

Answer to Written Question 9996 (2026)

National Infrastructure Funding and Financing Limited:

NIFFCo conducted staff satisfaction surveys in 2024 and 2025 using Gallup:

June 2024 – Gallup – 4.12

June 2025 – Gallup – 4.11

Crown Infrastructure Delivery:

Date survey conducted	Who conducted survey	Survey result
20-31 May 2024	Gallup – Q12	4.33 (92 nd percentile)
28 February to 7 March 2025	Bamboo eNPS	27
2-9 October 2025	Bamboo eNPS	-3

* In 2024 CID moved from Gallup to an inhouse system. The survey was still anonymous however the scoring mechanism is different hence there is no direct comparison from 2024 to 2025. We used the inhouse database to assess whether our eNPS result compared well with the 2024 survey.

Infrastructure Commission:

Date Survey conducted	Internal or external	Overall satisfaction score
4 March 2024	Internal staff engagement survey	56%
11 October 2024	Internal staff engagement survey	61%
23 May 2025	Internal staff engagement survey	71%
3 December 2025	Internal staff engagement survey	63%