

Te Kāwanatanga o Aotearoa New Zealand Government

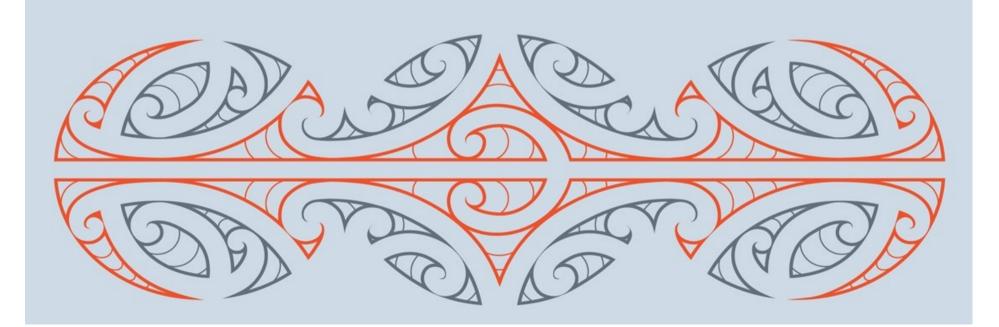
3 - 21 March 2025

Office of Treaty Settlements and Takutai Moana: Te Tari Whakatau Summary Report **Responses:**

101 of 129

Response Rate:

78.3%





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Exploring your results

\triangle	Take time to understand your report. Consider your response rate to determine how representative your results are of the views of your colleagues.
<u>ldi.</u>	Most questions in this report have information about the proportion of colleagues responding positively, neutrally or negatively.
	Identify the areas where you are performing well. These will tend to be high results which are notably above any comparative results. Celebrate these results.
	Identify areas that need improvement. These will be the lower results, and/or those which are scoring notably below your comparators.
1	Generally a difference of -/+ 5 percentage points is worthy of attention, but the size of the group is important. Changes in small groups can be unreliable. A result that appears as 0% or blank may either represent a true 0% result, or a situation
	where a small count means the result has been suppressed to protect employee privacy.





% Agree
% Neither agree nor disagree
% Disagree

	Response scale	% positive 2025	Public Service overall	
The work I do contributes to better outcomes for New Zealand.	94%		94%	87%
The work that I do provides value for taxpayers.	84%	14%	84%	80%
It is important to me that my agency is careful in how it uses taxpayer money.	95%		95%	90%
My manager cares about delivering good value for taxpayers.	77%	19%	77%	79%





Enablers of productivity



% Agree% Neither agree nor disagree% Disagree

		Response	scale	% positive 2025	Public Service overall	
My manager supports my team to deliver on our responsibilities in a timely manner.		72%	1	5% 14%	72%	73%
I have access to the evidence I need to make good decisions.		22	10%	67%	64%	
Senior leaders clearly articulate the direction and priorities for our organisation.		64%	15%	21%	64%	57%
My manager provides me with helpful feedback to improve my performance.	64%		19%	18%	64%	66%
In my organisation, people are encouraged to speak up when they identify a serious policy or delivery risk.	62%		17%	21%	62%	58%
I feel that change is managed well within my organisation.	27%	28%	46	%	27%	30%
I have the support I need from my organisation to manage or improve staff performance that is not meeting expectations. [MANAGERS ONLY]		60%	33	%	60%	60%







% Agree% Neither agree nor disagree% Disagree

	F	Response scale	% positive 2025	Public Service overall		
The people in my team collaborate to get the job done.	89%			89%	84%	
My team has clear work objectives.	82%		82% 9%		79%	
Perceived team productivity		Response scale		% positive 2025	Public Service overall	
Over the last 12 months, how successful has your team been at achieving its objectives?	37%	47%	16%	37%	61%	
What impact does work from home have on your				■ % Me	ery or extremely oderately ightly or not at all	
team's productivity/ ability to get their work done in a timely way?	47%	33%	20%	47%	49%	
[MANAGERS ONLY - with teams <i>able</i> to work from home]	A A	TO DA		No ir	eases productivity mpact reases productivity	
Missing data indicates no data or privacy rules have been applied						





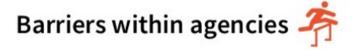


% Agree% Neither agree nor disagree% Disagree

	Re	sponse scale	•	% positive 2025	Public Service overall	
The people in my team are encouraged to come up with new and better ways of doing things.	68%	ó	19%	13%	68%	70%
When suggestions to improve workplace efficiency or productivity are made, they are taken seriously and acted upon.	38% 46%			16%	38%	51%
My team acts on customer feedback to improve our work.	70%		269	%	70%	67%
My team discusses mistakes so we can learn from them.	73	%	16%	11%	73%	76%







% To a great or very great extent
% Somewhat
% Very little or not at all

How much do these issues below prevent you and your team performing at your best?	Response scale					% to a great or very great extent 2025	Public Service overall	
Staffing level/work volumes		55%		3	35%	10%	55%	49%
Inefficient decision making (e.g. slow timelines, senior leader involvement in small decisions, unclear governance processes)	37%		46% 179		17%	37%	34%	
Complicated or unnecessary business processes	3(6%	38	3%	:	26%	36%	37%
Some colleagues/direct reports don't have required skills/motivation	25%	2	27%		47%		25%	25%
Appetite for risk/innovation in my agency	23%		40%		37'	%	23%	27%
Too many meetings	18%	34	%		48%		18%	18%
Poor communication between teams/silos	15%		56%		2	9%	15%	32%
Lack of access to appropriate tools, technology, and information (e.g. unreliable/old IT systems/software/hardware, limited use of AI)		449	% 45%			12%	29%	
Physical environment (e.g. lack of quiet spaces, meeting spaces, security, accessibility)		29%		59	9%		12%	23%





% To a great or very great extent

% Somewhat

% Very little or not at all

Barriers between agencies 🌴

79% of staff at <i>Office for Māori Crown Relations-Te Arawhiti</i> said they work regularly with other government agencies.* These people were asked how much do these <u>interagency</u> challenges impact your ability to get work done?		Resp	oonse scale		% to a great or very great extent 2025	Public Service overall
Problems getting timely information from other agencies		42%	36%	22%	42%	24%
Risk aversion in other agencies	4	10%	39%	21%	40%	22%
Difficulty getting people with the right level of decision-making authority at the table		6	41%	31%	27%	20%
Difficulty reaching consensus	24%		50%	26%	24%	11%
Lack of accountability	16%	27%	5	6%	16%	20%
Need to consult with too many agencies	16%	29%	5	5%	16%	13%
Personality conflicts/trust	12%	26%	629	%	12%	10%
Interagency groups with regular meetings but no clear mandate/objective/authority			78%		4%	13%

^{*} This compares with 57% of the Public Service overall who said they work regularly with other government agencies.





% Agree

% Neither agree nor disagree

% Disagree

Use of technology 🖵

			Response scale	е	% positive 2025	Public Service overall 2025
My organisation takes advantage of te deliver better services/information to t		27%	40%	33%	27%	42%
l feel confident in my ability to learn ne		85%	11%	85%	88%	
How often do you use Al (Artificial Intellige	ence) for work?			% positiv 2025	re Public Se	rvice overall 2025
Weekly	5%			5%	5%	% (Daily)
					7%	o (Weekly)
I've tried it for work, but I don't use it regularly	17%			17%	2%	(Monthly)
						t for work, but I don't use regularly)
I've never tried it for work		78%		78%		ever tried it for work)
					, - (





Māori Crown capability

% Agree
% Neither agree nor disagree
% Disagree

	Response scale	% positive 2025	% positive 2021	Public Service overall 2025
I understand how my agency's Te Tiriti o Waitangi / Treaty of Waitangi responsibilities apply to its work.	99%	99%	98%	77%
I am encouraged and supported to engage with Māori and to understand Māori perspectives.	98%	98%	90%	71%
I feel that leaders in my agency show a commitment to strengthening the relationships between Māori and the Crown	98%	98%	94%	68%
I feel confident in my ability to identify aspects of my agency's work that may disadvantage Māori.	95%	95%	89%	62%
I am comfortable supporting tikanga Māori - Māori cultural values and practice - in my agency (e.g. by using te reo Māori, participating in karakia, hui, mihi	90% 9%	90%	90%	72%
Staff are encouraged to use te reo Māori.	99%	99%	87%	66%
Staff are supported to improve our te reo Māori (e.g. through on-the-job learning, in-house courses, etc).	97%	97%	65%	64%







% Agree% Neither agree nor disagree% Disagree

	Response scale	% positive 2025	Public Service overall
I am confident that my organisation is free and frank in our advice to Ministers.	92%	92%	71%

The above question was only asked of the 83% of staff at Office for Māori Crown Relations-Te Arawhiti who said they were involved in preparing advice for a Minister.

I am confident that in my organisation people get jobs based on merit.

I have a good understanding of what it means to be a politically neutral public servant.

It's important to me that my organisation is open and transparent with the public.

My organisation is working for the long-term good of New Zealand.

S	59%	22%	19%	59%	44%
)	99%			99%	95%
	95%			95%	91%
	94%			94%	87%



New Zealand's Public Service principles are central to the way we deliver services and outcomes for New Zealanders. They help to preserve public trust and confidence in our ability to serve current and future governments. The 5 principles are political neutrality, free and frank advice, merit-based appointments, open government and stewardship.





Integrity Culture

ee

	Response scale	% positive 2025	% positive 2021	Public Service overall 2025
The culture in my organisation supports people to act with integrity.	80% 12%9%	80%		74%
My work colleagues can be trusted to do what is right.	82% 14%	82%	81%	82%
My manager leads by example in ethical behaviour.	85%	85%		83%
I know what to do if I experience or witness wrongdoing or inappropriate behaviour in the workplace.	87% 9%	87%		90%
I feel safe to speak up about wrongdoing or inappropriate behaviour in the workplace.	67% 15% 18%	67%		70%





% Agree

% Neither agree nor disagree

% Disagree

Respectful workplace

	Response scale		% positive 2025	% positive 2021	Public Service overall 2025
The agency I work for supports and actively promotes a workplace where people are respectful towards one another.	73%	20%	73%	79%	73%
I feel accepted as a valued member of the team.	85%		85%	86%	79%
I feel comfortable being myself at work /with my colleagues.	80%	9%	80%	83%	80%





Unacceptable behaviour



In the last 12 months 9.5% of TTW staff said they experienced harassment or bullying.

This compares to 12.1% in the Public Service overall.

Of the people at TTW who experienced bullying or harassment, 0% have reported the behaviour.

Type of harassment of Office for Māori Crow.		Public Service overall		
	Theractions To All all the		373.4	
Sexual Harassment	0.0%		0.8%	
Racial Harassment	0.0%		1.6%	
Bullying		6.3%	9.2%	
Other Harassment or Bullying	0.0%		0.9%	

Source(s) of bullying or harassment Office for Māori Crown Relations-Te Arawhiti			Public Service overall
A current or previous manager/superior		4.2%	6.3%
A direct report or colleague in my agency	0.0%		5.7%
Another professional outside my agency	0.0%		0.6%
A member of public, client, or person in our care	0.0%		1.6%





Reporting unacceptable behaviour



The people who had not (yet) reported the bullying or harassment were asked why they had not done so:	Agency level	Public Service overall
I did not think action would be taken	0.0%	52.0%
I was worried about possible retaliation or reprisals	0.0%	48.4%
It could affect my career	0.0%	44.2%
I didn't want to upset relationships in the workplace	0.0%	41.9%
It was not worth the hassle of going through the reporting pr	0.0%	33.6%
Managers accepted the behaviour	0.0%	25.9%
I didn't think the behaviour was serious enough to report it	0.0%	13.8%
I did not have any evidence	0.0%	12.6%
The issue was resolved informally	0.0%	7.6%
I didn't know how to report	0.0%	5.0%
Someone else reported the behaviour so I didn't have to	0.0%	3.7%
Other	0.0%	7.7%

	Subjected to bullying or harassment	Response scale			% Satisfied Agency level	Public Service overall
I am satisfied with how matters related to bullying/harassment are	No	31%	38%	31%	31%	14% (Yes)
resolved in my organisation.						46% (No)

% Agree

% Neither agree nor disagree

Missing data indicates no data or privacy rules have been applied

% Disagree





Perceived discrimination



In the last 12 months 13% of employees at Office for Māori Crown Relations-Te Arawhiti felt they had experienced some form of discrimination.

This compares to 14% in the Public Service overall.

I believe I have been treated unfairly because of my:	Agency level	Public Service overall
Ethnicity, national origin, race or colour	0.0%	5.4%
Age	5.6%	4.3%
Gender or sex	4.4%	4.0%
Don't know	0.0%	2.8%
Employment status	0.0%	1.8%
Disability	0.0%	1.4%
Ethical belief	0.0%	1.0%
Marital or family status	0.0%	0.9%
Religious belief	0.0%	0.6%
Political opinion	0.0%	0.5%
Sexual orientation	0.0%	0.4%

Percentage totals can exceed the overall figure for the agency because respondents could select as many reasons as applied.





% Neither agree nor disagree

% Neither satisfied nor dissatisfied

62%

% Dissatisfied

69%

% Agree

% Disagree

Employee Engagement

Your Employee Engagement Index score	Response scale	% positive 2025	% positive 2021	Public Service overall 2025
I am enthusiastic about my job.	78% 13% 9%	78%		72%
I would recommend my organisation as a good place to work.	62% 25% 13%	62%		57%
The work I do gives me a sense of accomplishment.	91%	91%		78%
It is important to me that my work contributes to the common good.	95%	95%		96%
			% Satisfied	



How is the index made?

do you feel about your work?

Thinking now about all aspects of your job, overall, how

Each person's score is calculated based on the questions they answered, and then these individual scores are combined to get a measure of overall engagement for the group.

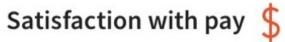
68%

19% 13%

68%







9	% Satisfied
9	% Neither satisfied nor dissatisfied
9	% Dissatisfied

	Response scale			% positive 2025	Public Service overall	
How satisfied are you with your pay	52% 20% 29%		9%	52%	34%	
How satisfied are you with your other employment conditions (e.g. leave, flexible work arrangements, other benefits).	68% 14		14%	17%	68%	61%
					% Agre % Neit % Disa	her agree nor disagree
I feel that my pay adequately reflects my performance.	42%	23%	359	%	42%	30%







In the last 12 months, how often would you say you have experienced work stress?			% agency 2025		Public Service overall 2025	
Never or hardly ever	12%		12%		13%	
Sometimes	37%		37%		42%	
Often or always	51%		51%		44%	
What best describes your current workload?			% agency 2025		Public Service overall 2025	
Well above capacity - too much work	20%		20%		23%	
Slightly above capacity - lots of work to do	4	1%	41%		42%	
At capacity - about the right amount of work to do	29%		29%		30%	
Slightly below capacity - available for more work	8%		8%	8%		
Well below capacity - not enough work	1%		1%		1%	
How do you feel about the balance between yo of work?	our working life an	d your life outside	e % agency 2025	% agency 2021	Public Service overall 2025	
Satisfied	539	6	53%	53%	55%	
Neither satisfied nor dissatisfied	17%		17%	29%	23%	
Dissatisfied	30%		30%	18%	22%	





Career and skills development

% Agree
% Neither agree nor disagree
% Disagree

	Response	e scale		% positive 2025	% positive 2021	Public Service overall 2025
I am encouraged and supported to apply for developmental opportunities (e.g. other roles, secondments, senior positions)	51%	26%	23%	51%	42%	51%
I have access to the learning and development I need to do my job well.	58%	27%	15%	58%	57%	63%
Thinking about your current role, which of the following best describes how you feel about your skills?	t			% positive 2025	% positive 2021	Public Service overall 2025
I have the skills to cope with more demanding work	37%			37%	25%	29%
My skills match well with the work I do	52%			52%	57%	56%
I need further training to do the job well	12%			12%	19%	15%





Reasons to consider leaving

27% said they intend to leave their role permanently in the next 12 months. Anyone who said they wanted to leave permanently or temporarily was asked why. Their reasons for considering leaving are shown below.	Your agency	Public Service overall
Lack of career progression opportunities	57.5%	42.4%
Unsatisfied with pay/remuneration	30.0%	39.4%
More interesting work	20.0%	32.7%
Quality of leadership/management	25.0%	27.8%
Lack of professional development / training opportunities	22.5%	26.3%
Workload too high	25.0%	21.6%
Job impacted by change process/restructuring	17.5%	16.1%
Quality of workplace relationships/ social environment at	12.5%	14.2%
Work not aligned with my job skills, experience or traini	0.0%	13.7%
Unsatisfied with flexible work arrangements	10.0%	12.8%
Bullying or other negative workplace behaviour	10.0%	11.5%
Lack of job security	0.0%	8.8%
Fixed term job ending	10.0%	7.4%
Work location	0.0%	6.7%
Unable to balance caring responsibilities	0.0%	4.8%
Organisation is not accommodating of my disability	0.0%	1.2%
Other	15.0%	18.0%

Percentage totals can exceed 100% because respondents could select as many reasons as applied.





Health and safety support 🕕



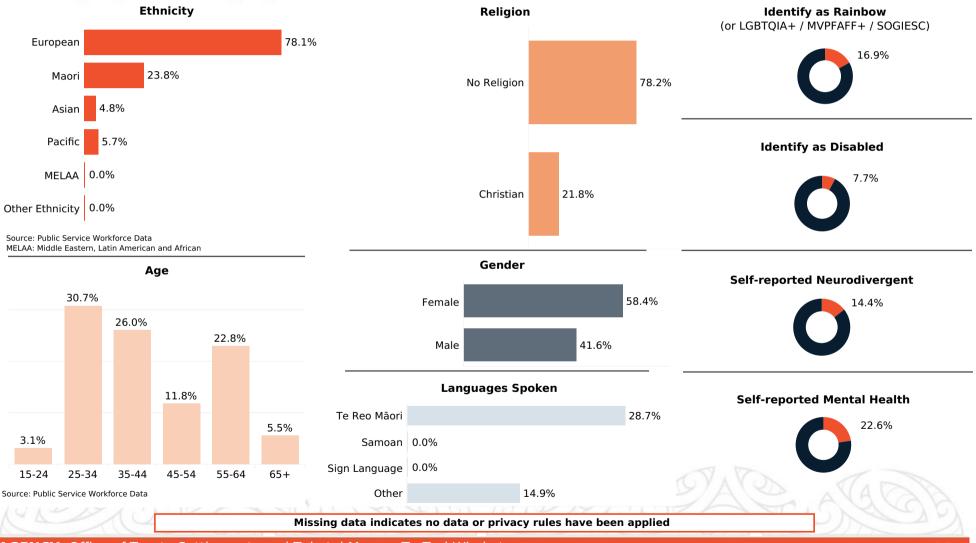
% Agree
% Neither agree nor disagree
% Disagree

	Respons	e scale		% positive 2025	Public Service overall
My manager cares about my health and wellbeing.	86%		13%	86%	81%
Leaders in my organisation demonstrate a commitment to continuously improving health and safety.	57%	28%	15%	57%	67%
Leaders in my organisation demonstrate a commitment to addressing work factors that impact mental health (e.g. workload, workplace relationships, traumatic or distressing work events).	50%	27%	23%	50%	53%



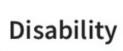


Employee Demographics 2025











	Response scale	% agency 2025	Public Service overall 2025
Do you identify as a disabled person?	7.7%	7.7%	3.9%
Do you use or require any workplace supports or accommodation(s) for your health condition, disability, or impairment? *	7.4%	7.4%	2.4%
Satisfaction with work-place accommodations	Response scale	% satisfied 2025	Public Service overall 2025
Please rate your satisfaction with how your organisation has responded to your needs or supports you to carry out work activities. *		% Satisfied % Neither satis % Dissatisfied	55% fied nor dissatisfied



* These questions were asked of those who either identified as being disabled, or chose *prefer not to answer* or *don't know* to that question and said *yes* to having either a neurodivergent or mental heath condition. This was **8.4%** of staff at your agency.

These results likely understimate the prevalence of disability in the workforce. A different method was used to measure disability in 2021, so results are not comparable between time periods.