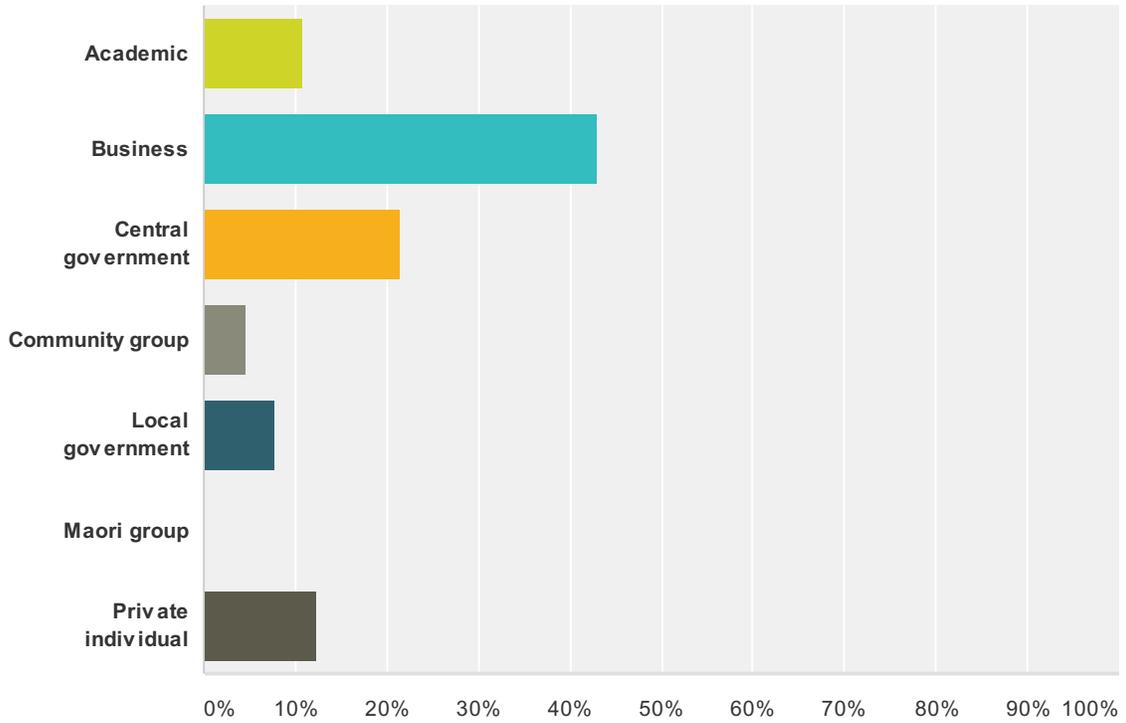


**Q1 As responses are anonymous it would help us to analyse feedback if you would tell us what type of organisation you primarily represent:**

Answered: 65 Skipped: 3

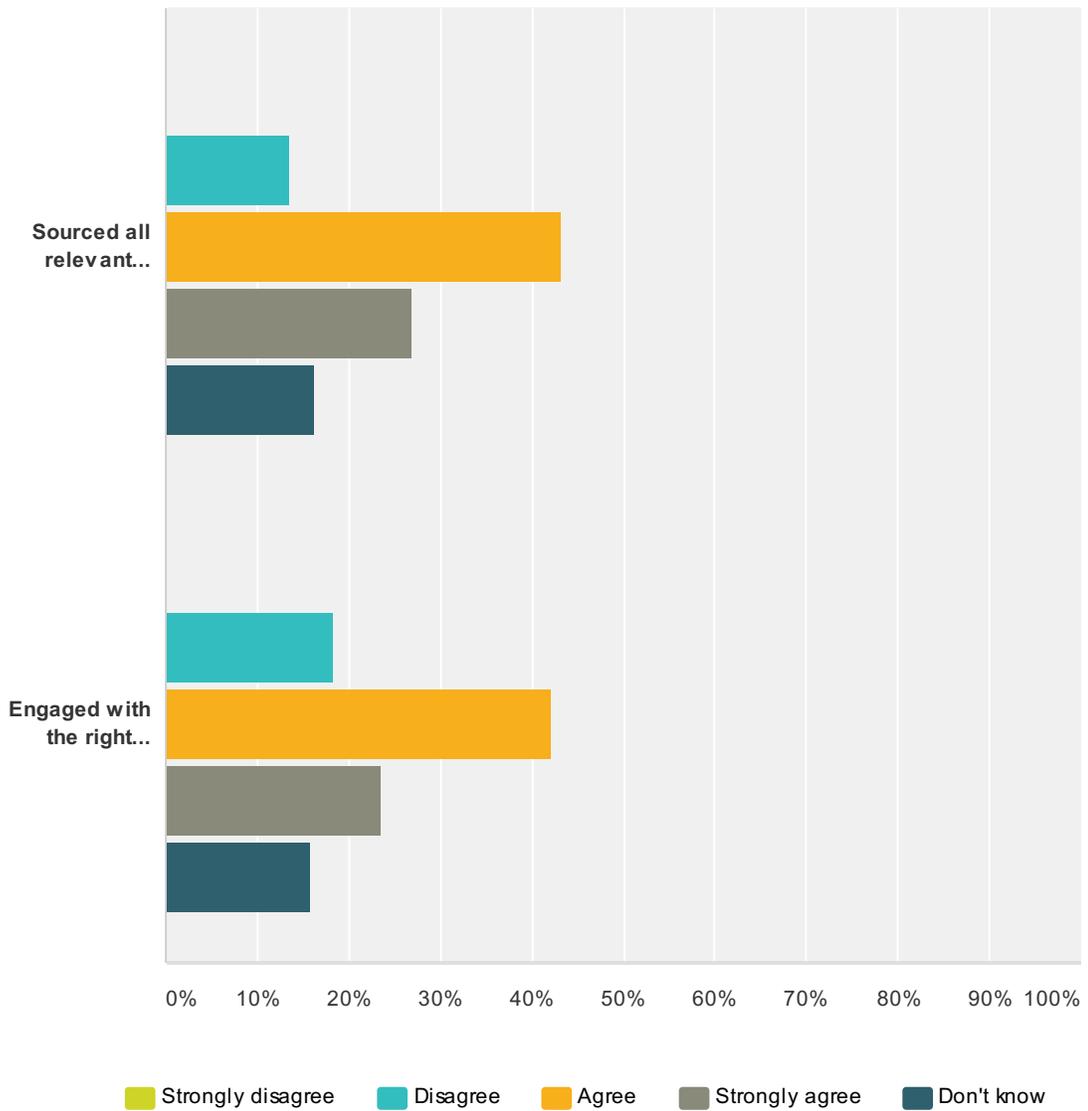


Answer Choices	Responses
Academic	10.77% 7
Business	43.08% 28
Central government	21.54% 14
Community group	4.62% 3
Local government	7.69% 5
Maori group	0.00% 0
Private individual	12.31% 8
<b>Total</b>	<b>65</b>

#	Other (please specify)	Date
1	consultant	6/22/2014 11:07 PM
2	Independent Crown Entity	6/11/2014 7:20 PM

## Q2 When undertaking the inquiry, the Commission:

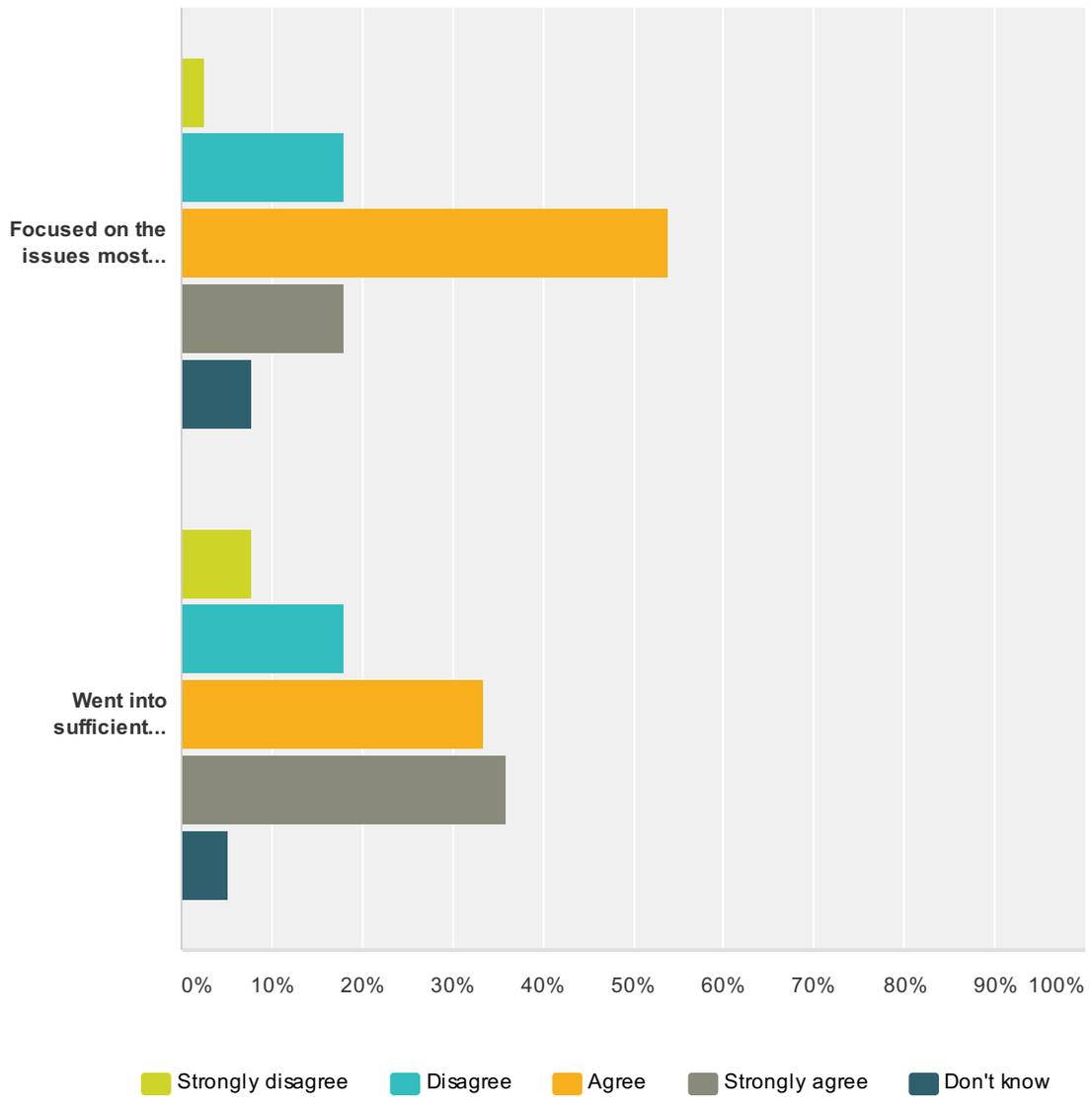
Answered: 40 Skipped: 28



	Strongly disagree	Disagree	Agree	Strongly agree	Don't know	Total
Sourced all relevant research and information	0.00% 0	13.51% 5	43.24% 16	27.03% 10	16.22% 6	37
Engaged with the right people	0.00% 0	18.42% 7	42.11% 16	23.68% 9	15.79% 6	38

### Q3 The inquiry report:

Answered: 40 Skipped: 28



	Strongly disagree	Disagree	Agree	Strongly agree	Don't know	Total
Focused on the issues most significant to the services sector	2.56% 1	17.95% 7	53.85% 21	17.95% 7	7.69% 3	39
Went into sufficient depth on the issues it covered	7.69% 3	17.95% 7	33.33% 13	35.90% 14	5.13% 2	39

## Boosting productivity in the services sector

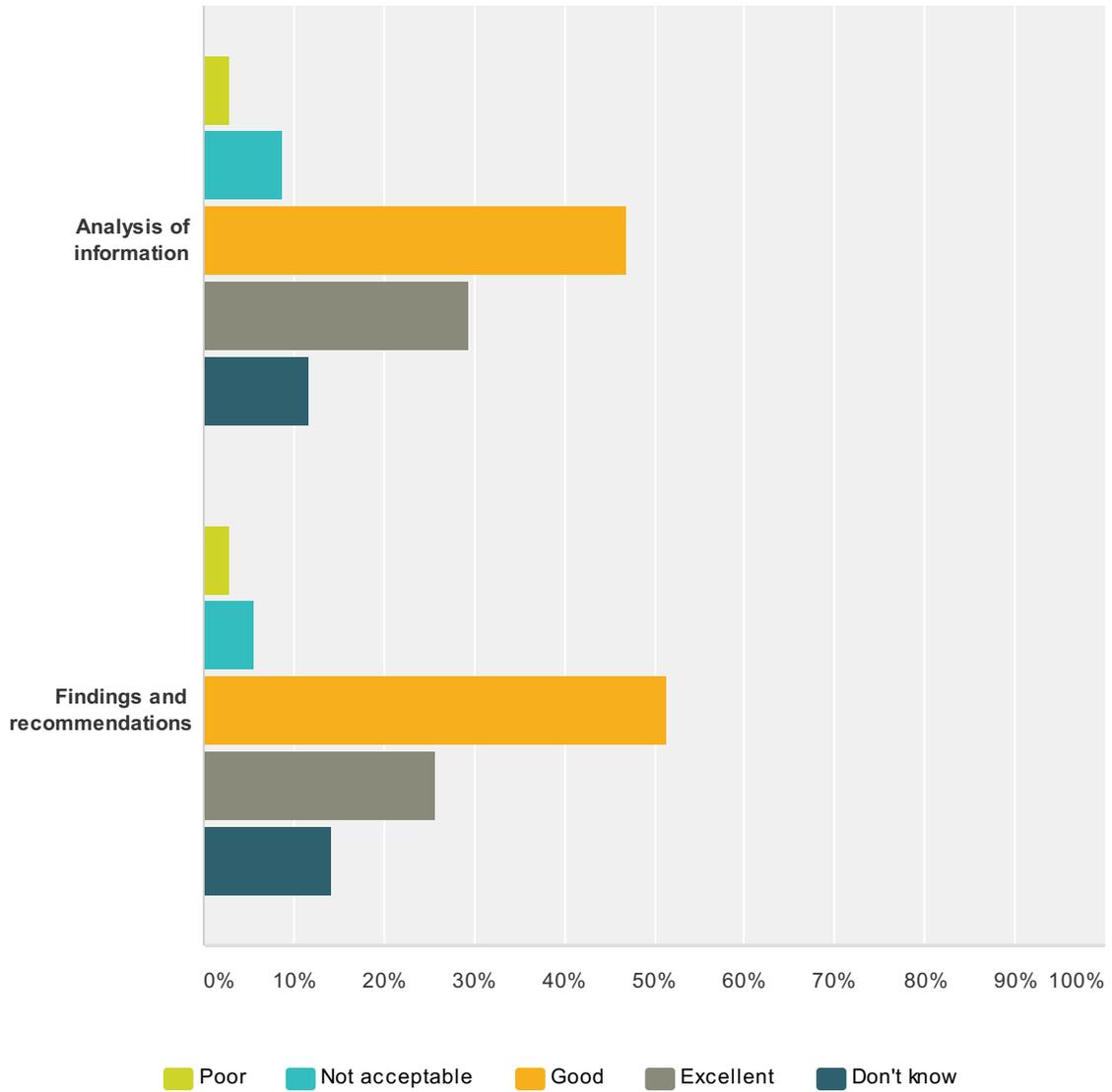
### Q4 Are there any ways you think the focus of the inquiry and the impact of the inquiry report could have been improved?

Answered: 15 Skipped: 53

#	Responses	Date
1	Missed a bit in my area (transport)	6/30/2014 3:31 PM
2	The logic behind moving from the broad picture to specifics (eg cloud computing) wasn't fully obvious	6/24/2014 4:33 PM
3	I didn't feel that the report was well researched, connected into the international literature, or represented a thoughtful enough analysis in NZ. This may have been in part because there was insufficient thoughtful participation from local stakeholders, and in part due to funding constraints.	6/23/2014 4:39 PM
4	wider consultation	6/23/2014 12:30 PM
5	The inquiry report seemed to take a very narrow focus on such areas as competition law. This would be OK if it had established a clear economic rationale for doing so. Given that the competition law issues raised are already the subject of significant work by government, it is not clear how the PC's findings have helped the analysis being carried out by officials.	6/23/2014 12:26 PM
6	Commission seems to have jumped from a very good survey of the status of services sector productivity to specific regulatory setting recommendations. The relevant importance and linkages were not obvious.	6/23/2014 12:25 PM
7	The ICT section, in particular around Cloud Computing was poor. It could have been better researched.	6/23/2014 12:23 PM
8	The inquiry covers a huge range of issues. It might be more effective and easy to communicate if there were a critical few issues that got real attention, with a separate full report for government to consider a wider set of changes.	6/23/2014 12:20 PM
9	I think it struggled with scope, sadly this is outside the control of the Commission due to the ToR.	6/23/2014 12:19 PM
10	It could have examined the use of regulatory devices, such as making a productivity statement part of external reporting requirements (now that they are controlled by the XRB), or setting practical competence levels for managers along the lines of driver licencing.	6/11/2014 4:04 PM
11	Covering such a large part of the economy and so many different sectors the topic was probably too broad.	6/11/2014 11:06 AM
12	Impact has been diluted with media focus on NZ domestic ICT sector complaints	6/10/2014 8:00 PM
13	Consider how organisations can improve the way they work eg adopting project management approaches. The Project Management Institute publishes some very relevant research	6/10/2014 5:03 PM
14	Required more detail into some sectors i.e. Gas	6/10/2014 4:07 PM
15	Correctly weighing up the views of the private sector versus some entrenched views of elements of the public sector.	6/10/2014 2:57 PM

### Q5 How would you rate the inquiry's?

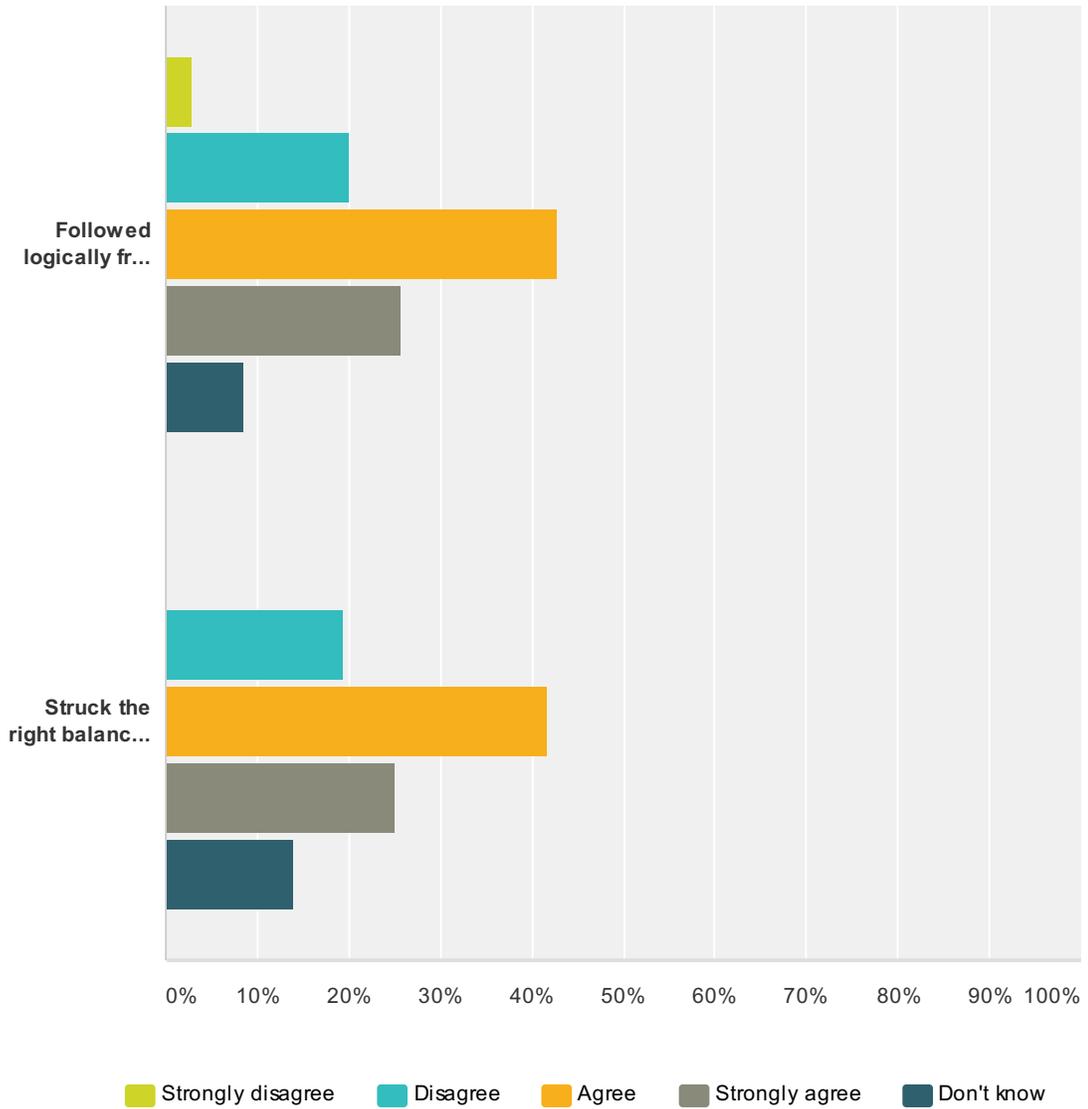
Answered: 36 Skipped: 32



	Poor	Not acceptable	Good	Excellent	Don't know	Total
Analysis of information	2.94% 1	8.82% 3	47.06% 16	29.41% 10	11.76% 4	34
Findings and recommendations	2.86% 1	5.71% 2	51.43% 18	25.71% 9	14.29% 5	35

### Q6 The inquiry's recommendations:

Answered: 36 Skipped: 32



	Strongly disagree	Disagree	Agree	Strongly agree	Don't know	Total
Followed logically from the analysis and findings	2.86% 1	20.00% 7	42.86% 15	25.71% 9	8.57% 3	35
Struck the right balance between suggesting change and avoiding making change for change's sake	0.00% 0	19.44% 7	41.67% 15	25.00% 9	13.89% 5	36

## Boosting productivity in the services sector

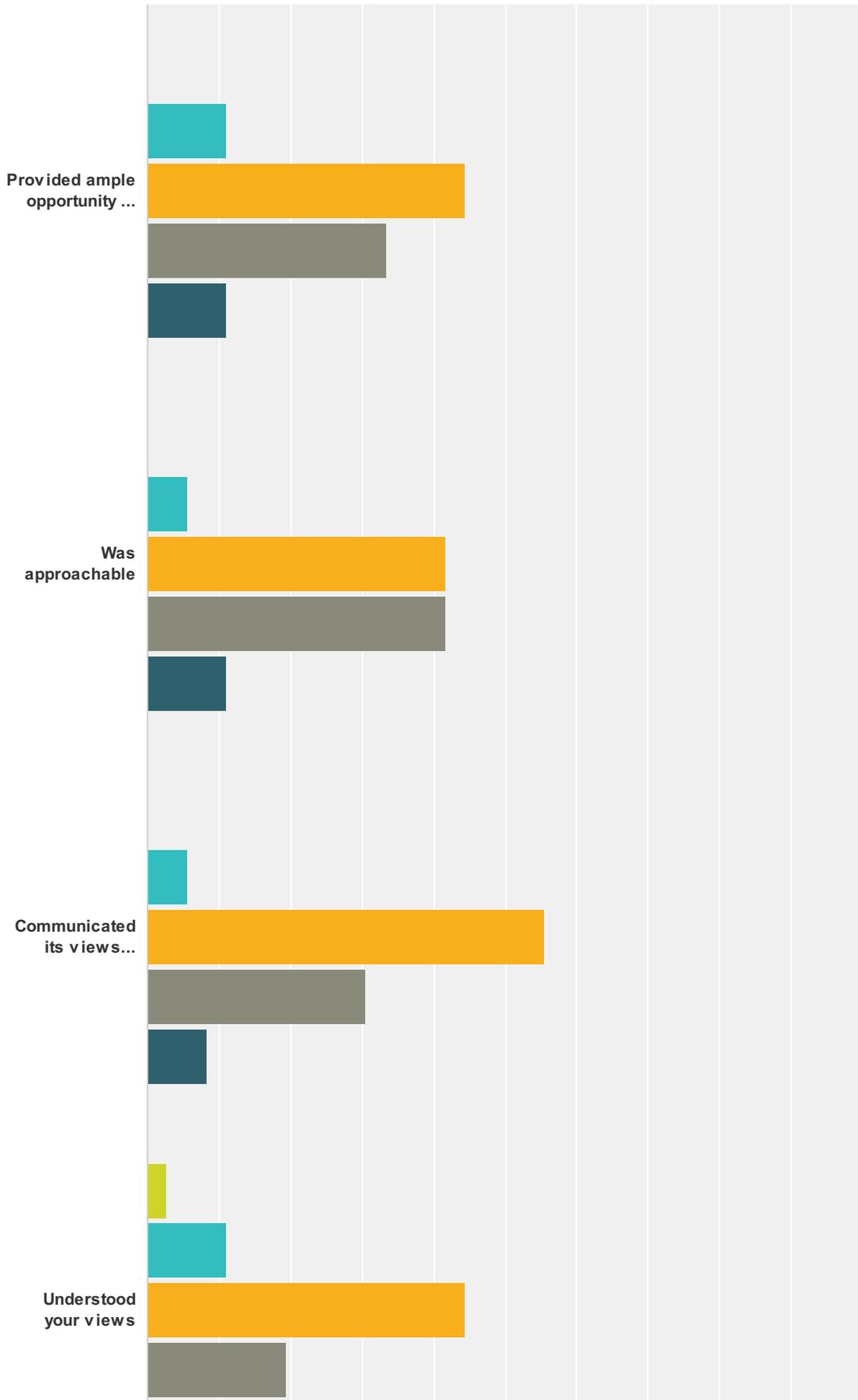
### Q7 Are there any ways you think the analysis could have been improved?

Answered: 10 Skipped: 58

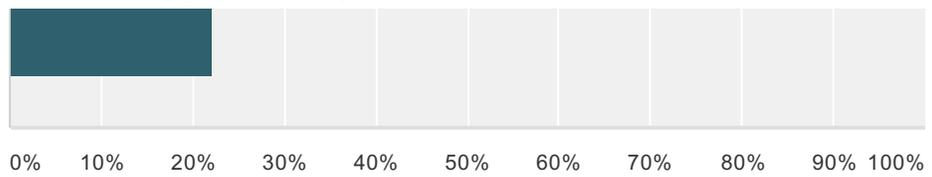
#	Responses	Date
1	As noted earlier the list of options got narrowed down down a lot early in the piece	6/24/2014 4:34 PM
2	I felt the analysis was inadequate. The suggested changes were insufficiently linked back to sound policy and proven linkages to the problems	6/23/2014 4:40 PM
3	For some of the sections, in particular findings in relation to use of ICT, there didn't seem to be a logical link to the recommendations.	6/23/2014 12:21 PM
4	A greater focus on the need for competition in services and the benefits of competition in increasing productivity	6/22/2014 11:08 PM
5	The report focussed on competition, which has been shown to increase efficiency, but its effect on productivity is more mixed. The report assumed a correlation between efficiency and productivity without sufficient warrant.	6/11/2014 4:32 PM
6	Its difficult to read such a detailed report in a short amount of time the cut to the chase document is good but perhaps a worthwhile addition would be to have some of the authors of the inquiry publish a video to youtube or similar that explains the overall thrust of what has been found? i.e. something similar to a TED talk but not a TED talk (if that makes sense?)	6/11/2014 1:38 PM
7	Better understanding of NZ ICT sector - reported bias towards multi-nationals are probably correct	6/10/2014 8:04 PM
8	Consider how businesses operate rather than look at external factors. Suggesting revamp of competition laws will not help exporters as they are subject to laws overseas and can have an exemption from NZ laws in any event.	6/10/2014 5:05 PM
9	Could have been more inquisitive and probing with its analysis - i.e. why is gas managed via a co-regulatory model? Is this the most efficient model or would another option work better? Are consumers interests adequately considered and protected in the current model?	6/10/2014 4:08 PM
10	For question 5, I would have rated the findings and recommendations as 'average', rather than good. Also, for question 6, I would have clicked 'disagree' for some, and 'agree' for others.	6/10/2014 3:02 PM

### Q8 During the inquiry, the Commission:

Answered: 36 Skipped: 32



## Boosting productivity in the services sector

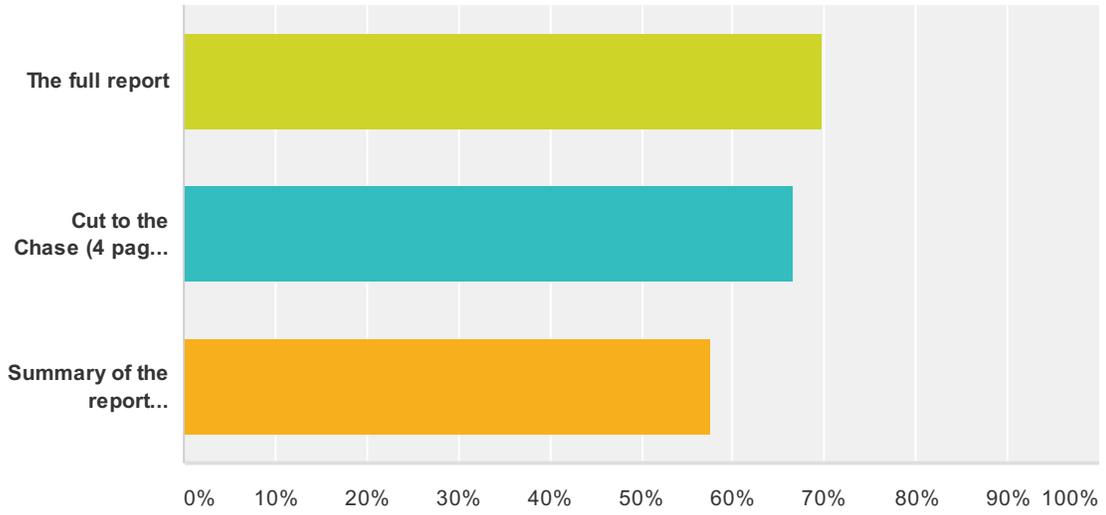


■ Strongly disagree  
 ■ Disagree  
 ■ Agree  
 ■ Strongly agree  
 ■ Don't know

	Strongly disagree	Disagree	Agree	Strongly agree	Don't know	Total
Provided ample opportunity to participate	0.00% 0	11.11% 4	44.44% 16	33.33% 12	11.11% 4	36
Was approachable	0.00% 0	5.56% 2	41.67% 15	41.67% 15	11.11% 4	36
Communicated its views clearly	0.00% 0	5.56% 2	55.56% 20	30.56% 11	8.33% 3	36
Understood your views	2.78% 1	11.11% 4	44.44% 16	19.44% 7	22.22% 8	36

**Q9 Which versions of the inquiry report have you read or seen (select as many responses as apply):**

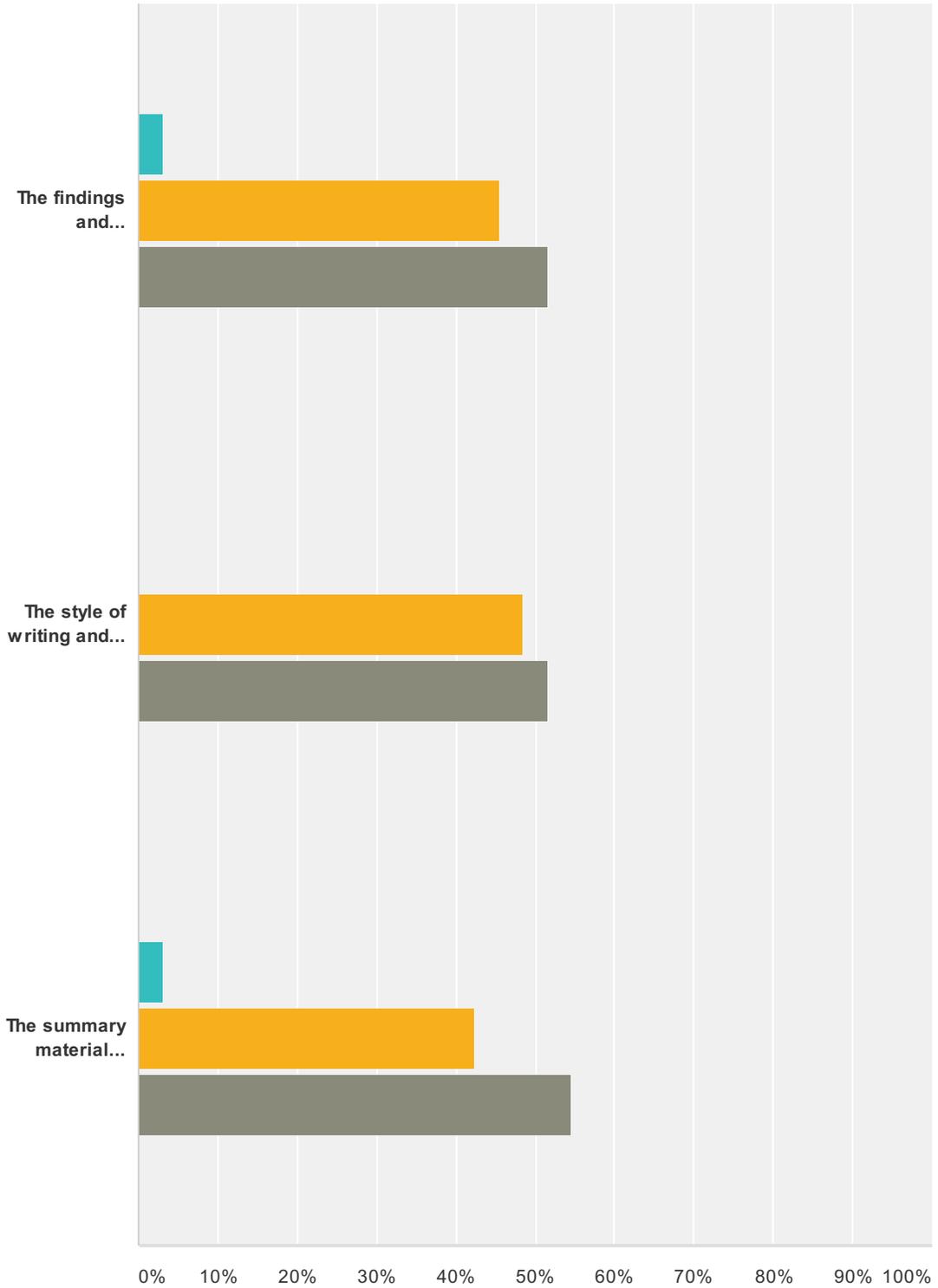
Answered: 33 Skipped: 35



Answer Choices	Responses
The full report	69.70% 23
Cut to the Chase (4 page summary)	66.67% 22
Summary of the report containing the full list of findings and recommendations	57.58% 19
<b>Total Respondents: 33</b>	

### Q10 The inquiry report communicated clearly:

Answered: 33 Skipped: 35



Strongly disagree Disagree Agree Strongly agree Don't know

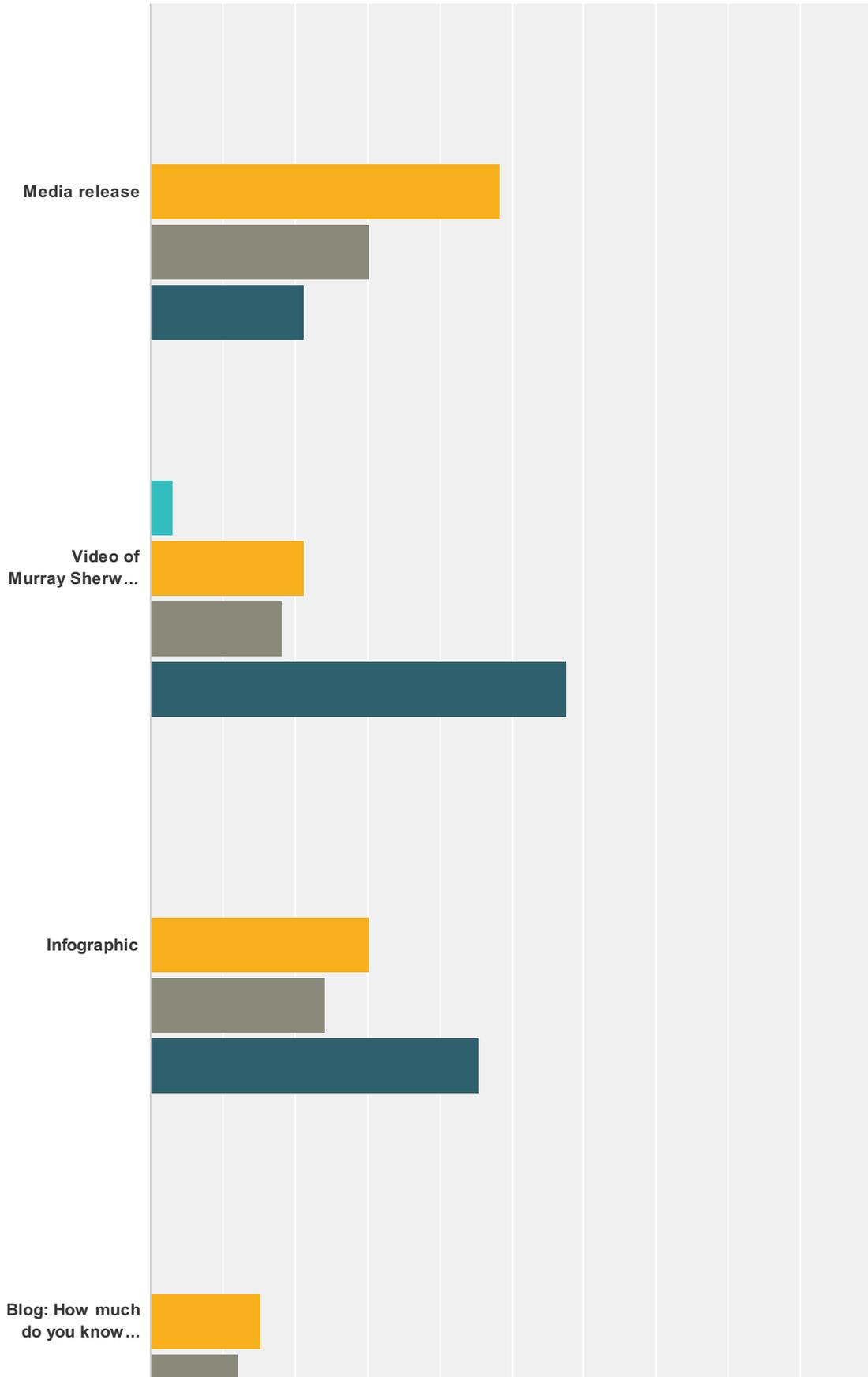
	Strongly disagree	Disagree	Agree	Strongly agree	Don't know	Total
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## Boosting productivity in the services sector

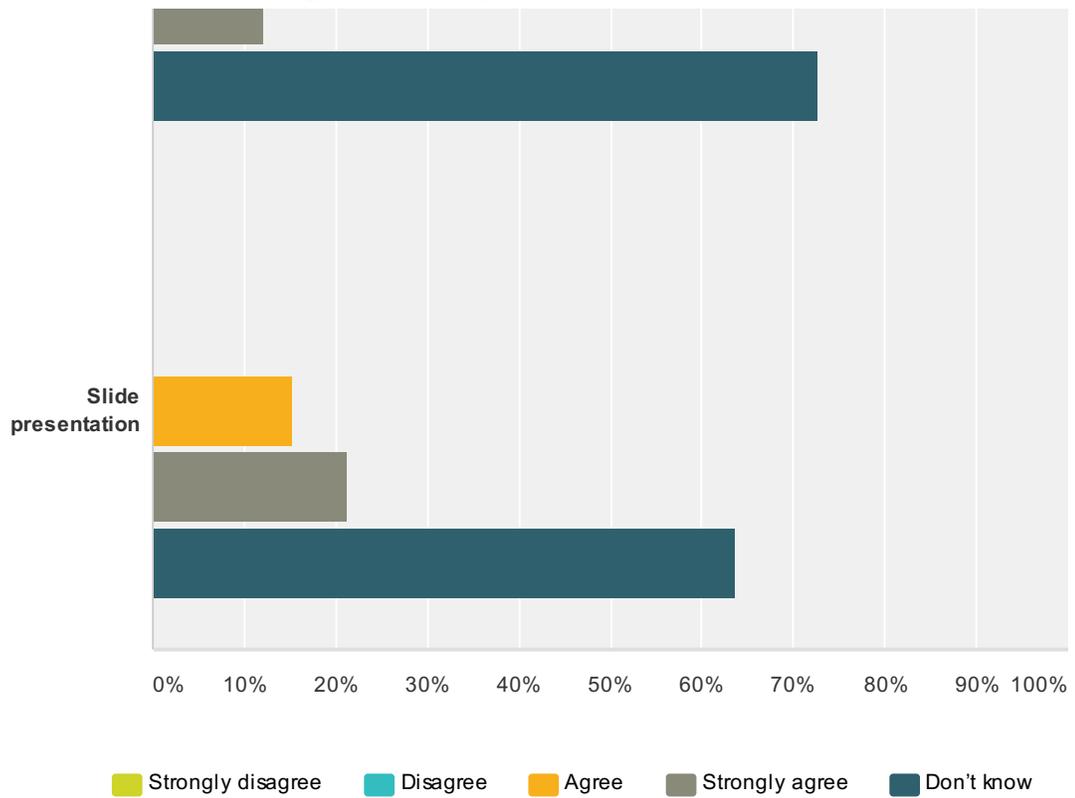
The findings and recommendations were clear	<b>0.00%</b> 0	<b>3.03%</b> 1	<b>45.45%</b> 15	<b>51.52%</b> 17	<b>0.00%</b> 0	33
The style of writing and language used were clear	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>48.48%</b> 16	<b>51.52%</b> 17	<b>0.00%</b> 0	33
The summary material provided was useful	<b>0.00%</b> 0	<b>3.03%</b> 1	<b>42.42%</b> 14	<b>54.55%</b> 18	<b>0.00%</b> 0	33

### Q11 The communications materials were clear and easy to understand

Answered: 33 Skipped: 35



## Boosting productivity in the services sector



	Strongly disagree	Disagree	Agree	Strongly agree	Don't know	Total
Media release	0.00% 0	0.00% 0	48.48% 16	30.30% 10	21.21% 7	33
Video of Murray Sherwin, Commission Chair	0.00% 0	3.03% 1	21.21% 7	18.18% 6	57.58% 19	33
Infographic	0.00% 0	0.00% 0	30.30% 10	24.24% 8	45.45% 15	33
Blog: How much do you know about the services sector?	0.00% 0	0.00% 0	15.15% 5	12.12% 4	72.73% 24	33
Slide presentation	0.00% 0	0.00% 0	15.15% 5	21.21% 7	63.64% 21	33

## Boosting productivity in the services sector

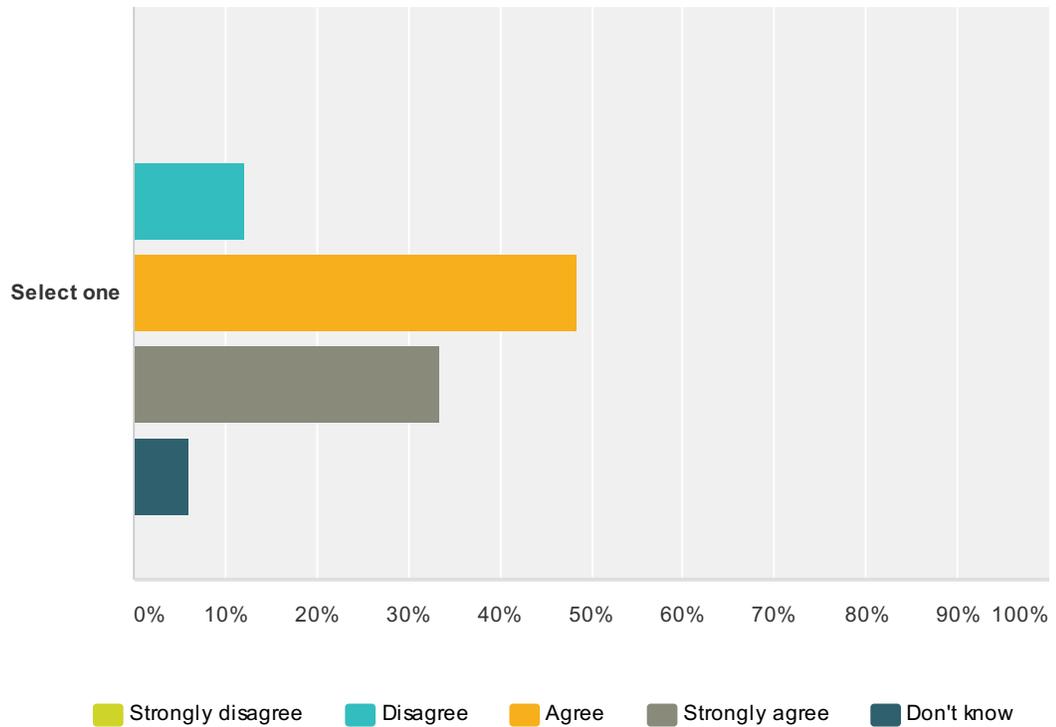
### Q12 Are there any ways you think communication could have been improved?

Answered: 6 Skipped: 62

#	Responses	Date
1	I thought the communication and presentation was excellent - the content and analysis was inadequate to generate useful policy recommendations	6/23/2014 4:42 PM
2	The Commission could focus communications on a few issues where specific interesting things are recommended. Trying to summarise the whole report briefly naturally leads to rather dull vagaries being communicated.	6/23/2014 12:23 PM
3	If money were no object, interactive optionon-gathering workshops with regional groups might have been useful. Realistically, there was plenty of communication through the media. Regrettably the topic does not have mass appeal.	6/11/2014 4:39 PM
4	I saw little media reference - would not have known the final report had been published if I had not been on the email circulation list.	6/10/2014 8:08 PM
5	I didnt participate becasue the draft docuemnts were too long and I didn't have time as I work for an SME.	6/10/2014 5:08 PM
6	Direct consultation with large consumers or their industry bodies	6/10/2014 4:10 PM

**Q13 Overall, I was satisfied with the Commission’s process for running the inquiry:**

Answered: 33 Skipped: 35



	Strongly disagree	Disagree	Agree	Strongly agree	Don't know	Total
Select one	0.00% 0	12.12% 4	48.48% 16	33.33% 11	6.06% 2	33

## Boosting productivity in the services sector

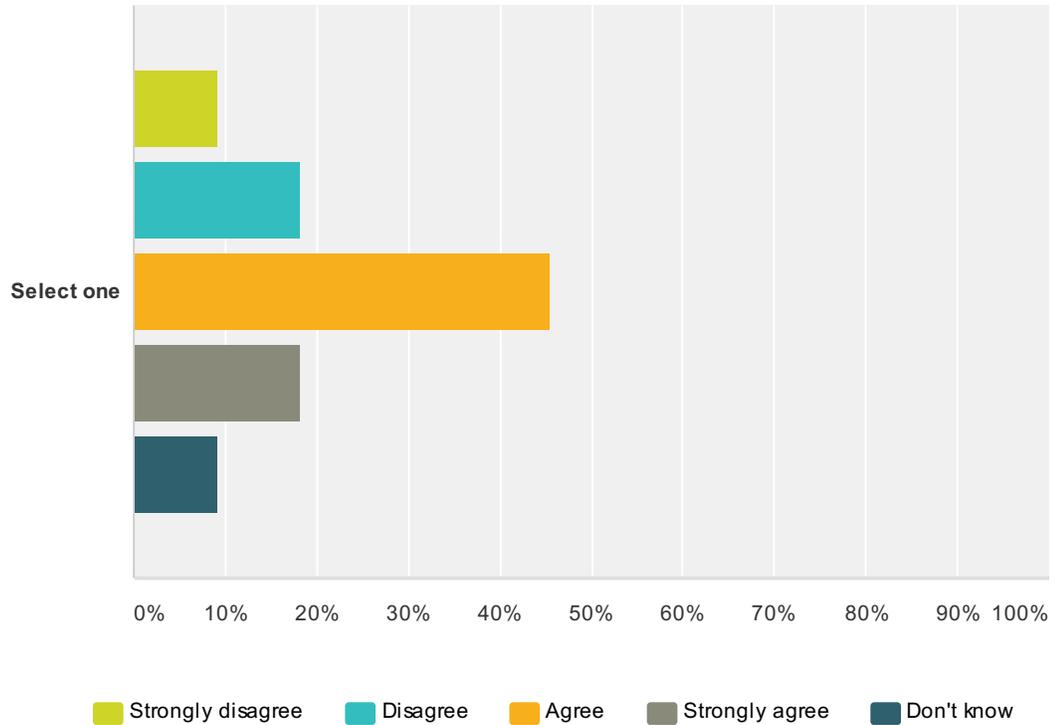
### Q14 Are there any ways you think the inquiry process could be improved?

Answered: 7 Skipped: 61

#	Responses	Date
1	Steps were fine ie the inquiry process or project management. Failure was in analysis and development of recommendations.	6/23/2014 4:43 PM
2	Probably the government needs to think about more narrow terms of reference for future enquiries. The PC also needs to think about how its recommendations can be made more useful for policy makers. In particular, any recommendations need to be backed up by clear evidence rather than relying on the views of individual parties consulted.	6/23/2014 12:29 PM
3	I think the ICT and Cloud Computing section findings were wrong. There is ample research and expert advice for those areas and these seemed to be overlooked or not engaged. Otherwise, a fine report.	6/23/2014 12:25 PM
4	More effort may have been made to consult beyond the usual suspects in Wellington and Auckland.	6/23/2014 12:23 PM
5	Encourage greater participation of the sector.	6/10/2014 8:09 PM
6	I think the inquiry was hijacked by the whole aspect of regulation - I am not convinced the services sector is adversely affected by the current state of regulation and while I agree that a revamp with someone responsible sounds sensible I don't think it will benefit the productivity of the services sector.	6/10/2014 5:10 PM
7	Direct engagement or meetings with large consumers or via meetings at their representative industry bodies - i.e. MEUG, MGUG, CANZ, Straterra, BusinessNZ	6/10/2014 4:11 PM

**Q15 The inquiry has helped set or lift the standard for high quality analysis and advice on productivity issues in New Zealand:**

Answered: 33 Skipped: 35

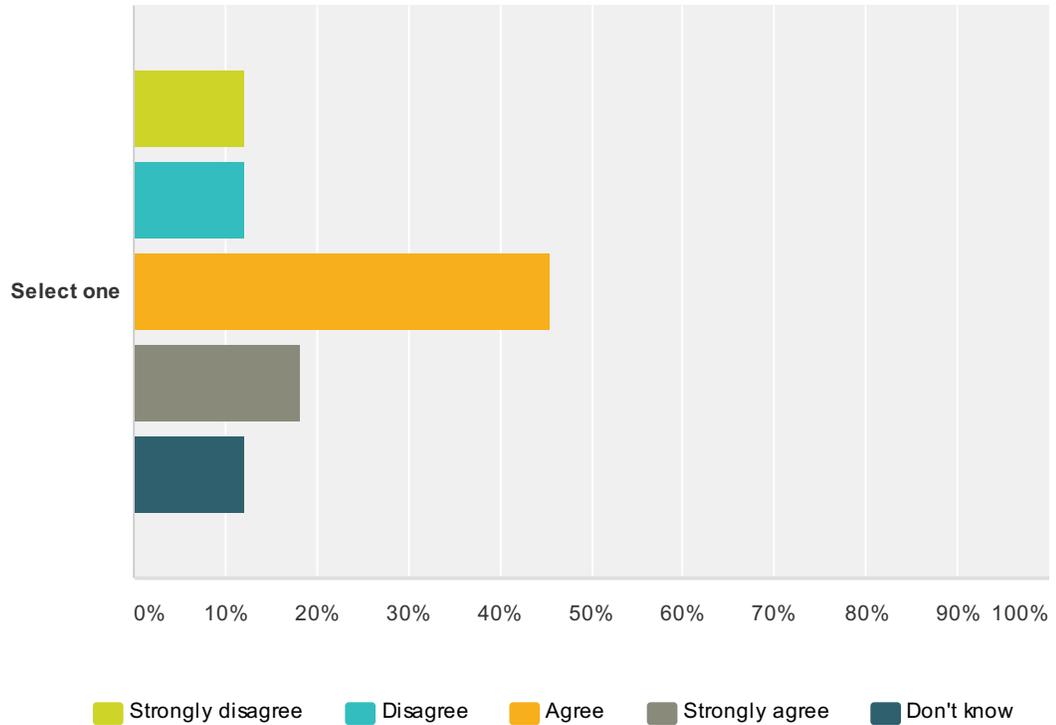


	Strongly disagree	Disagree	Agree	Strongly agree	Don't know	Total
Select one	9.09% 3	18.18% 6	45.45% 15	18.18% 6	9.09% 3	33

# Boosting productivity in the services sector

## Q16 As a result of the inquiry, future analysis and advice on lifting productivity in the services sector will be of a higher standard:

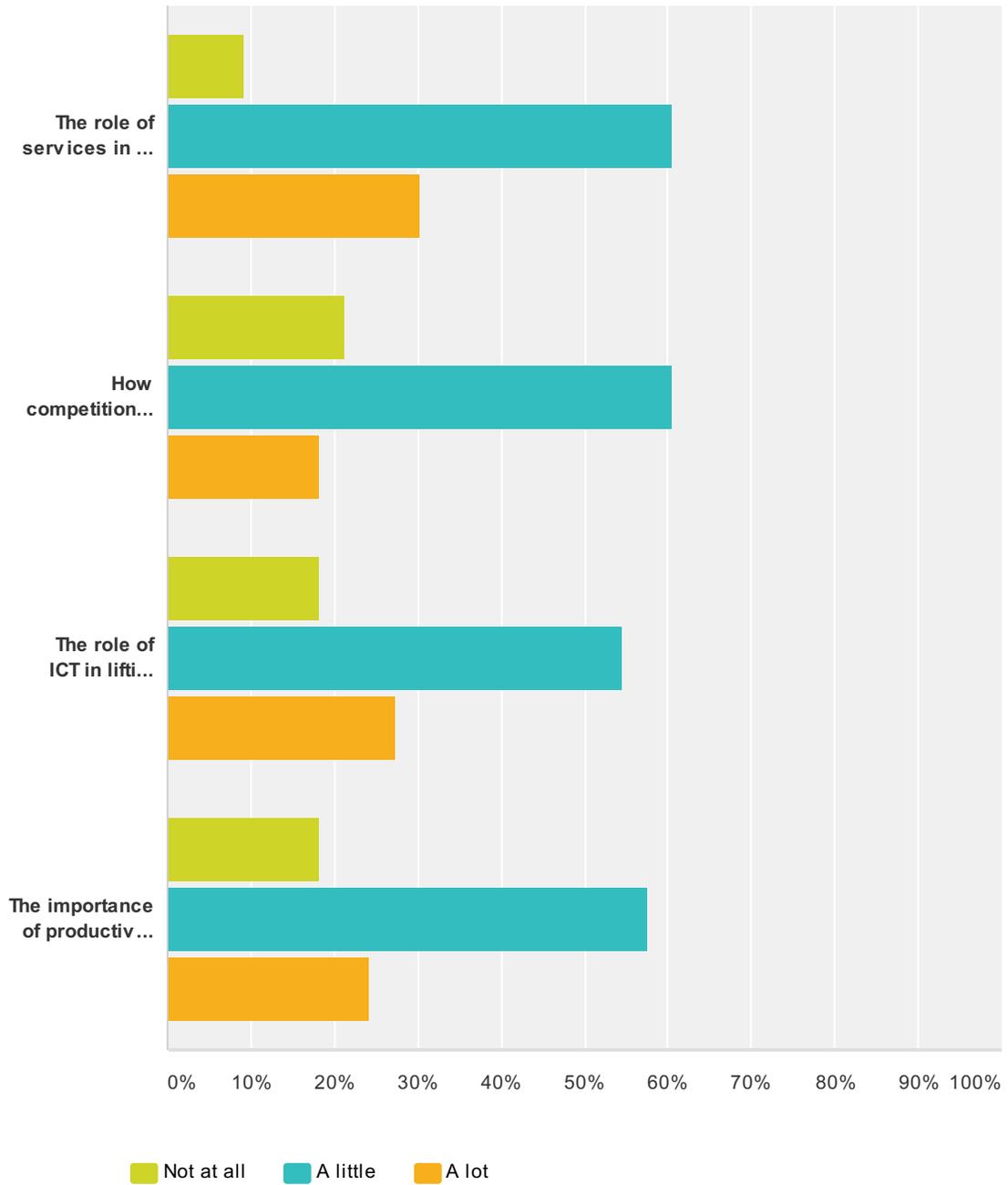
Answered: 33 Skipped: 35



	Strongly disagree	Disagree	Agree	Strongly agree	Don't know	Total
Select one	12.12% 4	12.12% 4	45.45% 15	18.18% 6	12.12% 4	33

### Q17 The inquiry increased my understanding of:

Answered: 33 Skipped: 35



	Not at all	A little	A lot	Total
The role of services in the New Zealand economy	9.09% 3	60.61% 20	30.30% 10	33
How competition affects productivity in the services sector	21.21% 7	60.61% 20	18.18% 6	33
The role of ICT in lifting productivity in the services sector	18.18% 6	54.55% 18	27.27% 9	33
The importance of productivity more generally	18.18%	57.58%	24.24%	

## Boosting productivity in the services sector

the importance of productivity more generally

18.18%  
6

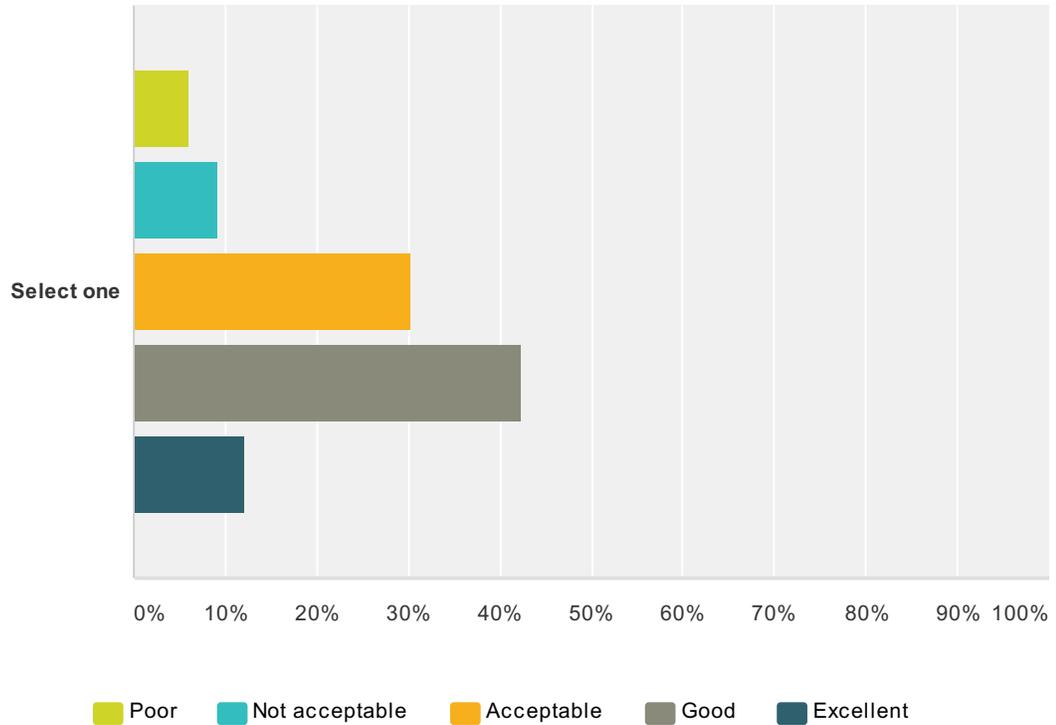
37.33%  
19

47.47%  
8

33

**Q18 Please rate the overall quality of the inquiry, taking into account the focus of the report, quality of analysis, engagement, delivery of message and process:**

Answered: 33 Skipped: 35



	Poor	Not acceptable	Acceptable	Good	Excellent	Total
Select one	6.06% 2	9.09% 3	30.30% 10	42.42% 14	12.12% 4	33

## Boosting productivity in the services sector

### Q19 Are there any other comments you would like to make about the inquiry?

Answered: 10 Skipped: 58

#	Responses	Date
1	A summary for each sub-sector (wholesale, finance etc) - say 2 pages each in an appendix would have been useful and might have made the report accessible to a wider audience.	6/30/2014 3:36 PM
2	No	6/24/2014 4:36 PM
3	I found this exercise disappointing and I had high hopes for the Productivity Commission's input into this vitally important area.	6/23/2014 4:45 PM
4	Due to the wide scope, I think a lot of the findings reflected the status quo (as known by experts possibly rather than the public) rather than significantly advancing thinking. This is very useful but does not raise the bar. For instance, many of the recommendations were for further study or review of current policy in the future rather than providing implementable solutions/recommendations that have advanced policy and will result in material productivity improvement in and of itself. The recommendations for occupational regulation were better than most other areas. I also found the scene-setting material (e.g. chapters 2 to 5) was excellently presented and it provided new insights.	6/23/2014 12:36 PM
5	Some excellent analysis relating to the status and drivers of productivity, but some issues with the linking to specific recommendations. A question to ask is, if the recommendations were all implemented, would this shift services sector productivity?	6/23/2014 12:30 PM
6	As I said before, the thrust of the report deals with potential improvements to efficiency (lowering costs, increasing competition, using centralised IT services). The report does not provide evidence for any link between efficiency and productivity.	6/11/2014 5:15 PM
7	As before, I think the subject matter was too broad for the analysis to be really useful. I also think that the inquiry should have addressed issues of education and skills training. I understand the MoE has recently reviewed industry training arrangements but the focus of that review was narrow and the analysis of low quality.	6/11/2014 11:14 AM
8	Who was the intended audience? Seems like the inquiry was conducted for one audience but belatedly attempted to disseminate to a different audience.	6/10/2014 8:15 PM
9	I think the service sector has been dealt a disservice	6/10/2014 5:13 PM
10	Generally acceptable, but elements of the findings etc that didn't make sense.	6/10/2014 3:05 PM

## Boosting productivity in the services sector

**Q20 If you would like someone to contact you to discuss the quality of the inquiry, please add your name and contact details below:**

Answered: 1 Skipped: 67

#	Responses	Date
1	No.	6/23/2014 4:45 PM