



Annual Stakeholder Survey 2023-24 results

As part of the Productivity Commission's commitment to improving communications and engagement, we have established an Annual Stakeholder Survey.

This survey replaces our previous [Triennial Stakeholder Survey](#) which was last undertaken in 2021.

We undertook the Annual Stakeholder Survey 2023-24 from 31 July to 13 August 2024.

The survey contained 3 questions. These questions were designed to establish benchmarks for the performance metrics in our [Portfolio Budget Statement 2024-25](#) and [Corporate Plan 2024-28](#), and to collect qualitative feedback to help us improve the way we work.

We invited more than 5,000 stakeholders who engaged with our work in FY2023-24 to participate in the survey, and the survey was promoted on our social media channels. We received 180 survey responses, of which 76 included free-text comments.

The respondents comprised:

- community organisations (27%)
- governments (22%)
- advocate/advisory groups (15%)
- interested community members (14%)
- private sector (13%)
- researchers (9%).

We analysed the survey responses using thematic analysis and analysed the free text comments using sentiment coding.

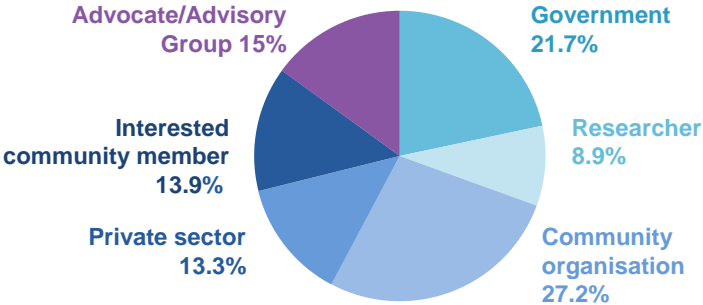
The opt-in approach means the dataset may not be a representative sample of stakeholder views. However, the survey responses will help us to understand the views and experiences of some engaged stakeholders and provide us with valuable insights that we can use to drive action.

We are developing an action plan to respond to the survey findings and are considering ways to improve the survey in 2024-25.

Overview

Survey responses **180**

Audience groups **6**



The PC has a reputation for delivering high quality, independent advice and information to governments.

77%

I am satisfied with my engagement with the PC

55%

PC reports are easy to read and engaging

62%

Note: FY2024-25 performance benchmarks are 80% or more.

Comments

73

Guidance

Sentiment 😊 😐 😞

Qualitative comments were manually coded positive, neutral or negative

Themes 📄 🔍 💬

Qualitative comments were thematically analysed. Some comments were coded with multiple themes

Top themes

🗨️ Engagement	🔍 Transparency	🤝 Philanthropy	🇦🇺 First Nations
👤 Independence	📄 Plain English	💡 Relevance	⚙️ Competence

Sentiment

😊 33%	😐 20%	😞 47%
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Top 4 themes



Engagement 26 mentions

"I have found discussions very good and inclusive- felt listened to and that that opinion was valid."
(Response 100, Community org)

"The PC is an important indepent [sic] policy advising institution. However it needs to come into the 21st century and undertake more and better engagement with industry and consumers. Calling for written submissions and holding a few roundtables doesn't cut it any more. Regular and meaningful enagement [sic] is necessary for policy development... Commissioners need to be more visbile [sic] and get out and about". (Response 54, Government)

"It would be useful to create institutional arrangements to foster connections between specific streams of PC work, relevant researchers and policy areas of the APS. An example could be a communities of practice around specific techniques or policy areas."
(Response 26, Researcher)



Independence 16 mentions

"The Productivity Commission often lacks a degree of independence, in practice, from Government authorities and political priorities." (Response 39, Researcher)

"the [sic] information is always bias [sic] an [sic] does not take into consideration all sectors". (Response 79, Private sector)

"We welcome the broader focus that the PC has taken in recent years, which better reflects the wide range of factors in the lives of Australians that impact Australia's productivity."
(Response 128, Advocate/Advisory Group)



Transparency 15 mentions

"Greater transparency around the methodology around assessment of progress in inquiry reports".
(Response 107, Government)

"I appreciate the hard work that the PC Commission [sic] is undertaking to understand government policy. However, I believe that sometimes its methodologies are questionable and do not adequately reflect the full picture". (Response 32, Government)

"Suggest that PC has a sector represetative [sic] on any review to ensure fundamentals are understood and advanced proactively and well ahead of community consultation." (Response 92, Government)



Plain English 12 mentions

"Please continue with the use of the easy-to-read formats. These have helped me to share the Closing the Gap learnings with my community." (Response 56, Community member)

"A separate document summarising only the key findings/recs to support responses would save lots of time - I know all advocates spend time transcribing these points to a separate doc for their own use".
(Response 137, Advocate/Advisory Group)

"Please keep the videos coming, video usually presents a lower cognitive barrier than text. A companion 'highlights reel video' for a long webinar [sic] be useful. A single question live poll every now and then (on linkedin ?) be good to see how accurate the info we've consumed / absorbed / retained." (Response 113, Community member)