level has 97 categories. The unit group level has 358 categories and the group level has 1033 categories.

Coding occupation information

Agencies should use the information on a particular job (job title, pay grade etc.) to code to the Occupation standard at its most detailed level (the unit group level).

The Classification Coding System is available from Stats NZ for the coding of large volumes of data. There is also a Classification Code Finder to search the ANZSCO classification, or code small volumes of data interactively. Links to both tools are in the Statistical Standard (the link to the Standard is below).

Stats NZ provides the following coding advice:

- A person working as a manager must be performing managerial tasks such as planning, organising and coordinating the activities of the workplace to be coded as a 'manager' (major group 1). If not, allocate to a more appropriate code elsewhere in the classification.
- Supervisor (or team leader) is a person who controls and supervises a group of workers without doing any managerial tasks. Code them to the occupation category that they supervise.
- Code apprentices, interns and trainees to the occupation for which they are being trained.

The Human Resources Head of Profession suggests the most appropriate codes in ANZSCO for the HR workforce are:

- 132311 Human Resources Manager
- 223111 Human Resource Adviser
- 223112 Recruitment Consultant
- 223113 Workplace Relations Adviser
- 223311 Training and Development Professional
- 272313 Organisational Psychologist
- 551311 Payroll Clerk
- 599411 Human Resources Clerk

The Policy Project suggests the most appropriate codes in ANZSCO for the policy workforce are:

- 132411 Policy and Planning Manager
- 224412 Policy Analyst

The Legal Head of Profession suggests the most appropriate codes in ANZSCO for the legal profession are:

- 139999 Specialist Manager Not Elsewhere Classified (for legal managers/GMs)
- 271111 Barrister (for those whose primary role is to plead cases in courts or other tribunals)
- 271299 Judicial and Other Legal Professionals Not Elsewhere Classified (for parliamentary counsel and other specialist legal roles)
- 271311 Solicitor (most legal roles should be coded here)
- 599214 Law Clerk

The Communications Head of Profession suggests the most appropriate codes in ANZSCO for the communications workforce are:

- 131114 Public Relations Manager (for communications managers/GMs)
- 225311 Public Relations Professional (for communications and media advisors)

The Health and Safety Lead suggests the most appropriate codes in ANZSCO for the health and safety workforce are:

- 132111 Corporate Services Manager
- 251312 Occupational Health and Safety Adviser
- 221214 Internal Auditor (for risk advisors)

SSC suggests the most appropriate code in ANZSCO for ministerial advisors, and private secretaries seconded from departments to ministerial offices, is:

- 224412 Policy Analyst

SSC suggests the most appropriate code in ANZSCO for Māori, and other, cultural managers and advisors is:

- 139999 Specialist Manager Not Elsewhere Classified (for managers)
- 272499 Social Professionals Not Elsewhere Classified (for advisors)

Reporting occupation information

The major groups of the Standard ANZSCO classification are:

1. Managers
2. Professionals
3. Technicians and Trades Workers
4. Community and Personal Service Workers
5. Clerical and Administrative Workers
6. Sales Workers
7. Machinery Operators and Drivers
8. Labourers

Use these groups if you want to compare your workforce to information published by Stats NZ.

SSC reports occupation data using groupings better reflecting the composition of the Public Service workforce. Use these groups to compare your workforce to information published by SSC:

- Managers
- Policy Analyst
- Information Professionals
- Social, Health and Education Workers
- ICT Professionals and Technicians
- Legal, HR and Finance Professionals
- Other Professionals not elsewhere included
- Inspectors and Regulatory Officers
- Contact Centre Workers
- Clerical and Administrative Workers
- Other Occupations

Data issues

- The Occupation Standard does not cover voluntary work or illegal occupations.

Further information

This guidance has summarised the key points for employers from the Statistical Standard for Occupation. The full Standard, including links to coding tools, is available [here](#).

The concordance between the detailed Standard classification and SSC's HRC occupational groups is available from hrcsurvey@ssc.govt.nz.