

STAKEHOLDER SURVEY 2018

The Productivity Commission

Final Report

August 2018

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EXECUTIVE SUMMARY

Background and objectives

This report describes the results of the 2018 Productivity Commission Stakeholder Survey which was 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 (2015, 2016 and 2017), as well as the effectiveness of its participatory processes, its openness and transparency.

The survey questions were framed by a number of 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 findings will be used to assist the Commission to improve its overall performance as an organisation, as well as to inform its performance reporting.

For the purpose of this report, the Commission defined stakeholders as individuals in government, not for profit or corporate 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.

Overview of the method

The Commission developed a list of 159 potential survey participants, limiting the list to one person for each selected organisation. Susan Bell Research then invited each of these stakeholders to participate in the survey giving stakeholders the option of nominating a replacement if they wished. In all, 63 people completed the survey. Of these, 26 were from government organisations and 37 from other organisations such as media, community organisations and industry bodies.

Stakeholders who participated in the survey described their current role as undertaking policy research (78%), providing policy advice to government (73%) and/or providing public reporting, analysis and/or commentary (73%). Lower proportions advise on policy to their members or firm (41%), implement policy decisions (41%), and advocate for policy change, for example as a lobbyist (40%). These details and other information about the sample are in the Appendix.¹ Participating stakeholders had engaged with the Commission in a variety of ways during the last three years. In that time, almost all (94%) had used a Productivity Commission report, and/or had direct contact with Commission staff (83%). Relatively high proportions had made a submission (63%), attended a consultation meeting (54%), or taken part in a workshop or roundtable organised by the Commission (46%).²

The questionnaire measured perceptions of the Commission's performance in three ways:

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.

The survey was conducted online and through Computer-Assisted Telephone Interviews (CATI) in March and April 2018. It was pilot-tested before it was launched.

¹ Table 1 in the Appendix

² Table 2 in the Appendix

Key findings

Stakeholders familiar with each aspect of the Commission's work were asked to state their opinion of the work of the Commission using an agree-disagree scale. 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 shows the proportions who said 'agree' or 'strongly agree'. Both are in rank order.

The Commission's inquiries and studies commissioned by Government; its self-initiated research; and regular reporting on trade, industry assistance and productivity during 2015, 2016 and 2017

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

Base= all familiar with these reports n=61

The Commission's Government Performance reporting published in 2015, 2016 and 2017

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

Base= all familiar with these reports n=34

Stakeholders described their overall experiences with the Commission during this period, using a scale '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.

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'	
Based its findings on evidence	84%
Been up to date	83%
Been open and transparent	79%
Explained its findings well	78%
Showed awareness of arguments made by your community	75%
Shown awareness of different opinions	71%
Provided the opportunity for engagement with people in your community of interest	71%
Assessed different community expectations	58%

Base= all n=63

Stakeholders used the free text questions in the survey to suggest improvements. The most suggested improvements were: to broaden the Commission's scope from economics to the broader context (though some stakeholders disagreed with this, and wished to see the Commission narrow its scope); shorter reporting, and more engagement with and visibility in the media.

DETAILED FINDINGS

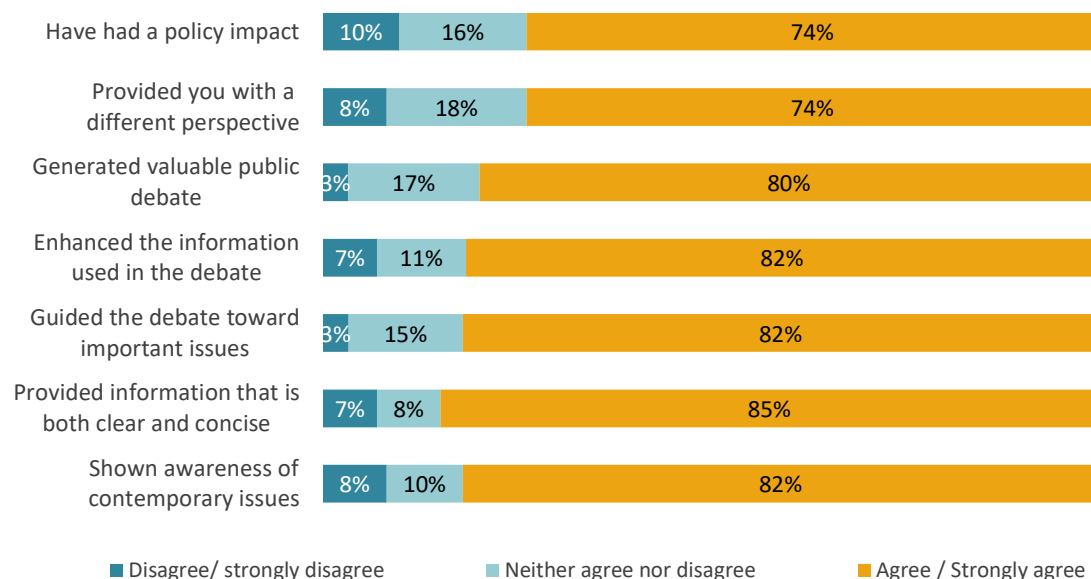
1. The Commission’s inquiries and studies commissioned by Government; its self-initiated research; and regular reporting

Stakeholders were first asked if they were familiar with the Commission’s inquiries and studies commissioned by government, its self-initiated research, and regular reporting on trade, industry assistance and productivity that had been published over the last three years. To assess their familiarity, participants were given a link to the list of the relevant reports published in 2015, 2016 and 2017. 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 (97%) of the stakeholders who participated in the survey were familiar with some (68%) or many (29%) of these reports.³

Stakeholders who were familiar with some or many of these 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’ and the rightmost section is the proportion saying ‘agree’ or ‘strongly agree’. No-one chose the ‘don’t know/prefer not to say’ option.⁴

Q4a. 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. N=61

The chart above shows that the majority of stakeholders agreed with all of these statements about the Commission’s work. The attribute rated highest in these terms was that these reports were both ‘clear and

³ Table 3 in the Appendix

⁴ The full data set is in Table 5 in the Appendix.

concise' (85%). However, from a statistical significance⁵ perspective, all these attributes were rated similarly in terms of the total proportion who agreed.

In terms of the proportion choosing 'strongly agree' however, there were significant differences. Relatively high proportions strongly agreed that these reports: enhanced the information used in the debate (44%) and showed awareness of contemporary issues (39%). These are both significantly higher than the 16% who strongly agreed that the Commission has 'policy impact' or 'provided you with a different perspective'.⁶

'Other' stakeholders tended to display more positive attitudes to these reports than Government participants. However, the differences between the two segments in this respect were not statistically significant.

Survey participants were given the opportunity to make a free text comment after answering this question. Only a few did so, and they were for the most part people who disagreed with some of the above statements or who expressed a neutral position. For example, some stakeholders would prefer the Commission to '*take account of the broader (non-economic) issues that impact communities*', or in some cases '*to take greater account of current policy context and debate*'. Another expressed a wish that the Commission would '*shift away*' from '*political debate*' back to what they saw as the Commission's '*core functions*' of economic analysis.

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 2015, 2016 and 2017, which were identified as:

- Report on Government Services 2015
- Report on Government Services 2016
- Overcoming Indigenous Disadvantage: Key Indicators 2016
- Report on Government Services 2017
- Indigenous Expenditure Report 2017

Just over half (54%) of the surveyed stakeholders said they were familiar with many (21%) or some (33%) of these reports. Not surprisingly perhaps, participants in the Government sector were more likely than Other stakeholders to say they were familiar with these reports (62% 'many or some'; 49% 'many or some').⁷

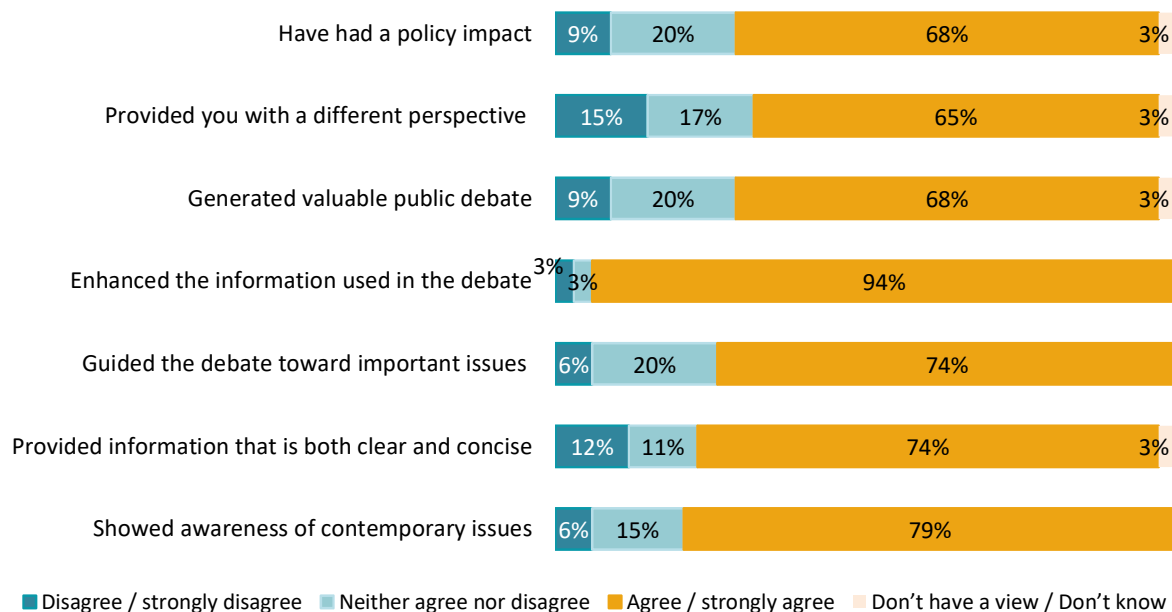
Participants familiar with the reports were shown the same list of attributes for assessing the Commission's government performance reports as in the earlier question. The chart overleaf shows their responses. The leftmost section of each bar in the chart is the proportion saying 'disagree' or 'strongly 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'.

⁵ At the 95% Confidence level (2 tailed).

⁶ Table 5 in the Appendix

⁷ Table 6 in the Appendix

Q6a. 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 N=34

Most of the stakeholders familiar with the reports agreed with most of these statements, although the range - from 65% to 94% agree or strongly agree - is wider than it was for the reports described earlier.

It is notable that 50% strongly agreed that the Commission’s Government performance reports ‘enhanced information used in the debate’.⁸

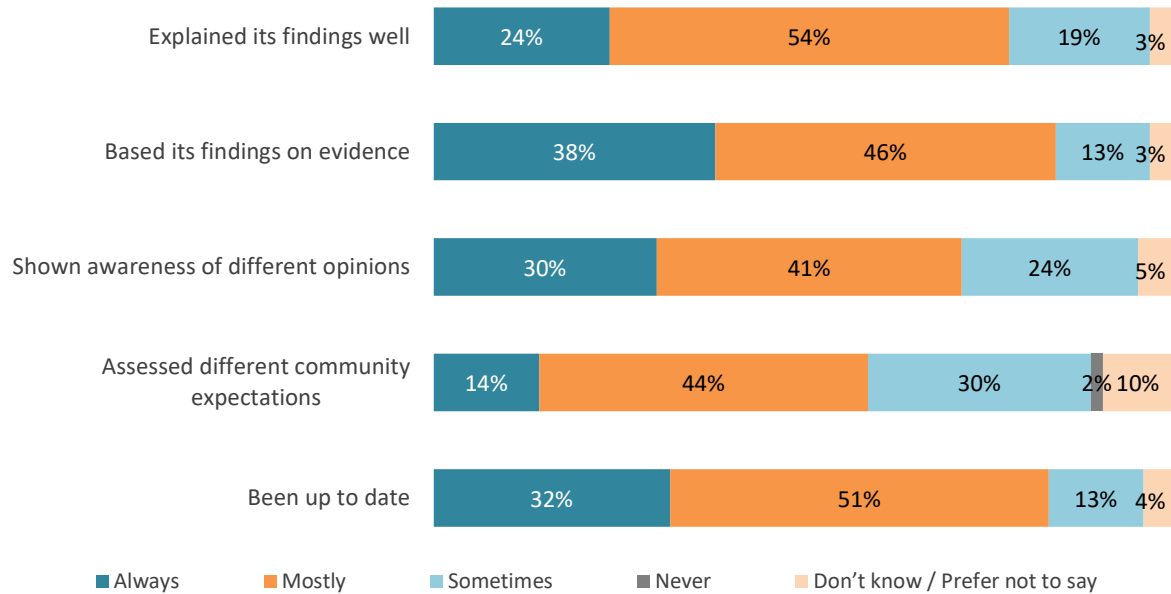
The sample size for the two segments of stakeholders ‘Government’ and ‘Other’ is too small for statistical analysis for this question because of the lower proportion of stakeholders who were familiar with the Government reports. Nevertheless, it can be said that the overall pattern was for stakeholders in the ‘Other’ segment to be more likely to agree than those in the Government segment.

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’.

⁸ Refer Table 8 in the Appendix

Q7. Taking all your experience with the Commission’s work together in the last 3 years, in your opinion has the Commission



BASE=ALL

Most (84%) stated that the Commission always (38%) or mostly (46%) ‘based its findings on evidence’ during these three years. Stakeholders gave similar ratings for being ‘up to date’ (83% overall agreement), ‘explained findings well’ (78% overall agreement), and ‘shown awareness of different opinions’ (71% overall agreement).

However, only (58%) stated that the Commission always (14%) or mostly (44%) ‘assessed different community expectations’. The difference between this 58% and the higher proportions mentioned above is statistically significant. Apart from two percent who said ‘never’ to this and the 10% who did not know, the remainder of stakeholders considered that the Commission ‘sometimes’ assessed different community expectations.

In all cases, Other stakeholders gave higher ratings than Government stakeholders. This was especially the case for ‘assessing community expectations’, where only 42% of the Government segment stated that the Commission always or mostly did this, while 70% of Other stakeholders did so.⁹

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

In response to the free text question: ‘What do you consider are the strongest aspects of the Commission’s analysis and reporting?’ the four most cited strengths were: the Commission’s evidence-based approach; the Commission’s consultative approach, for example engaging with a broad range of stakeholders; the Commission’s thorough, careful and rigorous analysis; and its independence.

Stakeholders were asked how they believed the Commission’s analysis and reporting could be improved. Almost all stakeholders used this opportunity to make one or more suggestions. The most often mentioned improvements fall into three main categories. One related to the Commission broadening its analysis and reporting beyond economics and economic rationalism, to take ‘current policy context and debate’ into context, to be ‘more real world’ or to take into account the ‘social dimensions’ or ‘triple bottom line benefits’ of the issues it investigates. However, some took the opposite view asking the Commission to focus on economics. The

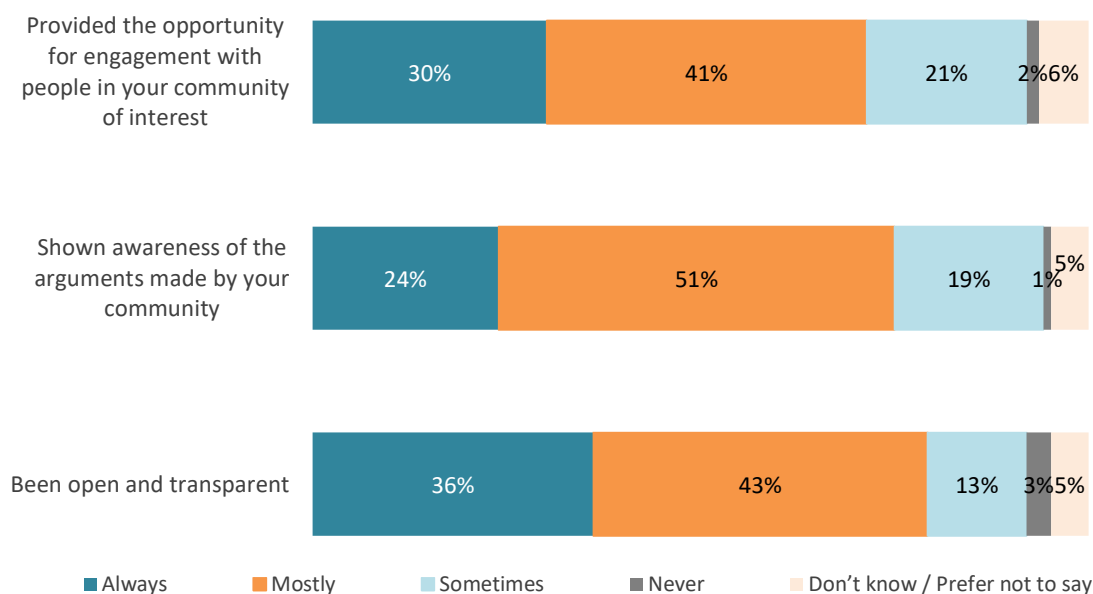
⁹ Table 10 in the Appendix

second category saw some suggestions for shorter reports, and or shorter executive summaries or overviews. The third related to 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.¹⁰

Q10. In your experience, has the Commission



BASE=ALL

Eight in ten (79%) stated that the Commission had always (36%) or mostly been (43%) ‘open and transparent’. 75% said the Commission has always or mostly shown ‘awareness of arguments in the community’ and 71% that the Commission provided the ‘opportunity for engagement with people in your community of interest’.

There are no statistically significant differences between the two segments Government and Other in these terms.¹¹

The question was then asked ‘What do you consider the Commission does well in informing debate?’ Four of the key themes reflect earlier comments about the strengths of the Commission’s analysis and reporting; that it is based on evidence, and from listening to the views of different groups with different perspectives, and is in-depth and independent. This question also generated an additional concept: that the Commission sometimes tackles difficult or challenging issues.

When asked how the Commission could improve its contribution to informing debate, some suggested: engaging with the broad community more; greater engagement with the media; and other issues already described in this report such as shorter reports.

¹⁰ Table 11 in the Appendix

¹¹ Table 12 in the Appendix

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. Everyone surveyed had used at least one source. Almost everyone had used the website (98%). Other sources used by many stakeholders were the media (71%) and seminars by Commissioners or Commission staff (59%). Overall, face to face methods and websites were more likely to be used than social media.

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

7. Research method in detail

The survey design

Susan Bell Research in consultation with the Productivity Commission designed a survey to measure perceptions of the Commission’s work over the last three years. The three year period was chosen to reflect variations in the nature, scope and timing of the Commission’s projects. The questionnaire measured perceptions of the Commission’s performance in three ways:

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.

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 disagree first, for example:

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

For the purpose of this report, the Commission defined stakeholders as individuals in government, not for profit, or corporate 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 pilot

The survey was pilot-tested with 10 stakeholders identified by the Commission including those in government and in other organisations. The survey was then redesigned to take their feedback into account.

The list of stakeholders

The Commission developed a list of 159 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. The Commission asked only one person from each relevant organisation to take part. This was to avoid the sample becoming artificially weighted to one or more organisations because more of their staff members had chosen to respond. During the survey, individuals could nominate another person in their organisation to take their place.

Susan Bell Research then invited each of these stakeholders to participate in the survey giving stakeholders the option of nominating a replacement if they wished. In all, 63 people completed the survey. Of these, 26 were from government organisations and 37 from other organisations such as media, community organisations and industry bodies.

Data collection method

The first step was an introductory email sent to all participants from Chairman Peter Harris. Following electronic testing of the script, the survey was conducted online and through Computer-Assisted Telephone Interviews (CATI) in March and April 2018. The CATI interviews and survey distribution were subcontracted to Q&A Market Research. On our recommendation, the Commission identified some stakeholders who were to be contacted initially by phone, to make an appointment for the interview. If this stakeholder wished to take part in the survey (or if they nominated someone else) they had the choice of completing it online, by phone or by mail. Stakeholders not designated 'phone first' were initially sent an email link and then followed up by email.

Other features:

- 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.

Reminders:

If someone named on the 'Phone first' group asked for the link but did not respond, we sent up to two reminder emails to them including the link. If we had been unable to contact people on this list, we sent up to two emails and made no more than three phone calls to attempt to contact them. In the email first group, we sent up to three emails - the initial one to everyone and last two only to non-completes and non-refusers.

Response rate

The response rate for the survey was 40%, that is 43% from the Government sector and 37% from the Other sector. This was higher than the predicted response rate of 20%-30%. We were unable to contact 19 people, and eight people declined to participate; the rest did not respond to reminders. The high level of engagement with the survey with many participants taking the opportunity to provide rich feedback in free text format should also be taken into account.

Segmentation

The data were analysed by segment: 26 people from Government organisations and 37 from other organisations.

Data processing

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

Dates

The survey was conducted in March and April 2018.

8. The data

Table 1. Q1. In your role in your organisation do you ever: [please check all that apply]

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

BASE = ALL

Table 2. Q2a. In the last 3 years, how have you personally engaged with the Commission? Have you: [please check all that apply]

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

BASE = ALL

Some of the other modes of engagement notes were: collaboration in planning joint conferences or projects; speeches by Commission staff; informal conversations; and liaising with media relations staff.

Table 3. Q3. At the back of this questionnaire 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 2015, 2016 and 2017 (Inquiries; studies; self-initiated research; and regular reporting on trade, industry assistance and productivity – Reports published by the Productivity Commission in 2015, 2016 and 2017). 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.

In questionnaire order	%
Not very familiar with any of these reports	3%
Familiar with some of these reports	68%
Familiar with many of these reports	29%

BASE = ALL

Table 4. Q3. Familiarity with self-initiated reports (etc.) by segments

In questionnaire order	Government departments and agencies	Other
Not very familiar with any of these reports	4%	3%
Familiar with some of these reports	73%	65%
Familiar with many of these reports	23%	32%

BASE = ALL PER SEGMENT (N=26 GOVERNMENT; N=37 OTHER)

Table 5. Q4a. 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.....

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

BASE = ALL FAMILIAR WITH MANY OR SOME N=61

Table 6. Q5. This is a list of the Commission's government performance reporting published in 2015, 2016 and 2017.

- Report on Government Services 2015
- Report on Government Services 2016
- Overcoming Indigenous Disadvantage: Key Indicators 2016
- Report on Government Services 2017
- Indigenous Expenditure Report 2017

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.

In questionnaire order	%
Not very familiar with any of these reports	46%
Familiar with some of these reports	33%
Familiar with many of these reports	21%

BASE = ALL

Table 7. Q5. Familiarity with government performance reports By segments

In questionnaire order	Government departments and agencies	Other
Not very familiar with any of these reports	38%	51%
Familiar with some of these reports	31%	35%
Familiar with many of these reports	31%	14%

BASE = ALL

Table 8. Q6a. 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.....

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

BASE =FAMILIAR WITH MANY/SOME N=34

Table 9. Q7. 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]

Questionnaire order	Always	Mostly	Sometimes	Never	Don't know / Prefer not to say
Explained its findings well	24%	54%	19%	0%	3%
Based its findings on evidence	38%	46%	13%	0%	3%
Shown awareness of different opinions	30%	41%	24%	0%	5%
Assessed different community expectations	14%	44%	30%	2%	10%
Been up to date	32%	51%	13%	0%	4%

BASE =ALL

Table 10. Q7. 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]

% Always/mostly	Government departments and agencies	Other
Explained its findings well	65%	86%
Based its findings on evidence	77%	89%
Shown awareness of different opinions	62%	78%
Assessed different community expectations	42%	70%
Been up to date	73%	89%

BASE =ALL (GOVERNMENT DEPARTMENT N=26; OTHER N=37)

Table 11. Q10. In your experience, has the Commission

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Provided the opportunity for engagement with people in your community of interest	30%	41%	21%	2%	6%
Shown awareness of the arguments made by your community	24%	51%	19%	1%	5%
Been open and transparent	36%	43%	13%	3%	5%

BASE = ALL

Table 12. Q10. In your experience, has the Commission

	Government	Other
Provided the opportunity for engagement with people in your community of interest	62%	78%
Shown awareness of the arguments made by your community	62%	84%
Been open and transparent	73%	84%

BASE = ALL PER SEGMENT (N=26 GOVERNMENT; N=37 OTHER)

Table 13. Q11. What do you consider the Commission does well in informing debate? (Optional)

TOP FIVE RESPONSES
Evidence -based
Consultation/seeking different views
Independence and objectivity
Thoroughness / rigor / In-depth analysis
Important/ challenging issues

BASE =ALL

Table 14. Q12. How could the Commission improve its contribution to informing debate? (Optional)

TOP FIVE RESPONSES
Don't know/none
Engagement and consultation: engage with the broader community more; consult with experts
More readable/shorter reports; better dissemination of reports/use more channels/more roadshows
Reach out to media/proactively with media/active in the media
Less text book like/more real world/broader than economics

BASE =ALL

Table 15. Q13a. 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'	Government departments and agencies	Other
Commission website	100%	97%
Media – newspaper and other reports	81%	65%
Seminars or presentations by Commissioners and/or Commission staff	69%	51%
Other seminars or presentations you have attended which refer to the Commission's work	46%	38%
PC Newsletter (PC News)	31%	32%
Industry group/stakeholders	19%	24%
Industry or other organisation newsletter/website	12%	19%
Twitter	8%	14%
Facebook	8%	11%
None of these	0%	0%

BASE=ALL

Table 16. Q13b. 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	82%	16%	2%	0%	62
Media – newspaper and other reports	38%	53%	9%	0%	45
Seminars or presentations by Commissioners and/or Commission staff	43%	46%	11%	0%	37
Other seminars or presentations you have attended which refer to the Commission's work	15%	54%	31%	0%	26
PC Newsletter (PC News)	20%	55%	25%	0%	20*
Industry group/stakeholders	29%	64%	7%	0%	14*
Industry or other organisation newsletter/website	20%	40%	40%	0%	10*
Twitter	0%	57%	43%	0%	7*
Facebook	0%	0%	100%	0%	6*

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

- CAUTION- SMALL BASE

Table 17. Q14. Overall, in your experience how easy to find are the Commission's....

Row %	Not easy to find	Somewhat easy to find	Easy to find	Don't know / Not applicable
Reports	0%	13%	84%	3%
Media releases	3%	22%	60%	15%
Infographics	2%	32%	33%	33%
Website pages about specific inquiries, research or other activities	5%	25%	65%	5%
Twitter feed	3%	11%	16%	70%

BASE=ALL

Table 18. Q14ai. If you would like to add a comment about your answer to the above question, please do so here.

Free text response
I don't rely on social media alerts to keep me up-to-date
It's easier to find the reports on Google than in the website itself
More people need to know about the work of the PC. infographics etc. are great but more needs to be done.

Table 19. Q14b. Overall, in your experience how easy are they to use:

Row %	Not easy to use	Somewhat easy to use	Easy to use	Don't know / Not applicable
Reports	9%	40%	51%	0%
Media releases	3%	19%	62%	16%
Infographics	0%	24%	36%	40%
Website pages about specific inquiries, research or other activities	5%	33%	57%	5%
Twitter feed	3%	10%	17%	70%

BASE =ALL

Table 20. Q15. Are there any other sources that you have used to find out about the Commission's reports and activities? If so please list them here:

MOST OFTEN MENTIONED
Personal contact/ direct contact with Commission.
Emailed advice
GOOGLE
Internal government documents/ government releases
Industry groups
Word of mouth
Media releases

Table 21. Q16. Please use the space below to provide any other feedback to the Commission on how it can improve its performance.

Some stakeholders expressed a wish that the Commission: improve its consultation and engagement – for example with other government agencies - and be more accessible; be more active and proactive in the media; broaden its scope; increased focus on economic analysis (not the '*politics of the day*'); and improve reporting, for example to be more '*agile*', and to produce shorter reports.

9. Materials

List of Inquiries; studies, self-initiated research, and regular reporting on trade, industry assistance and productivity – Reports published by the Productivity Commission in 2015, 2016 and 2017

Inquiries and studies commissioned by Government

2017

- Collection Models for GST on Low Value Imported Goods Inquiry Report
- Consumer Law Enforcement and Administration Study Report
- Data Availability and Use Inquiry Report
- Horizontal Fiscal Equalisation Draft Report
- How to Assess the Competitiveness and Efficiency of the Superannuation System Study Report
- Introducing Competition and Informed User Choice into Human Services: Reforms to Human Services Draft Report
- Marine Fisheries and Aquaculture Inquiry Report
- National Disability Insurance Scheme (NDIS) Costs Study Report
- National Education Evidence Base Inquiry Report
- National Water Reform Draft Report
- Regulation of Agriculture Inquiry Report
- Shifting the Dial: 5-Year Productivity Review Inquiry Report
- Superannuation: Alternative Default Models Draft Report
- Telecommunications Universal Service Obligation Inquiry Report
- Transitioning Regional Economies Study Report

2016

- Intellectual Property Arrangements Inquiry Report
- Migrant Intake into Australia Inquiry Report
- Public Safety Mobile Broadband Study Report

2015

- Barriers to Growth in Service Exports Study Report
- Business Set-up, Transfer and Closure Inquiry Report
- Childcare and Early Childhood Learning Inquiry Report
- Mutual Recognition Schemes Study Report
- Natural Disaster Funding Arrangements Inquiry Report
- Workplace Relations Framework Inquiry Report

Self-initiated research and regular reporting on trade, industry assistance and productivity

2017

- PC Productivity Update 2017
- Rising Protectionism: Challenges, threats and opportunities for Australia
- Rules of Origin: Can the noodle bowl of trade agreements be untangled?
- Trade and Assistance Review 2015-16

2016

- Developments in Anti-Dumping Arrangements
- Digital Disruption: What do governments need to do?
- Indigenous Primary School Achievement
- PC Productivity Update 2016
- Trade and Assistance Review 2014-15

2015

- Australia's International Tourism Industry
- Efficiency in Health
- Examining Barriers to More Efficient Gas Markets
- Housing Assistance and Employment in Australia
- Housing Decisions of Older Australians
- International Education Services
- PC Productivity Update 2015
- Superannuation Policy for Post-Retirement
- Tax and Transfer Incidence in Australia
- Trade and Assistance Review 2013-14

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