



NISRA Customer Satisfaction Survey 2022

(A survey of NICS Staff)

April 2022

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Key Points

- Almost all NICS staff (99%) who responded to the survey are aware of NISRA
- 52% of NICS Staff indicated they have used NISRA statistics in the last year
- 95% of NICS customers were satisfied with the overall service provided by NISRA over the last year
- 94% of NICS customers were satisfied with the outputs provided by NISRA and 23% were satisfied that NISRA outputs had improved over the last year
- 92% of NICS customers are likely to recommend NISRA to colleagues

**Almost all (99%)
NICS staff who
responded to the
survey were
aware of NISRA**

Feedback on specific elements of services indicated that for NICS customers:

- 94% felt that NISRA staff are knowledgeable
- 89% felt that NISRA staff responded to their query promptly
- 93% felt that NISRA staff were helpful
- 86% felt that it was easy to find/locate NISRA reports/data
- 91% felt that NISRA reports were easy to understand
- 86% felt that NISRA releases enhanced insight on their business area
- 80% felt that NISRA staff engaged with their customers and stakeholders
- 93% felt that NISRA staff were courteous and treated customers with respect
- 79% felt that in their dealings with NISRA they were made to feel valued

**95%
of NICS
customers were
satisfied with the
overall service
provided by
NISRA**

A breakdown of all results by Department and Grade Group is summarized in Appendix I (Summary of Metrics).

Introduction

Background

This 2022 survey is the third NISRA Customer Satisfaction Survey. This survey replaced a legacy survey, the annual NISRA Customer Survey, which had run for 12 years. The format and methodology for the survey provide metrics for the annual NISRA business plan. The survey gathers views on the level of awareness of NISRA amongst NICS colleagues and provides NISRA with feedback from customers who have used NISRA services. Unlike the legacy survey, key customers are not identified by NISRA branches, but instead NICS staff at Staff Officer level and above were invited to take part in the survey. In order to reduce the burden across the NICS, staff at Deputy Principal (DP) and Staff Officer (SO) level were sampled and staff at Executive Officer level and below were not invited to participate. All staff at Grade 7 level and above were invited to complete the survey. The survey includes staff in the Public Prosecution Service (PPS) and the Health & Safety Executive (HSENI). The survey excludes NISRA staff.

Notes

The invite to take the survey was issued by email to 2,552 NICS staff. The invite included a link to a Blaise questionnaire held on a secure NICS website. The sample of staff invited at DP and SO level were selected randomly and stratified according to grade and department. Returned responses were non-identifiable making the survey completely anonymous. Nevertheless, outputs were checked to ensure that small cell sizes would not allow any individual to be identified through their response. The fieldwork was carried out over a three week period in February/March 2022. Survey results were weighted to take account of design and non-response errors.

Response

A total of 376 respondents submitted a valid response, amounting to an overall response rate of 15%. Response rates varied slightly across Grade Group from 12% to 22% and responses from staff in Departments varied from 3% to 21%. A breakdown of response by Department and Grade Group is given in Appendix II. If responses indicated that the respondent was not aware of NISRA nor used NISRA services in the last year then they were not asked to complete the customer satisfaction questions.

Contact

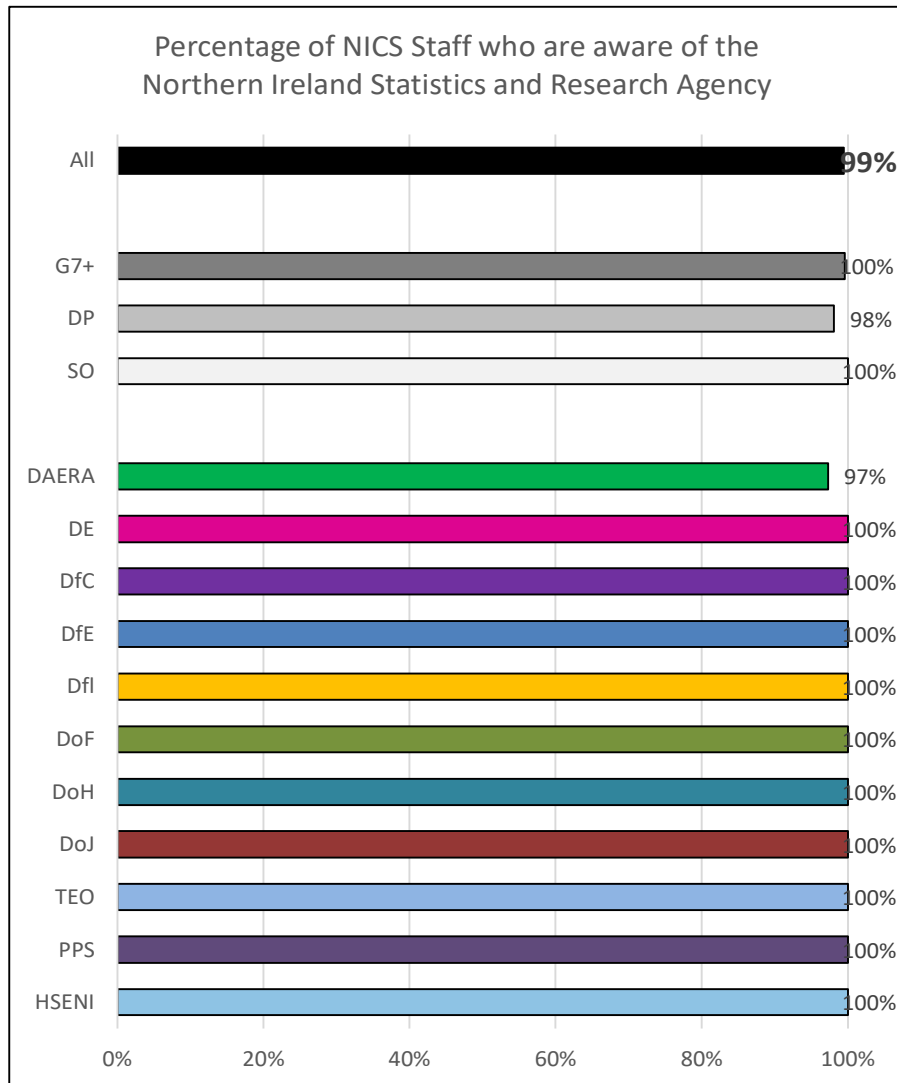
For further information, please contact:

Tourism Statistics and Staff Surveys Branch
Colby House
Stranmillis Court
Belfast, BT9 5RR

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Results - Level of Awareness of NISRA within NICS



All Northern Ireland Civil Service staff who received the survey invite were asked if they were aware of the Northern Ireland Statistics and Research Agency.

The overall level of awareness of NISRA amongst the NICS staff who responded was 99%. This was 1 percentage points (pp) higher than last year's (2021 Report) level of awareness (98%).

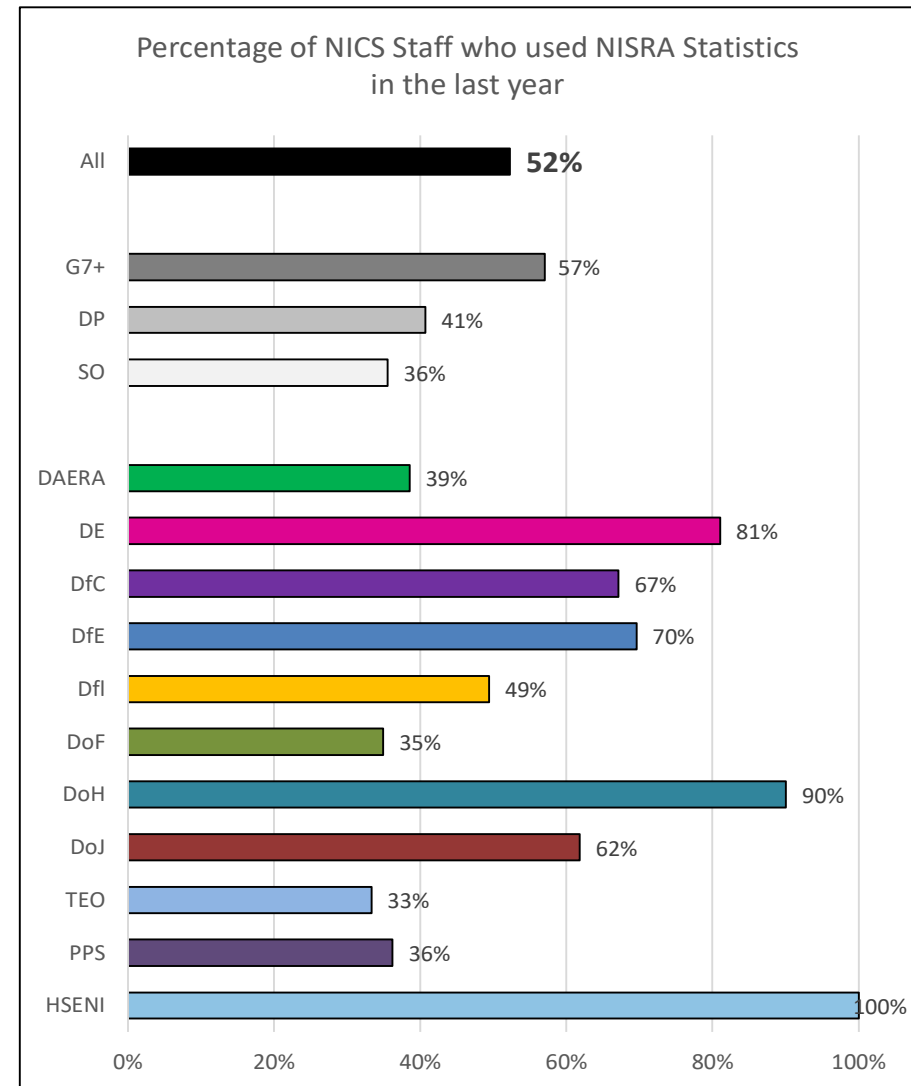
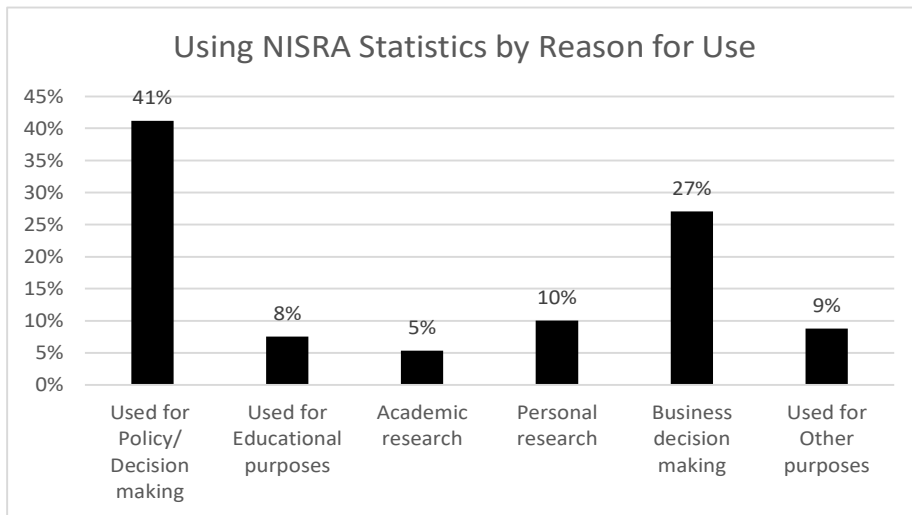
The level of awareness of NISRA was similar across grade groups with 100% of the Grade7+ and SOs reporting that they were aware of NISRA. Awareness amongst DPs was slightly lower at 98%.

All staff (100%) in most departments were aware of NISRA. Only staff in DAERA reported a slightly lower level of awareness at 97%.

Results - Use of NISRA Statistics

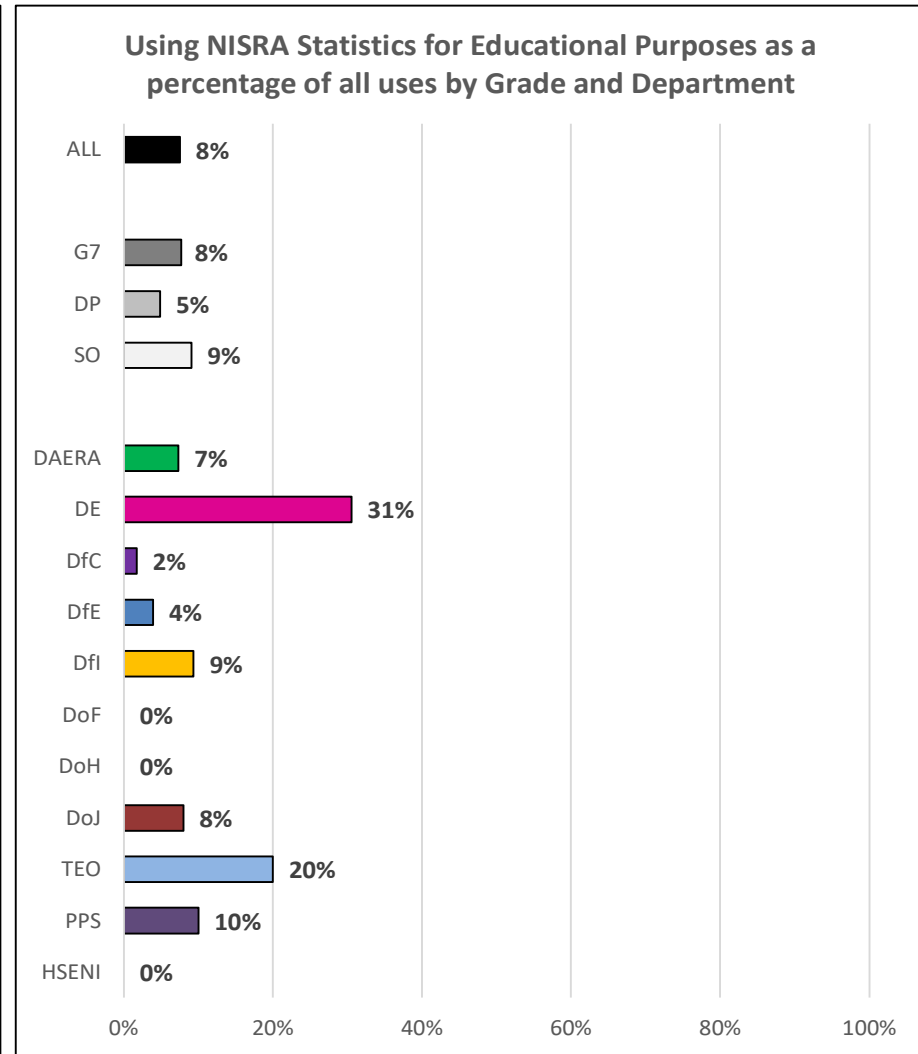
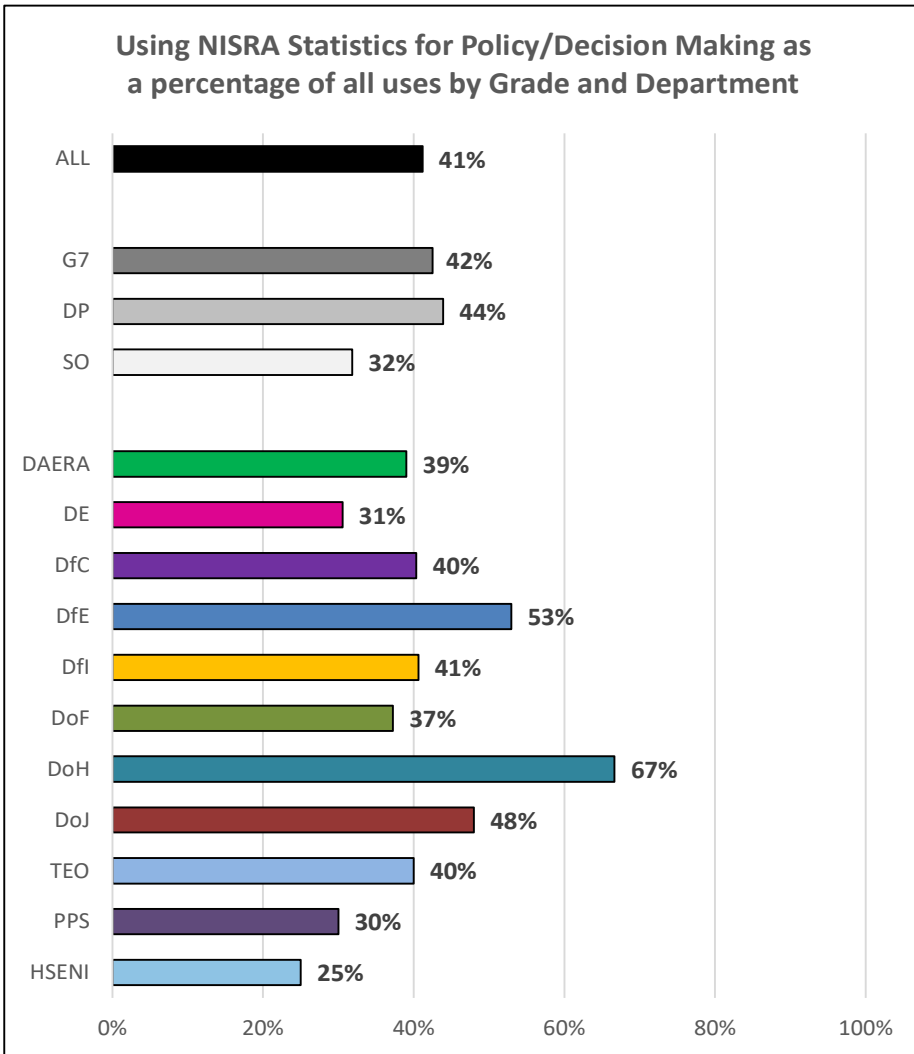
All NICS staff who reported that they were aware of NISRA were asked if they had used NISRA statistics in the last year and also asked the purpose they used the statistics for. Overall, 52% of the NISRA aware NICS staff indicated that they had used NISRA statistics. An equivalent figure from last year's (2021) survey indicated that 46% had used NISRA statistics.

Reported use of NISRA statistics varied across grades with the higher level of use amongst the Grade 7+ group (57%) and the lowest for the SO group (36%). For the DP grade group 41% reported that they had used NISRA Statistics. Use of NISRA Statistics varied greatly across departments. At the lower end of the spectrum 33% of staff in TEO reported that they had used NISRA Statistics in the last year. The highest reported levels of use was in HSENI(100%) and DoH (90%).

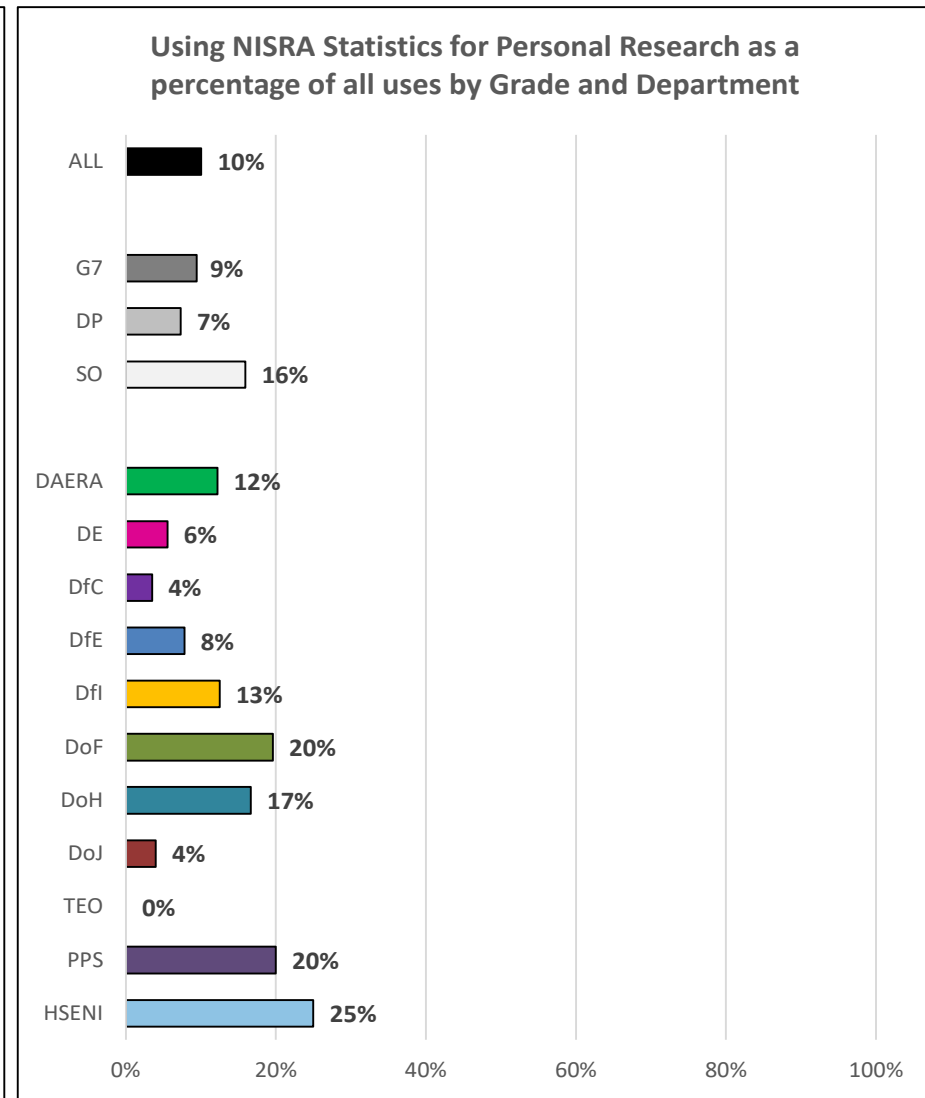
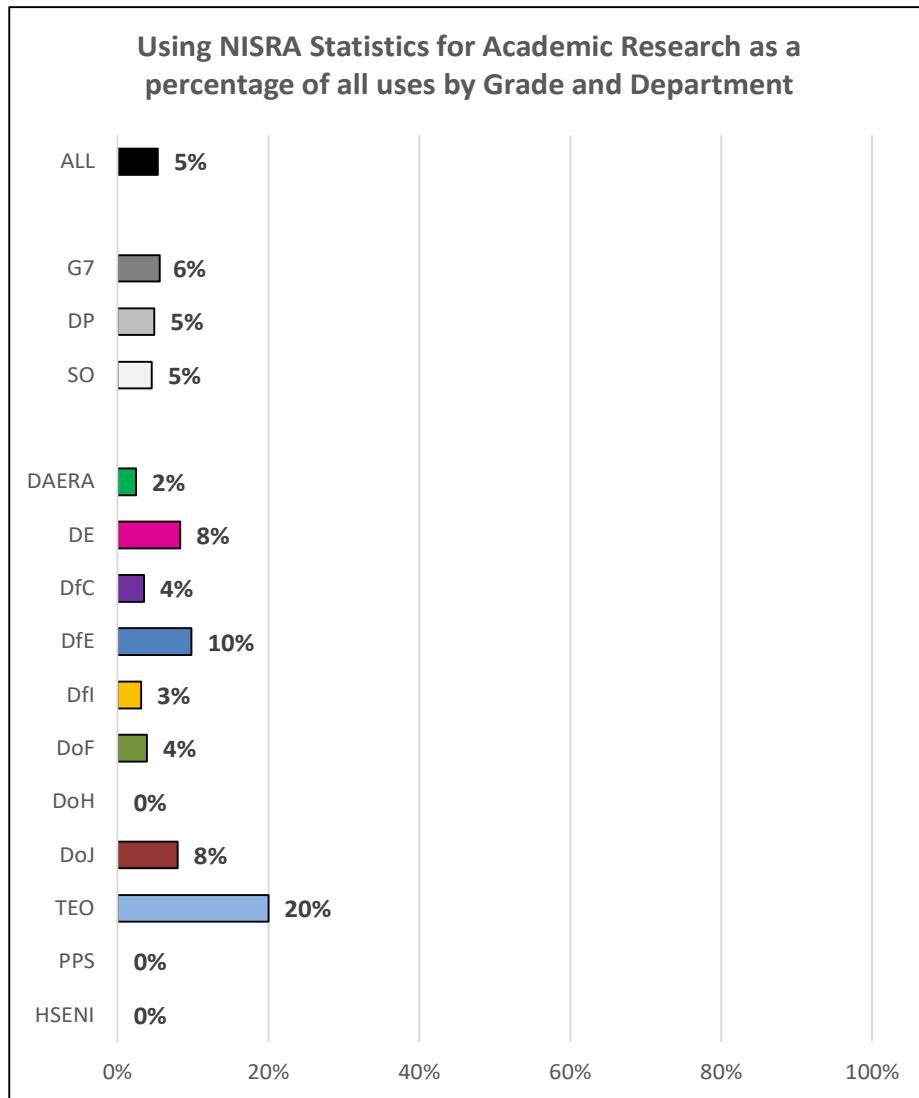


Results - Use of NISRA Statistics (Continued)

The charts below show the reported reasons for using NISRA statistics within each Grade Group and Department. The main reasons for use, as reported by NICS staff, were Policy/Decision making (41%) and Business Decision making (27%).

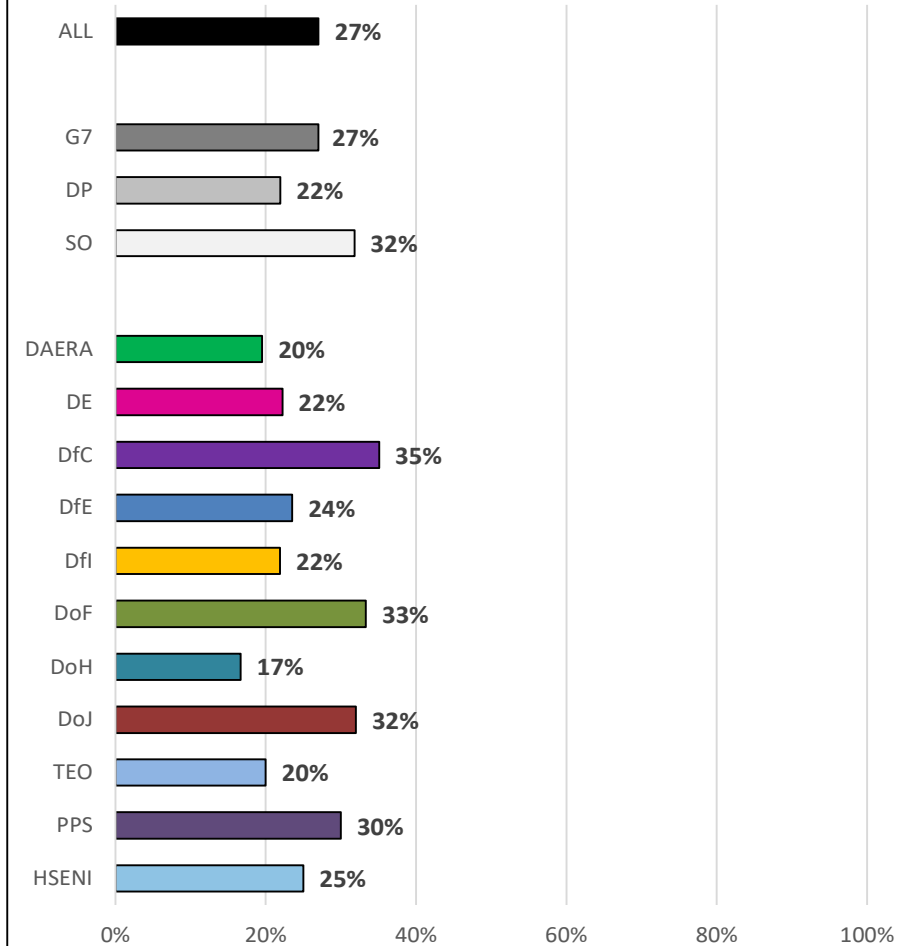


Results - Use of NISRA Statistics (Continued)

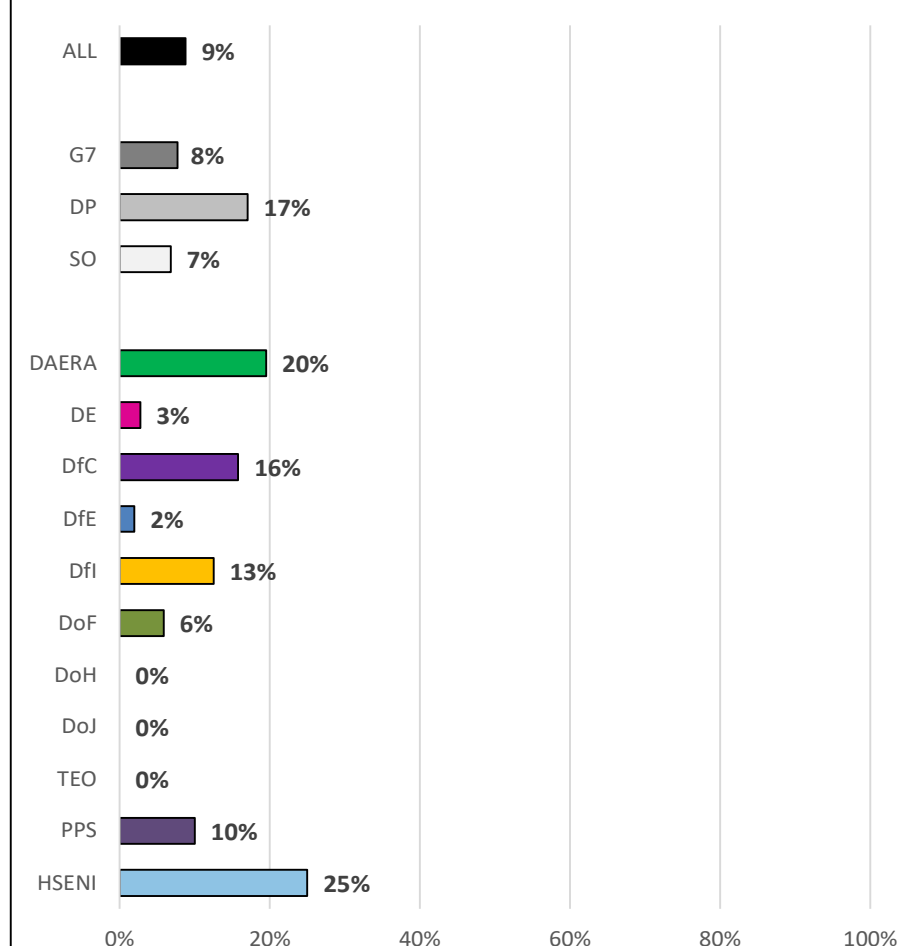


Results - Use of NISRA Statistics (Continued)

Using NISRA Statistics for Business Decision Making as a percentage of all uses by Grade and Department



Using NISRA Statistics for Other Purposes as a percentage of all uses by Grade and Department

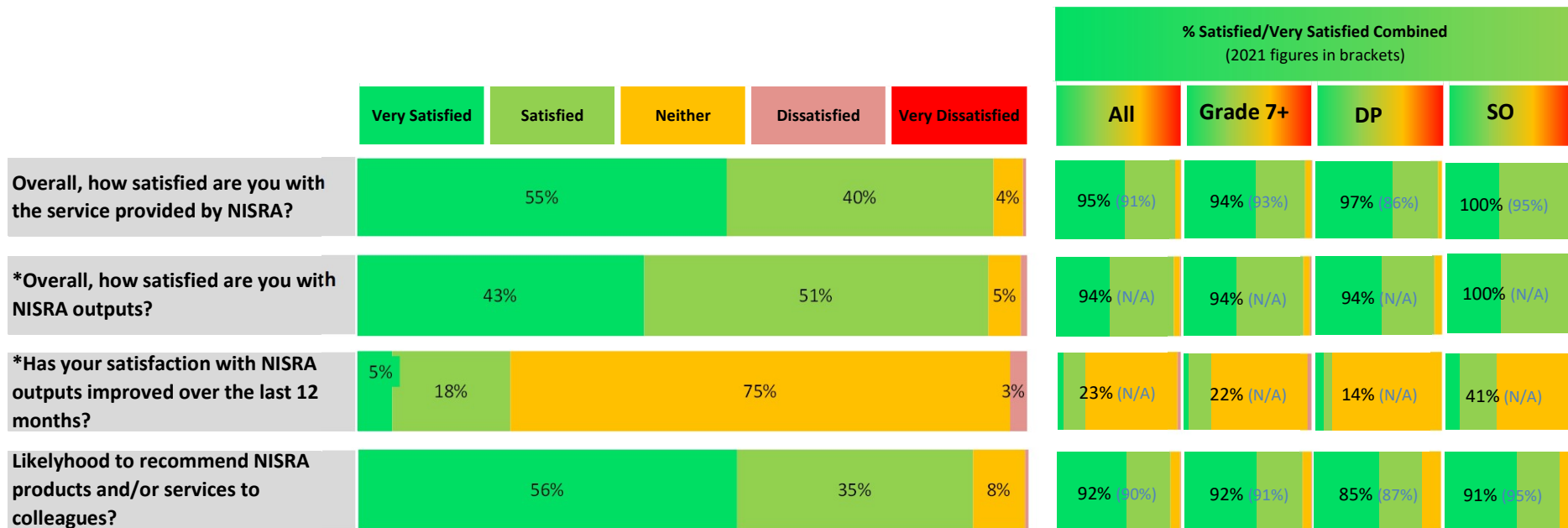


Results - Customer Satisfaction

The overall results from the customer satisfaction element of the 2022 survey are detailed below and overleaf. Comparisons with last year's results are given in Appendix I and last year's results are shown in brackets in the charts below. Questions highlighted with '*' are new to this year's survey. Responses are weighted to take account of the survey design and non-response. Appendix III provides a comparison of weighted and unweighted results.

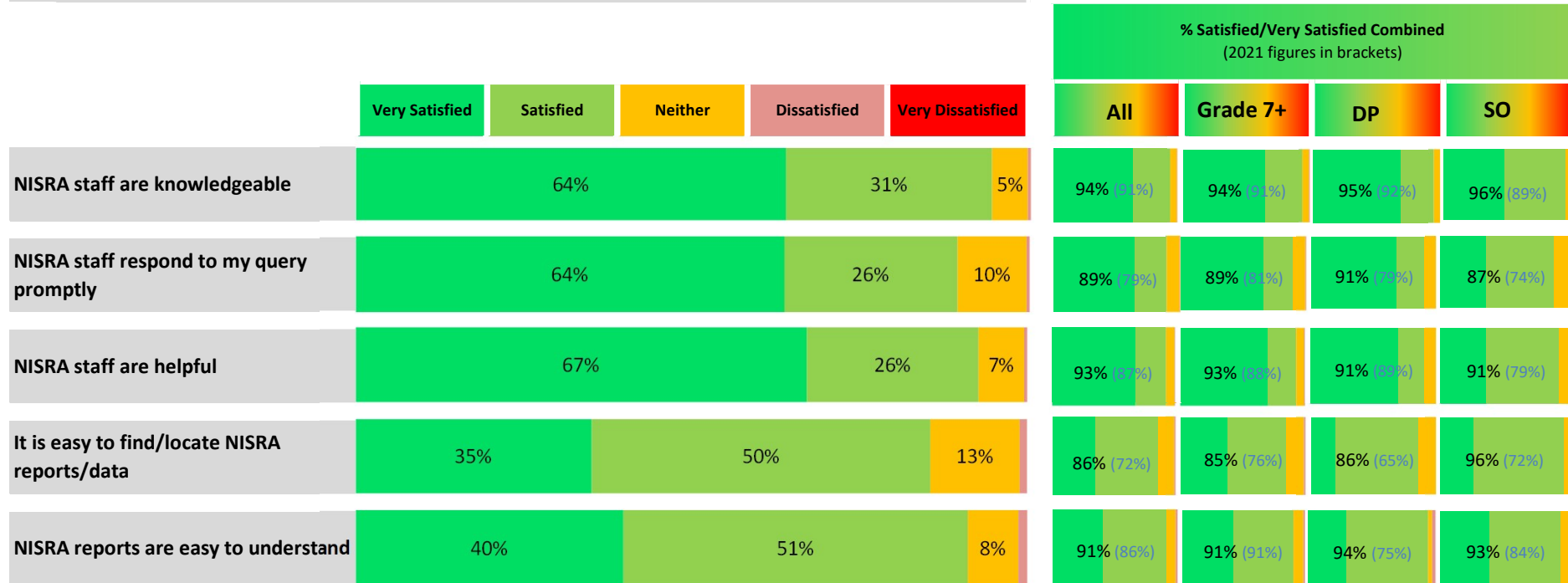
The majority of NICS customers (95%) were satisfied with the overall service provided by NISRA. 94% were satisfied with NISRA outputs and 23% felt that outputs had improved over the year. 92% said that they would recommend NISRA to colleagues.

The highest results indicated that 94% felt that NISRA staff were knowledgeable. 93% of customers felt that NISRA staff were helpful and that NISRA staff were courteous and treated customers with respect. The lowest results indicated that 79% felt that NISRA staff made them feel valued and 80% that NISRA staff engaged with their customers and stakeholders.



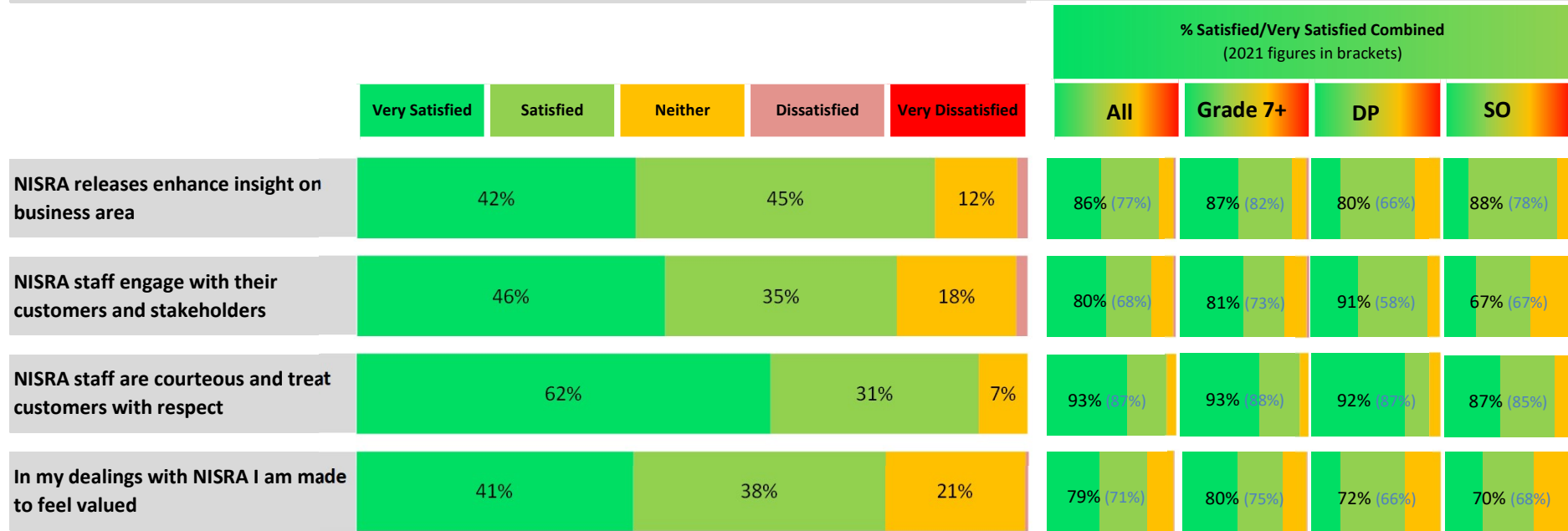
Results - Customer Satisfaction (Continued)

How satisfied were you with the following aspects of your contact with NISRA?

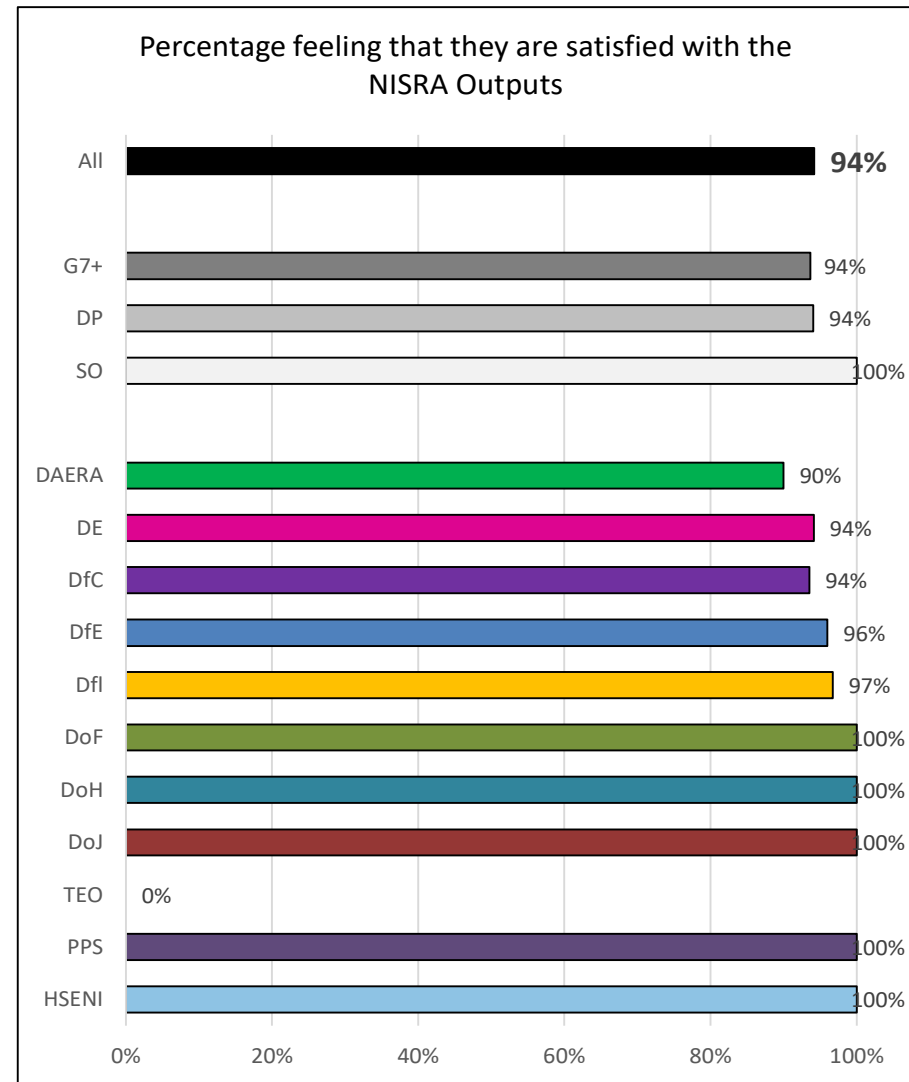
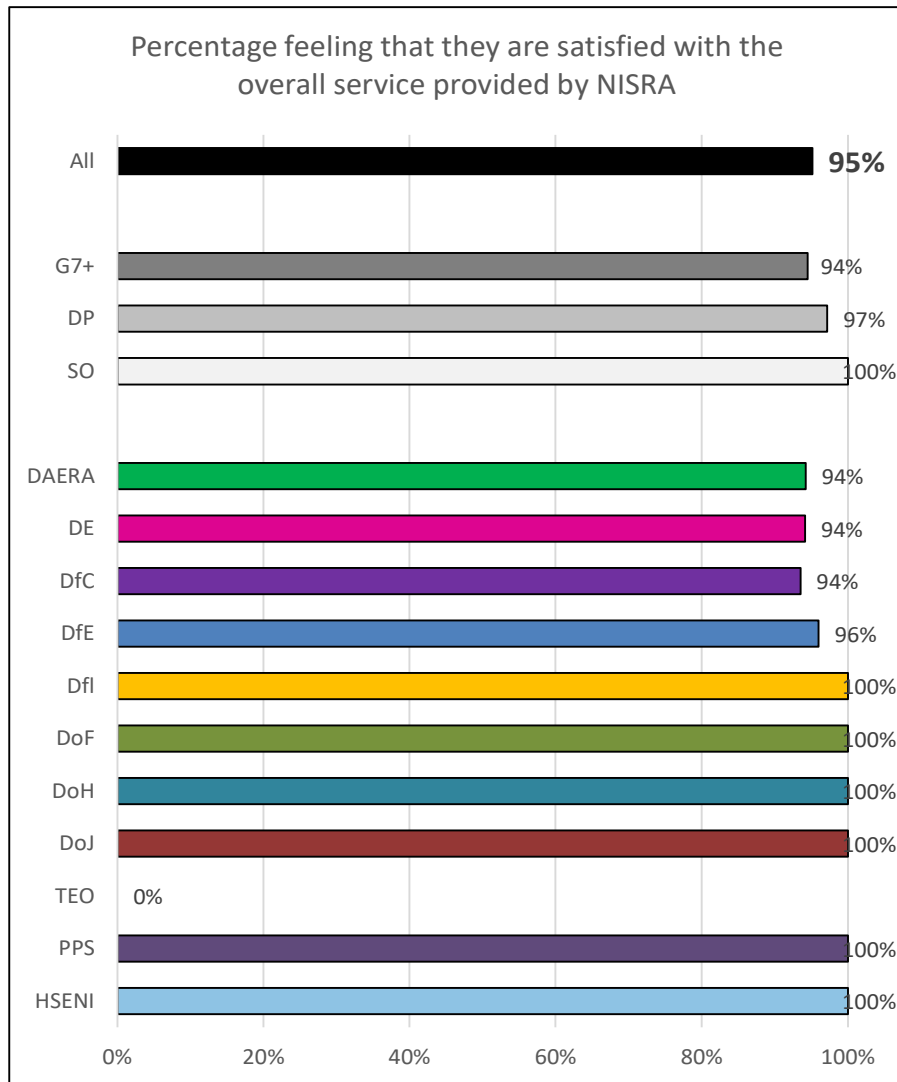


Results - Customer Satisfaction (Continued)

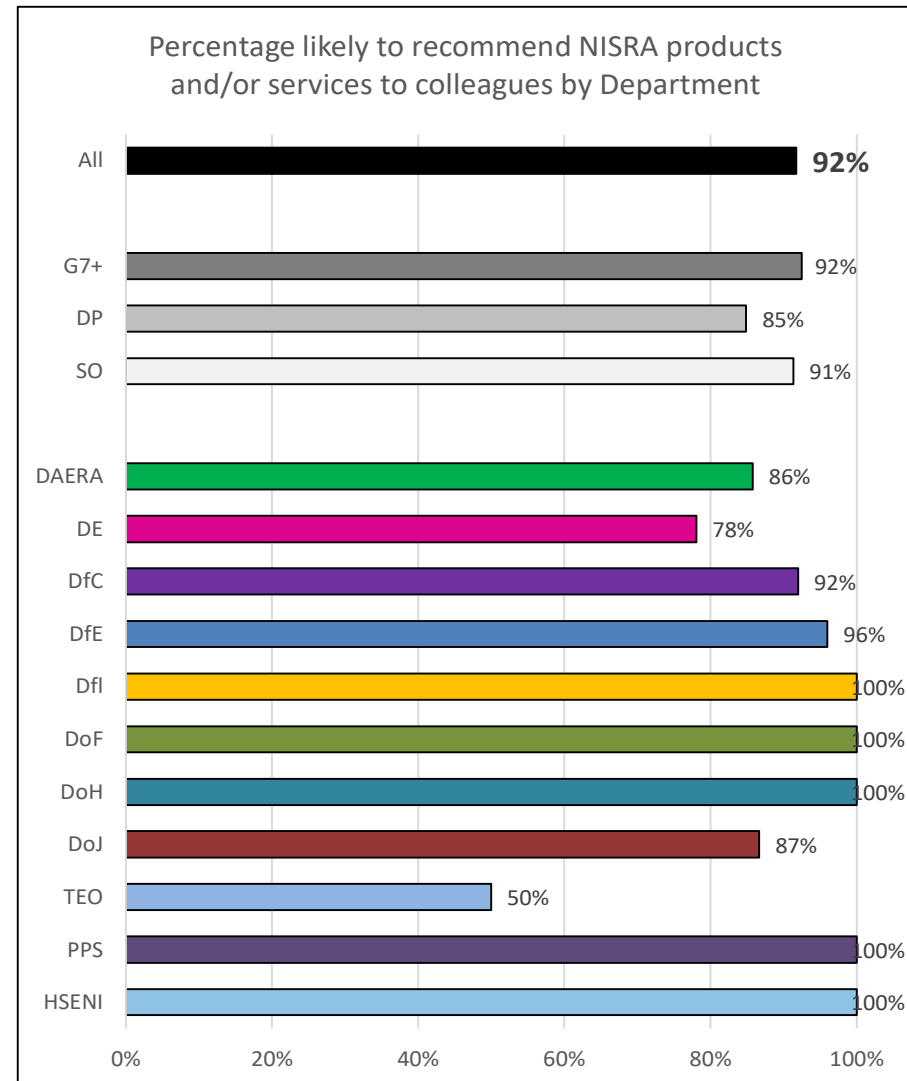
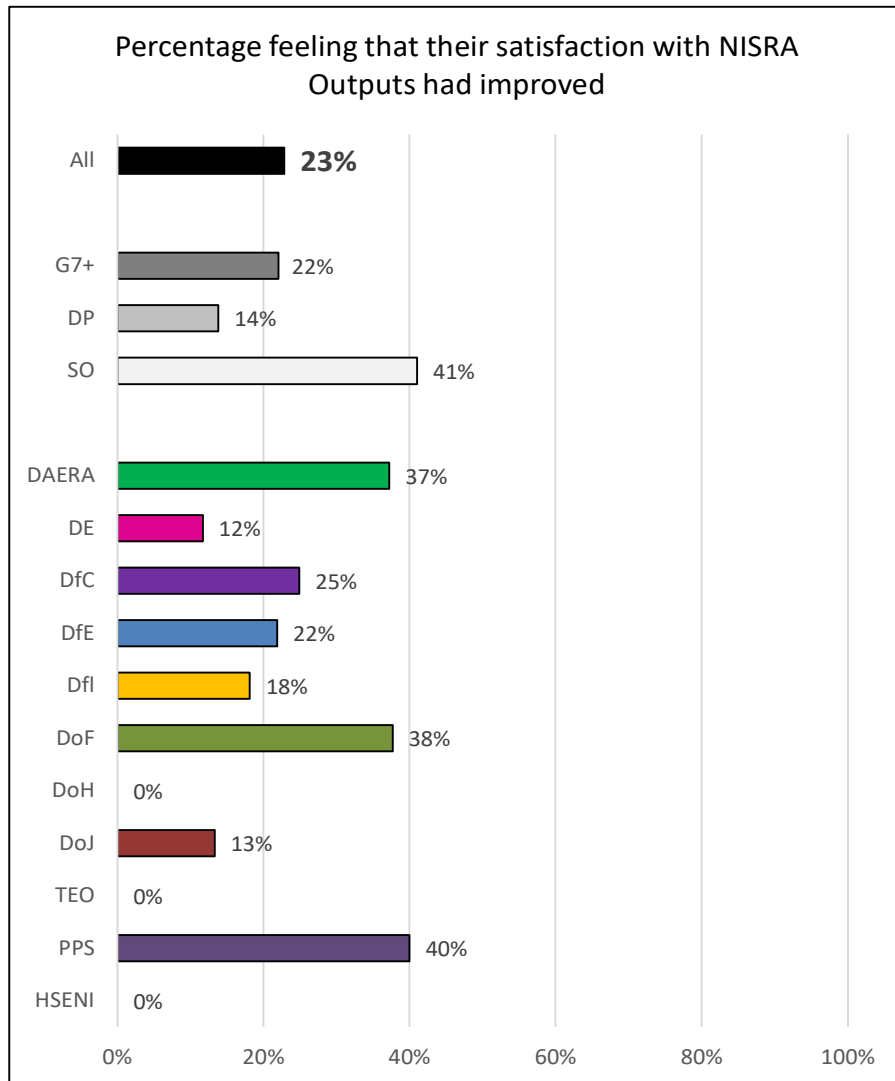
How satisfied were you with the following aspects of your contact with NISRA?



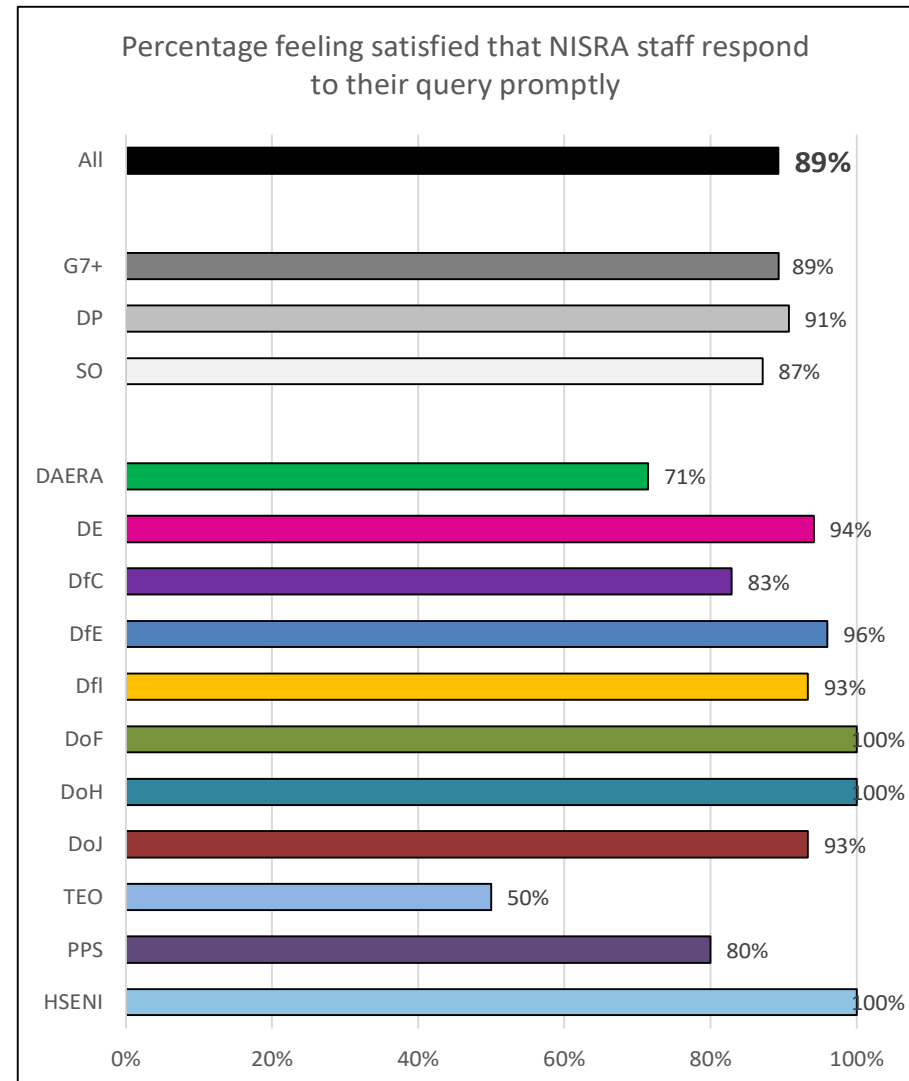
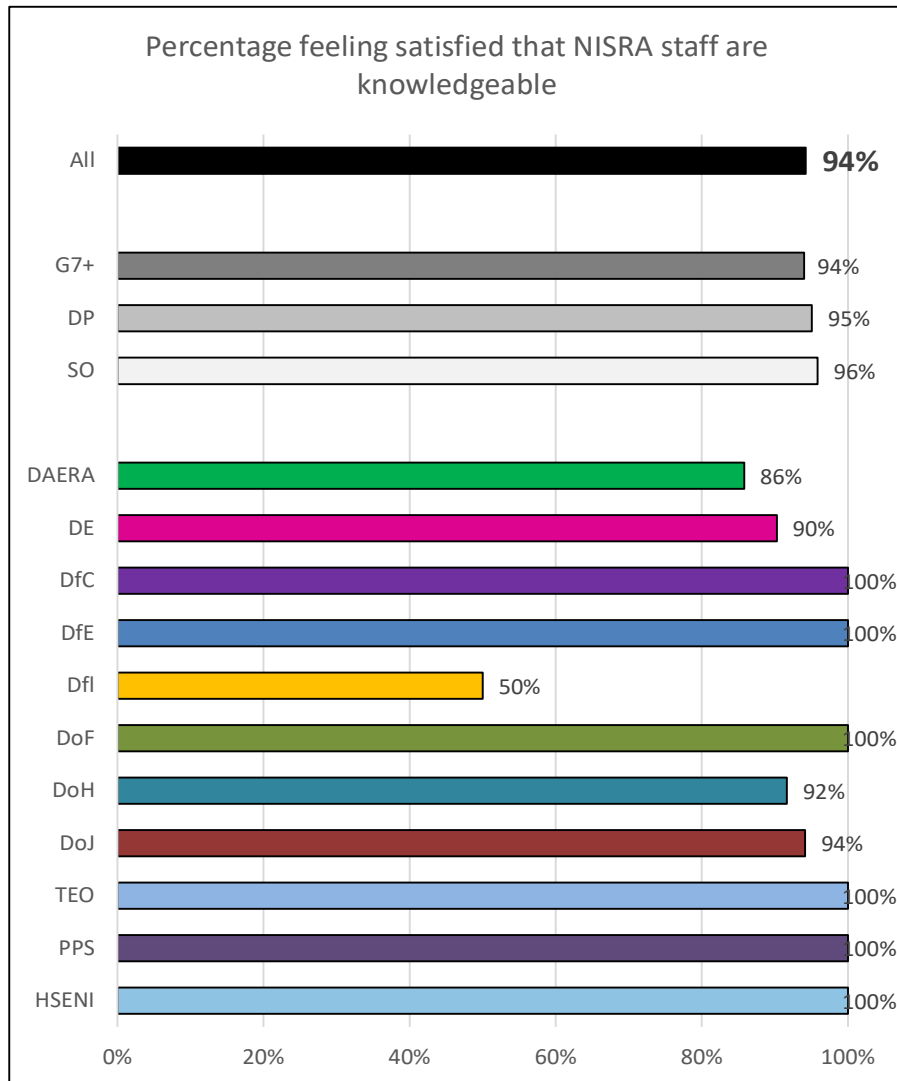
Results - Customer Satisfaction (Continued)



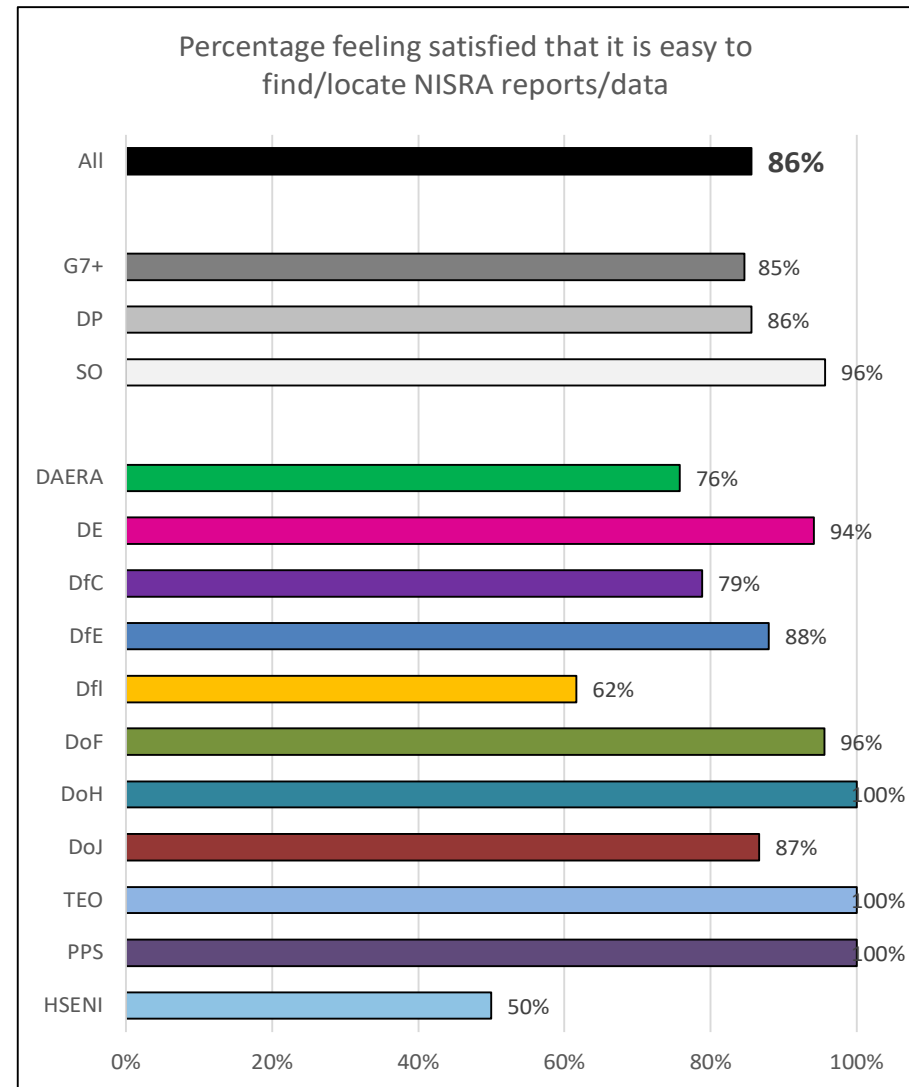
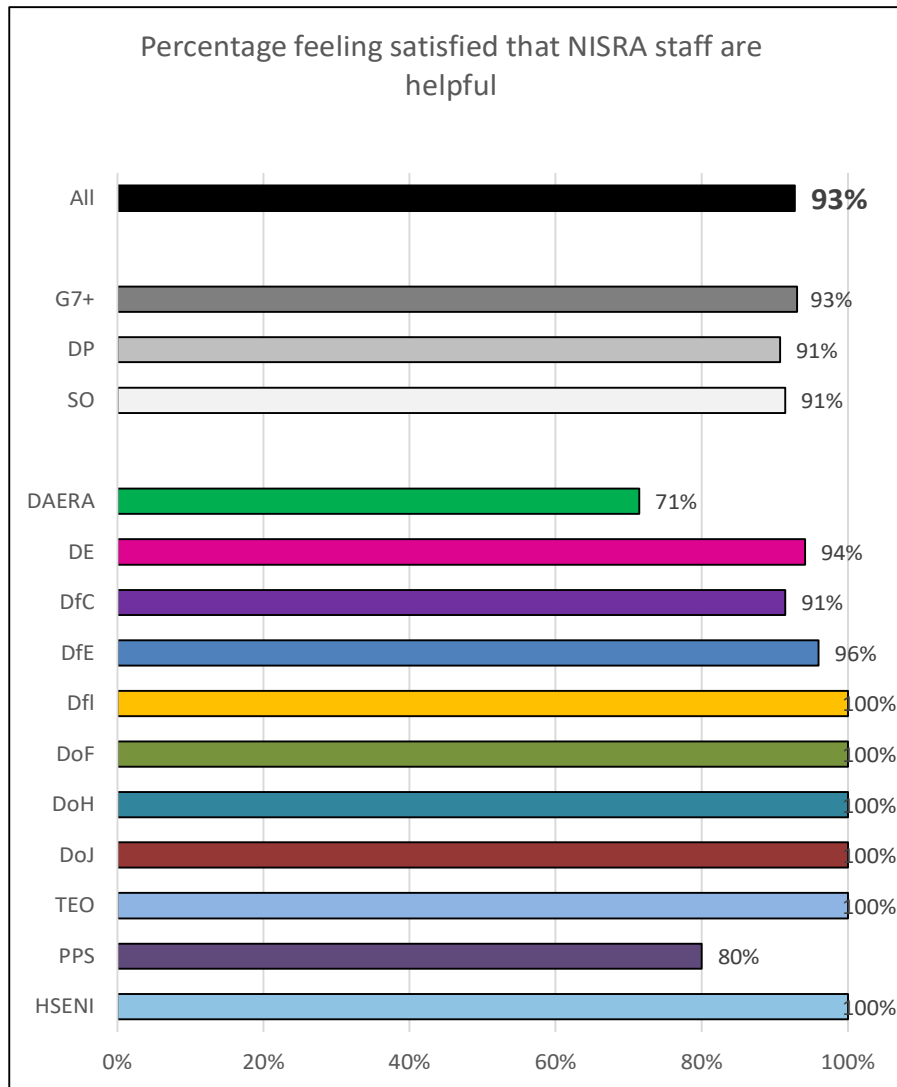
Results - Customer Satisfaction (Continued)



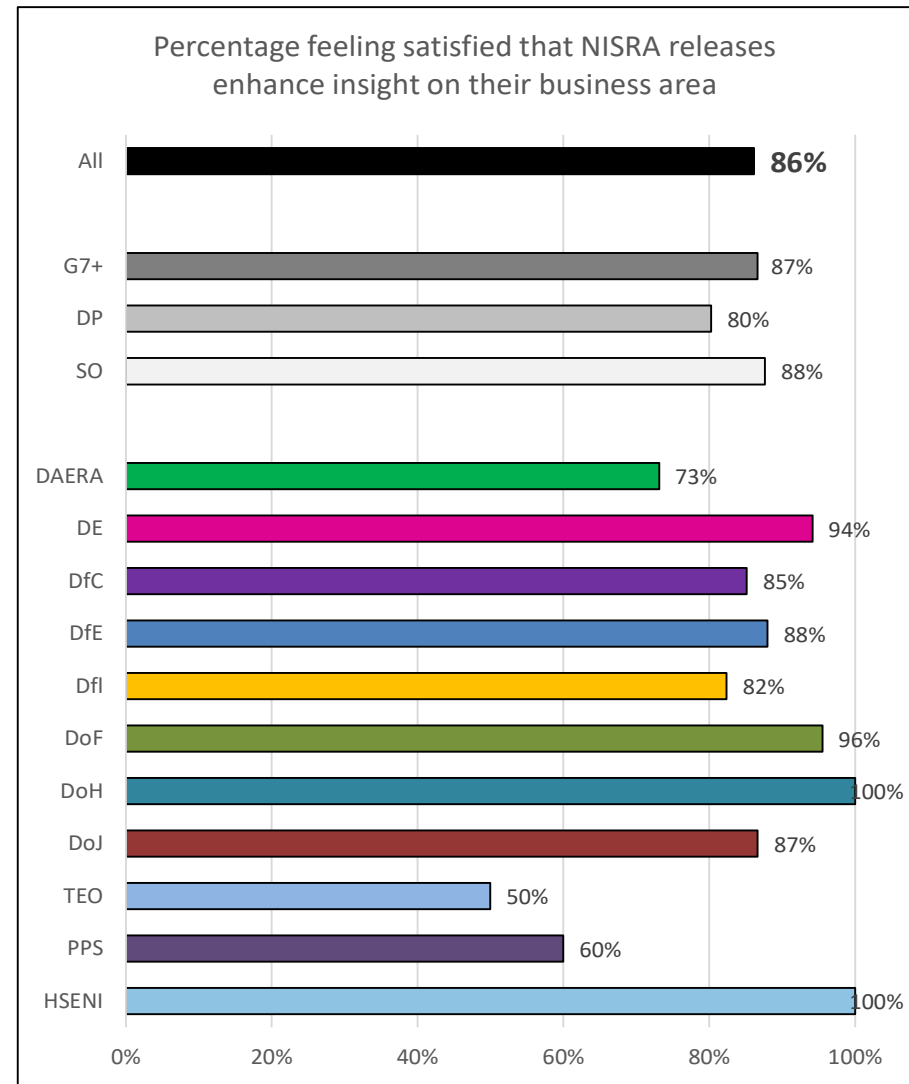
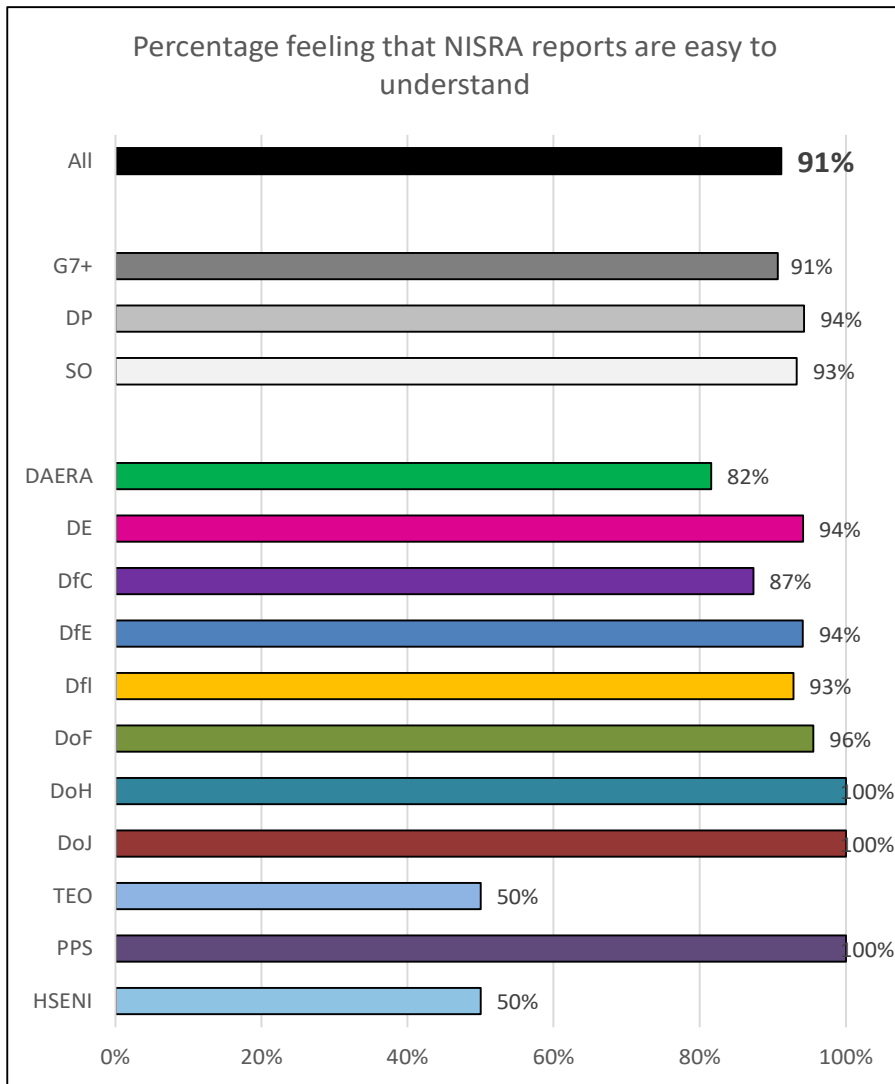
Results - Customer Satisfaction (Continued)



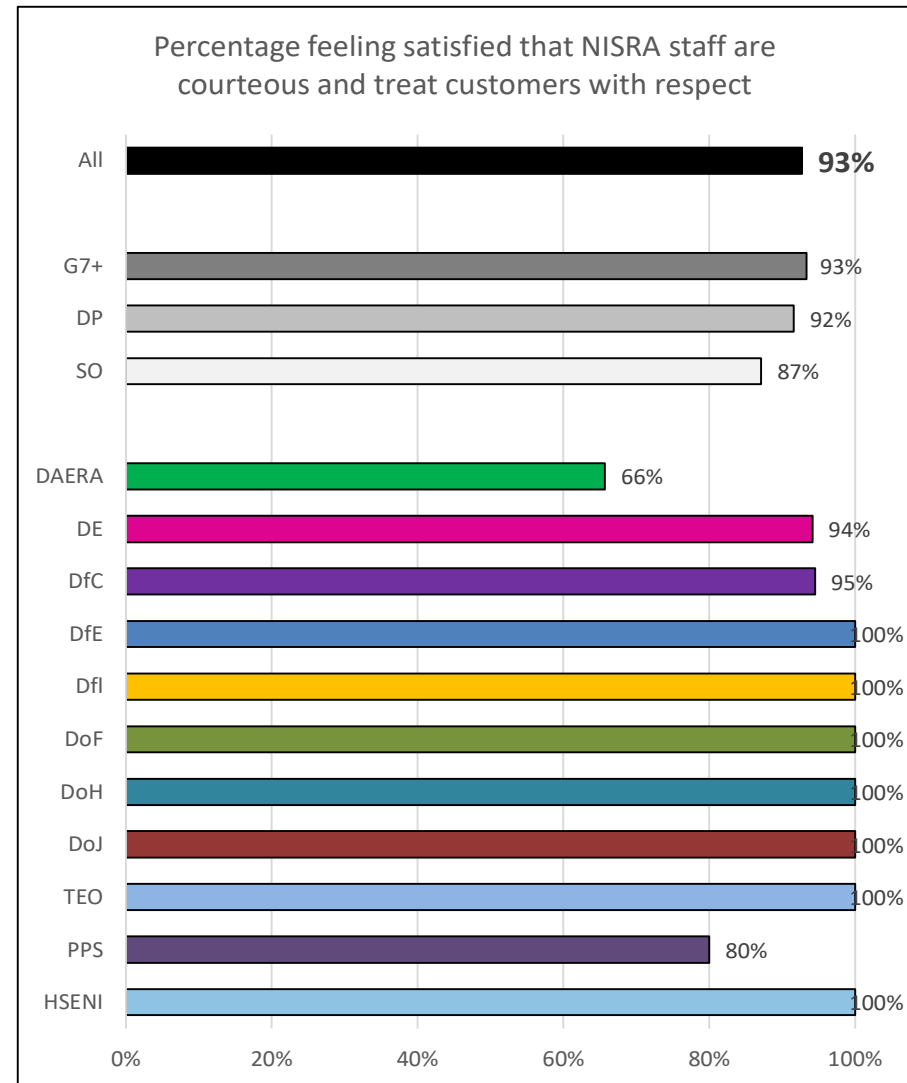
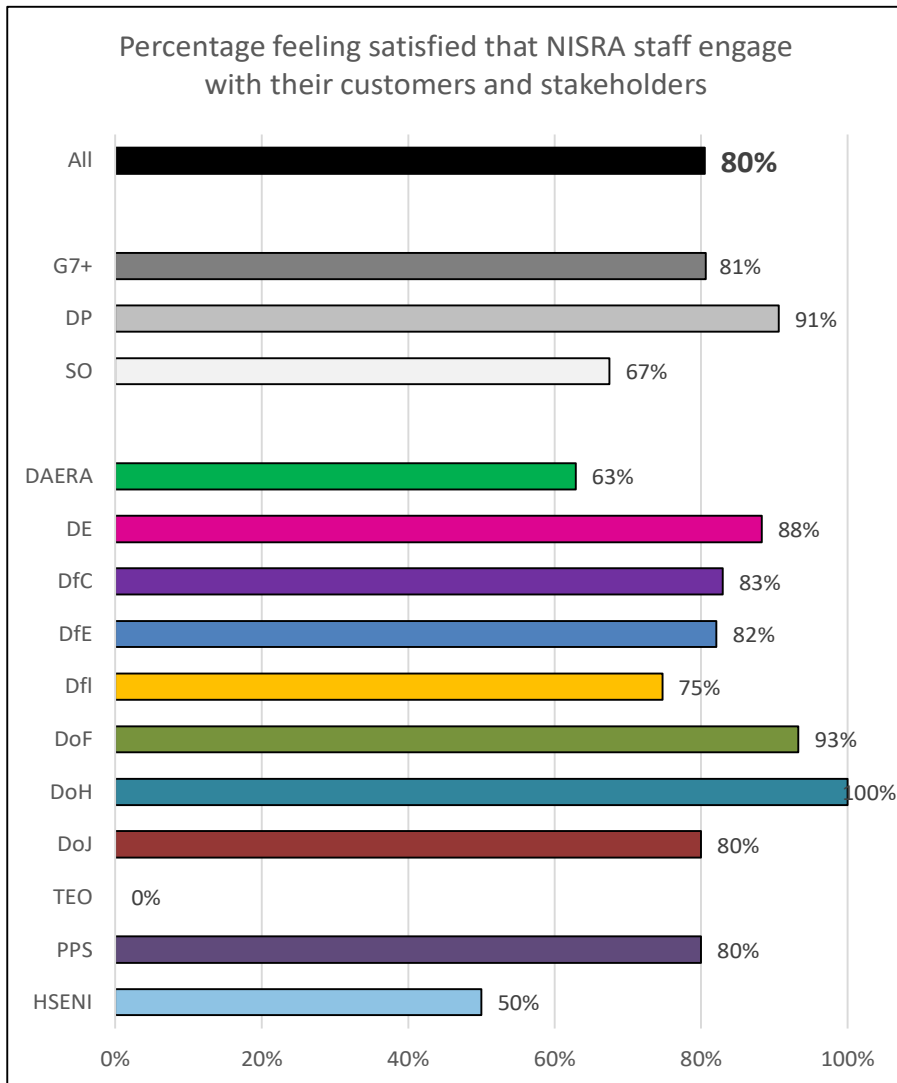
Results - Customer Satisfaction (Continued)



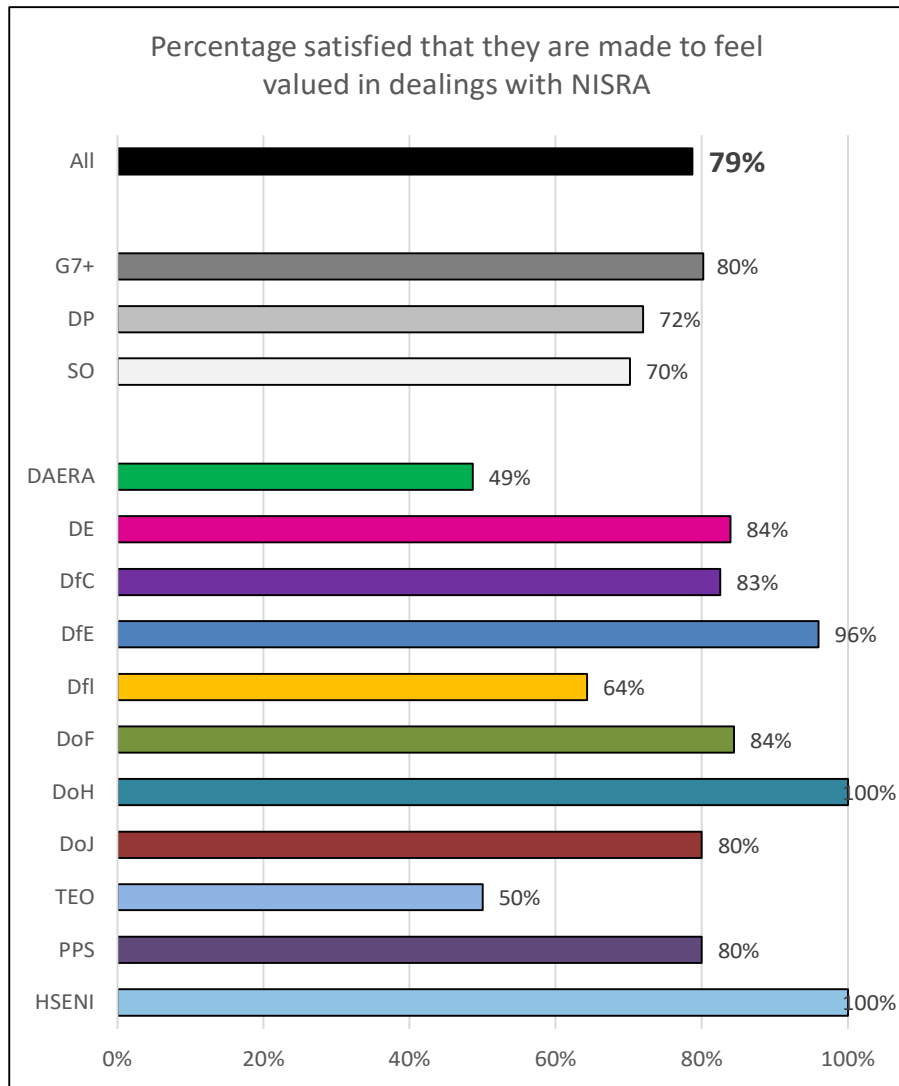
Results - Customer Satisfaction (Continued)



Results - Customer Satisfaction (Continued)



Results - Customer Satisfaction (Continued)



Appendix I - Summary of Metrics

Figures in brackets give percentage point increase from 2021 survey. '#' indicates equivalent figures from 2021 are not available.

Indicator	Department												Grade Group		
	All	DAERA	DE	DfC	DfE	DfI	DoF	DoH	DoJ	TEO	PPS	HSENI	Grade7+	DP	SO
% NICS staff - Awareness of NISRA	99%	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%
	(1)	(3)	(0)	(0)	(0)	(5)	(1)	(0)	(0)	(0)	(5)	(0)	(1)	(0)	(3)
% Staff indicating they have used NISRA statistics	52%	39%	81%	67%	70%	49%	35%	90%	62%	33%	36%	100%	57%	41%	36%
	(6)	(10)	(10)	(2)	(13)	(19)	(-3)	(36)	(6)	(-26)	(-19)	(30)	(2)	(-3)	(3)
% Overall Customer Satisfaction	95%	94%	94%	94%	96%	100%	100%	100%	100%	0%	100%	100%	94%	97%	100%
	(4)	(-2)	(-6)	(0)	(6)	(10)	(9)	(0)	(6)	(-81)	(36)	(51)	(1)	(11)	(5)
% Customers indicating they are satisfied with NISRA Outputs	94%	90%	94%	94%	96%	97%	100%	100%	100%	0%	100%	100%	94%	94%	100%
	(#)	(#)	(#)	(#)	(#)	(#)	(#)	(#)	(#)	(#)	(#)	(#)	(#)	(#)	(#)
% Customers satisfied that NISRA Outputs had improved over the last 12 months	23%	37%	12%	25%	22%	18%	38%	0%	13%	0%	40%	0%	22%	14%	41%
	(#)	(#)	(#)	(#)	(#)	(#)	(#)	(#)	(#)	(#)	(#)	(#)	(#)	(#)	(#)
% Likely to recommend NISRA products and/or services to colleagues	92%	86%	78%	92%	96%	100%	100%	100%	87%	50%	100%	100%	92%	85%	91%
	(2)	(-8)	(-17)	(-1)	(6)	(5)	(9)	(0)	(16)	(-36)	(36)	(40)	(1)	(-2)	(-4)

Appendix I - Summary of Metrics (Cont.)

% Satisfied/Very Satisfied ratings:

Indicator	Department												Grade Group		
	All	DAERA	DE	DfC	DfE	DfI	DoF	DoH	DoJ	TEO	PPS	HSENI	Grade7+	DP	SO
NISRA staff are knowledgeable	94% (3)	86% (-4)	90% (-2)	100% (9)	100% (7)	50% (-32)	100% (10)	92% (-8)	94% (-6)	100% (12)	100% (16)	100% (20)	94% (3)	95% (3)	96% (7)
NISRA staff respond to my query promptly	89% (10)	71% (4)	94% (14)	83% (-1)	96% (5)	93% (32)	100% (19)	100% (0)	93% (-1)	50% (-30)	80% (4)	100% (51)	89% (8)	91% (12)	87% (13)
NISRA staff are helpful	93% (6)	71% (-10)	94% (6)	91% (4)	96% (3)	100% (18)	100% (13)	100% (0)	100% (6)	100% (20)	80% (-2)	100% (22)	93% (5)	91% (2)	91% (12)
It is easy to find/locate NISRA reports/data	86% (14)	76% (-6)	94% (28)	79% (7)	88% (18)	62% (-20)	96% (22)	100% (33)	87% (22)	100% (35)	100% (62)	50% (-10)	85% (9)	86% (21)	96% (24)
NISRA reports are easy to understand	91% (5)	82% (-5)	94% (-3)	87% (3)	94% (6)	93% (-2)	96% (17)	100% (7)	100% (13)	50% (-28)	100% (27)	50% (-10)	91% (0)	94% (19)	93% (9)
NISRA releases enhance insight on my business area	86% (9)	73% (-4)	94% (12)	85% (5)	88% (4)	82% (10)	96% (33)	100% (7)	87% (6)	50% (-13)	60% (7)	100% (22)	87% (5)	80% (14)	88% (10)
NISRA staff engage with their customers and stakeholders	80% (12)	63% (-3)	88% (13)	83% (11)	82% (11)	75% (3)	93% (27)	100% (33)	80% (16)	0% (-82)	80% (18)	50% (30)	81% (8)	91% (33)	67% (0)
NISRA staff are courteous and treat customers with respect	93% (6)	66% (-14)	94% (4)	95% (10)	100% (8)	100% (18)	100% (12)	100% (0)	100% (0)	100% (21)	80% (16)	100% (11)	93% (5)	92% (5)	87% (2)
In my dealings with NISRA I am made to feel valued	79% (8)	49% (-15)	84% (-3)	83% (5)	96% (21)	64% (-4)	84% (10)	100% (33)	80% (2)	50% (-7)	80% (16)	100% (51)	80% (5)	72% (6)	70% (2)

Appendix II - Respondent Profile

Grade Group	Responses	Response Rate
Grade7 +	235	12%
DP	73	22%
SO	68	20%
All	376	15%

Department	Responses	Response Rate
DAERA	79	15%
DE	20	13%
DfC	55	19%
DfE	44	21%
DfI	46	19%
DoF	79	14%
DoH	5	3%
DoJ	27	15%
TEO	6	6%
PPS	13	12%
HSENI	2	7%
All	376	15%

Appendix III - All Responses Weighted and Unweighted

Weighted and unweighted results from the 2022 NISRA Customer Satisfaction Survey are detailed below. Responses were weighted for design and non-response errors.

Are you aware of the Northern Ireland Statistics and Research Agency (NISRA)?	Weighted	Unweighted
Yes (%)	99%	99%
No (%)	1%	1%

In the last year (2020/21) have you used NISRA statistics?	Weighted	Unweighted
Yes (%)	52%	51%
No (%)	48%	49%

Overall, how satisfied or dissatisfied are you with the service provided by NISRA?	Weighted	Unweighted
Very Satisfied (%)	55%	53%
Satisfied (%)	40%	42%
Neither Satisfied nor Dissatisfied (%)	4%	4%
Dissatisfied (%)	0%	1%
Very Dissatisfied (%)	0%	0%

Appendix III - All Responses Weighted and Unweighted (Continued)

Overall, how satisfied are you with NISRA outputs?	Weighted	Unweighted
Very Satisfied (%)	43%	44%
Satisfied (%)	51%	51%
Neither Satisfied nor Dissatisfied (%)	5%	5%
Dissatisfied (%)	1%	1%
Very Dissatisfied (%)	0%	0%

Has your satisfaction with NISRA outputs improved over the last 12 months?	Weighted	Unweighted
Improved Greatly (%)	5%	6%
Improved Slightly (%)	18%	19%
No Change (%)	75%	73%
Reduced Slightly (%)	3%	2%
Reduced Greatly (%)	0%	0%

Appendix III - All Responses Weighted and Unweighted (Continued)

How likely or unlikely is it that are you would recommend NISRA products and/or services to colleagues?	Weighted	Unweighted
Very Likely (%)	56%	53%
Likely (%)	35%	39%
Neither Likely nor Unlikely (%)	8%	7%
Unlikely (%)	0%	1%
Very Unlikely (%)	0%	0%

How satisfied or dissatisfied are you that NISRA staff are knowledgeable?	Weighted	Unweighted
Very Satisfied (%)	64%	62%
Satisfied (%)	31%	31%
Neither Satisfied nor Dissatisfied (%)	5%	6%
Dissatisfied (%)	0%	1%
Very Dissatisfied (%)	0%	0%

Appendix III - All Responses Weighted and Unweighted (Continued)

How satisfied or dissatisfied are you that NISRA staff respond to your query promptly?	Weighted	Unweighted
Very Satisfied (%)	64%	60%
Satisfied (%)	26%	29%
Neither Satisfied nor Dissatisfied (%)	10%	11%
Dissatisfied (%)	0%	1%
Very Dissatisfied (%)	0%	0%

How satisfied or dissatisfied are you that NISRA staff are helpful?	Weighted	Unweighted
Very Satisfied (%)	67%	63%
Satisfied (%)	26%	29%
Neither Satisfied nor Dissatisfied (%)	7%	7%
Dissatisfied (%)	0%	1%
Very Dissatisfied (%)	0%	0%

Appendix III - All Responses Weighted and Unweighted (Continued)

How satisfied or dissatisfied are you that It is easy to find/locate NISRA reports/data?	Weighted	Unweighted
Very Satisfied (%)	35%	33%
Satisfied (%)	50%	51%
Neither Satisfied nor Dissatisfied (%)	13%	15%
Dissatisfied (%)	1%	1%
Very Dissatisfied (%)	0%	0%

How satisfied or dissatisfied are you that NISRA reports are easy to understand?	Weighted	Unweighted
Very Satisfied (%)	40%	39%
Satisfied (%)	51%	52%
Neither Satisfied nor Dissatisfied (%)	8%	8%
Dissatisfied (%)	1%	2%
Very Dissatisfied (%)	0%	0%

Appendix III - All Responses Weighted and Unweighted (Continued)

How satisfied or dissatisfied are you that NISRA releases enhance insight on your business area?	Weighted	Unweighted
Very Satisfied (%)	42%	38%
Satisfied (%)	45%	47%
Neither Satisfied nor Dissatisfied (%)	12%	14%
Dissatisfied (%)	2%	2%
Very Dissatisfied (%)	0%	0%

How satisfied or dissatisfied are you that NISRA staff engage with their customers and stakeholders?	Weighted	Unweighted
Very Satisfied (%)	46%	43%
Satisfied (%)	35%	37%
Neither Satisfied nor Dissatisfied (%)	18%	19%
Dissatisfied (%)	2%	2%
Very Dissatisfied (%)	0%	0%

Appendix III - All Responses Weighted and Unweighted (Continued)

How satisfied or dissatisfied are you that NISRA staff are courteous and treat customers with respect?	Weighted	Unweighted
Very Satisfied (%)	62%	62%
Satisfied (%)	31%	31%
Neither Satisfied nor Dissatisfied (%)	7%	8%
Dissatisfied (%)	0%	0%
Very Dissatisfied (%)	0%	0%

How satisfied or dissatisfied are you that in your dealings with NISRA you are made to feel valued?	Weighted	Unweighted
Very Satisfied (%)	41%	38%
Satisfied (%)	38%	40%
Neither Satisfied nor Dissatisfied (%)	21%	21%
Dissatisfied (%)	0%	1%
Very Dissatisfied (%)	0%	0%

Appendix IV - Glossary of Terms and Technical Notes

Department and Grade Group

The 2022 NISRA Customer Satisfaction Survey was conducted across the nine NICS Ministerial Departments together with PPS and HSENI. All staff working in these organisations at the Grade7 or above grades were invited to take part in the survey. In addition a sample of staff at Deputy Principal or analogous and Staff Officer and analogous grades were also invited to take part. In order to manage the survey and to protect confidentiality, the NICS grades were banded into three groups (G7+, DP and SO). The G7+ band covered all grades from Grade7 and above. The DP band covered all Deputy Principal and analogous grades and the SO band covered all Staff Officer and analogous grades. NISRA staff were excluded.

% Satisfied/Very Satisfied

This is the proportion of respondents that selected either 'Very Satisfied' or 'Satisfied' for a question. The answer categories for the 'Has your satisfaction with NISRA outputs improved over the last 12 months?' question were; Improved Greatly, Improved Slightly, No change, Reduced Slightly, and Reduced Greatly. The answer categories for the 'How likely or unlikely is it that are you would recommend NISRA products and/or services to colleagues?' question were; Very likely, Likely, Neither Likely nor Unlikely, Unlikely, and Very Unlikely.

Rounding

Percentages are presented as whole numbers for ease of reading. Rounding is performed at the last stage of calculation. Values from 0.00 to 0.49 are rounded down and values from 0.50 to 0.99 are rounded up. If you perform calculations using rounded figures, these may differ slightly from our calculations. For example, if you add together the % Very Satisfied, % satisfied, % Neither Satisfied nor Dissatisfied, % Dissatisfied and the % Very Dissatisfied, you may not get 100%.

Weighting

It is known from previous NISRA customer satisfaction surveys that interaction with NISRA tends to be from the more senior grades within the NICS. Interaction with more junior grades (AA to EO1) tends to be less. The level of interaction between NISRA and middle ranking NICS grades is harder to judge. Ideally all staff in the NICS would have been invited to respond but in order to reduce the burden on NICS it was agreed that all staff at G7 and above would be invited and staff at DP and SO grades would be sampled.

The profile of staff at different grades across departments in the NICS varies considerably. All staff at G7 and above were included no matter what department they worked in. As a result they all had an equal chance of selection. However staff at SO and DP level were sampled. Based on feedback from other such surveys a 20% to 25% response rate was expected. A total of 333 DPs were invited to take part. These were chosen at random and spread across departments in proportion to the DP population in departments. Likewise 337 SOs were invited to take part, again chosen at random and spread across departments in proportion to the SO population in departments. In an effort to keep survey non-response as low as possible, reminders were sent to all invitees at the beginning of the third week of the survey.

Appendix IV - Glossary of Terms and Technical Notes (Continued)

Weighting (continued)

The survey was a census of all NICS staff at Grade7+ and a sample of NICS staff at DP and SO level. As a result, sample weights had to be applied to compensate for non-coverage and non-response. Sampling weights are needed to correct for imperfections in the sample that might lead to bias and other differences between the achieved sample (those invited to participate in the NISRA Customer Satisfaction Survey who responded) and the reference population (the NICS excluding NISRA staff). Such imperfections include the selection of units with unequal probabilities, non-coverage of the population, and non-response. For this survey all staff at G7 and above were included but in order to reduce the burden on the NICS only a selection of staff at SO and DP level were included. The purposes of the weighting used in the survey are to:

- a. adjust the weighted sample distribution for key variables of interest (Department and Grade) to make it conform to the known NICS population distribution. To compensate for unequal probabilities of selection between the G7 and above Group and the DP and SO Groups (Design Weight).
- b. compensate for non-response (Non-Response Weight).

The calculated weights were applied to the responses received in the SPSS programing and weighted results were subsequently generated.

Appendix V - Data Quality

Relevance

The 2020 NISRA Customer Satisfaction Survey replaced the annual NISRA Customer Survey which had run in various formats for 12 years. As with the 2020 and 2021 surveys the format and methodology for this 2022 survey provides metrics for the annual NISRA Business Plan. A review of the legacy methodology had indicated that the mechanism allowing NISRA branches to compile their own customer lists and to identify key customers required change and that the inclusion of NISRA staff as customers was not appropriate. Although customer satisfaction is no longer a ministerial target, it is included in the survey given the newly defined customer base and methodology.

Accuracy

The figures represent the survey responses received during the 3 week period, 14th February 2021 to 4th March 2022. Blaise Survey Software was used to produce the survey, with invitees asked to complete the survey online. Paper questionnaires were not made available.

Of the invites 2,552 invites issued, 376 respondents elected to complete the opening questions (Department, Grade Group and Awareness questions). Questions were routed and only respondents who responded that they were aware of NISRA were asked if they had used NISRA Services/Products in the last year. Only those respondents who had confirmed that they had used NISRA were asked the Customer Satisfaction questions. Validation checks were carried out on the survey responses (in SPSS and Microsoft Excel software).

Timeliness and Punctuality

The report relates to current awareness of NISRA (at the point in time of answering the question) and use of NISRA Services/Products during the last year. Given that the survey was conducted at the end of February/beginning of March 2022, 'the last year' is taken to be the 2021/22 year. Analysis for this report commenced straight after the survey closed, with the full report 'NISRA Customer Satisfaction Survey 2022' completed in April 2022.

Coherence and Comparability

There were minimal changes between the 2021 survey and the 2022 survey. Two new questions were asked in the 2022 survey. These were: 'Overall, how satisfied are you with NISRA outputs?'; and 'Has your satisfaction with NISRA outputs improved over the last 12 months?'. As a result, comparisons with previous years for these questions are not available.