

New Zealanders’ satisfaction with the public services they receive

The State Services Commission’s work with chief executives, agencies and Ministers influences the way services are delivered to New Zealanders, and over time, we would expect to see increasing levels of satisfaction with these services.

The State Services Commission uses the overall service quality measure from surveys that provide information on New Zealanders’ experiences of the services they receive from government to gauge its success in contributing towards our outcomes.

The Kiwis Count survey was conducted in 2007 and 2009. Further assessments of service quality will be conducted in the 2011-2014 period. In 2007, New Zealanders’ overall quality score for public services was 68. In 2009, there was a small but significant improvement to 69. This improvement, in a fiscally challenging environment, is a real achievement for the State Services. The results compare favourably with a similar Canadian research programme ‘Citizens First’ that showed a comparable increase in satisfaction in its first two years of operation and demonstrate that our target of a further improvement in service quality is significant and challenging.

