

DEPARTMENT FOR EMPLOYMENT AND LEARNING VACANCIES STATISTICAL BULLETIN – CUSTOMER QUESTIONNAIRE

On Thursday 19th January 2012 a customer questionnaire was sent out to users of the following Vacancies Statistical Bulletin.

Vacancies in Northern Ireland: Statistics from 2008 to 2011

(<http://www.delni.gov.uk/index/publications/r-and-s-stats/stats-vacancies/vacancies-statistics-2008-11.htm>)

The aim of the questionnaire was to engage with users to ensure that the bulletin is published in a relevant, accurate and timely manner. Views were also sought on any improvements or changes that customers would like to see implemented within the bulletin.

The questionnaire was sent out to 21 users and a response rate of 38% (8 responses) was achieved.

The results from the questionnaire are as follows:

Customer Questionnaire Results - 2012

1. Please indicate whether you are a user of the Vacancies Statistical Bulletin employed by the Department for Employment and Learning (DEL) or an external user.

DEL employee	Non-DEL employee (external)	User responses
50%	50%	8

- Half of respondents were DEL employees, while the other half of customers were external.

2. How useful do you find the Vacancies Statistical Bulletin?

Very useful	Useful	Not very useful	Not useful at all	User responses
50%	50%	0%	0%	8

- 100% of users find the Vacancies Statistical bulletin either 'Useful' or 'Very Useful'.

3. Considering the Vacancies Statistical Bulletin, please indicate to what extent you agree with the following statements:

	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Response count
The bulletin contains the range and detail level required by users.	25%	75%	0%	0%	0%	8
The statistics within the bulletin are reliable.	25%	50%	25%	0%	0%	8
The introduction is written and presented clearly.	25%	63%	13%	0%	0%	8
The commentary in the bulletin is clear and helpful.	25%	63%	13%	0%	0%	8
Tables/charts/maps are presented in a suitable format for users.	25%	75%	0%	0%	0%	8
The notes to tables are written and presented clearly.	13%	88%	0%	0%	0%	8
Key statistics are relevant and accurate.	25%	63%	13%	0%	0%	8
The notes to readers section is clear and helpful.	14%	86%	0%	0%	0%	7
The bulletin is released in a timely fashion.	29%	43%	29%	0%	0%	7
The bulletin is easy to access on the website	29%	57%	0%	14%	0%	7
The bulletin is released at the frequency required by the users.	33%	50%	17%	0%	0%	8

Percentages may not sum to 100% due to rounding.

The responses show that 80% plus of respondents either strongly agree or agree that:

The bulletin contains the range and detail level required by users, the charts/maps/tables are presented in a suitable format, the notes to tables and readers are presented clearly, the introduction is written and presented clearly, the commentary in the bulletin is clear and helpful, the key statistics are relevant and accurate, the bulletin is easy to access on the website, and the bulletin is released at the required frequency.

The responses show that 71% plus of respondents either strongly agree or agree that:

The statistics in the bulletin are reliable and the bulletin is released in a timely fashion.

4. In which capacity do you use the statistics in the bulletin? (Tick all that apply).

Policy development	50%
Business reasons	50%
Labour market indicators	50%
Academic research	13%
Public records	0%
Other	13%

Please note each respondent may have ticked more than one use. For this reason the percentages may not sum to 100%.

- Policy development, business reasons, and labour market indicators were the most frequently cited uses of the bulletin.
- Vacancies statistics are also used to perform needs assessments and in academic research.

5. Please provide further detail about how you use that statistics in the bulletin.

- Users indicated that vacancies statistics were used to look at labour market trends and to assess the impact of trends in vacancies on demand for future careers services; to provide planning application information; and when developing press releases.

6. Please indicate how you would like to be engaged with in future consultations about the Vacancies Statistical Bulletin.

User group meeting	14%
Individual meeting	0%
Survey via email	86%
Would prefer not to be consulted	14%
Other	29%

Please note each respondent may have ticked more than one option. For this reason the percentages may not sum to 100%.

- The majority of customers would prefer to be engaged with via an email survey.
- Other methods of engagement considered suitable by users include user group meetings and online surveys.

7. If you were able to make any improvements to the Vacancies Statistical Bulletin what would they be?

- No responses were received to this question.

8. Please insert any further comments you may have on the Vacancies Statistical Bulletin.

- No responses were received to this question.

9. In which form would you find the Vacancies Statistical Bulletin most accessible?

Online	100%
Printed	0%
Other	0%

- 100% of customers indicated that they preferred to access an online version of the bulletin.