

NGĀ PIKI ME NGĀ HEKE

Te reo Māori ki ngā hinonga kāwanatanga

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He whakarāpopoto

Kua whakapau kaha te mahi a te tangata ki te whakahaumanu i te reo Māori. I whakamanahia ā-turetia te reo Māori, ā, kua whakaputahia ētahi rautaki reo Māori mō te whenua. Heoi, kāore anō te reo Māori kia māori i ngā wāhi katoa o te hapori. Ko ngā marae, ko ngā kura Māori, ko ngā āhuatanga Māori kē ngā wāhi 'tika' mō te reo Māori. Ka aro tēnei pepa ki te reo Māori ki roto i tētahi wāhanga kē o te porihanga, arā, ko ngā hinonga kāwanatanga. Mā ngā wheako whaiaro o ētahi kaimahi o ngā hinonga e whāki te whakatinanatanga o ngā ture me ētahi tohutohu hei ārahi i ngā hinonga kei tūpono, he ngutu kau noa iho pea te Rautaki Reo Māori.

He kupu matua

Te reo Māori, te whaihua o te reo Māori, hinonga kāwanatanga, waiaro

He kupu whakataki

Kua whakamanahia te mahi a te ture hei whakarauora i ngā reo taketake o te ao. Ka pēnei hoki ki Aotearoa. He reo whakamana-ā-ture te reo Māori kei Aotearoa, he Rautaki Reo Māori hoki tō Aotearoa. Heoi, ko te reo Ingarihi tō runga ake i Aotearoa, ā, he nui ake te whaihua o te reo Ingarihi i tō te reo Māori. Ki te kore ngā

iwi me ngā reo taketake o te ao e ora, ka ngaro te kanorau o te ao, ka ngaro hoki ngā mātauranga rerekē mō te taiao, te rongoā, te mahi toi (Hinton, 2001a). He tohu hoki tētahi reo o te taketaketanga. Mehemea ka ngaro tētahi reo, ka ngaro hoki ngā tikanga, te mana, me ētahi atu o ngā āhuatanga rerekē (Tā James Henare i Te Rōpū Whakamana i te Tiriti o Waitangi, 2003). He maha ake ngā take me mau ngā

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reo taketake; ko te mōhiotanga ki ētahi kupu taketake, ko ngā raruraru tika tangata ētahi (tirohia Hinton, 2001b; Fishman, 2001; May, 2004, Leoni, 2015).

Ahakoā ngā piki me ngā heke, e ai ki ētahi atu iwi taketake e taukumekume tonu ana, ko te iwi me te reo Māori te pīnakitanga o te mahi whakarauora reo i te ao. Kāore i ārikarika ngā mahi kua mahia mai i te tau 1970. E hia kē nei te pūtea kua tukuna ki te whakakaha i te reo Māori hei reo kōrero, hei whakapūmau hoki i te reo Māori. I whakamanahia ā-ture te reo Māori i te tau 1987, heoi he ture ā-pepa anake pea tēnā, ā, kua whakaroau te reo Māori ināianei. E ai ki te Kautetanga 2013, kei te heke haere te nama o ngā kaikōrero Māori (Tatauranga Aotearoa, 2013).

Ko te reo Ingarihi te reo whānui te mārama i roto i ngā kura, i te hapori whānui, i ngā hinonga kāwanatanga hoki o Aotearoa. Kāore te whai painga o te reo Māori i te kitea whānuitia e te tokomaha o Aotearoa. Ehara ko ngā wāhi Māori anake ngā wāhi whakahirahira i te porihanga mō te mahi whakahauora i te reo Māori. Ahakoā he whakahirahira ēnei momo wāhi, me kuhu atu ki ngā porihanga katoa o Aotearoa hei whakamāori i te reo Māori; pērā i te kāinga, i ngā wāhi tūmatanui (Muller, 2016; Te Huia, 2013; Olsen-Reeder, 2017).

Āhua hauwhā o te wiki e noho ana te nuinga o ngā tāngata o Aotearoa ki te wāhi mahi (e 40 ngā hāora). Tekau mā rima tau ki te whā tekau mā rima tau te pakeke toharite te pakeke toharite o ngā kaimahi Māori. Neke atu i te 63,000 o rātou, he mōhio ki te kōrero Māori (Tatauranga Aotearoa, 2013). Kei te umanga ngā tāngata mō te roanga o te rā, tokomaha ngā tāngata ka tino whai hua i te reo Māori ki te wāhi mahi. Nō reira, he wāhi pai tēnei hei whakapiki i te reo Māori (Higgins, Rewi & Olsen-Reeder, 2017).

Ko ngā hinonga kāwanatanga tētahi wāhi whakahirahira ki Aotearoa mō te reo. He maha ngā wāhanga rerekē o te Kāwanatanga (New Zealand Government, 2017), nō reira, tokomaha ngā kaimahi. E whakapā whānui ana

ēnei kaimahi ki ngā tāngata kē o te porihanga, nō reira he tauira pai rātou ki te motu.

Ko ngā wheako whaiaro o ētahi kaimahi o ngā hinonga kāwanatanga te puna matua mō tēnei pepa. Ka whakamahuki ā rātou nei kōrero i te whaihua me te whakamahinga o te reo Māori ki ngā hinonga kāwanatanga; kātahi, ko ngā mahi hāpai me ngā aukatinga i te reo. Heoi, me tīmata ki tētahi paku whakamāramatanga o ngā rautaki reo Māori ki Aotearoa, me ngā tukanga rangahau o te pepa nei.

Ngā rautaki reo Māori

E toru ngā rautaki reo Māori kua whakaputahia (1997, 2003, 2014). I tīmata tēnei rangahau i mua i te whakaputanga o te rautaki hou i te tau 2014, ā, e whai ana ngā kaiwhakauru me ngā hinonga i *Te Rautaki Reo Māori 2003*. Ā, ko te āhua nei, ka tino aro te rautaki hou ki ngā wawata o ngā whānau, o ngā hapū, o ngā iwi hoki; kāore e whāiti ki ngā rautaki ā-hinonga kāwanatanga. Nā reira, ahakoā kua whakaputahia tētahi rautaki hou, he mana, he hua tonu tō te Rautaki 2003, ā, ka aro tēnei pepa ki taua rautaki.

I tuhia te Rautaki e Te Puni Kōkiri me Te Taura Whiri i te Reo Māori. He rautaki hei whakarite, hei ārahi i te mahi reo a te kāwanatanga mō te whakarauoratanga o te reo Māori. Ko tētahi take nui o te Rautaki, “ka riro mā tēnei Rautaki e kawe te haere o te reo ki tētahi taumata kē i te rua tekau mā rima tau e heke iho nei” (*Te Rautaki Reo Māori*, 2003). Ko te matawhānui o te Rautaki:

Kia taka ki te tau 2028, ka kōrero whānuitia te reo Māori e te iwi Māori. Ka kōrerotia whānuitia te reo i waenganui i ngā whānau Māori, i roto i ō rātou kāinga me ngā hapori Māori. Ka whakaaro nui ngā tāngata katoa o Aotearoa ki te reo Māori, me ōna painga mō ngā tāngata katoa o Aotearoa. (*Te Rautaki Reo Māori*, 2003, wh. 4)

Ahakoia e rima ngā whāinga, ko te Whāinga 2 me te Whāinga 5 e āta hāngai ana ki tēnei rangahau. E ai ki te Rautaki, he nui ngā mahinga mā ngā hinonga kāwanatanga e kawe e pā ana ki te reo Māori (tirohia Leoni, 2015). Ko te tau-tīnei i te reo me te ao Māori te tino aronga o Te Puni Kōkiri me Te Taura Whiri i te Reo Māori. Heoi, ko tētahi raru o te rautaki, i tūtuhia ko ētahi hinonga noa iho kia mahi i te mahi, kāore ko ngā hinonga katoa. Nō reira, kei a rātou anake pea te takohanga ki te whakatinana i *Te Rautaki Reo Māori* (2003), pērā i Te Tāhuhu o te Mātauranga ki ngā kura.

He tauira ngā kaimahi o ngā hinonga kāwanatanga mō te motu whānui e pā ana ki te whakamahinga i ngā rautaki me ngā ture kāwanatanga. Mēnā he kaha te waiaro ki te reo Māori i aua wāhi, ka whāia pea e te porihanga. Ka mutu, ki te whakamanahia ētahi ture e te kāwanatanga, ko te āhua nei, me whai, me whakatinana hoki rātou ko ngā kaimahi i aua ture, kua ko ngā hinonga Māori me ērā atu hinonga noa iho.

Ko ngā tukanga rangahau

I ahu mai tēnei kaupapa i tētahi anga rangahau, arā, ko Te Kura Roa. Nā Ahorangi Rawinia Higgins rāua ko Ahorangi Poia Rewi i ārahi. He ruarua ngā whāinga o Te Kura Roa, engari, ko te whakamāoritanga o te reo Māori te tino whāinga. E rua ngā aho o te anga rangahau nei, ko te Whaihua tētahi, ko te Waiaro tētahi. Ka tirohia ngā wāhanga rerekē o te porihanga; mai i te whakatakere tae noa ki te kōtīhitihi o te porihanga; mai i ngā kāinga me te haporī (Whaihua) ki te kāwanatanga (Waiaro), kei noho whakaroau te reo Māori (Ngā Pae o te Māramatanga, 2011).

Ka whai tēnei pepa i te kaupapa Waiaro. Nuku atu i te 40 ngā uiuinga i oti, ā, 11 ngā kaiwhakauru i uiuitia e te kaituhi nei i te tau 2011 ki te tau 2012. I tukua tētahi tono ki ngā kaiwhakahaere matua o ngā hinonga kāwanatanga kia whakaae rātou ki te whakaurunga o

ngā kaimahi o taua hinonga. E rua noa iho ngā whakaritenga e āhei ai te tangata ki te uru ki tēnei rangahau:

1. Kei te mahi tonu ki tētahi hinonga (kātahi anō rānei te tangata ka wehe).
2. E 20–70 te pakeke o te tangata.

Kāore he aukatinga anō; ko ngā Māori, ko ngā Tauwiwi, ko wai ake, ko wai ake. Ehara hoki te taumata o te kaiwhakauru ki te kōrero Māori i te paearu mō tēnei rangahau.

Kāore e whakaaetia ana kia whakaingoa-tia ngā kaiwhakauru. Heoi, ka kōrerotia ana ō rātou whakaaro, ka whakaingoa-tia ki ngā momo manu rerekē. Ko te reta tīmatanga te tohu o te iwitanga o te tangata, he Ngāi Māori ngā manu ‘M’, he Ngāi Pākehā ngā manu ‘P’, he Ngāi Tauwiwi te manu ‘T’: (Māpo*, Māpunga*, Mātātā*, Mātuhi*, Mohua*, Pākura*, Pāpango*, Pārera*, Pāteke*, Pīkao*, Tāiko*). Kua whakamahia he ‘*’ hei tohu ko wai ngā kaiwhakauru.

Nā te kaiwhakauru i whiriwhiri ko tēhea te reo o ngā uiuinga, ā, ko te reo Ingarihi te reo matua i whiriwhiria. Kāore ngā kōrero a ngā kaiwhakauru i te whakamāoritā, kei ngaro te mārama o ō rātou whakaaro.

Kāore e whakaaetia ana kia whākina nō tēhea wāhi o Aotearoa te tangata, kei hea ia e mahi ana, heoi, he kanorau ngā kaiwhakauru. He Māori ētahi, he Pākehā ētahi, he Tauwiwi tētahi. He tāne, he wāhine hoki. He rerekē ngā pakeke o ngā kaiwhakauru. He tūranga rerekē ō rātou, he kaiwhakahaere matua ētahi, he kaiwhakahaere ētahi, he kaituhitūhi ētahi. He tamariki ā ētahi, he mokopuna ā ētahi, kāore kau ā ētahi. Kei te mahi rātou ki ngā hinonga rerekē e rima.

He rerekē hoki ngā pūkenga reo Māori o ngā kaiwhakauru. Ki ō rātou huatau: he kai-kōrero matatau (heoi ko te reo Māori tana reo tuarua) tētahi, kei te mārama ētahi ki te reo, ā, e taea ana te paku whakawhiti kōrero, he paku māramatanga noa iho ō ētahi.

Ko te 'KoPA' (ZePA)

He pou tarāwaho te KoPA hei aromātai i te oranga o tētahi reo, ā, he mea whakahirahira hei ārahi i tēnei kaupapa rangahau. E toru ngā wāhanga: ko te Kore (Ko)—ko ngā tāngata matakawa ki te reo Māori; ko te Pō (P)—aha-koa e ngākau pai ana rātou ki te reo Māori, kāore rātou e whakapau kaha ki te whakamahi, ki te ako rānei i te reo Māori; ko te Awatea (A)—ko rātou e kaha whakamahi ana i te reo Māori, e kaha akiaki ana i te reo Māori (Higgins & Rewi, 2014). Kei te rōpū 'Pō' te nuinga o Aotearoa: kei te kitea te hiranga o te reo Māori, he taonga te reo Māori, heoi, kāore rātou i te whakamahi i te reo Māori. He tokomaha tonu ngā tāngata e aukati ana i te reo, arā, ko rātou i te rōpū 'Kore'. Ko te tūmanako, ka neke matau ngā tāngata o te 'Kore' ki te 'Pō, ā, ngā tāngata o te 'Pō' ki te 'Awatea'.

Ko te whaihua ki te reo Māori

Kua whakamaimoa te ao ki te whiwhi pūtea, pēnā kāore he take taha pūtea, kāore he take ki te whai. Tokomaha ngā tāngata e whakaaro pēnei ana mō te reo Māori. Heoi, e kaha tau-toko ana ngā kaiwhakauru i te whakaaro, ki te angitu te kaimahi me te umanga i te whakamahi i te reo Māori ki te tari, ka whakaaturia he reo whaihua te reo Māori. He whaihua ā-tangata, he whaihua ā-umanga hoki.

He whakahirahira te whakawhanaungatanga i waenganui i ngā kaimahi hei whakaoti i te mahi ki te tari (Dutton, 2003). Ka whakaae hoki ngā kaiwhakauru. E ai ki a Tāiko* rātou ko Māpo*, ko Mātuhi*, ko te reo Māori tētahi āhuatanga e whakapai ana i te mahi ki roto i te tari, he ara whakawhanaungatanga ki ngā kaimahi Māori.

I think specifically in our team we have a lot of Māori colleagues so that is an important factor and as it is the workplace we have Māori colleagues, and if I understand Māori

[language] better, then I can work better with them. (Tāiko*)

I feel, it brings people together and I think it will help customers get a better experience. (Māpo*)

Ka pēnei hoki te whakaaro o Mātuhi* e pā ana ki te whakawhitiwhiti reo Māori ki te umanga. Pēnā ka waea atu tētahi kiritaki ki tō Mātuhi* hinonga, ka tukua e te kaituhituhi ki a Mātuhi*, ko ia hei kaikōrero ki a rātou. I kōrero pēnei hoki a Māpo* rātou ko Pāpango*, ko Pāteke* mō ngā kiritaki Māori ki ō rātou tari.

It helps them identify and communicate better if they have the option of communicating with their preferred language. (Māpo*)

I think it's more to do with the customers we deal with, being Māori/Polynesian—that we can identify their needs as well. (Pāpango*)

If you can understand the Māori language, then you can understand Māori values. (Pāteke*)

Ko te āheinga ki te kōrero Māori tētahi āhuatanga whakahirahira mō ngā kiritaki Māori. Inā hoki, he hinonga Māori ētahi umanga, ā, e ai ki ngā kaiwhakauru (Mohua*; Pākura*; Pāteke*) me whakamahi aua umanga i te reo Māori ka tika. Ki ētahi tari, he mea nui kia mārāma ngā kaiwhakauru ki te reo Māori kia whai ai rātou i ngā kōrero i ētahi hui, "I think when one has more understanding and more ability to use it one is included more when the kōrero is around the subject being spoken about in te reo" (Pīkao*).

I kōrero ētahi kaiwhakauru mō te whai pūtaka o ngā pūkenga reo Māori kia tū te hinonga hei mea Māori. Ka miramira anō ngā kaiwhakauru i tēnei mō te tirohanga pai o te hinonga whānui e pā ana ki te reo Māori. I whakaputaputahia tētahi whakaaro, pēnā he hinonga Māori, me whakatinana te kōrero, "We should practise what we preach" (Pākura*), "I think we have to walk the talk" (Pāpera*).

I think there's a part there that's about walking the talk. You know I think that we're a crown agency that's responsible for certain things . . . but we do need to walk our talk within our organization. That's pretty important . . . and I guess how we behave on a daily basis effects how our whānau behave as well. (Mohua*)

I whakakaha ēnei kōrero i te whakatinanatanga o ngā mahi. Me whakatinana ngā hinonga i *Te Rautaki Reo Māori*, me tū ēnei hinonga hei tauira mō ētahi atu tāngata, mō te porihanga hoki. E ai ki te nuinga o ngā kaiwhakauru, he kaimahi rātou mā ngā kiritaki, ā, he tokomaha ngā kiritaki Māori. Ka hāpai ngā pūkenga reo Māori i te tukunga o ngā ratonga hei whakaōrite i te mana o ngā tāngata katoa i Aotearoa.

Ka akiaki ngā kōrero i te whaihua o te reo Māori ki ngā kaimahi me ngā umanga o te kāwanatanga. E ai ki *Te Rautaki Reo Māori* (2003): “he mea nui kia āhei ngā tāngata katoa o Aotearoa te whātoro atu ki ngā ratonga kāwanatanga mā roto i te reo Māori.” Ka tautoko ngā kaiwhakauru i tēnei kōrero; he whaihua ā-tāngata, he whaihua ā-umanga te reo Māori hei whakarato i tētahi ratonga pai mō ngā kiritaki, hei whakaū i ngā takohanga me ngā mahi a ngā hinonga.

Ko te whakamahinga i te reo Māori

Ehara ngā kaimahi katoa o ngā hinonga kāwanatanga i te Māori, ehara hoki rātou i ngā kaikōrero Māori. Engari, e ai ki ngā kaiwhakauru tokowhitu ki ētahi hinonga, ka rangona, ka kitea rānei te reo Māori i roto i te tari i ia rā (Pārera*; Mātātā*; Tāiko*; Māpunga*; Mohua*; Pīkao*; Pākura*). E ai ki ngā kaiwhakauru, he ruarua ngā momo tāngata e kōrerorero ana i te reo Māori ki a rātou; ko ngā hoamahi, ko ngā kaiwhakahaere matua, ko ngā kiritaki, ko ngā kaimahi o ētahi atu hinonga. He maha hoki ngā momo whakamahinga i te reo Māori; he paku mihi, he karakia, he waiata, he

kōrero ā-waea, he tuinga ki roto i ngā imēra. Heoi, kāore anō te reo Māori kia māori i ētahi tari. He mahi pokapoka noa, he wā poto noa e kōrerotia nei te reo Māori ki te tari. I pātaitia ngā kaiwhakauru, e pēhea ana te kōrero Māori; ia rā, ia wiki, ia marama rānei, he pokapoka noa iho rānei.

Spasmodically really in the workplace, other than me talking to clients on the telephone or if clients come in. I'd say on a weekly basis as opposed to daily basis. (Māpunga*)

It's limited at work where I can use it. (Mātuhi*)

On a daily basis when I first come in to the building you have a round of 'morena' and then probably a little, little bit on the way back from your te reo class. There'll be a little bit of a lift and then that's it, pretty much. Unless there's a pōhiri on in which case there's a whole lot. (Pāteke*)

Nā ēnei kōrero, ka mōhiotia, he āhuatanga māori te reo Māori ki roto i ngā tari. Ka rangona te paku mihi i te reo Māori me ngā kōrero i te tīmatanga o tētahi hui, heoi, ko ngā hui ōkawa te momo whakamahi matua e whakaputahia ana te reo Māori ki ngā hinonga kāwanatanga, arā, ko te pōhiri, ko te mihi whakataua, me ngā hui ōpaki a ētahi kaimahi. Ki ētahi hinonga, he māori te reo Māori ki ētahi tīma o ētahi tari, nā te mea, he pai ngā pūkenga o ētahi kaimahi, nō reira i puta hoki te reo Māori i ngā hui ōpaki, “Well we had a hui yesterday and maybe there was four of us speaking Māori at different times” (Mohua*).

He whakaaturanga tēnei kōrero i ngā momo hinonga o ēnei kaiwhakauru, arā, he hinonga Māori. Kei ngā pōhiri me ngā hui ōkawa a ētahi o ngā hinonga kāwanatanga, he tino pai ngā kaiwhakahaere matua, ahakoa nō hea, ki te whakatuwhera i ngā hui ki te reo Māori. He tohu tēnei kua whakamāoritia te reo Māori ki tēnei wāhi o ngā hinonga.

Our boss has learned to open up a hui in te reo Māori, he also makes sure a karakia is done before we have a kai . . . So they've just become an every day thing now, so we're used to it, everybody's used to it, so we know what's going to happen, whereas maybe five years ago that didn't use to happen. (Mātātā*)

I do have to say our CEO, our commissioners and that, when they are going around the country talking to staff they will start with a Māori greeting and they are getting a lot better at that . . . Just a welcome, very brief, but it's showing that they have an understanding and I have to say their actual pronunciation has gotten a lot better. (Pāpango*)

Kāore tēnei kōrero e whakaatu ana pēnā he tauira tēnei o te reo Māori, o ngā tikanga Māori kē. Kāore hoki ā Pāpango* kōrero e whāki ana pēnā e ako ana ngā kaiwhakahaere matua i te pepeha, i tētahi kōrero reo Māori hoki, he māramatanga kē tō rātou mō te reo Māori. Ahakoa ka puta te reo Māori, kāore hoki pea he āheinga reo Māori o ngā kaimahi. Ka whakanano tēnei i te whakamahinga o te reo Māori ki roto i aua hinonga kāwanatanga. He kanohi kitea noa.

Ka aro atu a Māpo* ki te kaha o ngā tari ki te whakamahi i te reo Māori ki ngā hui ōkawa, ki ngā pōhiri, heoi, ki tōna whakaaro, me whakawhānui te whakamahinga kia nui ake i te kanohi kitea noa; me mahi ka kawea ia rā, ia rā. He ōrite tēnei momo whakamahi ki te whakamahinga i te reo Māori ki waho i te tari, kei ngā wāhi Māori tonu ngā wāhi matua mō te whakamahinga i te reo Māori. Ko ngā marae me ngā hapori Māori pea ngā wāhi tika mō te reo Māori. He whanonga māori tēnei, nā, ka tukuruatia tēnei ki roto i ngā hinonga kāwanatanga. Ahakoa he mana tō te reo Māori ki roto i ngā hinonga kāwanatanga, kua whakanōhia te reo Māori ki roto i tēnei wāhi pū tonu, i ngā hui, kāore kau i ngā wāhi katoa. Kāore e taea e tētahi reo te whakamāori pēnā ka whakatinana ki tētahi wāhi ōkawa anake.

Ahakoa he āhuetanga e kōrerotia ana ki te reo Māori, ka rawaka tēnei hei whakatutuki i ngā whāinga o *Te Rautaki Reo Māori*?

He hāpaitanga

E ai ki ngā kaiwhakauru, he maha ngā āhuetanga e tautoko ana i te whakamahinga o te reo Māori, e akiaki ana i te whakamahinga o te reo Māori ki roto i ngā hinonga. Ko te āhuetanga whānui o ētahi tari, he wāhi tautoko i te whakamahi i te reo Māori, “Just in terms of the general environment. And I suppose we're lucky because, as I say, it's not a struggle for us, others have to battle for support” (Pārerā*).

He rerekē tēnei i ētahi atu kaimahi, i ahu mai te tautoko mō te whakamahi i te reo Māori i ngā hoamahi tata, i roto i ā rātou mahi tīma, “The organisation itself doesn't do much, but our team, we encourage each other” (Tāiko*), “I think we're lucky in my team because we have about four members that have a real good te reo Māori proficiency” (Mohua*).

Ka whakaatu tēnei, mā te tangata ake e whakapiki te whakamahi i te reo Māori. Ko te reo Māori tētahi reo māori i waenganui i a rātou. He huatau tō Mātuhī* rāua ko Pārerā*, he mahi ā-tangata te tino mahi hei whakawhanake i te whakamahinga o te reo Māori, ehara mā te tari, arā: “I suppose you can always do better, but I suppose it does come down to a difference, how do you get that personal commitment. Because it's actually hard work” (Pārerā*). Ka whakapā a Pārerā* ki tētahi āhuetanga whakahirahira o te whakamahinga o te reo Māori. Mā te tangata te takohanga ki te whakamahi i te reo Māori. Heoi, me pēhea tētahi e whakaū ai i taua takohanga pēnā ko te reo Ingarihi te reo whānui te mārama?

E ai ki a Māpunga* rātou ko Pāteke*, ko Pīkao*, ko te rangatiratanga me te mahi ā-tinana tētahi mea nui hei hāpai i te whakamahi i te reo Māori. Pēnā kāore ngā kaiwhakahere matua e whakatinana i te hiranga o te reo Māori,

kāore ngā kaimahi e whai hua i te reo Māori. Ko te mahi ā-tinana a ngā kaiwhakahaere matua tētahi momo rangatiratanga, “If you have leadership that is proactive and leadership that is inclusive then you’re going to get that demonstrated down” (Pikao*). Ka whakapā a Pikao* ki te kōrero, he tauira ngā kaimahi o ngā hinonga kāwanatanga ki te porihanga. Ka pēnei anō ngā kaiwhakahaere matua ki ā rātou kaimahi. Pēnā ka whakamahi ngā kaiwhakahaere matua i te reo Māori, he tauira pai rātou mō ētahi atu kaimahi.

I tūhono hoki a Pāpango* i te mahi ā-tangata me te rangatiratanga hei whakapiki i te whakamahinga o te reo Māori ki te umanga, “I think it has to come, a big push from the top. But then also I think staff have to want to as well” (Pāpango*). I miramira a Pāpango* i tētahi kaupapa hiranga hei whakawhānui i te reo Māori, he whakahirahira ēnei mea e rua, te mahi ā-tangata me te hautūtanga o ngā kaiwhakahaere matua, ā, ehara mā te āhuatanga kotahi te raru e whakatika.

He hononga anō tō te hautūtanga a ētahi kaiwhakahaere matua ki te pou tarāwaho KoPA (Higgins & Rewi, 2014). Ko te āhua nei he pai ake te reo Māori ki roto i ngā hinonga, pēnā kei roto ngā kaiwhakahaere matua i te rōpū ‘Pō’, i te rōpū ‘Awatea’ rānei. Inā rā, ko rātou hoki e areare ana ki te reo Māori, engari kāore i te whakamahi i te reo Māori, ko rātou hoki e whakamahi ana i te reo Māori.

I think that you know . . . the commitment of the leadership . . . so if your board and CEO are not particularly staunchly advocates of the use of reo, then it becomes difficult. (Māpunga*)

Our manager is pro-anything Māori and that’s very helpful. (Mātātā*)

I think it’s a lot to do with [our manager] though, ‘cause ever since he started here, man, there’s just been so many initiatives that have happened, ‘cause before it, yeah if it wasn’t

for him we wouldn’t have our reo classes. (Mātuhi*)

Ko te akiakitanga a ngā kaiwhakahaere me ngā tāngata whakaaweawe tētahi āhuatanga whakahirahira hei whakapiki i te whakamahinga me te akoranga i te reo Māori ki ngā umanga. Koinei pea te momo hāpai matua. Pēnā ka wātea ngā kaiwhakahaere i te wāhi mahi ki te kōrero Māori, ki te ako i te reo Māori, ka tau ngā kaimahi.

Ka tino whakaae ētahi kaiwhakauru, he ruarua ngā āhuatanga rerekē e tautoko ana i ā rātou ākongā i te reo Māori i roto i ngā tari; he pūtea hei ako i te reo (Mātuhi*), he kapa haka hoki (Pikao*; Pāteke*; Pākura*), ā, ko te mea nui e kōrerohia ana e ngā kaiwhakauru, ko Te Wiki o te Reo Māori (Mātuhi*; Tāiko*; Pāpango*; Māpo*). He tauira anō tēnei o te mahi ka whakatūtataki i ngā herenga mō te reo Māori. Engari, ko te wiki kotahi anake, ā, kāore e roa ka wareware taua wiki, ka memeha rānei ngā hua o taua wiki.

Ko ngā karaehe reo Māori tētahi atu mahi e akiaki ana i te whakapūmāutanga o te reo Māori ki roto i ngā hinonga kāwanatanga. Ko ngā karaehe reo Māori ki roto i ngā tari tētahi (Pākura*; Mātuhi*; Māpunga*; Pārera*; Pāteke*), ko te haere ki ngā kura reo tētahi atu, “They currently contract a private tutor to come in and he teaches all the way from beginners all the way through to advanced” (Pāteke*). I a rātou e mahi ana, ka āhei ētahi o ngā kaimahi ki te ako i te reo Māori ki te wāhi mahi. He tino pai ngā hinonga o Pāteke*, o Māpunga*, o Pākura* mō te whakamahinga i te reo. He pūtea mā ngā kaimahi e ako ai rātou i te reo Māori, ā, e whakawāteatia ana rātou ki te haere ki ngā hui reo Māori rerekē.

Ko te Whakamātauria Tō Reo Māori tētahi atu momo hāpai i te reo ki ngā hinonga (Te Taura Whiri i te Reo Māori, 2015b). Pēnā ka oti tēnei whakamātautau i ngā kaimahi o te kāwanatanga, ka whai pūtea tāpiri aua kaimahi e tika ana mō te taumata o tō rātou reo i te whakamātautau nei. He tauira tēnei o

te whakatinanatanga o tētahi kaupapa here. I ētahi wā, ko te whakatinanatanga o ngā kaupapa here tētahi mahi uaua, ā, ka pēnei tonu ki roto i ngā hinonga kāwanatanga. Ahakoa he mahi takeo, nā Māpunga* ngā kaimahi i akiaki kia whakaoti i te whakamātautau, inā hoki, hei tāna:

I actually managed to get all of the staff to sit the [Te] Taura Whiri level finder exam and that's great because now they all have a benchmark from which they can say I'd like to improve. (Māpunga*)

Ka noho a Māpunga* i te rōpū 'Awatea' o te KoPA. He tauira pai ia hei kaiwhakahaere matua e kaha tautoko ana i ngā kaimahi ki te whai i te reo Māori. He hiranga te whakatinanatanga o ngā mahi tautoko a ngā kaiwhakahaere ki te whakapiki i te whakamahinga i te reo ki te umanga.

Engari, kāore he kaiwhakahaere matua pērā i a Māpunga* ki roto i ia hinonga. He raruraru mō ētahi kaimahi, i te mea kāore rātou i te mōhio ki te pūtea e hāngai ana ki te whakamātautau me ngā pūkenga reo.

I've only just found out after being here three years that if you sit the proficiency test, you don't have to pass, you just have to actually complete it, you're actually entitled to a payment that is paid over a year, and the higher the level the more you get. (Pikao*)

He tino hārakiraki te mōhioanga ki Whakamātauria Tō Reo Māori. I whiwhi imēra a Mohua* e pā ana ki te kaupapa here, engari e ai ki a Pikao*, ehara tēnei i te mōhioanga whānui. He aha tēnei whakamātautau i kore ai e whakamōhiohia whānuitia ki ngā hinonga katoa? Ko tētahi raru, he ruarua ngā mea pēnei e aukati ana i te reo Māori ki ngā hinonga.

He aukatinga

E ai ki ētahi kaiwhakauru, e tautoko ana ngā tari i te reo Māori, engari, he whawhai tonu, he tāmutumutu tonu. Ahakoa he kaupapa here e pā ana ki te reo Māori, kāore he whakatinanatanga tūturu i te reo Māori. Ka pēnei tūturu tō Pikao* tari kāwanatanga.

I think it's very erratic and it's all about personalities and it's bizarre because it should be transparent and one shouldn't have to feel one has to tiptoe to a class or be extremely grateful for the manager saying you can. (Pikao*)

He āhua uaua te haere ki ngā karaehe reo Māori mō Pikao*. He raru nui tēnei mō te whakatinanatanga o *Te Rautaki Reo Māori* (2003). E tutuki ai ngā whāinga o te Rautaki, me whakapiki ake ngā pūkenga reo Māori o ngā kaimahi kāwanatanga. Heoi, kua aukatia te ako i te reo ki roto i tō Pikao* ake tari. E miramira ana pea tēnei, ehara te Rautaki (2003) i te mea whakahirahira mō ētahi kaiwhakahaere matua.

He rerekē te kupu 'akiaki' me te kupu 'tautoko' ki a Māpunga* e pā ana ki te reo Māori ki tōna ake tari. Hei tāna:

Probably, the use of the word support is interesting because . . . if [we] want to talk Māori or engage in emails, we're supported in that. But 'does the organisation encourage' is a different word to 'support' and you'd say no to encourage. Encourage requires . . . a level of proactivity and I don't think that there is a level of proactivity from the organisation to encourage the use of te reo. (Māpunga*)

Ka hono tēnei whakaaro ki tō tētahi atu, arā, he tautoko i roto i ngā kaupapa here, engari, he tuhi kau noa iho. Ka pēnei hoki ki roto i ngā hinonga kāwanatanga, "I believe so in writing, but it's not part of my day-to-day 'hey have you spoken any today? Great that's awesome'" (Māpo*).

Ka whakapā a Māpunga* rāua ko Māpo* ki

tētahi āhuatanga whakahirahira mō te whakatinanatanga o ngā kaupapa here ki roto i ō rātou ake hinonga. Ahakoa he kaupapa here i tuhia, kāore ngā kaimahi o ētahi hinonga i te akina e ngā kaiwhakahaere matua, e te hinonga kia whakamahi i te reo Māori, kia ako i te reo Māori. Ki ō rāua huatau, pēnā ka panonitia tēnei, ka tutuki pai ētahi whāinga o te rautaki mō te reo Māori ki roto i ngā hinonga, me te aha, ka piki te whakamahinga o te reo Māori ki ngā porihanga kē o Aotearoa.

Ko te āhuatanga hoki o te umanga tētahi mea e aukati ana i te whakamahinga me te whakapūmautanga i te reo Māori. Kāore ētahi umanga i te atawhai i te reo Māori kia kōrerotia.

Some times your working environment doesn't provide that sort of environment for you where you can just converse freely in te reo, like here you can't actually, there's people that can speak it but usually when whatever your work involves doesn't really involve te reo. (Mātuhi*)

I haere a Mātuhi* ki tētahi kura reo, kātahi ka hoki ai ki te mahi. He hiahia nōna ki te tuku imēra i te reo Māori, ki te kōrero Māori ki te hunga mōhio ki te reo Māori. Engari, nā tōna hokinga ki te mahi, ka kōrerotia te reo Ingarihi nā te āhuatanga o te umanga.

You just fall into your same old habits . . . you're rowing your waka on this good as buzz then coming from a wānanga like that and thinking, yeah, and then you get back to work, I was actually a bit disappointed about it. . . . It's just frustrating, it is easy to fall back in line and do what you do. (Mātuhi*)

He āhua uaua te whakapūmau i te reo Māori ki roto i te tari. He mahi aunoa te whakamahi i te reo Ingarihi ki te hinonga, nō reira, he ngāwari ake te kōrero i te reo Ingarihi.

Ko ngā tāngata matakawa ki te reo Māori (ko te rōpū 'Kore' o te KoPA) tētahi tino aukati i te whakamahinga i te reo Māori (Mātātā*;

Māpo*; Pākura*; Mohua*). Kua whakaitia ētahi kaiwhakauru e te hunga matakawa ki te reo Māori:

You might get the odd person who, because they can't understand, have a dig. (Mātātā*)

People often put down the use of the language because they don't understand and they feel they're being left out or something. . . . So Māori speakers often feel that they can't speak it because if other people can't speak it they're not going to. (Māpo*)

Ko te āhurutanga o te hunga matakawa tētahi atu pōraruraru mō rātou e hiahia ana ki te kōrero Māori. He ōrite tēnei ki waho i te umanga, arā, kāore ngā kaikōrero reo Māori e hiahia ana ki te mahi āhuaatua ki a rātou, koia i kore ai e mau ki ngā pūkenga reo Māori, "Most of us are mindful when there's others that don't necessarily have any proficiency and may feel left out—and it's how we cater to them" (Mohua*). Ka manatu a Mohua* ki te hunga kore mōhio, engari rā, ka whakamutua te kōrero reo Māori. He momo manaakitanga tēnei i ngā kaikōrero reo Ingarihi. Heoi, kei hea rā te manaaki i ngā kaikōrero reo Māori?

Arā anō tētahi hunga 'kore' i whakanau ki te whakauru ki ētahi mahi reo Māori. Kāore rātou i kite i ngā painga o te reo Māori ki te wāhi mahi.

I would make it a compulsory day during [Māori Language Week] to have a team meeting, do some games, or practice some pronunciation. And a lot of people would say, well that's not actually valid to my job. I've got work to do. (Māpo*)

He piringa hoki tēnei ki ētahi atu wheako whaiaro o Māpo*. I whakamōhio a Māpo*, ahakoa e mārāma ana ētahi tāngata ki ngā takohanga ki te reo Māori, ka tukuna te mahi ki ngā tāngata e hiahia ana ki te whakamahi i ngā mea reo Māori.

Because management have to, I believe, say that they are participating so they get me, or someone who is interested to do it. . . . When they add it to my performance appraisal, they give me a glowing report, you feel used, but then you also feel proud. (Māpo*)

I miramira a Māpo* i tētahi whakatete māna. E hiahia ana ia ki te whakarite i ngā mahi reo Māori ki tana hinonga, ā, ka pārekareka hoki ki a ia tēnei mahi. Engari, he āhua whakamā hoki ia, nā te mea, me whakarite e tētahi atu, he koretake pea kē tētahi atu. Ka matapaki anō a Māpo* i tētahi take mō te hunga whakanau.

It's a comfort thing for them. . . . But that's their upbringing and there's younger people at work who are more keen. . . . I don't know whether it's more used now in schools or it's more 'hip' I guess is a word because the younger generation, maybe that's because they're the same as me at my age group, that they were more keen . . . but the older generation, I don't know they are old school and are set in their ways. (Māpo*)

E whakaatu ana tēnei i te whakahirahiratanga o te taunekeneke reo. He nui ake te whakaae o te reanga o Māpo* i ētahi atu tāngata pakeke ake ki te reo Māori. I whānau mai a Māpo* rātou ko tana hunga i waenganui, i muri rānei, i te 'whānautanga hou' o te iwi Māori (tirohia tā Walker, 1990), arā, ko te tekau tau 1970 me te whakapikinga i ngā āhuatanga Māori, ā, he māori te reo Māori ki a rātou.

Ko te mana tētahi āhuatanga ā-tangata anō i aukati ai i te whakamahinga me te ako i te reo Māori ki roto i ngā hinonga kāwanatanga. I puta ētahi pōraruru ki a Pīkao* e pā ana ki te reo Māori ki tana tari, arā, he whakakāhoretanga nō tētahi kaiwhakahaere i te haere ki ngā karaehe reo Māori. I te taenga o Pīkao* ki tōna hinonga kāwanatanga, he tūmanako tōna e pā ana ki te reo Māori. Ka hāpaitia ia ki te ako, ki te whakamahi hoki i te reo Māori. Ki tōna huatau o mua, he hinonga pai tōna wāhi mahi

hou hei whakatinana i ngā whāinga mō te reo Māori. Heoi, kāore i pērā.

When I first worked here we were told that we could have [te reo] classes that we could attend . . . then it became problematic cause every time that the class was on the senior that we worked under had some work for us to do. So the first time I thought it was a coincidence. The third time I thought it was just the way it was that we weren't going to get to those classes and then the next time the opportunity came around we were told that it wasn't a priority and so there was lots of influences in the formation of the directorate that we worked under that it wasn't a priority and you should've come knowing the Māori language and if you didn't there was something wrong with you . . . I changed team and my manager was encouraging but quite cautionary that the higher-level management didn't really approve of this and I should see it as a great privilege. And I was to be very discrete about going to class and not let other people know where I was going. (Pīkao*)

Ka whakapā ēnei kōrero ki te whakaaro, he whakahirahira ake te mahi a te kaimahi, hei aha te ako i te reo Māori. Ka kōrero hoki a Pīkao* mō ōna whakaaro e pā ana ki te take o tēnei aukatinga. Ki tōna whakaaro, ehara ko te reo Māori anake te mea e whakararururua ana e ēnei momo kaiwhakahaere, engari, koinā tōna wheako whaiaro.

I think the very high echelons of management would be quite shocked to think that there was this kind of bridge holding but I think the people who are doing it around Māori language would also be doing it around other things. I don't think it's just about the language. (Pīkao*)

I kōrero a Pīkao* i tētahi mea whakatakē, kua āraia tāna haere ki ngā akoranga reo Māori. He whakaaturanga tēnei o te tōtōā ki *Te Rautaki*

Reo Māori (2003). Ahakoa i mea a Pīkao*, he ōrite tēnei ārai ki ētahi atu momo whakahiatotanga pūkenga, kāore tonu i pai. Ka pēhia rātou kia mahia ngā mahi; he kūiti ā rātou pūtea; tokoiti pea ngā kaimahi; ka whakaarohia, he moumou te reo.

He kupu whakakapinga

I whakaatu ngā kōrero a ngā kaiwhakauru, kāore *Te Rautaki Reo Māori* (2003) i whakatinanatia mārireia, kāore hoki te reo Māori i te whakamāoritia ki ngā hinonga kāwanatanga. Ahakoa he hinonga Māori, ahakoa he hinonga auraki, i whakaae katoa ngā kaiwhakauru, he hua tō te reo Māori ki ngā hinonga kāwanatanga. Ko tētahi raru o *Te Rautaki Reo Māori* (2003), he maha ngā tohutohu e aro ana ki ngā hinonga tauwhāiti, arā, ko ngā hinonga e whakarato ana i te reo Māori, he kawenga kei runga i a rātou mō te whakamahinga me te whakatipuranga o te reo Māori. Kua riro mā ngā hinonga Māori e whakamahere. Ka whakapuakina te raruraru, kāore he hiranga ki ētahi atu momo hinonga te whakapakari i te reo Māori, kāore ō rātou pānga ki te reo Māori.

I miramira ngā kōrero ki te aukatinga i te reo Māori, te whakaiti i te whakamahinga me te tautoko i te reo Māori, hāunga Te Wiki o te Reo Māori. Ko tētahi hiahia o ngā kaiwhakauru, ko te whakawhānuitanga o te whakamahi reo atu i Te Wiki o te Reo Māori. Akene pea, me whakatū ētahi akoranga reo Māori ki ngā hinonga katoa. He tauira pai te reo Cochiti, inā hoki, pēnā kāore ngā kaimahi kāwanatanga i te mōhio ki te reo taketake, me ako. I te tīmatanga hoki o te rā i te umanga, he karaehe reo Cochiti mō te 15 meneti. Kāore he kōrero mō te angitu o tēnei rautaki ki te whakakaha i te reo Cochiti, engari, ko te āhua nei ki a rātou he kaupapa pai nā te whakapikinga i te whakamahinga o te reo Cochiti (Kennedy, 1982). Nō

reira, me tuku pūtea mō te akoranga reo Māori hei whakapakari i te reo Māori ki roto i ngā hinonga kāwanatanga. Me whakaako hoki ēnei karaehe i ngā reo pū tonu ki te umanga, arā, ko ngā kupu e pā ana ki te tāke, ki te hanga hātepe ture, me aua momo mea e pā tika tonu ana ki ngā umanga o te kāwanatanga.

He mihi, he whakakape

Ka tika, me mihi atu ki Te Whare Wānanga o Ōtāgo me Ngā Pae o te Māramatanga, nā rātou i tuku pūtea ā-karahipi, ā-karāti mō tēnei kaupapa. Kātahi ki Te Kura Roa, nā kōrua i whai wāhi ai au ki te whakaoti i tēnei rangahau. Waihoki, ki ngā kaimahi o ngā hinonga kāwanatanga, nā rātou i tohatoha mai ō rātou wheako whaiaro e pā ana ki te reo Māori ki roto i ō rātou ake umanga. I whakaaetia tēnei rangahau e Te Whare Wānanga o Ōtāgo i runga anō i ngā tikanga matatika. I whakaae ā-tuhi hoki ngā kaiwhakauru katoa ki te whakauru ki tēnei rangahau.

Rārangi kupu

kaiwhakauru	ko rātou i uiuitia e te kaituhi
kiritaki	ko rātou e whakamahi ana i ngā ratonga o tētahi hinonga
reo whakamana-ā-ture	ko tētahi reo i whakamanahia e tētahi ture ā-motu
reo whānui te mārama	ko te reo māori o tētahi whenua, ko te reo e mārama ana ki te nuinga o ngā tāngata
tau waenganui	ko te pakeke toharite o ngā tāngata

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