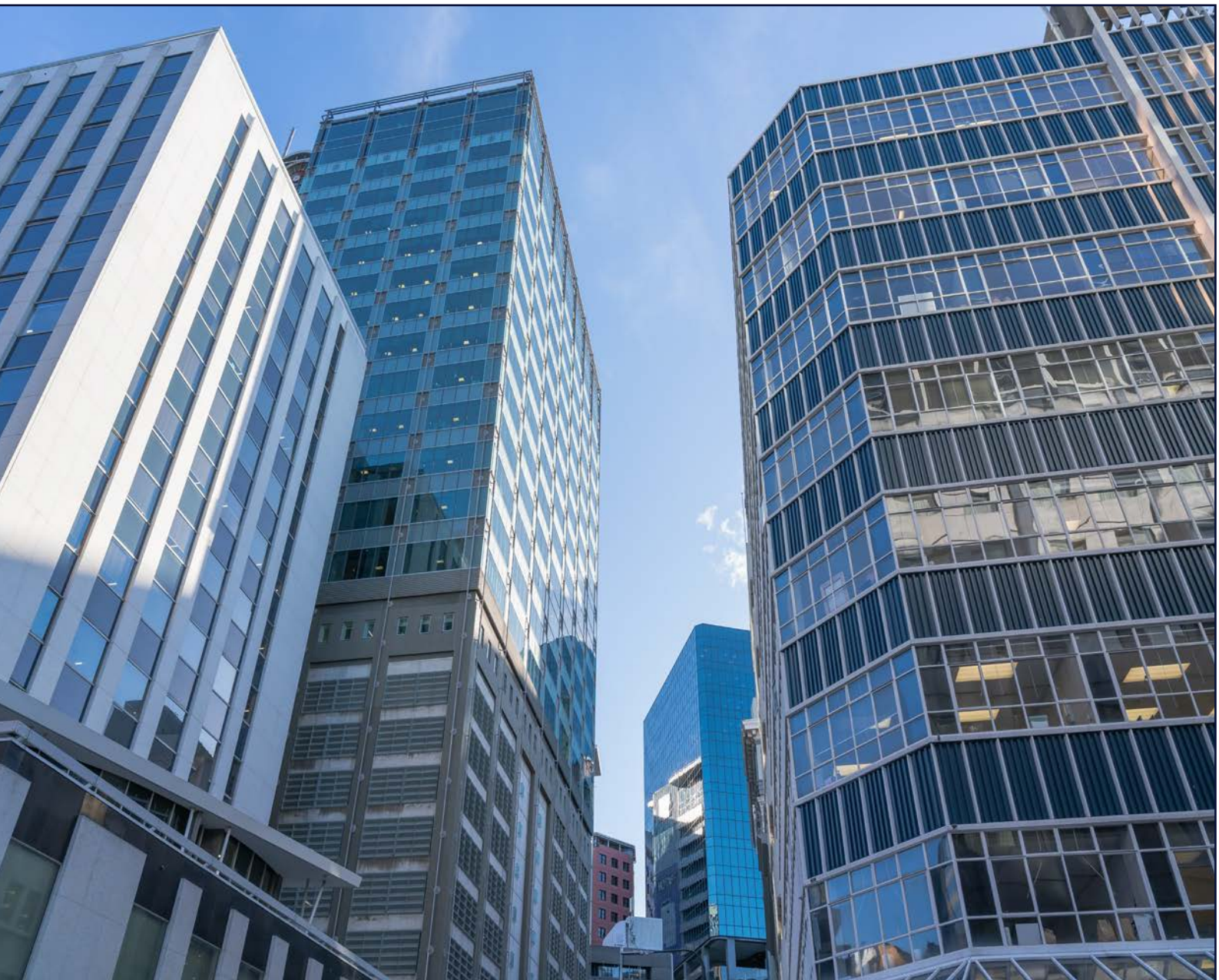


# 2022 Government Property Group Satisfaction Survey

High level summary





**MINISTRY OF BUSINESS,  
INNOVATION & EMPLOYMENT**  
HĪKINA WHAKATUTUKI

## **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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# Government Property Group satisfaction survey overview

Listening to our stakeholders and using their feedback to inform our work, is an important part of the way we work to deliver value for our stakeholders and improve the way we do business.

## THE SURVEY IN CONTEXT

The feedback and data we collect with this survey, is intended to help us to measure our progress and performance in delivering solutions that meet agency needs.

It helps us to be more responsive and to understand if we are delivering the intended value to Government while meeting our customers' expectations. The overall satisfaction result from the survey is published in the MBIE 2021/22 Annual Report to Cabinet<sup>1</sup>.

We appreciate and have taken note of respondents' qualitative feedback and comments, and welcome conversations with individual agencies about their feedback.

Since last year's survey, we have been working to improve the service we provide to support agencies. It has been a busy period with a lot of activity in GPG and across the property system. We continue to make changes and improvements, using feedback and data to help us to design and deliver solutions that meet agency needs, address specific issues and identify areas for improvement.

We work closely with agencies to support them and look for ways to improve the work we do. Recently completed and ongoing projects include:

- Leading the delivery of an Upper Hutt regional campus. This will be the first hub to open as part of the regional hubs initiative, bringing employees from MBIE, KiwiRail and other agencies to work under the same roof from late 2023.
- Working on the 8 Willis Street shared accommodation project with Statistics New Zealand (Stats NZ) and the Ministry for the Environment (MfE).
- Introducing and publishing branding, wayfinding and signage guidelines for government agencies to support a more streamlined, joined-up and modern public service.
- Development of seismic principles for managing office buildings leased or owned by government agencies to accompany MBIE's 'Seismic Risk Guidance for Buildings'.
- Updating the Buildings Performance Specifications (BPS) to include guidance on climate change, energy management, hybrid working impacts and support the objectives of the Public Service Act.
- Continued capability development for property people to help increase the capability across the system: we provided eight Property Knowledge Hours in FY 2021-22.
- Continuing improvements of our Government Property Portal (GPP), including monthly training programmes, piloting hoteling (desk booking) and developing a property brokering dashboard. Feedback from agencies about the improved functionality confirms that we are on the right track and that GPP is adding value to numerous agencies in managing their property systems needs.
- Introducing automated templates for property. The online Document Builder will help agencies save time and money, minimise risk, and create more consistent documents including

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<sup>1</sup> [Annual reports – Ngā pūrongo ā-tau | Ministry of Business, Innovation & Employment \(mbie.govt.nz\)](#)

Memorandum of Understanding, Co-location Agreement, Agreement to Lease, Deed of Lease (Complex and Less Complex) and Development Agreement.

- Updating the Government National Property Strategy (GNPS) to support the Government's vision for the property system and portfolio.
- Establishing a property assurance function at GPG.
- Updating the GPG website to provide a better user experience with easily searchable and up to date information.

## **RESULTS**

The overall agency satisfaction was 60% for 2022 (60% also in 2021) which means we did not meet the 5% improvement target. This suggests that agency view of GPG and the work we do is unchanged when compared to last year.

Even though the results are not statistically indicative of the total group we appreciate the effort of those who responded.

We need to significantly increase the response rate for future surveys to ensure more meaningful and informative analysis can be extracted from the results.

## **KEY METRICS AND RESPONSE RATE**

This is the second year we've run this satisfaction survey. We set a year-on-year target (5% increase) for the quality of service received from GPG measure<sup>2</sup>.

The survey ran from 9 to 30 June 2022, consisting of 26 questions. It was sent to 337 individual contacts across our mandated and non-mandated agencies. We received 42 responses from mandated agencies and two from non-mandated agencies which is a 34% reduction in survey participation in comparison to the previous year. The response rate to the key performance measure was 11.6% which means the results are not considered statistically valid for the total population.

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<sup>2</sup> The methodology for calculating the overall satisfaction changed from last year to better reflect the wording of the measure, and to align with current methodologies of other similar measures (eg NZGP). We used a weighted calculation including **all** of the respondents' satisfaction results, not only 'satisfied' or 'very satisfied'.

# GPG satisfaction survey agency feedback

The number of comments to the survey themes was limited, though a couple of key areas did feature more than others.

## COMMUNICATION

Respondents were keen to maintain their regular contact with GPG, with GPG providing support and advice across their property management and lease needs. However, a number of respondents indicated that the frequency of communications needs to increase for them to get the level of engagement they are looking for.

Respondents were also asking for more targeted communications rather than a one-size-fits-all approach.

Some agencies were seeing improvements in this area from last year and felt that we had listened to them and adapted our communications approach accordingly.

## LEADERSHIP AND CAPABILITY

Respondents appreciated the work we're doing to lift the knowledge and capability across the system. Some respondents expressed a desire for more leadership from GPG especially around ensuring there is clear and timely guidance that provides clarity and a clear way forward for agencies. Respondents were keen to see work continue in a number of areas including:

- commercial negotiation and asset management
- changes to compliance legislation, specifically seismic and building codes
- promoting the industry and government property as a career
- management of fitout and relocation projects and
- access to new capability and diversity in the system.

## NEXT STEPS

While the low response rate means that the results may not be representative of all agencies, we appreciate the views of those who have taken the time to provide their feedback.

We continue to strive for improvements in areas identified as well as continue with the things that are working well.