

SURVEY CARRIED OUT BY CUSTOMER SERVICE CENTRE

27/08/08 - 05/09/08

1. INTRODUCTION

The Customer Service Centre of ORAC, in line with commitments in its Customer Service Charter, conducts two surveys each year to determine the views of its customers in relation to the various services provided by ORAC. These surveys form part of the process to improve and, where necessary, change our service delivery so that we continue to meet the needs of our customers.

2. AIM OF SURVEY

The aim of the survey of statutory and legal bodies that ORAC deals with is to determine the level of customer service being provided to them.

3. RESPONSE RATE TO SURVEY

90 questionnaires were sent out by post to 18 Statutory and Legal Bodies and 49 replies were received back. This represents a response rate of **54%**.

4. METHODOLOGY

Questionnaires were sent out by post to the Statutory and Legal Bodies that ORAC deals with. The organisations which took part in the survey were INIS, RIA, RLS, RAT and the HSE. The questionnaire was divided into four sections relating to Service Delivery, Responsiveness, Accessibility and Communication/Consultation.

The 18 questions included in the survey were:

- (1) I find staff to be polite and courteous in my dealings with ORAC.
- (2) I find staff to be helpful in my dealings with ORAC.
- (3) Please provide an overall assessment of your 'service delivery' experience when dealing with ORAC. (1 - 'Poor' and 10 - 'Excellent')
- (4) Phone, email and written communications are dealt with in a timely manner by personnel in ORAC.
- (5) ORAC provides me with timely responses to requests for information.
- (6) If my query does not relate to ORAC I am provided with the contact details of the relevant outside body (where possible).
- (7) Please provide an overall assessment of customer service experience in the specific area of 'responsiveness' when dealing with ORAC.
- (8) I am aware of the identity of ORAC contact personnel who can assist me with my queries or requirements.
- (9) If the contact person I am seeking in ORAC is out of the office, I am made aware of this by way of their out of office reply or phone answering service.
- (10) If contact personnel in ORAC are unable to answer my query I am redirected to the appropriate person in the organisation who is in a position to do so.
- (11) Information on ORAC's website is easy to find and up-to-date.
- (12) Please provide an overall assessment of customer service experience in the specific area of 'accessibility' when dealing with ORAC.
- (13) ORAC provides me with meaningful and accurate responses to requests for information.
- (14) Personnel within ORAC are anxious to understand my issues/requirements.
- (15) Personnel in ORAC have the knowledge necessary to support me with my requests/requirements.
- (16) In my dealings with ORAC, I find there is a sense of partnership between my contact and I, i.e. We work to pursue common objectives.

(17) Please provide an overall assessment of service in the specific area of 'communication/consultation'.

(18) I receive the same level of service across ORAC Units.

5. SUMMARY

The following are some of the main findings of the survey:

- 73 % of respondents agreed that ORAC staff were polite, courteous and helpful.
- 75 % of respondents considered that phone, email and written communication were dealt with in a timely manner.
- When asked if ORAC provided them responses to requests for information, 69% strongly agreed or agreed.
- While only 25% strongly agreed or agreed that when their query did not relate to ORAC they were provided with contact details of the relevant outside body (where possible), 35% felt that this did not apply to them and a further 29% had no opinion.
- 69% of respondents agreed that they were aware of the contact personnel within ORAC who could assist them with their queries.
- 61% of respondents agreed that personnel in ORAC had the knowledge necessary to support them with their requests/requirements.
- When the contact person being sought is out of the office, less than half of the respondents (44%) considered ORAC to be good or very good in making them aware of this by way of their phone answering service or out of office reply.
- However, 59% agreed that if contact personnel in ORAC were unable to answer their query they were directed to the appropriate person in the organisation.
- 61% agreed that ORAC provided them with meaningful and accurate responses to requests for information.
- When asked if they felt that personnel in ORAC had the knowledge necessary to support them with my requests/requirements, 61% agreed while only 8% disagreed.

- Over half (52%) agreed that they received the same level of service across ORAC Units, while 23% disagreed. Of those who disagreed, a number said in their comments that they found service across ORAC to be ‘inconsistent’.

6. CONCLUSION

In general the survey results were very positive, with many of the respondents satisfied with the level of Customer Service delivery from ORAC staff. Suggestions for improvements to ORAC’s Customer Service delivery have been taken on board in order to efficiently meet the needs of our customers.