

NISRA Customer Survey 2022

March 2023



Northern Ireland
Statistics and Research Agency

Gníomhaireacht Thuaisceart Éireann
um Staitisticí agus Taighde

Introduction

NISRA CUSTOMER SURVEY 2022

The NISRA Customer Survey 2022 fieldwork was conducted over a three week period from 15 November until 2 December 2022. Survey invites were issued by email to all permanent NICS staff at Grade 7 level and above (except for NISRA staff who were manually removed from the final invite list). The email invite list was taken from the NIGov directory of NICS staff, as it existed on 14 November 2022. The final invite list consisted of **1,936** individual staff across all nine Ministerial Departments. The invite email included a link to the questionnaire hosted on the secure Blaise survey website platform. Returned responses contained no personal identifiable information, thus ensuring the survey was completely anonymous.

When the survey closed, 827 responses had been received, representing an initial final response rate of 42.7%. However, after checking and cleaning the data, 56 incomplete responses were removed from the final analysis, leaving **771** valid and fully complete survey responses, giving the final survey response rate of **39.8%**.

Methodology and Questionnaire changes

Following a review of the NISRA Customer Satisfaction Survey, it was decided to simplify both the methodology and questionnaire used in previous years. This resulted in a more concise questionnaire that took less than five minutes to complete. However, as a result of these changes it is no longer possible to directly compare results from this survey with that of previous NISRA Customer Satisfaction Surveys. The new questionnaire is fully reproduced in Appendix I of this report.

For further information, please contact:

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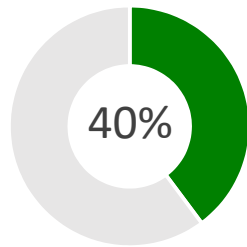
☎ 028 902 55166

Results by Q1b to Q1f

The number of NICS permanent staff at Grade 7 and above (excluding NISRA staff) who were invited to take part in the 2022 NISRA Customer Survey: **1,936**

The number of valid and fully completed responses in the 2022 NISRA Customer Survey: **771**

Response Rate (%) for Survey

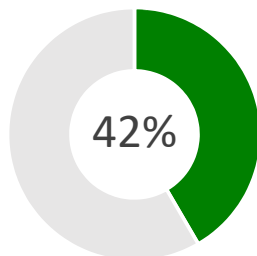


Q1. In the last year, have you made use of any NISRA statistical outputs or services?

Number responding 'Yes': **321**

Number responding 'No': **450**

% of respondents who used NISRA statistics / services during the past year

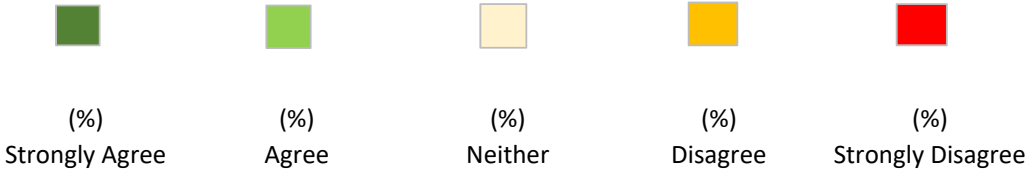


The 321 respondents who indicated that they had used NISRA statistics or services during the past year, were then asked a further six questions (Q1a to Q1f) with regard to their experience.

Q1a. In the last year, have you used NISRA statistics / services for any of the following? *Tick all that apply*

Use of NISRA Stats	
Purpose of use for NISRA statistics	%
Policy / decision making	70%
Educational purposes	11%
Academic research	6%
Personal research	9%
Business decision making	49%
Other	13%

Results by Q1b to Q1f



Respondents who indicated that they had used NISRA statistics or services during the past year

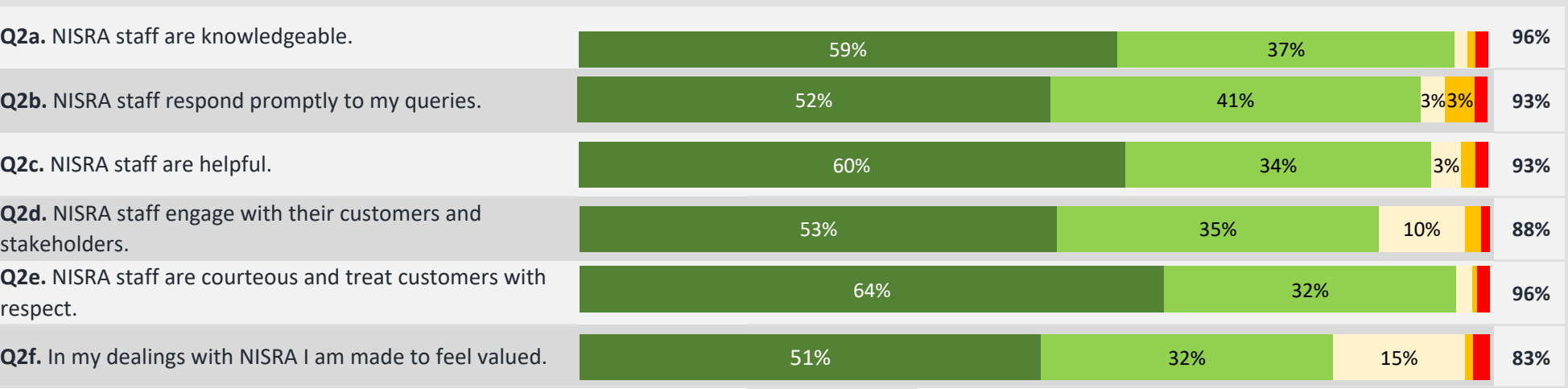
	(%) Strongly Agree	(%) Agree	(%) Neither	(%) Disagree	(%) Strongly Disagree	% Positive
Q1b. It is usually easy for me to find / locate the NISRA reports / data that I require.	19%	56%	18%	6%		75%
Q1c. I find that NISRA reports are generally easy to understand.	21%	67%	10%	3%		87%
Q1d. Overall, I am satisfied with the NISRA outputs that I have used.	27%	63%	8%			89%
Q1e. Statistical releases produced by NISRA provide me with an enhanced insight on my business area.	27%	55%	16%			81%
Q1f. Over the last year, my level of satisfaction with NISRA outputs has improved.	12%	27%	57%	4%		38%

Note:
% Positive % of respondents who selected "Agree or Strongly Agree"
Neither Neither Agree nor Disagree.

Results by Q2 to Q2f

Q2. In the last year, have you had direct interaction with NISRA staff in connection with obtaining NISRA statistical outputs or services?

Number responding 'Yes': **221**
 Number responding 'No': **550**
 Percentage of respondents who had interacted with NISRA staff during past year: **29%**
 Respondents who answered 'yes' to Q2, were asked the following six questions (Q2a-Q2f).



Note:
% Positive % of respondents who selected "Agree or Strongly Agree"
Neither Neither Agree nor Disagree.

Results by Q3 to Q4

Questions 3 & 4 were asked of all **337** respondents who had answered in the affirmative to either Q1 or Q2 - they had either used NISRA statistics / services in the past year or had interacted directly with NISRA staff. This represented **44%** of all those who responded to the survey.



	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	% Positive
Q3. I am likely to recommend NISRA products and / or services to colleagues.	41%	50%	7%	3%	0%	91%
Q4. Overall, I am satisfied with the service(s) provided by NISRA.	37%	52%	7%	3%	1%	89%

Note:
% Positive % of respondents who selected "Agree or Strongly Agree"
Neither Neither Agree nor Disagree.

Appendix I

NISRA Customer Survey 2022

Staff at **Grade 7 and above** have been invited to complete this year's **NISRA Customer Survey**. Therefore, as a NICS member of staff with senior management grade responsibility, you are both invited and warmly encouraged to complete this **very short survey** via the link below. The survey will ask you a few short questions about any recent experience of using NISRA's statistical outputs and any interaction you may have had with NISRA staff during the last year.

This survey will take you **less than 5 minutes** to complete.

Link to survey [HERE](#) (Not available)

Your answers in the survey are **completely confidential**. You will **not be** asked your actual grade or the department you work in or any other demographic information.

If you have any questions then please contact the NISRA Staff Survey Team at tel. 028 9025 5166 or ext. 55166 or email: hrsurveyteam@nisra.gov.uk

Whilst no personal details are collected in this voluntary survey, more information on how NISRA manages personal data is available at the [NISRA Privacy Notice](#) link.

Use of NISRA statistical outputs / other NISRA services

Yes

No

Q1. In the last year, have you made use of any NISRA statistical outputs / services?

If 'No' then go to Q2.

You've indicated that you have recently used NISRA statistical outputs / services. We would like to ask you a few more questions about your experience.

Q1a. In the last year, have you used NISRA statistics / services for any of the following?

Tick all that apply

- Policy / decision making
- Educational purposes
- Academic research
- Personal research
- Business decision making
- Other

How far do you agree or disagree with the following statements?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Q1b. It is usually easy for me to find / locate the NISRA reports / data that I require.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q1c. I find that NISRA reports are generally easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q1d. Overall, I am satisfied with the NISRA outputs that I have used.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q1e. Statistical releases produced by NISRA provide me with an enhanced insight on my business area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q1f. Over the last year, my level of satisfaction with NISRA outputs has improved.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Customer satisfaction with NISRA staff

	Yes	No
Q2. In the last year, have you had direct interaction with NISRA staff in connection with obtaining NISRA statistical outputs or services?	<input type="checkbox"/>	<input type="checkbox"/>

If 'No' to both Q1 and Q2, then end survey. If 'No' to Q1 and 'Yes' to Q2, then go to Q2a. If 'Yes' to Q1 and 'No' to Q2, then go to Q3. For those who answered 'No' to both Q1 and Q2, provide the following line and end survey:

Thank you for taking the time to participate in the NISRA Customer Survey. However, the rest of the questionnaire is intended only for staff who have either used NISRA statistical outputs / services or had direct interactions with NISRA staff during the last year. Thank you again for your time.

You've indicated that you have recently had direct interaction with NISRA staff in connection with obtaining NISRA statistical outputs or services. We would like to ask you a few more questions about your experience(s) dealing with NISRA staff.

How far do you agree or disagree with the following statements?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Q2a. NISRA staff are knowledgeable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q2b. NISRA staff respond promptly to my queries.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q2c. NISRA staff are helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2d. NISRA staff engage with their customers and stakeholders.

Q2e. NISRA staff are courteous and treat customers with respect.

Q2f. In my dealings with NISRA I am made to feel valued.

*You've indicated that you have had recent experience of either using NISRA statistical outputs / services, and / or interacted directly with NISRA staff. We would like to ask you **two final** questions about your overall recent experience of using NISRA.*

How far do you agree or disagree with the following two statements?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Q3. I am likely to recommend NISRA products and / or services to colleagues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q4. Overall, I am satisfied with the service(s) provided by NISRA.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If responding 'Disagree' or 'Strongly Disagree' to Q4, then go to Q4a and preamble. Else end survey.

You've indicated that you were **not satisfied** with your recent experience of using either NISRA statistical outputs / services, and / or your interactions with NISRA staff. We always strive to improve our statistical outputs and the range of services we provide to our customers. Therefore could you please provide us with some feedback as to why you feel dissatisfied with us?

Q4a. Please use the comments box below to say what you think NISRA should do to improve its services. *Please remember that this survey is completely anonymous and no individual will be identified from their response.*

Characters left: 350

You've come to the end of this year's **NISRA Customer Survey**. Thank you for taking the time to complete it, your contribution is very much appreciated. Please click the '**Submit**' button below.

Submit and End Survey.