

## **DSO 7: Make DWP an Exemplar of Effective Service Delivery**

### ***Indicator 6: Employer Satisfaction: The level of employers' satisfaction with the services we provide them***

This work has now been finalised by IFF Research who have carried out the Annual Employers Survey and they have provided a **baseline score for the Department of 7.65 out of 10**. IFF have categorised scores of 7 and above as satisfied

#### **Detailed Findings**

In addition to the headline figure of 7.65 out of 10 IFF Research have also provided mean satisfaction scores for:

- contact relating to pensions and pay (7.77);
- contact relating to recruitment, staff training and welfare issues (7.76); and,
- dealings with Jobcentre Plus to place a vacancy (7.33).

In addition, we have also identified a series of key drivers and sub drivers of employer satisfaction:

- **Key Driver:** Outcomes. **Sub-drivers:** Quality of candidates; Whether a query was resolved; and, Delivering on time.
- **Key Driver:** Being treated well. **Sub-drivers:** Treatment by staff; and, Communication.
- **Key Driver:** Building a business relationship. **Sub-drivers:** Accessibility; Two way relationship; and, Building a business relationship.

#### **Methodology: How the Indicator is Measured**

1. The findings that the report presents are drawn from the Annual Employer Survey 2008-2009 (AES 2008-2009). This was a complex and multi-faceted survey conducted by IFF Research Ltd in spring 2009 among 5,578 employers, of whom 3,940 had had contact with DWP across its business units in the 12 months leading up to the survey fieldwork
2. A total of 3,940 telephone interviews were conducted with establishments in Great Britain that had some form of contact with DWP in the last 12 months.
3. There are a variety of ways in which employers come into contact with DWP. Some types of interaction are initiated by employers themselves while others are associated with information requests initiated by the Department. Some services are more formal, structured and/or involved (such as the vacancy placing service or the Combined Pension Forecasting Service) while others take the form of more ad-hoc advice services.

#### **Links:**

**Next Update to Measurement:** Autumn 2010