

Summary of CMA stakeholder survey findings – 2017

In 2016/17 the Competition and Markets Authority (CMA) conducted a quantitative survey of stakeholders involved in projects across the CMA's portfolio to ensure that we understand their opinions as part of our commitment to continuous improvement of our processes and work practices.

This survey was aligned with the stakeholder research carried out in the past by both the Competition Commission (CC) and the Office of Fair Trading, and is based on the [CC's most recent survey](#).

There are however a range of differences between the two surveys. This is principally because the CMA has an expanded set of duties and powers compared to the CC, most notably to enforce competition and consumer legislation. The respondents to the CMA survey therefore reflect a wider case mix than was the case for the CC surveys.

The overall objective for this research was to establish project stakeholder perceptions of the CMA's performance in order to independently monitor stakeholders' levels of satisfaction with the CMA, specifically:

- how well we performed on the key attributes of working relationships e.g. objective decision making, commercial awareness and transparency of process;
- the strengths and weaknesses of the CMA in working relationships with project stakeholders, and
- a comparison of the views of different groups of project stakeholders from different areas of the CMA, including parties of all types and professional advisers.

[DJS Research Ltd](#) carried out the survey between November 2016 and January 2017, conducting a total of 329 interviews with stakeholders. Stakeholders included individuals from businesses, government departments, trade associations, consumer advocacy organisations, professional advisers or other parties who had either been involved in a CMA case, project or inquiry.

It found that:

- Overall satisfaction has remained stable since the survey in the CC began in 2009;

- Most respondents were content with the transition from the OFT/CC to the CMA and found that the CMA's processes had become more streamlined as a result;
- Perceptions of staff are good, with those stakeholders who are involved with the CMA on several cases being significantly more satisfied than those who deal with us on just one case;
- The burden on the business or organisation that we are working with remains a perceived issue with a minority of respondents feeling that our demands have been disproportionate;
- Some expressed dissatisfaction with the CMA's ability to understand the realities of sectors in which we are working
- Some also felt that the CMA could explain its decisions in clearer, simpler, language.

Other points raised were about short timescales for provision of information and a desire for more face to face meetings.

We have reviewed the survey's findings and are taking them into consideration as we continue to evolve and improve our processes, for example in [the review of our approach to market investigations](#).