

## Purpose of the audit

The Commerce Commission Stakeholder Audit is based on qualitative interviews and quantitative online surveys conducted in November and December 2022. It incorporates feedback from a diverse range of stakeholders that the Commerce Commission engages with. The purpose of the audit is to understand how the Commerce Commission is currently viewed by its key audiences and where it needs to focus to strengthen perceptions. By strengthening understanding and support for its work, the Commerce Commission will be better positioned to achieve its vision of *making New Zealanders better off because markets work well, and consumers and businesses are confident market participants.*

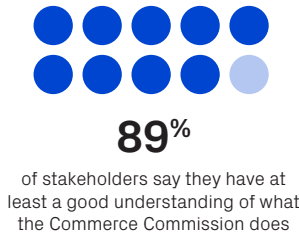
**The low level of participation from Māori highlights an opportunity for the Commerce Commission to build relationships with Iwi Māori: to grow the Commission's understanding of their perspectives and of their needs.**

## We talked to...

stakeholders who interact with the Commerce Commission on issues relating to



## Awareness and impact



## Overall performance

**64%** of stakeholders think the Commerce Commission is unbiased in the way it enforces the law

This was lower for market study stakeholders (52%)

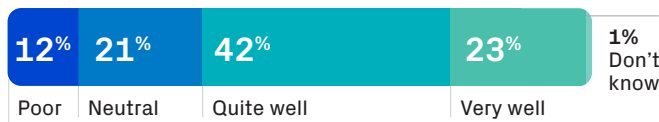
**62%** of stakeholders think the Commerce Commission demonstrates knowledge and expertise in specific industries, sectors and context

This was particularly high for consumer advocacy groups (92%)

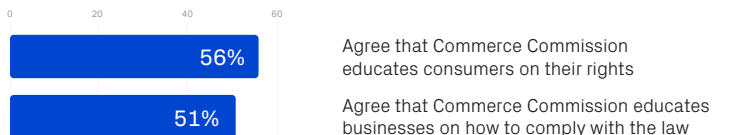
**45%** of stakeholders think the Commerce Commission takes the whole picture into consideration rather than purely economic factors

This was particularly low for market study stakeholders, at 33%

65% of stakeholders believe that the Commerce Commission is performing well in its role.



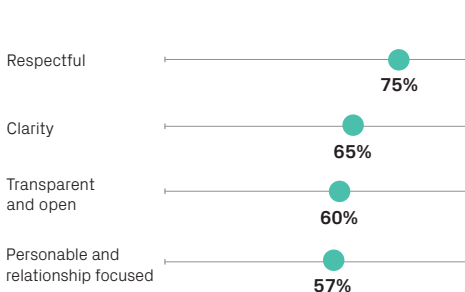
While 4% of stakeholders included education as part of the Commerce Commission's role off the top of their head, when prompted with different options...



## Communication

The Commerce Commission has strength in being respectful, but stakeholders are looking for more clarity and transparency in communication.

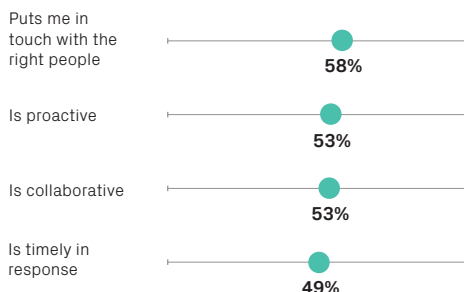
% of stakeholders who agree that the Commerce Commission communications are...



## Engagement

In general, there is room for improvement in the Commerce Commission's external engagement.

% of stakeholders who agree that the Commerce Commission engages in a way that...



## Decision making

While the Commerce Commission is generally regarded to be unbiased, stakeholders wanted to see more timely decisions.

% of stakeholders who agree that the Commerce Commission makes decisions that are...

