

# Wellbeing Pulse Check - 25<sup>th</sup> May 2020

## Second Pulse Check

### Introduction

The Wellbeing Pulse Check is a survey that focuses on the areas that have a direct impact on our wellbeing and psychological health. The first invitation to participate in the pulse check was sent out to all LINZ employees on Monday 4<sup>th</sup> May, and the second pulse check was sent on Monday 25<sup>th</sup> May. The response rate for the first pulse check was 68%. At the time the survey closed on Friday 29<sup>th</sup> May, 59% of the organisation had responded. The next survey is scheduled to be sent on Monday 15<sup>th</sup> June 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 was 68.4 in the last pulse check; the latest score is 72.02. The first pulse check was sent out after about 6 weeks of alert level 4 measures, and the pulse check sent out on the 25<sup>th</sup> May was in during alert level 2. Along with the average score, all the wellbeing scores are higher than the scores for the 4<sup>th</sup> May. 7 of the 8 rose significantly, with Communication rising .52 from the 4<sup>th</sup> May pulse check.

	4th May	25th May
<b>Wellbeing</b>	59.9	64.88
<b>Balance</b>	65.79	69.98
<b>Focus</b>	63.62	71.22
<b>Work</b>	74.78	78.08
<b>Communication</b>	79.04	79.56
<b>Connectedness</b>	69.42	73.47
<b>Support</b>	69.62	72.44
<b>Security</b>	65.07	66.57
<b>Average score</b>	68.40	72.02

### Observations from Individual Survey Areas

#### Wellbeing, balance and focus

- Our peoples general feeling about their collective Wellbeing is in the Moderate High zone. While the score has moved from 59.9 to 64.88, this area still has the lowest index score overall and it will be another key area to monitor over the coming month.
- Focus has moved from 63.62 to a moderate high score of 71.22. This is unsurprising as we move down alert levels and personal situations change.
- The index score for balance has also moved from 65.79 to 69.98. This shows our people are feeling like they have more work life balance and can switch off at the end of the day while working from home. Staff commented that their overall wellbeing had improved whilst working from home, and felt they had more time at home with family and to spend doing things they enjoyed.

## Work and Communication

- Our people have a solid work ethic and want to perform in their roles; this was our second highest index score again at 78.08. This is up from 74.78 from the first pulse check.
- Communication again has 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.
- A reoccurring theme through the comments was that there was inconsistent messaging about the return to the office, and that staff were keen to work flexibly moving forward. This presents an opportunity for leaders to talk to their staff about the future of their work and how they will transition back to the office. This should include what their new normal looks like moving forward, following the announcement on alert level one and guidance from ELT.

## Connectedness and Support

- The areas of Connectedness and Support have both scored higher (69.4 & 69.6, and now 73.4 & 72.4 respectively). This shows that people feel connected to LINZ and feel supported by their manager and peers. Staff feel recognised and supported in doing their work, however some comments show that people have been overloaded by work and projects that are due within short timeframes.
- Along with the feeling of inconsistent messages about returning to the office, there is a nervousness about returning to the office for some of our people.

## Security

- The score for Security has moved from 65.07 to 66.57 which sits in the moderate high zone. A sizeable portion now falling into the moderate high zone, showing that out LINZ staff feel a bit more comfortable with their positions and work stability, moving down alert levels. Compared to the first pulse check, staff haven't commented as much on their feelings on security as they did the first pulse check.

## Recommended Actions

- Our proposed strategy is to support our leaders in engaging with their staff to help positively support them with their return to the office. LINZ leaders remain critical in ensuring the wellbeing of our staff through the changing alert levels. We believe that support from leaders, combined with clear communications about the return to the office following a move to level one, will ensure a lift in connectedness and a feeling of support from our people.

## 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

## Themed responses

Below are the comments from the wellbeing pulse checks from both the 4<sup>th</sup> May and 25<sup>th</sup> May.

Combined Totals for LINZ					
Survey 25 May	#s	Change from previous survey	Survey 4 May	#s	Change from previous survey
Allow working from home/flexible working going forward	36	28	LINZ = good employer	39	-21
return to office info inconsistent and confusing	26		general lockdown challenges not work based	25	-15
technology issues	24	8	provide equipment	21	-17
LINZ = good employer	18	-21	technology issues	16	8
high volume of work	15	13	hard to balance parenting and work	14	n/a
like WFH - feel more productive and have better wellness	15		don't pressure people to do full 8 hours work	10	-8
general lockdown challenges not work based	10	-15	allow working from home going forward	8	28
suggest - returning slowly, a couple of days a week	9		too much information sent out	8	-1
good communications	7		allow printing	7	

provide equipment	7	-17	personal responsibility	5	-1
too much information sent out	7	-1	inconsistent managerial support across teams	4	
increased anxiety	6	4	inconsistencies where some people are not working and being paid	4	
my manager has been great	6		manager micro managing	4	
want to go back to office	6		work life balance is hard	4	
concern about public transport	5		clearer communication	3	
want more recognition	5		clearer priorities	3	
clearer communication	4		don't like working from home	3	
personal responsibility	4	-1	high volume of work	2	13
pleased to be back in office	4		increased anxiety	2	4
personal health issues impact on work - would like LINZ to understand that	3		involve people in decisions	2	

priortise work	3		listen to people's concerns more	2	
re-entry concerns	3	1	more comms about re-entry	2	
specific work based issues	3		my manager has been great	2	
stop pushing us to return to the office	3		provide working from home subsidy	2	
the Government says Flexible work by default - why is LINZ not doing this?	3		re-entry concerns	2	1
want career pathway/plan	3		stop sending surveys	2	
allow printing	2		too many catch ups	2	
deal with poor behaviour	2				
don't pressure people to do full 8 hours work	2	-8			
involve people in decisions	2				
listen to people's concerns more	2				

manager not great	2				
support staff better	2				
want job certainty	2				
Wellington shouldn't make decisions about Hamilton and CHCH re-entry	2				
why do we have to wait to hear about flexible working options?	2				

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