


Te Taunaki | Public Service Census

Date:	2 May 2023		
To:	Hon Andrew Little, Minister for the Public Service		
Action Sought:	Note and agree	Due Date	10/05/2023
Cc:	Choose from the dropdown		
Action Sought:		Due Date	
Report No:	2023-0132		
Contact:	Josh Masson, Chief Data Officer, Strategic Information Team, <small>9(2)(a) privacy</small>		
Encl:	No	Priority:	Low
Security Level:	IN CONFIDENCE		

Recommended Action

We recommend that you:

- a **note** that Te Kawa Mataaho ran an employee survey across all departments and departmental agencies in 2021 and will run the next in March 2024.
- b **note** the scope of agencies being invited to participate in 2024 is expanding to including all departments, departmental agencies, and Crown agents.
- c **agree** that Te Kawa Mataaho release this briefing in full once it has been considered by you.

Agree/disagree.

Hon Andrew Little
Minister for the Public Service

9/5/23

Te Taunaki | Public Service Census

Purpose of Report

1. This report explains what Te Taunaki | Public Service Census is, why Te Kawa Mataaho runs it, and outlines plans for the next survey.

Analysis:

Why we run a staff survey for the Public Service

2. The role of Te Kawa Mataaho is to drive change across the system and push further to empower a more connected and engaged, world-class Public Service to serve Aotearoa New Zealand. Te Kawa Mataaho has been collecting and publishing employee data from Public Service agencies for more than 20 years, sourced from payroll systems. This information has allowed us to identify issues such as pay gaps and intervene to improve the system.
3. The Public Service Act 2020 set a new norm for a unified Public Service, with public servants working across agency boundaries to deliver better outcomes and services. This collaborative Public Service is necessary to address the complex issues that span agency boundaries, and provide wraparound services based on New Zealanders' needs, rather than agency convenience. To help achieve this unified Public Service, the Act:
 - a. consolidates the purpose, principles and values common to all public servants
 - b. acknowledges the spirit of service as a fundamental characteristic of the Public Service
 - c. explicitly recognises the role of the Public Service in supporting the Crown in its relationships with Māori
 - d. aims to preserve the future Public Service as an attractive and inclusive place to work, by making chief executives responsible for ensuring greater inclusiveness and diversity in workplaces.
4. Measuring progress against these changes would not be possible with only information sourced from payroll systems. The Workforce Data is limited to demographic characteristics that employees have disclosed to their agency (e.g., age) and information generated by the agency (e.g., use of sick leave, occupation). Workforce Data does not have information about employee experiences, motivations, and intentions, nor does it have sensitive demographic information (e.g., disability, religion, sexual identity). In 2021, Te Kawa Mataaho ran the first Te Taunaki | Public Service Census (Te Taunaki) survey to fill these gaps.
5. Our te reo Māori name for the Public Service Census is: Te taunaki e anga whakamua ai te Ratonga Tūmatanui (Te Taunaki | the evidence). This means 'the evidence that moves the Public Service forward'. Some questions in the survey support work of other agencies who have a system lead role. This includes Te Arawhiti, Te Puni Kōkiri, Ministry for Ethnic Communities, Office for Seniors, and Whaikaha.

6. For example, prior to Te Taunaki, we had no visibility of what languages are spoken by public servants. Te Taura Whiri | Māori Language Commission utilised questions in our survey about Te Reo Māori knowledge and usage to support agencies to develop their capability to engage with Māori.
7. Many agencies had run diversity and inclusion surveys in the past, but their information was rarely comparable since different agencies were asking different questions. Te Taunaki has provided our first comprehensive view of how well the Public Service represents the full spread of diversity within New Zealand.
8. The main benefits of running the survey are:
 - a. Comprehensive data that is comparable between agencies to identify and monitor trends
 - b. High quality questions that are based on industry standards (e.g., Stats NZ questions, OECD questions)
 - c. Economies of scale, meaning many agencies are covered under a single contract price at a substantially lower cost than individual agencies procuring separately
 - d. Increased transparency to the public, as all questions are reported by Te Kawa Mataaho at the system and agency level
9. Many jurisdictions run similar surveys of their public employees. For example, the UK, Canada, and Australian governments run yearly surveys which over time have replaced most other staff surveys. The OECD has recently created a short set of questions for measuring engagement that is being used cross-nationally in Government at a Glance.
10. Starting with the 2024 Te Taunaki, we will be allowing agencies to add questions to our core survey which will add further benefit by reducing the need for them to procure other staff surveys.

About Te Taunaki 2021

11. The first Te Taunaki of approximately 60,000 public servants working in 36 Public Service organisations (departments and departmental agencies), including New Zealand employees based overseas. It ran in May/June 2021 and had a response rate of 63%.
12. Te Taunaki collected anonymous information about public servants, with a focus on 'getting to know you'. This enabled Te Kawa Mataaho to assess the extent to which the Public Service reflects the diverse communities served by the Public Service. It identified where there were barriers, and supported the building of an inclusive, respectful, and responsive culture across the Public Service that also enables equitable career opportunities for all employees.
13. Results were released on our website with our workforce data in late 2021. We have also produced further analysis for employee-led networks including We Enable Us (disabled public servants) and the Cross-Agency Rainbow Network.
14. This information is being used to drive policy improvements in areas such as flexible working, opportunities to shift between agencies, pay equity for people in similar roles, and hiring practices, as well as training and development.
15. Te Taunaki helps us measure the Papa Pounamu commitments on diversity and inclusion. It also supports the Public Service response to the Royal Commission of Inquiry into the Terrorist Attack on

Christchurch Mosques, for example by showing that 1% of Public Servants are Muslim compared to 1.3% of the New Zealand population as a whole.

Te Taunaki 2024

16. We recognise that the Public Service is changing over time, and we want to monitor those changes in composition of the workforce and workplace experiences. Te Taunaki is our only direct interaction with public servants to gather this information. Our intention is to run the survey every three years.
17. We are working on the next survey, planned for March 2024. There was interest in Te Taunaki outside the departments and departmental agencies who participated in 2021. With this next survey round, Te Kawa Mataaho will also be inviting Crown agents to participate at their own expense. The inclusion of Crown agents will mean the entire group of Public Service agencies, as defined in the Public Service Act 2020, have the opportunity to participate.
18. In 2021, Te Taunaki included questions on diversity, inclusion, Māori Crown capability and te reo Māori, Public Service motivation, work/life balance, flexible work, career development, job satisfaction, and mobility intentions.
19. Consultation on survey topics for 2024 will begin in late April and include agency and employee-led network stakeholders. It is expected that the same topics will remain in the survey and more may be added.
20. Te Kawa Mataaho has announced publicly that negative workplace behaviour will be measured for the first time in the 2024 Te Taunaki. The Australian Public Service Census also measures negative workplace behaviour, and has been able to show a decline in each negative behaviour they measure (bullying, sexual harassment, discrimination, and violence/aggression).
21. To reduce the need for further staff surveys to be conducted by agencies, the Te Taunaki contract will allow for agencies to add customised questions that meet their needs at their own expense.
22. We plan to continue to focus our main reporting on the departments and departmental agencies, to show changes over time.

Risks

23. The risks of this survey include information security, accessibility, privacy, participation rates, and negative results. As with the previous survey, these are managed by Te Kawa Mataaho and agencies who participate. The Commission takes these risks seriously and we are procuring a research supplier for the survey with a particular focus on information security and accessibility. The Commission handles Workforce and Te Taunaki Census data according to strict access, security and reporting protocols that ensure the information is secure and that it is never shared in a form that could identify the individual concerned.
24. The risk of not doing the survey would be increasing survey fatigue from public servants, increased costs of staff surveys, and loss of international reputation, as our peer countries conduct similar surveys. Without this survey we would not have access to information about key diversity dimensions within the Public Service workforce, including disability, rainbow communities, and religion. We would also lack comprehensive and comparable information about the experiences and capabilities of public servants.

Financial Implications

25. The intention behind Te Taunaki is to collect comprehensive data that is consistent across agencies and leverages the economies of scale possible with system level services.
26. Costs for the 2024 base survey will covered by Te Kawa Mataaho for departments and departmental agencies, with Crown agents paying for their use of the survey and platform at a discounted and fixed rate.
27. Procurement will involve contacting suppliers who we know have the ability to run this service from the All of Government Consultancy panel. We will then run a closed tender process on GETS for all interested suppliers. The estimated budget for running the base survey module for departments and departmental agencies is 9(2)(f)(iv) confidentiality NZD for the 2024 cycle.

Next Steps

28. Te Kawa Mataaho will communicate to all departments, departmental agencies, and Crown agents further information on survey participation.
29. Te Kawa Mataaho will seek proposals for a research provider on GETS during May.