

KANTAR PUBLIC

Client Satisfaction Survey 2019

Research Report

Independent Parliamentary Expenses Authority

263405762

November 2019



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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 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.

In the 2018-2019 Portfolio Budget Statements, clear performance criteria and targets are set from 2017-2021. In order to ensure that these targets are met, and that parliamentarians and their staff's expectations and needs are being met, IPEA conducted a survey in 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.

Following the 2018 survey, IPEA re-commissioned Kantar's Public Division to conduct the 2019 client satisfaction survey to provide a robust measure of overall satisfaction with the information and services provided by IPEA to parliamentarians and their staff. The 2019 survey sought to compare satisfaction outcomes year on year and to identify if the key areas of focus revealed in 2018 have been adequately addressed.

More specifically the objectives of the 2019 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 2018 have been addressed.

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.
- The 2019 questionnaire replicated the 2018 questionnaire to allow comparability year on year. Some minor changes were made in 2019 – these are outlined in the appendix.
- The number of completes and fieldwork dates in 2019 and 2018 were as follows:

	2019	2018
Total	115	269
- Senator	3	6
- Member of HR	2	14
- Personal Staff	37	79
- Electorate Staff	73	170
Fieldwork dates	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.

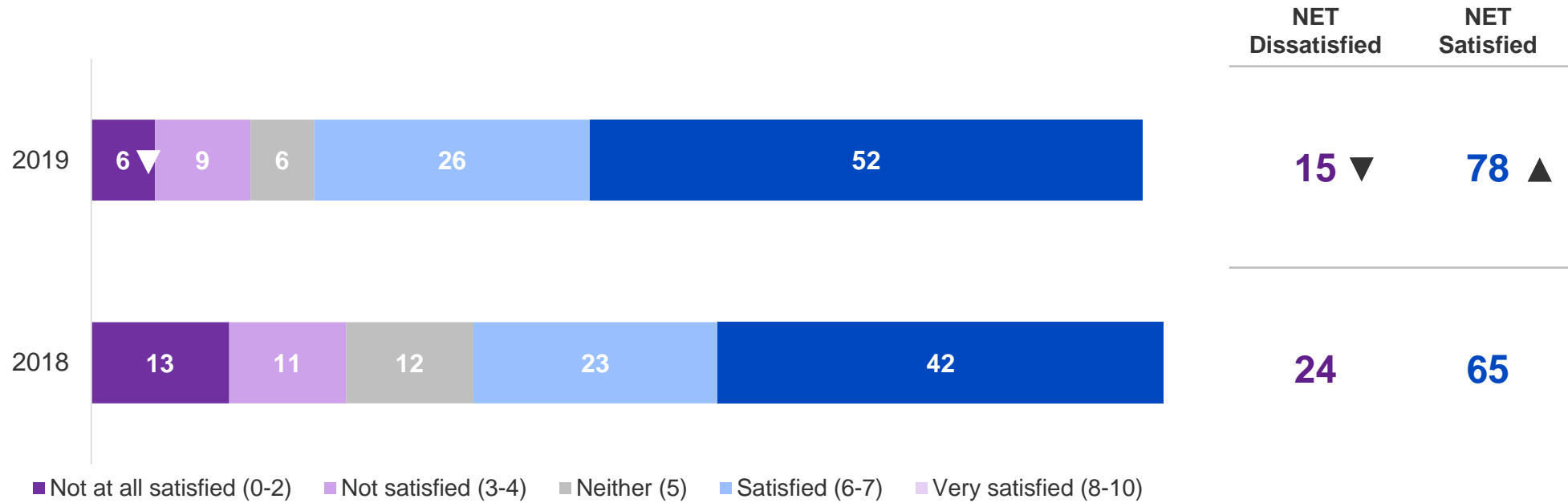
2

Overall Satisfaction



Overall satisfaction with IPEA

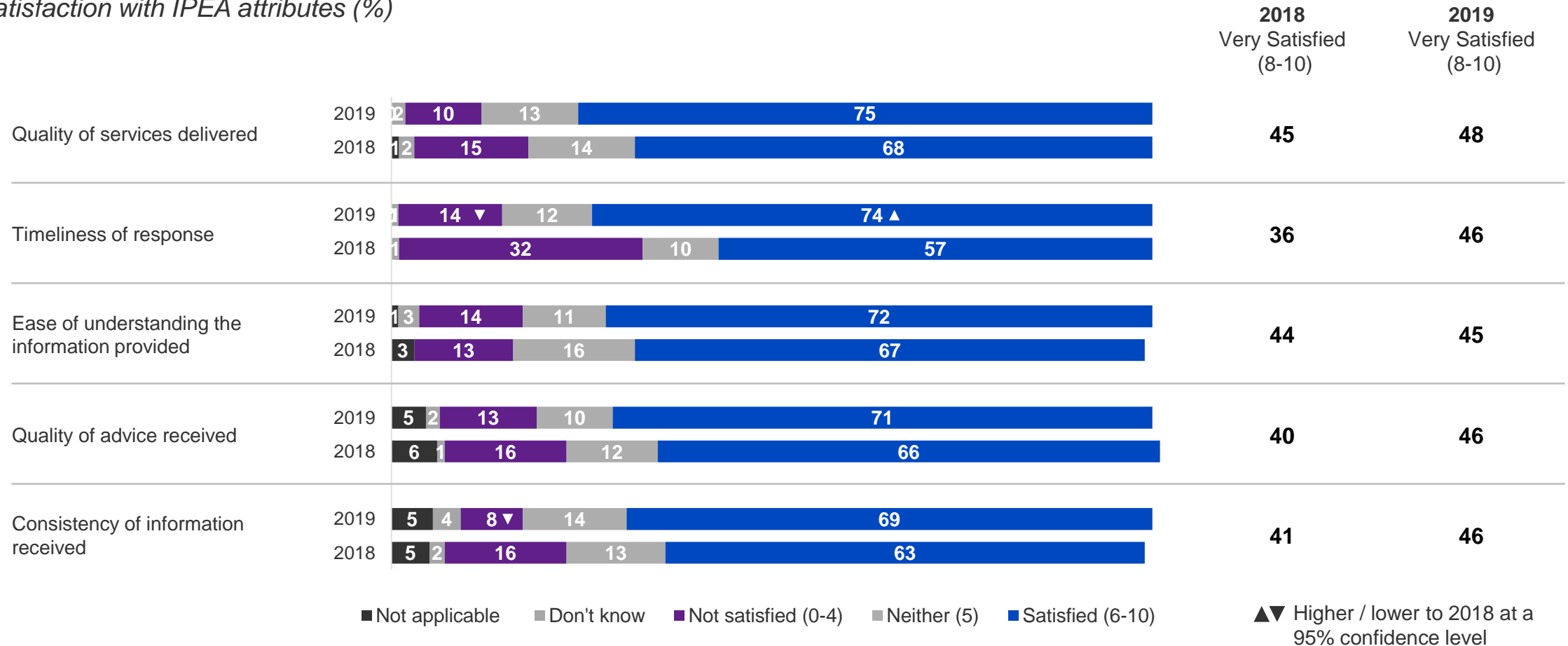
Overall satisfaction with IPEA (%)



▲▼ Higher / lower to 2018 at a 95% confidence level

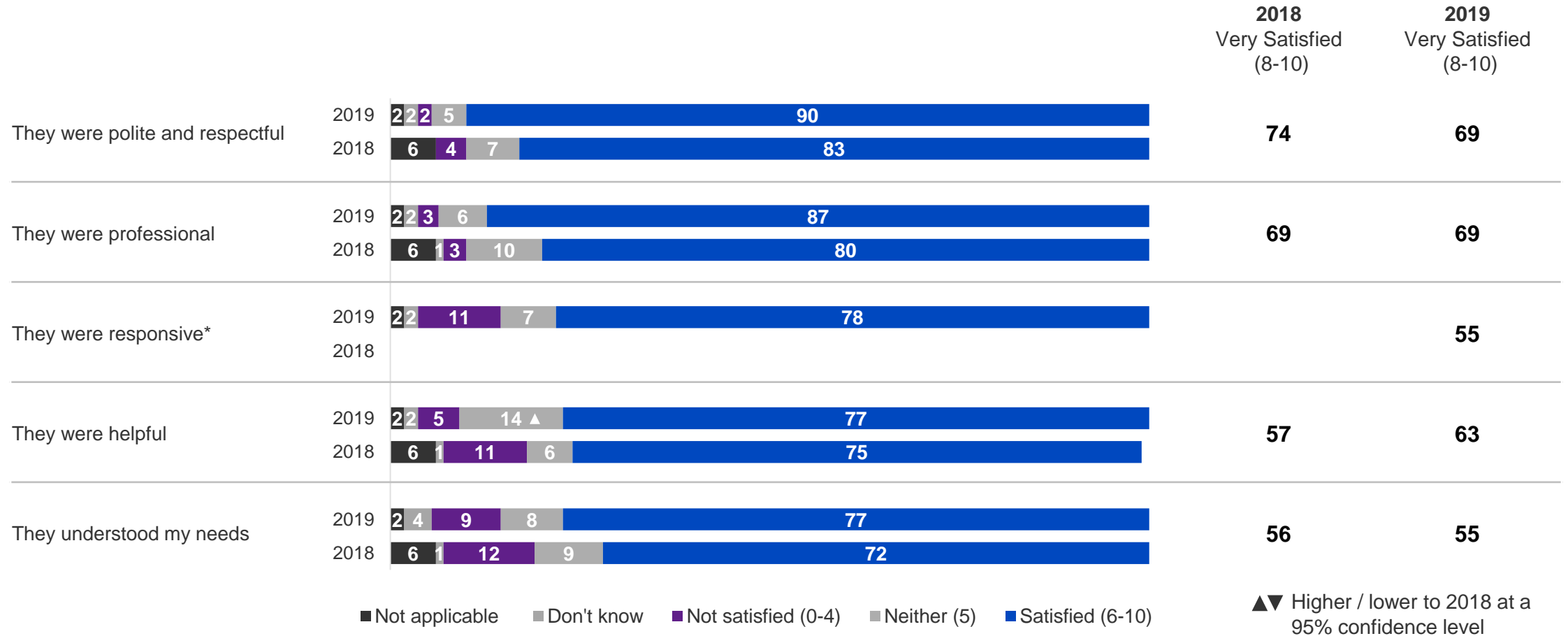
Satisfaction with specific aspects of experience

Overall satisfaction with IPEA attributes (%)



Satisfaction with IPEA staff

Satisfaction with IPEA staff (%)



3

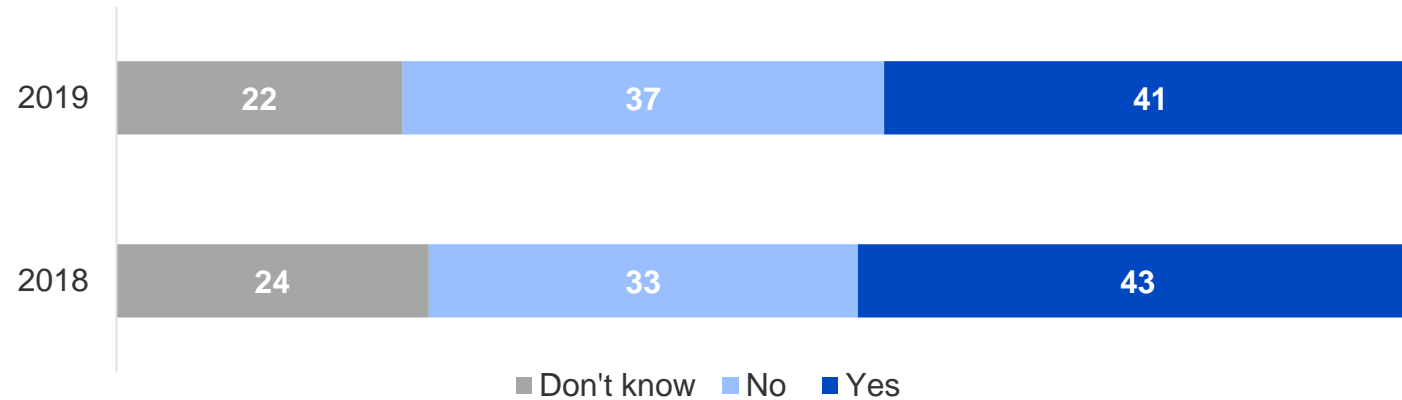
Service Area Satisfaction

3.1

Service Area: Satisfaction with advice about travel

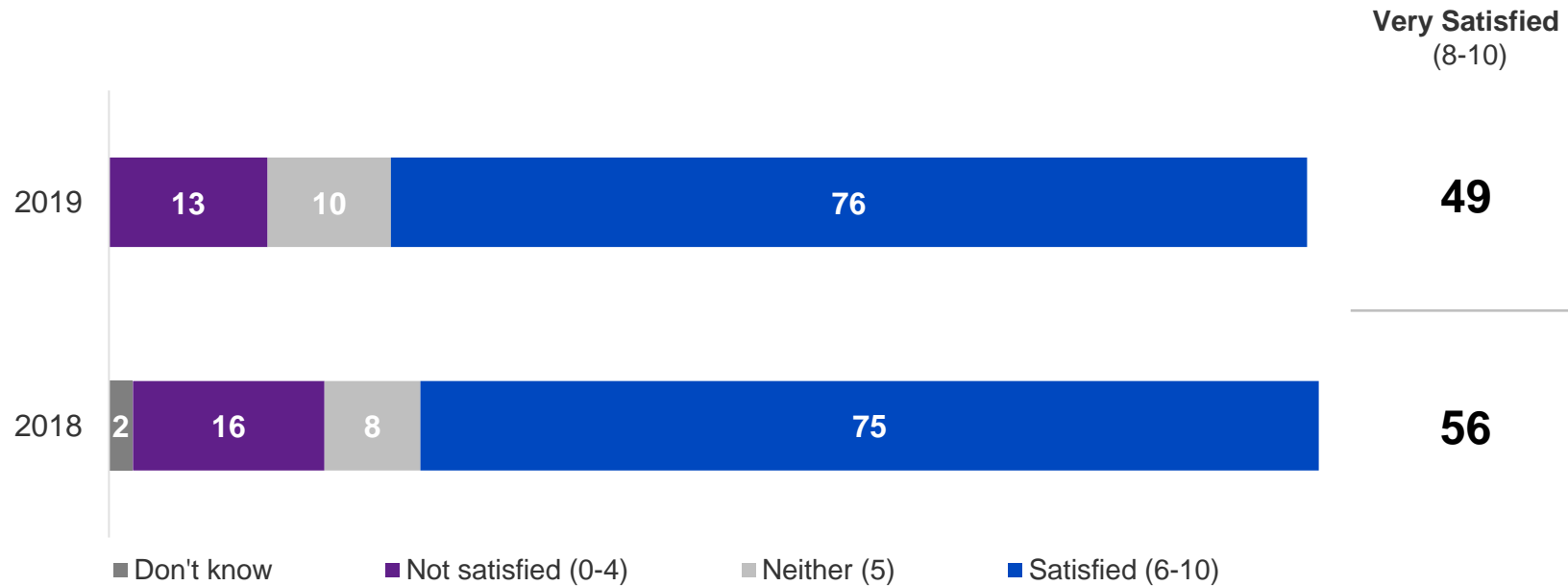
Contact in relation to Parliamentary Business Resources Framework

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



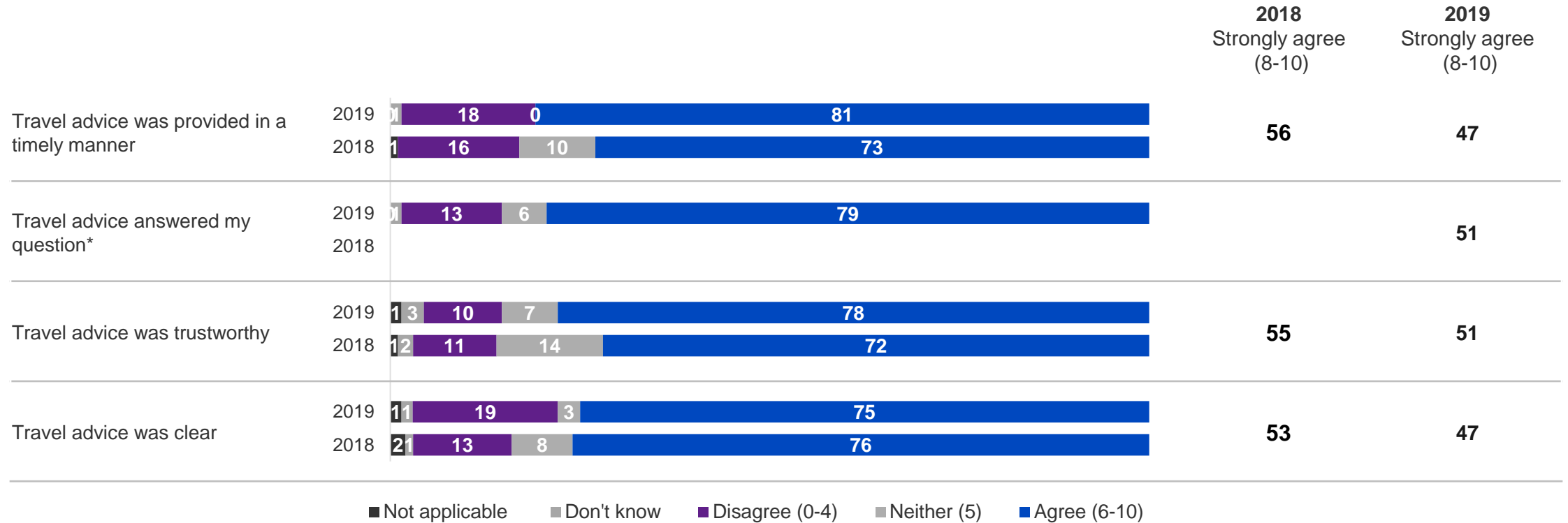
Satisfaction with advice about travel

Satisfaction with advice about travel* (%)



Satisfaction with specific aspects of experience

Agreement with statements: advice about travel (%)

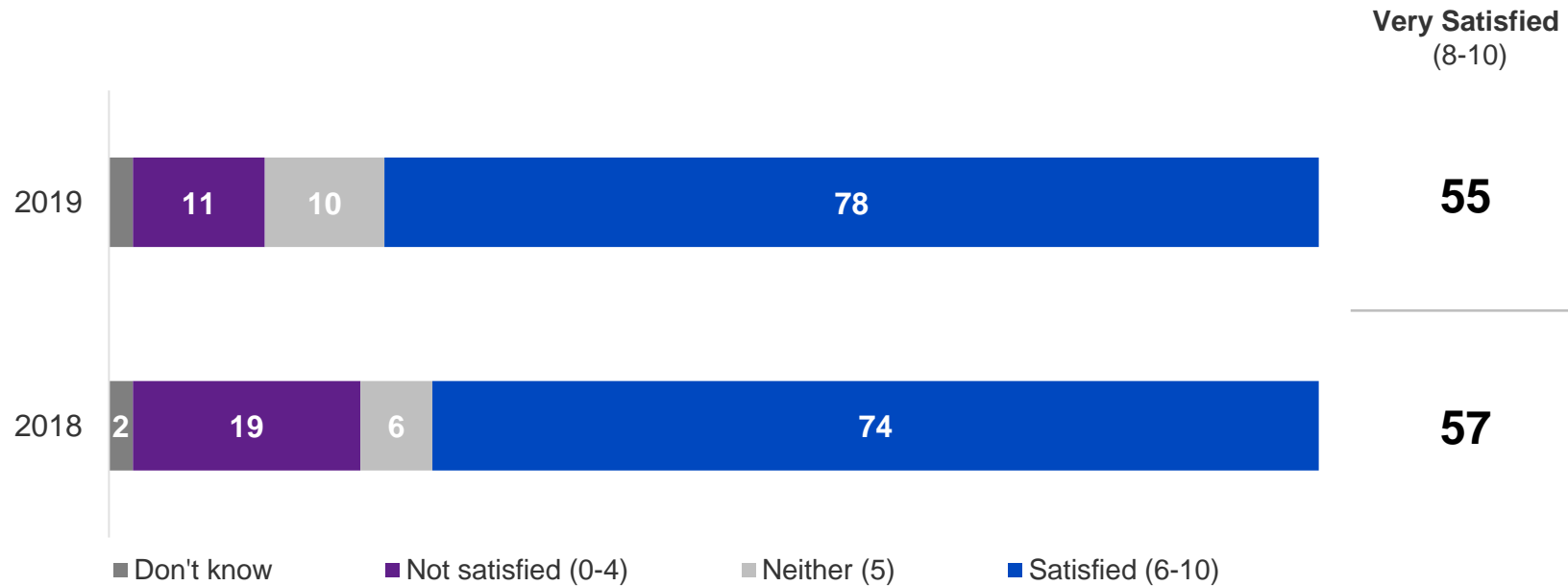


3.2

Service Area: Satisfaction with travel claims

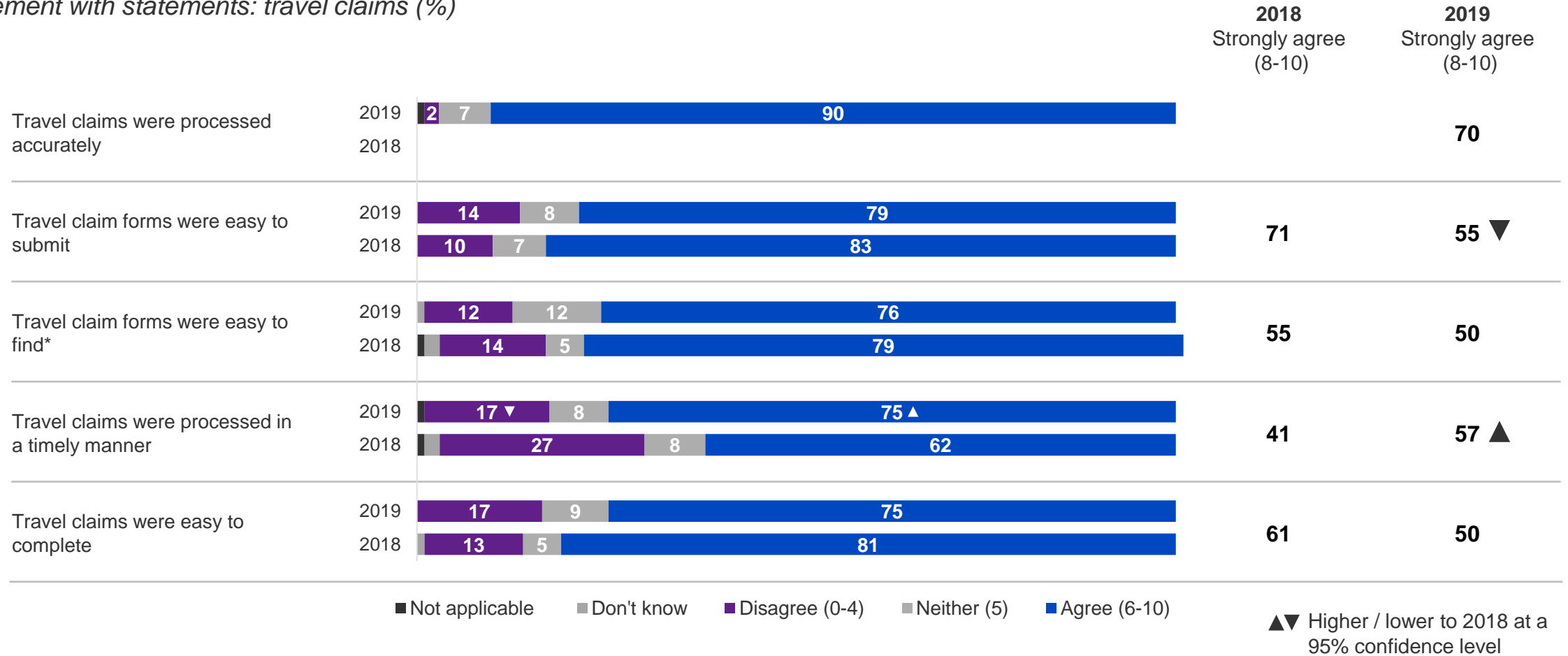
Satisfaction with travel claims

Satisfaction with travel claims (%)



Satisfaction with specific aspects of experience

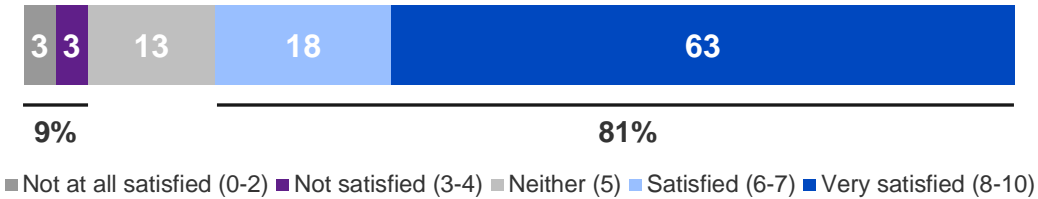
Agreement with statements: travel claims (%)



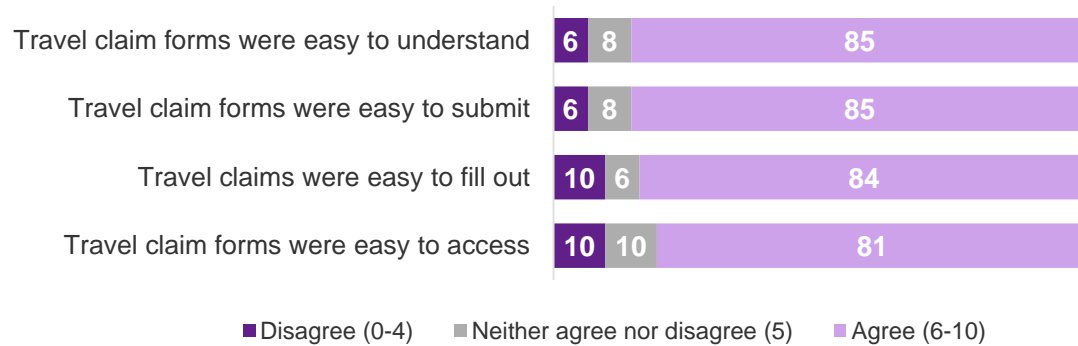
Methods of submitting travel claims

60% submitted via email or post

Satisfaction submitting via email or post (%)

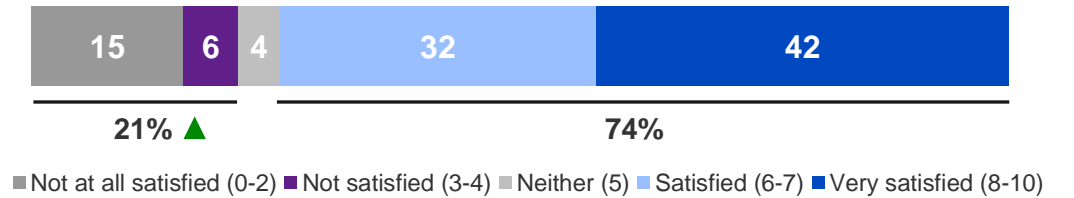


Agreement with statements in relation to email or post (%)

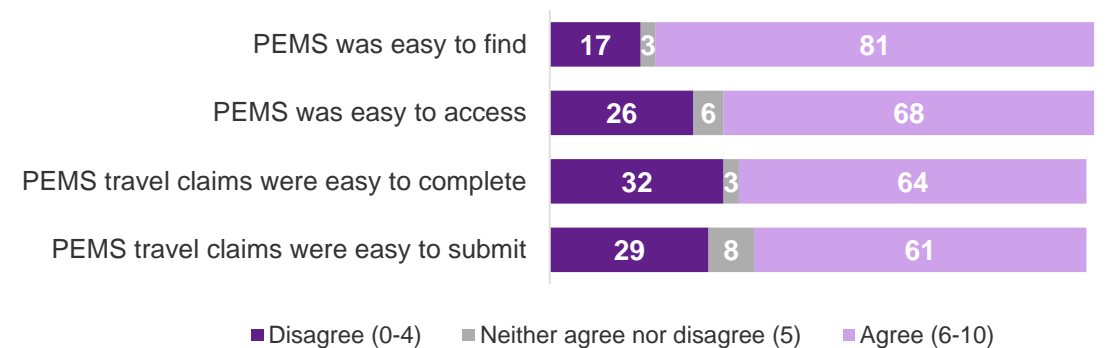


70% submitted via PEMS

Satisfaction submitting via PEMS (%)



Agreement with statements in relation to PEMS (%)



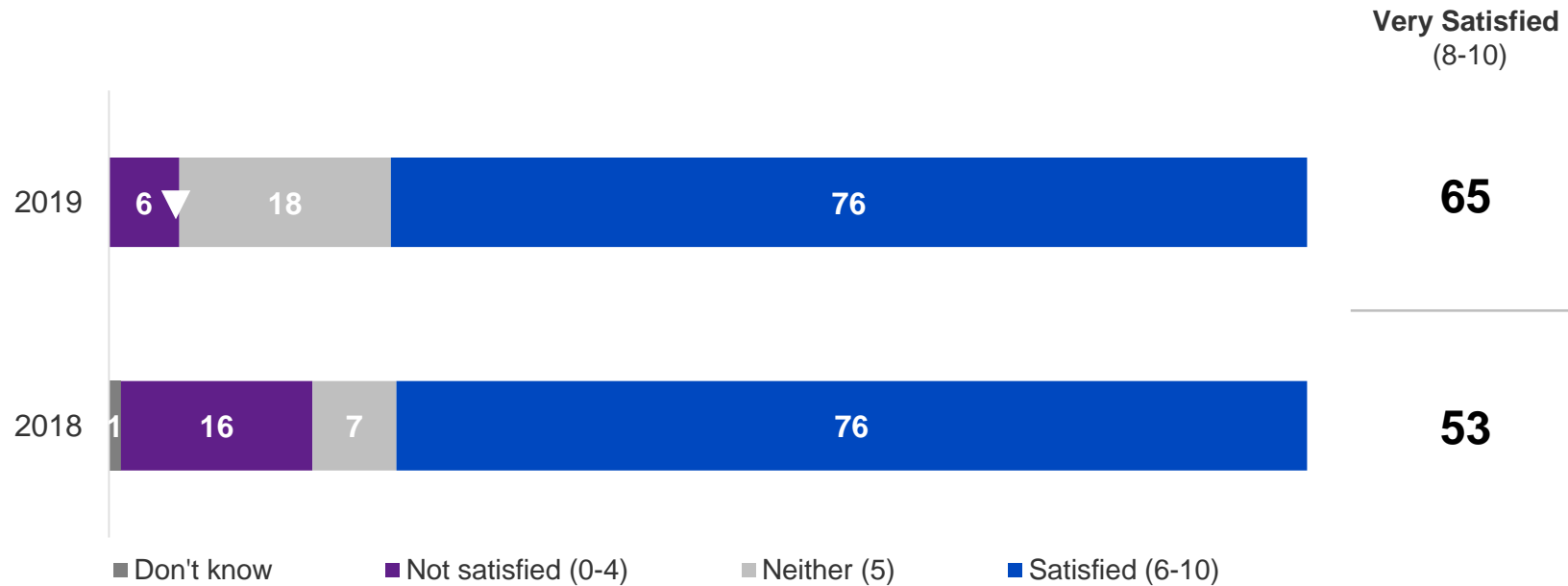
▲ Significantly higher to email or post at a 95% confidence level

3.3

Service Area: Satisfaction with management / expenditure reports

Satisfaction with management and expenditure reports

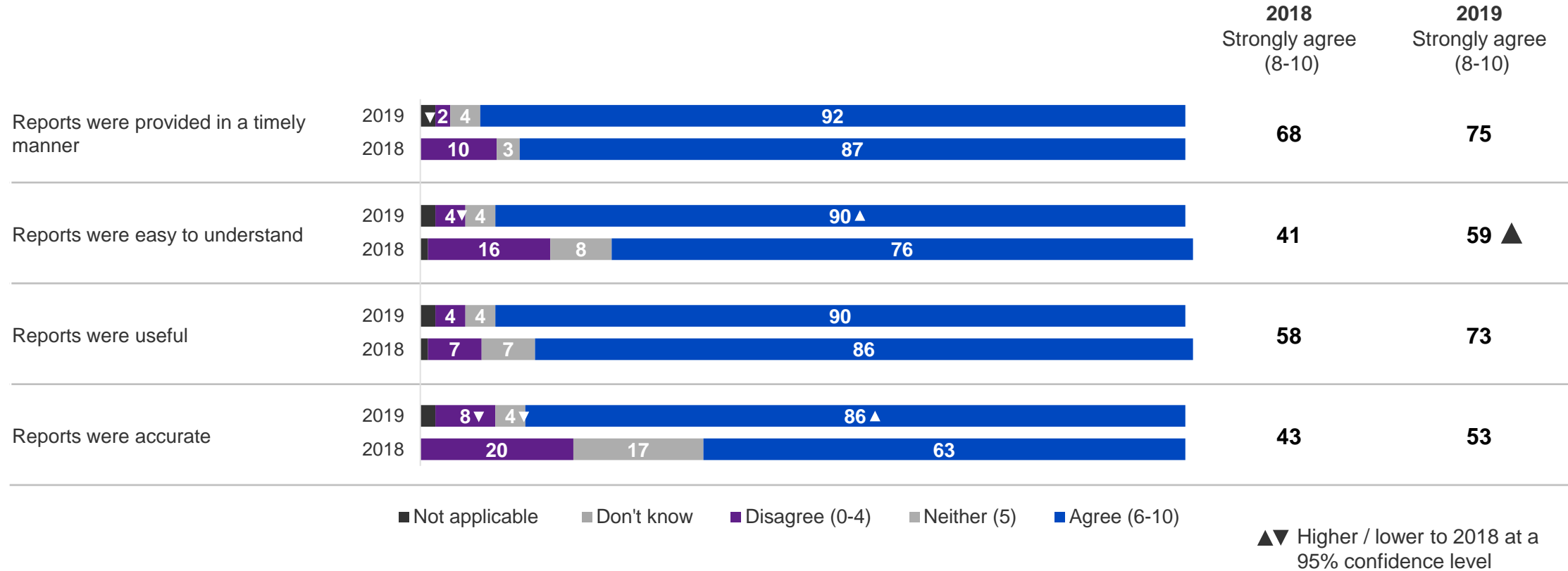
Satisfaction with management and expenditure reports (%)



▲▼ Higher / lower to 2018 at a 95% confidence level

Satisfaction with specific aspects of experience

Agreement with statements: management and expenditure reports (%)

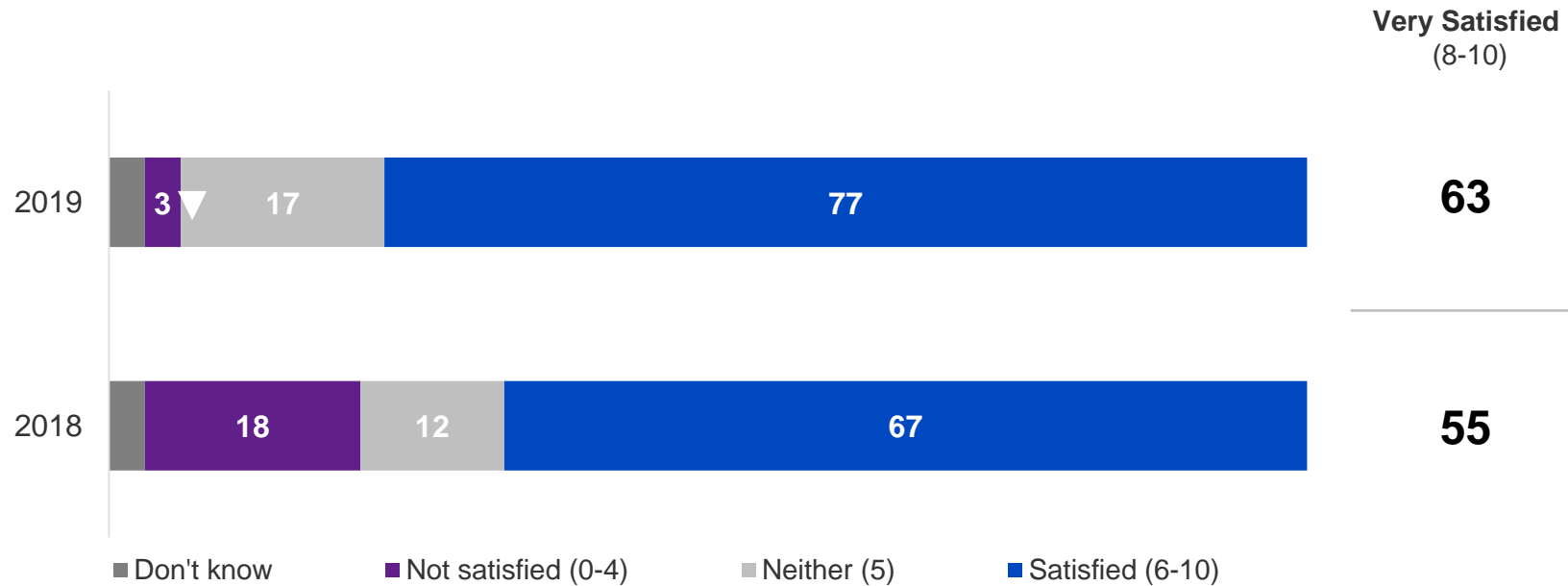


3.4

Service Area: Post payment checks

Satisfaction with post payment checks (validation of travel expenses)

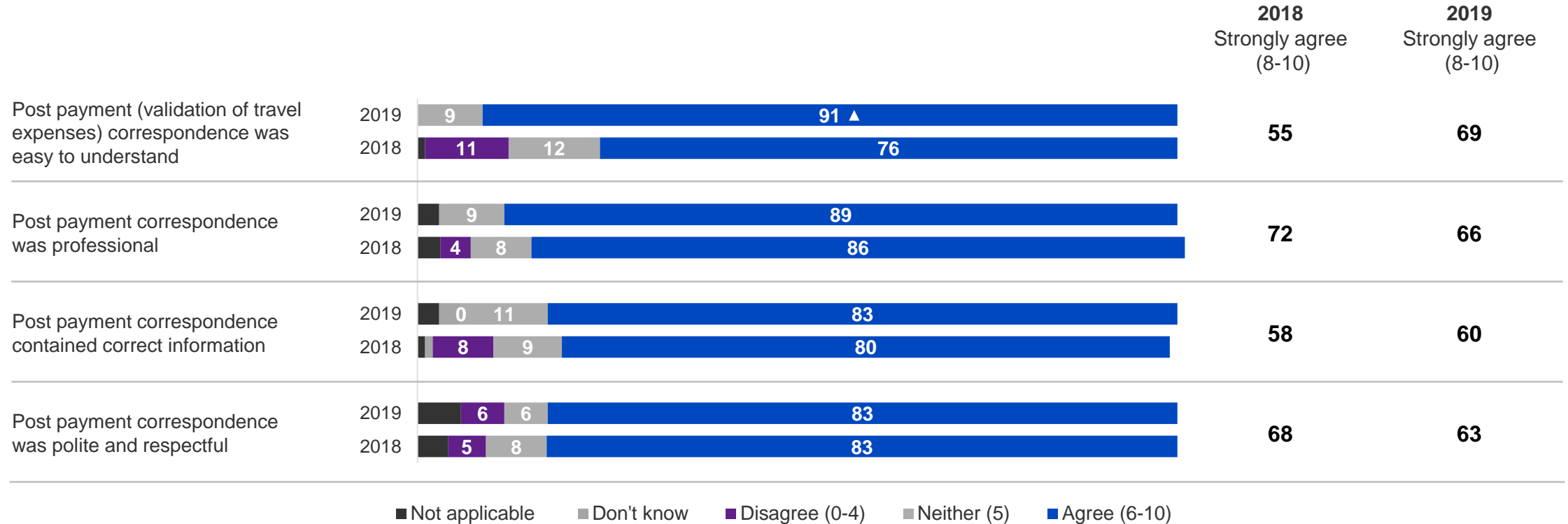
Satisfaction with post payment checks (validation of travel expenses) (%)



▲▼ Higher / lower to 2018 at a 95% confidence level

Satisfaction with specific aspects of experience

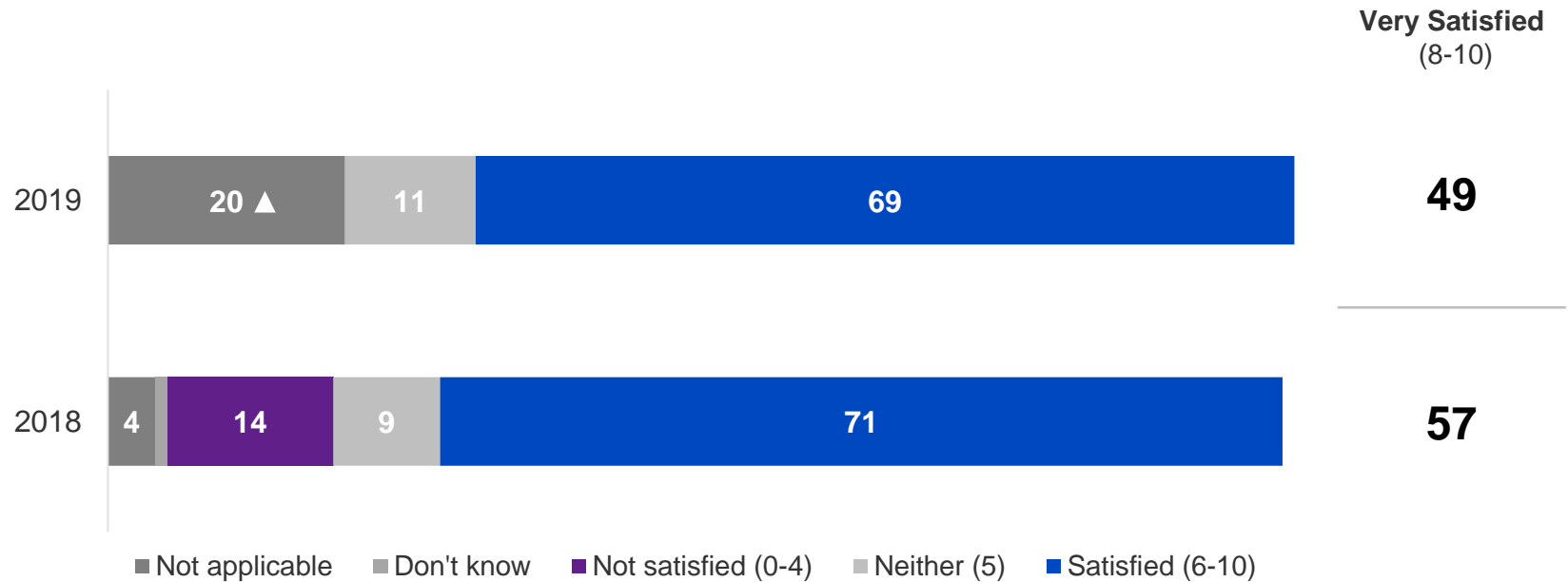
Agreement with statements: post payment checks (validation of travel expenses) (%)



▲▼ Higher / lower to 2018 at a 95% confidence level

Satisfaction with specific aspects of experience

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



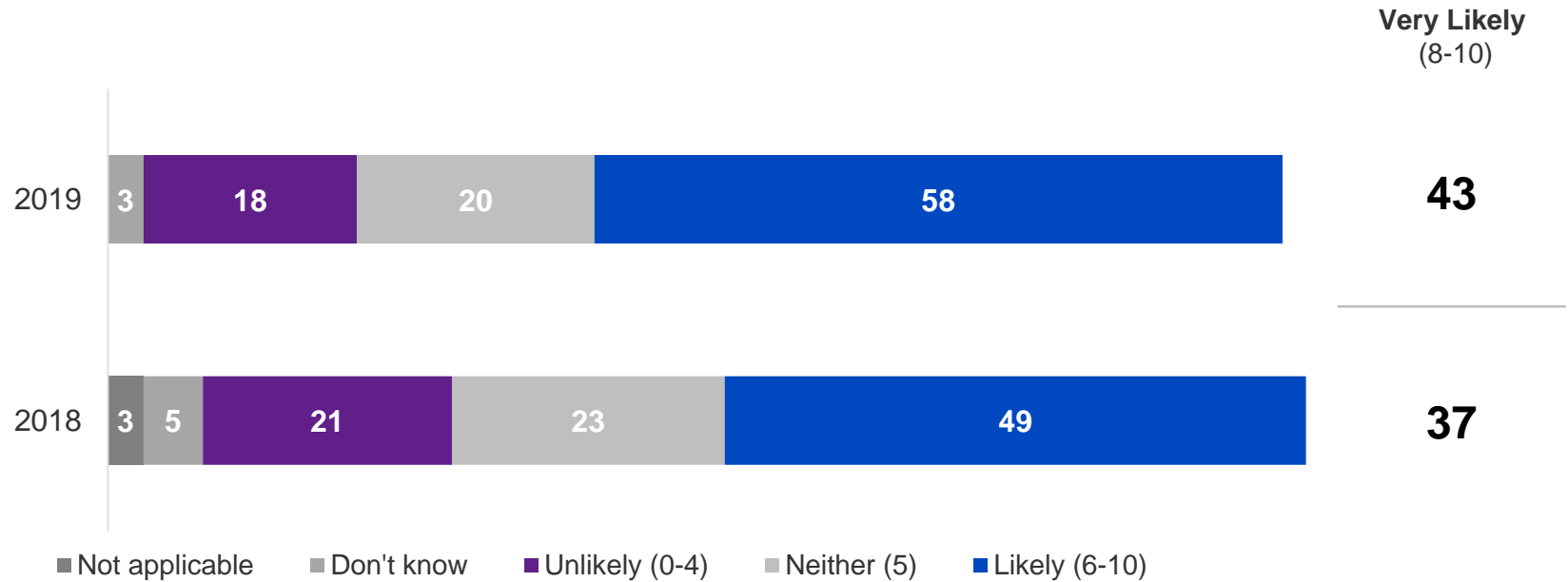
▲▼ Higher / lower to 2018 at a 95% confidence level

4

Client Centricity

Advocacy

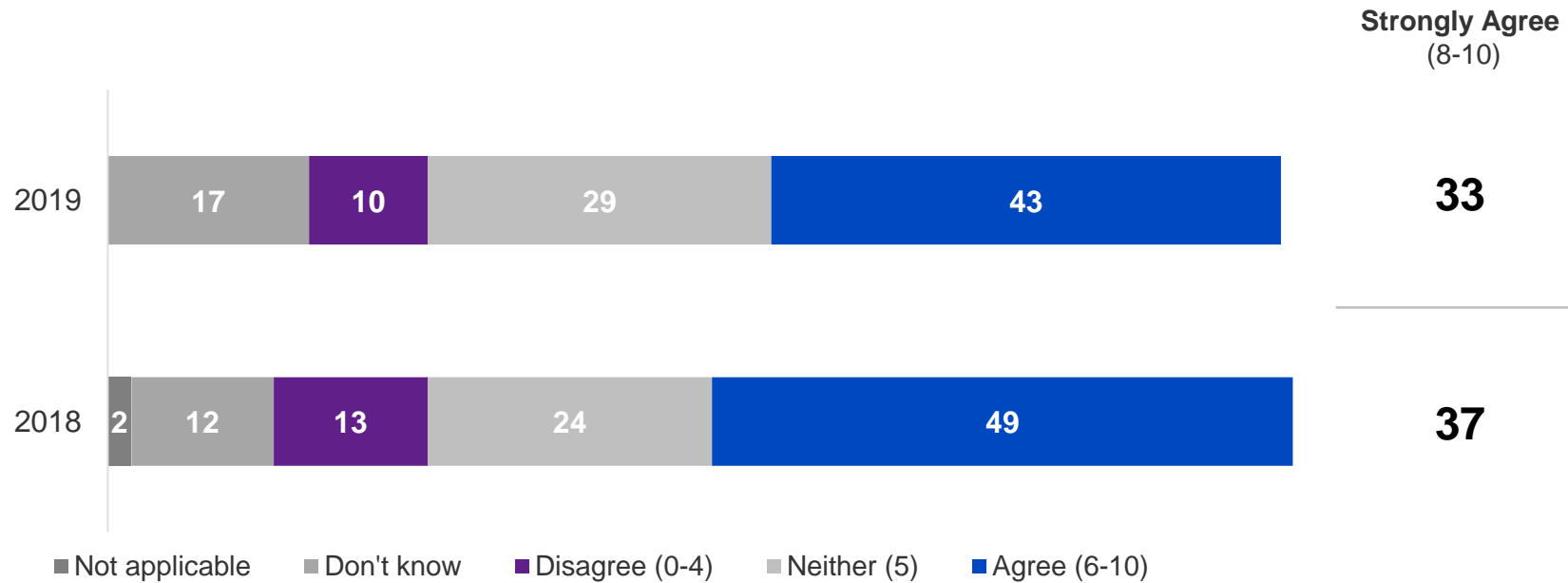
Discuss IPEA favourably (%)



▲▼ Higher / lower to 2018 at a 95% confidence level

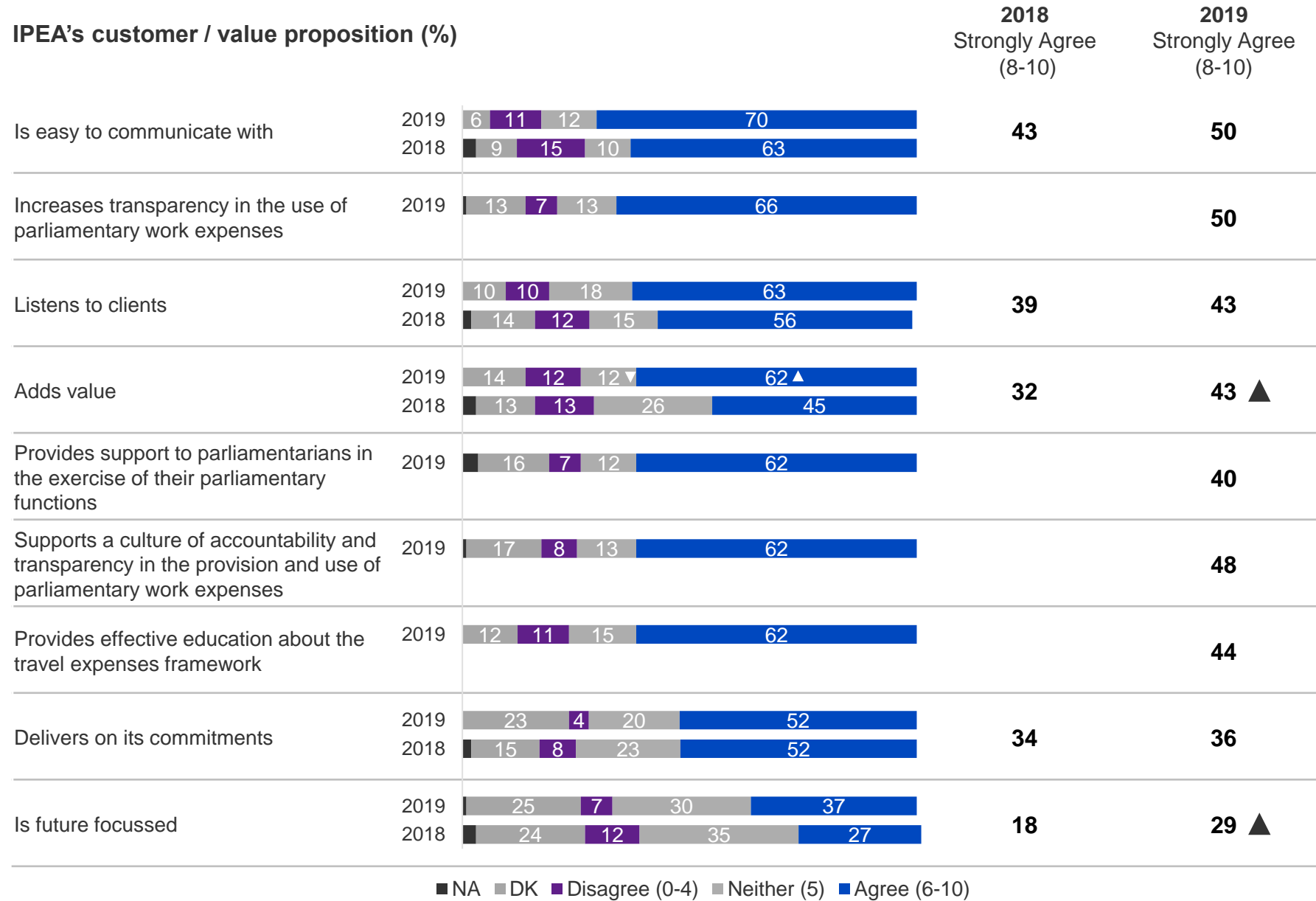
Agreement that IPEA puts clients first

IPEA puts clients first (%)



Agreement with statements about IPEA's customer / value proposition

IPEA's customer / value proposition (%)



■ NA ■ DK ■ Disagree (0-4) ■ Neither (5) ■ Agree (6-10)

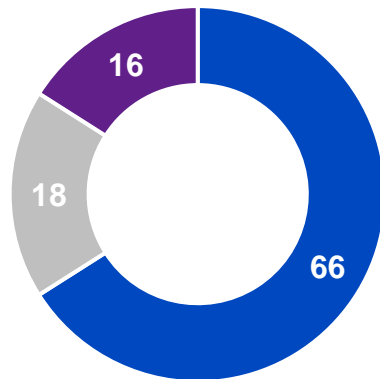
5

Information Needs

Website visitation and ratings

43%
 Visited
 IPEA's
 website in
 2019*

Satisfaction with the website – 2019 (%)



- Satisfied (6-10)
- Neutral (5)
- Not Satisfied (0-4)

IPEA Website attributes (%)

Attribute	Year	Response Breakdown (%)			2018 Strongly Agree (8-10)	2019 Strongly Agree (8-10)
		Disagree (0-4)	Neither (5)	Agree (6-10)		
The content is informative	2019	14	16	70	43	36
	2018	10	13	74		
The content is up-to-date and timely	2019	6	20	64	41	44
	2018	6	17	70		
Site navigation is user friendly	2019	26	14	58	26	28
	2018	20	18	61		
I like the website design	2019	20	26	54	21	24
	2018	18	34	43		

- Don't know
- Disagree (0-4)
- Neither (5)
- Agree (6-10)

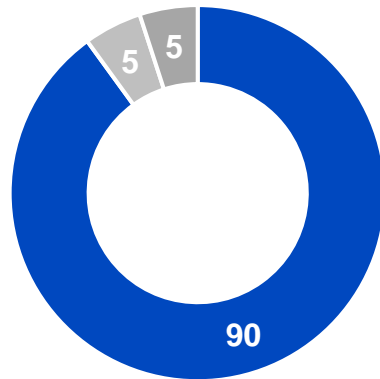
Source: B4. Which, if any, of the following services have you accessed, or contacted IPEA in relation to, in the past 12 months? | Base: All Respondents n=115
 F1. You mentioned earlier that you have visited the IPEA website, how satisfied are you with the website?
 F2. How strongly do you agree or disagree with the following statements about the IPEA website? | Previously E2 in 2018.
 Base: Respondents who have visited IPEA website 2018 n=163; 2019 n=50
 *Note: Result has not been compared to 2018 due to changes in the questionnaire reducing data comparability

Education / Information sessions attendance and ratings

17%

Attended an education/information session in 2019*

Satisfaction with the info session – 2019* (%)



- Satisfied (6-10)
- Neutral (5)
- Don't Know

CAUTION LOW BASE SIZE

IPEA information session attributes (%)

Attribute	Year	2018			2019		
		Disagree (0-4)	Neither (5)	Agree (6-10)	Strongly Agree (8-10)	Strongly Agree (8-10)	Strongly Agree (8-10)
It was useful	2019	5	5	90	53	70	
	2018	7	13	80			
The scheduling was convenient	2019	5	10	85	49	70	
	2018	13	13	73			
It was well presented	2019	5	10	85	50	70	
	2018	6	9	86			
The supporting material was useful	2019	5	10	85	49	70	
	2018	9	19	73			

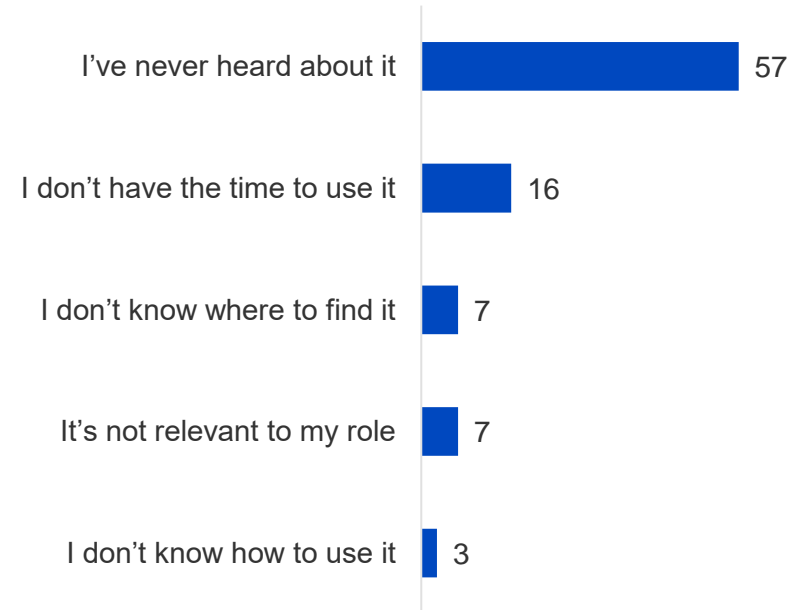
- Don't know
- Disagree (0-4)
- Neither (5)
- Agree (6-10)

CAUTION LOW BASE SIZE

Engagement with IPEA-ed

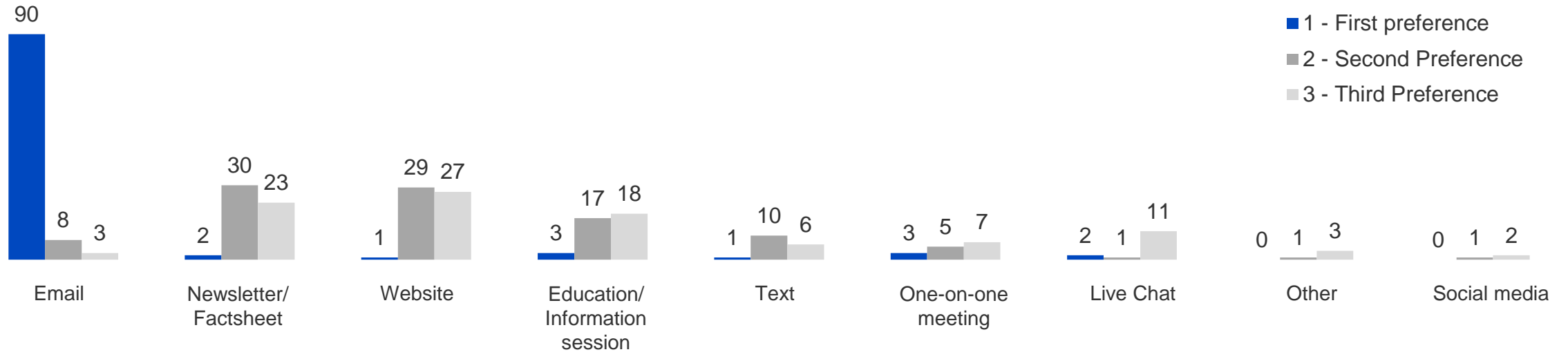
8%
**Accessed
IPEA-ed in 2019**

Reasons for not using IPEA-ed (%)



Information sharing preferences

Future information sharing method preference (%)





6
Sample profile and knowledge of IPEA

Sample profile

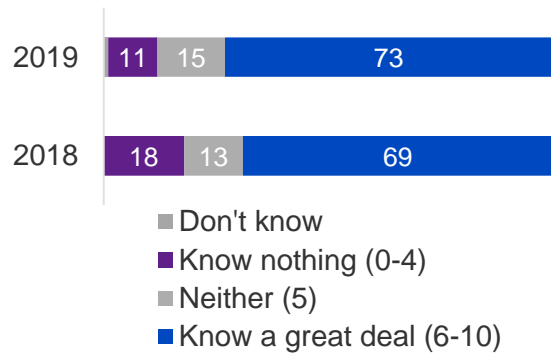
Employment role (%)	2019	2018	Base location (%)	2019	Length of employment (%)	2019
Senator	3	2	ACT	17	0-2 years	43
Member of House of Representatives	2	5	NSW	22	3-4 years	24
Personal staff	32	29	WA	9	5-6 years	12
Electorate staff	63	63	SA	8	7+ years	20
			QLD	12		
			VIC	16		
			NT	3		
			TAS	15		

Awareness and knowledge of IPEA

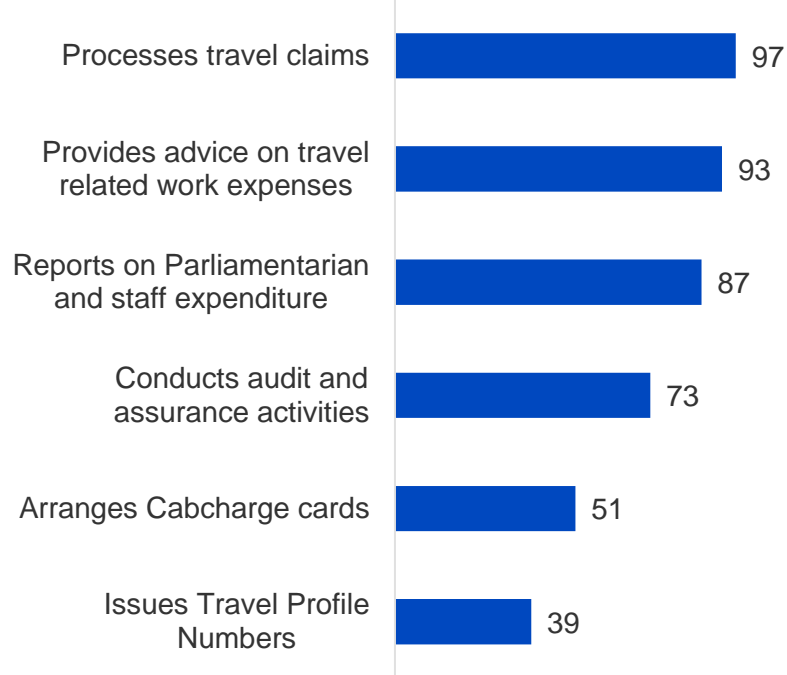
First heard about IPEA from... (%)

Ministerial & Parliamentary Services	51
Colleague (a fellow Parliamentarian or staff member)	31
Information session	11
Website	3

Knowledge of IPEA (%)



Awareness of IPEA functions (%)



IPEA services accessed (%)

