



Te Kawa Mataaho
Public Service Commission

29 November 2021

9(2)(a) privacy

Dear 9(2)(a) privacy

Official Information Request
Our Ref: 2021-0156

I refer to your official information request received on 5 November 2021 for:

“Data over time on public service satisfaction, by region – so interested in the ‘overall service quality score’ but broken down into regions as found in the link below

<https://www.publicservice.govt.nz/our-work/kiwis-count/kiwis-count-2019/?e6820=6824-service-satisfaction>”

On 5 November 2021, we advised you that the information that you have requested above was publicly available here on our website [here](#).

On 5 November 2021 following receiving of our response, you further asked for:

“I’ve had a look but the combined quality score is not in the data file, can someone please provide me a table that has the quality/satisfaction score, by region (and NZ) and by year?”

Information being released

Kiwis Count measures New Zealanders’ satisfaction with 43 commonly used services. The results are used to calculate the Service Quality Score (SQS) for each service and an overall SQS across all services (headline result). In 2017, 11 new services were introduced to the 43 commonly used services, replacing services that had seen reductions in usage. This data is no longer collected as part of the Kiwis Count survey. We stopped collecting it in December 2019.

Please find listed in the tables below the service quality score by region and by year.

Service Quality Score by Area

Area	Year							
	2012	2013	2014	2015	2016	2017	2018	2019
Upper North Island	70.3	70.2	71.2	72.8	72.5	75.2	73.8	75.4
Auckland City	69.6	70.6	70.2	72.2	70.9	73.1	75.2	74.2
Lower North Island	70.8	69.8	71.3	70.8	71.0	73.8	75.7	76.0
South Island	72.9	72.6	71.4	72.8	72.4	75.8	74.0	74.8

Service Quality Score by region

Region (Grouped)	Year							
	2012	2013	2014	2015	2016	2017	2018	2019
Auckland	69.6	70.6	70.1	72.2	70.9	73.1	75.2	74.2
Canterbury	71.7	72.4	71.4	73.4	73.1	77.0	75.6	74.2
Rest of North Island	71.5	70.5	71.9	71.7	72.2	74.5	74.4	75.9
Rest of South Island	74.5	72.8	71.3	72.1	71.7	74.4	72.0	75.6
Waikato	70.8	69.3	70.6	74.2	72.3	75.3	75.0	75.6
Wellington	68.7	69.6	70.5	70.2	70.4	73.5	75.1	75.4

If you wish to discuss this decision with us, please feel free to contact Ministerial.Services@publicservice.govt.nz.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that we intend to publish this letter (with your personal details removed) on the Commission's website.

Yours sincerely



Nicky Dirks
Manager – Ministerial and Executive Services
Te Kawa Mataaho Public Service Commission