



Briefing Note: Ministerial Satisfaction Survey 2021/22

To:	Hon Chris Hipkins, Minister of Education		
Date:	11 July 2022	Priority:	Medium
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Purpose of Paper

We invite you to complete the questions in the Ministerial satisfaction surveys attached in Annex 1 for the 2021/22 year by 30 July 2022.

Summary

- Ministerial satisfaction form the basis for a number of 2021/22 Estimates performance measures with results to be included in agency 2022 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 2021/22 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;
 - our Ministerial Satisfaction Surveys to collect the 2021/22 ratings for the Ministry of Education, the Tertiary Education Commission, New Zealand Qualifications Authority and Education New Zealand;
 - a survey specifically for Ministry of Education policy advice, based on an updated process introduced by Central agencies during 2019/20 and refreshed for 2021/22.

Proactive release

Agree that this Briefing will be proactively released.

☒ Agree / ☐ Disagree



Andy Jackson
Deputy Secretary
Te Puna Kaupapahere

11 / 07/2022



Hon Chris Hipkins
Minister of Education

3 / 8 / 2022

Background

1. Ministerial satisfaction forms the basis for several 2021/22 Estimates performance measures for Vote Education and Vote Tertiary Education with the results to be included in a number of relevant agency 2022 Annual Reports.
2. The following table summarises the assessment you provided for 2020/21 (refer METIS 1264117):

Satisfaction with Ministry of Education:	2020/21 Rating
• overall performance of the Ministry	8/10
• quality of monitoring advice about Crown entity agencies	8/10
• quality and timeliness of support for Ministerial delegations and visits	8/10
• confidence in the policy advice	4/5
• trust in the officials you engage with	5/5
Satisfaction with overall performance of other agencies:	
• Tertiary Education Commission	8/10
• Education New Zealand	8/10
• New Zealand Qualifications Authority	8/10

Ministerial Satisfaction Survey 2021/22

4. We ask you to complete the questions in the surveys attached in Annex 1 for the 2021/22 year by 30 July 2022
5. Your feedback enables 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 2021/22

Annex 1: Ministerial Satisfaction Survey templates 2021/22

Ministry of Education – Ministerial Satisfaction Survey 2021/22

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 unsatisfied and 10 is extremely satisfied, how satisfied are you with the overall performance of the Ministry?	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 unsatisfied and 10 is extremely satisfied, how satisfied are you that the monitoring advice you receive from the Ministry meets your needs?	8
On a scale of 1 to 10, where 1 is unsatisfied and 10 is extremely satisfied, how satisfied are you with the quality and timeliness of support for ministerial delegations and visits?	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	4
You were engaged in a way that reflects how you like to work	4
Your feedback was taken on board	4
You were able to access relevant expertise on the issues	4
You received advice that demonstrates an understanding of your priorities and context	4
You received advice within the agreed timeframes	4

Please add any comments or suggestions on how the support provided to you as minister could be improved, or examples of what has worked well that should be continued.

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 do the following?

Question	Score (1-5)
Clearly explain the problem or opportunity	4
Make relevant connections with other portfolios and addressed any issues that arise	4
Clearly explain the rationale for intervention	4
Reveal diverse views, experiences and insights identified through inclusive and appropriate community engagement strategies	4
Incorporate Te Tiriti o Waitangi analysis and te ao Māori, where relevant	4
Demonstrate how relevant research, evidence, and insights informed the policy advice	4
Make relevant connections with the work of operations and address any issues that arise	4
Consider the longer-term implications and anticipate future challenges and opportunities	4
Provide the advice you need to hear and not only what you want to hear	4
Enable a clear and informed decision to be made or next steps to be taken	4
Communicate clearly, concisely and coherently	4
Adequately consider how the policy will be implemented and will work in practice	4
Explain how the policy will be monitored or evaluated to check that it works	4

Please add any comments or suggestions on how the quality of the policy advice could be improved, or examples of what has worked well that should be continued.

Overall trust

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 was the following true:

Question	Score (1-5)
You had trust in the officials you engage with	4

Overall confidence

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 was the following true?

Question	Score (1-5)
You had confidence in the policy advice provided	4

What's the most important thing that officials could do to improve the policy support provided to you?

Tertiary Education Commission – Ministerial Satisfaction Survey 2021/22

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

Education New Zealand – Ministerial Satisfaction Survey 2021/22

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

New Zealand Qualifications Authority – Ministerial Satisfaction Survey 2021/22

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