

Outcome 1 indicator table

Outcome indicator ID and description	Source	Metric	Indicator information					
			15/16	16/17	17/18	18/19	19/20	20/21
SI1. The % of people whose expectations are met when transacting online with the public services increases	Kiwis Count Survey ²	%	84	85	84	90	88	Data not available ³
SI2. Ease of getting passport services is maintained or increases	DIA Customer Experience Survey ⁴	%	85	87	88	86	86	90
SI3. Ease of getting BDM services is maintained or increases	DIA Customer Experience Survey	%	87	84	84	87	91	91
SI4. Ease of getting citizenship services is maintained or increases	DIA Customer Experience Survey	%	89	85	90	87	88	89
SI5. People's trust and confidence in digital identity is improved	DIA Customer Experience Survey	%	91	91	92	91	94	93

² The Kiwis Count Survey and information about its methodology can be found at <https://www.publicservice.govt.nz/resources/kiwis-count-highlights-satisfaction-with-public-services/>.

³ The data for this indicator has not been reported for the 20/21 year.

⁴ The DIA Customer Satisfaction Survey is run annually by Research New Zealand on behalf of the Department, using a sample of customers who have used services in the previous 12 months.