

New Zealand Nurses Organisation

Member Satisfaction Survey

2019

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Table of Contents

Page

Executive Summary	3
Introduction	4
Methods	4
Results	5
Characteristics of the respondents	5
Communication between NZNO and the membership	8
Governance of NZNO including governance structures and elections	9
Membership use of NZNO professional and industrial services	11
Cultural safety	12
Membership perceptions of NZNO	13
Participation in NZNO activities	14
Use of membership benefits	15
Summary	18
Appendix	19

Table of Figures

Figure 1. Employment category of respondents	5
Figure 2. Age distribution of respondents	5
Figure 3. Ethnicity identified by respondents	6
Figure 4. Regional distribution of respondents	7
Figure 5. Length of NZNO membership of respondents	7
Figure 6. Use of social media by members	8
Figure 7. Respondents views on the NZNO election processes	10
Figure 8. Use of NZNO Services in the previous two years	11
Figure 9. Proportion of respondents who have ever felt culturally unsafe	12
Figure 10. Use of Membership benefits by respondents	15
Figure 11. Voluntary time involved with NZNO per month	17

List of Tables

Table 1. Rating of types of communication used by NZNO	9
Table 2. Perceptions of NZNO	13
Table 3. Participation in NZNO meetings or activities within the last two years	14
Table 4. Participation in NZNO activities within the last two years	16

Executive Summary

The New Zealand Nurses Organisation, Tōpūtanga Tapuhi Kaitiaki o Aotearoa (NZNO), regularly undertakes anonymised member surveys to explore the satisfaction of members with NZNO and to identify how services to members could be improved. These surveys are comprised of two companion surveys. One survey is undertaken exclusively among Te Rūnanga (TR) members, and all TR members are invited to participate. The second survey, which is reported here, is a survey of the general membership. This survey based on a random 10% sample of general members was undertaken in July-August 2019 using a web-based platform. The survey attracted 1080 responses. Registered nurses made up almost 80% of the survey respondents. There was a good spread of responses from throughout New Zealand.

The main focus of the current survey was to explore:

- Communication between NZNO and the membership
- Governance of NZNO including governance structures and elections
- Membership use of NZNO professional and industrial services
- Membership perceptions of NZNO
- Participation in NZNO activities
- Use of membership benefits

Significant findings

- Members prefer NZNO to communicate via email. NZNO Facebook pages and blogs were rated of low importance as communication activities.
- The structure and governance of NZNO is poorly understood by members.
- Only half of members indicated they voted in the NZNO elections.
- Members indicated that NZNO needs to be more visible and active in the workplace, and to reflect the views of the membership
- Dissatisfaction was expressed with the cost of membership and on how the membership fees were utilised.
- Significant disappointment with the 2018 DHB MECA negotiation process persists

Limitations

As with all surveys, the results need to be interpreted with caution, due to the representativeness of those who choose to participate and the subjectivity of some of the views expressed.

Dissemination

A report of the study findings will be distributed to the membership and findings will be disseminated through established NZNO communication channels.

Introduction

The 2019 NZNO Member Satisfaction Survey

The New Zealand Nurses Organisation *Tōpūtanga Tapuhi Kaitiaki o Aotearoa* (NZNO) is the leading professional and industrial organisation of nurses in Aotearoa New Zealand, representing over 51 000 nurses, midwives, students, kaimahi hauora and health workers on a range of employment-related and professional issues. NZNO commitment to te Tiriti o Waitangi is embedded in its constitution, and articulated through its partnership with Te Rūnanga o Aotearoa.

NZNO provides leadership, research and support for professional excellence in nursing, negotiates collective employment agreements on behalf of its members and collaborates with government and other agencies throughout the health sector. Regular member surveys are undertaken to explore satisfaction of members with NZNO and to identify how services to members could be improved. In November and December 2018 a survey of NZNO Māori member satisfaction was undertaken among Te Rūnanga members. The companion survey of NZNO general members was carried out in July and August 2019. This report is restricted to the findings from the Non-Māori member survey.

Context

This is the third survey of NZNO member satisfaction; the previous survey was undertaken in February 2014.

Methods

The NZNO researchers undertook this research using a mixed methods research approach, used extensively in the past. An anonymous web-based survey was distributed to a random sample of 10% of NZNO general members. The survey link was e-mailed to n=4468 members with a valid email address who have not opted out of email contact. The survey went live on 10 July 2019 and was closed on 10 August 2019. A total of 1080 members completed the survey, representing a response rate of 24%. The survey has a confidence level of 95% and a margin of error of 3%.

Report structure

The results are given for all respondents, and numbers and percentages are shown to allow comparisons. Individual analyses exclude missing data, and this is indicated where applicable

Limitations

As with all surveys, the results need to be interpreted with caution due to the representativeness of those who choose to participate and the subjectivity of some of the views expressed.

Results

Characteristics of the Respondents

Current Role

As revealed in figure 1, more than three quarters of the sample (n=850, 78.7%) identified their current role as registered nurse. Care givers and health care assistants were the next largest group (n= 81, 7.5%) of respondents followed by enrolled nurses (n=45, 4.2%).

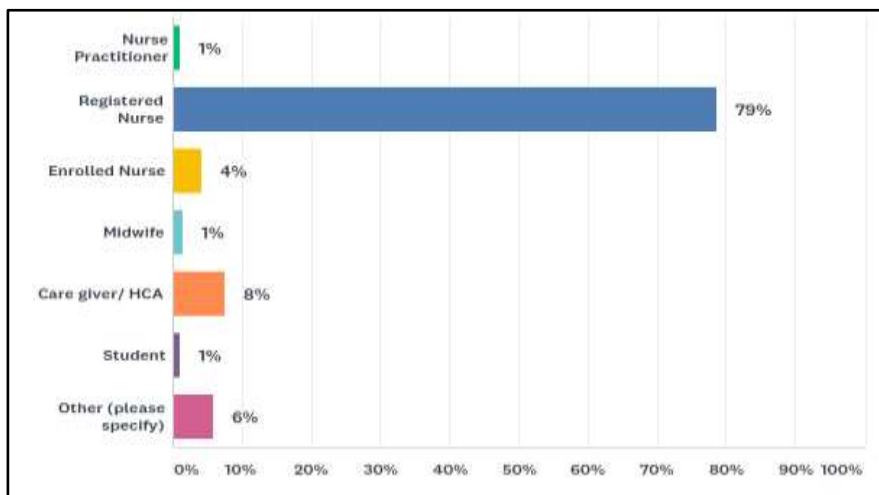


Figure 1 Employment Category of Respondents

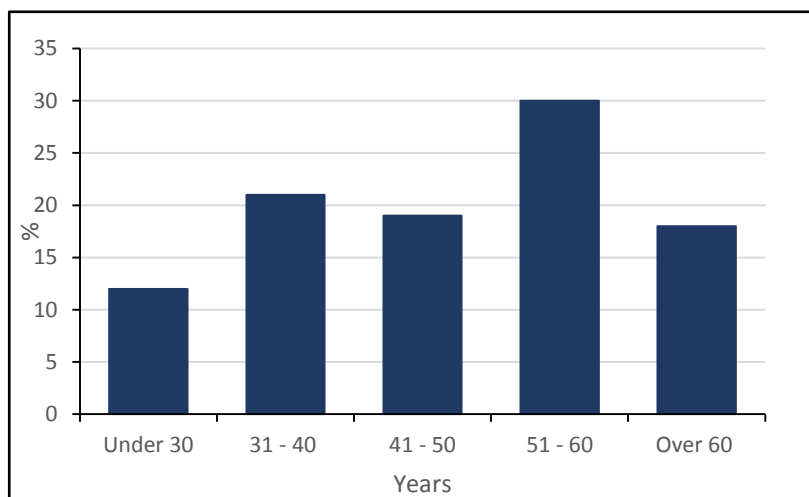


Figure 2, Age of Respondents

Age

The most common age group was 51-60 years (30.2%). Individuals aged 31-40 years, and 41-49 years, accounted for around 20% of those who answered the question. Twelve percent of the cohort were aged under 30 years, with 17.6% aged over 60 years.

Ethnicity

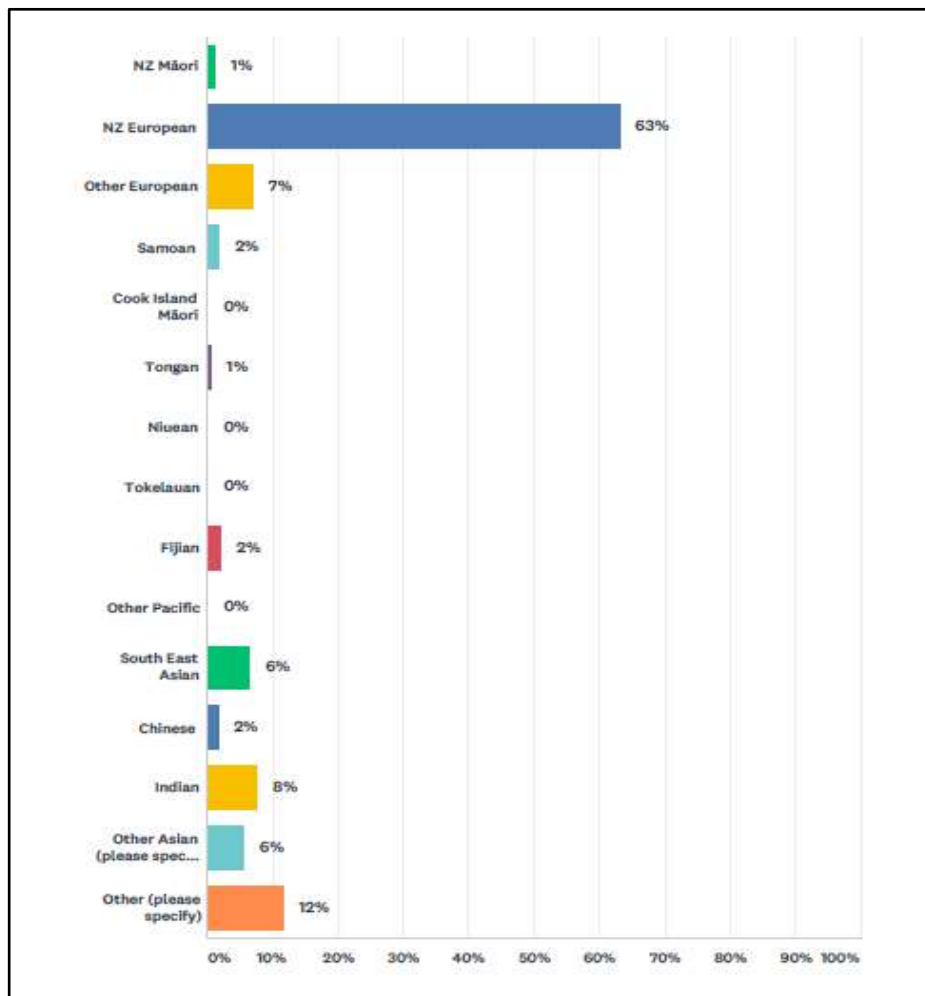


Figure 3 Ethnicity identified by Respondents

New Zealand European was the most commonly selected ethnicity, representing some 63% of respondents. Very small numbers of individuals identifying as NZ Māori were included in the survey; Te Rūnanga members participated in a separate survey undertaken towards the end of 2018. Amongst those who identified as 'Other' there were 63 Filipino nurses, 13 African nurses and 13 nurses from the United Kingdom.

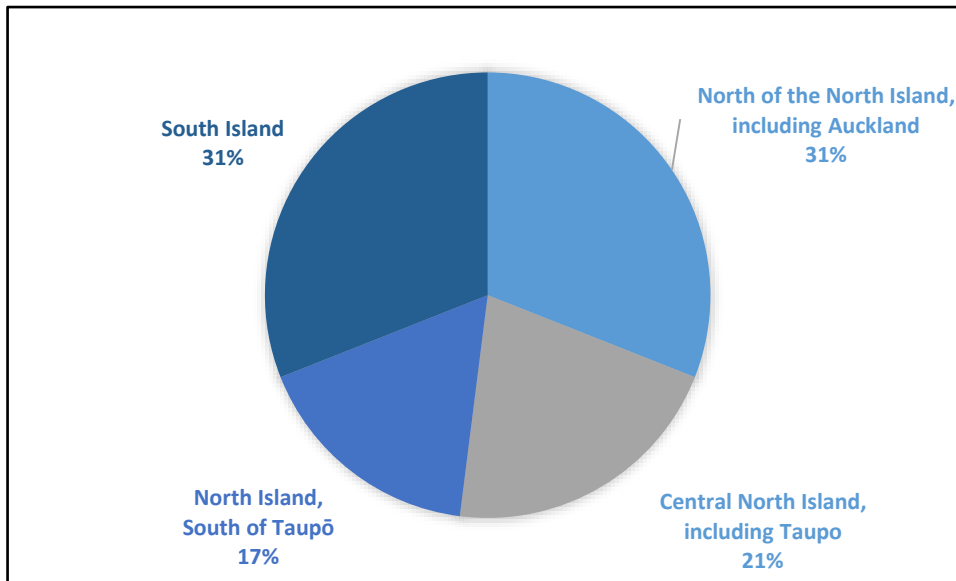


Figure 4. Regional Distribution of Respondents

There was an excellent spread of respondents from throughout the country.

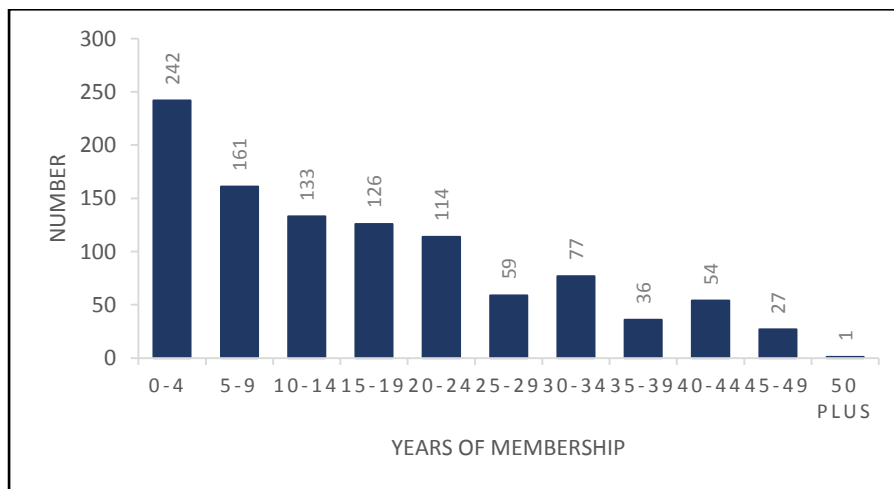


Figure 5. Length of NZNO membership of the respondent

NZNO members who responded to the survey showed a range of membership lengths, from 0 to 50 years. Some 22% of respondents had been members for less than 5 years, 15% and 12% of respondents had been members for 5-9 and 10-14 years respectively. The mean length of membership for the survey cohort was 15.8 years.

Preference for Communication from NZNO

Predictably, 96% of respondents rated email as a useful means for NZNO to communicate with the membership. Post and text message were deemed useful by only 15% and 12% of respondents respectfully. Use of social media by members was also explored. The findings are presented in figure 6 below. More than three quarters of members (76%) use Facebook, and more than a quarter (28%) use Instagram. It is interesting to note that 20% of respondents indicated they do not use social media.

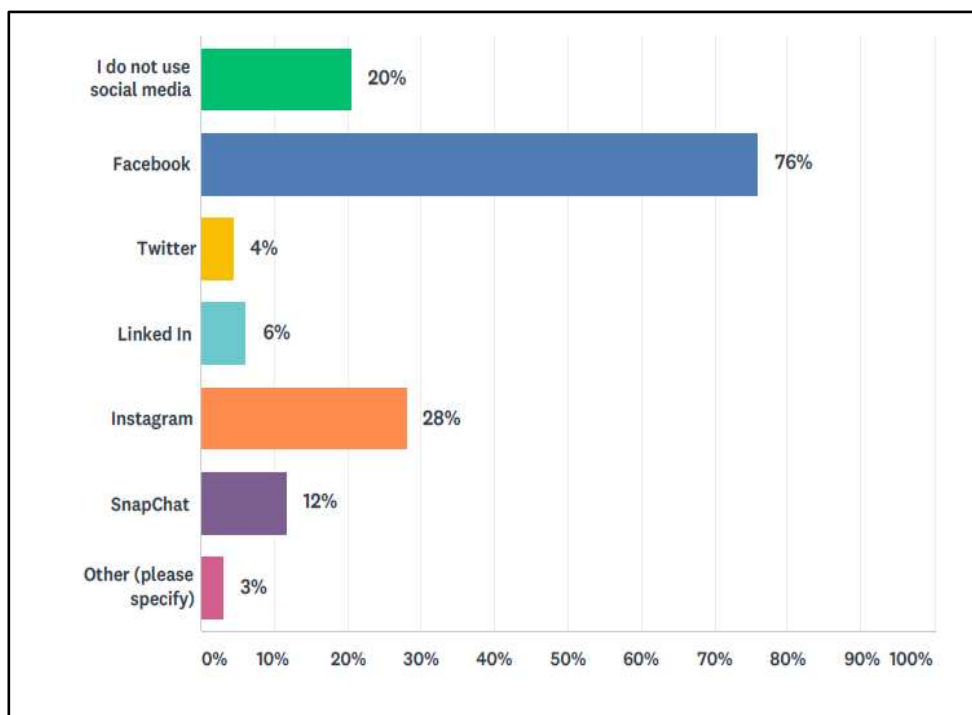


Figure 6 Use of Social Media

The use of other forms of communication utilised by NZNO to keep members up to date were explored, ranging from *Kai Tiaki Nursing New Zealand*, the NZNO website, blogs and newsletters through to workplace meetings and negotiation updates. Responses are shown in table 1 below. Negotiation updates were rated very highly by 43.8% respondents. More than half of respondents rated media releases, workplace meetings and discussions with delegates or other members as high or very high. At the other end of the scale 498 (51.4%) members indicated that NZNO blogs were not important at all. Similarly, the NZNO Facebook page was regarded as not at all important by 385 (39.2%) respondents. The use of other nursing Facebook pages was not investigated, but could be explored in subsequent surveys. The *Kai Tiaki* magazine, the NZNO website and the NZNO e-newsletter received only moderate support among mechanisms to communicate with members. Several comments related to the need to provide the *Kai Tiaki* magazine electronically.

Following on from the types of communication used by NZNO, respondents were asked if they felt well informed about the structure and governance of NZNO. The results were equivocal, with only 530 individuals (51.9%) indicating that they felt well informed about the structure and governance of NZNO.

Table 1 Importance of types of communication used by NZNO

	1 - High	2	3	4	5- Low
Kai Tiaki Nursing New Zealand (magazine)	21.5 (222)	21.1 (218)	23.3 (240)	12.4 (128)	21.7 (224)
NZNO website	22.4 (228)	23.3 (238)	30.6 (312)	12.0 (122)	11.8 (120)
NZNO e-newsletter	17.4 (176)	24.5 (248)	30.1 (305)	1.3 (368)	14.3 (145)
NZNO Facebook pages	11.8 (116)	15.3 (150)	20.7 (203)	13.1 (129)	39.2 (385)
NZNO blogs	5.2 (50)	8.7 (84)	17.9 (173)	16.8 (163)	51.4 (498)
Negotiation updates	43.8 (438)	24.9 (249)	18.2 (182)	5.2 (52)	7.8 (78)
NZNO Library and library newsletters	11.6 (114)	14.9 (146)	27.6 (270)	15.8 (155)	30.0 (294)
College and Section newsletters, journals, webpages	14.3 (141)	17.8 (176)	25.7 (254)	17.0 (168)	25.2 (249)
College and Sections Conferences	13.1 (129)	15.5 (153)	25.6 (252)	17.2 (169)	28.6 (282)
Media releases	24.3 (238)	26.9 (263)	26.8 (262)	10.5 (103)	11.5 (113)
Workplace bulletins / Sector newsletters	20.0 (196)	24.4 (239)	31.3 (307)	10.4 (102)	14.0 (137)
Workplace Meetings	26.8 (267)	26.3 (262)	31.3 (307)	8.7 (87)	14.7 (146)
Regional Conventions	11.2 (109)	17.0 (165)	26.1 (254)	15.7 (153)	30.0 (292)
Discussions with delegates or other members	26.2 (261)	24.8 (247)	25.7 (256)	9.8 (98)	13.4 (133)

Data are % (n). The most frequent category selected is identified in bold

Voting in NZNO Elections.

Only half of respondents (n=513, 50%) indicated that they usually voted in the NZNO elections. When asked about various aspects of the NZNO election process, only 446 (43.6%) of the members believed they had enough information about the elections and the candidates. Only one in five respondents (n=213, 20.8%) indicated that there were usually enough good candidates to ensure representation, and less than a third of respondents (n=309, 30.2%) had confidence in the fairness and transparency of the election process. Around 40% of respondents (n=403, 39.4%) found it easy to vote by post or on line. These findings are presented graphically in figure 7.

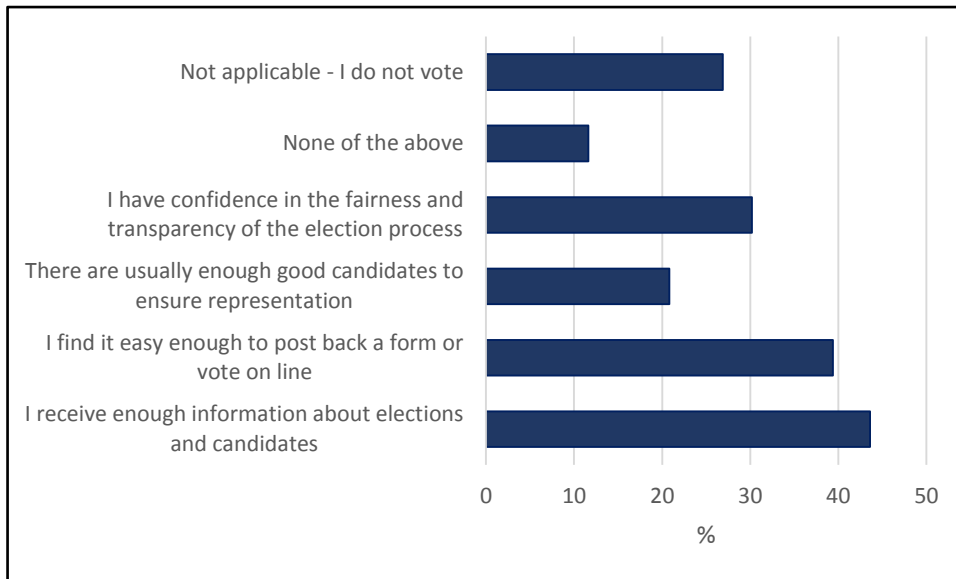


Figure 7 Respondents views on the NZNO election processes

Compared with the data from the 2014 Member Satisfaction Survey, fewer members voted (50 vs 61%), fewer members reported having sufficient information about the elections and the candidates (43.6 vs 51.0%), fewer members believed there were enough good candidates (20.8 vs 36.0%) and fewer members had confidence in the fairness and transparency of the election process (30.2 vs 41.0%) in 2019.

Respondents were asked why they did not vote in the NZNO elections. There were n=382 comments which were coded thematically. By far the most frequent comments related to not knowing enough about the candidates.

Respondents were asked for any further comments on representation and governance. The most common theme was the need for better support or representation of nurses. There was a perceived disconnect between NZNO and the membership. Dissatisfaction with the process and the outcome of the MECA negotiations persists.

NZNO Services

Respondents were asked to indicate which if any NZNO services they had utilised in the last two years. As shown in figure 8 below approximately one third of members had accessed professional nursing services, the Member Support Centre (MSC) or made a membership enquiry in the previous two years. In addition, more than a quarter of respondents indicated that they had sought assistance with a medico-legal or employment-related legal issue during that time frame. Data collected from the 2014 Member Satisfaction Survey is included in the figure for comparison.

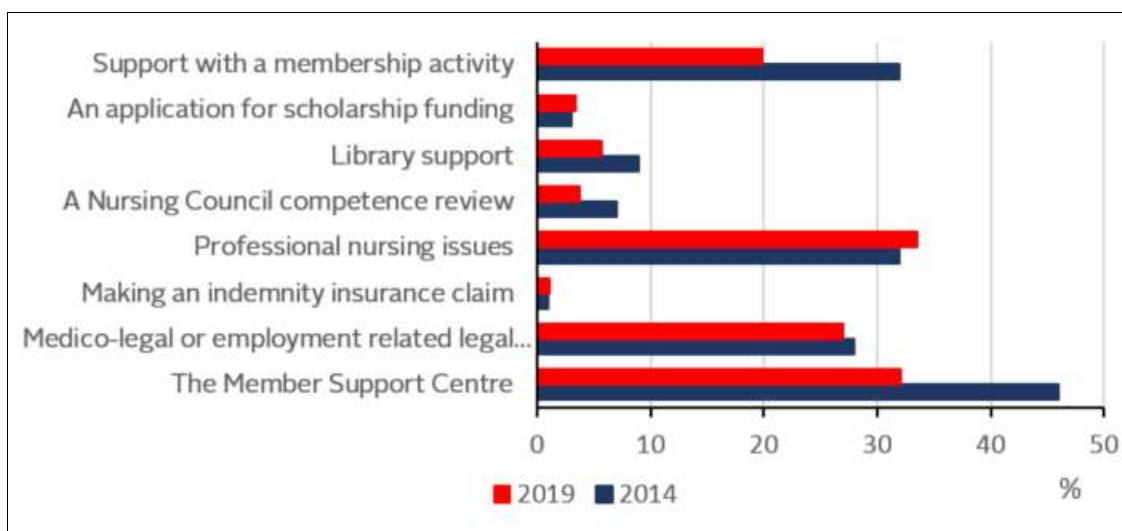


Figure 8 Use of NZNO Services in the previous two years

Respondents were asked to provide feedback on any or all of the services used. Free text comments were thematically explored. Positive comments were by far the most common. A selection of quotations is provided below:

- I have found the support and advice excellent. Very timely response and support by phone
- Fast service and knowledgeable staff. Emailed through the details which were very helpful.
- Very receptive and prompt with meeting and email responses
- The service I used has been very helpful. I have been very impressed
- I have found the administration support excellent
- I received good support and advice re: a scope of practice issue at my workplace
- Very responsive and supportive
- Excellent service
- I have found all my interactions with NZNO to be professional and informative
- It was not helpful at the time but I'm glad the option was available
- Helpful, although lengthy time frame regarding an answer/outcome.

Culturally Safety

Participants were asked if they had ever felt culturally unsafe. The results are shown in the figure below.

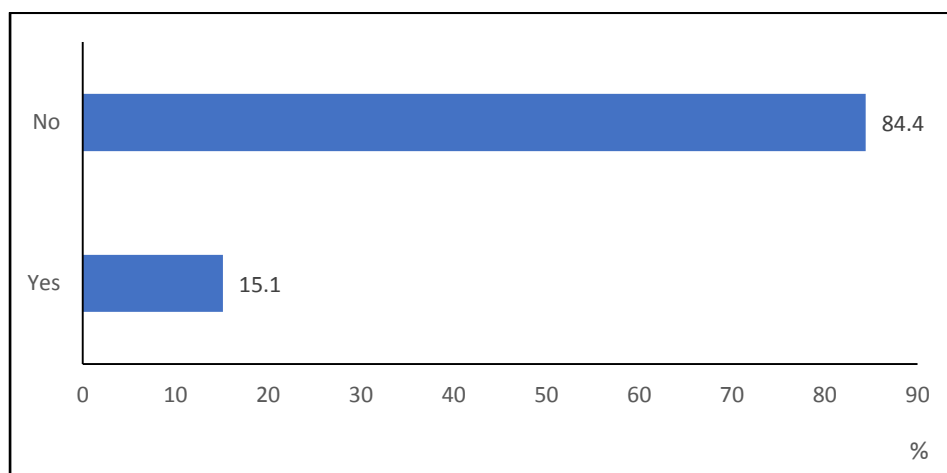


Figure 9 Proportion of respondents who have ever felt culturally unsafe.

Respondents who indicated that they had felt culturally unsafe were asked to expand on their answer.

Exemplars of these comments are provided below:

- I feel that the understanding of a migrant's culture comes second to New Zealand's bicultural obsession.
- As an aging white woman in an ageist, bullying nursing culture.
- I feel NZ Europeans are treated like we have no culture therefore don't deserve respect
- Some colleagues have no concept of Maori cultural safety. When you inform them why it is considered inappropriate, they say nothing.
- I formerly worked in an environment that was patronising to Maori and that failed to deliver, in my view, an acceptable and equitable level of care.
- Racial remarks made by patients
- Sometimes from some patients and colleagues, very improper racist comments.
- Consent for patients with limited English

Table 2 Perceptions of NZNO

Statement about NZNO	Agree	Neutral	Disagree	Cannot answer
NZNO is effective at progressing industrial and employment matters	44.9	23.6	28.7	2.8
NZNO is effective at progressing professional nursing matters	51.6	26.5	18.3	3.7
NZNO is a participatory organisation responsive to membership direction	42.2	29.1	25.2	3.7
NZNO provides effective support and advice for employment issues	51.4	24.6	15.2	8.8
NZNO speaks up on political and social policy concerns that affect health	51.3	29.9	14	4.8
NZNO speaks up on social issues affecting women and children	45.9	33.1	12.1	8.9
NZNO Colleges and Sections advance nursing practice	46.3	34.3	7.2	12.4
NZNO is good at making new members feel welcome	32.5	40.0	14.4	13.1
NZNO provides effective leadership, advice and support on professional issues	44.8	30.3	16.8	8.1
NZNO effectively promotes recognition of Te Tiriti o Waitangi	58.7	27.6	4.3	9.5
NZNO is a good model of a bicultural organisation	52.4	31.4	6.6	9.6
NZNO provides access to good information about activities its members can get involved with	50.1	32.2	12.5	5.3
NZNO is good at lobbying for what members want	36.5	27.1	33.3	3.1
NZNO improves its services to members on an ongoing basis	32.8	37.7	24.3	5.3
NZNO is responsive to its Māori members	34.5	28.4	2.2	35.0
NZNO responds to requests for support and takes timely action	38.7	27.8	14.6	18.9
NZNO promotes a positive image of nursing	57.5	26.5	13.3	2.7
NZNO is strong and effective	42.3	23.3	31.5	2.9
NZNO is very visible in my workplace	37.9	26.5	33.0	2.6
NZNO is forward thinking and plans ahead	32.7	36	22.8	8.5
NZNO represents good value for money	30.4	26.8	39.7	3.1

Data are %.

Following on from the previous question, members were invited to make any additional comments on how they perceive NZNO's image or values. Free text comments were thematically explored. Many of the themes emerging were common to the question asking members how they feel about NZNO, and if they had any additional comments about their experience as a member of NZNO. The responses to these question have been grouped together by theme in the appendix at the end of the report.

Participation in NZNO meetings or activities

Respondents were asked about their participation in NZNO meetings or activities in the previous two years. Predictably, since this survey covered the MECA settlement timeframe of 2017-2018, large numbers (n=499, 72.2%) had attended NZNO workplace meetings. It was very pleasing to note that 299 individuals (43.3%) had read an NZNO submission on the NZNO website. Almost a quarter of respondents (n=169, 24.5%) had attended education seminars or had undertaken campaign activities (n=152, 22.0%). The data from the previous survey is included for comparison.

Table 3 Participation in NZNO meetings or activities within the last two years

NZNO meeting or activities	%2019	%2014
Attended NZNO workplace meetings	72.2	53.0
Contributed to consultation documents and submissions	11.0	22.0
Read NZNO submissions available from the website	43.3	
Attended College or Section Conferences, Seminars or meetings	14.0	30.0
Undertaken campaign activities	22.0	
Attended Regional Council Meetings	2.6	4.0
Attended Annual Regional Convention	4.5	3.9
Attended NZNO Annual General Meeting and Conference	3.2	5.9
Attended education seminars	24.5	46.8
Attended Health and Safety training	14.9	
Undergone Delegate training	5.6	
Attended a Professional Forum	12.0	
Contributed to the NZNO website discussion pages	3.2	2.3
Other (please specify)	5.1	

Members were invited to identify specific issues that were barriers to participation in NZNO activities. Common barriers were:

- Lack of time or leave available
- Lack of communication – did not know about event or activity
- Workload / Insufficient staff to cover ward commitments
- Cost
- Family commitments

Use of Membership benefits by respondents

This question was only answered by 118 individuals, suggesting that membership benefits are not widely used and that these data need to be interpreted with caution. As shown in figure 9, the most frequently used membership benefit was Accuro Health Insurance (n= 74, 62.7%). The ANZ@Work package was used by 41 (34.8%) of those who answered this question.

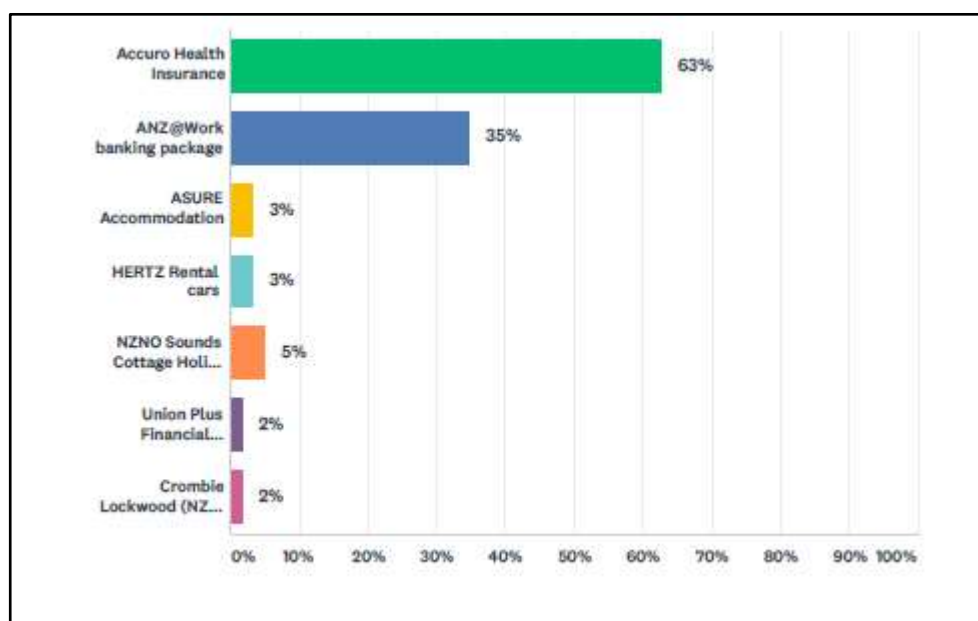


Figure 10 Use of Membership benefits by respondents

Respondents were asked to comment on the membership benefits and to suggest any additional benefits. Very many responses indicated that the member was unaware of the benefits or how to access them. Additional advertising of membership benefits is warranted. Suggestions for additional benefits included:

- Online library access for research paper reading would be appreciated.
- Benefit towards Kiwisaver
- Better banking packages, clothing, petrol, store discounts, Gyms, spas/salons, supermarket discounts, stationary store discounts
- Automobile Association; Gym memberships around the country; Pharmaceutical discounts.
- Discounts on electronic stores; Car or house insurance or discounts through Flight Centre

Table 4 Participation in NZNO activities within the last two years

NZNO Activities	%2019	%2014
Being an NZNO workplace delegate	9.6	9.6
Being an NZNO College or Section member	10.2	9.9
Attended an NZNO meeting inside or outside your work place	56.4	50.4
Voted in an NZNO ballot (MECA Ballot, claims ratification vote)	67.1	62.0
Been on a negotiating team	1.8	
Talked to an NZNO delegate about your own professional or employment issues	27.3	39.1
Talked to an NZNO delegate about NZNO issues (e.g. collective bargaining, campaigns, professional development seminars)	28.4	32.7
Talked to an NZNO organiser about your own employment issues	13.6	27.9
Talked to a Professional Nursing Adviser about professional issues	7.8	22.8
Talked to an NZNO organiser about NZNO issues e.g. collective bargaining, campaigns	12.6	27.9
Signed an NZNO petition or post card	29.8	37.2
Got others to sign an NZNO petition or post card (either at work or outside work)	11.3	17.3
Worn an NZNO T-shirt or lapel sticker or badge at work or outside work	13.3	11.1
Taken part in any NZNO supported rallies or visible actions	28.4	
Talked to your employer or manager about an NZNO matter	15.8	24.8
Talked to an MP about anything - not limited to NZNO issues	4.0	12.3
Rung talk back or written a letter to the editor about anything - not limited to NZNO	1.1	3.4
Provided input for an NZNO Submission	2.7	
Written for Kai Tiaki (e.g. letter to the editor, or article)	2.2	
Contributed to the development of an NZNO or College & Section policy or position statement	1.1	10.3
Represented NZNO or College or Section on a working party or committee	1.6	6.6

Data are provided for both the 2014 and 2019 surveys. A rough measure of participation in NZNO activities in the two survey cohorts can be determined by calculating the sum of the percentages in each column, excluding activities where there was not data available for both years. The activity sum for 2019 is 301, compared with a total of 405 for 2014, indicating around a 25% reduction in participation in NZNO activities.

The activities that were lower in frequency in 2019 compared with 2014 were:

- Talked to an NZNO organiser about your own employment issues (27.3 vs 39.1%)
- Talked to a Professional Nursing Adviser about professional issues (7.8 vs 22.8%)
- Talked to an NZNO organiser about NZNO issues e.g. collective bargaining, campaigns (12.6 vs 27.9%)
- Talked to your employer or manager about an NZNO matter (15.8 vs 24.8%)
- Contributed to the development of an NZNO or College & Section policy or position statement (1.1 vs 10.3%)

Voluntary time involved with NZNO

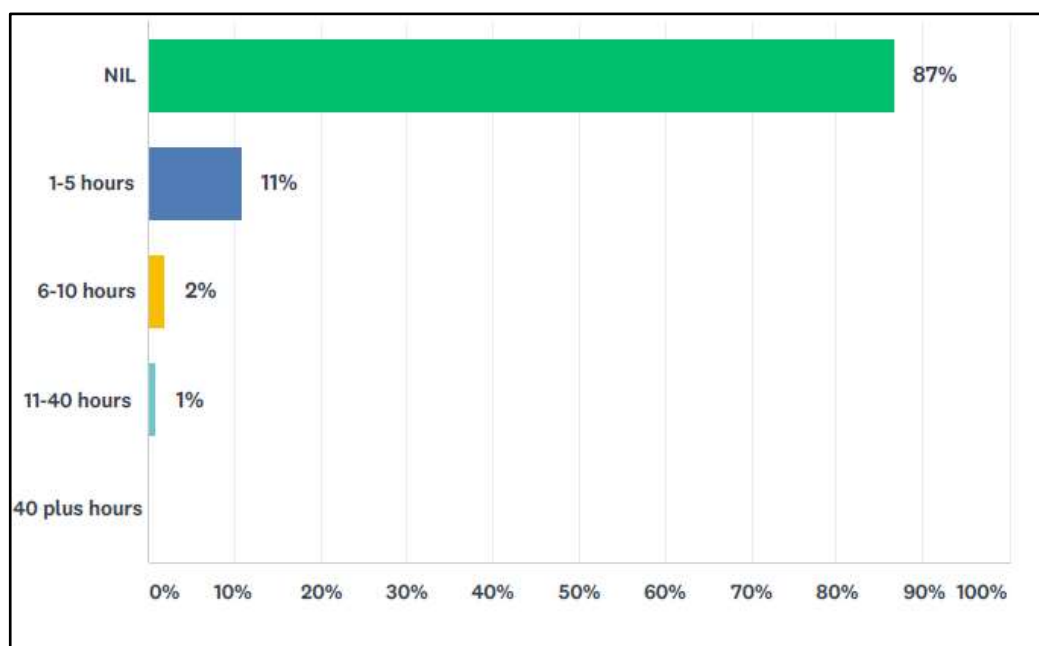


Figure 11 Voluntary time involved with NZNO per month

Respondents were asked how much of their time was involved with NZNO per month. Almost 90% of members who answered this question were not involved with NZNO in their own time. Around 10% of respondents spent between one and five hours of voluntary time involved with NZNO. Very small numbers contributed more than five hours to the organisation per month.

Summary

This survey of member satisfaction conducted for four weeks across July and August 2019 attracted 1080 responses. Registered nurses made up almost 80% of the survey respondents. There was a good spread of responses from throughout New Zealand. The survey results are summarised under the headings below.

Communication between NZNO and the membership

The majority of respondents indicated that they preferred NZNO to communicate with them via email. Some 20% of members did not use social media. Among those who did, 76% used Facebook and Instagram. The NZNO Facebook page was not regarded as an important communication tool.

Governance of NZNO including governance structures and elections

Around 52% respondents felt well informed about the structure and governance of NZNO. Only half of respondents indicated that they voted in NZNO elections, a drop of around 10% on the previous survey. Similarly, respondents were less satisfied with candidates, and had lower confidence in the fairness and transparency of the elections.

Use of NZNO professional and industrial services

Good numbers of respondents had used the MSC, medico-legal or employment related legal services and professional nursing services and were very positive about the assistance they received. There was a decline in the use of NZNO services since the 2014 survey.

Perceptions of NZNO

Respondents were asked whether they agreed or disagreed with 20 statements about the effectiveness of NZNO. The responses indicated very mixed perceptions of the organisation.

Participation in NZNO meetings or activities last two years

There was good participation in a range of NZNO activities.

Use of Membership Benefits

Membership benefits are under-utilised suggesting that advertising the various benefits to members was warranted. Health insurance was the most frequently used benefit.

Voluntary time involved with NZNO

Only around one in ten members spend any appreciable voluntary time involved with NZNO.

Qualitative Feedback

A large number of comments were received from respondents. Common themes were:

- NZNO needs to be more visible and active in the workplace
- NZNO does not reflect the views of members
- Membership fee issues – Lower fee for part-time nurses
- Membership fee issues – Membership fee is too expensive in relation to services
- Disappointment with MECA negotiation process
- Concerns about the state of nursing in New Zealand

Appendix 1. Comments grouped by theme.

NZNO needs to be more visible and active in the workplace

- They are not visible either in the workplace or in media.
- ...engage more if they are more visible and active in the workplace.
- Engage more with the nurses on the workplace front
- More action on a local level
- I would like you to be more visible in our workplace

NZNO does not reflect the views of members

- Views which are not necessarily the view of its members
- NZNO does not always listen to member's needs.
- I don't believe NZNO necessarily represent its members on their own political views
- Not actually responsive to the needs of nurses working under stressful conditions
- Listen to your members!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! Stop putting out the image everything is all rosy when it is not.
- If staffers come to talk to us - don't shut our questions down. Be ready to be challenged because we are an unhappy workforce and you signed up to work for a union. I am sick of the dismissive responses I have had or heard others have when they have the courage to ask the hard questions.
- Stop making decisions, on behalf of the members. Get the members to make the decisions.

Membership fee issues – Lower fee for part-time nurses

- My part-time colleagues struggle with NZNO payments that are the same as FTE staff
- I work minimal hours but still have to pay full subscription rates. Please explain why part time workers are not treated more fairly.
- Rates of membership should be pro- rata again
- My part-time colleagues struggle with NZNO payments
- As a casual RN I would like a reduction in fees

Membership fee issues – Membership fee is too expensive

- Membership is a total waste of money unless you want legal intervention
- NZNO is getting expensive and the support received is minimal
- I would like to know where my membership fees go to
- I seem to pay a lot of money \$500+ /year and all I get is a monthly magazine
- They want our money for little or nothing in return.
- I really don't feel I have received my money's worth from my 20 years' worth of membership fees. I am considering changing to another union.
- Membership fees are increasing and this seems unjustified

Disappointment with MECA negotiation process

- NZNO needs a stronger negotiating team for the MECA. Members were advised to accept the last MECA agreement at our last voting meeting (this persuaded members to vote yes).
- NZNO conducted itself very poorly in the last negotiations

- My lasting impression of NZNO representatives was during the pay negotiations when I asked an NZNO rep "best case scenario what were they going for for us as nurses - Answer " it's none of your concern" as far as I'm concerned you seem to have forgotten who you are working for and who pays your wages
- NZNO is abysmal at being transparent and trustworthy to its members especially during meca negotiations
- Overall i am disappointed with nzno on how it handled the negotiation process.
- Feel they represented the members poorly in the negotiations
- NZNO let us down big time with our last negotiation as working conditions remain very unsafe
- NZNO does not appear to have those they represent in mind whenever they make decisions or negotiate our pay
- I myself felt completely let down during the last negotiations and strike action and was very disappointed to receive an email from NZNO basically telling nurses to accept the pathetic offer.
- At this point, with what has happened with the teachers, negotiation extremely disheartened. How can one workforce get what they want and we as nurses can't even get half of what teachers got
- I don't feel supported by NZNO negotiating team. I feel they caved too early and settled too early. Of particular concern was NZNO encouraging us to accept such a low offer early on in the negotiation process
- I felt let down last year by my union with regard to the MECA negotiations. We need much better conditions to retain and attract more RNs. NZNO rolled over and were not strong enough
- I don't feel like they're negotiating for nurses
- Plan for venues big enough for the numbers expected - too often during MECA negotiations the rooms were too small, people unable to enter the room and standing outside trying to listen. Power point presentations without allowing any discussion are very dissatisfying
- Feels like negotiation for the safe staffing and pay rise was not effective.
- I am disappointed that we didn't hold out for more money in the last negotiation, and that the NZNO advised us to accept the offer.
- During the MECA and subsequent review, I feel as members we have been let down. As a delegate, it has been hard to stay positive as several nurses/delegates have left NZNO partly due to lack of good communication and honesty with members
- We pay enough in membership fees why has NZNO not employed a professional bargaining team to negotiate on our behalf instead of relying on members who have limited experience in this area. I feel very let down by NZNO's attitude to and representation of its members
- At a campaign level, it is disheartening as a member to feel a fragmented voice in negotiations (particularly as a primary health nurse), and that it appears much greater work to gain public support could have been done during DHB negotiations to respond to some public/media opinion with clarity and strength.
- Poor performance by NZNO with their lack of support for those members who were on ACC at the time of the MECA settlement and lump sum payment. NZNO had no foresight into the effect that the lump sum payment would have on members weekly ACC payments consequently those members were financially disadvantaged. NZNO should have inserted a clause into the settlement document which would have protected those members. Furthermore NZNO have distanced themselves from the issue whenever it is raised.
- I am disappointed that we didn't hold out for more money in the last negotiation, and that the NZNO advised us to accept the offer. The teachers union did so much better for their members, and appeared much stronger.

Concerns about the state of nursing in New Zealand

- What is important to me is the NZNO representing my interests to my employer. I do feel that as a nurse I am expected to work harder with ever increasing patient numbers who are increasingly complex, with more complex equipment and electronic documentation. I have no education fund, no equipment or shoe allowance, I pay to park at work, and I have no food subsidies. Rostering practises are inhumane. Nursing just seems to get harder and harder. Benefits have been eroded with every negotiation.
- I think there needs to be more in the media about unsafe staffing still in the acute setting and pressure to improve working conditions. It's all very well having tools such as trend care but when management don't staff accordingly you're going to lose more of our young nurses. I would hate to be a nurse in the acute wards and not be able to give good care to my patient going home unsatisfied and exhausted.
- I don't think NZNO has done enough to address the issue of expanded roles and responsibilities for nurses. For example Starship nursing management have stated that nurses who prescribe will not be re-scoped or offered additional financial compensation for the additional responsibility that comes with prescribing. We are expected to do additional study and take on more work but this is in no way recognised or compensated for. It's time NZNO addressed this issue
- Regarding working conditions I'm very concerned that the situation is getting worse. I work in a very busy 30 bed medical unit and it upsets me we don't have any HCAs to assist the nurses on the floor as they get used for patient watches instead, this has been ongoing for 3 years and the turnover of staff is extremely high. Staffing is also very short and on night shift there are only 3 nurses on and we go without unrelieved meal breaks every night shift. Nurses are burnt out, stressed and I think most have mental health issues due to these unsafe work conditions. I know it is an issue that the dhb are aware of but believe NZNO should be able to help solve these issues and work alongside the dhb on these appalling conditions.

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Mission statement

NZNO is committed to the representation of members and the promotion of nursing and midwifery. NZNO embraces te Tiriti o Waitangi and works to improve the health status of all peoples of Aotearoa/ New Zealand through participation in health and social policy development.

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