

**CLIENT SATISFACTION WITH KITS
DESKTOP SUPPORT SERVICES**

2004-05 REPORT

For:

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1.0 INTRODUCTION

As part of its efforts to improve the service offered by the Help Desk managed by KITS a series of telephone interviews have been carried out with callers to the Help Desk. Three rounds of surveys were carried out during 2001-02. The first round of interviews was carried out during the last two weeks of June 2001. A second round was carried out during November 2001 and a final round was completed during the first week of March 2002. The initial round surveyed 100 people, the second round 100 people (divided between those who had received a new computer and those who had not). The final round surveyed two hundred people. The results of those surveys were reported in a report to KITS in March of 2002.

One round of a similar survey was carried out during June of 2002. During 2003/04 two rounds of surveys were carried out (June and November).

In June of 2004 a telephone survey, carried out by Ekos Research Associates, asked people who had recently used the services of the Help Desk in the Department of Canadian Heritage for their views of the service they had received. The random samples were taken from a list of "closed calls" from the two-week period immediately prior to the survey. For example, this first round of interviews used a random sample from those who had called the Help Desk in the last two weeks of June 2004.

The following table presents an overview of the surveys carried out and planned between 2001 and 2004/05.

Table 1

	June 2001	November 2001	March 2002	June 2002	June 2003	November 2003	June 2004	November 2004	March 2005
Sample Size	100	100	200	100	100	100	100		

There were no significant problems contacting people or in having them complete the questionnaire. The questionnaire and survey results are attached as Appendix A. While this report focuses on the most recent round of interviews (i.e., those carried out during late June of 2004) it also makes reference to findings of the earlier work carried out during 2001-02.

Two additional points are worth noting. First, other groups within KITS also support the services provided by the Help Desk and so the results of the client satisfaction survey also say something about the quality of work done by these other groups. Second, the number of clients has increased and the number of calls increased by 50% during the period of these surveys.

2.0 RESULTS

A majority of respondents (76%) could remember the specific reason they called the Help Desk and thus could answer questions about their view of the service they received.

Ninety five per cent (95%) found it easy to reach the Help Desk and only 1% felt it was not easy. This is a modest improvement over the situation at the time of the baseline survey when 88% found it easy (4 or 5 on a five point scale) and 2% said it was not easy (2 on the five point scale).

In the most recent round 21% of calls were referred to someone else compared to 30% during the first round.

At the time of the baseline survey almost 50% of calls were resolved within minutes (28% in less than two minutes and 21% within minutes). In June of 2002, 38% of questions were answered within minutes. In, November 2003, 52% of calls were handled in minutes. In this round June 2004 54% were handled in minutes. This compares favorable with the period one year earlier (June 2003) when 56% of calls were handled in minutes.

There is almost no change between the different rounds of the survey when callers are asked if their request was handled satisfactorily (question 7) to which 94% responded yes.

During the first round 82% of respondents were "somewhat satisfied" or "very satisfied" with the technician(s) who helped. Five percent of respondents were not satisfied (2 on a five point scale). During the fourth round 81% were satisfied and 8% were unsatisfied (1 or 2 on a five point scale). In the fifth round, June 2003, 90% were satisfied and 4% were either unsatisfied or somewhat unsatisfied (1 or 2 on a five point scale). This increase in satisfaction from approximately 82% to 90% represented a significant improvement in satisfaction with the services being offered by the technicians. This increase in satisfaction was maintained in the November 2003 when 88% expressed satisfaction with the support offered by the technician. Satisfaction level with the technician increased during the latest round (June 2004) to 95%. No one reported being unsatisfied with the technician who helped them.

Satisfaction ratings with a technician(s) are approximately the same as for the Help Desk. Eighty-four percent of respondents were "completely" or "almost completely satisfied" with the service of the Help Desk (first round) mirroring the 83% in the third round and 78% in fourth round. In previous rounds between 9 and 10% were either "completely unsatisfied" or "somewhat unsatisfied" (1 or 2 on a five point scale). In June of 2003 89% were satisfied and only 4% were unsatisfied. While these differences may seem modest there has been a significant level of improvement in satisfaction levels (e.g., from 78% in the fourth round to 89% in the fifth round. This is a significant improvement in satisfaction levels with the Help Desk over the past year. Satisfaction levels with the Help Desk remained high in November of 2003 with 90% of respondents satisfied. In this seventh round (June 2004) satisfaction levels increased to 91%.

It is interesting to note that the overall level of satisfaction with all encounters with the Help Desk (Q. 17A) is also very high. In November of 2003, 93% of respondents reported being satisfied with all encounters with the Help Desk. In this round (June 2004) 94% reported being satisfied with all of their encounters with the Help Desk. Given the number of calls (4517 in June of 2004), and the complexity of the technical environment (aging equipment, legacy systems, servers, software, and different types of hardware) that the Help Desk must deal with, this level of satisfaction is noteworthy.

This improvement is even more impressive when one considers the number of changes that have occurred since this process of measuring satisfaction has begun. The Help Desk has increased the number of clients that it serves and the number of calls has increased by approximately 50%. Under ordinary circumstances one would be happy to maintain satisfaction levels when workloads are

growing but to increase satisfaction levels during such a period is a sure sign that changes in the management of calls have improved client satisfaction.¹

During the previous six surveys the length of time it takes to solve a problem was a major factor influencing perceptions of satisfaction. With levels of satisfaction falling in a consistent manner as the problem took longer to resolve. In this round the satisfaction levels remain very high, for the problems that have been resolved regardless of the length of time it took to resolve the problem. However, dissatisfaction levels rose for problems that were “not yet resolved” at the time of the survey.

When asked to offer general comments about the Help Desk the main negative comment respondents volunteered is that the "service is way too slow" (12% round one and 23% round three, 20% round four, 11% round five and 5% round six and 10% round seven) on the positive side, 10% of those volunteering an opinion reported that the service was very good or excellent in the fourth round. In the fifth round 24% volunteered that the service was very good in the sixth round 20% said the service was very good and in this round 19% said the service was very good.²

Another indication of improvement can be found in answers to the question “In your opinion, has the service over the last four months been getting worse, staying about the same or improving. Only 3% of respondents were of the view that the service was getting worse. Fifty-seven percent thought it was about the same while 23% thought it was improving. Seventeen per cent indicated that they did not know.

¹ In a sample of 100 respondents an increase of more than 7% is statistically significant. Thus, an increase from 78% to 89% (11%) is a statistically significant increase. However, it is worth remembering that there is always going to be some level of variation in the perception of satisfaction especially when measured by a survey of this size (100 respondents).

² It is important to note that a minority of respondents (37%) offered comments. Thus one cannot say that 10% of all respondents said the service was too slow. What one can say is that 10% of those offering comments (i.e., 10% of 37 respondents) are of the view that the service is too slow.

Additional items

The fifth and sixth round of the survey introduced two slight changes over previous rounds. A question about the prevalence of unsolicited e-mail (spam) was added. In addition, calls from Human Resources were flagged so that it was possible to compare satisfaction levels between a sector (in this case Human Resources) and the rest of the Department. This question was dropped from the seventh round and replaced with two questions about training.³

Spam

The following table presents responses, for June and November (2003) and June 2004, obtained to the question “Over the last ten days, how many Spam messages have you received?”

Table 2

	June 2003	November 2003	June 2004	
None	52%	50%	39%	
1-5	24%	25%	22%	
6-10	8%	4%	7%	
11-20	4%	8%	8%	
over 20	12%	13%	24%	

As can be seen from the table the responses about the number of spam messages are almost identical for the first two periods. For example, in June of 2003 76% of respondents said they had received 5 or fewer spam messages while the percentage in November was 75%. However, by June of 2004 respondents are reporting increases in the number of spam messages. The greatest change is in the number of respondents reporting over 20 spam messages. In 2003 (June and November) 12-13% reported receiving more than 20 spam messages. In June of 2004 this percentage had doubled to 24%.

In June of 2003 twenty per cent of respondents answered yes to the question “Does Spam cause you any significant loss of productivity?” Seventy-nine per cent responded “no” and 1% said

³ This question was dropped since there is no relationship between satisfaction levels and particular areas of the department. In part this is because satisfaction levels are so high overall.

they did not know. In November 2003 34% answered yes while 62% responded “no.” This dropped slightly in June of 2004 to 29% who said there was a significant loss in productivity.

It is difficult to know how to interpret these results. While there is an increase in the number of respondents reporting more than 20 spam messages the percentage reporting an impact on productivity dropped. This seems to suggest that while Spam is seen as an annoyance people have adjusted, at least in part, to its presence.

Training

For this seventh round two questions were asked about training. Respondents were asked if there was any particular training they would like to have. They were also asked what training they thought colleagues might like to have.

Perhaps the most significant result of the question is that 63% did not indicate a preference for any type of training. The preferences of those that indicated one were as follows:

- Lotus Notes 7%
- Word 6%
- Excel 4%
- Upgrades 16%
- Other 2%
- None 63%
- Don't know 2%.

Responses to the question “Is there any particular training that you think needs to be made available to your colleagues elicited similar replies. The responses were as follows:

- Lotus Notes 10%
- Word 4%
- Excel 4%
- Upgrades 8%
- Other 2%
- None 67%
- Don't know 5%.

Responses to both questions suggest that training on upgrades (i.e., upgrades of existing software) and on Lotus Notes are the most frequently mentioned. However, large majorities (63% and 67%) did not suggest a particular interest either for themselves or for their colleagues.

3.0 CONCLUSIONS:

In the previous six rounds, more detailed analysis of the study results show that dissatisfaction increases with the length of time it takes to solve the problem. When the request is resolved in less than two minutes 100% of the callers are satisfied. By the time it takes days to solve the problem the satisfaction level drops to 71%.⁴

This seventh round found that satisfaction levels remained consistently high even as the length of time it takes to solve the problem increases. Satisfaction levels drop for problems not resolved at the time of the survey. This does not mean that timeliness is not important. However, it probably does indicate that the priority system used by the Help Desk has been communicated to clients.

Analysis of data from the survey showed that dissatisfaction is not related to a particular technician nor is it related to a particular problem. Information from the HEAT reports on the time it takes to close a call shows some variation by technician but within a common range. For example, it is not the case that some technicians close all calls within minutes and others close all calls within days. Similarly, it is not the case that one problem area (e.g., Lotus Notes) is the major source of dissatisfaction with the Help Desk. Requests for help that resulted in dissatisfaction with the Help Desk involved personal data assistants (e.g., Palm Pilots), moving an office, printing, and requests for equipment (e.g., a laptop and a projector), or the installation of a software program (e.g., GCIMS).

Thus we can conclude that problems with satisfaction levels are not related to particular technicians, particular callers, or specific problems (e.g., Lotus Notes).

These results underline the importance of resolving problems quickly. For those problems that cannot be resolved quickly the technicians involved will need to communicate regularly with the client to explain what is being done to answer the question and

⁴ This relationship between satisfaction and the time it takes to resolve a problem is statistically significant (.01) for round 1 and (.05) for round 3, (.05) for round four, (.10) round five and (.05) round six. One can conclude that a quick response to questions is one of the most crucial factors in satisfaction with the Help Desk.

when the question is likely to be answered. Regular, honest contact is probably an important source of increased client satisfaction (even where the call takes days to resolve). Proof for this can be found in the results of this seventh round.

The most important conclusion from the seven rounds of client surveys is that satisfaction with the services offered by the Help Desk improved significantly between June 2002 and June 2004. The improvement noted in the June 2003 survey has been maintained in the survey results for November 2003 and June 2004. This improvement occurred during a period when both the number of clients and the number of calls increased.⁵

4.0 SUGGESTIONS

The main suggestion that can be made based on our work is that every effort be made to resolve questions as quickly as possible and maintain contact with clients (i.e., communicate with them as necessary to explain what is being done).

Given the improvement in satisfaction levels over time and the fact that these improvements have been maintained in the last two rounds of the survey the results should be communicated to those interested and seen as complimentary.

⁵ Calls have increased approximately 50% during the period covered by these surveys.

APPENDIX A: QUESTIONNAIRE RESULTS

PCH Help Desk Survey -2004/2005
(1073) 04/07/06

Questions

Do you recall this incident?
Q2

Can you recall any other reason why you would have called the Help Desk?
Q2A

On a scale from 1 to 5 where 5 is easy and 1 is not at all easy, how easy was it to contact the help desk
Q3

Was the call referred to someone else?
Q5

How long did it take to answer your question?
Q6

How many hours was it until they answered your question?
Q6A

How many days did it take to get an answer to your question
Q6B

Was your request handled satisfactorily?
Q7

Do you feel you learned something about the problem, e.g. what causes it, how to avoid the problem, from the help desk.
Q8

Do you use the help desk on a regular basis?
Q9

On a five point scale where 5 is completely satisfied and 1 is completely unsatisfied, how satisfied are you with the technician or technicians who helped you?

Q16

Thinking about the last time you called the help desk. How would you rate your overall satisfaction with the service provided? Please rate your answer on a five point scale where 5 is completely satisfied, and 1 is completely unsatisfied.

Q17

In general, thinking about all of your encounters with the Help Desk how would you rate your overall sense of satisfaction with the service provided?(not the equipment or the software.)Five is completely satisfied and 1 is completely unsatisfied.

Q17A

In your opinion, has the service over the last four months been getting worse, staying about the same or improving?

Q17B

Do you have any other comments about the service provided by the help desk?
Q18

Over the last 10 days, how many SPAM messages have you received?
EMAI2

Does SPAM cause you any significant loss of productivity?
EMAI3

Thinking about your own use of computers, is there any particular training that you would like to have?
TRG1

Is there any particular training that you think needs to be made available to your colleagues?
TRG2

How long did it take to answer your question? (Cross tabulation with time)
Q6

On a five point scale where 5 is completely satisfied and 1 is completely unsatisfied, how satisfied are you with the technician or technicians who helped you? (Cross tabulation with time)
Q16

Thinking about the last time you called the help desk. How would you rate your overall satisfaction with the service provided? Please rate your answer on a five point scale where 5 is completely satisfied, and 1 is completely unsatisfied. (cross tabulation with time)
Q17

Was your request handled satisfactorily? (Cross tabulation)
Q7

On a five point scale where 5 is completely satisfied and 1 is completely unsatisfied, how satisfied are you with the technician or technicians who helped you? (Cross tabulation)
Q16

Thinking about the last time you called the help desk. How would you rate your overall satisfaction with the service provided? Please rate your answer on a five point scale where 5 is completely satisfied, and 1 is completely unsatisfied. (Cross tabulation)
Q17

THE RESULTS

Do you recall this incident?

		Total

Q2		
	Unweighted n:	100
Yes		76%
No		24%
dk/nr		0%

Can you recall any other reason why you would have called the Help Desk?

		Total

Q2A		
	Unweighted n:	24
Printer problem		21%
Website problem		13%
Hardware problem		21%
Software problem		29%
Telework problem		0%
Other		0%
dk/nr		17%

On a scale from 1 to 5 where 5 is easy and 1 is not at all easy, how easy was it to contact the help desk

		Total

Q3		
	Unweighted n:	100
NOT EASY		1%
NEITHER		1%
EASY		95%
1 Not at all		0%
2		1%
3		1%
4		11%
5 Easy		84%
dk/nr		3%
	Mean:	4.84
	Std dev:	0.472
	Student's t:	*

Was the call referred to someone else?

		Total

Q5	Unweighted n:	100
Yes		21%
no		67%
Cannont recall		12%

How long did it take to answer your question?

		Total

Q6	Unweighted n:	100
under 2 minutes		19%
in minutes		35%
Hours		28%
days		8%
Not yet resolved		6%
dk/nr		4%

How many hours was it until they answered your question?

		Total

Q6A	Unweighted n:	28
1-2		64%
3-5		25%
6 or more		0%
dk/nr		11%
	Mean:	2.12
	Std dev:	1.09
	Student's t:	*

How many days did it take to get an answer to your question

		Total

Q6B	Unweighted n:	9
1-2		89%
3-5		11%
6 or more		0%
dk/nr		0%
	Mean:	1.44
	Std dev:	0.726
	Student's t:	*

Was your request handled satisfactorily?

		Total

Q7	Unweighted n:	100
Yes		94%
no		6%

Do you feel you learned something about the problem, e.g. what causes it, how to avoid the problem, from the help desk.

		Total

Q8	Unweighted n:	100
Yes		59%
No		35%
dk/nr		6%

Do you use the help desk on a regular basis?

		Total

Q9	Unweighted n:	100
Yes		73%
no		27%

On a five point scale where 5 is completely satisfied and 1 is completely unsatisfied, how satisfied are you with the technician or technicians who helped you?

		Total

Q16	Unweighted n:	100
UNSATISFIED		0%
NEITHER		2%
SATISFIED		95%
1 completely unsatis.		0%
2		0%
3		2%
4		27%
5 completely satisfied		68%
dk/nr		3%
	Mean:	4.68
	Std dev:	0.511
	Student's t:	*

Thinking about the last time you called the help desk. How would you rate your overall satisfaction with the service provided? Please rate your answer on a five point scale where 5 is completely satisfied, and 1 is completely unsatisfied.

		Total

Q17		
	Unweighted n:	100
	UNSATISFIED	2%
	NEITHER	4%
	SATISFIED	91%
	1 completely unsatisf.	1%
	2	1%
	3	4%
	4	25%
	5 completely satisfied	66%
	dk/nr	3%
	Mean:	4.59
	Std dev:	0.718
	Student's t:	*

In general, thinking about all of your encounters with the Help Desk how would you rate your overall sense of satisfaction with the service provided?(not the equipment or the software.)Five is completely satisfied and 1 is completely unsatisfied.

		Total

Q17A		
	Unweighted n:	100
	UNSATISFIED	3%
	NEITHER	3%
	SATISFIED	94%
	1 completely unsatisf.	1%
	2	2%
	3	3%
	4	38%
	5 completely satisfied	56%
	dk/nr	0%
	Mean:	4.46
	Std dev:	0.744
	Student's t:	*

In your opinion, has the service over the last four months been getting worse, staying about the same or improving?

		Total

Q17B	Unweighted n:	100
Worse		2%
Same		65%
Improving		21%
dk/nr		12%

Do you have any other comments about the service provided by the help desk?

		Total

Q18	Unweighted n:	100
service is way too slow		10%
very good service		19%
hours of operation		1%
improve software serv.		7%
Other		0%
No Comments		62%
DK/NR		1%

Over the last 10 days, how many SPAM messages have you received?

		Total

EMAI2	Unweighted n:	100
None		39%
1-5		22%
6-10		7%
11-20		8%
more than 20		24%
dk/nr		0%

Does SPAM cause you any significant loss of productivity?

		Total

EMAI3	Unweighted n:	100
Yes		29%
No		70%
dk/nr		1%

Thinking about your own use of computers, is there any particular training that you would like to have?

	Total

TRG1	
Unweighted n:	100
Lotus Notes	7%
Word	6%
Excel	4%
Upgrades training	16%
Other	2%
None	63%
DK/NR	2%

Is there any particular training that you think needs to be made available to your colleagues?

	Total

TRG2	
Unweighted n:	100
Lotus Notes	10%
Word	4%
Excel	4%
Upgrades training	8%
Other	2%
None	67%
DK/NR	5%

CROSS TABULATIONS

How long did it take to answer your question?

		Call was Referred? =====		
		Total	Yes	No
		-----	-----	-----
Q6				
	Unweighted n:	100	21	67
	under 2 minutes	19%	5%	22%
	in minutes	35%	29%	42%
	Hours	28%	38%	27%
	days	8%	24%	1%
	Not yet resolved	6%	5%	6%
	dk/nr	4%	0%	1%
	Chi-Squared:		(.01)	
	+/- points around 50%:	10	21	12

On a five point scale where 5 is completely satisfied and 1 is completely unsatisfied, how satisfied are you with the technician or technicians who helped you?

		Call was Referred? =====		
		Total	Yes	No
		-----	-----	-----
Q16				
	Unweighted n:	100	21	67
	UNSATISFIED	0%	0%	0%
	NEITHER	2%	0%	3%
	SATISFIED	95%	100%	93%
	1 completely unsatis.	0%	0%	0%
	2	0%	0%	0%
	3	2%	0%	3%
	4	27%	43%	21%
	5 completely satisfied	68%	57%	72%
	dk/nr	3%	0%	4%
	Chi-Squared:		-	
	+/- points around 50%:	10	21	12
	Mean:	4.68	4.57	4.72
	Std dev:	0.511	0.507	0.519
	Student's t:	*	-	-

Thinking about the last time you called the help desk. How would you rate your overall satisfaction with the service provided? Please rate your answer on a five point scale where 5 is completely satisfied, and 1 is completely unsatisfied.

		Call was Referred?		
		=====		
		Total	Yes	No
		-----	-----	-----
Q17				
	Unweighted n:	100	21	67
	UNSATISFIED	2%	0%	0%
	NEITHER	4%	5%	4%
	SATISFIED	91%	95%	94%
	1 completely unsatisf.	1%	0%	0%
	2	1%	0%	0%
	3	4%	5%	4%
	4	25%	29%	27%
	5 completely satisfied	66%	67%	67%
	dk/nr	3%	0%	1%
	Chi-Squared:		-	
	+/- points around 50%:	10	21	12
	Mean:	4.59	4.62	4.64
	Std dev:	0.718	0.590	0.572
	Student's t:	*	-	-

Was your request handled satisfactorily?

		Time					
		=====					
		Total	<2 min	Minutes	Hours	Days	Not yet
		-----	-----	-----	-----	-----	-----
Q7							
	Unweighted n:	100	19	35	28	8	6
	Yes	94%	100%	100%	100%	100%	17%
	no	6%	0%	0%	0%	0%	83%
	Chi-Squared:		(.01)				
	+/- points around 50%:	10	22	17	19	35	40

On a five point scale where 5 is completely satisfied and 1 is completely unsatisfied, how satisfied are you with the technician or technicians who helped you?

	Total	Time				
		<2 min	Minutes	Hours	Days	Not yet
Q16						
Unweighted n:	100	19	35	28	8	6
UNSATISFIED	0%	0%	0%	0%	0%	0%
NEITHER	2%	0%	6%	0%	0%	0%
SATISFIED	95%	100%	94%	96%	100%	67%
1 completely unsatis.	0%	0%	0%	0%	0%	0%
2	0%	0%	0%	0%	0%	0%
3	2%	0%	6%	0%	0%	0%
4	27%	11%	31%	21%	38%	67%
5 completely satisfied	68%	89%	63%	75%	63%	0%
dk/nr	3%	0%	0%	4%	0%	33%
Chi-Squared:		(.01)				
+/- points around 50%:	10	22	17	19	35	40
Mean:	4.68	4.89	4.57	4.78	4.63	4.00
Std dev:	0.511	0.315	0.608	0.424	0.518	0.000
Student's t:	*	.01	-	-	-	.01

Thinking about the last time you called the help desk. How would you rate your overall satisfaction with the service provided? Please rate your answer on a five point scale where 5 is completely satisfied, and 1 is completely unsatisfied.

	Total	Time				
		<2 min	Minutes	Hours	Days	Not yet
Q17						
Unweighted n:	100	19	35	28	8	6
UNSATISFIED	2%	5%	0%	0%	0%	17%
NEITHER	4%	0%	6%	7%	0%	0%
SATISFIED	91%	95%	94%	93%	88%	67%
1 completely unsatisf.	1%	0%	0%	0%	0%	17%
2	1%	5%	0%	0%	0%	0%
3	4%	0%	6%	7%	0%	0%
4	25%	11%	31%	21%	38%	50%
5 completely satisfied	66%	84%	63%	71%	50%	17%
dk/nr	3%	0%	0%	0%	13%	17%
Chi-Squared:		(.05)				
+/- points around 50%:	10	22	17	19	35	40
Mean:	4.59	4.74	4.57	4.64	4.57	3.60
Std dev:	0.72	0.73	0.61	0.62	0.53	1.52
Student's t:	*	-	-	-	-	-