

16 February 2018

Dileepa Fonseka
Reporter
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REF: OIA-3463

Dear Dileepa

Request made under the Official Information Act 1982

Thank you for your email of 21 December 2017 requesting the following information under the Official Information Act 1982 (the Act):

Just got an auto-reply from Andy that says he's on leave so am sending this to you two as well.

Are you able to email me the staff satisfaction survey results from 2016? I asked for these before but [sic] they weren't provided because the methodology used was different.

An explanation of how this survey was different would be great too (although if the latter is too difficult to provide then just the satisfaction/dissatisfaction rate of the former is fine).

I'm also looking for:

- *A breakdown of what departments staff who left in the December 2016-November 2017 period left from (I previously received numbers of staff who left the organisation within this period).*

Sorry to be an additional pain, but it is it also possible to reclassify those numbers to see how many staff have left NZTA since April 2016 (and from what departments)?

It would be good to have comparable data for the period April 2015-April 2016 but I understand if this last part is difficult to do in this time.

Response

Staff satisfaction survey results 2016 and 2017

In 2016, the New Zealand Transport Agency (NZ Transport Agency) ran a Gallup engagement survey. The overall result, commonly known as the Grand Mean, was 4.16.

In March 2017, the NZ Transport Agency ran an organisational wide survey using the methodology of the Ask Your Team (AYT) survey. The overall result of the March 2017 survey was a 61 percent average 'positive response' to each question in the survey.

The difference between 2016 and 2017 survey results

As previously indicated to you in response to your earlier enquiries, there is no meaningful comparison between the results of the surveys undertaken in 2016 and 2017.

2017 was the first year the NZ Transport Agency has used the AYT survey. The AYT survey and the Gallup engagement survey are based on different methodologies.

Gallup Q12 engagement survey

The Gallup engagement survey is made up of 12 core questions. The overall result is known as the Grand Mean, which is the average response of all participants across these twelve questions. The Gallup Q12 survey provides a measurement of 'Employee Engagement'. Further information on the Gallup methodology is publicly available on the Gallup website: <https://q12.gallup.com/>

Ask Your Team survey methodology

The AYT survey is not an engagement or satisfaction survey and asks a broader range of questions than the Gallup survey. The survey is made up of 68 assertions and questions and is designed to measure a range of 'success factor' areas around organisational performance.

The AYT survey does not provide a satisfaction result, which is why no direct comparison can be made between the NZ Transport Agency's 2016 and 2017 survey results.

Further information on the AYT methodology is publicly available on the AYT website: <https://askyourteam.com/>

Public Sector Benchmarks

While the surveys themselves are not comparable, both surveys provide benchmarks which the NZ Transport Agency has compared results against. In both surveys, results placed the NZ Transport Agency in the middle of organisations surveyed according to the relevant benchmark.

	NZTA RESULTS	RELEVANT BENCHMARK
2016 Gallup Engagement result	Grand mean 4.16 (57 th percentile)	The 50 th percentile for the Gallup survey (worldwide) was 4.07 at the time the survey was taken
2017 Ask Your Team survey	61% average positive response	The AYT benchmark (New Zealand) was 61% at the time the survey was taken

Figure 1: NZTA survey results compared to relevant benchmark

Breakdown of staff that have left between December 2016 to November 2017

Between December 2016 and November 2017, 229 staff left the organisation. 176 staff left in the previous twelve month period. The breakdown of departments is shown in Figure 2.

BUSINESS GROUP*	DEC 2015 – Nov 2016 (12 MONTH PERIOD)	DEC 2016 – Nov 2017 (12 MONTH PERIOD)
Access & Use	63	78
CEOs Office	2	5
Highways & Network Operations	40	48
Organisational Support	34	50
People & Capability	5	8
Planning & Investment	24	24
Strategy, Communications & Performance	8	16
Total	176	229

Figure 2: Number of staff who left NZTA by business group between December 2015 and November 2017

Number of staff that left NZTA from April 2015 to November 2017, by department.

In the 12 month period between April 2015 to Mar 2016, 130 staff left the NZ Transport Agency. In the 20 month period between April 2016 and November 2017, 352 staff left the NZ Transport Agency. Figure 3 provides a breakdown of departments staff left during these periods.

BUSINESS GROUP*	APR 2015 – MAR 2016 (12 MONTH PERIOD)	APR 2016 – MAR 2017 (12 MONTH PERIOD)	APR 2017 – NOV 2017* (8 MONTH PERIOD)
Access & Use	42	73	46
CEOs Office	1	2	4
Highways & Network Operations	40	36	36
Organisational Support	20	44	34
People & Capability	2	6	6
Planning & Investment	15	26	19
Strategy, Communications & Performance	10	8	12
Total	130	195	157

Figure 3: Number of staff who left NZTA by business group between April 2015 and November 2017

*NZTA moved to a new structure on 3 July 2017. For ease of understanding the previous business group names have been used.

If you would like to discuss this reply with the NZ Transport Agency, please contact Andy Knackstedt, Senior Manager, Media, by email to Andrew.Knackstedt@nzta.govt.nz or by phone on 021 276 3222.

Yours sincerely



Barbara Harrison
General Manager People