

Ofcom; Business Postal Tracker Annual tables Q1 - Q4 2019

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<b>Table 98</b>	<b>Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)</b> Base: All using RM (QV4=1)	<b>Page 1684</b>
<b>Table 99</b>	<b>Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)</b> Base: All using RM (QV4=1)	<b>Page 1699</b>
<b>Table 100</b>	<b>Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)</b> Base: All using RM (QV4=1)	<b>Page 1714</b>
<b>Table 101</b>	<b>QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?</b> Base: All using RM (QV4=1)	<b>Page 1729</b>
<b>Table 102</b>	<b>Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)</b> Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)	<b>Page 1759</b>
<b>Table 103</b>	<b>The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)</b> Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)	<b>Page 1774</b>
<b>Table 104</b>	<b>The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)</b> Base: All using RM (QV4=1)	<b>Page 1789</b>

<b>Table 105</b>	<b>The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)</b> Base: All using RM (QV4=1)	<b>Page 1804</b>
<b>Table 106</b>	<b>QRM6b. It currently costs £1.35 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?</b> Base: All in Northern Ireland	<b>Page 1819</b>
<b>Table 107</b>	<b>QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?</b> Base: All those who use other providers to RM (QV4=2-16,98)	<b>Page 1834</b>
<b>Table 108</b>	<b>Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied</b> Base: All those who use other providers to RM (QV4=2-16,98)	<b>Page 1849</b>
<b>Table 109</b>	<b>Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied</b> Base: All those who use other providers to RM (QV4=2-16,98)	<b>Page 1864</b>
<b>Table 110</b>	<b>Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied</b> Base: All those who use other providers to RM (QV4=2-16,98)	<b>Page 1879</b>
<b>Table 111</b>	<b>Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied</b> Base: All those who use other providers to RM (QV4=2-16,98)	<b>Page 1894</b>
<b>Table 112</b>	<b>Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied</b> Base: All those who use other providers to RM (QV4=2-16,98)	<b>Page 1909</b>
<b>Table 113</b>	<b>Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied</b> Base: All those who use other providers to RM (QV4=2-16,98)	<b>Page 1924</b>
<b>Table 114</b>	<b>Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied</b>	<b>Page 1939</b>

Base: All those who use other providers to RM (QV4=2-16,98)

- Table 115** **Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied** **Page 1954**  
Base: All those who use other providers to RM (QV4=2-16,98)
- Table 116** **QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?** **Page 1969**  
Base: All those who use other providers to RM (QV4=2-16,98)
- Table 117** **The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)** **Page 1999**  
Base: All those who use DHL (QV4=2)
- Table 118** **The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)** **Page 2014**  
Base: All those who use DHL (QV4=2)
- Table 119** **The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)** **Page 2029**  
Base: All those who use UPS (QV4=5)
- Table 120** **The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)** **Page 2044**  
Base: All those who use UPS (QV4=5)
- Table 121** **The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)** **Page 2059**  
Base: All those who use Parcelforce (QV4=7)
- Table 122** **The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)** **Page 2074**  
Base: All those who use Parcelforce (QV4=7)
- Table 123** **The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)** **Page 2089**  
Base: All those who use Other (1st) (QV4=98)
- Table 124** **The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)** **Page 2104**  
Base: All those who use Other (1st) (QV4=98)

<b>Table 125</b>	<b>DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)</b> Base: All those who use DHL (QV4=2)	<b>Page 2119</b>
<b>Table 126</b>	<b>UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)</b> Base: All those who use UPS (QV4=5)	<b>Page 2134</b>
<b>Table 127</b>	<b>Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)</b> Base: All those who use Parcelforce (QV4=7)	<b>Page 2149</b>
<b>Table 128</b>	<b>Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)</b> Base: All those who use Other (1st) (QV4=98)	<b>Page 2164</b>
<b>Table 129</b>	<b>QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money</b> Base: All respondents	<b>Page 2179</b>
<b>Table 130</b>	<b>QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?</b> Base: All respondents	<b>Page 2194</b>
<b>Table 131</b>	<b>QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?</b> Base: All with increased volume of post sent in the last 12 months (QS1=1)	<b>Page 2209</b>
<b>Table 132</b>	<b>QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?</b> Base: All with decreased volume of post sent in the last 12 months (QS1=3)	<b>Page 2225</b>
<b>Table 133</b>	<b>QS2a. What would you say are the reasons for this increase?</b> Base: All with increased volume of post sent in the last 12 months (QS1=1)	<b>Page 2255</b>
<b>Table 134</b>	<b>QS3a. What would you say are the reasons for this decrease?</b> Base: All with decreased volume of post sent in the last 12 months (QS1=3)	<b>Page 2270</b>
<b>Table 135</b>	<b>QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?</b> Base: All respondents	<b>Page 2299</b>
<b>Table 136</b>	<b>QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?</b> Base: All who have not considered trying another postal provider (QS4=3)	<b>Page 2314</b>
<b>Table 137</b>	<b>QF4. Over the last 12 months, has your organisation moved some post to other communication methods?</b>	<b>Page 2359</b>

Base: All respondents

**Table 138 QF5. Why have you not moved any post to other communication methods in the last 12 months?** Page 2374

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

**Table 139 QF6. Why have you moved post to other communication methods in the last 12 months?** Page 2404

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

**Table 140 Weighting Var** Page 2434

Base: All