



## Briefing Note: Ministerial Satisfaction Survey 2019/20

<b>To:</b>	Hon Chris Hipkins, Minister of Education		
<b>Date:</b>	15 June 2020	<b>Priority:</b>	Medium
<b>Security Level:</b>	In Confidence	<b>METIS No:</b>	1231125
<b>Drafter:</b>	Anne Fontaine	<b>DDI:</b>	9(2)(a)
<b>Key contact and number:</b>	Andrea Schöllmann	<b>DDI:</b>	
<b>Messaging seen by Communications team:</b>	N/A	<b>Round robin:</b>	No

### Purpose of Paper

**Note** that we are asking you to complete the questions in the surveys attached in Annex 1 for the 2019/20 year by 31 July 2020.

### Summary

- Ministerial satisfaction forms the basis for a number of 2019/20 Estimates performance measures with results to be included in agency 2020 Annual Reports.
- This paper seeks an assessment of your satisfaction with the Ministry's policy advice, Crown entity monitoring and support for Ministerial delegations and visits for the 2019/20 year, using the attached surveys. We are also seeking a satisfaction assessment on behalf of the Crown entities we monitor.
- This briefing provides:
  - a summary of the most recent ratings;
  - four Ministerial Satisfaction Surveys to collect the 2019/20 ratings for the Ministry of Education, the Tertiary Education Commission, New Zealand Qualifications Authority and Education New Zealand;
  - a revised survey specifically for Ministry of Education policy advice, based on an updated process introduced by Central agencies during 2019/20.

## Proactive release

---

**Agree** that this Briefing will be proactively released.

**Agree /** Disagree



Dr Andrea Schöllmann  
**Deputy Secretary**  
**Education System Policy**

15/06/2020



Andy Jackson  
**Deputy Secretary**  
**Graduate Achievement, Vocations and Careers**

15/06/2020



Hon Chris Hipkins  
**Minister of Education**

29/8/2020

## Background

---

1. Ministerial satisfaction forms the basis for several 2019/20 Estimates performance measures for Vote Education and Vote Tertiary Education with the results to be included in a number of relevant agency 2020 Annual Reports.
2. The following table summarises the assessment you provided for 2018/19 (refer METIS 1193086):

<b>Satisfaction with Ministry of Education:</b>	<b>2018/19 Rating</b>
• quality, timeliness and value for money of our policy advice	7
• quality of monitoring advice about Crown entity agencies	8
• quality and timeliness of support for Ministerial delegations and visits	8
• overall performance of the Ministry	7
<b>Satisfaction with overall performance of other agencies:</b>	
• Education New Zealand	7
• Tertiary Education Commission	7
• New Zealand Qualifications Authority (2018/19 benchmark year)	8

3. The Department of the Prime Minister and Cabinet has refreshed the Ministerial satisfaction survey and requires all agencies with a policy appropriation to report using this new format, using a 5 point scale, which differs from that used in 2018/19 and for the other services being surveyed.

## Ministerial Satisfaction Survey 2019/20

---

4. We ask you to complete the questions in the surveys attached in Annex 1 for the 2019/20 year by 31 July 2020.
5. Your ratings enable us to meet our reporting obligations. It also informs ongoing work to internally track and build our policy, Crown entity monitoring and Ministerial support capability and improve overall organisational performance.

## Annexes

---

Annex 1: Ministerial Satisfaction Survey templates 2019/20

## Annex 1: Ministerial Satisfaction Survey templates 2019/20

### Ministry of Education – Ministerial Satisfaction Survey 2019/20

#### General satisfaction

The Minister is asked to provide an assessment based on the following standard questions.

Question	Score (1-10)
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how satisfied are you with the overall performance of the Ministry?</b>	8

The Minister is also asked to provide an assessment for the following questions relating to monitoring the performance of the Tertiary Education Commission, the New Zealand Qualifications Authority and Education New Zealand, and satisfaction with the quality and timeliness of support for ministerial delegations.

Question	Score (1-10)
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how satisfied are you that the monitoring advice you receive from the Ministry meets your needs?</b>	8
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how satisfied are you with the quality and timeliness of support for ministerial delegations and visits?</b>	8

On a scale of 1 to 5 (1: never; 2: some of the time; 3: about half the time; 4: most of the time; 5: always), how often did each of the following occur?

Question	Score (1-5)
You were engaged early enough in the policy process	5
You were engaged in a way that reflects how you like to work	5
Your feedback was taken on board	5
You were able to access relevant expertise on the issues	5
You received advice that demonstrates an understanding of your priorities and context	5
You received advice within the agreed timeframes	5

#### Quality of policy advice

On a scale of 1 to 5 (1: never; 2: some of the time; 3: about half the time; 4: most of the time; 5: always), how often did the advice?

Question	Score (1-5)
Clearly explain the problem or opportunity	5

Make relevant connections with other portfolios and addressed any issues that arise	5
Clearly explain the rationale for intervention	5
Demonstrate that appropriate stakeholder engagement strategies were used	5
Provide the advice you need to hear and not only what you want to hear	5
Enable clear and informed decision to be made or next steps to be taken	5
Communicate in a clear, concise and coherent manner	5
Adequately consider how the policy will be implemented and will work in practice	5
Explain how the policy will be monitored or evaluated to check that it works	5

### Overall performance

On a scale of 1 to 5 (1: never; 2: some of the time; 3: about half the time; 4: most of the time; 5: always):

Question	Score (1-5)
You have confidence in the policy advice provided by the Ministry	5
You have trust in the officials you engage with from the Ministry	5

Please add any comments or suggestions on how the Ministry could improve the support and the quality of policy advice provided to you as Minister, or examples of what has worked well that should be continued?

Alignment of policy advice to the government's priorities has improved over the past year.

---



---



---



---

What is the one thing the Ministry could do better?

Cabinet papers could use more "plain language" for those not as engaged in education speak

---



---



---

## Tertiary Education Commission – Ministerial Satisfaction Survey 2019/20

The Minister is asked to provide an assessment based on the following standard questions.

Question	Score (1-10)
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how satisfied are you that the cost of the advice you receive from the Commission represents value for money?</b>	8
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how satisfied are you that the advice you receive from the Commission meets your needs?</b>	8
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how satisfied are you that you receive advice in a timely manner?</b>	8
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how satisfied are you that the advice you receive from the Commission is of high technical quality, considering the following:</b> <ul style="list-style-type: none"> <li>• Clarity</li> <li>• Accuracy</li> <li>• Analytical rigor</li> <li>• Fitness for purpose</li> <li>• Relevance to the wider context.</li> </ul>	8
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how likely are you to tell other Ministers that you get good advice from the Commission?</b>	8
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how satisfied are you with the overall performance of the Commission?</b>	8

## Education New Zealand – Ministerial Satisfaction Survey 2019/20

The Minister is asked to provide an assessment based on the following standard questions.

Question	Score (1-10)
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how satisfied are you that the cost of the advice you receive from Education New Zealand represents value for money?</b>	8
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how satisfied are you that the advice you receive from Education New Zealand meets your needs?</b>	8
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how satisfied are you that you receive advice in a timely manner?</b>	8
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how satisfied are you that the advice you receive from Education New Zealand is of high technical quality, considering the following:</b> <ul style="list-style-type: none"> <li>• Clarity</li> <li>• Accuracy</li> <li>• Analytical rigor</li> <li>• Fitness for purpose</li> <li>• Relevance to the wider context.</li> </ul>	8
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how likely are you to tell other Ministers that you get good advice from Education New Zealand?</b>	8
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how satisfied are you with the overall performance of Education New Zealand?</b>	8

## New Zealand Qualifications Authority – Ministerial Satisfaction Survey 2019/20

The Minister is asked to provide an assessment based on the following standard questions.

Question	Score (1-10)
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how satisfied are you that the cost of the advice you receive from the New Zealand Qualifications Authority represents value for money?</b>	8
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how satisfied are you that the advice you receive from the New Zealand Qualifications Authority meets your needs?</b>	8
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how satisfied are you that you receive advice in a timely manner?</b>	8
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how satisfied are you that the advice you receive from the New Zealand Qualifications Authority is of high technical quality, considering the following:</b> <ul style="list-style-type: none"> <li>• Clarity</li> <li>• Accuracy</li> <li>• Analytical rigor</li> <li>• Fitness for purpose</li> <li>• Relevance to the wider context.</li> </ul>	8
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how likely are you to tell other Ministers that you get good advice from the New Zealand Qualifications Authority?</b>	8
On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, <b>how satisfied are you with the overall performance of the New Zealand Qualifications Authority?</b>	8