Urupounamu 2020

Urupounamu is the LINZ engagement survey, initiated in 2017. The survey provides information on how our people feel about particular topics which supports the business to consider how we are performing, what our strengths are and areas the organisation could focus on to improve.

Invitations to participate in the survey were sent to all LINZ employees and contractors on 7 September 2020; the survey accepted responses until 11 September. There were 33 items in the survey, 29 of which used the Ask Your Team rating scale (*Don't know, strongly disagree, disagree, somewhat disagree to somewhat agree, agree, strongly agree*). There were also four questions where survey respondents could express their thoughts via open text.

Released under the Official Information Act 1982

LINZ Participation rate

Year	Participation rate	Engagement score
2020	73%	68%
2019	80%	72%
2018	88%	70%
2017	88%	67%

10 Highest rated items

Item	Rating
My immediate leader supports people who bring innovative ideas	79%
My immediate leader shares information with me that enables me to do my job effectively	79%
The actions of my immediate leader are consistent with our BEST values	79%
My business unit has objectives that are aligned with LINZ strategic objectives	77%
My immediate leader provides me opportunities to develop my skills and competencies	77%
Health & Safety is taken seriously at LINZ	76%
LINZ is a great place to work	75%
The LINZ work environment is inclusive and supports diversity	73%
I have regular and effective feedback and performance reviews	72%
The contributions of individuals are recognised in my team	72%

10 Lowest rated items

Item	Rating
Poor performance is managed effectively at LINZ	47%
The measurements we use show clearly whether or not we are on target	55%
Leaders at LINZ make and deliver hard decisions in an effective way	57%
We have the technology to effectively support our operational processes	58%
Honesty and directness are valued at LINZ	61%
I feel comfortable speaking up	63%
We are provided with meaningful updates on how LINZ is performing	63%
LINZ consults effectively with stakeholders	64%
LINZ places enough emphasis on the importance of our customers' needs in how we work	66%
I feel prepared for organisational change	67%

Key	
Green	84–100%
Yellow	68-83%
Orange	50-67%
Red	Less than or equal to 49%

Free text comments

Due to the significant number of responses to the free text questions (indicated in the table below), we have not included an analysis from theming for these questions in this initial report. The sheer amount of feedback and level of concerted effort from our people in responding to these questions deserves significant and dutiful consideration. We anticipate thematic review will take approximately a week to conclude. Once we have analysed and summarised the responses into themes, we will share with ELT and provide recommended actions based on the responses.

Open text questions	Responses
If you could implement a great idea or change something at LINZ, what would that be?	404
How can LINZ better support our disabled people?	202
What is one thing you really value about working at LINZ?	500
Do you have anything else to add?	208

Released under the Official Information Act 1982

Land Information New Zealand
Toitū te whenua

Business Group comparison using September 2020 responses

#	Item	LINZ	BT	Corp	CP	LI	POI	PR	S&S
1	LINZ places enough emphasis on the importance of our customers' needs in how we work	66%	71%	61%	61%	68%	63%	67%	67%
2	LINZ is a great place to work	75%	82%	75%	62%	80%	78%	71%	73%
3	The contributions of individuals are recognised in my team	72%	83%	76%	61%	80%	75%	63%	74%
4	Honesty and directness are valued at LINZ	61%	69%	65%	52%	68%	67%	55%	56%
5	Health & Safety is taken seriously at LINZ	76%	81%	78%	64%	81%	75%	74%	81%
6	The LINZ work environment is inclusive and supports diversity	73%	82%	73%	65%	75%	73%	69%	73%
7	I am motivated by LINZ's purpose and outcomes	69%	76%	65%	64%	80%	65%	63%	78%
8	Agile practices will improve our organisations performance	68%	76%	65%	67%	76%	62%	66%	58%
9	I use our policies and procedures to help understand what is expected of me at LINZ	68%	69%	70%	63%	70%	63%	68%	68%
10	The environment at LINZ supports people to talk about mental health and wellbeing	67%	74%	68%	54%	73%	69%	64%	66%
11	I feel prepared for organisational change	67%	79%	70%	57%	70%	69%	59%	66%
12	I feel comfortable speaking up	63%	73%	71%	51%	66%	66%	55%	61%
13	Our external providers make a positive contribution to our LINZ's performance	67%	72%	67%	70%	68%	68%	60%	70%

Released under the Official Information Act 1982

14	My immediate leader shares information with me that enables me to do my job effectively	79%	84%	80%	67%	86%	82%	73%	84%
15	We are provided with meaningful updates on how LINZ is performing	63%	71%	62%	56%	70%	62%	60%	59%
16	The actions of my immediate leader are consistent with our BEST values	79%	84%	78%	69%	84%	82%	74%	81%
17	The Executive Leadership Team treat people the way they ask us to treat others	69%	76%	71%	60%	74%	71%	64%	68%
18	Leaders at LINZ make and deliver hard decisions in an effective way	57%	65%	58%	51%	65%	60%	50%	56%
19	My immediate leader supports people who bring innovative ideas	79%	86%	81%	67%	83%	85%	74%	77%
20	My immediate leader provides me opportunities to develop my skills and competencies	77%	84%	77%	66%	83%	84%	70%	81%
21	I have regular and effective feedback and performance reviews	72%	77%	73%	62%	82%	74%	67%	78%
22	My role and responsibilities at LINZ are clearly defined	70%	76%	74%	58%	76%	67%	65%	72%
23	Poor performance is managed effectively at LINZ	47%	56%	51%	34%	56%	42%	43%	55%
24	The measurements we use show clearly whether or not we are on target	55%	60%	53%	45%	60%	57%	53%	58%
25	LINZ collaborates effectively with other relevant organisations	67%	74%	65%	61%	69%	68%	63%	63%
26	LINZ consults effectively with stakeholders	64%	70%	60%	57%	66%	63%	62%	64%
27	My business unit has objectives that are aligned with LINZ strategic objectives	77%	83%	77%	67%	88%	76%	73%	79%
28	I have access to the information I need to do my job as effectively as possible	68%	78%	69%	58%	75%	67%	62%	76%
29	We have the technology to effectively support our operational processes	58%	74%	56%	48%	61%	51%	53%	62%

Released under the Official Information Act 1982

Land Information New Zealand
Toitū te whenua

Released under the Official Information Act 1982