

Attachment One: Summary of all written staff comments in NZ Transport Agency 'Ask Our Team' in 2018

February 2018 Pulse Survey

We asked 3 open-ended questions in the February pulse survey, inviting our people to comment.

These questions were:

- **What do you think has improved the most at work over the last year?** (830 responses)
- **What is the best thing about working at the Transport Agency?** (915 responses)
- **If you could choose one thing that you would like to change in the organisation, what would it be?** (908 responses)

The responses to these questions included positive sentiments, such as:

- There is increased knowledge of teaming and collaboration across the Agency
- Many people said the best thing about working at the Agency was "the positive impact we make with our customers"
- Our structure and DNA is starting to embed across the organisation.

Areas for improvement statements were that:

- A lot of people still do not fully understand the operating model and strategy
- A lot of people still need clarity around what others do and how we work together to get things done.
- People are unsure about the decision-making process