

Client Satisfaction Survey 2020

Research Report

Independent Parliamentary Expenses Authority
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KANTAR

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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 and again in 2019 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 2019 survey, IPEA re-commissioned Kantar's Public Division to conduct the 2020 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 2020 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

For the first time, the research this year also included a series of qualitative interviews with Parliamentary 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 2020 questionnaire replicated the 2019 and 2018 questionnaires to allow comparability year on year. Some minor changes were made in 2020.
- The number of completed surveys and fieldwork dates in 2020, 2019 and 2018 were as follows:

	2020	2019	2018
Total	97	115	269
- Senator	4	3	6
- Member of HR	6	2	14
- Personal Staff	26	37	79
- Electorate Staff	61	73	170
Fieldwork dates	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 in 2020. Participants were sourced through the online survey or via potential participant lists provided by IPEA.
- 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 for 2020 were as follows:

	2020
Total	20
- Advisors	4
- Office Manager	10
- Diary Manager/ EA	4
- Electorate Staff	2
Fieldwork dates	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.

All research was conducted in accordance with ISO20252 standards.

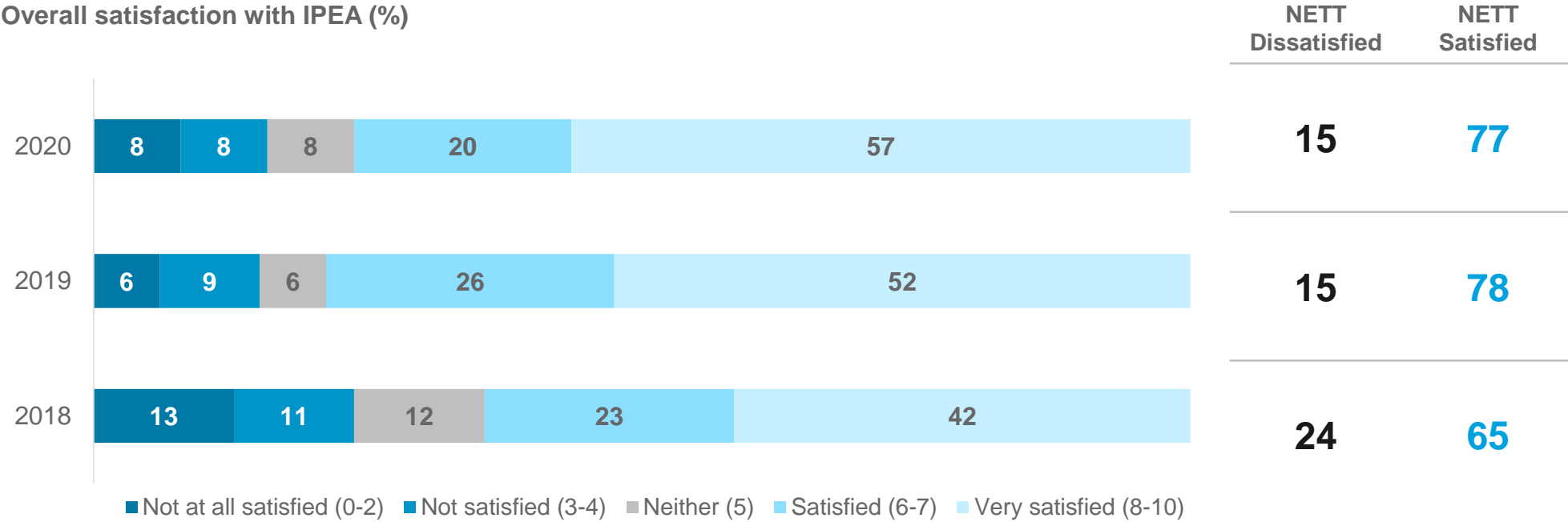
3

Overall Satisfaction

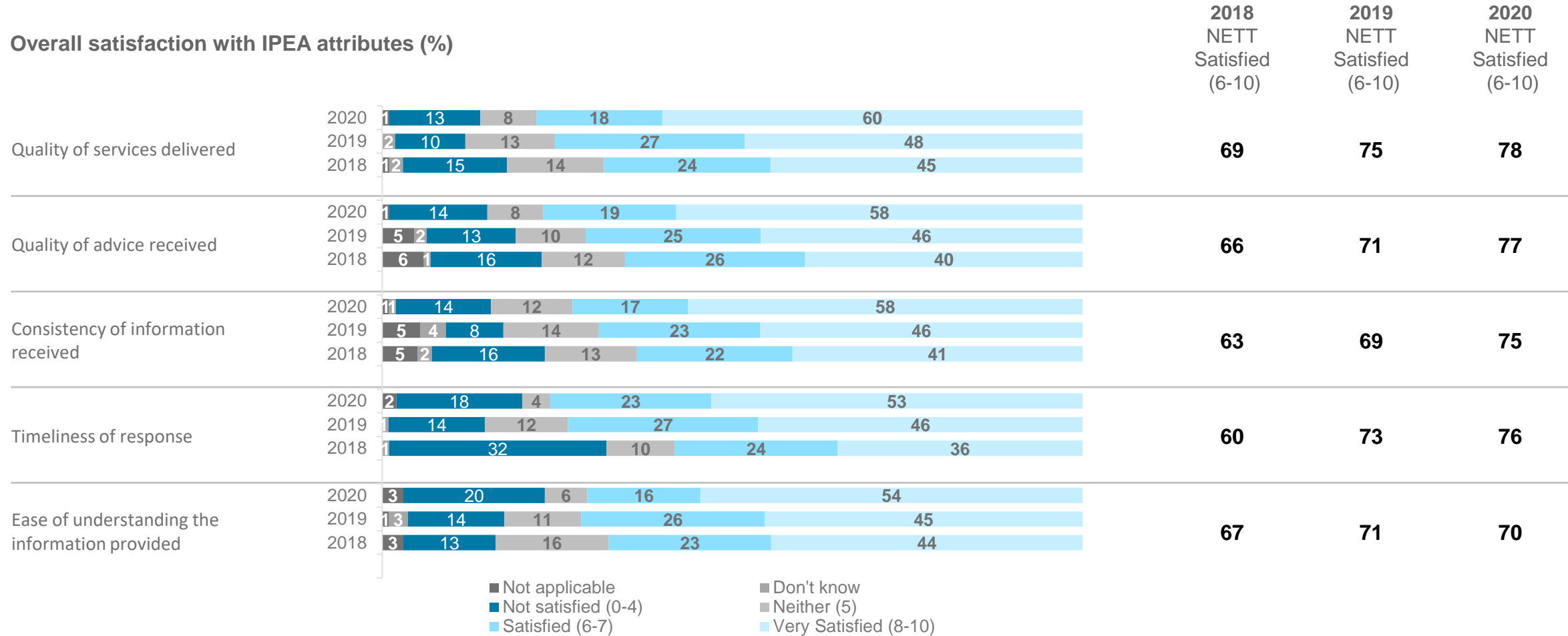


Overall satisfaction with IPEA

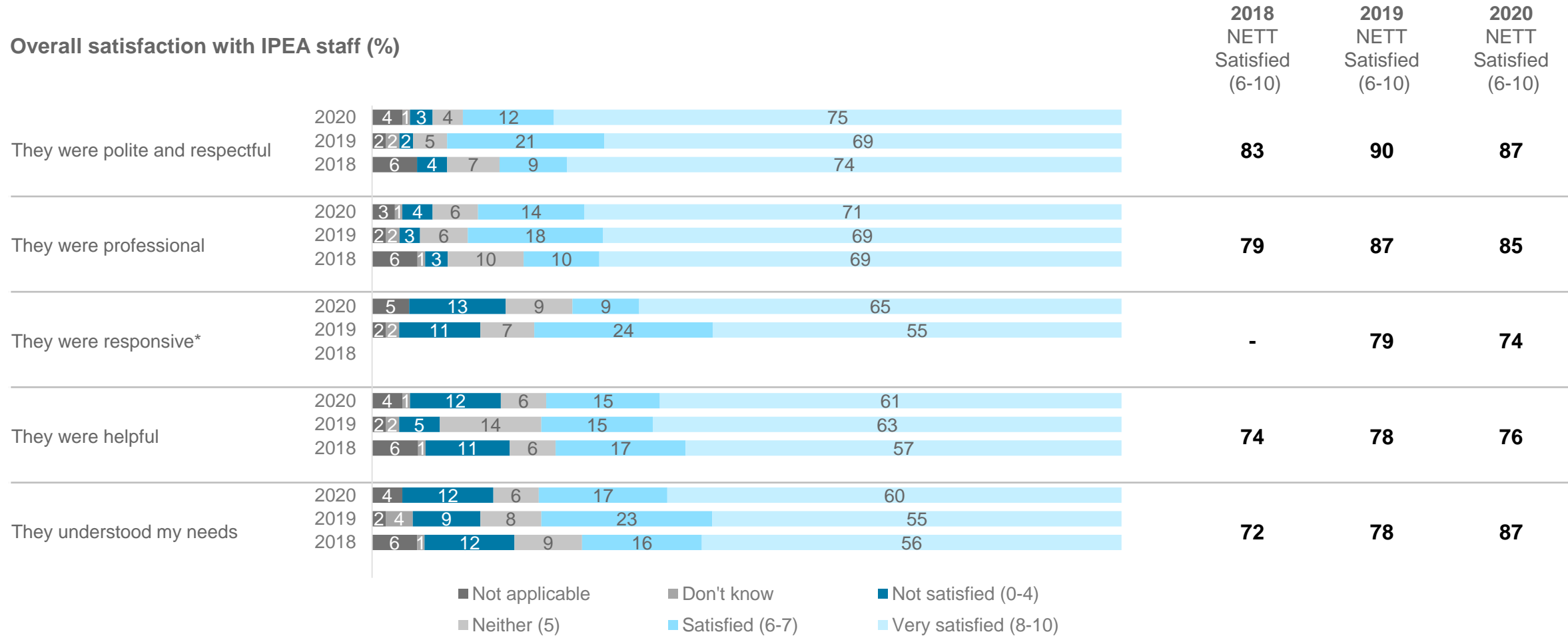
Overall satisfaction with IPEA (%)



Satisfaction with specific aspects of experience



Satisfaction with IPEA staff



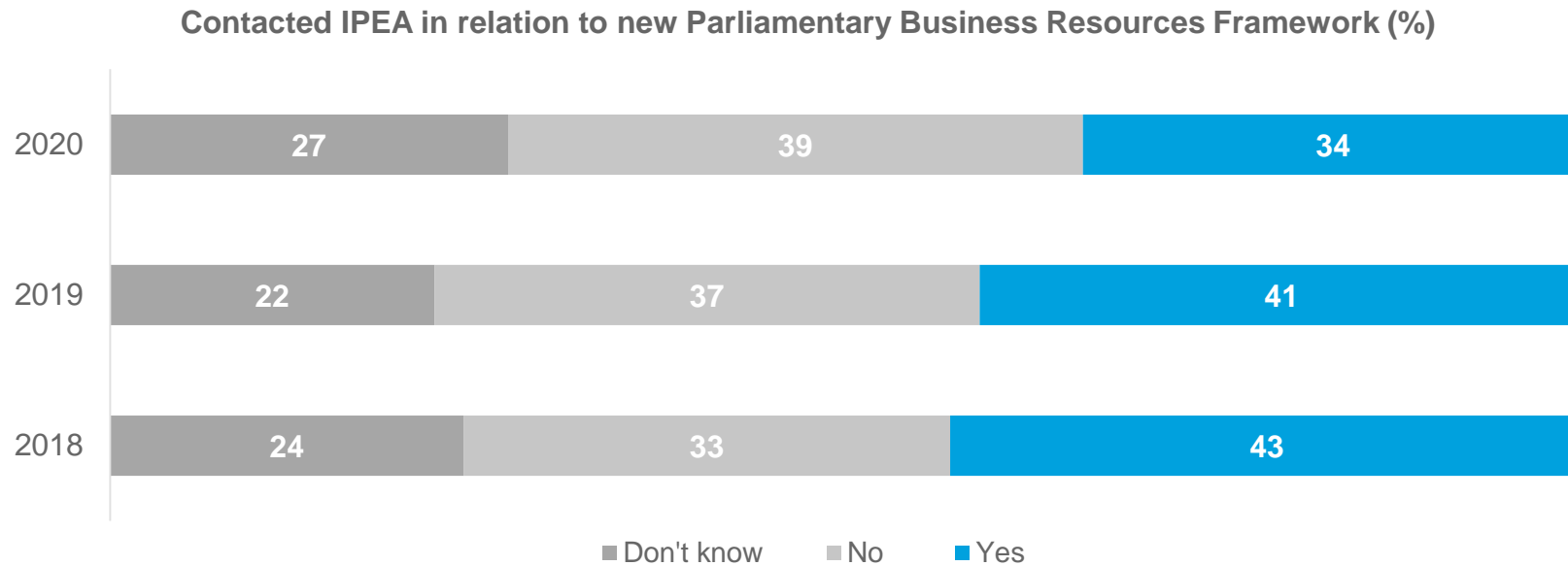
4

Service Area Satisfaction

4.1

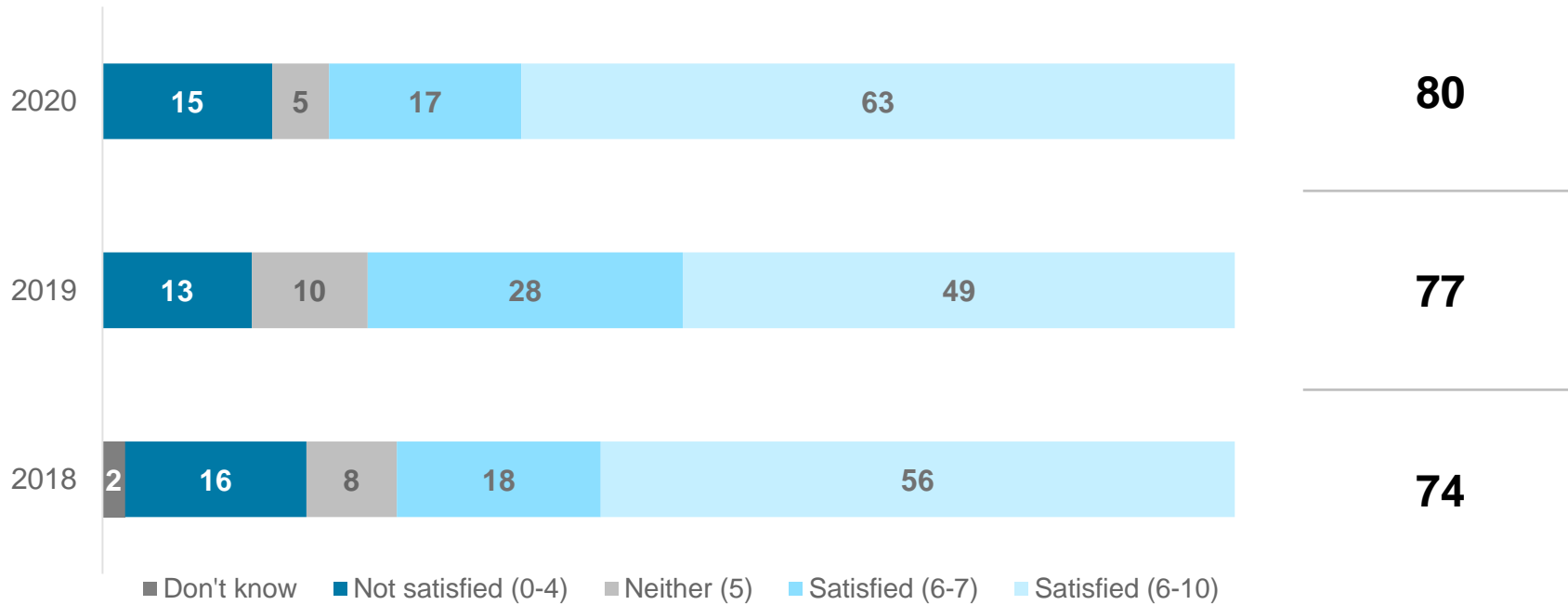
Service Area: Satisfaction with advice about travel

Contact in relation to new Parliamentary Business Resources Framework

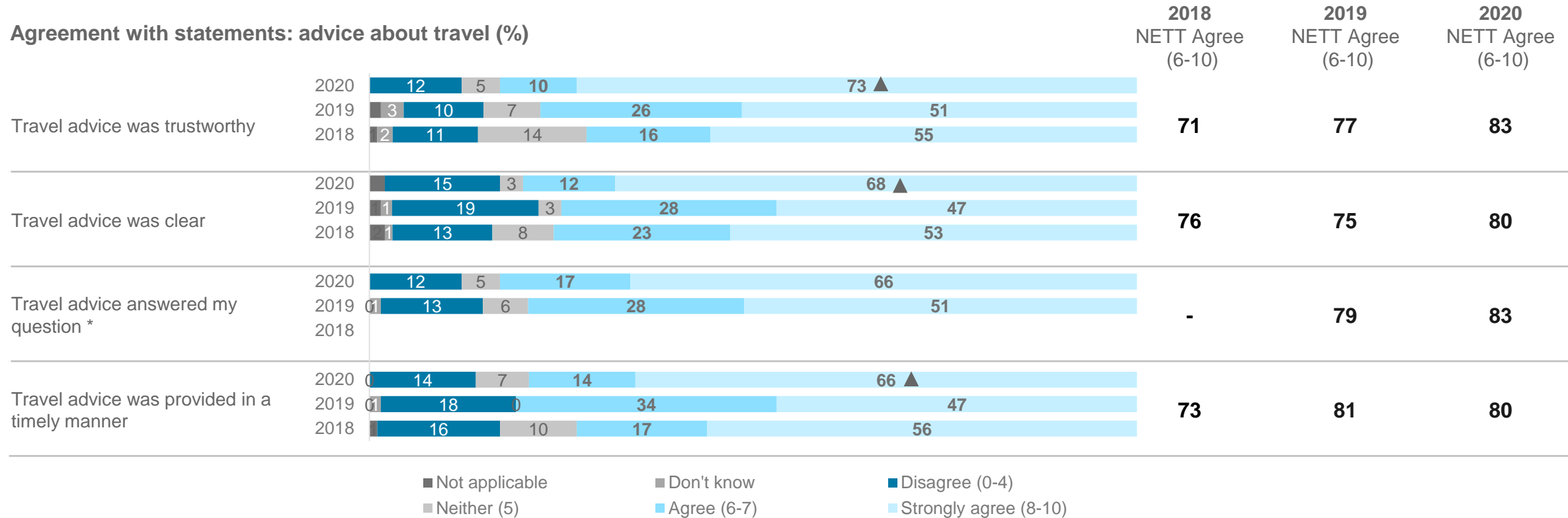


Satisfaction with advice about travel

Satisfaction with advice about travel* (%)



Satisfaction with specific aspects of experience



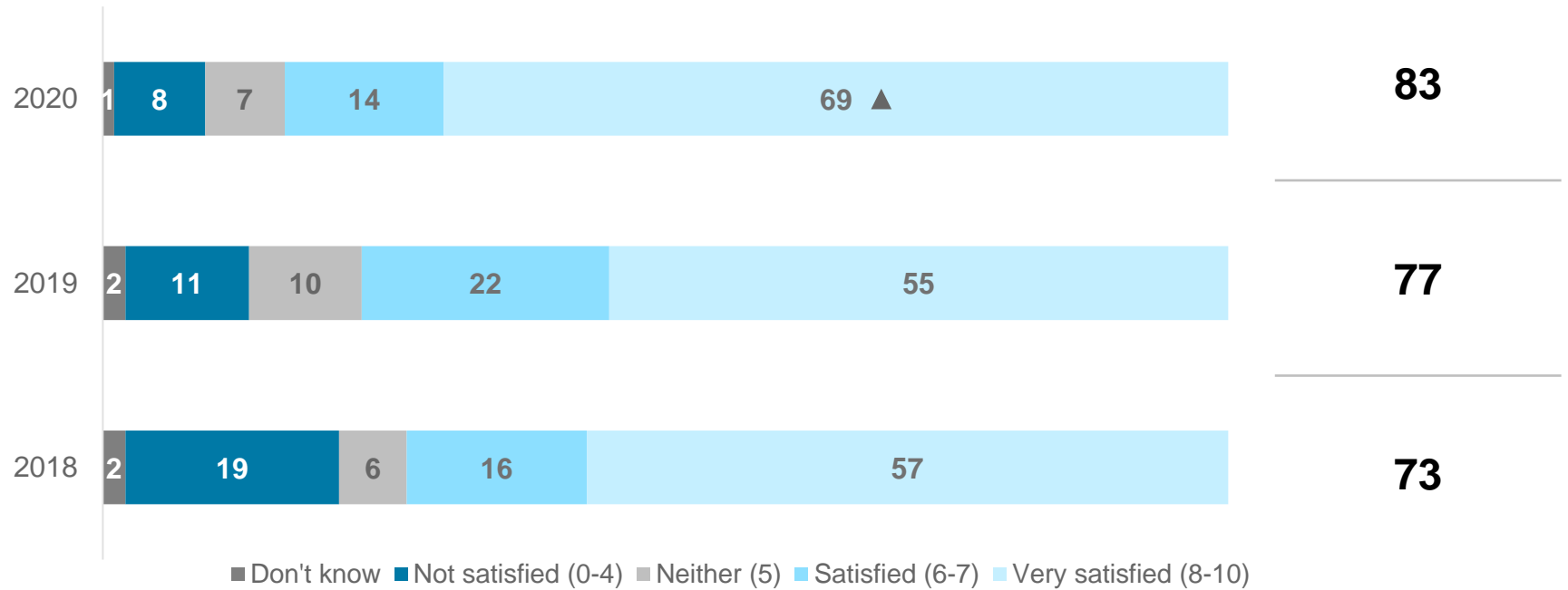
▲▼ Higher / lower to 2019 at a 95% confidence level

4.2

Service Area: Satisfaction with travel claims

Satisfaction with travel claims

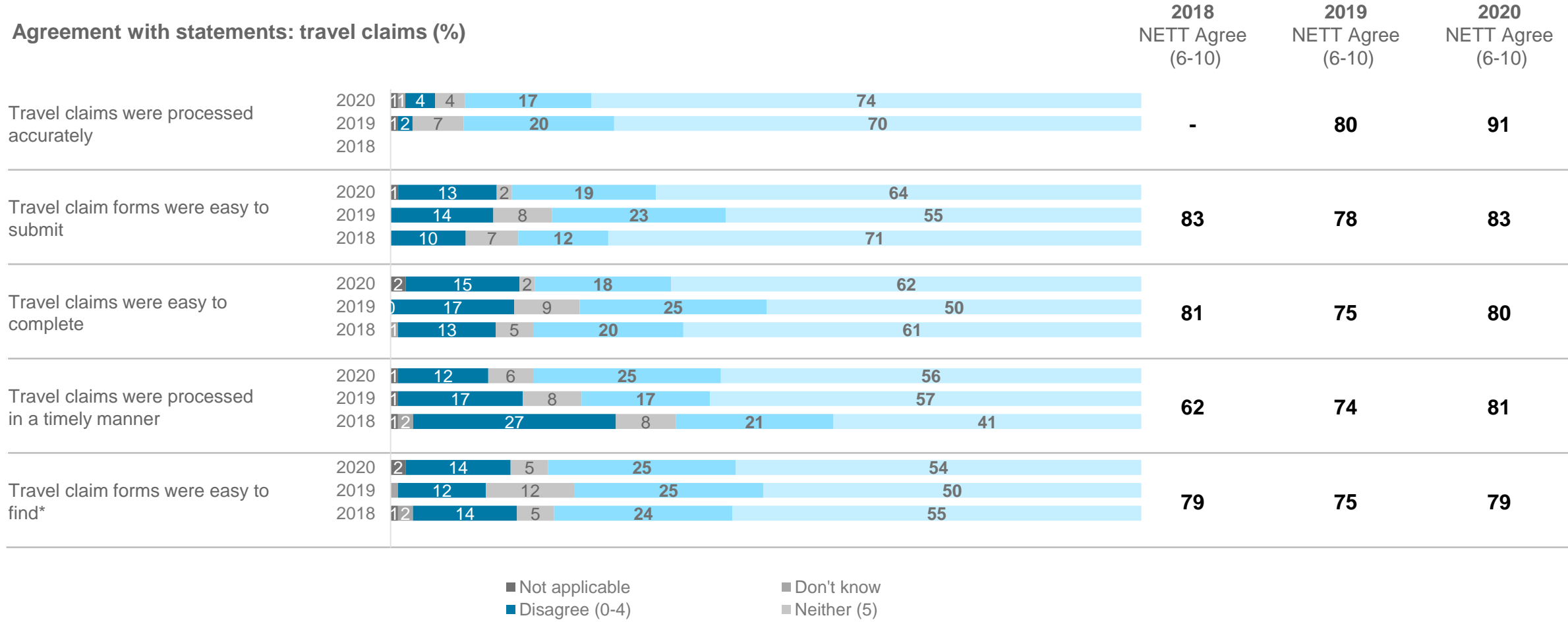
Satisfaction with travel claims (%)



■ Don't know ■ Not satisfied (0-4) ■ Neither (5) ■ Satisfied (6-7) ■ Very satisfied (8-10)

▲▼ Higher / lower to 2019 at a 95% confidence level

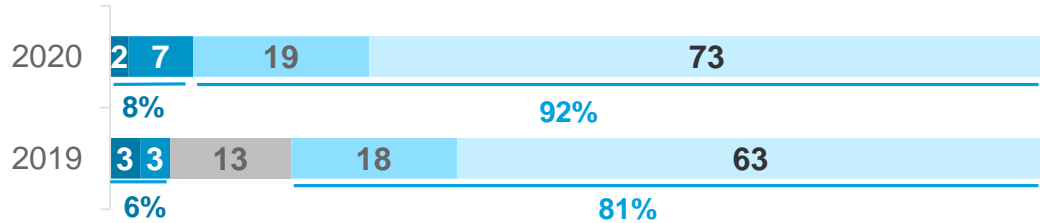
Satisfaction with specific aspects of experience



Methods of submitting travel claims

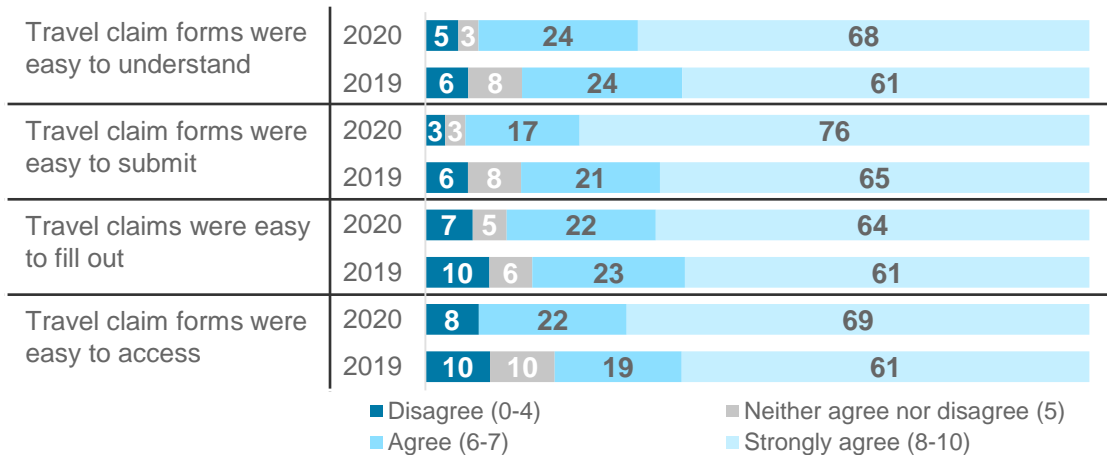
70% submitted via email or post

Satisfaction submitting via email or post (%)



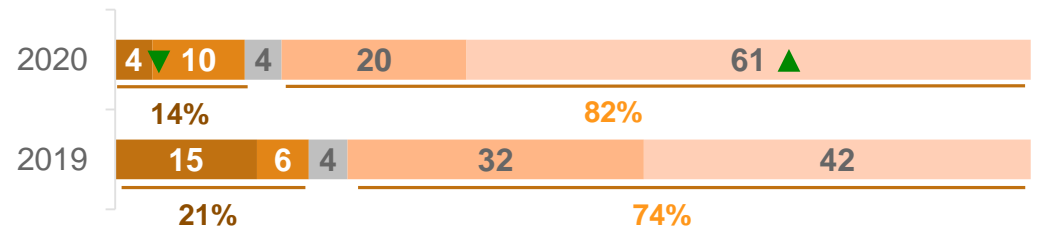
■ Not at all satisfied (0-2) ■ Not satisfied (3-4) ■ Neither (5) ■ Satisfied (6-7) ■ Very satisfied (8-10)

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



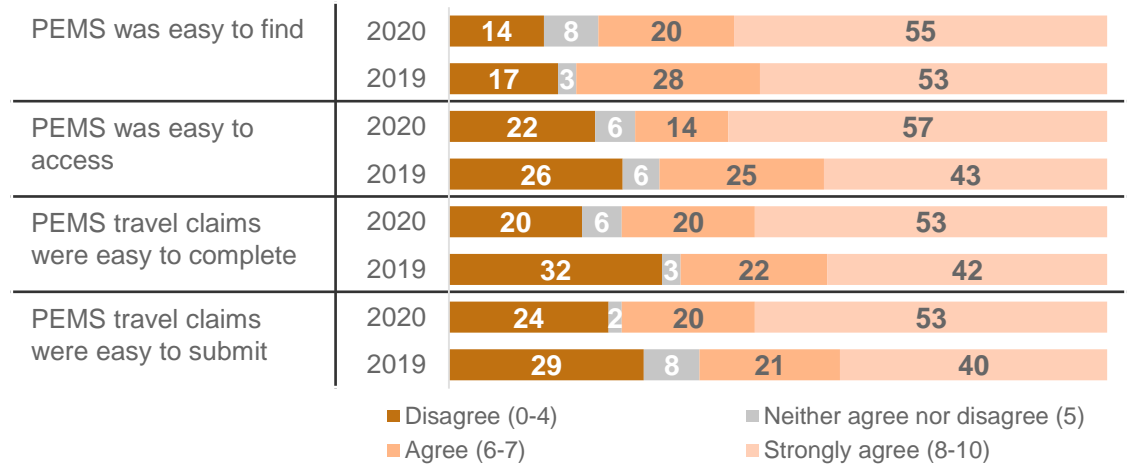
58% submitted via PEMS

Satisfaction submitting via PEMS (%)



■ 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 (%)



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 with the following statements about submitting travel claims through PEMS?

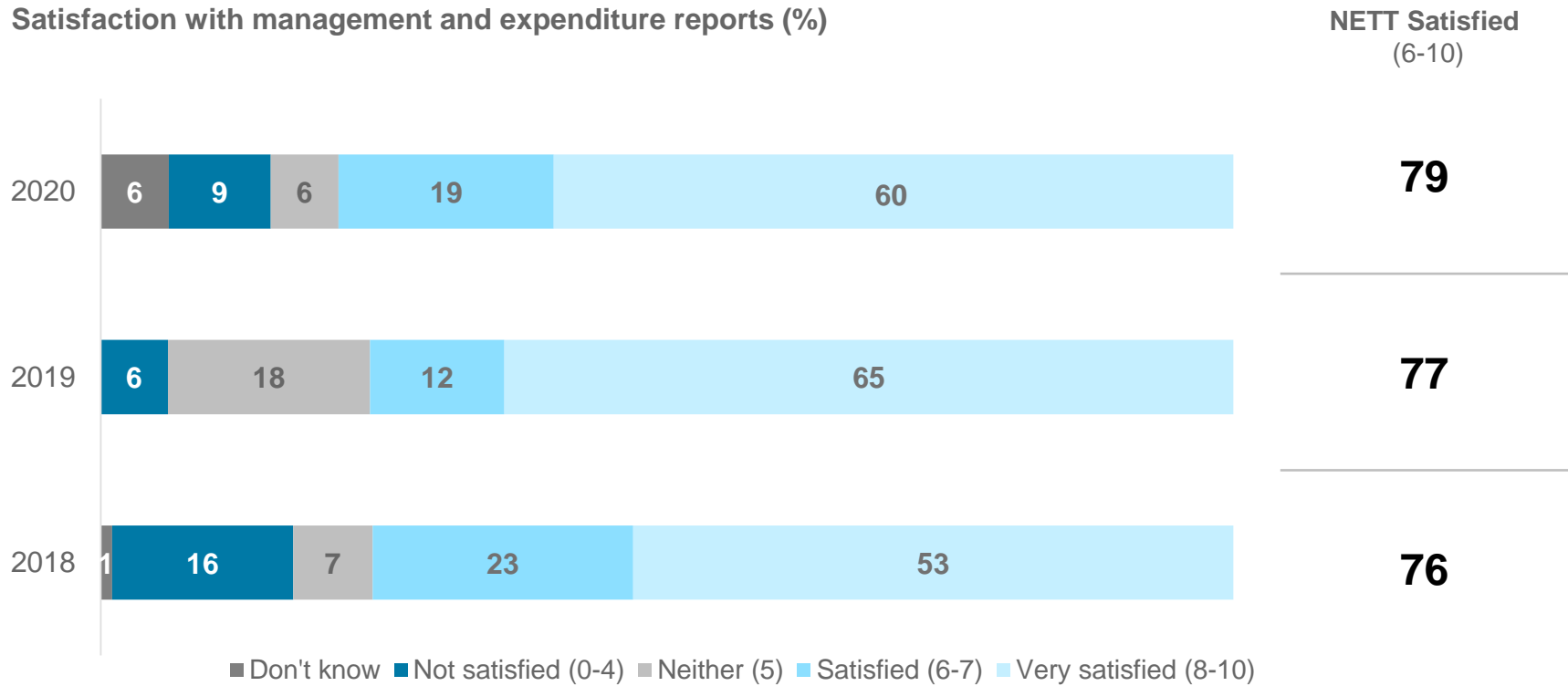
Base: Respondents who have dealt with advice about travel claims 2019 n=103; 2020 n=84 | Respondents who have used email / post 2019 n=62; 2020 n=59 | Respondents who have used PEMS 2019 n=72; 2020 n=49

4.3

Service Area: Satisfaction with management / expenditure reports

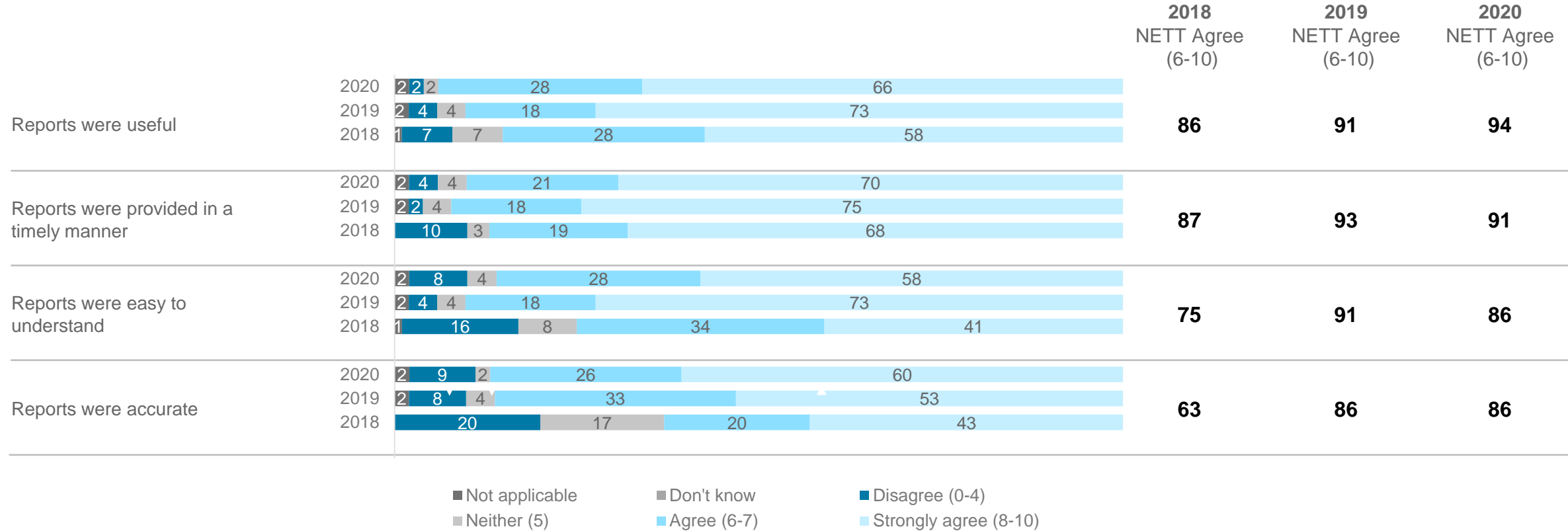
Satisfaction with management and expenditure reports

Satisfaction with management and expenditure reports (%)



Satisfaction with specific aspects of experience

Agreement with statements: management and expenditure reports (%)

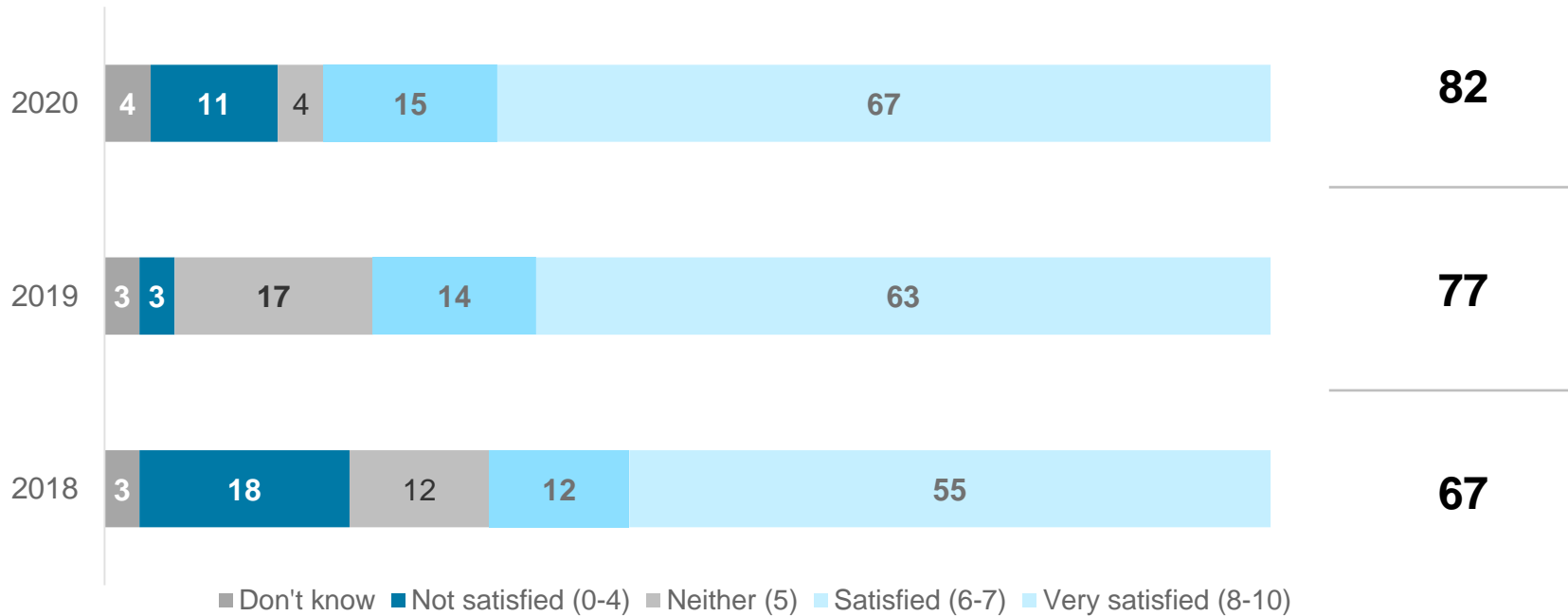


4.4

Service Area: Post payment checks

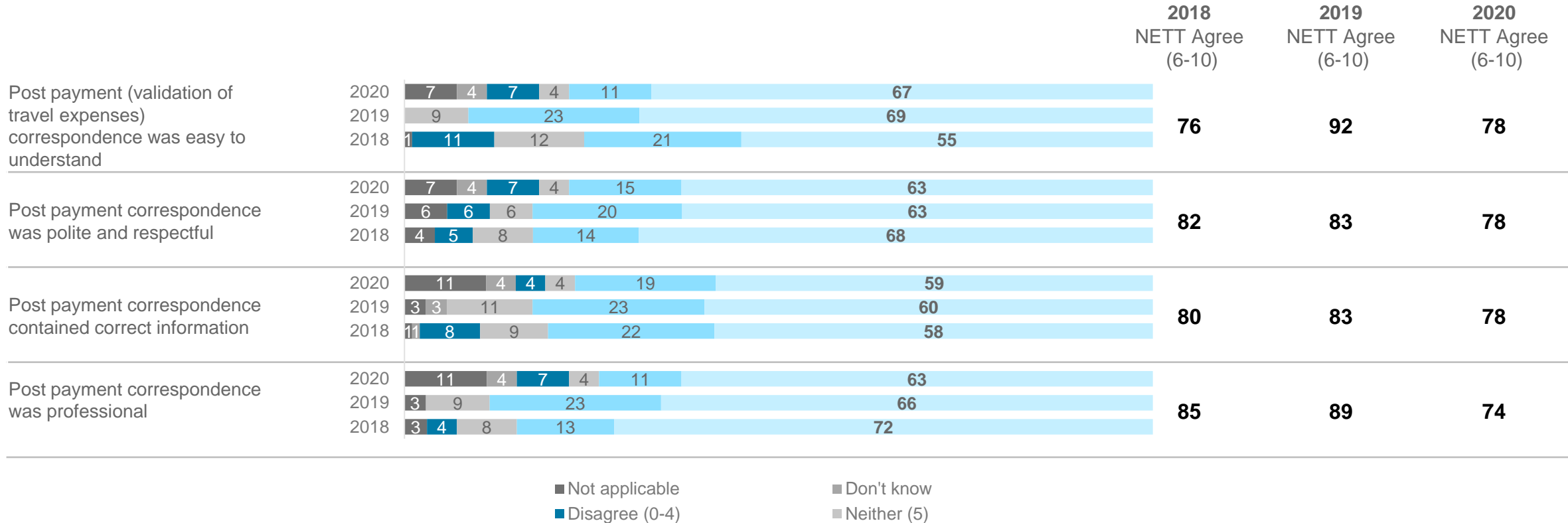
Satisfaction with post payment checks (validation of travel expenses)

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



Satisfaction with specific aspects of experience

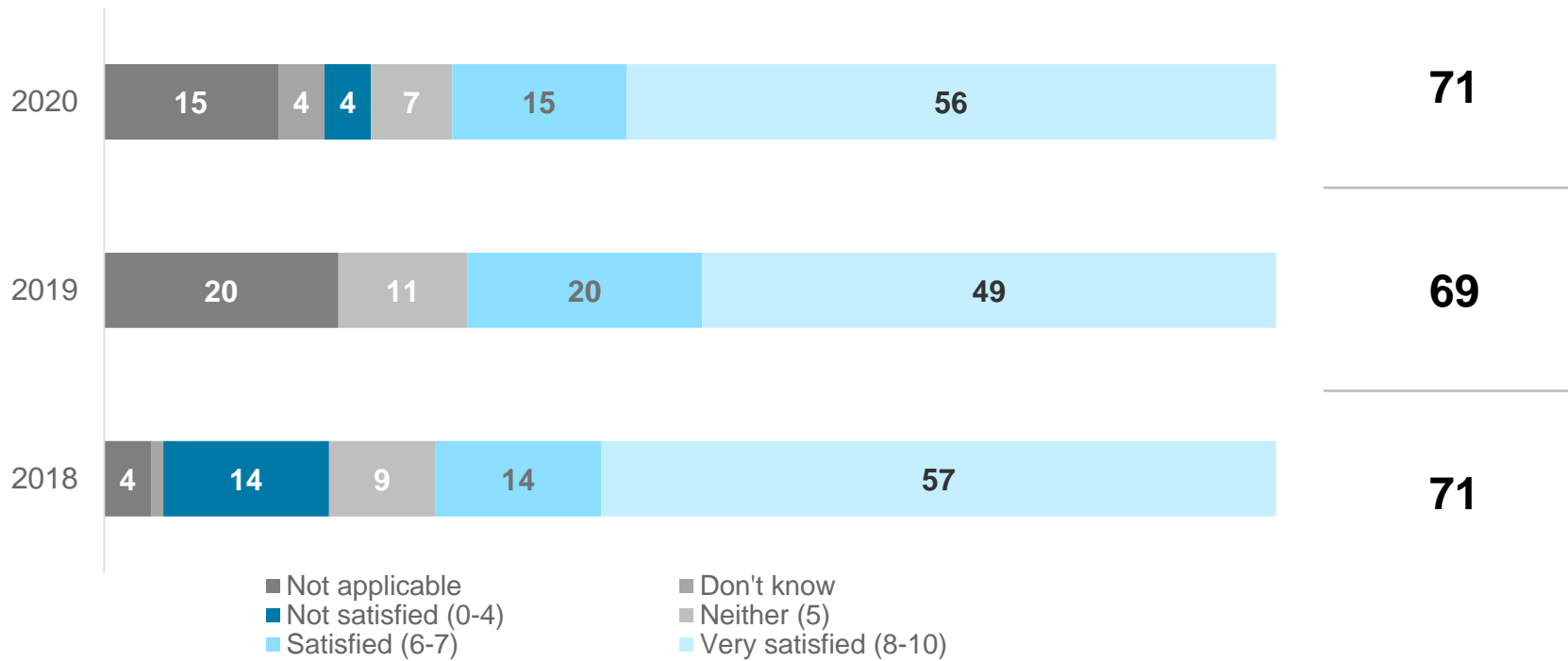
Agreement with statements: post payment checks (validation of travel expenses) (%)



Satisfaction with specific aspects of experience

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

NETT Satisfied
(8-10)

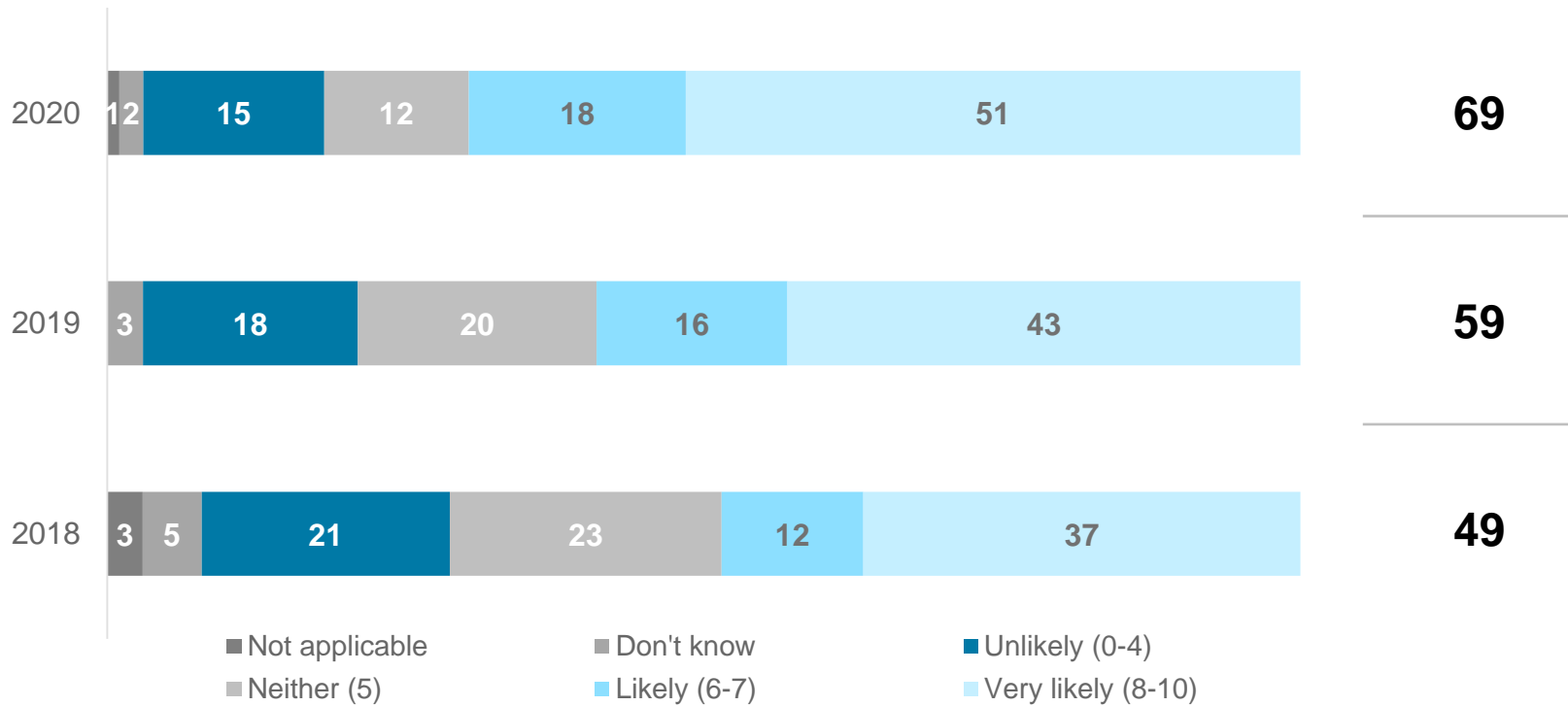


5

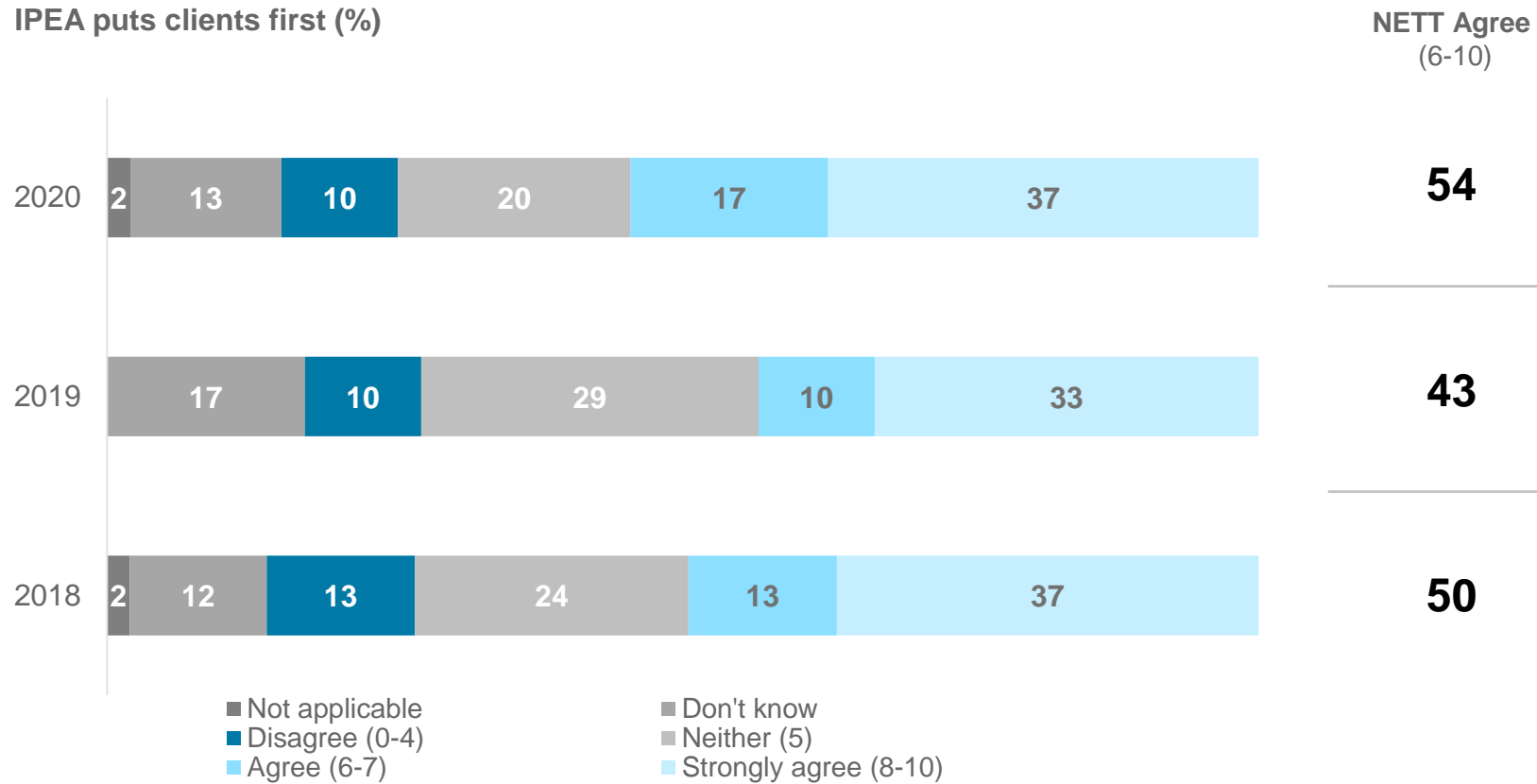
Client Centricity



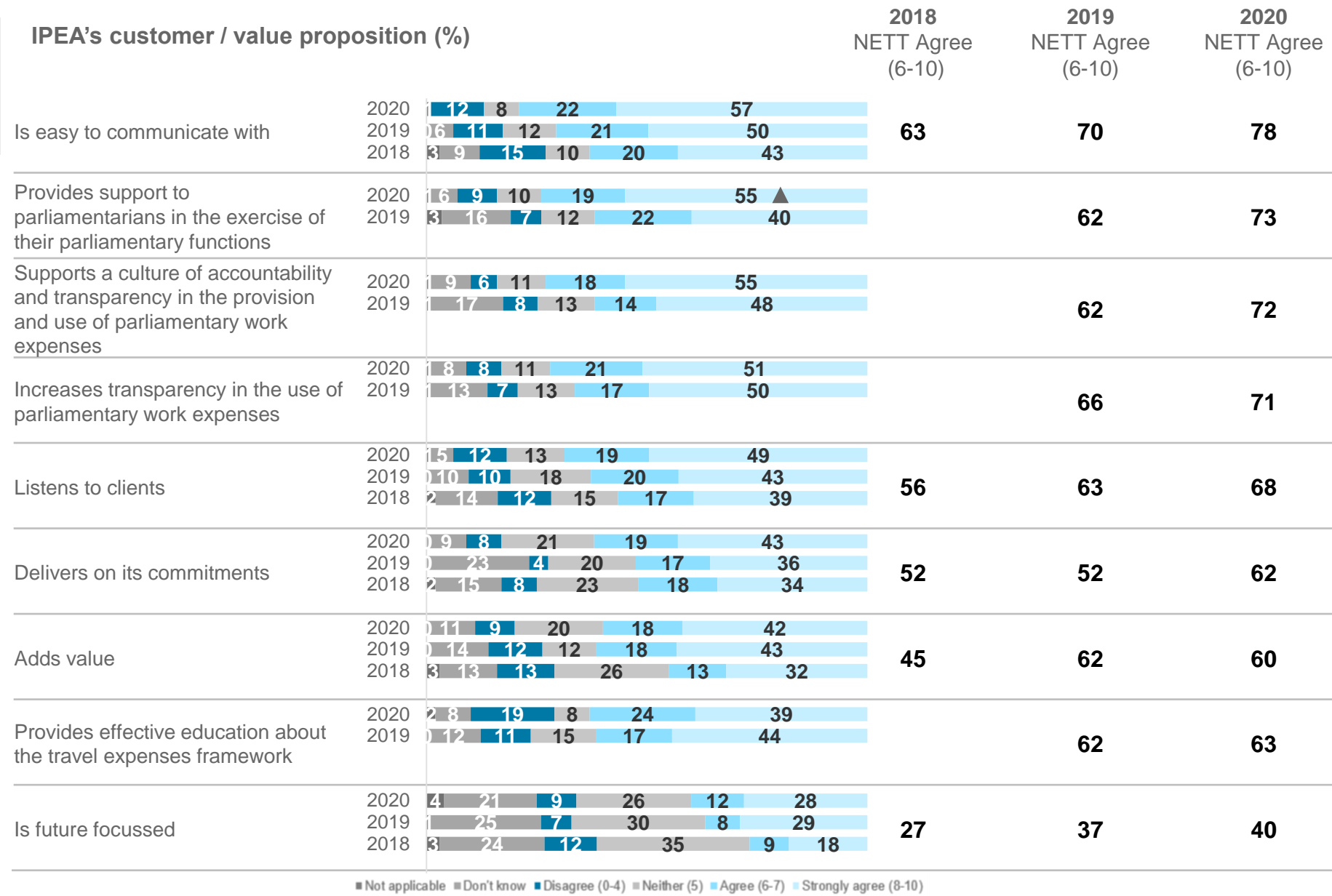
Discuss IPEA favourably (%)



Agreement that IPEA puts clients first



Agreement with statements about IPEA's customer / value proposition



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

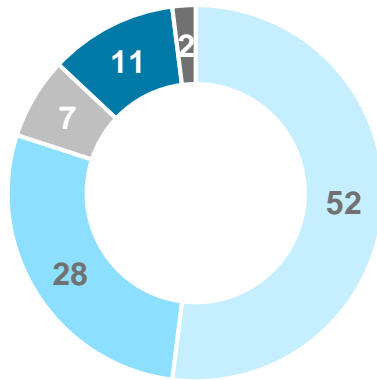
6

Information Needs

Website visitation and ratings

47%
Visited
IPEA's
website in
2020*

Satisfaction with the website – 2020 (%)



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

IPEA Website 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)
The content is up-to-date and timely	2020	7	9	24	54			
	2019	10	6	20	44	70	64	78
	2018	7	6	17	41			
The content is informative	2020	9	7	33	50			
	2019	14	16	34	36	74	70	74
	2018	10	13	31	43			
Site navigation is user friendly	2020	17	7	37	37			
	2019	26	14	30	28	61	58	74
	2018	20	18	35	26			
I like the website design	2020	4	15	20	33			
	2019	20	26	30	24	43	54	61
	2018	5	18	34	21			

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

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=97

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; 2020 n=46

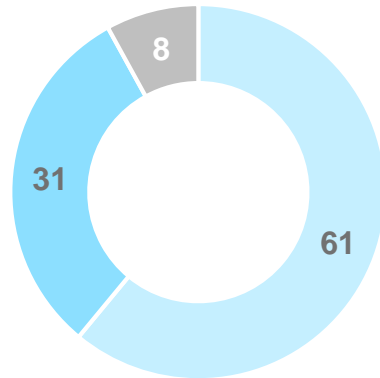
*Note: Result has not been compared to 2018 due to changes in the questionnaire reducing data comparability

Education / Information sessions attendance and ratings

13%

Attended an education/information session in 2020*

Satisfaction with the info session – 2020* (%)



- Very satisfied (8-10)
- Satisfied (6-7)
- Neutral (5)

CAUTION LOW BASE SIZE

IPEA information session attributes (%)

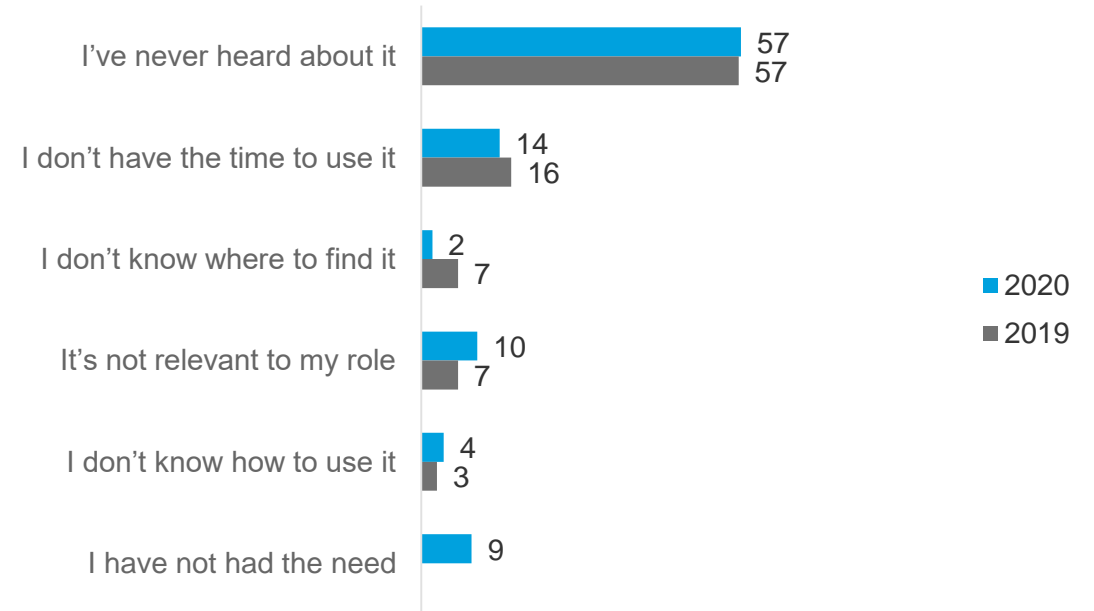
Attribute	Year	Don't know	Disagree (0-4)	Neither (5)	Agree (6-7)	Strongly agree (8-10)	2018 NETT Agree (6-10)	2019 NETT Agree (6-10)	2020 NETT Agree (6-10)
It was well presented	2020	8	23	69					
	2019	5	10	15	70		86	85	92
	2018	6	9	36	50				
The supporting material was useful	2020	8	23	69					
	2019	5	10	15	70		73	85	92
	2018	9	19	24	49				
The scheduling was convenient	2020		38	62					
	2019	5	10	15	70		73	85	100
	2018	13	13	24	49				
It was useful	2020	8	31	62					
	2019	5	5	20	70		80	90	92
	2018	7	13	27	53				

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

CAUTION LOW BASE SIZE

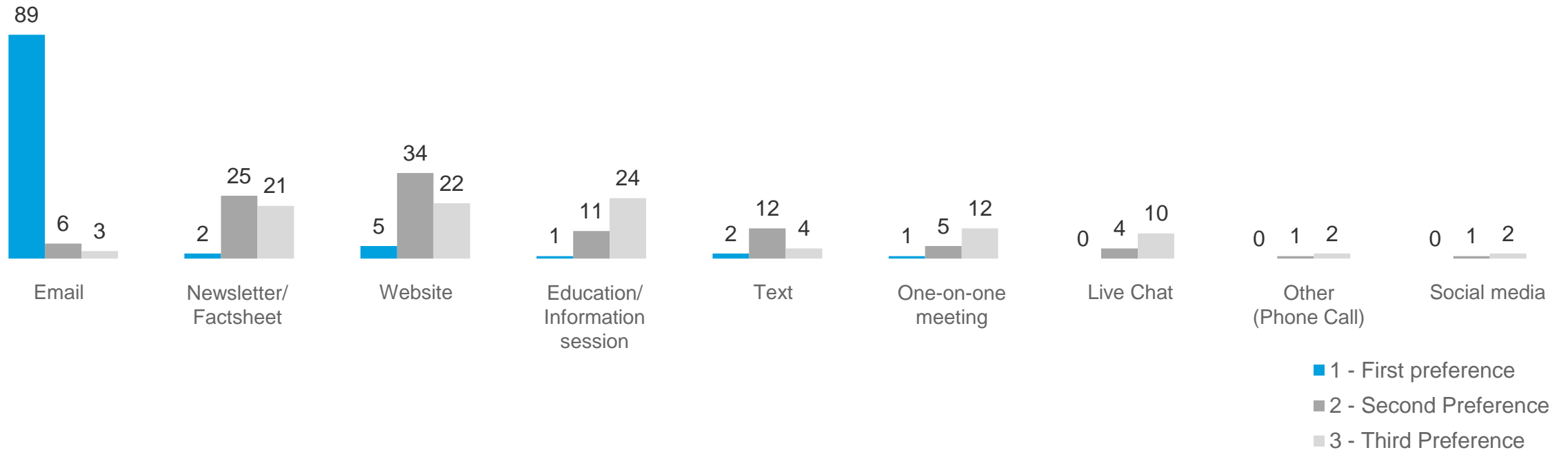
4%
**Accessed
IPEA-ed in 2020**

Reasons for not using IPEA-ed (%)



Information sharing preferences

Future information sharing method expectation (%)





7
Sample profile and knowledge of IPEA

Sample profile

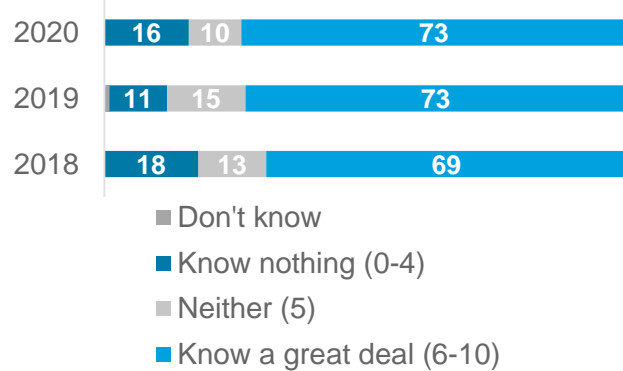
Employment role (%)	2020			2019			2018		
	2020	2019	2018	Base location (%)			Length of employment (%)		
Senator	4	3	2	ACT	12	17	0-2 years	36	43
Member of House of Representatives	6	2	5	NSW	31	22	3-4 years	26	24
Personal staff	27	32	29	WA	10	9	5-6 years	11	12
Electorate staff	63	63	63	SA	8	8	7+ years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

Awareness and knowledge of IPEA

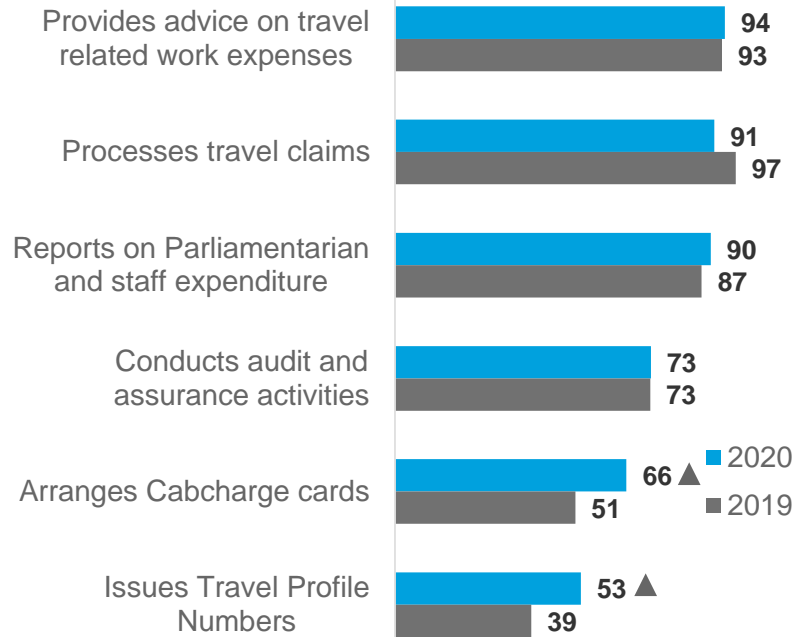
First heard about IPEA from... (%)

Colleague (a fellow Parliamentarian or staff member)	44
Ministerial & Parliamentary Services	36
Information session	11
As part of role	3
Government Announcement/ Discussion	2
Website	2
Former Parliamentarian	1

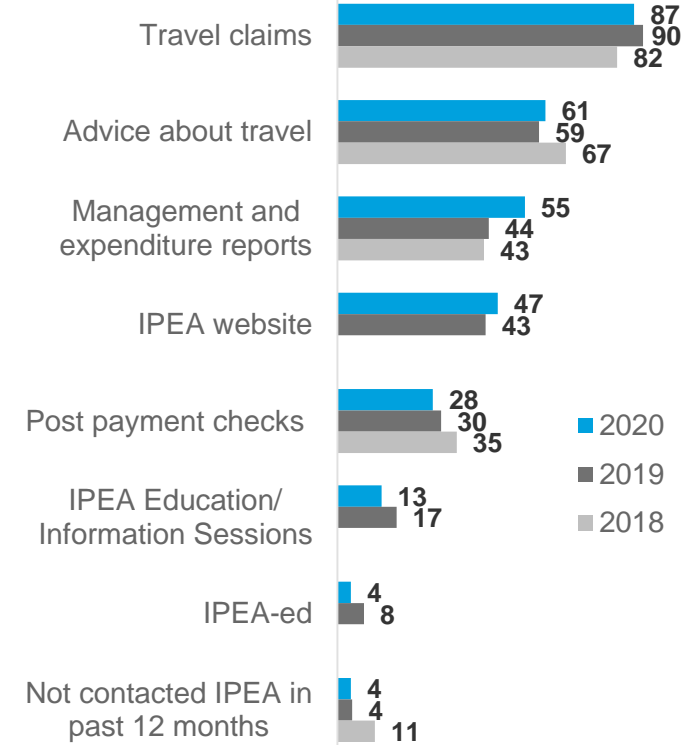
Knowledge of IPEA (%)



Awareness of IPEA functions (%)



IPEA services accessed (%)



▲▼ Higher / lower to 2019 at a 95% confidence level