

TE ĀHUA O NGĀ WAIARO – TE REO MĀORI ATTITUDES SURVEY

This questionnaire seeks to establish the opinions of the staff of the Public Service departments¹ about the Māori language and its use in the Public Service. We are anxious to hear your opinion, as it will help shape the future decisions made about te reo Māori revitalisation.

Each questionnaire is labelled with an individual reference number. This is used instead of your name to ensure that we keep the responses that you give completely confidential.

Question	Scale					
	Female	Male	Other			
Are you	16-24	25-34	35-44	45-54	55-64	65+
How old are you?	European	Māori	Pasifika	Asian	Other	
What is your ethnicity?	NZ	The Pacific	Great Britain	Asia	Other	
Where were you born?	0-1	2-5	6-10	11+		
If not in NZ, how long have you lived here?						
There is no need to offer a Māori language service in public sector because most Māori speakers also speak English	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Focusing on Māori language services in public services detracts from the issues that really matter to service users	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Focusing on Māori language provision draws resources away from genuinely important problems in the public services sector	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
The Māori language can be awkward in the public services setting	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Only in predominantly Māori speaking areas should public services be offered in both English and Māori	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
The Māori language is too old-fashioned for public services	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know

¹ Listed on Schedule 1 of the State Sector Act 1988 and departmental agencies listed on Schedule 1A of the same Act.



Question	Scale					
It would be too expensive for all public services in New Zealand to use English and Māori equally	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Māori speaking clients and stakeholders need fluent Māori speaking staff	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Māori language provision in public services is particularly important for older people (over 65)	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Offering a Māori language service to Māori speaking clients/stakeholders enhances the quality of service	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Most Māori speaking clients/stakeholders feel more comfortable speaking Māori to public services workers	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Māori language provision in public services is particularly important for people with social problems	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Most Māori speaking clients/stakeholders can express feelings more effectively in Māori	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Māori language provision in public services is particularly important for people with social problems	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
There is not enough use of the Māori language in public services in New Zealand	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Clients/stakeholders should demand their rights and ask for a Māori language service in public services in New Zealand	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Māori language provision in public services is particularly important for children (between 0-16)	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
In order to work in public services in New Zealand, one should be able to speak Māori	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
More jobs in public services should be filled by Māori speakers so that services can be delivered in Māori as well as English	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know



Question	Scale					
	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
There is not enough being done to promote public services through the medium of Māori	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Public services job training programmes should provide opportunities to learn Māori	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Using a client/stakeholder's preferred language facilitates culturally appropriate engagements	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Using a client/stakeholder's preferred language can enhance the professional relationship	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Offering bilingual training programmes prepares workers to perform well in bilingual public services settings	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Training programmes should be available in Māori as well as English (or bilingually)	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Training programmes should include Māori language and bicultural training	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
The Māori language is relevant to public services in New Zealand	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Non-Māori speaking staff should not be concerned with Māori language provision in public services	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
It is rude to speak to clients/stakeholders in front of non Māori speaking public services workers	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
The Māori and English language should have equal status in public services in New Zealand	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Māori speaking clients/stakeholders are reluctant to ask for a Māori language service	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know
Māori language skills are valued by public services employers in New Zealand	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Mostly Disagree	Strongly Disagree	Don't Know