

Productivity Commission

Stakeholder Survey 2021

FINAL REPORT

Conducted by



August 2021

Contents

Table of Contents

Executive summary	1
Background and objectives	1
Overview of the method	1
Key findings	2
Detailed findings	5
1. The Commission’s inquiries and studies commissioned by Government; its self-initiated research; and regular reporting	5
2. The Commission’s Government Performance reporting	7
3. Overall opinion of the Commission’s work	8
4. Strengths of the Commission’s analysis and reporting and how it could be improved	9
5. Engagement and debate	9
6. Finding information about the Commission’s reports and activities.....	11
APPENDIX	12
Research Method in Detail	12
The Survey Design	12
Sample definition	12
Aboriginal and Torres Strait Islander organisations.....	12
The list of stakeholders	13
Data collection method.....	13
Response rate	13
Data processing.....	13
Dates	13
The Data	14
Materials	21
Susan Bell Research	23

Executive summary

Background and objectives

This report describes the results of the 2021 Productivity Commission Stakeholder Survey, conducted on behalf of the Productivity Commission by Susan Bell Research.

The purpose of the survey was to assess how stakeholders perceived the relevance, analytical rigour, and clarity of the Productivity Commission's work over the last three years (2018, 2019 and 2020), as well as the effectiveness of its participatory processes, and its openness and transparency.

The first survey, conducted in 2018 also by Susan Bell Research, was used in the Commission's performance reporting for the 2017-18 Annual Report. The 2021 survey results will feed into the Annual Performance Statement for the 2020-21 Annual Report.

Since the last survey, the Commission has started a process to improve the organisation's cultural capability. This includes tracking performance of the Commission's ways of working with Aboriginal and Torres Strait Islander people and organisations. The stakeholder survey provided an opportunity to gain feedback on this from Aboriginal and Torres Strait Islander stakeholders.

For the purpose of this series of surveys, the Commission defined stakeholders as individuals in government, not for profit or private sector organisations who had interacted with the Commission in the last three years to a sufficient degree that they could provide meaningful feedback. The aim was to focus on a smaller group of people with useful knowledge of the Commission rather than attempt a larger sample which risked including people whose knowledge of the Commission and its work was superficial.

The survey measured perceptions of:

1. The Commission's inquiries and studies commissioned by Government; its self-initiated research; and regular reporting on trade, industry assistance and productivity published during the last three years;
2. The Commission's Government Performance reporting published during the last three years; and
3. Overall perceptions of the Commission's work.

Overview of the method

The Commission developed a list of 184 potential survey participants for the 2021 survey. Susan Bell Research then invited each of these stakeholders to participate in the survey giving them the option of nominating a replacement if they wished. In all, 59 people completed the survey.

Some differences in approach from the 2018 survey were:

1. In 2018, access to the survey was limited to one person for each selected organisation. In 2021, this restriction was lifted.
2. The Commission provided contact information for 36 Aboriginal and Torres Strait Islander organisations. A smaller number of Aboriginal and Torres Strait Islander stakeholders were invited to participate in the 2018 survey but they were not identified as a separate cohort.
3. Additional questions were included in the 2021 survey specifically to gauge Aboriginal and Torres Strait Islander organisations' perceptions of the Commission's cultural capability and ways of working with Aboriginal and Torres Strait Islander people and organisations

The report compares the results of the two survey 'waves'. Even though the population of stakeholders differed between each 'wave' as described above, the 2021 sample of stakeholders is in other ways very similar to the 2018 sample.

Stakeholders described their current role as undertaking policy research (2021: 83%; 2018:78%), providing public reporting, analysis and/or commentary (2021: 81%; 2018: 78%) and/or providing policy advice to government (2021:78%; 2018:73%). Around half implement policy decisions (2021: 54%; 2018:41%) and/or advise on policy to their members or organisation (2021: 51%; 2018: 41%), and advocate for policy change, for example as a lobbyist (2021: 51%; 2018: 40%). These details and other information about the sample are in the Appendix.

Almost all (2021: 88%; 2018: 94%) had used a Productivity Commission report, and/or had direct contact with Commission staff (2021: 85%; 2018: 83%). Relatively high proportions had made a submission (2021: 61%; 2018: 63%), attended a consultation meeting (2021:54%; 2018: 54%), or taken part in a workshop or roundtable organised by the Commission (2021: 47%; 2018: 46%).

Apart from the inclusion of specific questions for Aboriginal and Torres Strait Islander organisations, the survey questions in 2021 were the same as those used in 2018. The new questions for Aboriginal and Torres Strait Islander organisations were pilot tested before the launch of the survey.

The survey was conducted online and through Computer-Assisted Telephone Interviews (CATI) in May and June 2021.

Key findings

Stakeholders used an agree-disagree scale to describe their opinion of the work of the Commission during the previous three years. The scale items were: strongly disagree, disagree, neither agree nor disagree, agree, strongly agree, don't have a view/don't know. Each of the two summary tables below combines the proportions who said 'agree' or 'strongly agree'. Both are in rank order based on 2021 data. In each case, the question was asked of stakeholders who said that they were familiar with some or most of the relevant reports.

This first table summarises the Commission's inquiries and studies commissioned by Government, self-initiated research and regular reporting on trade, industry assistance and productivity. The results for 2021 are in the middle column below and the 2018 data are on the far right. The full list of reports for 2021 is in the Appendix.

Table 1. The Commission’s inquiries and studies commissioned by Government; its self-initiated research; and regular reporting on trade, industry assistance and productivity during the previous three years

% of stakeholders familiar with these reports who agreed or strongly agreed that these reports		
	2021	2018
Showed awareness of contemporary issues	84%	82%
Enhanced the information used in the debate	80%	82%
Provided information that was clear and concise	70%	85%
Have had policy impact	80%	74%
Generated valuable public debate	76%	80%
Guided the debate towards important issues	72%	82%
Provided you with a different perspective	66%	74%

Base= all familiar with these reports 2021: n=50 2018: n=61

None of the individual differences between the 2021 and 2018 data in this table is statistically significant at the 95% confidence level.

This next table summarises the Commission’s Government performance reports. These were the Report on Government Services for the previous three years. In 2021, the list also included the Overcoming Indigenous Disadvantage: Key Indicators 2020 report.

Table 2. The Commission’s Government Performance reporting published during the previous three years

% of stakeholders familiar with these reports who agreed or strongly agreed that these reports		
	2021	2018
Enhanced the information used in the debate	74%	94%
Showed awareness of contemporary issues	74%	79%
Provided information that was clear and concise	71%	74%
Generated valuable public debate	71%	68%
Have had policy impact	68%	68%
Guided the debate towards important issues	65%	74%
Provided you with a different perspective	53%	65%

Base= all familiar with these reports 2021: n=34 2018: n=34

Agreement with the statement ‘enhanced the information used in the debate’ fell significantly from 94% in 2018 to 74% in 2021. This was in spite of the other parameters for valuing the Government Performance reporting remaining stable in these terms.

The survey also measured stakeholders’ overall experiences with the Commission. The scale used was: ‘always’, ‘mostly’, ‘sometimes’, and ‘never’ (with a ‘don’t know/prefer not to say’ option). The

table below shows the proportions choosing ‘always’ or ‘mostly’. The data are in rank order based on 2021 data.

Table 3. Taking all your experience with the Commission together in the last 3 years, has the Commission

The % of all stakeholders who believed that the Commission in the last 3 years had ‘always’ or ‘mostly’		
	2021	2018
Based its findings on evidence	83%	84%
Been up to date	83%	83%
Explained its findings well	80%	78%
Shown awareness of different opinions	71%	71%
Assessed different community expectations	66%	58%

Base=all 2021: n= 59 2018: n=63

According to stakeholders, the Commission ‘always’ or ‘mostly’ meets all of these criteria, as it did in 2018. Only one change since 2018 is statistically significant: in 2021 31% of stakeholders reported that the Commission ‘always’ assessed different community expectations, an improved result compared with the significantly lower 14% in 2018. Refer to the Appendix for details.

Stakeholders used the free text questions in the survey to suggest improvements. The most suggested in 2021 were: to extend the Commission’s consultation to canvass a broader range of views; and to improve reporting such as more awareness of the consequences of the findings, more granular or specific recommendations and more readable reports.

The results of the questions asked of five organisations that identified as Aboriginal and Torres Strait Islander organisations are summarised below. The figures are the actual numbers not percentages, since the base is small.

- Three out of five agreed or strongly agreed that the **Commission’s inquiries and studies commissioned by government, self-initiated research; and regular reporting on trade, industry assistance and productivity** had shown understanding of, and responsiveness to, Aboriginal and Torres Strait Islander people, their cultures, histories, knowledges, and perspectives.
- Three out of five stated that the Commission ‘always’ or ‘mostly’ engaged in meaningful two-way exchange with their organisation.
- Three out of five stated that the Commission ‘always’ or ‘mostly’ provided information in ways that work for them and their organisation.
- Two out of five agreed or strongly agreed that the **Commission’s Government performance reports** had shown understanding of, and responsiveness to, Aboriginal and Torres Strait Islander people, their cultures, histories, knowledges, and perspectives.
- Two out of five stated that the Commission ‘always’ or ‘mostly’ received views in ways that work for them and their organisation.

Free text responses from this cohort reflected this range of views, with some stating that ‘things are changing’. Nevertheless, requests were made for more appropriate consultation and more accessible reporting.

Detailed findings

1. The Commission’s inquiries and studies commissioned by Government; its self-initiated research; and regular reporting

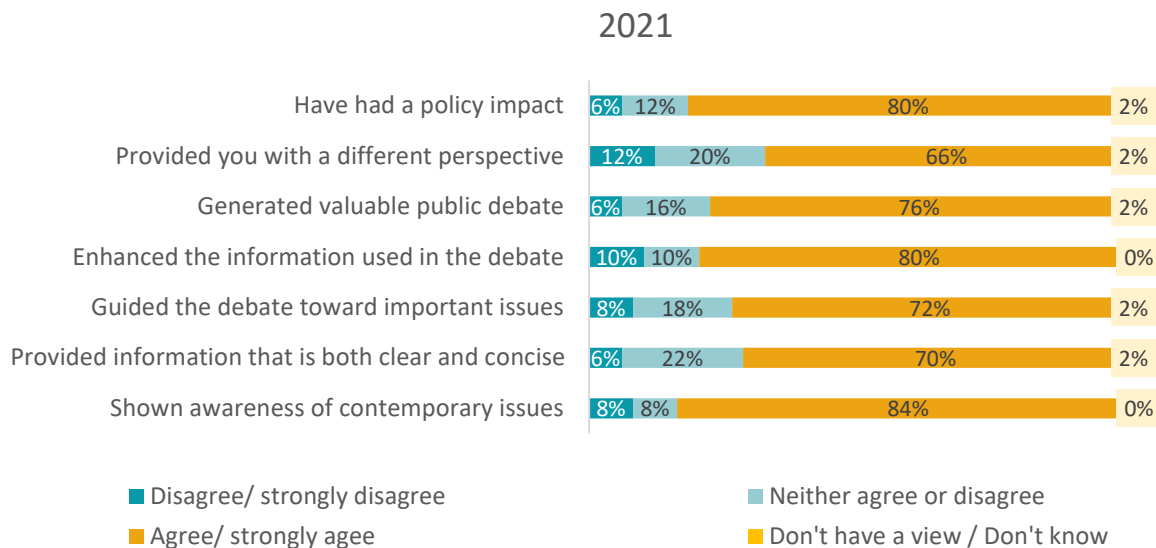
This first section of the report is about the Commission’s inquiries and studies commissioned by Government, its self-initiated research, and regular reporting on trade, industry assistance and productivity that was published during the last three years.

Stakeholders were asked whether they were familiar with none, some or many of the reports published in 2018, 2019 and 2020. A copy of this list is in the Appendix. ‘Familiar’ was defined as ‘made submissions about, read some or all of the reports, or read summaries of reports, read about reports in the media and/or discussed it with the Commission’.

Almost all (84%) of the stakeholders who participated in the 2021 survey were familiar with some (78%) or many (7%) of these reports. Stakeholders familiar with the reports then stated whether they agreed or disagreed with a series of attribute statements using a scale ranging from ‘strongly disagree’, through ‘disagree’, ‘neither agree nor disagree’, ‘agree’ and ‘strongly agree’, with an additional option for ‘I don’t know’ or ‘prefer not to say’.

The leftmost section of each bar in the chart below is the proportion saying ‘disagree’ or ‘strongly disagree’, the mid-section is the proportion saying, ‘neither agree nor disagree’, next is the proportion saying ‘agree’ or ‘strongly agree’ and finally, the proportion saying ‘I don’t know or I prefer not to say’.

Figure 1. Q. You mentioned that you were familiar with some, or many, of these reports. While there may be exceptions, in general would you agree or disagree that these reports overall ...



BASE=ALL FAMILIAR WITH SOME OR MANY OF THE COMMISSION'S INQUIRIES AND STUDIES COMMISSIONED BY GOVERNMENT, ITS SELF-INITIATED RESEARCH, AND REGULAR REPORTING ON TRADE, INDUSTRY ASSISTANCE AND PRODUCTIVITY LAST 3 YEARS. 2021: N=50; 2018 N=61

The majority of stakeholders agreed with all of these statements about the Commission’s work, as they had in 2018. The attribute rated highest in 2021 was that these reports ‘show awareness of contemporary issues’ (84%). The lowest was the 66% who agreed that these reports had provided them with a different perspective.

The tables in the Appendix compare the 2021 data with 2018. None of the differences between 2018 and 2021 are statistically significant at the 95% confidence level.

Reflecting the overall positive nature of the response, several stakeholders pointed to the quality of the Commission’s work describing it as fair, accurate and insightful.

While the majority of participants agreed in 2021, as they had in 2018, that the Commission’s reports were ‘both clear and concise’ there was also a view that, although the information is rich, reports are often very long which may inhibit maximum use.

Stakeholders who did not agree that the Commission provided them with a different perspective described the Commission as defending the status quo, being unwilling to consider change in their sector or failing to fully appreciate the necessary context.

Some claimed that the conclusions drawn by the Commission were “erroneous” or based on a lack of awareness of the issues.

Stakeholders from Aboriginal and Torres Strait Islander organisations were asked a specific question to assess their view as to whether the Commission had shown understanding of, and responsiveness to, Aboriginal and Torres Strait Islander people, their cultures, histories, knowledges, and perspectives in these reports.

Views were mixed. Three agreed while one neither agreed nor disagreed and one disagreed. The positive open-ended responses held that the reports aligned with and reflected Aboriginal and Torres Strait Islander people, while some thought consultation and analysis could be improved.

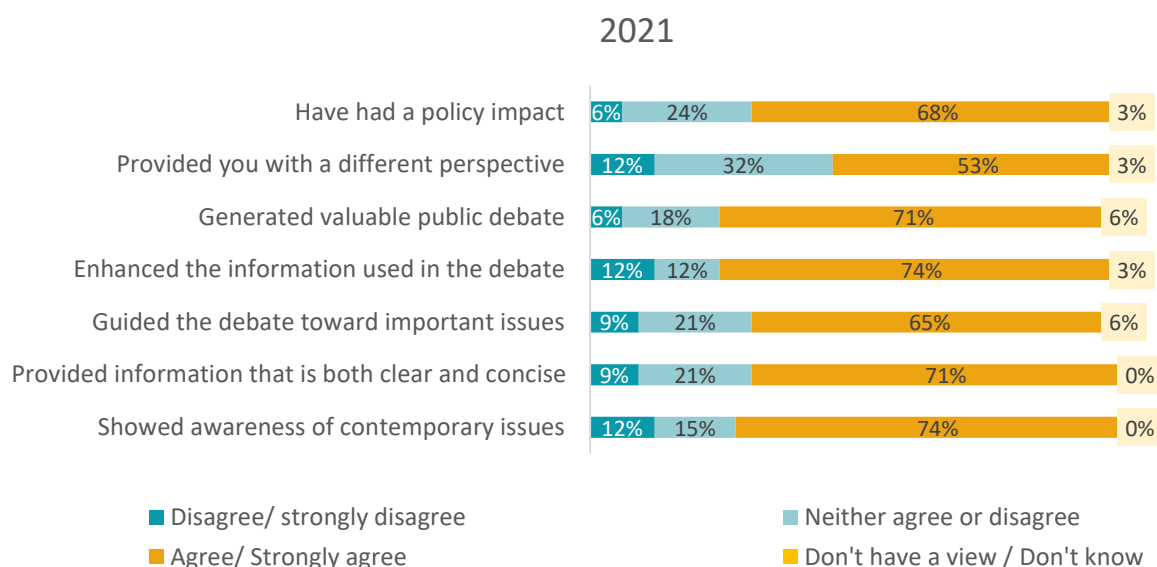
2. The Commission’s Government Performance reporting

Survey participants were then asked if they were familiar with the Commission’s Government performance reports that were published in 2018, 2019 and 2020, which were identified as:

- Report on Government Services 2018
- Report on Government Services 2019
- Report on Government Services 2020
- Overcoming Indigenous Disadvantage: Key Indicators 2020 report

Just over half (57%) of the surveyed stakeholders said they were familiar with many (25%) or some (32%) of these reports. Participants familiar with the reports were shown the same list of attributes for assessing the Commission’s Government Performance reports as in the earlier question. The chart below shows their responses. The leftmost section of each bar in the chart is the proportion saying ‘disagree’ or ‘strongly disagree’, the mid-section is the proportion saying, ‘neither agree nor disagree’ followed by the proportion saying ‘agree’ or ‘strongly agree’. The rightmost percentage is the proportion selecting ‘I don’t know/prefer not to say’.

Figure 2. You mentioned that you were familiar with some, or many, of these government performance reports. While there may be exceptions, in general would you agree or disagree that the Productivity Commission’s government performance reports ...



BASE= ALL FAMILIAR WITH SOME OR MANY OF THE GOVERNMENT PERFORMANCE REPORTS LAST 3 YEARS 2021: N=34 2018: N=34

On one of these attributes, there has been a significant decline since 2018 – that the Government performance reports have ‘enhanced the information used in the debate’. In 2021, 74% of

participants familiar with the reports agreed with this statement. In 2018 it was 94%. This difference is statistically significant at the 95% confidence level. Refer to the Appendix for more details.

A relatively low proportion of stakeholders (53%) this year agreed that the Government performance reports ‘provided you with a different perspective’. Criticisms included that a certain report distorted the data; that the Commission had a closed mind about a certain issue; and that the Commission should collaborate more.

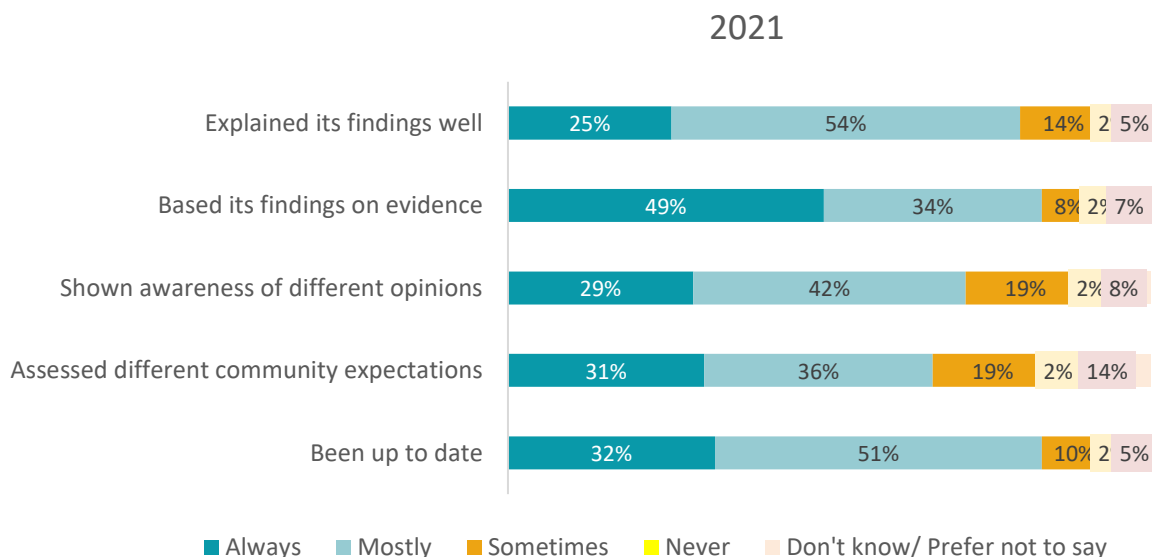
Aboriginal and Torres Strait Islander organisations were asked whether these Government Performance reports had shown an understanding of, and responsiveness to, Aboriginal and Torres Strait Islander people, their cultures, histories, knowledges, and perspectives.

Two participants agreed with this statement, two disagreed and one neither agreed nor disagreed.

3. Overall opinion of the Commission’s work

Stakeholders were asked to state whether they believed that the Commission’s work had displayed key attributes ‘always’, ‘mostly’, ‘sometimes’ or ‘never’ in the last three years. They could also choose ‘I don’t know’ or ‘I prefer not to say’. The results are shown below. ‘Always’ is on the far left of the bar, followed by ‘mostly’, ‘sometimes’, then ‘never’, and finally the proportion saying, ‘don’t know/prefer not to say’.

Figure 3. Taking all your experience with the Commission’s work together in the last 3 years, in your opinion has the Commission ...



BASE=ALL 2021: N=59 2018 N=63

According to stakeholders, the Commission ‘always’ or ‘mostly’ meets all of these criteria, as it did in 2018. Only one change since 2018 is statistically significant: in 2021 31% of stakeholders reported that the Commission ‘always’ assessed different community expectations’, an improved result compared with the significantly lower 14% in 2018. Refer to the Appendix for details.

4. Strengths of the Commission’s analysis and reporting and how it could be improved

Stakeholders were asked: ‘What do you consider are the strongest aspects of the Commission’s analysis and reporting?’ The themes that emerged in answer to this question in 2021 were similar to those for 2018: the Commission’s robust and thorough evidence-based analysis; its consultative approach; and its independence. It was also praised for its very strong data and analytical capability, especially on complex and multi-dimensional issues.

Stakeholders were then asked how they believed the Commission’s analysis and reporting could be improved. The themes this year were different from those of 2018. This year several stakeholders commented on the need for the Commission to broaden its consultative approach, including offering a broader range of views and analytical perspectives.

Another common theme was for the Commission to be more aware of how the Commission’s reports are used, and to make specific more “granular” recommendations with a clearer understanding of potential implementation issues and solutions that might require community support.

Some specifically referred to the need for the Commission to change reporting style or formats, including case studies, shorter, more quickly digestible reporting based on the main report and a recognition of the speed of the policy cycle.

For some, this was about accessibility, especially where there are different levels of potential access.

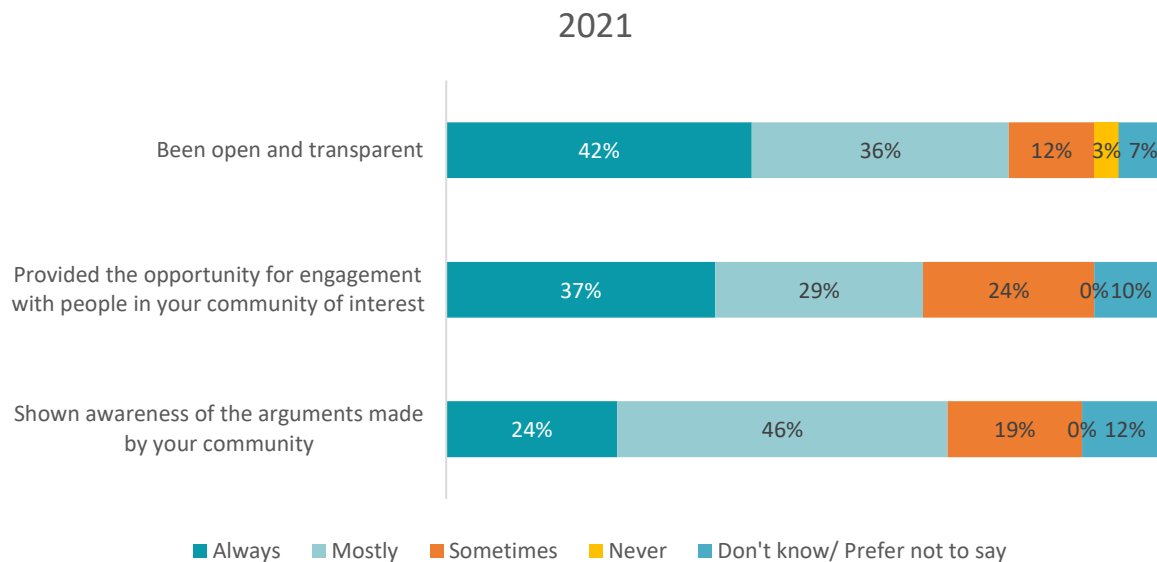
Others had an issue with the Commission’s success in managing competing interests with transparency. Greater explanations of the rationales were called for.

In 2018, the most often-mentioned potential improvements were for the Commission’s analysis to take in the broader social context; suggestions for shorter reports and / or shorter executive summaries; and suggestions for better communication in the media, or wider dissemination of the reports.

5. Engagement and debate

This section describes how stakeholders assessed the Commission on various issues to do with engagement and debate with the community. First, the survey asked participants to state whether in their view the Commission ‘always’, ‘mostly’, ‘sometimes’ or ‘never’ engaged with the community. ‘I don’t know’ or ‘prefer not to say’ was also an option. The results are shown below. The first darker part of the bar represents the proportion saying ‘always’, the next ‘mostly’, then ‘sometimes’ and ‘never’. The proportion saying ‘don’t know/prefer not to say’ is on the right.

Figure 4. In your experience, has the Commission ...



BASE=ALL 2021: N=59; 2018 N=63

In 2021, almost eight in ten (78%) stated that the Commission had always (42%) or mostly (36%) been ‘open and transparent’, while 70% said the Commission has always or mostly shown ‘awareness of arguments in the community’ and 66% that the Commission provided the ‘opportunity for engagement with people in your community of interest’.

None of the differences between 2018 and 2021 data are statistically significant.

A suggestion to broaden debate within communities of interest was to have an emphasis on discussion and to reach stakeholders via easier to digest content such as short videos and to enhance engagement via short, targeted surveys or structured interviews. Another suggested that stakeholders should be able to engage with the Commission “not just in writing”.

Reflecting earlier comments, one stakeholder drew a distinction between ‘engagement’ with stakeholders and taking into account and reflecting the valid views of those stakeholders, especially if it were “counter to past positions.”

Stakeholders from Aboriginal and Torres Strait Islander organisations were also asked whether the Commission engaged in meaningful two-way exchange with their organisation. Three of the five people who answered this question stated that the Commission ‘mostly’ engaged in meaningful two-way exchange with their organisation; one chose ‘sometimes’ and one did not know. Suggestions for improvement included engaging with these organisations earlier at CEO level; making greater effort to ensure that the Commission’s findings are accessible to the community; and providing more follow up.

In answer to the question ‘What do you consider the Commission does well in informing debate?’ most stakeholders who commented referred to the “rigorous”, “evidence-based” and “factual”

analysis conducted by the Commission. The Commission’s “dispassionate” and “transparent” processes were also mentioned.

When asked how the Commission could improve its contribution to informing debate, suggestions focused on consultation and reporting. They included speaking to wider audiences, having a more open mind, including more discussion and verbal engagement, exploring international examples, and bringing in new voices and types of analysis.

There were also suggestions that there could be shorter, more accessible formats developed from a main report and presented in less policy-orientated language to engage a broader public.

Stakeholders from Aboriginal and Torres Strait Islander organisations were asked whether the Productivity Commission provided information in ways that work for them and their organisation. Three out of the five stakeholders said this ‘mostly’ occurred, while two said it ‘sometimes occurred’.

They were also asked if the Commission ‘received’ views in ways that work for them and their organisation. Two said this ‘mostly’ occurred and three ‘sometimes’.

6. Finding information about the Commission’s reports and activities

The survey included a list of sources of information used by stakeholders to find information about the Commission’s reports and activities. Almost everyone (98%) surveyed had used at least one source - especially the website (93%), the media (68%) and seminars by Commissioners or Commission staff (49%). There were no significant differences between the 2021 and 2018 data.

See the Appendix for more information about the importance of these reports and activities to stakeholders and how easy they are to find and use.

APPENDIX

Research Method in Detail

The Survey Design

The 2021 Stakeholder Survey was the second wave of the survey designed by Susan Bell Research in 2018 for the Productivity Commission to measure perceptions of the Commission’s work over the previous three years. The three year period was chosen to reflect variations in the nature, scope and timing of the Commission’s projects.

The survey measures perceptions of:

1. The Commission’s **inquiries and studies commissioned by Government; its self-initiated research; and regular reporting on trade, industry assistance and productivity** published during the last three years;
2. The Commission’s **Government Performance reporting** published during the last three years; and
3. the Commission’s work **overall**.

The survey questions were based on the Commission’s performance criteria which included the extent to which the Commission is a valuable source of robust evidence; generates effective debate; has open and transparent processes; and engages effectively with the community.

The survey wording asked participants about their personal experiences and attitudes; the Commission did not expect stakeholders to attempt to provide an organisation-wide view.

Following best practice, where the question asked for a response to a scale - such as an agreement scale - the responses were ordered from strongly disagree first, for example:

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Don’t have a view / Don’t know
--------------------------	-----------------	----------------------------------	--------------	-----------------------	---------------------------------------

Sample definition

For the purpose of this report, the Commission defined stakeholders as individuals in government, not for profit, or private sector organisations who had interacted with the Commission in the last three years to a sufficient degree that they could provide meaningful feedback. The aim was to focus on a smaller group of people with useful knowledge of the Commission rather than attempt a larger sample which risked including people whose knowledge of the Commission and its work was superficial.

Aboriginal and Torres Strait Islander organisations

Since the 2018 survey, the Commission started a process to improve the organisation’s cultural capability and adapt its ways of working with Aboriginal and Torres Strait Islander people and organisations. The stakeholder survey provides an opportunity to gain feedback on the Commission’s progress has been in this regard.

The list of stakeholders

For the survey, the Commission developed a list of 184 potential survey participants. This list was developed by the Commission internally using information about parties that have had a substantial interest or participation in its work. In some organisations, the Commission nominated more than one person to take part, to help stakeholders select the person they considered best able to respond. During the survey, individuals could nominate another person in their organisation to take their place.

In all, 59 people completed the survey. Of these, 21 were from government organisations and 38 from other organisations such as media, community organisations and industry bodies, including five that identified as Aboriginal and Torres Strait Islander organisations.

Data collection method

The Productivity Commission Chair, or in the case of Aboriginal and Torres Strait Islander organisations the Chair and the Indigenous Policy Commissioner, emailed each stakeholder that had been identified on the list. Some were designated as to be contacted initially by phone after making an appointment for the interview. Others were sent an email link and then followed up by email. The survey distribution was subcontracted to Q&A Market Research. Phone interviews were conducted by Q&A and by Susan Bell.

The survey took about 15 minutes to complete. It was co-branded The Productivity Commission and Susan Bell Research. Anyone who wished to see the survey first was emailed a copy and/or the link.

Response rate

The response rate for the survey was 32% (40% in 2018).

Data processing

Data were edited and coded by trained personnel following procedures and policies consistent with ISO 20252.

Dates

The survey was conducted in May and June 2021.

The Data

Table 4 . In your role in your organisation do you ever: [please check all that apply]

	2021	2018
Provide policy advice to government	78%	73%
Provide advice on policy to your members or firm	51%	41%
Provide public reporting, analysis and/or commentary (e.g. media)	81%	73%
Advocate for policy change, including acting as a lobbyist	51%	40%
Undertake policy research	83%	78%
Implement policy decisions or participate in program implementation	54%	41%
Other (please specify)	12%	5%

BASE = ALL

Table 5. In the last 3 years, how have you personally engaged with the Commission? Have you: [please check all that apply]

	2021	2018
Made a submission?	61%	63%
Attended a consultation meeting?	54%	54%
Taken part in a workshop or roundtable organised by the Commission?	47%	46%
Been a member of a Steering Committee or working group?	12%	8%
Attended a hearing?	22%	25%
Used a Productivity Commission report?	88%	94%
Had direct contact with the Commission or with PC staff?	85%	83%

BASE = ALL

Table 6. Below there is a list of the Commission’s inquiries and studies commissioned by government; its self-initiated research; and regular reporting on trade, industry assistance and productivity. All were published in 2018, 2019 and 2020. How familiar are you with this work? By ‘familiar’ we mean have made submissions about, read some or all of the reports, or read summaries of reports, read about reports in the media and/or discussed it with the Commission.

	2021	2018
Not very familiar with any of these reports	15%	3%
Familiar with some of these reports	78%	68%
Familiar with many of these reports	7%	29%

BASE = ALL

Table 7. You mentioned that you were familiar with some, or many, of these reports. While there may be exceptions, in general would you agree or disagree that these reports overall

...

Attribute	Year	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't have a view / Don't know
Have had a policy impact	2021	0%	6%	12%	54%	26%	2%
	2018	0%	10%	17%	58%	16%	0%
Provided you with a different perspective	2021	0%	12%	20%	50%	16%	2%
	2018	0%	8%	18%	58%	16%	0%
Generated valuable public debate	2021	2%	4%	16%	42%	34%	2%
	2018	0%	3%	17%	46%	34%	0%
Enhanced the information used in the debate	2021	0%	10%	10%	32%	48%	0%
	2018	0%	7%	11%	38%	44%	0%
Guided the debate toward important issues	2021	2%	6%	18%	36%	36%	2%
	2018	0%	3%	15%	54%	28%	0%
Provided information that is both clear and concise	2021	2%	4%	22%	48%	22%	2%
	2018	2%	5%	8%	52%	33%	0%
Shown awareness of contemporary issues	2021	4%	4%	8%	42%	42%	0%
	2018	1%	7%	10%	43%	39%	0%

BASE = ALL FAMILIAR WITH MANY OR SOME N=50 IN 2021; N=61 IN 2018

Table 8. Q. In these reports, has the Commission shown understanding of, and responsiveness to, Aboriginal and Torres Strait Islander people, their cultures, histories, knowledges, and perspectives?

	N=
Strongly disagree	0
Disagree	2
Neither agree or disagree	1
Agree	2
Strongly agree	0
Don't have a view / Don't know	0

BASE=ALL ABORIGINAL AND TORRES STRAIT ISLANDER ORGANISATIONS FAMILIAR WITH SOME OR MANY OF THE COMMISSION'S INQUIRIES AND STUDIES COMMISSIONED BY GOVERNMENT, ITS SELF-INITIATED RESEARCH, AND REGULAR REPORTING ON TRADE, INDUSTRY ASSISTANCE AND PRODUCTIVITY LAST 3 YEARS. 2021: N=5.

Table 9. This is a list of the Commission’s government performance reporting published in 2018, 2019, 2020

- Report on Government Services 2018
- Report on Government Services 2019
- Report on Government Services 2020
- Overcoming Indigenous Disadvantage: Key Indicators 2020 report

How familiar are you with the Commission’s government performance reporting? By ‘familiar’ we mean have read some or all of the reports; read summaries of reports, read about reports in the media and/or discussed it with the Commission.

	2021	2018
Not very familiar with any of these reports	43%	46%
Familiar with some of these reports	32%	33%
Familiar with many of these reports	25%	21%

BASE =ALL

Table 10. You mentioned that you were familiar with some, or many, of these reports. While there may be exceptions, in general would you agree or disagree that these reports overall ...

Attribute	Year	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't have a view / Don't know
Have had a policy impact	2021	3%	3%	24%	53%	15%	3%
	2018	3%	6%	20%	53%	15%	3%
Provided you with a different perspective	2021	6%	6%	32%	38%	15%	3%
	2018	3%	12%	17%	53%	12%	3%
Generated valuable public debate	2021	3%	3%	18%	62%	9%	6%
	2018	3%	6%	20%	53%	15%	3%
Enhanced the information used in the debate	2021	3%	9%	12%	44%	29%	3%
	2018	3%	0%	3%	44%	50%	0%
Guided the debate toward important issues	2021	3%	6%	21%	47%	18%	6%
	2018	3%	3%	20%	62%	12%	0%
Provided information that is both clear and concise	2021	6%	3%	21%	44%	26%	0%
	2018	3%	9%	12%	47%	26%	3%
Shown awareness of contemporary issues	2021	6%	6%	15%	47%	26%	0%
	2018	3%	3%	15%	44%	35%	0%

BASE =FAMILIAR WITH MANY/SOME N=34 2021; N=34 2018.

Table 11. Q. In these reports, has the Commission shown understanding of, and responsiveness to, Aboriginal and Torres Strait Islander people, their cultures, histories, knowledges, and perspectives?

	N=
Strongly disagree	0
Disagree	1
Neither agree or disagree	1
Agree	2
Strongly agree	1
Don't have a view / Don't know	0
	5

BASE=ALL ABORIGINAL AND TORRES STRAIT ISLANDER ORGANISATIONS FAMILIAR WITH SOME OR MANY OF THE COMMISSION'S INQUIRIES AND STUDIES COMMISSIONED BY GOVERNMENT, ITS SELF-INITIATED RESEARCH, AND REGULAR REPORTING ON TRADE, INDUSTRY ASSISTANCE AND PRODUCTIVITY LAST 3 YEARS. 2021: N=5.

Table 12. Taking all your experience with the Commission's work together in the last 3 years, in your opinion has the Commission: [please check all that apply]

Attribute	Year	Always	Mostly	Sometimes	Never	Don't know / Prefer not to say
Explained its findings well	2021	25%	54%	14%	2%	5%
	2018	24%	54%	19%	0%	3%
Based its findings on evidence	2021	49%	34%	8%	2%	7%
	2018	38%	46%	13%	0%	3%
Shown awareness of different opinions	2021	29%	42%	19%	2%	8%
	2018	30%	41%	24%	0%	5%
Assessed different community expectations	2021	31%	36%	19%	2%	14%
	2018	14%	44%	30%	2%	10%
Been up to date	2021	32%	51%	10%	2%	5%
	2018	32%	51%	13%	0%	4%

BASE =ALL

Table 12. In your experience, has the Commission ...

Attribute	Year	Always	Mostly	Sometimes	Never	Don't know/ Prefer not to say
Provided the opportunity for engagement with people in your community of interest	2021	37%	29%	24%	0%	10%
	2018	30%	41%	21%	2%	6%
Shown awareness of the arguments made by your community	2021	24%	46%	19%	0%	12%
	2018	24%	51%	19%	1%	5%
Been open and transparent	2021	42%	36%	12%	3%	7%
	2018	36%	43%	13%	3%	5%

BASE = ALL

Table 13. Q. In your experience, has the Commission engaged in meaningful two-way exchange with your organisation?

	N=
Always	0
Mostly	3
Sometimes	1
Never	0
Don't know/ Prefer not to say	1
	5

BASE=ALL ABORIGINAL AND TORRES STRAIT ISLANDER ORGANISATIONS FAMILIAR WITH SOME OR MANY OF THE COMMISSION'S INQUIRIES AND STUDIES COMMISSIONED BY GOVERNMENT, ITS SELF-INITIATED RESEARCH, AND REGULAR REPORTING ON TRADE, INDUSTRY ASSISTANCE AND PRODUCTIVITY LAST 3 YEARS. 2021: N=5.

Table 14. What do you consider the Commission does well in informing debate? (Optional)

TOP FIVE RESPONSES 2021	TOP FIVE RESPONSES 2018
Thorough analysis	Evidence -based
Evidence -based analysis	Consultation/seeking different views
Consultation with a broad range of stakeholders	Independence and objectivity
Transparency	Thoroughness / rigor / In-depth analysis
Pulls together a range of views	Important/ challenging issues

BASE =ALL

Table 15. How could the Commission improve its contribution to informing debate? (Optional)

TOP FOUR RESPONSES 2021	TOP FOUR RESPONSES 2018
Engagement and consultation: engage with the broader community more; consult with community	Engagement and consultation: engage with the broader community more; consult with experts
More awareness of the consequences of reporting	More readable/shorter reports; better dissemination of reports/use more channels/more roadshows
More granular or specific recommendations	Reach out to media/proactively with media/active in the media
More readable reports.	Less text book like/more real world/broader than economics

Base =ALL

Table 16. To find information about the Commission's reports and activities, which of these have you used? [please check all that apply]

In rank order from 'used by most' to 'used by least'	2021	2018
Commission website	93%	98%
Media – newspaper and other reports	68%	71%
Seminars or presentations by Commissioners and/or Commission staff	49%	59%
Other seminars or presentations you have attended which refer to the Commission's work	22%	41%
Industry group/stakeholders	22%	22%
Industry or other organisation newsletter/website	14%	16%
Twitter	14%	11%
None of these	2%	0%

BASE=ALL

Table 17. PLEASE ANSWER ONLY FOR THOSE YOU SELECTED ABOVE How important has this source been to you, as a way of finding information about the Commission's reports and activities?

In rank order from used by most to used by least		Very important	Fairly important	Not very or not at all important	Don't know / Prefer not to say	Base for %s in this row
Commission website	2021	78%	20%	2%	0%	55
	2018	82%	16%	2%	0%	62
Media – newspaper and other reports	2021	15%	63%	23%	0%	40
	2018	38%	53%	9%	0%	45
Seminars or presentations by Commissioners and/or Commission staff	2021	38%	52%	10%	0%	29
	2018	43%	46%	11%	0%	37
	2021	23%	54%	23%	0%	13

Other seminars or presentations you have attended which refer to the Commission's work	2018	15%	54%	31%	0%	26
Industry group/stakeholders	2021	46%	54%	0%	0%	13*
	2018	50%	38%	13%	0%	14*
Industry or other organisation newsletter/website	2021	50%	38%	13%	0%	8*
	2018	20%	40%	40%	0%	10*
Twitter	2021	0%	63%	38%	0%	8*
	2018	0%	57%	43%	0%	7*

BASE = FOR EACH USED – SEE FINAL COLUMN FOR THE BASE

* The base sizes with an asterisk in the final column in the above table are small, so take caution when interpreting these rows.

Table 18. Overall, in your experience how easy to find are the Commission's ...

	Year	Not easy to find	Somewhat easy to find	Easy to find	Don't know / Not applicable
Reports	2021	2%	17%	76%	5%
	2018	0%	13%	84%	3%
Media releases	2021	3%	20%	54%	22%
	2018	3%	22%	60%	15%
Infographics	2021	8%	22%	39%	31%
	2018	2%	32%	33%	33%
Website pages about specific inquiries, research or other activities	2021	5%	20%	63%	12%
	2018	5%	25%	65%	5%
Twitter feed	2021	2%	10%	19%	69%
	2018	3%	11%	16%	70%

BASE=ALL

Table 19. Overall, in your experience how easy are they to use:

	Year	Not easy to use	Somewhat easy to use	Easy to use	Don't know / Not applicable
Reports	2021	2%	32%	61%	5%
	2018	9%	40%	51%	0%
Media releases	2021	5%	12%	58%	25%
	2018	3%	19%	62%	16%
Infographics	2021	2%	17%	44%	37%
	2018	0%	24%	36%	40%
Website pages about specific inquiries, research or other activities	2021	0%	27%	58%	15%
	2018	5%	33%	57%	5%
Twitter feed	2021	0%	14%	17%	69%
	2018	3%	10%	17%	70%

BASE =ALL

Table 19 Q. In your experience, has the Productivity Commission provided information in ways that work for you and your organisation?

	N=
Always	0
Mostly	3
Sometimes	2
Never	0
Don't know/ Prefer not to say	0

BASE=ALL ABORIGINAL AND TORRES STRAIT ISLANDER ORGANISATIONS FAMILIAR WITH SOME OR MANY OF THE COMMISSION'S INQUIRIES AND STUDIES COMMISSIONED BY GOVERNMENT, ITS SELF-INITIATED RESEARCH, AND REGULAR REPORTING ON TRADE, INDUSTRY ASSISTANCE AND PRODUCTIVITY LAST 3 YEARS. 2021: N=5.

Materials

Below there is a list of the Commission's inquiries and studies commissioned by government; its self-initiated research; and regular reporting on trade, industry assistance and productivity. All were published in 2018, 2019 and 2020.

Date	Title	Type
Inquiries and studies commissioned by Government		
Mar 2018	Introducing Competition and Informed User Choice into Human Services: Reforms to Human Services	Inquiry Report
May 2018	National Water Reform	Inquiry Report
Jul 2018	Horizontal Fiscal Equalisation	Inquiry Report
Aug 2018	Competition in the Australian Financial System	Inquiry Report
Jan 2019	Superannuation: Assessing Efficiency and Competitiveness	Inquiry Report
Jan 2019	Murray-Darling Basin Plan (MDBP): Five-year assessment	Inquiry Report
Feb 2019	National Disability Agreement Review	Study Report
May 2018	Australian Hearing - Competitive Neutrality Complaints Office Report	Competitive Neutrality Complaints Office Report
Jun 2019	Compensation and Rehabilitation for Veterans	Inquiry Report
Jul 2019	A Better Way to Support Veterans	Inquiry Report
Oct 2019	Economic Regulation of Airports	Inquiry Report
Feb 2020	Remote Area Tax Concessions and Payments	Study Report
Apr 2020	Expenditure on Children in the Northern Territory	Study Report
Oct 2020	National Transport Regulatory Reform	Inquiry Report
Oct 2020	Indigenous Evaluation Strategy - Productivity Commission	Final Report
Nov 2020	Mental Health	Inquiry Report
Dec 2020	Resources Sector Regulation	Study Report
Self-initiated research and regular reporting on trade, industry assistance and productivity		

Apr 2018	Trade and Assistance Review 2016-17	Annual Report Series
May 2018	Introducing Bilateral Exchange Rates in Global CGE Models	Staff Research Note
Jun 2018	PC News June 2018	PC News
Aug 2018	Rising inequality? A stocktake of the evidence	Research Paper
Oct 2018	Annual Report 2017-18	Annual Report Series
Oct 2018	Interventions to Support Carers of People with Dementia - What Works Review	What Works review
Feb 2019	Growing the Digital Economy and Maximising Opportunities for Small Medium Enterprises (SMEs)	Research Paper (joint paper with the NZCP)
Feb 2019	Systems for Protecting Children	Consultation Paper
Jun 2019	PC Productivity Bulletin 2019	Bulletin
Jun 2019	Trade and Assistance Review 2017-18	Annual Report Series
Jun 2019	The Demand Driven University System: A mixed report card	Research Paper
Sep 2019	Vulnerable Private Renters: Evidence and Options	Research Paper
Oct 2019	Annual Report 2018-19	Annual Report Series
Dec 2019	Using Real Expenditure to Assess Policy Impacts - Staff Research Note	Staff Research Note
Dec 2019	The Net Social Revenue Approach to Solving Computable General Equilibrium Models	Staff Working Paper
Dec 2019	Unifying Partial and General Equilibrium Modelling for Applied Policy Analysis	Staff Working Paper
Feb 2020	Productivity Insights 2020: Recent productivity trends	Productivity Insights 2020
Mar 2020	Can Australia be a productivity leader?	Productivity Insights 2020
Mar 2020	Integrated Urban Water Management — Why a good idea seems hard to implement	Research Paper
Apr 2020	Trade and Assistance Review 2018-19	Annual Report Series
Jun 2020	Foreign Investment in Australia	Commission Research Paper
Jul 2020	Climbing the jobs ladder slower: Young people in a weak labour market	Staff Working Paper
Jul 2020	Why Did Young People's Incomes Decline?	Research Paper
Sep 2020	Victoria's Commercial Land Use Zoning	Case Study
Oct 2020	Regulatory Technology - Information Paper	Information Paper
Oct 2020	Annual Report 2019-20	Annual Report Series
Nov 2020	Australia's long term productivity experience	Productivity Insights 2020

Susan Bell Research

Susan Bell Research is a market and social research agency, based in Sydney. The agency is Australian-owned and managed and AS/NZS ISO 20252 Market and social research certified. All researchers are members of the Research Society and therefore bound by the Research Society Code of Professional Behaviour. Susan Bell is a Fellow of the Research Society.

Susan Bell Research is a registered business name, and division of Les Bell & Associates Pty Ltd, of which Susan Bell is a Director.

Full legal business name:	Les Bell & Associates, trading as Susan Bell Research
Registered business address:	Suite A25 Level 2 24 Lexington Dr Bella Vista NSW 2153
The ACN	for Les Bell & Associates is 002144032
The ABN	for Les Bell & Associates is 44 350 636 020 (Bell Settlement Trust)
Web address:	www.sbresearch.com.au
Contact officer	Susan Bell
Position title	Director
Mobile	0409 657 317
Email	suebell@sbresearch.com.au
Postal address	1, Cullen St. Forestville 2087

