

Radiocommunications Agency

2001 Licensee Satisfaction Survey Questionnaire Results version

Telephone interview intro

Good morning/afternoon. My name is ... and I am calling from ORC International. We are conducting a survey on behalf of the Radiocommunications Agency, part of the Department of Trade and Industry. This survey is intended to allow the Radiocommunications Agency to take better account of your requirements and help it provide a better service to its customers.

1 Background

1.1 Firstly, who do you deal with most frequently regarding radio licences, radio interference or advice on use of radio frequencies?

		% Answer
Radiocommunications Agency.....	1	78%
Dealer/supplier of radio equipment.....	2	8%
JFMG.....	3	4%
Radio Licensing Centre.....	4	4%
Other (please specify)	29	3%
Don't know.....	30	3%

1.2 Are your main dealings with the Radiocommunications Agency through:

	% Answer
Headquarters	51%
Regional Office.....	34%
Don't know.....	15%

1.3 What type of contact have you had with

		% Answer
1. Application or renewal of licences	1	89%
2. Policy, Regulation and Consultation	2	17%
3. Interference investigation.	3	13%
4. Enforcement.	4	4%
5. Equipment inspection.	5	17%
6. Testing & Development	6	7%
7. Don't know	7	3%

1.4 Over the past 12 months, on average, how often have you had contact with

		% Answer
Daily	1	1%
Several times a week	2	2%
Several times a month	3	6%
Once a month.....	4	5%
Several times a year.....	5	26%
Once a year	6	48%
Less often.....	7	10%
Don't know.....	8	2%

2. General perceptions of the Radiocommunications Agency

2.1 How much do you agree or disagree with the following statements:

		Mean Score
I have a good understanding of the role and function of RA.....	1	3.64
The RA is a well co-ordinated organisation.....	2	3.64
The RA is open and approachable	3	3.86
I am kept informed of changes that affect me....	4	3.79
The RA is consistent and fair.....	5	3.82

BUSINESS CUSTOMERS ONLY

2.2a How much do you agree or disagree with the following statements:

		Mean Score
The RA understands my business needs	1	3.53
The RA is flexible and responsive to my business needs	2	3.57
The RA works in partnership with my industry ...	3	3.58
The RA is pro-active in addressing problems and managing change.....	4	3.56
The RA works to promote the interests of my industry	5	3.26

INDIVIDUAL CUSTOMERS ONLY

2.2b How much do you agree or disagree with the following statements:

		Mean Score
The RA understands my needs	1	3.74
The RA is flexible and responsive to my needs	2	3.73
The RA is pro-active in addressing problems and managing change.....	3	3.76

3. Service Provision

3.1 Thinking about the service you receive from subcontractors, agency HQ or local office. How satisfied or dissatisfied are you with the following:

		Mean Score
Helpfulness of staff	1	4.09
Ease of contacting the right person	2	3.77
Keeping you informed.....	3	3.81
Doing what it promises to do.....	4	3.85
Ease of understanding advice or explanation given.....	5	3.86
Quality of advice.....	6	3.93
Depth of knowledge.....	7	4.01
Speed of returning phone calls.....	8	3.78
Speed of reply to written correspondence.....	9	3.76
Availability (e.g. office working hours).....	10	3.89
Speed of reply to email	11	3.64
Knowledge of customer.....	12	3.64
Overall quality of service	13	3.92

4 Customer Contact

4.1 Do you have a single contact point within a particular: subcontractors, agency section or local office.

	% Answer
Yes.....	30%
No	62%
Don't know.....	9%

4.2 And how satisfied or dissatisfied are you with your contact point?

	Mean Score
Very satisfied.....	4.31
Satisfied.....	
Neither satisfied nor dissatisfied.....	
Dissatisfied.....	
Very dissatisfied	
Don't know.....	

4.3 Would one contact to handle all your dealings with the agency, be:

	Mean Score
Very useful.....	3.32
Fairly useful.....	
Not very useful	
Not at all useful.....	
Don't know.....	

4.4 Do you ever contact the Headquarters Enquiry Point:

	% Answer
Yes.....	24%
No	73%
Don't know.....	3%

4.5 And how satisfied or dissatisfied are you with the Headquarters Enquiry Point:

	Mean Score
Very satisfied.....	3.83
Satisfied.....	
Neither satisfied nor dissatisfied.....	
Dissatisfied.....	
Very dissatisfied	
Don't know.....	

5. Licence applications

With reference to your Licence and contact with the relevant issuing department

5.1 How satisfied or dissatisfied are you with the following aspects of licence application:

		Mean Score
Knowing how to apply (i.e. who to apply to)	1	3.97
Amount of information required.....	2	3.90
Design of forms (e.g. size and layout)	3	3.85
Relevance of information required.....	4	3.87
Clarity of guidance/information sheets.....	5	3.80
Ease of completion of applications	6	3.89
Information on progress/status of application	7	3.71
The application process overall.....	8	3.87

5.2 How satisfied or dissatisfied are you with the following aspects related to your licence:

		Mean Score
Accuracy of information on licence.....	1	4.00
Accuracy of customer information e.g. was licence sent to the correct address/contact.....	2	3.98
Explanation of how the licence fee was calculated.....	3	3.75
Clarity of information on licence.....	4	3.94

5.2.1 How satisfied or dissatisfied are you with the following aspects related to receipt of your licence:

		Mean Score
Timeliness of receipt of renewal notification letters	1	3.92
Speed of receipt of new, renewed, reconfirmed or amended licences	2	3.95
Receipt of licences overall.....	3	3.99

5.4 Please state how quickly you normally receive your licences from first contacting the Agency licensing department or posting your application form? Please give the number of WORKING DAYS.

5.4a What turnaround time do you consider acceptable for licence applications subject to site clearance or international co-ordination?

5.4a What turnaround time do you consider acceptable for licence applications?

5.5 Are you aware of the electronic provision (i.e. by e-mail or website) of any of the following licensing services?

		% Yes Answer
Electronic Supply of Printed Forms	1	22%
Offline Application Form	2	19%
Batch Offline Applications.....	3	11%
Online Completion of Forms	4	15%
Online Application Procedures.....	5	15%

5.6 How useful would you find the provision of the following services electronically?

		Mean Score
Electronic Supply of Printed Forms	1	2.75
Offline Application Form	2	2.68
Batch Offline Applications.....	3	2.37
Online Completion of Forms	4	2.72
Online Application Procedures.....	5	2.75
Online License Viewing and/or Alteration.	6	2.83
Online Self Assignment.....	7	2.60
Queries/Pre Testing of Spectrum Availability.....	8	2.59

6. Product Quality and Value

6.1 Are you satisfied that the terms and conditions of your licence meet your needs?

	Mean Score
Very satisfied.....	4.04
Satisfied.....	
Neither satisfied nor dissatisfied.....	
Dissatisfied.....	
Very dissatisfied	
Don't know.....	

6.1a Why do you say that?

6.2 Are you satisfied that the operating frequencies meet your needs?

	Mean Score
Very satisfied.....	3.98
Satisfied.....	
Neither satisfied nor dissatisfied.....	
Dissatisfied.....	
Very dissatisfied	
Don't know.....	

6.2a Why do you say that?

6.3 Have you ever had the first choice of spectrum assignment refused?

		% Answer
Yes.....	1	9%
No	2	80%
Don't know.....	3	11%

6.4 How satisfied were you with the explanation given for the refusal?

	Mean Score
Very satisfied.....	3.39
Satisfied.....	
Neither satisfied nor dissatisfied.....	2%
Dissatisfied.....	
Very dissatisfied	
No explanation provided.....	
Don't know.....	
% Answer	

6.5 Overall, how far would you agree or disagree that the price of spectrum/license fee is fair:

	Mean Score
Strongly agree.....	3.67
Agree.....	
Neither agree nor disagree.....	
Disagree	
Strongly disagree.....	
Don't know.....	
Not applicable	

6.6 Has your licence fee changed since your last renewal:

	% Answer
Increased.....	8%
Decreased	9%
Stayed the same.....	64%
Don't know.....	19%
Not applicable	0%

7. Interference

With reference to your Licence and relevant equipment.

7.1 Have you ever had to complain about problems you have had with interference to your radio system?

	% Answer
Yes.....	66%
No	32%
Don't know.....	3%

7.2 Who have you complained to?

	% Answer
Radiocommunications Agency.....	67%
Dealer/supplier of radio equipment.....	5%
JFMG.....	2%
Radio Licensing Centre.....	3%
Other (please specify)	5%
Don't know.....	21%

7.3 How satisfied or dissatisfied are you with the following:

		Mean Score
Explanation of process e.g. how interference would be dealt with	1	3.73
Keeping you informed of progress	2	3.58
Feedback provided once investigation completed.....	3	3.59
Overall outcome of investigation.....	4	3.61

7.4 Why do you say that?

8. Enforcement

With reference to your Licence and relevant equipment.

8.1 Have you ever dealt with the agency regarding enforcement e.g. unlicensed use?

	% Answer
Yes.....	44%
No	56%
Don't know.....	0%

8.1a Have you ever been visited by an RA official and been required to modify or close down your radio system?

	% Answer
Yes.....	24%
No	71%
Don't know.....	4%

8.2 How satisfied or dissatisfied are you with the following:

		Mean Score
Explanation of process e.g. how enforcement would be dealt with	1	3.84
Professionalism of staff.....	2	4.14
Keeping you informed of progress	3	3.74
Feedback provided once investigation completed.....	4	3.64
The RA activities to increase awareness of the need of radio licencing	5	3.67
The consistency and fairness of the RA when dealing with enforcement	6	3.71
Overall outcome of enforcement	7	3.67

8.3 Why do you say that?

9. Equipment inspections

With reference to your Licence and relevant equipment.

9.1 Have you ever had your radio equipment inspected by RA engineers?

	% Answer
Yes.....	71%
No	21%
Don't know.....	8%

9.2 How satisfied or dissatisfied are you with the following:

	Mean Score
Explanation of inspection e.g. what it's for and how would it be conducted	1 4.32
Professionalism of inspector.....	2 4.40
Depth of knowledge of inspector.....	3 4.41
Feedback or advice provided once the inspection was completed	4 4.28
The way regulations are applied	5 4.01
Inspection overall.....	6 4.27

9.3 Why do you say that?

10. Policy, regulation and consultation

With reference to your Licence and contact with the relevant department.

10.1 How satisfied or dissatisfied are you with the following:

	Mean Score
The process of consultation.....	1 3.77
Quality of consultation documents	2 3.75
Quality of information	3 3.85
Feedback and explanation of decisions on policy and regulations	4 3.66
Timeliness of changes in policy or regulation.....	5 3.58
Overall management of the radio spectrum	6 3.76

10.2 Do you have any general comments on policy, regulation and consultation?

Testing & Development

10.3 How satisfied were you with the helpfulness of the staff that dealt with your cases?

	Mean Score
Very satisfied.....	4.22
Satisfied.....	
Neither satisfied nor dissatisfied.....	
Dissatisfied.....	
Very dissatisfied	
Don't know.....	

10.4 Did the licence issued fully meet your needs?

	% Answer
Yes.....	92%
No	5%
Don't know.....	3%

10.5 Why was that?

11. Financial

11.1 How do you make payments to the agency?

	% Answer
By cheque.....	72%
By BACS	14%
Credit card	3%
Cash or Postal Order	1%
Don't make payments.....	5%

11.2 How satisfied or dissatisfied are you with the following:

	Mean Score
Timeliness of receipt of renewal notices	3.97
Timeliness of receipt of notification letters	3.97
Information on notification letters	3.96
Handling payment queries	3.86
Appropriate information on revocation notices ..	3.89
Information sent on payments received.....	3.89
Payment arrangements overall	3.99

11.3 Why do you say that?

11.2 How useful would you find the following services?

	Mean Score
Direct payment by credit card by phone/email...	2.13
Direct payment facilities provided on electronic licence application	2.13
Single/harmonised account payments.....	2.33

12. Information

	Yes	% Answer
12.1a Have you ever read the Radiocommunications Agency's annual report?	1	19%
12.2b And have you read any of the Agency's information sheets?	1	57%
12.3c Have you been to one of the Agency's road shows?	1	13%
12.4d Have you ever visited a Radiocommunications Agency stand at any exhibition you have attended?	1	18%
12.5e Have you ever visited the Agency's Website?	1	25%
12.6f Have you ever read any the Agency's Newsletters?	1	53%

And how useful did you find it?

	Mean Score
12.1a Annual report	1 2.83
12.2b Information sheets.....	2 3.18
12.3c Road show.....	3 3.35
12.4d Radiocommunications Agency stand at an exhibition	4 3.22
12.5e Website.....	5 3.36
12.6f Newsletters	6 3.07

12.7 Are you aware that the Agency has a published complaints procedure?

	% Answer
Yes.....	1 30%
No	2 69%
Don't know.....	3 1%

12.8 Have you ever formally complained to the Agency?

	% Answer
Yes.....	1 4%
No	2 95%
Don't know.....	3 0%

12.8 Overall how satisfied were you with the way your complaint was handled?

	Mean Score
Very satisfied.....	2.98
Satisfied.....	
Neither satisfied nor dissatisfied.....	
Dissatisfied.....	
Very dissatisfied	
Don't know.....	

13. Overall

13.1 How satisfied are you with the overall service provided by Licence provider ?

	Mean Score
Very satisfied.....	4.09
Satisfied.....	
Neither satisfied nor dissatisfied.....	
Dissatisfied.....	
Very dissatisfied	
Don't know.....	

13.2 If you could make ONE SINGLE improvement to the service provided by *Subcontractor, agency section or local office* what would it be?

14. Individual Licence Holder – Classification

The information in this section is to enable us to look at how the responses of different groups and types of people vary. As with all the results of the questionnaire, it will be kept in the strictest confidence.

14.1 Sex

Male	1
Female.....	2

14.2 Age

20 years or under	1
21-34 years	2
35-54 years	3
55-74 years	4
75 and over	5

14.3 Postcode Area only i.e. E14

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15. Business Licence Holder – Classification

15. Is your company involved in the Radio communications industry (i.e. manufacturer of radio equipment, network operator or radio dealer)

	% Answer
Yes.....	21%
No	78%
Don't know.....	1%

15.2 Business Classification

	% Answer
Agriculture	4%
Fishing.....	3%
Mining and quarrying	1%
Manufacturing	8%
Electricity, gas and water supply.....	2%
Construction.....	4%
Retail	4%
Hotels and restaurants.....	2%
Transport, storage and communication.....	22%
Financial intermediation	1%
Real estate, renting and business activities	2%
Public administration and defence.....	7%
Education.....	4%
Health and social work.....	6%
Other community, social and personal service activities	21%
Private households with employed persons	4%
Extra – territorial organisations and bodies	6%

15.3 Number of Employees

	% Answer
1-10.....	33%
11-24	13%
25-49	9%
50-99.....	8%
100-199	8%
200-499	8%
500 or more.....	18%

The Radiocommunications Agency would like to re-contact some of their customers to discuss issues arising from the survey. Would you be willing for us to pass your details on to the Radiocommunications Agency?

	% Answer
Yes.....	72%
No	27%