

# HRCs CUSTOMER SURVEY



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For queries related to this publication please contact:

Gayle Kennedy

NISRA Human Resource Consultancy Services,

Colby House,

Stranmillis Court,

Belfast,

BT9 5RR.

**Telephone:** 028 9038 8439

**Email:** [gayle.kennedy@nisra.gov.uk](mailto:gayle.kennedy@nisra.gov.uk)

## Executive Summary

An online customer survey was undertaken in February 2021 to gather feedback on the six official statistical publications produced by the Human Resource Consultancy Services (HRCS) branch of the Northern Ireland Statistics & Research Agency (NISRA) – Analysis of NICS Recruitment Competitions, Employment in the Northern Ireland Civil Service, Equality Statistics for the Northern Ireland Civil Service, Pay Statistics for the Northern Ireland Civil Service, Personnel Statistics for the Northern Ireland Civil Service and Sickness Absence in the Northern Ireland Civil Service. This report provides an overview of the key findings from this survey.

### 1) Satisfaction with Publications

Over 90% of the respondents using the Employment and Personnel reports, and at least 80% of those who used the Equality, Pay, or Recruitment reports, said that they were satisfied with the publication at an overall level. Slightly fewer than 80% of respondents were satisfied with the Sickness report at an overall level. Views on the level of satisfaction with content, presentation, commentary, timeliness, format, data quality and ease of finding information were also sought for each report; satisfaction levels were 80% and above for all these aspects in the Employment, Personnel and Recruitment reports. A very small number of those using the Sickness, Equality, Employment, Personnel, and Recruitment reports expressed dissatisfaction with some of the eight aspects. Suggestions for improvements were made for all six publications. These will be acted upon where possible.

The table below highlights the combined levels of satisfaction for all 6 HRCS statistical outputs from the 2021 Customer Survey. Satisfaction levels for the various aspects of the reports ranged from 82% to 89% with the overall level of satisfaction with the reports being 85%.

Aspect of report (all 6 HRCS reports combined)	Level of satisfaction
Content	85%
Presentation of data	83%
Commentary	82%
Timeliness	83%
Format of Reports	89%
Ease of finding the statistics on the NISRA website	85%
Overall data quality	87%
Frequency of publication	82%
Overall satisfaction	85%

# 1

## Executive Summary

### 2) Users and Uses

One in five customers (33 out of 167) responded to the survey. Three quarters (76%) of respondents worked for the Northern Ireland Civil Service (NICS). The largest proportion of respondents used only one of the six publications (35.5%). The most common reasons for use were policy making/monitoring, responding to information requests, and performance monitoring.

### 3) Meeting Customer Need

Almost all of the respondents said that the statistics they used in each of the six reports fully or mostly met their needs. A small number of users of each of the six reports said that their needs were partly met. Suggestions of how needs could be better met were given for all of the six publications and will be acted upon where possible.

### 4) Satisfaction with the service provided by HRCS Staff

The majority of respondents (88%) said that they were satisfied with the overall service provided by HRCS staff. Figures were similar for the politeness/courtesy, knowledge, timeliness of response and professionalism of staff.

# Executive Summary

## 5) Publication Summary



### 1. Analysis of NICS Recruitment Competitions

Used by 18% (6) of respondents. Main reasons for using were policy making/monitoring, performance monitoring and responding to information requests. Overall satisfaction with publication was 83%, and the same proportion said that the statistics they used fully met their needs.



### 2. Employment in the NICS

Used by 33% (11) of respondents. Main reasons for using were policy making/monitoring, responding to information requests, and performance monitoring. Overall satisfaction with publication was 91%, and the same proportion said that the statistics they used fully or mostly met their needs.



### 3. Equality Statistics for the NICS

Used by 45% (15) of respondents. Main reasons for using were policy making/monitoring, responding to information requests, and performance monitoring. Overall satisfaction with publication was 82%. 94% of respondents said that the statistics they used fully or mostly met their needs.



### 4. Pay Statistics for the NICS

Used by 33% (11) of respondents. Main reasons for using were policy making/monitoring, responding to information requests, to aid decisions on resource allocation, and personal interest. Overall satisfaction with publication was 82%. 91% of respondents said that the statistics they used fully or mostly met their needs.



### 5. Personnel Statistics for the NICS

Used by 36% (12) of respondents. Main reasons for using were responding to information requests, policy making/monitoring, performance monitoring and to aid decisions on resource allocation. Overall satisfaction with publication was 92%, and the same proportion said that the statistics they used fully or mostly met their needs.



### 6. Sickness Absence in the NICS

Used by 42% (14) of respondents. Main reasons for using were performance monitoring, policy making/policy monitoring and responding to information requests/aid decisions on resource allocation. Overall satisfaction with publication was 79%, and 86% of respondents said that the statistics they used fully or mostly met their needs.

## 2 Context

### 2.1 Human Resource Consultancy Services

Human Resource Consultancy Services (HRCS) is one of a number of Northern Ireland Statistics & Research Agency (NISRA) branches within the Department of Finance in the NI Civil Service (NICS). Consisting of 12 statisticians working in compliance with the UK Statistics Authority's Code of Practice for Statistics, HRCS produces the following official statistical publications –

- Analysis of NICS Recruitment Competitions;
- Employment in the Northern Ireland Civil Service;
- Equality Statistics for the Northern Ireland Civil Service;
- Pay Statistics for the Northern Ireland Civil Service;
- Personnel Statistics for the Northern Ireland Civil Service;
- Sickness Absence in the Northern Ireland Civil Service.

Each is published annually with the exception of the Employment and Sickness Absence reports which are also produced on a quarterly basis.

### 2.2 The Customer Survey

HRCS conducts a regular customer survey to review branch publications by gathering feedback on the statistics produced, how well they meet user needs and whether there are any suggested improvements. A link to the 2021 online survey was issued by email to 167 customers on 15<sup>th</sup> January 2021. The survey closed on 26<sup>th</sup> February 2021. Reminder emails were issued three weeks and one week prior to closure to maximise participation.

While the majority of the work of the branch is undertaken for key users within NICS HR, a range of other users of the statistics both within the NICS, the wider public sector and also members of the general public were also invited to submit a response. This report provides an overview of all the responses provided.

# 3 Users and Uses of the Statistics

## About this chapter

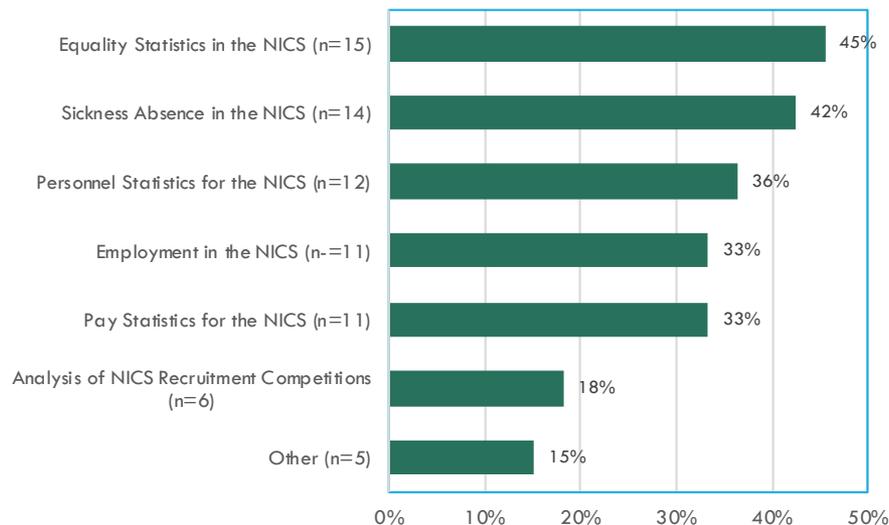
A total of 33 service users completed the questionnaire resulting in a response rate of 20%. The vast majority (76%) of respondents worked for the NICS and remaining responses came from other non-NICS public sector employees. This chapter provides an overview of the scale of and reasons for use of HRCS publications.

### 3.1 Use by publication type

Chart one shows that the proportion of respondents using each publication ranged from just under 18% for the 'Analysis of NICS Recruitment Competitions' report to 45% for that on 'Equality Statistics in the NICS'. Just over a third of respondents said they used one publication (Table 1).

A small number of respondents (5) said that they used other HRCS publications. When asked to specify, respondents said they used average annual salaries and paybill analyses for their Department, and NICS HR organisational structure supplied by HRCS.

**Chart 1 – Proportion of respondents reporting use of HRCS publications**



**Table 1 – Number of respondents by number of publications used**

Number of publications	Number of respondents	%
1	11 <sup>1</sup>	35.5
2	5 <sup>2</sup>	16.1
3	9	29.0
4	4 <sup>2</sup>	12.9
5	2 <sup>2</sup>	6.5
6	0	0.0
<b>Total</b>	<b>31</b>	<b>100.0</b>

<sup>1</sup>Includes 2 respondents who reported using 'Other' HRCS publications.

<sup>2</sup>Includes 1 respondent who reported using 'Other' HRCS publications.

# 3 Users and Uses of the Statistics

## 3.2 Reasons for use

**Table 2 – Main reasons for using the statistics**

Reason for using the statistics	Overall (n=33) <sup>1</sup>	Analysis of NICS Recruitment Competitions (n=6)	Employment in the NICS (n=11)	Equality Statistics in the NICS (n=15)	Pay Statistics for the NICS (n=11)	Personnel Statistics for the NICS (n=12)	Sickness Absence in the NICS (n=14)
Policy making/policy monitoring	67.1%	66.7%	81.8%	75.0%	72.7%	58.3%	50.0%
Performance monitoring	38.6%	66.7%	45.5%	37.5%	9.1%	25.0%	57.1%
Media related/informing public/public interest	14.3%	0.0%	9.1%	18.8%	9.1%	16.7%	21.4%
To facilitate academic research	1.4%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%
To inform public marketing campaigns	2.9%	16.7%	0.0%	6.3%	0.0%	0.0%	0.0%
Responding to information requests	51.4%	66.7%	72.7%	50.0%	27.3%	66.7%	35.7%
Personal interest	15.7%	0.0%	0.0%	25.0%	27.3%	16.7%	14.3%
To aid decisions on resource allocation	28.6%	33.3%	18.2%	25.0%	27.3%	33.3%	35.7%

<sup>1</sup> Percentage estimates sum to more than 100% as the question is a multiple response

In general, the most frequently stated reasons for using all six publications were policy making/monitoring, responding to information requests, and performance monitoring (Table 2). A small number of respondents (13) said that they used the statistics for ‘other’ reasons. These are documented in table 3.

**Table 3 – ‘Other’ reported reasons for using the statistics**

HRCS Publication	Other uses
Employment in the NICS	<ul style="list-style-type: none"> <li>• ‘Consultation with Trade Unions’.</li> </ul>
Pay Statistics for the NICS	<ul style="list-style-type: none"> <li>• ‘For use in business case and staff affordability calculations’</li> <li>• ‘To help inform allocated salary rates’</li> </ul>
Personnel Statistics for the NICS	<ul style="list-style-type: none"> <li>• Consultation with Trade Unions</li> </ul>
Equality Statistics in the NICS	<ul style="list-style-type: none"> <li>• ‘Equality screening’.</li> </ul>
Sickness Absence in the NICS	<ul style="list-style-type: none"> <li>• ‘Information and consultation purposes’.</li> <li>• ‘Understanding which parts of the organisation reporting greatest levels of absence over time’.</li> </ul>

# 4 Satisfaction with the Publications

## About this chapter

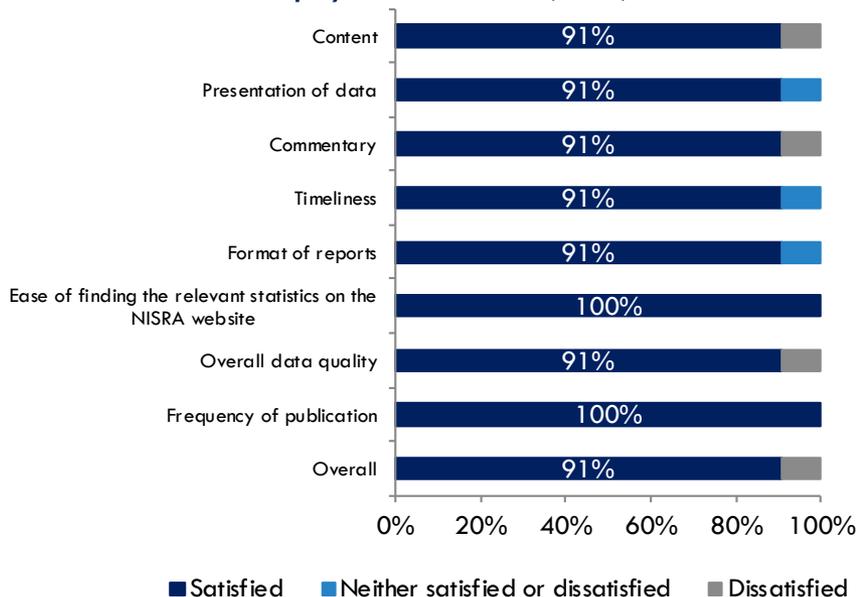
Respondents were asked to rate their level of satisfaction with nine aspects relating to the publications that they used. They were also asked for suggested improvements. This chapter provides an overview of the views expressed in relation to these two questions. Note that throughout the body of the report Satisfied refers to 'Satisfied' or 'Very Satisfied' responses and Dissatisfied refers to 'Dissatisfied' or 'Very Dissatisfied' responses. A more detailed breakdown can be found in Appendix 1. Planned actions in response to all applicable customer comments are documented in Appendix 2.

### 4.1 Satisfaction with various aspects of each publication

Most respondents using the Employment and Equality publications said they were satisfied with almost all aspects of each of these reports (Charts 2 & 3). A small number of respondents expressed dissatisfaction with the content and commentary in these reports, and one respondent was dissatisfied with the data quality of the Employment report.

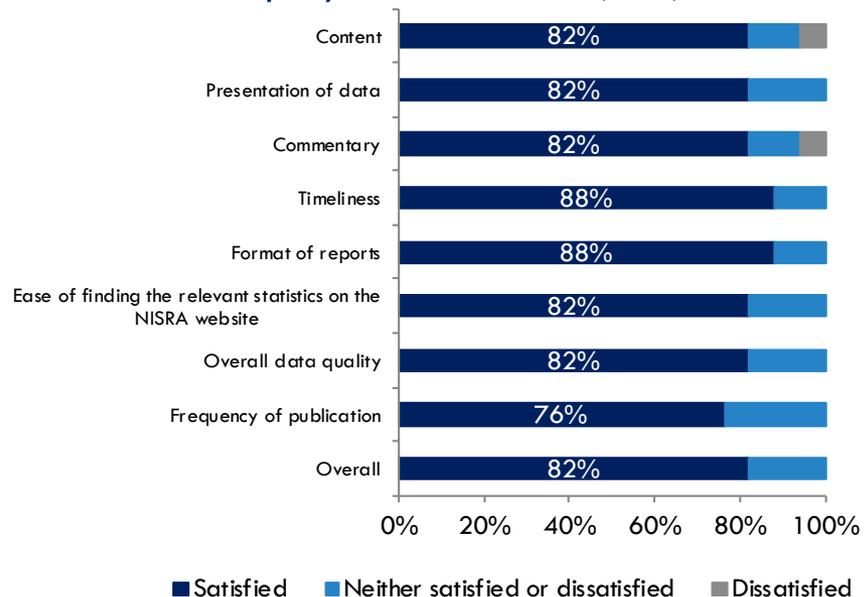
**Chart 2 – How satisfied or dissatisfied were you with each of the following aspects of the publication –**

**'Employment in the NICS' (n=11)**



**Chart 3 – How satisfied or dissatisfied were you with each of the following aspects of the publication –**

**'Equality Statistics for the NICS' (n=17)**

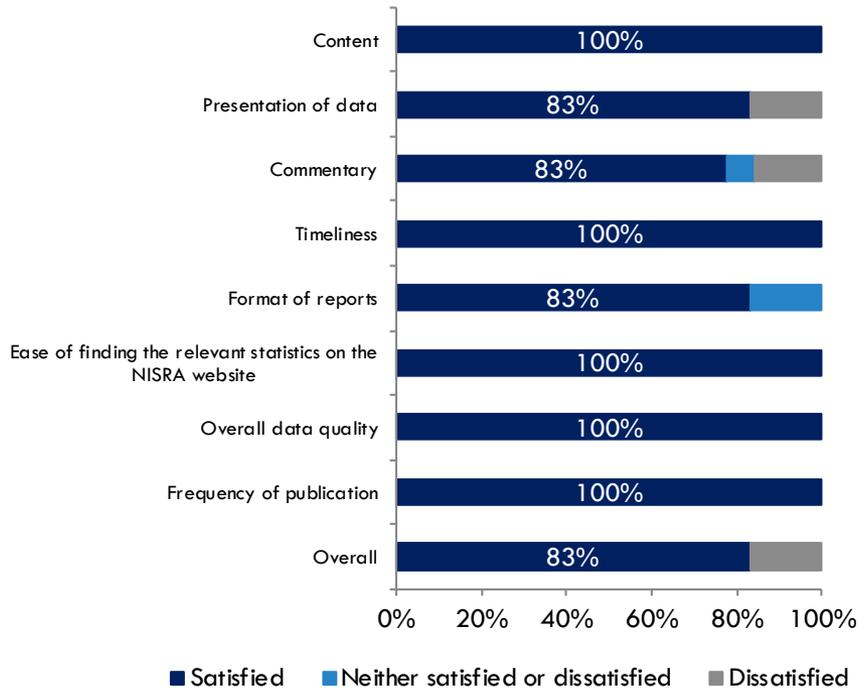


# 4 Satisfaction with the Publications

The vast majority of respondents using the Recruitment and Personnel reports said that they were satisfied with all aspects of these two publications (Charts 4 & 5). While a small number of respondents expressed dissatisfaction with the content, presentation of data and commentary in the recruitment and personnel reports. One respondent stated that the recruitment report was not designed to be read on-screen, and one respondent found the tables in the personnel report confusing.

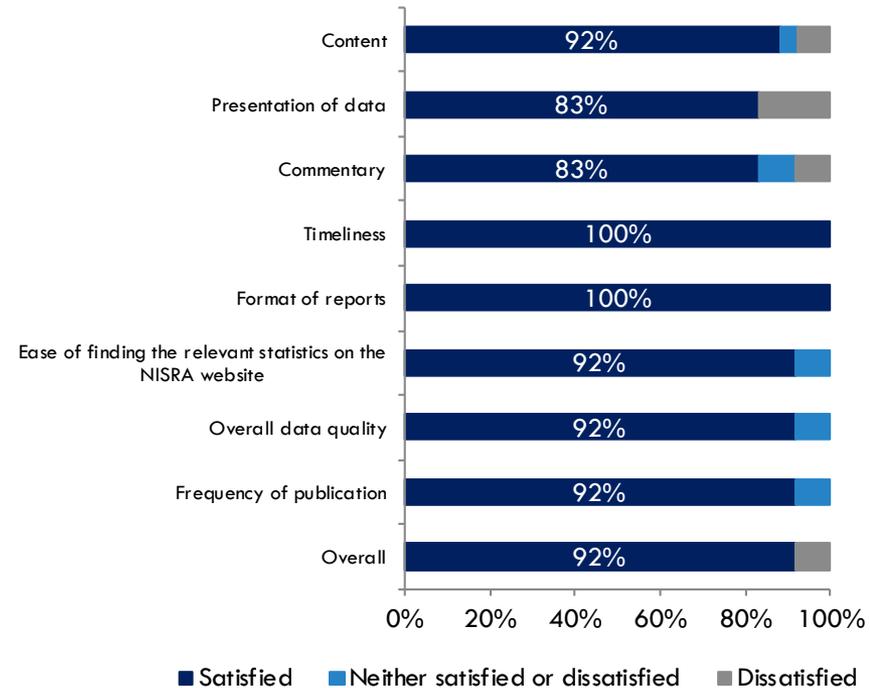
**Chart 4 – How satisfied or dissatisfied were you with each of the following aspects of the publication –**

***‘Analysis of NICS Recruitment Competitions’ (n=6)***



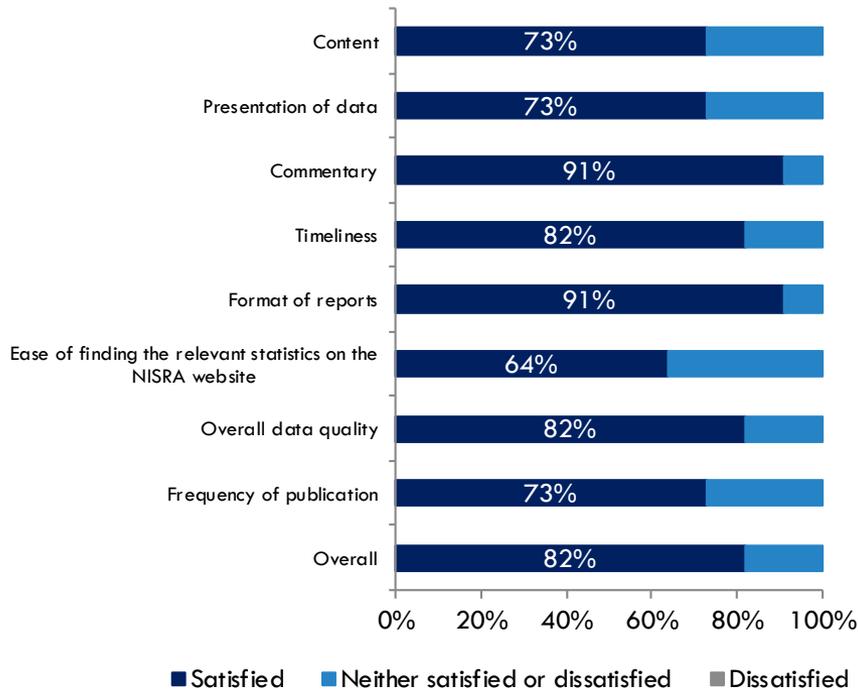
**Chart 5 – How satisfied or dissatisfied were you with each of the following aspects of the publication –**

***‘Personnel Statistics for the NICS’ (n=12)***



# 4 | Satisfaction with the Publications

**Chart 6 – How satisfied or dissatisfied were you with each of the following aspects of the publication – ‘Pay Statistics for the NICS’ (n=11)**



The majority of respondents using the Pay publication said that they were satisfied or very satisfied with all aspects (Chart 6). Again a small minority had no opinion on seven of the nine aspects surveyed, but no respondents expressed dissatisfaction with any aspect of the report. Suggestions for improvement were provided, which included -

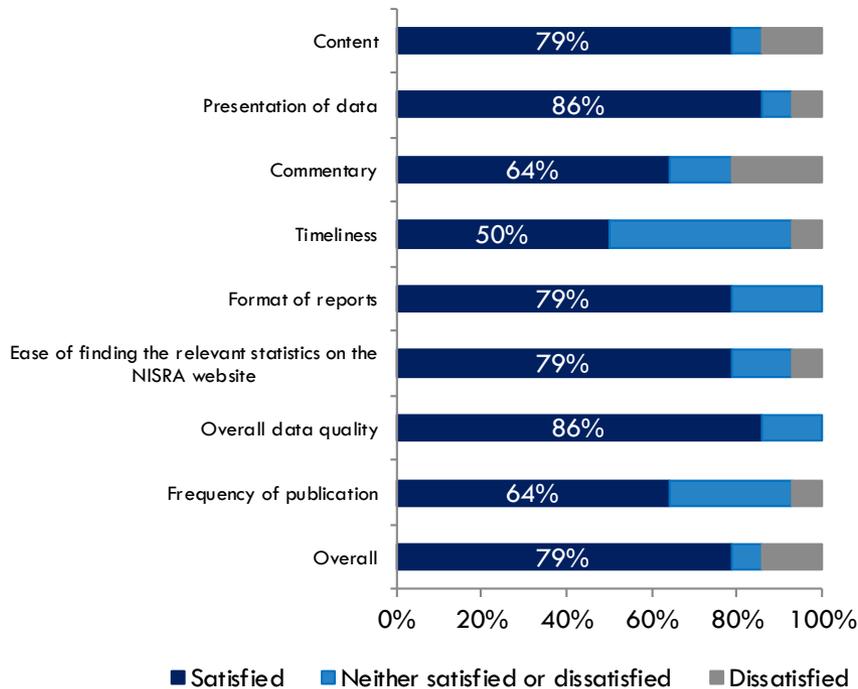
- *‘They would be more useful if the comparison with GB departments used the ONS data (which included data from GB Departments which have staff in NI such as HMRC)’*

An additional suggestion was put forward by a second respondent -

- *‘Some of the graphs/charts could be polished up a touch’.*

# 4 Satisfaction with the Publications

**Chart 7 – How satisfied or dissatisfied were you with each of the following aspects of the publication – ‘Sickness Absence in the NICS’ (n=14)**



Again the majority of respondents using the Sickness Absence report said that they were satisfied or very satisfied with most aspects (Chart 7) but a relatively high proportion of respondents had no opinion about the timeliness of this report. There was some dissatisfaction expressed by respondents in relation to seven of the surveyed aspects. A number of suggestions/comments were made in response to the question inviting suggested improvements -

- *‘More summary data against different parts of the organisation e.g. tables showing by Department and by prisons, long-term vs short-term sickness’*
- *‘There is no real insight in the report, figure are reported as going up or down, but no valuable insight as to why. e.g. are changes to a change in policy, a change in workload, a change in grade structure? Insight into what NICS is doing to combat sickness and statistical study of how effective/ineffective this has been’.*
- *‘Timeliness of information however I do understand that it is difficult to obtain quicker’.*
- *‘In terms of absence reason it would be useful to have detail on the level/extent of sickness absence attributed to bereavement and/or caring responsibilities to enable better analysis of non work related absences within the category Anxiety/Stress/Depression/Other Psychiatric Illnesses across NICS’.*

# 4 | Satisfaction with the Publications

**Chart 8 – How satisfied or dissatisfied were you with each of the following aspects of the publication –**  
**‘Overall for all publications combined’ (n=33)**

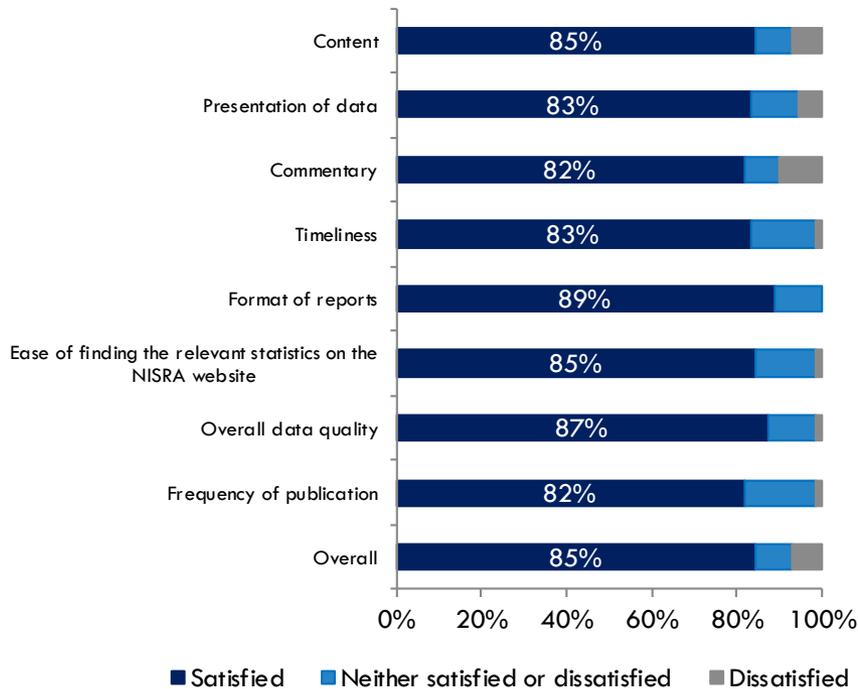


Chart 8 highlights the levels of satisfaction for all 6 HRCS statistical outputs combined from the 2021 Customer Survey. Satisfaction levels for the various aspects ranged from 89% for Format of Reports to 82% for both Commentary and Frequency of Publication. The overall level of satisfaction with the reports was 85%.



# 5 Meeting Customer Need

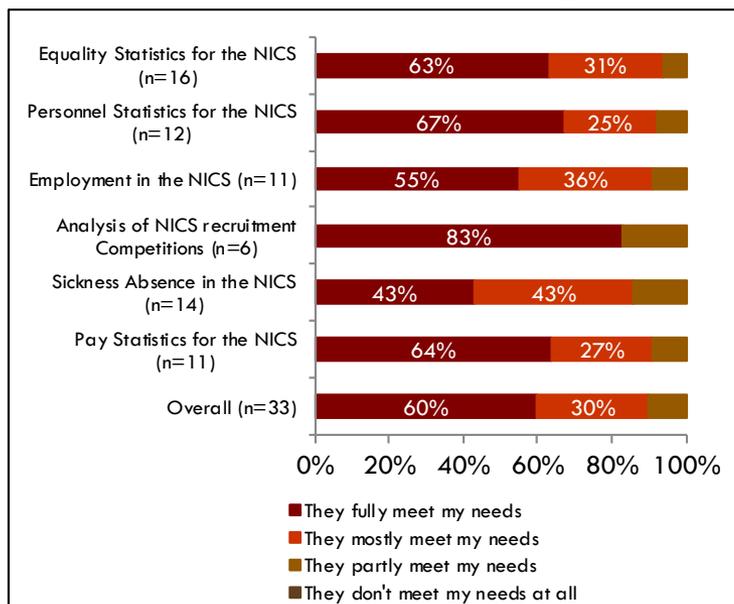
## About this chapter

Respondents were asked to rate the extent that the statistics they used met their needs and how the statistics could better meet their needs. This chapter provides an overview of the views expressed in relation to these two questions.

## 5.1 Meeting needs

Almost all of the respondents said that the statistics they used fully or mostly met their needs (Chart 9). A small number of users said that their needs were partly met. Suggestions for how needs could be better met were given for five of the six publications; some examples of these are documented in Table 4 below.

**Chart 9 – Please rate how the statistics meet your needs**



**Table 4 – How could these statistics better meet your needs?**

HRCS Publication	Suggestion for better meeting needs
Analysis of NICS Recruitment Competitions	<i>'Report is very word-heavy and not designed to be viewed on screen - I feel all publications should be primarily be formatted to be read on screen'.</i>
Employment in the NICS	<i>'The whole publication excludes agency staff, who are a significant chunk of NICS workforce, especially in operational areas. I think this is slightly misleading and isn't really mentioned in the commentary. Most importantly, it takes away the value of the report.'</i>
Pay Statistics for the NICS	<i>'They would be more useful if the comparison with GB departments used the ONS data (which includes data from GB departments which have staff in NI such as HMRC).'</i>
Personnel Statistics for the NICS	<i>'...absence of agency staff in the numbers is very misleading and takes away from the value/quality'. '...lack of information on temporary promotions'.</i>
Sickness Absence in the NICS	<i>'More summary data against different parts of organisation eg tables showing by dept and by Prisons'. 'There is no real insight in the report, figure are reported as going up or down, but no valuable insight as to why. e.g. are changes to a change in policy, a change in workload, a change in grade structure'.</i>
Equality Statistics for the NICS	<i>'Increased analysis by section 75 groups'. 'Better if statistics were broken down by every grade'.</i>

# 6 | Satisfaction with the Service Provided by HRCS Staff

## About this chapter

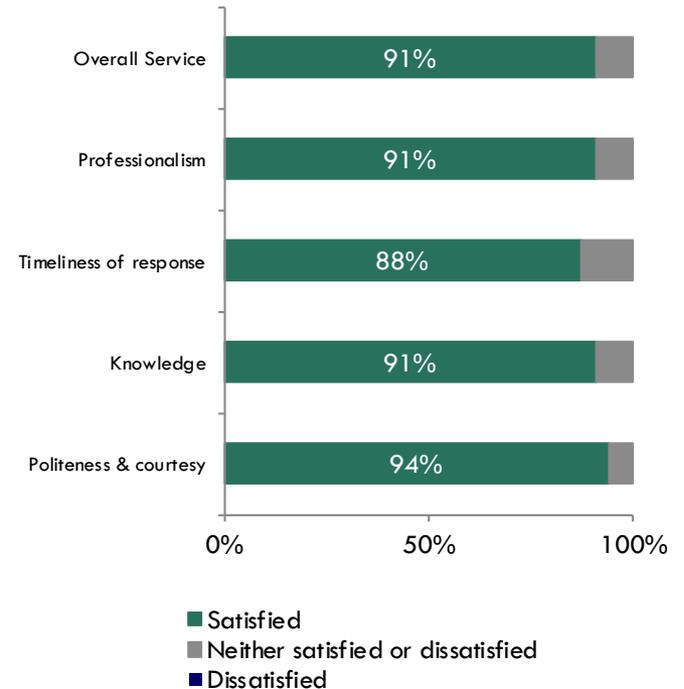
Respondents were asked to rate their level of satisfaction with staff in HRCS. They were also asked for any other suggestions of how the statistics/service could better meet customer need. This chapter provides an overview of the views expressed in relation to these two questions.

### 6.1 Satisfaction with various aspects

Almost all respondents said that they were satisfied with each of the aspects surveyed (Chart 10). A small minority said they had no opinion. No-one expressed any dissatisfaction.

No additional comments were made relating to how statistics/services could be improved to meet customer need.

**Chart 10 – How satisfied or dissatisfied were you with staff in HRCS in terms of -**



# Appendix 1 – Breakdown of Results Looking at Satisfaction with Publications

How satisfied or dissatisfied were you with each of the following aspects of the publication – ‘Employment in the NICS’ (n=11)

Aspect	Very satisfied (Number)	Satisfied (Number)	Neither satisfied or dissatisfied (Number)	Dis-satisfied (Number)	Very dis-satisfied (Number)	Very satisfied (%)	Satisfied (%)	Neither satisfied or dissatisfied (%)	Dis-satisfied (%)	Very dis-satisfied (%)
Content	6	4	0	1	0	54.5	36.4	0.0	9.1	0.0
Presentation of data	4	6	1	0	0	36.4	54.5	9.1	0.0	0.0
Commentary	4	6	0	1	0	36.4	54.5	0.0	9.1	0.0
Timeliness	6	4	1	0	0	54.5	36.4	9.1	0.0	0.0
Format of reports	5	5	1	0	0	45.5	45.5	9.1	0.0	0.0
Ease of finding the relevant statistics on the NISRA website	6	5	0	0	0	54.5	45.5	0.0	0.0	0.0
Overall data quality	5	5	0	1	0	45.5	45.5	0.0	9.1	0.0
Frequency of publication	6	5	0	0	0	54.5	45.5	0.0	0.0	0.0
Overall	5	5	0	1	0	45.5	45.5	0.0	9.1	0.0

# Appendix 1 – Breakdown of Results Looking at Satisfaction with Publications

How satisfied or dissatisfied were you with each of the following aspects of the publication – ‘Equality Statistics for the NICS’ (n=17)

Aspect	Very satisfied (Number)	Satisfied (Number)	Neither satisfied or dissatisfied (Number)	Dis-satisfied (Number)	Very dis-satisfied (Number)	Very satisfied (%)	Satisfied (%)	Neither satisfied or dissatisfied (%)	Dis-satisfied (%)	Very dis-satisfied (%)
	Content	6	8	2	1	0	35.3	47.1	11.8	5.9
Presentation of data	7	7	3	0	0	41.2	41.2	17.6	0.0	0.0
Commentary	5	9	2	1	0	29.4	52.9	11.8	5.9	0.0
Timeliness	3	12	2	0	0	17.6	70.6	11.8	0.0	0.0
Format of reports	5	10	2	0	0	29.4	58.8	11.8	0.0	0.0
Ease of finding the relevant statistics on the NISRA website	4	10	3	0	0	23.5	58.8	17.6	0.0	0.0
Overall data quality	6	8	3	0	0	35.3	47.1	17.6	0.0	0.0
Frequency of publication	5	8	4	0	0	29.4	47.1	23.5	0.0	0.0
Overall	5	9	3	0	0	29.4	52.9	17.6	0.0	0.0

# Appendix 1 – Breakdown of Results Looking at Satisfaction with Publications

How satisfied or dissatisfied were you with each of the following aspects of the publication – ‘Analysis of NICS Recruitment Competitions’ (n=6)

Aspect	Very satisfied (Number)	Satisfied (Number)	Neither satisfied or dissatisfied (Number)	Dissatisfied (Number)	Very dissatisfied (Number)	Very satisfied (%)	Satisfied (%)	Neither satisfied or dissatisfied (%)	Dissatisfied (%)	Very dissatisfied (%)
Content	4	2	0	0	0	66.7	33.3	0.0	0.0	0.0
Presentation of data	3	2	0	1	0	50.0	33.3	0.0	16.7	0.0
Commentary	2	3	0	1	0	33.3	50.0	0.0	16.7	0.0
Timeliness	4	2	0	0	0	66.7	33.3	0.0	0.0	0.0
Format of reports	3	2	1	0	0	50.0	33.3	16.7	0.0	0.0
Ease of finding the relevant statistics on the NISRA website	4	2	0	0	0	66.7	33.3	0.0	0.0	0.0
Overall data quality	3	3	0	0	0	50.0	50.0	0.0	0.0	0.0
Frequency of publication	3	3	0	0	0	50.0	50.0	0.0	0.0	0.0
Overall	3	2	0	1	0	50.0	33.3	0.0	16.7	0.0

# Appendix 1 – Breakdown of Results Looking at Satisfaction with Publications

How satisfied or dissatisfied were you with each of the following aspects of the publication –  
 ‘Personnel Statistics for the NICS’ (n=12)

Aspect	Very satisfied (Number)	Satisfied (Number)	Neither satisfied or dissatisfied (Number)	Dis-satisfied (Number)	Very dis-satisfied (Number)	Very satisfied (%)	Satisfied (%)	Neither satisfied or dissatisfied (%)	Dis-satisfied (%)	Very dis-satisfied (%)
	Content	7	4	0	1	0	58.3	33.3	0.0	8.3
Presentation of data	6	4	0	2	0	50.0	33.3	0.0	16.7	0.0
Commentary	5	5	1	1	0	41.7	41.7	8.3	8.3	0.0
Timeliness	6	6	0	0	0	50.0	50.0	0.0	0.0	0.0
Format of reports	7	5	0	0	0	58.3	41.7	0.0	0.0	0.0
Ease of finding the relevant statistics on the NISRA website	6	5	1	0	0	50.0	41.7	8.3	0.0	0.0
Overall data quality	6	5	1	0	0	50.0	41.7	8.3	0.0	0.0
Frequency of publication	6	5	1	0	0	50.0	41.7	8.3	0.0	0.0
Overall	6	5	0	1	0	50.0	41.7	0.0	8.3	0.0

# Appendix 1 – Breakdown of Results Looking at Satisfaction with Publications

How satisfied or dissatisfied were you with each of the following aspects of the publication –  
*'Pay Statistics for the NICS'* (n=11)

Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)
Content	4	4	3	0	0	36.4	36.4	27.3	0.0	0.0
Presentation of data	4	4	3	0	0	36.4	36.4	27.3	0.0	0.0
Commentary	4	6	1	0	0	36.4	54.5	9.1	0.0	0.0
Timeliness	3	6	2	0	0	27.3	54.5	18.2	0.0	0.0
Format of reports	5	5	1	0	0	45.5	45.5	9.1	0.0	0.0
Ease of finding the relevant statistics on the NISRA website	3	4	4	0	0	27.3	36.4	36.4	0.0	0.0
Overall data quality	5	4	2	0	0	45.5	36.4	18.2	0.0	0.0
Frequency of publication	5	3	3	0	0	45.5	27.3	27.3	0.0	0.0
Overall	5	4	2	0	0	45.5	36.4	18.2	0.0	0.0

# Appendix 1 – Breakdown of Results Looking at Satisfaction with Publications

How satisfied or dissatisfied were you with each of the following aspects of the publication – ‘Sickness Absence in the NICS’ (n=14)

Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)
Content	3	8	1	2	0	21.4	57.1	7.1	14.3	0.0
Presentation of data	4	8	1	1	0	28.6	57.1	7.1	7.1	0.0
Commentary	3	6	2	3	0	21.4	42.9	14.3	21.4	0.0
Timeliness	2	5	6	1	0	14.3	35.7	42.9	7.1	0.0
Format of reports	3	8	3	0	0	21.4	57.1	21.4	0.0	0.0
Ease of finding the relevant statistics on the NISRA website	4	7	2	1	0	28.6	50.0	14.3	7.1	0.0
Overall data quality	3	9	2	0	0	21.4	64.3	14.3	0.0	0.0
Frequency of publication	2	7	4	1	0	14.3	50.0	28.6	7.1	0.0
Overall	4	7	1	2	0	28.6	50.0	7.1	14.3	0.0

# Appendix 1 – Breakdown of Results Looking at Satisfaction with Publications

How satisfied or dissatisfied were you with each of the following aspects of the publication –  
*'Overall for all publications combined' (n=71)*

Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)	Very dis-satisfied (%)
Content	30	30	6	5	0	42.3	42.3	8.5	7.0	0.0
Presentation of data	28	31	8	4	0	39.4	43.7	11.3	5.6	0.0
Commentary	23	35	6	7	0	32.4	49.3	8.5	9.9	0.0
Timeliness	24	35	11	1	0	33.8	49.3	15.5	1.4	0.0
Format of reports	28	35	8	0	0	39.4	49.3	11.3	0.0	0.0
Ease of finding the relevant statistics on the NISRA website	27	33	10	1	0	38.0	46.5	14.1	1.4	0.0
Overall data quality	28	34	8	1	0	39.4	47.9	11.3	1.4	0.0
Frequency of publication	27	31	12	1	0	38.0	43.7	16.9	1.4	0.0
Overall	28	32	6	5	0	39.4	45.1	8.5	7.0	0.0

## Appendix 2 – HRCS Response to Suggested Improvements

This section provides an overview of planned actions relating to all customer comments/suggestions.

Publication	Customer Comment/Suggestion	HRCS Response
Analysis of NICS Recruitment Competitions	<ol style="list-style-type: none"> <li>1. <i>Report is very word-heavy and not designed to be viewed on screen - I feel all publications should be primarily be formatted to be read on screen.</i></li> <li>2. <i>Headline figures on number of competitions, broken down by grade/s75/department is all I would really need. I'm not sure who the audience is for a lot of the other information here, but the scale makes it difficult to find relevant tables.</i></li> <li>3. <i>More tables and less content in the report - 46 pages is excessive for the summary reports. I personally feel it could be simplified.</i></li> </ol>	<ol style="list-style-type: none"> <li>1. HRCS are working towards full accessibility on all reports. ODS tables are available for those who do not wish to view the PDF report.</li> <li>2. Noted – this will be considered going forward as part of our ongoing user engagement process</li> <li>3. ODS tables are available for those who do not wish to view the PDF report.</li> </ol>
Employment in the NICS	<ol style="list-style-type: none"> <li>1. <i>The whole publication excludes agency staff, who are a significant chunk of NICS workforce, especially in operational areas. I think this is slightly misleading and isn't really mentioned in the commentary. Most importantly, it takes away the value of the report. The limited commentary really just describes the graphs, there is no insight here. It would be better to just disseminate using a set of tables, much easier to navigate and use.</i></li> <li>2. <i>There are 2 table of contents on the October 20 report.</i></li> <li>3. <i>Timeliness of publication however I do appreciate that obtain data is difficult.</i></li> </ol>	<ol style="list-style-type: none"> <li>1. The data for this report is sourced from HR Connect and DoJ databases, these databases do not hold information on Agency staff and therefore it is not possible for HRCS to report this.</li> <li>2. This will be removed and re-uploaded.</li> <li>3. Extensive validation is undertaken on the data once received by HRCS which impacts how quickly the information can be published at the required Official Statistics standard. We will continue to review our practices and processes going forward and make improvements where we can.</li> </ol>

## Appendix 2 – HRCS Response to Suggested Improvements

Publication	Customer Comment/Suggestion	HRCS Response
Equality Statistics for the NICS	<ol style="list-style-type: none"> <li>1. <i>It would better meet my needs if the statistics were provided broken down by every grade e.g. so that G6 and G7 were not amalgamated and EO2 and EO1 were not amalgamated. There are sufficient staff at each grade that it should be possible not to reveal any sensitive personal information by doing this analysis separately.</i></li> <li>2. <i>Increased analysis by S75 groups</i></li> </ol>	<ol style="list-style-type: none"> <li>1. For presentational purposes the EO1/EO11 and G5/G6 grades are combined for presentation in charts in the report. However a breakdown is provided in Annex 3 where these grades are all reported separately. Consideration can be given to presenting the charts differently in future publications, bearing in mind the limitations of small numbers particularly in relation to G6.</li> <li>2. The ability to conduct further analysis by S75 categories is limited by low data coverage. Disability and ethnicity data are missing for 54.6% and 10.9% of staff respectively. Information on sexual orientation is missing for 83.7% of staff, while information on dependents is missing for 82.0% of staff. Low coverages leads to uncertainty about the representativeness of the data and about drawing any conclusions from the same.</li> </ol>
Pay Statistics for the NICS	<ol style="list-style-type: none"> <li>1. <i>They would be more useful if the comparison with GB departments used the ONS data (which includes data from GB departments which have staff in NI such as HMRC) as the comparison and we just added the NICS data in a column on the end for a really helpful comparison - the comparisons at present is rather ad hoc.</i></li> <li>2. <i>We have discussed before the issues about media interpretation of the use of the word "median" and how this has led the media to mislead the public about NICS pay - those conversations will be ongoing.</i></li> <li>3. <i>Some of the charts/graphs could be polished up a touch.</i></li> <li>4. <i>By giving us our pay award in the correct year</i></li> <li>5. <i>Report is too long, large tables should be in additional tables.</i></li> </ol>	<ol style="list-style-type: none"> <li>1. We plan to include data from a greater range of GB Departments where this is possible. For example, where NI and GB grade structures are not comparable, it is not possible to provide a comparison. We will consider the presentation of this data.</li> <li>2. Noted - discussions with Press Office and key users are ongoing to address this issue as part of the upcoming National Statistics assessment.</li> <li>3. Noted - this will be considered going forward as part of our ongoing user engagement process</li> <li>4. This is outside of HRCS control</li> <li>5. Noted - this will be considered going forward as part of ongoing user engagement and assessment of accessibility requirements.</li> </ol>

## Appendix 2 – HRCS Response to Suggested Improvements

Publication	Customer Comment/Suggestion	HRCS Response
Personnel Statistics for the NICS	<ol style="list-style-type: none"> <li>1. <i>This report is very well put together and presented. However, the absence of agency staff in the numbers is very misleading and takes away from the value/quality.....in the quality assessment it says coverage is 100%, this is not the case.</i></li> <li>2. <i>Also the lack of information on temporary promotions. I'm unclear whether breakdowns include substantive or TP grades. The use of temporary promotions distorts grade breakdowns and should be at least noted clearly or, ideally, shown as to the impact.</i></li> <li>3. <i>Find the tables confusing</i></li> <li>4. <i>Content of report has not significantly changed in years. Data contained does not reflect current requirements</i></li> </ol>	<ol style="list-style-type: none"> <li>1. The data for this report is sourced from HR Connect and DoJ databases, these databases do not hold information on Agency staff and therefore it is not possible for HRCS to report this.</li> <li>2. This will be removed and re-uploaded.</li> <li>3. Noted - this can be considered going forward. The quality of the source data with regards to TP will require investigation.</li> <li>4. Noted</li> <li>5. HRCS regularly consult users to determine how reports can be improved to better meet the needs of the user. HRCS aim to provide more clarity in future publications</li> </ol>
Sickness Absence in the NICS	<ol style="list-style-type: none"> <li>1. <i>More summary data against different parts of organisation e.g. tables showing by Dept and by Prisons the long term sickness, short term, no absence by staff using both numbers and percentages.</i></li> <li>2. <i>Timeliness of information however I do understand that it is difficult to obtain quicker</i></li> </ol>	<ol style="list-style-type: none"> <li>1. As the publication is aimed at the general public it is aggregated to cater for this. The 'working days lost per staff year' methodology has been adopted in accordance with cabinet office guidelines; more detail can be found in 'Appendix 2' of the report. Additionally, departmental financial year reports are sent out internally following publication and hopefully address some of these suggestions.</li> <li>2. This publication was previously released in September each year. It has been brought forward to June in recent years which was determined to be the earliest possible achievable date. There is incredibly extensive validation of the dataset and significant workload to bring this report to publication while maintaining National Statistics accreditation. In addition, HRCS now publish a quarterly report on sickness absence in the NICS three times a year. We will continue to review our processes and keep this under consideration going forward.</li> </ol>

## Appendix 2 – HRCS Response to Suggested Improvements

Publication	Customer Comment/Suggestion	HRCS Response
Sickness Absence in the NICS (cont.)	<ol style="list-style-type: none"> <li>3. <i>In terms of absence reason it would be useful to have detail on the level/extent of sickness absence attributed to bereavement and/or caring responsibilities to enable better analysis of non work related absences within the category Anxiety/Stress/Depression/Other Psychiatric Illnesses across NICS.</i></li> <li>4. <i>Data by department</i></li> <li>5. <i>There is no real insight in the report, figure are reported as going up or down, but no valuable insight as to why. e.g. are changes to a change in policy, a change in workload, a change in grade structure? Insight into what NICS is doing to combat sickness and statistical study of how effective/ineffective this has been. It's also an incredibly long report, I'm not sure of the benefit of showing everything in a PDF report rather than having 'interesting' parts in the report and leaving remainder in separate tables.</i></li> <li>6. <i>Why are all S75 aspects not reported on?</i></li> </ol>	<ol style="list-style-type: none"> <li>3. Unfortunately sickness absence reasons within the category Anxiety/Stress/Depression/Other Psychiatric illnesses are not available for analysis.</li> <li>4. This is provided throughout the publication. A departmental financial year report is issued internally which provides detailed analysis of sickness absence for each department.</li> <li>5. Noted - HRCS will liaise with NICSHR to see if this non-statistical information is available for incorporation into the report. A shorter quarterly has been recently developed to provide a snapshot three times a year.</li> <li>6. The publication aims to provide meaningful analysis in relation to sickness. For instance providing information by gender can reveal differences due to gender specific conditions and pregnancy related disorders. Age can impact sickness absence rates as an older workforce is more likely to suffer from long term illnesses such as cancer and heart conditions. Initial analysis shows that other S75 aspects, provide little connection to Sickness Absence.</li> </ol>