



FEEDBACK FROM SURVEY TO CONTACT CENTRE MEMBERS

This document outlines the summary of feedback to a survey sent to all Contact Centre members. We have around 190 members in our Contact Centres. We received over 150 responses.

The survey is broken into three sections namely Statistical Data; Health & Wellbeing and Work Options.

Statistical Data

What group are you in:

Most of our respondents are in Immigration New Zealand and Market Services.

Location

Auckland	44
Christchurch	18
Dunedin/Gis/Nelson	(not disclosed as small numbers)
Hamilton	10
Palmerston North	25
Wellington	51

Are you working in the office?

Yes	No
42	119

Are you working from home?

Yes	No
111	50

Health & Wellbeing

How are you feeling?

Amazing	Great	Ok	Not so good
19	55	69	18

If not so good; please explain:

Note that members who rated 'Not so good' were from a range of offices across the country. Not just primarily one.

Summary of feedback:

- Employment line has been extremely busy causing stress.
- Required to take on new queues. Because of this it is felt that workload has skyrocketed.
- Some members are struggling to do work at home due to juggling work and family commitments.
- Frustration and stress due to picking up new lines unrelated to core work with little training time.
- New information also being 'thrown at us' also with no preparation time.
- Feelings of not being compensated adequately. Idea of getting compensation ie monetary incentive or time off from work once things have settled down.
- Feelings of putting their families at risk due to coming into the office.
- Lack of communication from managers and other members of the leadership team.
- Stressed out from unrealistic expectations from members of the public. They wanted immediate answers which we our CC members didn't have.
- Concerned as it seems that MBIE has technology for most areas of business enabling staff to work from home. However, that's not the case for a lot of Call Centre staff.
- Some calls are extremely emotive and hard to deal with. Some members are dealing with abusive calls where callers are crying or angry or both.
- For some members who are the only person in the home, there is the feeling of limited support. Some members miss having their colleagues to talk to.

Note that almost half of our respondents are feeling amazing or great.

These questions are specific to calls:

How busy are you?

There was a range of responses from not very busy to extremely busy. Primarily:

- From not working at all because of not having a laptop to extremely busy and stressed out.
- Some people are not as busy as they were before covid-19. For example some members only get half the amount of calls than pre-covid-19.
- Some are somewhat busy.
- Some are busier now than before covid-19.
- Some are so busy that they're having to do overtime nearly every day.
- One contact centre had over 50 calls waiting up to an hour. Another group had up to 20 minutes between calls.

How much free time in between calls do you get on average?

This ranged from 30 minutes to an hour free time to zero/absolutely no free time.

Is this enough time for your mental wellbeing?

In some areas members said 'yes'. Other areas there was a mix of 'yes' and 'no' and some said 'no'.

How many abusive calls do you get in a week on average?

- Some members said they don't get any abusive calls.
- Some got them daily. Looking at all of the data, a lot of the members said between 2 and 5 per week.
- Higher abusive calls were 40 per week.

What do you need to ensure the office environment is healthy and safe?

Individual sanitiser		Individual wipes to clean desks at the start and end of shift		Individual hand cream		Tissues		Lollies	
Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
119	33	117	33	82	64	120	30	50	93

Other suggestions

Fruit; Gloves; Masks; Individual milk sachets; Not sharing desks; Thorough clean of whole office; Clean air conditioning vents; Some kind of vacuum or duster tool; Wellness checks; Some offices have sanitiser and desk wipes already.

What resources do you need to work from home?

Chair		Desk		Laptop		Headphones		Access card for the network	
Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
85	53	64	65	101	37	91	44	82	52

What else?

Stable network; Extra computer screens; Docking station (having issues with own laptop); Subsidise internet; Mouse; Keyboard; Wrist support; Able to call out (lync system to call out); Back support for chair; Being able to call support; Cell phone; Carpet protector; Chair mat; Access to a printer.

What else do you need to support your work whether in the office or at home?

½ hour at the beginning and end of shift to read updates and send emails:

Yes	No
112	36

Some people said no because they thought less than 30mins at the beginning and end was more suitable.

Other suggestions:

- Longer breaks.
- 10-15 minutes at the start of each day was suggested by some members.
- Time at start and end of each day to wipe down desk.
- Available coaching and training sessions over zoom.
- More zoom vcs so we see our colleagues more.
- Ready updates time varies not always needed.

- More of a balance between calls and reading emails.
- Less stress with aftercall time being monitored.
- Frequent contact with team and manager.
- That would be really helpful when it is busy but not necessary when it is quieter.
- Some actual proper training would be good. ICC has seriously dropped the ball in the last few years when it comes to training, we have not had a permanent trainer for about a year and we are expected to be able to learn while on a call which does not always work.
- Regular catch up sessions with team leader.
- Time for team meetings.
- Shifts should be staggered so there is 15 minutes before lines open and close so that CSA's don't have to log in/catch up on things in their own time and when they have to clear queues after their shift technically ends (which is most of the time) are paid automatically instead of only being able to claim OT if they stay for 15 mins and have to fill out a form.

Have you taken annual leave over the last six weeks?

Yes	No
44	98

Don't have any leave: 8

Can't due to staff requirement to be at work: 10

Other comments

- Some members have planned future leave.
- Some thought they couldn't take it.
- Some cancelled leave to help out during covid-19.
- Some members had paid for international travel pre covid but borders closed.
- Anxious and tired.

Work options

Option to rotate three days in the office and two days from home

Yes agree	No, I like working in the office	Like working from home	Unable to work in the office due to commitments (children, elderly etc)
61	26	47	21

Other suggestions:

Once a week in the office; Definitely the office for alert levels 4 and 3 but maybe the office for alert levels 2 and 1; 3 to 4 days at home with 1 or 2 in the office; Like the idea of working from home and only coming into the office for meetings; Like the idea of support which I'm finding difficult at home; Find my mental wellbeing is better if I'm physically around my work colleagues; Would like everyone to be given options other than just 3 days/2 days; 4 days on/3 days off; If there was a safe space such as a self contained pod to work from or individual spaces for those who are at risk I would prefer that to working at home; Option of working from home during school holidays rather than having to take annual leave.

Option to rotate one week in the office; one week from home

Yes agree 49	No, I like working in the office 34	Like working from home 49	Unable to work in the office due to commitments (children, elderly etc) 18
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Other suggestions:

Some members with children at home are enjoying working from home but are also looking towards schools opening (so preference for now is to work at home); There was a comment about the Christchurch office flooding: some members were keen to get back into the office; Some people preferred to have their own desk at the office post covid-19; Prefer that MBIE ask each person their preferences now in lockdown and post lockdown.