



 InMoment

NZ Police

Culture Survey 2022





Overview

2

This report summarises the results from the 2022 Culture Survey. It covers overall perceptions of the culture, the immediate work environment and the incidence, seriousness and impact of incidents employees have experienced during the past 12 months.

Report Contents

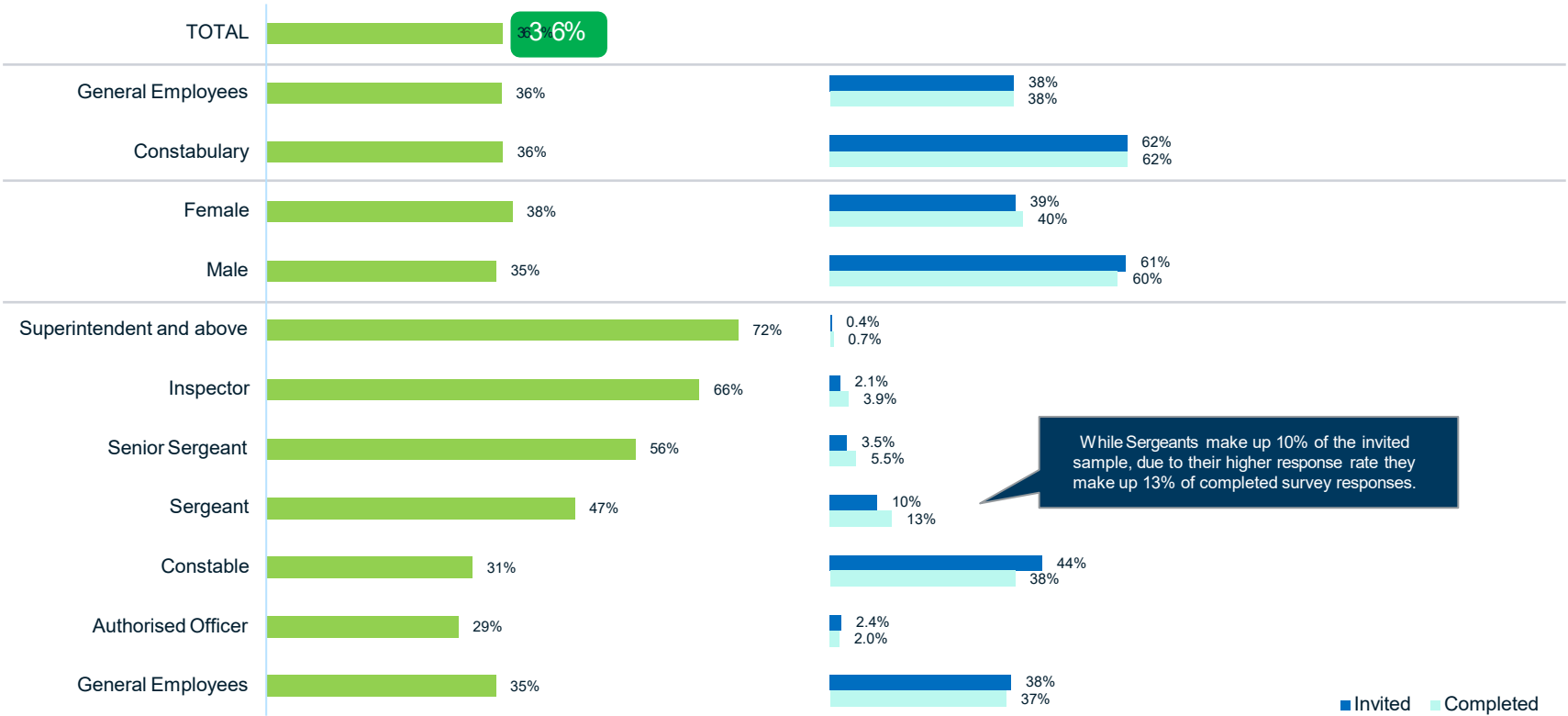
1. Demographics	3
2. Executive Summary	4
3. Overall Culture	6
4. Workplace Environment	11
5. Aspects of Workplace Environment	16
6. Past 12 Months Experience	21
7. Incident Reporting & Complaint Management	26



Demographics

Reponse rate

Distribution Across Segments – Invited vs Completed



While Sergeants make up 10% of the invited sample, due to their higher response rate they make up 13% of completed survey responses.

Executive Summary - Strengths

The **vast majority feel NZ Police is a great place to work**. Three quarters of staff are enjoying their role and four in five are satisfied with the job they do. Camaraderie amongst staff is seen as a strong contributor to that positive culture, which is confirmed by 9 out of 10 staff appreciating their relationships with team members.

Perceptions of the workplace environment are generally more positive compared to last wave. Staff feel more positive about being able to question their manager, (a lack of) favouritism, the ability to raise workplace issues with their manager and they're slightly more likely to feel valued and supported compared to last wave.

It's important to note that both the verbatim feedback and the data show that the **majority of leaders perform well** - three quarters of employees are satisfied with their manager and 6 in 10 believe their leaders help shape a positive culture.

Finally, **the proportion of employees who experienced incidents during the past 12 months has decreased**. This is reflected in the fact that the statement around NZ Police having no tolerance for bullying or harassment performed best relatively speaking. **Top of mind mentions of bullying and harassment have also decreased considerably**. The lower likelihood of experiencing incidents is driven by a lower prevalence of isolated incidents, with the other incident types remaining fairly stable. General employees are also less likely to have experienced deliberate exclusion or sustained abuse compared to last wave.

Executive Summary – Improvement Areas

In contrast to positive changes on the workplace environment, perceptions of the overall culture have decreased. Specifically, staff are less likely to agree the culture is improving and to feel supported and valued. **Half of general employees feel they do not receive the same treatment as their sworn colleagues.** In addition, **half of constabulary staff disagree that the process for allocating appointments and promotions is fair.** There is a sense that the process has improved, but there's still room for further improvement.

While prevalence of issues has decreased compared to last wave, just over a third of respondents reported they've been affected personally in the last 12 months. One in five have experienced isolated incidents of abuse, bullying behaviour or harassment and a similar proportion have been deliberately excluded, marginalised or had their workplace experience made more difficult. Sustained bullying is less likely to occur, with 8% experiencing this behaviour.

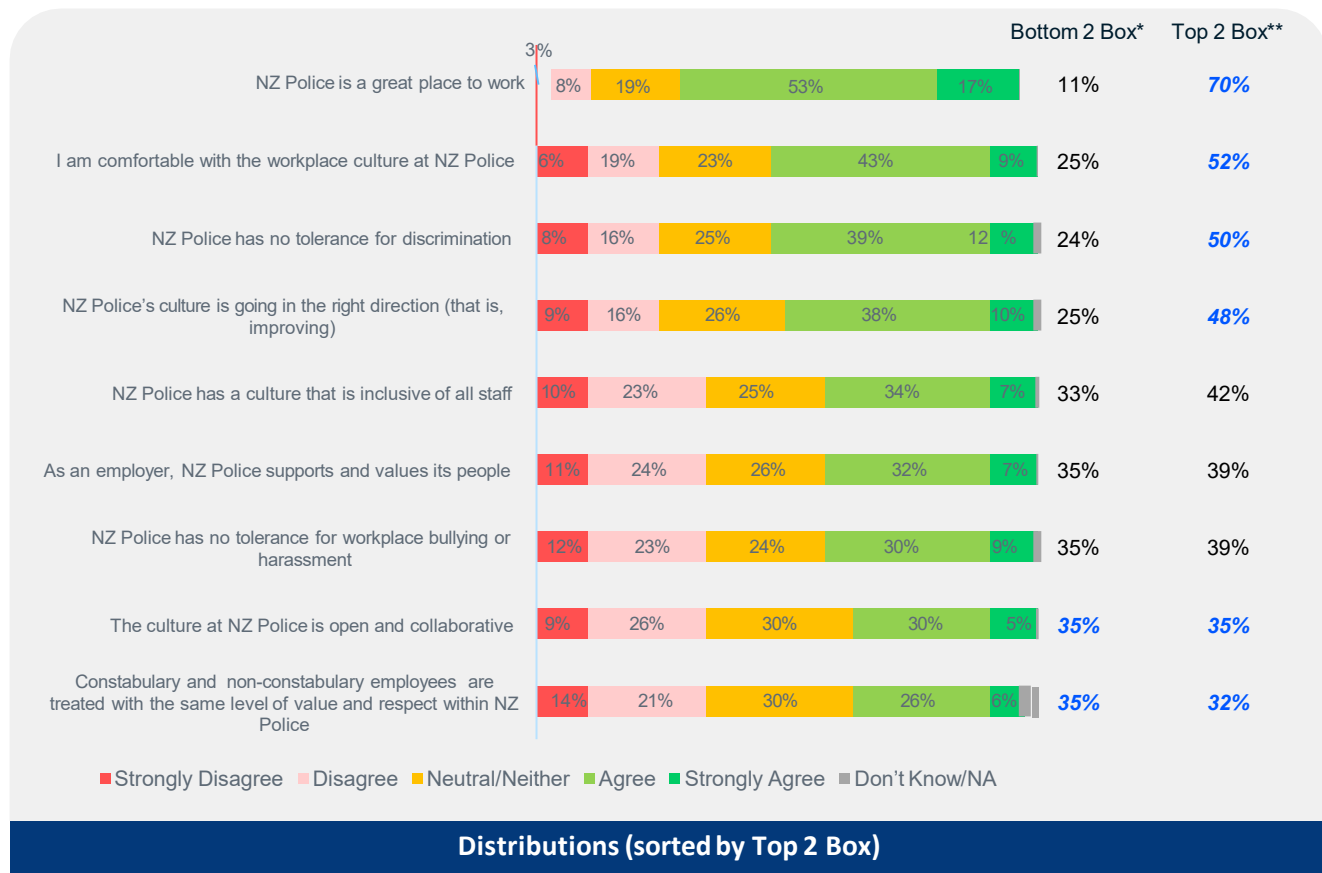
In two thirds of cases where employees are comfortable to state the relationship to the responsible person, they mention it is a **more senior staff member. Most of the time it's linked to a manager that they don't report to directly.** This is reinforced by the fact the **key improvement area across the culture in general is management.** Employees believe that leaders set the culture and appointing the right people in leaderships roles is critical to improve the culture.

Just over a quarter of employees who experienced issues report them. For those employees who did report the incident **only one in six were satisfied with the outcome.** The **majority of issues are raised through the manager or supervisor.** This is also the channel with the highest satisfaction.



Overall Culture

6

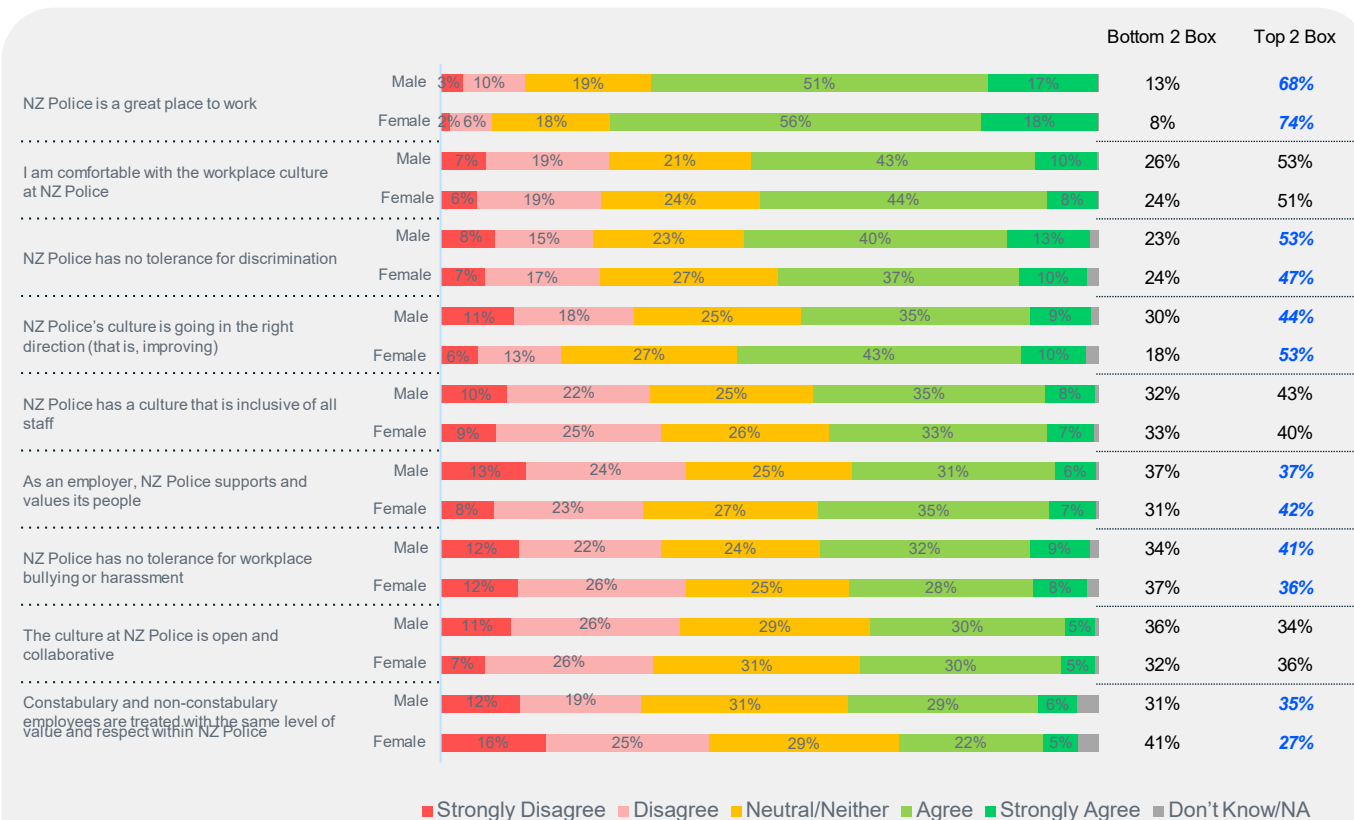


The vast majority feel NZ Police is a great place to work; with 7 in 10 employees agreeing with this statement. **About half agree they feel comfortable with the workplace culture** and a very similar proportion agree that **NZ Police has no tolerance for discrimination** and **the culture is improving.**

Constabulary staff and general employees **receiving the same treatment is met with the lowest agreement levels** with 32% of respondents agreeing and 35% disagreeing. **Opinions are split on the culture being open and collaborative.**

Base: n=6015 | *Bottom 2 Box equals "Strongly Disagree" and "Disagree" | **Top 2 Box equals "Strongly Agree" and "Agree"

Overall Culture by Gender



Distributions (sorted by Top 2 Box on Total)

Base: n=6015; Male n=3600, Female n=2415

Females tend to be more positive on the culture going in the right direction, NZ police being a great place to work and NZ Police supporting and valuing its people.

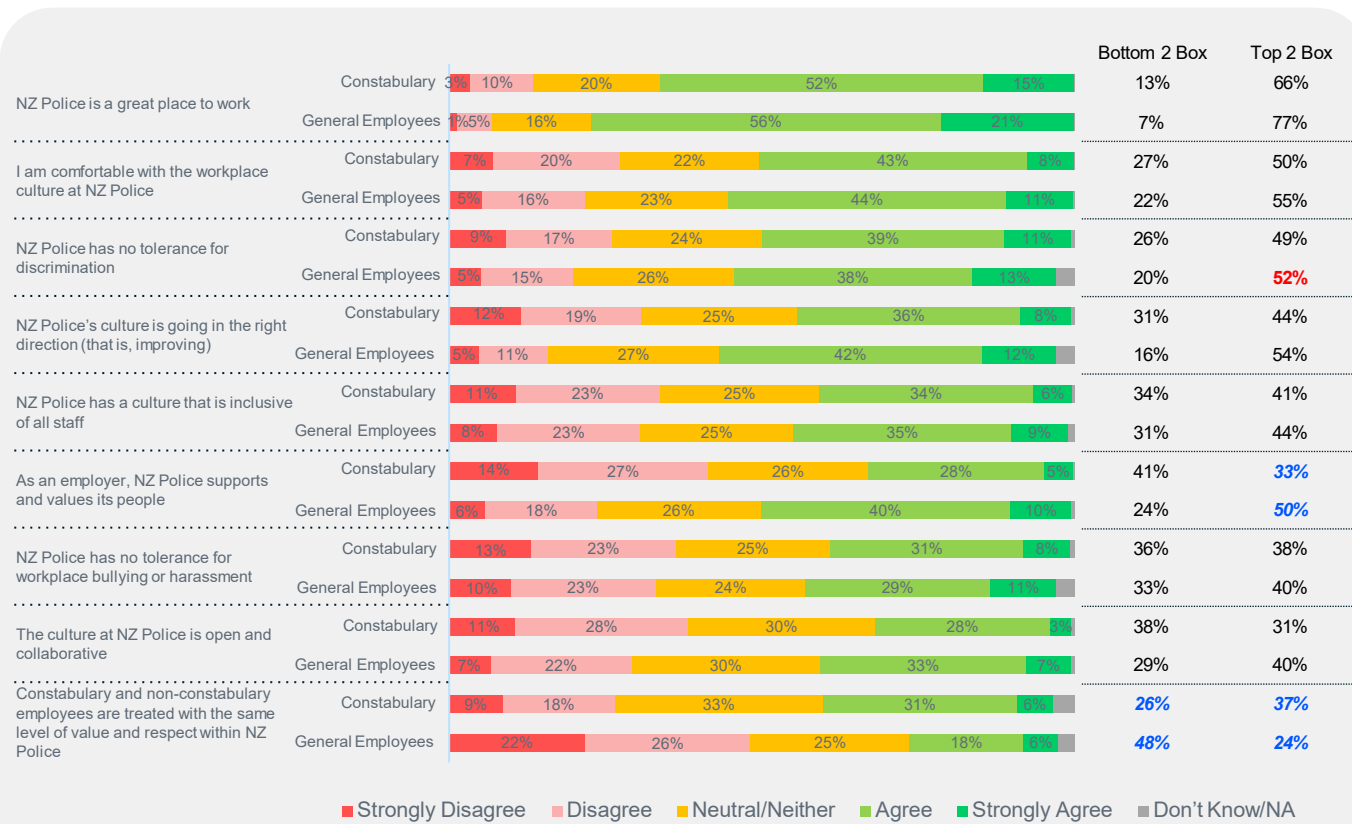
There's more positivity amongst **males** regarding the difference in treatment between constabulary staff and general employees and a lack of tolerance for discrimination and bullying or harassment.

Perceptions of the remaining aspects of the overall culture are quite balanced between genders.



Overall Culture by Sworn Status

8



Distributions (sorted by Top 2 Box on Total)

Base: n=6015; Constabulary n=3724, General Employees n=2291

General employees are more positive about the culture across all aspects, **except for the constabulary staff and general employees receiving the same treatment.** The biggest difference is recorded for NZ Police valuing and supporting its people.



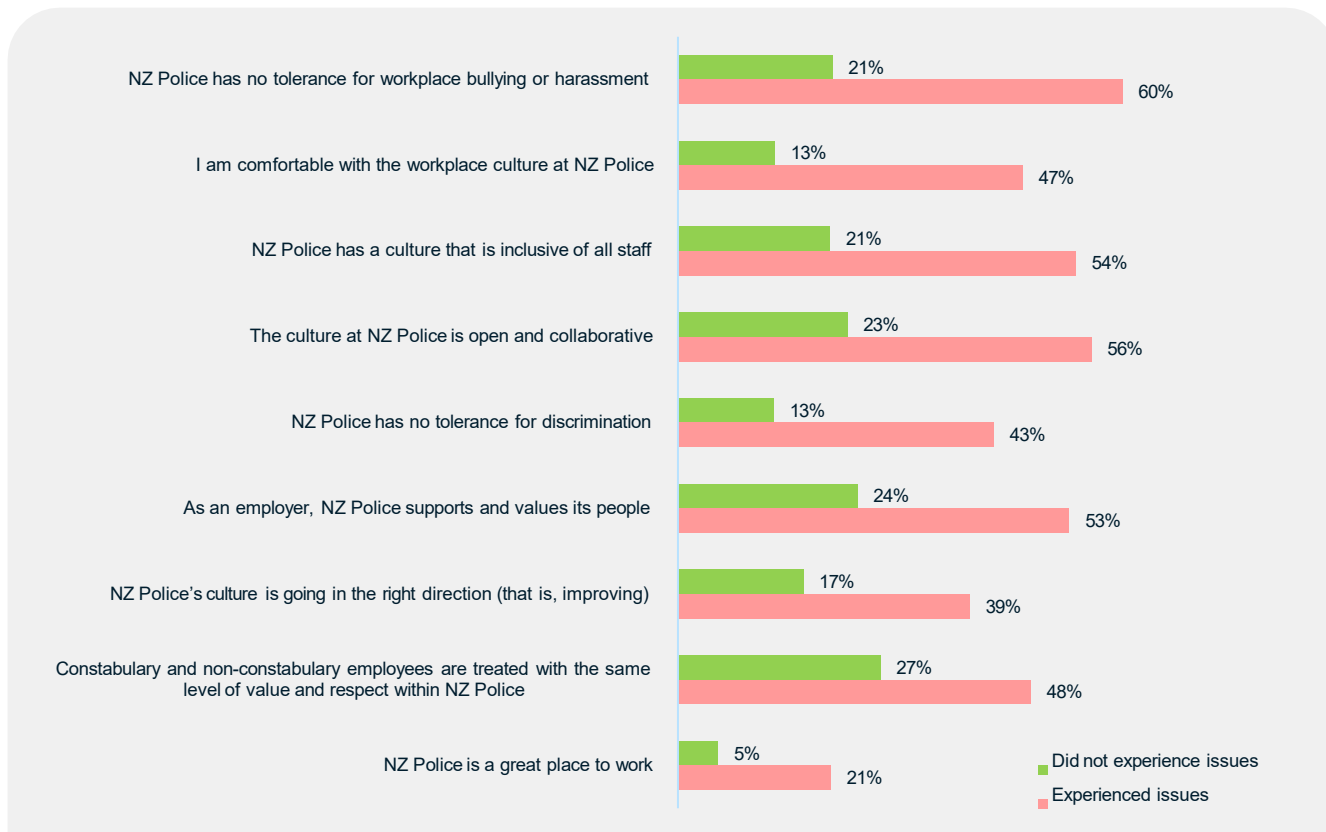
Overall Cultural vs Issues Experienced

9

Unsurprisingly, **employees who have experienced incidents are more negative towards the overall culture.**

They are particularly more likely to disagree that NZ Police has no tolerance for workplace bullying or harassment (60% disagree).

While perceptions that NZ Police is a great place to work is impacted least, two in ten who have experienced an issue still disagree with this.



Bottom 2 Box Agreement (i.e. Disagreement)

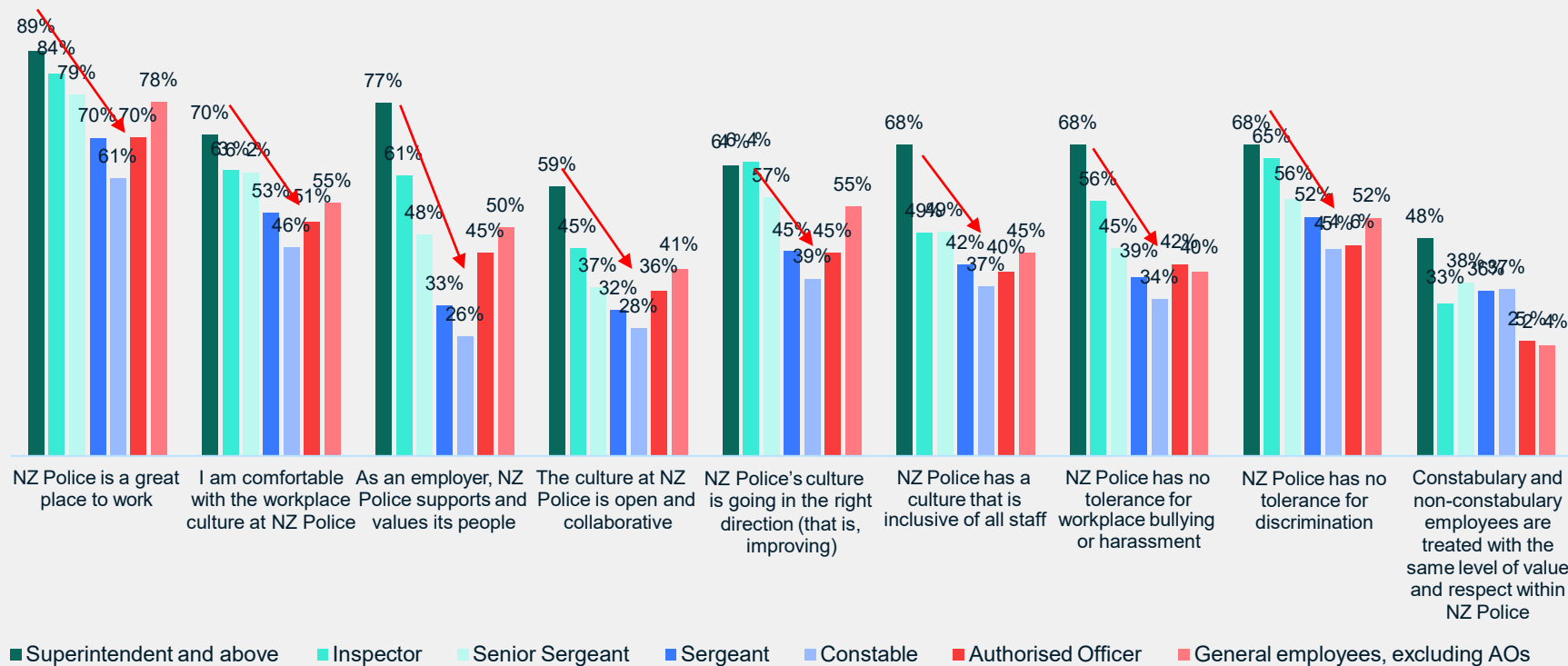
Base: n=6015



Overall Culture by Rank

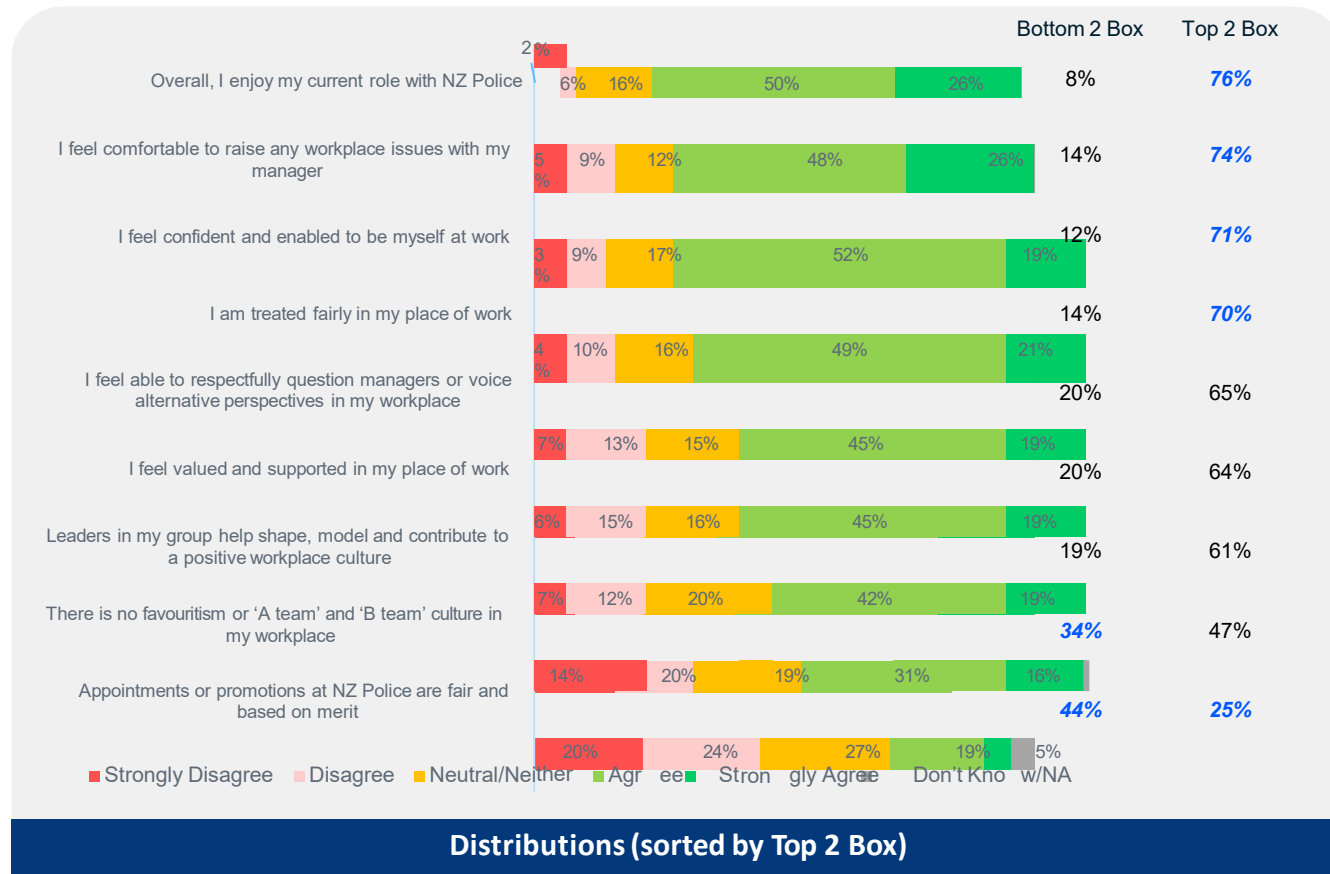
Agreement with most cultural statements is clearly lower further down the sworn hierarchy. Authorised Officers and General Employees (Not Assigned) score about average across most statements, except for constabulary staff and general employees receiving the same treatment.

10



Top 2 Box Agreement (i.e. Agreement)

Base: n=6015



Base: n=6015

Three quarters of employees enjoy their current role and feel comfortable raising workplace issues with their manager.

Seven out of ten employees feel confident and enabled to be themselves at work and feel like they get fair treatment.

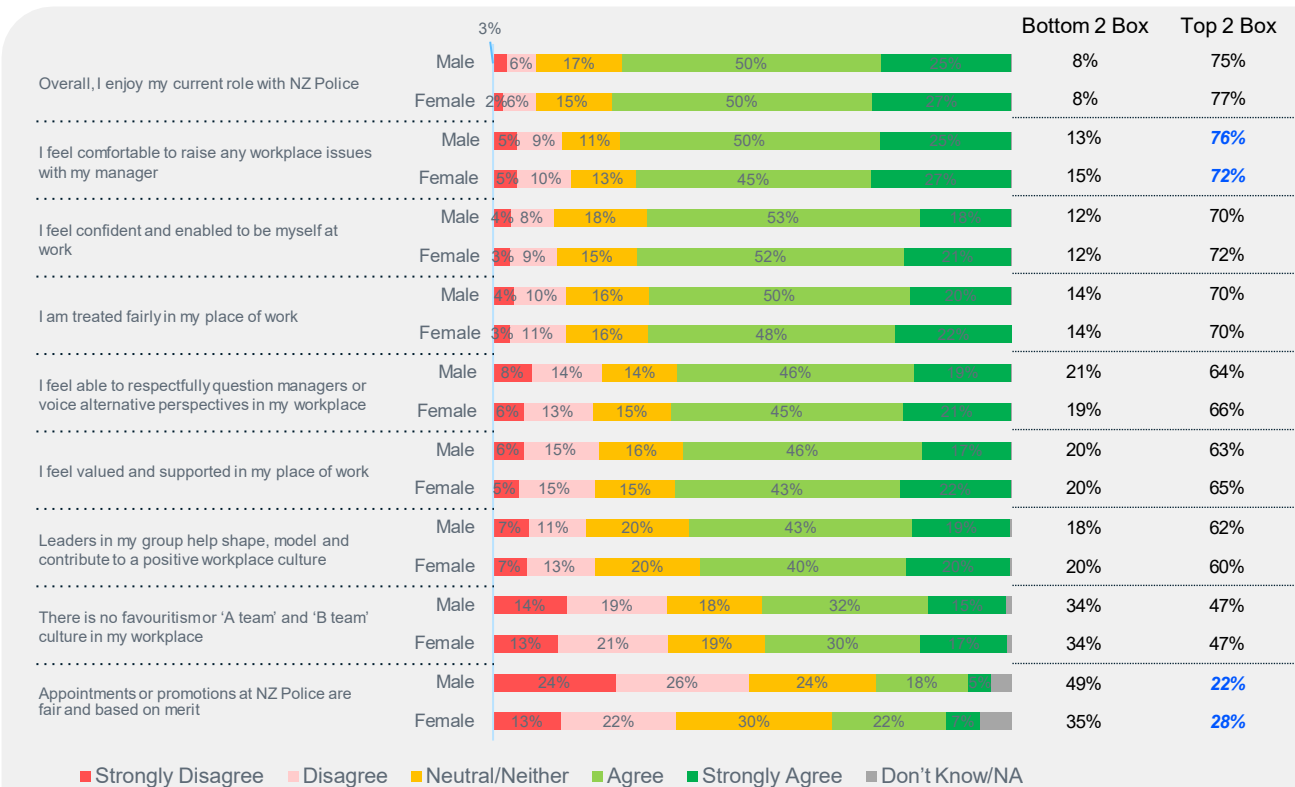
In contrast, **only a quarter agree that appointments or promotions are fair and based on merit**, with 44% disagreeing (males and general employees are less likely to agree).

One in three also disagree that there is no favouritism at NZ Police.



Workplace Environment by Gender

12



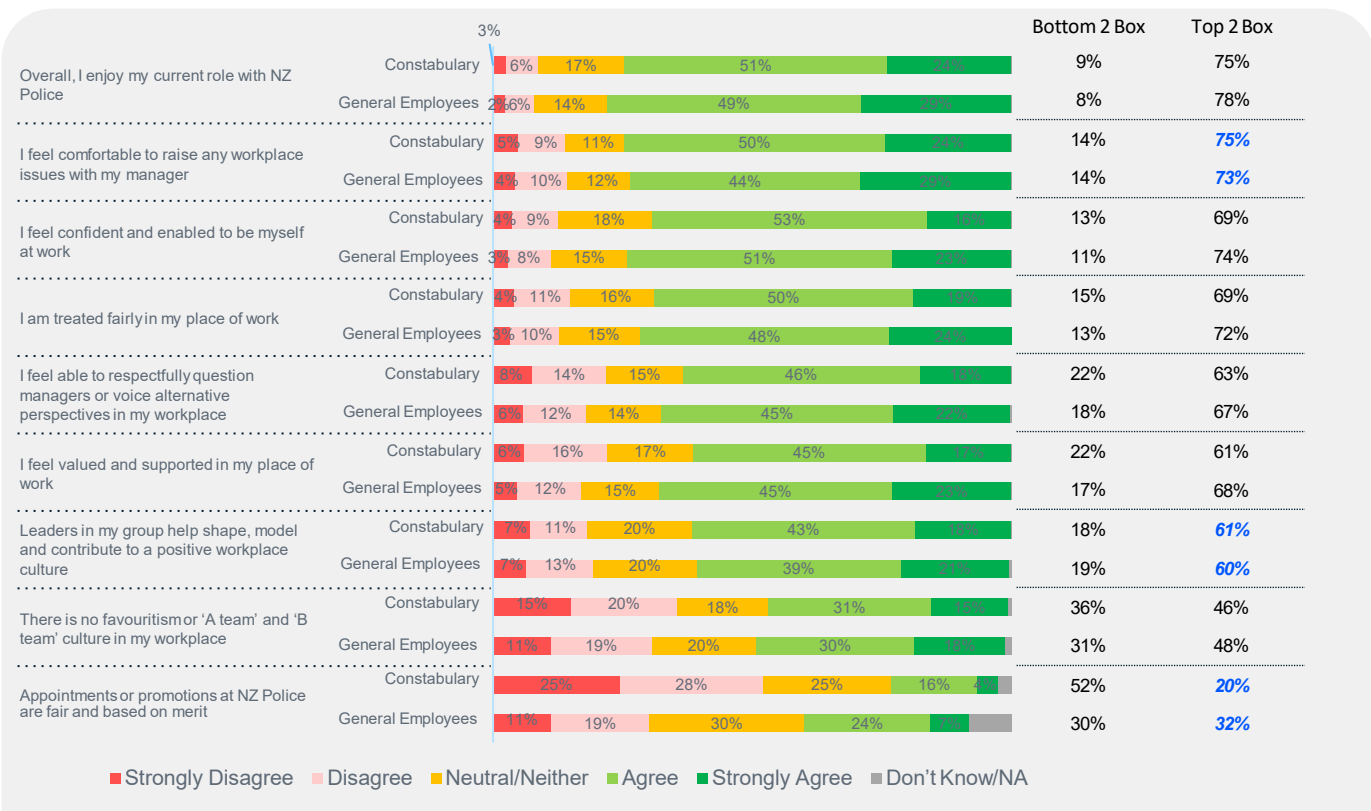
Perceptions of aspects of NZ Police workplace environment are generally **balanced across genders**. However, females tend to be more positive about the fairness of promotions and appointments, while males are more confident around raising workplace issues with their manager.

Distributions (sorted by Top 2 Box on Total)

Base: n=6015; Male n=3600, Female n=2415

Workplace Environment by Sworn Status

13



Distributions (sorted by Top 2 Box on Total)

Base: n=6015; Constabulary n=3724, General Employees n=2291

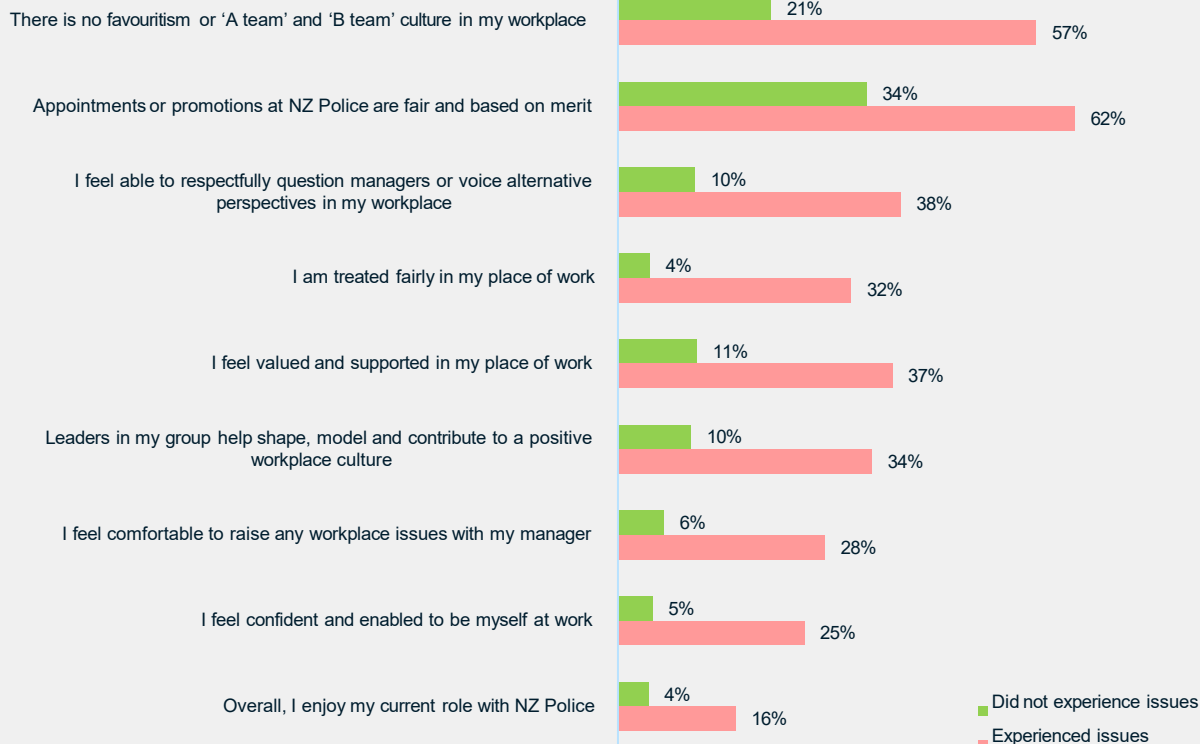
The workplace environment is also perceived **more positively amongst general employees**. The standout is appointments or promotions getting awarded on merit; only one in five constabulary staff agree with this, compared to a third of general employees.

There are two areas where the groups are balanced; feeling comfortable raising issues and leaders helping to shape a positive workplace.



Workplace Environment vs Issues Experienced

14



Perceptions of the workplace environment are also impacted negatively when employees experience issues; perceptions of favouritism and the appointment process are particularly affected.

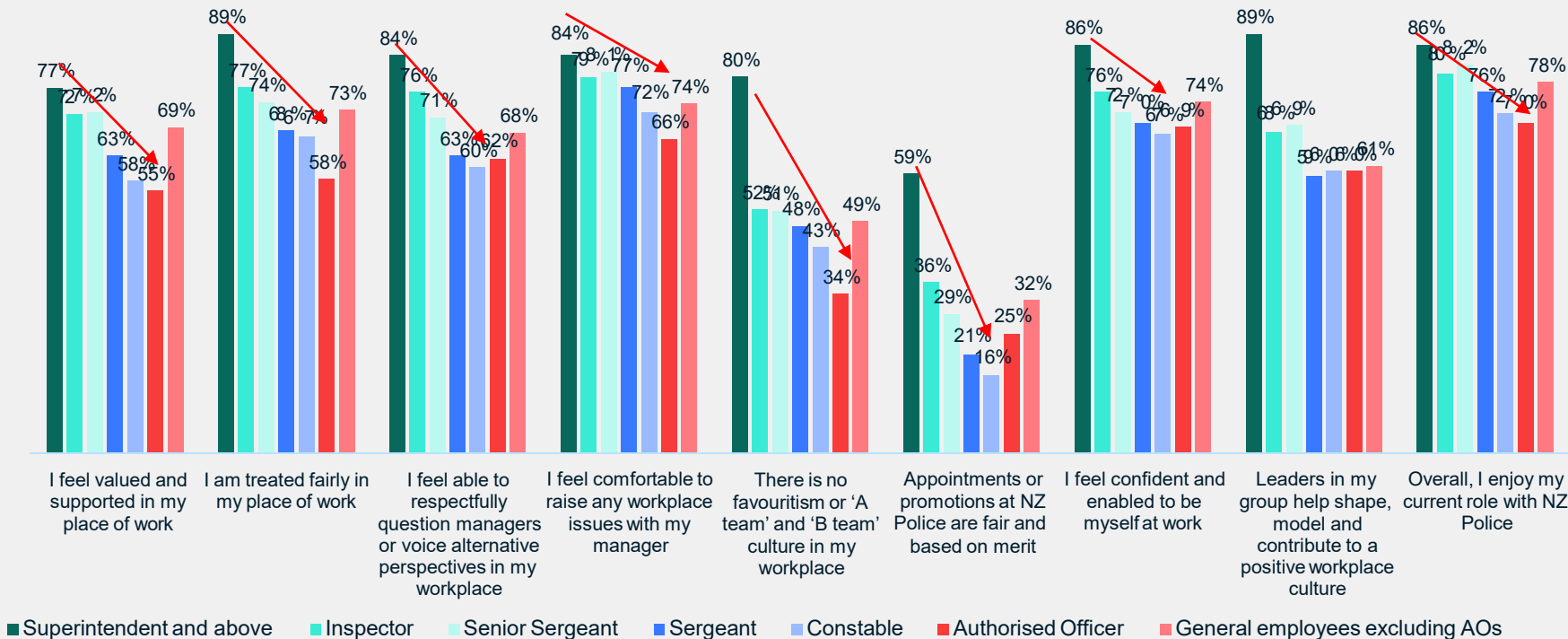
However, incidents have less impact on how much employees enjoy their own role.

Bottom 2 Box Agreement (i.e. Disagreement)

Base: n=6015

Workplace Environment by Rank

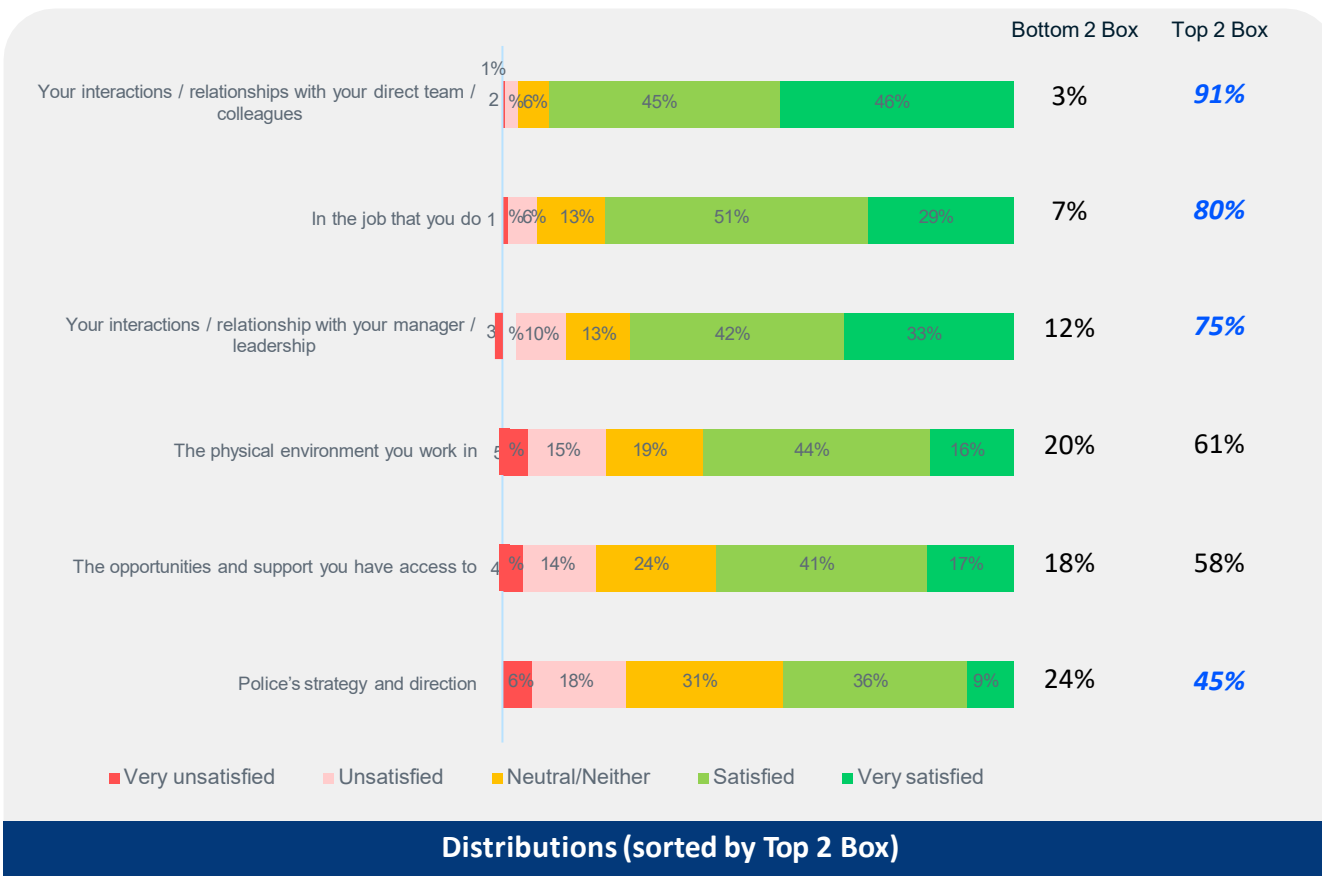
Again, agreement with some statements is clearly lower further down the hierarchy. There's a large perception gap between the executive level and the rest of the organisation around the process of allocating opportunities and favouritism.



Top 2 Box Agreement (i.e. Agreement)

Base: n=6015

Satisfaction with Aspects of Workplace Environment



A large proportion of staff are satisfied with their interactions or relationships with their direct team and the job they do.

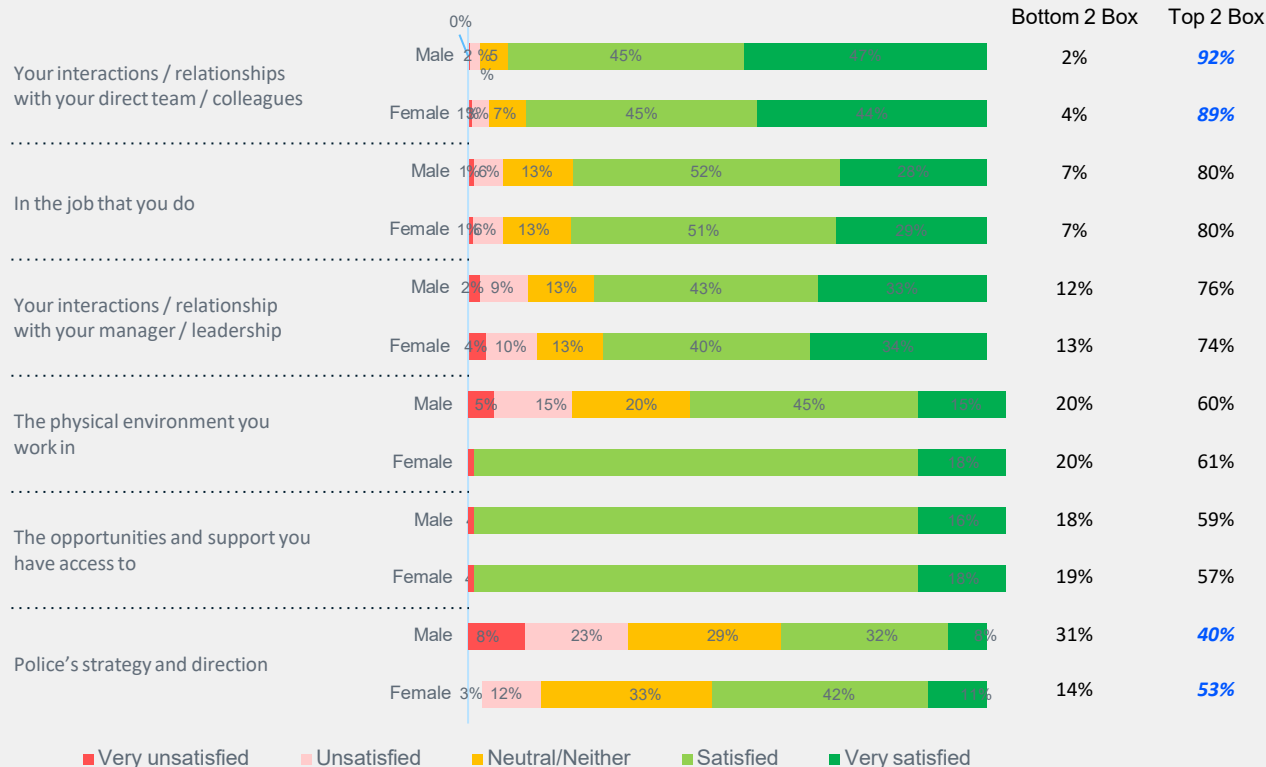
Three quarters are satisfied with the relationship with their manager.

The lowest level of satisfaction is recorded for the overall strategy and direction, with just under half of staff satisfied with this aspect of the workplace environment.



Satisfaction with Aspects of Workplace Environment by Gender

17



Females tend to be considerably more positive about the overall strategy and direction.

In contrast, **males** are only slightly more positive about the relationships they have with their team.

The other aspects are all fairly balanced across gender.

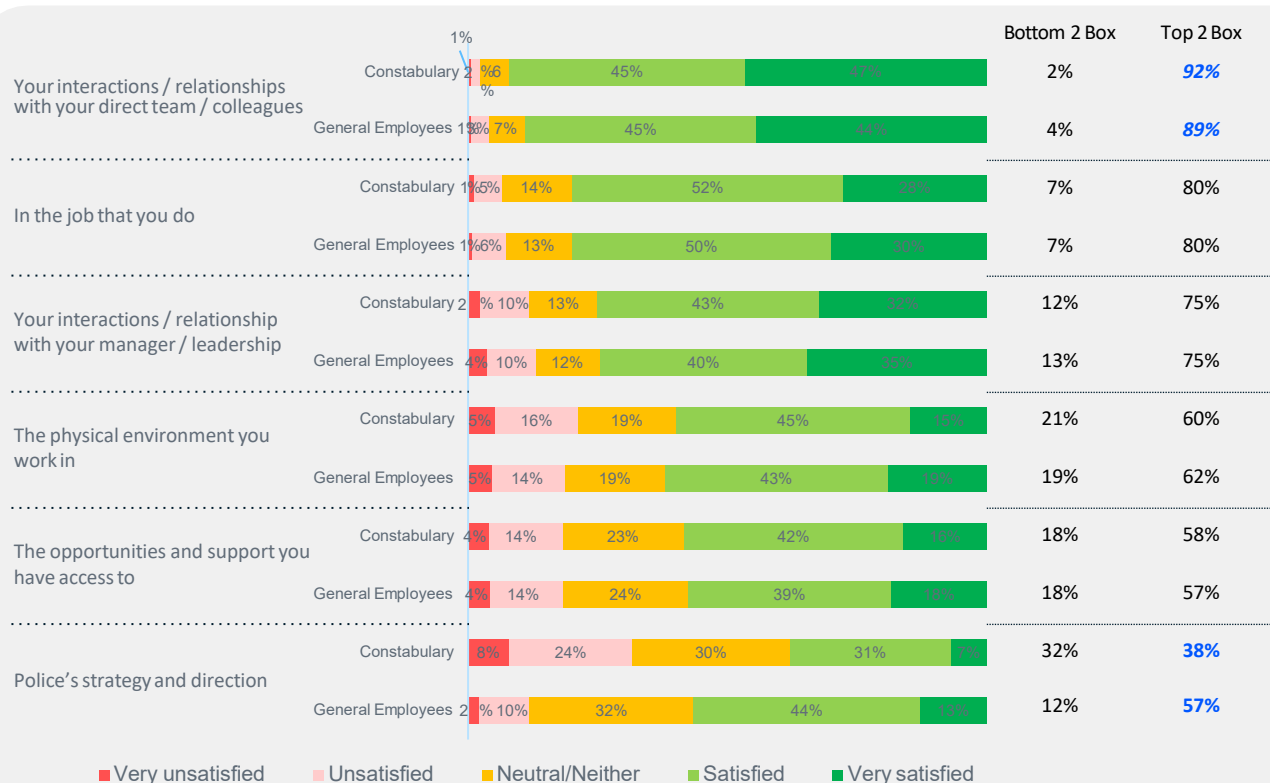
Distributions (sorted by Top 2 Box on Total)

Base: n=6015; Male n=3600, Female n=2415



Satisfaction with Aspects of Workplace Environment by Sworn Status

18



Distributions (sorted by Top 2 Box on Total)

Base: n=6015; Constabulary n=3724, General Employees n=2291

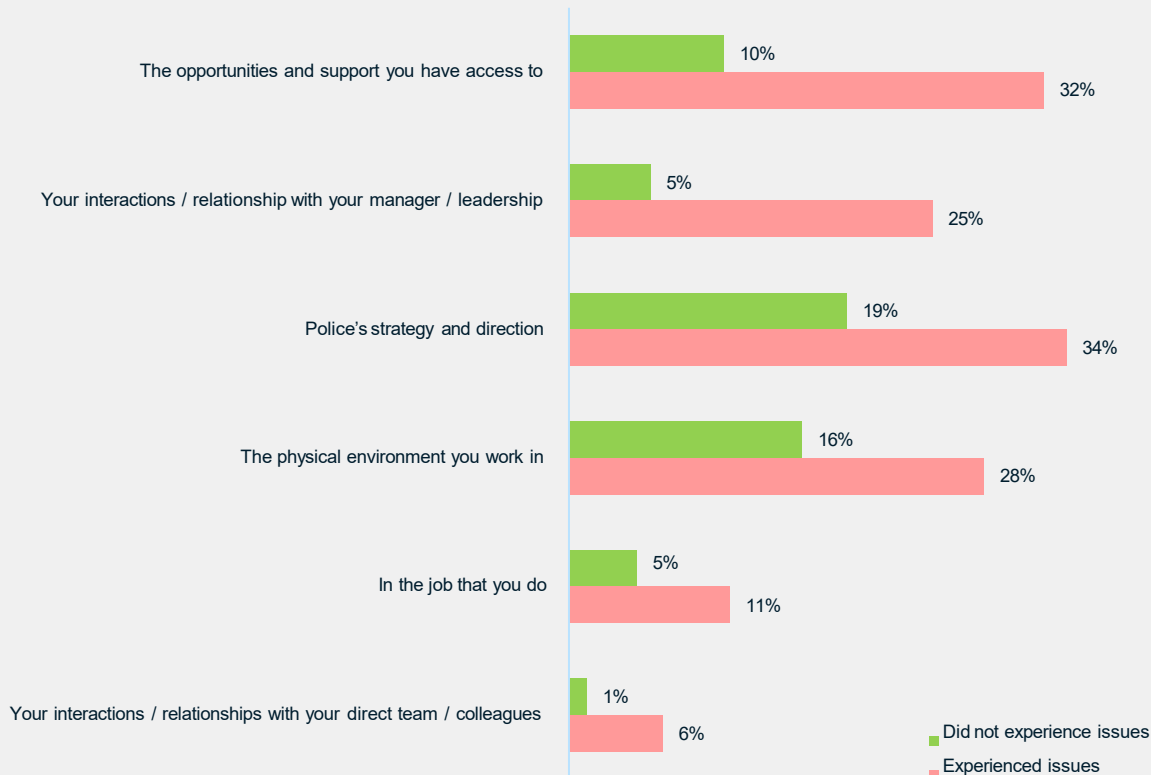
Satisfaction with the different aspects of the workplace are fairly balanced across **constabulary staff and general employees**, except for the overall strategy and direction, where **general employees** are more satisfied.

In contrast, **constabulary staff** are slightly more positive about the relationships with their direct team.



Aspects of Workplace Environment vs Issues Experienced

19



Again, **there's a negative impact on perceptions when incidents have been experienced.**

People who have experienced issues are noticeably more likely to be dissatisfied with access to opportunities and support and manager/leadership interactions .

Their level of satisfaction with the team relationship and the enjoyment of the job are less likely to be affected.

Bottom 2 Box Agreement (i.e. Disagreement)

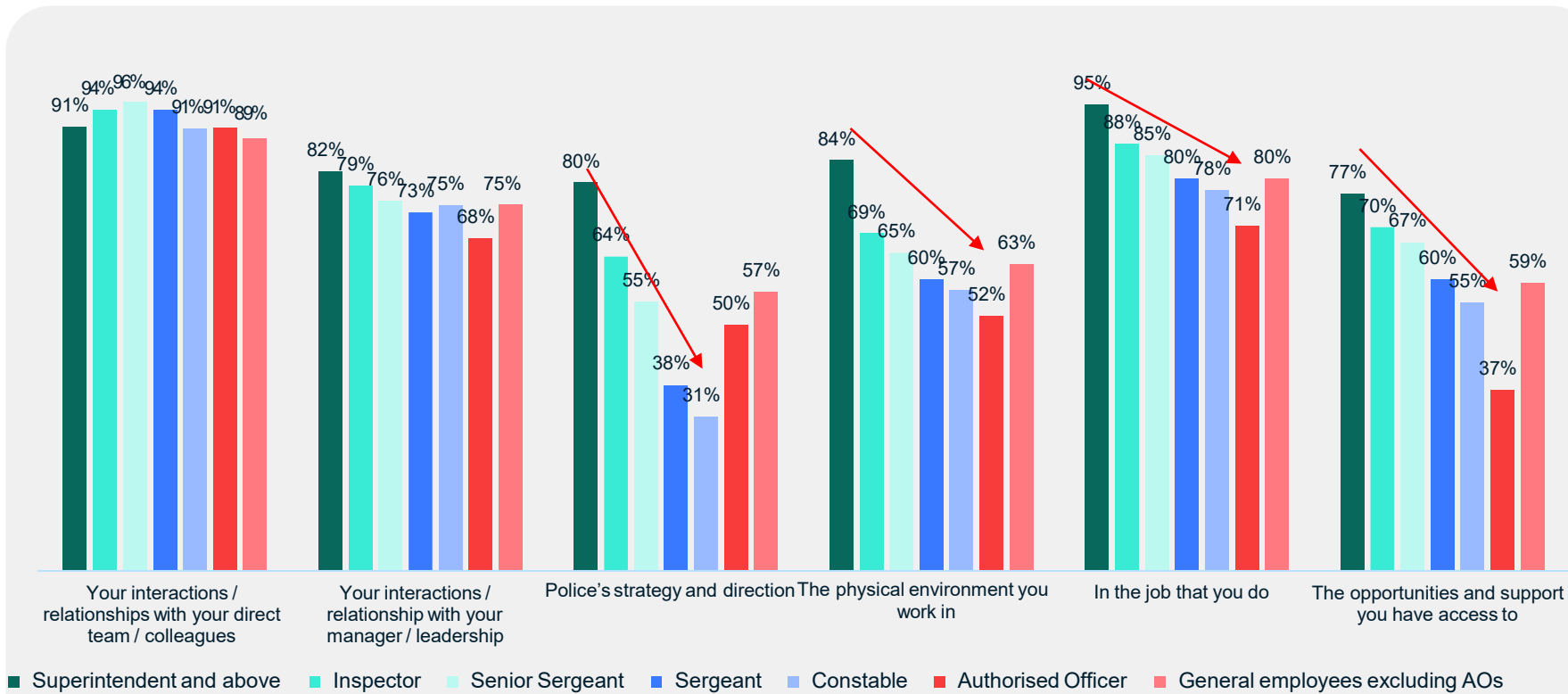
Base: n=6015



Aspects of Workplace Environment by Rank

Again, there seems to be a correlation between the sworn hierarchy and satisfaction with different aspects of the workplace environment.

Exceptions are the relationship with the direct team, which is fairly strong across all levels, and the relationship with the direct manager.



Top 2 Box Agreement (i.e. Agreement)

Base: n=6015



Past 12 months

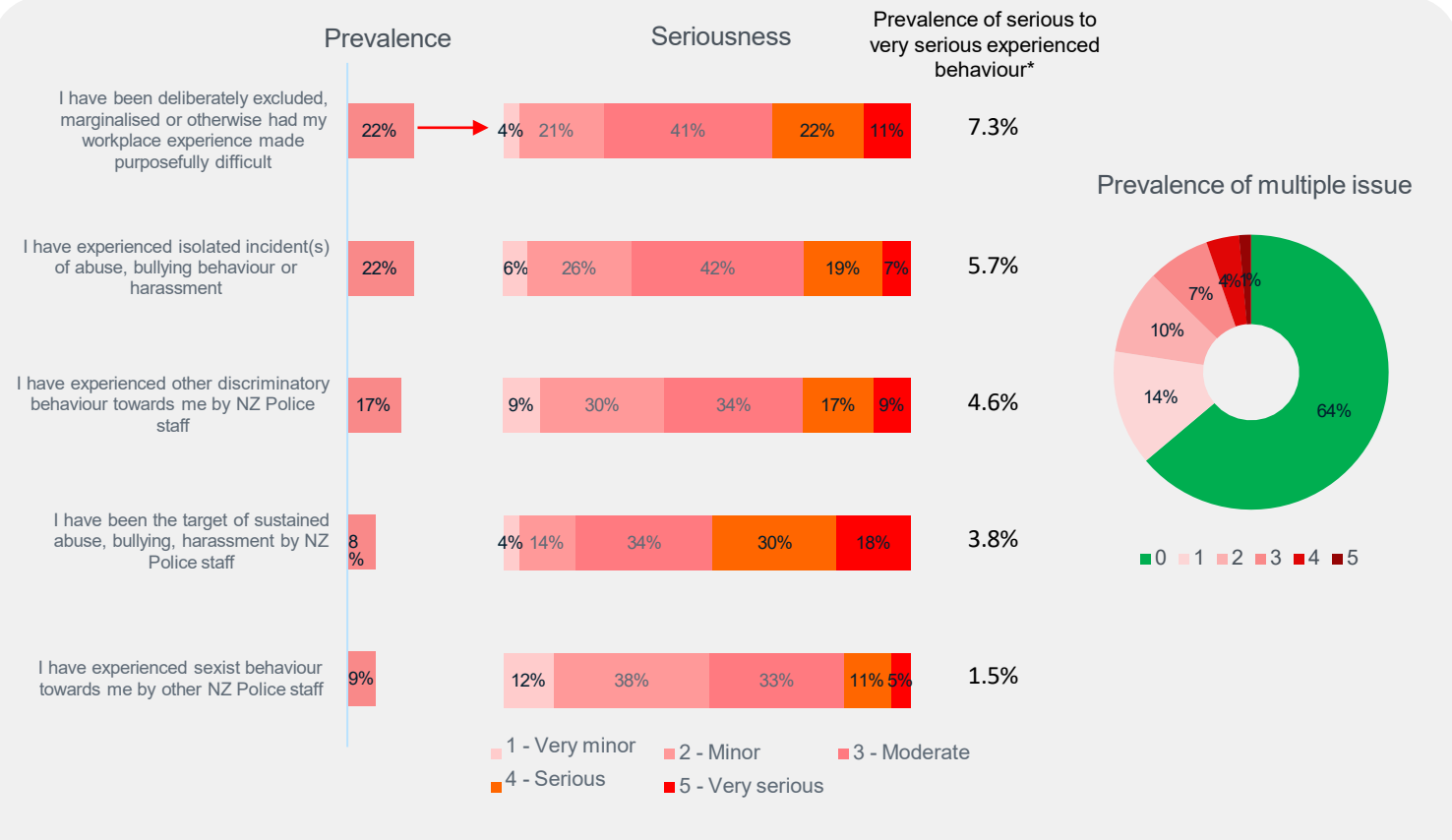
Personal Experience

22

- **Just over a third of respondents** have **experienced at least one issue** in the past 12 months.
- Specifically, about **1 in 5** respondents have **experienced deliberate exclusion, marginalisation or had their working life made difficult** or **isolated incidents of abuse, bullying behaviour or harassment**.
- **Sexist behaviour has a similar likelihood to sustained abuse**, but it's **less likely to be serious**. **Females** are 4.5 times more likely to be the target of sexist behaviour.
- **While staff are least likely to be the target of sustained abuse, when it does occur half of the incidents are considered serious**.
- **Constabulary are slightly more likely to have experienced at least one issue**. They also have **higher prevalence across all incident types**, with the biggest differences recorded for deliberate exclusion and other discriminatory behaviour.
- Positively, **the proportion of employees who experienced incidents during the past 12 months has decreased**. The lower likelihood of experiencing incidents is driven by a lower prevalence of isolated incidents, with the other incident types remaining fairly stable.
- **General employees are also less likely to have experienced deliberate exclusion or sustained abuse** compared to last wave.

Prevalence of Issues

23



Just over a third of employees have experienced at least one incident.

About **1 in 5** have been deliberately excluded or experienced isolated incidents, however when we only consider serious or very serious behaviour this drops considerably.

Sustained abuse is most likely to have a serious impact.

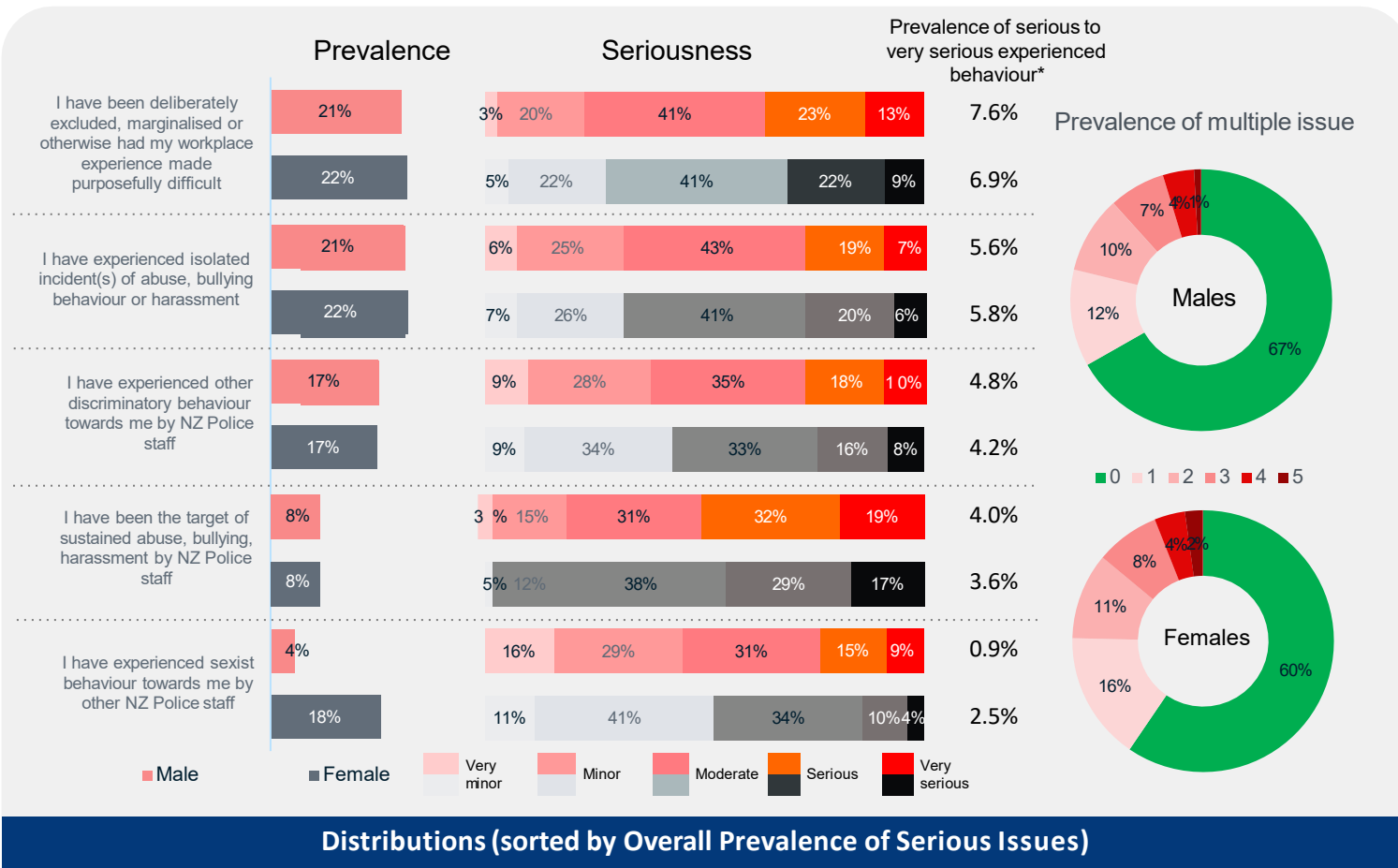
Distributions (sorted by Prevalence of Serious Issues)

Base: n=6015 | *Calculated by multiplying Prevalence with proportion of Serious-Very Serious



Personal Experience - Prevalence by Gender

24

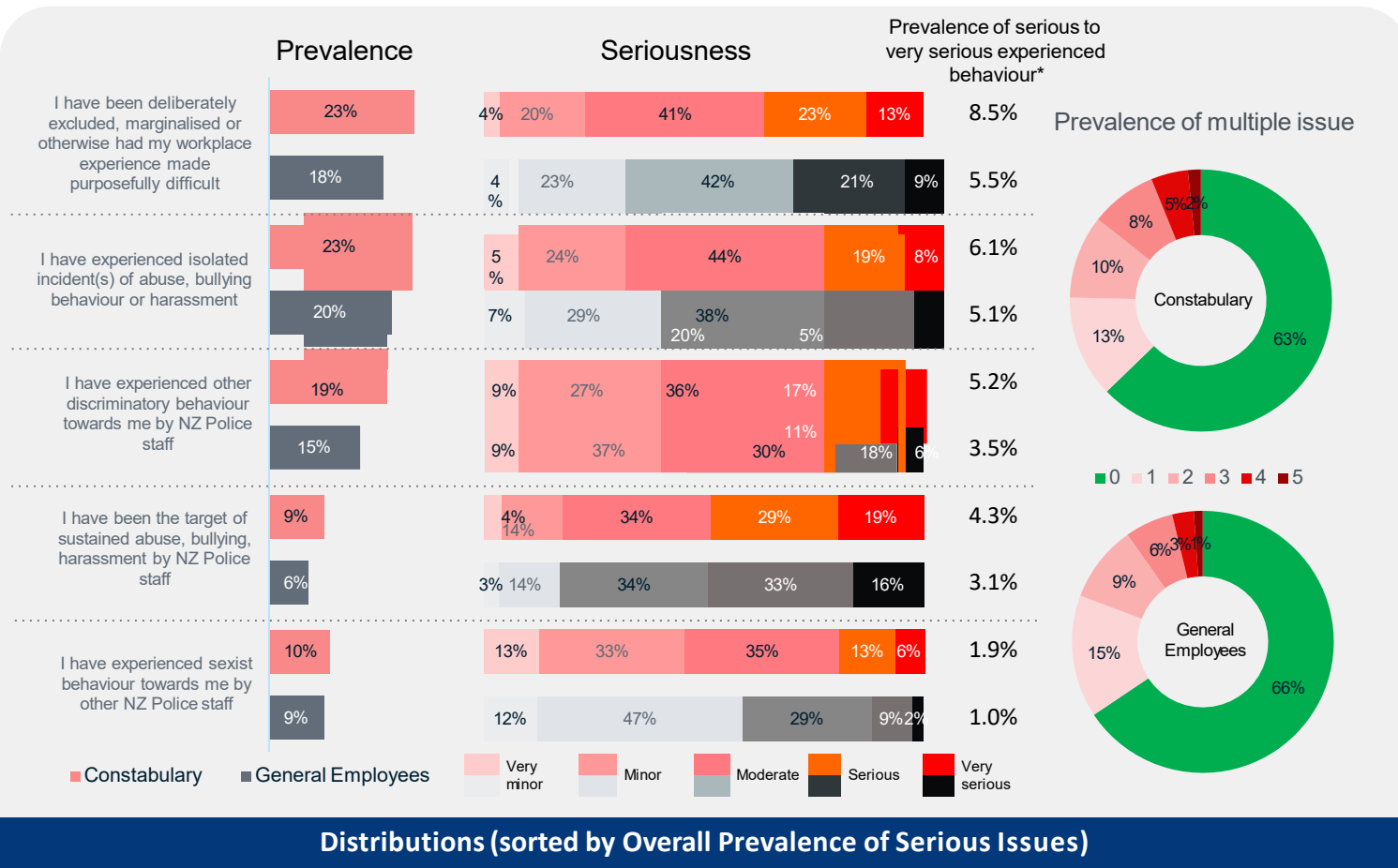


Females are more likely to have experienced at least one issue. They're 4.5 times more likely to experience sexism, however when focussing on incidents with a serious or very serious impact this drops to 2.5 times.



Personal Experience - Prevalence by Sworn Status

25

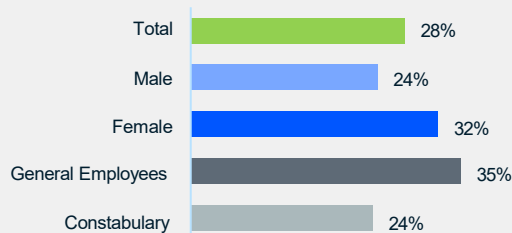


Constabulary are slightly more likely to have experienced at least one issue. They also have higher prevalence across all incident types, with the biggest differences recorded for deliberate exclusion and other discriminatory behaviour. Sexism tends to be more serious amongst constabulary staff.

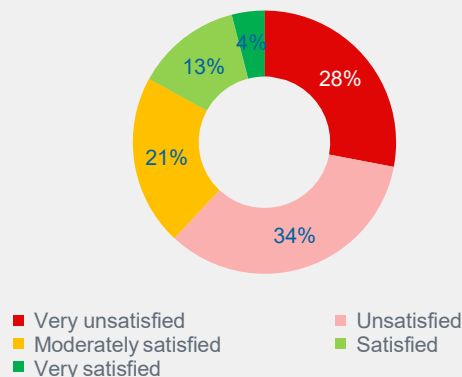
Incident Reporting + Complaint Management

26

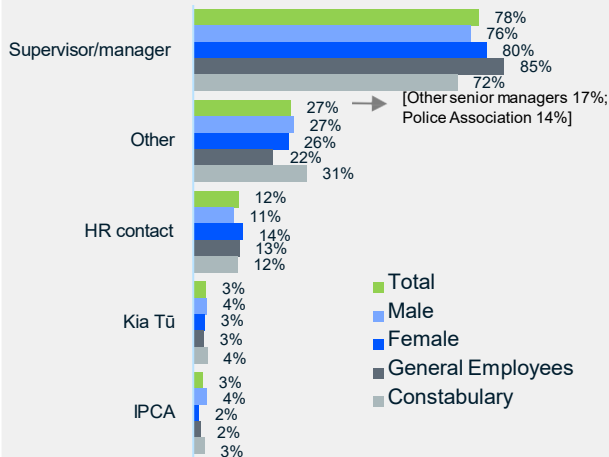
Reporting Incidence



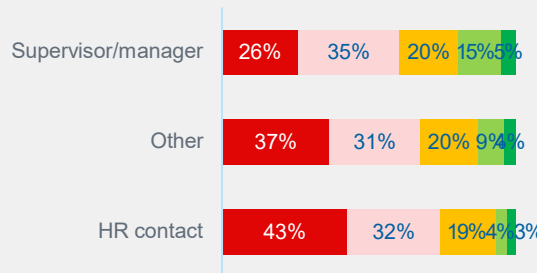
Complaint Management - Overall Satisfaction



Reporting Channels Used



Satisfaction by Reporting Channel*



Only 28% of respondents reported the issue. General employees and females are more likely to report than male and constabulary staff.

The **supervisor or manager is the most used channel** for incident reporting by some margin.

62% of respondents who made a complaint are dissatisfied with the way it was handled. Only 1 in 6 were satisfied.

Supervisor or managers were most likely to handle complaints well, however the likelihood of achieving a satisfactory outcome is still low.

Distributions

Base: n=2,174 | *Samplesizes too low for Kia Tū and IPCA



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