



2022 Agency satisfaction survey report All-of-Government contracts

SUMMARY REPORT ON RESULTS AND RECOMMENDATIONS

Ministry of Business, Innovation and Employment (MBIE)

Hīkina Whakatutuki – Lifting to make successful

MBIE develops and delivers policy, services, advice and regulation to support economic growth and the prosperity and wellbeing of New Zealanders.

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Information, examples and answers to your questions about the topics covered here can be found on our website: www.mbie.govt.nz or by calling us free on: 0800 20 90 20.

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Agency satisfaction survey overview

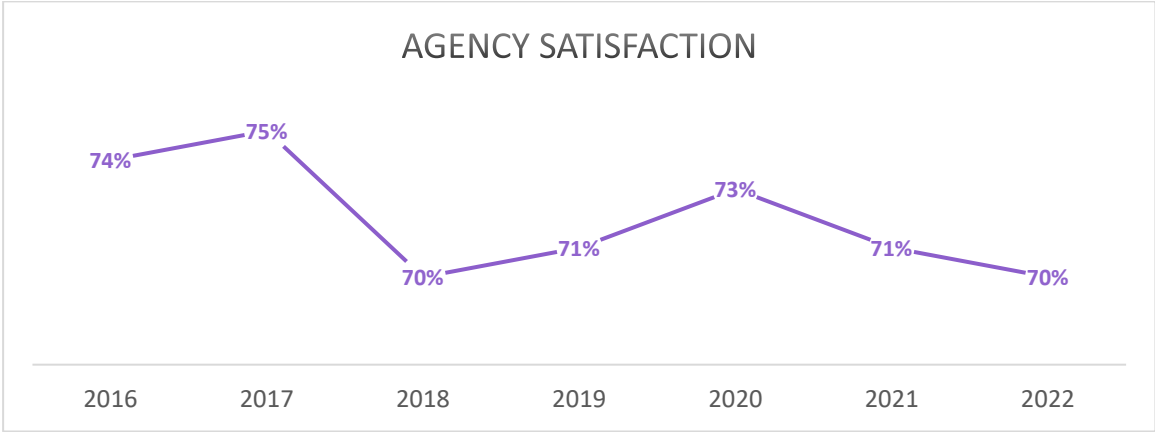
THE SURVEY IN CONTEXT

At New Zealand Government Procurement (NZGP) we listen to our stakeholders and use their feedback to inform our priorities. This survey is one of the ways we collect data to measure our progress and performance in delivering All-of-Government (AoG) contracts. This feedback helps us deliver solutions that meet agency needs and value for suppliers. It helps us shape the next year’s priorities and improve the way we do business.

We also use the feedback and data to address specific issues and engage with individual agencies. The survey results inform our planning and the strategy of the respective business units to improve service delivery, customer focus and communications.

KEY METRICS IN 2022 AGENCY SATISFACTION SURVEY

In 2022 we have met our 70% target for agency satisfaction with the value of AoG contracts (Question 4), across the 20 AoG and two common capability contracts. This is a slight decrease of 1% from last year’s 71%. Since 2018, agency satisfaction has varied plus or minus 3% but has always been over 70%.



Most of the other key metrics have increased compared to last year’s results, notably:

- Quality of service from AoG suppliers has increased by 3% to 78%
- Quality of service from the team managing AoG contracts has increased by 7% to 68%.
- Ease of access to information has increased by 8% to 67%.
- Quality of communications from NZGP has increased by 7% to 58%.
- Quality of relationship management has improved by 3% to 52%.









SURVEY SAMPLE AND RESPONSE RATES

The 2022 AoG agency satisfaction survey ran from 31 May to 17 June.

We sent the survey to 3,852 individual contacts across 1,840 agencies and schools. We received 440 individual responses from 406 agencies and schools. About 50% of responses come from schools and education providers. 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 increased from 10.2% to 11.4%. While this is still below our expectations, it's encouraging to see an increase in the response rate. In previous years we've identified survey fatigue as a contributor to low engagement. This year, we've reduced the numbers of surveys and coordinated our communication activities. We continue to look at ways we communicate and engage our stakeholders to improve awareness and agency response rates.

2022 Agency satisfaction survey results

QUESTIONS	2019/20 (SUM OF SATISFIED/ AGREE AND VERY SATISFIED/STRONGLY AGREE)	2020/21 (SUM OF SATISFIED/ AGREE AND VERY SATISFIED/STRONGLY AGREE)	2021/22 (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	80%	81%	81% 
*Question 4: Agency satisfaction with value AoG contracts are delivering	73%	71%	70% 
Question 6: Agency satisfaction with suppliers responding to their issues (eg questions, feedback and complaints)	78%	79%	73% 
*Question 7: Agency satisfaction with quality of service from AoG suppliers	75%	75%	78% 
*Question 9: Agency satisfaction with the quality of service from the team managing the AoG contracts	59%	61%	68% 
Questions 11: Information about the AoG contract is easy to access and meets needs	61%	59%	67% 
Question 13: The quality of communications from NZGP has improved over the last 12 months.	56%	51%	58% 
Question 14: The quality of relationship management has improved over the last 12 months.	46%	49%	52% 

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 their satisfaction with the current digital tools (such as the Online Panel Directory (OPD)) and how we can better support agencies to get more value from AoG contracts and broader outcomes. We also asked if agencies have a Supplier Relationship Manager (SRM) programme:

- 30% of respondents are either satisfied or very satisfied with the digital tools. Comments indicated that some platforms are difficult to navigate, hard to use and clunky. Respondents are looking for digital tools to be simple, and easy to access and use.
- The search functionalities are limited and could be better. Respondents find it hard to search for supplier profiles on OPD and filter for relevant supplier or contract information.
- To better achieve broader outcomes, respondents are looking for:
 - more Pacific and Māori suppliers on panels
 - case studies, practical tools, guidelines and training on implementing broader outcomes and policy requirements
 - support to promote broader outcomes to suppliers and internal stakeholders
 - support across AOG contracts for consistent reporting and supply chain management
 - clear communication and easy to read information.
- Only 12% of respondents indicated that their agency had an SRM programme. As part of a whole of government initiative, we have developed a government supplier management programme and toolkits that agencies can use.

[Introduction to supplier management](#)

Key themes from 2022 Agency satisfaction survey

WHERE NZGP IS DOING WELL

Survey responses show that AoG contracts continue to deliver for agencies, despite the slight drop in the overall agency satisfaction scores.

- The AoG model continues to save agencies time and money, represents good value and makes the procurement process easy. A lot of respondents commented on the cost savings and good pricing they've received through the AoG programme.
- The AoG model reduces risk and sourcing time and makes procurement easy through simplified and streamlined procurement process that removes complexity and effort to agencies. It also allows agencies to participate in contracts they don't have the resources to set-up themselves.
- Information on the website is much easier to access and newsletters and updates have much improved.

WHERE NZGP CAN DO BETTER

Agencies have provided helpful feedback and contract suggestions for improvements.

- Improve supplier diversity and the range of products and services that were in scope in each contract. Respondents want to see more Pacific and Māori providers, and regional businesses included on the panels.
- Better incorporate sustainability and broader outcomes into AoG contracts.
- Improve the search functionality of OPD and give better visibility of the services and prices that providers offer.
- Respondents want to be kept better informed and updated about changes to catalogues and contracts.

Need for supplier diversity and improved selection

Respondents feel that supplier panels should include more Māori and Pasifika owned- businesses, and small businesses. Most respondents were satisfied with the performance of suppliers but mentioned that it would be easier to select suppliers based on ratings or reviews. Respondents also find it difficult to identify Māori and Pasifika owned businesses, small businesses or suppliers with a sustainable approach.

Need for improved user experience

Respondents feel that our digital tools could be more user-friendly and easier to understand. They are looking for an improved user-experience through optimised site searches and filters to drill down on product/ service offerings, prices, discounts and customer satisfaction scores with suppliers.

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, targeted and in simple English.

Respondents want timely and structured communications that is meaningful and more targeted to differing agency needs.

Next steps

We have initiatives underway to improve the service we provide to our customers. These include:

SUPPLIER DIVERSITY

- Ongoing efforts to increase supplier diversity, such as filtering for Māori identifiers in Online Panel Directory (OPD).
- Supporting initiatives to increase the number of Māori, Pasifika and small businesses supplying to government by including broader outcomes into our supply chain.

IMPROVED USER EXPERIENCE

- Ongoing enhancements to creating a consistent user experience across all our web properties (GETS, Online Panel Directory and our website) to provide an intuitive and easy to follow user experience. This will make it easier and faster for visitors to find what they need.
- Delivery of e-procurement tools creating an ecosystem that makes it easier for government and suppliers to do business.

BETTER COMMUNICATION

- Ongoing efforts to improve the way we communicate, including improving the accessibility of our content.
- A push for better engagement with agencies to better understand their needs and tailor relevant solutions.

PROCUREMENT FOR THE FUTURE

A transformational programme that's working with business and government agencies to redesign and reposition the government procurement system. We're working towards a procurement system that delivers value for New Zealand, and helps people, communities, and businesses to thrive. A key part of this includes going to market for an intuitive contemporary procurement platform that makes it easy for government agencies and suppliers to conduct secondary procurement activities, as members of the AoG panels.

As part of the programme we also have initiatives underway that will deliver an integrated e-procurement ecosystem, and high-quality data and insights.

[Procurement for the future](#)