

Department of Finance and Personnel

Customer Survey 2008



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Executive Summary

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Executive Summary

Introduction

The survey was issued electronically to 1,166 customers of DFP. A total of 751 survey responses were returned, representing a response rate of 64%.

Section 1: DFP Staff

Satisfaction with the staff within the DFP business areas was generally high, especially in terms of their politeness/courtesy (91%) and knowledge/professionalism (83%). For both these areas the minimum satisfaction within any business area was 81%, and staff in CPG achieved 100% satisfaction for politeness/courtesy.

Three quarters of respondents were satisfied with DFP business area staff in terms of their treating customers fairly and consistently, treating information in confidence and respecting a customer's privacy (all 77%). However satisfaction with staff in the remaining two areas was lower with only 67% of respondents satisfied with the staff in terms of their organisation and 70% with their commitment to achieving the customer's objectives.

Variation across the business areas was especially noticeable for the question on staff organisation, ranging from 60% for CSG staff up to 96% for DSO staff.

Overall in this section, satisfaction levels were significantly lower than 2007 in 4 of the 7 areas – politeness/courtesy (91% down from 94%); knowledge/professionalism (83% compared with 86%); organisation (67% compared with 73%) and treating information in confidence (77% down from 80%).

Section 2: Communication with DFP

Respondents were generally satisfied with communication in DFP with most questions in this section obtaining a level of satisfaction between 70% and 80%.

Around three quarters of respondents were satisfied that they knew who to contact for assistance with their query (77%), that staff responded to phone calls in a timely manner (78%) and that staff responded to e-mails in a timely manner (73%). Slightly fewer respondents were satisfied that staff provide timely responses to queries/requests (72%) or with the quality of information and correspondence received (70%).

Executive Summary

Less than 70% of respondents were satisfied that written communication was clear and to the point (67%) or that they were kept informed of the status of their request (62%).

Seven tenths (70%) of respondents reported that they were satisfied with the overall quality of communication.

In this section the level of satisfaction in the majority of questions was similar to the 2007 level. Satisfaction on written communication being clear and to the point (67%) was significantly lower than the 2007 figure (73%), but significantly more respondents were satisfied that they knew who to contact (77% compared with 72% in 2007) and that they were kept informed of the status of their request (62% compared with 57%).

Section 3: Complaints to DFP

A small proportion of respondents (11%) said that they had made a complaint about any aspect of the service provided. Of these, 59% reported that their complaint had been resolved satisfactorily -higher than reported in 2007 (55%).

One in three respondents (29%) who had made a complaint were satisfied with how the complaint was dealt with a further 36% of customers were dissatisfied.

Section 4: Overall DFP Customer Satisfaction

For DFP overall, just under six out of ten (58%) respondents agreed that the DFP business area is customer focused.

One in three (32%) of respondents agreed that the service they received from the DFP business area had improved over the past year. The largest proportion of customers (55%) gave the neither option.

Only 17% 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 2008.

Executive Summary

Section 5: DFP Web Sites

The survey asked about both the Internet site - www.dfpni.gov.uk and the Intranet site - dfponline. Almost half of the respondents (46%) had used the internet site (www.dfpni.gov.uk) while under two fifths (37%) used the intranet site (dfponline). For both sites there was a large degree of variation in usage between business areas. For example, over half of CFG customers (51%) are recorded as using the internet (www.dfpni.gov.uk) compared with a quarter (27%) of CPD customers. The variation is even more extreme for usage of the intranet site (dfponline) ranging from just 11% of CPD customers up to 48% of CSG customers.

Of those respondents who reported using the internet site (www.dfpni.gov.uk), similar proportions were satisfied with the layout of the site (67%) and the actual content (66%). Satisfaction with the intranet site was slightly higher at 68% for the layout and 73% for the content.

Section 6: Views on the Survey

A large majority (91%) 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 79% (CPD) to a maximum of 97% (DSO).

Executive Summary

Introduction

Introduction

Introduction

In October 2008 DFP commissioned the Human Resource Consultancy Services (HRCS) branch of NISRA to undertake a survey of DFP customers. This survey repeated the core questions identified as part of the consultation exercise in 2007, with minor adjustments following a review of the 2007 process and comments made from respondents. As in 2007, individual business areas were given the opportunity to add specific questions relevant to their customer base.

The survey covered a wide range of issues including customer views on:-

- DFP Staff
- Communication with DFP
- Complaints to DFP
- Business area specific questions
- Overall Customer Service
- DFP Internet
- Views on the Survey

In all six business areas (all of the 'core Department', but excluding DFP executive agencies) were covered:

- Central Finance Group (CFG)
- Central Procurement Directorate (CPD)
- Central Personnel Group (CPG)
- Corporate Services Group (CSG) (including ITAssist)
- Departmental Solicitors Office (DSO)
- Occupational Health Service (OHS)

The responses from these individual business areas were amalgamated to provide information on the department as a whole. Each business area provided a list of customers to be issued with a survey. Where customers were not unique to a particular business area, those customers were issued a composite questionnaire¹. Although ITAssist was surveyed separately, the results from this survey have been combined with the general results for CSG and composite figures are used throughout this report. Although OHS has recently become part of CPG, its results are shown separately for the purposes of this report.

¹ 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), rather than a business area, such customers are only counted once.

Introduction

Timescales and response rates

The surveys were issued electronically to all 1,166 customers identified by the business areas on 14th October 2008. Several reminders were issued and the survey was closed on 4th November 2008.

By the closing date 751 customers had responded giving an overall response rate of 64%. A breakdown of response rates by business area is included in Appendix II.

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 decrease¹ from the level reported in 2007 a ↓ is shown on the question header. Similarly if the overall level of satisfaction has increased from 2007 then a ↑ is displayed. A detailed breakdown of the results by business area is provided in Appendix III. A comparison with the results obtained in 2007 is provided in Appendix IV.

The verbatim comments (amended to respect confidentiality) made in response to various questions in the survey are included in a separate document.

Figures Reported

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.

Unless stated otherwise, throughout the report the term satisfied is taken to mean 'very satisfied' and 'satisfied' combined, while dissatisfied is a combination of 'very dissatisfied' and 'dissatisfied'. When the text is referring solely to those respondents selecting the satisfied option then satisfied will be shown in quotes ('Satisfied').

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

¹ At the 5% level

Section 1: DFP Staff

Section 1 – DFP Staff

Key Findings

How satisfied are you with staff within the DFP business area in terms of...

Level of Satisfaction (Very satisfied and satisfied combined)	DFP Overall %	Business Area Range %	
		Min	Max
Politeness/Courtesy	91	81	100
Knowledge/Professionalism	83	81	96
Organisation (i.e. sufficiently prepared for meetings/discussions)	67	60	96
Commitment to achieving your objectives	70	64	87
Treating customers fairly and consistently	77	72	89
Treating all received information in the strictest confidence	77	71	98
Respecting a customer's privacy	77	70	93

Summary

Satisfaction with the staff in terms of their politeness/courtesy (91%) and knowledge/professionalism (83%) was consistently high across all business areas with staff in CPG achieving 100% satisfaction level for politeness/courtesy.

Three quarters of respondents were satisfied with DFP business area staff in terms of their treating customers fairly and consistently, treating information in confidence and respecting a customer's privacy (all 77%).

Satisfaction with staff in the remaining two areas was slightly lower with only 67% of respondents satisfied with the staff in terms of their organisation and 70% with their commitment to achieving the customer's objectives. Variation across the business areas was especially noticeable for the question on staff organisation, ranging from 60% for CSG staff up to 96% for DSO staff.

Overall in this section, satisfaction levels were significantly lower than 2007 in 4 of the 7 areas – politeness/courtesy (91% down from 94%); knowledge/professionalism (83% compared with 86%); organisation (67% compared with 73%) and treating information in confidence (77% down from 80%).

Section 1 – DFP Staff

Section 1 – DFP Staff

How satisfied or dissatisfied are you with staff within the DFP business area in terms of....



Politeness/courtesy

Figure 1.1: Level of satisfaction (DFP overall)

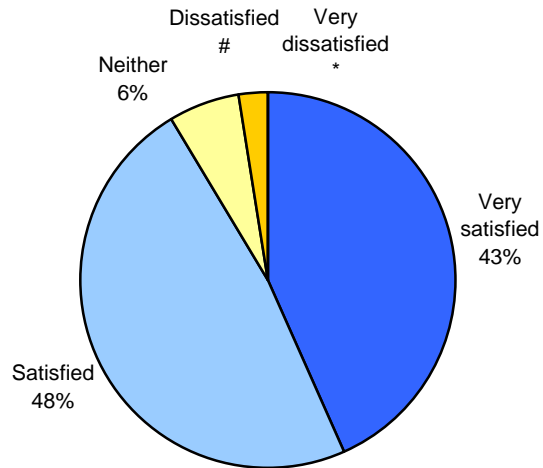
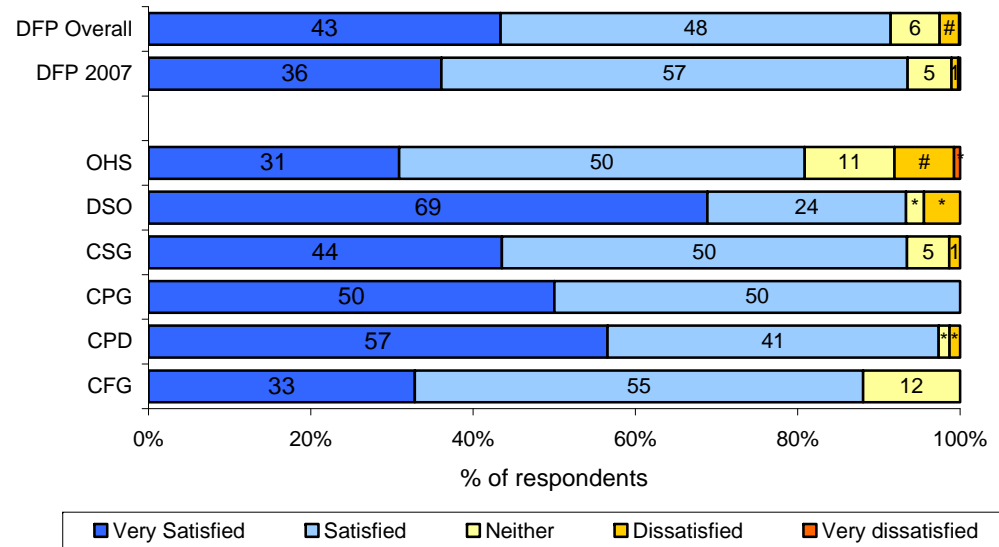


Figure 1.2: Satisfaction by Business Area



Summary

For DFP overall, 91% of respondents were satisfied with the politeness/courtesy of staff. The level of satisfaction was consistently high across all the business areas with all of CPG customers recording satisfaction. OHS recorded the lowest level of satisfaction at 81%. Only a small number of respondents indicated that they were 'dissatisfied' with the politeness/courtesy of staff. Across the business areas this figure was either too small for disclosure or zero.

At 91% the level of satisfaction was lower than the 94% achieved in 2007, but a higher proportion of respondents reported that they were 'very satisfied' (43%) in 2008 compared with 2007(36%).

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release. A # indicates that this number, while larger than 5 has been suppressed to maintain confidentiality.

Section 1 – DFP Staff

How satisfied or dissatisfied are you with staff within the DFP business area in terms of....



Knowledge/professionalism

Figure 1.3: Level of satisfaction (DFP overall)

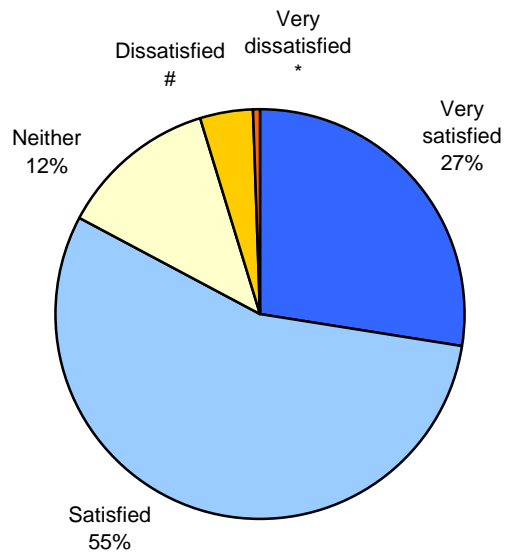
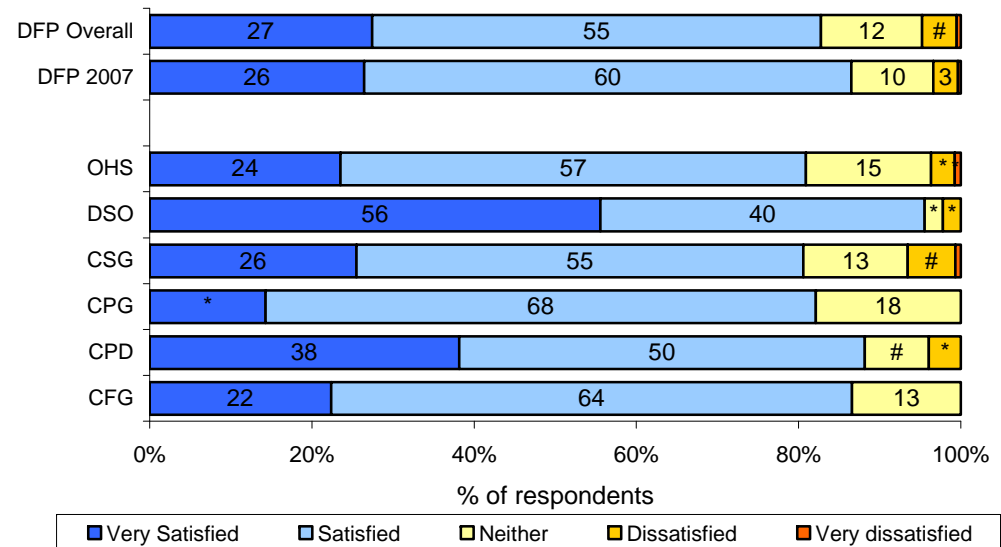


Figure 1.4: Satisfaction by Business Area



Summary

For DFP overall, 83% of respondents were satisfied with the knowledge and professionalism of staff. DSO had the highest level of satisfaction (96%) with 56% of its respondents reporting that they were 'very satisfied'.

The DFP overall satisfaction level of 83% is lower than the figure reported in 2007 (86%).

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release. A # indicates that this number, while larger than 5 has been suppressed to maintain confidentiality.

Section 1 – DFP Staff

How satisfied or dissatisfied are you with staff within the DFP business area in terms of....



Organisation (ie sufficiently prepared for meetings/discussions)

Figure 1.5: Level of satisfaction (DFP overall)

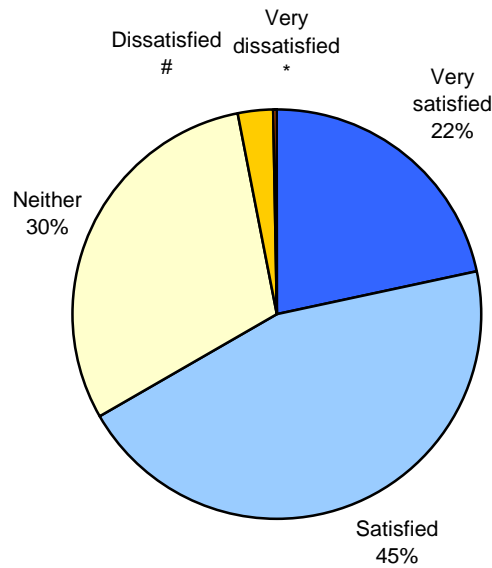
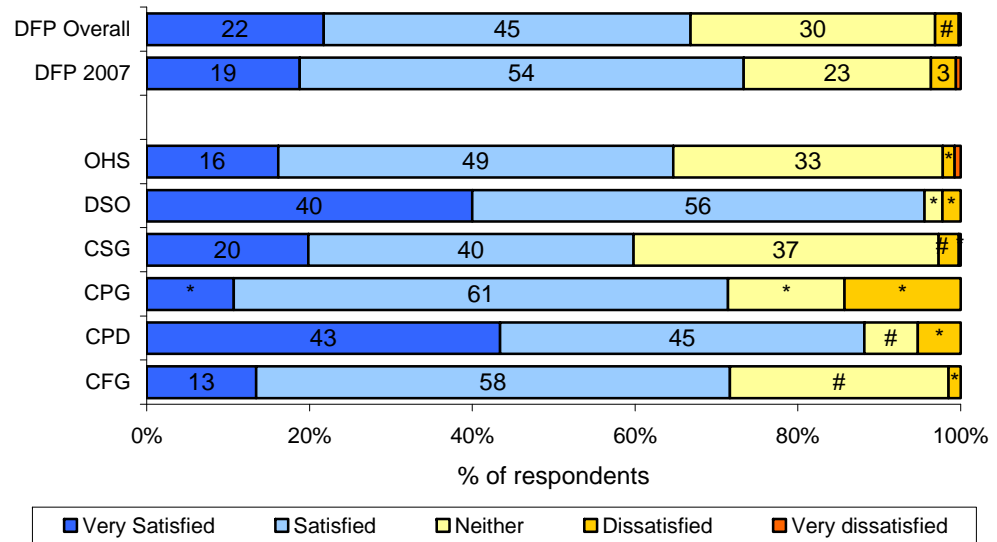


Figure 1.6: Satisfaction by Business Area



Summary

Two thirds of DFP customers (67%) were satisfied with staff in terms of organisation, only a small number were dissatisfied. Again, DSO had the highest level of satisfaction (96%). CSG had the lowest level of satisfaction (60%).

The level of DFP satisfaction (67%) is lower than that reported in 2007 (73%). While there has been no increase in the levels of dissatisfaction the resulting difference can be explained by an increase in the number of customers giving the neutral option.

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release. A # indicates that this number, while larger than 5 has been suppressed to maintain confidentiality.

Section 1 – DFP Staff

How satisfied or dissatisfied are you with staff within the DFP business area in terms of....

Commitment to achieving your objectives

Figure 1.7: Level of satisfaction (DFP overall)

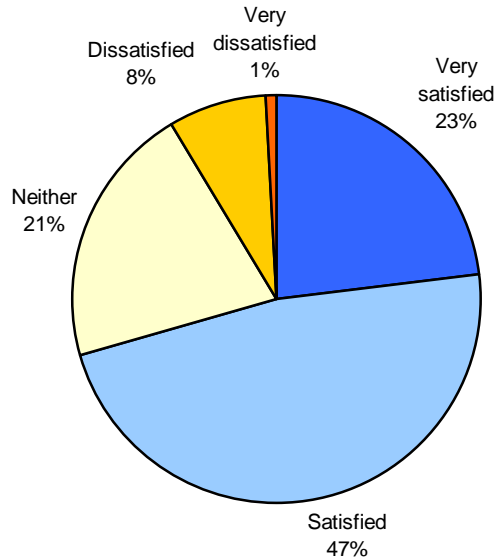
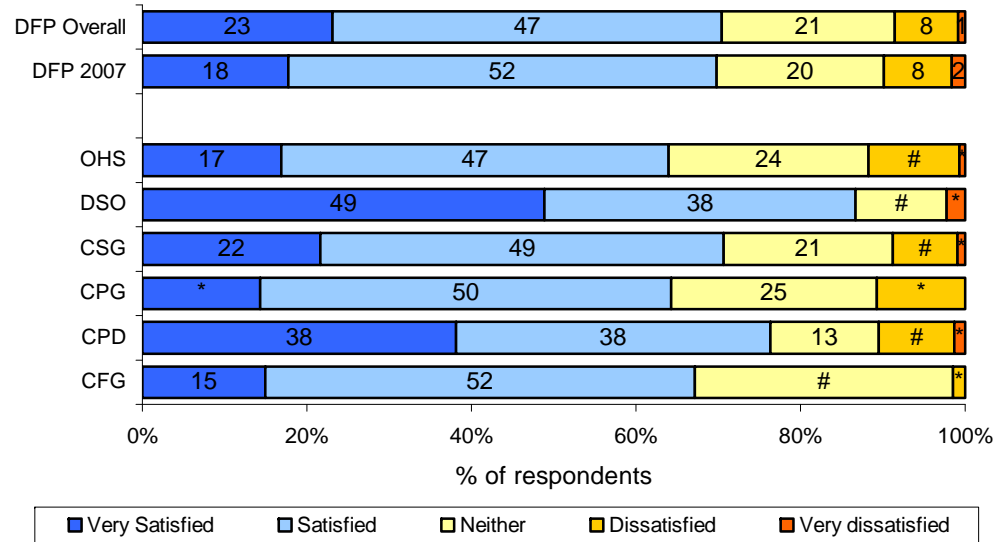


Figure 1.8: Satisfaction by Business Area



Summary

For DFP overall, 70% of respondents were satisfied with staffs commitment to achieving objectives, the same proportion as reported in 2007. The level of satisfaction was consistent across most business areas, with DSO again having the highest level of satisfaction (87%).

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release. A # indicates that this number, while larger than 5 has been suppressed to maintain confidentiality.

Section 1 – DFP Staff

How satisfied or dissatisfied are you with staff within the DFP business area in terms of....

Treating customers fairly and consistently

Figure 1.9: Level of satisfaction (DFP overall)

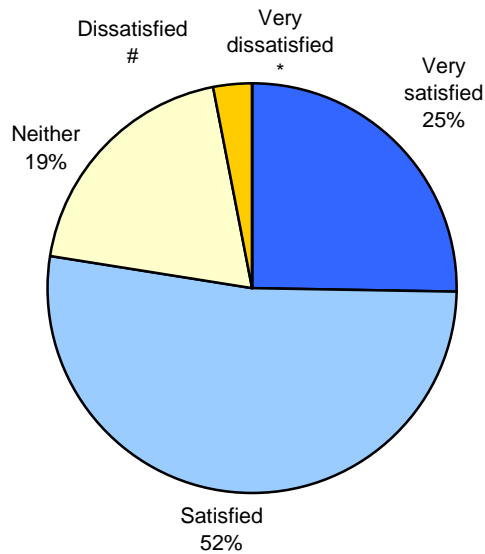
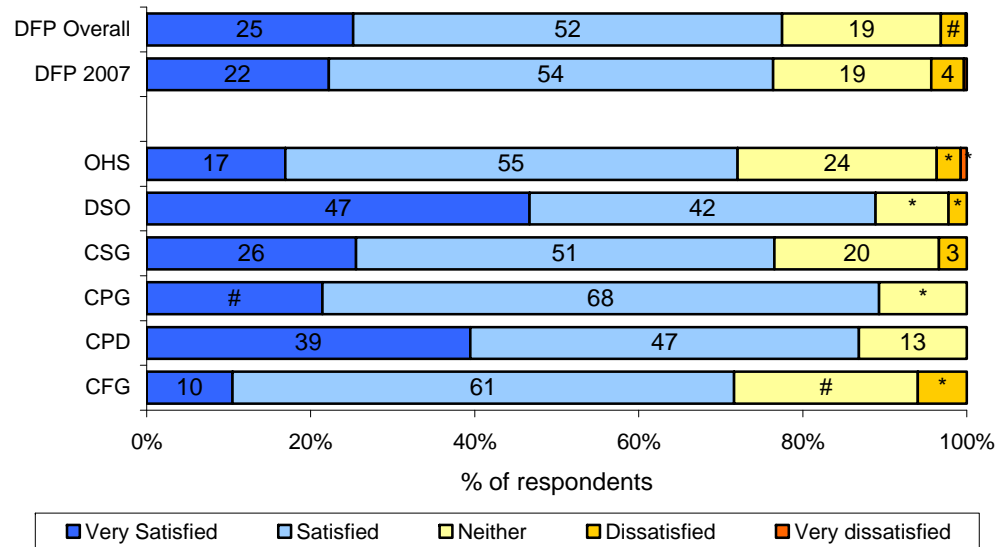


Figure 1.10: Satisfaction by Business Area



Summary

For DFP overall, over three in four customers (77%) were satisfied with staff in DFP treating all customers fairly and consistently. Respondents reporting that they were 'very satisfied' ranged from highs of 47% in DSO and 39% in CPD to less than 26% in the other business areas.

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Section 1 – DFP Staff

How satisfied or dissatisfied are you with staff within the DFP business area in terms of....



Treating all information received in the strictest confidence

Figure 1.11: Level of satisfaction (DFP overall)

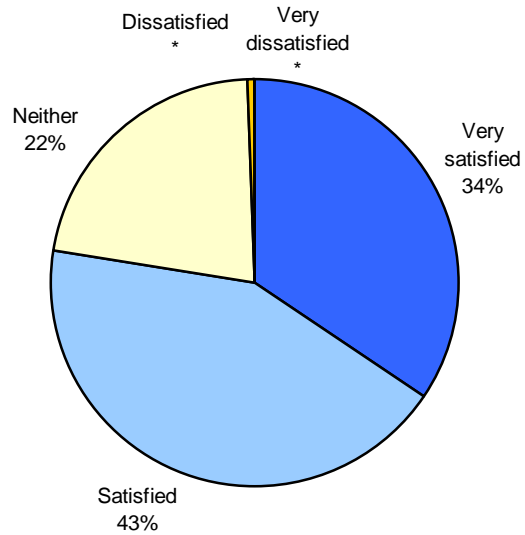
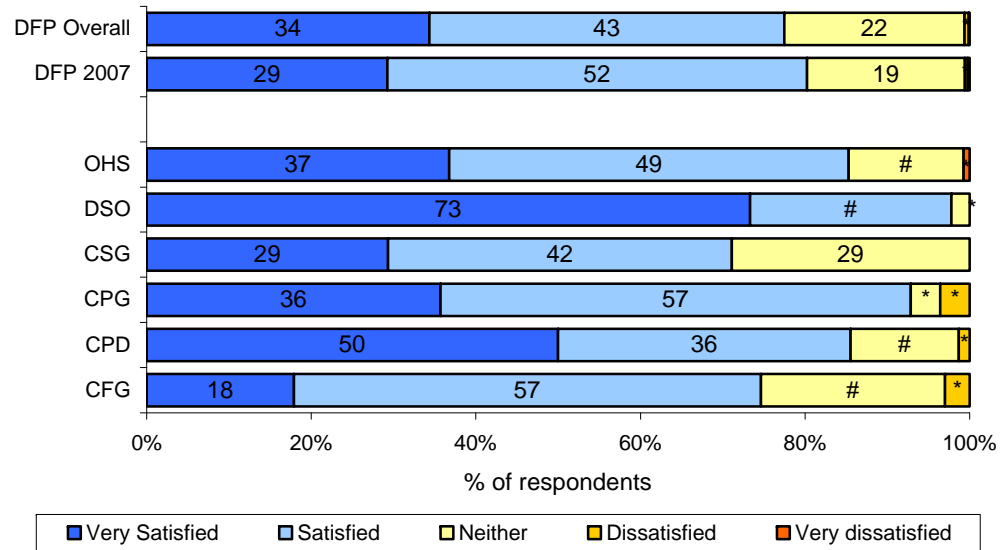


Figure 1.12: Satisfaction by Business Area



Summary

Again, 77% were satisfied with staff in terms of treating all information received in the strictest confidence. This level of satisfaction was lower than the level reported in 2007 (80%). Even though there has been a drop in satisfaction the level of dissatisfaction has remained the same.

No respondents in DSO or CSG expressed dissatisfaction, with the remaining business areas having levels of dissatisfaction too small for disclosure.

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release. A # indicates that this number, while larger than 5 has been suppressed to maintain confidentiality.

Section 1 – DFP Staff

How satisfied or dissatisfied are you with staff within the DFP business area in terms of....

Respecting a customer's privacy

Figure 1.13: Level of satisfaction (DFP overall)

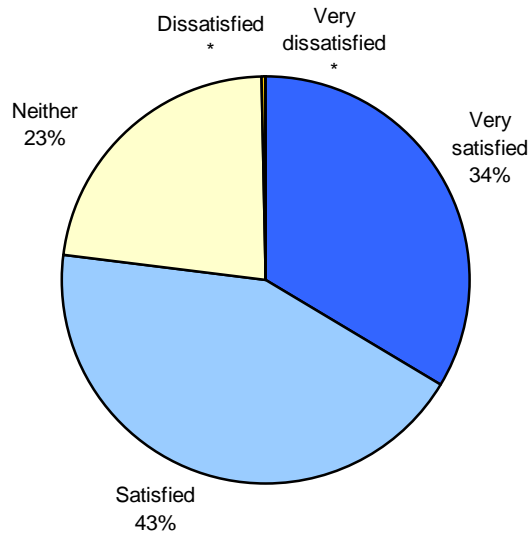
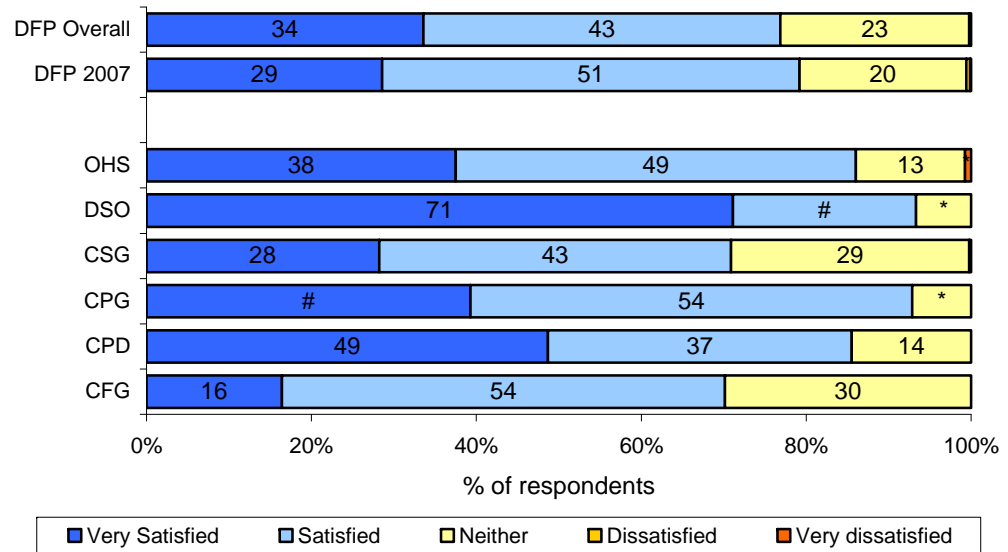


Figure 1.14: Satisfaction by Business Area



Summary

For DFP overall, 77% of respondents were satisfied that DFP staff respected a customer's privacy. Nearly all of remaining respondents gave the neutral option. The level of satisfaction was similar to the figure reported in 2007.

By Business area CSG (71%) and CFG (70%) had the lowest levels of satisfaction, with the remaining business areas having levels of satisfaction between 86% and 93%.

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Section 1 – DFP Staff

Section 2: Communication

Section 2 – Communication

Key Findings

In terms of communication with the business area, how satisfied or dissatisfied are you...

Level of Satisfaction (Very satisfied and satisfied combined)	DFP Overall %	Business Area Range %	
		Min	Max
That you know who to contact for assistance with your query/request	77	75	80
That staff respond to phone calls in a timely manner	78	68	86
That staff respond to e-mails and written correspondence in a timely manner	73	70	82
That staff provide timely responses to queries/requests	72	64	82
That you are kept informed of the status of your request	62	41	66
With the quality of information and correspondence received	70	55	93
That written communication is clear and to the point	67	53	93
With the overall quality of communication	70	55	87

Summary

Respondents were generally satisfied with communication in DFP. Just over three quarters of respondents were satisfied that they knew who to contact for assistance with their query (77%) and that staff responded to phone calls in a timely manner (78%). The level of satisfaction was similar across most business areas.

Just under three quarters of respondents were satisfied that staff respond to emails and written correspondence in a timely manner (73%) and that staff provide timely responses to queries/requests (72%).

Section 2 – Communication

Similar levels of satisfaction were reported for the quality of information and correspondence received (70%) and written communication being clear and to the point (67%). Levels of satisfaction varied across business area for both these statements with DSO having the highest level of satisfaction for both (93%).

The lowest level of satisfaction in the communication section was with respondents being kept informed of the status of their request where 62% of respondents reported that they were satisfied.

70% of respondents reported that they were satisfied with the overall quality of communication. There was some variation across business area with 55% of OHS and 87% of DSO customers reporting satisfaction.

In this section the level of satisfaction in the majority of questions was similar to the 2007 level. Satisfaction on written communication being clear and to the point (67%) was significantly lower than the 2007 figure (73%), but significantly more respondents were satisfied that they knew who to contact (77% compared with 72% in 2007) and that they were kept informed of the status of their request (62% compared with 57%).

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



Figure 2.1: Level of satisfaction (DFP overall)

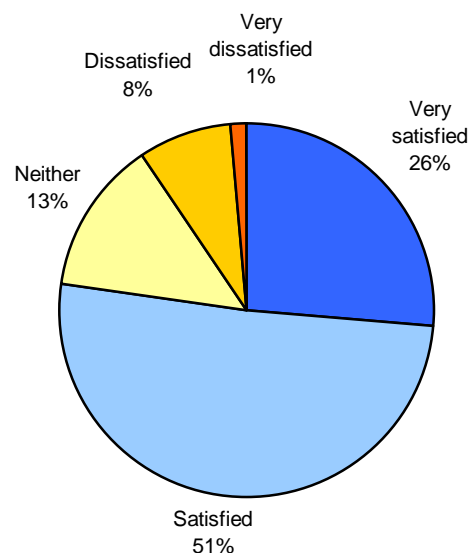
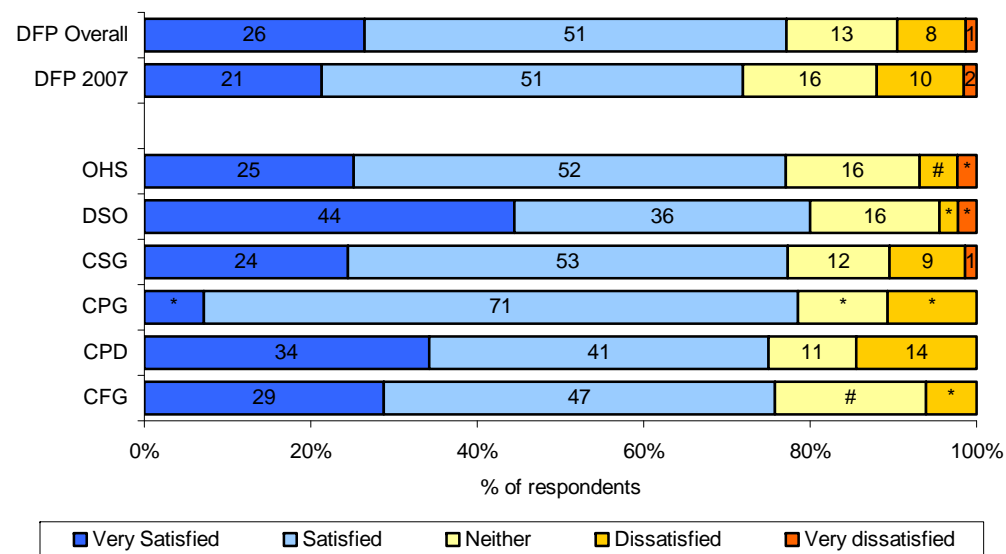


Figure 2.2: Satisfaction by Business Area



Summary

For DFP overall, three quarters (77%) of respondents were satisfied that they knew who to contact. This level of satisfaction was consistent across all the business areas ranging from 75% of CPD customers up to 80% of DSO customers.

At 77% the level of satisfaction was higher than the 72% achieved in 2007. A higher proportion of respondents were 'very satisfied' (26%) in 2008 compared to 21% in 2007.

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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 phone calls in a timely manner

Figure 2.3: Level of satisfaction (DFP overall)

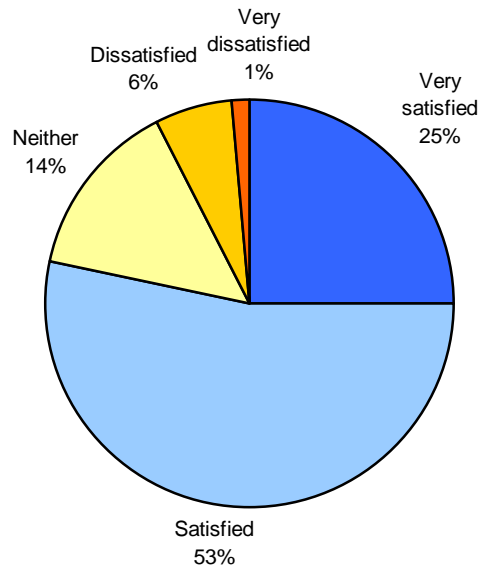
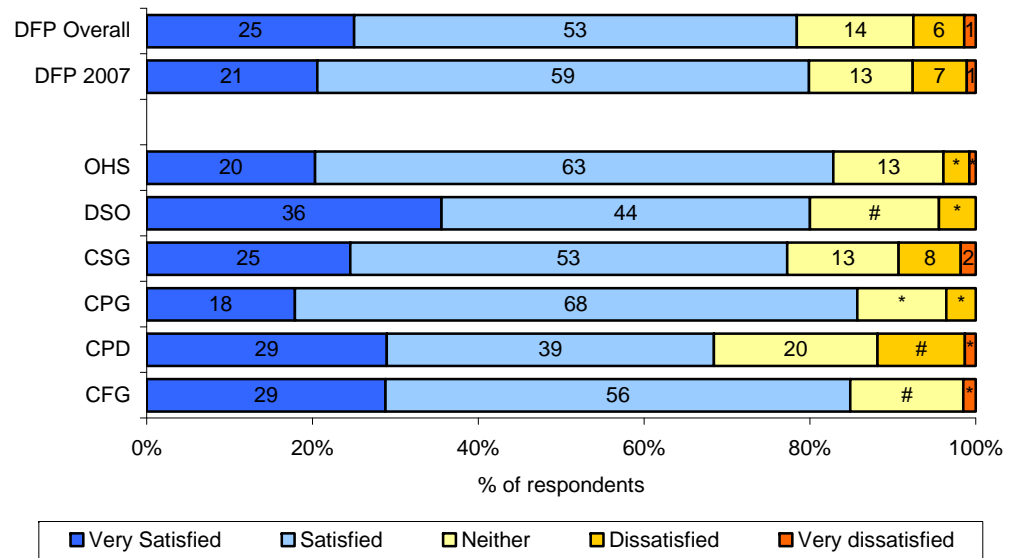


Figure 2.4: Satisfaction by Business Area



Summary

Just under four fifths (78%) of respondents were satisfied that staff respond to phone calls in a timely manner. This was consistent with the proportion reported in 2007 (80%).

The level of satisfaction was consistent across most business areas, although satisfaction of respondents who were customers of CPD (68%) was lower than other business areas.

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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

Figure 2.5: Level of satisfaction (DFP overall)

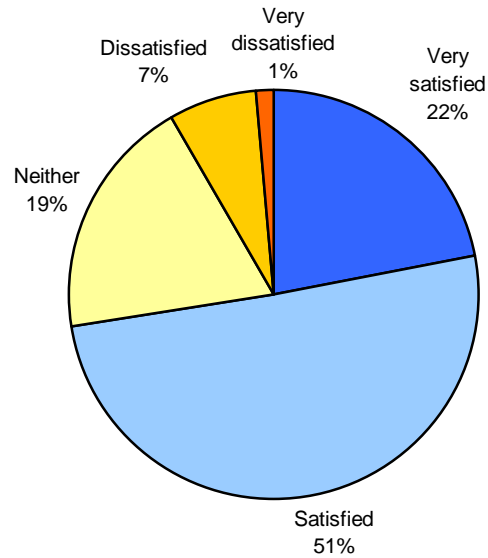
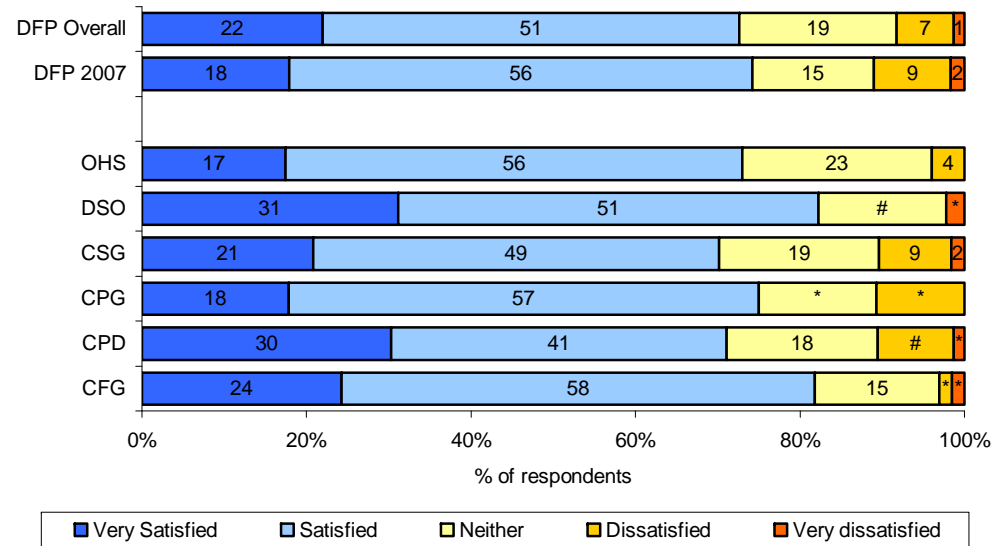


Figure 2.6: Satisfaction by Business Area



Summary

For DFP overall, three in four respondents (73%) were satisfied that staff respond to emails and written correspondence in a timely manner.

By business areas the levels of response ranged from 70% in CSG to a high of 82% in DSO and CFG.

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Section 2 – Communication

In terms of communication with the business area, how satisfied or dissatisfied are you....

That staff provide timely responses to queries/requests

Figure 2.7: Level of satisfaction (DFP overall)

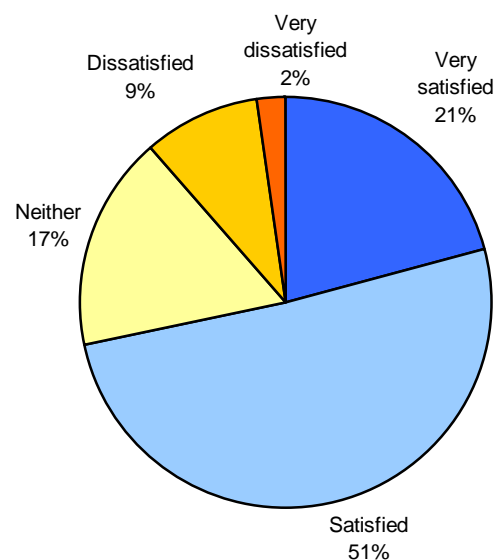
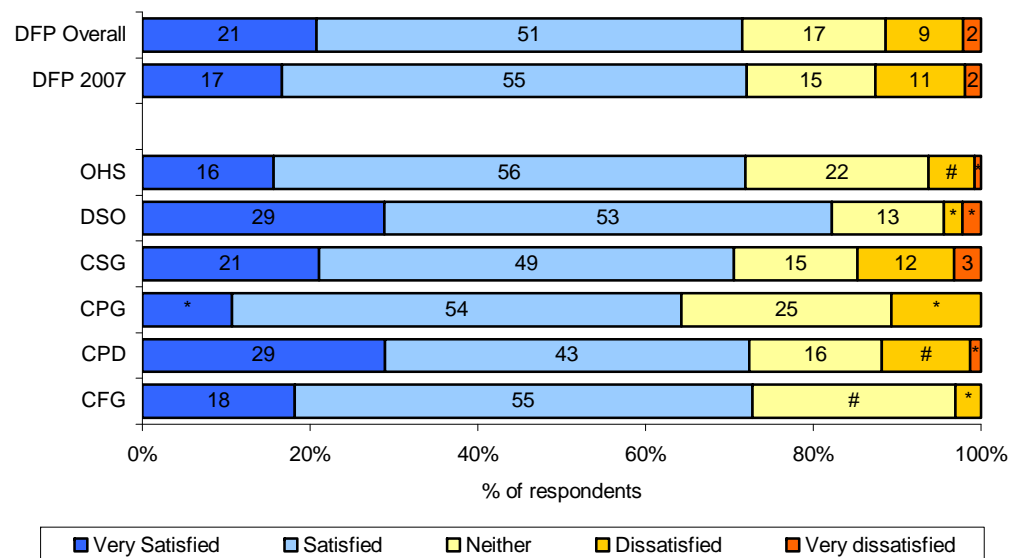


Figure 2.8: Satisfaction by Business Area



Summary

For DFP overall, 72% of respondents were satisfied that staff provide timely responses to queries/requests. A further 11% of respondents were dissatisfied.

The level of satisfaction was similar across the business areas although those reporting that they were 'very satisfied' ranged from 16% in OHS to 29% in DSO and CPD.

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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



Figure 2.9: Level of satisfaction (DFP overall)

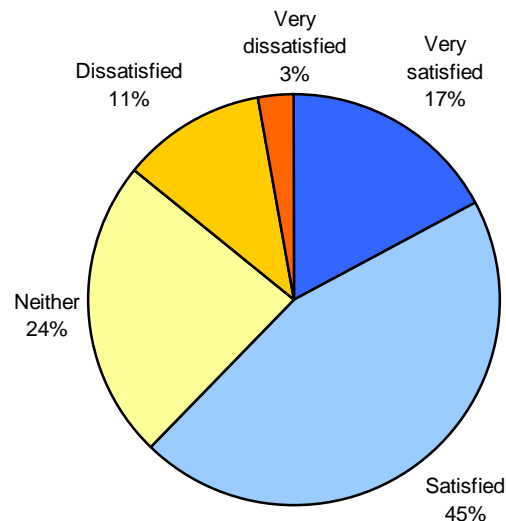
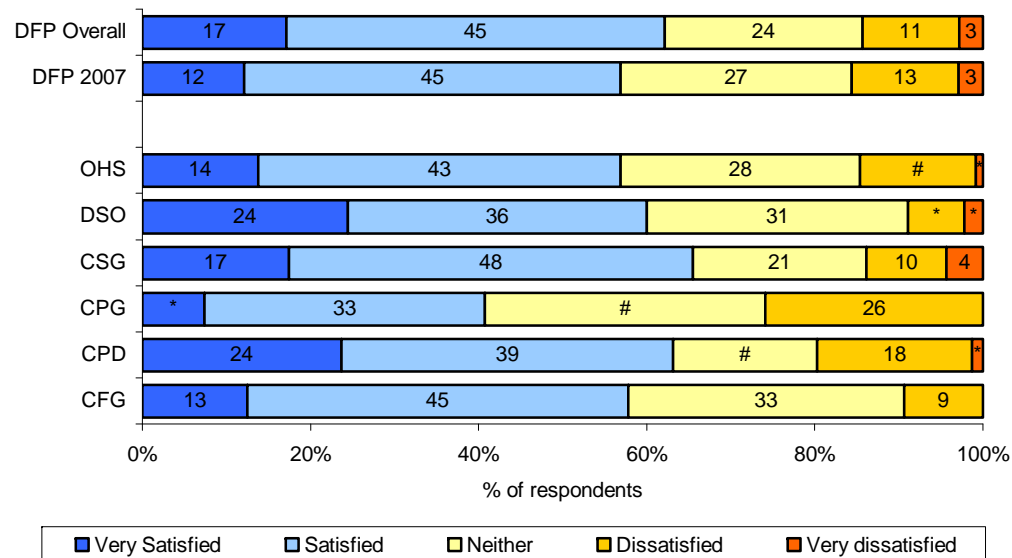


Figure 2.10: Satisfaction by Business Area



Summary

Three in five respondents (62%) were satisfied that they are kept informed of the status of their request. This is the lowest level of satisfaction in the communication section, but is higher than the figure reported in 2007 (57%).

By business area the level of satisfaction ranged from 41% in CPG to 66% in CSG.

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Section 2 – Communication

In terms of communication with the business area, how satisfied or dissatisfied are you....

With the quality of information and correspondence received

Figure 2.11: Level of satisfaction (DFP overall)

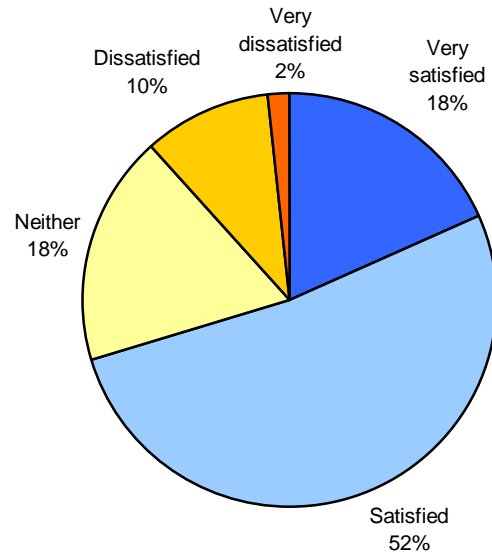
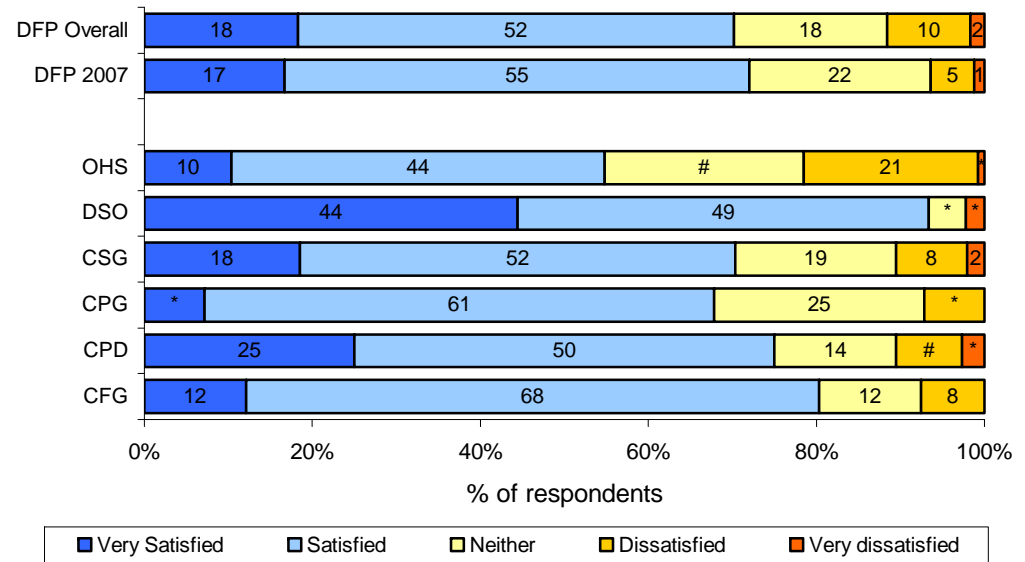


Figure 2.12: Satisfaction by Business Area



Summary

For DFP overall, seven out of ten (70%) respondents were satisfied with the quality of information and correspondence received. This was similar to the figure reported in 2007 (72%).

There was considerable variation across business areas with a low of 55% in OHS and a high of 93% in DSO.

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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

Figure 2.13: Level of satisfaction (DFP overall)

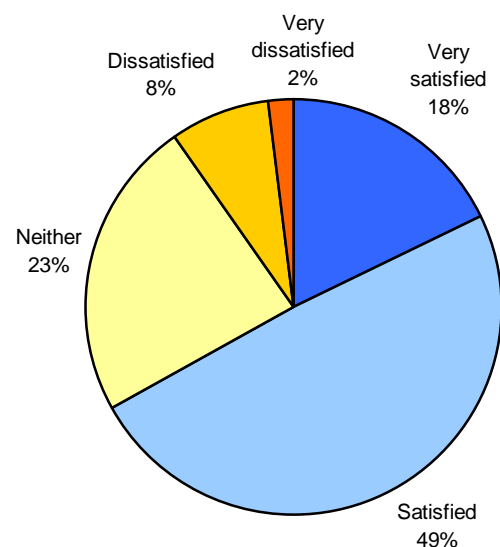
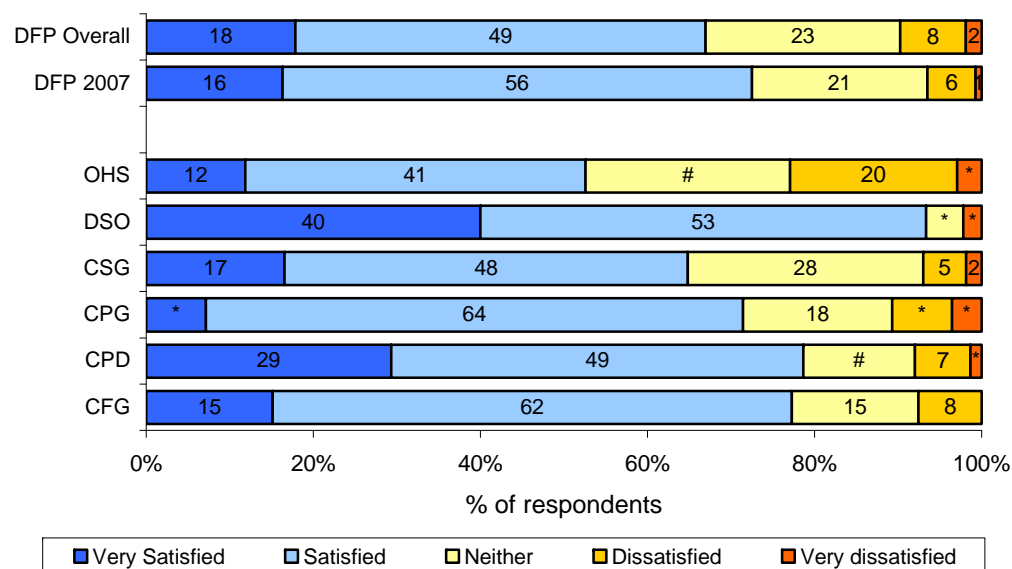


Figure 2.14: Satisfaction by Business Area



Summary

Two thirds of respondents (67%) were satisfied that written communication is clear and to the point. This was lower than the figure reported in 2007 (72%).

By business area, DSO again showed the highest level of satisfaction at 93% of respondents. The proportion of respondents in DSO selecting 'very satisfied' (40%) was also higher than any other area (29% and below).

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release. A # indicates that this number, while larger than 5 has been suppressed to maintain confidentiality.

Section 2 – Communication

In terms of communication with the business area, how satisfied or dissatisfied are you....

With the overall quality of communication

Figure 2.15: Level of satisfaction (DFP overall)

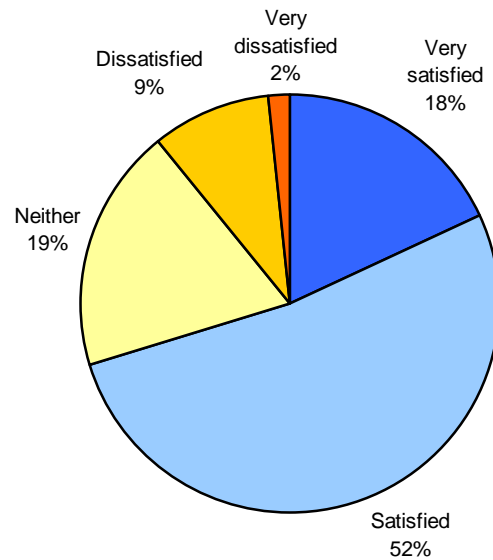
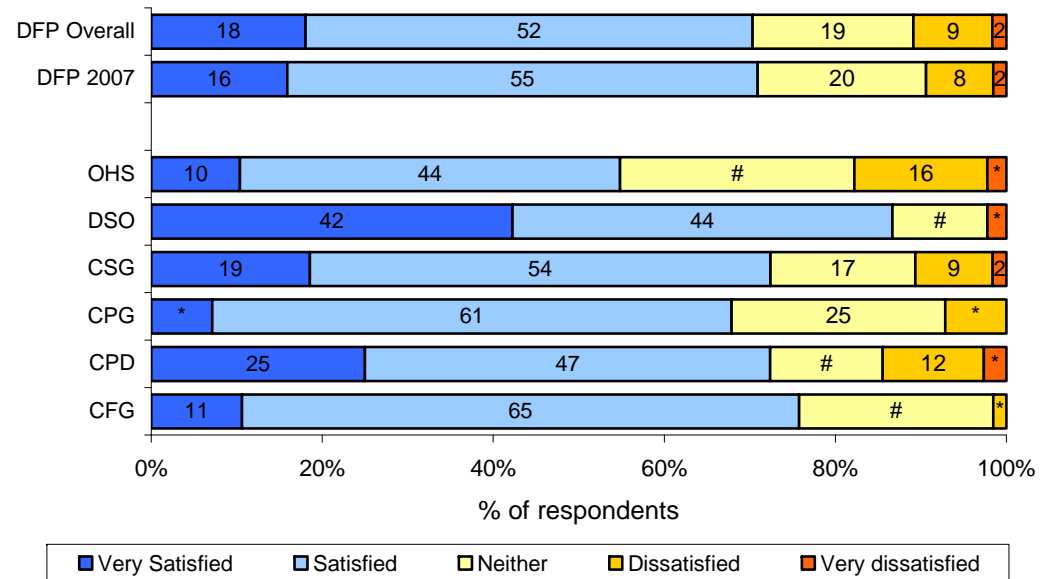


Figure 2.16: Satisfaction by Business Area



Summary

For DFP Overall, 70% of respondents were satisfied with the overall quality of communication. This was comparable to the figure reported in 2007 (71%).

By business area DSO had the highest level of satisfaction (87%) with OHS having the lowest level of satisfaction (55%).

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release. A # indicates that this number, while larger than 5 has been suppressed to maintain confidentiality.

Section 3: Complaints

Section 3 – Complaints with DFP

Key Findings

	DFP Overall Yes %	Business Area Range Yes %	
		Min	Max
Have you complained about any aspect of the service provided by the business area?	11	*	25
Has your complaint with the business area been resolved satisfactorily?	59	*	*

How satisfied or dissatisfied are you with how the DFP business area dealt with your complaint?

Level of Satisfaction (Very satisfied and satisfied combined)	DFP Overall %	Business Area Range %	
		Min	Max
Satisfaction with how complaint was dealt with	29	0	71

Summary

A small proportion of respondents (11%) said that they had made a complaint about any aspect of the service provided. Of these, 59% reported that their complaint had been resolved satisfactorily.

One in three respondents (29%) who had made a complaint were satisfied with how the complaint was dealt with; more were dissatisfied (36%).

Section 3 – Complaints with DFP

Section 3 – Complaints with DFP

Have you complained about any aspect of the service provided by the DFP business area?

Figure 3.1: Respondents complaining (DFP overall)

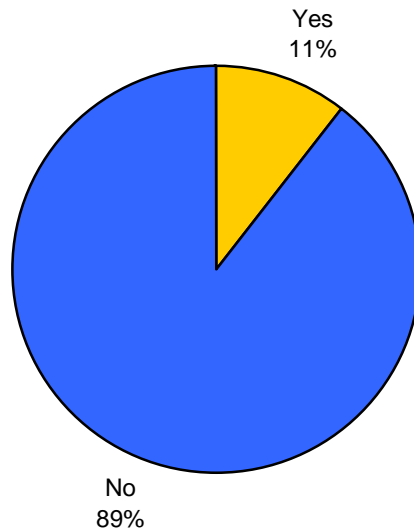
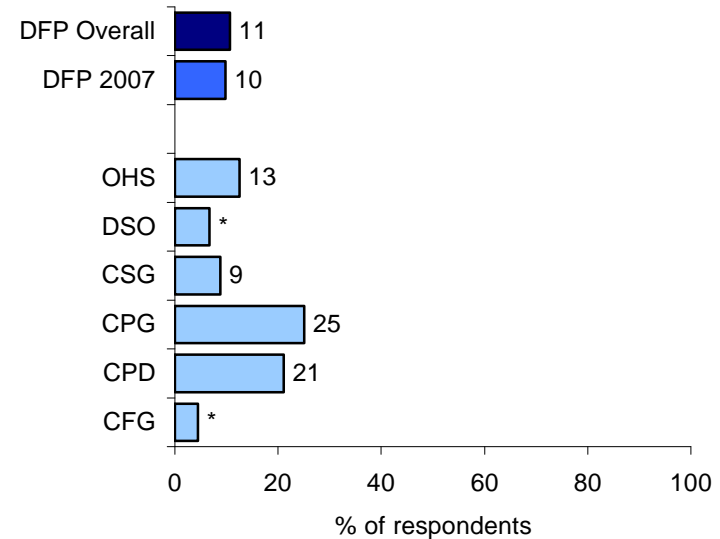


Figure 3.2: Respondents complaining by Business Area



Summary

For DFP overall, 11% of respondents reported that they had complained about any aspect of the service provided.

CPG (25%) and CPD (21%) had the highest proportion of complaints.

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release.

Section 3 – Complaints with DFP

Has your complaint with the DFP business area been resolved satisfactorily?



Figure 3.3: Complaints resolved (DFP overall)

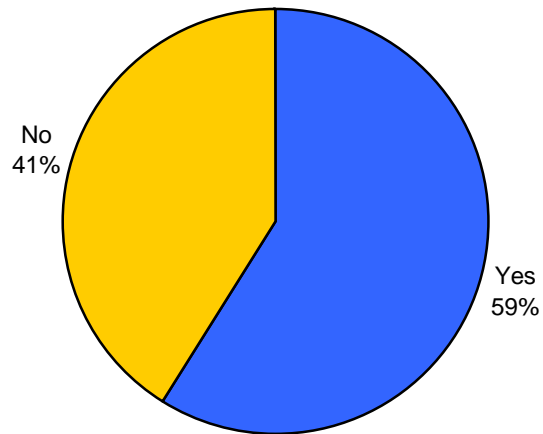
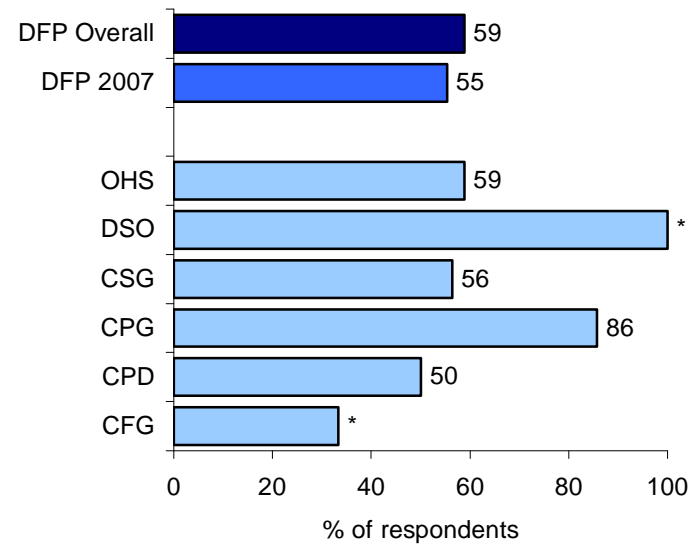


Figure 3.4: Complaints resolved by Business Area



Summary

Six out of ten of the respondents (59%) who had complained said that their complaint had been resolved satisfactorily. This is higher than the proportion reported in 2007 (55%).

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release.

Section 3 – Complaints with DFP

How satisfied or dissatisfied are you with how the DFP business area dealt with your complaint?

Figure 3.5: Level of satisfaction (DFP overall)

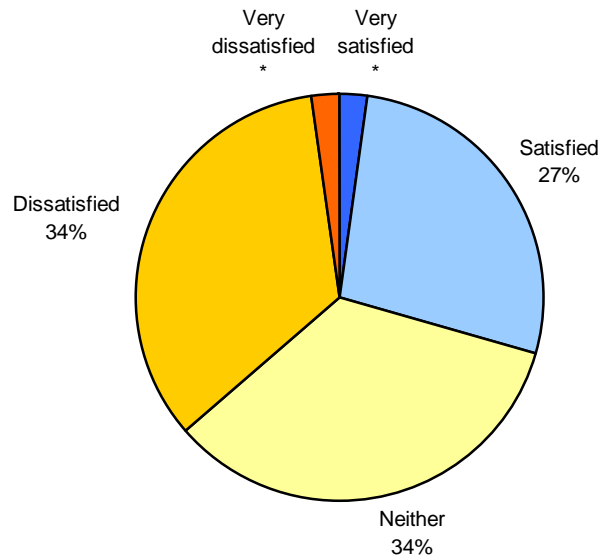
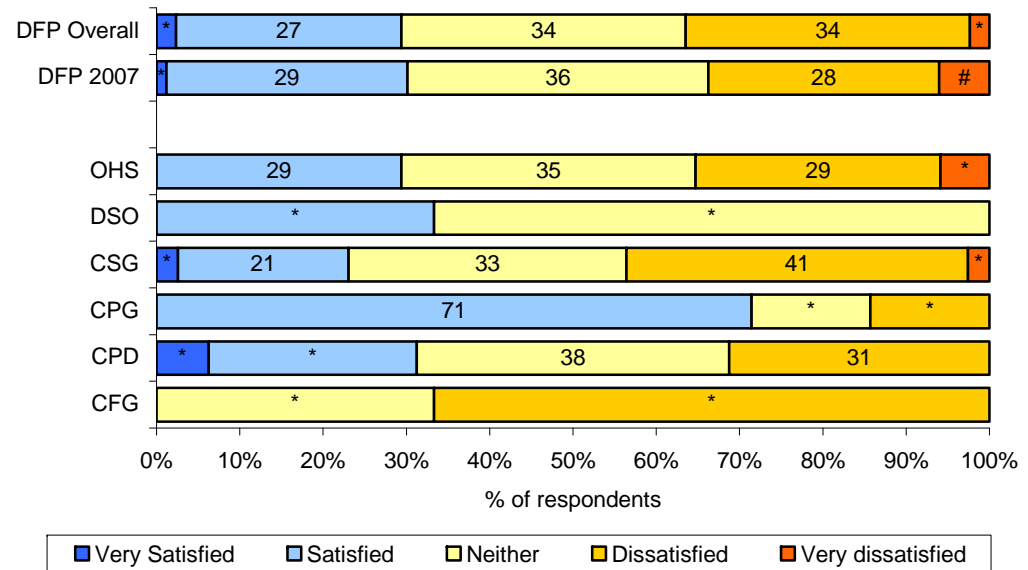


Figure 3.6: Satisfaction by Business Area



Summary

Over one in three of respondents who had made a complaint were dissatisfied with how the DFP business area dealt with their complaint. Just under one in three were satisfied.

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release. A # indicates that this number, while larger than 5 has been suppressed to maintain confidentiality.

Section 3 – Complaints with DFP

Section 4: Overall Customer Service

Section 4 – Overall Customer Service

Key Findings

Level of Agreement (Strongly agree and agree combined)	DFP Overall %	Business Area Range %	
		Min	Max
The DFP business area is customer focused	58	39	80
The service received from the DFP business area has improved over the past year	32	21	36

Level of Agreement (Strongly agree and agree combined)	DFP Overall %	Business Area Range %	
		Min	Max
In the past year, has anyone from the business area contacted you regarding proposed improvements to their service?	17	*	22

Level of Satisfaction (Very satisfied and satisfied Combined)	DFP Overall %	Business Area Range %	
		Min	Max
How satisfied or dissatisfied are you with the quality of customer service you received from the DFP business area in 2008?	68	54	91

Summary

For DFP overall, just under six out of ten (58%) respondents agreed that the DFP business area is customer focused. Most of DSO customers (80%) agreed that DSO was customer focused, twice the proportion of CFG customers (39%) agreeing CFG was customer focused.

One in three (32%) of respondents agreed that the service they received from the DFP business area had improved over the past year. The largest proportion of customers (55%) gave the neither option.

Section 4 – Overall Customer Service

Only 17% 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 2008.

Section 4 – Overall Customer Service

Please indicate how much you agree or disagree with the following statement..

DFP is customer focused

Figure 4.1: Level of agreement (DFP overall)

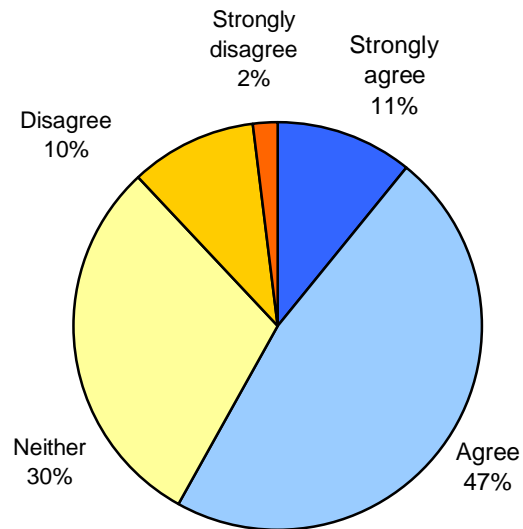
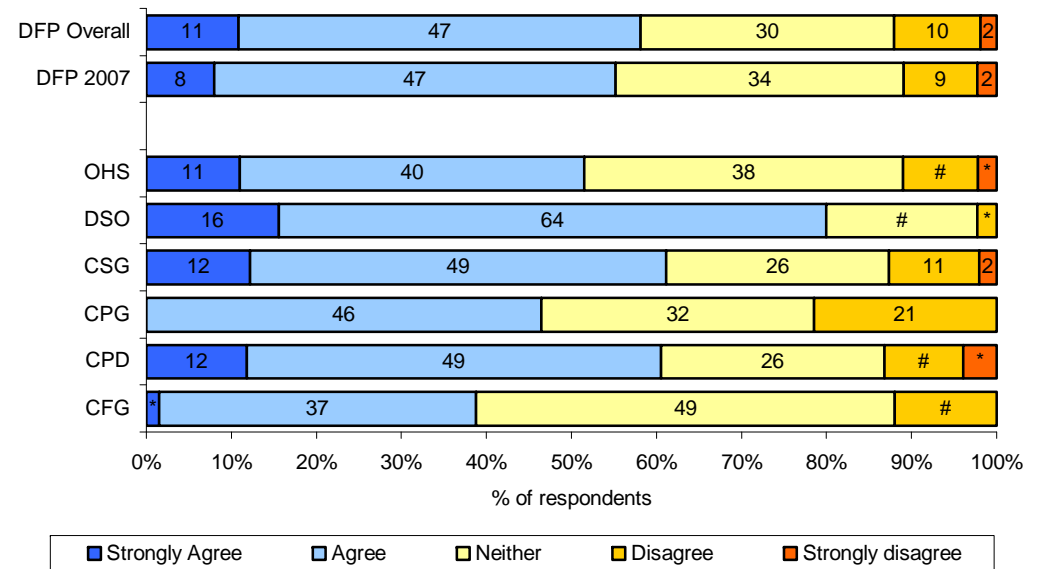


Figure 4.2: Agreement by Business Area



Summary

For DFP overall, just under six out of ten (58%) respondents agreed that the DFP business area is customer focused. This was similar to the figure reported in 2007 (55%).

While most of DSO customers (80%) agreed that DSO was customer focused, only half this proportion of CFG customers agreed, although almost half (49%) of CFG customer respondents remained neutral on this question.

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release. A # indicates that this number, while larger than 5 has been suppressed to maintain confidentiality.

Section 4 – Overall Customer Service

Please indicate how much you agree or disagree with the following statement ..

The service you received from the DFP business area has improved over the past year



Figure 4.3: Level of agreement (DFP overall)

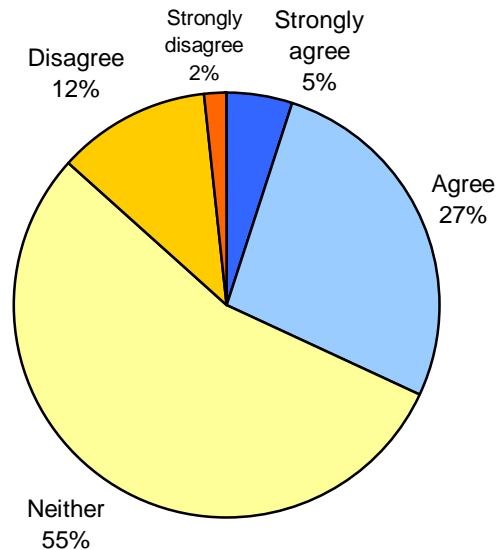
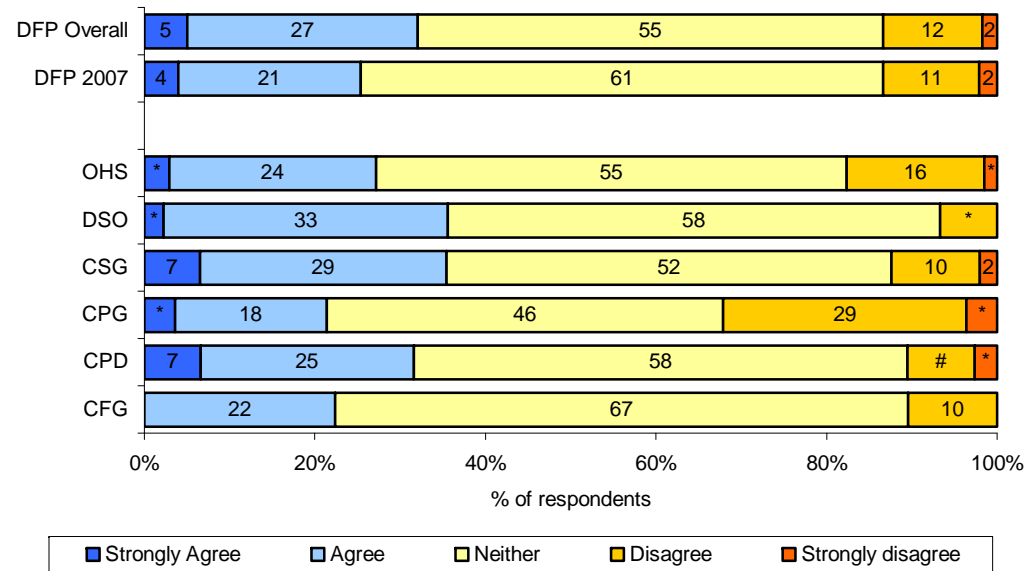


Figure 4.4: Agreement by Business Area



Summary

One in three (32%) of respondents agreed that the service they received from the DFP business area had improved over the past year. This was higher than the figure reported in 2007 (25%). Over half (55%) of respondents thought that the service received was similar to the previous year

The level of agreement ranged from 21% to 36% across business areas. A third of all CPG customer respondents disagreed that the service had improved.

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release. A # indicates that this number, while larger than 5 has been suppressed to maintain confidentiality.

Section 4 – Overall Customer Service

In the past year, has anyone from the DFP business area contacted you regarding proposed improvements to their service?

Figure 4.5: Respondents contacted (DFP overall)

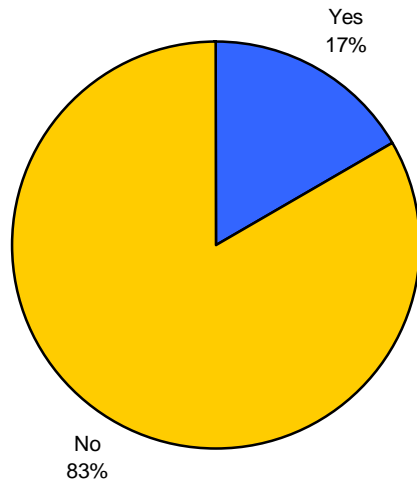
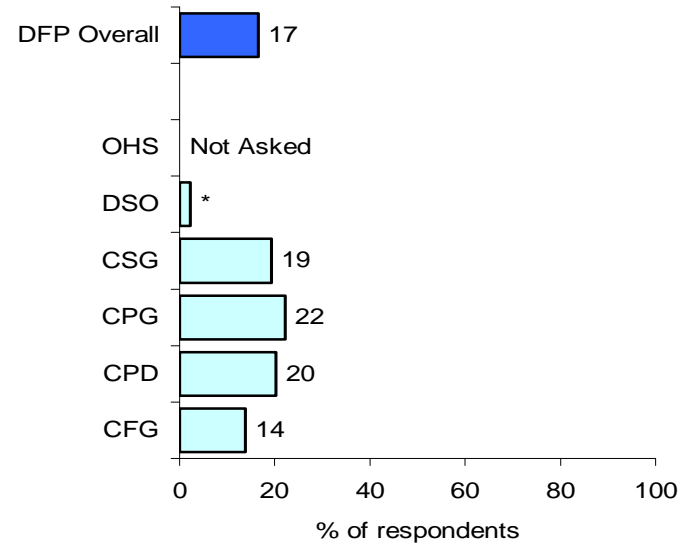


Figure 4.6: Respondents contacted by Business Area



Summary

Only 17% of respondents had been contacted regarding proposed improvements over the past year.

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release.

Section 4 – Overall Customer Service

Overall, how satisfied or dissatisfied are you with.....

The quality of customer service you received from the business area in 2008



Figure 4.7: Level of satisfaction (DFP overall)

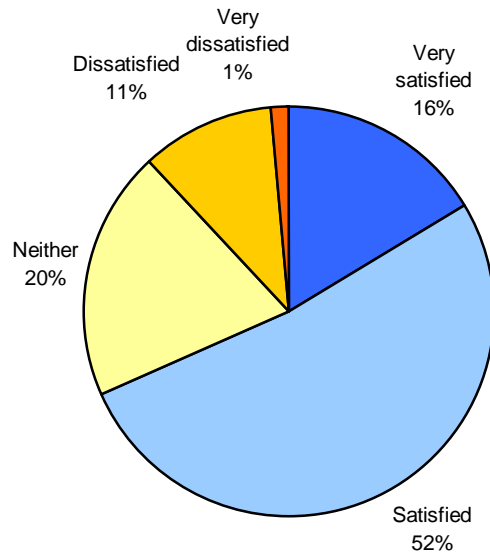
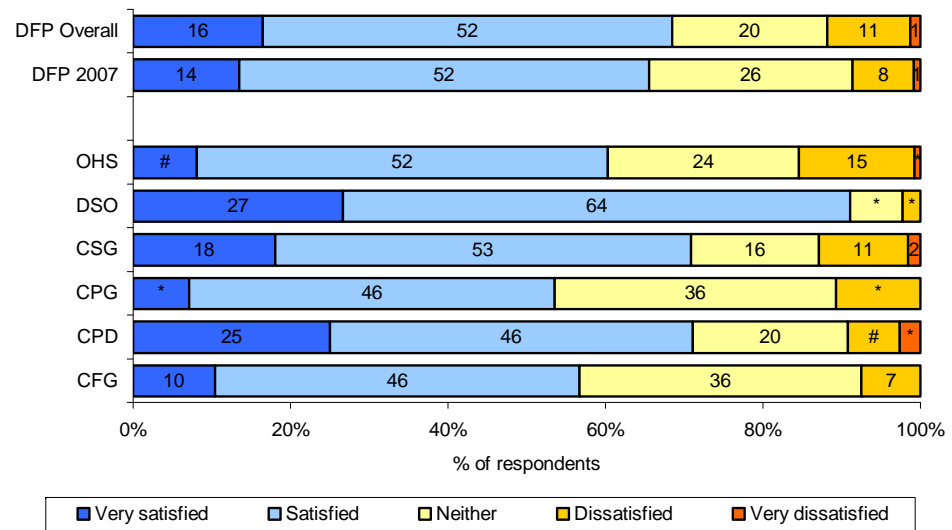


Figure 4.8: Satisfaction by Business Area



Summary

Seven out of ten respondents (68%) were satisfied with the quality of customer service they received from the business area they dealt with in 2008. This shows a small improvement on the figure reported in 2007 (66%).

There was some variation by business area, with DSO customers reporting the highest level of satisfaction (91%).

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release. A # indicates that this number, while larger than 5 has been suppressed to maintain confidentiality.

Section 5: DFP Web Sites

Section 5 – DFP Web Sites

Key Findings

	DFP Overall %	Business Area Range %	
		Min	Max
% of respondents using DFP Internet (www.dfpni.gov.uk)	46	27	51
% of respondents using DFP Intranet (dfponline)	37	11	48

Level of Satisfaction (Very satisfied and satisfied Combined)	DFP Overall %	Business Area Range %	
		Min	Max
How satisfied are you with the layout of the DFP Internet site? (www.dfpni.gov.uk)	67	47	76
How satisfied are you with the layout of the DFP Intranet site? (dfponline)	68	*	*
How satisfied are you that the DFP Internet site (www.dfpni.gov.uk) provides a comprehensive source of up-to-date information?	66	50	69
How satisfied are you that the DFP Intranet site (dfponline) provides a comprehensive source of up-to-date information?	73	*	*

Summary

Nearly half (46%) of the respondents had accessed the DFP Internet site (dfpni.gov.uk). Just over a third (37%) had accessed the Intranet (DFPonline). Two thirds of the respondents who had accessed the internet site (dfpni.gov.uk) were satisfied with both the layout (67%) and the contents (66%). Satisfaction with the Intranet site was slightly higher at 68% for the layout rising to 73% for the content. For many of the individual business areas the number of respondents using the DFP Intranet site was small, therefore many of the figures are deemed too small for disclosure.

Section 5 – DFP Web Sites

Section 5 – DFP Web Sites

Respondents using the DFP Internet site (www.dfpni.gov.uk)

Figure 5.1: Respondents Usage (DFP overall)

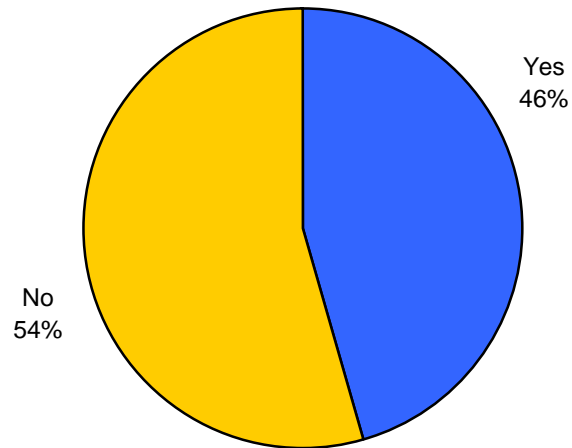
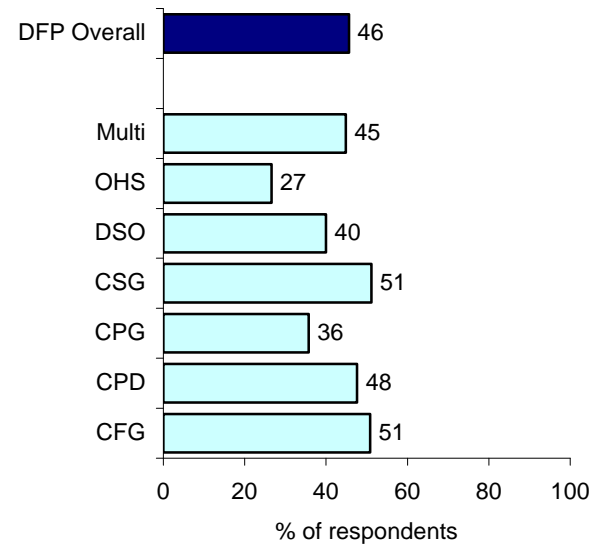


Figure 5.2: Respondent usage by Business Area



Summary

Just under half (46%) of all respondents had used the DFP internet (dfpni.gov.uk). Respondents who were customers of OHS, DSO or CPG were least likely to have used the DFP internet (usage ranged from 27% to 40%).

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release. A # indicates that this number, while larger than 5 has been suppressed to maintain confidentiality.

Section 5 – DFP Web Sites

Respondents using the DFP Intranet site (dfponline)



Figure 5.3: Respondents Usage (DFP overall)

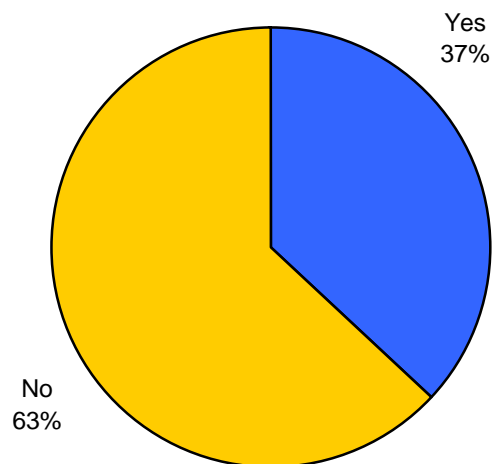
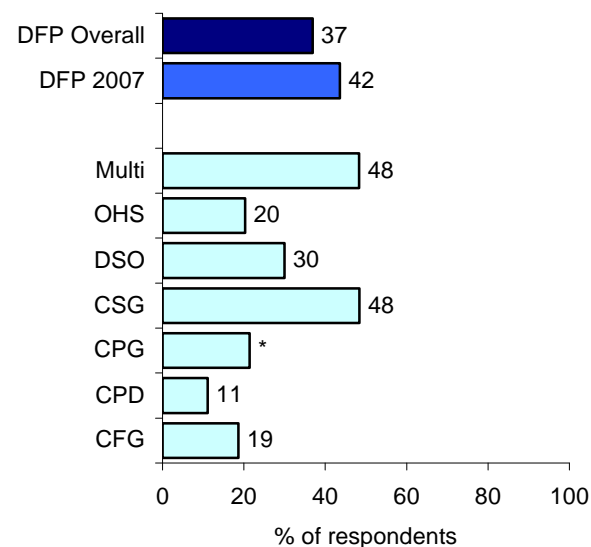


Figure 5.4: Usage by Business Area



Summary

Under two fifths (37%) of respondents had used the DFP Intranet. All of these customers were either NICS (97%) or another Public Body (3%). This overall figure is heavily influenced by the 48% of CSG customer respondents who reported that they accessed the Intranet. Excluding CSG the average usage of the DFP Intranet amongst respondents falls to just 22%.

At 37% the reported level of usage is significantly less than the 42% reported in the 2007 Customer survey.

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release. A # indicates that this number, while larger than 5 has been suppressed to maintain confidentiality.

Section 5 – DFP Web Sites

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

Figure 5.5: Level of satisfaction (DFP overall)

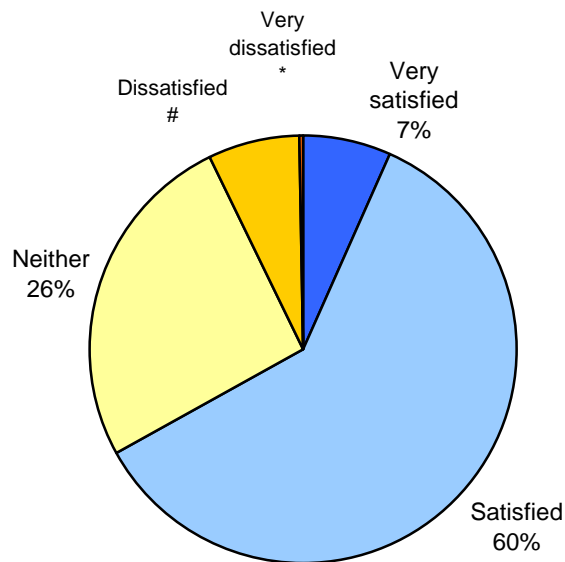
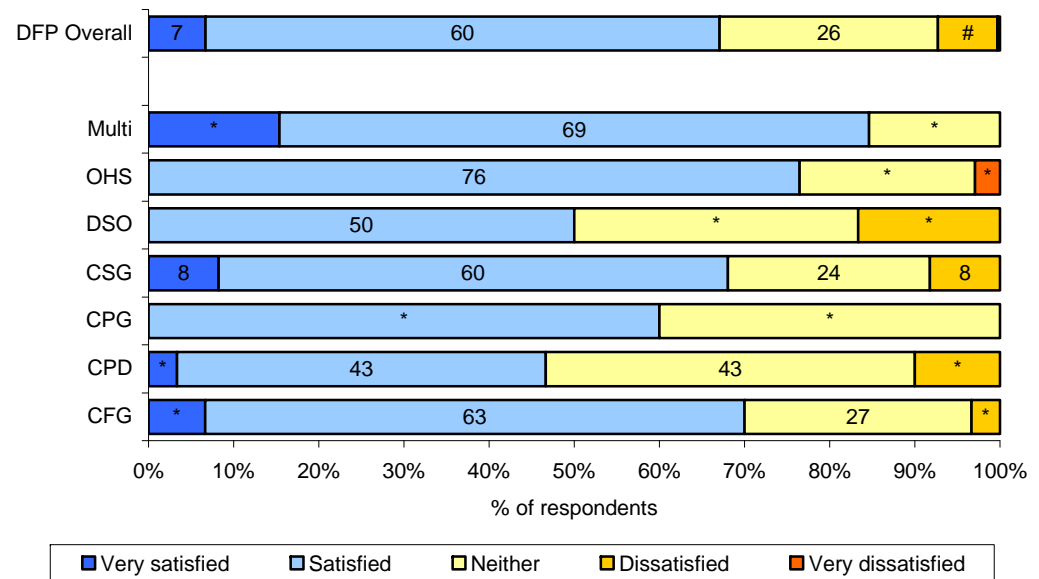


Figure 5.6: Satisfaction by Business Area



Summary

Two thirds (67%) of respondents reported that they were satisfied with the layout of the DFP Internet site (dfpni.gov.uk). Only a small proportion of respondents recorded dissatisfaction (7%).

By business area the level of satisfaction varied considerably rising from just under half of CPD customers (48%) to over three quarters (76%) of OHS customers. Over four fifths of respondents (85%) who were customers of more than one business area were satisfied with the layout.

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release. A # indicates that this number, while larger than 5 has been suppressed to maintain confidentiality.

Section 5 – DFP Web Sites

How satisfied are you that the DFP Internet site (www.dfpni.gov.uk) provides a comprehensive source of up-to-date information?

Figure 5.7: Level of satisfaction (DFP overall)

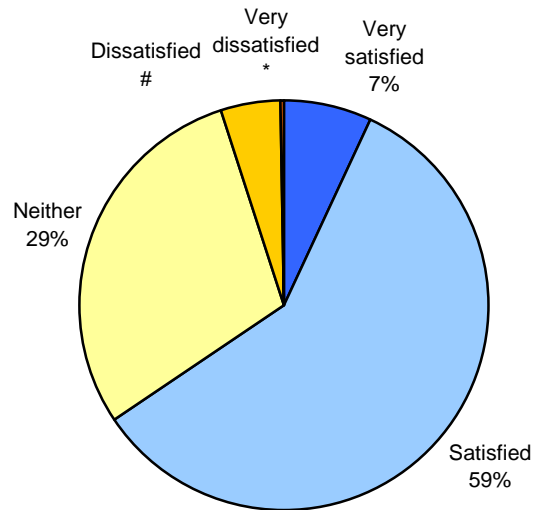
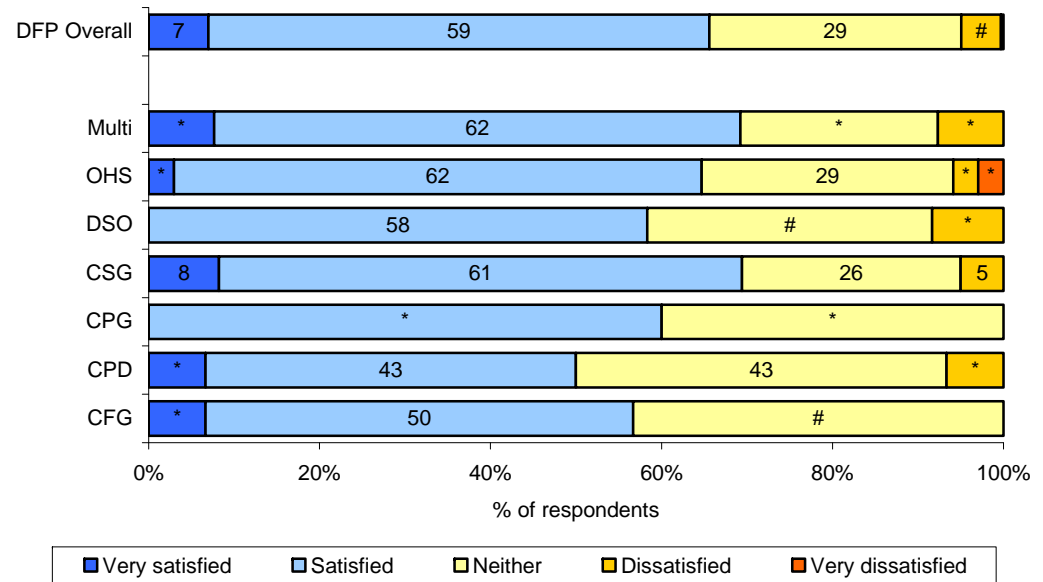


Figure 5.8: Satisfaction by Business Area



Summary

Opinions on the information held on the DFP Internet site broadly mirrors the views on the layout with two thirds (66%) of respondents reporting they were satisfied, and only 5% recording dissatisfaction.

Satisfaction amongst the business areas ranged from 50% of CPD customers up to 69% of CSG customers.

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release. A # indicates that this number, while larger than 5 has been suppressed to maintain confidentiality.

Section 5 – DFP Web Sites

How satisfied are you with the layout of the DFP Intranet site? (dfponline)

Figure 5.9: Level of satisfaction (DFP overall)

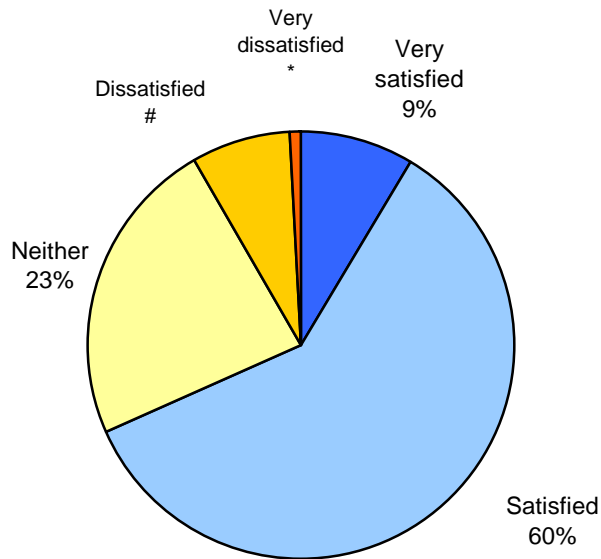
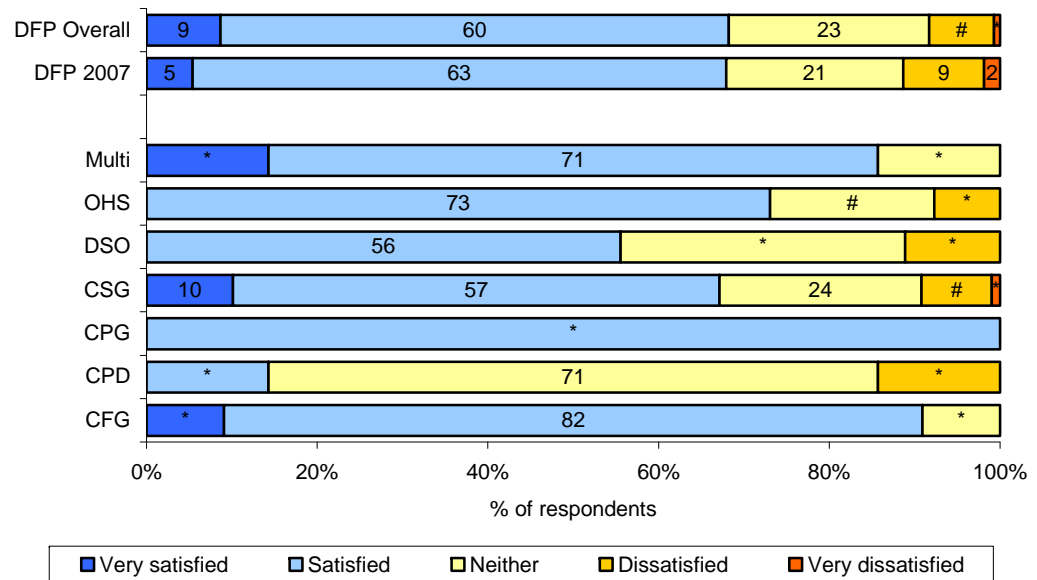


Figure 5.10: Satisfaction by Business Area



Summary

Nearly seven tenths (68%) of respondents were satisfied with the layout of the DFP Intranet site (DFP online). This level of satisfaction is comparable with the 2007 value (69%).

Several of the figures for the individual areas have been suppressed as usage of the site by respondents who were customers of business areas other than CSG was relatively low (22%). For those business areas with a larger number of respondents the levels of satisfaction ranged from 56% of DSO customers up to over 90% of CFG customers.

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release. A # indicates that this number, while larger than 5 has been suppressed to maintain confidentiality.

Section 5 – DFP Web Sites

How satisfied are you that the DFP Intranet site (dfponline) provides a comprehensive source of up-to-date information?



Figure 5.11: Level of satisfaction (DFP overall)

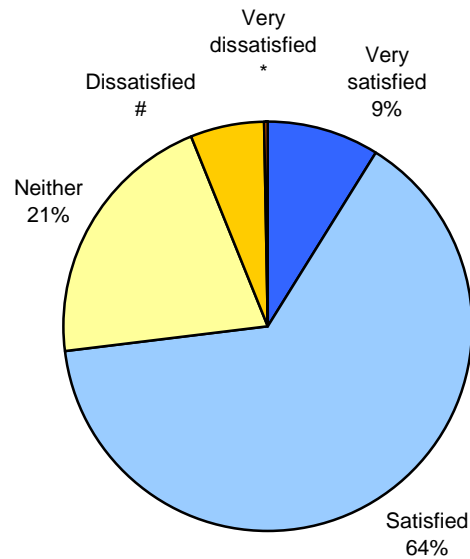
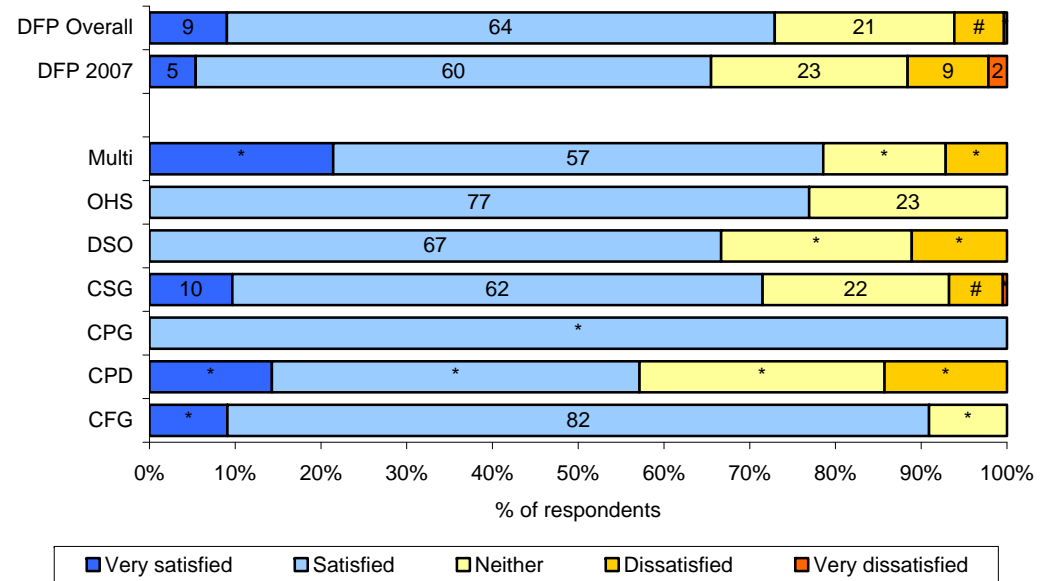


Figure 5.12: Satisfaction by Business Area



Summary

Three quarters (73%) of respondents said that they were satisfied that the DFP intranet site (DFPonline) provided a comprehensive source of up-to-date information. This was the highest level of satisfaction achieved for any aspect of the DFP web sites. This was also a significant improvement on the 66% of respondents who recorded satisfaction in 2007.

Again, as the number of respondents for each individual business area answering this question is low, several values have been suppressed. For those business areas with a larger number of respondents, satisfaction levels ranged from 67% for DSO customers to over 90% of CFG customers.

In the charts and tables * indicates that the number of respondents is less than 5 and therefore deemed too small to release. A # indicates that this number, while larger than 5 has been suppressed to maintain confidentiality.

Section 6: Feedback on Survey

Section 6 – Feedback on Survey

Key Findings

Did this survey cover all the customer satisfaction issues that are important to you?	DFP Overall Yes %	Business Area Range Yes %	
		Min	Max
	91	79	97

Summary

A large majority of respondents (91%) agreed that the survey covered all issues that were important to them. This agreement ranged from 97% of respondents who were DSO customers down to just 79% of respondents who were customers of CPD.

This level of agreement is comparable with the 93% agreement recorded in 2007.

Section 6 – Feedback on Survey

Section 6 – Feedback on Survey

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

Figure 6.1: Respondents agreeing (DFP overall)

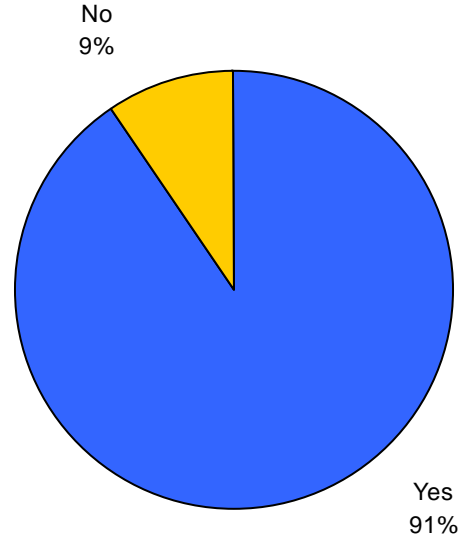
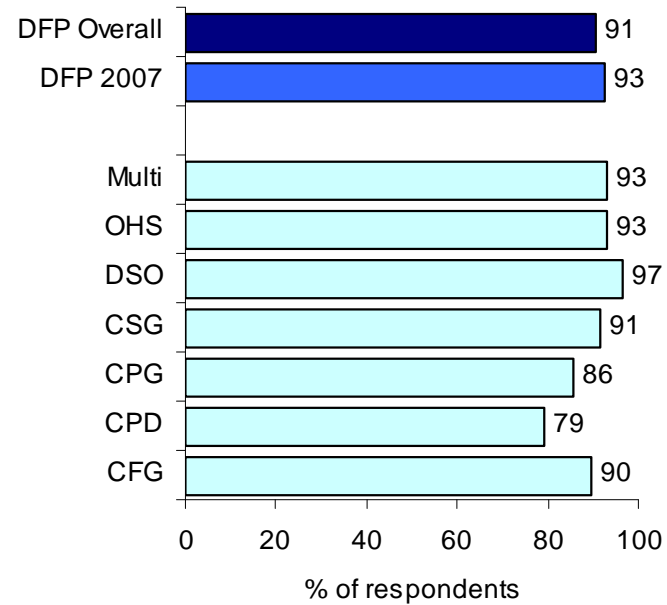


Figure 6.2: Respondents agreeing by Business Area



Summary

Nine out of ten (91%) respondents agreed that the survey covered all the issues that were important to them. Amongst respondents who were customers of CPD this agreement fell to just 79%.

Section 6 – Feedback on Survey

Appendix I: Questionnaires

Introduction

In order to gather the information contained in this report nine 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/customers/cfg_customer_survey_2008.htm
CPD	http://hrsurveys.nisra.gov.uk/dfp/customers/cpd_customer_survey_2008.htm
CPG	http://hrsurveys.nisra.gov.uk/dfp/customers/cpg_customer_survey_2008.htm
CSG Single area	http://hrsurveys.nisra.gov.uk/dfp/customers/csg_single_customer_2008.htm
CSG Multi area	http://hrsurveys.nisra.gov.uk/dfp/customers/csg_customer_survey_2008.htm
DSO	http://hrsurveys.nisra.gov.uk/dfp/customers/dso_customer_survey_2008.htm
ITAssist	http://hrsurveys.nisra.gov.uk/dfp/customers/ITAssist_customer_survey_2008.htm
OHS	http://hrsurveys.nisra.gov.uk/dfp/customers/OHS_customer_survey_2008.htm
More than one area	http://hrsurveys.nisra.gov.uk/dfp/customers/dfp_customer_survey_2008.htm

Appendix II: Respondent Profile

Respondent profile by:-

Type of organisation worked for:

Organisation	%
NICS Department or Agency	89.8%
Other public sector employer (non NICS)	9.3%
Trade Union/ Voluntary Sector/Private Sector	0.8%
Total Number of Respondents	751

Business area in contact with:

Business Area	%
Central Finance Group	8.4%
Central Procurement Division	9.6%
Central Personnel Group	3.5%
Corporate Services Group (including ITAssist)	55.7%
Departmental Solicitors Office	5.7%
Occupational Health Service	17.1%
TOTAL	795*

*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	%
Central Finance Group	94	59	63%
Central Procurement Division	104	63	61%
Central Personnel Group	20	14	70%
Corporate Services Group	275	160	58%
Departmental Solicitors Office	53	30	57%
ITAssist	397	268	68%
OHS	187	128	68%
Multiple customer	36	29	81%
TOTAL	1166	751	64%

Appendix III: Responses by Business Area

Responses by Business Area:

Section 1: DFP Staff

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

% satisfaction (very satisfied & satisfied combined)

Question Number		DFP Overall (n=795)	CFG (n=67)	CPD (n=76)	CPG (n=28)	CSG (n=443)	DSO (n=45)	OHS (n=136)
a	Politeness/Courtesy	91%	88%	97%	100%	93%	93%	81%
b	Knowledge/Professionalism	83%	87%	88%	82%	81%	96%	81%
c	Organisation (i.e. sufficiently prepared for meetings/discussions)	67%	72%	88%	71%	60%	96%	65%
d	Commitment to achieving your objectives	70%	67%	76%	64%	71%	87%	64%
e	Treating customers fairly and consistently	77%	72%	87%	89%	77%	89%	72%
f	Treating all received information in the strictest confidence	77%	75%	86%	93%	71%	98%	85%
g	Respecting a customer's privacy	77%	70%	86%	93%	71%	93%	86%

'n' represents the number of respondents for each business area.

Note: CSG figures include ITAssist.

Section 2: Communication with business areas within DFP

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

% satisfaction (very satisfied & satisfied combined)

Question Number		DFP Overall (n=795)	CFG (n=67)	CPD (n=76)	CPG (n=28)	CSG (n=443)	DSO (n=45)	OHS (n=136)
a	That you know who to contact for assistance with your query/request	77%	76%	75%	79%	77%	80%	77%
b	That staff respond to phone calls in a timely manner	78%	85%	68%	86%	77%	80%	83%
c	That staff respond to e-mails and written correspondence in a timely manner	73%	82%	71%	75%	70%	82%	73%
d	That staff provide timely responses to queries/requests	72%	73%	72%	64%	71%	82%	72%
e	That you are kept informed of the status of your request	62%	58%	63%	41%	66%	60%	57%
f	With the quality of information and correspondence received	70%	80%	75%	68%	70%	93%	55%
g	That written communication is clear and to the point	67%	77%	79%	71%	65%	93%	53%
h	With the overall quality of communication	70%	76%	72%	68%	72%	87%	55%

In this section respondents were able to select a 'not applicable' response. The percentage values reported in the table above are based on applicable responses only. The value 'n' is a count of all respondents regardless of whether the question was applicable or not.

Note: CSG figures include ITAssist.

Section 3: Complaints to Business areas within DFP

% agreeing (strongly agree and agree combined)

Question Number		DFP Overall (n=795)	CFG (n=67)	CPD (n=76)	CPG (n=28)	CSG (n=443)	DSO (n=45)	OHS (n=136)
a	Have you complained about any aspect of the service provided by the business area?	11%	*	21%	25%	9%	*	13%
		(n=85)	*	(n=16)	(n=7)	(n=39)	*	(n=17)
b	Has your complaint with the business area been resolved satisfactorily?	59%	*	50%	86%	56%	*	59%
<i>% satisfaction (very satisfied and satisfied combined)</i>								
c	How satisfied are you with how the business area dealt with your complaint?	29%	*	31%	71%	23%	*	29%

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

Note: CSG figures include ITAssist.

Section 4: Overall Customer Service

% agreeing (strongly agree & agree combined)

Question Number		DFP Overall (n=795)	CFG (n=67)	CPD (n=76)	CPG (n=28)	CSG (n=443)	DSO (n=45)	OHS (n=136)
a	Business area within DFP is customer focused	58%	39%	61%	46%	61%	80%	51%
b	The service you received from the business area within DFP has improved over the past year	32%	22%	32%	21%	35%	36%	27%
<i>% yes responses</i>								
c	In the past year, has anyone from the business area contacted you regarding proposed improvements to their service?	17%	14%	20%	22%	19%	*	-
<i>% satisfaction (very satisfied and satisfied combined)</i>								
d	Overall how satisfied are you with the quality of customer service you received from the business area within DFP in 2008?	68%	57%	71%	54%	71%	91%	60%

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

Note: CSG figures include ITAssist.

Section 5: DFP Web Sites

Question Number		DFP Overall (n=751)	CFG (n=59)	CPD (n=63)	CPG (n=14)	CSG (n=428)	DSO (n=30)	OHS (n=128)	Multi Customers (n=29)
a	Do you use the DFP Internet site (www.dfpni.gov.uk)?	46%	51%	48%	36%	51%	40%	27%	45%
b	Do you use the DFP Intranet site (dfponline)?	37%	19%	11%	*	48%	30%	20%	48%
<i>% satisfaction (very satisfied and satisfied combined)</i>									
Internet Site		(n=343)	(n=30)	(n=30)	(n=5)	(n=219)	(n=12)	(n=34)	(n=13)
c	How satisfied are you with the layout of the Internet site (www.dfpni.gov.uk)?	67%	70%	47%	*	68%	50%	76%	85%
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?	66%	57%	50%	*	69%	58%	65%	69%
Intranet Site		(n=277)	(n=11)	(n=7)	*	(n=207)	(n=9)	(n=26)	(n=14)
d	How satisfied are you with the layout of the Intranet site (dfponline)?	68%	91%	*	100%	67%	56%	73%	86%
e	How satisfied are you that the Intranet site (dfponline) provides a comprehensive source of up-to-date information on DFP's services?	73%	91%	*	100%	71%	67%	77%	79%

'n' represents the number of respondents for each business area. Customers who completed a DFP general survey are shown separately as 'Multi Customers'. Their responses have not been included in the individual business area figures. An * indicates that the number of respondents selecting this response was less than 5 and is therefore deemed too small to be disclosed.

Note: CSG figures include ITAssist.

Section 6: Feedback on Survey

Question Number		DFP Overall (n=751)	CFG (n=59)	CPD (n=63)	CPG (n=14)	CSG (n=428)	DSO (n=30)	OHS (n=128)	Multi Customers (n=29)
a	Did this survey cover all the customer satisfaction issues that are important to you?	91%	90%	79%	86%	91%	97%	93%	93%

'n' represents the number of respondents for each business area. Customers who completed a DFP general survey are shown separately as 'Multi Customers'. Their responses have not been included in the individual business area figures.

Note: CSG figures include ITAssist.

Appendix IV: Comparison with 2007

Introduction

This section compares the 2008 results with those from the previous survey completed in 2007 (involving 762 respondents).

In the following tables, a '-' in the 'Change' column indicates that there has been a significant decrease in the percentage of satisfied respondents in 2008 compared with 2007. A '+' indicates that there has been a significant increase in satisfaction.

Section 1: DFP Staff

Question Number		DFP 2008 (n=795)	DFP 2007 (n=851)	Change
a	Politeness/Courtesy	91%	94%	-
b	Knowledge/Professionalism	83%	86%	-
c	Organisation (i.e. sufficiently prepared for meetings/discussions)	67%	73%	-
d	Commitment to achieving your objectives	70%	70%	
e	Treating customers fairly and consistently	77%	76%	
f	Treating all received information in the strictest confidence	77%	80%	-
g	Respecting a customer's privacy	77%	79%	

Section 2: Communication with DFP Staff

Question Number		DFP 2008 (n=795)	DFP 2007 (n=851)	Change
a	That you know who to contact for assistance with your query/request	77%	72%	+
b	That staff respond to phone calls in a timely manner	78%	80%	
c	That staff respond to e-mails and written correspondence in a timely manner	73%	74%	
d	That staff provide timely responses to queries/requests	72%	72%	
e	That you are kept informed of the status of your request	62%	57%	+
f	With the quality of information and correspondence received	70%	72%	
g	That written communication is clear and to the point	67%	73%	-
h	With the overall quality of communication	70%	71%	

Section 3: Complaints with DFP

Question Number		DFP 2008 (n=795)	DFP 2007 (n=851)	Change
a	Have you complained about any aspect of the service provided by the business area?	11%	10%	
		(n=85)	(n=83)	
b	Has your complaint with the business area been resolved satisfactorily?	59%	55%	+
<i>% satisfaction (very satisfied and satisfied combined)</i>				
c	How satisfied are you with how the business area dealt with your complaint.	29%	30%	

Section 4: Overall DFP Customer Service Questions

Question Number		DFP 2008 (n=795)	DFP 2007 (n=851)	Change
a	Business area within DFP is customer focused	58%	55%	
b	The service you received from the business area within DFP has improved over the past year	32%	25%	+
c	Overall how satisfied are you with the quality of customer service you received from the business area within DFP in 2007?	68%	66%	+

Section 5: DFP Web Sites

Question Number		DFP 2008 (n=751)	DFP 2007 (n=702)	Change
a	Do you use the DFP Intranet site?	37%	42%	-
		(n=277)	(n=298)	
<i>% satisfaction (very satisfied and satisfied combined)</i>				
b	How satisfied are you with the layout of the DFP website?	68%	69%	
c	How satisfied are you that the DFP website provides a comprehensive source of up-to-date information on DFP's services/activities?	73%	66%	+

The 2007 survey did not ask about the DFP Internet site (www.dfpni.gov.uk) so only comparisons for the Intranet are given here

Section 6: Feedback on Survey

Question Number		DFP 2008 (n=795)	DFP 2007 (n=702)	Change
a	Did this survey cover all the customer satisfaction issues that are important to you?	91%	92%	