



2021 Government Property Group satisfaction survey

Summary report

Publishing date December 2021

New Zealand Government

Government Procurement Group

PO Box 1473
Wellington 6140
New Zealand

www.gpg.govt.nz

info@gpg.govt.nz

ISBN 978-1-99-102219-6

CROWN COPYRIGHT © 2021

Who we are

Government Property Group (GPG), a branch within the Ministry of Business Innovation and Employment (MBIE), as Property Functional Lead¹ supports a portfolio approach for government office accommodation to enable and encourage a range of accommodation options and arrangements (e.g. individual, co-tenanted and agencies sharing space).

We focus on meeting the government's expectations with respect to citizen/community focus (supporting the drive to regional growth), collaboration between agencies (a unified public service), workplaces that value people (the future of work), and value for money (a standardised approach to fit-out and design).

Agency satisfaction survey overview

The survey in context

In February 2021, New Zealand Government Procurement and Property became two separate branches within MBIE. This move for the Government Property Group into a separate branch was to enable a dedicated focus on Property Functional Leadership and our property clients.

Listening to our stakeholders and customers, and using their feedback to inform our work, needs to be an important part of the way we revitalise GPG. This survey is one of the ways we collect feedback and data to measure our progress and performance in delivering solutions that meet agency needs, deliver value for our stakeholders and improve the way we do business.

We will use the feedback and data to help us to design enhanced solutions, address specific issues, and identify areas for improvement. The results of this survey provide a key measure for the MBIE 2020/21 Annual Report to Cabinet². It will help us to be more responsive to agency needs, and understand if we are delivering the intended value to Government while meeting our customers' expectations.

Key metrics in 2021 satisfaction survey

2021 has been the first year we've run the satisfaction survey and the results will form a baseline for consecutive surveys.

We set a target of 70% for overall satisfaction with the quality of service received from GPG (Question 5). This was set based on the compulsory MBIE Common Measurement Tool (CMT), used across all MBIE customer satisfaction surveys.

¹ [Minute of Decision: Mandate Changes for the Delivery of the Government Office Accommodation Programme](#)

² [Annual reports – Ngā pūrongo ā-tau | Ministry of Business, Innovation & Employment \(mbie.govt.nz\)](#)

The overall agency satisfaction was 32% for this year, which is significantly below the target.

Other key metrics are within a similar range, except for the quality of relationship management, which is highest metric at 57%. The other key metric results are:

- Satisfaction with communications: 40%
- Responding to enquiries: 45%
- Satisfaction with the Government Property Portal (GPP): 9%
- Overall satisfaction with value received from GPG: 26%

Overall, we noticed both positive and negative responses and comments across the spectrum.

Survey sample and response rate

The 2021 GPG satisfaction survey ran from 9-28 June 2021, consisting of 24 questions, and was sent to 231 individual contacts across our mandated and non-mandated agencies. We received sixty individual responses from mandated agencies and two individual responses from non-mandated agencies.

The response rate for the survey is 27%, with a completion rate of 73%³.

A response rate of 30-35% is considered good for online surveys, however due to the low population, the statistical significance of the results is distorted.

We need to significantly increase our response rate in future surveys to ensure more meaningful and informative analysis can be extracted from the results. We will look at ways we can improve future response rates.

2021 GPG satisfaction survey results

The questions noted in the below table are performance based to help identify areas of improvement. For example: ‘Question 5: Please rate your overall satisfaction with the quality of service your agency receives from GPG.’ (In bold on the table below) is the key performance metric for GPG. This result is significantly below the target of 70%.

The remainder of the questions in the survey are qualitative feedback questions. They are aggregated and inform key themes referred to later in the report.

Questions	Overall scores
*Question 5: Please rate your overall satisfaction with the quality of service your agency receives from GPG.	32%

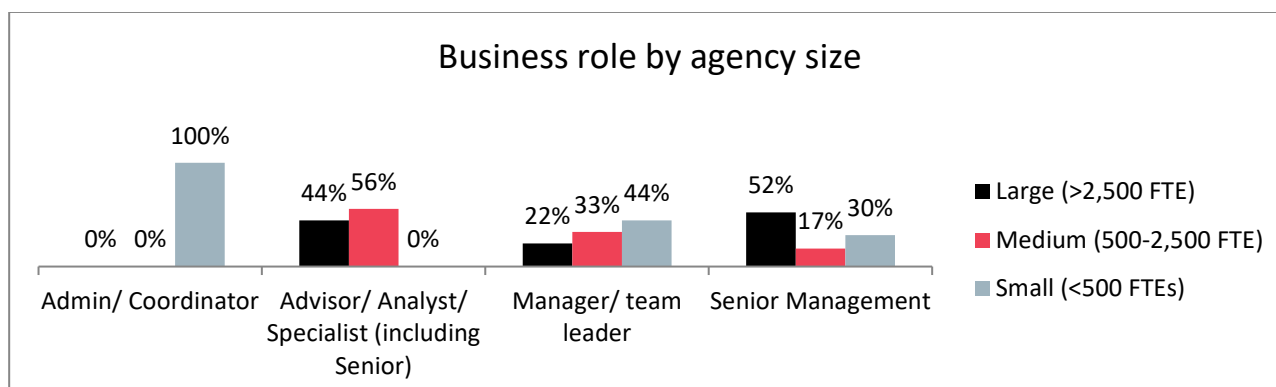
³ Respondents that started the survey completed it.

*Question 7: Please rate your overall satisfaction with the communications your agency receives from GPG.	40%
Question 9: Information on the GPG website is easy to access and meets my needs.	31%
*Question 10: Please rate your overall satisfaction with how GPG has responded to your enquiries (e.g. questions, feedback and complaints).	45%
*Question 11: Please rate your overall satisfaction with the quality of relationship management from GPG.	57%
Questions 13: How likely are you to regularly participate in any GPG events or sessions (eg Knowledge Hour, Property Forum)?	52%
*Questions 15: Please rate your overall satisfaction with the Government Property Portal (GPP) as a tool to manage your property portfolio.	9%
*Question 18: Please rate your overall satisfaction with the value your agency receives from GPG.	26%

Note: * denotes mandatory questions in survey. Overall scores relates to the sum of satisfied/agree and very satisfied/strongly agree.

Demographics

- 50/61 respondents indicated they were in a senior manager or manager/ team leader role.
- 34/61 of respondents have been working in property (both, in the public and private sector) for at least 10 years or more, of which 13 respondents have been in property for over 20 years. Only two respondents have been in property for less than one year.
- 45/61 of respondents described property and property management as a core, or large part, of their work.
- The responses cover all cohorts with 20/45 respondents working in large agencies with more than 2,500 full-time employees (FTE), 17 respondents in medium agencies and 8 respondents in small agencies with less than 500 FTEs.



Supplementary questions

We asked respondents to comment on how COVID-19 has impacted their workplace strategy, the need for support and property capability development and their satisfaction with the Government Property Portal (GPP):

- Respondents indicated they are using a more flexible workplace environment since COVID-19, with staff working more from home. This will impact the amount of space/ capacity they require and how that space is used.
- Agencies are looking for:
 - Advice on flexible working and refurbishments, technical expertise to support property projects (eg space planning, acquisition and disposal advice).
 - Training in the areas of rental valuation, sustainable buildings and space management.
 - Support to connect with other agency property personnel to benefit from common ways of working, and identify opportunities for co-location.
 - Skills training, market information/ updates and improved access to documentation and online forms listed as key items for support.
- In respect of GPP, agencies are looking for benchmarking, planning and space management features, along with the ability to import data from external systems.

Key themes from 2021 GPG satisfaction survey

Service quality

There is a view that GPG is under-resourced and the level of interaction and direction for government agencies could be stronger. Agencies feel that GPG could provide better solutions, services and outcomes. Some respondents commented that the service GPG provides is superficial and the process slows down delivery. They feel GPG could provide more of a brokering solution, clear direction/policy on issues and information/direction that is more consistent.

Website

Respondents provided feedback on website content:

- Guidance is too general or high-level to be of relevance, not often practical and too focused on office accommodation in Wellington.
- There is not have enough detail, especially for people that may be new to property and facilities, and documents written are not currently aligned with the current 2018 Mandate.
- GPG definitions do not match the definitions the agencies use.
- Access to a range of fit-for-purpose template agreements would be useful but are either absent or difficult to find.
- Some respondents said they do not use or do not have time to visit the website.

Government Property Portal (GPP)

A number of respondents felt the user interface was poor, it was slow to load and fairly difficult to navigate, as well as being costly and, some use alternative systems or spreadsheets.

GPP training sessions provide a good overall summary, but more information is needed on different situations, recognising that not all situations are the same, and that a full and comprehensive guide would be of great use.

Other comments included it not adding value to the user or agency, that they only use it when they have to and it is treated as an annual task.

The responses indicated that not all agencies are using GPP as the single source of their property information.

Data and Insights

Respondents felt data, insights and benchmarking would add most value to agencies when benchmarked against others in government with the use of sectors also providing value, eg metrics on rent, operating costs, fit-out costs, space utilisation, and asset management, along with early identification of co-location opportunities.

Other comments mentioned that the information collected in GPP was just about right. Others felt that information flow is one way, with some commenting that data requirements were for GPG use and of no use to the agency or user and, if GPG does have insights from this data, why is this not shared with agencies.

Communications and relationship management

Overall, respondents are satisfied with the quality of communications. Some comments mention that the purpose is not always clear or has little relevance to their agency and are looking for more frequent and meaningful communications to keep agencies abreast of current issues/news/developments and work programmes.

They are satisfied with the relationship management and engagement, and feel they have a good working relationship with GPG. Some respondents are looking for more contact from GPG and think that lack of resources could be a factor. They feel that having more access to a dedicated account manager would add value.

Respondents felt that constructive and collaborative approach along with strong relationship management would improve the overall service.

Events

Large and medium agencies are more likely to participate in events than small agencies.

Respondents find knowledge sessions are very good and helpful, but would prefer more frequent knowledge sessions and out-of-cycle information updates. Some mentioned they would like to attend events but don't have time to, whilst others suggested timing them to maximise attendance and that early morning sessions are difficult to get to.

Overall, they are looking for relevant and interesting topics, such as case studies on sustainability, benefits of Broader Outcomes, construction costs, market supply, and workplace strategy. They would also like to hear from other agencies on the topic of implementing flexible working and post COVID experience, as well as other government mandates.

Where is GPG adding value and how can we improve

Respondents find it helpful that GPG is bringing agencies together for co-locations, working as a co-ordinator across agencies and identify/ informing of available/ vacant spaces. They also feel that GPG should continue to support agencies with limited experience and knowledge in the property space.

Some feedback and suggestions from agencies to further add value by:

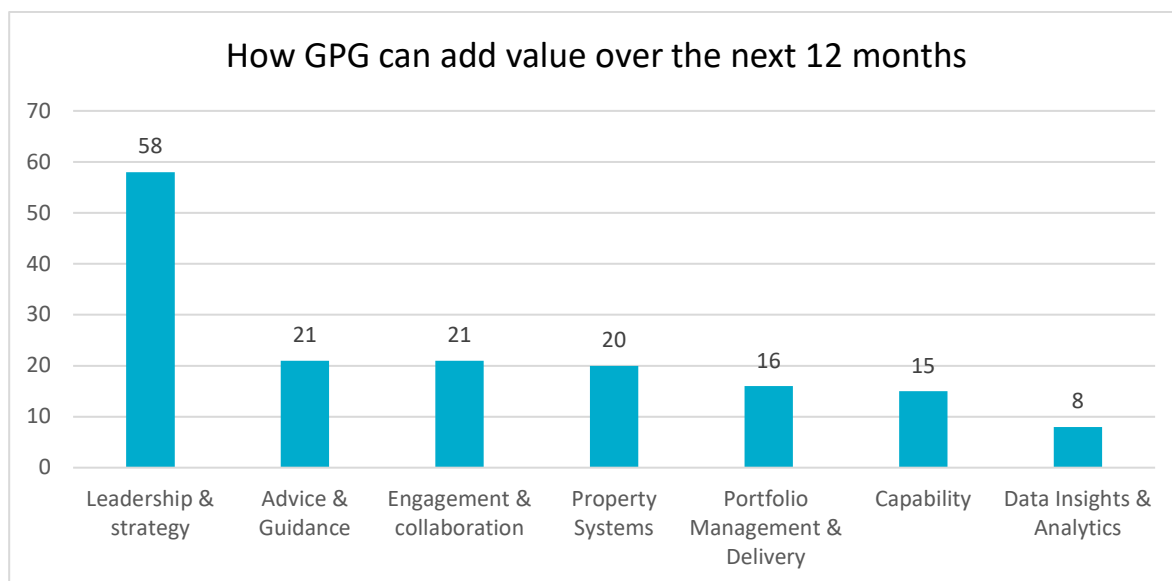
- Developing a better understanding of the agencies GPG partners
- The need to understanding agencies portfolio, operations and specific challenges
- Seeking more funding to be able to operate as Property Functional Lead
- Being clearer about purpose and what GPG can do for agencies
- Removing roadblocks rather than putting them up.

How can GPG add value over the next 12 months?

We asked the top three things we could do that would deliver the greatest value over the next 12 months.

Overwhelmingly, it was for GPG to take a more active leadership role in the sector by removing barriers, and providing clear directions and positions on policy issues. That GPG could be more active in bringing agencies together and collaborate with key stakeholders within the sector. They are also looking for guidance and advice on policy issues, an improvement in the digital property systems, and general support in training and improving agency capabilities.

Responses to this question are themed and aggregated below.



Next steps

This survey was undertaken as GPG moved into a separate business unit, enabling a dedicated focus on Property Functional Leadership. This survey has helped to inform our priority areas of focus and will enable GPG to develop a strategy and implement a work plan to support this.

In this regard, a number of initiatives have been developed to address the priority areas and deliver an improved service to our customers, including:

- Updating the Government National Property Strategy to reflect the changing environment (i.e. more agencies and public servants seeing benefits in balanced working arrangements), and increased Government expectations for the property portfolio.
- Developing a seismic guidance and updating the Building Performance Specifications.
- Prioritising our engagement with agencies to understand their needs and tailor relevant solutions. We will be offering opportunities for further facilitated workshops/dialogue to gain broader feedback from agencies in the New Year.
- Improving what and how we communicate, enhancing our website content and functionality, including website search functionality and accessibility content.
- Ongoing development of digital property systems including upgrades and enhancements to GPP, and further investigation of workspace management tools.
- Continued development of the Property Maturity Model with the intent to conduct a base-line assessment early 2022 to better determine how we can increase the capability of the government property system.
- Providing development opportunities, new training, access to knowledge hour recordings, and eLearning courses (e.g. Cultural Competency and Demystifying Procurement) on Hīkina online learning platform.
- Investigating how we can provide meaningful benchmarking metrics, against government agencies and sectors, and private sector, which will increase confidence that property investments and decision-making are supporting effective and expected outcomes.

- Establishing the ability for agencies to create their own property documents, including updated Deed of Lease and Agreement to Lease, with the new contract automation tool.

Further initiatives are also being progressed. We will be sharing these with agencies early in 2022.