

NISRA Customer Survey 2015

User Consultation

The methodology for the NISRA Customer Survey has been reviewed. The purpose of this note is to:

Ask for your views on the proposed changes in advance of implementation for the 2015 NISRA Customer Survey.

1. Changes to the Methodology

NISRA enjoys a wide and varied customer base. The Review group recommended that it is not appropriate to attempt to capture the views of all our different types of customer with a single survey.

NISRA key and casual customers have, to date, been surveyed together using a single online questionnaire. It is proposed that from 2015 onwards key and casual customers will be surveyed separately.

The following definitions will be used to distinguish between customer types:

Customer – someone who has had contact with the branch and is in a position to comment on the services provided by that branch.

Key customer – a customer with whom branch staff have regular contact about important information

Casual customer – not a key customer

Key customers will be surveyed using the usual methodology i.e. key customer details will be collated from across the Agency and they will be surveyed via an online questionnaire administered centrally. The following improvements will be made to the methodology in order to improve response rates and comparability of results:

- A note will issue to key customers from branch staff ahead of the questionnaire going into the field. This pre-notification will help quality assure customer contact details,

- A five-point satisfaction scale (Very satisfied, Satisfied, Neither, Dissatisfied, Very dissatisfied) will replace the current four-point satisfaction scale in line with best practice and other directorates within the Department of Finance and Personnel (DFP). It is anticipated that this change will result in a decrease in the percentage of respondents either satisfied or very satisfied with the key service measures. This discontinuity in the series will be discussed in the 2015 NISRA Customer Survey report.

The key customer questionnaire is attached in Annex 1. Key customers will continue to be surveyed annually unless budgetary constraints dictate otherwise. Key customer results will be collated and published on the NISRA website and branch-level results will be shared with branches as a matter of course.

Casual customers are to be surveyed separately from key customers. The survey period, sampling methodology and how casual customers are asked to complete a survey are to be decided at branch level. Branches may avail of a link to an online casual customer questionnaire developed by HRCS which will give ongoing feedback shortly after the point of contact. It is expected that Corporate Branch will request the results of the casual customer survey annually.

2. User Consultation

As a user of our statistics we are very keen to hear your views on the changes proposed to the NISRA Customer Survey methodology.

If you would like to discuss the proposed changes please contact Neil Marsden on or before Friday 20 November, 2015

e-mail: Neil.marsden@dfpni.gov.uk

Telephone: 028 90348 288

Annex 1

Key Customer Questionnaire

NISRA Customer Survey 20xx

Questions for Key Customers

- 1 Can you confirm you were a customer of the following: (Branch 1), (Branch 2) etc

Yes
No
Don't know

- 2 What type of organisation do you work for?

NISRA
NICS Department or other Agency (Not NISRA)
Other public sector employee (non NICS)
Trade Union/Voluntary Sector/Private Sector
Academic
Other (please specify)

- 3 Overall, how satisfied or dissatisfied were you with the services provided by (branch)?

Very satisfied
Satisfied
Neither
Dissatisfied
Very Dissatisfied

- 3a Please tell us why you were dissatisfied.

Free text

- 4 How satisfied or dissatisfied were you with staff in (branch) in terms of ...a. politeness/courtesy b. knowledge c. timeliness of response d. professionalism?

Very satisfied
Satisfied
Neither
Dissatisfied
Very Dissatisfied

- 4a Please tell us why you were dissatisfied with the staff in (branch) in terms of: a.

politeness/courtesy b. knowledge c. timeliness of response d. professionalism.

Free text

- 5 How satisfied or dissatisfied were you with the quality of the statistics you received from this (branch)?

Very satisfied

Satisfied

Neither

Dissatisfied

Very Dissatisfied

Not Applicable

- 5a Please tell us why you were dissatisfied with the quality of the statistics

Free text

- 6 Which, if any, of the following websites did you use to access Statistics and Research services from (branch). Tick all that apply.

NISRA website

NINIS website

Departmental website (excluding DFP customers)

None of the above

Not sure/Can't remember

- 6a How easy or difficult was it to find the information you required on a. NISRA website b. NINIS website c. Departmental website

Very easy

Quite easy

Neither

Quite difficult

Very difficult

Can't remember

- 7 What do you use (branch) Statistics/Research for? Please select all that apply. a. Monitoring or formulating policy b. Planning of services c. Research d. Preparing legislation e. Business/financial planning/funding bids, f. Market analysis, g. Modelling and forecasting, h. Responding to information requests, i. Media, j. Other (please specify)

Tick box and Free text

- 8 As a valued customer, we are keen to get your views as to how we can improve the services we offer. Are there any additional products or services, that you would like (branch) to provide?

Free text

9 Did you complain about any aspect of the service provided by (branch)?

Yes

No

Don't Know

9a How satisfied or dissatisfied were you with the way your complaint was handled?

Very satisfied

Satisfied

Neither

Dissatisfied

Very Dissatisfied

9aa Please tell us why you were dissatisfied with the way your complaint was handled.

Free text

10 Are there any additional comments you would like to make about the service provided by (branch) in 20xx?

You may wish to consider things that we are doing well, things that you think we could do better or if there is anything we currently don't do which you would like us to.

Free text

11 Would you be happy for your replies to be forwarded to (branch) and for them to contact you directly regarding issues arising from this survey?

Yes

No

11a For (branch) to contact you directly regarding issues arising from this survey please include your email address

Free text