

31 July 2025

[REDACTED]  
[REDACTED]  
Sent via email to [REDACTED]

## **LG25-0196 – QLDC Staff Satisfaction Survey**

Dear [REDACTED],

### **REQUEST FOR OFFICIAL INFORMATION – RELEASE OF INFORMATION**

Thank you for your request for information held by the Queenstown Lakes District Council (QLDC). On 14 July 2025 you requested the following information under the Local Government Official Information and Meetings Act 1987 (LGOIMA):

- **Could you please provide the most recent results from the Staff Satisfaction Survey that is carried out annually by QLDC?**

**We understand, for privacy reasons, the individual responses will not be available. What we would like is the overall scores for each of the questions asked, together with how these compare to the previous time the survey was carried out.**

### **QLDC RESPONSE**

#### **Release of information**

In response to your request, we consulted with the QLDC People and Capability Team.

The latest results from our Employee Engagement Survey, which includes a question on staff satisfaction, can be viewed [here](#).

Please note that the enclosed link will expire on 30 August 2025, 10:15 AM (UTC+12:00) Auckland, Wellington.

#### **Right to review the above decision**

Note that you have the right to seek an investigation and review by the Ombudsman of this decision. Information about this process is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

If you wish to discuss this decision with us, please contact [Naell.Crosby-Roe@qldc.govt.nz](mailto:Naell.Crosby-Roe@qldc.govt.nz) (Director Democracy Services).

We trust that the above information satisfactorily answers your request.

Kind regards,



Democracy Services Team  
Corporate Services | Queenstown Lakes District Council  
P: +64 3 441 0499  
E: [information.request@qldc.govt.nz](mailto:information.request@qldc.govt.nz)

## Employee Engagement Survey Methodology

This response is in relation to your request dated 14 July 2025 asking for the most recent results of our staff satisfaction survey. At QLDC we call this our Employee Engagement Survey.

We use the Gallup Q12 survey annually to measure the key drivers of engagement that influence performance, wellbeing, and retention. Gallup uses rigorous, scientifically validated methodologies to collect engagement data. Their surveys are designed to minimize bias and ensure accurate responses. Reporting follows strict guidelines to present data objectively and accurately. All results presentations and analysis is prepared by Gallup on behalf of QLDC each year. Gallup has a thorough methodology and presentation process for transparency.

Gallup takes the confidentiality of survey results very seriously. The entire survey process is administered independently by Gallup, ensuring that QLDC only receives aggregated results, not individual responses. Strict rules are in place to protect the confidentiality of individual data, and no one at QLDC can access or identify specific employee responses. Reports are only generated for groups with enough respondents to maintain individual anonymity. These measures are designed to encourage honest feedback and maintain trust in the survey process.

Gallup combines more than 80 years of experience with its global reach to understand the attitudes and behaviours of employees, customers, students, and citizens worldwide. Gallup has over 27.6M respondents their Overall Q12 database which is about 6,473 clients as of 2020-2024.

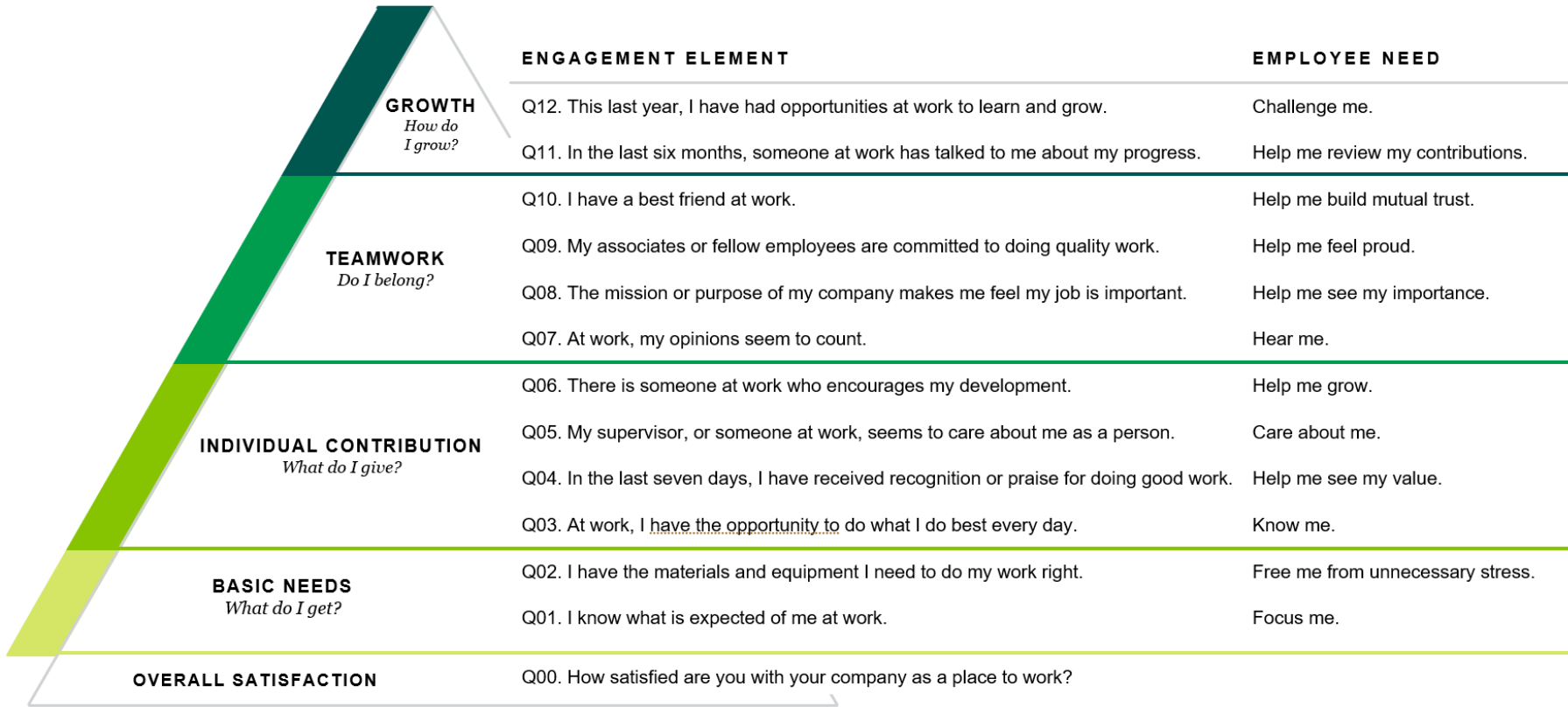
Gallup identified the questions in the survey through rigorous statistical analysis of the best predictors of employee engagement, performance, retention, and business outcomes. The wording is intentionally simple and direct, often using “always” or “strongly”, to set a high standard and clearly differentiate between highly engaged teams and everyone else. This clarity helps leaders pinpoint areas of strength and where support is needed most.

The Gallup survey helps identify areas of engagement and non-engagement across the organisation so we can understand where support may be needed. Gallup classifies employees into three engagement categories:

- **Engaged** – These employees are enthusiastic about their work and workplace. They feel connected to the organisation, are motivated to do their best, and often go above and beyond in their roles.
- **Not Engaged** – These employees do the basics of their job but aren’t emotionally connected to their work. They may be productive, but they’re not fully invested or enthusiastic.
- **Actively Disengaged** – These employees are unhappy at work and may be spreading negativity. They can undermine the efforts of others and may be doing more harm than good to team culture and performance.

## Gallup’s Employee Engagement Hierarchy

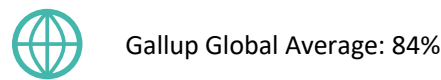
Gallup’s employee engagement hierarchy is based on the idea that engagement develops in stages, starting with meeting basic needs and progressing to higher-level drivers of performance. It begins with clarity of expectations and access to resources, then builds through recognition, a sense of contribution, and ultimately, alignment with the organisation’s mission and opportunities for growth. Each level supports the next, creating a strong foundation for sustained engagement and productivity.



## QLDC Results 2025

### Participation Rate

QLDC’s 2025 participation rate was **87%**.



### Engagement Mean

All questions in the Gallup Q12 survey are scored out of 5, with 1 being “strongly disagree” and 5 being “strongly agree”. For our size organisation Gallup considered any shift of plus or minus 0.20 to be statistically significant.

