

# Service Quality Monitor Questionnaire 2015 – February

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## Format

Interviewer instructions: ***Bold italics***

Scripting instructions: **BOLD CAPS**

Text replacements: [ . . . square brackets . . . ]

## Introduction

Good morning/afternoon/evening. My name is ... from Colmar Brunton. Could I speak with ... please?

***Arrange callback if necessary. Re-introduce if necessary.***

***If person other than named client answers and asks why you are calling then say:***

It is just a quick customer satisfaction survey.

***You must not tell anyone other than the named respondent what we are calling about***

***If named client say:***

I am calling on behalf of Work and Income just to see what you think of the service they provide you. This is a survey to help Work and Income make sure that they are dealing with, and helping members of the public, in the right way. Your answers will help them to do this. Is now a good time to ask you the questions?

***If client says they visited a Community Link (not a Work and Income site):***

Some Work and Income offices have changed to become Community Link offices. However they are still run by Work and Income and most of the people who work there are Work and Income staff. We are interested in hearing about your experience with Work and Income staff specifically.

***If yes:***

Thank you for agreeing to take part in the survey. Just to let you know, this is a confidential survey and it is just about the service you received, not the level of financial support. All your answers are also totally confidential and will not be tied back to you in any way.

***If needed:***

Even if you are happy with the service you receive, we would still like you to take part. Work and Income also use this information to identify and recognise those offices and areas that are giving really good service.

***If respondent hasn't agreed yet:***

While you don't have to take part in the survey, it is your chance to have your say about how you feel about the service you receive from Work and Income. Work and Income will never know if you took part, and your answers will not affect assistance you receive from them in any way. The questions will take about 9 or 10 minutes, depending on your answers.

***For those still uncertain:***

If you wish to check with my supervisor first, our free phone number is 0508 SURVEY (0508 787839)

***If respondent questions why we have their personal details:***

For the purpose of this survey, the Work and Income computer generated a large list of names and phone numbers. These were passed on to our company by Work and Income. Everyone who makes an application with Work and Income signs the application form which allows Work and Income to collect data for statistical and research purposes.

***If respondent is having trouble with language, ask what language they speak and terminate as language barrier.***

During the course of this interview my supervisor may listen in or record this call for training and quality control purposes. ***If needed:*** The purpose of the recording is to check that I have conducted the survey correctly.

Colmar Brunton

## Screener

- S1. In the last four weeks have you . . .  
**Read out. Wait for yes or no for each code.**

	Yes	No
a. Spoken with a Work and Income case manager at a Work and Income office (if needed: This includes visiting a Community Link office)	1	2
g. Spoken with another member of staff at a Work and Income office	1	2
b. Called any of the Work and Income 0800 numbers and talked to an actual person	1	2
c. Used a self-service kiosk at a [ . . . Work and Income office / Seniors' Super Centre . . .] (if needed: This includes visiting a Community Link office.) (if needed: These are workstations that allow clients to access the Work and Income website, log on to My Account, search for jobs, and visit useful websites.)	1	2
d. Logged into Work and Income's online service, called My Account (if needed: My Account allows you to access services and information about yourself online that were previously only available over the phone or face-to-face. My Account is accessed through the Work and Income website)	1	2
e. Visited the Work and Income website to do something other than use My Account	1	2
f. Attended a seminar at a Work and Income office (if needed: This includes at a Community Link office)	1	2

FOR S1C USE 'WORK AND INCOME OFFICE' AS THE TEXT REPLACEMENT FOR WORK AND INCOME CLIENTS AND USE 'SENIORS' SUPER CENTRE' AS THE TEXT REPLACEMENT FOR SENIOR SERVICES CLIENTS.

CHECK MOST RECENT CONTACT TYPE FROM SAMPLE AGAINST ANSWERS TO S1. IF MOST RECENT CONTACT TYPE FROM SAMPLE IS A NO IN S1 THEN THANK AND CLOSE.

FOR MONITOR 2 A 'YES' AT S1a, S1f OR S1g IS A MATCH.

## Reasons for most recent contact

Q1. For the first part of this survey I would just like you to think about your most recent [ . . . meeting with a Work and Income Case Manager / contact with the staff member you saw at Work and Income / call to a Work and Income 0800 number / logon to the My Account service . . .]. I'll ask you about your other Work and Income experiences later in the survey.

Can you tell me your main reason for your most recent [ . . .meeting with a Work and Income Case Manager / contact with the staff member you saw at Work and Income/ call to a Work and Income 0800 number / logon to the My Account service . . .] was it . . .

**Read out. Code all that apply.**

*If respondent says 'about my benefit' probe: I have a number of options, I'll just read them out. Which of the following best describes the main reason for your most recent [ . . .meeting with a Work and Income Case Manager / contact with the staff member you saw at Work and Income/ call to a Work and Income 0800 number / logon to the My Account service . . .] ?*

**Read full list before recording their main reason.**

General benefit related	13
Employment, job search related	1
Health related	14
Studylink enquiry	2
Training related	3
Superannuation enquiry	4
Housing related	5
Child care related	6
Drivers licence related	7
Debt or fraud related	8
Non benefit related support or advice	9
Something else <i>(please specify)</i>	10
<b>**Don't read**</b> None of these	11
<b>**Don't read**</b> Refused	12

IF Q1=11 THANK AND CLOSE

Q2. I'll now read out a list of things you might have done when you last [ . . . met with the Case Manager / spoke to the staff member you saw at Work and Income / called a Work and Income 0800 number / logged onto My Account . . . ], can you tell me which ones you did please. Just say yes or no to each one I read out.

**Read out. Code all that apply.**

**STATEMENT H IS ONLY TO BE ASKED OF MY ACCOUNT CONTACTS**

**STATEMENT I IS ONLY TO BE ASKED OF MY ACCOUNT OR FRONTLINE CONTACTS**

**STATEMENT J IS ONLY TO BE ASKED OF FRONTLINE OR CONTACT CENTRE CONTACTS**

a. Provide or change your contact details	1
b. Check eligibility and/or apply for financial assistance ( <i>if needed</i> : for example, apply for financial assistance, a community services card, New Zealand Super, Student Allowance)	2
c. Provide information to Work and income ( <i>if needed</i> : for example your work seeking activities or your intention to travel overseas)	3
d. Find something out ( <i>if needed</i> : your eligibility, progress of an application, or appointment time)	4
e. Make an appointment	5
f. Make a complaint	6
g. Request forms, a statement, or info sheet	7
h. Download forms	8
i. Complete a self-assessment for workability	9
j. Create an account	10
k. Something else ( <i>please specify</i> )	11
l. <b>**Don't read**</b> None of these	12

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## Overall satisfaction

Q3ai. Thinking about all aspects of your most recent [ . . . meeting with a Work and Income Case Manager / contact with the staff member you saw at Work and Income / call to a Work and Income 0800 number / logon to the My Account service . . . ], overall how do you feel about your experience? Would you say you were . . .

**Read out. Code one only.**

Very satisfied	5
Satisfied	4
Neither satisfied nor dissatisfied	3
Dissatisfied	2
Very dissatisfied	1
<b>**Don't read**</b> Don't know	6

## General drivers of satisfaction

Q4. I'm now going to ask you about specific aspects of your most recent [ . . . meeting with a Work and Income Case Manager / contact with the staff member you saw at Work and Income / call to a Work and Income 0800 number / logon to the My Account service . . . ]. Can you answer each aspect using a scale from 5 to 1, where 5 means very easy and 1 means not at all easy.

**Pause slightly**

Firstly, . . .

**Read additional statement and repeat scale as necessary.**

**RANDOMISE ORDER OF STATEMENTS.**

	Very easy				Not at all easy	<b>**Don't read**</b> Don't know	<b>**Don't read**</b> Not applicable
a. . . how easy was it for you to get the information you needed	5	4	3	2	1	6	7
b. . . how easy was it for you to communicate with Work and Income	5	4	3	2	1	6	7

Q5. For these next aspects please answer using a scale from 5 to 1, this time where 5 means very well and 1 means not at all well.

Firstly, . . .

**Read additional statement and repeat scale as necessary.**

**RANDOMISE ORDER OF STATEMENTS.**

	Very well				Not at all well	<b>**Don't read**</b> Don't know	<b>**Don't read**</b> Not applicable
a. . . how well you think your individual circumstances were taken into account	5	4	3	2	1	6	7
b. . . how well the next steps you should take were explained to you	5	4	3	2	1	6	7

## Channel specific drivers of satisfaction

### MY ACCOUNT RECENT CONTACTS SKIP TO Q10, ALL OTHERS CONTINUE

Q6. Now using a scale from 5 to 1 where 5 means very satisfied and 1 means not at all satisfied, can you tell me how satisfied you were with each of the following aspects of your most recent [ . . . meeting with a Work and Income Case Manager / contact with the staff member you saw at Work and Income / call to a Work and Income 0800 number . . . ]

Firstly, . . .

*Read each statement and repeat scale as necessary.*

**STATEMENT A IS ONLY USED FOR 0800 NUMBER RECENT CONTACTS. STATEMENTS B, C, AND D ARE ONLY USED FOR CASE MANAGER RECENT CONTACTS. RANDOMISE ORDER OF STATEMENTS.**

	Very satisfied				Not at all satisfied	**Don't read** Don't know	**Don't read** Not applicable
a. . . the time taken to answer your call	5	4	3	2	1	6	7
b. . . the time the appointment was made for	5	4	3	2	1	6	7
c. . . how long you had to wait before you were seen by the [ . . . Case Manager / staff member you saw at Work and Income . . . ]	5	4	3	2	1	6	7
d. . . the length of time the appointment took	5	4	3	2	1	6	7

Q7. And how satisfied were you that . . .

*Read each statement and repeat scale as necessary.*

**RANDOMISE ORDER OF STATEMENTS.**

	Very satisfied				Not at all satisfied	**Don't read** Don't know	**Don't read** Not applicable
a. . . they took the time to listen to you	5	4	3	2	1	6	7
b. . . they cared about your needs	5	4	3	2	1	6	7
c. . . they were able to answer all your questions	5	4	3	2	1	6	7
d. . . they knew about other staff or organisations so they could refer you to the right person	5	4	3	2	1	6	7
e. . . they took responsibility to ensure any problems or issues were resolved	5	4	3	2	1	6	7
f. . . you got the assistance that you needed	5	4	3	2	1	6	7

Q8. How satisfied were you that the [ ... Case Manager / person you spoke to ... ] . . . . .

*Read each statement and repeat scale as necessary.*

**RANDOMISE ORDER OF STATEMENTS. STATEMENT C IS ONLY ASKED OF 0800 NUMBER CLIENTS**

	Very satisfied				Not at all satisfied	**Don't read** Don't know	**Don't read** Not applicable
a. . . . did their best to help you	5	4	3	2	1	6	7
b. . . . treated you with respect	5	4	3	2	1	6	7
c. . . . spoke clearly	5	4	3	2	1	6	7
d. . . . told you about all the assistance that is available to you	5	4	3	2	1	6	7
e. . . . knew about Work and Income policies and benefit entitlements so they could answer all your questions	5	4	3	2	1	6	7
f. . . . took actions that were correct	5	4	3	2	1	6	7

**0800 NUMBER CLIENTS SKIP TO Q12, CASE MANAGED CLIENTS CONTINUE**

Q9. Did the [ ...Case Manager / staff member you saw... ] ask you about . . .

*Read out. Code all that apply. Wait for yes or no after each.*

**CODE 6 IS ONLY SHOWN FOR THOSE WITH WORK OBLIGATIONS. CODE 7 IS ONLY SHOWN FOR SOLE PARENTS. CODE 8 IS ONLY SHOWN FOR SLP AND JSHC.**

Your personal goals ( <i>If needed:</i> By personal goals I mean things you could aim for in the future. This might be things like getting a part-time job or doing some training)	1
If you needed assistance such as training or budgeting advice	2
Getting a My Account	3
Dealing with Work and Income online	4
If they had covered everything you needed to talk about	5
Employment opportunities	6
Child care	7
Your health	8
<b>**Don't read**</b> None of these	9

**CASE MANAGED CLIENTS SKIP TO Q3b, MY ACCOUNT CLIENTS CONTINUE**

Q10. Now using a scale from 5 to 1 where 5 means very satisfied and 1 means not at all satisfied, can you tell me how satisfied you were with each of the following aspects of your most recent logon to My Account?

Firstly, ...

*Read each statement and repeat scale as necessary.*

**RANDOMISE ORDER OF STATEMENTS, HOWEVER ALWAYS ASK E LAST.**

	Very satisfied				Not at all satisfied	**Don't read** Don't know	**Don't read** Not applicable
a. . . the ease of logging on	5	4	3	2	1	6	7
b. . . the time it took to do what you wanted to do	5	4	3	2	1	6	7
c. . . that the information you got was easy to understand	5	4	3	2	1	6	7
d. . .that it was easy to find your way around My Account	5	4	3	2	1	6	7
e. . . that the information was helpful	5	4	3	2	1	6	7
f. . . that My Account had all the information you needed	5	4	3	2	1	6	7

**ASK Q12 IF BEEN TO A SEMINAR IN THE LAST FOUR WEEKS (S1F=1), OTHERWISE SKIP TO Q14**

Q12. Now thinking about the employment related seminar you attended at Work and Income in the last four weeks. How satisfied were you with each of the following aspects of the seminar? Please answer using a 5 to 1 scale, where 5 means very satisfied and 1 means not at all satisfied.

Firstly, ...

*Read each statement and repeat scale as necessary.*

**RANDOMISE ORDER OF STATEMENTS.**

	Very satisfied				Not at all satisfied	**Don't read** Don't know	**Don't read** Not applicable
a. . . the information and advice was communicated well	5	4	3	2	1	6	7
b. . . the information and advice was relevant to you and your situation	5	4	3	2	1	6	7
c. . . the information and advice will help you get a job	5	4	3	2	1	6	7
d. . . the information and advice will help you stay in a job once you get one	5	4	3	2	1	6	7



Q13. And, how much did you enjoy the following? Please answer on a scale from 5 to 1, where 5 means very much and 1 means not at all.

Firstly, ...

*Read additional statement and repeat scale as necessary.*

**RANDOMISE ORDER OF STATEMENTS.**

	Very much				Not at all	**Don't read** Don't know	**Don't read** Not applicable
a. . . learning new things in the seminar	5	4	3	2	1	6	7
b. . . meeting new people in the seminar	5	4	3	2	1	6	7

## Online behavioural context

### ASKED OF EVERY SECOND RESPONDENT

Q14. Thanks for answering all the questions so far. Can you answer yes or no to the following please.

*Read out. Wait for yes or no for each code.*

**STATEMENT A SHOULD ONLY BE ASKED OF THOSE THAT SAID NO TO THE WEBSITE IN S1 (S1E=2).**

**STATEMENT C SHOULD ONLY BE ASKED OF THOSE THAT SAID NO TO MY ACCOUNT IN S1 (S1D=2).**

**STATEMENT D SHOULD ONLY BE ASKED OF THOSE THAT SAID NO TO KIOSK IN S1 (S1C=2).**

	Yes	No
a. Have you ever looked at Work and Income's website	1	2
b. Do you have a Real Me login	1	2
c. Have you ever used My Account for anything	1	2
d. Have you ever used a self-service kiosk at a Work and Income office	1	2
e. Do you ever do your banking online	1	2
f. Have you sent an email to Work and Income staff	1	2
g. Do you have a mobile phone you use to access the internet	1	2

## Flexi section

- J2. We're interested in your opinions about New Zealanders working. Anything you say is confidential and won't have any effect on your benefit or relationship with Work and Income. We're just interested in hearing generally what people think.

As I read out a statement I would like you to tell me how much you agree or disagree using a scale from 5 to 1, where 5 means strongly agree and 1 means strongly disagree. If a statement isn't relevant to you, please say.

Can you tell me how strongly you agree or disagree that each of the following are good reasons to get a job? Again we're just interested in hearing generally what people think.

The first statement is . . .

*Read each statement and repeat scale as necessary.*

*If respondent says the statement is not relevant to them code as not applicable*

**RANDOMISE ORDER TO STATEMENTS.**

	Strongly agree				Strongly disagree	**Don't read** Don't know	**Don't read** Not applicable
a. . . meeting new people	5	4	3	2	1	6	7
b. . . learning new things	5	4	3	2	1	6	7
c. . . getting off the benefit	5	4	3	2	1	6	7
d. . . feeling better about yourself	5	4	3	2	1	6	7
e. . . earning more money for yourself	5	4	3	2	1	6	7
f. . . providing a good example to children and younger people	5	4	3	2	1	6	7
g. . . earning more money for your family	5	4	3	2	1	6	7

- J3. How strongly do you agree or disagree that each of the following are reasons why it can be difficult to get a job? Again we're just interested in hearing generally what people think.

*Read each statement and repeat scale as necessary.*

*If respondent says the statement is not relevant to them code as not applicable*

**RANDOMISE ORDER TO STATEMENTS.**

	Strongly agree				Strongly disagree	**Don't read** Don't know	**Don't read** Not applicable
a. . . being too sick to work	5	4	3	2	1	6	7
b. . . having trouble learning new things	5	4	3	2	1	6	7
c. . . needing to look after someone during the day	5	4	3	2	1	6	7
d. . . applying for jobs but not getting them	5	4	3	2	1	6	7
e. . . getting jobs but not being able to keep them	5	4	3	2	1	6	7

- J4. How strongly do you agree or disagree that each of the following are reasons why it can be difficult to keep a job? Again we're just interested in your general impressions.

Firstly, . . .

*Read each statement and repeat scale as necessary.*

*If respondent says the statement is not relevant to them code as not applicable*

**RANDOMISE ORDER TO STATEMENTS.**

	Strongly agree				Strongly disagree				**Don't read** Don't know	**Don't read** Not applicable
a. . . . can't do the work	5	4	3	2	1	1	6	6	7	
b. . . . the work runs out	5	4	3	2	1	1	6	6	7	
c. . . . not liking the way employers treat you	5	4	3	2	1	1	6	6	7	
d. . . . getting sick when working	5	4	3	2	1	1	6	6	7	
e. . . . having children makes it too difficult to work	5	4	3	2	1	1	6	6	7	
f. . . . not liking the work	5	4	3	2	1	1	6	6	7	
g. . . . travelling to work is too expensive	5	4	3	2	1	1	6	6	7	
h. . . . travelling to work takes too much time	5	4	3	2	1	1	6	6	7	

- J5. We might hold some discussion groups sometime later this year. If we did this would you be interested in coming along to one if there was one in your area?

*If necessary:* The groups would have six to eight people in them and would discuss topics similar to the sorts of things I've asked you today.

**Code one only.**

Yes	5
No	4
Don't know	3

## Work and Income overall

Q16. Now I'd like you to think more widely about Work and Income, and about all your experiences with them. Using a scale from 5 to 1 where 5 means very helpful and 1 means not at all helpful, how helpful have you found Work and Income generally?

*Code one only.*

Very helpful	5
	4
	3
	2
Not at all helpful	1
Don't know	6

**IF ETHNIC GROUP NOT INCLUDED IN SAMPLE ASK Q17, OTHERWISE SKIP TO Q18.**

Q17. Can you please tell me which ethnic group or groups you belong to?

*Read out if necessary. Code as many as apply.*

NZ Māori	1
NZ European or Pākehā	2
Other European (e.g. English, Dutch, Australian, Scottish, Irish)	3
Samoan	4
Cook Island Māori	5
Tongan	6
Niuean	7
Chinese	8
Indian (includes Fijian Indian)	9
Other Pacific Peoples (e.g. Fijian, Kiribati)	10
Other east and south-east Asian (e.g. Filipino, Vietnamese, Cambodian)	11
Other South Asian (e.g. Sri Lankan, Pakistani)	12
Middle Eastern (e.g. Afghani, Iranian, Iraqi)	13
African (e.g. Nigerian, Ethiopian, Somali)	14
Central/South American (e.g. Chilean, Argentinean)	15
Other (Please specify)	16
<b>**Don't read**</b> Don't know	17
<b>**Don't read**</b> Refused	18

Q18. That's all the questions I have. Thank you for your time today. In case you missed it my name is [ . . . name ] from Colmar Brunton. If you have any further questions about this survey please call my supervisor on 0508 SURVEY (787 839). Thank you.

*Record any final comments here, do not prompt.*

No final comment	9

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