

Attachment One: Summary of all written staff comments in NZ Transport Agency engagement surveys since March 2016

Presented in reverse chronological order

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

October 2017 Pulse Survey

We asked two open-ended questions in the October pulse survey, inviting our people to comment. These questions were:

- **If you could choose one thing that you would like to change in the organisation, what would it be?** (815 responses)
- **What would help you better in a “teaming” environment?** (793 responses)

Below are the key themes from the two questions:

- More clarity and understanding around role and role expectations
- Improve communications from leaders and across/between groups
- New culture needs time to embed

March 2017 Full Survey

We asked two open-ended questions in the October pulse survey, inviting our people to comment. These questions were:

- **If you could choose one thing that you would like to change in the organisation, what would it be?** (858 responses)

- **Thinking about the last three months, what has made you most proud?** ([834 responses](#))

Below are the key themes from the two questions.

- People are proud of the Agency and the work they're doing
- Greater focus on collaboration required
- Leaders need to role-model the culture
- Improve communications and IT systems
- More autonomy around decision making

March 2016 Gallup Survey

We asked two open-ended questions in the 2016 Engagement Survey, inviting our people to comment. The questions were:

- **If there was ONE thing you could change about any aspect of working here, what would it be?** ([868 comments](#)); and
- **What is the best thing about working for the Transport Agency?** ([958 comments](#))

Here is a summary of some of the key themes that emerged:

The best thing about working at the Transport Agency:

- Either the people or my people leader
- Making a difference for New Zealand
- Being proud to work at the Transport Agency
- The variety of work
- Great development opportunities

In response to the ONE thing you could change about any aspect of working here, a number of themes emerged:

- Working more collaboratively
- Focusing on fewer priorities
- Creating efficiencies
- Streamlining communications