

Quarterly Exit Survey Report

Voluntary leavers from 1 Jan – 31 Mar 2021

ORGANISATIONAL RESEARCH

Defence Human Resources

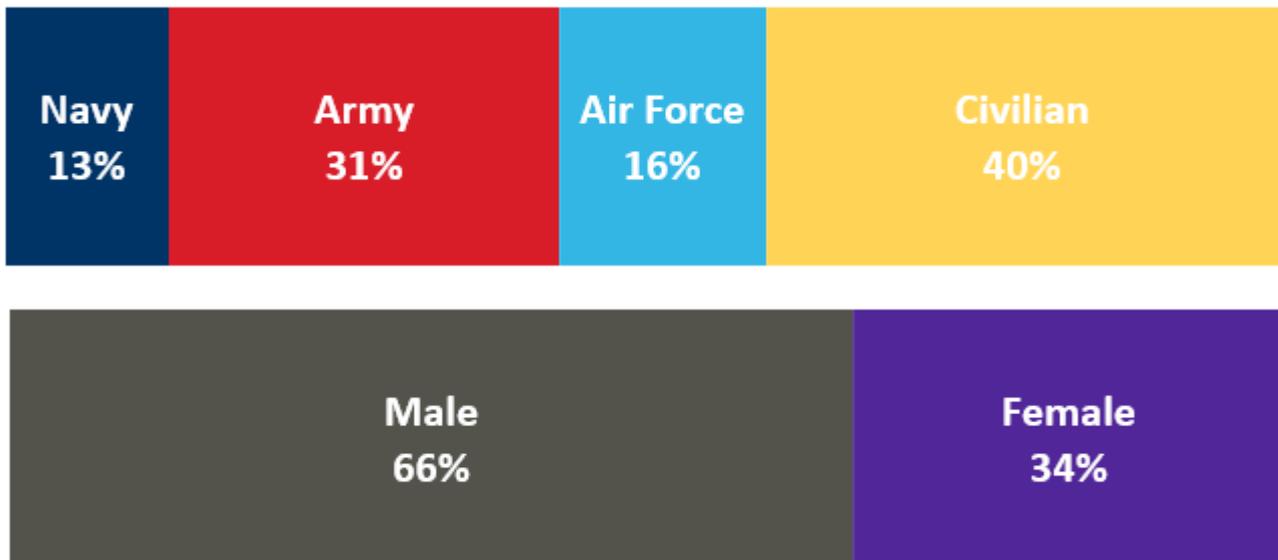
Key findings

- The top 3 reasons why Regular Force people are leaving the NZDF are:
 - Did not like how my career was being managed (46%)
 - Unable to manage family commitments (43%)
 - Do not have confidence in NZDF senior leadership (41%)
- The top 3 reasons why civilians are leaving the NZDF are:
 - Not able to use my knowledge and skills (40%)
 - Too much pressure placed on me because of lack of personnel in m unit (40%)
 - Lack of teamwork and cohesion (38%)
- Approximately 1 in 6 (15%, 18 people) said that they had been “Bullied by my supervisor / leader” in the last 12 months.
- It was notable that a number of people left the NZDF before finding a new job (11%) or who have no firm plans (4%).
- The majority (83%, 99 people) of respondents would consider re-joining or working for the NZDF again.

About the survey

This report provides an overview of the key reasons for voluntarily leaving for 124 NZDF personnel, 74 uniformed (60%) and 50 civilian (40%) NZDF personnel who submitted their release form and completed the NZDF Exit Survey between the 1st of January and the 31st of March 2021. Over this period 198 people voluntarily requested to be released, thus the participation rate was approximately 63% (58% for Regular Force, and 70% for Civilians).

Personnel who are retiring or Reserve Force members are not included in the sample.



The uniformed sample was comprised of 61 (82%) Other Ranks and 13 (18%) Officers.

Note: survey participants are given a series of possible reasons for leaving and asked to indicate how important each factor was in their decision to leave. We are reporting the percentage of respondents that said each reason was 'somewhat important' or 'very important' in their decision to leave the NZDF.

Findings

The top reasons for leaving the NZDF

The top reasons why people are leaving for all military and all civilian respondents are as follows in order of importance:



Top reasons for leaving for Navy



The top three reasons for leaving for Navy personnel remain the same – in the same order – as last quarter (October to December 2020), with the addition of *'Too much work related stress'*.

Top reasons for leaving for Army



'Did not like how my career was being managed' remains in the top three this quarter, however has dropped from first position to third.

This quarter *'Not enough deployment opportunities'* and *'Unable to manage family commitments'* have replaced the other two top survey items from last quarter *'Not able to get the training and development I need'* and *'Not able to use my knowledge and skills'*.

20
responses

Top reasons for leaving for Air Force



‘Did not like how my career was being managed’ remains in the top reasons this quarter, moving up from second position into first. With the addition of two further career management related survey items: *‘Did not think I would be promoted’* and *‘Not getting the posting(s) I wanted’*.

‘Do not have confidence in NZDF senior leadership’ is new to the top three this quarter.

‘Unable to manage family commitments’ is not in the top reasons this quarter.

50
responses

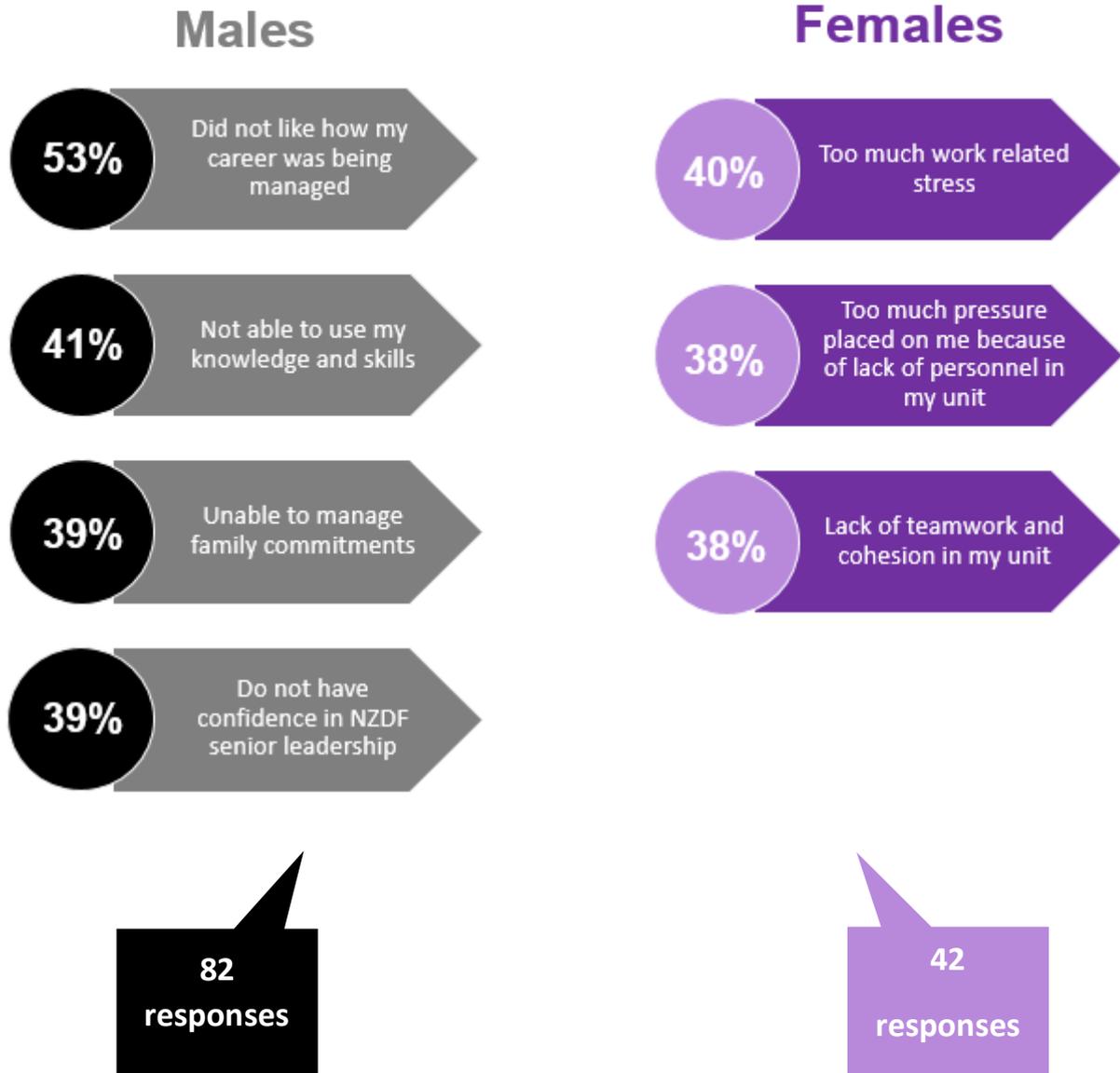
Top reasons for leaving for Civilians



'Not able to use my knowledge and skills' remains the top reason for leaving for civilians this quarter.

The two remuneration related survey items (*'My current level of remuneration is not high enough'* and *'Not seeing enough increase in my salary from year to year'*) are not included this quarter. Instead, two team related items are in the top reasons this quarter.

Top reasons for leaving by gender (military and civilian)



'Did not like how my career was being managed' and *'Not able to use my knowledge and skills'* remain in the top reasons for males. However, *'Not able to get the training and development I need'* has been replaced by *'Unable to manage family commitments'* and *'Do not have confidence in NZDF senior leadership'*.

The top reasons for females this quarter are different to last quarter (*'Not able to use my knowledge and skills'*, *'Do not have confidence in NZDF senior leadership'*, and *'Not to get the training and development I need'*).

Top reasons for leaving by rank grouping



The top three reasons for leaving for Other Rank personnel from last quarter remain among the top reasons this quarter (*‘Did not like how my career was being managed’*, *‘Unable to manage family commitments’*, and *‘Not enough deployment opportunities’*), with the addition of two more reasons.

‘Did not like how my career was being managed’ remains the top reason for leaving for Officers. With the addition of two related survey items: *‘Lack of ability to settle down in a certain location’* and *‘Unable to manage family commitments’*.

Harassment, bullying, and discrimination

Approximately 1 in 6 (15%, 18 people) said that they had been “Bullied by my supervisor / leader” in the last 12 months. Respondents were equally likely to say that they were bullied by their colleagues (15%, 18 people).

Respondents were much more likely to report being discriminated against because of their physical / mental health (9%, 11 people) or gender (6%, 8 people), than because of their ethnic group (3%, 4 people) or sexual orientation (2%, 2 people). No one reported being discriminated against because of their religion.

Three females reported that they were sexual harassed by another NZDF member in the last 12 months (2%, 3 people).

Notably, 15 personnel (12%) reported that a complaint they made about harassment / bullying was not handled to their satisfaction. Of these 15 people, 9 (7%) also reported that the complaint they made about harassment / bullying damaged their career.

Compared with last quarter, reports of bullying by supervisor/leader is up 3% and reports of bullying by colleagues is up by 4%. Discrimination and sexual harassment are both at similar levels to last quarter. Dissatisfaction with how complaints about harassment / bullying were handled is up 2%.

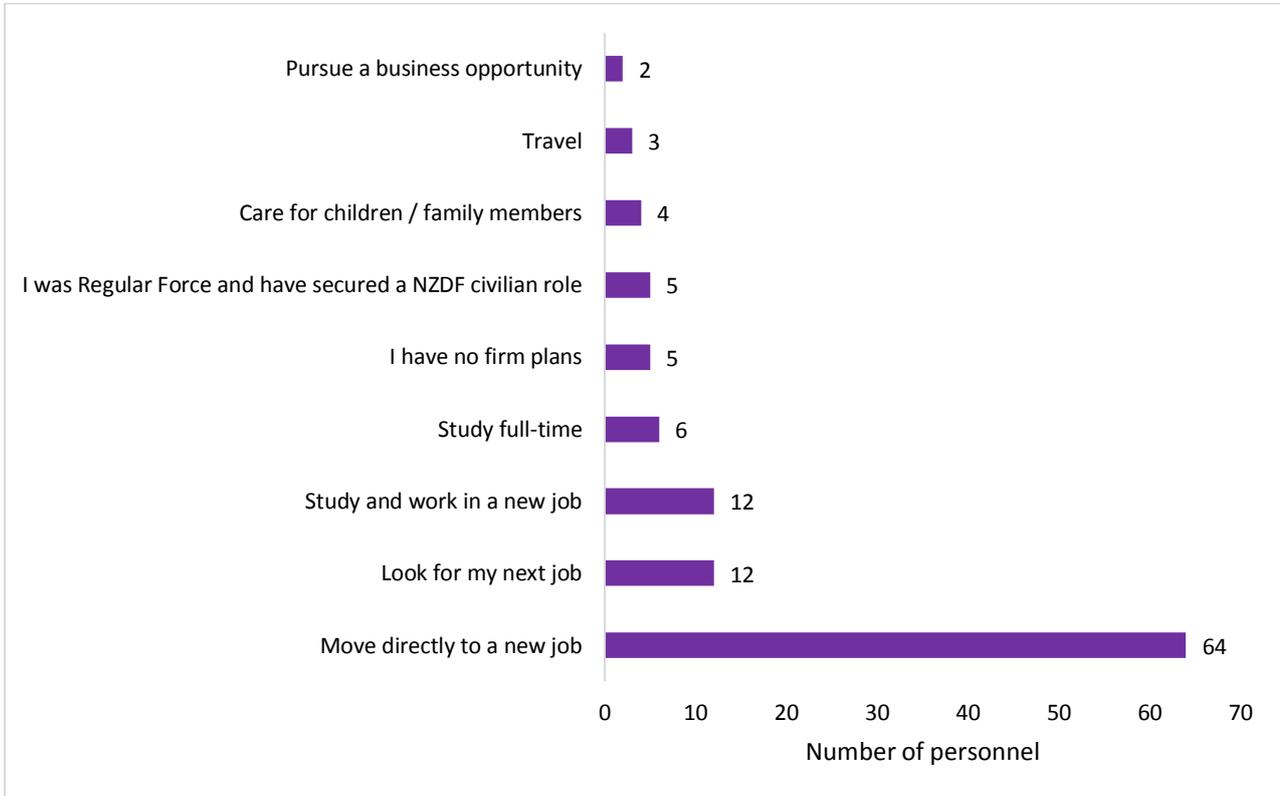
Note: This section of the survey is measured using different response options to the first section about reasons for leaving.

In this section respondents are asked to indicate whether or not in the last 12 months they experienced 10 different harassment, bullying, and discrimination related experiences. The response options for this section are: ‘I have experienced’ or ‘I have NOT experienced’.

The research team follows up with every participant who indicates an experience of bullying, harassment, or discrimination to offer support options within the NZDF.

What are you doing next?

The majority of survey respondents are going straight to a new job (57%). It was notable that a number of people left the NZDF before finding a new job (11%, 12 people) or who have no firm plans (4%, 5 people).



Future with NZDF

The majority (83%, 99 people) of respondents would consider re-joining or working for the NZDF again. One in five or 21 (18%) respondents would not consider this.

83%

would consider working for
the NZDF again

Any questions?
OrgResearch@nzdf.mil.nz