



2023 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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Agency satisfaction survey overview

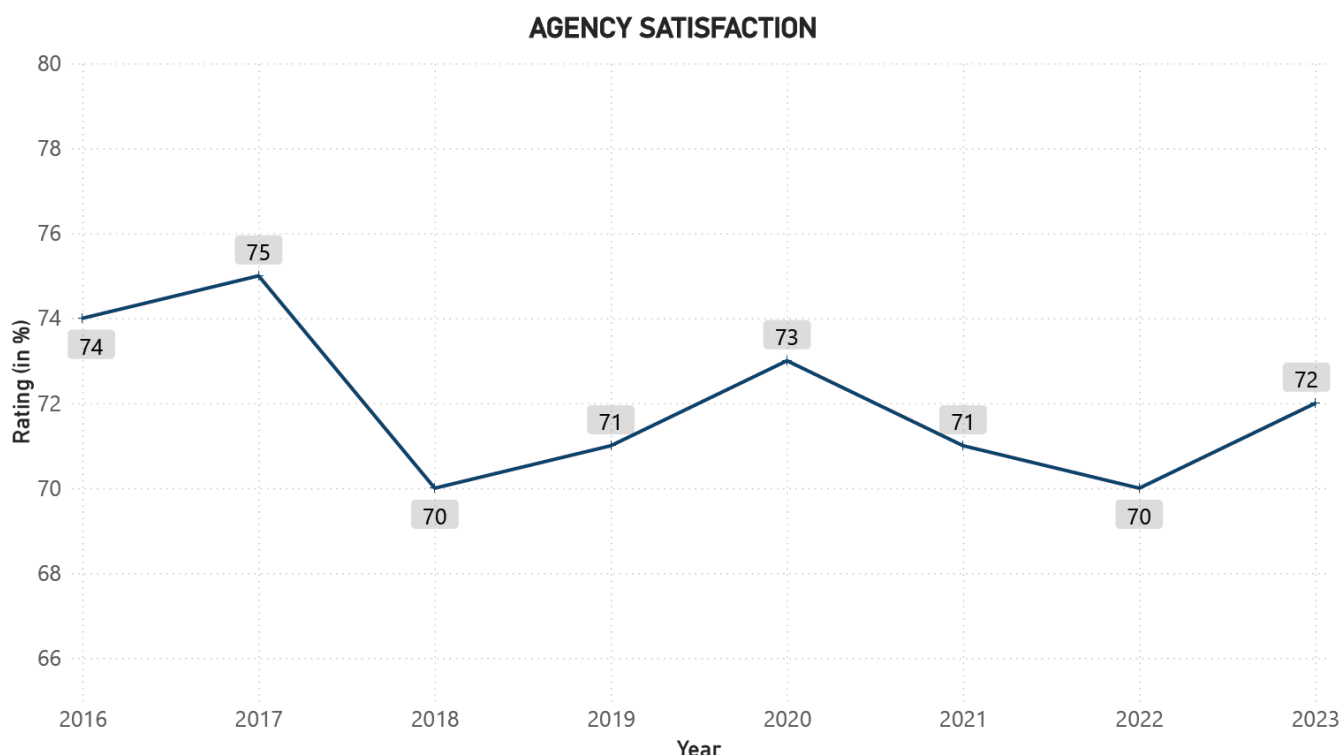
THE SURVEY IN CONTEXT

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. Feedback helps us deliver solutions that meet agency needs and adds value to suppliers while improving the way we do business.

The feedback and data also address specific issues and allows us to 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 2023 AGENCY SATISFACTION SURVEY

This year we scored 72% on agency satisfaction with the value of AoG contracts (Question 4). The key measure is taken across the 20 AoG and two common capability contracts. This is an increase of 2% from last year's 70% and exceeds our 70% target. The results show that the AoG model continues to deliver value to agencies and schools.



Some of the other key metrics highlight areas where we've done well and where we can still improve. Here are the big movers this year.

- The agency satisfaction score for quality of service from the teams managing AoG contracts (Question 9) fell 8% from 68% to 60%. Our new target operating model is designed to help lift the service provided to agencies by adding more people and dedicated resources in our external-facing teams.
- The satisfaction score on information about AoG contracts (Question 11) fell 7% from 67% to 60%. We expect this key measure to increase as we implement better digital resources and tools through our target operating model to convey useful metrics and insights to agencies.
- We're continuously monitoring and assessing the quality of our communications and how we can increase coordination and engagement across our communication channels. Accordingly, the quality of communications score (Questions 13) has increased 6% from 58% to 64%.
- We're continuously working on improving our relationships with our stakeholders through a range of activities like the CoLabs or targeted engagement through our account managers. This has seen an increase of 7% from 52% to 59% for the quality of relationship management (Question 14) measure.

We're continuously looking at how we can improve these key measures. The Procurement for the Future (PftF) programme will help us to deliver more value to agencies, the government and the public, as we're implementing our new operating structure and priorities.

[Procurement for the future](#)

A complete list of all quantitative results of the survey from 2021 to 2023 are listed in the section below:

[2023 Agency satisfaction survey results](#)

SURVEY SAMPLE AND RESPONSE RATES

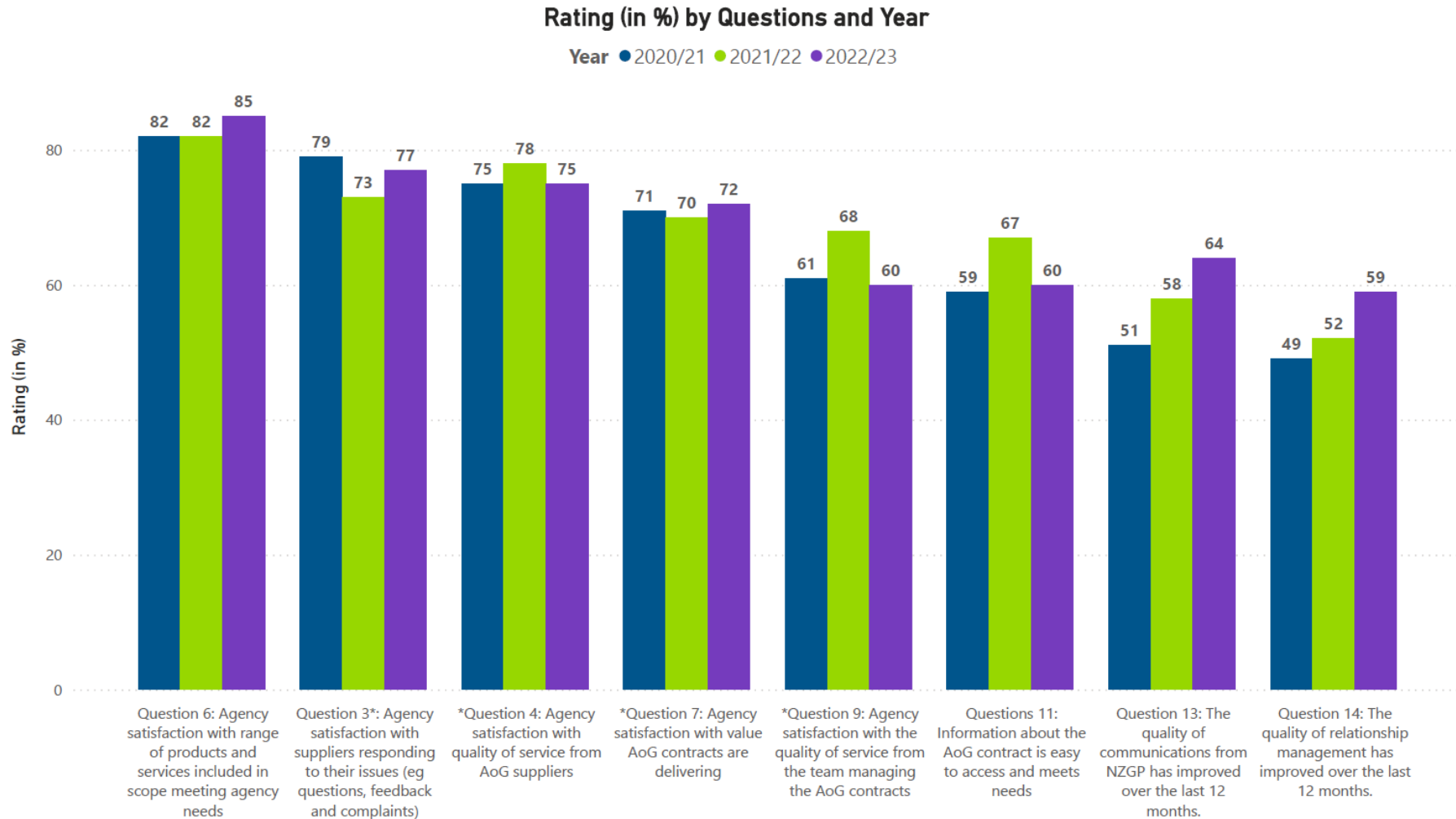
The 2023 AoG agency satisfaction survey ran from 7-22 June 2023.

We sent the survey to 4,652 individual contacts across 2,226 agencies and schools. We received 395 individual responses from 364 agencies and schools. About 45% of responses came 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 of the survey is 8.5%. This is a decrease on previous years, but remains statistically robust and relevant. Previously, we've identified survey fatigue as a contributor to low engagement, and this is still the case for this year's result. While we've reduced the numbers of surveys sent out, a survey on the document destruction services contract scheduled to run earlier in the year, was delayed and issued shortly before the AoG satisfaction survey was published. This could have contributed to the lower response rate.

We continue to look at ways we can improve coordinating our communication activities and communicate and engage our stakeholders to increase awareness and agency response rates.

2023 Agency satisfaction survey results



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 the content published on the [procurement.govt.nz](https://www.procurement.govt.nz) website and the kind of information that is most important to them.

- 60% of respondents find the information on our website typically answers their questions.

Some comments indicated that the website is not easy to navigate and could be more user-friendly. In these cases, respondents are looking for easy-to-find information with a clear pathway and optimised search functions.

- Respondents indicated that how-to guides, policy guidance and contract specific information such as pricing, is most important to them. They also want panel/ supplier information, user-friendly templates and general advice on the Procurement Rules.

We also asked respondents about how the Procurement for the Future (PftF) programme influences their work and focus areas of PftF.

- A third of respondents felt they have all the information they need about PftF. 40% of respondents didn't know about the programme or wanted more information. This doesn't come as a surprise as PftF communications have been focused at agencies while 45% of survey responses come from school and education providers.
- There's a clear trajectory on how respondents think the PftF programme will influence their work now and in the future. 20% of respondents indicated that PftF influences their work now, while 35% of respondents think that PftF will influence the work they do in the future.
- 23% of respondents didn't think PftF will influence the work they do now, while 13% of respondents didn't think PftF will influence their future work. 30% of respondents don't know.
- Respondents like to know more about following focus areas of the PftF programme:
 - Data and systems: 58%
 - Capability, practice and environment: 52%
 - Contracting and supplier management: 80%

We already have initiatives in the pipeline to address these focus areas.

Key themes from 2023 Agency satisfaction survey

Overall, the themes identified in the survey are similar to the feedback from previous years and align with the Procurement for the Future (PftF) programme of work. Through this programme 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 redesigning and repositioning the government procurement system to:

- make it easy for government agencies and suppliers to work together
- lift procurement capability
- improve the visibility of procurement activities and system performance, and
- facilitate and coordinate cross agency collaboration.

This plays an important role to maximise public value from government procurement spend, improve transparency and accountability, and drive system improvements across government procurement.

WHERE NZGP IS DOING WELL

Survey responses show that AoG contracts deliver for agencies.

- The AoG model makes the procurement process easy and continues to save agencies and schools time and money. It represents good value and simplifies the procurement process. A lot of responses mentioned cost savings and good pricing through the AoG programme.
- The AoG model makes sourcing suppliers easier while reducing risk and sourcing time. It removes complexity and effort to agencies and schools by streamlining the procurement process. It also allows agencies to participate in contracts they don't have the resources to set-up themselves.
- NZGP provides comprehensive procurement information and contract management that agencies and schools can leverage.

WHERE NZGP CAN DO BETTER

Agencies have provided helpful feedback and suggestions for improvements. We already have initiatives underway to improve the service we provide to our customers to address these points.

Supplier diversity and improved search/ filter options

Respondents are asking for more information on panel diversity and how suppliers meet broader outcomes requirements. They find it difficult to identify relevant businesses, or suppliers with relevant experience and expertise, for example sustainable or environmental expertise. We can also improve search functionality of the online panel directory and give better visibility of the services and prices that providers offer.

Improved user experience

There's still room to improve the website and make it easier to navigate and find information. Respondents find it difficult to access information on our website, such as pricing and supplier information. Some respondents find the AoG sign-up process on the website confusing.

Our digital road map addresses many of these issues. We have initiatives in the pipeline to improve and enhance user experiences across all our digital channels and activities, including web properties (GETS, Online Panel Directory and our website). This will make it easier and faster for visitors to find what they need.

We're also working on the delivery of e-procurement tools that make it easier for government and suppliers to do business.

Better communication

Despite a 6% improvement in how agencies rated our communications, we know there is still more to do to improve our communication. Agencies continue to ask for proactive, timely and clear information. Agencies want targeted communications and to stay informed and updated about changes to catalogues and contracts. Respondents felt our response time to queries can be slow and there's little engagement from NZGP.

We make ongoing efforts to improve the way we communicate, including improving the accessibility of our content. We're also looking for better engagement with agencies to better understand their needs and tailor relevant solutions.