

Sarah Hillsdene
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12 September 2024

Dear Sarah,

OIA 24-25-13: Engagement Scores & Free Text

Thank you for your email on 15 August 2024 to New Zealand Trade and Enterprise (NZTE), making a request under the Official Information Act 1982 (the Act). You requested the following information:

Please supply your recent Staff Engagement scores by division/business-unit, along with all anonymised free-text comments/feedback collected via the survey.

Lastly, what were the scores last year - compared to this year?

The OurVoice Survey is a confidential survey that runs annually for all NZTE people. The survey asks a number of questions, which are grouped into categories for reporting purposes. People are asked to indicate their level of agreement to each question. Results are reported as the proportion of people (%) that participated who either agreed or strongly agreed to the question posed.

Appendix One shows employee engagement scores by each NZTE business groups.

Your request for free text comments/feedback collected via the survey is withheld under the following sections of the Official Information Act:

- s9(2)(a): to protect the privacy of natural persons.
- s9(2)(ba) to protect information which is subject to an obligation of confidence where the making available of the information
 - i. (i) would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied.

You have the right under section 28(3) of the Act to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at: www.ombudsman.parliament.govt.nz or freephone: 0800 802 602.

Yours sincerely



Melissa Trochon
Director – Board & Ministerial

Appendix One: Our Voice survey results by NZTE division for 2023 and 2024

Business Units	2023
International	69%
Customer Solutions	77%
People & Kōrako	78%
Strategy, Performance and Partners	74%
Digital and Data	*N/A
Export Customers	71%
Investment	69%

*Digital and Data was part of Strategy, Performance and Partners in 2023.

Business Units	2024
International	68%
Customer Solutions	65%
People & Kōrako	*N/A
Strategy, People and Partners	62%
Digital and Data	61%
Export Customers	73%
Investment	57%

*People and Kōrako became part of Strategy, People and Partners in 2024.