

Standing Committee on Finance and Public Administration

ANSWER TO QUESTION ON NOTICE

**Budget Estimates Hearing – May 2008
Department of Finance and Deregulation
Finance and Deregulation Portfolio**



Outcome 3, Output 3.1.1

Topic: Mobile Personal Digital Assistants

Question reference number: F100

Type of Question: Written

Date set by the committee for the return of answer: 11 July 2008

Number of Pages: 1

Senator Polley asked:

Has there been a survey conducted to measure customer satisfaction with the PDA's currently in use by senators and members?

If yes, could you please provide a copy of the results?

If no, will such a survey be conducted? And when is it likely to occur?

Answer:

There has not been a survey conducted to measure the customer satisfaction with Mobile PDA's.

A customer satisfaction survey is conducted each Parliament by the Department of Parliamentary Services (DPS). This survey also encompasses the services delivered in conjunction with the Department of Finance and Deregulation to the electorate offices of Senators and Members. Customer satisfaction with Mobile PDA's will be addressed in this survey. DPS have advised that they are planning to conduct the customer satisfaction survey in July 2009.