



3 July 2020

MarrickLip
fyi-request-13040-176a2f49@requests.fyi.org.nz

Dear MarrickLip

Official Information Request
Our Ref: SSCOIA 2020-0049

I refer to your official information request received on 5 June 2020 where you have asked for:

"I would like to request under the OIA some information regarding the recent 2020 Public Sector Reputation Index survey conducted by Colmar Brunton:

<https://static.colmarbrunton.co.nz/wp-content/uploads/2019/05/2020-Public-Sector-Reputation-Index.pdf>

- *the overall score (RepZ) for each agency and their score by pillar (Trust, Social Responsibility, Leadership Fairness)*
- *the results of each question by agency*
- *the raw responses from each participant, including demographic information (e.g. age, gender identity, ethnicity, immigration status and location)*
- *any input provided by the Government to Colmar Brunton etc into:*
 - *the selection of questions*
 - *the decision to exclude the results of poorly-performing agencies from the public reports*
- *the cost of commissioning this year's survey"*

In response to your request, the State Services Commission (SSC) did not commission the 2020 Public Sector Reputation Index survey and therefore does not hold any of the information you have requested in respect of other agencies. As this survey was conducted by Colmar Brunton you will need to contact them for this information.

We are therefore refusing your request in full under section 18(g) of the Official Information Act 1982, on the grounds that the information requested is not held by the SSC.

However, we did contact Colmar Bruton in order to get a copy of the survey results specific to the SSC which we have attached as an appendix to this response.

We have also recently published the [latest Kiwis Count survey results](#). The results are consistent with the [Colmar Brunton 2020 Public Sector Reputation Index](#) showing big improvements in agencies listening to the public's point of view, on trustworthiness.

If you wish to discuss this decision with us, please feel free to contact Ministerial.Services@ssc.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 State Services Commission's website.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Nicky Dirks', with a stylized, cursive script.

Nicky Dirks
Managing Principal – Ministerial Services
State Services Commission

Appendix

PUBLIC SECTOR

REPUTATION INDEX 2020

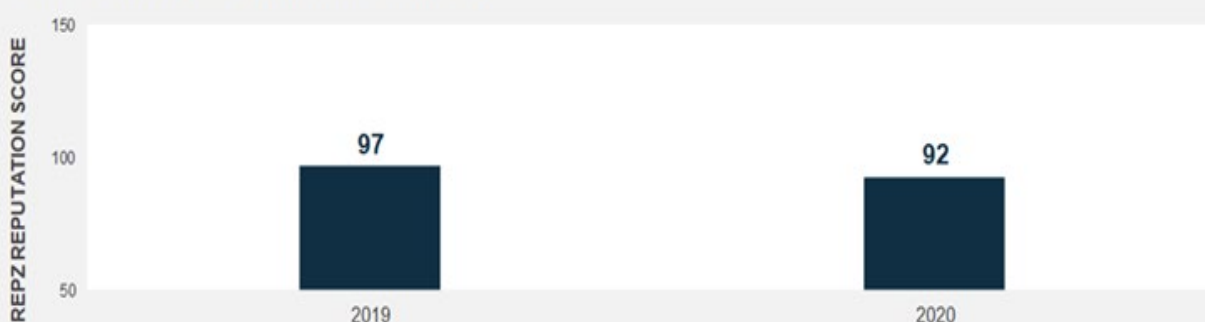
THE REPZ INDEX

- Superior strength 105+
- Strong 101-104
- Average 100
- Below average 96-99
- Weak 95 and below



COLMAR BRUNTON
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State Services Commission (SSC)



Social responsibility

- Behaves in a responsible way towards the environment
- Is a positive influence on society
- Has a positive impact on people's mental and physical wellbeing



Fairness

- Treats their employees well
- Deals fairly with people regardless of their background or role
- Works proactively with Māori to improve Māori wellbeing
- Works positively with Pacific peoples to improve Pacific wellbeing



Leadership

- Is a forward looking organisation
- Contributes to economic growth
- Is easy to deal with in a digital environment
- Is a successful and well-run organisation
- Prepares New Zealanders for the future challenges that we face as a nation



Trust

- Listens to the public's point of view
- Uses taxpayer money responsibly
- Is trustworthy
- Can be relied upon to protect individuals' personal information