

Senate Finance and Public Administration Legislation Committee —Supplementary Budget Estimates Hearing—October 2012

Answers to Questions on Notice

Parliamentary departments, Department of Parliamentary Services

Topic: Client survey
Question: 227
Hansard reference F&PA p.45, 15 October 2012

Date set by the committee for the return of answer: 30 November 2012

CHAIR: I want to ask about the client survey that was conducted by the department in recent months. Would you be able to give the committee an update on the findings of that survey and what if any actions will be derived from it?

Ms Mills: Yes, I can. Again, I am very happy to provide more detail, perhaps on notice as it gives us more time.

Answer

DPS undertakes a customer survey once in every Parliament, generally in the second year of the Parliament.

This year, ORIMA Research undertook an online survey during the period 28 May to 8 June 2012, to which 567 people responded—an increase of 133 compared to the 2009 survey.

DPS staff did not participate, as they had recently provided feedback in the staff survey. There were responses from:

- 202 non-DPS parliamentary department staff
- 32 Senators and Members
- 118 staff of Senators
- 215 staff of Members.

ORIMA Research provided its final report on 28 August 2012. DPS has been working through the results and is currently developing a strategy for improvement. Although there were a number of improvements in performance compared to the last survey (for example, cleaning activities; Hansard and Broadcasting services), the overall results were generally less favourable than or similar to the 2009 Customer Survey.

Two areas continuously identified as requiring improvement are catering and ICT Services. It is evident from the results that the coffee cart is popular, with 73% (140) of respondents indicating they are satisfied with this service. However, overall only 36% (130) of respondents were satisfied with the catering service. The most dissatisfaction was with the Staff Dining Room, with 31% (98) of respondents satisfied and 54% (171) dissatisfied. In 2009, 57% respondents were satisfied with the catering service.

DPS is working with IHG, the catering contractor, to address this results and will develop a Parliament House Catering Strategy in 2013.

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The survey questions about ICT services were around having reliable ICT equipment to do their work at either Parliament House, the Electorate office or in a mobile environment. The questions also measured satisfaction in support of these services.

There were mixed views regarding aspects of ICT. Telephones and fax machines were reliable and met requirements (87%) and access to training to operate IT systems provided by DPS were satisfactory (75%). 71% (372) of respondents were satisfied with service received from the 2020 Client Support Help desk.

Respondents were less positive about the computing facilities (for example computers, printers and email access), specifically to do with reliability at Parliament House and the Electorate offices—with satisfaction at 60% and around 27% dissatisfied.

Overall perception of ICT services require improvement, with only 57% (307) of respondents saying they were satisfied overall with this service and 20% (107) indicating that the service did not meet their requirements. The 2009 result showed that 71% of respondents were satisfied with this service.

In early 2012, the Presiding Officers commissioned Mr Michael Roche to conduct a review of ICT services for the Parliament. The recommendations of that review are now being implemented and the new directions will incorporate strategies to respond to the ICT issues raised in the survey.

The services that had significant improvement in customer satisfaction were building tours, building maintenance help desk, security services and general library services—with all these results around 90% satisfaction. Other services demonstrating customer satisfaction were Hansard services, broadcasting services, Pass Office and cleaning. Each of these services was rated above 80% satisfaction.

DPS is currently developing an action plan to improve services that rated less favourably and this will be provided to the Presiding Officers with the results of the survey in November 2012. The Library prepared a plan to address Library issues raised in both the customer survey and the client evaluation. The Joint Standing Committee on the Parliamentary Library endorsed this plan at its meeting in November 2012.