

2024 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

New Zealand Government Procurement is striving to build a procurement system that delivers value for New Zealand, and supports people, communities and businesses to thrive.

We're prioritising:

- value for money through cost savings and access to quality supplier panels
- streamlined procurement processes to make it easy for participating agencies and schools acquire products and services
- making it easy for government agencies and suppliers to work together
- lifting procurement capability across government agencies
- improving the visibility of procurement activities and system performance, and
- facilitating and coordinating cross agency collaboration.

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.

SURVEY SAMPLE AND RESPONSE RATES

The 2024 AoG agency satisfaction survey ran between 4-21 June 2024.

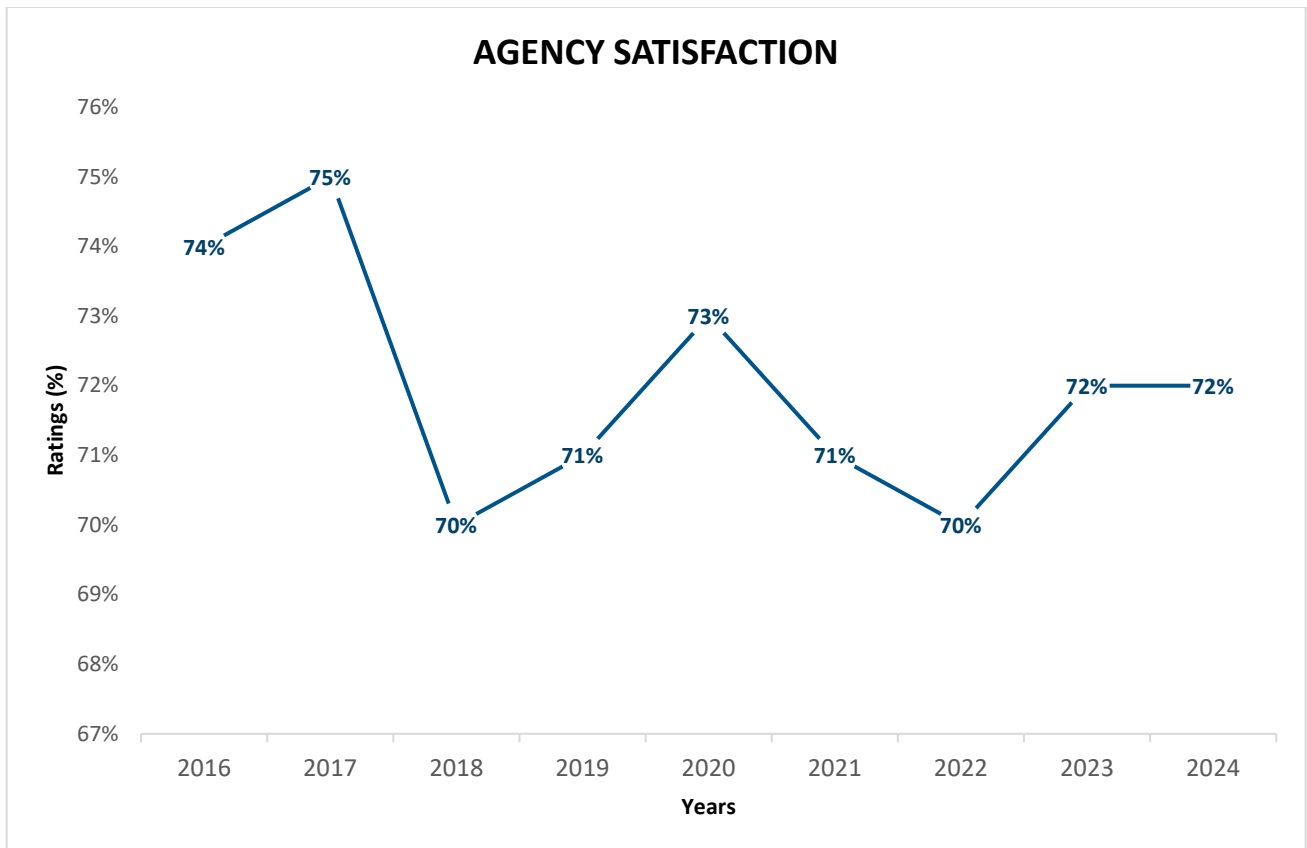
We sent the survey to 5,012 individual contacts across 2,373 agencies and schools. We received 395 individual responses from participating agencies and schools. About 40% of responses came from schools and education providers. The survey covered all AoG, common capability and syndicated contracts that were managed by NZGP over the last 12 months. Respondents answered questions in relation to each of the contracts that they deal with.

The response rate of the survey is 8.5%. Again, this is in line with the 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, there's still a significant load on agencies with end of year financials and other reporting. 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.

KEY METRICS IN 2024 AGENCY SATISFACTION SURVEY

The survey includes 3 Common Measurement Tool (CTM) questions: Question 4, Question 8 and Question 10. These questions are used across all MBIE customer satisfaction surveys. This year we scored 72% on overall satisfaction of AoG contracts (Question 8). This exceeds our target of 70% and is in line with last year's result. The key measure is taken across the 23 AoG common capability and syndicated contracts at the time of the survey. The results show that the AoG model continues to deliver value and savings to participating agencies and schools. Questions 4 (Overall satisfaction of service from AoG suppliers) at 78% ranks highest of the CTM questions, while Question 10 (Overall satisfaction of service from NZGP team) scores 60%.



Agency satisfaction trend from 2016 to 2024.

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

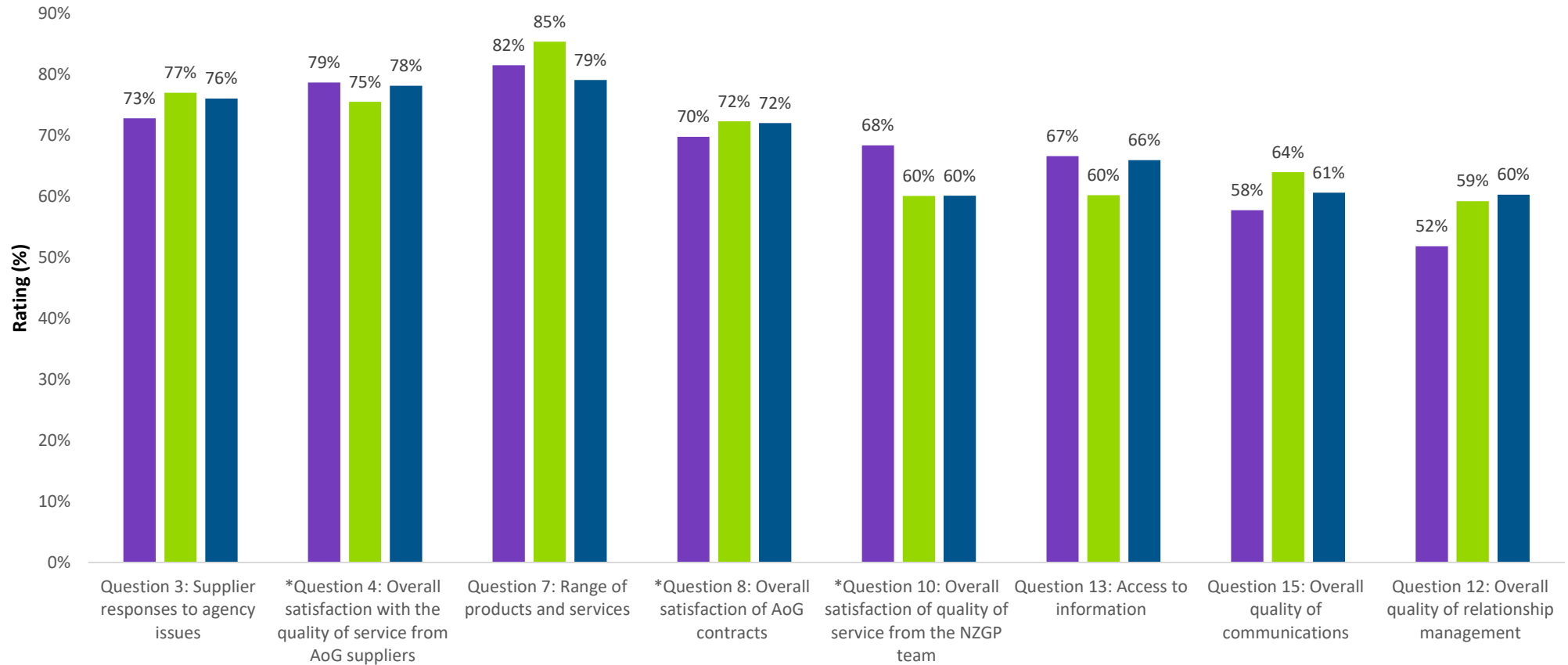
- Range of products and services (Question 7) fell 6% from 85% to 79%. Despite the drop, this is still the highest performing Common Measurement Tool (CMT) question. We've noted a few comments from schools who would like to see more school- specific products and services. We continue to evaluate our offerings to make sure our range of products and services meet our stakeholder needs. For example, we've launched a range of collaborative contracts in 2024 with expanded product and service offerings including Property construction services, External legal services, Document services and Creative media services. Contracts in the pipeline for next year are Insurance brokering, Fleet management and Motor vehicles. We're also refreshing the Air travel services panel to expand the number of providers and the product offerings available.
- Access to information (Question 13) increased by 6% from 60% to 66%. We continuously look for ways to improve our website and make navigation more intuitive. This year we rolled out changes to our website to improve user experience, informed by feedback from our users. In addition, we launched a monthly email for agency Heads of Procurement to keep them informed about what was happening in the procurement system. There's still a way to go, but we're happy with the progress and have planned further enhancements.
- Quality of communications (Questions 13) decreased by 3% from 64% to 61%. We continuously monitor and assess the quality of our communications and how we can increase coordination and engagement across our communication channels. We're committed to publishing accessible information, in plain English.

A complete list of all quantitative results of the survey from 2022 to 2024 are listed in the section below:

2024 Agency satisfaction survey results

Rating (%) by Question and Year

Year ■ 2021/22 ■ 2022/23 ■ 2023/24



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

Key themes from 2024 Agency satisfaction survey

WHERE NZGP IS DOING WELL

Survey responses show AoG contracts deliver value for money and access to quality supplier panels. Respondents indicated that our collaborative contracts make it easy to participate in procurement activities and acquire products and services through streamlined processes. Here are some of the key themes we've identified:

Range of products and services

Overall, comments indicate that NZGP provides an extensive range of products and services. This is reflected in the top score of 79% across all Common Measurement Tool (CMT) questions. We've noticed more requests for school-specific services and products, for example food service providers to support their lunch programmes.

A few representative comments:

"Range of contracts available is excellent and we utilise them widely and having this available, so a small agency is really appreciated."

"Making it easy to obtain the services the department needs; most services required by my group are covered."

"Continues to provide improved pricing and quality of services."

Price, cost and savings

The AoG model continues to save agencies and schools time and money. It represents good value for money and provides access to quality products and services at competitive rates. It also gives agencies and schools a greater sense of commercial confidence of cost savings and good pricing throughout the AoG programme.

A few representative comments:

"Pricing! By coming together, we are getting better pricing than negotiating individually."

"We are getting items cheaper, which always helps on a school budget."

"We are able to save money which can now be used for other things"

Simplified procurement process

The AoG model makes sourcing suppliers easier while reducing risk and sourcing time. Agencies and schools don't have to run a primary procurement process and find it easy to select a supplier from available panels. It removes complexity and effort by streamlining the procurement process. Respondents say there is an element of convenience to source directly from an AoG panel while participate in contracts they don't have the resources to set-up themselves.

A few representative comments:

"Making the procurement process easier and more streamlined for staff via secondary procurement process."

“Reducing the time spent on the procurement process and having a range of suppliers/solutions through each AoG contract.”

“Saves us going to market ourselves, while allowing us flexibility of choice - and value for money due to buying power as a whole entity.”

Supplier management and resources

Respondents appreciate the work and time it takes to establish and manage supplier panels and contracts. The AoG programme provides agencies with quality panels while removing their need for supplier analysis and evaluation. They also find the available guides and templates helpful. NZGP provides comprehensive procurement information and contract management that agencies and schools can leverage.

A few representative comments:

“Provides the essential support that small agencies with limited procurement resources require.”

“Great reference source of information for how to run a process and very helpful templates.”

“Reduces time of having to go to the market to complete supplier analysis and evaluation.”

WHERE NZGP CAN DO BETTER

Agencies have provided helpful feedback and suggestions for improvements. This includes ways we can improve our quality of service from the team managing AoG contracts. We continue to drive initiatives to improve the service we provide to our customers to address these points.

Engagement and communications

Respondents are looking for more engagement with NZGP. They want us to stay relevant by anticipating change and understanding their needs. 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.

A few representative comments:

“My request would be that if you need to contact someone for help that this does not take days or even weeks to happen.”

“The bulletins are good and informative but it is hard to find the right person to speak to when wanting assistance.”

“Better induction into how AoG contracts works and access to talk to someone rather than just online.”

Access to information

Despite a 6% improvement in how agencies rated access to information, we know there's still room to improve the website and make it easier to navigate and find information. Some respondents find the website more user-friendly once they get used to it. Nevertheless, users still have difficulties to find the information they're looking for. 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.

A few representative comments:

"Clearer instructions and guidelines, more user-friendly website, effective communication."

"More concise communication and for the sign-up process, keep it simple with numbered steps."

"Can be hard to understand how to make your way around the website."

NEXT STEPS

Thanks to everyone who took the time to respond. We genuinely appreciate the feedback from our customers. The survey highlights the importance of NZGP continuously looking for ways to improve, making things simpler and helping you save money in the current fiscal environment.

We have completed a range of initiatives, and have a number in the pipeline, which will help agencies and schools get the most out of their AoG contracts. These include:

- Reducing the complexity of some of our current product catalogues and providing more cost-effective solutions, specifically for small agencies and schools, such as:
 - boosting our IT hardware catalogue to feature more school-friendly products,
 - bundling products to simplify the purchasing process, and
 - asking IT hardware providers to sell refurbished laptops at a lower cost.
- The recent launch of Ready Buy: a simple to use tool to navigate the suite of New Zealand government procurement resources and collaborative contracts.
[link to: <https://www.procurement.govt.nz/about-us/news/nzgp-ready-buy-is-now-live/>]
- Webinar series for selected contracts with a focus on maximising savings and explaining how to get the most out of the agreement.
- Setting and actively managing KPIs to tighten up average response times for agency enquiries.
- Running regular panel provider performance surveys for selected contracts. This will generate an average performance rating for each provider to help agencies in their provider selection.