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Client
Satisfaction
Survey 2019Research Report

Independent Parliamentary Expenses Authority

263405762

November 2019



Contents

1	Background and Methodology	3
2	Overall Satisfaction	6
3	Service Area Satisfaction	10
4	Client Centricity	26
5	Information Needs	30
6	Sample profile and knowledge of IPEA	35

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Background and Methodology

1

Photo by <u>Daniel Morton</u> on <u>Unsplash</u>

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 administrating 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.

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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



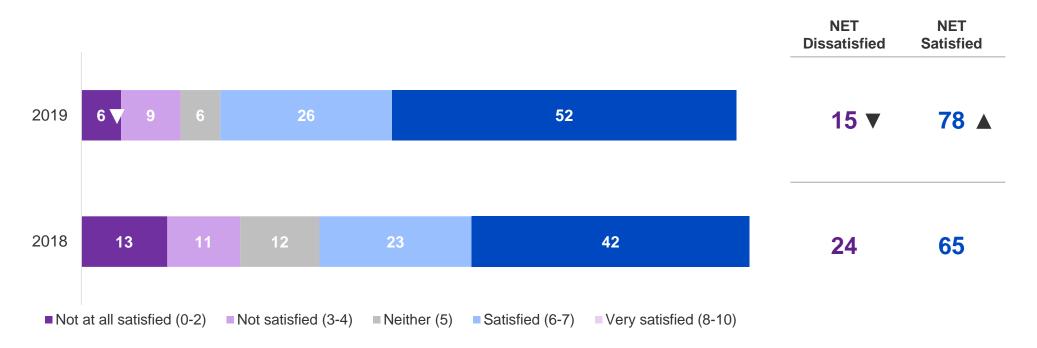
Notes for interpretation

- 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.

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Overall satisfaction with IPEA (%)

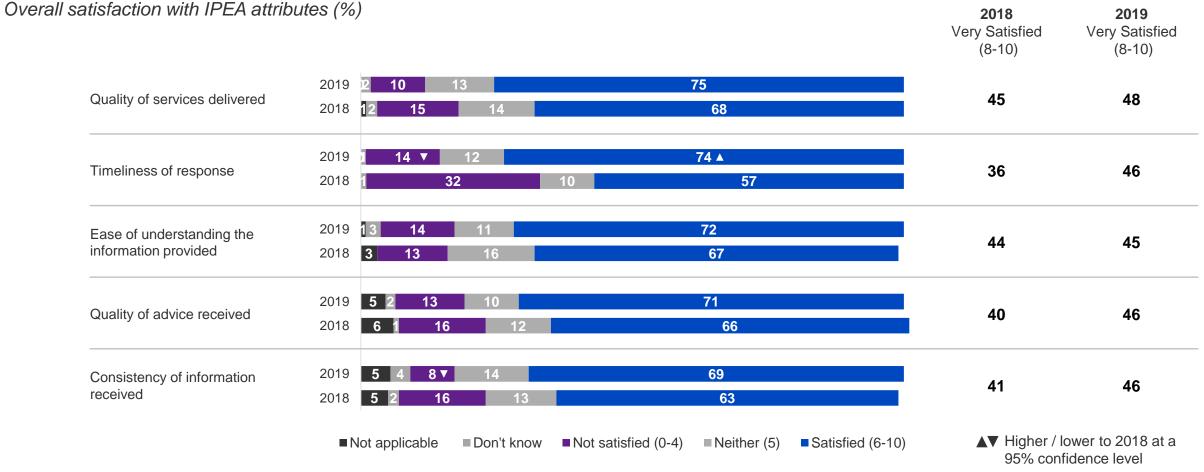


▲▼ Higher / lower to 2018 at a 95% confidence level

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Source: C1. Overall, how satisfied have you been with the experience of dealing with IPEA? | Previously B1 in 2018 Base: 2018 n=225 | 2019 n=110

Satisfaction with specific aspects of experience



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Source. C2. Again, thinking about your experience with IPEA over the past 12 months, how satisfied have you been with the following aspects? | Previously B2 in 2018 Base: 2018 n=206 | 2019 n=110

Satisfaction with IPEA staff

Satisfaction with IPEA staff (%)

			2018 Very Satisfied (8-10)	2019 Very Satisfied (8-10)
They were polite and respectful	2019 222 5 2018 6 4 7	90 83	74	69
They were professional	2019 223 6 2018 6 13 10	87 80	69	69
They were responsive*	2019 <mark>22 11 7</mark> 2018	78		55
They were helpful	2019 22 5 14 ▲ 2018 6 1 11 6	77 75	57	63
They understood my needs	2019 2 4 9 8 2018 6 1 12 9	77 72	56	55
	■Not applicable ■Don't know	■Not satisfied (0-4) ■Neither (5) ■Satisfied (6-10)		lower to 2018 at a fidence level

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Source. C3. And, for each of the following, please indicate how satisfied have you been with the IPEA staff you have had contact with. | Previously B3 in 2018 Base: 2018 n=201 | 2019 n=110 *Not asked in 2018

Service Area Satisfaction

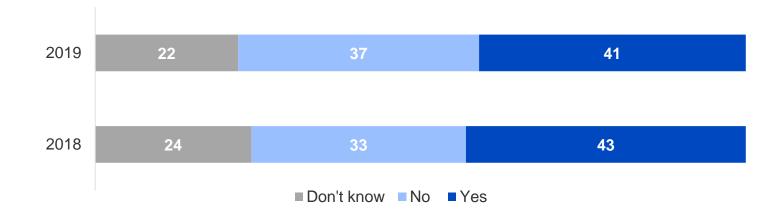
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3.1 Service Area: Satisfaction with advice about travel

Contact in relation to Parliamentary Business Resources Framework

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

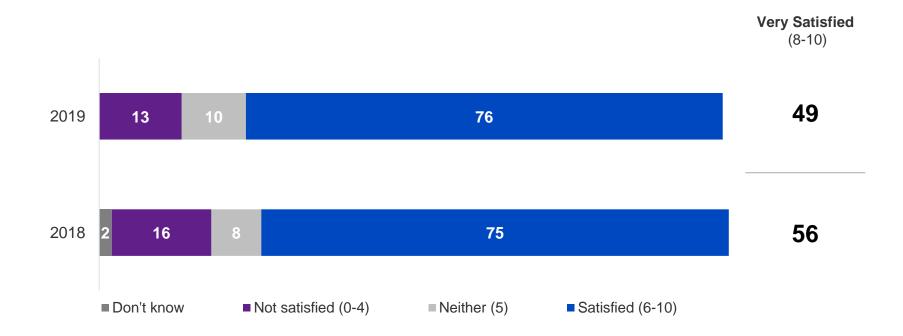


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Source: D1. You mentioned you have contacted IPEA in relation to Advice about travel expenses. Was this advice in relation to the new Parliamentary Business Resources framework? | Previously C1 in 2018 Base: Respondents who have dealt with advice about travel expenses 2018 n=153; 2019 n=68

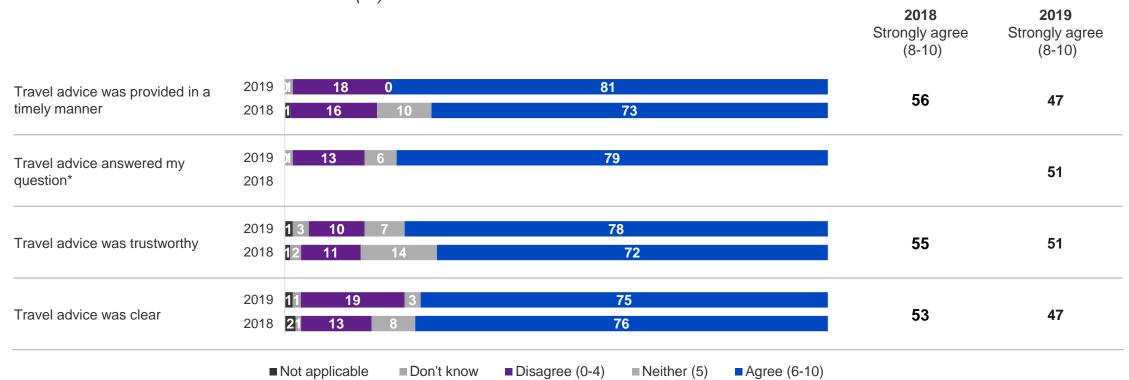
Satisfaction with advice about travel

Satisfaction with advice about travel* (%)





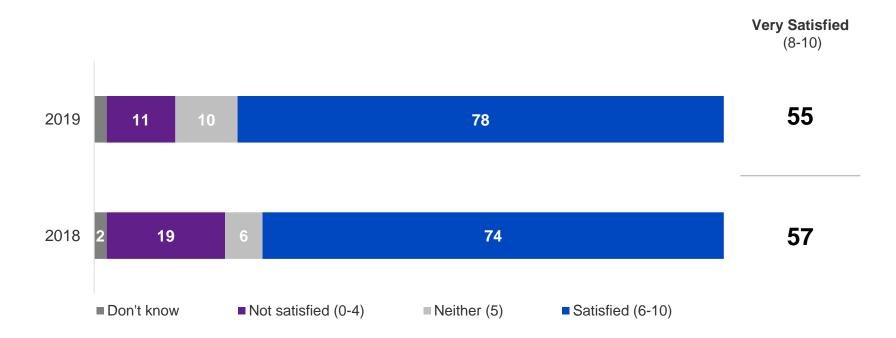
Source: D2. And how satisfied have you been with the advice about travel expenses provided? | Previously C2 in 2018 Base: Respondents who have dealt with advice about travel expenses 2018 n=153; 2019 n=68 *NOTE: Wording changed in 2019 from 'Advice about travel expenses' to 'Advice about travel'



Agreement with statements: advice about travel (%)

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Source. D3. And how much do you agree or disagree with the following statements? | Previously C3 in 2018 Base: Respondents who have dealt with advice about travel expenses 2018 n=148; 2019 n=68 *Statement replaced 'travel advice provided was relevant to me' from 2018 3.2 Service Area: Satisfaction with travel claims Satisfaction with travel claims (%)



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Source: D4. You mentioned you have dealt with IPEA in relation to travel claims. How satisfied have you been with the service provided by IPEA in relation to travel claims? Previously C4 in 2018 Base: Respondents who have dealt with advice about travel claims 2018 n=185; 2019 n=103

Satisfaction with specific aspects of experience

ment with statements: trave	i ciainis (%)			2018 Strongly agree (8-10)	2019 Strongly agre (8-10)
Travel claims were processed	2019 2	7	90		70
accurately	2018				70
Travel claim forms were easy to	2019	4 8	79		V
submit	2018 10	7	83	71	55 🔻
Travel claim forms were easy to	2019	2 12	76	EE	50
find*	2018	14 5	79	55	50
Travel claims were processed in	2019	17 ▼ 8	75 ▲		57 🔺
a timely manner	2018	27 8	62	41	57 🛋
Travel claims were easy to	2019	17 9	75	64	50
complete	2018	13 5	81	61	50
	■Not ap	pplicable ■Don't know	■ Disagree (0-4) ■ Neither (5) ■ Agree	▲ ▼ Higner	/ lower to 2018 a onfidence level

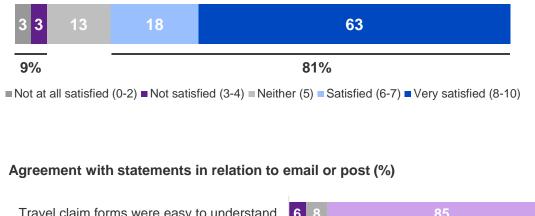
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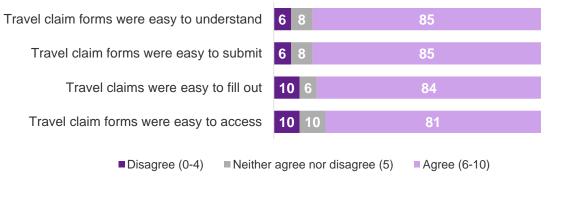
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Source. D5. And how much do you agree or disagree with the following statements? | Previously C5 in 2018 *2018 'Travel claim forms were easy to find online Base: Respondents who have dealt with advice about travel claims 2018 n=182; 2019 n=103

60% submitted via email or post

Satisfaction submitting via email or post (%)





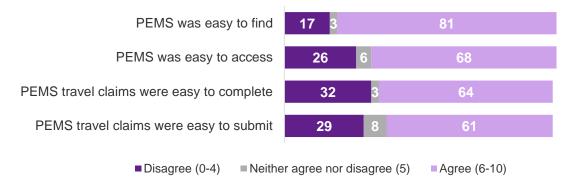
70% submitted via PEMS

Satisfaction submitting via PEMS (%)

15 6	4	32	42
21% 🔺	-		74%

■Not at all satisfied (0-2) ■Not satisfied (3-4) ■Neither (5) ■ Satisfied (6-7) ■Very satisfied (8-10)

Agreement with statements in relation to PEMS (%)



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

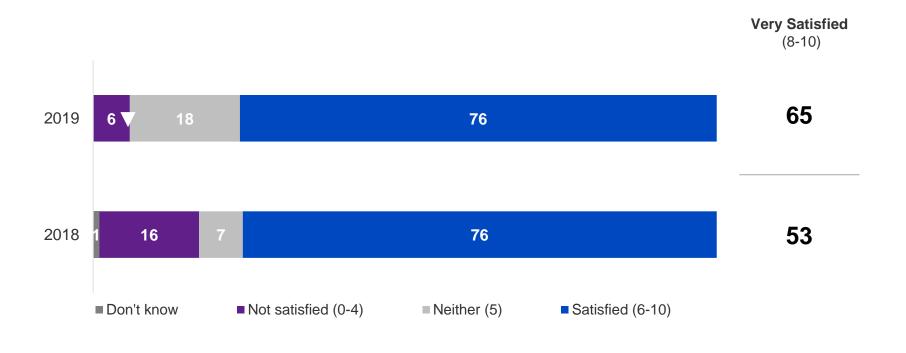
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Source. D6. In the last 12 months, which of following methods have you used to submit your travel claim? Select all that apply. | D7a. How satisfied were you with submitting your travel claim by email or post? | D7b. How much do you agree or disagree with the following statements about submitting travel claims by email or post? | D8a. How satisfied were you with the method of submitting your travel claim through PEMS? | D8b. How much do you agree or disagree or disagree with the following statements about submitting travel claims through PEMS? | D8b. How much do you agree or disagree or disagree with the following statements about submitting travel claims through PEMS? Base: Respondents who have dealt with advice about travel claims 2019 n=103; Respondents who have used email / post n=62 | Respondents who have used PEMS n=72

3.3 Service Area: Satisfaction with management / expenditure reports

Satisfaction with management and expenditure reports

Satisfaction with management and expenditure reports (%)



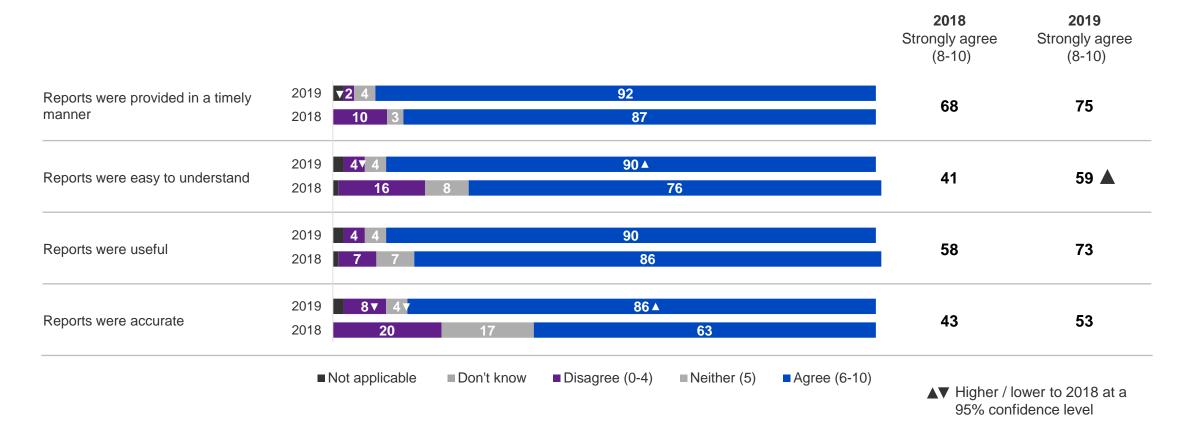
▲▼ Higher / lower to 2018 at a 95% confidence level

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Source: D9. You mentioned you have contacted IPEA in relation to management and expenditure reports. How satisfied have you been with the reports provided by IPEA? | Previously C6 in 2018 Base: Respondents who have dealt with advice about management and expenditure reports 2018 n=91; 2019 n=51

Satisfaction with specific aspects of experience

Agreement with statements: management and expenditure reports (%)

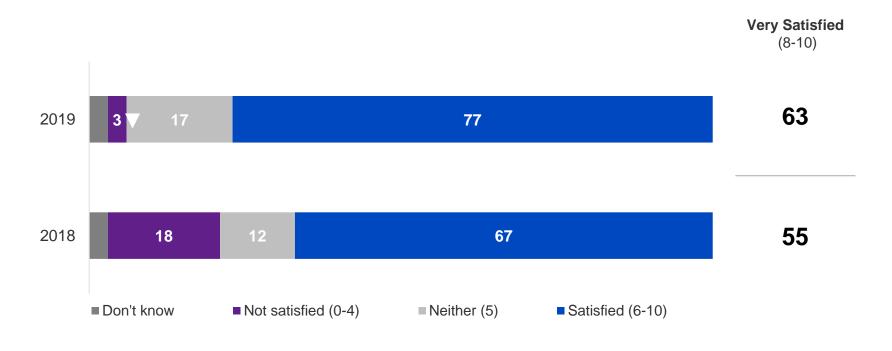


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Source. D10. And how much do you agree or disagree with the following statements? | Previously C7 in 2018 Base: Respondents who have dealt with advice about management and expenditure reports: 2018 n=90, 2019 n=51 3.4 Service Area: Post payment checks

Satisfaction with post payment checks (validation of travel expenses)

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



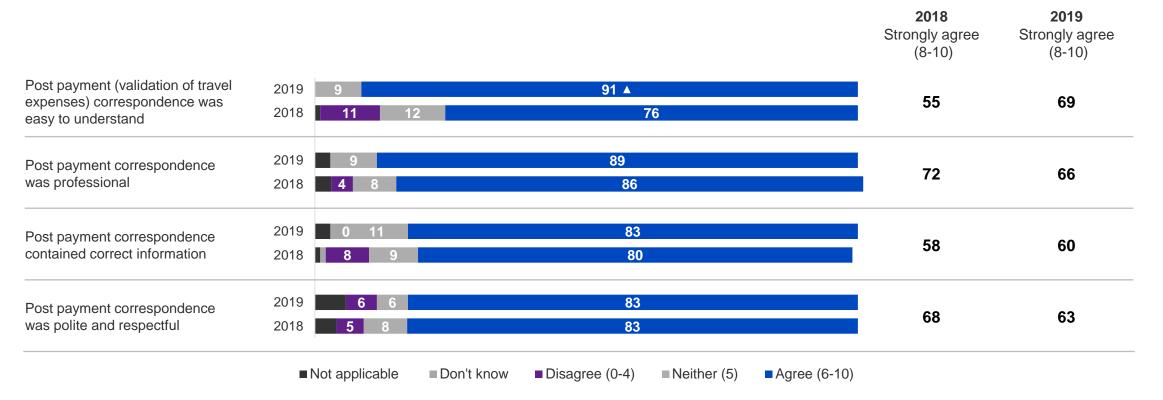
▲▼ Higher / lower to 2018 at a 95% confidence level

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Source: D11. You mentioned you have contacted IPEA in relation to post payment checks (validation of travel expenses) How satisfied have you been with the validation services provided by IPEA? | Previously C8 in 2019 Base: Respondents who have dealt with advice about post payment checks 2018 n=76; 2019 n=35

Satisfaction with specific aspects of experience

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

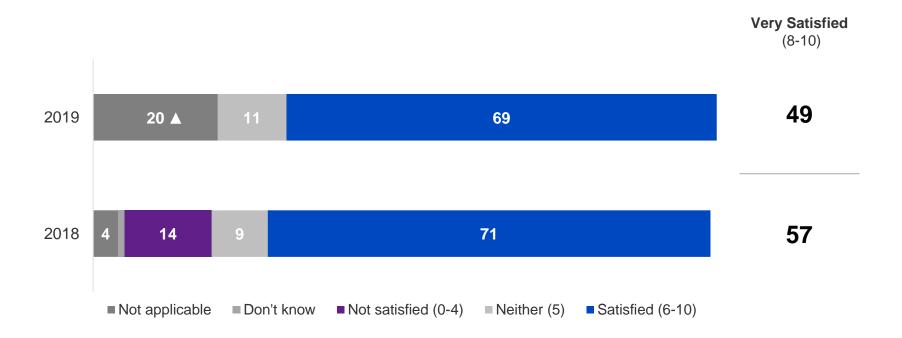


▲▼ Higher / lower to 2018 at a 95% confidence level

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Source. D12. And how much do you agree or disagree with the following statements? | Previously C9 in 2018 Base: Respondents who have dealt with advice about post payment checks 2018 n=76; 2019 n=35

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



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

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Source: D13. And how satisfied were you with the resolution of the post payment matters raised? | Previously C10 in 2018 Base: Respondents who have dealt with advice about post payment checks 2018 n=76; 2019 n=35



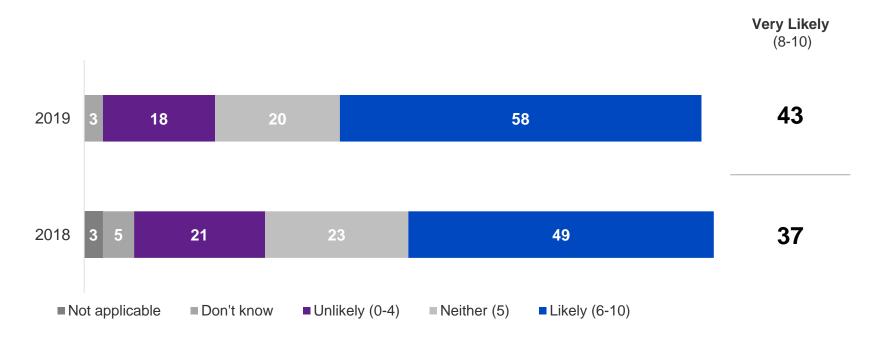
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Photo by Marty Southwell on Unsplash

Advocacy

Discuss IPEA favourably (%)



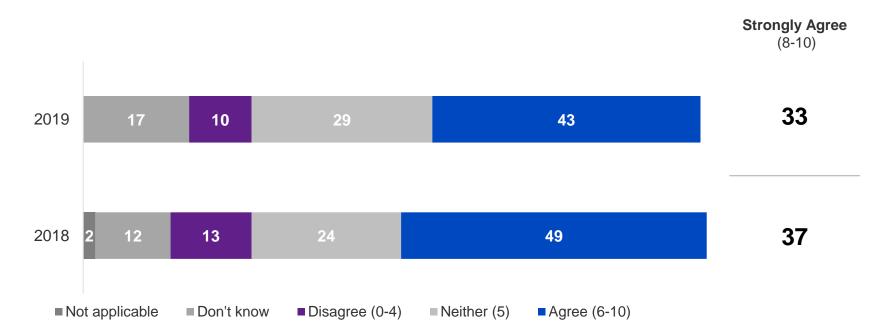
▲▼ Higher / lower to 2018 at a 95% confidence level

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Source: E3. How likely is it that you would talk favourably about IPEA to colleagues? Previously D3 in 2018 Base: All Respondents 2018 n=212; 2019 n=115

Agreement that IPEA puts clients first

IPEA puts clients first (%)



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Source: E1. To what extent do you agree or disagree that IPEA puts its clients first? Previously D1 in 2018 Base: All Respondents 2018 n=219; 2019 n=115

ts	IPEA's customer / value proposition	2018 Strongly Agree (8-10)	2019 Strongly Agree (8-10)		
	Is easy to communicate with	2019 2018	6 11 12 70 9 15 10 63	43	50
	Increases transparency in the use of parliamentary work expenses	2019	13 7 13 66		50
	Listens to clients	2019 2018	10 10 18 63 14 12 15 56	39	43
	Adds value	2019 2018	14 12 12 62▲ 13 13 26 45	32	43 🔺
	Provides support to parliamentarians in the exercise of their parliamentary functions	2019	16 7 12 62		40
	Supports a culture of accountability and transparency in the provision and use of parliamentary work expenses	2019	17 8 13 62		48
	Provides effective education about the travel expenses framework	2019	12 11 15 62		44
	Delivers on its commitments	2019 2018	23 4 20 52 15 8 23 52	34	36
	Is future focussed	2019 2018	25 7 30 37 24 12 35 27	18	29 🔺
			NA ■DK ■Disagree (0-4) ■Neither (5) ■Agree (6	-10)	

Agreement with statements about IPEA's customer / value proposition

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Source. E2. And to what extent do you agree or disagree that IPEA ... | Previously E3 in 2018 Base: All Respondents 2018 n=219; 2019 n=115

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

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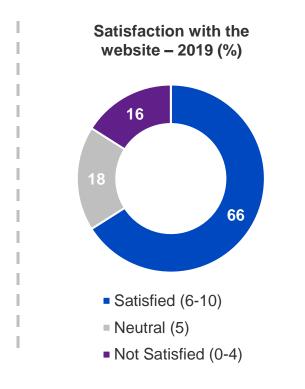
5 Information Needs

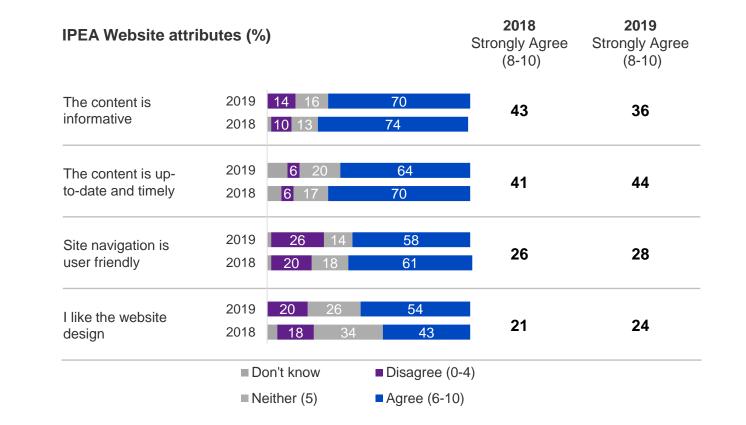
Website visitation and ratings

43% Visited

IPEA's website in 2019*

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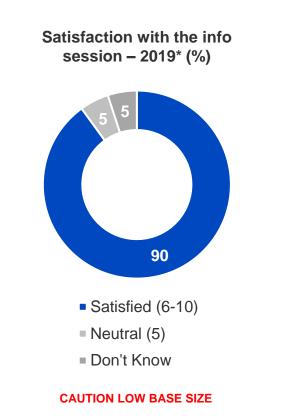


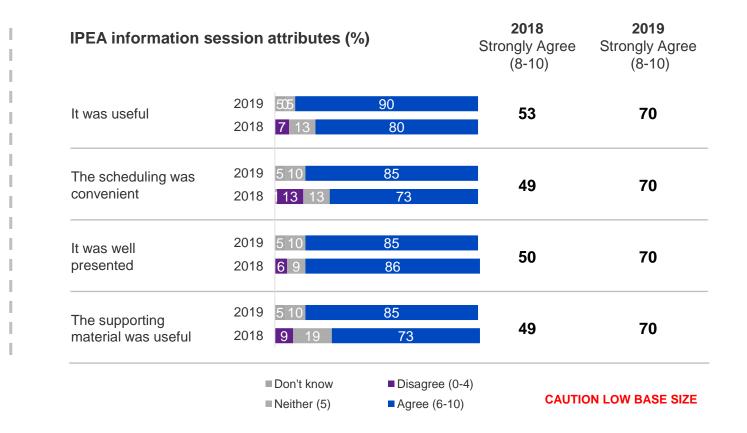


Source. B4. Which, if any, of the following services have you accessed, or contacted IPEA in relation to, in the past 12 months? | Base: All Respondents n=115 F1. You mentioned earlier that you have visited the IPEA website, how satisfied are you with the website? F2. How strongly do you agree or disagree 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

Education / Information sessions attendance and ratings







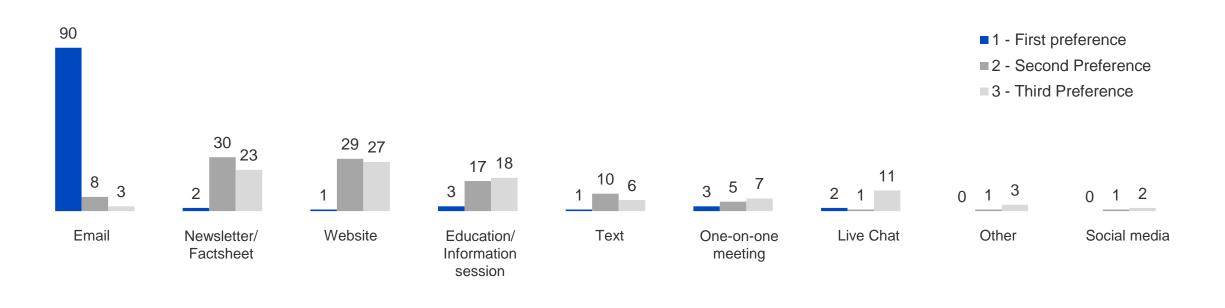
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Source. B4. Which, if any, of the following services have you accessed, or contacted IPEA in relation to, in the past 12 months? | Base: All Respondents n=115 F7: You mentioned earlier that you have attended an IPEA education / information session. How satisfied are you with IPEA's education / information session? F8. How strongly do you agree or disagree with the following statements about IPEA's information session? | Previously E4 in 2018 Base: Respondents who have attended and IPEA information session 2018 n=70; **2019 n=20 CAUTION LOW BASE SIZE** *Note: Result has not been compared to 2018 due to changes in the questionnaire reducing data comparability



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Source. B4. Which, if any, of the following services have you accessed, or contacted IPEA in relation to, in the past 12 months? F6. You mentioned earlier that you have not used IPEA-ed before, why haven't you used IPEA-ed? Base: All respondents n=115 | Respondents who have not used IPEA-ed n=106 Future information sharing method preference (%)



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Source. F9: What is your personal preference for receiving information from IPEA? Please select your top 3 preferences. Base: All Respondents n=115

Sample profile and knowledge of IPEA

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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		

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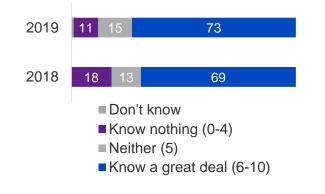
Source: A1. Which of the following describes your role? | A1a. Where is your work base located? | A2. How long have you been a senator / MHR / PS / ES? Base: All respondents 2018 n=269, 2019 n=115

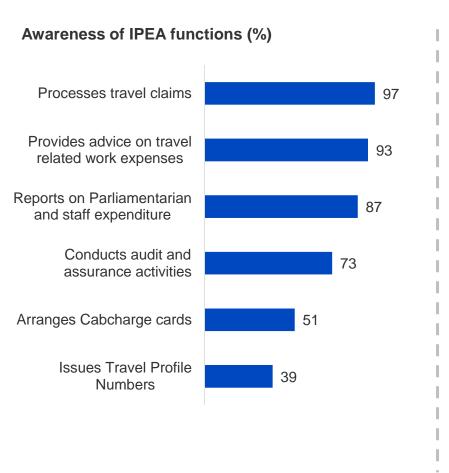
Awareness and knowledge of IPEA

First heard about IPEA from... (%)

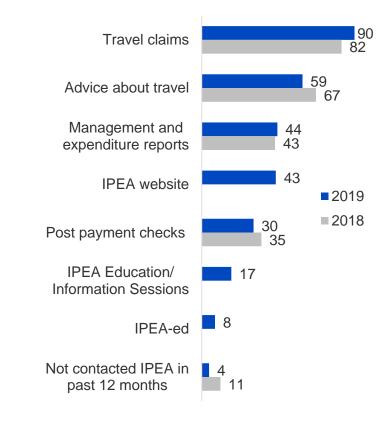
Ministerial & Parliamentary Services	51
Colleague (a fellow Parliamentarian or staff member)	31
Information session	11
Website	3

Knowledge of IPEA (%)





IPEA services accessed (%)



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Source: B1. Where did you first hear about IPEA? | B2. And, how much would you say you know about IPEA and its functions? | Previously A3 in 2018, Base 2018 n = 255 | Source: Which of the following IPEA functions and services are you aware of? | B4. Which, if any, of the following services have you accessed, or contacted IPEA in relation to, in the past 12 months? | Previously A2 in 2018, Base 2018 n = 262 Base: All respondents 2019 n=115