

KANTAR PUBLIC

Client Satisfaction Survey 2021

Research Report

Independent Parliamentary Expenses Authority
Contact: Tony Greep

Kantar Public Contacts: Richard Bishop, Erin
Maher, Isabella Hall, Morgan Smith

263406978

November 2021



Contents

1	Background and Methodology	3
2	Overall Satisfaction	7
3	Service Area Satisfaction	12
4	Client Centricity	30
5	Information Needs	34
6	Sample profile and knowledge of IPEA	39

1

Background and Methodology

Background and Objectives

Following the Prime Minister's announcement of changes to Parliamentarians' work expenses on 13 January 2017, the Independent Parliamentary Expenses Authority (IPEA) was established as an independent statutory authority. As outlined in its first Corporate Plan, IPEA's core objective is to advise, audit and report on parliamentarians' work expenses in a professional and independent manner, providing clear advice to parliamentarians and their staff, and providing clear oversight of expenses and allowances provided through auditing and reporting functions. Ultimately, the role of IPEA is to enable parliamentarians and their staff to undertake their work effectively, whilst ensuring tax-payer money is spent efficiently, effectively and ethically.

The 2020-2021 Portfolio Budget Statements outline clear performance criteria for IPEA. In order to ensure that these targets are met, and that parliamentarians and their staff's expectations and needs are being met, IPEA has conducted an annual survey since 2018 to evaluate satisfaction with the services they are providing, how they are being received, and what, if any, areas of service provision should be a focus for improvement.

IPEA re-commissioned Kantar's Public Division to conduct the 2021 client satisfaction survey to provide a robust measure of overall satisfaction with the information and services provided by IPEA to parliamentarians and their staff, and to track progress against previous years' results.

More specifically the objectives of the 2021 survey were to:

- Understand the ease of accessing the IPEA and identify the level of satisfaction with advice received.
- Establish how effective IPEA is perceived to be in administering and processing travel expenses, allowances and related expenses.
- Determine the effectiveness of communication and information channels used.
- Evaluate the level of satisfaction with IPEA processes, reports and administrative services.
- Seek opinions on service delivery, performance, customer service and relationship management.
- Identify and prioritise service improvement opportunities.
- Highlight potential service issues to develop and implement appropriate response actions.
- Compare levels of satisfaction year on year and evaluate if satisfaction concerns identified in previous years have been addressed.

This research also included a series of qualitative interviews with Parliamentarians and staff to further explore experiences and perceptions of IPEA. The following report outlines the findings from this research in response to the above objectives.

Quantitative methodology and notes for interpretation



Quantitative methodology

- A 10 minute online survey was sent via email to all Parliamentarians and Parliamentary staff. The survey was mobile friendly to facilitate response rate.
- The 2021 questionnaire replicated the 2020, 2019 and 2018 questionnaires to allow comparability year on year. Some minor changes were made – these are outlined in the appendix.
- The number of completed surveys and fieldwork dates were as follows:

	2021	2020	2019	2018
Total	98	97	115	269
– Senator	2	4	3	6
– Member of HR	4	6	2	14
– Personal Staff	21	26	37	79
– Electorate Staff	71	61	73	170
Fieldwork dates	30 Aug – 6 Oct	4 Aug – 28 Aug	21 Oct– 6 Nov	13 Jun – 6 Jul



Notes for interpretation

- The sample for each question shown in the base description at the bottom of the page represents the number of respondents who answered that specific question. To ensure the maximum sample for each question, respondents did not have to fully complete the survey for their response to be included. Due to attrition through the survey, the base size is lower for questions that were asked at the end of the survey than those at the beginning.
- Base sizes may also change based on whether or not they are filtered to ask only specific respondents who gave certain responses to previous questions.
- **Please note that individual % scores may not add to 100% due to rounding.**

Qualitative methodology and notes for interpretation



Qualitative methodology

- To supplement the online survey findings a series of 20 qualitative interviews were conducted. Participants were sourced through the online survey.
- Interviews were approximately 30 minutes and provided the opportunity to explore in greater detail participants experiences, expectations and perceptions of IPEA.
- The number of completed interviews and fieldwork dates were as follows:

	2021	2020
Total	20	20
- Electorate staff	9	2
- Personal staff	6	14
- Senators	2	0
- Advisors	3	4
Fieldwork dates	20 Oct – 5 Nov	31 Aug – 18 Sept



Notes for interpretation

- This report includes summary findings across the qualitative stage of the research
 - Qualitative research is conducted for depth rather than breadth and, as such, should be considered thematically and cannot be considered to be representative of all views of the target audience.
 - For qualitative research, we include verbatim quotes to reflect findings where relevant.
- Where qualitative insights are included, the icon below has been included in the top right of the slide to identify this.



All research was conducted in accordance with ISO20252 standards.

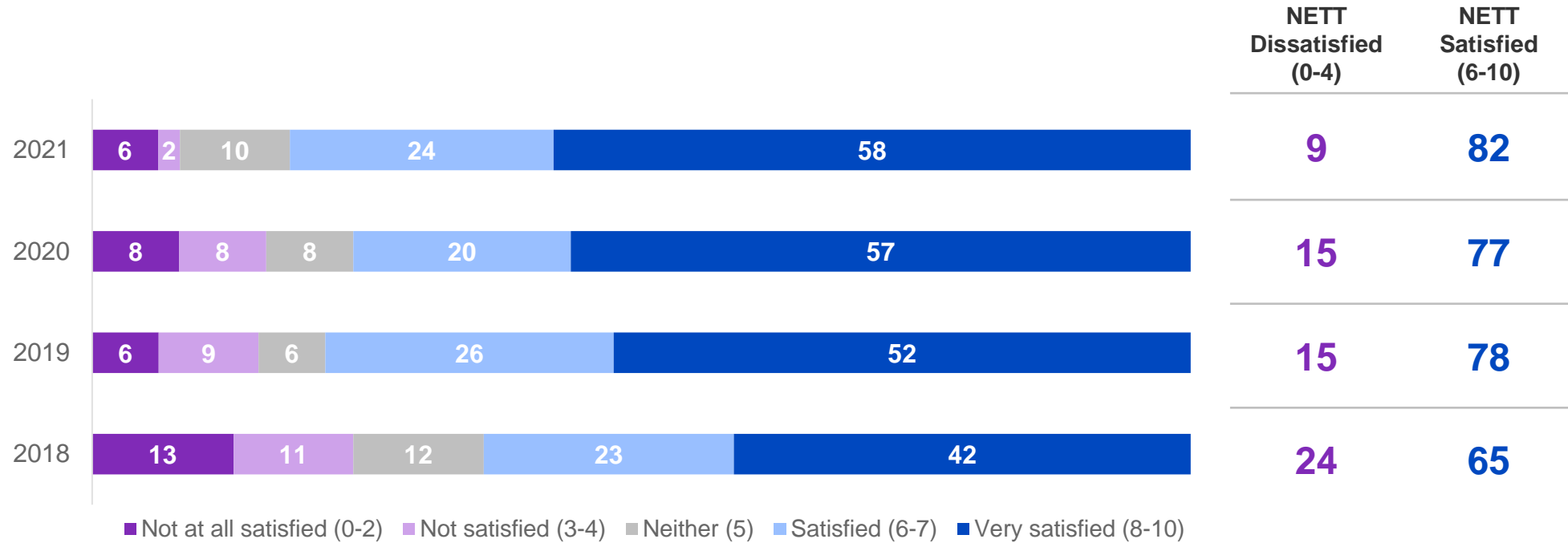
2

Overall Satisfaction



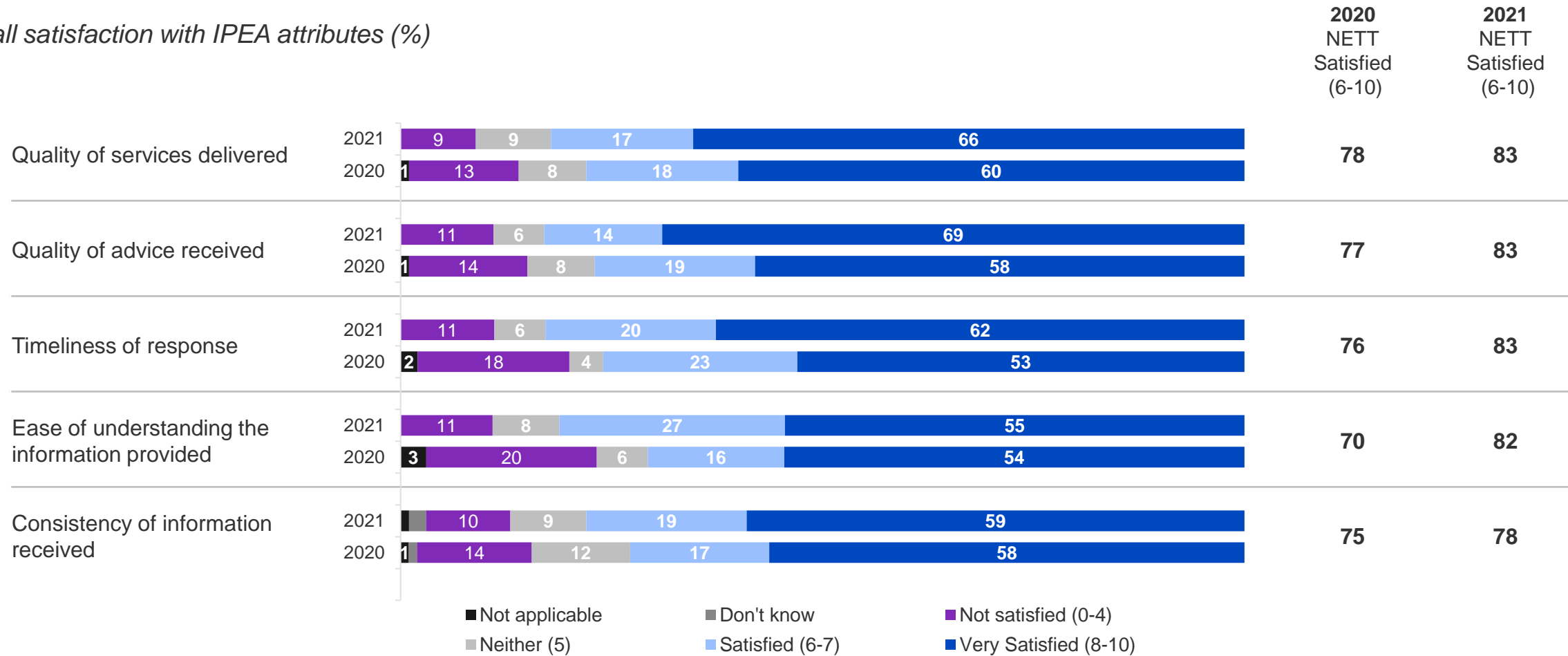
Overall satisfaction with IPEA

Overall satisfaction with IPEA (%)



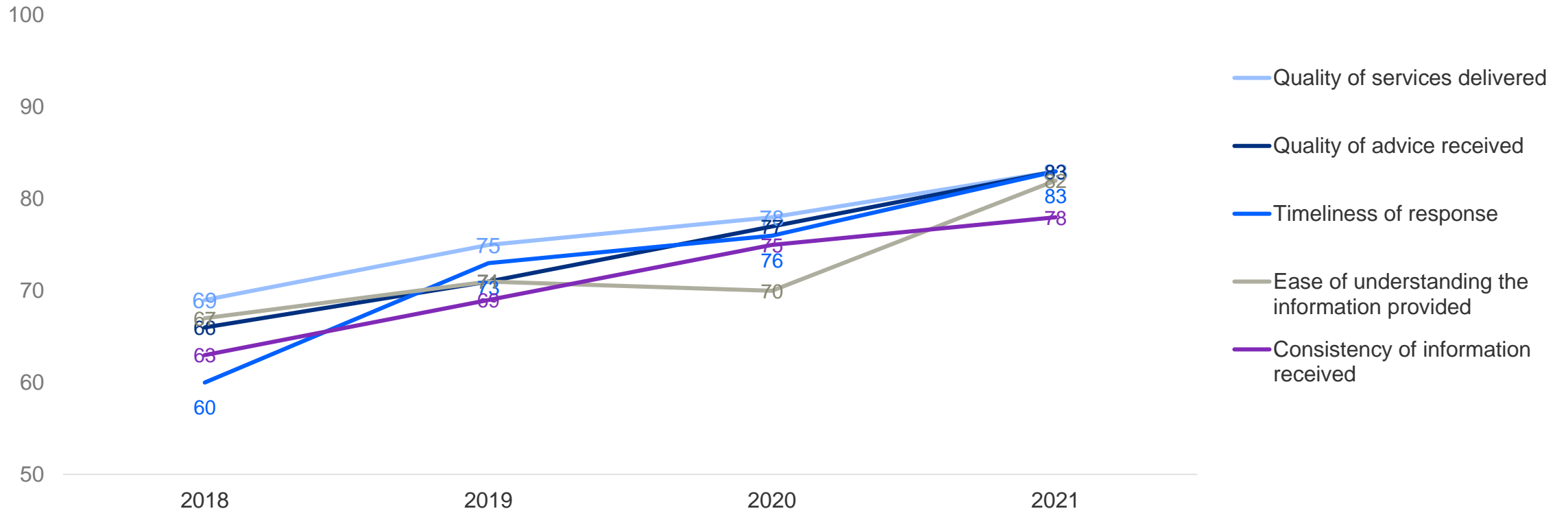
Satisfaction with specific aspects of experience

Overall satisfaction with IPEA attributes (%)



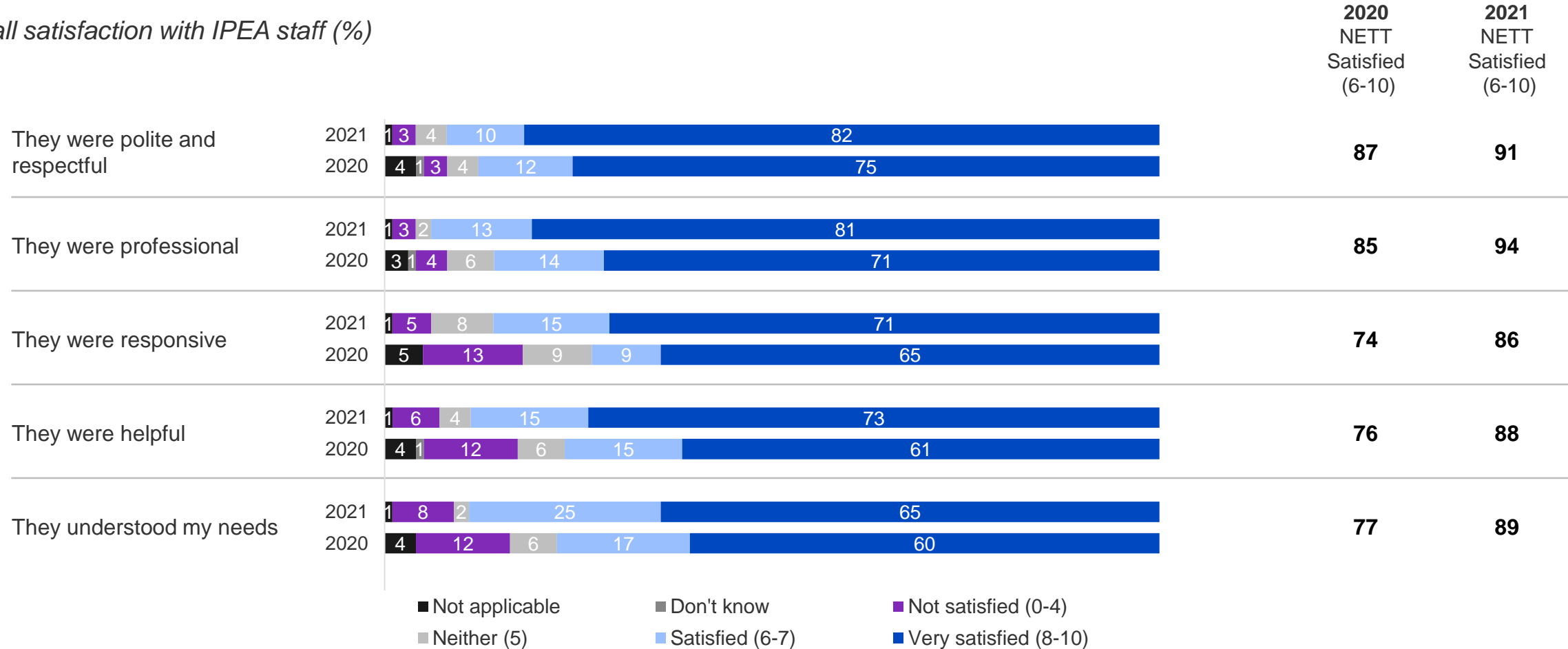
Satisfaction with specific aspects of experience

Satisfaction with specific aspects of experience – trended



Satisfaction with IPEA staff

Overall satisfaction with IPEA staff (%)



3

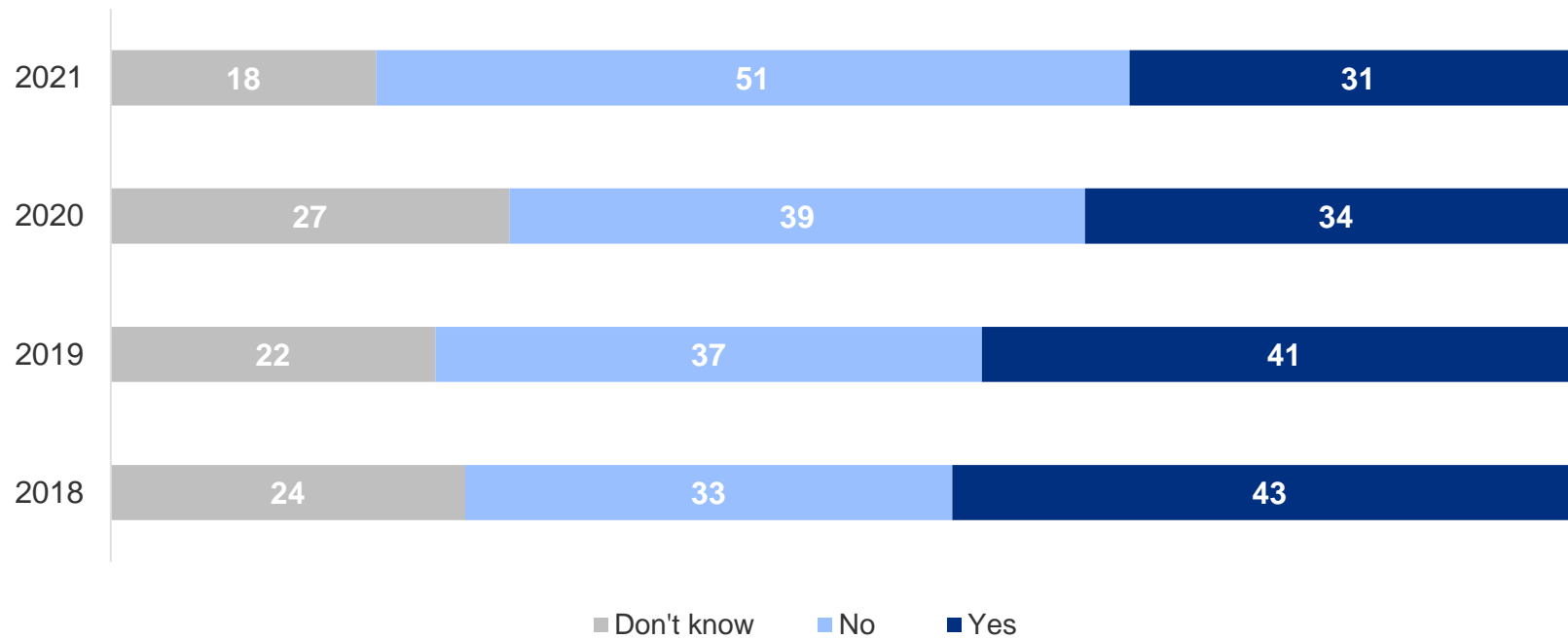
Service Area Satisfaction

3.1

Service Area: Satisfaction with advice about travel

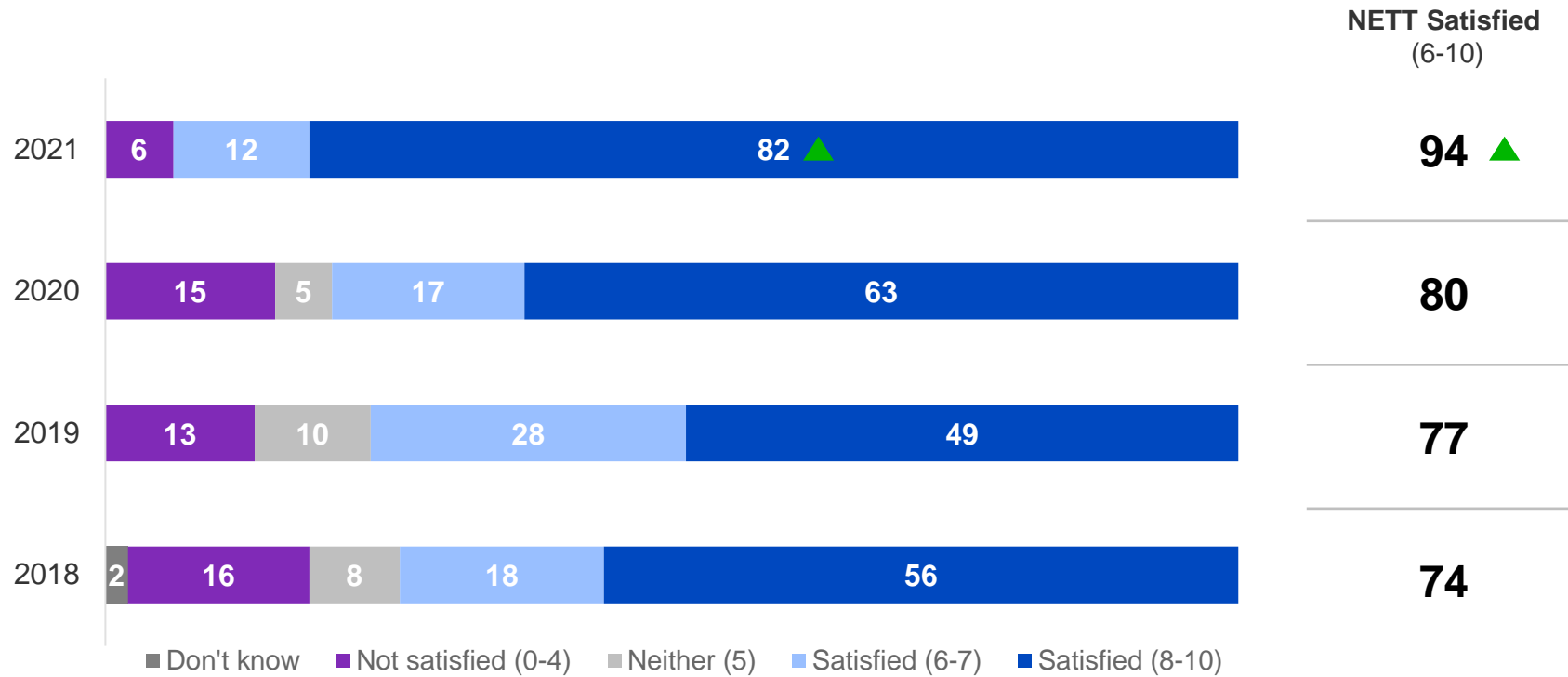
Contact in relation to Parliamentary Business Resources Framework

Contacted IPEA in relation to Parliamentary Business Resources Framework (%)



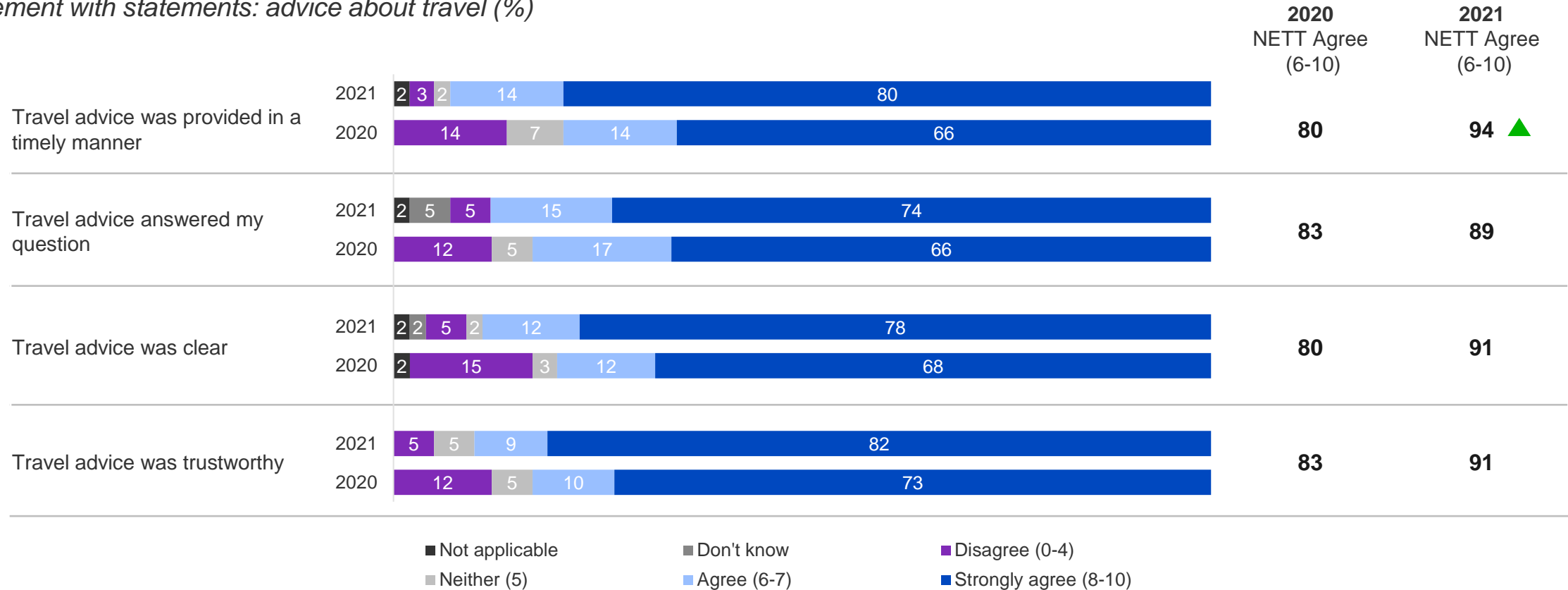
Satisfaction with advice about travel

Satisfaction with advice about travel* (%)



Satisfaction with specific aspects of experience

Agreement with statements: advice about travel (%)

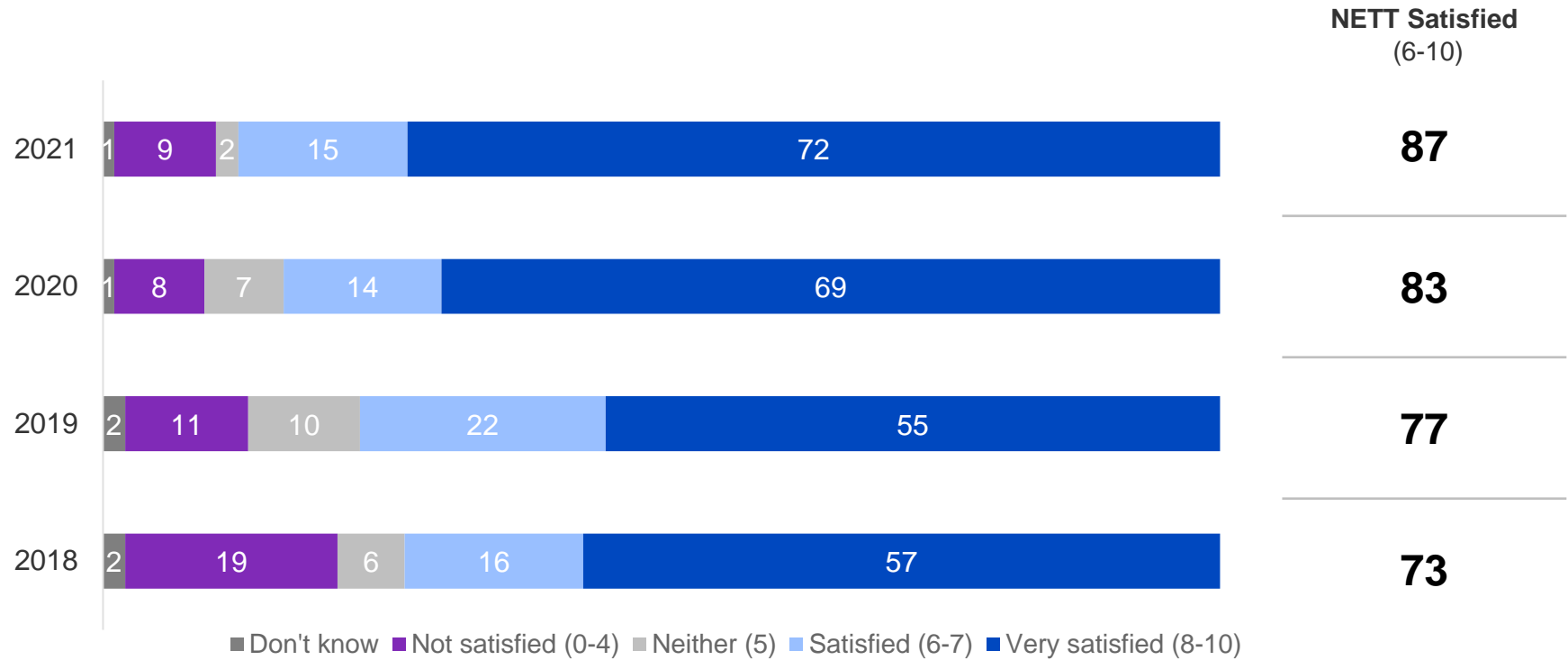


3.2

Service Area: Satisfaction with travel claims

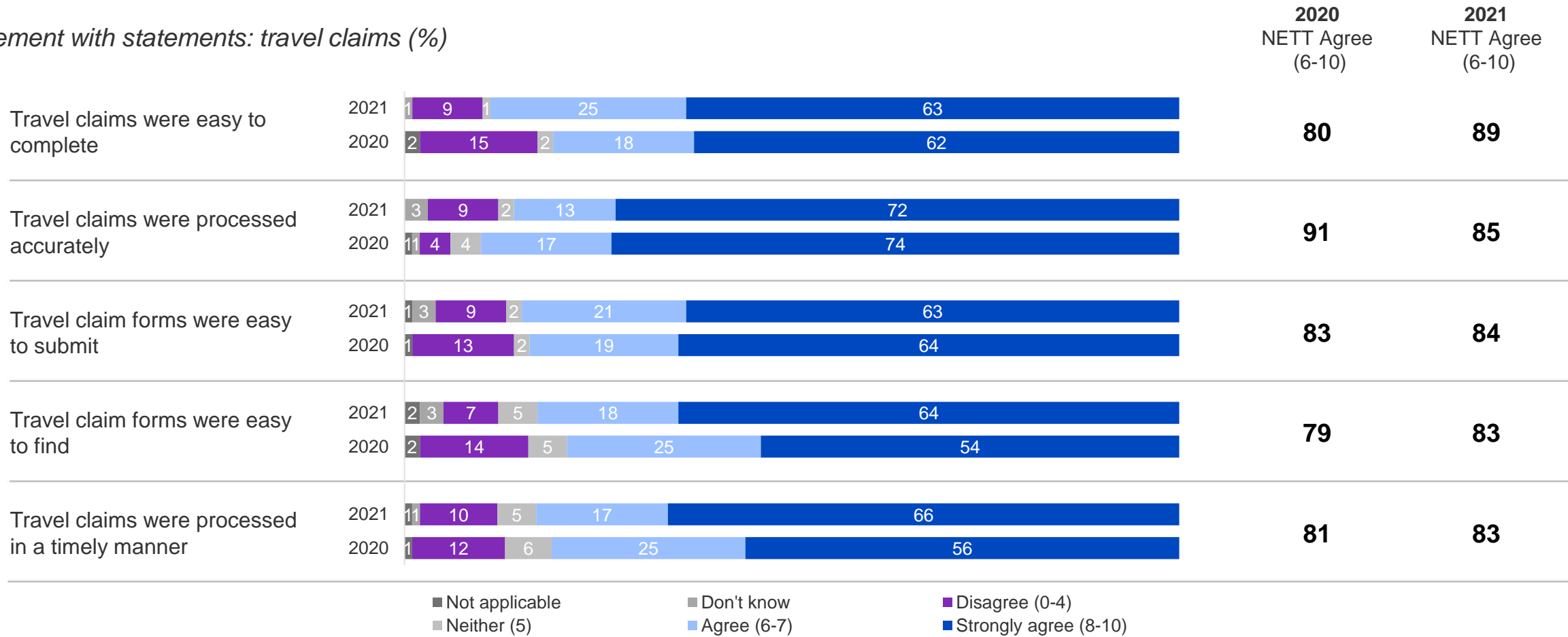
Satisfaction with travel claims

Satisfaction with travel claims (%)



Satisfaction with specific aspects of experience

Agreement with statements: travel claims (%)



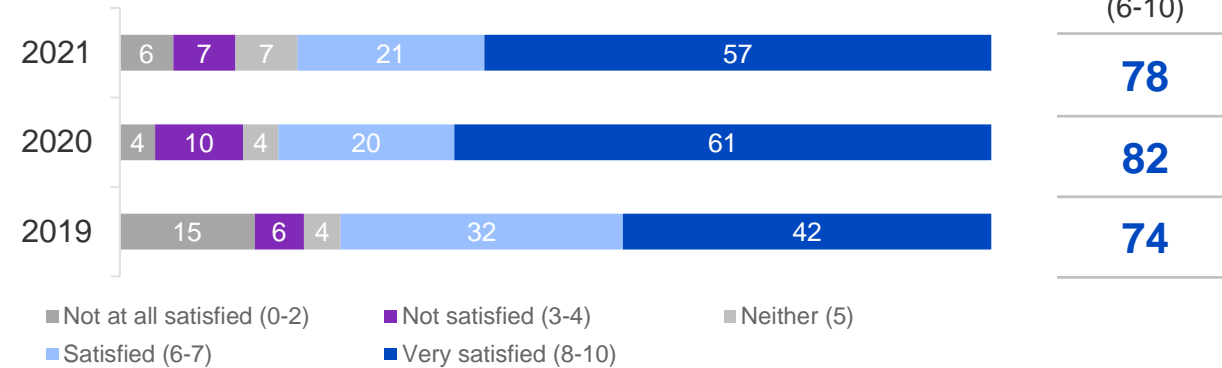
Methods of submitting travel claims

78% submitted via PEMS

vs. 58% in 2020 ▲



Satisfaction submitting via PEMS (%)

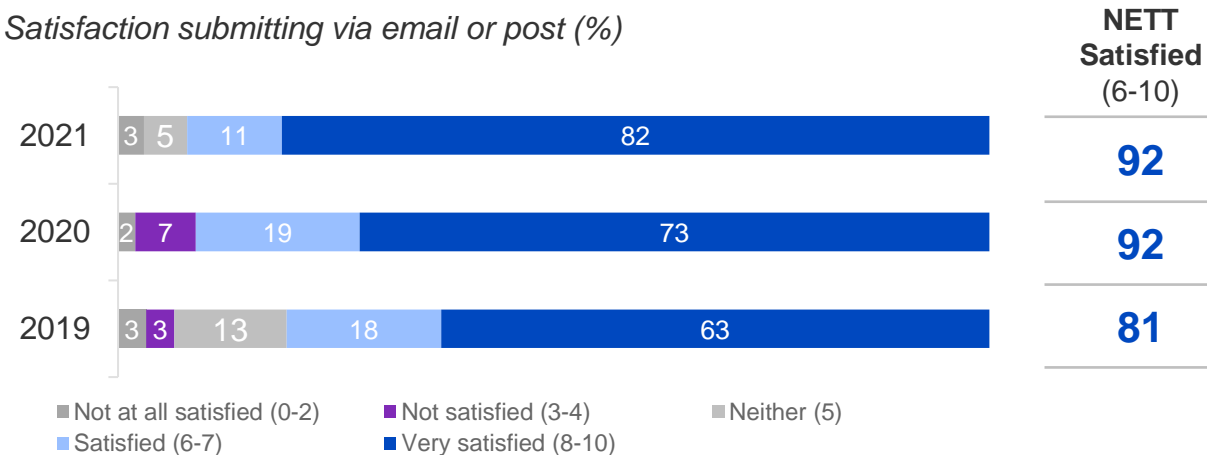


44% submitted via email or post

vs. 70% in 2020 ▼

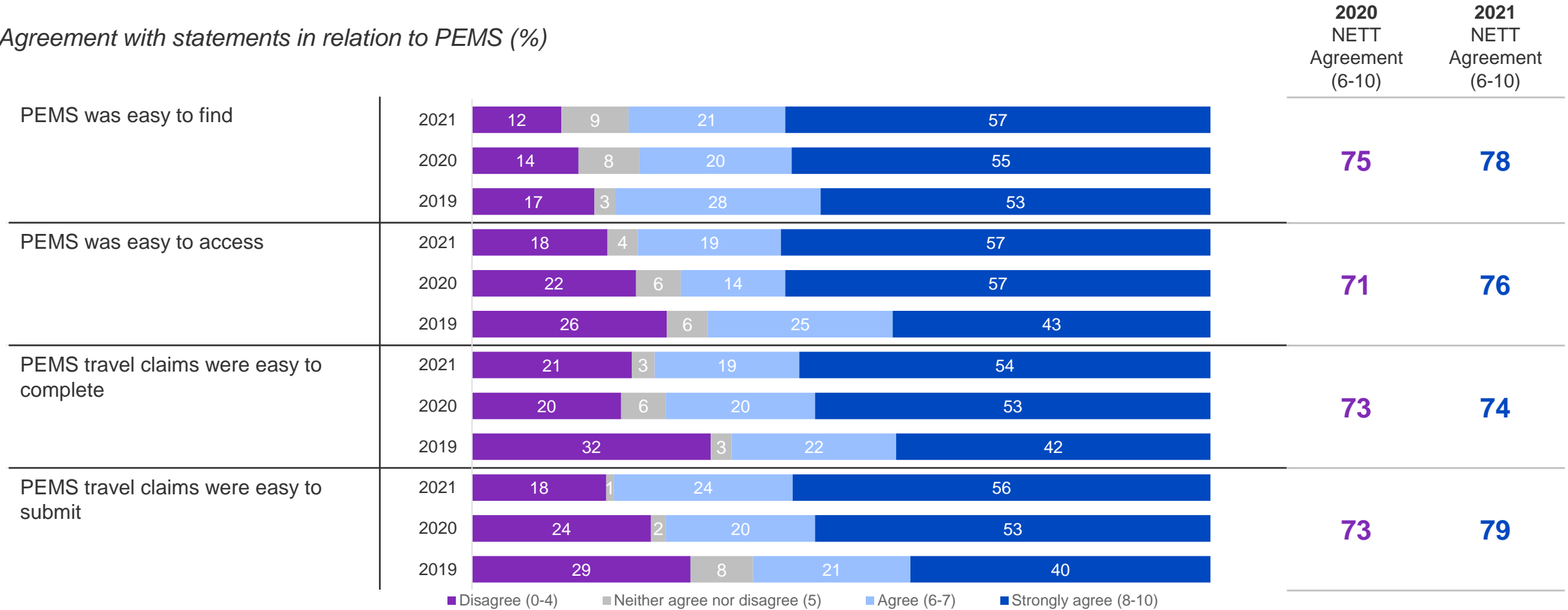


Satisfaction submitting via email or post (%)



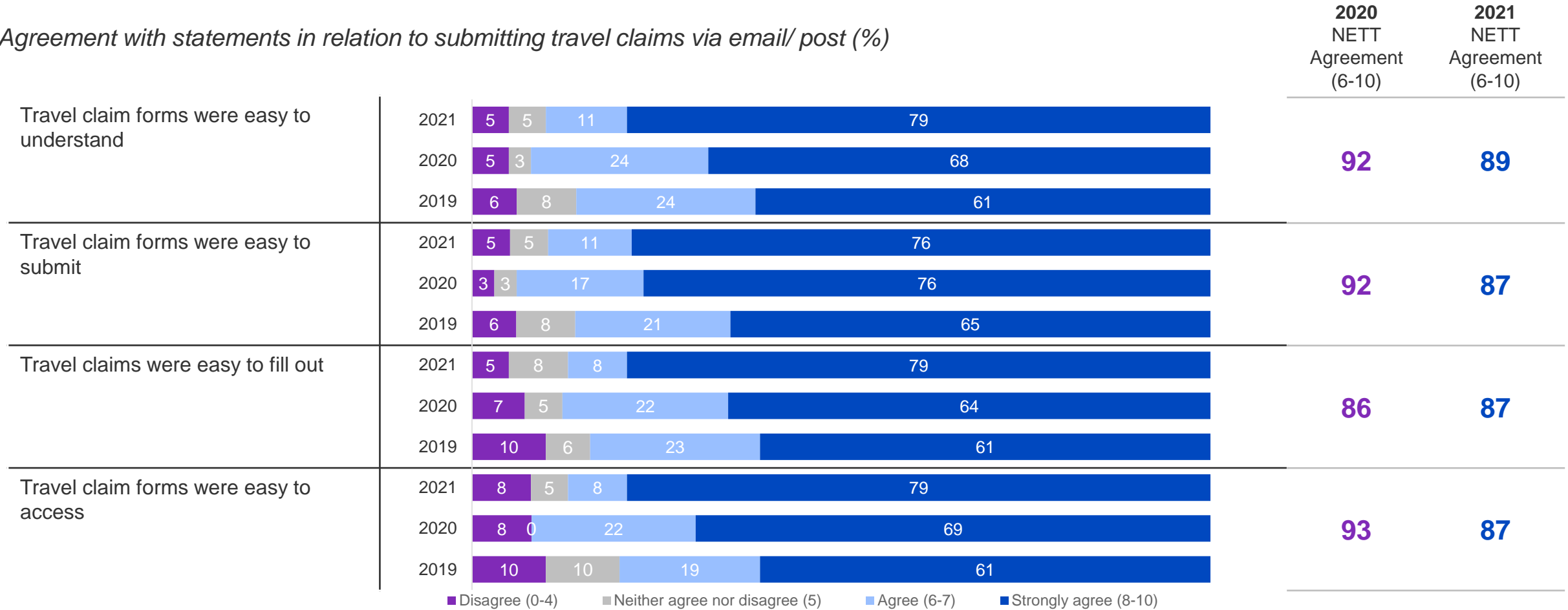
Methods of submitting travel claims - PEMS

Agreement with statements in relation to PEMS (%)



Methods of submitting travel claims – Email or post

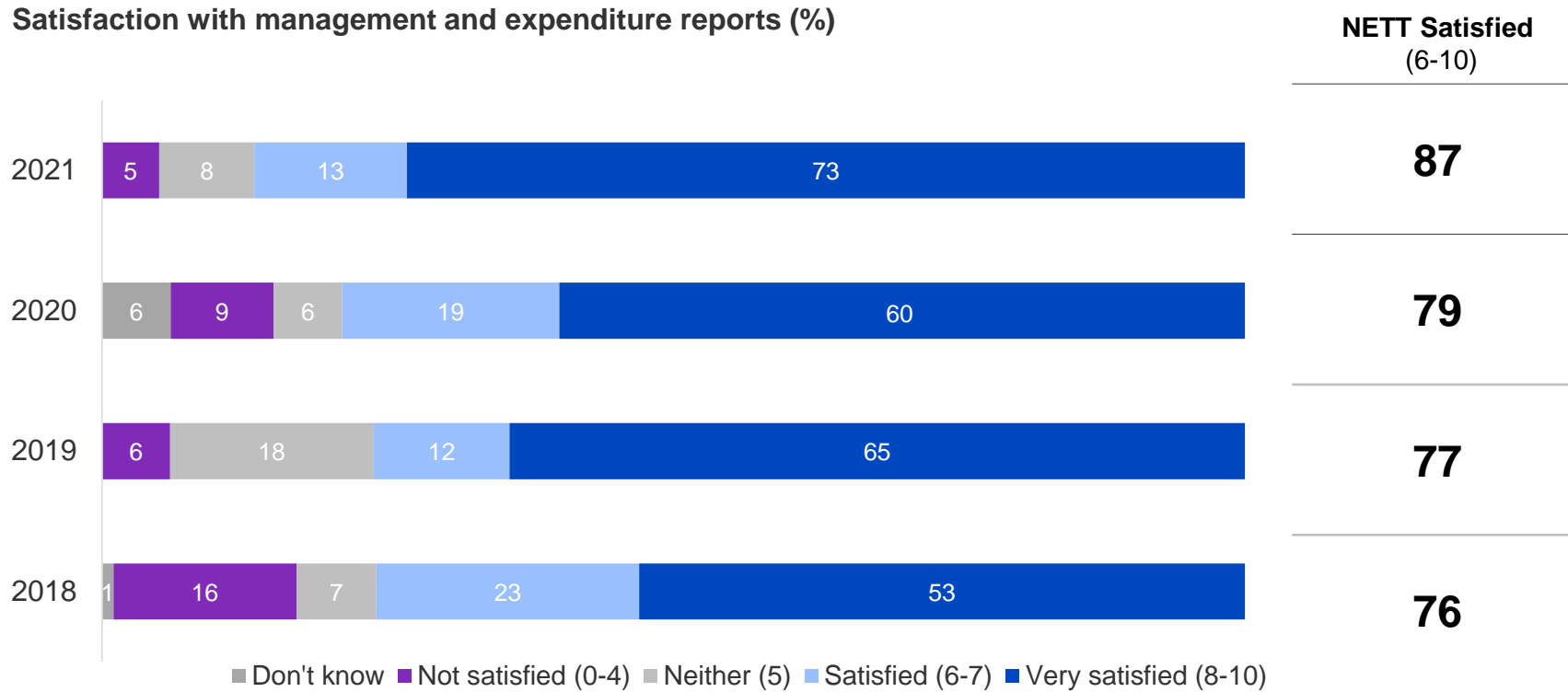
Agreement with statements in relation to submitting travel claims via email/ post (%)



3.3

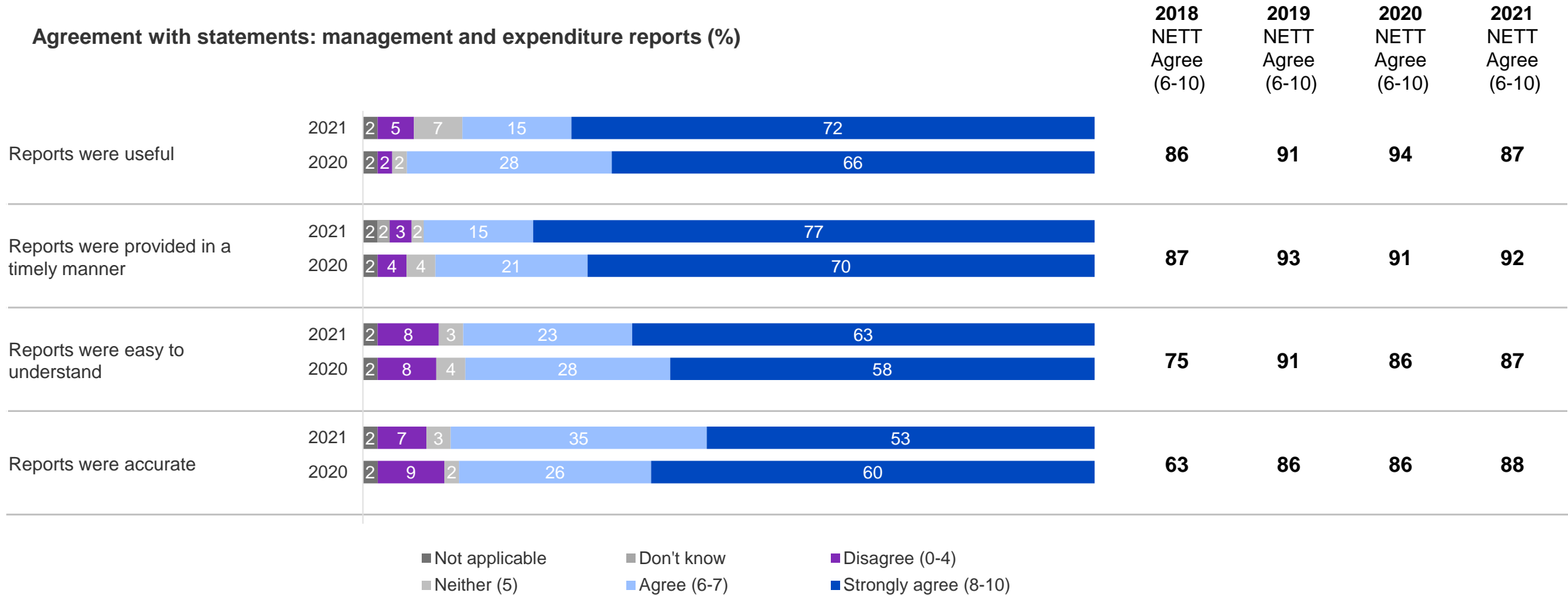
Service Area: Satisfaction with management / expenditure reports

Satisfaction with management and expenditure reports



Satisfaction with specific aspects of experience

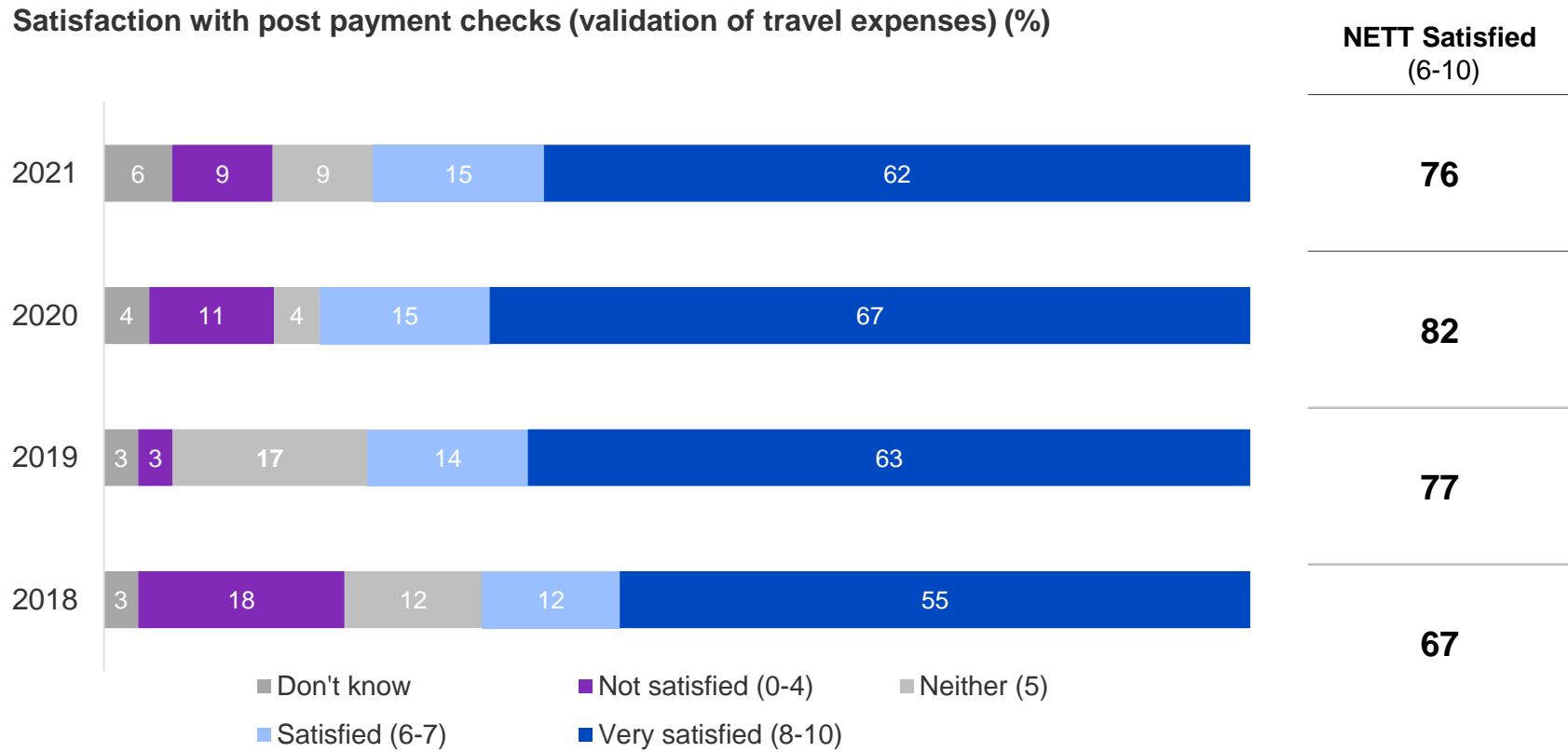
Agreement with statements: management and expenditure reports (%)



3.4

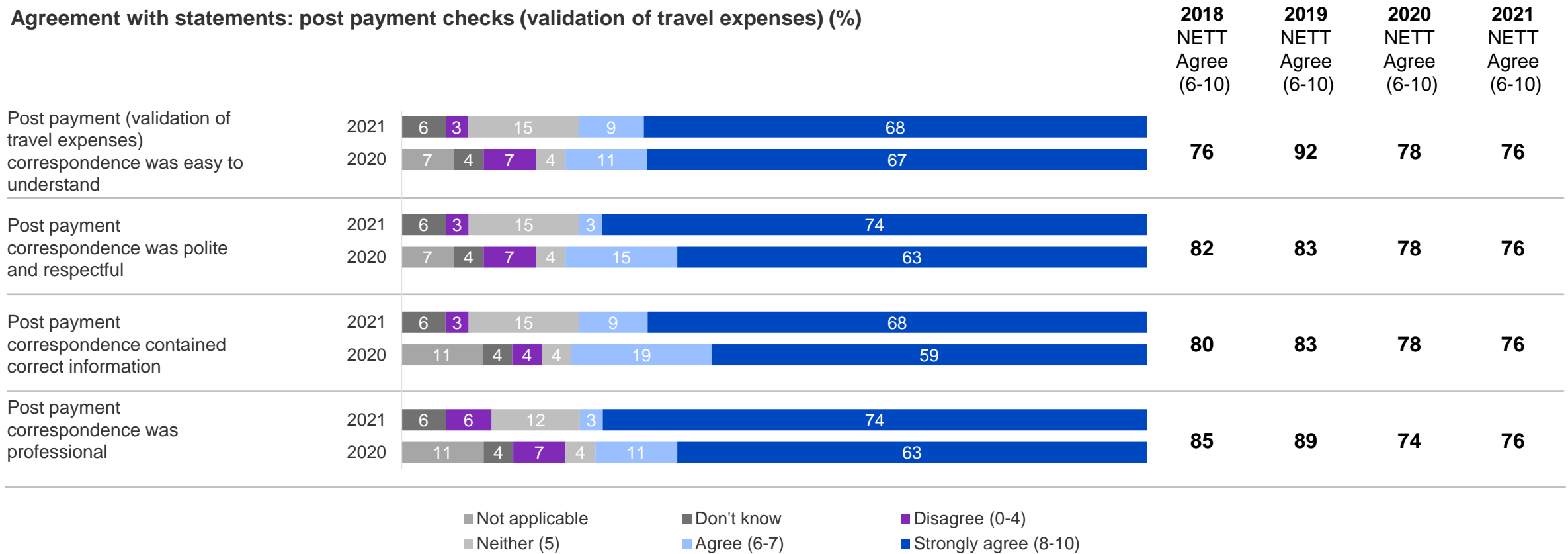
Service Area: Post payment checks

Satisfaction with post payment checks (validation of travel expenses)



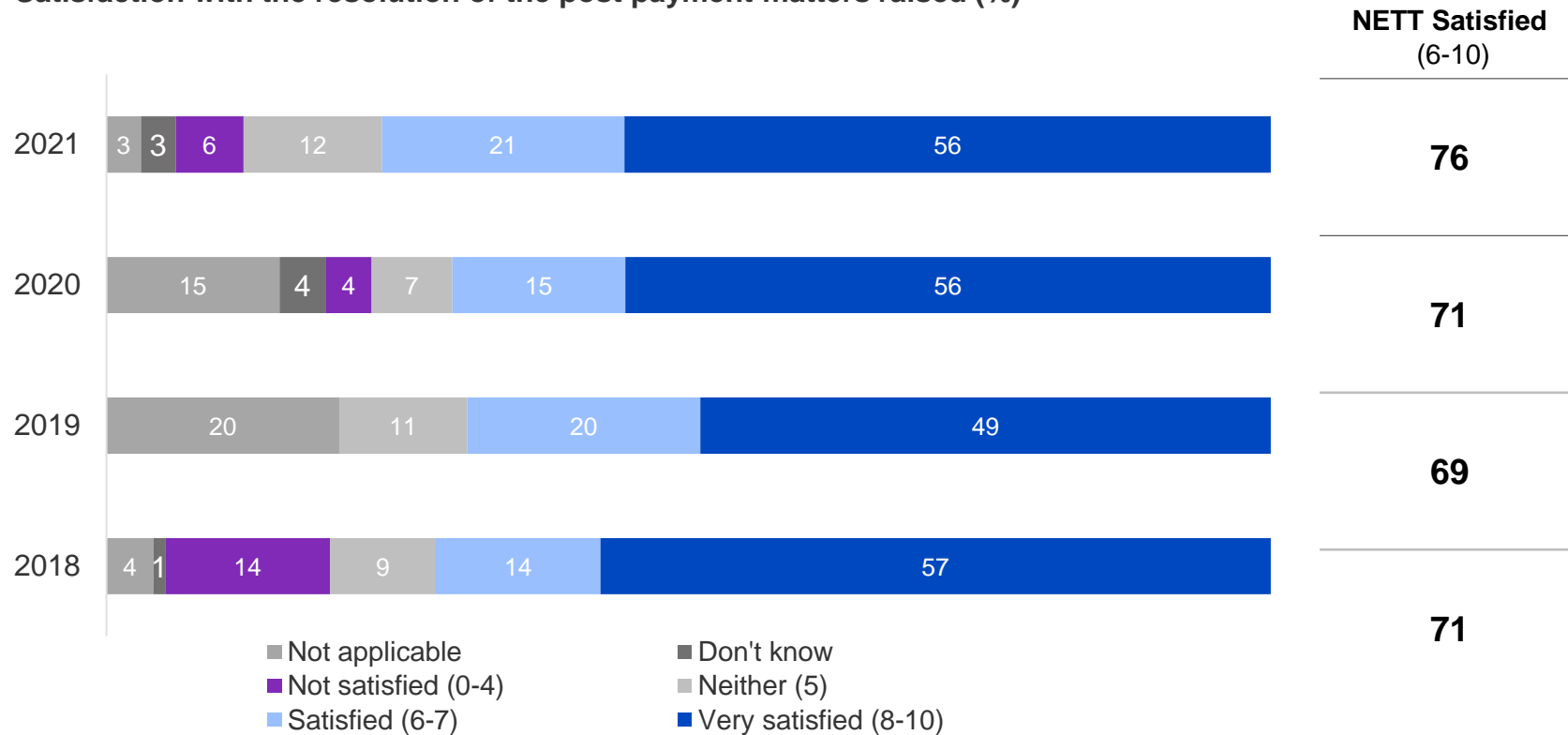
Satisfaction with specific aspects of experience

Agreement with statements: post payment checks (validation of travel expenses) (%)



Satisfaction with specific aspects of experience

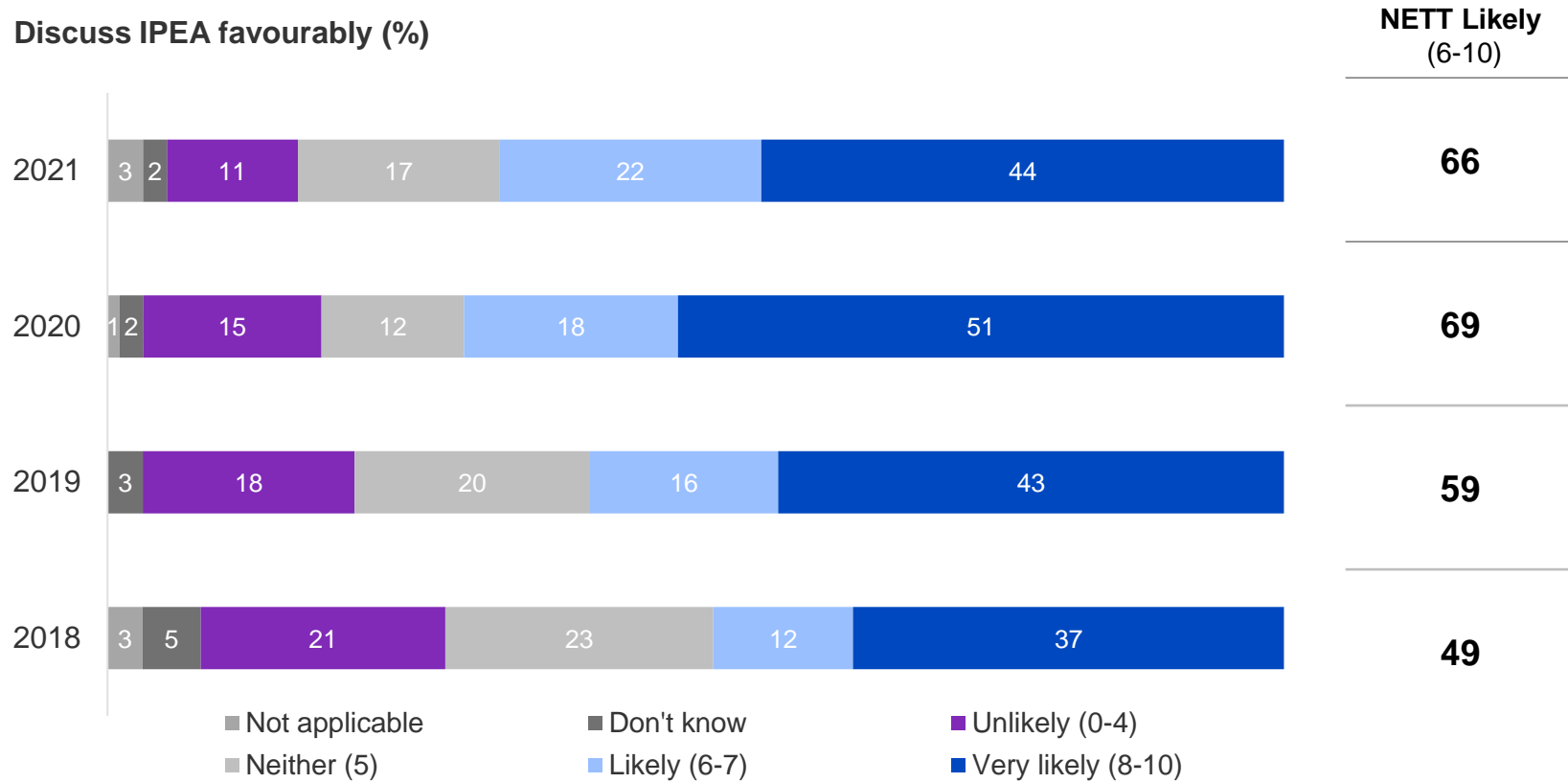
Satisfaction with the resolution of the post payment matters raised (%)



4

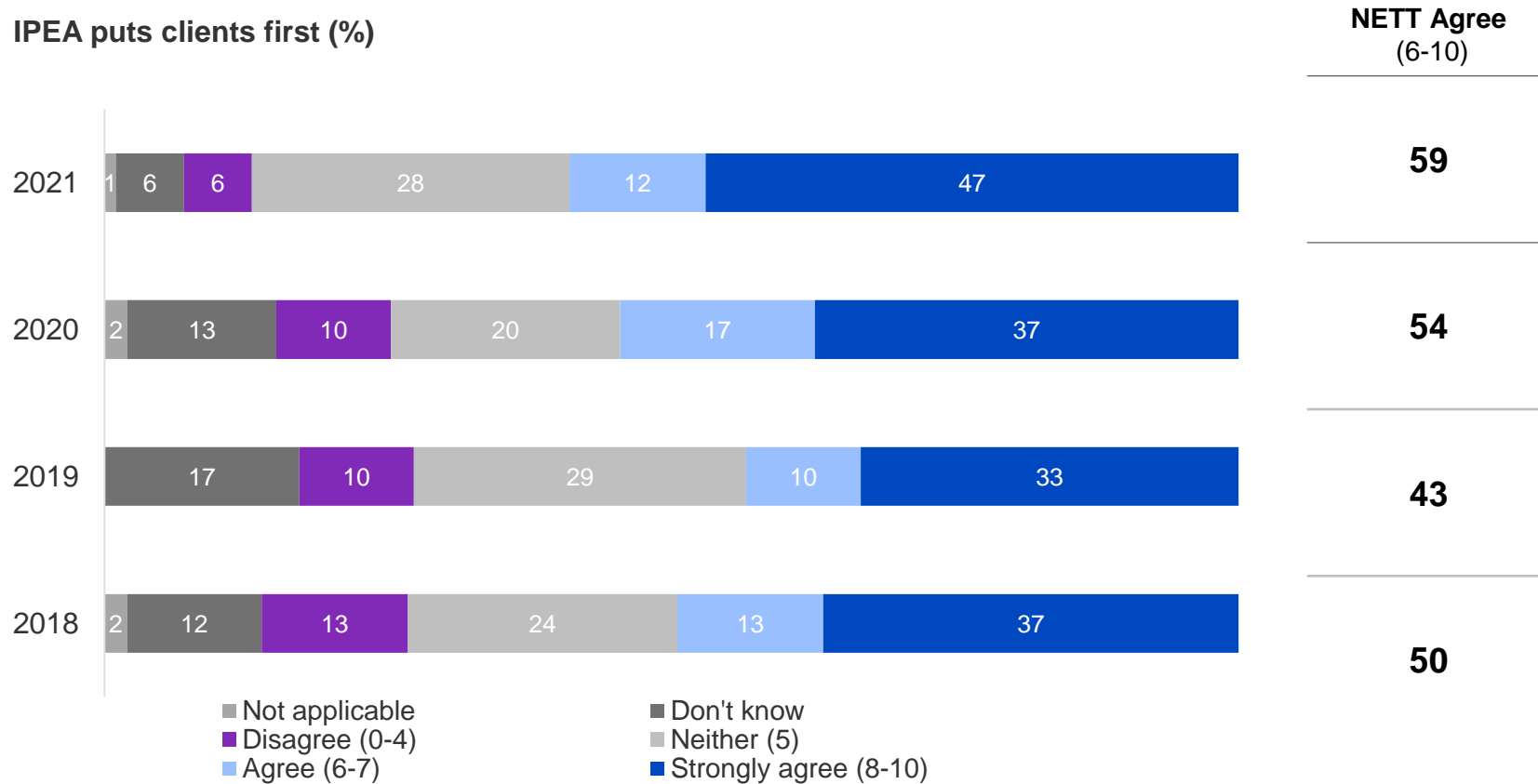
Client Centricity

Discuss IPEA favourably (%)



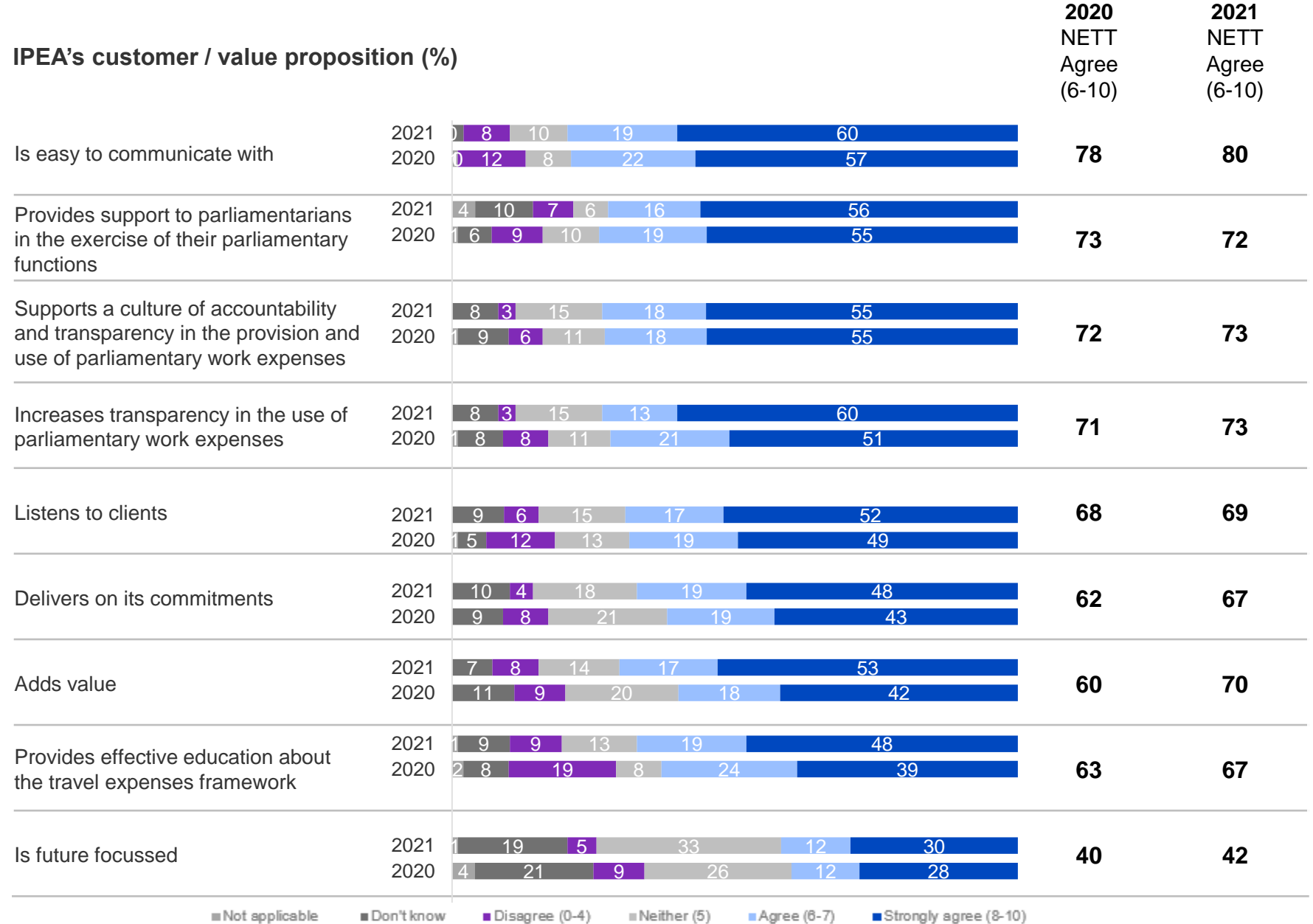
Agreement that IPEA puts clients first

IPEA puts clients first (%)



Agreement with statements about IPEA's customer / value proposition

IPEA's customer / value proposition (%)



■ Not applicable ■ Don't know ■ Disagree (0-4) ■ Neither (5) ■ Agree (6-7) ■ Strongly agree (8-10)

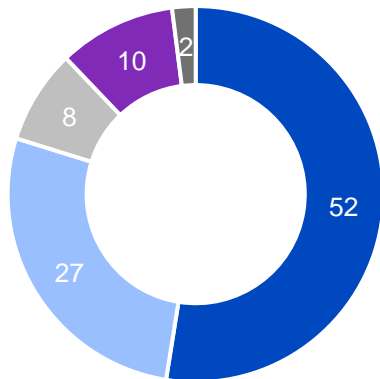
5

Information Needs

Website visitation and ratings

49%
Visited IPEA's website in 2021*

Satisfaction with the website – 2021 (%)



- Very satisfied (8-10)
- Satisfied (6-7)
- Neutral (5)
- Not Satisfied (0-4)
- Don't know

IPEA Website attributes (%)

Attribute	Year	Don't know	Disagree (0-4)	Neither (5)	Agree (6-7)	Strongly agree (8-10)	2018 NETT Agree (6-10)	2019 NETT Agree (6-10)	2020 NETT Agree (6-10)	2021 NETT Agree (6-10)
The content is up-to-date and timely	2021	4	13	21	56		70	64	78	77
	2020	7	9	24	54					
The content is informative	2021	10	10	25	54		74	70	74	79
	2020	9	7	33	50					
Site navigation is user friendly	2021	8	17	27	48		61	58	74	75
	2020	17	7	37	37					
I like the website design	2021	10	19	33	38		43	54	61	71
	2020	4	15	20	28	33				

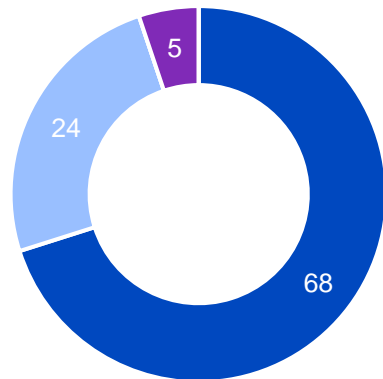
- Don't know
- Disagree (0-4)
- Neither (5)
- Agree (6-7)
- Strongly agree (8-10)

Education / Information sessions attendance and ratings

21%

Attended an education/information session in 2021*

Satisfaction with the info session – 2021* (%)



- Very satisfied (8-10)
- Satisfied (6-7)
- Neutral (5)
- Not Satisfied (0-4)
- Don't know

CAUTION LOW BASE SIZE

IPEA information session attributes (%)

Attribute	Year	Disagree (0-4)	Neither (5)	Agree (6-7)	Strongly agree (8-10)	2018 NETT Agree (6-10)	2019 NETT Agree (6-10)	2020 NETT Agree (6-10)	2021 NETT Agree (6-10)
It was well presented	2021	5	24	71		86	85	92	95
	2020	8	23	69					
The supporting material was useful	2021	10	19	71		73	85	92	90
	2020	8	23	69					
The scheduling was convenient	2021	5	19	76		73	85	100	95
	2020		38	62					
It was useful	2021	10	5	19	67	80	90	92	86
	2020	8	31	62					

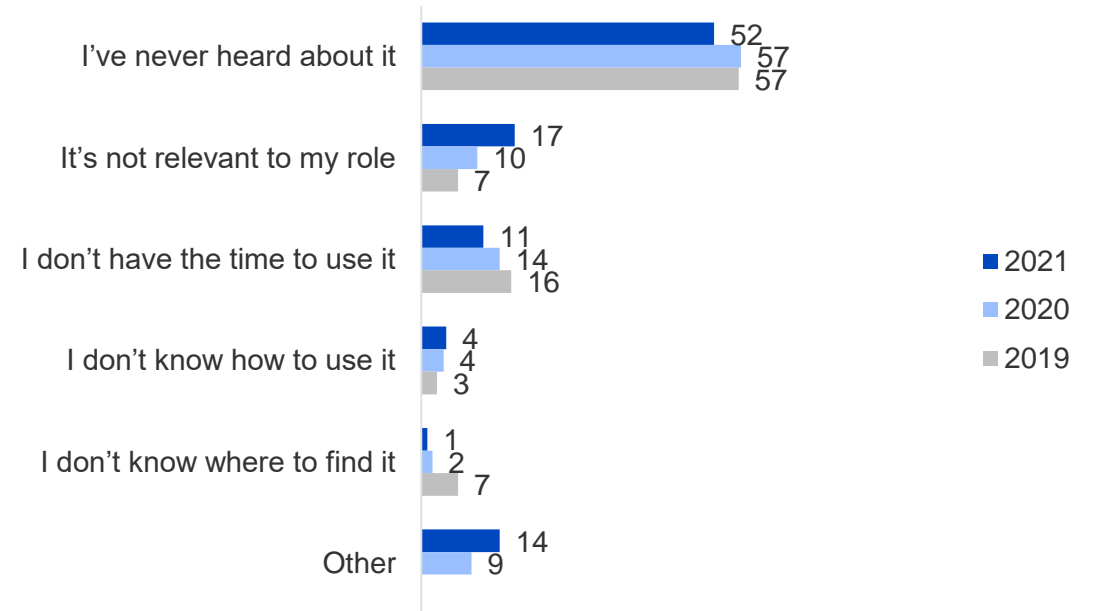
- Don't know
- Disagree (0-4)
- Neither (5)
- Agree (6-7)
- Strongly agree (8-10)

CAUTION LOW BASE SIZE

Engagement with IPEA-ed

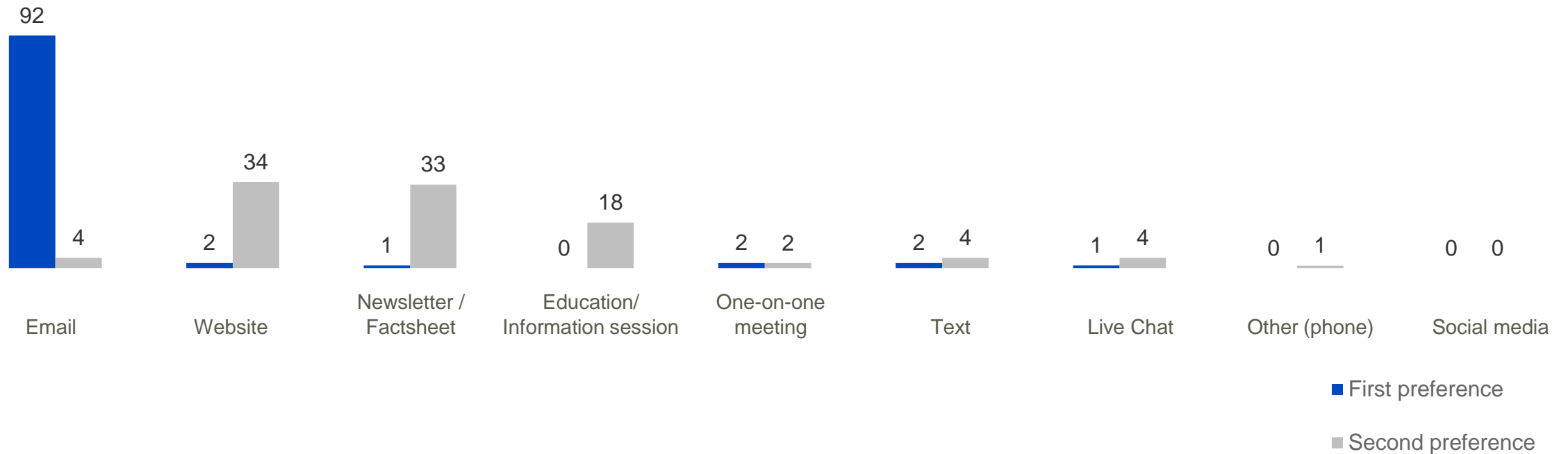
8%
**Accessed
IPEA-ed in 2021**
vs. 4% in 2020

Reasons for not using IPEA-ed (%)



Information sharing preferences

Future information sharing method preference (%)





6
Sample profile and knowledge of IPEA

Sample profile

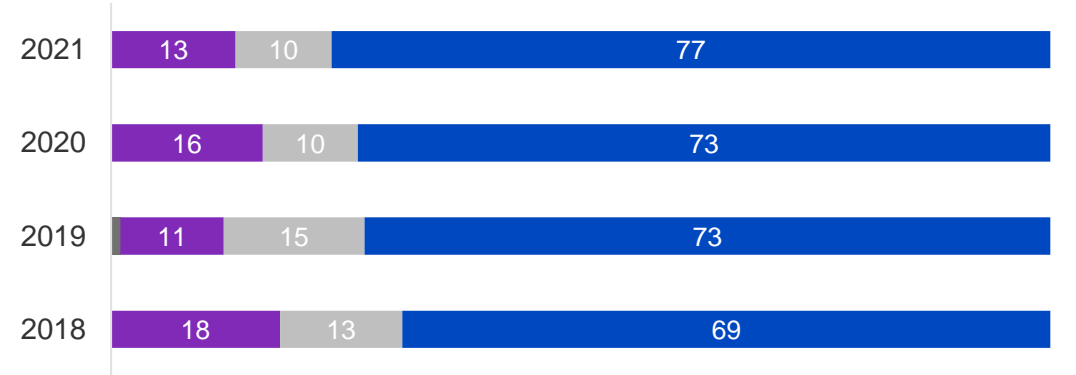
Employment role (%)	2021	2020	2019	2018	Base location (%)	2021	2020	2019	Length of employment (%)	2021	2020	2019
Senator	2	4	3	2	ACT	14	12	17	0-2 years	34	36	43
Member of House of Representatives	4	6	2	5	NSW	29	31	22	3-4 years	17	26	24
Personal staff	21	27	32	29	WA	10	10	9	5-6 years	15	11	12
Electorate staff	71	63	63	63	SA	9	8	8	7+ years	32	27	20
					QLD	12	15	12				
					VIC	15	18	16				
					NT	2	1	3				
					TAS	8	4	15				

Awareness and knowledge of IPEA

First heard about IPEA from...

Ministerial & Parliamentary Services	49%
Colleague (a fellow Parliamentarian or staff member)	38%
Information session	9%
Website	1%
Other	3%

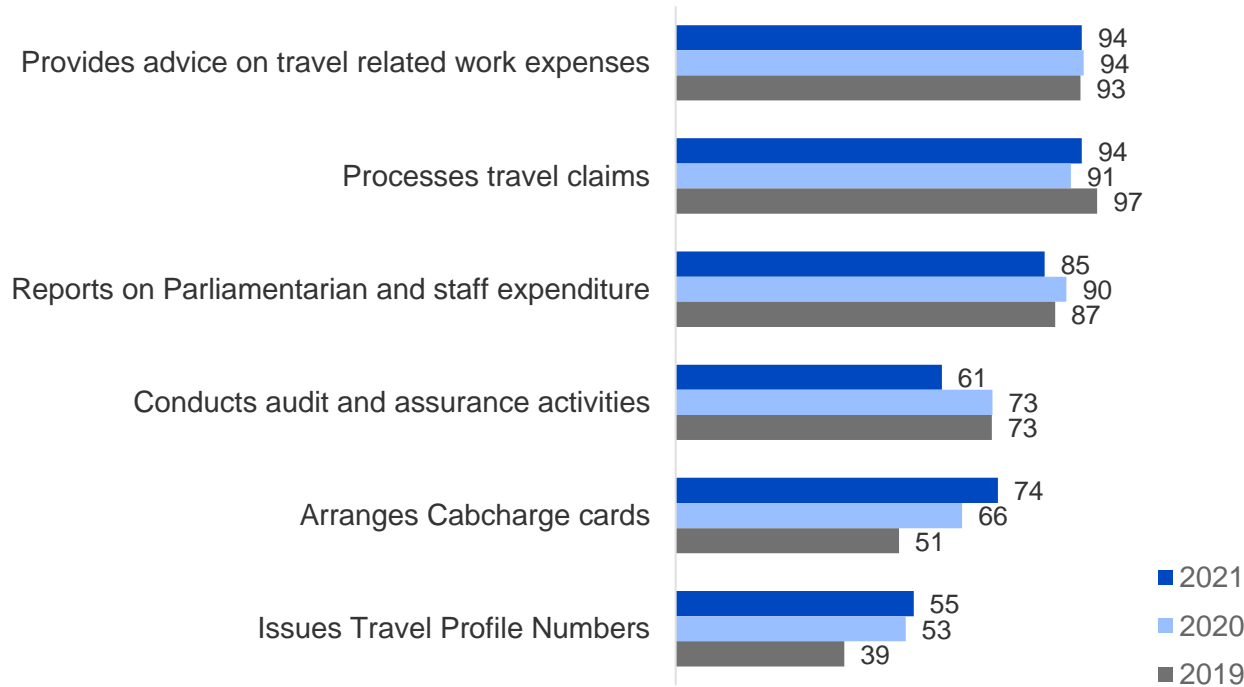
Knowledge of IPEA (%)



■ Don't know ■ Know nothing (0-4) ■ Neither (5) ■ Know a great deal (6-10)

Awareness and knowledge of IPEA

Awareness of IPEA functions (%)



IPEA services accessed (%)

