

PNZ Member Perception Performance Measures 2017 - 2023

Initiative ¹	Performance Measures	2017	2018	2019	2020	2021	2022	2023	2022/23 Change Noting Margin of Error ²
Supporting equity for Māori	How much do you agree or disagree that you feel competent working in a way that is culturally safe for Māori? (Strongly Agree or Agree)	-	-	-	-	76%	75%	83%	Increase
Leading voice in healthcare	PNZ provides good advocacy for the profession. (Strongly Agree or Agree). Updated in 2022: PNZ is a leading voice for physiotherapy.	71%	56%	59%	71%	57%	57%	57%	No Change
	PNZ does a good job representing my interests to key people and stakeholders. (Strongly Agree or Agree).	51%	37%	-	-	-	-	-	-
	PNZ does a good job promoting members to the public. (Strongly Agree or Agree). Updated in 2022: PNZ helps raise the profile of physiotherapy.	-	27%	36%	39%	33%	48%	-	-
Optimally skilled physiotherapists	PNZ provides access to useful Continuing Professional Development. (Strongly Agree or Agree)	-	-	62%	54%	74%	74%	-	-
	PNZ does a good job providing members with business owner support. (Strongly Agree or Agree). Updated in 2022: PNZ helps members with businesses.	-	-	36%	38%	32%	28%	-	-
A healthy PNZ	PNZ provides access to competitive insurance. (Strongly Agree or Agree)	-	-	-	-	56%	58%	-	-
Engaged and connected members	How much do you agree or disagree that you value your PNZ membership? (Strongly Agree or Agree). Updated in 2022: I value being a PNZ member.	73%	59%	63%	70%	57%	55%	57%	No Change
	How satisfied would you say you are with PNZ's current performance? (Extremely Satisfied or Satisfied). 2017 and 2022: My PNZ membership represents good value for money.	40%	29%	50%	55%	51%	48%	48%	No Change
	I feel knowledgeable about the extent of the services offered to me as a PNZ member. (Strongly Agree or Agree). Updated in 2023: I am knowledgeable about what PNZ does for its members.	-	39%	48%	58%	57%	63%	52%	Decrease Noting 2023 question change
	PNZ provides valuable services and benefits to members. (Strongly Agree or Agree). Updated in 2023: PNZ provides me with valuable services.	71%	62%	58%	65%	58%	64%	52%	Decrease Noting 2023 question change

¹ Initiatives from [PNZ Strategy 2021-2025](#).

² The 2023 PNZ Remuneration Survey, in field 19 April to 10 May 2023, has a 2.8% margin of error (at the 95% confidence level).