



## Surveying the business community for insights in New Zealand



Public Procurement Principle: **Evaluation, Participation**



Procurement Stage: **Post-award**



Audience: **Policy maker, Procuring entity**

### Description

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The New Zealand government holds limited information related to the procurement activity of contracting authorities. As a result, in 2014 New Zealand Government Procurement (NZGP) developed an annual business survey to understand businesses' experiences of government procurement.

The survey was provided to all businesses registered on the national e-procurement platform. It was also openly available to businesses on the NZGP website. Over 2 000 business participated in 2017.

The survey asked businesses about their experiences with government procurement across the entire life cycle – from initial market engagement and innovation through to contract and relationship management. As a result of the survey, NZGP now undertakes improvement initiatives each year. Findings from the 2017 survey showed changes since previous surveys, such as:

- Contract management continued to improve, with businesses rating their contract managers' performances more positively in every competency when compared to 2016.
- There has been improvement in the majority of measures that can be directly compared with the 2016 survey.
- Since 2014, the percentage of businesses saying they would not recommend the government as a customer has decreased.

- Smaller businesses were still generally more negative about government procurement than their larger counterparts.

Source: OECD (2019), [Public Procurement in Germany: Strategic Dimensions for Well-being and Growth](#), OECD Public Governance Reviews, OECD Publishing, Paris

