Public Service Commission
Te Kawa Mataaho

28 October 2026

9(2)(a) privacy

Dear 9(2)(a) privacy

Official Information Act Request
Our Ref: OIA 2026-0326

I refer to your Official Information Act 1982 (OIA) request received by the Public Service Commission Te Kawa Mataaho (the Commission) on 13 October 2026 where you asked:

> *"Under the Official Information Act 1982, I request the following existing information for 1 July 2021 to 30 June 2026.*
> - *Existing annual workforce datasets for MBIE showing headcount, FTE, unplanned turnover, average tenure and vacancy measures, where collected.*
> - *Existing breakdowns of these measures by occupational group, particularly policy analysts, technical specialists, regulatory staff and operational personnel.*
> - *Any existing Public Service Commission research or evaluation addressing the effects of staff turnover, institutional knowledge loss or specialist capability on policy advice and regulatory stewardship."*

Information publicly available – Workforce data

The Commission has been collecting and publishing workforce data on Public Service employees since 2000. The Workforce Data collection is a snapshot of information as at 30 June of each year.

The Commission holds workforce data sets for the Ministry of Business, Innovation and Employment (MBIE), including headcount, FTE, unplanned turnover and average tenure. This can be broken down further by occupational group. You can find this data on our website at the link provided for in the table below.

Item	Date	Document Description	Website Address
1	October 2026	Workforce data: Detailed agency metrics over time — Workforce Data from HR records	https://www.publicservice.govt.nz/data/workforce-data/data-drilldown#:~:text=Detailed%20agency%20metrics%20over%20time%20%E2%80%94%20Workforce%20Data%20from%20HR%20records%C2%A0

Research on workforce turnover and institutional knowledge

The Commission has not undertaken any specific research or evaluation examining the effects of staff turnover, institutional knowledge loss or specialist capability on policy advice and regulatory stewardship.

However, there is research relevant to aspects of your request, including work co-authored by Dr Rodney Scott while employed at the Commission, as well as research commissioned by the Commission relating to institutional memory and institutional amnesia. This research is publicly available to purchase at the links in the table provided below.

Item	Document Description	Website Address
2	Institutional Memory as Storytelling: How Networked Government Remembers	https://www.publicservice.govt.nz/research-and-data/institutional-memory-as-storytelling-how-networked-government-remembers
3	Singular memory or institutional memories? Towards a dynamic approach	https://www.publicservice.govt.nz/research-and-data/singular-memory-or-institutional-memories-towards-a-dynamic-approach
4	Institutional Amnesia in Government: how much is enough?	https://www.publicservice.govt.nz/research-and-data/institutional-amnesia-in-government-how-much-is-enough

While the research listed above is available for purchase from the relevant publishers, you may also find copies of this research at Public Libraries.

Accordingly, I have refused these parts of your request under section 18(d) of the OIA on the grounds the information requested is publicly available.

Information not held – Vacancy measures

The Commission does not collect or hold information on MBIE's vacancy measures. Therefore, I am refusing this part of your request under section 18(e) of the OIA on the grounds the information requested does not exist.

If you wish to discuss this decision with us, please feel free to contact Enquiries@publicservice.govt.nz.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that we intend to publish this response (with your personal details removed) on the Commission's website.

Yours sincerely



Nicky Dirks
Manager – Ministerial and Executive Services
Public Service Commission Te Kawa Mataaho