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OIA-2023-4660

31<sup>st</sup> March 2023

Paul

[fyi-request-22008-a5512cf2@requests.fyi.org.nz](mailto:fyi-request-22008-a5512cf2@requests.fyi.org.nz)

Dear Paul

I refer to your email of 6 March 2023 requesting information on the 2022 Pulse survey and reviews of the New Zealand Defence Force (NZDF), specifically:

1) *I am requesting the Pulse results for the CIVILIAN rank bracket.*

*Additionally, a past defence review calculated that military personnel receive a number of additional benefits (over and above civilian employees) – the value of these additional benefits is approximately 35% over base remuneration. The margin is 31% if clothing is excluded. In \$ terms, excluding clothing, this has been calculated at \$23,000 per annum. (Defence review 2009)*

*This study led to civilianisation of the military in 2000+ positions, intended to save \$46 mil.*

2) *Have any similar reviews been carried out post the Defence white paper 2016, if so could you please provide a copy?*

3) *Whether a review has been carried out have or not what is the current calculated value of the “additional benefits” that military personnel receive?*

Your request has been considered under the Official Information Act 1982 (OIA).

The NZDF 2022 Pulse survey results for civilian staff are enclosed. The analysis you refer to was undertaken as part of the Value for Money: Review of New Zealand Defence Force led by Sir Roderick Deane and presented in 2010. It was conducted independently of the NZDF or Ministry of Defence. No similar reviews have been conducted since the 2016 Defence White Paper. Your request for copies of any such reviews is therefore declined in accordance with section 18(e) of the OIA.

There have been significant changes in the benefits available and provided to military personnel since the analysis presented in 2010. For example, the ‘military factor’ has increased to \$14,923; the Universal Accommodation payment is no longer paid; and other allowances have been instigated. In most cases, allowances for military personnel are variable and are not available to all personnel at the same time. Allowances are paid on a case-by-case basis and, for example, may start and stop based on rank, work location, activity or other factors. This ensures personnel are not materially disadvantaged by their service and specifically those exigencies related to their service. Given this variability, it would be extremely difficult to calculate an average value that would be representative for

all NZDF personnel, or even to calculate what portion is considered a benefit rather than reimbursement.

Superannuation, life insurance and other benefits are also available to military personnel and civilian staff. With its Kiwisaver scheme, the NZDF pays 1 percent more than the statutory 3 percent to all enrolled employees.

For the reasons outlined above, there is no current calculated value of the 'additional benefits' for military personnel and this aspect of your request is declined in accordance with section 18(e) of the OIA.

You have the right, under section 28(3) of the OIA, to ask an Ombudsman to review this response to your request. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Responses to official information requests are proactively released where possible. This response to your request will be published shortly on the NZDF website.

Yours sincerely

**AJ WOODS**

Air Commodore

Chief of Staff HQNZDF

**Enclosure:**

1. NZDF Pulse survey results 2022 – Civilian

Results for: **NZDF 2022** ▼

Filters ▼

ARM: **CIVIL STAFF** ▼ SERVICE: All ▼ PORTFOLIO: All ▼ COMPETENCY GROUP: All ▼ RANK: All ▼ GENDER: All ▼ BRANCH: All ▼ LOCATION: All ▼ TRADE: All ▼

Who lives in the same household as you?: All ▼ Which ethnic group do you belong to?: All ▼ Which of the following options best describes how you think of yourself?: All ▼ I am currently:: All ▼

### Overall Scorecard

The scorecard shows all scores for all categories within the survey. Expand each category via the arrow to see the individual scores for all questions in a category.

**Blue** represents the % of favourable responses (agree and strongly agree)

**Grey** represents the % percentage of neutral responses

**Red** represents the % of unfavourable responses (disagree & strongly disagree)

# Released under the Official Information Act 1982

Name	Responses	Distribution	NZDF Overall 2022	NZDF Overall 2021	Global
▼ NZDF / Service Purpose		<div style="display: flex; width: 100%;"><div style="width: 72%;"></div><div style="width: 21%;"></div><div style="width: 7%;"></div></div>	67% ^	-	-
I know what the NZDF is trying to achieve.*	1,865	<div style="display: flex; width: 100%;"><div style="width: 79%;"></div><div style="width: 15%;"></div><div style="width: 6%;"></div></div>	65% ^	75% ^	74% ^
I know how the (Service/Portfolio) contributes to the purpose of the NZDF.	1,818	<div style="display: flex; width: 100%;"><div style="width: 61%;"></div><div style="width: 27%;"></div><div style="width: 11%;"></div></div>	72% v	-	79% v
I use NZDF's core values to help me make decisions.	1,864	<div style="display: flex; width: 100%;"><div style="width: 76%;"></div><div style="width: 20%;"></div><div style="width: 4%;"></div></div>	73% ^	78% v	-
I understand that increased diversity will improve NZDF performance.*	1,864	<div style="display: flex; width: 100%;"><div style="width: 71%;"></div><div style="width: 22%;"></div><div style="width: 7%;"></div></div>	59% ^	72%	-
▼ Organisational Leadership		<div style="display: flex; width: 100%;"><div style="width: 56%;"></div><div style="width: 28%;"></div><div style="width: 16%;"></div></div>	48% ^	-	-
I trust senior/organisational leadership (COL(E) and above).*	1,862	<div style="display: flex; width: 100%;"><div style="width: 51%;"></div><div style="width: 31%;"></div><div style="width: 18%;"></div></div>	40% ^	49% ^	68% v
I have seen senior/organisational leadership (COL(E) and above) consistently modelling the behaviours expected from me.	1,858	<div style="display: flex; width: 100%;"><div style="width: 47%;"></div><div style="width: 36%;"></div><div style="width: 17%;"></div></div>	39% ^	-	69% v
The NZDF visibly supports diversity in the workplace.	1,865	<div style="display: flex; width: 100%;"><div style="width: 75%;"></div><div style="width: 18%;"></div><div style="width: 7%;"></div></div>	73%	79% v	72% ^
The communication I receive is clear and consistent.	1,865	<div style="display: flex; width: 100%;"><div style="width: 51%;"></div><div style="width: 26%;"></div><div style="width: 23%;"></div></div>	40% ^	-	-
▼ Unit Leadership		<div style="display: flex; width: 100%;"><div style="width: 76%;"></div><div style="width: 14%;"></div><div style="width: 9%;"></div></div>	77%	-	-
I trust my unit leadership.	1,865	<div style="display: flex; width: 100%;"><div style="width: 73%;"></div><div style="width: 14%;"></div><div style="width: 13%;"></div></div>	73%	-	78% v
I have seen my unit leadership consistently modelling the behaviours expected of me.	1,865	<div style="display: flex; width: 100%;"><div style="width: 68%;"></div><div style="width: 19%;"></div><div style="width: 14%;"></div></div>	70%	-	73% v
The person I report to encourages and accepts different perspectives and new ways of doing things.*	1,865	<div style="display: flex; width: 100%;"><div style="width: 81%;"></div><div style="width: 12%;"></div><div style="width: 7%;"></div></div>	81%	79% ^	74% ^
I trust the person I report to.	1,865	<div style="display: flex; width: 100%;"><div style="width: 81%;"></div><div style="width: 12%;"></div><div style="width: 7%;"></div></div>	83%	-	81%
I have seen the person I report to consistently modelling the behaviours expected of me.	1,866	<div style="display: flex; width: 100%;"><div style="width: 77%;"></div><div style="width: 15%;"></div><div style="width: 8%;"></div></div>	79%	-	82% v
I feel valued by the person I report to.	1,866	<div style="display: flex; width: 100%;"><div style="width: 78%;"></div><div style="width: 14%;"></div><div style="width: 8%;"></div></div>	77%	86% v	-
▼ My Workplace		<div style="display: flex; width: 100%;"><div style="width: 69%;"></div><div style="width: 18%;"></div><div style="width: 13%;"></div></div>	68%	71% v	-
I feel comfortable to be myself at work.	1,865	<div style="display: flex; width: 100%;"><div style="width: 82%;"></div><div style="width: 11%;"></div><div style="width: 6%;"></div></div>	81%	81%	80% ^
How would you rate the current level of morale in your unit/workplace?	1,866	<div style="display: flex; width: 100%;"><div style="width: 34%;"></div><div style="width: 37%;"></div><div style="width: 29%;"></div></div>	30% ^	36% v	-
I feel confident to challenge or call out behaviours that are not in line with our values or make me uncomfortable (either during or outside of work).*	1,866	<div style="display: flex; width: 100%;"><div style="width: 76%;"></div><div style="width: 13%;"></div><div style="width: 11%;"></div></div>	77%	78% v	-
I am able to question commanders/managers or voice an alternative perspective in my workplace.*	1,865	<div style="display: flex; width: 100%;"><div style="width: 75%;"></div><div style="width: 13%;"></div><div style="width: 11%;"></div></div>	71% ^	76%	76%
If I raise health and safety concerns they are taken seriously.*	1,863	<div style="display: flex; width: 100%;"><div style="width: 76%;"></div><div style="width: 18%;"></div><div style="width: 6%;"></div></div>	79% v	84% v	85% v
▼ My Team		<div style="display: flex; width: 100%;"><div style="width: 70%;"></div><div style="width: 20%;"></div><div style="width: 10%;"></div></div>	73% v	-	-
I feel included by my work mates / colleagues.	1,866	<div style="display: flex; width: 100%;"><div style="width: 83%;"></div><div style="width: 12%;"></div><div style="width: 5%;"></div></div>	86% v	84%	81% ^
My team takes the time to celebrate our success.	1,866	<div style="display: flex; width: 100%;"><div style="width: 59%;"></div><div style="width: 25%;"></div><div style="width: 16%;"></div></div>	62% v	-	-
I see my work mates/ colleagues consistently role modelling the behaviours expected from me.*	1,866	<div style="display: flex; width: 100%;"><div style="width: 69%;"></div><div style="width: 22%;"></div><div style="width: 9%;"></div></div>	71%	67% ^	-
▼ My Job		<div style="display: flex; width: 100%;"><div style="width: 75%;"></div><div style="width: 13%;"></div><div style="width: 12%;"></div></div>	67% ^	-	-
I know how my work contributes to the success of the NZDF.	1,866	<div style="display: flex; width: 100%;"><div style="width: 88%;"></div><div style="width: 8%;"></div><div style="width: 4%;"></div></div>	79% ^	87%	88%
I am empowered to make decisions about the way I do my job.*	1,865	<div style="display: flex; width: 100%;"><div style="width: 76%;"></div><div style="width: 14%;"></div><div style="width: 10%;"></div></div>	72% ^	70% ^	-
I have the tools and resources I need to do my job effectively.	1,866	<div style="display: flex; width: 100%;"><div style="width: 49%;"></div><div style="width: 20%;"></div><div style="width: 31%;"></div></div>	46% ^	57% v	75% v
I have the knowledge and skills I need to do my job effectively.	1,866	<div style="display: flex; width: 100%;"><div style="width: 87%;"></div><div style="width: 10%;"></div><div style="width: 3%;"></div></div>	80% ^	-	75% ^
I am able to work remotely when my job allows.	1,866	<div style="display: flex; width: 100%;"><div style="width: 83%;"></div><div style="width: 7%;"></div><div style="width: 9%;"></div></div>	67% ^	-	-
Overall, I am satisfied with my job.	1,866	<div style="display: flex; width: 100%;"><div style="width: 68%;"></div><div style="width: 19%;"></div><div style="width: 13%;"></div></div>	58% ^	65% ^	78% v
▼ Performance		<div style="display: flex; width: 100%;"><div style="width: 70%;"></div><div style="width: 20%;"></div><div style="width: 10%;"></div></div>	64% ^	-	-
I am involved in setting the performance objectives in my PDR.	1,865	<div style="display: flex; width: 100%;"><div style="width: 79%;"></div><div style="width: 14%;"></div><div style="width: 6%;"></div></div>	70% ^	-	-
The feedback I get helps me to improve my performance.	1,866	<div style="display: flex; width: 100%;"><div style="width: 68%;"></div><div style="width: 22%;"></div><div style="width: 10%;"></div></div>	66%	69%	72% v
I get positive feedback or recognition when I do a good job.*	1,866	<div style="display: flex; width: 100%;"><div style="width: 75%;"></div><div style="width: 16%;"></div><div style="width: 8%;"></div></div>	70% ^	66% ^	67% ^
The person I report to talks to me regularly about my performance and development.*	1,866	<div style="display: flex; width: 100%;"><div style="width: 58%;"></div><div style="width: 26%;"></div><div style="width: 16%;"></div></div>	51% ^	61% v	72% v

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Name	Responses	Distribution	NZDF Overall 2022	NZDF Overall 2021	Global
▼ Respectful Workplace		<div style="display: flex; justify-content: space-between;"><span>76%</span><span>14%</span><span>10%</span></div>	77%	77%	-
Within the NZDF I am able to perform my duties free from inappropriate and harmful behaviour.	1,865	<div style="display: flex; justify-content: space-between;"><span>89%</span><span>7%</span><span>4%</span></div>	89%	85% ^	-
Within the NZDF I have witnessed inappropriate and harmful behaviour towards others in the last 12 months. (Reverse Scoring)	1,865	<div style="display: flex; justify-content: space-between;"><span>70%</span><span>14%</span><span>16%</span></div>	71%	68% ^	-
If I experience inappropriate behaviour in my workplace, I feel comfortable reporting the issue.*	1,866	<div style="display: flex; justify-content: space-between;"><span>79%</span><span>14%</span><span>7%</span></div>	81% v	89% v	-
If I raise a complaint about inappropriate behaviour in my workplace, I trust that the complaint will be handled effectively by the NZDF	1,865	<div style="display: flex; justify-content: space-between;"><span>66%</span><span>22%</span><span>12%</span></div>	66%	67%	-
▼ Career Development		<div style="display: flex; justify-content: space-between;"><span>64%</span><span>21%</span><span>14%</span></div>	56% ^	-	-
I understand how Career/ Promotion decisions are made at my level. (MIL only)		Too few responses	62%	-	-
I understand the Development opportunities available to me.	1,866	<div style="display: flex; justify-content: space-between;"><span>68%</span><span>19%</span><span>13%</span></div>	66%	-	-
I feel able to influence career management decisions made about me. (MIL only)		Too few responses	45%	45%	-
I know where to find information to support my career planning.	1,866	<div style="display: flex; justify-content: space-between;"><span>61%</span><span>23%</span><span>16%</span></div>	60%	-	59%
All things considered, how satisfied are you with the way your career is being managed? (MIL only)		Too few responses	41%	46%	-
▼ Pay and Benefits		<div style="display: flex; justify-content: space-between;"><span>47%</span><span>22%</span><span>31%</span></div>	36% ^	-	-
I understand the NZDF remuneration framework.	1,866	<div style="display: flex; justify-content: space-between;"><span>72%</span><span>16%</span><span>12%</span></div>	63% ^	-	65% ^
The pay I receive is fair for the work I do.	1,865	<div style="display: flex; justify-content: space-between;"><span>28%</span><span>22%</span><span>51%</span></div>	23% ^	45% v	55% v
The benefits I receive are fair for the work I do.	1,866	<div style="display: flex; justify-content: space-between;"><span>41%</span><span>29%</span><span>30%</span></div>	34% ^	54% v	68% v
The housing/accommodation assistance I receive is fair for my situation. (MIL only)		Too few responses	23%	41%	-
▼ Wellbeing		<div style="display: flex; justify-content: space-between;"><span>62%</span><span>25%</span><span>13%</span></div>	53% ^	-	-
I am able to maintain a balance between my personal and working life.	1,866	<div style="display: flex; justify-content: space-between;"><span>79%</span><span>12%</span><span>9%</span></div>	59% ^	64% ^	79%
I spend too much time away from home. (Reverse Scoring)	1,864	<div style="display: flex; justify-content: space-between;"><span>70%</span><span>25%</span><span>5%</span></div>	47% ^	50% ^	-
The level of work related stress I experience is acceptable.	1,866	<div style="display: flex; justify-content: space-between;"><span>60%</span><span>23%</span><span>17%</span></div>	54% ^	61%	-
I am supported to manage my work related stress well.	1,866	<div style="display: flex; justify-content: space-between;"><span>62%</span><span>27%</span><span>11%</span></div>	55% ^	-	82% v
My family supports my career in the NZDF. (MIL only)		Too few responses	75%	83%	-
I feel supported by the NZDF to manage the family/personal challenges that come from being in the military. (MIL only)		Too few responses	53%	-	-
How would you rate your current individual level of morale?	1,866	<div style="display: flex; justify-content: space-between;"><span>42%</span><span>37%</span><span>22%</span></div>	34% ^	43%	-
▼ Organisational Commitment		<div style="display: flex; justify-content: space-between;"><span>66%</span><span>23%</span><span>11%</span></div>	57% ^	66%	-
I feel a sense of commitment to the NZDF.	1,866	<div style="display: flex; justify-content: space-between;"><span>77%</span><span>15%</span><span>7%</span></div>	66% ^	72% ^	-
I am proud to be in the NZDF.	1,865	<div style="display: flex; justify-content: space-between;"><span>81%</span><span>15%</span><span>4%</span></div>	75% ^	82%	81%
I would recommend the NZDF as a great place to work.	1,865	<div style="display: flex; justify-content: space-between;"><span>55%</span><span>31%</span><span>14%</span></div>	48% ^	63% v	73% v
I am actively looking at leaving the NZDF. (Reverse Scoring)	1,863	<div style="display: flex; justify-content: space-between;"><span>51%</span><span>30%</span><span>19%</span></div>	38% ^	48% ^	60% v
▼ Questions for Leaders		<div style="display: flex; justify-content: space-between;"><span>72%</span><span>15%</span><span>13%</span></div>	70%	-	-
I understand how to action performance management processes if required.	434	<div style="display: flex; justify-content: space-between;"><span>78%</span><span>11%</span><span>11%</span></div>	75%	-	-
I feel confident having difficult conversations with my team when required.	434	<div style="display: flex; justify-content: space-between;"><span>89%</span><span>7%</span><span>4%</span></div>	89%	-	-
I have received adequate training and understand the policies and processes required to be an NZDF people manager.	434	<div style="display: flex; justify-content: space-between;"><span>59%</span><span>23%</span><span>19%</span></div>	59%	-	-
I am able to effectively balance the demands of my units output delivery and my people management responsibilities.	433	<div style="display: flex; justify-content: space-between;"><span>62%</span><span>18%</span><span>19%</span></div>	60%	-	-