



# NISRA Customer Satisfaction 2014

*DEL - Programme Information & Analysis Branch*

*Produced April 2015*





# Contents

	Page
<b>Key Points</b>	1
<b>Response</b>	3
<b>Results</b>	
DEL - Programme Information & Analysis Branch	5
Use of DEL - Programme Information & Analysis Branch in the future	7
Comparison with previous year & NISRA overall	9



## Key Points

**100%**  
of respondents  
were satisfied  
with the service  
provided by DEL -  
Programme  
Information &  
Analysis Branch

- All customers were satisfied with the overall service provided by DEL - Programme Information & Analysis Branch (DEL - PIAB), as well as with various aspects of that service.
- All customers said that they were likely to use DEL - PIAB's services again.
- Half of DEL - PIAB's customers were very satisfied with the products and services provided, with the other half stating that they were satisfied.



## Response

DEL - PIAB identified 22 individuals who were customers of the branch during 2014. A total of 4 DEL - PIAB customers submitted a response, amounting to a response rate of 18% of the email addresses supplied by the branch.

### Contact

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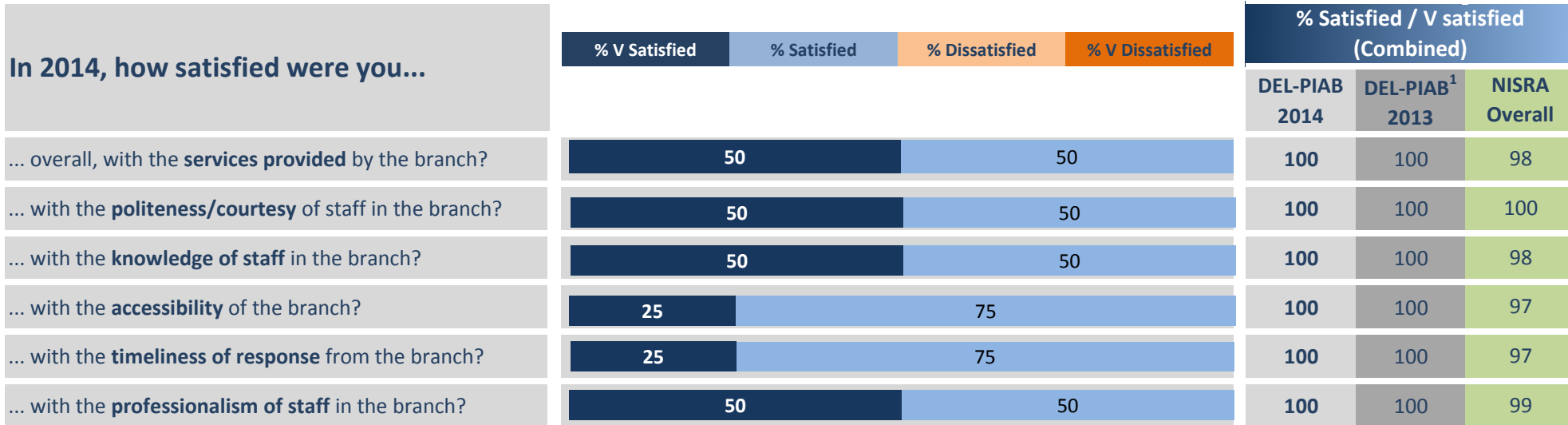


## Results - DEL - Programme Information & Analysis Branch

The results for DEL - PIAB from the 2014 NISRA customer survey are detailed in Figure 1. Comparative data for 2013 and NISRA overall are also included. A further breakdown is available in the section beginning on page 9.

All customers were satisfied with the overall service provided by NISRA, and all aspects of that service.

Fig 1



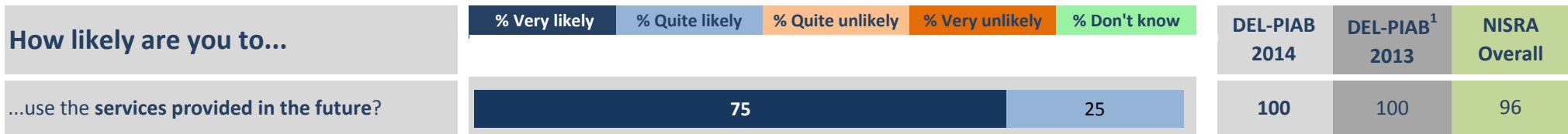
<sup>1</sup> In 2013, DEL - PIAB was called 'DEL - Research and Evaluation Branch'.



## Results - use of DEL - Programme Information & Analysis Branch in the future

All respondents said that they would be very likely to use the services provided by DEL - PIAB again (Figure 2). Further breakdowns are available in the section beginning on page 9.

Fig 2



<sup>1</sup> In 2013, DEL - PIAB was called 'DEL - Research and Evaluation Branch'.



## Results - Comparison with previous year & NISRA overall

Results for DEL - Programme Information & Analysis Branch from the 2014 NISRA customer survey showing all response options are detailed below, with comparative data for 2013 and NISRA overall also included.

<b>Table 1</b>	<b>DEL - PIAB<sup>1</sup></b>		<b>NISRA Overall</b>
	<b>2014</b>	<b>2013</b>	
<b>Overall, how satisfied were you with the products and services provided?</b>			
Very satisfied (%)	50	57	68
Satisfied (%)	50	43	30
Dissatisfied (%)	0	0	2
Very Dissatisfied (%)	0	0	0
<b>Number of customers</b>	<b>4</b>	<b>7</b>	<b>489</b>

<b>Table 2</b>	<b>DEL - PIAB<sup>1</sup></b>		<b>NISRA Overall</b>
	<b>2014</b>	<b>2013</b>	
<b>How satisfied were you with the politeness/courtesy of staff in DEL - PIAB?</b>			
Very satisfied (%)	50	86	81
Satisfied (%)	50	14	19
Dissatisfied (%)	0	0	0
Very Dissatisfied (%)	0	0	0
<b>Number of customers</b>	<b>4</b>	<b>7</b>	<b>489</b>

<sup>1</sup> In 2013, DEL - PIAB was called 'DEL - Research and Evaluation Branch'.

## Results - Comparison with previous year & NISRA overall

Table 3	DEL - PIAB <sup>1</sup>		NISRA Overall
	2014	2013	
<b>How satisfied were you with the knowledge of staff in DEL - PIAB?</b>			
Very satisfied (%)	50	86	72
Satisfied (%)	50	14	26
Dissatisfied (%)	0	0	1
Very Dissatisfied (%)	0	0	0
<b>Number of customers</b>	<b>4</b>	<b>7</b>	<b>489</b>

Table 4	DEL - PIAB <sup>1</sup>		NISRA Overall
	2014	2013	
<b>How satisfied were you with the accessibility of DEL - PIAB?</b>			
Very satisfied (%)	25	86	68
Satisfied (%)	75	14	29
Dissatisfied (%)	0	0	2
Very Dissatisfied (%)	0	0	1
<b>Number of customers</b>	<b>4</b>	<b>7</b>	<b>489</b>

Table 5	DEL - PIAB <sup>1</sup>		NISRA Overall
	2014	2013	
<b>How satisfied were you with the timeliness of response from DEL - PIAB?</b>			
Very satisfied (%)	25	71	67
Satisfied (%)	75	29	29
Dissatisfied (%)	0	0	2
Very Dissatisfied (%)	0	0	1
<b>Number of customers</b>	<b>4</b>	<b>7</b>	<b>489</b>

<sup>1</sup> In 2013, DEL - PIAB was called 'DEL - Research and Evaluation Branch'.

## Results - Comparison with previous year & NISRA overall

Table 6	DEL - PIAB <sup>1</sup>		NISRA Overall
	2014	2013	
<b>How satisfied were you with the professionalism of staff in DEL - PIAB?</b>			
Very satisfied (%)	50	86	78
Satisfied (%)	50	14	21
Dissatisfied (%)	0	0	1
Very Dissatisfied (%)	0	0	0
<b>Number of customers</b>	<b>4</b>	<b>7</b>	<b>489</b>

Table 7	DEL - PIAB <sup>1</sup>		NISRA Overall
	2014	2013	
<b>Did you also use services from this branch in the previous year, that is, 2013?</b>			
Yes (%)	100	43	76
No (%)	0	57	19
Don't know (%)	0	0	5
<b>Number of customers</b>	<b>4</b>	<b>7</b>	<b>489</b>

Table 8	DEL - PIAB <sup>1</sup>		NISRA Overall
	2014	2013	
<b>Do you think the service provided by DEL - PIAB in 2014 was better, worse or about the same as the service provided in 2013?</b>			
Much better (%)	25	33	2
Better (%)	50	0	15
About the same (%)	25	67	82
Worse (%)	0	0	2
Much worse (%)	0	0	0
<b>Number of customers</b>	<b>4</b>	<b>3</b>	<b>371</b>

<sup>1</sup> In 2013, DEL - PIAB was called 'DEL - Research and Evaluation Branch'.

## Results - Comparison with previous year & NISRA overall

Table 9	DEL - PIAB <sup>1</sup>		NISRA Overall
	2014	2013	
<b>How likely are you to use the services provided by DEL - PIAB in the future?</b>			
Very likely (%)	75	86	77
Quite likely (%)	25	14	19
Quite unlikely (%)	0	0	2
Very unlikely (%)	0	0	1
Don't know (%)	0	0	2
<b>Number of customers</b>	<b>4</b>	<b>7</b>	<b>489</b>

Table 10	DEL - PIAB <sup>1</sup>		NISRA Overall
	2014	2013	
<b>Did you complain about any aspect of the service provided by this branch?</b>			
Yes (%)	0	0	1
No (%)	100	100	99
Don't know (%)	0	0	0
<b>Number of customers</b>	<b>4</b>	<b>7</b>	<b>489</b>

<sup>1</sup> In 2013, DEL - PIAB was called 'DEL - Research and Evaluation Branch'.