

Wellbeing Pulse Check

First Pulse - 4th May 2020

Introduction

The Wellbeing Pulse Check is a survey that focuses on the areas that have a direct impact on our wellbeing and psychological health. An invitation to participate in the first pulse check was sent out to all LINZ employees on Monday 4th May. At the time the survey closed on Friday 8th May, 68% of the organisation had responded. The next survey is scheduled to be sent on Monday 26th May 2020.

The pulse check is broken down into 8 areas: wellbeing, balance, focus, work, communication, connectedness, support and security. The survey summary (page 3) presents the overall index score for each survey area. The summary also includes Index Score and Index Range.

General observations

Our overall average index score from the 8 areas is 68.4; as this is a first pulse check this will be one of the benchmarks that we will seek to compare against as future pulse checks are carried out. It should also be noted that this survey was initiated after about 6 weeks of level 4 measures and we do not have pre-COVID wellbeing figures based on this survey.

Observations from Individual Survey Areas

Wellbeing, balance and focus

- The assessment indicates that overall, our people have tended to indicate that their collective Wellbeing is in the Moderate zone. This area has the lowest index score overall and it will be another key area to monitor over the coming months.
- Distribution of ratings for this area are reflected in comments provided by respondents where the challenges of doing work from home were frequently expressed; it seems that achieving balance seems to vary greatly as people may still be struggling to adapt or reset their understanding of what good performance looks like to the current circumstance – and leaders may not be able to articulate this either.
- Many of our people indicated that they can concentrate and focus, but a sizeable proportion are struggling; this probably relates to the previous category of balance. Some of our people will be working in circumstances where they feel it is harder to achieve normal expectations based on their personal circumstances, but with the move to Alert Level 2 this could change.

Work and Communication

- Our people have a solid work ethic and want to perform in their roles; this was our second highest index score overall at 74.8.
- Communication achieved the highest index score overall (79); this is an excellent result and probably reflects the concerted and coordinated efforts on the part of leaders, the Communications team and the Chief Executive.

Connectedness and Support

- The areas of Connectedness and Support don't rate poorly (69.4 & 69.6 respectively) but based on the distribution of responses there is room for improvement. Providing feedback

on performance has been challenging for leaders as the operating context has significantly shifted what normal performance looks like for many roles. Given the impending move to Alert Level 2 and eventual re-entry there is an opportunity for leaders to reconnect with individuals and their teams to talk about performance, the future and how they might transition back to pre COVID ways of working.

Security

- Perhaps not surprisingly the area of Security shows quite a variance in how people responded to the questions in this area. Overall the index range for responses is moderate-high, but a sizeable proportion of responses fall in the moderate to low zone, suggesting that there are feelings of insecurity and uncertainty in our LINZ whanau.

Recommended Actions

- Our proposed strategy is to support leaders in engaging with individuals and help them to positively nudge employee certainty and confidence in work, the future and in themselves. We believe that LINZ Leaders remain critical to lifting and stabilising overall wellbeing through conversations that target the areas of Wellbeing, Balance and Focus with individual employees. If leaders can surface these areas at a personal level with their people, we believe that there will be a commensurate lift in the areas of connectedness and support.
- We also believe that it is possible to lift employee perceptions surrounding security. The current index score for this area is 65.1, and the distribution of responses has a sizeable proportion of people located in the moderate zone. Work stability and predictability may be a function of direct leader engagement but overall certainty of employment and how the organisation approaches change can be most effectively communicated by the Executive. We recommend a communication approach lead from the executive that emphasises the future state of how things will be. This could include re-entry to work, safety in the workplace and stability of employment. Communication of the future state of LINZ from the Chief Executive and the ELT would provide a platform for greater certainty that our people would recognise and respond to positively.

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Survey Summary



Index Score and Index Range:

The index score is an indicator ranging from 0 to 100 that provides a snapshot of the psychological health of participants across eight key areas. The index range is calculated from the average index scores to give a broader indication of generally where ratings lie: 0 - 20 = Low, 20 - 40 = Moderate Low, 40 - 60 = Moderate, 60 - 80 = Moderate High, 80 - 100 = High

Comments (themed)	
LINZ is a good employer	39
general lockdown challenges are not work based	25
provide equipment	21
technology issues	16
hard to balance parenting and work	14
don't pressure people to do full 8 hours work	10
allow working from home going forward	8
too much information sent out	8
allow printing	7
personal responsibility	5
inconsistent managerial support across teams	4
inconsistencies where some people are not working and being paid	4
manager micromanaging	4
work life balance is hard	4
clearer communication	3
clearer priorities	3
don't like working from home	3
high volume of work	2
increased anxiety	2
involve people in decisions	2
listen to people's concerns more	2
more comms about re-entry	2
my manager has been great	2
provide working from home subsidy	2
re-entry concerns	2
stop sending surveys	2
too many catch ups	2

Communication Timeframes

Task	Details	Timeframe
High level report to Gaye		Wednesday
High level report to Bronwyn and Peter		Wednesday
High level report to HRBPs		Wednesday
High level report to Risk & IMT		Wednesday
Comms plan for the responses	*Comms plan will inform next steps plan	Wednesday
Business Group breakdown		
Send high level breakdown to BGs / HRBPs		
High level themes to business		Thursday/ Friday
Leaders update		Monday