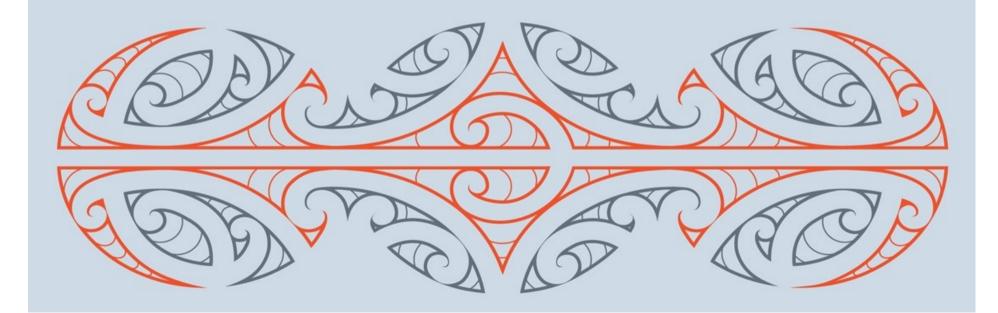


3 - 21 March 2025



#### **Ministry of Transport Summary Report**

Responses:	Response Rate:
180 of 218	82.6%





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#### **Exploring your results**

$\sim$	Take time to understand your report. Consider your response rate to determine how representative your results are of the views of your colleagues.
<u>hh.</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.



# Te Kāwanatanga o Aotearoa New Zealand Government

### Delivering outcomes



	Response scal	e	% positive 2025	Public Service overall
The work I do contributes to better outcomes for New Zealand.	70%	22% 8%	70%	87%
The work that I do provides value for taxpayers.	76%	76% 19%		80%
It is important to me that my agency is careful in how it uses taxpayer money.	94%	94%		90%
My manager cares about delivering good value for taxpayers.	83%	13%	83%	79%

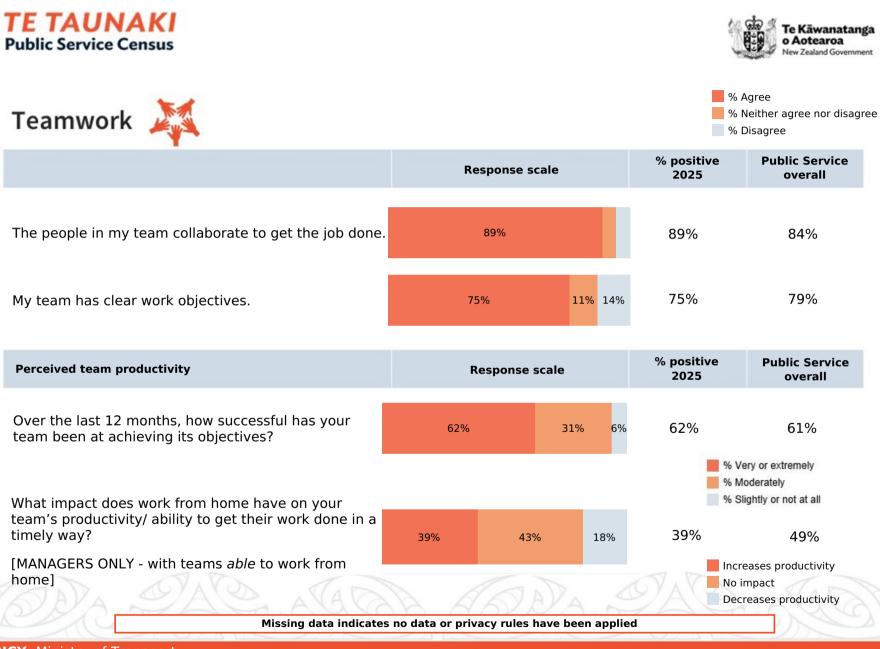




# Enablers of productivity



	Response scale					% positive 2025	Public Service overall			
My manager supports my team to deliver on our responsibilities in a timely manner.		76%			13	<mark>%</mark> 11%	76%	73%		
My manager provides me with helpful feedback to improve my performance.	64%		64%		19% 17%		19% 17%		64%	66%
I have access to the evidence I need to make good decisions.		52%		20% 28%		8%	52%	64%		
In my organisation, people are encouraged to speak up when they identify a serious policy or delivery risk.		44%	20	6%	3	0%	44%	58%		
Senior leaders clearly articulate the direction and priorities for our organisation.		39%	309	%	3	1%	39%	57%		
I feel that change is managed well within my organisation.	16%	26%		58	3%		16%	30%		
I have the support I need from my organisation to manage or improve staff performance that is not meeting expectations. [MANAGERS ONLY]		76%			1	7% 7%	, 76%	60%		



#### **TE TAUNAKI Public Service Census**





	Respo	onse scale		% positive 2025	Public Service overall
The people in my team are encouraged to come up with new and better ways of doing things.	76%		12% 12%	76%	70%
When suggestions to improve workplace efficiency or productivity are made, they are taken seriously and acted upon.	44%	34%	22%	44%	51%
My team acts on customer feedback to improve our work.	77%		20%	77%	67%
My team discusses mistakes so we can learn from them.	70%		19% 11%	70%	76%





# Barriers within agencies 🌴



% 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	40	%	43%		17%	40%	49%				
Inefficient decision making (e.g. slow timelines, senior leader involvement in small decisions, unclear governance processes)	40'	%	39%		21%	40%	34%				
Poor communication between teams/silos	29%		39%	32%		29%	32%				
Complicated or unnecessary business processes	28%		41%	<mark>.%</mark> 30%		30%		28%	37%		
Appetite for risk/innovation in my agency	24%		41% 35		<b>41%</b> 35 <sup>.</sup>		%	24%	27%		
Some colleagues/direct reports don't have required skills/motivation	22%	31%	,	47%		22%	25%				
Physical environment (e.g. lack of quiet spaces, meeting spaces, security, accessibility)	18%	22%	60%		60%		6 60%			18%	23%
Too many meetings	15%	30%	55%		55%			15%	18%		
Lack of access to appropriate tools, technology, and information (e.g. unreliable/old IT systems/software/hardware, limited use of AI)	13%	36%		51%		13%	29%				



# Barriers between agencies 🌴





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

<ul><li>83% of staff at <i>Ministry of Transport</i> said they work regularly with other government agencies.*</li><li>These people were asked how much do these <u>interagency</u> challenges impact your ability to get work done?</li></ul>		Response	e scale		% to a great or very great extent 2025	Public Service overall		
Problems getting timely information from other agencies	34	34% 43%		23%	34%	24%		
Risk aversion in other agencies	28%	41%	)	30%	28%	22%		
Lack of accountability	20%	34%		46%	20%	20%		
Difficulty getting people with the right level of decision-making authority at the table	19%	37%		45%	19%	20%		
Need to consult with too many agencies	16%	32%		52%	16%	13%		
Difficulty reaching consensus	13%	36%	51%		51%		13%	11%
Interagency groups with regular meetings but no clear mandate/objective/authority	12%	29%	59%		12%	13%		
Personality conflicts/trust		27%	61%		12%	10%		

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



### Use of technology 🖵



			Response scale		% positive 2025	Public Service overall 2025
My organisation takes advantage of te deliver better services/information to t		24%	46%	30%	24%	42%
l feel confident in my ability to learn n	ew digital skills.		88%	9%	88%	88%
How often do you use AI (Artificial Intellige	ence) for work?			% positive 2025	Public Se	rvice overall 2025
Daily	9%			9%	5%	6 (Daily)
Weekly	13%			13%	7%	o (Weekly)
Monthly	2%			2%	2%	(Monthly)
l've tried it for work, but l don't use it regularly	28%			28%		for work, but I don't use egularly)
I've never tried it for work		48%		48%	67% (I've ne	ever tried it for work)
DDA DAD	Missing data indicate	es no data	or privacy rules ha	ve been applie	AD	AGG
ICV: Ministry of Transport					UZA UN	



## Māori Crown capability

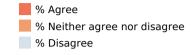


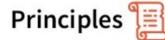


	Res	sponse so	ale	% positive 2025	% positive 2021	Public Service overall 2025
l understand how my agency's Te Tiriti o Waitangi / Treaty of Waitangi responsibilities apply to its work.	45%	29%	6 26%	45%	59%	77%
l am encouraged and supported to engage with Māori and to understand Māori perspectives.	20%	44%	35%	20%	59%	71%
I feel that leaders in my agency show a commitment to strengthening the relationships between Māori and the Crown		2%	46%	22%	74%	68%
l feel confident in my ability to identify aspects of my agency's work that may disadvantage Māori.	45%	34	<b>1%</b> 219	% 45%	51%	62%
l 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	59%		28% 1	4% 59%	62%	72%
Staff are encouraged to use te reo Māori.	34%	37%	29%	34%	63%	66%
Staff are supported to improve our te reo Māori (e.g. through on-the-job learning, in-house courses, etc).	60%		30% 1	10% 60%	84%	64%









	Response	scale		% positive 2025	Public Service overall
l am confident that my organisation is free and frank in our advice to Ministers.	56%	22%	22%	56%	71%

The above question was only asked of the **76%** of staff at *Ministry of Transport* who said they were involved in preparing advice for a Minister.

I am confident that in my organisation people get jobs based on merit.	53%	23%	24%	53%	44%
I have a good understanding of what it means to be a politically neutral public servant.	98%	, D	98%	95%	
It's important to me that my organisation is open and transparent with the public.	97%			97%	91%
My organisation is working for the long-term good of New Zealand.	76%		14% 10%	76%	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





	Response s	% positive 2025	% positive 2021	Public Service overall 2025	
The culture in my organisation supports people to act with integrity.	61%	23% 15%	61%		74%
My work colleagues can be trusted to do what is right.	87%	12%	87%	89%	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.	79%	13% 8%	79%		90%
l feel safe to speak up about wrongdoing or inappropriate behaviour in the workplace.	56%	22% 22%	56%		70%



# 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.	57%	29% 14%	57%	85%	73%
l feel accepted as a valued member of the team.	77%	13%	77%	85%	79%
l feel comfortable being myself at work /with my colleagues.	76%	16% 7%	76%	88%	80%





#### Unacceptable behaviour 🌔



In the last 12 months 13.7% of MoT staff said they experienced harassment or bullying.

This compares to 12.1% in the Public Service overall.

Of the people at MoT who experienced bullying or harassment, 27% have reported the behaviour.



Type of harassment o Ministry o	Public Service overall		
Sexual Harassment	0.0%		0.8%
Racial Harassment	0.0%		1.6%
Bullying		10.9%	9.2%
Other Harassment or Bullying	0.0%		0.9%

	Source(s) of bullying or harassment Ministry of Transport				
A current or previous manager/superior	11.4%	6.3%			
A direct report or colleague in my agency	3.4%	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%			

Missing data indicates no data or privacy rules have been applied





### 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
l did not think action would be taken	61.1%	52.0%
I was worried about possible retaliation or reprisals	61.1%	48.4%
It could affect my career	72.2%	44.2%
I didn't want to upset relationships in the workplace	61.1%	41.9%
It was not worth the hassle of going through the reporting pr	33.3%	33.6%
Managers accepted the behaviour	27.8%	25.9%
I didn't think the behaviour was serious enough to report it	0.0%	13.8%
I did not have any evidence	22.2%	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	
l am satisfied with how matters related to bullying/harassment are	Yes	17%	30%	52%		17%	14% (Yes)
resolved in my organisation.	No	30%		52%	17%	30%	46% (No)
TADA DAD	ATADA	% Agr % Neit	ee ther agree no	or disagree			
Missing data indicates no data or privacy rules have been applied 💋 🖉 % Disagree							



### Perceived discrimination



In the last 12 months 10% of employees at *Ministry of Transport* 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	0.0%	4.3%
Gender or sex	3.8%	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.

Missing data indicates no data or privacy rules have been applied

Te Kāwanatanga o Aotearoa New Zealand Government

**AGENCY:** Ministry of Transport



### Employee Engagement 🧲



% Agree
% Neither agree nor disagree
% Disagree

Your Employee 0.72 Engagement Index score	Response scale			% positive 2025	% positive 2021	Public Service overall 2025	
l am enthusiastic about my job.	59%		26%	15%	59%		72%
I would recommend my organisation as a good place to work.	45%	23%	32	2%	45%		57%
The work I do gives me a sense of accomplishment.	64%		22%	14%	64%		78%
It is important to me that my work contributes to the common good.	ç	95%			95%		96%
						% Satisfied % Neither sa % Dissatisfie	tisfied nor dissatisfied d
Thinking now about all aspects of your job, overall, how do you feel about your work?	52%	26	%	22%	52%	76%	62%



#### How is the index made?

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.



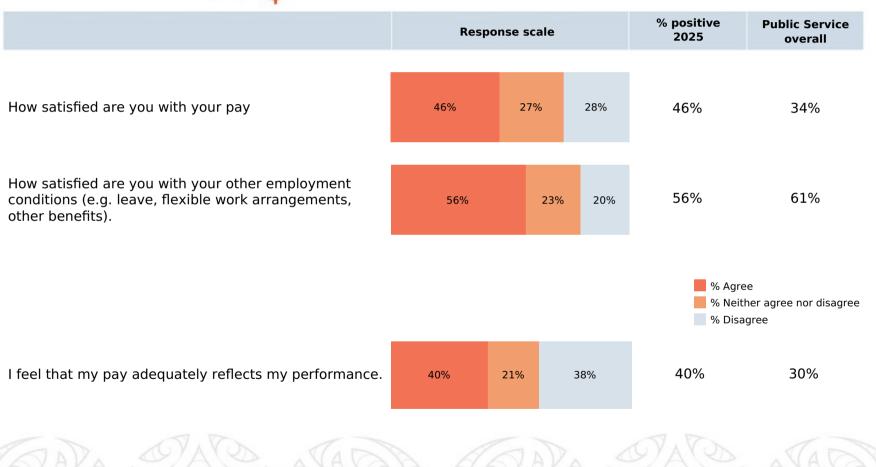


% Neither satisfied nor dissatisfied

% Satisfied

% Dissatisfied

### Satisfaction with pay \$









In the last 12 months, how often would you say	% agency 2025		Public Service overall 2025		
Never or hardly ever	9%		9%		13%
Sometimes	42%		42%		42%
Often or always	49%		49%		44%
What best describes your current workload?			% agency 2025		Public Service overall 2025
Well above capacity - too much work	15%		15%		23%
Slightly above capacity - lots of work to do	46%		46%		42%
At capacity - about the right amount of work to do	31%		31%		30%
Slightly below capacity - available for more work	7%		7%		4%
Well below capacity - not enough work	<mark>2%</mark>		2%		1%
How do you feel about the balance between yo of work?	our working life and you	r life outside	% agency 2025	% agency 2021	Public Service overall 2025
Satisfied	53%		53%	54%	55%
Neither satisfied nor dissatisfied	23%		23%	24%	23%
Dissatisfied	24%		24%	22%	22%
DDA DAC.	ADDA	AD)	DA.	AC	AGG

Missing data indicates no data or privacy rules have been applied



# Te Kāwanatanga o Aotearoa New Zealand Government

# Career and skills development 📑



	Respo	nse scale		% positive 2025	% positive 2021	Public Service overall 2025
l am encouraged and supported to apply for developmental opportunities (e.g. other roles, secondments, senior positions)	46%	28%	26%	46%	50%	51%
I have access to the learning and development I need to do my job well.	51%	33%	16%	51%	67%	63%
Thinking about your current role, which of the following best describes how you feel about your skills?	t			% positive 2025	% positive 2021	Public Servic overall 2025
I have the skills to cope with more demanding work	30%			30%	33%	29%
My skills match well with the work I do	57'	%		57%	57%	56%
I need further training to do the job well	13%			13%	10%	15%





#### Reasons to consider leave

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**42%** said they intend to leave their role permanently in the next 12 months. Anyone who said they wanted to leave permanently or Your agency Public Service overall temporarily was asked why. Their reasons for considering leaving are shown below. 53.3% 42.4% Lack of career progression opportunities 40.0% 39.4% Unsatisfied with pay/remuneration More interesting work 30.0% 32.7% Quality of leadership/management 54.4% 27.8% Lack of professional development / training opportunities 23.3% 26.3% 14.4% 21.6% Workload too high Job impacted by change process/restructuring 8.9% 16.1% Quality of workplace relationships/ social environment at... 22.2% 14.2% Work not aligned with my job skills, experience or traini... 11.1% 13.7% 12.2% Unsatisfied with flexible work arrangements 12.8% 18.9% 11.5% Bullying or other negative workplace behaviour Lack of job security 12.2% 8.8% 0.0% Fixed term job ending 7.4% Work location 5.6% 6.7% 0.0% 4.8% Unable to balance caring responsibilities 0.0% 1.2% Organisation is not accommodating of my disability 15.6% 18.0% Other

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

Missing data indicates no data or privacy rules have been applied



## Health and safety support 🔶





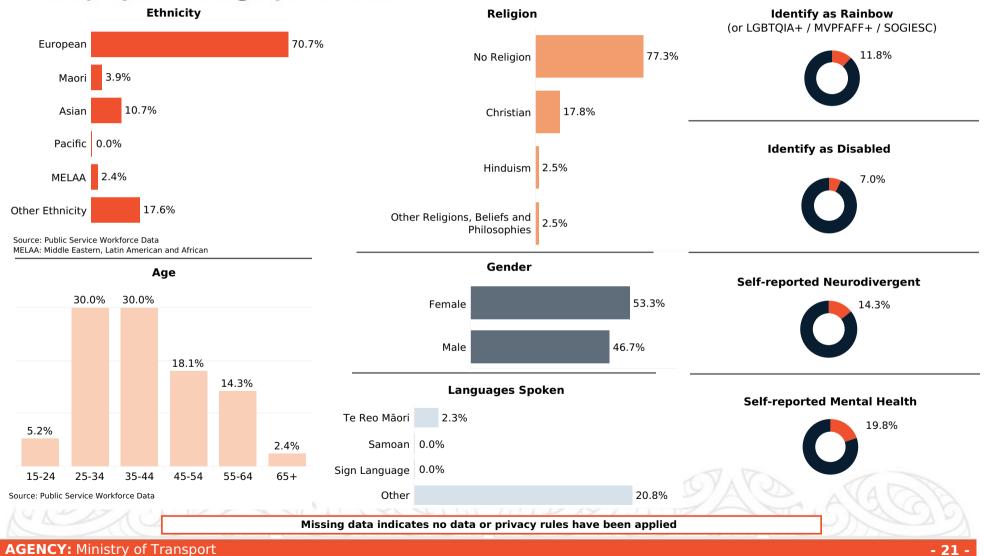
	Response scale			% positive 2025	Public Service overall
My manager cares about my health and wellbeing.	80%		14%	80%	81%
Leaders in my organisation demonstrate a commitment to continuously improving health and safety.	48%	40%	5 12%	48%	67%
Leaders in my organisation demonstrate a commitment to addressing work factors that impact mental health (e.g. workload, workplace relationships, traumatic or distressing work events).	33%	37%	30%	33%	53%







#### **Employee Demographics 2025**



#### TE TAUNAKI Public Service Census





	Response scale	% agency 2025	Public Service overall 2025				
Do you identify as a disabled person?	7.0%	7.0%	3.9%				
Do you use or require any workplace supports or accommodation(s) for your health condition, disability, or impairment? *	4.0%	4.0%	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. *							
* These questions were asked of those who either identified as being disabled, or chose <i>prefer not to answer</i> or <i>don't</i> <i>know</i> to that question and said <i>yes</i> to having either a neurodivergent or mental heath condition. This was <b>7.4%</b> 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.							

Missing data indicates no data or privacy rules have been applied