



NEW ZEALAND
GOVERNMENT PROCUREMENT

EXTERNAL

2020 agency satisfaction survey report

All-of-Government contracts

Summary report on results and recommendations



**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
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Publishing date March 2021

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ISBN 978-1-99-001983-8

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Agency satisfaction survey overview

The survey in context

Listening to our stakeholders and using their feedback to inform our priorities is an important part of the way we work at New Zealand Government Procurement (NZGP). This survey is one of the ways we collect data to measure our progress and performance in delivering All-of-Government (AoG) solutions that meet agency needs, deliver value for suppliers and improve the way we do business.

We use the feedback and data to address specific issues and engage with individual agencies to work through their comments and responses. We use the survey results in the planning and strategy of the respective business units to improve service delivery, customer focus and communications.

Key metrics in 2020 Agency satisfaction survey

We have again exceeded our target of 70% for agency satisfaction with the value of AoG contracts. In 2020, overall agency satisfaction was 72.9% across the 20 AoG and two common capability contracts. This is a modest increase of just under 2% from last year's 71.1%.

Despite the improvement in overall satisfaction, other key metrics have declined - except for the quality of communications, which remained virtually unchanged. Most notably:

- Quality of service from AoG suppliers has declined from 81.2% to 75.3%.
- Quality of service from the team managing contracts has declined from 65.8% to 59.5%.
- Ease of access to information about AoG contracts has declined from 71.6% to 60.9%

Survey sample and response rates

The 2020 AoG agency satisfaction survey ran from 14-31 July. The delayed starting date and reduced survey period was due to COVID-19 and the re-allocation of resources across the public service to deal with the pandemic.

We sent the survey to 3,075 individual contacts across 1,350 agencies and schools. We received 286 individual responses from 231 agencies and schools. The survey covered all 20 AoG contracts and two common capability contracts. Respondents answered questions in relation to each of the contracts that they deal with.

The response rate dropped to 9.3% from 9.8% in 2019. This could be indicative of survey fatigue and of our stakeholders feeling overwhelmed by requests for information from NZGP. On the other hand, it could also be due to general satisfaction with the service. We continue to look at ways we can improve agency response rates.

2020 Agency satisfaction survey results

‘Question 4: Agency satisfaction with value AoG contracts are delivering’ (see in bold below) is a key performance measure for NZGP. This metric increased by an increment of 1.8% to 72.9% from the previous year, despite all other ratings from key performance indicators falling, year-on-year.

‘Question 11: Information about the AoG contract is easy to access and meets needs’ showed the highest drop in ratings by over 10% from 71.6% to 60.9%. Surprisingly, this metric made the biggest improvement the year before.

Except for ‘Question 13: The quality of communications from NZGP has improved over the last 12 months’ which remained almost identical, all other key performance indicators declined year-on year.

Questions 5, 8, 10 and 12 are contract specific questions and are not featured in this report.

Questions	Overall scores 2017/18 (sum of satisfied/agree and very satisfied/strongly agree)	Overall scores 2018/19 (sum of satisfied/agree and very satisfied/strongly agree)	Overall scores 2019/20 (sum of satisfied/agree and very satisfied/strongly agree)
Question 3: Agency satisfaction with range of products and services included in scope meeting agency needs	82.1%	83.6%	↓ 80.0%
*Question 4: Agency satisfaction with value AoG contracts are delivering	70.6%	71.1%	↑ 72.9%
Question 6: Agency satisfaction with suppliers responding to their issues (e.g. questions, feedback and complaints)	80.3%	81.2%	↓ 78.1%
*Question 7: Agency satisfaction with quality of service from AoG suppliers	76.8%	81.2%	↓ 75.3%
*Question 9: Agency satisfaction with the quality of service from the team managing the AoG contracts	61.5%	65.8%	↓ 59.4%
Questions 11: Information about the AoG contract is easy to access and meets needs	58.1%	71.6%	↓ 60.9%
Question 13: The quality of communications from NZGP has improved over the last 12 months.	52.5%	55.5%	↑ 55.8%
Question 14: The quality of relationship management has improved over the last 12 months.	40.5%	48.5%	↓ 46.2%

Note: * denotes compulsory MBIE Common Measurement Tool (CMT) questions, which are used across all MBIE customer satisfaction surveys.

Supplementary questions

This year we asked respondents to comment on how COVID-19 has impacted their procurement outcomes, what requirements they'd anticipate for training and procurement capability development and their satisfaction with the data, insights and current digital tools:

- 11.2% reported to be significantly impacted by COVID-19, while 21.5% reported no impact at all. The majority of respondents experienced minor impact (26.6%), some impact (20%) and impact (15.5%). 5.2% didn't know.
- Respondents listed delivery delays and inability to access products as the main impact, with construction projects being affected the most.
- Skills training, market information/ updates and improved access to documentation and online forms listed as key items for support.
- Agencies are looking for benchmarking and comparative data on pricing, agency spend and savings.
- 30% of respondents don't seem to be aware of any of our digital tools.

Key themes from 2020 Agency satisfaction survey

Where NZGP is doing well

Overall, respondent feedback is positive regarding the value AoG contracts are delivering for their agencies. The improvement in satisfaction scores in the areas surveyed is very encouraging.

Analysing feedback from agencies, we understand that the **AoG model is working**. The overall sentiment was that the AoG model saves agencies time and money, represents good value and makes the procurement process easy.

We have noted a number of comments where respondents felt that it can be cheaper to buy directly from suppliers than going through the AoG programme. However, the majority thought that the programme helped with budgeting, provided certainty and access to services. It also provides a simplified and streamlined procurement process that removes complexity and effort to agencies.

A few representative comments:

"There is serious time and money saved by having the AoG contracts for us, that as a smaller agency, we would struggle to have the capacity and capability to manage ourselves."

"The team is really great - responsive and helpful to even dumb questions."

"Easy to use solution and allowing for secondary rather than primary procurements deliver great value."

A number of responses told us to 'keep at it' and 'to continue as it has over the past 12 months'.

Where NZGP can do better

Agencies have provided helpful feedback on how each contract could be improved, providing contract specific suggestions for improvement. This includes suggestions on improving the range of products and services that were in scope in each contract.

Respondents indicated that time, cost and 'value for money' are significant drivers for them and they'd like to see further price reductions along with supplier performance benchmarks and comparative data tables on pricing, service offerings, agency spend and savings to help in their decision-making. Agencies are also looking for a stronger focus on sustainable options.

Overall, ease of use and ease of access have been dominant themes throughout all questions with a particular focus on digital tools, guidance, communication and the website.

A few representative comments:

"More user-friendly website and clear picture of the features and benefits."

"Make the process easier to access AoG. It's a pain if you don't do it much."

"Keep getting good discounts, get more vehicles appropriate to my fleet, get more EVs and more sustainable solutions."

"Easier access, more forward thinking comms (operationally), better reporting."

Need for customer focus

Respondents feel that our website and digital tools could be more user-friendly and easier to understand. They are looking for easy access to information, contracts, data and tools and for ease of use in terms of searchability, benchmarking and comparisons of contract data (such as pricing and supplier performance).

There have been requests for skills training, market information/ updates and improved access to documentation and online forms.

Our digital road map addresses many of these issues. We have initiatives in the pipeline to improve and enhance user experiences across all our channels and activities, including web properties and e-procurement tools.

Need for better communication

The consistent finding across all responses was the need for less complexity (in contracts and in engagement) and simpler written communication. Communications could be more pro-active, clear and in simple English.

Respondents requested easier access to clear and consistent information and more frequent and detailed reporting on pricing and supplier performance.

Some respondents feel that a lot of the information we provide is irrelevant, not informative or targeted. Some comments indicated that time for feedback on consultations is insufficient on occasion.

Initial recommendations / next steps

We are planning a number of branch-wide initiatives to improve the service we provide to our customers. These include:

- Creating a consistent user experience across all of our web properties (GETS, Online Panel Directory and our website) to provide an intuitive and easy to follow user experience framework. This will make it easier and faster for visitors to find information, functionality or guidance they need.
- Delivery of e-procurement tools creating an ecosystem that makes it easier for government and suppliers to do business, including improvements to the GETS user interface.
- Ongoing enhancements to website content and functionality, including enhancements to website search functionality.
- Ongoing efforts to improve the way we communicate, including improving the accessibility of our content.
- Improve transparency and accountability through the publication of an annual functional leadership report, and release of data.
- Developing new training resources, delivered through Hīkina.
- Improving reporting provided to agencies.
- A push for better engagement with agencies to better understand their needs and tailor relevant solutions.