



15 August 2022

Tēnā koe

On 18 July 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information related to the results of any employee engagement/satisfaction surveys/studies carried out by the Ministry in the past two years:

- *final reports,*
- *summaries of feedback*
- *internal communications with senior leadership*

On 20 July 2022, the Ministry contacted you to clarify your request for information. Later that day, you confirmed that you would like to proceed with the following refinement:

- *I would like the scope to also include employee engagement/satisfaction surveys/studies carried out by external companies engaged by the Ministry, as well as those which the Ministry ran internally. And yes please, all Ministry-wide employees.*

The Ministry has interpreted your request as meaning Ministry-wide surveys. The Ministry has not carried out any employee engagement/satisfaction surveys/studies in the last two years from within the Ministry or by external companies for Ministry wide employees. Therefore, your request for this information is refused under section 18(e) of the Act as this information does not exist.

However, in the spirit of being helpful the Ministry has identified the Public Service Census Te Taunaki as being information that you might find of use.

Please find the following document enclosed:

- Excerpts from 'In the Loop' (16 April 2021 and 1 December 2021)

The results from Te Taunaki e anga whakamua ai te Ratonga Tūmatanui Public Service Census 2021 can be found online at the following link: www.publicservice.govt.nz/our-work/workforce-data/public-service-census-2021/.

Under section 16(1)(e)(e) of the Act, the Ministry is providing a summary of its advice to all staff of the results from Te Taunaki e anga whakamua ai te Ratonga Tūmatanui Public Service Census 2021, which noted:

We're pleased with MSD's results from Te Taunaki, and how many of you took part – our response rate of 65.6 per cent was higher than the public sector average of 63.1 per cent. Thank you for taking part.

There are some areas where our results are different to other agencies:

- *The connection to community for MSD is much stronger (16 per cent higher) than the rest of the public service as our offices are embedded in many local communities*
- *We have more frontline staff*
- *We are more diverse and generally younger than other agencies*
- *More of our people have access to the learning and development they need to do their job and are satisfied with their career development opportunities.*

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter and attachments on the Ministry's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response about the results of any employee engagement/satisfaction surveys/studies carried out by the Ministry in the past two years, you have the right to seek an investigation and review by the

Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui



Cain McLeod

Group General Manager People

Excerpts from “In the Loop” – Purchas OIA

In the Loop – Friday 16 April 2021

Te Taunaki Public Service Census

Next month you'll be able to have your say about what it's like to work in the Public Service. Te Kawa Mataaho - the Public Service Commission, wants to understand what public servants think about diversity and inclusion, wellbeing, development, Māori-Crown relationship, and a unified Public Service. More details coming soon.

In the Loop – 1 December 2021

Public Service Census results out next week

Te Kawa Mataaho (Public Service Commission) will release the results of Te Taunaki (Public Service Census) next week.

We'll have an updated Doogle page with a summary of the MSD results, an infographic, Q and A and an email address for the MSD census team to help answer your questions. MSD's census results won't be available until Te Kawa Mataaho release them, along with all other Government agency results.

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