

## Outcome 1 indicator table

Outcome indicator	Source	Metric	Indicator information					
			14/15	15/16	16/17	17/18	18/19	19/20
SI1. The % of people whose expectations are met when transacting online with the public services increases	Kiwis Count Survey <sup>1</sup>	%	82%	84%	85%	84%	90%	88%
SI2. Ease of getting passport services is maintained or increases	DIA Customer Experience Survey <sup>2</sup>	%	87%	85%	87%	88%	86%	86%
SI3. Ease of getting BDM services is maintained or increases	DIA Customer Experience Survey	%	86%	87%	84%	84%	87%	91%
SI4. Ease of getting citizenship services is maintained or increases	DIA Customer Experience Survey	%	86%	89%	85%	90%	87%	88%
SI5. People's trust and confidence in digital identity is improved	DIA Customer Experience Survey	%	90%	91%	91%	92%	91%	94%

<sup>1</sup> 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/>.

<sup>2</sup> The DIA Customer Satisfaction Survey is run annual by Research New Zealand on behalf of the Department, using a sample of customers who have used services in the previous 12 months.