

2025 Your Whakaaro

MIT/Unitec - Summary Report

November 2025



**MANUKAU
INSTITUTE OF
TECHNOLOGY**
Te Whare Takiura o Manukau



Unitec

Your whakaaro

Tell us your whakaaro (thoughts & feedback)
to shape a better workplace for all



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Introduction

Your Whakaaro Kaimahi Survey is an employee engagement initiative rolled out across MIT and Unitec which provides the opportunity for kaimahi to share their feedback and experiences.

The survey was open to permanent and fixed term kaimahi who joined MIT or Unitec prior to 1 July 2025. Kaimahi were invited to participate from 8 September to 26 September.

We heard from 65.9% of our kaimahi and received 575 comments which were broken down into 1,459 separate themed items of feedback.

Kaimahi feedback surveys are an important tool to support organisational growth, kaimahi engagement and creating positive and inclusive work environments. The next steps in responding to feedback is vital to build kaimahi trust and engagement.

Response Rates

Team groupings and the reporting framework are explained in the Appendix

2025 Reponse Rate

1333
Surveys Sent

878
Surveys Completed

65.9%
Response Rate

Response Rate by Survey Year



All 2024 data is filtered on MIT and Unitec staff only (we have removed Northtec) to provide a like for like comparison

Survey Year Divisions	2024			2025		
	Surveys Sent	Surveys Completed	Response Rate	Surveys Sent	Surveys Completed	Response Rate
MIT	610	356	58.4%	579	357	61.7%
Regional	14	12	85.7%			
Tāmaki Integrated				51	47	92.2%
Unitec	715	455	63.6%	703	474	67.4%
Total	1339	823	61.5%	1333	878	65.9%

Survey Year Role Type	2024			2025		
	Surveys Sent	Surveys Completed	Response Rate	Surveys Sent	Surveys Completed	Response Rate
Head of School	16	13	81.3%	18	15	83.3%
Kaimahi	1173	681	58.1%	1153	727	63.1%
People Leader	139	120	86.3%	153	128	83.7%
SLT	10	8	80.0%			
TTG				9	8	88.9%
Total	1338	822	61.4%	1333	878	65.9%

Survey Year Position Category	2024			2025		
	Surveys Sent	Surveys Completed	Response Rate	Surveys Sent	Surveys Completed	Response Rate
Academic	700	341	48.7%	698	364	52.1%
Support/Professional	639	482	75.4%	635	514	80.9%
Total	1339	823	61.5%	1333	878	65.9%

Survey Year 2025 Business Groups	2025		
	Surveys Sent	Surveys Completed	Response Rate
Academic	863	491	56.9%
Digital	47	39	83.0%
Engagement & Pathways	32	27	84.4%
Enrolments & Academic Operations	48	42	87.5%
Finance	24	23	95.8%
International	17	14	82.4%
Learner Experience & Success	120	89	74.2%
Māori Success	21	15	71.4%
Marketing & Brand	16	16	100.0%
Operations	43	36	83.7%
Other	23	18	78.3%
Pacific Success	11	10	90.9%
People Culture & Wellbeing	36	34	94.4%
Property	21	16	76.2%
Timetabling	11	8	72.7%
Total	1333	878	65.9%

Year on Year results unavailable at Business Group, Department and Team level due to structural changes over time

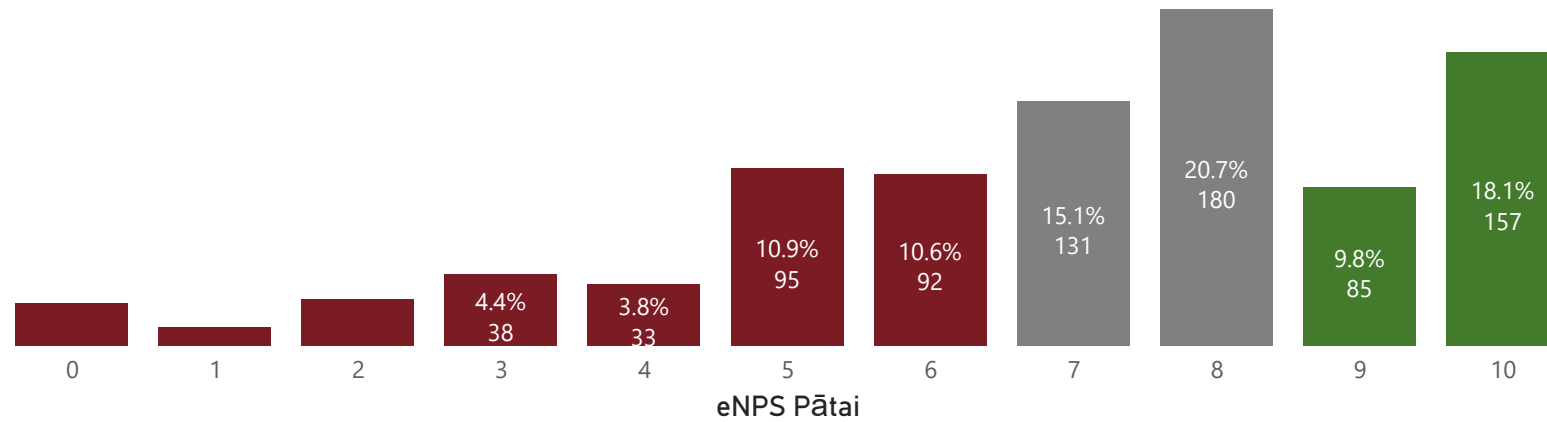
The OTHER group is made up of those who don't role up into a Business Group Overview report

2025 eNPS Results

How likely are you to recommend MIT/Unitec as a place to work to a friend or your whānau (family)?

0=Not at all Likely, 10=Extremely Likely

eNPS Segments ● Detractor (rate 0-6) ● Passive (rate 7-8) ● Promoter (rate 9-10)



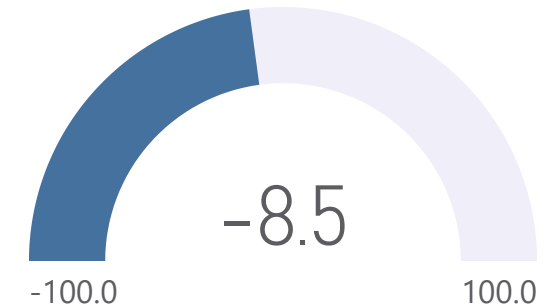
eNPS Segments

eNPS Segments ● Detractor (rate 0-6) ● Passive (rate 7-8) ● Promoter (rate 9-10)



eNPS (Employee Net Promoter Score) is used to measure employee satisfaction and loyalty. eNPS is calculated by the % of staff who give a high recommendation rating (Promoters who rate 9-10) minus the % of staff who give a low recommendation rating (Detractors who rate 0-6).

2025 Employee Net Promoter Score (eNPS Pātai)



2022 NZ Education and Training eNPS benchmark*
+15

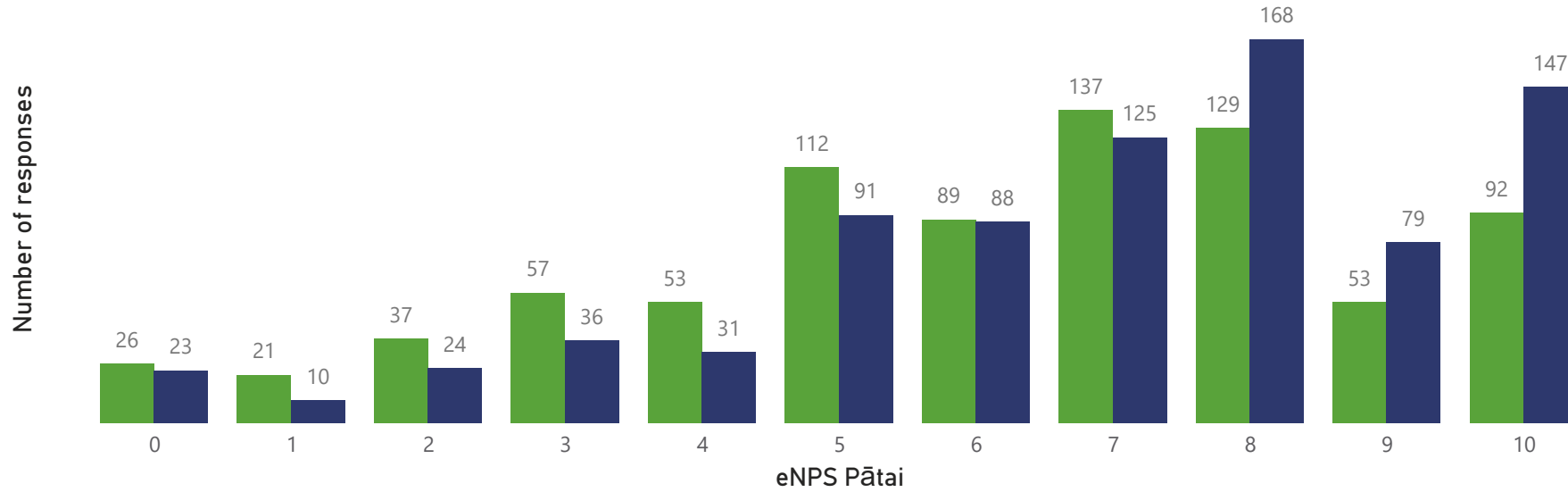
*2022 NZ Employee Engagement eNPS Benchmarks from Perceptive Research

Year on Year eNPS Results

How likely are you to recommend MIT/Unitec as a place to work to a friend or your whānau (family)?

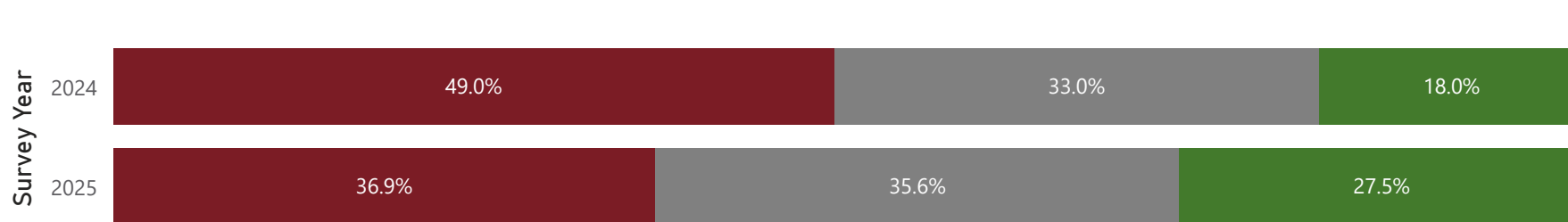
0=Not at all Likely, 10=Extremely Likely

Survey Year ● 2024 ● 2025



eNPS Segments

eNPS Segments ● Detractor (rate 0-6) ● Passive (rate 7-8) ● Promoter (rate 9-10)



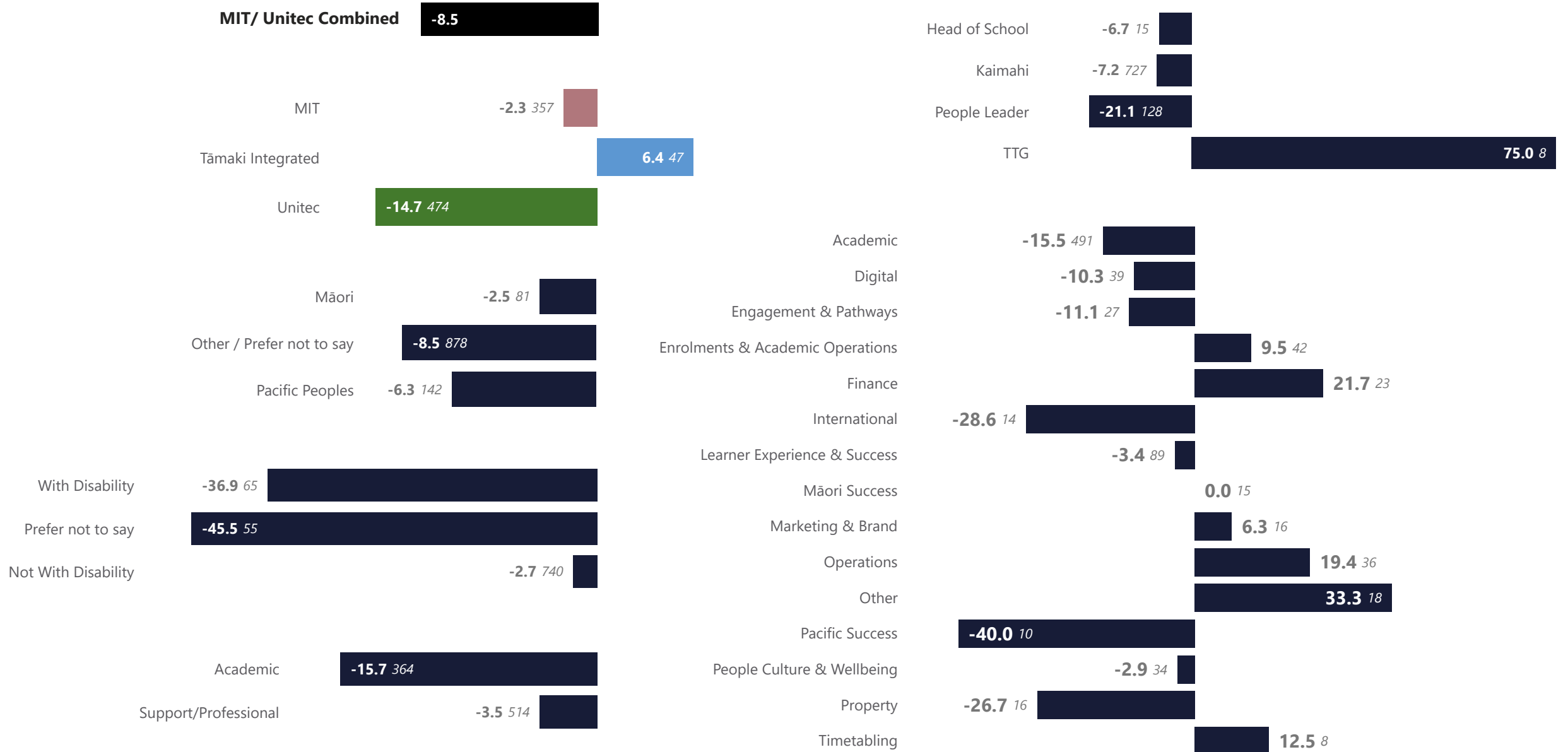
All 2024 data is filtered on MIT and Unitec staff only (we have removed Northtec) to provide a like for like comparison

The 2024 Rohe1 eNPS (including MIT, Unitec & Northtec staff combined) was -34.3

Survey Year	eNPS Score
2024	-30.8
2025	-8.5

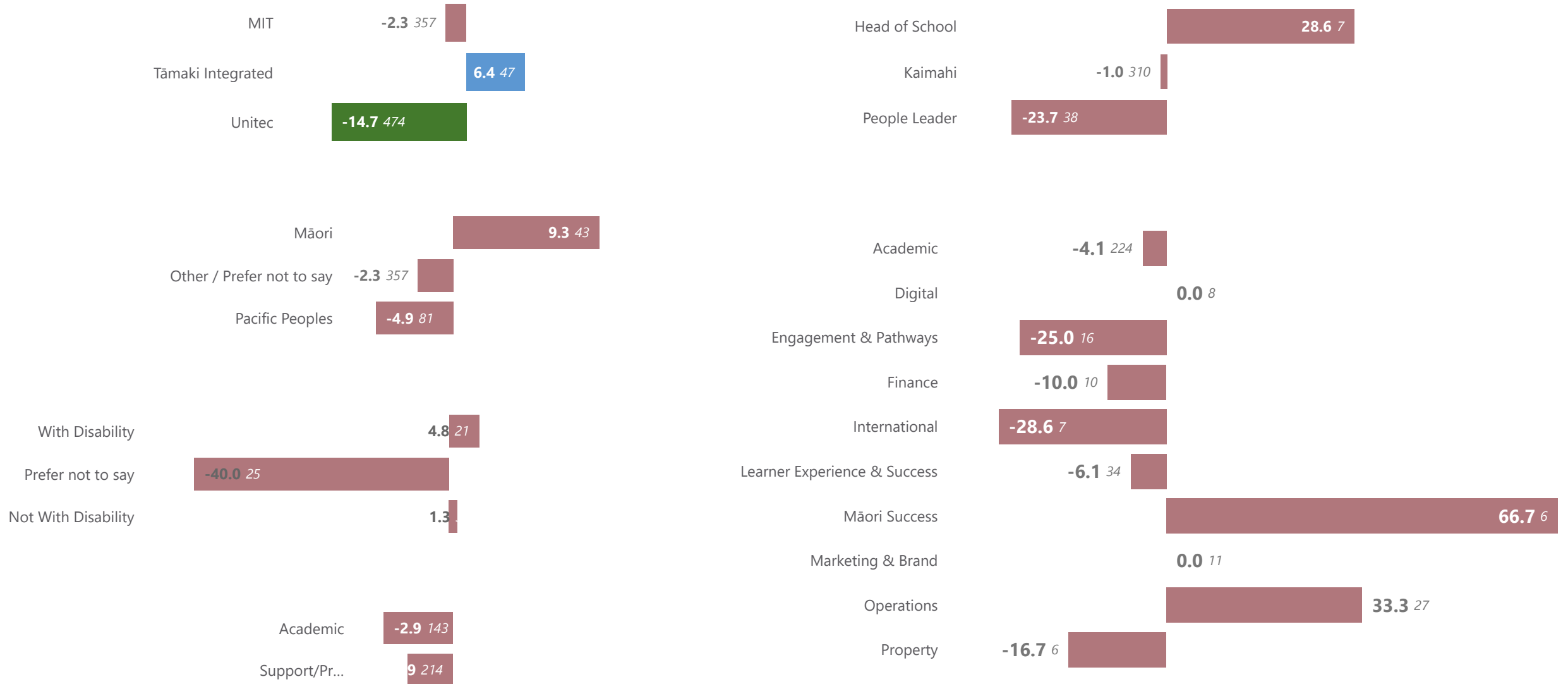
2025 eNPS Score Profile - MIT / Unitec Combined

The number of kaimahi responses within each group is shown in italics next to the eNPS score shown in bold
 Only groups of 6 or more responses are shown



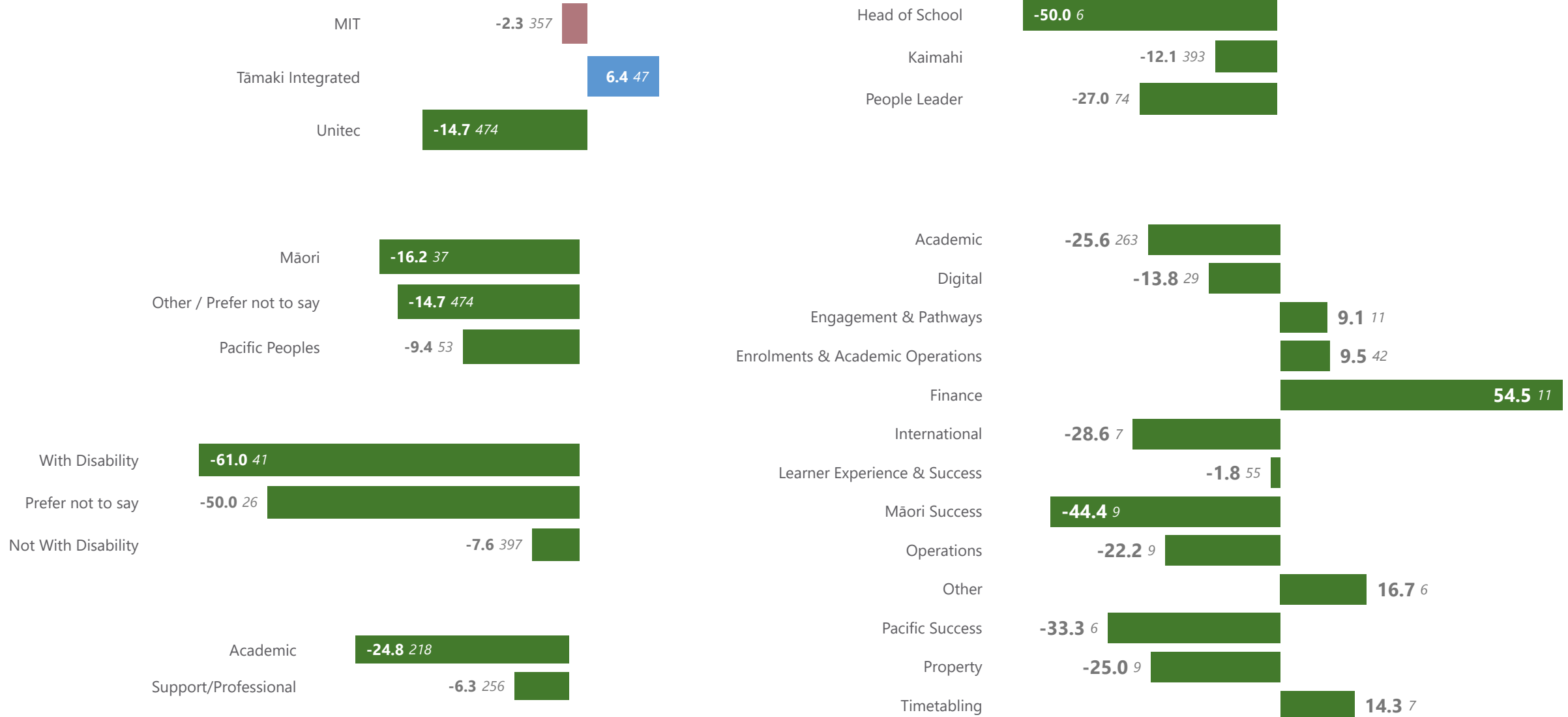
2025 eNPS Score Profile - MIT

The number of kaimahi responses within each group is shown in italics next to the eNPS score shown in bold
 Only groups of 6 or more responses are shown



2025 eNPS Score Profile - Unitec

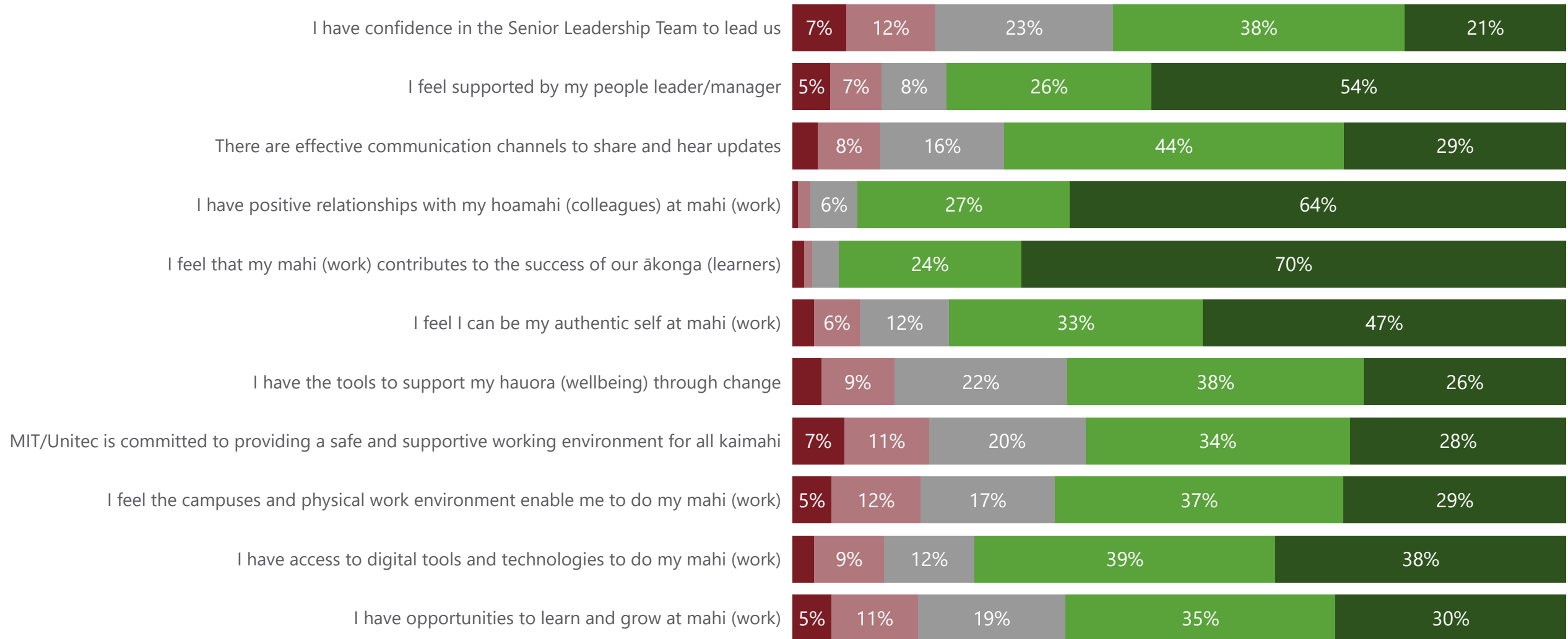
The number of kaimahi responses within each group is shown in italics next to the eNPS score shown in bold
 Only groups of 6 or more responses are shown



2025 Statement Ratings - MIT / Unitec Combined

Please let us know your whakaaro (thoughts, feedback) on the below statements

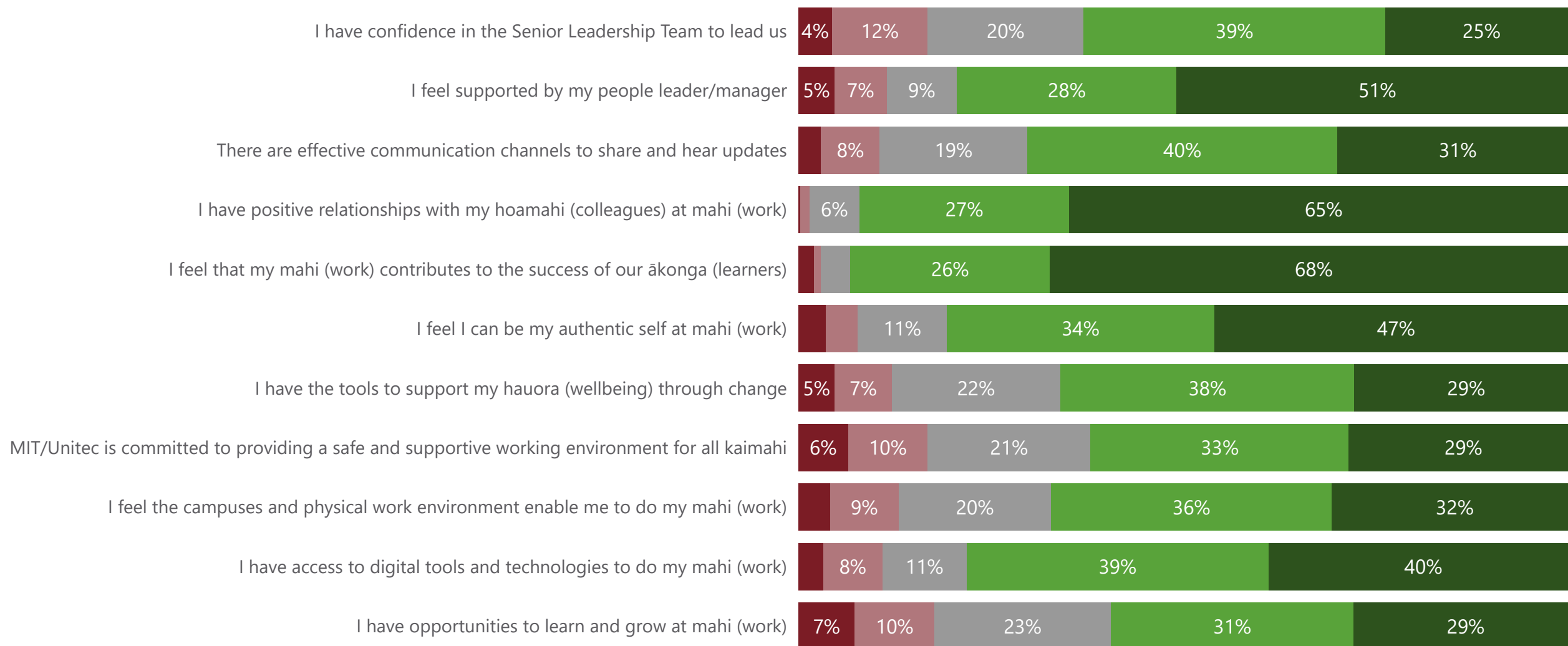
● Strongly Disagree ● Somewhat Disagree ● Neither Agree nor Disagree ● Somewhat Agree ● Strongly Agree



2025 Statement Ratings - MIT

Please let us know your whakaaro (thoughts, feedback) on the below statements

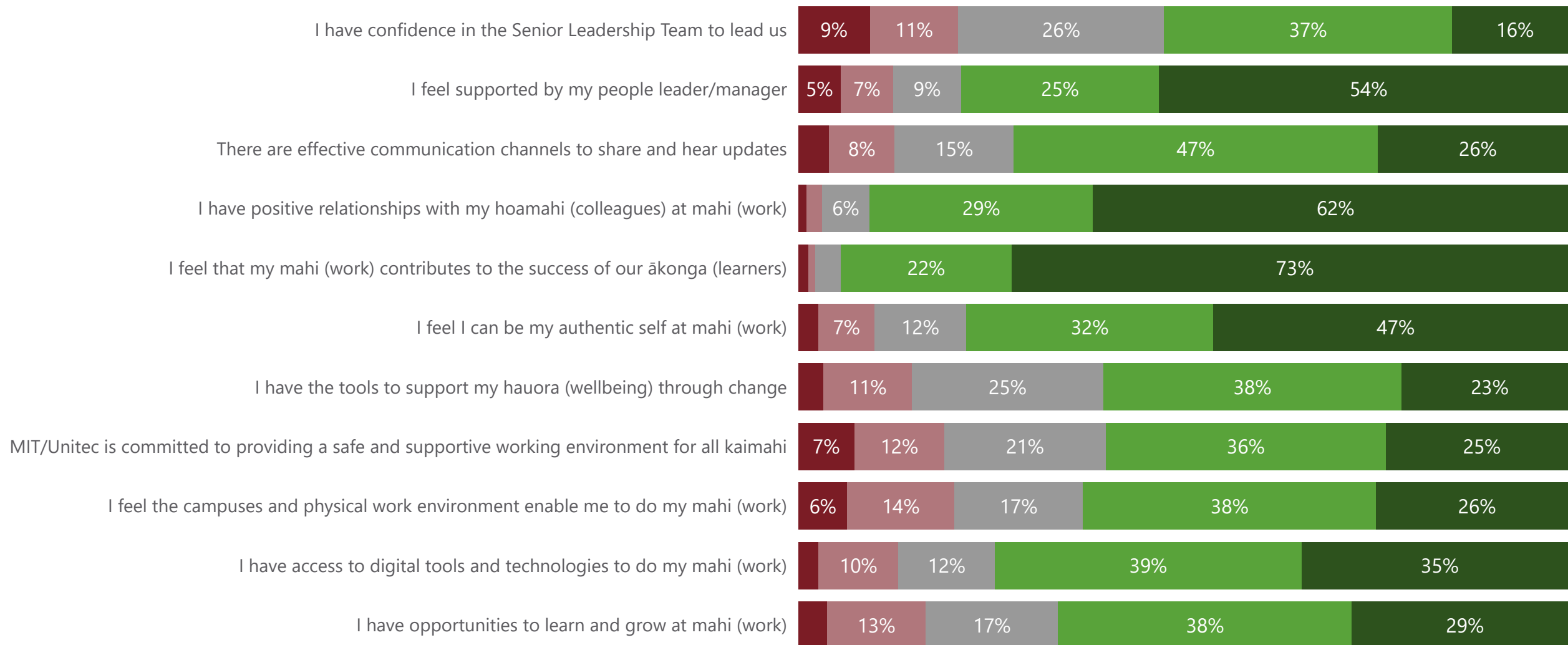
● Strongly Disagree ● Somewhat Disagree ● Neither Agree nor Disagree ● Somewhat Agree ● Strongly Agree



2025 Statement Ratings - Unitec

Please let us know your whakaaro (thoughts, feedback) on the below statements

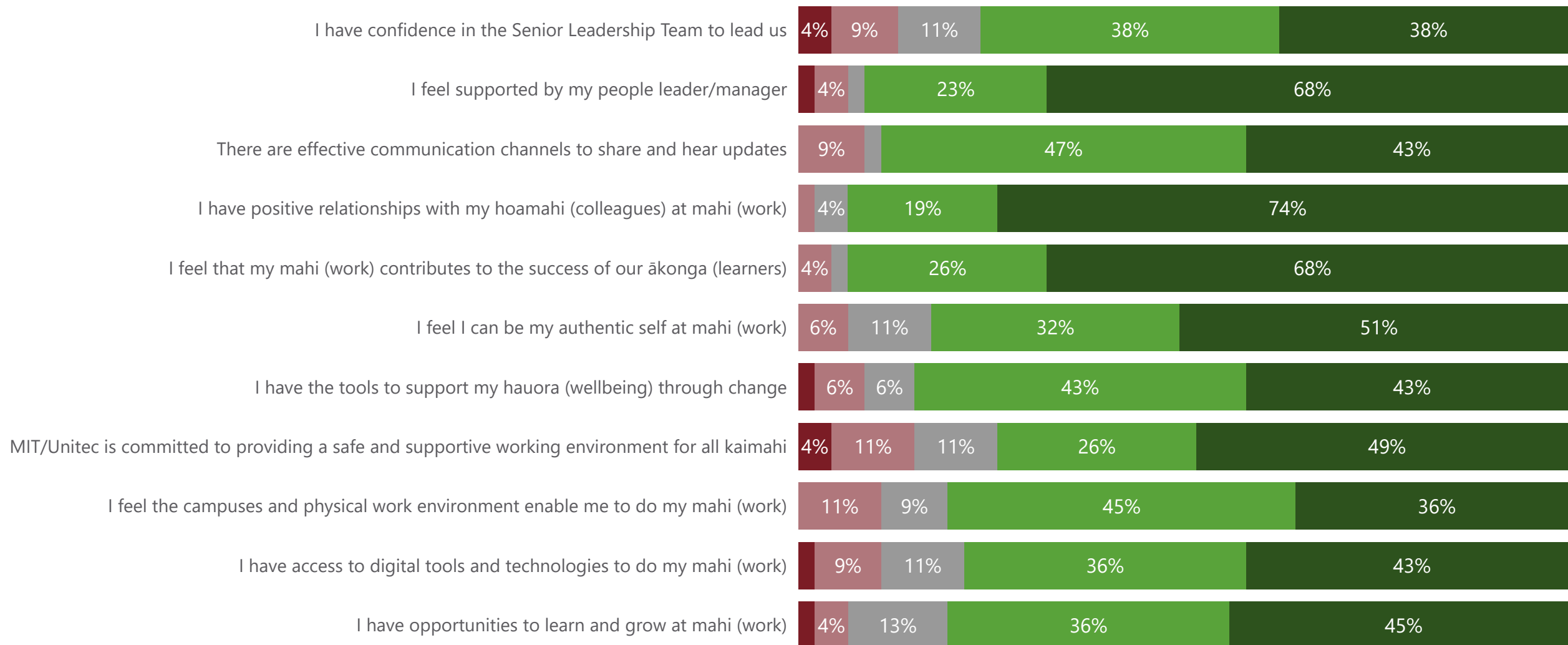
● Strongly Disagree ● Somewhat Disagree ● Neither Agree nor Disagree ● Somewhat Agree ● Strongly Agree



2025 Statement Ratings - Tāmaki Integrated

Please let us know your whakaaro (thoughts, feedback) on the below statements

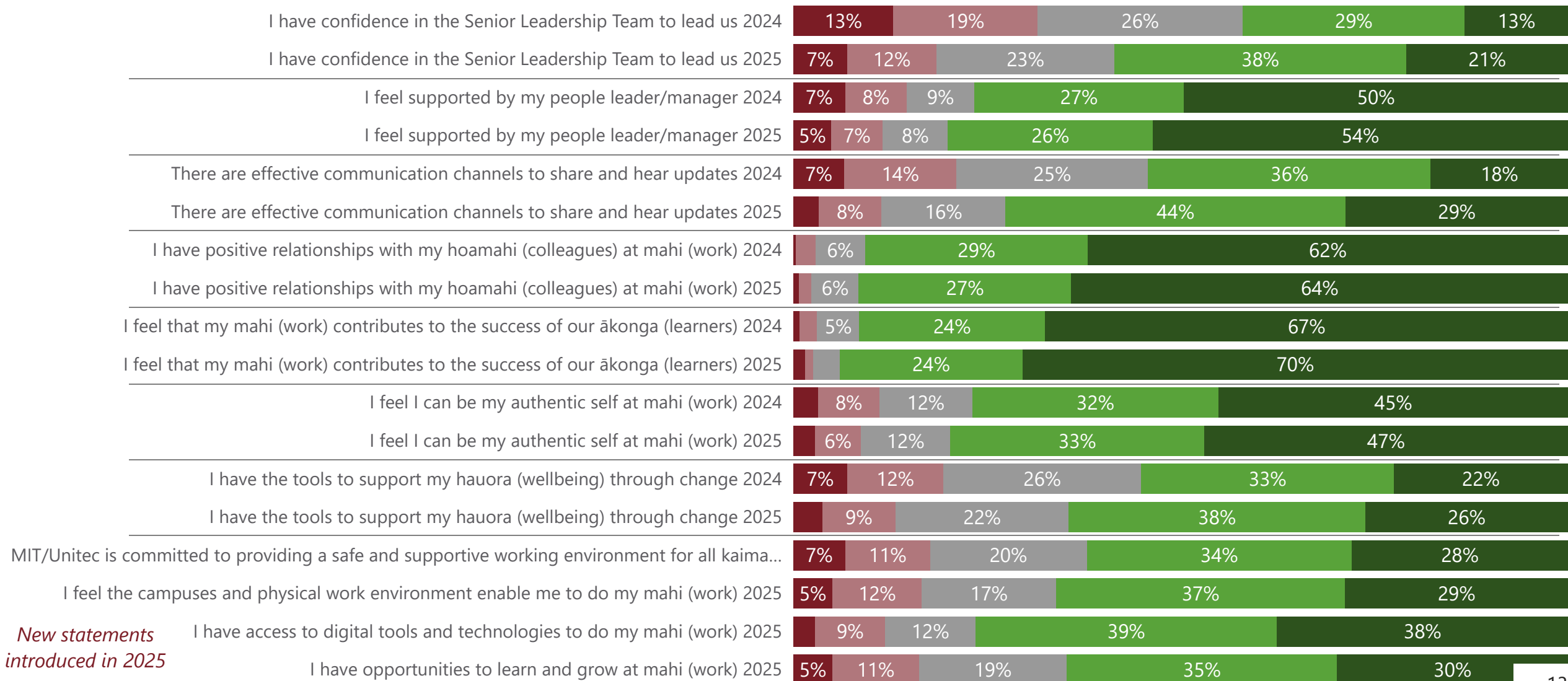
● Strongly Disagree ● Somewhat Disagree ● Neither Agree nor Disagree ● Somewhat Agree ● Strongly Agree



Year on Year Statement Ratings - MIT / Unitec Combined

Please let us know your whakaaro (thoughts, feedback) on the below statements

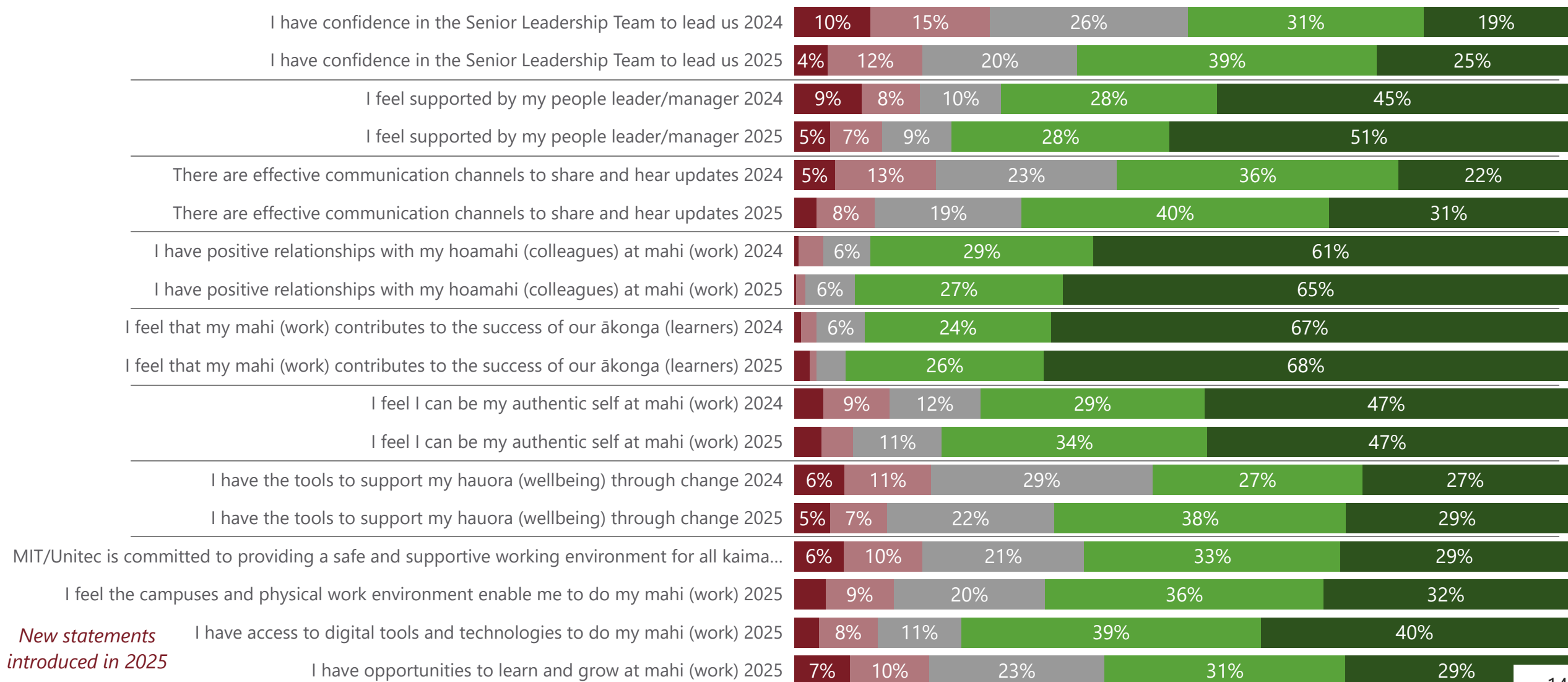
● Strongly Disagree ● Somewhat Disagree ● Neither Agree nor Disagree ● Somewhat Agree ● Strongly Agree



Year on Year Statement Ratings - MIT

Please let us know your whakaaro (thoughts, feedback) on the below statements

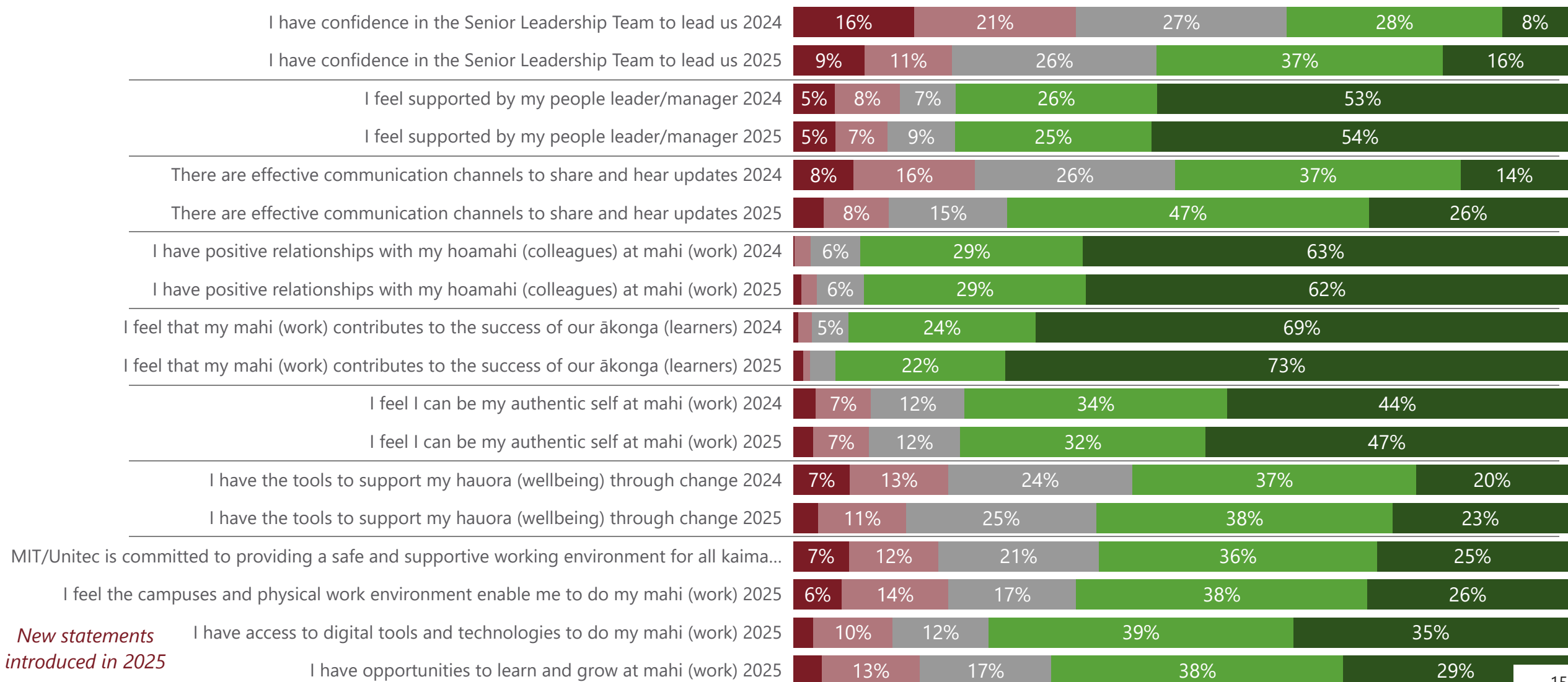
● Strongly Disagree ● Somewhat Disagree ● Neither Agree nor Disagree ● Somewhat Agree ● Strongly Agree



Year on Year Statement Ratings - Unitec

Please let us know your whakaaro (thoughts, feedback) on the below statements

● Strongly Disagree ● Somewhat Disagree ● Neither Agree nor Disagree ● Somewhat Agree ● Strongly Agree



High Level Themes

With an overall response rate of 65.9%, we received **575** comments which were broken down into **1,459** separate themed items of feedback.

Each theme was tagged as positive, neutral or negative. Following is the breakdown of feedback:

Sentiment		
Positive	Neutral	Negative
166	618	675
11.4%	42.4%	46.3%

There were 11 high level themes which broke down further into numerous subthemes. The table below provides an overview of the high-level themes, the number of feedback items relating to that theme, and an indication of the strength and nature of sentiment around that theme.

Theme	Sentiment #			Total
	Positive	Neutral	Negative	
1. Work Environment	6	100	221	327
2. Kaimahi Experience	56	144	119	319
3. Organisational Context	24	78	94	196
4. Leadership & Management	41	24	69	134
5. Communication	8	60	37	105
6. Professional Development	5	70	20	95
7. Ākonga Success	6	39	28	73
8. Organisational Structure		25	43	68
9. Wellbeing & Safety	8	30	16	54
10. Diversity, Equity & Inclusion	4	27	18	49
11. Teamwork & Collaboration	8	21	10	39

See the next page for subthemes.

High Level Themes

1. Work Environment

- Physical facilities
- Carparking
- Policies & processes
- Technology
- Tools & resources
- Transport

2. Kaimahi Experience

- Culture
- Recognition & reward - Remuneration
- Engagement & commitment
- Recognition & reward - Benefits & celebrate success
- Workload
- Flexible work practices
- Connection
- Retention
- Onboarding
- Performance frameworks & process

3. Organisational Context

- Tāmaki Integration
- Change
- Financial
- Broader context

4. Leadership & management

- Executive & senior leadership
- Managers & people leaders

5. Communication

- Communication clarity & transparency
- Opportunities to provide feedback & input
- Communication channels & timing
- Closing feedback loops
- Your Whakaaro feedback

6. Professional development

- Learning opportunities
- Career progression
- Teacher capability development
- Budget for PD

7. Ākonga Success

- Ākonga support services
- Programme delivery
- Ākonga at the centre
- Attraction
- Academic quality
- Impact of change
- Student management system

8. Organisational Structure

- Resourcing (staffing)
- Roles & responsibilities

9. Wellbeing & Safety

- Wellbeing
- Safety

10. Diversity, Equity & Inclusion

- Priority Groups
- Representation
- Equity of practice
- Initiatives

11. Teamwork & Collaboration

- Collaboration
- Teamwork
- Team connection