

ORAC Customer Service Survey 2012 - Statutory and Legal Bodies

Background

The Customer Service Centre of the Office of the Refugee Applications Commissioner (ORAC), under the terms of its Customer Service Charter, conducts surveys, one external and one internal, each year to determine the views of our customers to the various services provided by ORAC. The external survey this year related to the quality of the service provided to our website users.

Aim of Survey

The aim of this particular survey was to get the views of the various Statutory and Legal bodies with which ORAC deals, in order to determine the level of customer service being provided by ORAC.

Methodology

Following consultation, questionnaires were issued to the following participants with a covering note explaining the purpose of the survey:

- INIS
- RIA
- RLS
- RAT
- HSE
- GNIB
- CSSO

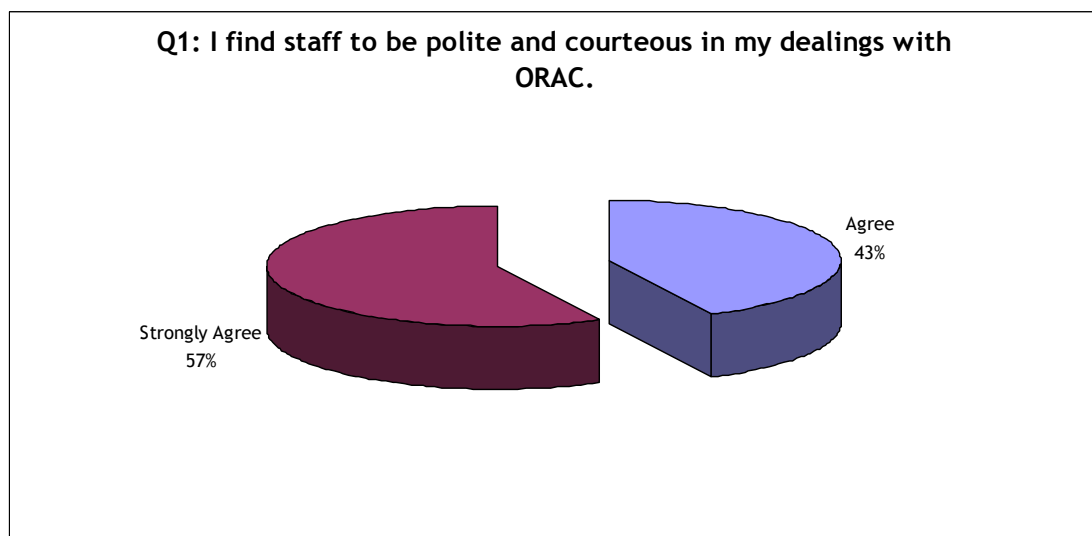
24 questionnaires were issued in total. Of that number, a total of 14 responses were returned, giving a response rate of 58%.

Results

Overall the results of the survey were very positive, with the majority of the respondents satisfied with the level of Customer Service delivery from ORAC staff.

1. Service Delivery (1 - 3)

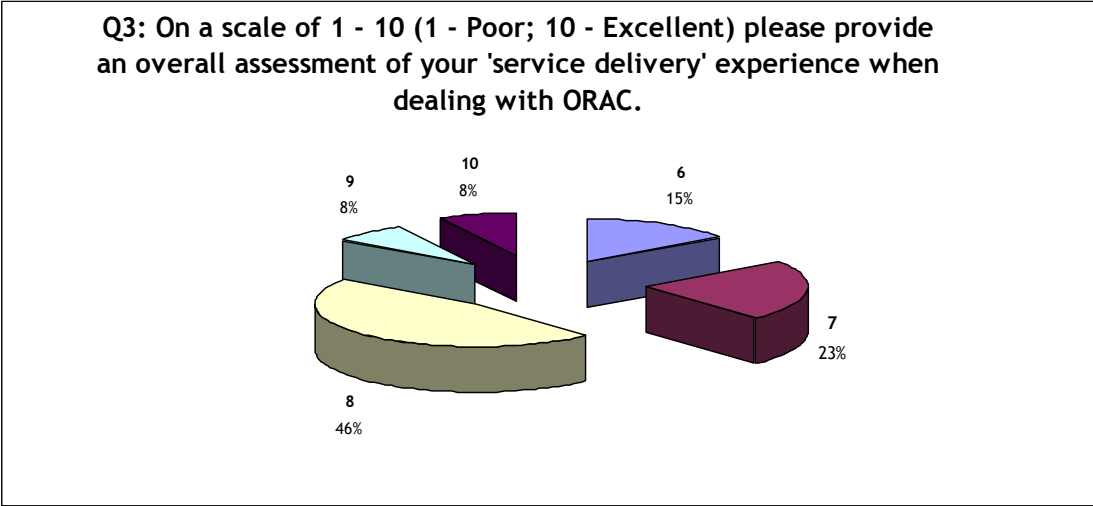
The first section of the survey, relating to service delivery within ORAC, was seen in a very positive light with **100%** of respondents agreeing/strongly agreeing that staff are both courteous and helpful.



Similarly **all** respondents agreed/strongly agreed that staff were helpful in any of their dealings with the organisation.



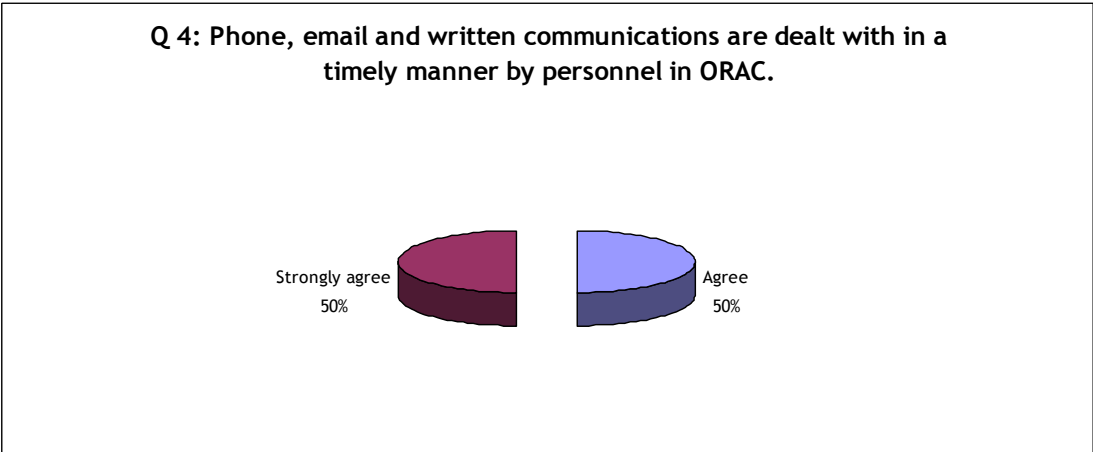
When asked to rate their overall assessment of service delivery experience (1- Poor and 10 - Excellent) **85%** of respondents gave a rating of 7 or higher.



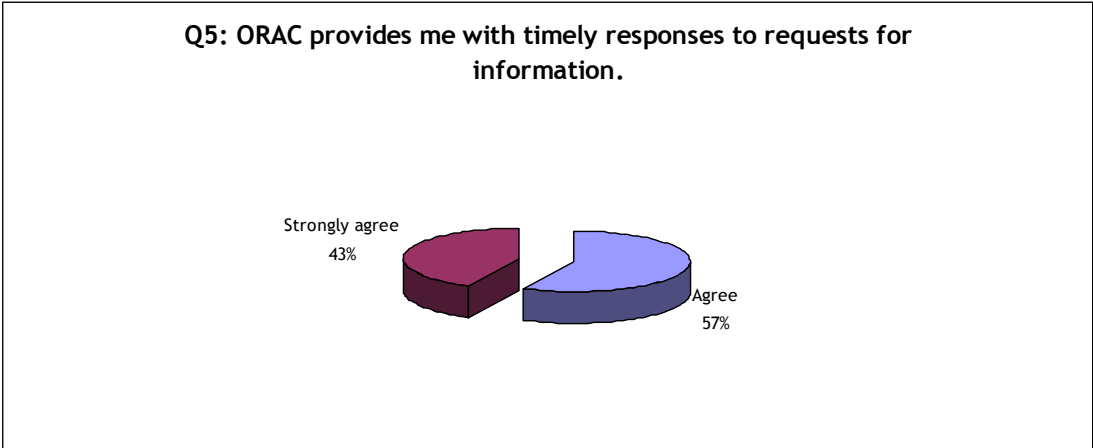
2. Responsiveness (4 - 7)

The second section of the survey related to the level of responsiveness within ORAC.

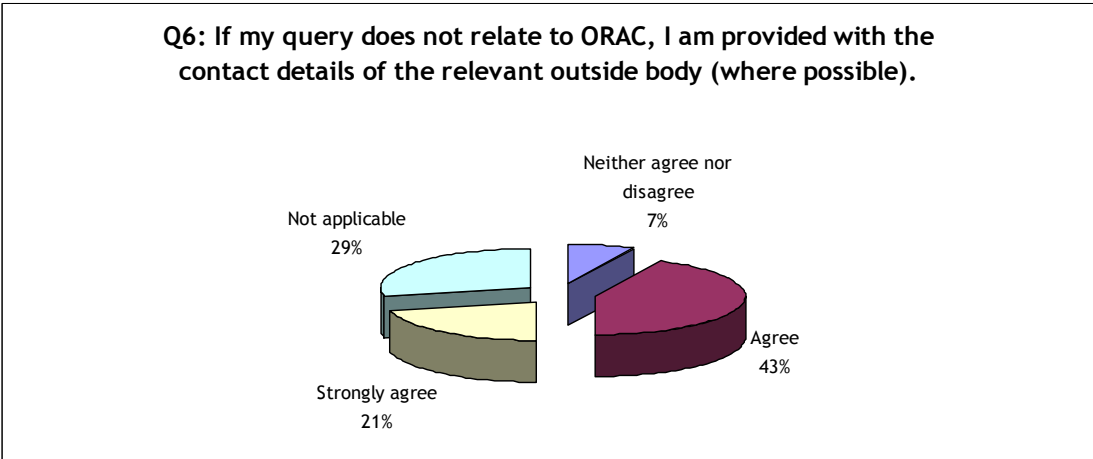
Once again, the results were very positive with **all** respondents agreeing or strongly agreeing that phone, e-mail and written communication are dealt with in a timely manner.



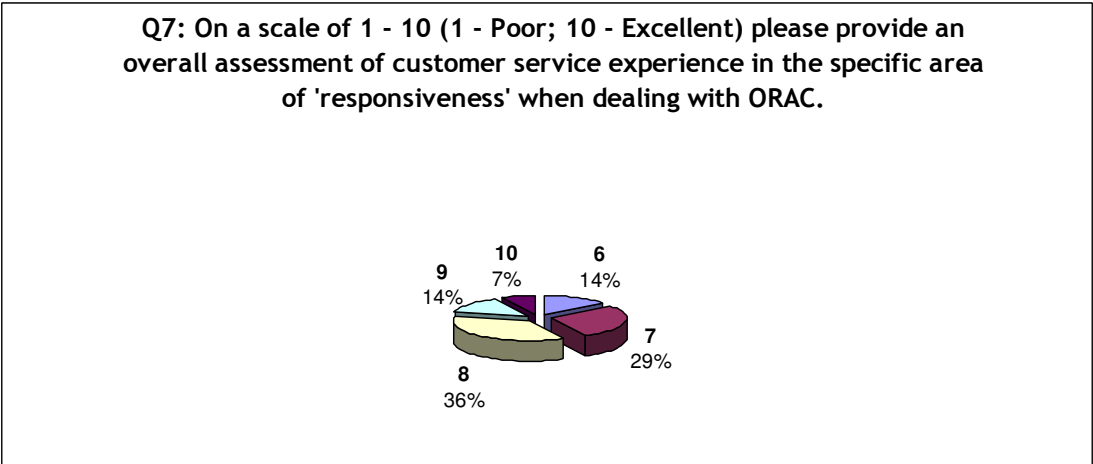
100% of respondents agreed or strongly agreed that ORAC provides a timely response to requests for information.



64% of respondents agreed/strongly agreed that if their query did not relate to ORAC they were provided with the contact details of the relevant outside body. **7%** neither agreed nor disagreed and **29%** indicated that the statement was not applicable to them.

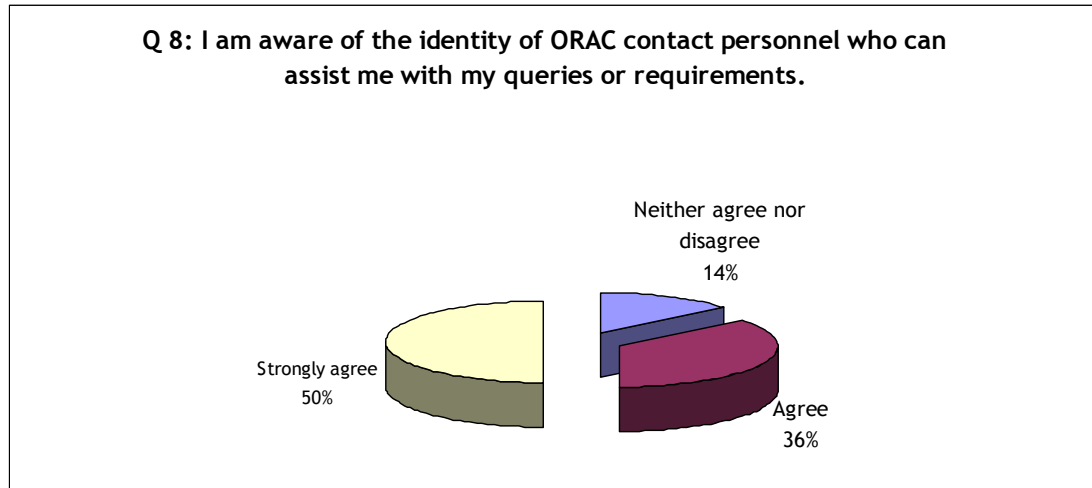


When asked to rate their overall assessment of customer service experience in the specific area of responsiveness (1- Poor and 10 - Excellent), **86%** of respondents gave a rating of 7 or higher.

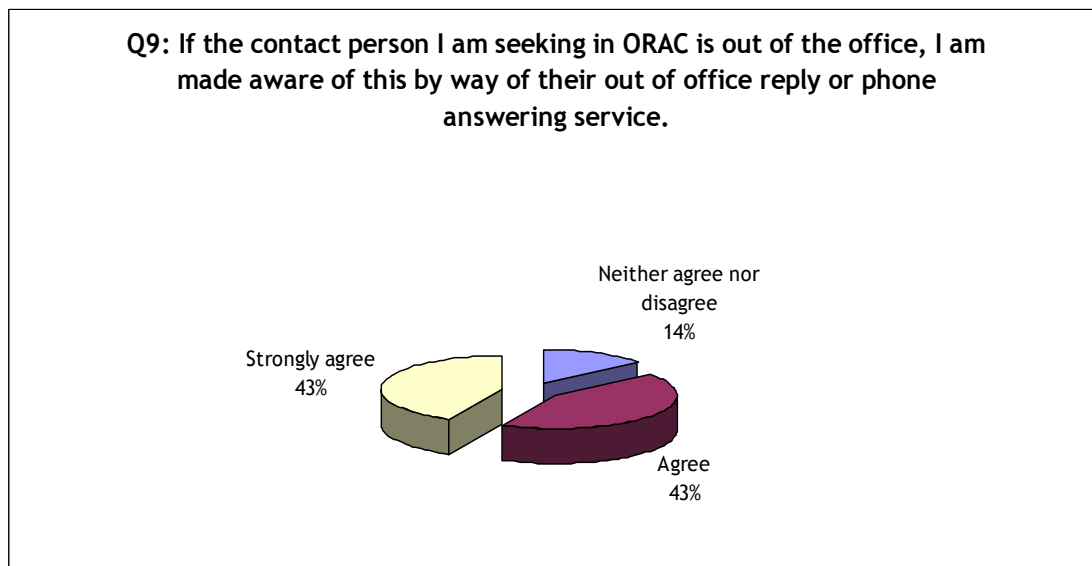


3. Accessibility (8 - 12)

Question 8 asked respondents whether they were aware of the contact personnel within ORAC who could assist them with their queries. 86% agreed/strongly agreed that they were, 14% neither agreed nor disagreed.

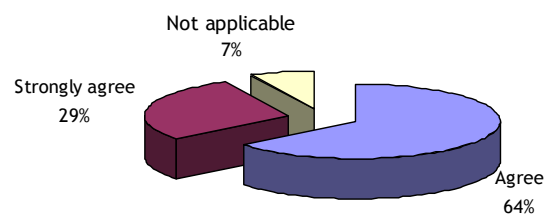


Similarly, 86% of respondents were made aware of the absence of a staff member by their phone answering service or by an “Out of Office” reply to an email they sent, when the relevant contact person was out of the office. 14% neither agreed nor disagreed.



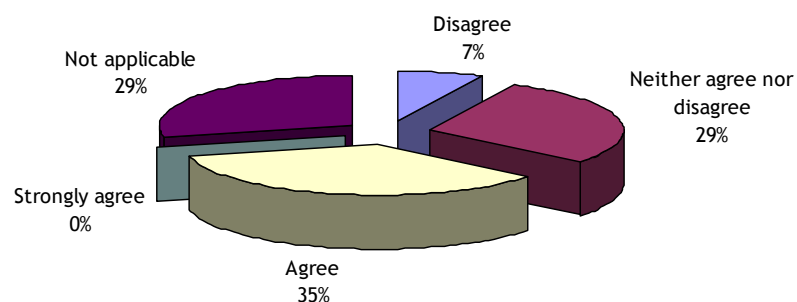
93% of respondents agreed/strongly agreed that if contact personnel in ORAC were unable to answer their query, they were redirected to the appropriate person.

Q10: 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.



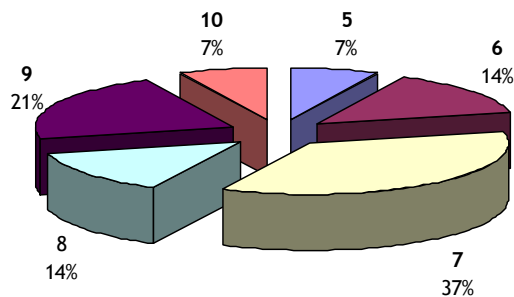
The organisation scored less strongly in the survey when respondents indicated that only 35% of respondents agreed that ORAC's website was easy to find and up-to-date with 29% of respondents stating that they neither agreed nor disagreed and 29% stated that it was not applicable. 7% of respondents disagreed. It should be noted that a new more accessible website was introduced in ORAC on 21 November 2012.

Q11: Information on ORAC's website is easy to find and up-to-date.



When asked to rate their overall assessment of customer service experience in the specific area of accessibility (1- Poor and 10 - Excellent), 86% of respondents gave a rating of 7 or higher.

Q12: On a scale of 1 - 10 (1 - Poor; 10 - Excellent) please provide an overall assessment of customer service experience in the specific area of 'accessibility' when dealing with ORAC.

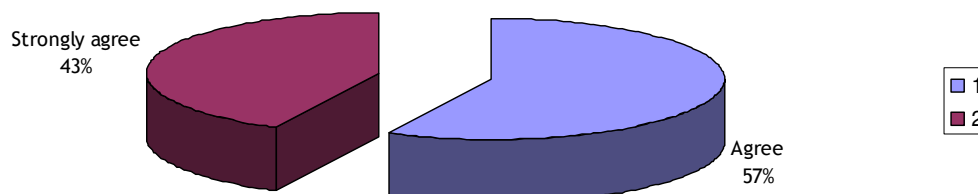


4. Communication/Consultation (13 - 17)

The final area of the survey related to Communication/Consultation.

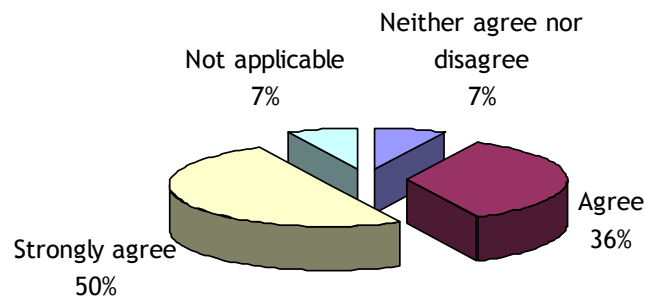
All respondents agreed (57%) or strongly agreed (43%) that ORAC provided them with meaningful and accurate responses to requests for information.

Q13: ORAC provides me with meaningful and accurate responses to requests for information.



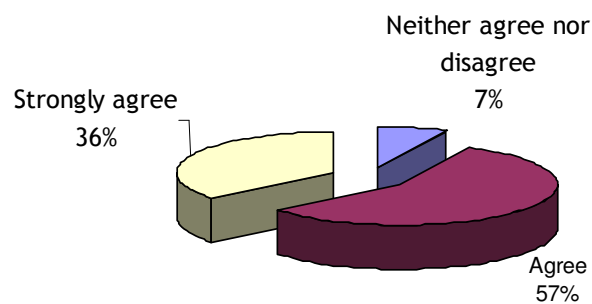
50% of respondents strongly agreed and 36% agreed that staff in ORAC were anxious to understand their issues/requirements.

Q 14: Personnel within ORAC are anxious to understand my issues/requirements.



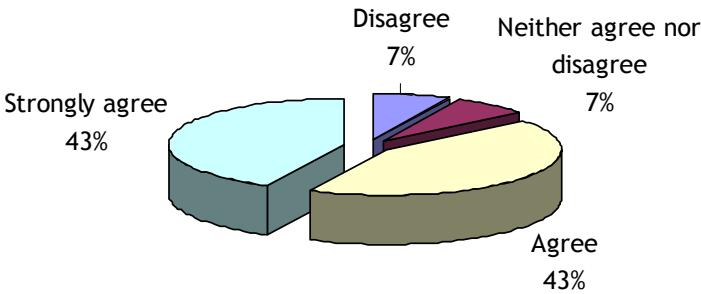
93% of respondents agreed/strongly agreed that staff in ORAC had the knowledge necessary to support the customer with their requests/requirements, with the remaining 7% neither agreeing nor disagreeing.

Q 15: Personnel in ORAC have the knowledge necessary to support me with my requests/requirements.



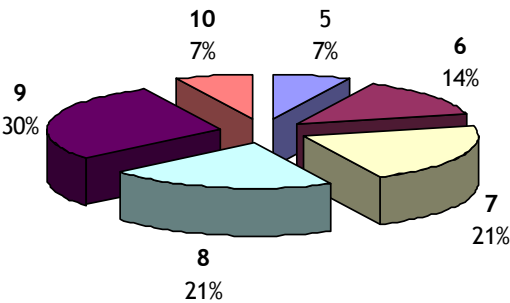
Question 16 asked respondents to rate the statement ‘In my dealings with ORAC, I find there is a sense of partnership between my contact and I, i.e. we work to pursue common objectives’. 86% of respondents agreed/strongly agreed.

Q16: 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.



In Question 17, when asked to rate their overall assessment of service in the specific area of communication/consultation (1- Poor and 10 - Excellent), 79% of respondents gave a rating of 7 or higher.

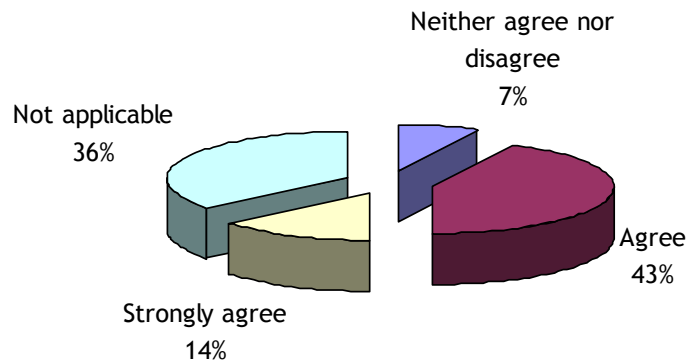
Q17: On a scale of 1 - 10 (1 - Poor and 10 - Excellent), please provide an overall assessment of service in the specific area of 'communication/consultation'.



General

The final survey question asked respondents to rate the statement 'I receive the same level of service across all ORAC units. 57% of respondents agreed/strongly agreed, 7% neither agreed nor disagreed and 36% of respondents said the statement was not applicable to them.

Q18: I receive the same level of service across ORAC Units.



Conclusion

In the main, the results of this survey were very positive, particularly when compared with the 2008 results.

The ORAC website was highlighted as requiring improvement. In this regard work had already commenced in redesigning the site and a new more accessible ORAC website went live on 21 November 2012.