

Customer Satisfaction Survey 2014

#64



COMPLETE

Collector: Direct emails (Web Link)

Started: Friday, January 31, 2014 6:59:05 AM

Last Modified: Friday, January 31, 2014 7:06:26 AM

Time Spent: 00:07:21

IP Address: [REDACTED]

PAGE 1: Introduction

Q1: Which do you like best?

Respondent skipped this question

PAGE 2: Information about you

Q2: Please enter your personal details below. Please note, you must complete this section to proceed.

Name

[REDACTED]

Organisation

National Audit Office

Email address

[REDACTED]

Telephone number

[REDACTED]

Q3: Which sector do you primarily work in? Please select ONE answer only. Public sector

Central government department or agency

Q4: Private sector

Respondent skipped this question

Q5: Other sectors

Respondent skipped this question

PAGE 3: Your use of ONS statistics

Q6: Which ONS statistics do you use most often? Take a look at our diagram for more information on each of these options. Please select ALL that apply.

Business, industry and trade, Economy, Employment and labour market

Q7: Approximately how often have you used ONS statistics during the last year? Please select ONE answer only.

A few times a month

PAGE 4: Your use of ONS statistics

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Q8: What do you/your organisation use ONS statistics for? Please select ALL that apply.

Monitoring or formulating policy,
Market analysis, Modelling and forecasting,
Research

Q9: How important, if at all, are ONS statistics to your work? Please select ONE answer only.

They are fairly important to my work

PAGE 5: Your use of ONS statistics

Q10: Thinking about the statistics that you use, how satisfied or dissatisfied are you with the extent to which they... Please hover over each option for more information. Please select ONE answer only on each row. Business, industry and trade

| | |
|------------------------------------|------------------------------------|
| Meet your needs. | Satisfied |
| Are accurate | Satisfied |
| Are timely | Dissatisfied |
| Are clearly presented | Satisfied |
| Are punctual | Neither satisfied nor dissatisfied |
| Are easy to find | Dissatisfied |
| Enable comparisons with other data | Satisfied |
| Are complete | Satisfied |

Q11: Economy

| | |
|------------------------------------|--------------|
| Meet your needs | Satisfied |
| Are accurate | Satisfied |
| Are timely | Dissatisfied |
| Are clearly presented | Satisfied |
| Are punctual | Satisfied |
| Are easy to find | Dissatisfied |
| Enable comparisons with other data | Satisfied |
| Are complete | Satisfied |

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Q12: Employment and labour market

| | |
|------------------------------------|--------------|
| Meet your needs | Satisfied |
| Are accurate | Satisfied |
| Are timely | Satisfied |
| Are clearly presented | Satisfied |
| Are punctual | Satisfied |
| Are easy to find | Dissatisfied |
| Enable comparisons with other data | Satisfied |
| Are complete | Satisfied |

Q13: Other ONS statistics you use

| | |
|-----------------------|------------------------------------|
| Meet your needs | Satisfied |
| Are accurate | Satisfied |
| Are timely | Satisfied |
| Are clearly presented | Satisfied |
| Are punctual | Neither satisfied nor dissatisfied |
| Are easy to find | Dissatisfied |
| Are complete | Satisfied |

Q14: People, population and communities

| | |
|------------------------------------|------------------------------------|
| Meet your needs | Satisfied |
| Are accurate | Satisfied |
| Are timely | Neither satisfied nor dissatisfied |
| Are clearly presented | Satisfied |
| Are punctual | Satisfied |
| Are easy to find | Dissatisfied |
| Enable comparisons with other data | Satisfied |
| Are complete | Satisfied |

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Q15: Overall, how satisfied or dissatisfied are you with the quality of ONS statistics? Please select ONE answer only. Satisfied

Q16: How much trust do you have in statistics produced by ONS? Please select ONE answer only. Tend to trust them

Q17: What changes, if any, would you like ONS to make to improve its statistics to better meet your needs?

Ability to find them easily on the ONS/UKSA website.

Q18: Reflecting on ONS's statistics, are there any areas where you feel ONS performs particularly well?

Authoritativeness, the reputation is strong.

PAGE 7: ONS statistical products

Q19: Which ONS statistical products do you use? Please hover over each option for more information. Please select ALL that apply. Statistical bulletins, Summaries, Reports, Articles, Release calendar

Q20: How satisfied or dissatisfied are you with the quality of ONS's statistical products? Please hover over each option for more information. Please select ONE answer only on each row for the products you use.

| | |
|--|--------------------------|
| Statistical bulletins | Satisfied |
| Summaries | Satisfied |
| Short stories | Don't use/not applicable |
| Reports | Satisfied |
| Articles | Satisfied |
| Release calendar | Satisfied |
| Data tables | Satisfied |
| Data graphics | Satisfied |
| Theme and topic pages on the ONS website | Don't use/not applicable |
| Key figures | Don't use/not applicable |
| YouTube videos | Don't use/not applicable |
| Other products you use | Don't use/not applicable |

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Q21: What changes, if any, would you like ONS to make to improve its statistical products?

Respondent skipped this question

Q22: Reflecting on ONS's statistical products, are there any areas where you feel ONS performs particularly well?

Respondent skipped this question

PAGE 8: How we communicate with you

Q23: How well informed, if at all, do you feel about ONS's work? Please select ONE answer only.

Fairly well informed

Q24: How do you currently access information about ONS and its products? Please select ALL that apply.

ONS website,
Direct contact with ONS statisticians,
ONS events/conferences

PAGE 9: How we communicate with you

Q25: How satisfied or dissatisfied are you with the quality of ONS services? Please select ONE answer only on each row for the services you use.

| | |
|--|--------------------------|
| ONS e-alerts | Satisfied |
| ONS Twitter | Don't use/not applicable |
| ONS Facebook | Don't use/not applicable |
| ONS website | Don't use/not applicable |
| Direct contact with ONS statisticians | Satisfied |
| ONS customer helplines (telephone and email) | Don't use/not applicable |
| NOMIS website | Satisfied |
| NeSS website | Don't use/not applicable |
| ONS events/conferences | Satisfied |
| Other services provided by ONS | Don't use/not applicable |
| Other services not provided by ONS | Don't use/not applicable |

Q26: Would you like to receive more information from ONS than you currently receive? Please select ONE answer only.

Yes - I would welcome more regular updates

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Q27: How can ONS improve its communication with you and/or the services it provides to help you access information about its products?

Respondent skipped this question

PAGE 10: Your views of ONS

Q28: Professionalism Looking at the following statements about how ONS works, to what extent do you agree or disagree that ONS is... Please hover over each option for more information. Please select ONE answer only on each row.

Professional in the way it works Agree

Innovative and flexible in its approach Agree

Independent Agree

Q29: Please add any comments that you would like to make about the way ONS works.

Respondent skipped this question

Q30: Engagement To what extent do you agree or disagree that ONS... Please hover over each option for more information. Please select ONE answer only on each row.

Takes the time to understand my needs/the needs of my organisation Agree

Gives me/my organisation opportunities to share views on its work Don't know

Listens and responds to my/my organisation's feedback Don't know

Is collaborative in its approach to working with customers Don't know

Q31: Please add any comments that you would like to make about the way ONS engages with you.

Respondent skipped this question

Q32: Impact To what extent do you agree or disagree that ONS statistics... Please select ONE answer only on each row.

Help improve the quality of decision making in my work/organisation Agree

Inform public debate on issues affecting the UK's economy and society Agree

Impact on policy development in the UK Neither agree nor disagree

Q33: Please add any comments that you would like to make about how ONS statistics impact on your work or on society more generally.

Respondent skipped this question

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PAGE 11: Your views of ONS

Q34: Taking into account everything you know about ONS, overall, how satisfied are you with the performance of ONS as a national statistics institute? Please select ONE answer only.

Satisfied

Q35: Which of the following statements best reflects your views of ONS? Please select ONE answer only.

I would speak highly of ONS, if someone asked my opinion

Q36: d

Respondent skipped this question