



Department of
**Finance and
Personnel**
www.dfpni.gov.uk

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

Government

STATISTICAL RELEASE



Introduction

Introduction

1. The Department of Finance and Personnel (DFP) is one of 11 Northern Ireland Departments created in December 1999 as part of the Northern Ireland Executive by the Northern Ireland Act 1998 and the Departments (Northern Ireland) Order 1999. The Department is comprised of five Directorates and two Agencies (Land and Property Services and the Northern Ireland Statistics and Research Agency).

2. DFP's Operational Plan 2009 -10¹ includes, as one of its Departmental Objectives, 'To provide high quality services which are responsive to and meet the needs and expectations of our customers across all areas of the Department's responsibility.' One of the measures for this objective is listed as 'DFP Customer Survey'. The Operational Plan includes two targets measured by the survey:-

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

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

Coverage

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

The Directorates

- Central Finance Group (CFG)
- Central Procurement Directorate (CPD)

¹ <http://www.dfpni.gov.uk/publications-foi/publications-browse/publication-scheme-what-are-our-priorities-how-are-we-doing/publication-scheme-what-are-our-priorities-strategic-business-plans/pub-what-are-our-priorities-dfp-business-plan.htm>

- Corporate Human Resources² (CHR)
- Corporate Services Group³ (CSG)
- Departmental Solicitor's Office (DSO)

Key business areas where independent customer survey results were required:

- AccountNI
- ITAssist
- Occupational Health Service (OHS)

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

Full Report

4. This publication gives 'headline results' only. A full report containing a description of the findings, and graphical representation, is due to be published in February 2010.

² Excluding the Occupational Health Service, which is treated here as a business area in its own right.

³ Excluding AccountNI and ITAssist, which are treated here as business areas in their own right.

**Responses by Business Area
(Satisfied)**

Responses by Business Area (Satisfied)

Section 1 - DFP Staff

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

% satisfaction (very satisfied and satisfied combined)

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

Responses by Business Area (Satisfied)

Section 2 - Communication

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

% satisfaction (very satisfied and satisfied combined)

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

- ' Not asked of the particular Business Area

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

Responses by Business Area (Satisfied)

Section 3 - Complaints

% yes responses

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

Responses by Business Area (Satisfied)

Section 4 - Overall

% satisfaction (very satisfied and satisfied combined)

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

- ' Not asked of the particular Business Area

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

Responses by Business Area (Satisfied)

Section 5 - DFP Web Sites

% yes responses

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

¹ Customers of more than one Business Area.

**Responses by Business Area
(Satisfied)**

Section 6 - Feedback on Survey

% yes responses

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

¹ Customers of more than one Business Area.

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

**Responses by Business Area
(Dissatisfied)**

Responses by Business Area (Dissatisfied)

Section 1 - DFP Staff

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

% dissatisfaction (dissatisfied and very dissatisfied combined)

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

Responses by Business Area (Dissatisfied)

Section 2 - Communication

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

% dissatisfaction (dissatisfied and very dissatisfied combined)

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

-' Not asked of the particular Business Area

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

Responses by Business Area (Dissatisfied)

Section 3 - Complaints

% dissatisfaction (dissatisfied and very dissatisfied combined)

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

Section 4 - Overall

% dissatisfaction (dissatisfied and very dissatisfied combined)

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

- ' Not asked of the particular Business Area

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

Responses by Business Area (Dissatisfied)

Section 5 - DFP Web Sites

% dissatisfaction (dissatisfied and very dissatisfied combined)

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

¹ Customers of more than one Business Area.

Comparison with 2008

Comparison with 2008 results

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

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

Section 1 - DFP Staff

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

Section 2 - Communication

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

Section 3 - Complaints

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

Section 4 - Overall

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

Section 5 - Intranet

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

Section 6 - Feedback

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

Notes

NOTES

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

Method

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

3. The survey was conducted in November 2009, using on-line questionnaires (each tailored to the relevant business area, though all carried common questions and formats; where customers were not unique to a particular business area, those customers were issued with a composite questionnaire). Here is a link to a questionnaire:

<http://hrsurveys.nisra.gov.uk/dfp/cfgcustomersurvey2009.htm>.

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

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

Response rate

5. Of the eligible sample, 57% completed the questionnaire.

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

Margin of error¹

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

Contact

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

Further statistical information can be obtained from:-

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¹ The figures given in this paragraph disregard any possible errors arising from response bias (the possibility that non-respondents had different views from respondents).