

**Department of Finance and Personnel
Customer Survey 2009**

Government

STATISTICAL REPORT



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*This report was compiled by:
Human Resource Consultancy Services (NISRA)*



*Level 7A
Royston House
Upper Queen Street
Belfast
BT1 6FD*

*For further information, please contact:
Telephone: ext. 02890 542049; int. 42049*

Executive Summary

Executive Summary

Introduction

The survey was issued electronically to 1,991 customers of the Department of Finance and Personnel (DFP). A total of 1,136 survey responses were returned, representing a response rate of 57%.

Section 1: DFP Staff

Satisfaction with the staff within the DFP Business Areas was generally high, especially in terms of politeness/courtesy (90%). Throughout this section, customers of the Departmental Solicitor's Office (DSO) had the highest level of satisfaction with DFP staff and customers of AccountNI had the lowest level of satisfaction.

Almost four out of five respondents (79%) were satisfied with DFP in terms of knowledge/professionalism. Approximately three quarters were satisfied with DFP staff treating customers fairly and consistently (77%), treating all received information in the strictest confidence (75%) and respecting a customer's privacy (74%). However, satisfaction with the remaining two areas was lower with only 69% of respondents satisfied with DFP staff in terms of commitment to achieving the customer's objectives and 67% of respondents satisfied with DFP staff's 'organisation' (i.e. being sufficiently prepared for meetings/discussions).

Satisfaction levels¹ were significantly higher than 2008 in three out of the seven topics - organisation, commitment to achieving objectives and treating customers fairly and consistently.

Section 2: Communication with DFP

Respondents were generally satisfied with communication with DFP. Three in four respondents (75%) were satisfied that they knew who to contact for assistance with their query and the same proportion were satisfied that staff responded to phone calls in a timely manner. Just under two in three respondents were satisfied that they were kept informed of the status of their request (65%), the lowest level of satisfaction in this section .

Across business areas, the proportion of customers who were satisfied with the overall quality of communication ranged from 49% (AccountNI) to 93% (DSO).

¹ Comparisons were made between 2008 and 2009 figures excluding AccountNI because only a very small number of AccountNI customers were included in the 2008 survey.

Satisfaction levels² were significantly higher than 2008 in seven out of the eight areas; the exception was being 'kept informed of the status of your request' which showed no significant change from 2008.

Section 3: Complaints to DFP

A small proportion of respondents (8%) said that they had made a complaint about any aspect of the service provided. Of these, 42% reported that their complaint had been resolved satisfactorily – significantly lower than reported in 2008 (59%).

Almost one in five respondents (19%) who had made a complaint were satisfied with how the complaint was dealt with.

Section 4: Overall Customer Service

For DFP overall, just over three out of five respondents (62%) agreed that the DFP business area of which they are a customer is customer focused.

Three in ten respondents (30%) agreed that the service they received from the DFP business area had improved over the past year. The largest proportion of customers (60%) gave the neutral option.

Only 13% of respondents had been contacted regarding proposed improvements over the past year.

Seven out of ten respondents (68%) were satisfied with the quality of customer service they received from the business area they dealt with in 2009. A comparison² with 2008 shows a significant increase in the proportion of satisfied customers. The proportion of satisfied customers ranged from 49% (AccountNI) to 84% (DSO).

Section 5: DFP Internet and Intranet Site

The survey asked about both the Internet site (www.dfpni.gov.uk) and the Intranet site ([dpfonline](#)). Over two out of every five respondents (44%) had used the internet site, while under one third (30%) had used the intranet site. For both sites there was a large degree of variation in usage between business areas. For example, all customers of Corporate Human Resources (CHR) are recorded as using the DFP internet compared with under a fifth (18%) of AccountNI customers. Usage of the DFP intranet site ranged from 17% of AccountNI customers up to 48% of customers of more than one business area.

² Comparisons were made between 2008 and 2009 figures excluding AccountNI because only a very small number of AccountNI customers were included in the 2008 survey.

Of those respondents who reported using the internet site, similar proportions were satisfied with the layout of the site (69%) and the actual content (67%). Satisfaction with the intranet site was slightly higher at 70% for the layout and 69% for the content.

Section 6: Views on the Survey

A large majority (92%) of respondents felt that the survey had covered all the important customer satisfaction issues. There was some variation across business areas with agreement ranging from a minimum of 87% (AccountNI) to a maximum of 100% (CHR).

Introduction

Background

The Department of Finance and Personnel (DFP) is one of 11 Northern Ireland Departments created in December 1999 as part of the Northern Ireland Executive by the Northern Ireland Act 1998 and the Departments (Northern Ireland) Order 1999. In addition to the 'core Department', DFP has two Agencies (Land and Property Services and the Northern Ireland Statistics and Research Agency).

DFP's Operational Plan 2009 -10³ includes, as one of its Departmental Objectives, 'To provide high quality services which are responsive to and meet the needs and expectations of our customers across all areas of the Department's responsibility.' One of the measures for this objective is listed as 'DFP Customer Survey'. The Operational Plan includes two targets measured by the survey:-

- Achieve 75% customer satisfaction rating in the DFP Customer Survey 2009; and
- Achieve at least 75% customer satisfaction with overall quality of communication.

2009 is the third year in which DFP has held a customer survey; the first such survey was held in 2007.

The survey was carried out and analysed by the Human Resource Consultancy Services (HRCS) Branch of the Northern Ireland Statistics and Research Agency (NISRA).

Coverage

Since the two Agencies (Land and Property Services and the Northern Ireland Statistics and Research Agency) hold their own customer surveys, this survey did not cover them, but instead concentrated on customers of the 'core Department'. The findings are presented in respect of the following parts of DFP, subsequently referred to as 'business areas':

The Directorates

- Central Finance Group⁴ (CFG)
- Central Procurement Directorate (CPD)
- Corporate Human Resources (CHR)
- Corporate Services Group⁵ (CSG)
- Departmental Solicitor's Office (DSO)

³ <http://www.dfpni.gov.uk/publications-foi/publications-browse/publication-scheme-what-are-our-priorities-how-are-we-doing/publication-scheme-what-are-our-priorities-strategic-business-plans/pub-what-are-our-priorities-dfp-business-plan.htm>

⁴ Excluding AccountNI, which is treated here as a business area in its own right.

⁵ Excluding the Occupational Health Service, which is treated here as a business area in its own right.

Key business areas where independent customer survey results were required:

- AccountNI
- ITAssist
- Occupational Health Service (OHS)

The responses from these individual business areas were amalgamated to provide information on the Department as a whole.

Method

Each business area provided a list of customers to be surveyed. (In the case of ITAssist and AccountNI, HRCS randomly selected a sample from the lists provided).

The survey was conducted in November 2009, using on-line questionnaires (each tailored to the relevant business area, though all carried common questions and formats; where customers were not unique to a particular business area, those customers were issued with a composite questionnaire). Links to the questionnaires can be found in Appendix I.

A letter was e-mailed in advance to those who were to receive the questionnaire, to let them know about the survey and encourage them to participate. Before the survey closed, two reminder e-mails were issued.

In presenting the results, respondents to the composite questionnaire have been counted in respect of each business area of which they were customers. For example, if a respondent had been a customer of two business areas, their response has contributed to the overall DFP figures as if they had been two distinct customers. However, for questions relating to DFP as a department (e.g. DFP Internet section), such customers are only counted once.

Response rate

Of the eligible sample, 57% completed the questionnaire.

Number of 'customers' surveyed	2,189
Ineligible (invalid e-mail address)	169
Ineligible (did not regard self as a customer)	29
Eligible	1,991
Completed the questionnaire	1,136

A breakdown of response rates by business area is included in Appendix II.

Margin of error⁶

Because respondents to the survey constituted a sample of the eligible population, there is a margin of error associated with the survey estimates. The 'standard error' of the estimate of the proportion of customers who were satisfied with the overall quality of service is 0.01 or 1%. So the 95% confidence interval for the proportion is 68% ± 2%.

Presentation of Results

The results for DFP Overall and for each Business Area within DFP are given for each question.

Where the overall satisfaction level for a question shows a statistically significant decrease⁷ from the level reported in 2008 a ↓ is shown on the question header. Similarly if the overall level of satisfaction has increased from 2008 then a ↑ is displayed. A detailed breakdown of the results by business area is provided in Appendices III and IV. A comparison with the results obtained in 2008 is provided in Appendix V.

In some questions respondents were able to select a 'Not Applicable' option. The values shown in the report, both at a business area and overall level, have been adjusted to exclude those respondents who selected this option.

Throughout the report, where the number of respondents to a particular question is less than 5, data is not disclosed to ensure respondent anonymity.

Contact

All media inquiries should be directed to the DFP Communications Office,
Telephone: 028 9052 7278

Further statistical information can be obtained from:-

Amanda Filmer,
NISRA Human Resource Consultancy Services,
Level 7A,
Royston House,
34 Upper Queen Street,
BELFAST,
BT1 6FD

Telephone: 028 9054 2049
Fax: 028 9054 2048
E-mail: Amanda.Filmer@dfpni.gov.uk

⁶ The figures given in this paragraph disregard any possible errors arising from response bias (the possibility that non-respondents had different views from respondents).

⁷At the 5% level.

Comparisons have been made excluding AccountNI in 2009.

Section 1: DFP Staff

Key Findings

How satisfied or dissatisfied are you with the Business Area staff in terms of...

Q		DFP Overall	Business Area Range	
			Min	Max
a	Politeness/Courtesy	90%	80%	97%
b	Knowledge/Professionalism	79%	53%	93%
c	Organisation (i.e. sufficiently prepared for meetings/ discussions)	67%	40%	93%
d	Commitment to achieving your objectives	69%	49%	84%
e	Treating customers fairly and consistently	77%	60%	95%
f	Treating all received information in the strictest confidence	75%	59%	100%
g	Respecting a customer's privacy	74%	60%	100%

Summary

Satisfaction with the staff within the DFP Business Areas was generally high, especially in terms of politeness/courtesy (90%). Customers of DSO had the highest level of satisfaction with DSO staff and customers of AccountNI had the lowest level of satisfaction throughout this section.

Almost four out of five (79%) respondents were satisfied with DFP Business Area staff in terms of knowledge/professionalism. Approximately three quarters were satisfied that DFP Business Area staff treated customers fairly and consistently (77%), treated all received information in the strictest confidence (75%) and respected a customer's privacy (74%). However, satisfaction with the remaining two areas was lower, with only 69% of respondents satisfied with DFP Business Area staff in terms of commitment to achieving the customer objectives and 67% of respondents satisfied with DFP staff's 'organisation'.

Variation across Business Area was especially noticeable on staff's 'organisation', ranging from 40% for AccountNI staff up to 93% for DSO staff.

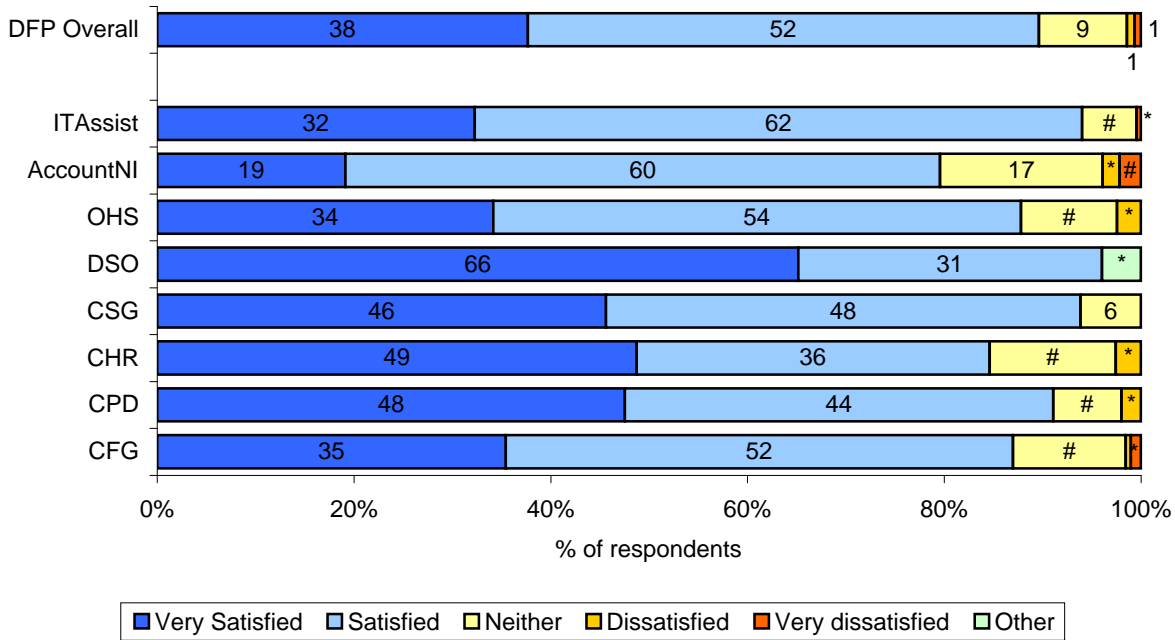
Satisfaction levels were significantly higher than 2008 in 3 out of the 7 areas - organisation, commitment to achieving objectives and treating customers fairly and consistently.

How satisfied or dissatisfied are you with the Business Area staff in terms of...

Politeness/Courtesy

% Satisfied
90%

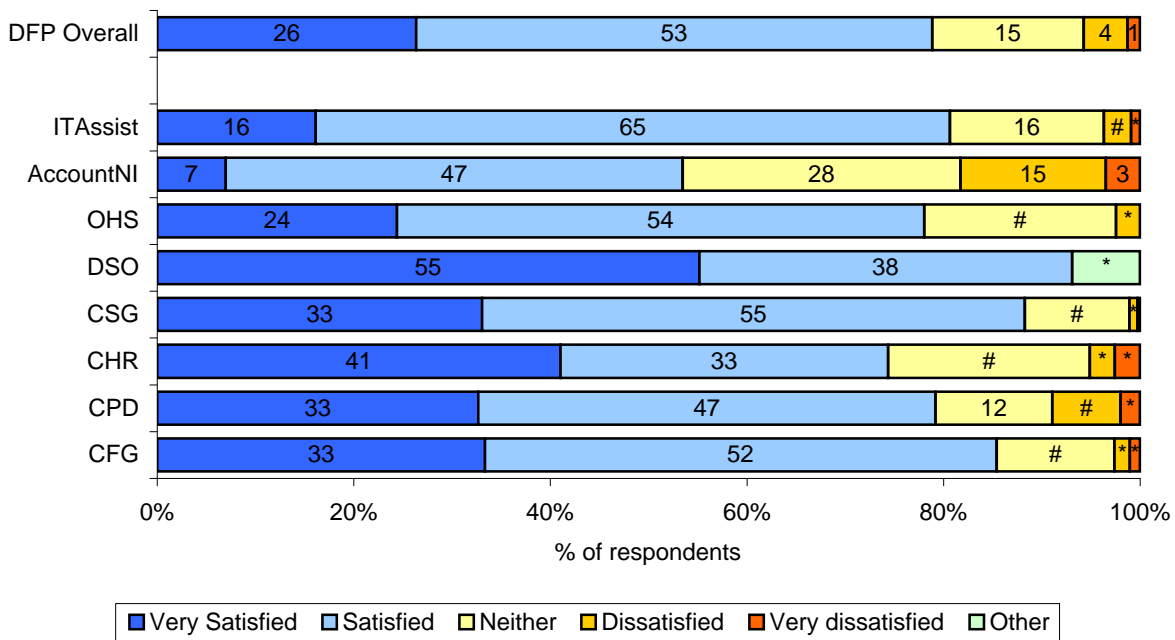
Figure 1.1 Satisfaction by Business Area



Knowledge/Professionalism

% Satisfied
79%

Figure 1.2 Satisfaction by Business Area



'Other' is a combination of 'neither', 'dissatisfied' and 'very dissatisfied' and is used when the numbers of respondents in the categories are too small to be released.

* The number of respondents is less than 5 and therefore deemed too small to release. # This number, while 5 or larger, has been suppressed to maintain confidentiality.

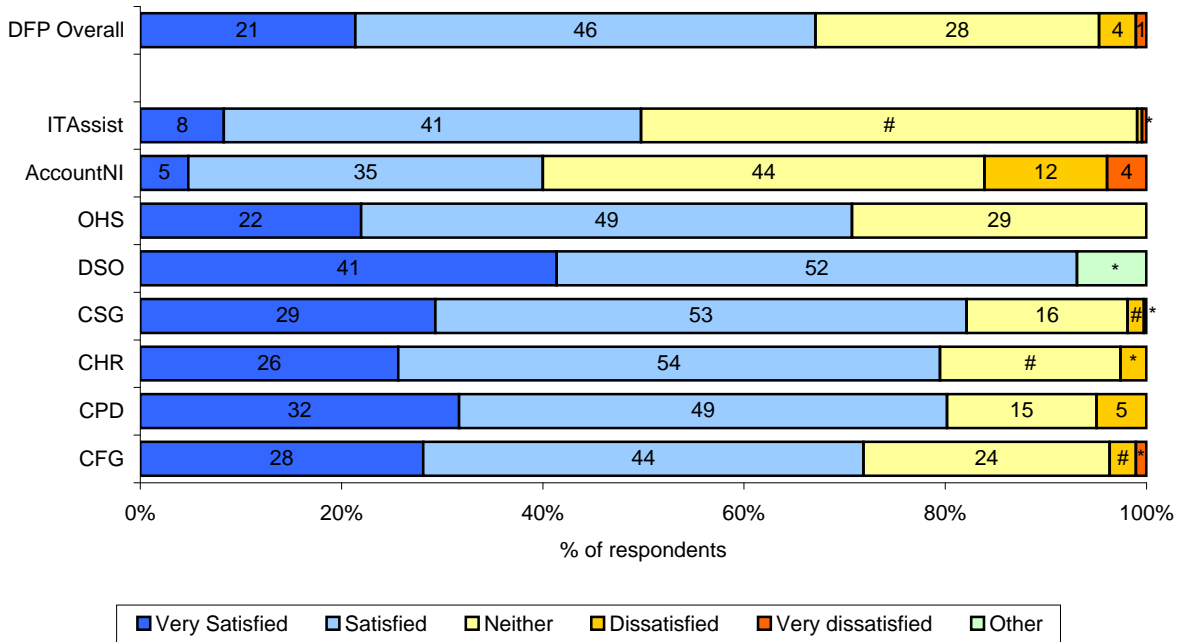
How satisfied or dissatisfied are you with the Business Area staff in terms of...

Organisation (i.e. sufficiently prepared for meetings/discussions)

% Satisfied
67%



Figure 1.3 Satisfaction by Business Area

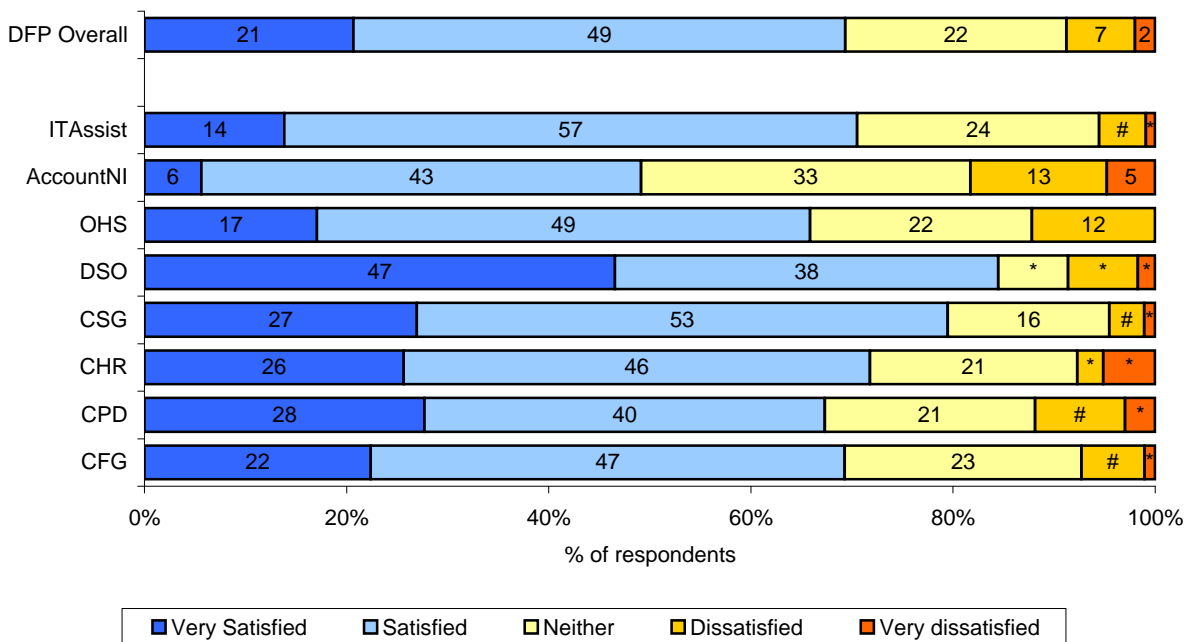


Commitment to achieving your objectives

% Satisfied
69%



Figure 1.4 Satisfaction by Business Area



'Other' is a combination of 'neither', 'dissatisfied' and 'very dissatisfied' and is used when the numbers of respondents in the categories are too small to be released.

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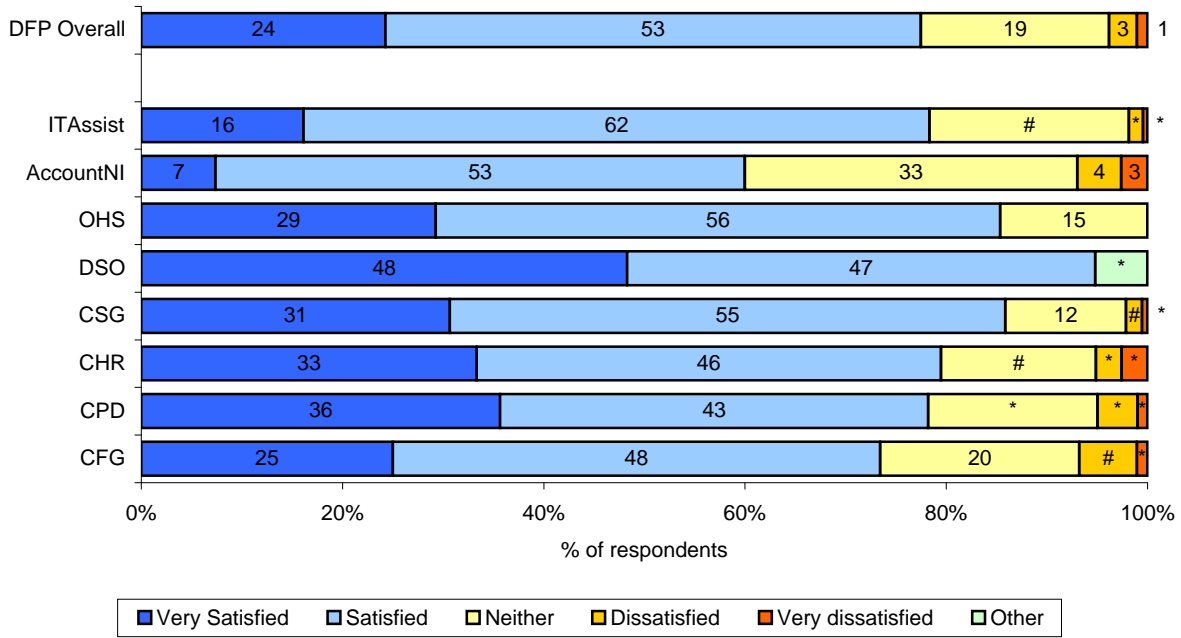
How satisfied or dissatisfied are you with the Business Area staff in terms of...

Treating Customers fairly and consistently

% Satisfied
77%



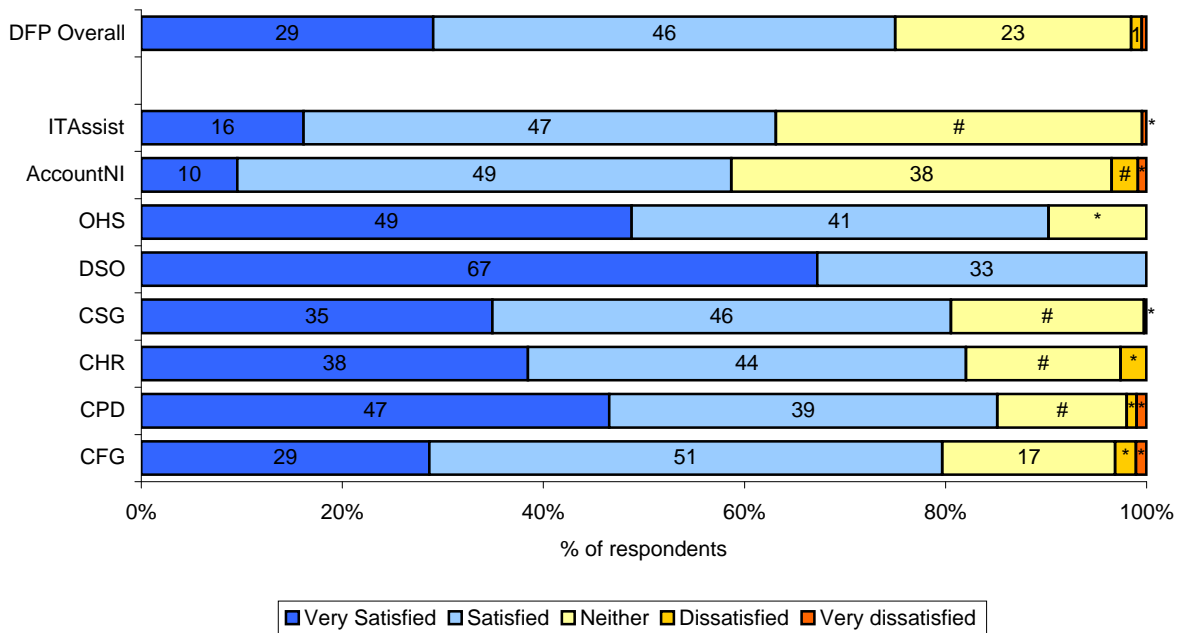
Figure 1.5 Satisfaction by Business Area



Treating all received information in the strictest confidence

% Satisfied
75%

Figure 1.6 Satisfaction by Business Area



'Other' is a combination of 'neither', 'dissatisfied' and 'very dissatisfied' and is used when the numbers of respondents in the categories are too small to be released.

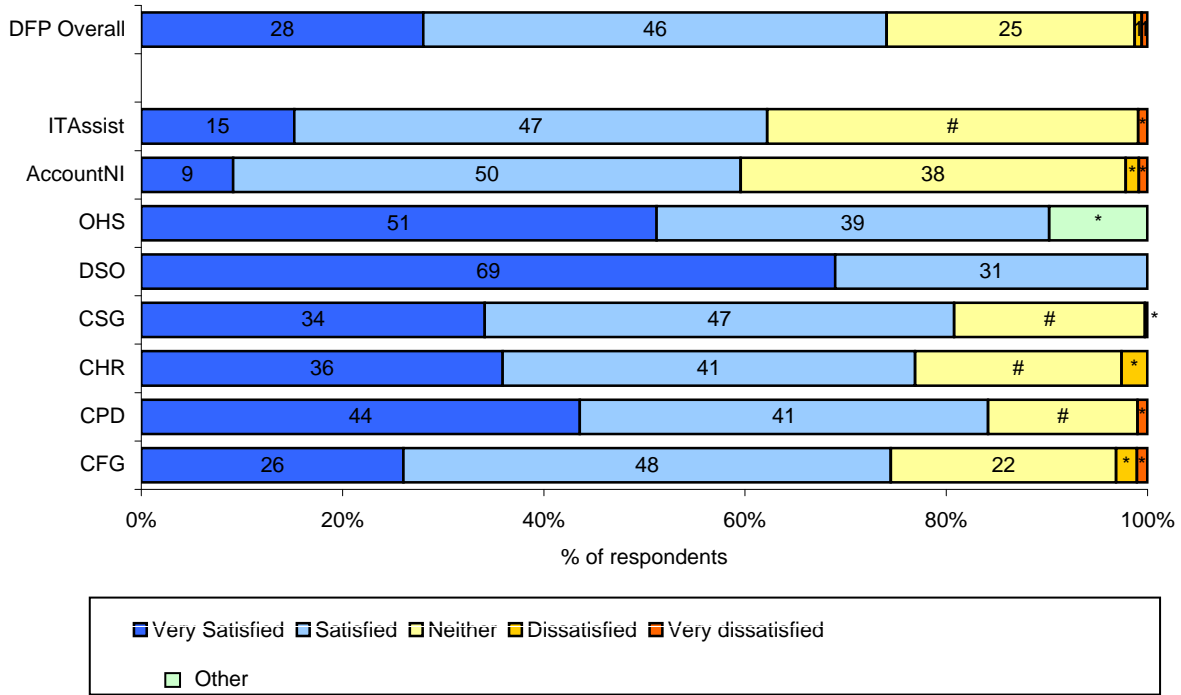
* The number of respondents is less than 5 and therefore deemed too small to release. # This number, while 5 or larger, has been suppressed to maintain confidentiality.

How satisfied or dissatisfied are you with the Business Area staff in terms of...

Respecting a customer's privacy

% Satisfied
74%

Figure 1.7 Satisfaction by Business Area



'Other' is a combination of 'neither', 'dissatisfied' and 'very dissatisfied' and is used when the numbers of respondents in the categories are too small to be released.

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Section 2: Communication with DFP

Key Findings

In terms of communication with the Business Area, how satisfied or dissatisfied are you:

Q		DFP Overall	Business Area Range	
			Min	Max
a	That you know who to contact for assistance with your query/request	75%	48%	95%
b	That staff respond to phone calls in a timely manner	75%	44%	91%
c	That staff respond to e-mails and written correspondence in a timely manner	73%	48%	86%
d	That staff provide timely responses to queries/requests	72%	50%	83%
e	That you are kept informed of the status of your request	65%	54%	72%
f	With the quality of information and correspondence received	72%	48%	93%
g	That written communication is clear and to the point	71%	44%	93%
h	With the overall quality of communication	72%	49%	93%

Summary

Respondents were generally satisfied with communication in DFP. Three in four respondents (75%) were satisfied that they know who to contact for assistance with their query and the same proportion were satisfied that staff respond to phone calls in a timely manner. Just under two in three respondents were satisfied that they are kept informed of the status of their request (65%), the lowest level of satisfaction in this section.

DSO had the highest level of satisfaction in six out of the eight areas of communication. CSG however, had the highest level of satisfaction (83%) for staff timeliness in providing responses to queries/requests and OHS had the highest level of satisfaction (72%) for staff keeping customers informed of the status of their request.

Customers of AccountNI reported the lowest level of satisfaction in most areas of communication.

Satisfaction levels were significantly higher than 2008 in seven out of the eight areas, with the exception being with the statement 'you are kept informed of the status of your request', which showed no significant change from 2008.

Section 2: Communication

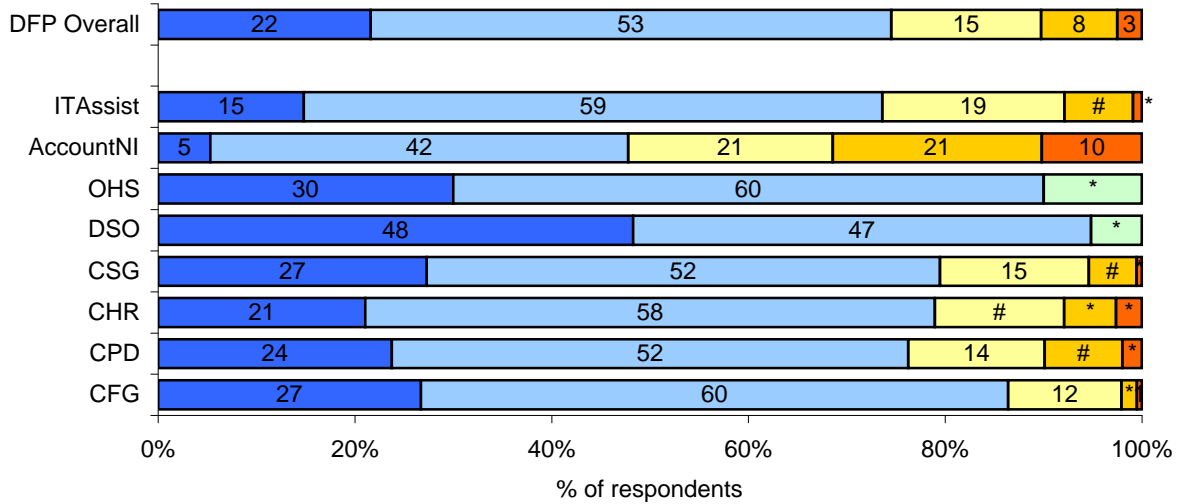
In terms of communication with the Business Area, how satisfied or dissatisfied are you:

That you know who to contact for assistance with your query/request

% Satisfied
75%



Figure 2 Satisfaction by Business Area



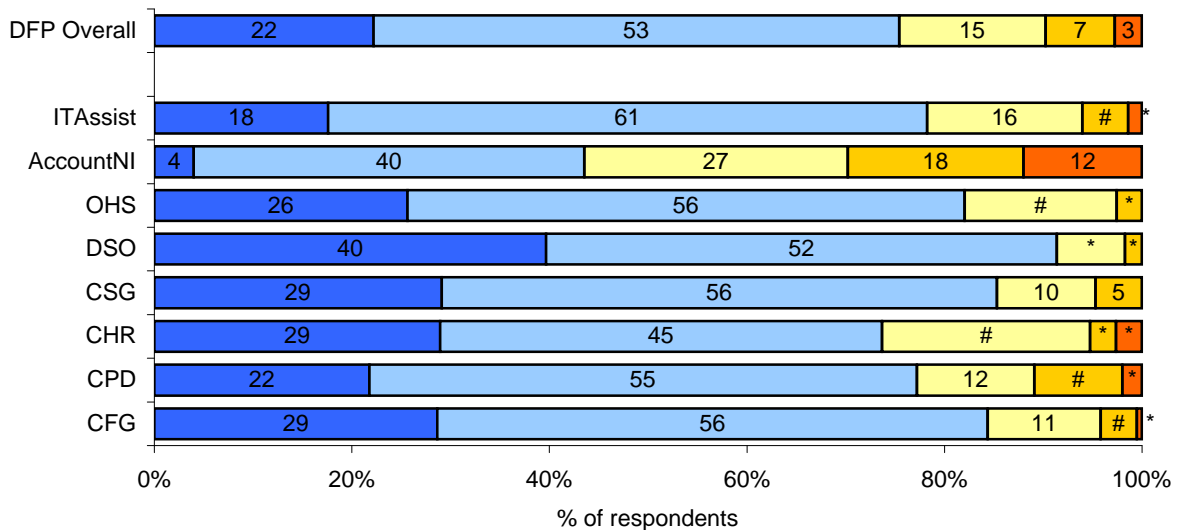
Very Satisfied Satisfied Neither Dissatisfied Very dissatisfied Other

That staff respond to phone calls in a timely manner

% Satisfied
75%



Figure 2.1 Satisfaction by Business Area



Very Satisfied Satisfied Neither Dissatisfied Very dissatisfied

'Other' is a combination of 'neither', 'dissatisfied' and 'very dissatisfied' and is used when the numbers of respondents in the categories are too small to be released.
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Section 2: Communication

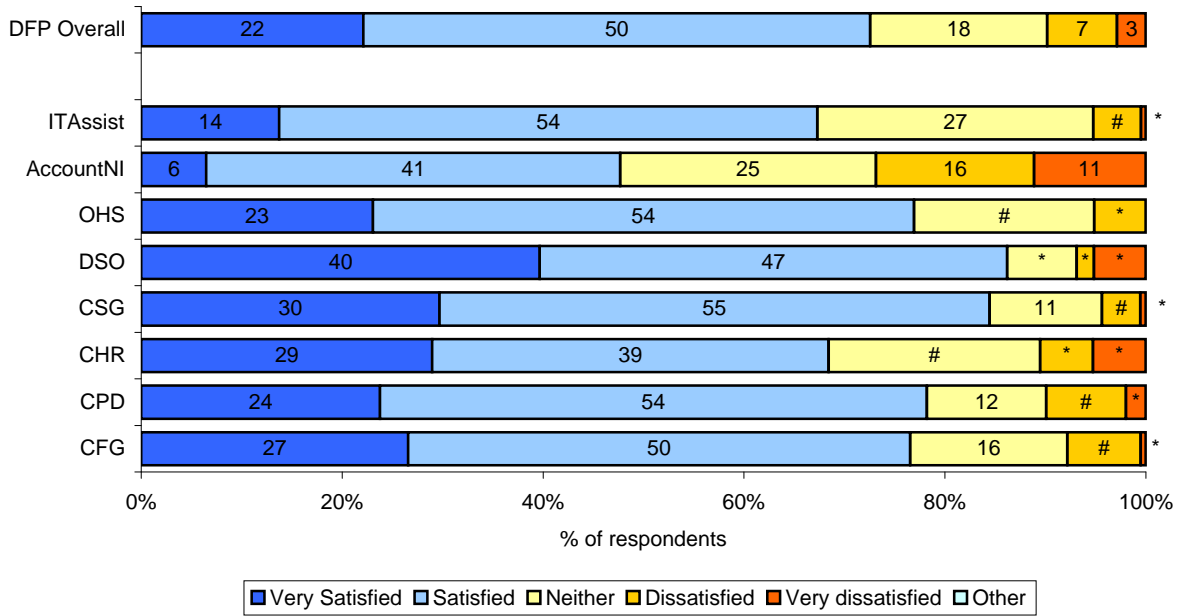
In terms of communication with the Business Area, how satisfied or dissatisfied are you:

That staff respond to e-mails and written correspondence in a timely manner

% Satisfied
73%



Figure 2.2 Satisfaction by Business Area

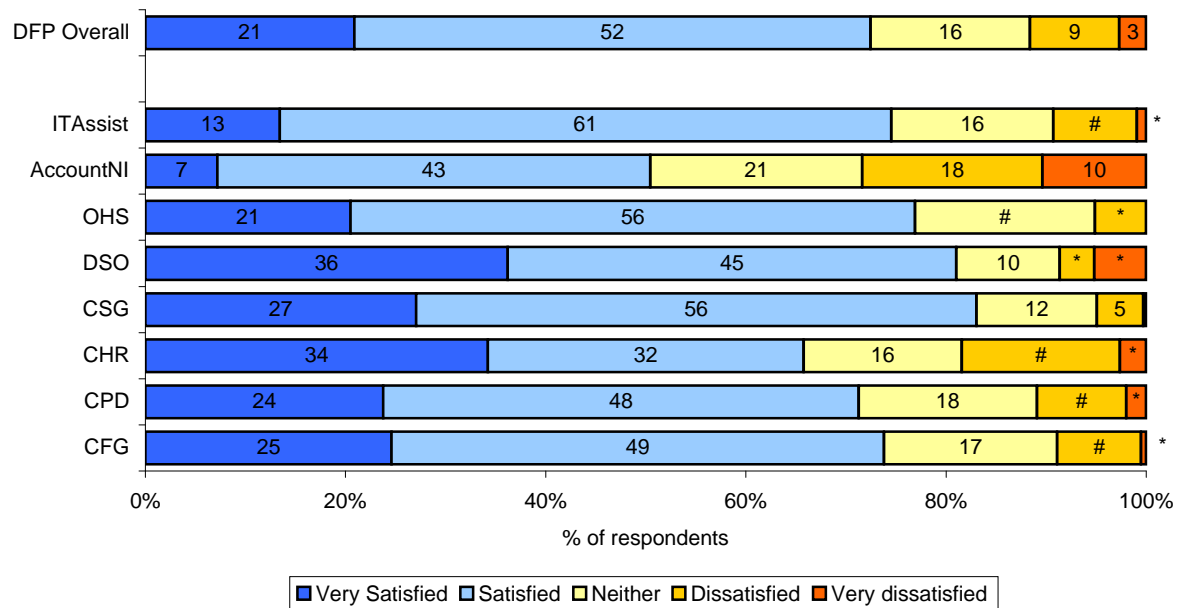


That staff provide timely responses to queries/ requests

% Satisfied
72%



Figure 2.3 Satisfaction by Business Area



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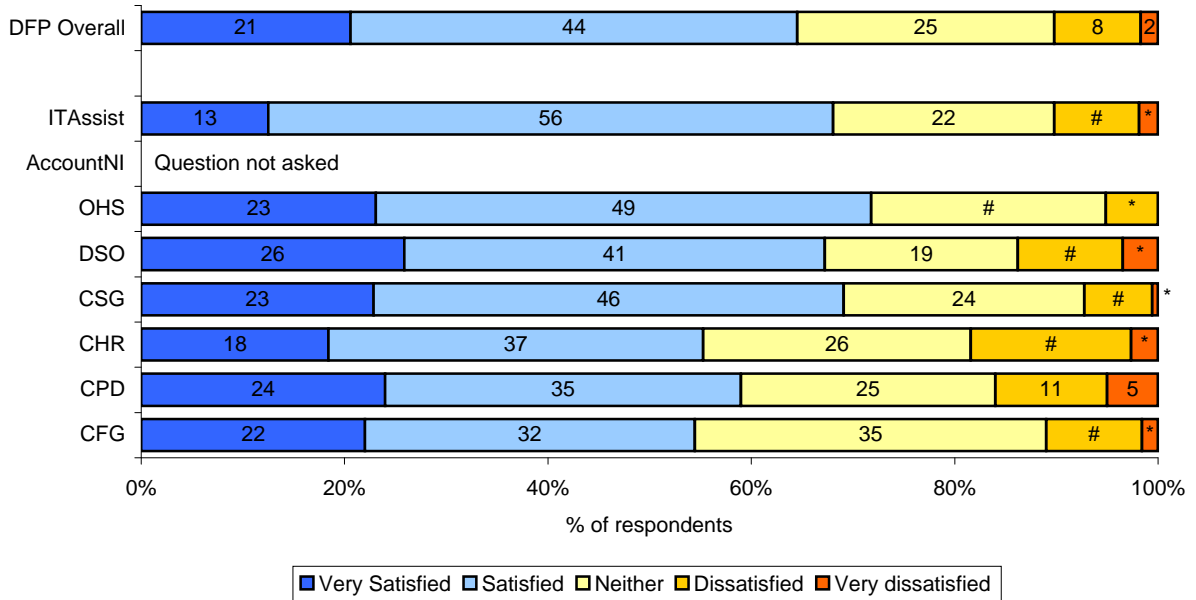
Section 2: Communication

In terms of communication with the Business Area, how satisfied or dissatisfied are you:

That you are kept informed of the status of your request

% Satisfied
65%

Figure 2.4 Satisfaction by Business Area

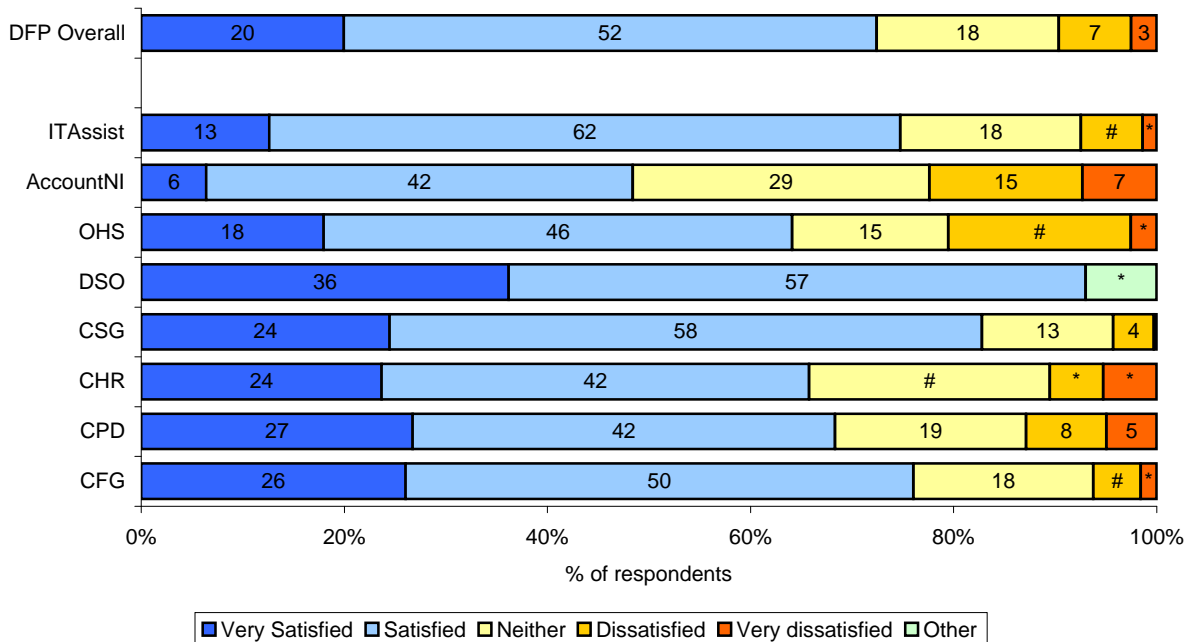


With the quality of information and correspondence received

% Satisfied
72%



Figure 2.5 Satisfaction by Business Area



'Other' is a combination of 'neither', 'dissatisfied' and 'very dissatisfied' and is used when the numbers of respondents in the categories are too small to be released.

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- not asked in this Business Area

Section 2: Communication

In terms of communication with the Business Area, how satisfied or dissatisfied are you:

That written communication is clear and to the point

% Satisfied
71%


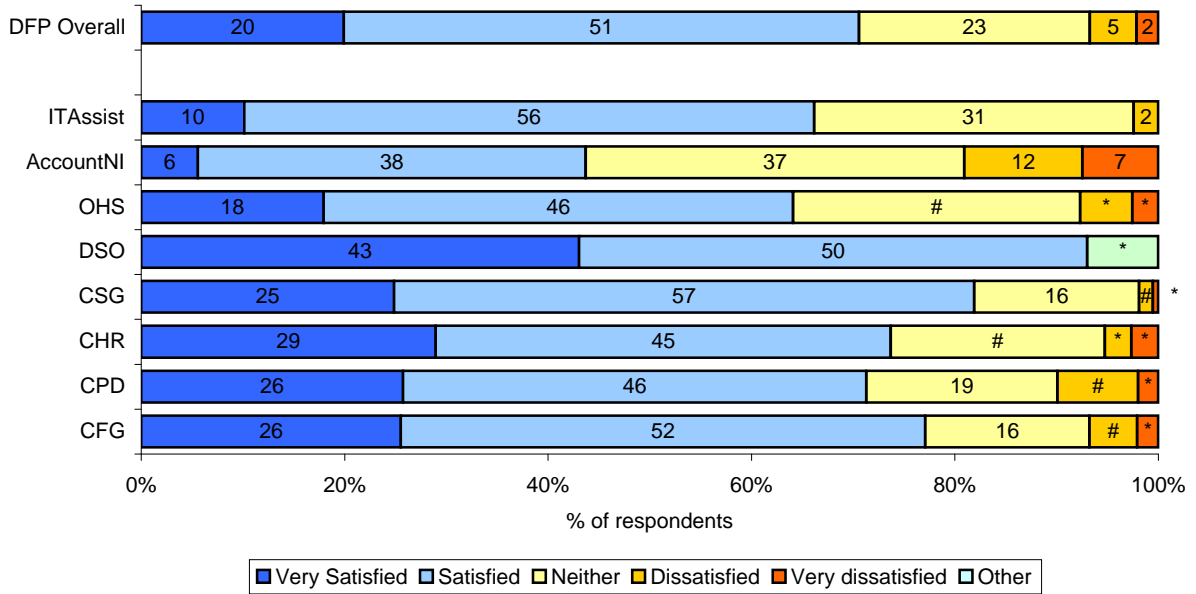


Figure 2.6 Satisfaction by Business Area



With the overall quality of communication

% Satisfied
72%


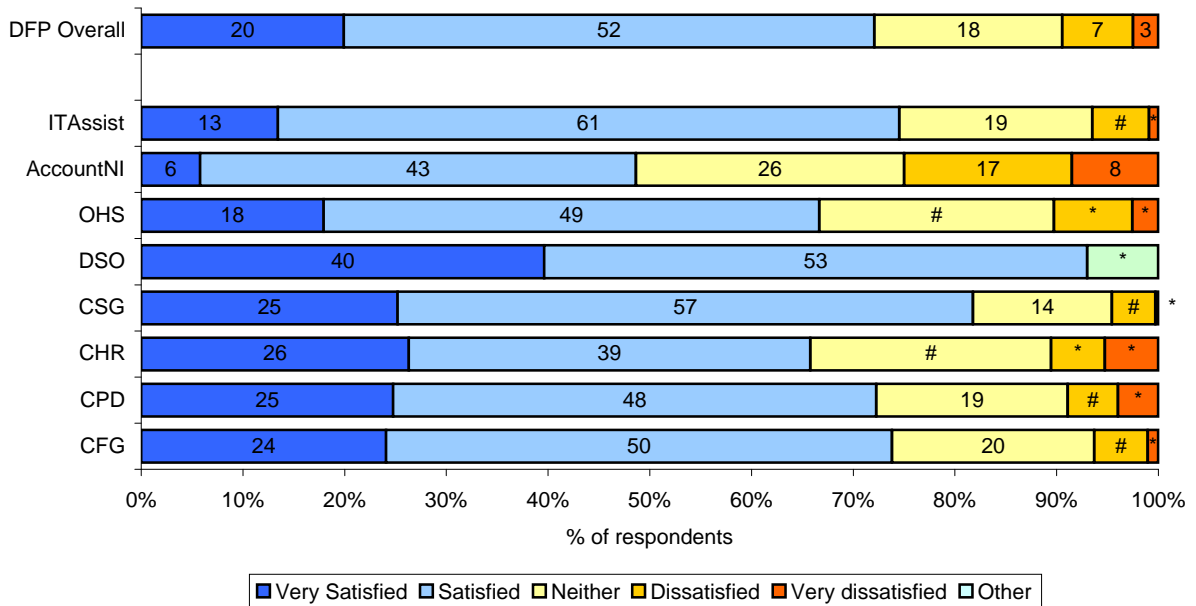


Figure 2.7 Satisfaction by Business Area



'Other' is a combination of 'neither', 'dissatisfied' and 'very dissatisfied' and is used when the numbers of respondents in the categories are too small to be released.

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Section 3: Complaints to DFP

Key Findings

Q	% Yes responses	DFP Overall	Business Area Range	
			Min	Max
a	Have you complained about any aspect of the service provided by the Business Area?	8%	*	17%
Level of satisfaction (Very satisfied and satisfied combined)				
b	How satisfied or dissatisfied are you with how the Business Area dealt with your complaint?	19%	*	*
% Yes responses				
c	Has your complaint with the Business Area been resolved satisfactorily?	42%	*	*

Summary

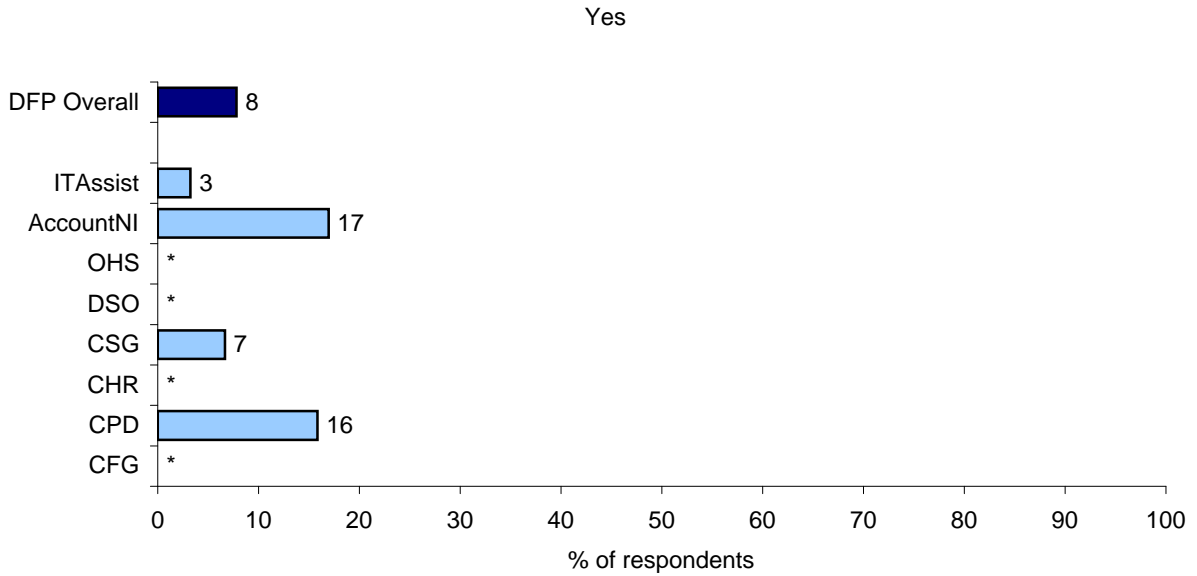
A small proportion of respondents (8%) said that they had made a complaint about any aspect of the service provided. Of these, 42% reported that their complaint had been resolved satisfactorily - significantly lower than reported in 2008 (59%).

Almost one in five respondents (19%) who had made a complaint were satisfied with how the complaint was dealt with.

Section 3: Complaints

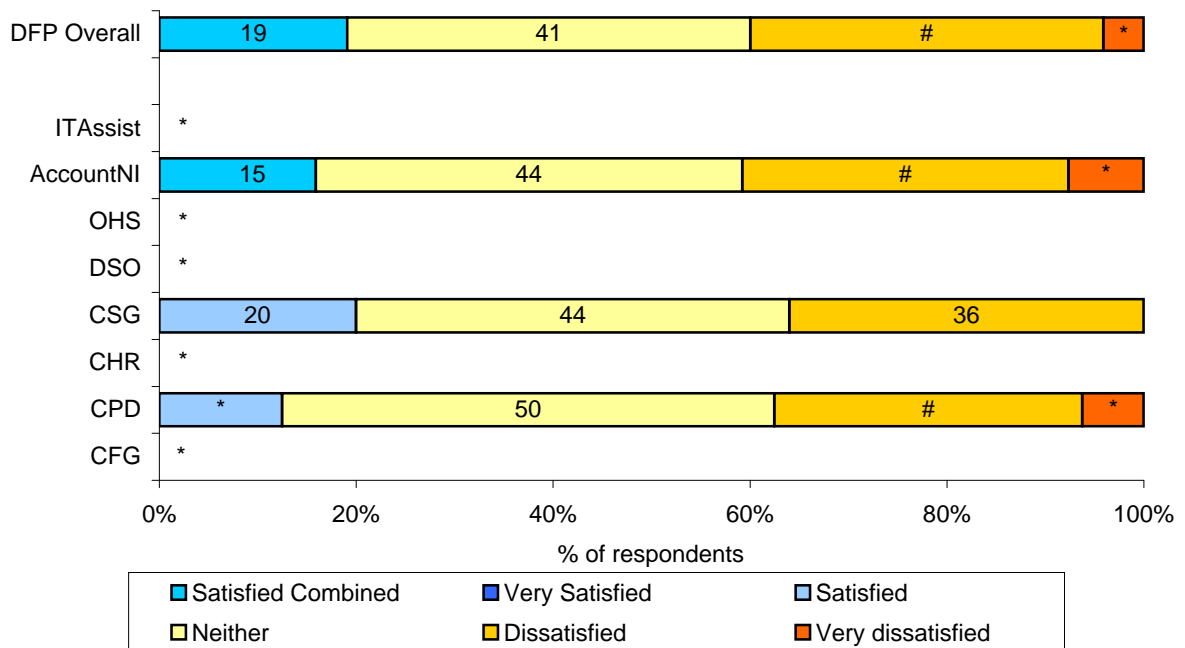
Have you complained about any aspect of the service provided by the Business Area?

Figure 3 Percentage agreeing by Business Area



How satisfied or dissatisfied are you with how the Business Area dealt with your complaint?

Figure 3.1 Satisfaction by Business Area

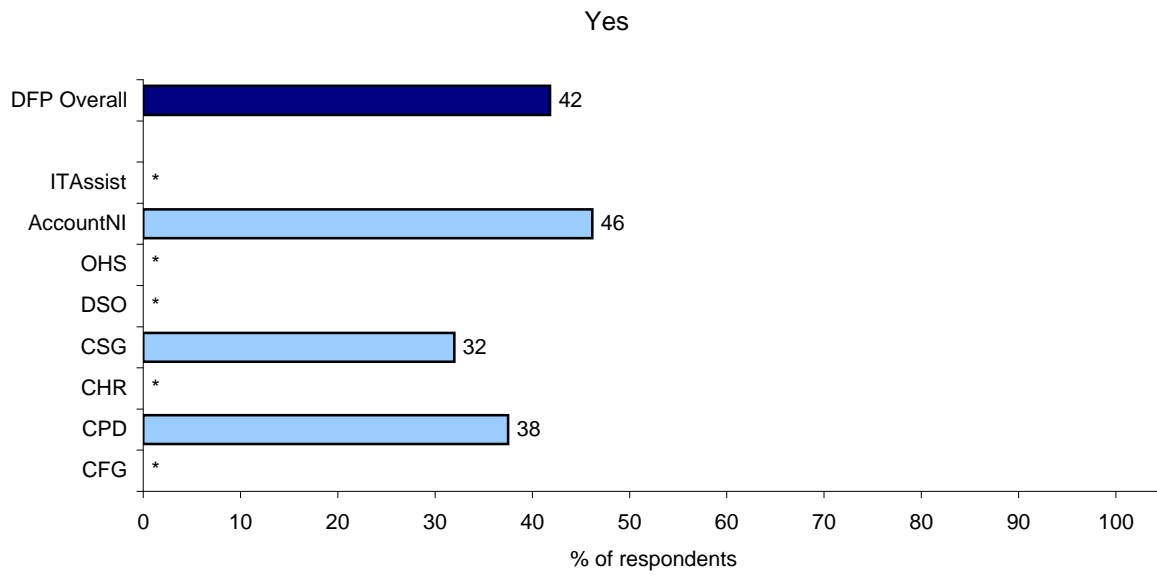


* the number of respondents is less than 5 and therefore deemed too small to release.
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Section 3: Complaints

Has your complaint with the Business Area been resolved satisfactorily?

Figure 3.2 Percentage agreeing by Business Area



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this number, while 5 or larger, has been suppressed to maintain confidentiality.

Section 4: Overall Customer Service

Key Findings

Please indicate how much you agree or disagree with the following statements about the Business Area:

Q	Level of agreement (Strongly agree and agree combined)	DFP Overall	Business Area Range	
			Min	Max
a	The Business Area is customer focused	62%	49%	73%
b	The service received from the Business Area has improved over the past year	30%	21%	51%
% Yes responses				
c	In the past year, has anyone from the Business Area contacted you regarding proposed improvements to their service?	13%	*	19%
Level of satisfaction (Very satisfied and satisfied combined)				
d	Overall how satisfied are you with the quality of customer service you received from the Business Area within DFP in 2009?	68%	46%	84%

Summary

For DFP overall, just over three out of five respondents (62%) agreed that the DFP Business Area is customer focused.

Three in ten respondents (30%) agreed that the service they received from the DFP Business Area had improved over the past year. The largest proportion of customers (60%) gave the neutral option.

Only 13% of respondents had been contacted regarding proposed improvements over the past year.

Seven out of ten respondents (68%) were satisfied with the quality of customer service they received from the Business Area they dealt with in 2009. A comparison with 2008 shows a significant increase in the proportion of satisfied customers.

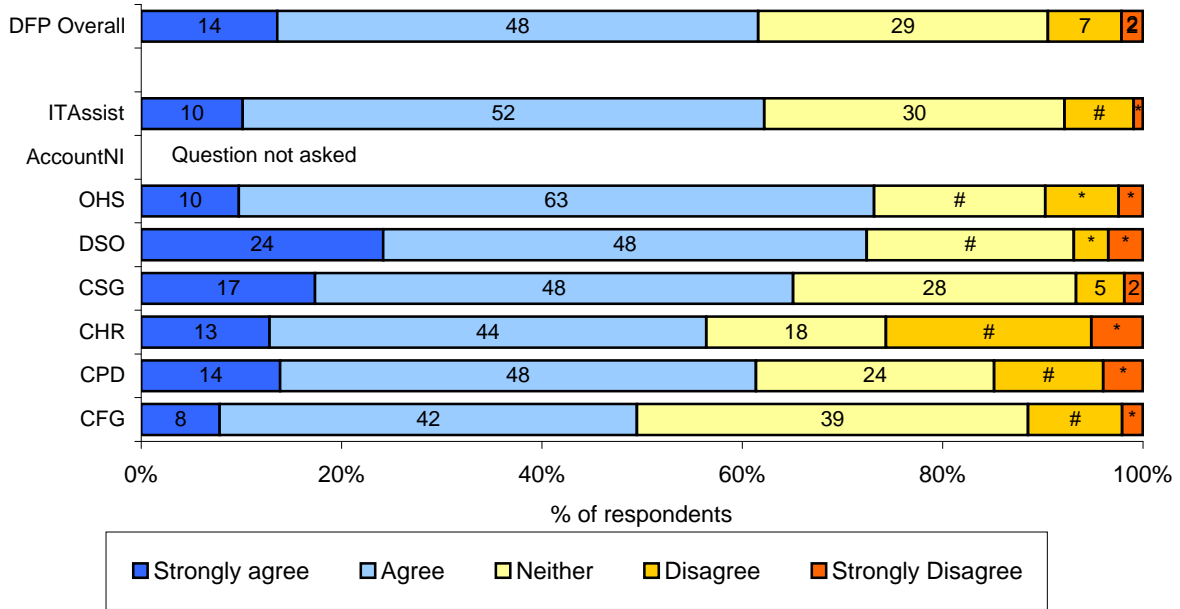
Section 4: Overall Customer Service

Please indicate how much you agree or disagree with the following statements about the Business Area:

The Business Area is customer focused

% Satisfied
62%

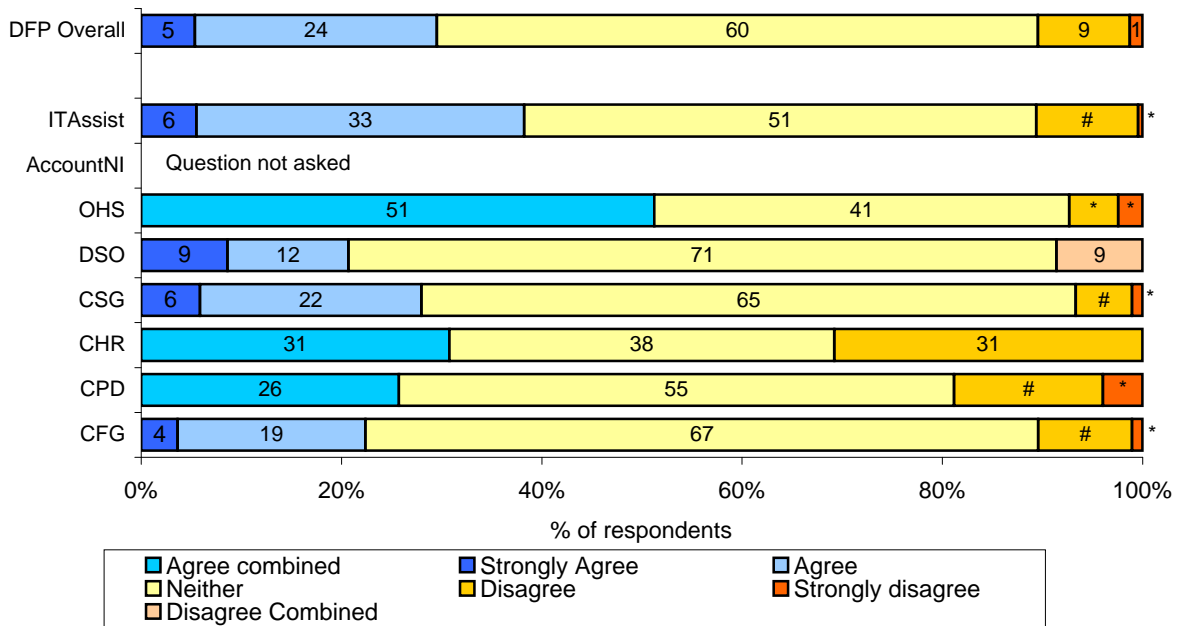
Figure 4 Satisfaction by Business Area



The service received from the Business Area has improved over the past year

% Satisfied
30%

Figure 4.1 Satisfaction by Business Area



'Other' is a combination of 'neither', 'dissatisfied' and 'very dissatisfied' and is used when the numbers of respondents in the categories are too small to be released.

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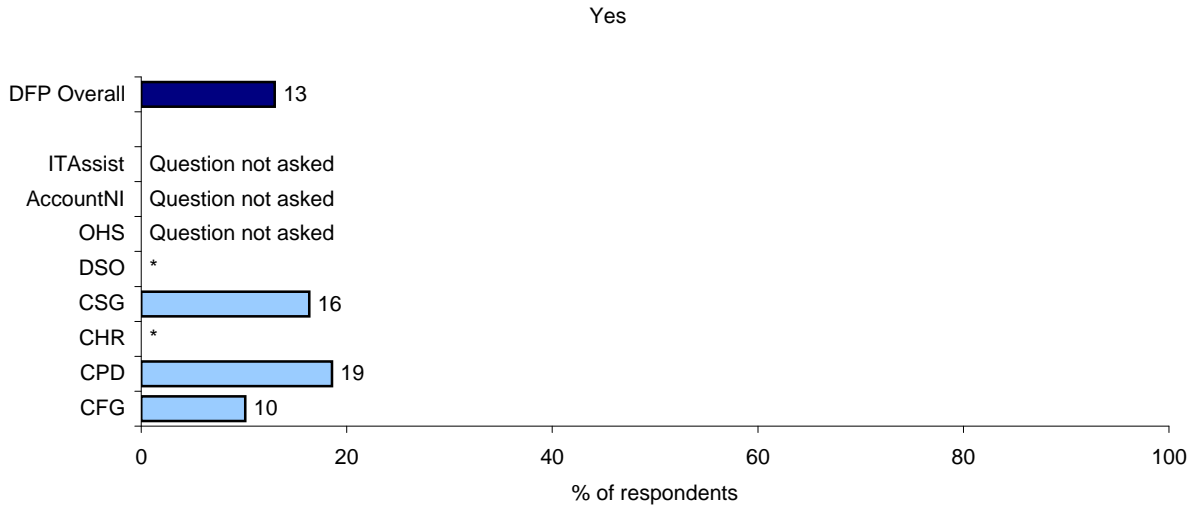
Section 4: Overall Customer Service

Please indicate how much you agree or disagree with the following statements about the Business Area:

In the past year, has anyone from the Business Area contacted you regarding proposed improvements to their service?

Figure 4.2 Percentage agreeing by Business Area

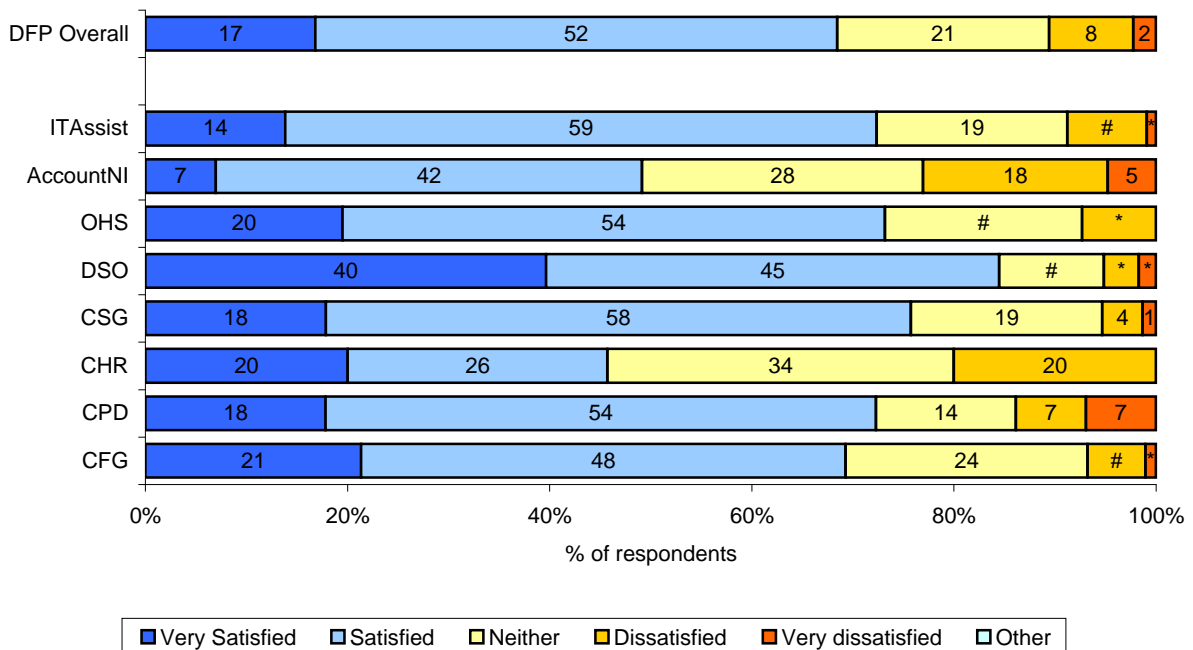
% Satisfied
13%



Overall how satisfied are you with the quality of customer service you received from the Business Area within DFP in 2009?

Figure 4.3 Satisfaction by Business Area

% Satisfied
68%



'Other' is a combination of 'neither', 'dissatisfied' and 'very dissatisfied' and is used when the numbers of respondents in the categories are too small to be released.

* the number of respondents is less than 5 and therefore deemed too small to release. # this number, while 5 or larger, has been suppressed to maintain confidentiality.

Section 5: DFP Websites

Key Findings

Q	% Yes responses	DFP Overall	Business Area Range	
			Min	Max
a	Do you use the DFP internet site (www.dfpni.gov.uk)?	44%	18%	100%
b	Do you use the DFP intranet site (dfponline)?	30%	0%	48%

How satisfied or dissatisfied are you with

Level of satisfaction (Very satisfied and satisfied combined)				
c	The layout of the DFP internet site (www.dfpni.gov.uk)?	69%	*	84%
d	The layout of the DFP intranet site (dfponline)?	70%	*	85%
e	The DFP internet site (www.dfpni.gov.uk) provides a comprehensive source of up-to-date information on DFP's services/activities?	67%	*	81%
f	The DFP intranet site (dfponline) provides a comprehensive source of up-to-date information on DFP's services/activities?	69%	*	85%

Summary

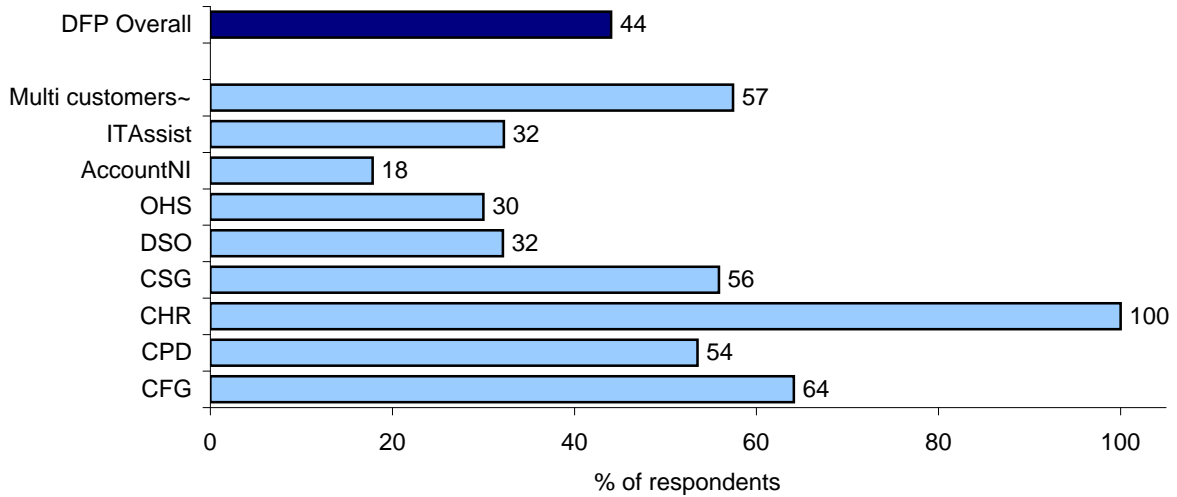
The survey asked about both the Internet site - www.dfpni.gov.uk - and the Intranet site - dpfonline. Over two out of every five respondents (44%) had used the internet site while under one third (30%) used the intranet site. For both sites there was a large degree of variation in usage between Business Areas. For example, all CHR customers are recorded as using the internet (www.dfpni.gov.uk) compared with under a fifth (18%) of AccountNI customers. Usage of the intranet site (dfponline) ranged from just 17% of AccountNI customers up to 48% of customers of multiple areas.

Of those respondents who reported using the internet site (www.dfpni.gov.uk), similar proportions were satisfied with the layout of the site (69%) and the actual content (67%). Satisfaction with the intranet site was slightly higher at 70% for the layout and 69% for the content.

Do you use the DFP internet site (www.dfpni.gov.uk)?



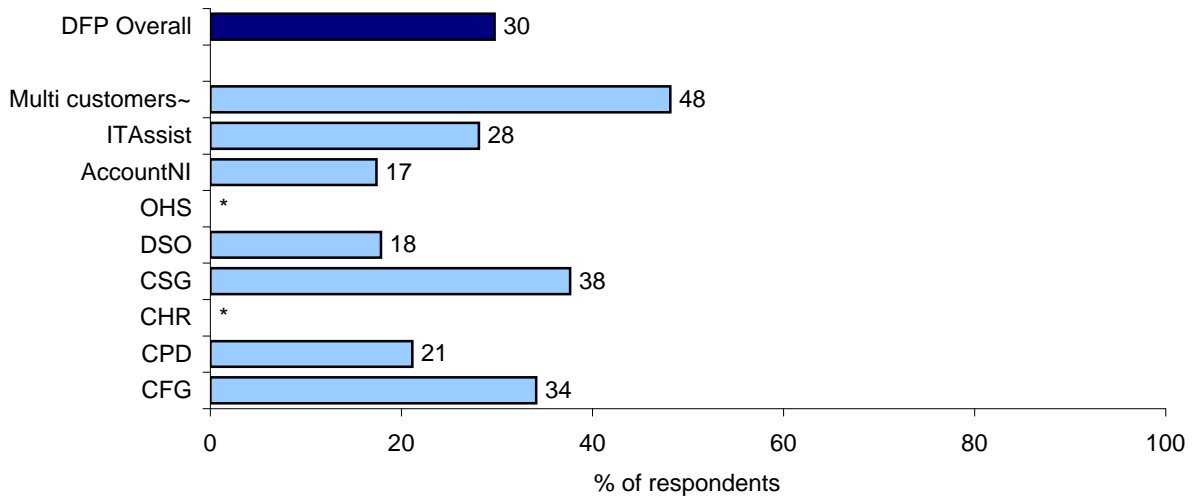
Figure 5 Percentage agreeing by Business Area (%Yes)



Do you use the DFP intranet site (dfponline)?



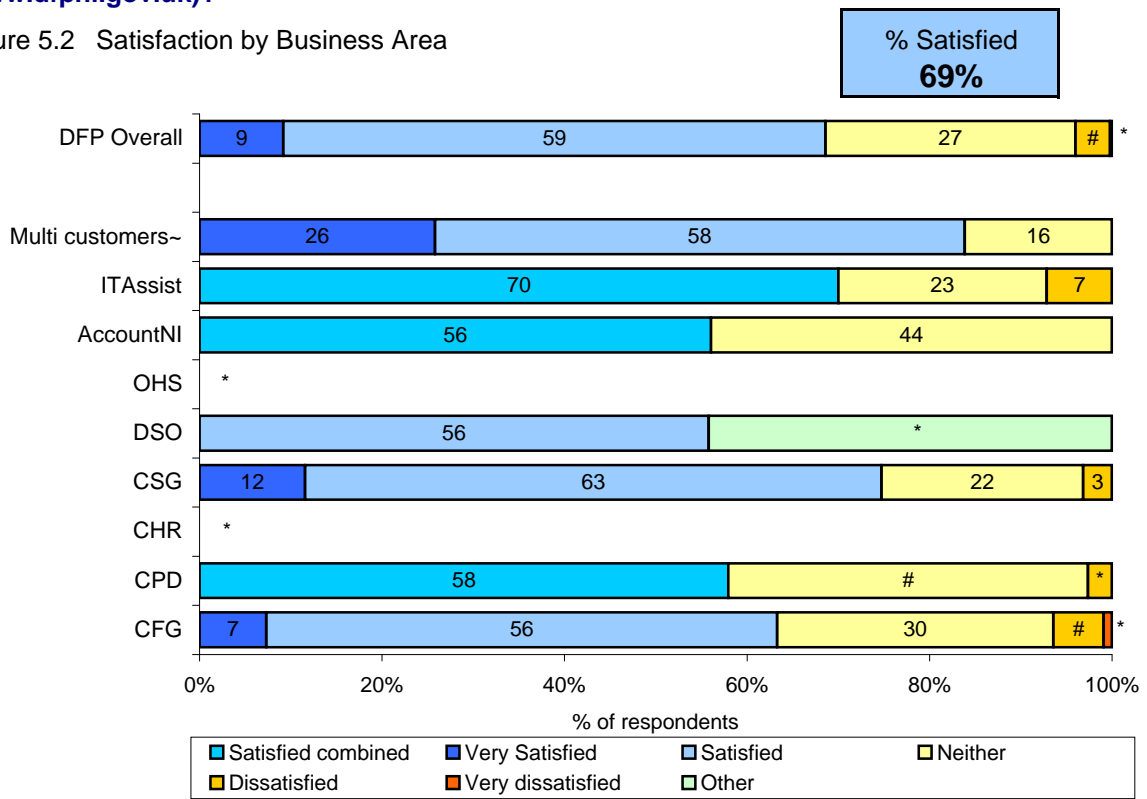
Figure 5.1 Percentage agreeing by Business Area (%Yes)



~Customers of more than one Business Area.
 * the number of respondents is less than 5 and therefore deemed too small to release.
 # this number, while 5 or larger, has been suppressed to maintain confidentiality.

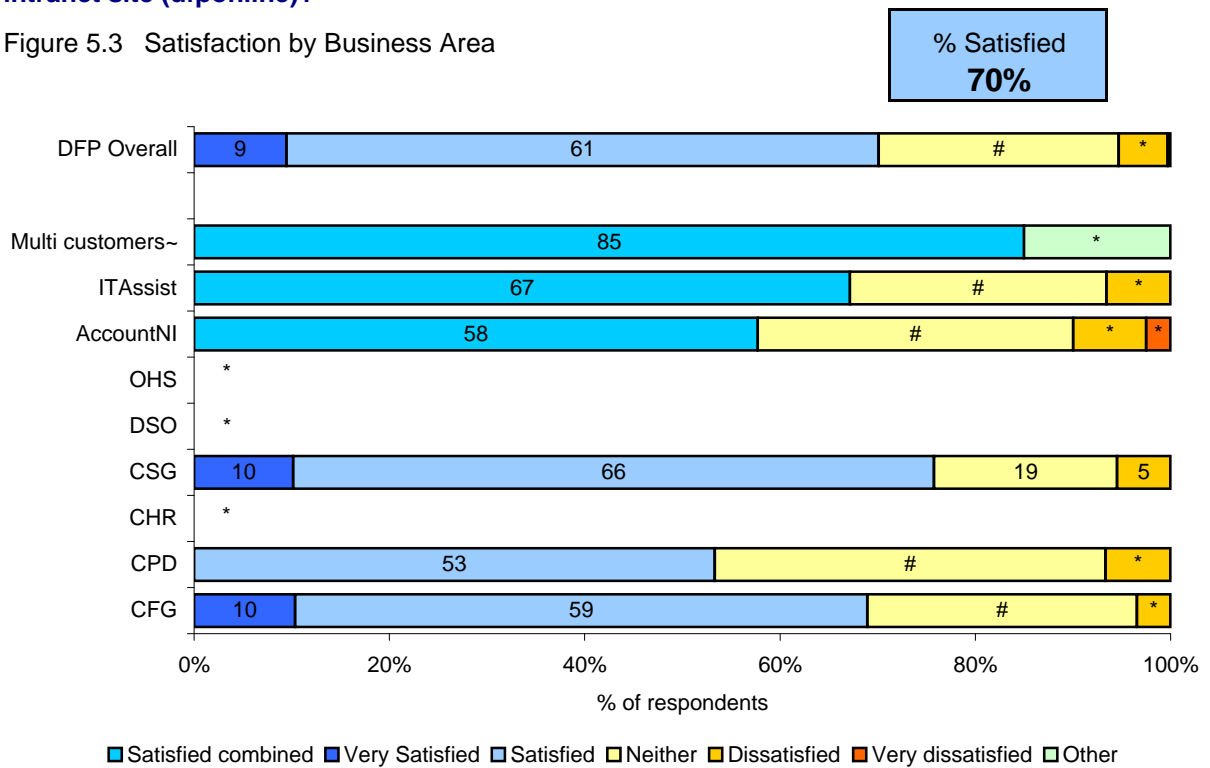
How satisfied or dissatisfied are you with the layout of the DFP internet site (www.dfpni.gov.uk)?

Figure 5.2 Satisfaction by Business Area



How satisfied or dissatisfied are you with the layout of the DFP intranet site (dfponline)?

Figure 5.3 Satisfaction by Business Area



'Other' is a combination of 'neither', 'dissatisfied' and 'very dissatisfied' and is used when the numbers of respondents in the categories are too small to be released.

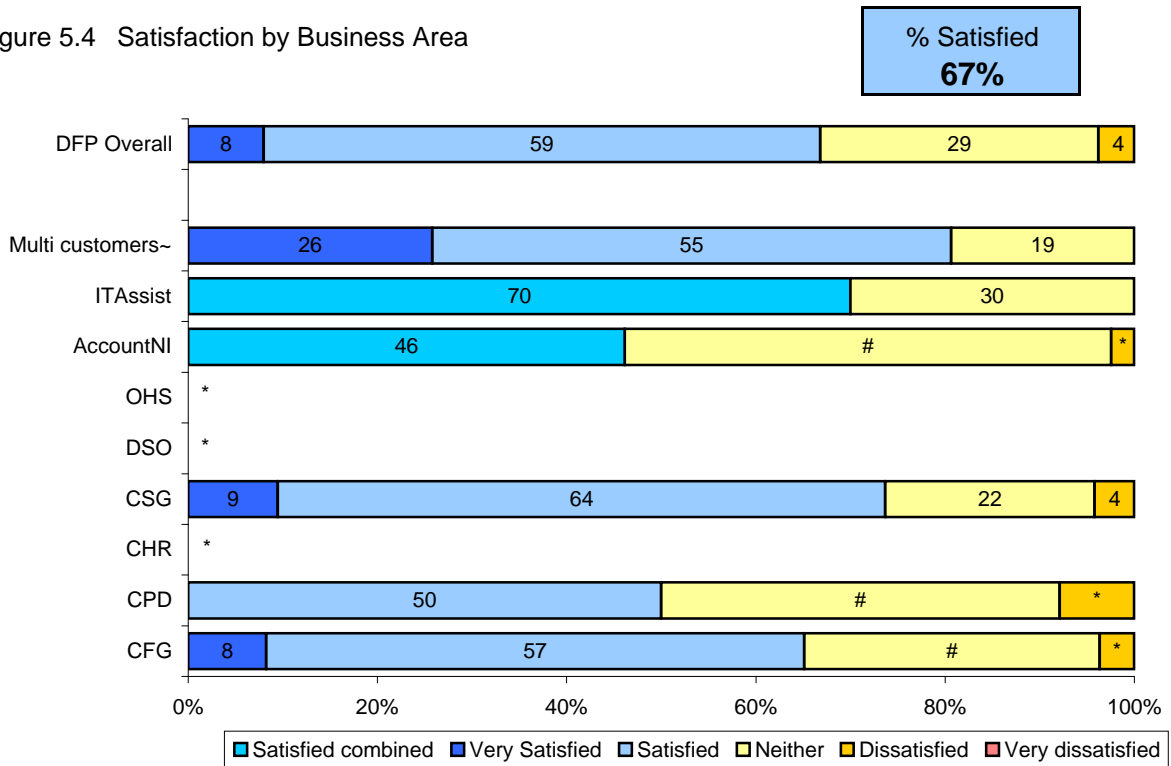
~Customers of more than one Business Area.

* the number of respondents is less than 5 and therefore deemed too small to release.

this number, while 5 or larger, has been suppressed to maintain confidentiality.

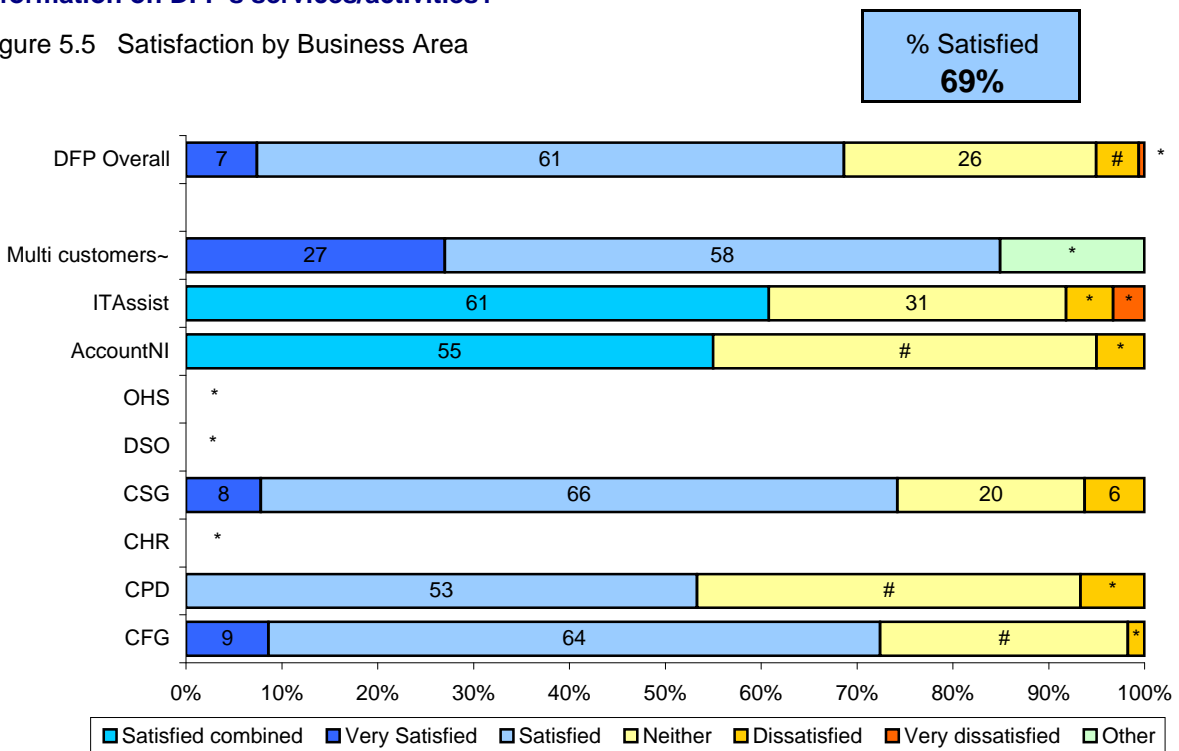
How satisfied or dissatisfied are you that the DFP internet site (www.dfpni.gov.uk) provides a comprehensive source of up-to-date information on DFP's services/activities?

Figure 5.4 Satisfaction by Business Area



How satisfied or dissatisfied are you that the DFP intranet site (dfponline) provides a comprehensive source of up-to-date information on DFP's services/activities?

Figure 5.5 Satisfaction by Business Area



'Other' is a combination of 'neither', 'dissatisfied' and 'very dissatisfied' and is used when the numbers of respondents in the categories are too small to be released.

~Customers of more than one Business Area.

* the number of respondents is less than 5 and therefore deemed too small to release.

this number, while 5 or larger, has been suppressed to maintain confidentiality.

Section 6: Views on the Survey

Key Findings

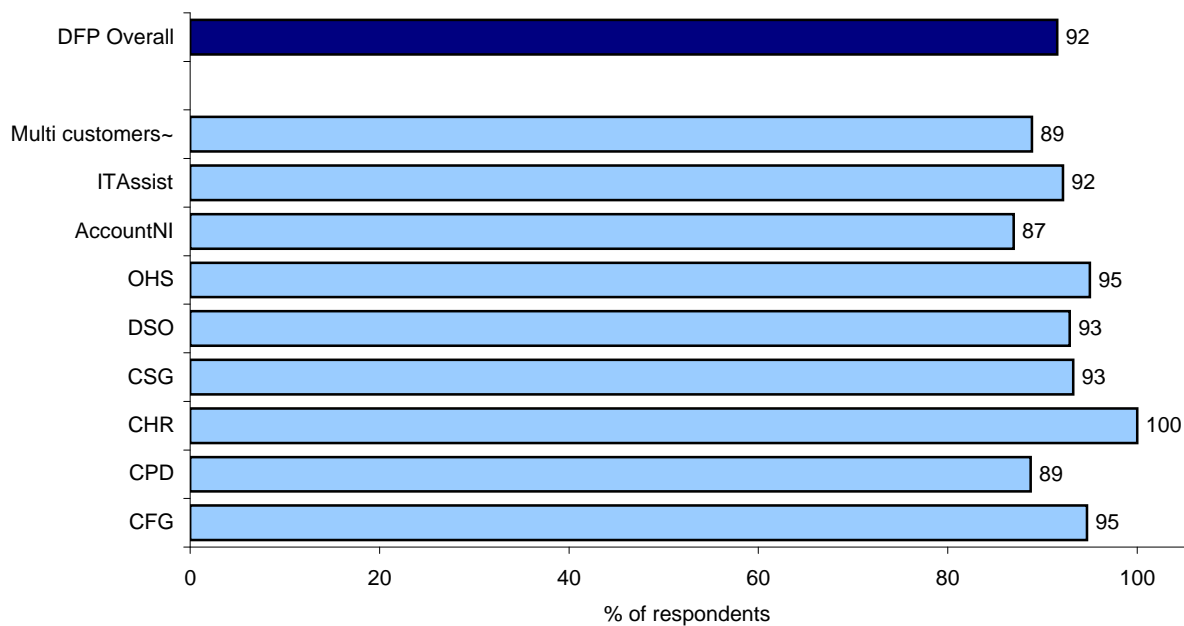
Q	% Yes responses	DFP Overall	Business Area Range	
			Min	Max
a	Did this survey cover all the customer satisfaction issues that are important to you?	92%	87%	100%

Summary

A large majority (92%) of respondents felt that the survey had covered all the important customer satisfaction issues. There was some variation across business areas with agreement ranging from a minimum of 87% (AccountNI) to a maximum of 100% (CHR).

Did this survey cover all the customer satisfaction issues that are important to you?

Figure 6 Percentage agreeing by Business Area (% Yes)



Appendix I: Questionnaires

Introduction

In order to gather information contained in this report, ten questionnaires in all were designed and issued. All of the questionnaires shared common questions and formats even though they were tailored for specific business areas. Links to the various surveys are given below.

Customer of	Survey Link
CFG	http://hrsurveys.nisra.gov.uk/dfp/cfgcustomersurvey2009.htm
CPD	http://hrsurveys.nisra.gov.uk/dfp/cpdcustomersurvey2009.htm
CHR	http://hrsurveys.nisra.gov.uk/dfp/chrcustomersurvey2009.htm
CSG Single	http://hrsurveys.nisra.gov.uk/dfp/csgsinglesurvey2009.htm
CSG Multiple	http://hrsurveys.nisra.gov.uk/dfp/csgcustomersurvey2009.htm
DSO	http://hrsurveys.nisra.gov.uk/dfp/dsocustomersurvey2009.htm
OHS	http://hrsurveys.nisra.gov.uk/dfp/ohscustomersurvey2009.htm
AccountNI	http://hrsurveys.nisra.gov.uk/dfp/accountnicustomersurvey2009.htm
ITAssist	http://hrsurveys.nisra.gov.uk/dfp/itassistcustomersurvey2009.htm
More than one area	http://hrsurveys.nisra.gov.uk/dfp/dfpcustomersurvey2009.htm

Appendix II: Respondent Profile

Respondent profile by:-

Type of organisation worked for:

Organisation	%
NICS Department or Agency	86.3%
Other public sector employer (non NICS)	11.9%
Trade Union/ Voluntary Sector/Private Sector	1.8%
Total Number of Respondents	1,136

Business area in contact with:

Business Area	%
CFG	15.3%
CPD	8.1%
CHR	3.1%
CSG	29.9%
DSO	4.6%
OHS	3.3%
AccountNI	18.4%
ITAssist	17.3%
TOTAL	1253*

*Respondents who had contact with more than one business area are included multiple times in the above table

Business area response rates:

Business Area	Surveyed	Responses	%
CFG	329	170	52
CPD	147	71	48
Multiple Customers	97	54	56
AccountNI	351	230	66
ITAssist	365	217	59
CHR	13	6	46
OHS	28	20	71
DSO	53	28	53
CSG	608	340	56
TOTAL	1,991	1,136	57

**Appendix III:
Responses by Business Area
(Satisfied)**

Responses by Business Area (Satisfied)

Section 1 - DFP Staff

How satisfied are you with DFP staff in terms of.....

% satisfaction (very satisfied and satisfied combined)

Q		DFP Overall (n=1253)	CFG (n=192)	CPD (n=101)	CHR (n=39)	CSG (n=375)	DSO (n=58)	OHS (n=41)	AccountNI (n=230)	ITAssist (n=217)
a	Politeness/Courtesy	90%	87%	91%	85%	94%	97%	88%	80%	94%
b	Knowledge/Professionalism	79%	85%	79%	74%	88%	93%	78%	53%	81%
c	Organisation (i.e. sufficiently prepared for meetings/discussions)	67%	72%	80%	79%	82%	93%	71%	40%	50%
d	Commitment to achieving your objectives	69%	69%	67%	72%	79%	84%	66%	49%	71%
e	Treating customers fairly and consistently	77%	73%	78%	79%	86%	95%	85%	60%	78%
f	Treating all received information in the strictest confidence	75%	80%	85%	82%	81%	100%	90%	59%	63%
g	Respecting a customer's privacy	74%	74%	84%	77%	81%	100%	90%	60%	62%

'n' represents the number of respondents for each Business Area. A * indicates that the number of respondents selecting this response was less than 5 and is therefore deemed too small to be disclosed.

Responses by Business Area (Satisfied)

Section 2 - Communication

In terms of communication with business areas within DFP, how satisfied are you....

% satisfaction (very satisfied and satisfied combined)

Q		DFP Overall (n=1253)	CFG (n=192)	CPD (n=101)	CHR (n=39)	CSG (n=375)	DSO (n=58)	OHS (n=41)	AccountNI (n=230)	ITAssist (n=217)
a	That you know who to contact for assistance with your query/request	75%	86%	76%	79%	79%	95%	90%	48%	74%
b	That staff respond to phone calls in a timely manner	75%	84%	77%	74%	85%	91%	82%	44%	78%
c	That staff respond to e-mails and written correspondence in a timely manner	73%	77%	78%	68%	84%	86%	77%	48%	67%
d	That staff provide timely responses to queries/requests	72%	74%	71%	66%	83%	81%	77%	50%	75%
e	That you are kept informed of the status of your request	65%	54%	59%	55%	69%	67%	72%	-	68%
f	With the quality of information and correspondence received	72%	76%	68%	66%	83%	93%	64%	48%	75%
g	That written communication is clear and to the point	71%	77%	71%	74%	82%	93%	64%	44%	66%
h	With the overall quality of communication	72%	74%	72%	66%	82%	93%	67%	49%	75%

'-' Not asked of the particular Business Area

'n' represents the number of respondents for each Business Area. A * indicates that the number of respondents selecting this response was less than 5 and is therefore deemed too small to be disclosed.

Responses by Business Area (Satisfied)

Section 3 - Complaints

% yes responses

Q		DFP Overall (n=1253)	CFG (n=192)	CPD (n=101)	CHR (n=39)	CSG (n=375)	DSO (n=58)	OHS (n=41)	AccountNI (n=230)	ITAssist (n=217)
a	Have you complained about any aspect of the service provided by the business area?	8%	*	16%	*	7%	*	*	17%	3%
% yes responses		(n=98)	(n=*)	(n=16)	(n=*)	(n=25)	(n=*)	(n=*)	(n=39)	(n=7)
b	Has your complaint with the business area been resolved satisfactorily?	42%	*	38%	*	32%	*	*	46%	*
% satisfaction (very satisfied and satisfied combined)										
c	How satisfied are you with how the business area dealt with your complaint.	19%	*	*	*	20%	*	*	15%	*

'n' represents the number of respondents for each Business Area. A * indicates that the number of respondents selecting this response was less than 5 and is therefore deemed too small to be disclosed.

Responses by Business Area (Satisfied)

Section 4 - Overall

% satisfaction (very satisfied and satisfied combined)

Q		DFP Overall (n=1023)	CFG (n=192)	CPD (n=101)	CHR (n=39)	CSG (n=375)	DSO (n=58)	OHS (n=41)	AccountNI (n=0)	ITAssist (n=217)
a	Business area within DFP is customer focused	62%	49%	61%	56%	65%	72%	73%	-	62%
b	The service you received from the business area within DFP has improved over the past year	30%	22%	26%	31%	28%	21%	51%	-	38%
% yes responses		(n=693)	(n=178)	(n=97)	(n=39)	(n=324)	(n=55)			
c	In the past year, has anyone from the business area contacted you regarding proposed improvements to their service?	13%	10%	19%	*	16%	*	-	-	-
% satisfaction (very satisfied and satisfied combined)		(n=1249)	(n=192)	(n=101)	(n=35)	(n=375)	(n=58)	(n=41)	(n=230)	(n=217)
d	Overall how satisfied are you with the quality of customer service you received from the business area within DFP in 2009?	68%	69%	72%	46%	76%	84%	73%	49%	72%

'-' Not asked of the particular Business Area

'n' represents the number of respondents for each Business Area. A * indicates that the number of respondents selecting this response was less than 5 and is therefore deemed too small to be disclosed.

Responses by Business Area (Satisfied)

Section 5 - DFP Web Sites

% yes responses

Q		DFP Overall (n=1136)	CFG (n=170)	CPD (n=71)	CHR (n=6)	CSG (n=340)	DSO (n=28)	OHS (n=20)	AccountNI (n=230)	ITAssist (n=217)	Multi Customers ¹ (n=54)
a	Do you use the DFP Internet site (www.dfpni.gov.uk)?	44%	64%	54%	100%	56%	32%	30%	18%	32%	57%
b	Do you use the DFP Intranet site (dfponline)?	30%	34%	21%	*	38%	18%	*	17%	28%	48%
% satisfaction (very satisfied and satisfied combined)											
Internet Site		(n=500)	(n=109)	(n=38)	(n=6)	(n=190)	(n=9)	(n=6)	(n=41)	(n=70)	(n=31)
c	How satisfied are you with the layout of the Internet site (www.dfpni.gov.uk)?	69%	63%	58%	*	75%	56%	*	56%	70%	84%
d	How satisfied are you that the Internet site (www.dfpni.gov.uk) provides a comprehensive source of up-to-date information on DFP's services?	67%	65%	50%	*	74%	*	*	46%	70%	81%
Intranet Site		(n=338)	(n=58)	(n=15)	(n=*)	(n=128)	(n=5)	(n=*)	(n=40)	(n=61)	(n=26)
e	How satisfied are you with the layout of the Intranet site (dfponline)?	70%	69%	53%	*	76%	*	*	58%	67%	85%
f	How satisfied are you that the Intranet site (dfponline) provides a comprehensive source of up-to-date information on DFP's services?	69%	72%	53%	*	74%	*	*	55%	61%	85%

¹ Customers of more than one Business Area.

'n' represents the number of respondents for each Business Area. A * indicates that the number of respondents selecting this response was less than 5 and is therefore deemed too small to be disclosed.

**Responses by Business Area
(Satisfied)**

Section 6 - Feedback on Survey

% yes responses

Q		DFP Overall (n=1136)	CFG (n=170)	CPD (n=71)	CHR (n=6)	CSG (n=340)	DSO (n=28)	OHS (n=20)	AccountNI (n=230)	ITAssist (n=217)	Multi Customers ¹ (n=54)
a	Did this survey cover all the customer satisfaction issues that are important to you?	92%	95%	89%	100%	93%	93%	95%	87%	92%	89%

¹ Customers of more than one Business Area.

'n' represents the number of respondents for each Business Area. A * indicates that the number of respondents selecting this response was less than 5 and is therefore deemed too small to be disclosed.

**Appendix IV:
Responses by Business Area
(Dissatisfied)**

Responses by Business Area (Dissatisfied)

Section 1 - DFP Staff

How satisfied are you with DFP staff in terms of.....

% dissatisfaction (dissatisfied and very dissatisfied combined)

Q		DFP Overall (n=1253)	CFG (n=192)	CPD (n=101)	CHR (n=39)	CSG (n=375)	DSO (n=58)	OHS (n=41)	AccountNI (n=230)	ITAssist (n=217)
a	Politeness/Courtesy	1%	*	*	*	*	*	*	4%	*
b	Knowledge/Professionalism	6%	3%	9%	*	*	*	*	18%	4%
c	Organisation (i.e. sufficiently prepared for meetings/discussions)	5%	4%	5%	*	2%	*	*	16%	*
d	Commitment to achieving your objectives	9%	7%	12%	*	5%	9%	12%	18%	6%
e	Treating customers fairly and consistently	4%	7%	5%	*	2%	*	*	7%	*
f	Treating all received information in the strictest confidence	2%	3%	*	*	*	*	*	3%	*
g	Respecting a customer's privacy	1%	3%	*	*	*	*	*	2%	*

'n' represents the number of respondents for each Business Area. A * indicates that the number of respondents selecting this response was less than 5 and is therefore deemed too small to be disclosed.

Responses by Business Area (Dissatisfied)

Section 2 - Communication

In terms of communication with business areas within DFP, how satisfied are you....

% dissatisfaction (dissatisfied and very dissatisfied combined)

Q		DFP Overall (n=1253)	CFG (n=192)	CPD (n=101)	CHR (n=39)	CSG (n=375)	DSO (n=58)	OHS (n=41)	AccountNI (n=230)	ITAssist (n=217)
a	That you know who to contact for assistance with your query/request	10%	*	10%	*	5%	*	*	31%	8%
b	That staff respond to phone calls in a timely manner	10%	4%	11%	*	5%	*	*	30%	6%
c	That staff respond to e-mails and written correspondence in a timely manner	10%	8%	10%	*	4%	*	*	27%	5%
d	That staff provide timely responses to queries/requests	12%	9%	11%	18%	5%	9%	*	28%	9%
e	That you are kept informed of the status of your request	10%	11%	16%	18%	7%	14%	*	-	10%
f	With the quality of information and correspondence received	10%	6%	13%	*	4%	*	21%	22%	7%
g	That written communication is clear and to the point	7%	7%	10%	*	2%	*	*	19%	2%
h	With the overall quality of communication	9%	6%	9%	*	5%	*	*	25%	6%

'-' Not asked of the particular Business Area

'n' represents the number of respondents for each Business Area. A * indicates that the number of respondents selecting this response was less than 5 and is therefore deemed too small to be disclosed.

Responses by Business Area (Dissatisfied)

Section 3 - Complaints

% dissatisfaction (dissatisfied and very dissatisfied combined)

Q		DFP Overall (n=1253)	CFG (n=192)	CPD (n=101)	CHR (n=39)	CSG (n=375)	DSO (n=58)	OHS (n=41)	AccountNI (n=230)	ITAssist (n=217)
	How satisfied are you with how the business area dealt with your complaint.	40%	*	38%	*	36%	*	*	41%	*

Section 4 - Overall

% dissatisfaction (dissatisfied and very dissatisfied combined)

Q		DFP Overall (n=1023)	CFG (n=192)	CPD (n=101)	CHR (n=39)	CSG (n=375)	DSO (n=58)	OHS (n=41)	AccountNI (n=0)	ITAssist (n=217)
a	Business area within DFP is customer focused	9%	11%	15%	26%	7%	*	*	-	8%
b	The service you received from the business area within DFP has improved over the past year	10%	10%	19%	31%	7%	*	*	-	8%
% dissatisfaction (dissatisfied and very dissatisfied combined)		(n=1249)	(n=192)	(n=101)	(n=35)	(n=375)	(n=58)	(n=41)	(n=230)	(n=217)
d	Overall how satisfied are you with the quality of customer service you received from the business area within DFP in 2009?	11%	7%	14%	20%	5%	*	*	23%	9%

'-' Not asked of the particular Business Area

'n' represents the number of respondents for each Business Area. A * indicates that the number of respondents selecting this response was less than 5 and is therefore deemed too small to be disclosed.

Responses by Business Area (Dissatisfied)

Section 5 - DFP Web Sites

% dissatisfaction (dissatisfied and very dissatisfied combined)

Q		DFP Overall	CFG	CPD	CHR	CSG	DSO	OHS	AccountNI	ITAssist	Multi Customers ¹
Internet Site		(n=500)	(n=109)	(n=38)	(n=6)	(n=190)	(n=9)	(n=6)	(n=41)	(n=70)	(n=31)
c	How satisfied are you with the layout of the Internet site (www.dfpni.gov.uk)?	4%	6%	*	*	3%	*	*	*	7%	*
d	How satisfied are you that the Internet site (www.dfpni.gov.uk) provides a comprehensive source of up-to-date information on DFP's services?	4%	*	*	*	4%	*	*	*	*	*
% dissatisfaction (dissatisfied and very dissatisfied combined)											
Intranet Site		(n=338)	(n=58)	(n=15)	(n=*)	(n=128)	(n=5)	(n=*)	(n=40)	(n=61)	(n=26)
e	How satisfied are you with the layout of the Intranet site (dfponline)?	5%	*	*	*	5%	*	*	*	*	*
f	How satisfied are you that the Intranet site (dfponline) provides a comprehensive source of up-to-date information on DFP's services?	5%	*	*	*	6%	*	*	*	8%	*

¹ Customers of more than one Business Area.

'n' represents the number of respondents for each Business Area. A * indicates that the number of respondents selecting this response was less than 5 and is therefore deemed too small to be disclosed.

Appendix V: Comparison with 2008

Comparison with 2008 results

AccountNI was treated as a business area in its own right in the 2009 survey, and 230 AccountNI customers responded. Because comparable data was not collected in the 2008 survey, these 230 customers have been excluded from the 2009 results for the purpose of comparison with 2008. ***Accordingly the 2009 figures presented in this section differ from those elsewhere in this statistical release.***

In the following tables, a '-' in the 'Change' column indicates that there has been a significant **decrease** in the percentage in 2009 compared with 2008. A '+' indicates that there has been a significant **increase** in satisfaction.

Section 1 - DFP Staff

Q		DFP 2008 (n=795)	DFP 2009, excluding AccountNI (n=1023)	Change
a	Politeness/Courtesy	91%	92%	
b	Knowledge/Professionalism	83%	85%	
c	Organisation (i.e. sufficiently prepared for meetings/discussions)	67%	73%	+
d	Commitment to achieving your objectives	70%	74%	+
e	Treating customers fairly and consistently	77%	81%	+
f	Treating all received information in the strictest confidence	77%	79%	
g	Respecting a customer's privacy	77%	77%	

Section 2 - Communication

Q		DFP 2008 (n=795)	DFP 2009, excluding AccountNI (n=1023)	Change
a	That you know who to contact for assistance with your query/request	77%	80%	+
b	That staff respond to phone calls in a timely manner	78%	83%	+
c	That staff respond to e-mails and written correspondence in a timely manner	73%	78%	+
d	That staff provide timely responses to queries/requests	72%	77%	+
e	That you are kept informed of the status of your request	62%	65%	
f	With the quality of information and correspondence received	70%	78%	+
g	That written communication is clear and to the point	67%	76%	+
h	With the overall quality of communication	70%	77%	+

Section 3 - Complaints

Q	%Yes	DFP 2008 (n=795)	DFP 2009, excluding AccountNI (n=1023)	Change
a	Have you complained about any aspect of the service provided by the business area?	11%	6%	-
		(n=85)	(n=59)	
b	Has your complaint with the business area been resolved satisfactorily?	59%	39%	-
<i>% satisfaction (very satisfied and satisfied combined)</i>				
c	How satisfied are you with how the business area dealt with your complaint.	29%	22%	

Section 4 - Overall

Q		DFP 2008 (n=795)	DFP 2009, excluding AccountNI (n=1023)	Change
a	Business area within DFP is customer focused	58%	62%	
b	The service you received from the business area within DFP has improved over the past year	32%	30%	
c	Overall how satisfied are you with the quality of customer service you received from the business area within DFP in 2009?	68%	73%	+

Section 5 - Internet and Intranet

Q		DFP 2008 (n=751)	DFP 2009, excluding AccountNI (n=906)	Change
a	Do you use the DFP Internet site (www.dfpni.gov.uk)?	46%	51%	+
b	Do you use the DFP Intranet site (dfponline)?	37%	33%	-
		(n=343)	(n=459)	
<i>% satisfaction (very satisfied and satisfied combined)</i>				
c	How satisfied are you with the layout of the DFP website?	67%	70%	
d	How satisfied are you that the DFP website provides a comprehensive source of up-to-date information on DFP's services/activities?	66%	69%	
e	How satisfied are you with the layout of the Intranet site (dfponline)?	68%	72%	
f	How satisfied are you that the Intranet site (dfponline) provides a comprehensive source of up-to-date information on DFP's services?	73%	70%	

Section 6 - Feedback

Q		DFP 2008 (n=751)	DFP 2009, excluding AccountNI (n=906)	Change
a	Did this survey cover all the customer satisfaction issues that are important to you?	91%	93%	