XRB Performance Survey 2025

Summary Report

June 2025

verian

XRB | Te Kāwai Ārahi Pūrongo Mōwaho
EXTERNAL REPORTING BOARD

Contents

Key findings

- The overall satisfaction of stakeholders with the External Reporting Board's contribution towards its purpose is exceeding previous years. One in three stakeholders are 'very satisfied'.

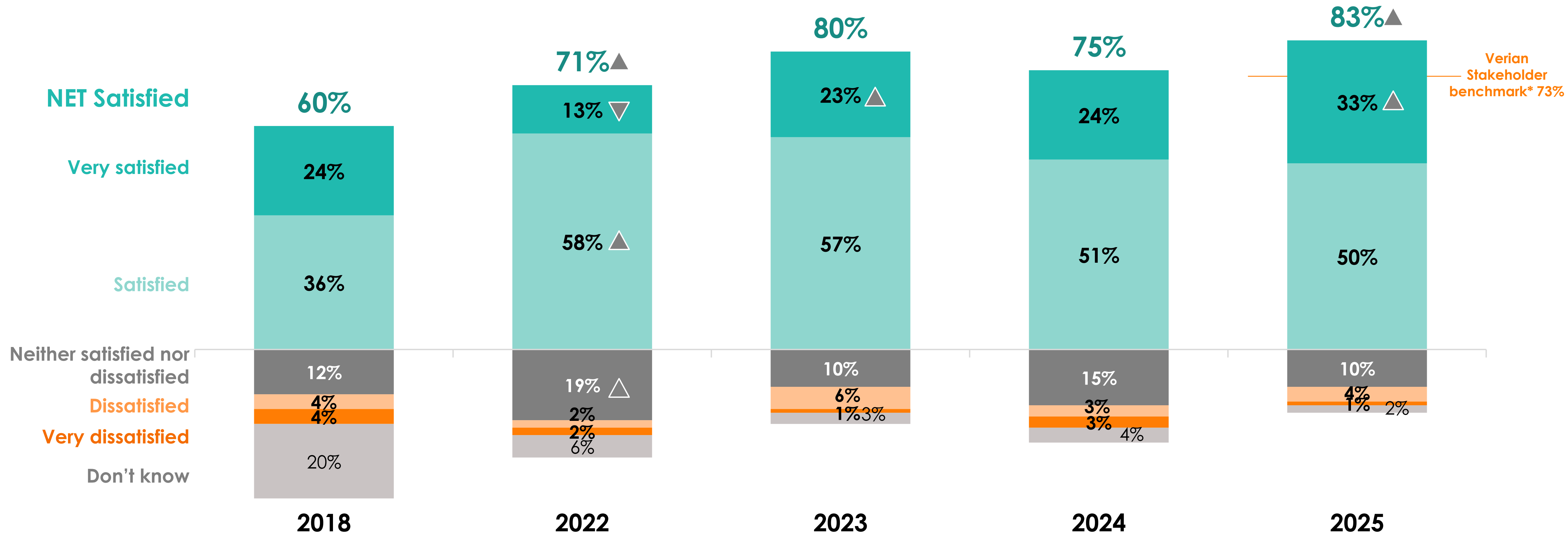
  The XRB's purpose is to promote trust and confidence, transparency and accountability through high-quality external reporting and assurance. We do this by establishing and maintaining robust frameworks and standards that are internationally credible and relevant to New Zealand.

- The satisfaction across XRB's consultations, engagements as well as materials and documents provided is high across all standards. The XRB's targets are all met except for one: satisfaction for climate standards hosted engagement events has narrowly missed the target of 75%, with satisfaction scores sitting slightly lower at 73%.

Overall satisfaction with XRB's performance is the strongest it has been since 2018

Stakeholders are significantly more satisfied with the XRB than in 2024, with an increase in those who are 'very satisfied'. Positively, the XRB's satisfaction score exceeds the Verian stakeholder benchmark.

Overall Satisfaction



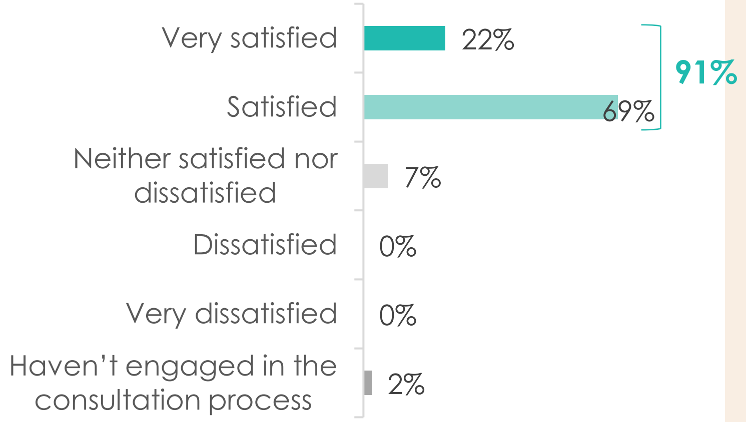
Source: Q1 Thinking about the contribution the XRB makes towards this purpose, how satisfied are you with the XRB's overall performance?
Base: All respondents (2018: n=182, 2022: n=223, 2023: n=115, 2024: n=261, 2025: n=167).
Note: Wording of question changes slightly every year, Nets may differ slightly due to rounding.
*Benchmark of other stakeholder surveys conducted by Verian.

▲▼ Significantly higher / lower than previous year/wave

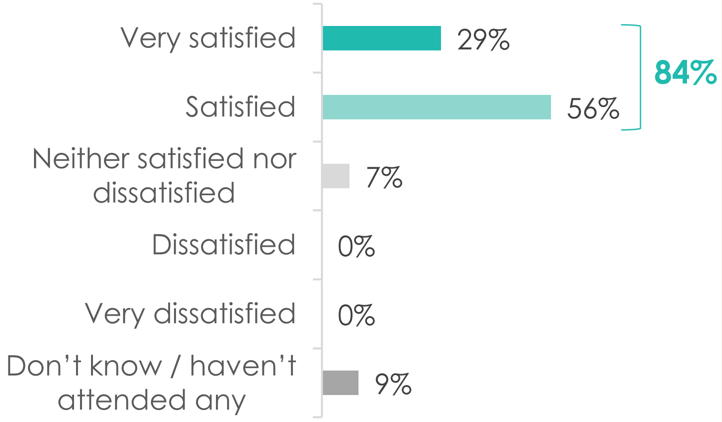
For profit accounting standards

Over four in five stakeholders report being satisfied or very satisfied with XRB's consultations, engagements, and materials on For profit accounting standards.

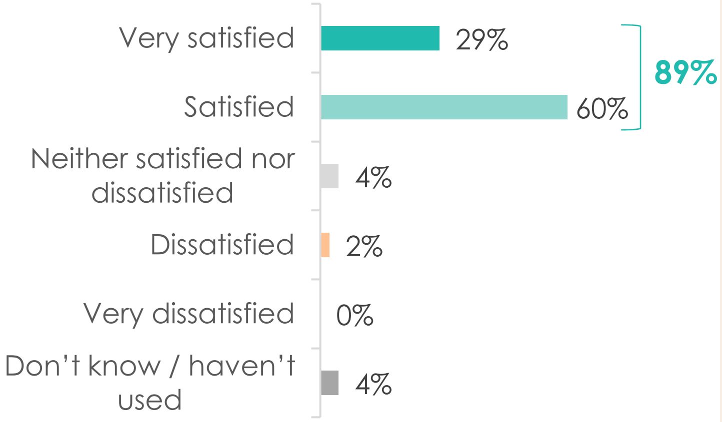
Satisfaction with XRB's **consultation process and supporting information** (e. g. consultation documents, webinars and feedback sessions)



Satisfaction with the **XRB-hosted engagements** you attended – such as panel discussions, webinars, need-to-know sessions



Satisfaction with the XRB's **implementation documents and guidance material** (e. g. explanatory guides, staff guidance, deep dive or need to know webinars etc.)



> *Once consultation period is over it would ne nice to get regular feedback on the progress of the mahi that goes on in the background.*

> *Good engagement and pitched at the right level.*
>
> *Well run events.*

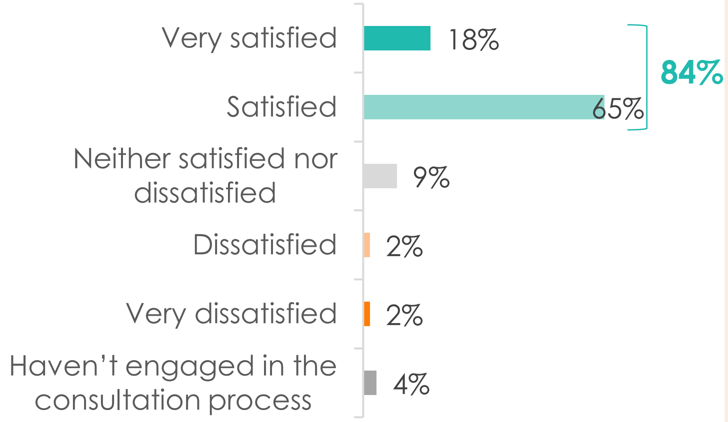
> *Documents and guidance material concisely and well written.*

Source: Q5 Overall, how satisfied are you with XRB's consultation process and supporting information (e. g. consultation documents, webinars and feedback sessions)? / Q7 How satisfied were you with the XRB-hosted engagements you attended – such as panel discussions, webinars, need-to-know sessions? / Q9 How satisfied were you with the XRB's implementation documents and guidance material (e. g. explanatory guides, staff guidance, deep dive or need to know webinars etc.)?
Base: All stakeholders that engaged with XRB's For profit accounting standards in the past 12 months, n=45.
Note; Nets may differ slightly due to rounding.

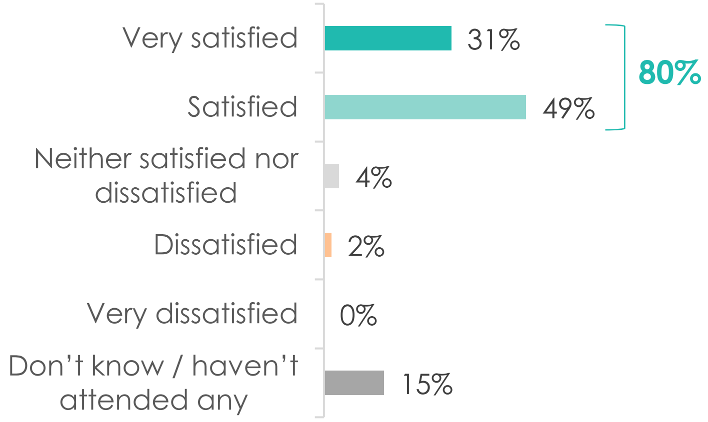
PBE Public Benefit Entity accounting standards

The majority of stakeholders using XRB's offerings around PBE accounting standards are satisfied. Hosted engagements have the highest rate of 'Don't know' or 'Haven't attended' compared to other standards.

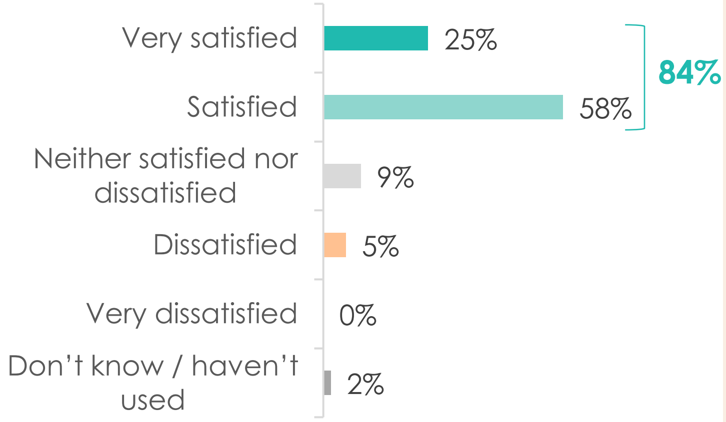
Satisfaction with XRB's **consultation process and supporting information** (e. g. consultation documents, webinars and feedback sessions)



Satisfaction with the **XRB-hosted engagements** you attended – such as panel discussions, webinars, need-to-know sessions



Satisfaction with the XRB's **implementation documents and guidance material** (e. g. explanatory guides, staff guidance, deep dive or need to know webinars etc.)



> *Good discussion held.*

> *Webinars made following template standards easy.*

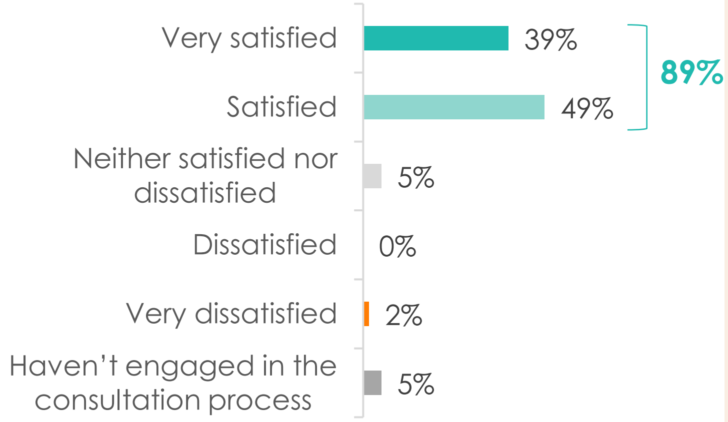
> *Was very well done, made it easy. Have also emailed a couple of queries, for which I was delighted with the quick informative response.*

Source: Q5 Overall, how satisfied are you with XRB's consultation process and supporting information (e. g. consultation documents, webinars and feedback sessions)? / Q7 How satisfied were you with the XRB-hosted engagements you attended – such as panel discussions, webinars, need-to-know sessions? / Q9 How satisfied were you with the XRB's implementation documents and guidance material (e. g. explanatory guides, staff guidance, deep dive or need to know webinars etc.)?
Base: All stakeholders that engaged with XRB's PBE Public Benefit Entity accounting standards in the past 12 months, n=55.
Note; Nets may differ slightly due to rounding.

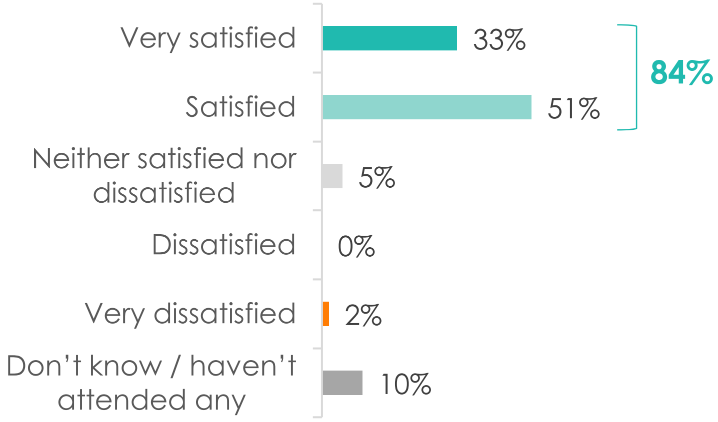
Audit and assurance standards

Consultations, engagements and materials for Audit and assurance standards are considered satisfactory by 4 in 5 stakeholders.

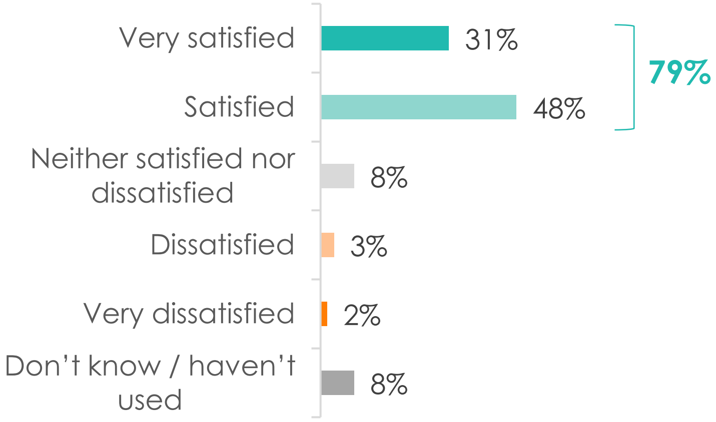
Satisfaction with XRB's **consultation process and supporting information** (e. g. consultation documents, webinars and feedback sessions)



Satisfaction with the **XRB-hosted engagements** you attended – such as panel discussions, webinars, need-to-know sessions



Satisfaction with the XRB's **implementation documents and guidance material** (e. g. explanatory guides, staff guidance, deep dive or need to know webinars etc.)



"*XRB is excellent in its consultations, proactively reaching out to a wide range of potentially interested and/or affected group.*"

"*The webinars and information provided is clear and concise, and the staff are very good in responding to questions and comments.*"

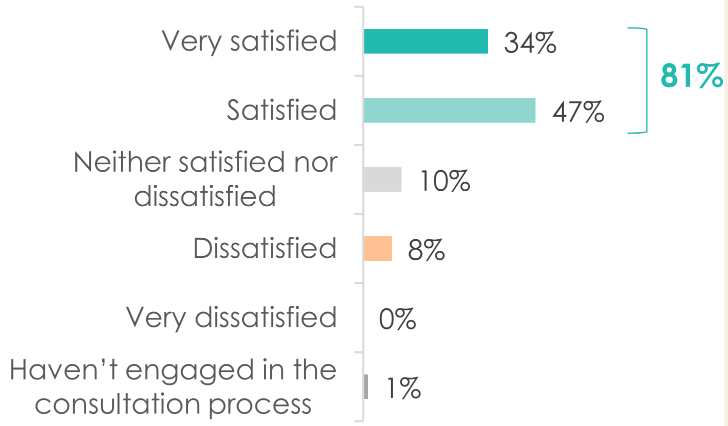
"*The initial documents and guidance material are clear and concise, and XRB is very good about taking on feedback and questions, and providing updated guidance.*"

Source: Q5 Overall, how satisfied are you with XRB's consultation process and supporting information (e. g. consultation documents, webinars and feedback sessions)? / Q7 How satisfied were you with the XRB-hosted engagements you attended – such as panel discussions, webinars, need-to-know sessions? / Q9 How satisfied were you with the XRB's implementation documents and guidance material (e. g. explanatory guides, staff guidance, deep dive or need to know webinars etc.)?
Base: All stakeholders that engaged with XRB's Audit and assurance standards in the past 12 months, n=61.
Note; Nets may differ slightly due to rounding.

Climate standards

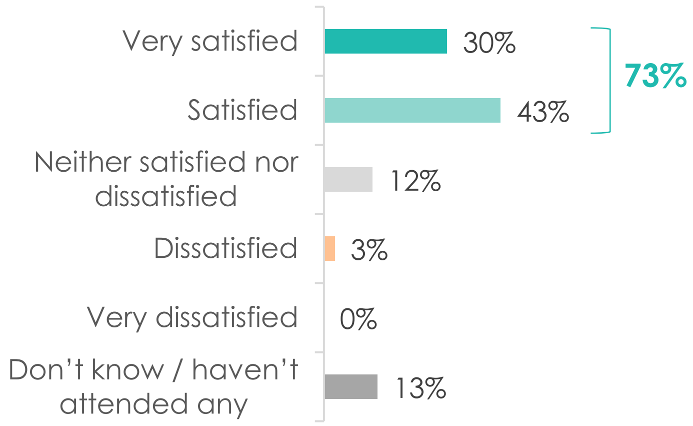
Almost 4 in 5 stakeholders are satisfied with consultation processes as well as materials and documents for Climate standards. Satisfaction for hosted engagements is slightly lower, narrowly missing the performance target at 73%.

Satisfaction with XRB's **consultation process and supporting information** (e. g. consultation documents, webinars and feedback sessions)



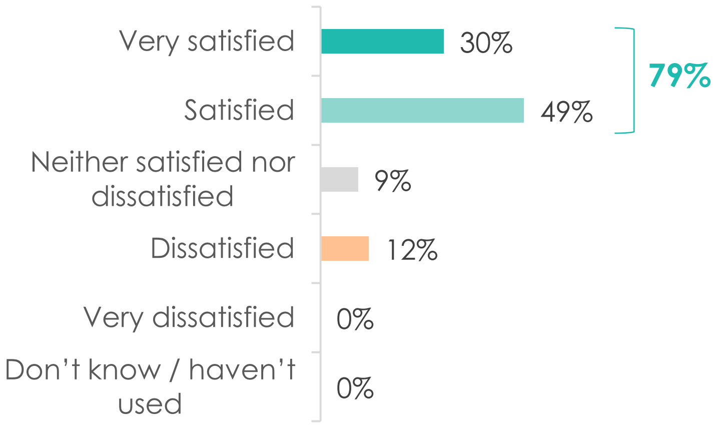
All consultation was clearly communicated and XRB made itself available for submitter questions and feedback.

Satisfaction with the **XRB-hosted engagements** you attended – such as panel discussions, webinars, need-to-know sessions



Please keep offering webinars/drop-in sessions - offering options for different sessions/times is good, pls keep doing this.

Satisfaction with the XRB's **implementation documents and guidance material** (e. g. explanatory guides, staff guidance, deep dive or need to know webinars etc.)



The initial documents and guidance material are clear and concise, and XRB is very good about taking on feedback and questions, and providing updated guidance.

Source: Q5 Overall, how satisfied are you with XRB's consultation process and supporting information (e. g. consultation documents, webinars and feedback sessions)? / Q7 How satisfied were you with the XRB-hosted engagements you attended – such as panel discussions, webinars, need-to-know sessions? / Q9 How satisfied were you with the XRB's implementation documents and guidance material (e. g. explanatory guides, staff guidance, deep dive or need to know webinars etc.)?
Base: All stakeholders that engaged with XRB's Climate standards in the past 12 months, n=77.
Note; Nets may differ slightly due to rounding.

Objectives

To provide the External Reporting Board (XRB) with information to maintain strong and effective relationships with its stakeholders, a regular survey of stakeholders is undertaken to measure XRB's performance. The survey assesses the current state of, and any changes to, stakeholders' perceptions of XRB's: Performance, Products and Interactions.

Methodology

An online survey with stakeholders was conducted from the 11th to the 23rd of June 2025.

After an upfront information email from the XRB, Verian emailed the survey invitation to a list of 4,450 stakeholders. Further, two email reminders were sent during fieldwork in order to maximise the response rate.

- 167 responded to the survey invitation from Verian
- Response rate: 3.8%*
- Interview duration: median of 3 minutes
- The maximum margin of error for a sample size of 167 is +/-5.3%.

Reported differences are statistically significant at the 95% confidence level or greater unless otherwise stated.

Throughout this report, we refer to survey participants as 'stakeholders'.

Sample Sizes
of previous waves:
2018 n=182
2022 n=223
2023 n=115
2024 n=287

*Response rates for stakeholder surveys can vary widely, largely depending on the nature of the relationship between organisations and their stakeholders. For instance, organisations with relatively little contact with their stakeholders can have response rates well below 10%, whereas organisations with frequent, in-depth engagement can have response rates around 50%. Other factors play a part, e. g. length of survey, incentives provided etc.

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