

Workplace Culture Survey 2022 Findings

Emerging from a two-year phase of policing in a COVID-19 environment



The last 24 months has been an unprecedented time in New Zealand's history; and one of the most challenging for our communities and for policing. Working within a COVID environment, enforcing COVID restrictions, supporting MIQs, mandatory vaccination orders, Operation CONVOY were all unthinkable only a few years ago. Time and again our people have all stepped up to help Police play our role in keeping Aotearoa New Zealand safe through this unique set of challenges. At the same time, demand for our services, particularly in the areas of family harm, mental health, and organised crime has continued to grow. Despite this, our people continue to turn up to work ready and prepared to make a positive difference in their communities every single day.

Police is one of the few public sector agencies that continues to undertake organisation wide surveys. We do this because it provides an important channel for our people to have their say on what is working well, and what we need to do to continue to get better. I'm pleased that we've made some modest improvements in reducing the number of our people who've experienced

incidents of bullying or other negative behaviour in the last 12–24 months; and that most of our people have strong positive feelings about their workplace environment – the camaraderie they share with their colleagues, their teams, the roles they are in, and with their managers.

However, given this testing set of challenges, it is unsurprising that our people have used this survey to tell us that after two years in this environment, a reset is needed. We have heard them. Our people want to get back to the basics of our core business, which is preventing crime and harm and ensuring our communities are safe and feel safe. People feel over-stretched, and there has been an overall softening in how supported they feel to do their work. They want not to be spread too thin, and to focus on our core business with the time and space they need to be visible and engaged with our communities.

On one hand, the survey has helped assure us that key pieces of work already underway are the right ones to continue to embed. For example, changes to our appointments processes to ensure they are fair and transparent; and overhauling our complaints process. However, because of specific feedback from our people, particularly constables, sergeants and general employees, we'll also be taking further action in four key areas. I'll be talking to you about these as I'm out in Districts and Service Centres in the coming weeks and months, to listen and provide further detail as the work progresses.

Andrew Coster
Commissioner of Police

Our focus in responding to this survey will be on four key things:

Managing frontline demand

- ▶ We're working with our Minister and partner agencies to enable others to step up around mental health and family harm and to reduce demand on our staff.
- ▶ We're looking at the demands and resourcing of PST and other frontline responders to ensure our people are deployed to, and properly resourced for, delivering our core functions.
- ▶ We are looking at options to introduce annual wellness checks for PST and other roles to support our people's wellbeing.

Investing in development

- ▶ We'll be introducing guidelines to regulate the use of Expressions of Interest, as part of the transformation of the appointment process, to enhance fairness and transparency.
- ▶ We'll be addressing the pockets of serious negative behaviours that are occurring. This includes enhancing the support and development of managers or moving people out of people leadership roles where they can no longer do them in a way that supports Be First, Then Do.

Valuing our people

- ▶ We're doing a stocktake across our policy and other key settings such as Collective Employment Agreements, to ensure our general employees (those who do not hold constabulary rank) are treated fairly and equitably and that Police is an inclusive employer where all our people are valued and enabled in the work that they do to help keep people safe.

Engaging with our people

- ▶ The Executive and I will visit every District and Service Centre this year, to hear directly from our constables, sergeants, senior sergeants, and general employees about what tools and support you need to help you do your jobs.
- ▶ We're also committed to ensuring the voice of our frontline and general employees is present and clearly articulated in all our interactions and communications with partners, policy-makers and the media. Our people do a great job day-in and day-out. It's important that you know our leaders back you and are focused on how we can better support and enable you to perform at your best.

Workplace Culture Survey 2022

Topline Results

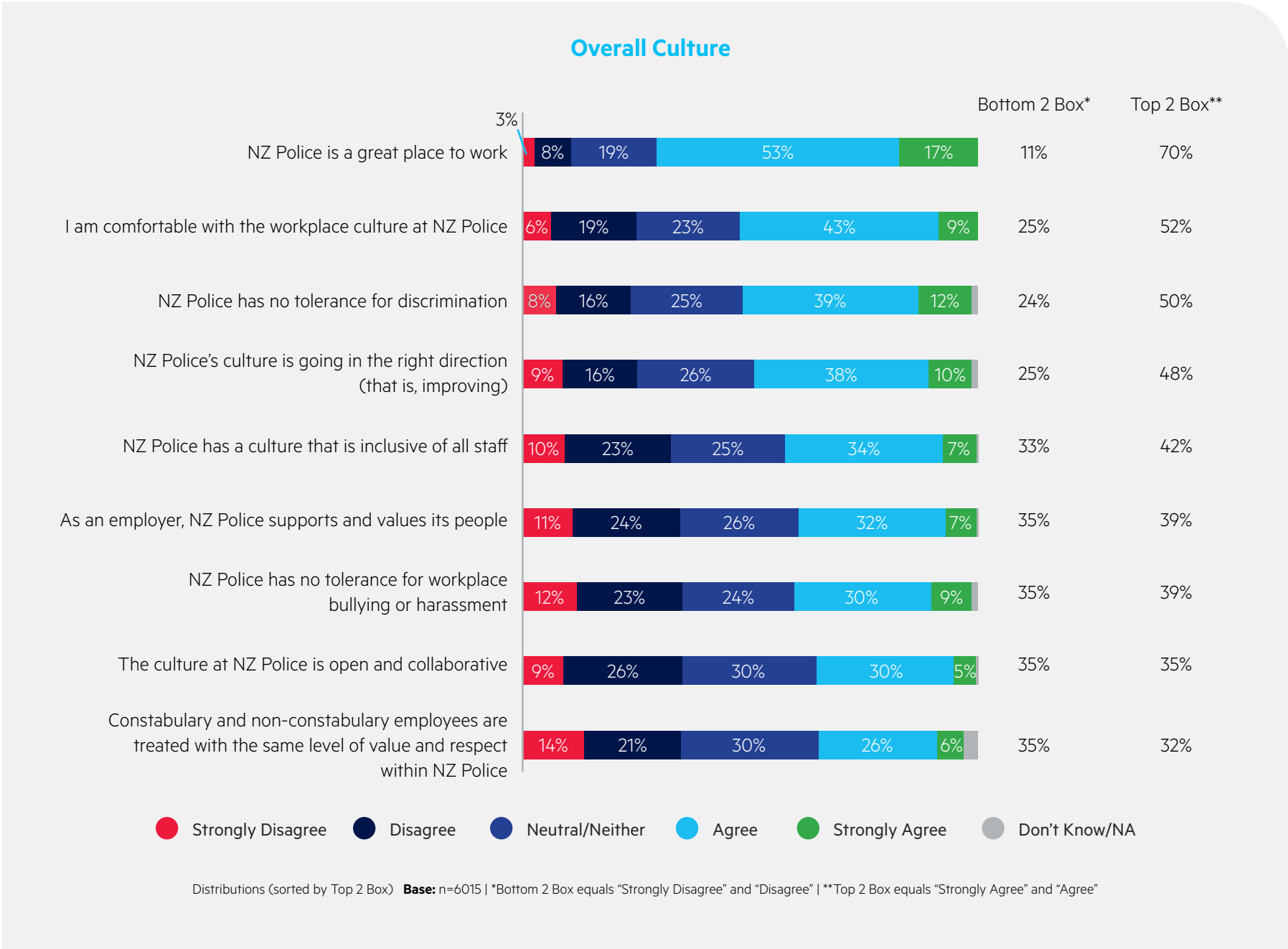
In April 2022, we held the Workplace Culture Survey to hear from our people after two years of significant change, demand and challenge. The survey was open for three weeks and 6,015 staff shared their thoughts on what is going well and how we can keep getting better. We'll continue to embed the changes we're making as part of the Be First, Then Do work programme, but we'll also take action across four key areas: managing frontline demand; investing in development; valuing our people; and engaging with our people. Further details on this work will be released in the coming weeks and a full copy of the 2022 Survey can be found on police.govt.nz

What we're doing well

- ▶ The vast majority feel NZ Police is a great place to work.
- ▶ Camaraderie amongst staff is seen as a strong contributor to positive culture, with 9 out of 10 staff appreciating their relationships with team members.
- ▶ Most staff enjoy their role, feel comfortable raising issues, feel confident to be themselves and receive fair treatment.
- ▶ Most leaders are performing well with three quarters of people satisfied with their managers.
- ▶ The proportion of people who did not experience bullying or negative behaviours over the last 12 months has increased slightly (up 3%).
- ▶ Prevalence of bullying or harassment has remained stable or decreased across all incident types.
- ▶ Sustained bullying is less likely to occur, and 'top of mind' mentions of bullying and harassment decreased considerably (down 13%) from the previous survey.

Where we need to do better

- ▶ Overall, there has been a decline in staff feeling valued and supported.
- ▶ Half of general employees feel they do not receive the same treatment as their constabulary colleagues.
- ▶ Half of constabulary staff disagree that the process for appointments and promotions is fair. There is a sense that the process has improved, but there's still room for further improvement.
- ▶ Perceptions of culture and workplace environment are less positive for constables and sergeants, compared to higher ranked staff such as superintendents and above.
- ▶ One in three disagree that NZ Police has no tolerance for workplace bullying or harassment.
- ▶ Four in ten staff report that they've been affected personally in the last 12 months.

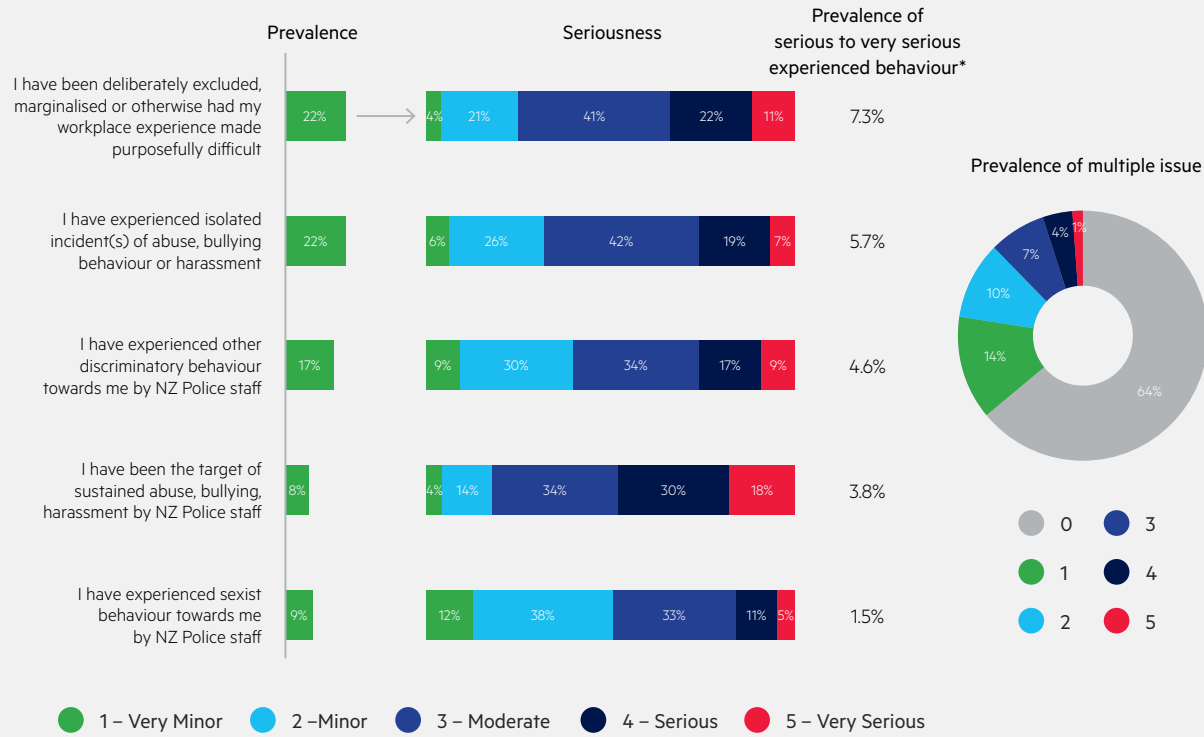


Turn over for more results

Prevalence of Issues

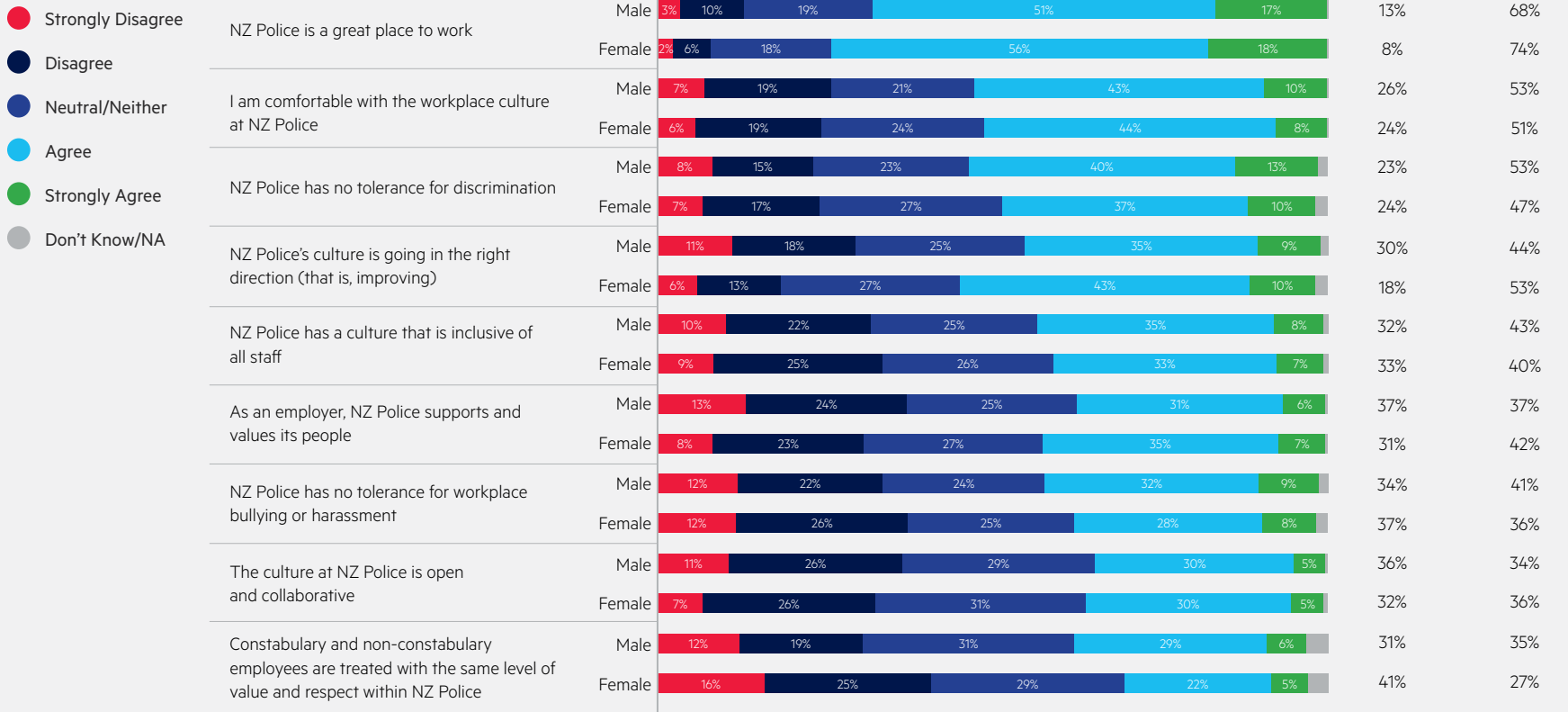
Distributions (sorted by Prevalence of Serious Issues)

Base: n=6015 | *Calculated by multiplying Prevalence with proportion of Serious-Very Serious



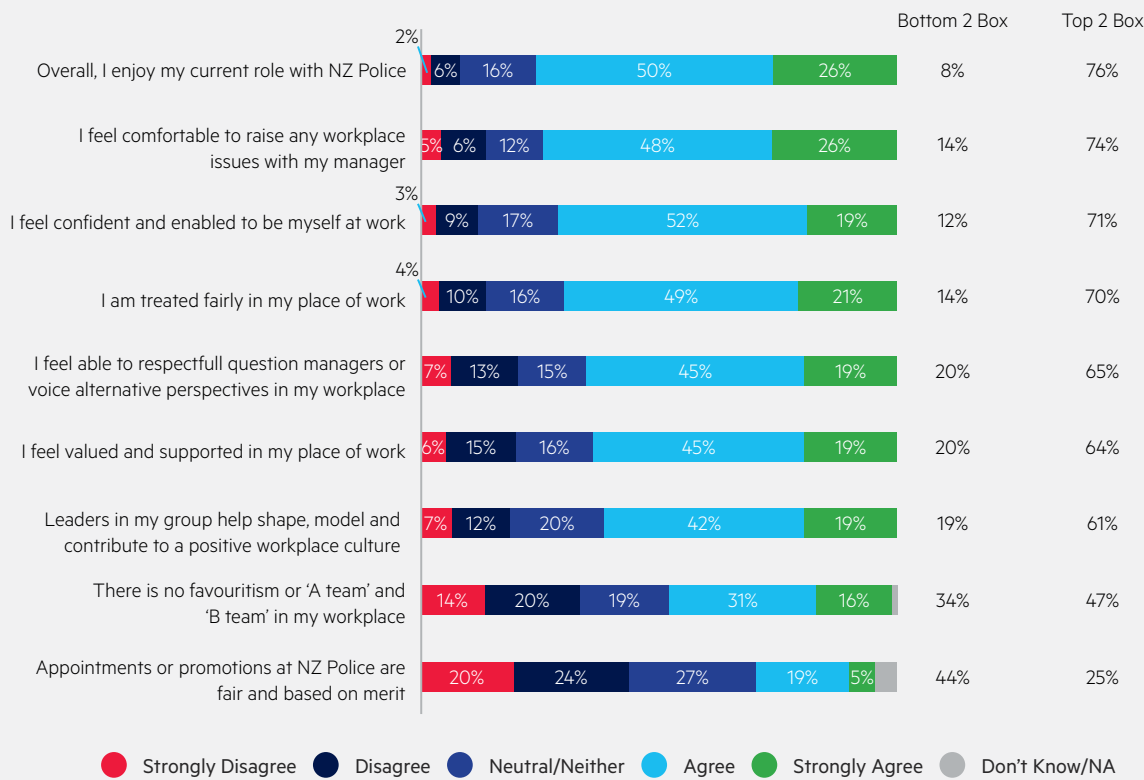
Overall Culture by Gender

Distributions (sorted by Top 2 Box on Total) **Base:** n=6015; Male n=3600, Female n=2415



Workplace Environment

Distributions (sorted by Top 2 Box) **Base:** n=6015



Workplace Environment by Sworn Status

Distributions (sorted by Top 2 Box on Total) **Base:** : n=6015; Constabulary n=3724, General Employees n=2291

