USERS' OFFICE

Key messages from the questionnaire
The Users:

- Satisfied → Very satisfied  ~ 80%*
  - What should we continue to do?

- Average → not really satisfied  ~ 20%*
  - What should we do differently?

(* apart from opening hours where dissatisfaction was higher)
Some Users’ comments:

- “The Users’ Office provides a very good service. It would be nice if it could stay like that”
- “The provided services by the Users’ Office are correct”
- “Continue as it is for excellent satisfaction of users”
- “Keep up the good work”
- “A very nice and efficient organisation staffed with pleasant people eager to help”
- “Congratulations to the management of this service and to those who provide it”
- Thank you for good job
- ......
Some Users' comments:

- “The Users’ Office is supposed to provide a service so the people working there should have the proper attitude towards people needing their help.”
- “Some persons should be more kind, polite and willing to help.”
- “Some staff were very helpful, others seemed “too busy” to take much care.”
- “The services become poorer and poorer. I suggest that all the users evaluate the service of each individual secretary at the end of the year.”
- “I cannot really name the concrete reason but I always feel rather uneasy in the Users’ Office.”
- ….
KEY MESSAGES
QUESTIONNAIRE

One User out of five

~ 300 / ~ 1,500 who replied

~ 1,200 / ~ 6,000 registered Users
Q2 INFORMATION GIVEN - *Adapted, clear, complete*

- In general – good, efficient, friendly
- Good replies to standard questions, not so good for more complicated situations
- Too bureaucratic
- Try to minimise the number of visits necessary
- Changes in the rules to be communicated to the Users if appropriate
- Important to be able to communicate in the two official languages
Q3 HELPFULNESS  *welcoming, polite, listening*

- Very good service in general, but ….
- Varies from a good level of service to barely acceptable behaviour
- Depends on the person giving the service: attitude, personality, and in certain cases, the User waits to see the ‘good’ person
- The treatment is different depending on culture, language, new user, etc.
- ‘…. Some persons seem to believe that the Users are there for the Users’ Office – a serious misunderstanding.’
Q4 Environment – *noise, interruptions, layout of desks, opening hours, waiting time*

- The least appreciated aspect: opening hours. A strong demand to be open over lunch times.
- Waiting system – not clear: to whom to go, how to form a queue, etc.
- In certain cases, too long a wait.
- Layout of the office – not clear who to address, not very welcoming.
Q5 QUALITY OF SERVICE (equal/different)

- Normal that there are different ways of interacting as everyone is different
- Too much divergence – incoherent image
- Some users prefer to go to one person rather than another
Actions taken

- Team Building exercise on October 20\textsuperscript{th}/21\textsuperscript{st} using feedback from the questionnaire (thanks to Linda Orr-Easo and Sudeshna Datta-Cockerill)
- Identified a number of things to follow up
- Had a ½ day follow-up meeting on November 9\textsuperscript{th}
- Has already led to improvements in the reception of Users
Actions in progress

- Work on the office extension has begun, we expect to be back there at the end of February
- Extra partitions will give a little more privacy to users and reduce the noise level
- We will introduce a clearer system of queuing, with indications of who is available
Actions to be looked into

- Longer opening hours
  - Lunch time opening
    - Will investigate how to stagger lunch breaks
    - Should be possible when all staff present
    - Problematic when there are vacations and illnesses
    - Cannot easily guarantee to be open
    - May have to open some days only
    - Discussion continues.....
Things which are difficult to change

- The level of bureaucracy
- Renewal annually of Swiss AF – have asked Host States to re-discuss with the Swiss
- Termination of User registration 2 months after contract expiry
  - Authorities requested that this be ONE WEEK
  - Will look into making it ~6 months for Users who are present 50% and less
Things which are difficult to change (2)

- Waiting time
  - Some changes during the year have reduced the waiting time: suppression of the CERN Attestation
  - Will get worse from January when we will handle Unpaid Associates (UPAS) for all of CERN
    - No extra staff forthcoming despite request
Awaiting other services

- Contract renewal via EDH
  - A first look at the requirements has been made by IT/AIS
- Electronic pre-registration of new Users
  - Not started yet, but similar requests made for handling firm staff
- PIE upgrade
  - Hopefully will have an improved version in the first quarter of 2005
- Improved tool to manage institute database
  - Work has started
Summary

- A good response to the survey
- We are doing our best to react to the main points raised
- Some things have already been done
- Other things will be done when we are re-installed in building 61
- Other things rely on other services at CERN, for whom we do not have a high priority