

KANTAR PUBLIC

Client Satisfaction Survey 2018

Research Report

Independent Parliamentary Expenses Authority

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July 2018



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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 objectives are to advise, audit and report on parliamentarians' work expenses in a professional and independent manner, provide clear advice to parliamentarians and their staff, and provide clear oversight of expenses and allowances provided through auditing and reporting functions. Ultimately, the role of the IPEA is to enable parliamentarians and their staff to undertake their work effectively, whilst ensuring tax-payer money is spent efficiently, effectively and ethically.

In the 2017-2018 Portfolio Budget Statements, clear performance criteria and targets were set for the next four years. In order to ensure that these targets are achieved, and that parliamentarians and their staff's expectations and needs are being met, IPEA required a robust and detailed evaluation of the services they are providing, how they are being received, and what, if any, areas of service provision should be a focus for improvement.

As such, IPEA commissioned Kantar Public to develop and implement a program of client satisfaction research. The overarching aim of this research was to provide a robust measure of overall satisfaction with the information and services provided by IPEA to parliamentarians and their staff. The research sought to

- Understand how easy it was to access IPEA and identify levels 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 any 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 business improvement opportunities;
 - Highlight potential service issues to help develop and implement appropriate response actions.

The following report outlines the findings from this research in response to the above objectives.

Methodology and notes for interpretation



Methodology

- A 10 minute online survey was sent via email to all Parliament employees. The survey was mobile friendly to facilitate response rate.
- A total of n=269 surveys were conducted (see notes for interpretation). The following surveys were conducted by role:
 - Senator (n=6);
 - Member (n=14);
 - Personal staff (n=79);
 - Electorate staff (n=170).
- The surveys were completed between 13 June – 6 July 2018.



Notes for interpretation

- A total of n=269 respondents began the survey. Based on n=2,046 email invites being distributed this represents a response rate of 13%.
- 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.

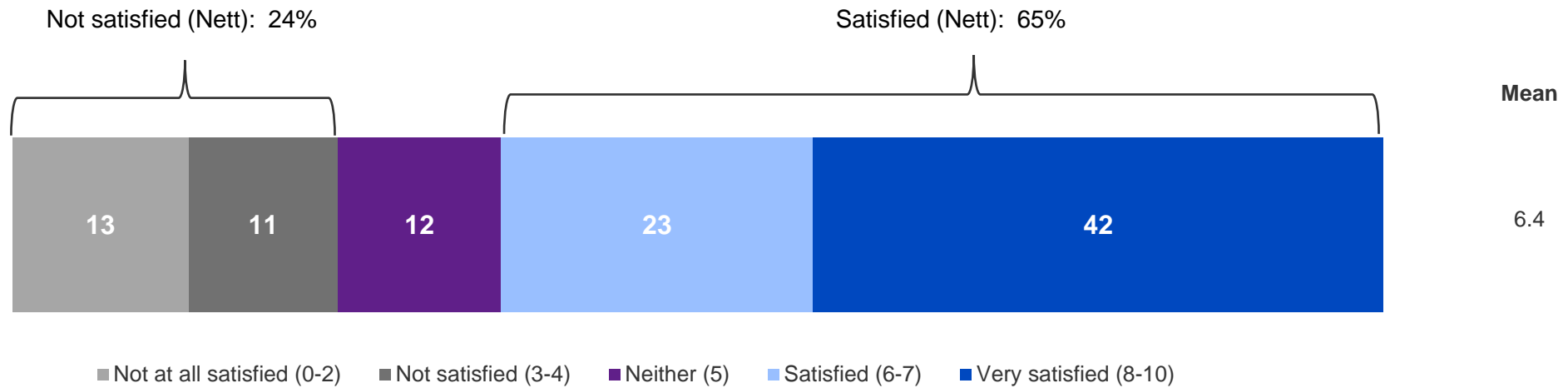
2

Overall Satisfaction



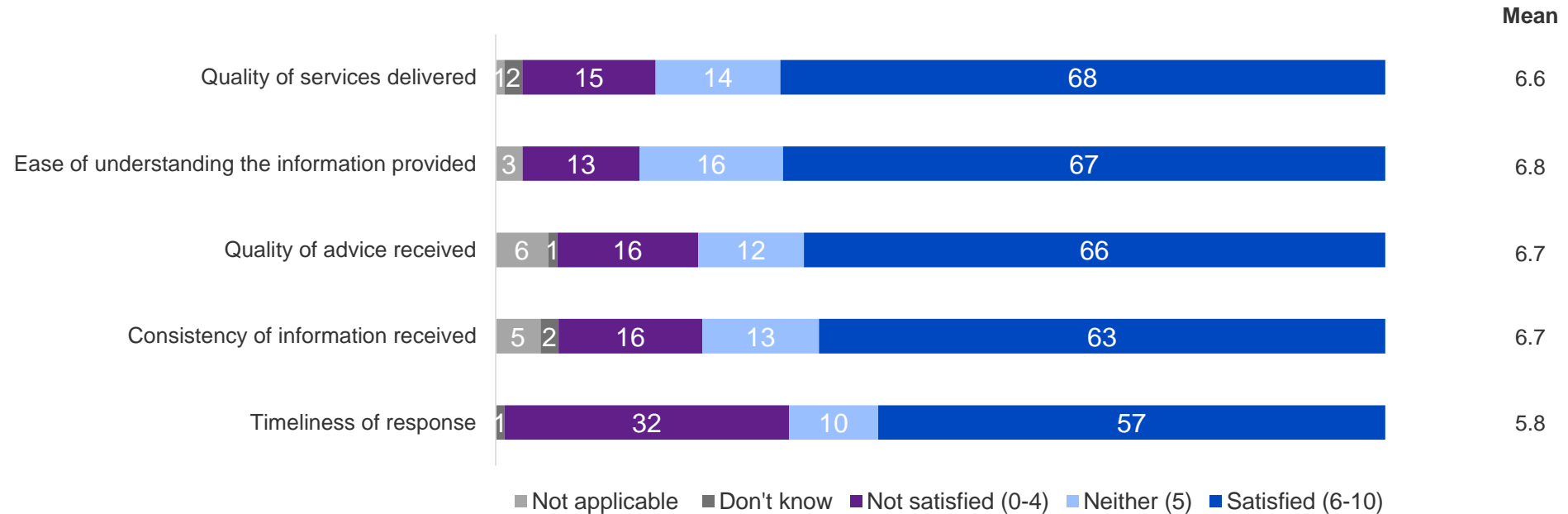
Overall satisfaction with IPEA

Overall satisfaction with IPEA (%)



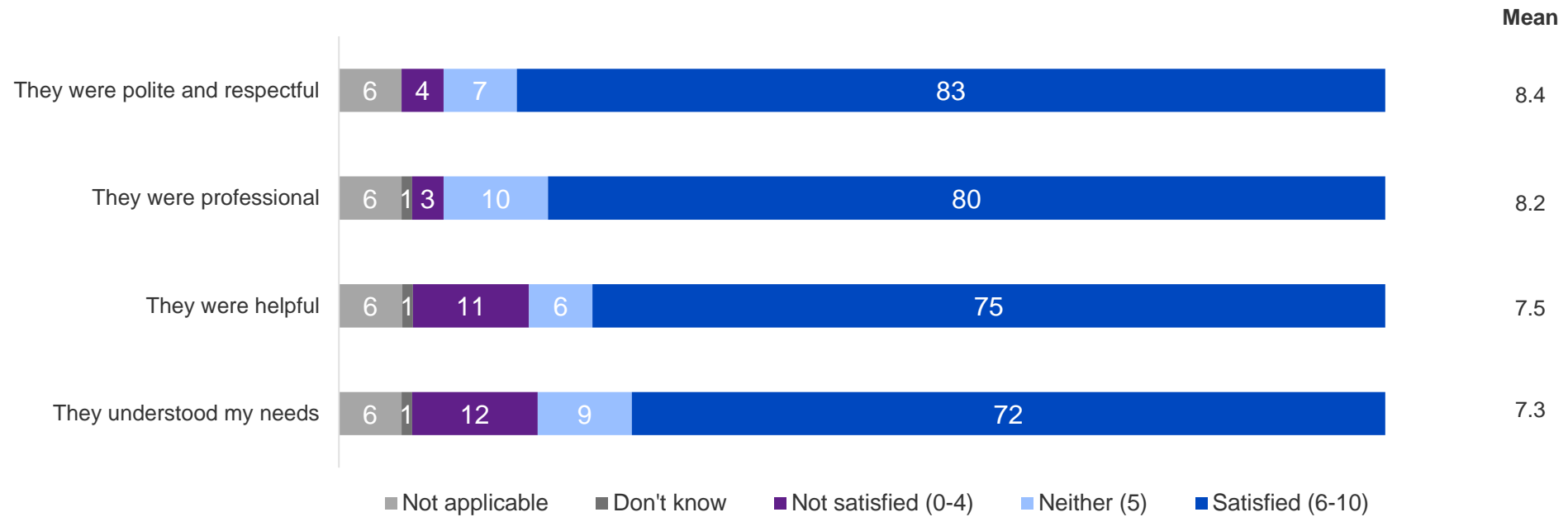
Satisfaction with specific aspects of experience

Overall satisfaction with IPEA attributes (%)



Satisfaction with IPEA staff

Overall satisfaction with IPEA staff (%)



3

Service Area Satisfaction

3.1

Service Area: Satisfaction with advice about travel expenses

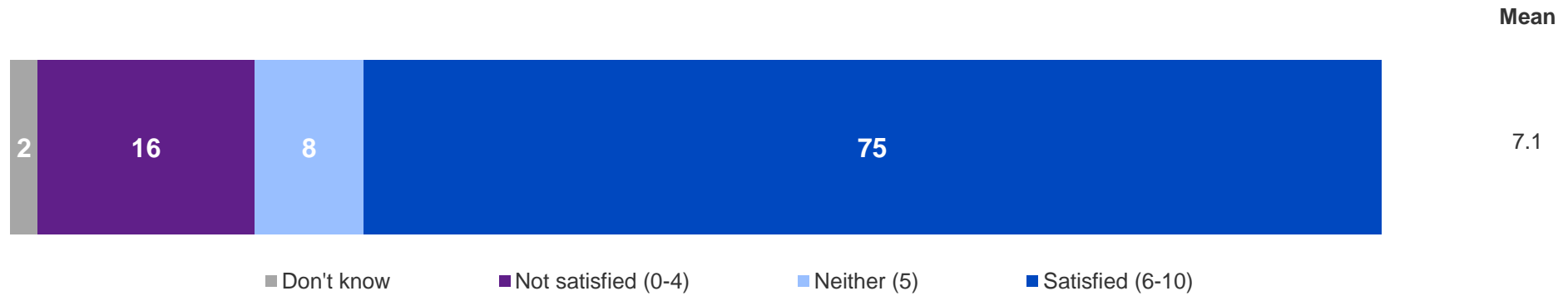
Contact in relation to Parliamentary Business Resources Framework

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



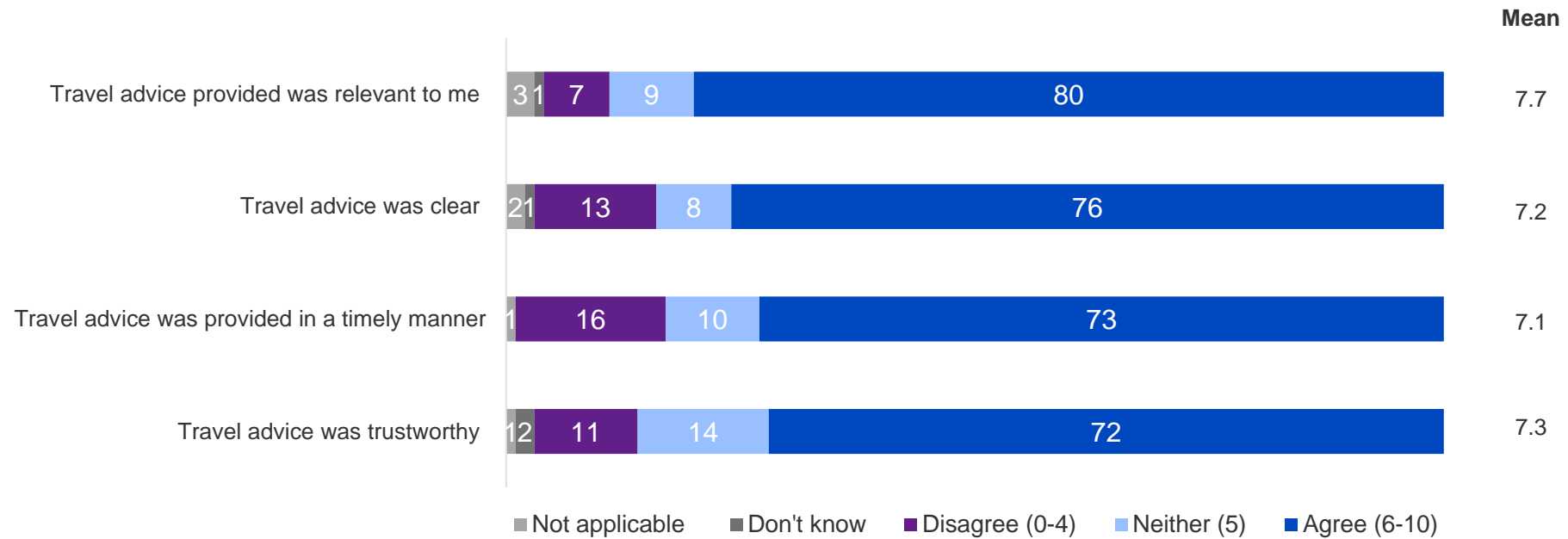
Satisfaction with advice about travel expenses

Satisfaction with advice about travel expenses (%)



Satisfaction with specific aspects of experience

Agreement with statements: advice about travel expenses (%)

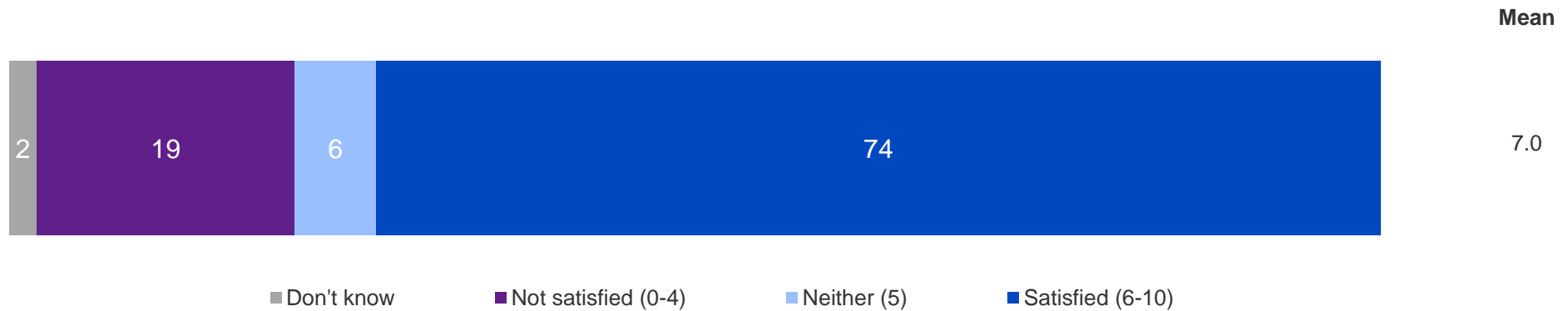


3.2

Service Area: Satisfaction with travel claims

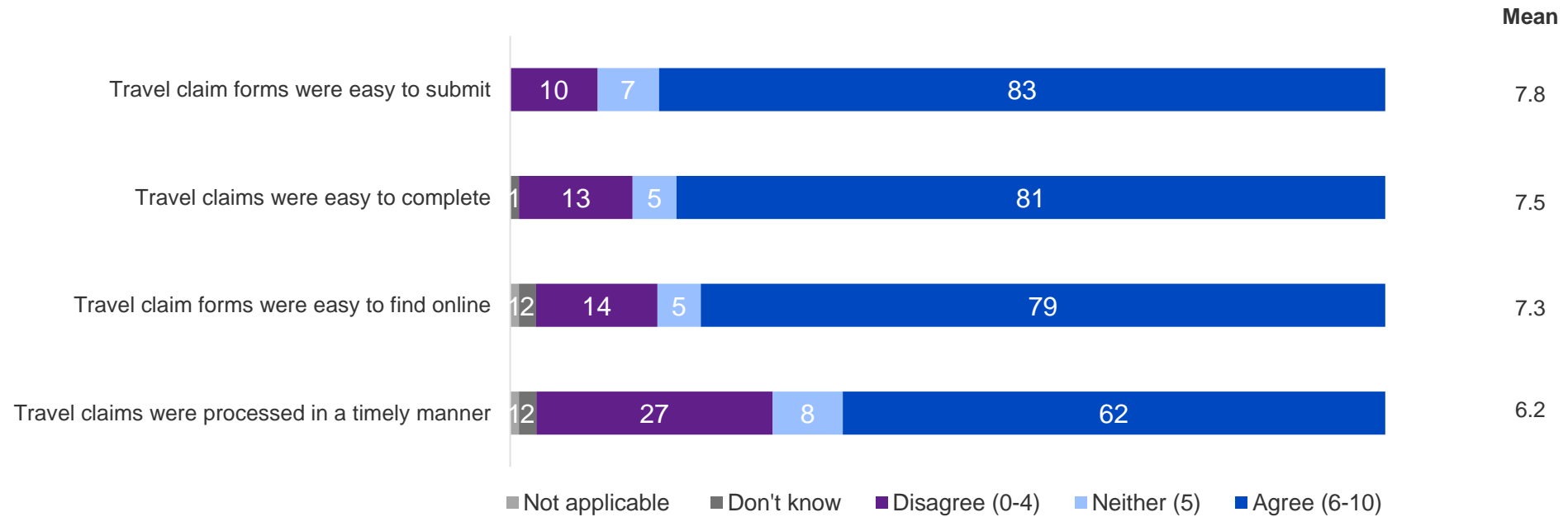
Satisfaction with travel claims

Satisfaction with travel claims (%)



Satisfaction with specific aspects of experience

Agreement with statements: travel claims (%)

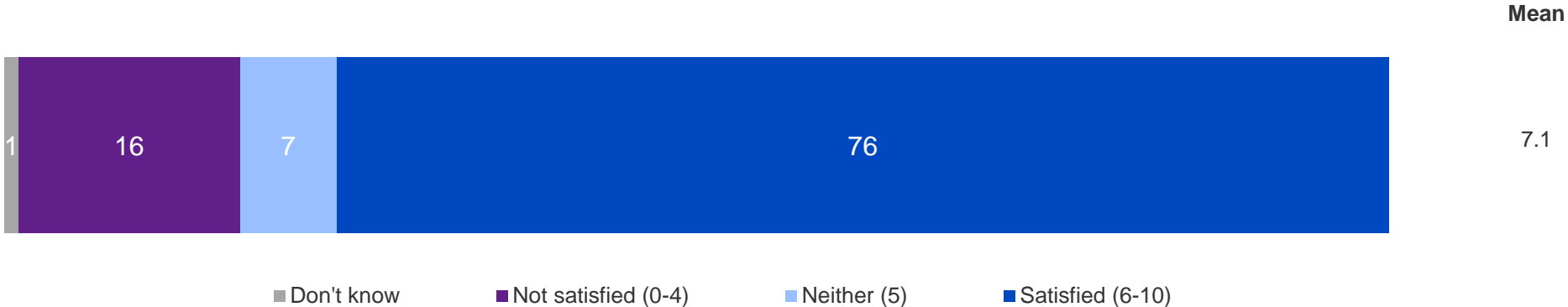


3.3

Service Area: Satisfaction with management / expenditure reports

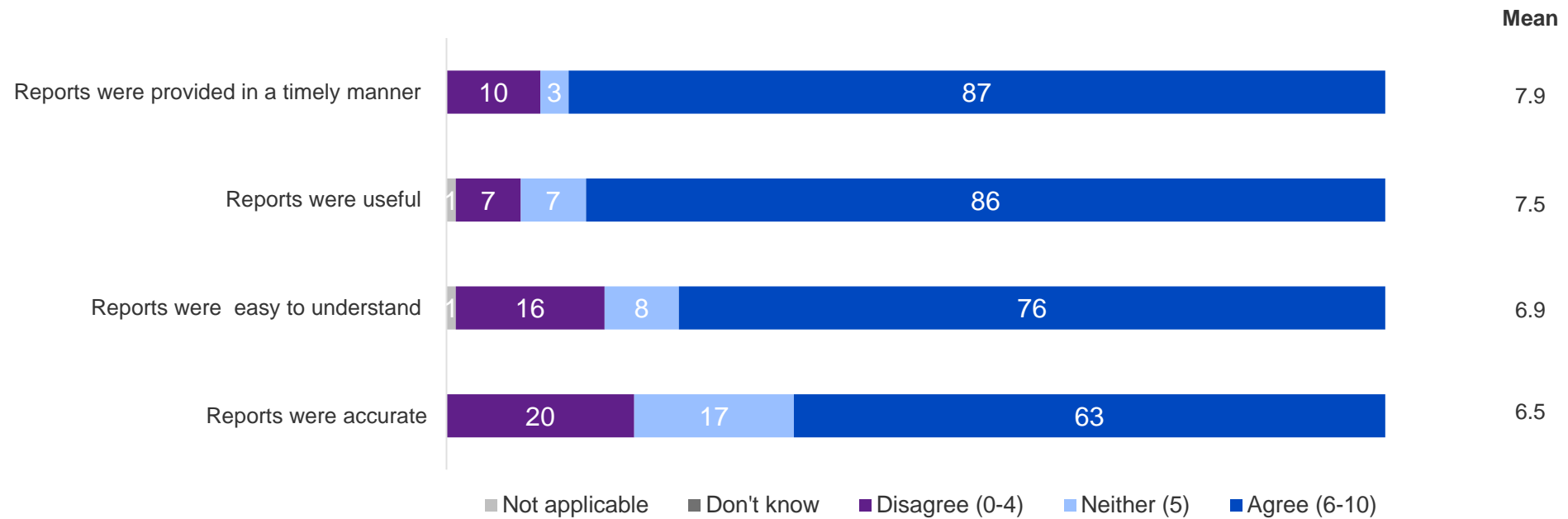
Satisfaction with management and expenditure reports

Satisfaction with management and expenditure reports (%)



Satisfaction with specific aspects of experience

Agreement with statements: management and expenditure reports (%)

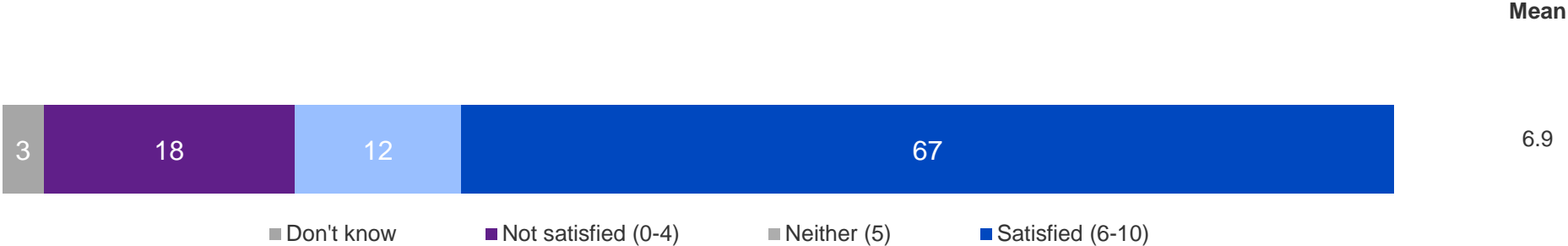


3.4

Service Area: Post payment checks

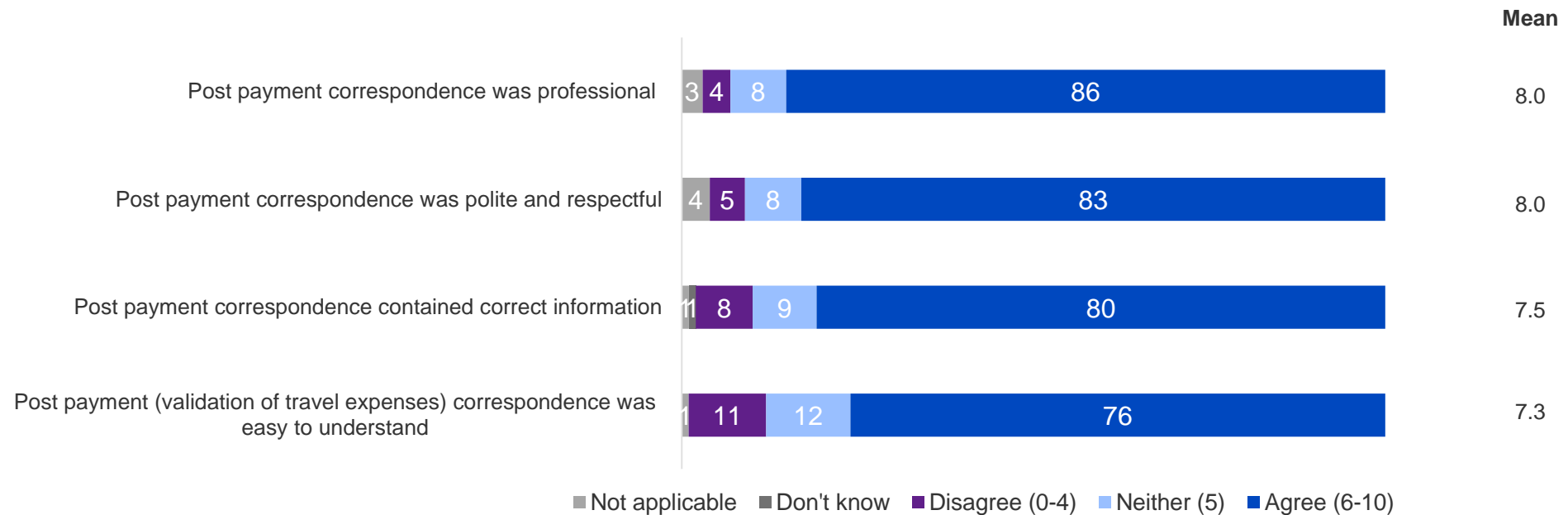
Satisfaction with post payment checks (validation of travel expenses)

Satisfaction with 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 (%)

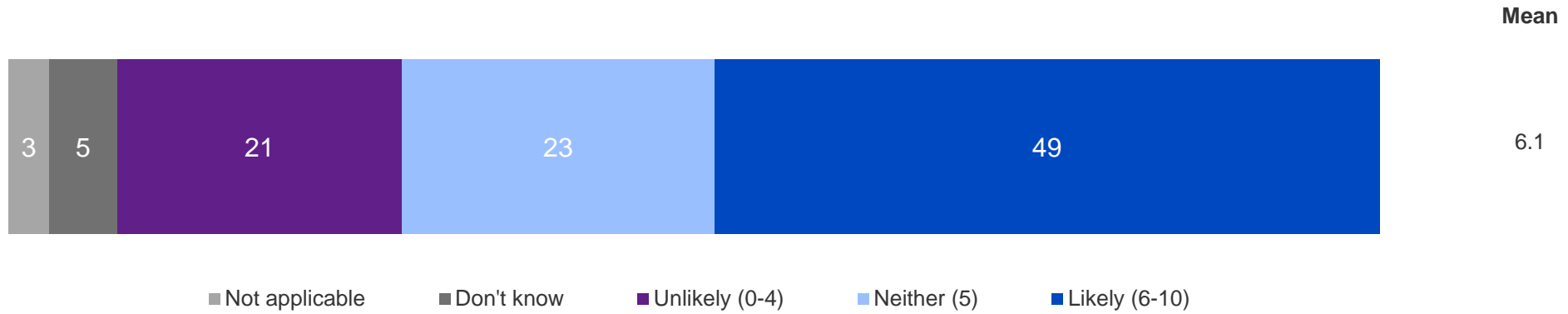


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Client Centricity

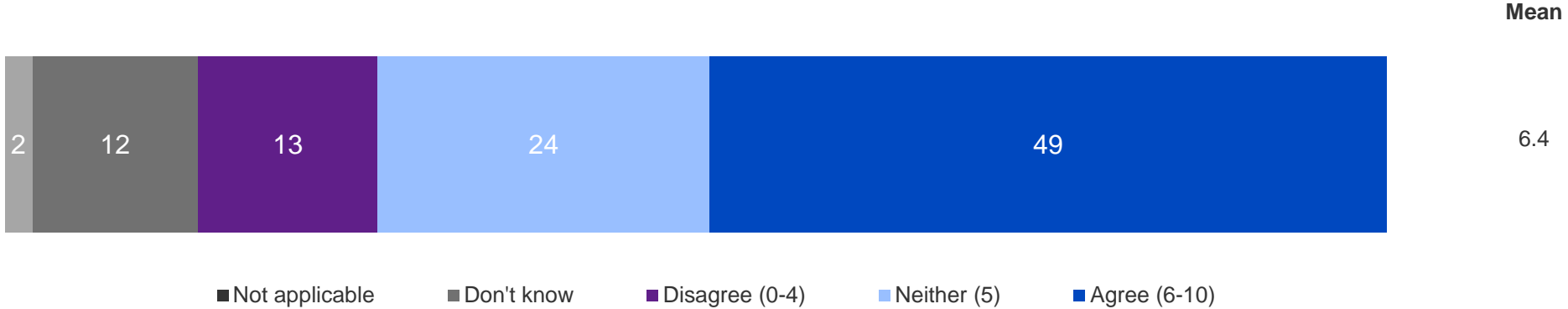
Advocacy

Discuss IPEA favourably (%)



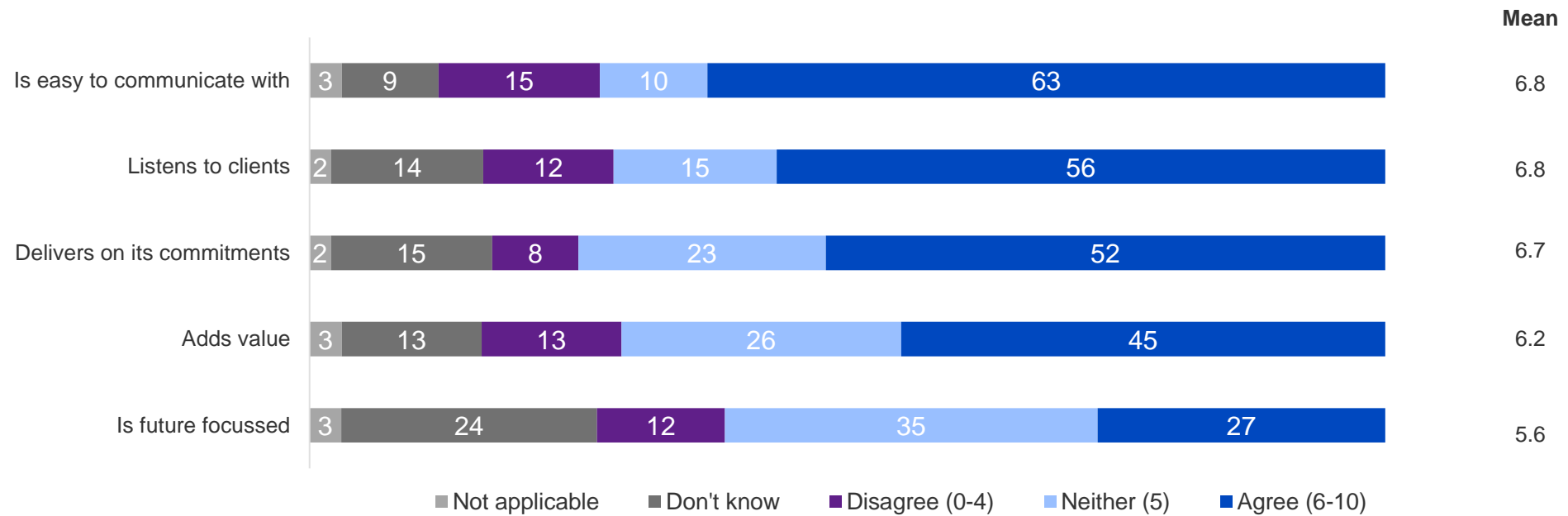
Agreement that IPEA puts clients first

IPEA putting clients first (%)



Agreement with statements about IPEA's customer centricity

IPEA's customer centricity (%)

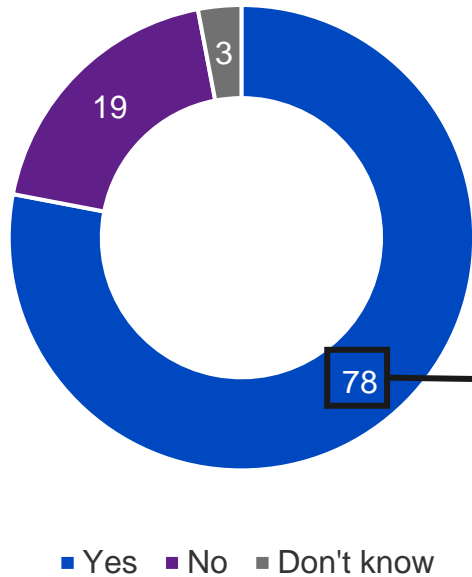


5

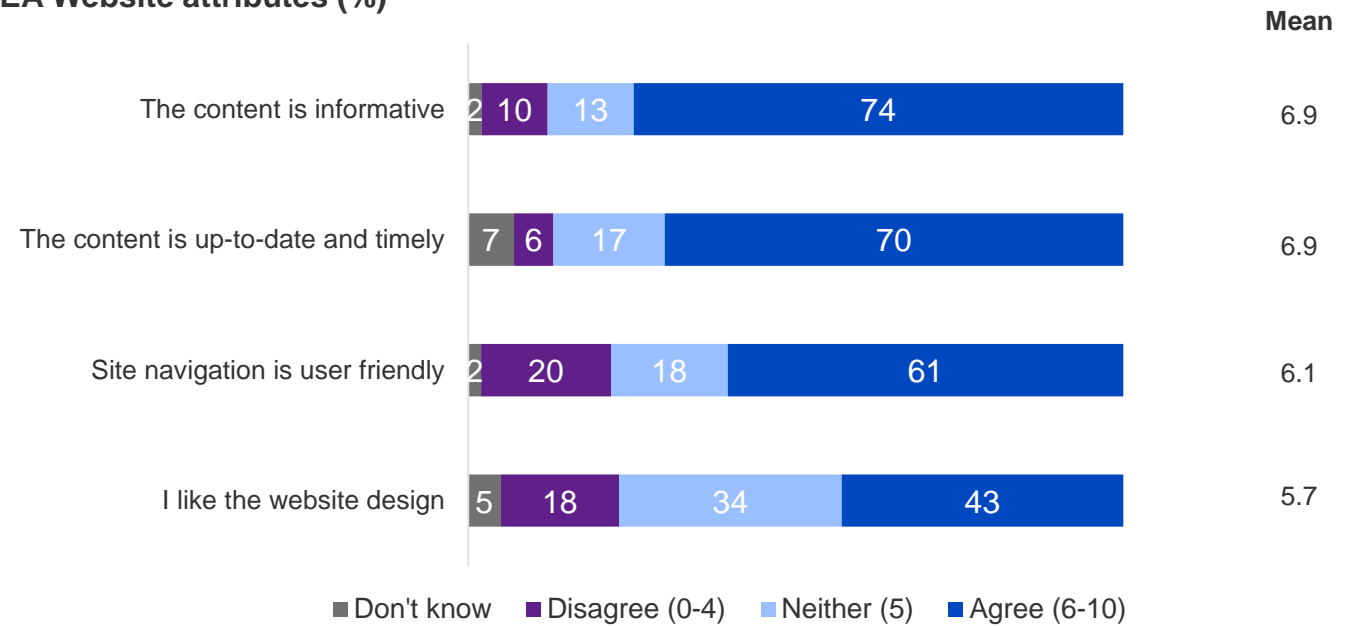
Information Needs

Website visitation and ratings

IPEA Website visitation (%)

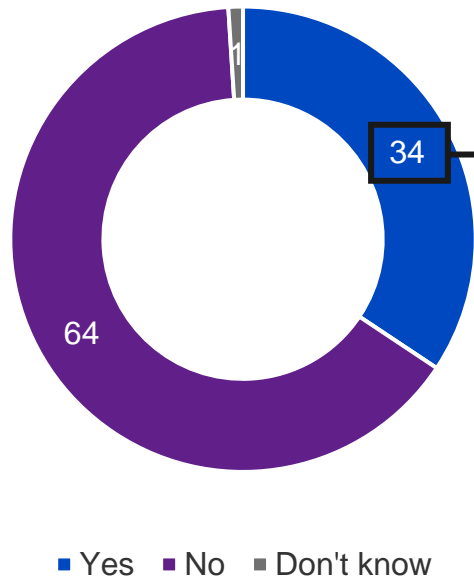


IPEA Website attributes (%)

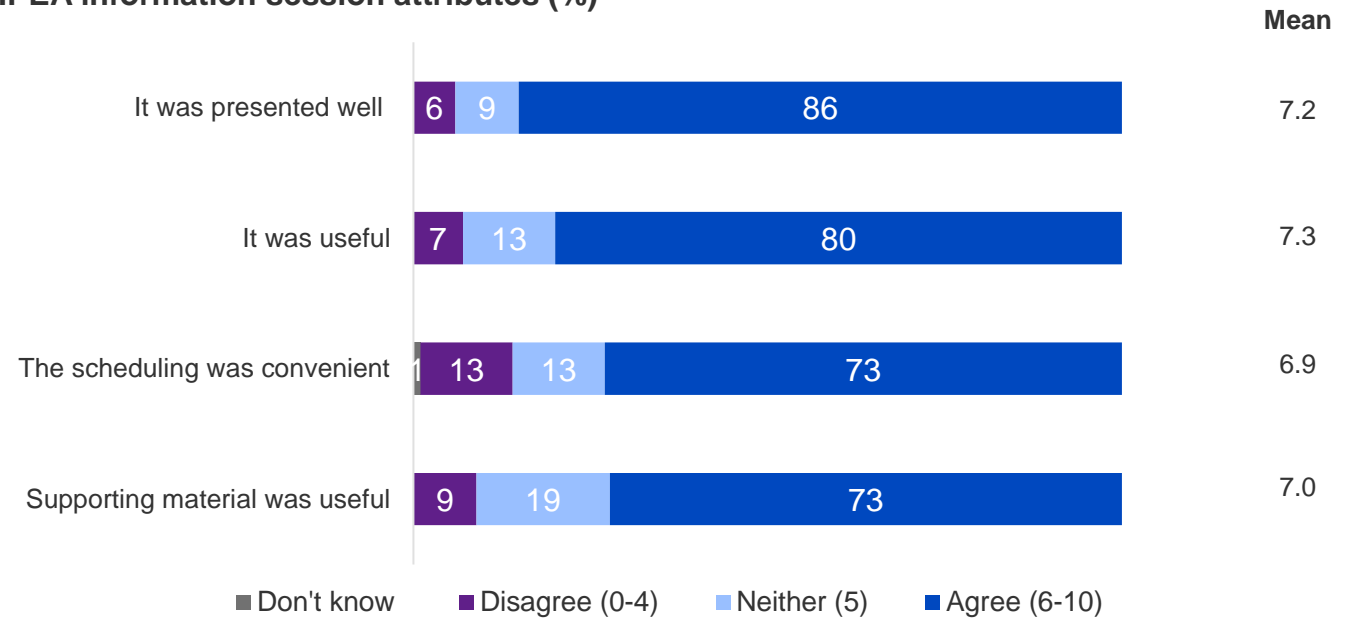


Education / Information sessions attendance and ratings

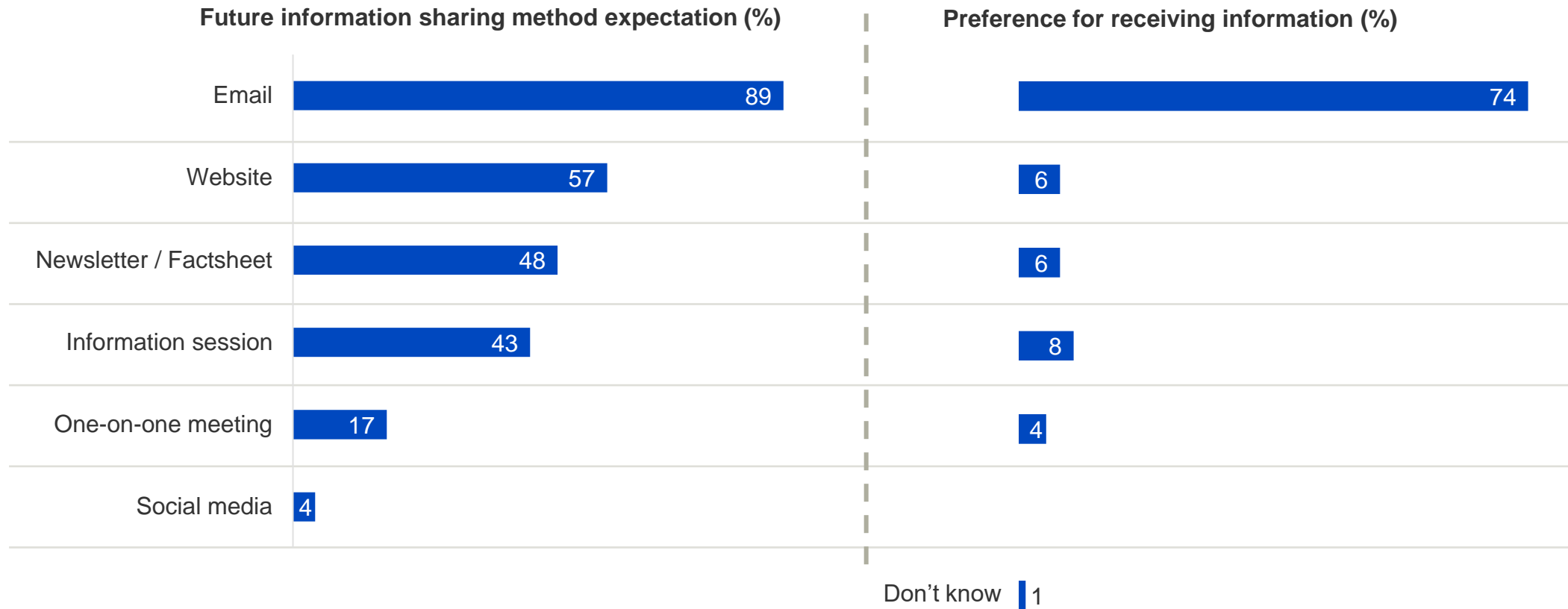
IPEA information session attendance (%)



IPEA information session attributes (%)



Information sharing preferences

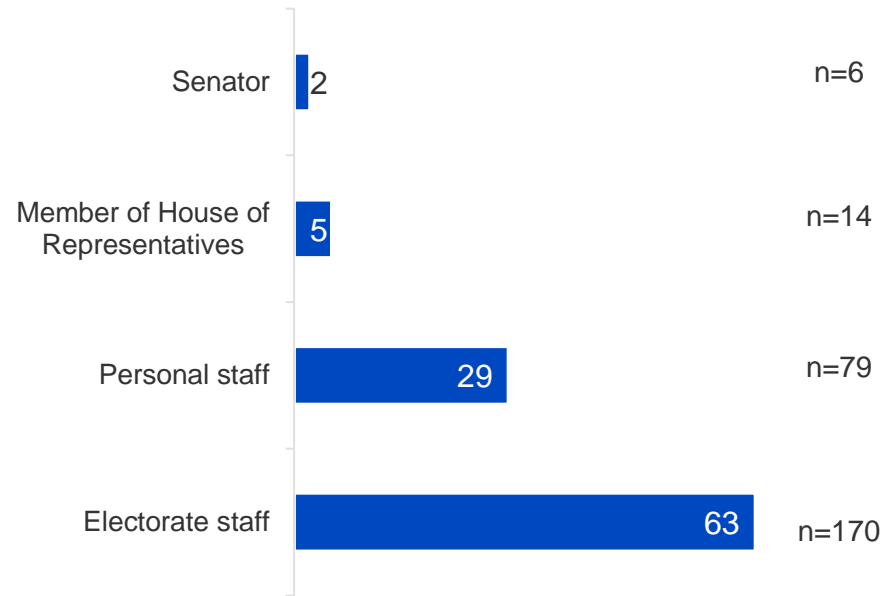




6
Sample profile and knowledge of IPEA

Sample profile

Employment role (%)



Knowledge of IPEA (%)



IPEA services accessed (%)



Source. A1. Which of the following describes your role?

Base: All Respondents (n=269)

A2. Which, if any, of the following services have you accessed, or contacted IPEA in relation to, in the past 12 months?

Base: All Respondents (n=262)

A3 And, how much would you say you know about IPEA and its functions?

Base: All Respondents (n=255)