



NISRA Customer Satisfaction Survey 2021

(A survey of NICS Staff)

June 2021

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Key Points

- 98% of NICS staff are aware of NISRA
- 46% of NICS Staff indicated they have used NISRA statistics in the last year
- 91% of NICS customers were satisfied with the overall service provided by NISRA over the last year

98% of NICS respondents were aware of the services provided by NISRA

Feedback on specific elements of services indicated that for NICS customers:

- 91% felt that NISRA staff are knowledgeable
- 79% felt that NISRA staff responded to their query promptly
- 87 % felt that NISRA staff were helpful
- 72% felt that it was easy to find/locate NISRA reports/data
- 86% felt that NISRA reports were easy to understand
- 77% felt that NISRA releases enhanced insight on their business area
- 68% felt that NISRA staff engaged with their customers and stakeholders
- 87% felt that NISRA staff were courteous and treated customers with respect
- 71% felt that in their dealings with NISRA they were made to feel valued
- 90% are likely to recommend NISRA to colleagues

91% of NICS customers were satisfied with the overall service provided by NISRA

A breakdown of all results by Department and Grade Group is summarized in Appendix I (Summary of Metrics).

Introduction

Background

This 2021 survey is the second NISRA Customer Satisfaction Survey. This survey replaced a legacy survey, the annual NISRA Customer Survey, which had run for 12 years. The format and methodology for the new survey provide metrics for the annual NISRA business plan. The survey gathers views on the level of awareness of NISRA amongst NICS colleagues and provides NISRA with feedback from customers who have used NISRA services. Unlike the legacy survey, key customers are not identified by NISRA branches, but instead NICS staff at Staff Officer level and above were invited to take part in the survey. In order to reduce the burden across the NICS, staff at Deputy Principal (DP) and Staff Officer (SO) level were sampled and staff at Executive Officer level and below were not invited to participate. All staff at Grade 7 level and above were invited to complete the survey. The 2021 survey included invites to staff in the Public Prosecution Service (PPS) and the Health & Safety Executive (HSENI). The survey excluded NISRA staff.

Notes

The invite to take the survey was issued by email to 4,021 NICS staff. The invite included a link to a Blaise questionnaire held on a secure NICS website. The sample of staff invited at DP and SO level were selected randomly and stratified according to grade and department. Returned responses were non-identifiable making the survey completely anonymous. Nevertheless, outputs were checked to ensure that small cell sizes would not allow any individual to be identified through their response. The fieldwork was carried out over a three week period in February/March 2021. Survey results were weighted to take account of design and non-response errors.

Response

A total of 761 respondents submitted a valid response, amounting to an overall response rate of 19%. Response rates varied slightly across Grade Group from 17% to 21% and responses from staff in Departments varied from 12% to 24%. A breakdown of response by Department and Grade Group is given in Appendix II. If responses indicated that the respondent was not aware of NISRA nor used NISRA services in the last year then they were not asked to complete the customer satisfaction questions.

Contact

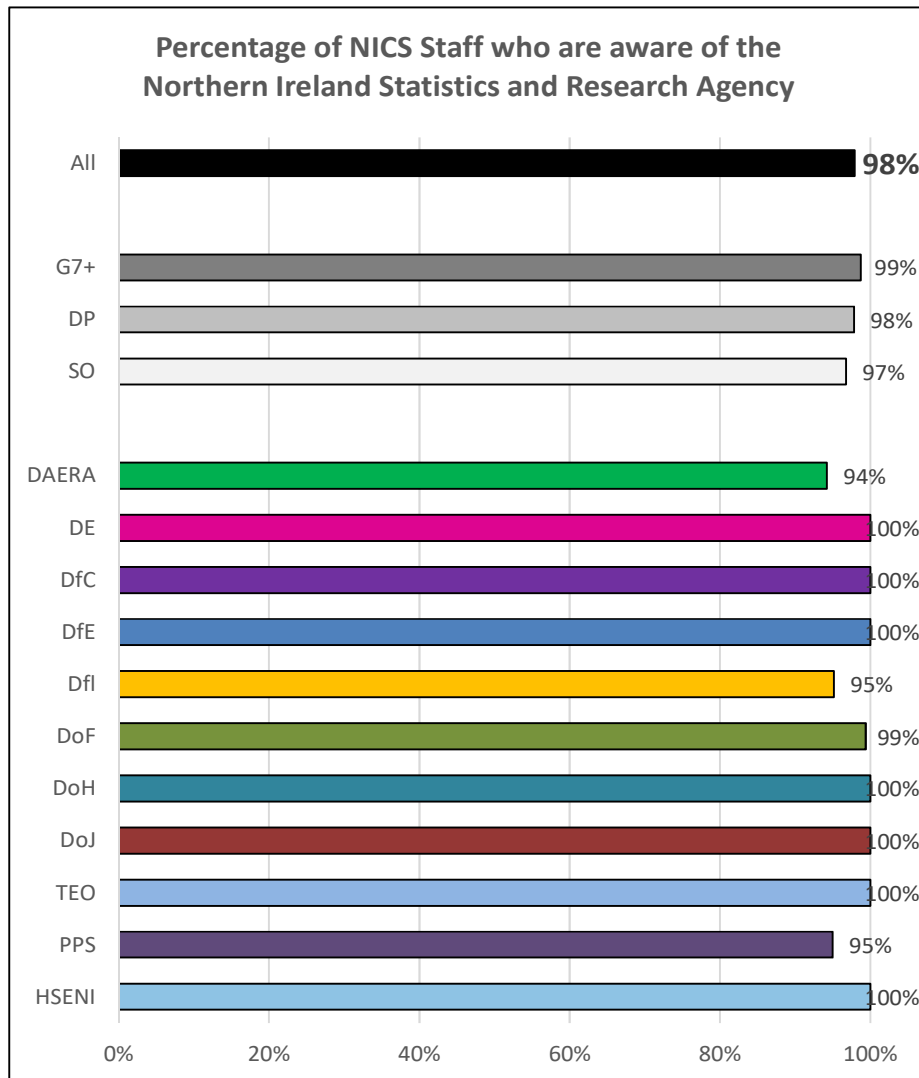
For further information, please contact:

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Belfast, BT9 5RR

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☎ 028 902 55159

Results - Level of Awareness of NISRA within NICS



All Northern Ireland Civil Service staff who received the survey invite were asked if they were aware of the Northern Ireland Statistics and Research Agency.

The overall level of awareness of NISRA amongst the NICS staff who responded was 98%. This was 3 percentage points (pp) higher than last year's (2020 Report) level of awareness (95%).

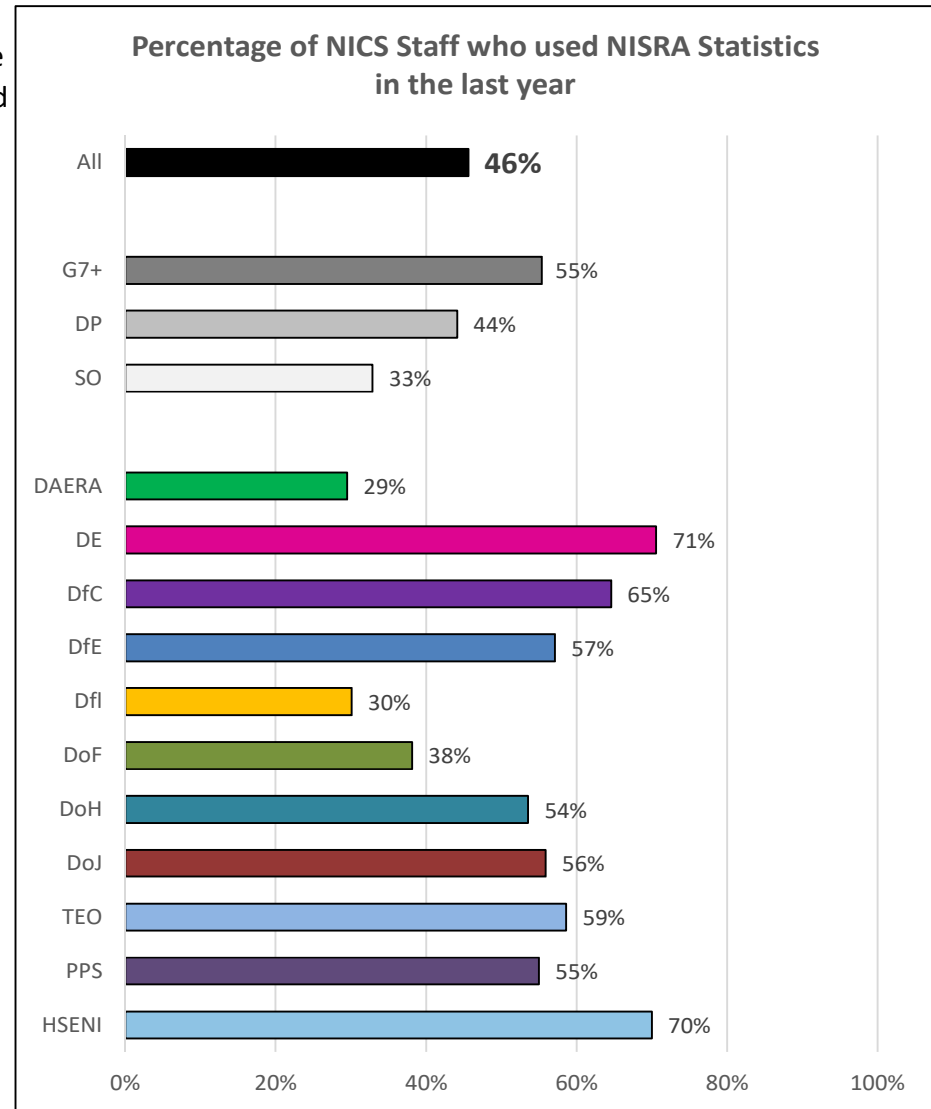
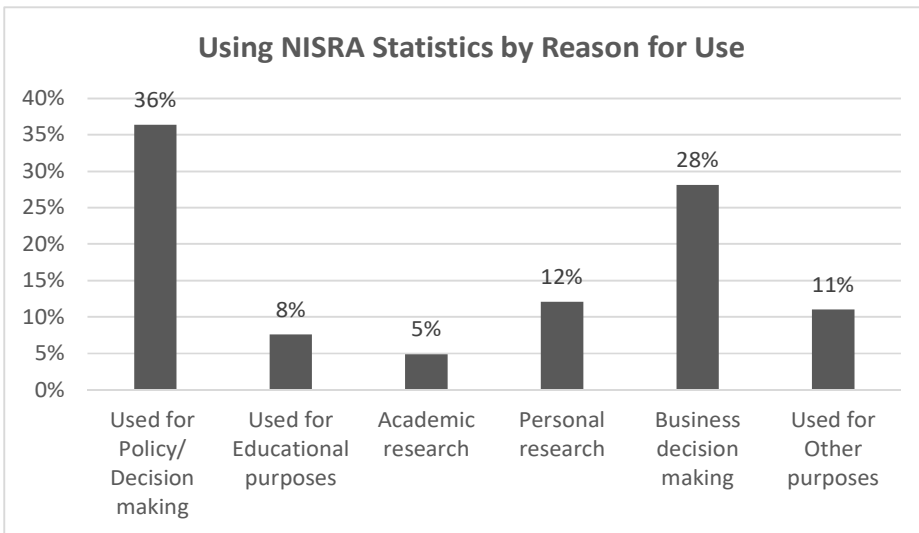
The level of awareness of NISRA was similar across grade groups with 99% of the Grade7+ reporting awareness whilst slightly fewer DPs (98%) and SOs (97%) reported that they were aware of NISRA.

All staff (100%) in most departments were aware of NISRA. However, the level of awareness for staff in DAERA, DfI, PPS and DoF was lower at 94%, 95%, 95% and 99% respectively.

Results - Use of NISRA Statistics

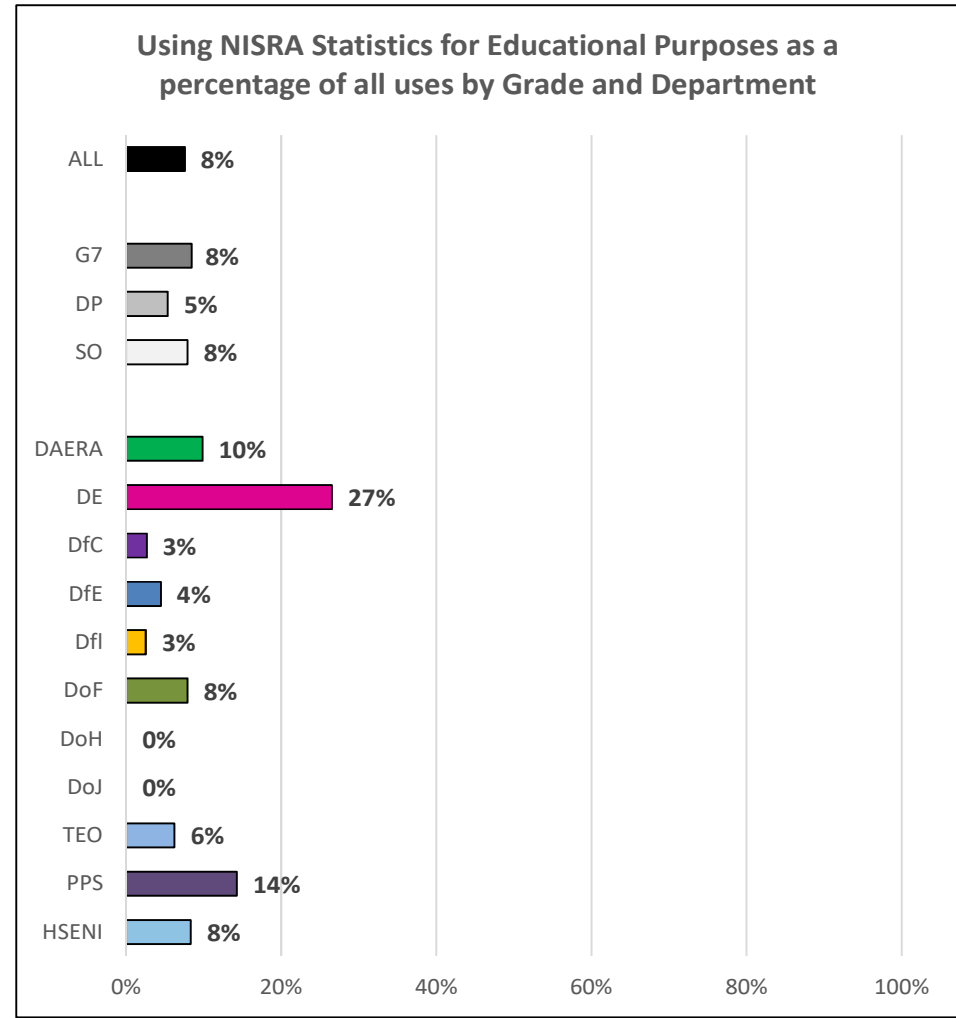
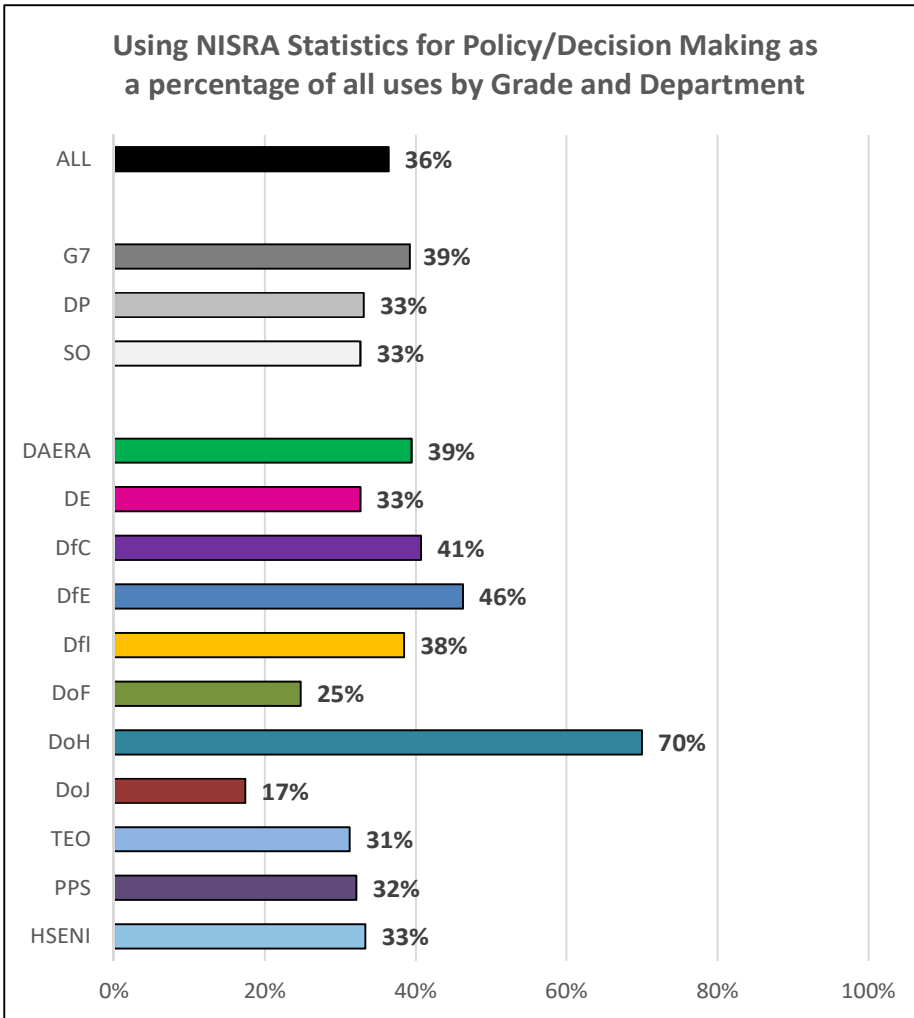
All NICS staff who reported that they were aware of NISRA were asked if they had used NISRA statistics in the last year and also asked the purpose they used the statistics for. Overall, 46% of the aware NICS staff indicated that they had used NISRA statistics. An equivalent figure from last year's (2020) survey is not available (see note on Coherence and Comparability, Page 30).

Reported use of NISRA statistics varied across grades with the higher level of use amongst the Grade 7+ group (55%) and the lowest for the SO group (33%). For the DP grade group 44% reported that they had used NISRA Statistics. Use of NISRA Statistics varied greatly across departments. At the lower end of the spectrum 29% of staff in DAERA reported that they had used NISRA Statistics in the last year. The highest reported level of use was in DE (71%) and HSENI (70%).

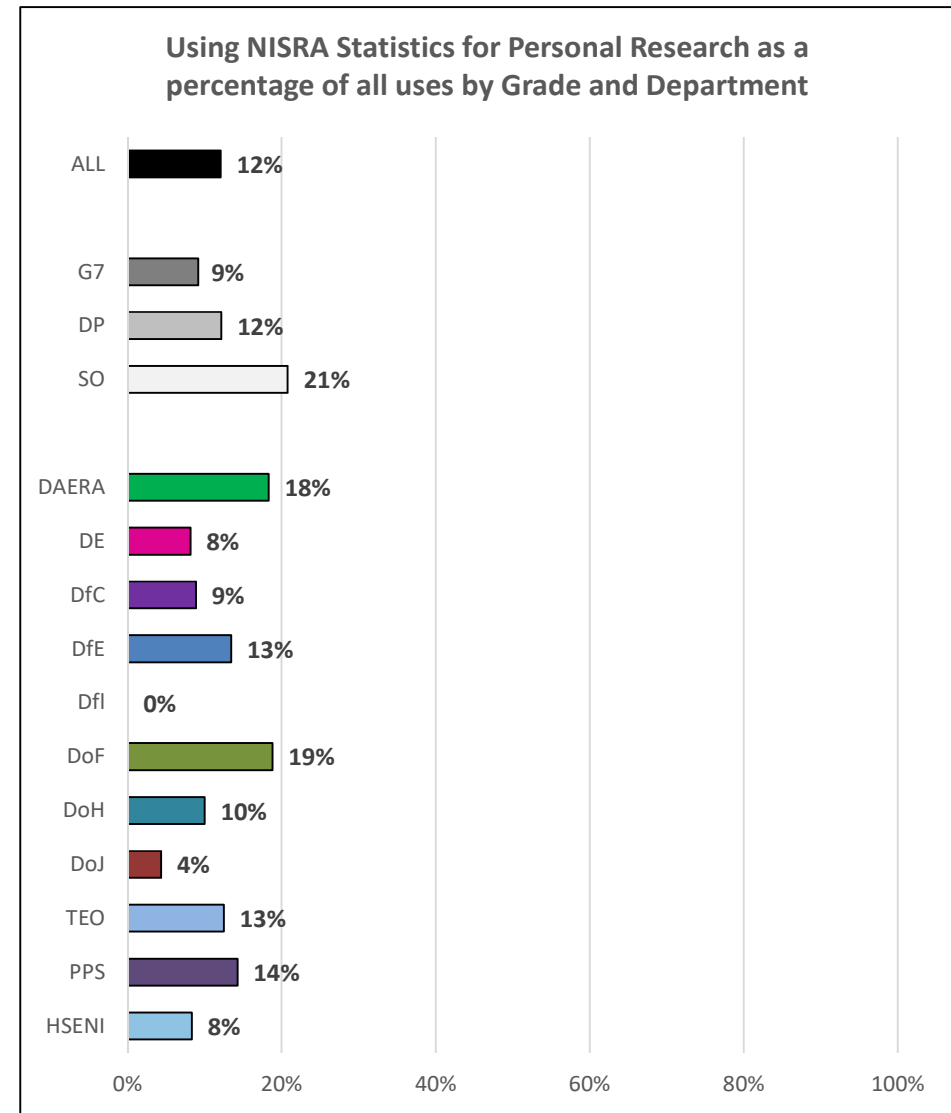
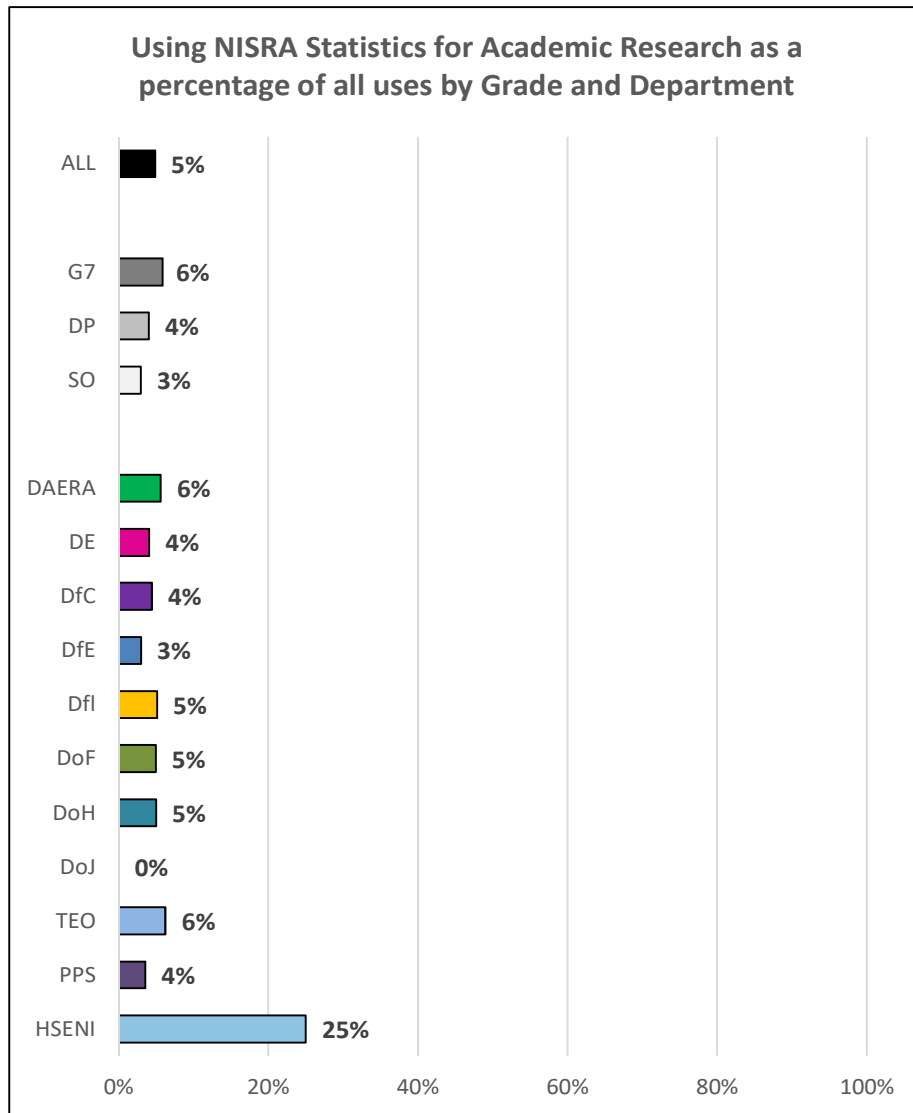


Results - Use of NISRA Statistics (Continued)

The charts below show the reported reasons for using NISRA statistics within each Grade Group and Department. This information was not collected in 2020 so comparisons with last year are not available. The main reasons for use, as reported by NICS staff, were Policy/Decision making (36%) and Business Decision making (28%).

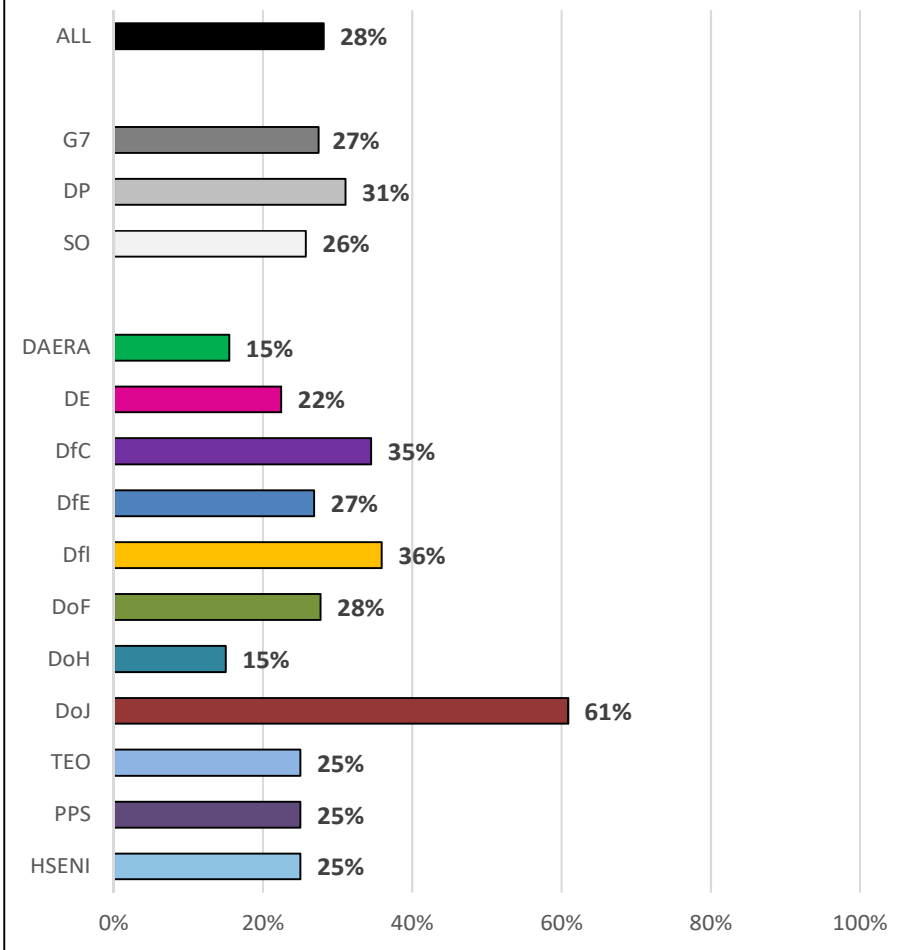


Results - Use of NISRA Statistics (Continued)

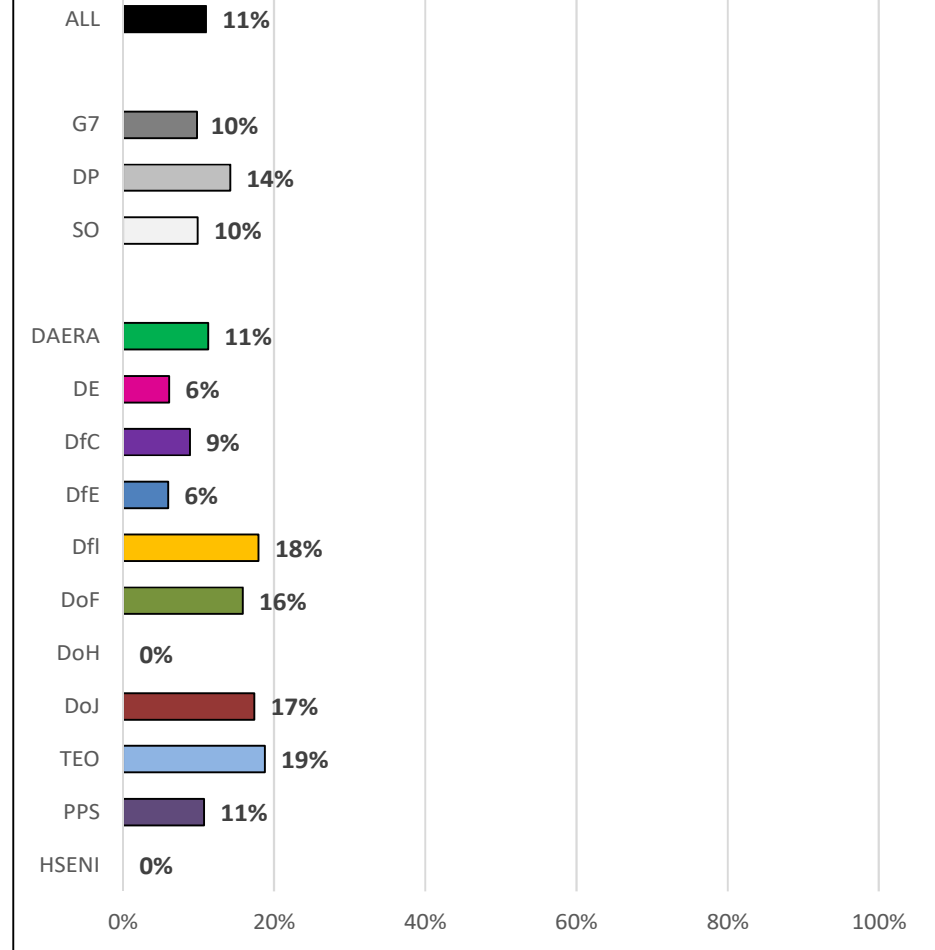


Results - Use of NISRA Statistics (Continued)

Using NISRA Statistics for Business Decision Making as a percentage of all uses by Grade and Department



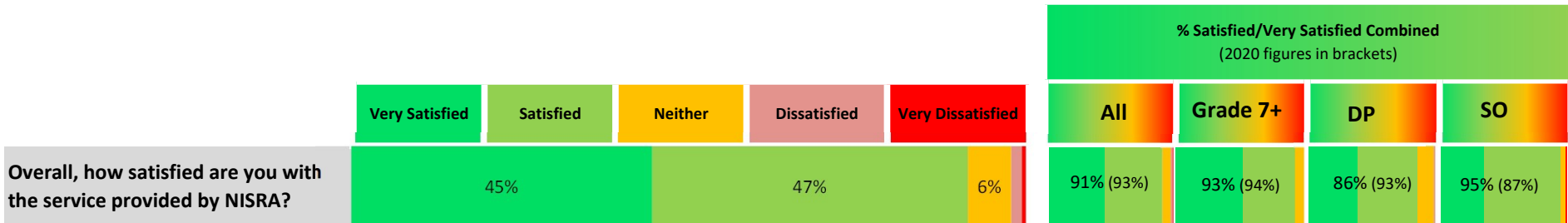
Using NISRA Statistics for Other Purposes as a percentage of all uses by Grade and Department



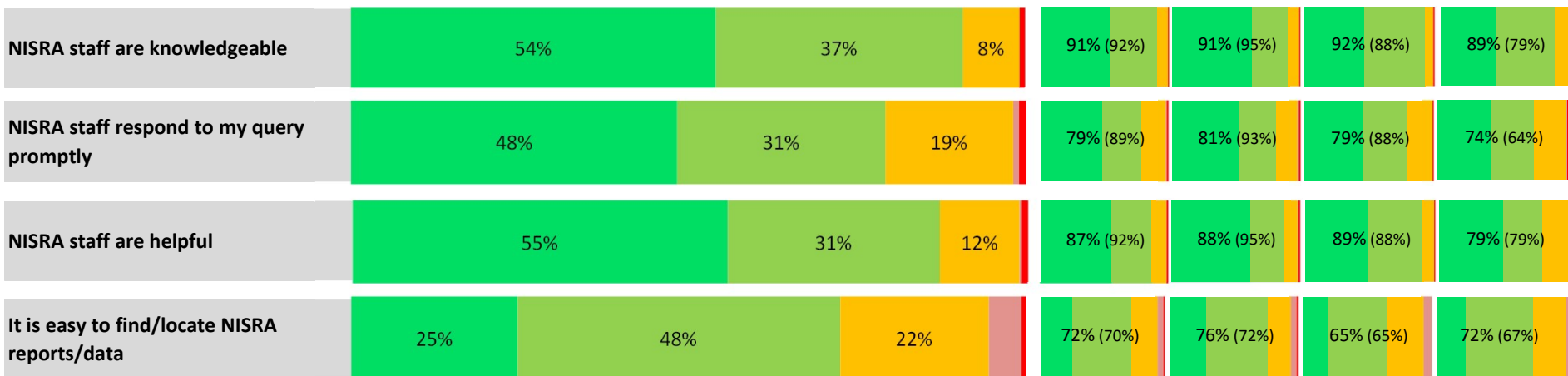
Results - Customer Satisfaction

The overall results from the customer satisfaction element of the 2021 survey are detailed below and overleaf. Comparisons with last year's results are given in Appendix I and last year's results are shown in brackets in the charts below. Questions highlighted with '*' are new to this year's survey. Responses are weighted to take account of the survey design and for non-response. Appendix III provides a comparison of weighted and unweighted results.

The majority of NICS customers were satisfied with the overall service provided by NISRA (91%) and various aspects of that service. The highest results indicated that 91% of customers felt that NISRA staff were knowledgeable. The lowest result indicated that 68% felt that NISRA staff engage with their customers and stakeholders. 71% felt that NISRA staff made them feel valued and 72% felt that it was easy to find/locate NISRA reports/data.

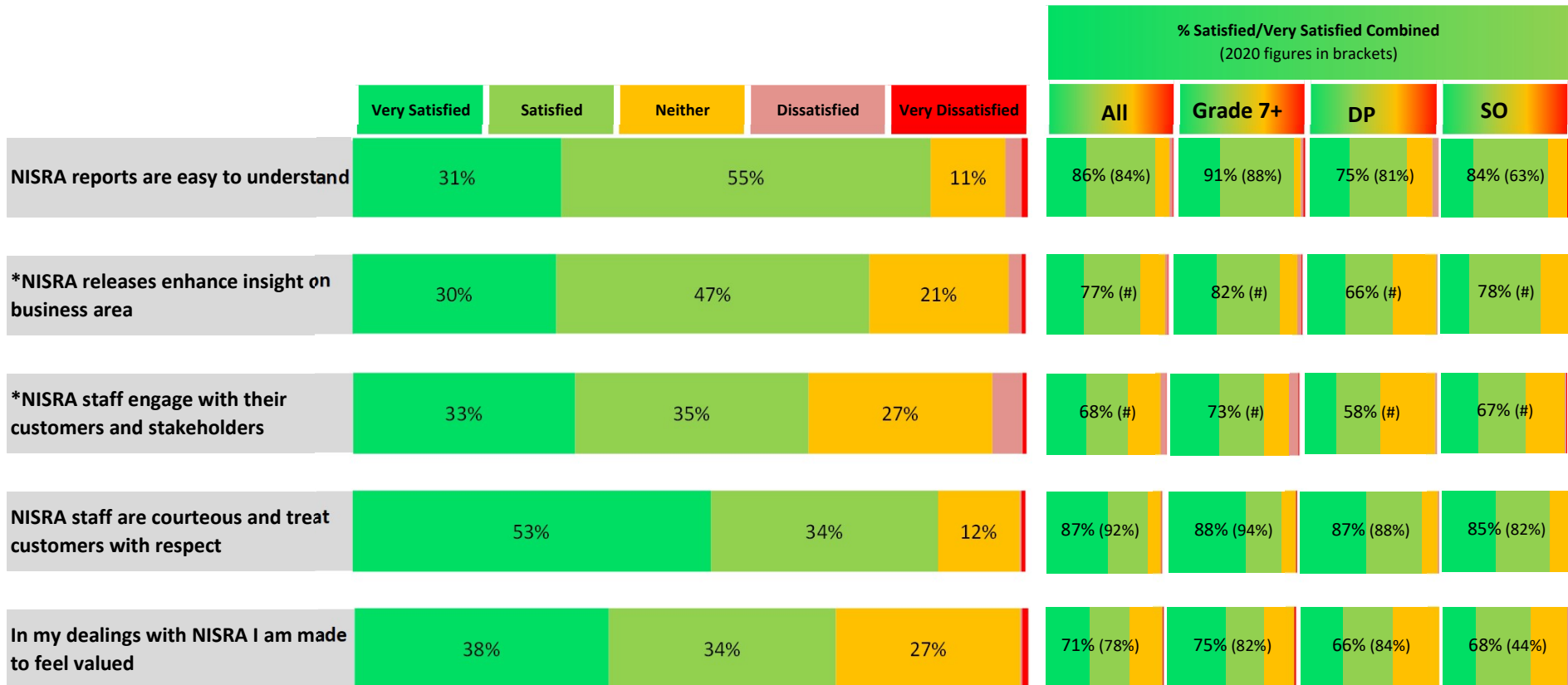


How satisfied were you with the following aspects of your contact with NISRA?

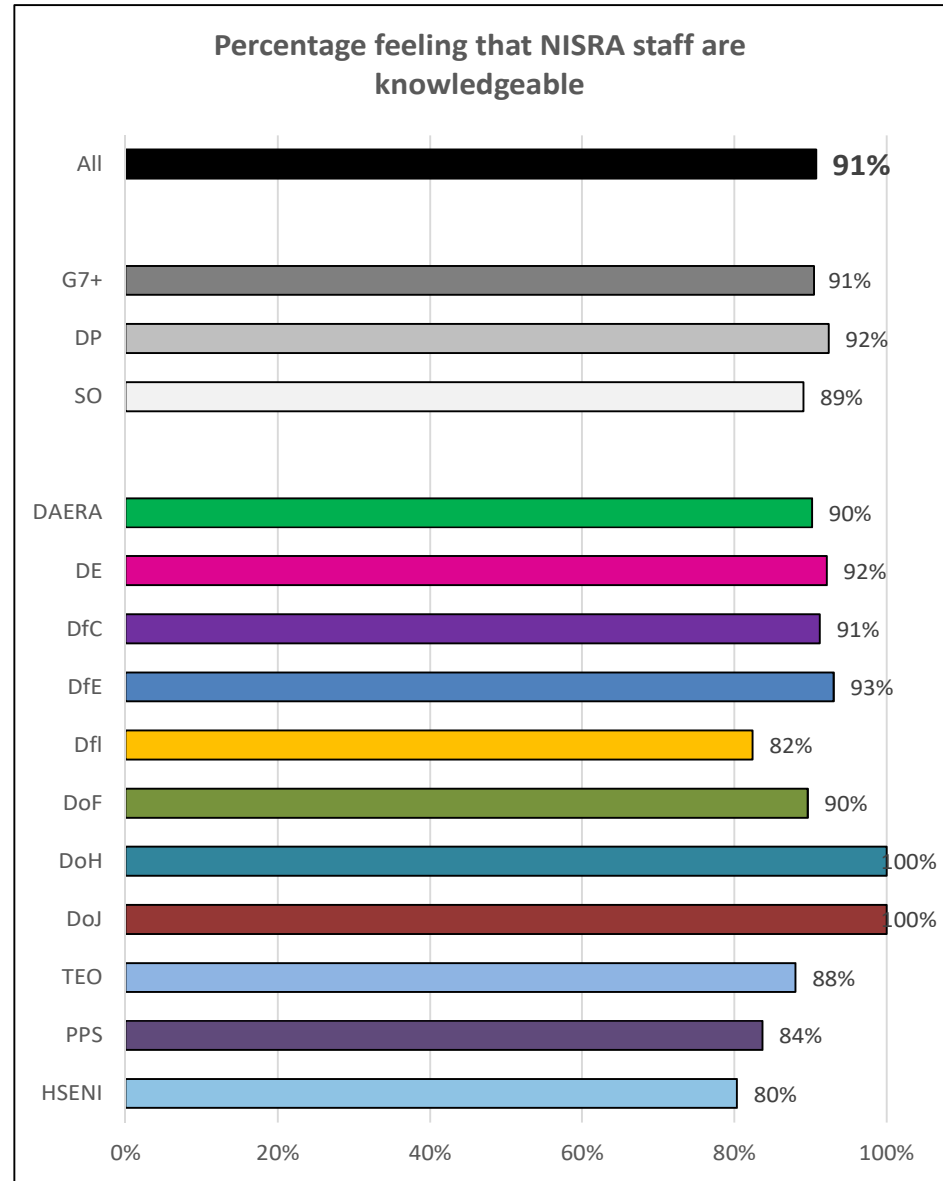
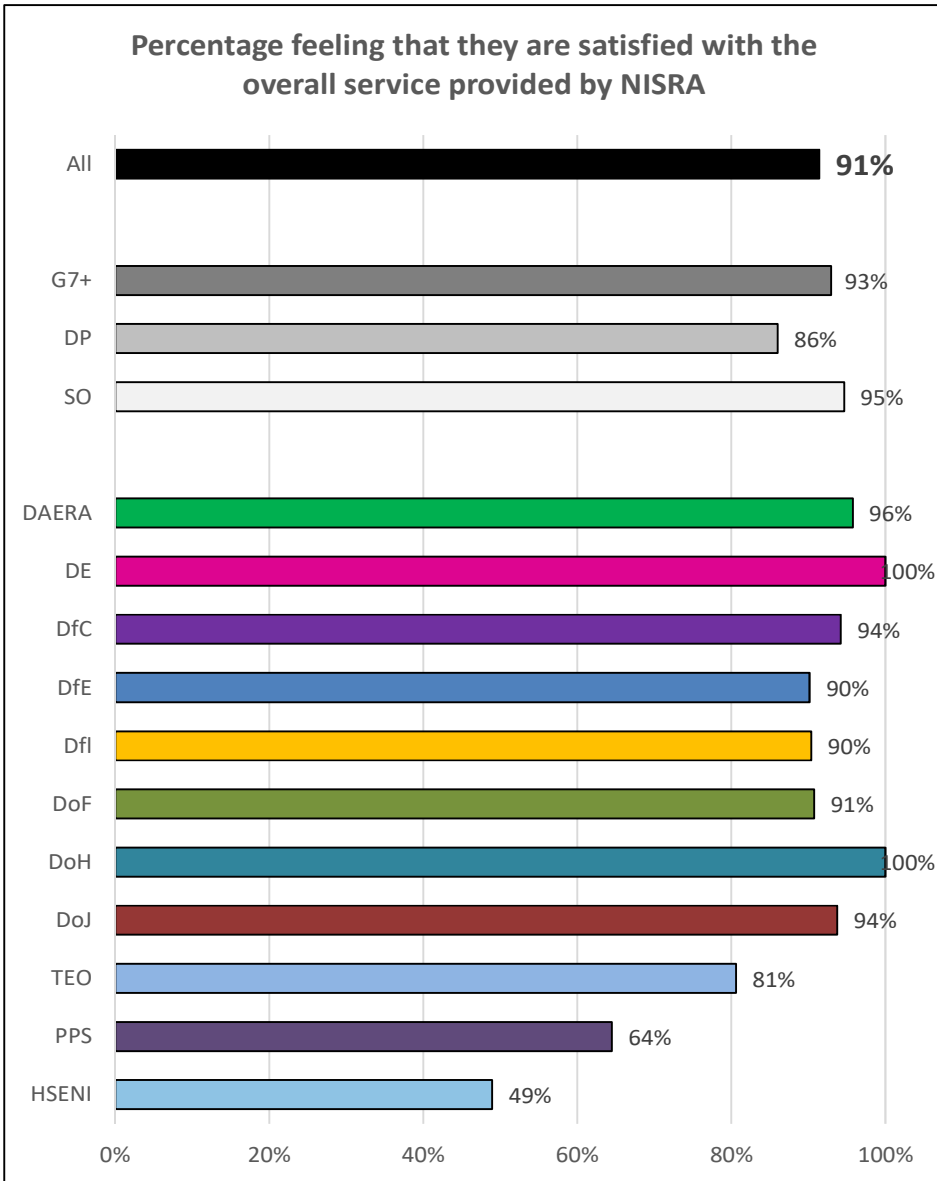


Results - Customer Satisfaction (Continued)

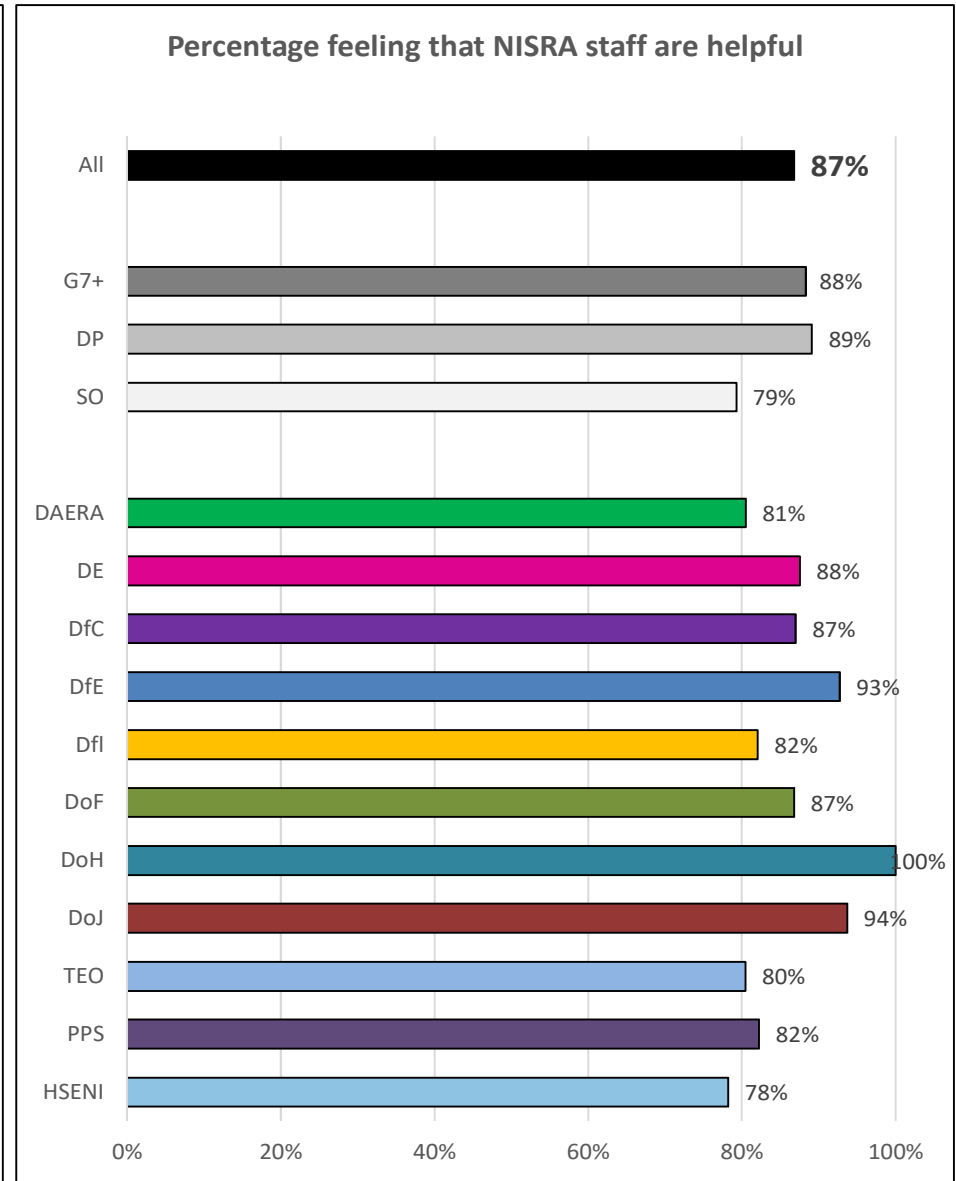
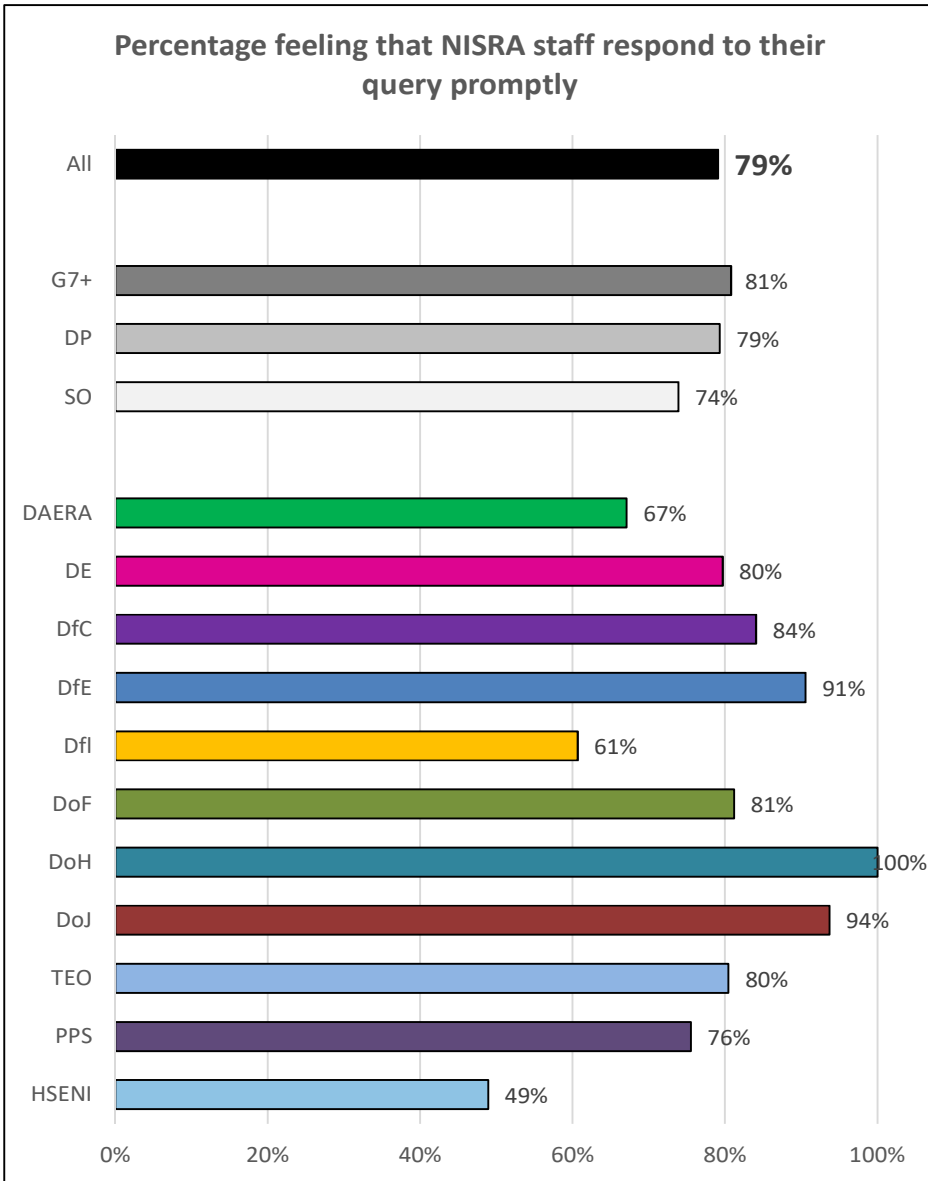
How satisfied were you with the following aspects of your contact with NISRA?



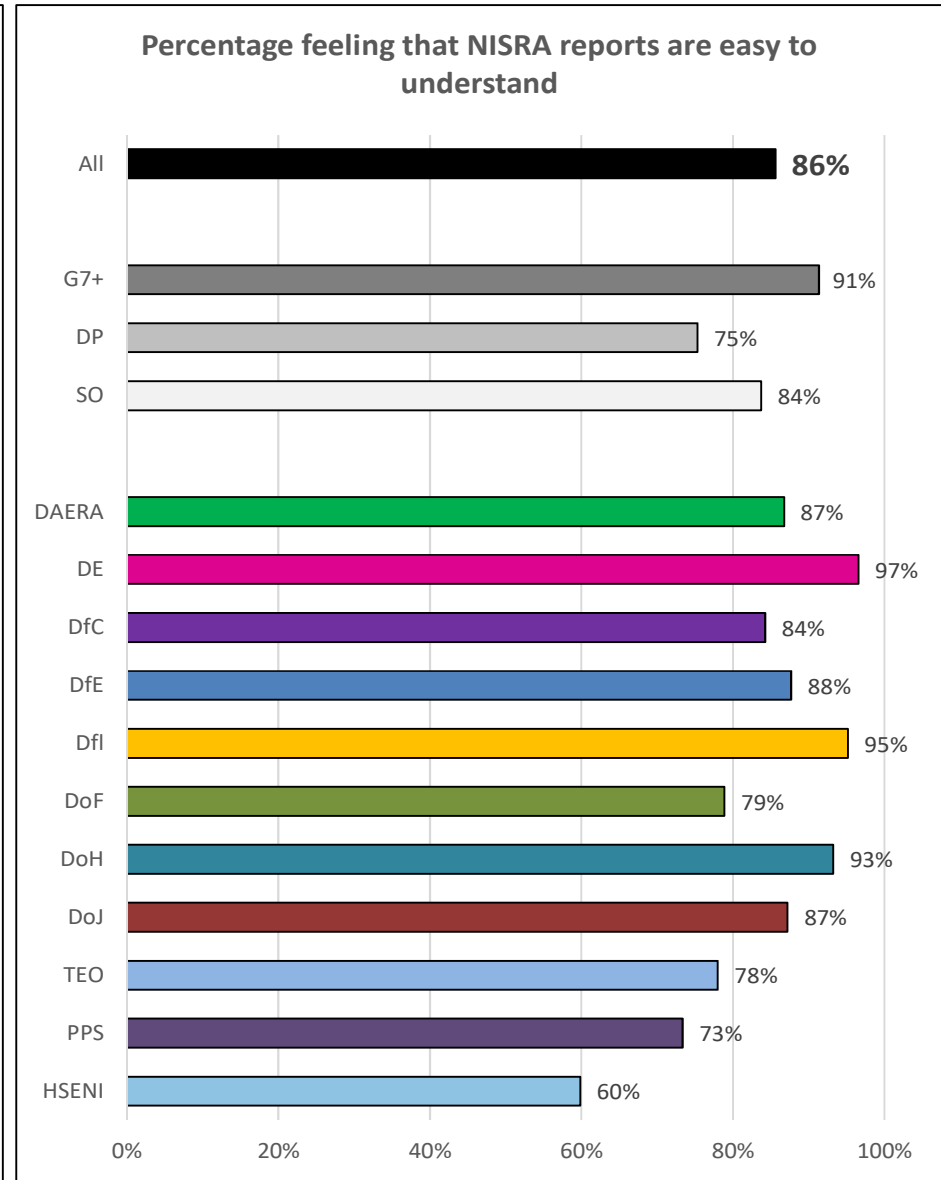
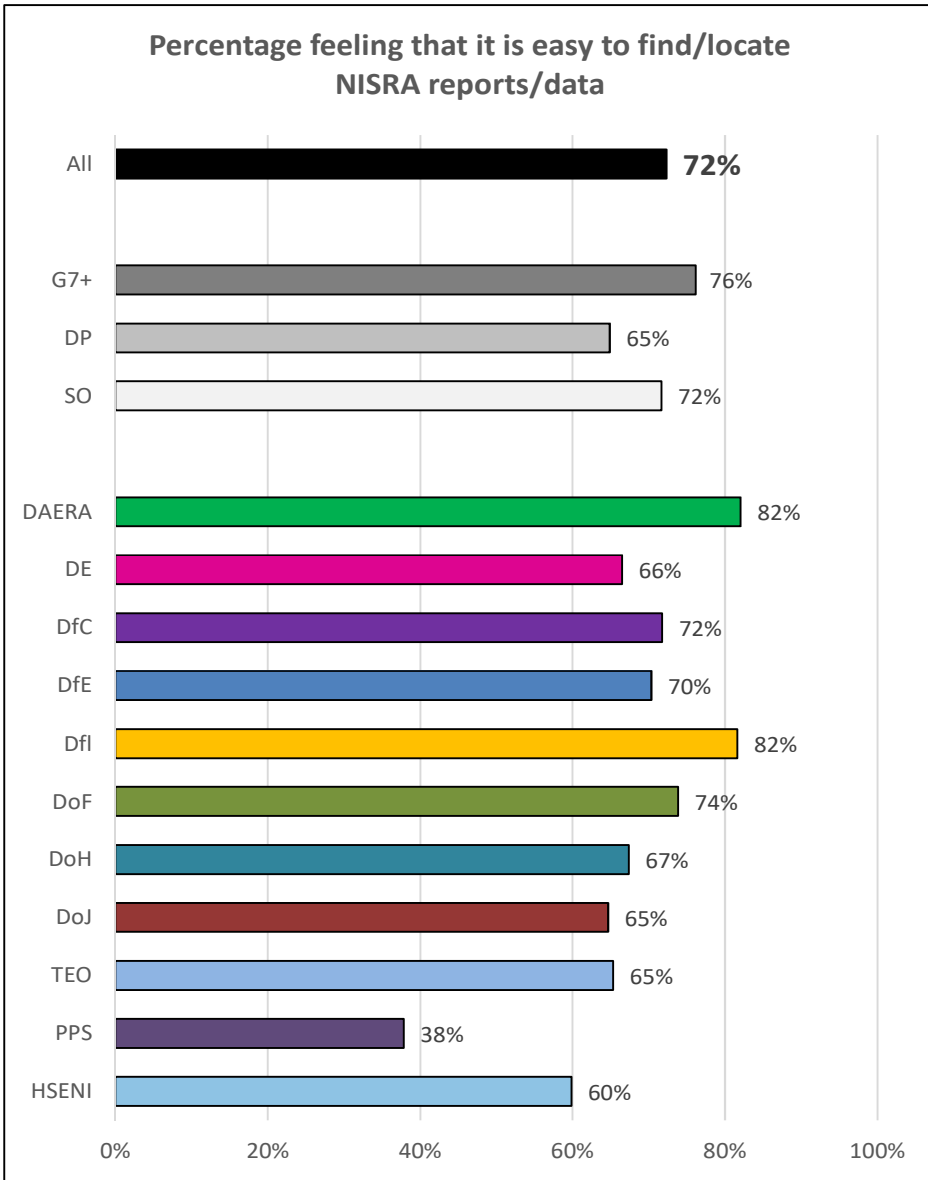
Results - Customer Satisfaction (Continued)



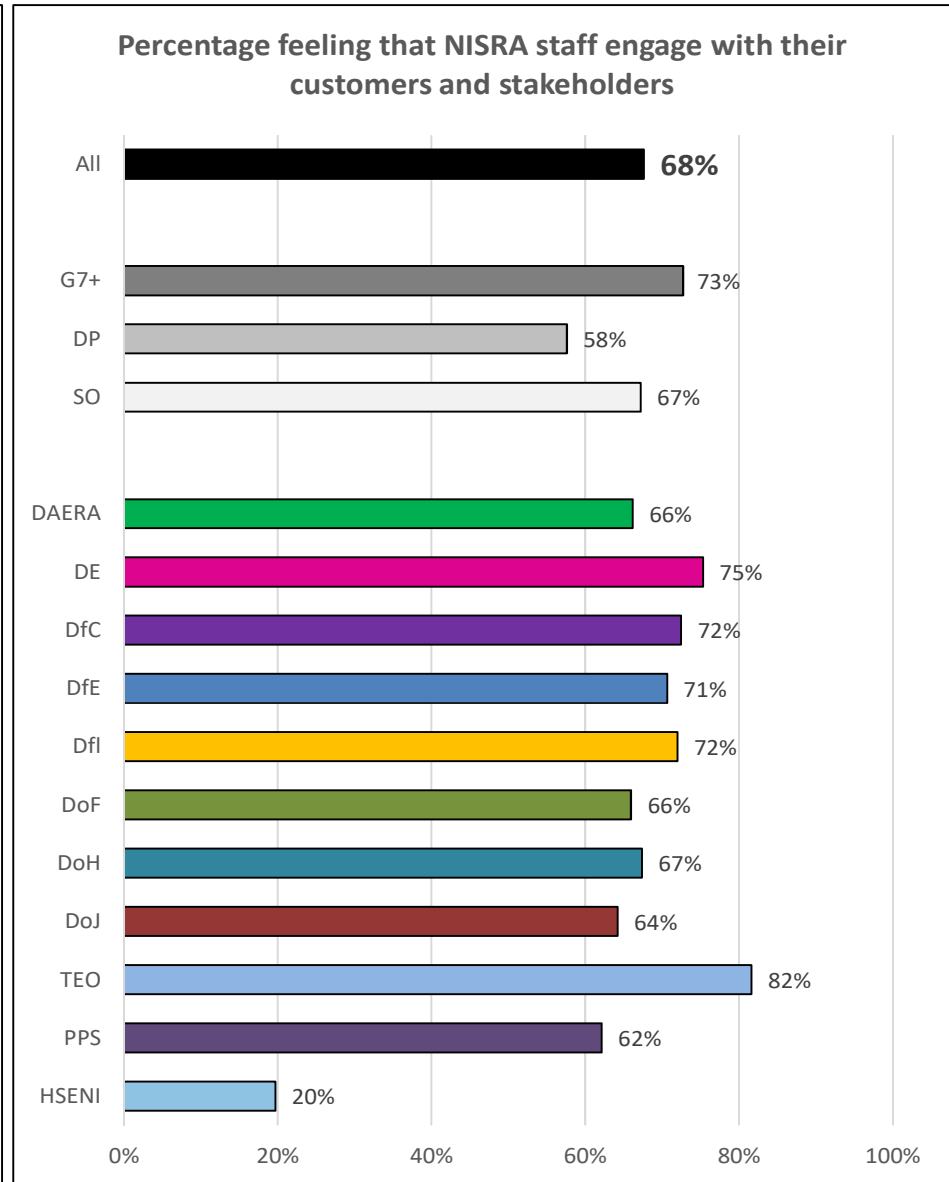
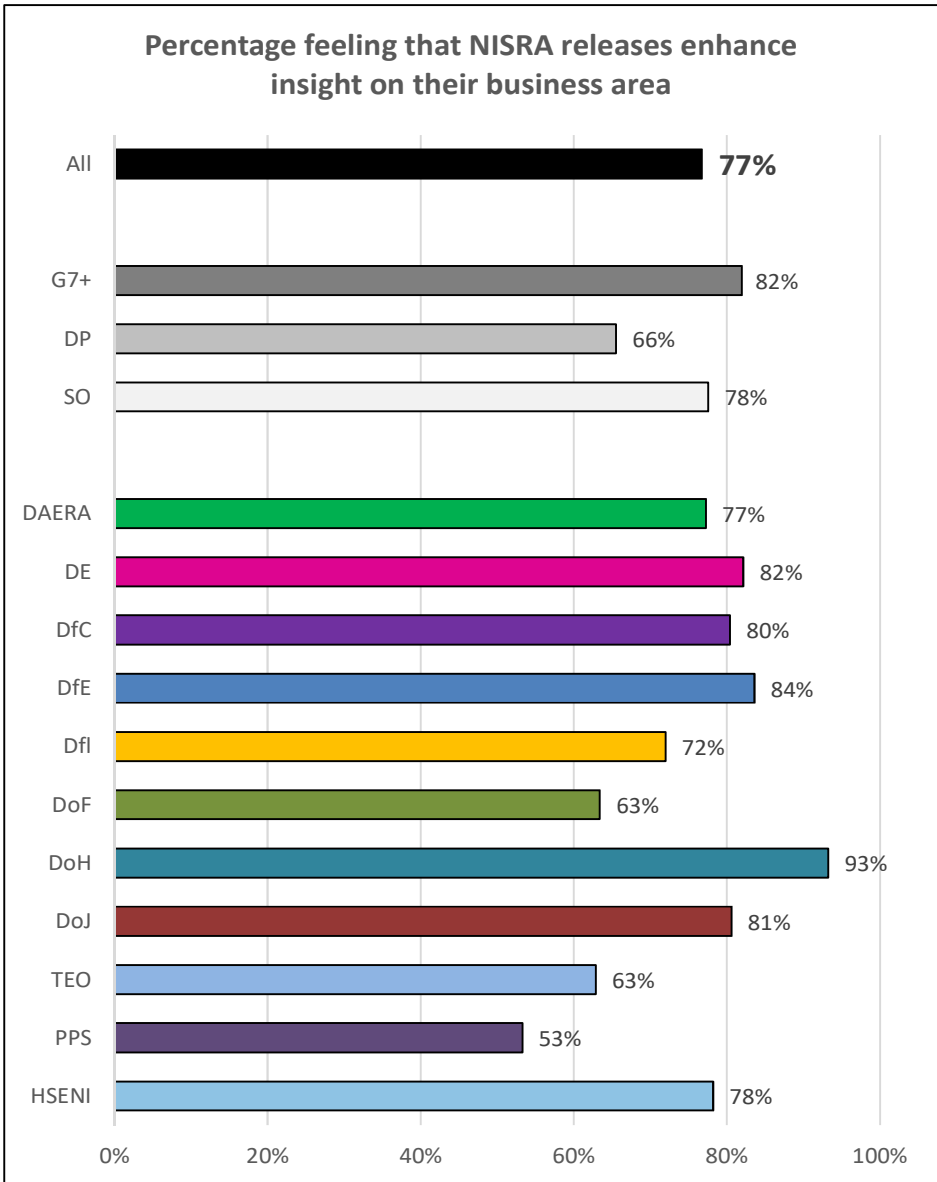
Results - Customer Satisfaction (Continued)



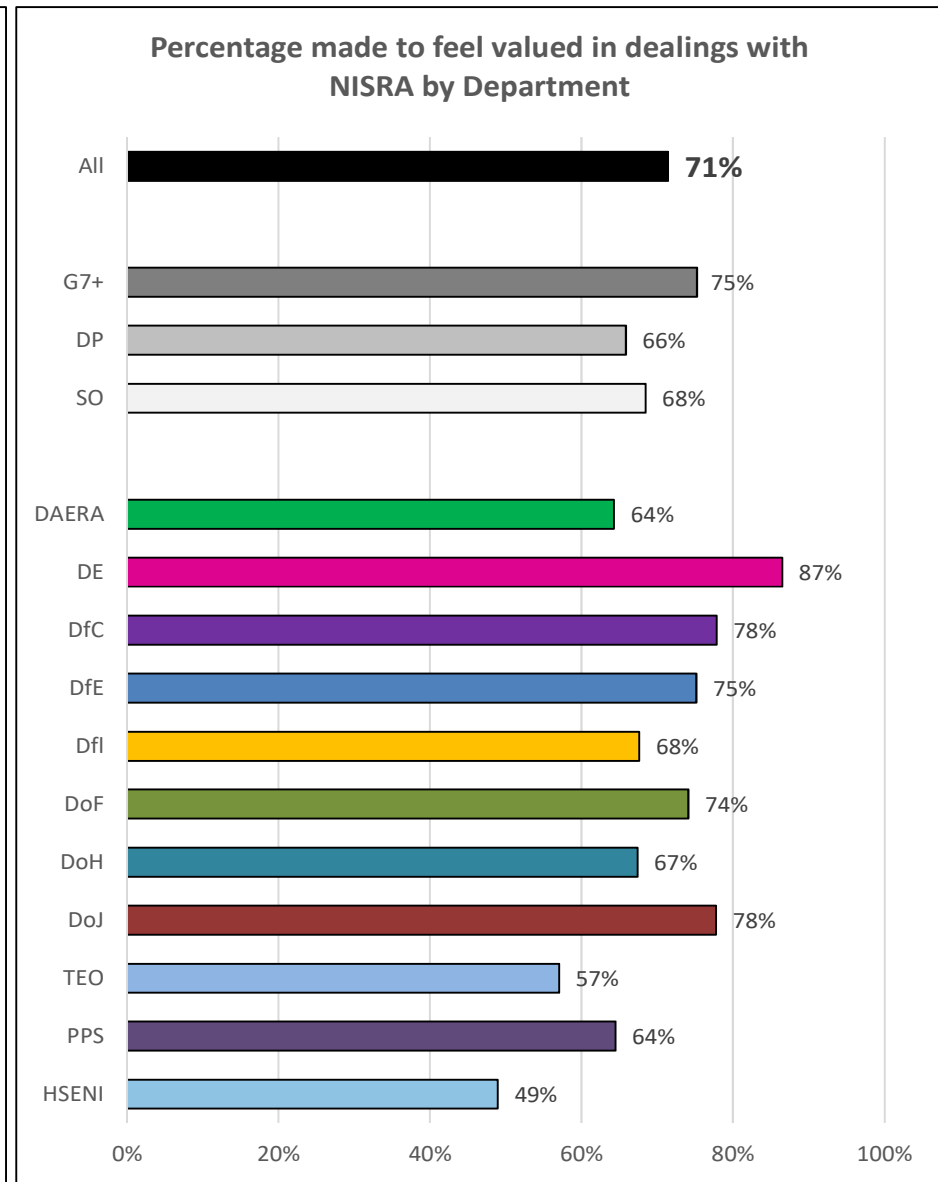
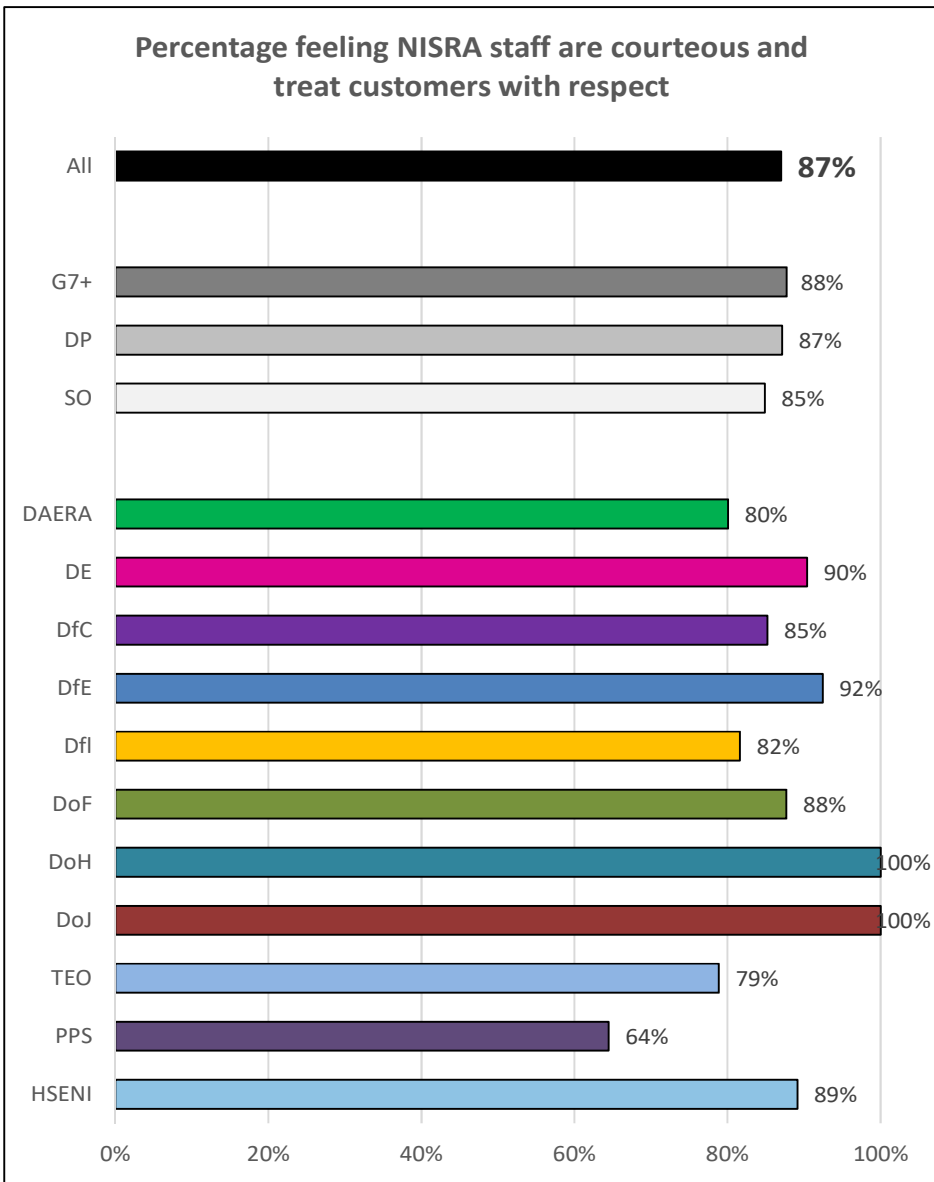
Results - Customer Satisfaction (Continued)



Results - Customer Satisfaction (Continued)

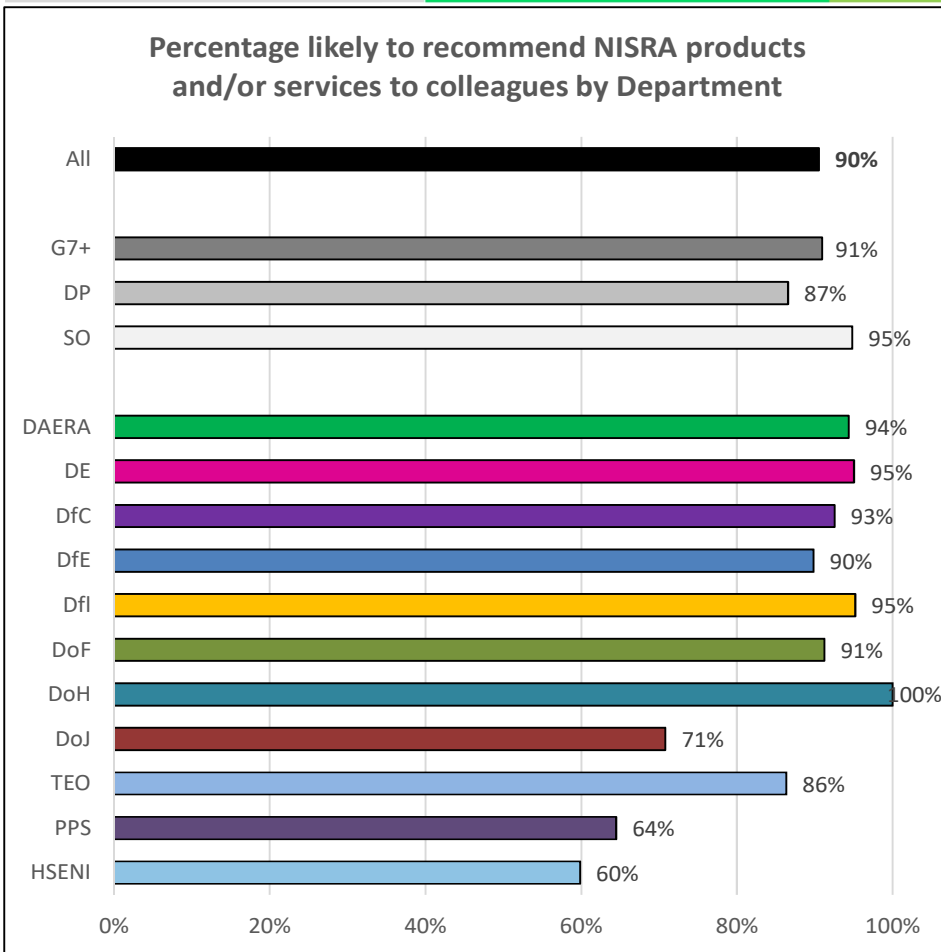


Results - Customer Satisfaction (Continued)



Results - Customer Satisfaction (Continued)

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	% Satisfied/Very Satisfied Combined (2020 figures in brackets)			
	All	Grade 7+	DP	SO					
Likelihood to recommend NISRA products and/or services to colleagues?	50%	41%	8%			90% (96%)	91% (98%)	87% (93%)	95% (87%)



This year 90% of NICS customers said they were likely to recommend NISRA products and/or services to colleagues. The corresponding figure for last year (2020) was 96%.

The recommendation level was highest for the SO group (95%) and was lowest for Deputy Principals (87%).

The level of recommendation of NISRA varied across departments with all staff (100%) in DoH saying that they were very likely or likely to recommend NISRA. The recommendation level was lowest from staff in HSENI and PPS where 60% and 64% respectively reported they were very likely or likely to recommend NISRA.

Appendix I - Summary of Metrics

Figures in brackets give percentage point increase from 2020 survey. '#' indicates equivalent figures from 2020 are not available.

Indicator	Department											
	All	DAERA	DE	DfC	DfE	DfI	DoF	DoH	DoJ	TEO	PPS	HSENI
% NICS staff - Awareness of NISRA	98% (+3)	94% (+7)	100% (0)	100% (+1)	100% (0)	95% (+5)	99% (-1)	100% (0)	100% (+9)	100% (0)	95% (#)	100% (#)
% Customers indicating they have used NISRA statistics	46% (#)	29% (#)	71% (#)	65% (#)	57% (#)	30% (#)	38% (#)	54% (#)	56% (#)	59% (#)	55% (#)	70% (#)
% Overall Customer Satisfaction	91% (-2)	96% (+12)	100% (0)	94% (+4)	90% (+1)	90% (-10)	91% (-2)	100% (0)	94% (-6)	81% (-19)	64% (#)	49% (#)

Grade Group		
Grade7+	DP	SO
99% (+3)	98% (+6)	97% (+1)
55% (#)	44% (#)	33% (#)
93% (-1)	86% (-7)	95% (+8)

% Satisfied/Very Satisfied ratings:

Indicator	Department											
	All	DAERA	DE	DfC	DfE	DfI	DoF	DoH	DoJ	TEO	PPS	HSENI
NISRA staff are knowledgeable	91% (-1)	90% (+14)	92% (-8)	91% (+5)	93% (-7)	82% (-18)	90% (+4)	100% (0)	100% (0)	88% (-12)	84% (#)	80% (#)
NISRA staff respond to my query promptly	79% (-10)	67% (-3)	80% (-13)	84% (+2)	91% (+3)	61% (-39)	81% (-12)	100% (0)	94% (-6)	80% (-20)	76% (#)	49% (#)
NISRA staff are helpful	87% (-5)	81% (+5)	88% (-12)	87% (-3)	93% (-1)	82% (-18)	87% (+1)	100% (0)	94% (-6)	80% (-20)	82% (#)	78% (#)
It is easy to find/locate NISRA reports/data	72% (+2)	82% (+22)	66% (+17)	72% (-8)	70% (+18)	82% (-4)	74% (+12)	67% (-33)	65% (-23)	65% (+15)	38% (#)	60% (#)
NISRA reports are easy to understand	86% (+2)	87% (+9)	97% (+19)	84% (-2)	88% (+11)	95% (-5)	79% (+2)	93% (-7)	87% (-1)	78% (+3)	73% (#)	60% (#)
NISRA releases enhance insight on my business area	77% (#)	77% (#)	82% (#)	80% (#)	84% (#)	72% (#)	63% (#)	93% (#)	81% (#)	63% (#)	53% (#)	78% (#)
NISRA staff engage with their customers and stakeholders	68% (#)	66% (#)	75% (#)	72% (#)	71% (#)	72% (#)	66% (#)	67% (#)	64% (#)	82% (#)	62% (#)	20% (#)
NISRA staff are courteous and treat customers with respect	87% (-5)	80% (+10)	90% (-10)	85% (-7)	92% (-8)	82% (-18)	88% (+9)	100% (0)	100% (0)	79% (-21)	64% (#)	89% (#)
In my dealings with NISRA I am made to feel valued	71% (-7)	64% (0)	87% (+2)	78% (-4)	75% (+3)	68% (+2)	74% (+9)	67% (-22)	78% (-22)	57% (-18)	64% (#)	49% (#)
Likelihood to recommend NISRA products and/or services to colleagues	90% (-6)	94% (+10)	95% (+2)	93% (-5)	90% (-10)	95% (-5)	91% (-2)	100% (0)	71% (-29)	86% (-14)	64% (#)	60% (#)

Grade Group		
Grade7+	DP	SO
91% (-4)	92% (+4)	89% (+10)
81% (-12)	79% (-9)	74% (+10)
88% (-7)	89% (+1)	79% (0)
76% (+4)	65% (0)	72% (+5)
91% (+3)	75% (-6)	84% (+21)
82% (#)	66% (#)	78% (#)
73% (#)	58% (#)	67% (#)
88% (-6)	87% (-1)	85% (+3)
75% (-7)	66% (-18)	68% (+24)
91% (-7)	87% (-6)	95% (+8)

Appendix II - Respondent Profile

Grade Group	Responses	Response Rate
Grade7 +	316	17%
DP	229	21%
SO	216	19%
All	761	19%

Department	Responses	Response Rate
DAERA	173	19%
DE	34	17%
DfC	113	22%
DfE	77	21%
DfI	83	18%
DoF	160	19%
DoH	28	12%
DoJ	34	22%
TEO	29	22%
PPS	20	13%
HSENI	10	24%
All	761	19%

Appendix III - All Responses Weighted and Unweighted

Weighted and unweighted results from the 2021 NISRA Customer Satisfaction Survey are detailed below. Responses were weighted for design and non-response errors.

Are you aware of the Northern Ireland Statistics and Research Agency (NISRA)?	Weighted	Unweighted
Yes (%)	98%	98%
No (%)	2%	2%

In the last year (2020/21) have you used NISRA statistics?	Weighted	Unweighted
Yes (%)	46%	46%
No (%)	54%	54%

Overall, how satisfied or dissatisfied are you with the service provided by NISRA?	Weighted	Unweighted
Very Satisfied (%)	45%	44%
Satisfied (%)	47%	47%
Neither Satisfied nor Dissatisfied (%)	6%	6%
Dissatisfied (%)	2%	2%
Very Dissatisfied (%)	1%	1%

Appendix III - All Responses Weighted and Unweighted (Continued)

How satisfied or dissatisfied are you that NISRA staff are knowledgeable?	Weighted	Unweighted
Very Satisfied (%)	54%	54%
Satisfied (%)	37%	36%
Neither Satisfied nor Dissatisfied (%)	8%	8%
Dissatisfied (%)	0%	0%
Very Dissatisfied (%)	1%	1%

How satisfied or dissatisfied are you that NISRA staff respond to your query promptly?	Weighted	Unweighted
Very Satisfied (%)	48%	50%
Satisfied (%)	31%	30%
Neither Satisfied nor Dissatisfied (%)	19%	17%
Dissatisfied (%)	1%	1%
Very Dissatisfied (%)	1%	2%

Appendix III - All Responses Weighted and Unweighted (Continued)

How satisfied or dissatisfied are you that NISRA staff are helpful?	Weighted	Unweighted
Very Satisfied (%)	55%	56%
Satisfied (%)	31%	30%
Neither Satisfied nor Dissatisfied (%)	12%	12%
Dissatisfied (%)	0%	1%
Very Dissatisfied (%)	1%	2%

How satisfied or dissatisfied are you that It is easy to find/locate NISRA reports/data?	Weighted	Unweighted
Very Satisfied (%)	25%	24%
Satisfied (%)	48%	47%
Neither Satisfied nor Dissatisfied (%)	22%	22%
Dissatisfied (%)	5%	5%
Very Dissatisfied (%)	1%	1%

Appendix III - All Responses Weighted and Unweighted (Continued)

How satisfied or dissatisfied are you that NISRA reports are easy to understand?	Weighted	Unweighted
Very Satisfied (%)	31%	31%
Satisfied (%)	55%	54%
Neither Satisfied nor Dissatisfied (%)	11%	13%
Dissatisfied (%)	2%	2%
Very Dissatisfied (%)	1%	1%

How satisfied or dissatisfied are you that NISRA releases enhance insight on your business area?	Weighted	Unweighted
Very Satisfied (%)	30%	30%
Satisfied (%)	47%	45%
Neither Satisfied nor Dissatisfied (%)	21%	22%
Dissatisfied (%)	2%	2%
Very Dissatisfied (%)	1%	1%

Appendix III - All Responses Weighted and Unweighted (Continued)

How satisfied or dissatisfied are you that NISRA staff engage with their customers and stakeholders?	Weighted	Unweighted
Very Satisfied (%)	33%	34%
Satisfied (%)	35%	35%
Neither Satisfied nor Dissatisfied (%)	27%	26%
Dissatisfied (%)	4%	4%
Very Dissatisfied (%)	1%	1%

How satisfied or dissatisfied are you that NISRA staff are courteous and treat customers with respect?	Weighted	Unweighted
Very Satisfied (%)	53%	54%
Satisfied (%)	34%	33%
Neither Satisfied nor Dissatisfied (%)	12%	12%
Dissatisfied (%)	0%	0%
Very Dissatisfied (%)	1%	1%

Appendix III - All Responses Weighted and Unweighted (Continued)

How satisfied or dissatisfied are you that in your dealings with NISRA you are made to feel valued?	Weighted	Unweighted
Very Satisfied (%)	38%	39%
Satisfied (%)	34%	34%
Neither Satisfied nor Dissatisfied (%)	27%	26%
Dissatisfied (%)	0%	0%
Very Dissatisfied (%)	1%	1%

How likely or unlikely is it that are you would recommend NISRA products and/or services to colleagues?	Weighted	Unweighted
Very Likely (%)	50%	50%
Likely (%)	41%	40%
Neither Satisfied nor Dissatisfied (%)	8%	6%
Unlikely (%)	1%	1%
Very Unlikely (%)	1%	1%

Appendix IV - Glossary of Terms and Technical Notes

Department and Grade Group

The 2021 NISRA Customer Satisfaction Survey was conducted across the nine NICS Ministerial Departments together with PPS and HSENI. All staff working in these organisations at the Grade7 or above grades were invited to take part in the survey. In addition a sample of staff at Deputy Principal or analogous and Staff Officer and analogous grades were also invited to take part. In order to manage the survey and to protect confidentiality, the NICS grades were banded into three groups (G7+, DP and SO). The G7+ band covered all grades from Grade7 and above. The DP band covered all Deputy Principal and analogous grades and the SO band covered all Staff Officer and analogous grades. NISRA staff were excluded.

% Satisfied/Very Satisfied

This is the proportion of respondents that selected either 'Very Satisfied' or 'Satisfied' for a question.

Rounding

Percentages are presented as whole numbers for ease of reading. Rounding is performed at the last stage of calculation. Values from 0.00 to 0.49 are rounded down and values from 0.50 to 0.99 are rounded up. If you perform calculations using rounded figures, these may differ slightly from our calculations. For example, if you add together the % Very Satisfied, % satisfied, % Neither Satisfied nor Dissatisfied, % Dissatisfied and the % Very Dissatisfied, you may not get 100%.

Weighting

It is known from previous NISRA customer satisfaction surveys that interaction with NISRA tends to be from the more senior grades within the NICS. Interaction with more junior grades (AA to EO1) tends to be less. The level of interaction between NISRA and middle ranking NICS grades is harder to judge. Ideally all staff in the NICS would have been invited to respond but in order to reduce the burden on NICS it was agreed that all staff at G7 and above would be invited and staff at DP and SO grades would be sampled.

The profile of staff at different grades across departments in the NICS varies considerably. All staff at G7 and above were included no matter what department they worked in. As a result they all had an equal chance of selection. However staff at SO and DP level were sampled. Based on feedback from other such surveys a 20% to 25% response rate was expected. A total of 1,087 DPs were invited to take part. These were chosen at random and spread across departments in proportion to the DP population in departments. Likewise 1,109 SOs were invited to take part again chosen at random and spread across departments in proportion to the SO population in departments. In an effort to keep survey non-response as low as possible, reminders were sent to all invitees at the beginning of the third week of the survey.

Appendix IV - Glossary of Terms and Technical Notes (Continued)

Weighting (continued)

The survey was a census of all NICS staff at Grade7+ and a sample of NICS staff at DP and SO level. As a result, sample weights had to be applied to compensate for non-coverage and non-response. Sampling weights are needed to correct for imperfections in the sample that might lead to bias and other differences between the achieved sample (those invited to participate in the NISRA Customer Satisfaction Survey who responded) and the reference population (the NICS excluding NISRA staff). Such imperfections include the selection of units with unequal probabilities, non-coverage of the population, and non-response. For our survey all staff at G7 and above were included but in order to reduce the burden on the NICS only a selection of staff at SO and DP level were included. The purposes of the weighting used in the survey are to:

- a. adjust the weighted sample distribution for key variables of interest (Department and Grade) to make it conform to the known NICS population distribution. To compensate for unequal probabilities of selection between the G7 and above Group and the DP and SO Groups (Design Weight).
- b. compensate for non-response (Non-Response Weight).

The calculated weights were applied to the responses received in the SPSS programing and weighted results were subsequently generated.

Appendix V - Data Quality

Relevance

Last year's 2020 NISRA Customer Satisfaction Survey replaced the annual NISRA Customer Survey which had run in various formats for 12 years. As with the 2020 survey the format and methodology for this 2021 survey provides metrics for the annual NISRA Business Plan. A review of the legacy methodology had indicated that the mechanism allowing NISRA branches to compile their own customer lists and to identify key customers required change and that the inclusion of NISRA staff as customers was not appropriate. Although customer satisfaction is no longer a ministerial target, it is included in the survey given the newly defined customer base and methodology.

Accuracy

The figures represent the survey responses received during the 3 week period, 15th February 2021 to 5th March 2021. Blaise Survey Software was used to produce the survey, with invitees asked to complete the survey online. Paper questionnaires were not made available.

Of the invites 4,021 invites issued, 974 recipients opened the survey but only 761 respondents elected to complete the opening questions (Department, Grade Group and Awareness questions). Questions were routed and only respondents who responded that they were aware of NISRA were asked if they had used NISRA Services/Products in the last year. Only those respondents who had confirmed that they had used NISRA were asked the Customer Satisfaction questions. Validation checks were carried out on the survey responses (in SPSS and Microsoft Excel software).

Timeliness and Punctuality

The report relates to current awareness of NISRA (at the point in time of answering the question) and use of NISRA Services/Products during the last year. Given that the survey was conducted at the end of February/beginning of March 2021, 'the last year' is taken to be the 2020/21 year. Analysis for this report commenced straight after the survey closed, with the full report 'NISRA Customer Satisfaction Survey 2021' completed in June 2021.

Coherence and Comparability

There were minimal changes between the 2020 survey and the 2021 survey. Staff from two bodies (Public Prosecutions Service and Health & Safety Executive Northern Ireland) were included in the 2021 survey. Last year (2020 survey) a single question was asked in relation to use of NISRA statistics - 'In the last year have you used NISRA statistics in the Policy/Decision making process?'. This year's survey expanded this to include five other options and a 'None' option. As a result care should be taken in drawing any comparisons with last year for use of NISRA, i.e. comparing this year's 'Use of NISRA for any reason' with last year's 'Use of NISRA for Policy/Decision making'.

Two new questions were added to the Customer Satisfaction suite of questions, 'NISRA releases enhance insight on my business area' and 'NISRA staff engage with their customers and stakeholders'.