

ICT Staff Survey

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Prepared for

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CONTENTS PAGE

	Page
1. WHAT IS THE RESEARCH TELLING US?	1
2. WHAT SHOULD WE DO NEXT?	1
3. EXECUTIVE SUMMARY	2
4. INTRODUCTION	4
5. METHODOLOGY	4
6. RESPONSES	4
7. ABOUT THE HELPDESK	5
8. TECHNICAL SUPPORT	6
9. APPLICATION SUPPORT	9
10. OVERALL ICT SERVICES	11

APPENDIX I - THE QUESTIONNAIRE

1.0 WHAT IS THE RESEARCH TELLING US?

- Overall satisfaction with the ICT service is 74.2%.
- The Council's helpdesk facility is a well-utilised internal resource.
- The majority of respondents have used technical support for installations or fault fixing.
- Fewer staff require the more specialist support/advice.
- The majority of staff are not involved in the development/implementation of a new IT system.
- The majority of staff have not used application support for problem resolution / developments / upgrades (ie Uniform, Academy, DIPS).
- Satisfaction is highest for the **'Technical competence of the application of support staff'** within Application Support and the **'Attitude and helpfulness of Technical Support staff'** within Technical Support
- Satisfaction is lowest for the **'Information you have about the services offered by ICT'** within the overall ICT services and **'The way the work has been managed and coordinated'** within Project Management.

2.0 WHAT SHOULD WE DO NEXT?

- Improve publicity and raise awareness of what services can be provided by ICT to internal staff customers. Perhaps a feature notice board, and/or a regular article in OTWL.
- Consider ways of improving the management and coordination of Project Management work.
- Consider further whether the offering of in-house resources to develop/implement a new IT system and application support for problem resolution / development upgrades are adequately provided and required since few staff have benefited from this resource. Would there be more benefit in exploring outsourcing these elements to then be able to concentrate further on making improvements to services used more widely and regularly.

3.0 EXECUTIVE SUMMARY

ABOUT THE HELPDESK

- 93.7% of staff have called/made contact with the helpdesk in the last six months.
- Of this proportion:
 - 76% are satisfied with the attitude and helpfulness of helpdesk staff.
 - 78.7% are satisfied with the time taken from logging to initial response from IT support.
 - 75.2% are satisfied with the time taken to resolve the problem.

TECHNICAL SUPPORT

- 88.5% of staff have used Technical Support for installations or fault fixing in the last six months.
- Of this proportion:
 - 87% are satisfied with the attitude and helpfulness of helpdesk staff.
 - 82.4% are satisfied with the technical competence of the staff who handled the problem or installation.
 - 76.9% are satisfied with the way they were kept informed of progress in resolving the problem/completing the installation.

PROJECT MANAGEMENT

- Approximately a third, 32.8%, of staff have been involved in the development/implementation of a new system in the last six months.
- Of this proportion:
 - 75% are satisfied with the way that they have been involved in the work as it progressed.
 - 70% are satisfied with the way that they have been kept informed of progress.
 - 60% are satisfied with the way the work has been managed and coordinated.

APPLICATION SUPPORT

- Just over a quarter, 28.8% have used application support for the problem resolution/developments/upgrades in the last six months, eg Uniform, Academy, DIPS.
- Of this proportion:
 - 83.3% are satisfied with the work carried out.
 - 91.7% are satisfied with the technical competence of the application support staff.
 - 83.3% are satisfied that the work was carried out in accordance with the timetable.
 - 79.2% are satisfied with the way they are kept informed of the progress.

OVERALL ICT SERVICES

- 67.8% are satisfied that ICT staff understand the work they do (where relevant).
- 70.6% are satisfied with the way ICT staff communicate with them.
- 76.7% are satisfied with the speed of response they receive.
- 71.4% are satisfied with the accuracy of advice they receive.
- 44% are satisfied with the information they have about the services offered by ICT.
- 74.2% are satisfied with the overall service received from the ICT department.

4.0 INTRODUCTION

In April 2004, the first survey of Tunbridge Wells Borough Council ICT services was undertaken to monitor in-house staff customer satisfaction with service provision. The survey design used was that recommended by SOCITM (Society of Information Technology Managers), and forms part of ICT services' commitment to ongoing monitoring and evaluating of all customer services and facilities.

This survey was carried out during April 2004, as an on-line, self-completion survey, distributed to all staff.

The objectives of the survey were to identify:

- levels of usage of the ICT helpdesk facility
- levels of usage of the Technical Support facility
- levels of usage of the Project Management facility
- levels of usage of the Application Support facility
- levels of customer satisfaction with all areas of service delivery

5.0 METHODOLOGY

ICT and Corporate Marketing and Communications designed the survey to enable staff to complete the survey on-line, via the Council's website. The survey was posted on-line/e-mailed week commencing 26 April 2004, with a response date of two weeks.

A reminder e-mail was not required following a satisfactory response rate of 34.1%.

A copy of the questionnaire is provided in Appendix I.

6.0 RESPONSES

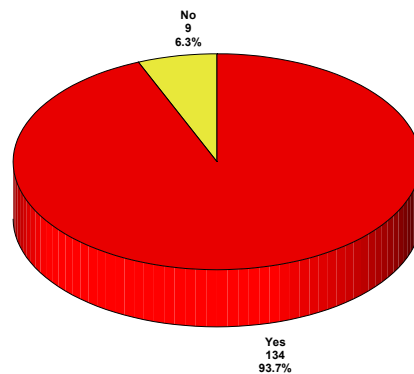
419 staff were e-mailed with the survey web link; 143 on-line surveys were completed and submitted representing a response rate of 34.1%. A sample size of 143 is subject to a maximum standard error of +/- 8.2% at the 95% level of confidence.

- Throughout the report results are presented using rating scores 1-5, for satisfaction where 1 is 'very satisfied' and 5 is 'very dissatisfied'.
- Mean ratings will also be given.

7.0 ABOUT THE HELPDESK

- 93.7% of staff surveyed have called/made contact with the helpdesk in the last six months, Figure 1, leaving few staff having not used this in-house resource.

FIGURE 1: HAVE YOU CALLED / MADE CONTACT WITH THE HELPDESK IN THE LAST SIX MONTHS?



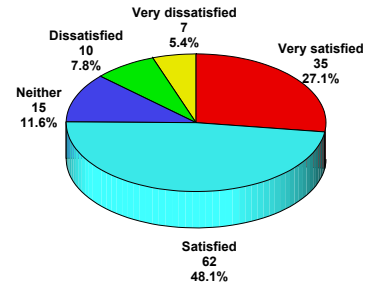
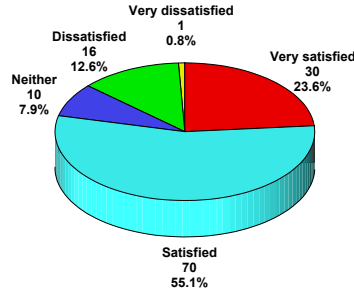
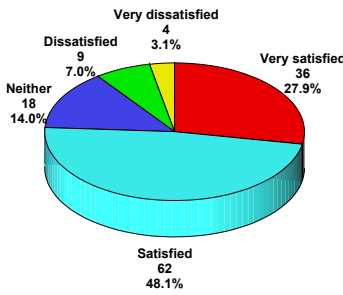
- Staff that did not make contact with the helpdesk were not eligible to answer the next three questions, therefore the sample is based on 134 respondents.
- ***It is worth noting at this point that analysis contained in this report excludes non respondents from all the calculation to ensure an accurate score is achieved by actual users. Therefore, the base sample may vary from question to question.***
- Of the proportion making contact with the helpdesk, satisfaction scores ranged from 75.2% up to 78.7%, Figure 2 on the next page.
- Mean ratings given for the Helpdesk Service are:
 - Attitude and helpfulness of Helpdesk staff 2.15 out of 5.
 - Time taken from logging to the initial response taken by IT support 2.20 out of 5.
 - Time taken to resolve the problem 2.19 out of 5.

FIGURE 2: DEGREE OF SATISFACTION WITH 'THE HELPDESK' SERVICE DELIVERY

Attitude and helpfulness of the Helpdesk staff

Time taken from logging to the initial response by IT Support

Time taken to resolve the problem

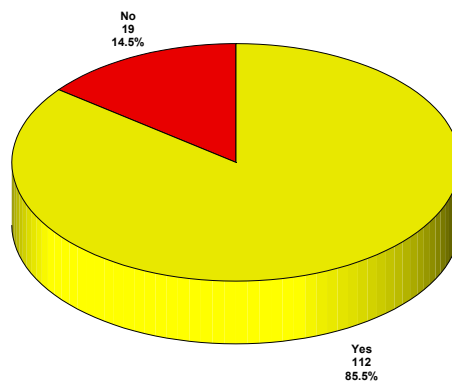


- All staff were eligible to answer the next question.

8.0 TECHNICAL SUPPORT

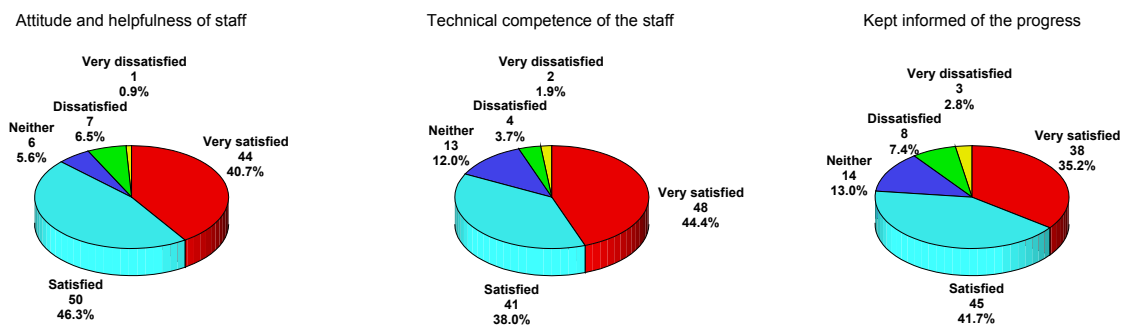
- 85.5% of staff surveyed have used Technical Support Service for installations or fault fixing in the last six months, Figure 3, leaving just over one in seven staff not using this facility.

FIGURE 3: HAVE YOU USED TECHNICAL SUPPORT FOR INSTALLATIONS OR FAULT FIXING IN THE LAST SIX MONTHS?



- Staff that did not use Technical Support Services were not eligible to answer the next three questions. Therefore, the sample is based on 112 respondents.
- Of the proportion using Technical Support Services, satisfaction scores ranged from 76.9% up to 87.0%, Figure 4 below.
- Mean ratings given for the Technical Support Service are:
 - Attitude and helpfulness of Technical Support staff 1.84 out of 5.
 - Technical competence of the staff who handled the problem 1.84 out of 5.
 - The way staff were kept informed of the progress in resolving the problem 2.04 out of 5.

FIGURE 4: DEGREE OF SATISFACTION WITH 'TECHNICAL SUPPORT' SERVICE DELIVERY

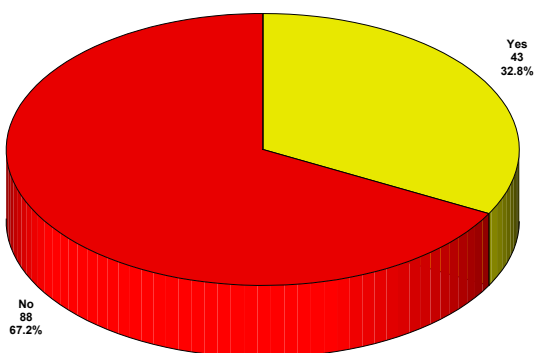


- All staff were eligible to answer the next question.

9.0 PROJECT MANAGEMENT

- Approximately a third of staff surveyed, 32.8%, have been involved in project management in the last six months, Figure 5, leaving the majority, 67.2%, not involved in this process.

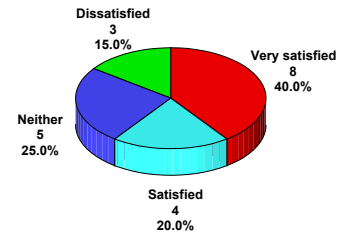
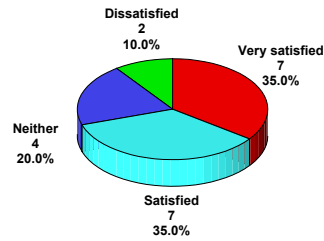
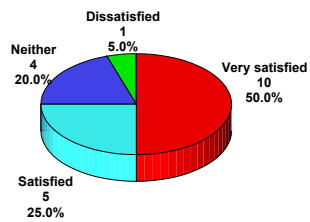
FIGURE 5: HAVE YOU BEEN INVOLVED IN A DEVELOPING/IMPLEMENTING A NEW SYSTEM IN THE LAST SIX MONTHS?



- Staff that did not use Project Management Support Services were not eligible to answer the next three questions. Therefore, the sample is based on 43 respondents.
- Of the proportion using Project Management Support Services, satisfaction scores ranged from 60% to 75%, Figure 6, on the following page.
- Mean ratings given for the Project Management Support Service are:
 - The way staff have been involved in the work as it progressed 2.18 out of 5.
 - The way staff have been kept informed of progress 2.40 out of 5.
 - The way the work has been managed and coordinated 2.50 out of 5.

FIGURE 6: DEGREE OF SATISFACTION WITH 'PROJECT MANAGEMENT' SERVICE DELIVERY

The way you have been involved as it progressed? The way you have been kept informed of progress? The way the work has been managed and coordinated?

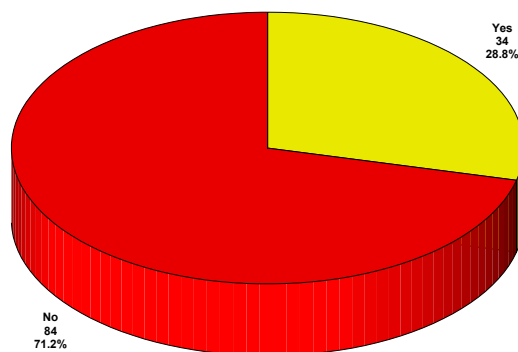


- All staff were eligible to answer the next question.

10.0 APPLICATION SUPPORT

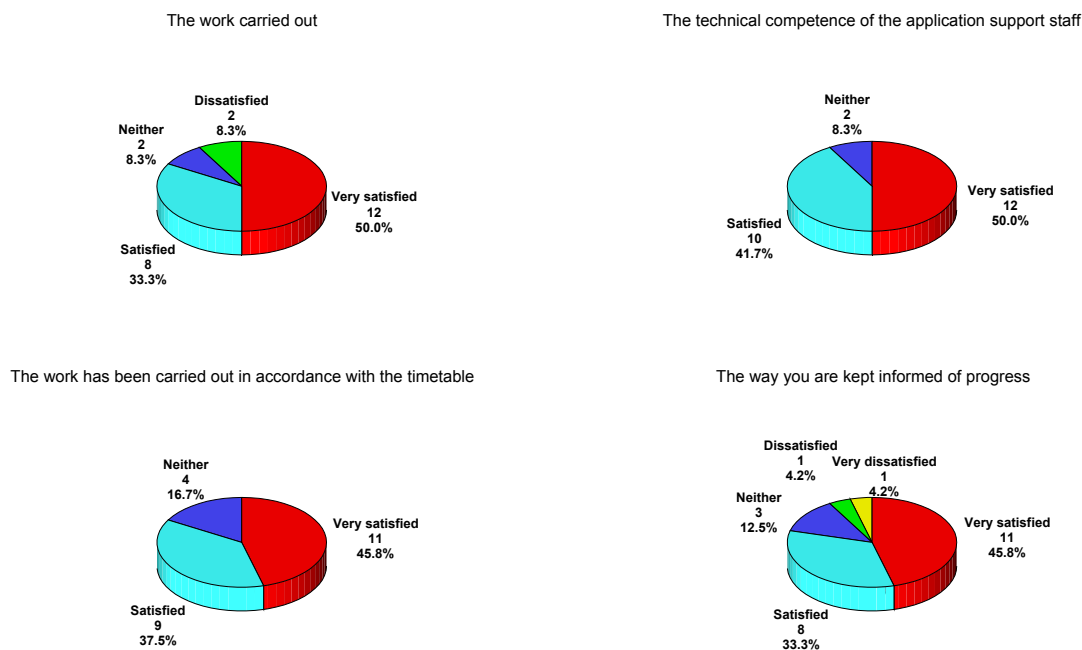
- Just over a quarter, 28.8% have used application support for problem resolution/developments and upgrades in the last six months, Figure 7, leaving the majority, 71.2% not involved in this process.

FIGURE 7: HAVE YOU USED APPLICATION SUPPORT FOR PROBLEM RESOLUTION / DEVELOPMENT UPGRADES IN THE LAST SIX MONTHS?



- Staff that did not use Application Support Services were not eligible to answer the next three questions. Therefore, the sample is based on 34 respondents.
- Of the proportion using Application Support Services, satisfaction scores ranged from 79.2% up to 91.7%, Figure 8 below.
- Mean ratings given for the Project Management Support Service are:
 - Work carried out 1.92 out of 5.
 - The technical competence of the application support staff 1.76 out of 5.
 - Work carried out in accordance with the timetable 1.88 out of 5.
 - The way staff were kept informed 2.04 out of 5.

FIGURE 8: DEGREE OF SATISFACTION WITH 'APPLICATION SUPPORT' SERVICE DELIVERY



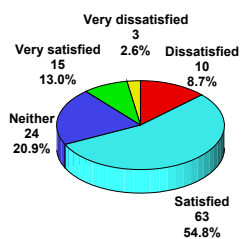
- All staff were eligible to answer the next question.

11.0 OVERALL ICT SERVICES

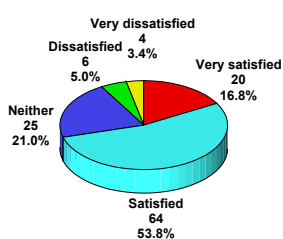
- The final section of the survey asked all staff surveyed to give an overall degree of satisfaction to particular statements.
- Overall satisfaction scores range from 44% up to 79.7%, Figure 9 below.

FIGURE 9: DEGREE OF SATISFACTION WITH OVERALL SERVICES PROVIDED BY ICT

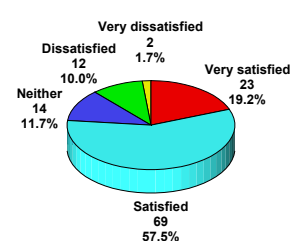
ICT staff understand the work you do (where relevant)



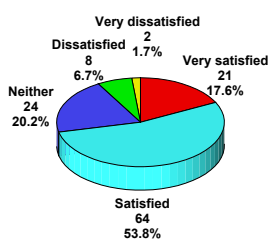
The way ICT staff communicate with you



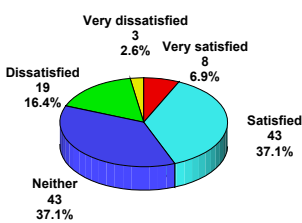
The speed of response you receive



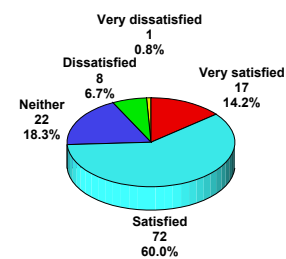
The accuracy of advice you receive



The information you have about the services offered by ICT



The overall service you receive from ICT



- Mean ratings given for overall services provided are:
 - ICT understand the work you are doing (where relevant) 2.48 out of 5.
 - The way ICT staff communicate with you 2.27 out of 5.
 - Speed of response you receive 2.20 out of 5.
 - Accuracy and advice you receive 2.27 out of 5.
 - Information you have about the services offered by ICT 2.84 out of 5.
 - The overall service you receive from ICT 2.23 out of 5.

APPENDIX I - THE QUESTIONNAIRE

Q6 Any further comments / suggestions for improvements?

PROJECT MANAGEMENT

This set of questions relates to initiatives that you may have put in place where certain elements of the project were implemented by IT staff. for example, DIPS/GIS Server enhancements/upgrades etc.

Q7 Have you been involved in a developing / implementing a new system in the last six months?
Yes No

Q8 What was the new system?

Q9 Using a scale of one to five, where 1 = Very satisfied and 5 = Very dissatisfied, please indicate your degree of satisfaction with the following statements

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Neither</i>	<i>Dissatisfied</i>	<i>Very dissatisfied</i>	<i>No opinion</i>
How satisfied were you with the way you have been involved in the work as it progressed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied were you with the way you have been kept informed of progress?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied were you with the way the work has been managed and coordinated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10 Any other comments / suggestions for improvements?

APPLICATION SUPPORT

This set of questions relates to specific application support. For example, CAPS Uniform/Acadamy (revs and Bens)/Strand (electoral)/Langdales (parking) etc.

Q11 Have you used application support for problem resolution / developments / upgrades in the last six months? for example, Uniform, Academy, DIPS, MS Office, GIS
Yes No

Q12 What was the application?

Q16 Which department?

- | | | | |
|--|--------------------------|--|--------------------------|
| <i>Accountancy Section</i> | <input type="checkbox"/> | <i>Information Systems</i> | <input type="checkbox"/> |
| <i>Architects and Quantity Surveyors</i> | <input type="checkbox"/> | <i>Internal Audit</i> | <input type="checkbox"/> |
| <i>Assembly Hall Theatre</i> | <input type="checkbox"/> | <i>Land Charges</i> | <input type="checkbox"/> |
| <i>Borough Secretary and Solicitors Division</i> | <input type="checkbox"/> | <i>Land and Property</i> | <input type="checkbox"/> |
| <i>Building Control</i> | <input type="checkbox"/> | <i>Leisure</i> | <input type="checkbox"/> |
| <i>Client Services Team</i> | <input type="checkbox"/> | <i>Licensing Team</i> | <input type="checkbox"/> |
| <i>Committee / Member Services</i> | <input type="checkbox"/> | <i>Maintenance Section</i> | <input type="checkbox"/> |
| <i>Corporate Marketing and Communications</i> | <input type="checkbox"/> | <i>Marketing and Tourism Development</i> | <input type="checkbox"/> |
| <i>Corporate Projects and Planning</i> | <input type="checkbox"/> | <i>Museum and Art Gallery</i> | <input type="checkbox"/> |
| <i>Development Control</i> | <input type="checkbox"/> | <i>Parking Section</i> | <input type="checkbox"/> |
| <i>Environmental Protection Team</i> | <input type="checkbox"/> | <i>Personnel and Policy</i> | <input type="checkbox"/> |
| <i>Food and Commercial Team</i> | <input type="checkbox"/> | <i>Planning</i> | <input type="checkbox"/> |
| <i>Highways Unit</i> | <input type="checkbox"/> | <i>Property Services</i> | <input type="checkbox"/> |
| <i>Housing Benefits / Council Tax and NNDR</i> | <input type="checkbox"/> | <i>RTW Sports Centre</i> | <input type="checkbox"/> |
| <i>Housing</i> | <input type="checkbox"/> | <i>Salaries and Payments</i> | <input type="checkbox"/> |
| <i>Income Section</i> | <input type="checkbox"/> | <i>Strategy and Development</i> | <input type="checkbox"/> |

Q17 Any further comments / suggestions for improvement

Thank you for taking part in this survey about your contact with the IT Department. Your responses remain anonymous, and on clicking submit will be sent to the Research Officer.