

I write in response to this draft. The Mission supports the entirety of your findings and salutes the Commission for again producing an impressive, digestible, report that stretches the mind of the reader and adds much needed depth to the conversation on this matter.

We respond to two of the questions on page 97:

Q5.1 That Figure 5.1 seems to be missing two factors:

- Social licence – there is a low social licence for the use of some technologies in some industries or with some customers, which does change over time, but which affect market conditions while low
- The comparative cost of the best non-technology solution

Q5.2 The “adjustment cost” of limited access to skills may be worth disaggregating into management and oversight (strategic and proactive) skills and user skills both front line workforce and customer, as these have different impacts on decision making and different ways of playing out in organisational decision making.

Kā mihi nui

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