

# **2025 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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ISBN 978-1-99-001983-8

December 2025

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# Agency satisfaction survey overview

## THE SURVEY IN CONTEXT

New Zealand Government Procurement is striving to build a procurement system that supports economic growth in New Zealand and helps people, communities and businesses to thrive.

We're prioritising:

- maximising the economic benefit to New Zealand from every dollar spent
- public value and the transparent and responsible use of public money
- value for money through cost savings and access to quality supplier panels
- making it easy for government agencies and suppliers to work together
- lifting procurement capability across government agencies.

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 survey results inform our planning and the strategy of the respective business units to improve service delivery, customer focus and communications. The feedback and data also address specific issues and allows us to engage with individual agencies who like to be contacted as part of the survey.

## SURVEY SAMPLE AND RESPONSE RATES

The 2025 AoG agency satisfaction survey ran between 9-20 June 2025.

We sent the survey to 5,097 individual contacts across 2,959 agencies, councils and schools. We received 457 individual responses from participating agencies and schools. About 40% of responses came from schools and education providers.

The survey covered all 23 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 they're participating in.

The response rate of the survey is 9%. This is consistent with previous years, and with over 450 responses, the sample size provides statistically robust and reliable insights within an acceptable margin of error. 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 better ways of coordinating our communication activities and engaging with our stakeholders to further increase awareness and agency response rates.

## RESPONDENT PROFILES

Only 35% of respondents indicated that procurement is the primary function of their role. The remaining 65% represent a diverse mix of positions. Of these, approximately half work in schools or serve in administrative capacities. The other half span organisational functions including business facilities, finance, IT and commercial operators and managers. This highlights the broad reach of procurement-related activities across roles that may not formally involve procurement but still influence purchasing decisions and supplier engagement.

## KEY METRICS IN 2025 AGENCY SATISFACTION SURVEY

The survey includes 3 Common Measurement Tool (CTM) questions. These questions are used across all MBIE customer satisfaction surveys:

- Question 6: Overall satisfaction with the quality of service from AoG supplier,
- Question 10: Overall satisfaction of AoG Contracts,
- Question 12: Overall satisfaction with the quality of service of the NZGP team.

### Agency satisfaction falls by 5%.

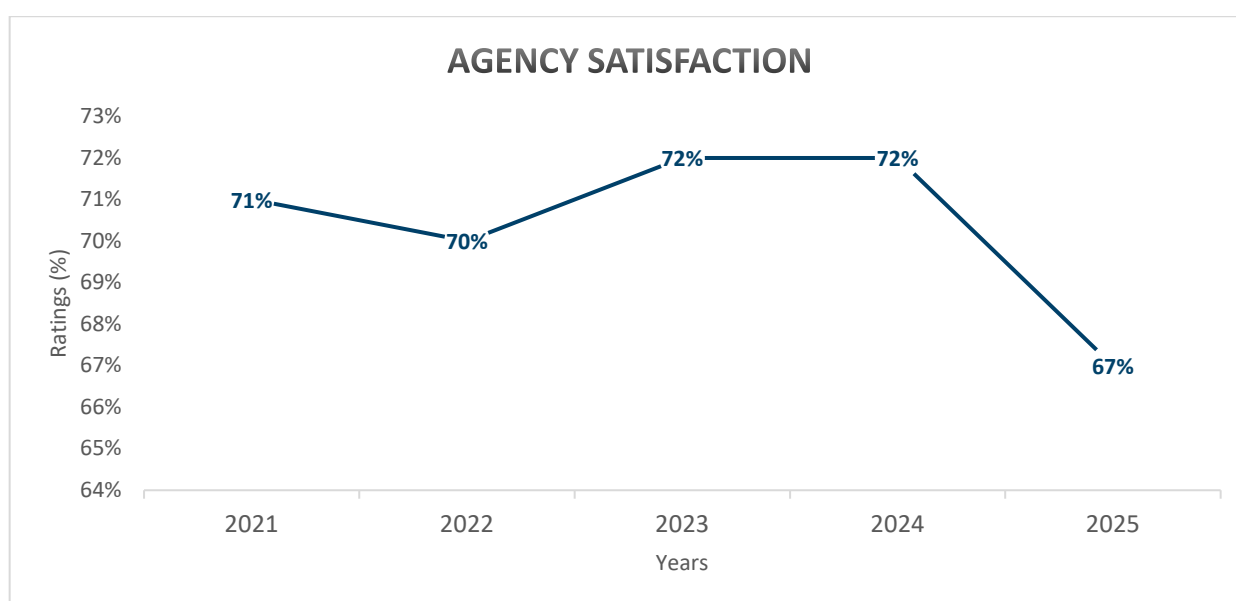
The overall satisfaction with AoG contracts fell to 67% in 2025 – at 5% drop from last year - and missed the 70% target. The fall was primarily driven by a rise in neutral sentiments and lack of standout moments. We observed declines in two key areas: quality of service from suppliers and range of products and services, which seem to have influenced the overall satisfaction score. Conversely, there was increased satisfaction with the service provided by the NZGP team, and significant increases in the quality of relationship management and communications.

The data indicates a decline in respondents reporting ‘very satisfied’ or ‘satisfied,’ along with an increase in neutral responses. Importantly, there has been no statistically significant change in levels of dissatisfaction, which remain stable.

Notably, we’ve observed that schools have rated us higher in overall satisfaction than core government agencies. The rise in neutral sentiment suggests that experiences are broadly acceptable but may lack standout moments that drive strong satisfaction. The stability in negative responses reinforces that overall service quality continues to meet expectations and deliver value and savings to participating agencies and schools.

Stakeholder feedback points to several factors behind this shift, including growing expectations for cost transparency, broader supplier choice, particularly in regional and niche areas, and simpler, more user-friendly processes.

Enhanced communication on savings and benefits, combined with stronger engagement and performance visibility, were also highlighted as priorities. Addressing these areas will be key to lifting satisfaction and ensuring contracts deliver maximum value for agencies and the public.



*Agency satisfaction trend from aggregated data for the period 2021 to 2025.*

The other key metrics highlight our priority areas where we've done well and where we can still improve.

**The quality of service from AoG suppliers (Question 6) and range of products and services (Question 9) both fell.**

We've noted a decrease in these two key areas: Quality of service from suppliers (down 5%) and range of products and services (down 4%).

Respondents highlighted recurring concerns around inconsistent service delivery, lack of proactive communication, and challenges with supplier responsiveness, or issue resolutions.

Respondents also expressed frustration with the limited product offerings and range of suppliers, noting that catalogues often don't meet their operational needs and that some key suppliers are missing from panels. This has led to agencies feeling constrained in their choices and, in some cases, forced to seek alternatives outside the AoG framework.

**Increase of satisfaction with the quality of service (Questions 12) from the NZGP team.**

This measure has increased by 4%. Several respondents praised the NZGP team for being helpful, patient, and quick to respond. Positive feedback also highlighted timely communication, practical support during contract transitions, and improved clarity around processes.

Despite the positive shift in satisfaction with the NZGP team, stakeholders identified areas for improvement including clearer communication of value and more proactive sharing of performance metrics and savings reports. Suggestions also included simplifying access to commercial information, improving supplier accountability, and ensuring broader stakeholder inclusion in forums like CAG meetings, which some felt were rushed or limited in participation.

**The quality of relationship management (Question 14) and the quality of communications (Question 19) both made significant increases.**

Satisfaction with relationship management (up 16%) and communications (up 9%) saw a significant uplift this year.

Respondents highlighting more consistent engagement, improved responsiveness, and stronger connections with NZGP. Respondents appreciated timely support, proactive outreach, and clearer updates through regular bulletins and engagements.

Comments also noted a shift toward more visible and helpful interactions, which have helped agencies feel more supported and informed.

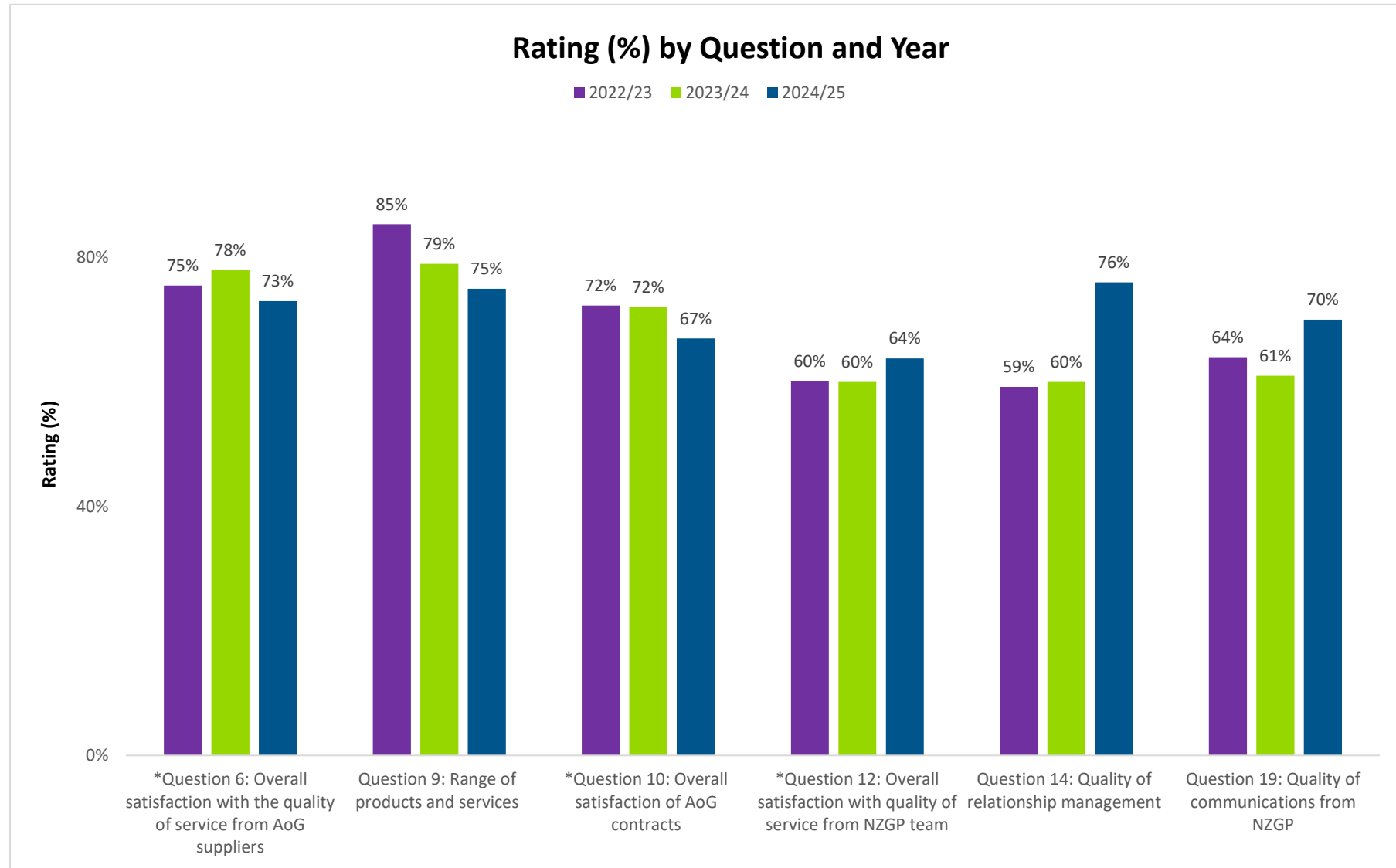
**Summary of insights**

The drop in overall satisfaction with AoG contracts is primarily driven by a rise in neutral sentiments and lack of standout moments. We observed declines in two key areas: quality of service from suppliers and range of products and services, that seem to have influenced the overall satisfaction score.

However, there were strong gains in relationship management (+16%), communications (+9%), and service quality (+4%). Stakeholders praised NZGP's helpfulness, responsiveness and timely support.

Overall, these results highlight an opportunity to address supplier performance and product diversity.

# 2025 Agency satisfaction survey results



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

# Key themes from 2025 Agency satisfaction survey

## WHERE NZGP IS DOING WELL

Responses show that the AoG programme continues to deliver value for money, cost savings and access to quality supplier panels. Agency respondents appreciated the benefits of simple procurement processes, ease of participation, targeted support for smaller agencies, and helpful communication and guidance. Here are some of the key themes we've identified:

### Cost savings and value for money

Many respondents highlighted the financial benefits of AoG contracts, especially in terms of cheaper pricing, competitive rates, and discounts. These savings allow organisations, particularly schools and smaller agencies, to stretch their budgets further and invest in other priorities. Value for money is a strong driver of satisfaction.

*"Every dollar saved is a dollar that can be used elsewhere."*

### Support for smaller agencies

Smaller organisations appreciate how the AoG programme levels the playing field. It provides access to vetted suppliers, negotiated contracts, and templates that reduce the administrative burden. This support is especially valuable for agencies without dedicated procurement teams to engage confidently in procurement activities.

*"Gives a smaller agency access to better buying power."*

### Quality of suppliers

Respondents value the assurance that comes with pre-qualified suppliers and thorough vetting. Knowing that suppliers have been through a competitive process builds trust and reduces risk. This reliability is seen as a key benefit, especially when entering into new contracts or sourcing unfamiliar services.

*"We will only consider working with suppliers if they are vetted by NZGP."*

### Simplified and efficient procurement processes

A recurring theme is how the AoG programme simplifies procurement. Reducing the need for primary procurement and streamlining secondary processes saves agencies time and effort. The option to access ready-to-use contracts without the need to go to market, makes procurement more manageable and less resource-intensive.

*"Saves me time having to go out to tender and completes the bulk of the procurement process."*

### Communication, advice and support

Good communication and access to support were frequently mentioned. Respondents appreciate timely updates and helpful staff that provide guidance and keep them informed. These elements contribute to a smoother procurement experience and reinforce the value of the AoG programme.

*Great communication and responsiveness to set me up in all the systems, which makes my life easier!!*

## 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.

### Simpler access and processes

Respondents frequently described the AoG systems and processes as overly complex, particularly when it comes to onboarding, navigating platforms, and joining contracts. There's a strong desire for streamlined, intuitive processes that reduce administrative burden and make it easier for smaller or time-poor agencies to join and participate.

*"One stop shop, simpler paperwork, simpler website. Sometimes the website is a bit circular i.e. you end back where you started without wanting to."*

### Reporting data and pricing

Many respondents asked for clearer reporting on savings and suggested that more concrete and real-world examples would be helpful. There was also interest in comparative pricing and benchmarking tools, especially for schools and smaller agencies. Some also asked questions about the admin fee and suggested clearer communication about what it covers could improve understanding.

*"Reduce AoG fees. Increase accuracy and consistency of data and reporting, sell specific value of the contracts by putting quantitative data in front of us."*

### Enhanced supplier management

Several comments pointed to issues with supplier performance, including delays, lack of responsiveness, and a general lack of understanding of their obligations under AoG contracts. Agencies reported having to spend time upskilling suppliers or chasing them for information, which undermines the intended efficiencies of the programme.

Respondents also wanted more regional, Māori, and Pasifika suppliers included.

*"More work on the supplier side to ensure they understand their obligations. Often, we spend a lot of time upskilling suppliers on using the panel agreements they are approved for."*

### Increased training and support

Some respondents expressed a need for more education and support to understand and use AoG contracts effectively. This included requests for plain-English guides, training sessions, webinars, and tailored support for specific sectors like schools or small Crown entities.

*"More education around how the AOG contracts work and how to take advantage of them. I am a very busy office manager... it would be nice to have a basic understanding of how it all works."*



## 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 few in the pipeline, to help agencies and schools get the most out of their AoG contracts. These include:

- Ongoing enhancements to our systems, processes and platforms to create a consistent user experience and improve how agencies navigate our website or join contracts.
- New interactive data dashboards to make it easier to view reports, uncover patterns and spot opportunities. The dashboards bring together data from the GETS platform and collaborative contracts to help our stakeholders make data-driven decisions.
- The introduction of a new category for refurbished laptops in the AoG IT Hardware contract. This will provide more cost-effective, sustainable solutions, particularly for small agencies and schools.
- The recent launch of Procure Connect will ultimately enable agencies to complete a full source-to-contract process through a secure and flexible system. The platform provides a quick and efficient connection between suppliers and agencies and augments NZGP's Ready Buy tool introduced in 2024.
- Onboarded external legal services to Procure Connect with another 10 contracts in the pipeline. This is the first stage of a 'one-stop shop' for suppliers to do business with government and helps agencies to easily filter and view suppliers and their profiles.
- 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.