

Written Question: 10088 (2026)

What staff engagement, morale, or culture surveys, if any, have been conducted by any department or entity for which the Minister is responsible since 27 November 2023, listed by department or entity, date conducted, the organisation that administered the survey if external, and the overall engagement or satisfaction score reported?

Answer:

Please refer to the table for the details requested. I am advised that results from WorkSafe New Zealand's March 2026 survey are still being analysed and are not yet available. WorkSafe has been through significant organisational change over the past two years, which commonly affects employee sentiment scores. A negative eNPS in this context is not unusual and the trend is moving in a positive direction.

WorkSafe Engagement & Employee Net Promoter Scores			
Date	Engagement Score	Employee Net Promoter Score[†]	Administered by
November 2023	48%	-79%	AskYourTeam
May 2025	58%	-57%	AskYourTeam
August 2025	64%	-37%	AskYourTeam
November 2025	67%	-29%	AskYourTeam

[†] eNPS is a simple way of measuring how likely employees are to recommend their organisation as a place to work.

Responses are grouped into three categories:

- Promoters (9–10) — genuinely enthusiastic advocates
- Passives (7–8) — satisfied but not actively promoting
- Detractors (0–6) — disengaged or dissatisfied employees

The score is calculated as: % Promoters minus % Detractors. Passives are excluded from the formula entirely.

If more people score 0–6 than score 9–10, the result is a negative, even if most of the workforce is actually reasonably satisfied (sitting in the Passives band).