



NISRA Customer Satisfaction 2015

DRD - Central Statistics and Research Branch Results

June 2016

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Key Points

100%
**of respondents
were satisfied
with the service
provided by
NISRA.**

- DRD - Central Statistics and Research Branch identified 14 individuals who were customers of the branch during 2015. A total of 8 customers submitted a response, amounting to a response rate of 58%.
- All customers were satisfied with the **overall service** provided by NISRA in 2015, with the same level of satisfaction found for various aspects of that service.
- No customers stated that they had complained about the service provided by NISRA in 2015.

Results

	% Very satisfied/ Satisfied
Overall, how satisfied or dissatisfied were you with the services provided by {Branch}?	100
How satisfied or dissatisfied were you with staff in the branch in terms of ...	
politeness / courtesy?	100
knowledge?	100
timeliness of response?	100
professionalism?	100
How satisfied or dissatisfied were you with the quality of the statistics you received from {Branch}?	100
What websites did you use to access Statistics and Research services from {Branch}?	%
Departmental website	63
NISRA website	38
NINIS website	13
None of the above	38
How easy or difficult was it to find the information you required on:	% Very Easy/Easy
Departmental website	80
NISRA website	67
NINIS website	0

What do you use {Branch} Statistics/Research for?	%
Research	63
Responding to information requests	38
Monitoring or formulating policy	88
Planning services	25
Modelling and forecasting	13
Business/financial planning/funding bids	13
Media	13
Other	25
Market analysis	13
Preparing legislation	0

Did you complain about any aspect of the service provided by the branch?	%
Yes	0
No	100
Don't Know	0

Comments

Are there any additional comments you would like to make about the service provided by [the Branch] in 2015?

Statistics Branch are always very helpful in providing input to research and policy development.

I have always been impressed by the willingness to respond to requests for advice and assistance. I am always confident that the service and information I receive from the branch will be excellent.

Excellent professional service which meets business needs - keep on doing it!

CSRB provide an excellent level of service. All the staff are extremely professional and a pleasure to work with. They are very accommodating and tolerant as I sometimes ask for information to be provided at very short notice.

Always responsive to enquiries.