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Public Agency Satisfaction Survey 2018 Internal Customer Report

City of Norfolk, VA Purchasing Office

Report created: November 6, 2018



NIGP

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Since 1944, NIGP has been developing, support and promoting the public procurement profession. The Institute's goal: recognition and esteem for the government procurement profession and its dedicated members.

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NIGP: Public Agency Satisfaction Survey (PASS) 2018 Agency Benchmarking Report

Overview

Procurement departments committed to ongoing improvement consistently seek opportunities to gain perspective about their performance. Surveying customers and key constituents is one of the most expedient and effective methods to measure areas of success and opportunities to improve service. NIGP's PASS survey measures the internal client's satisfaction with the procurement department's service and support. The survey's 25 core questions are consistent over time, giving agencies the capacity to track their performance annually and benchmark their results with other agencies utilizing PASS.

Methodology

PASS is administered using a web-based survey sent to individuals identified by the contracting agency. The 25-question survey is open for a pre-determined period of time (typically two weeks) and consists of 17 multiple choice and eight open-ended questions.

Agency-specific data

The City of Norfolk Purchasing Office's PASS survey was distributed to 199 recipients on October 23, 2018. The City's data provided herein reflects the responses of 90 Purchasing Office customers; a 45.23% response rate.

Benchmark data

Benchmark data reflects the averaging of responses from 86 PASS administrations between January 1, 2009 - November 6, 2018. Surveys were undertaken on behalf of 48 distinct agencies during this period. Note that only responses to the 17 multiple-choice questions are used in this report; responses to open-ended questions are not included for benchmarking.

For more information

accreditation@nigp.org
www.nigp.org/PASScustomer

Agency Report with Benchmark

Procurement Satisfaction Survey - City of Norfolk, VA - November 2018

Q1. Overall Satisfaction		How do you rate your overall satisfaction with the quality of our services?		
Answer Choices		Norfolk Response Count	Norfolk Response %	Benchmark %
Extremely Dissatisfied		5	5.62%	4.39%
Dissatisfied		21	23.60%	13.70%
Satisfied		54	60.67%	48.44%
Extremely Satisfied		6	6.74%	29.67%
Don't know		3	3.37%	3.81%
	<i>answered question</i>	89	100.00%	100.00%
	<i>skipped question</i>	1		

Q2. Communication		How do you rate our ability to clearly communicate procurement processes?		
Answer Choices		Norfolk Response Count	Norfolk Response %	Benchmark %
Poorly Communicated		9	10.11%	8.21%
Somewhat Communicated		35	39.34%	20.33%
Adequately Communicated		33	37.08%	33.56%
Very Clearly Communicated		10	11.24%	24.99%
Don't know		2	2.25%	12.92%
	<i>answered question</i>	89	100.02%	100.00%
	<i>skipped question</i>	1		

Q3. Accessibility		How do you rate our accessibility when you need us (i.e. in person, by telephone, by E-mail)?		
Answer Choices		Norfolk Response Count	Norfolk Response %	Benchmark %
Not Accessible		5	5.75%	2.93%
Occasionally Accessible		34	39.08%	16.84%
Mostly Accessible		32	36.78%	33.14%
Very Accessible		13	14.94%	42.51%
Don't know		3	3.45%	4.58%
	<i>answered question</i>	87	100.00%	100.00%
	<i>skipped question</i>	3		

Q4. Responsiveness		How do you rate our timely responsiveness to your request and needs?		
Answer Choices		Norfolk Response Count	Norfolk Response %	Benchmark %
Not At All Responsive		6	6.98%	2.87%
Occasionally Responsive		38	44.19%	19.30%
Responsive		30	34.88%	37.69%
Very Responsive		9	10.46%	32.31%
Don't know		3	3.49%	7.83%
	<i>answered question</i>	86	100.00%	100.00%
	<i>skipped question</i>	4		

Q5. Solutions		How do you rate our ability to provide effective solutions to your problems and/or complaints?		
Answer Choices		Norfolk Response Count	Norfolk Response %	Benchmark %
Very Ineffective Solutions		3	3.49%	2.47%
Ineffective Solutions		17	19.77%	13.30%
Effective Solutions		48	55.81%	47.05%
Very Effective Solutions		8	9.30%	25.83%
Don't know		10	11.63%	11.35%
	<i>answered question</i>	86	100.00%	100.00%
	<i>skipped question</i>	4		

Q6. Quality of Goods and Services		How do you rate the quality of goods and services procured for your department?		
Answer Choices		Norfolk Response Count	Norfolk Response %	Benchmark %
Very Poor Quality		0	0.00%	0.66%
Poor Quality		9	10.23%	6.65%
Good Quality		62	70.45%	52.58%
Very High Quality		12	13.64%	26.96%
Don't know		5	5.68%	13.15%
	<i>answered question</i>	88	100.00%	100.00%
	<i>skipped question</i>	2		

Q7. Professionalism		How do you rate the professionalism and courtesy of our staff?		
Answer Choices		Norfolk Response Count	Norfolk Response %	Benchmark %
Extremely Unprofessional/Discourteous		2	2.27%	0.72%
Generally Unprofessional/Discourteous		5	5.68%	3.22%
Occasionally Professional/Courteous		28	31.82%	26.71%
Extremely Professional/Courteous		46	52.28%	60.64%
Don't know		7	7.95%	8.70%
<i>answered question</i>		88	100.00%	100.00%
<i>skipped question</i>		2		

Q8. Performance Administration Support		How do you rate the performance of our administrative support staff who work with your department to meet your needs?		
Answer Choices		Norfolk Response Count	Norfolk Response %	Benchmark %
Extremely Dissatisfied		2	2.27%	1.96%
Dissatisfied		15	17.05%	7.26%
Satisfied		46	52.27%	36.69%
Extremely Satisfied		11	12.50%	37.96%
Does not apply		14	15.91%	16.13%
<i>answered question</i>		88	100.00%	100.00%
<i>skipped question</i>		2		

Q9. Understanding Your Needs		How do you rate our ability to work with you as partners by understanding your needs and working with you toward common goals?		
Answer Choices		Norfolk Response Count	Norfolk Response %	Benchmark %
Poor Understanding		3	3.41%	4.90%
Occasionally Understands		21	23.86%	13.18%
Usually Understands		35	39.77%	37.08%
Excellent Understanding		24	27.27%	34.73%
Don't know		5	5.69%	10.11%
<i>answered question</i>		88	100.00%	100.00%
<i>skipped question</i>		2		

Q10. Buying	How do you rate the performance of the personnel in the Procurement Office who work together with your department in the procurement of goods and services?
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Answer Choices	Norfolk Response Count	Norfolk Response %	Benchmark %
Extremely Dissatisfied	2	2.27%	1.59%
Dissatisfied	21	23.86%	11.19%
Satisfied	42	47.73%	39.15%
Extremely Satisfied	15	17.05%	31.76%
Don't know	8	9.09%	16.32%
<i>answered question</i>	88	100.00%	100.00%
<i>skipped question</i>	2		

Q11. Selection	How do you rate the performance of the personnel in the Procurement Office who work with your department in the selection process for professional and non-professional services?
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Answer Choices	Norfolk Response Count	Norfolk Response %	Benchmark %
Extremely Dissatisfied	2	2.27%	1.34%
Dissatisfied	16	18.18%	9.67%
Satisfied	44	50.00%	40.38%
Extremely Satisfied	13	14.78%	29.37%
Don't know	13	14.77%	19.24%
<i>answered question</i>	88	100.00%	100.00%
<i>skipped question</i>	2		

Q12. Appropriateness	How do you rate the overall quality level and appropriateness of contracts as developed by the Procurement Office to meet the needs of your department?
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Answer Choices	Norfolk Response Count	Norfolk Response %	Benchmark %
Not At All Appropriate	2	2.27%	1.44%
Sometimes Appropriate	22	25.00%	15.84%
Appropriate	40	45.45%	42.01%
Very Appropriate	13	14.78%	24.94%
Don't know	11	12.50%	15.78%
<i>answered question</i>	88	100.00%	100.00%
<i>skipped question</i>	2		

Q13. Delegation Satisfaction	How do you rate your level of satisfaction with the current delegation methods (i.e. those purchases that you can make through your own department)?
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Answer Choices	Norfolk Response Count	Norfolk Response %	Benchmark %
Extremely Dissatisfied	2	2.27%	1.92%
Dissatisfied	13	14.77%	9.17%
Satisfied	50	56.82%	48.58%
Extremely Satisfied	13	14.77%	25.36%
Don't know	10	11.37%	14.97%
<i>answered question</i>	88	100.00%	100.00%
<i>skipped question</i>	2		

Q14. Training Effectiveness	How do you rate the effectiveness of the training sessions conducted for your staff having purchasing responsibilities (i.e. requisitioners, secretarial staff, et cetera)?
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Answer Choices	Norfolk Response Count	Norfolk Response %	Benchmark %
Not at All Effective	2	2.30%	3.84%
Somewhat Effective	28	32.18%	19.36%
Effective	25	28.74%	36.27%
Very Effective	4	4.60%	20.39%
Don't know	28	32.18%	20.13%
<i>answered question</i>	87	100.00%	100.00%
<i>skipped question</i>	3		

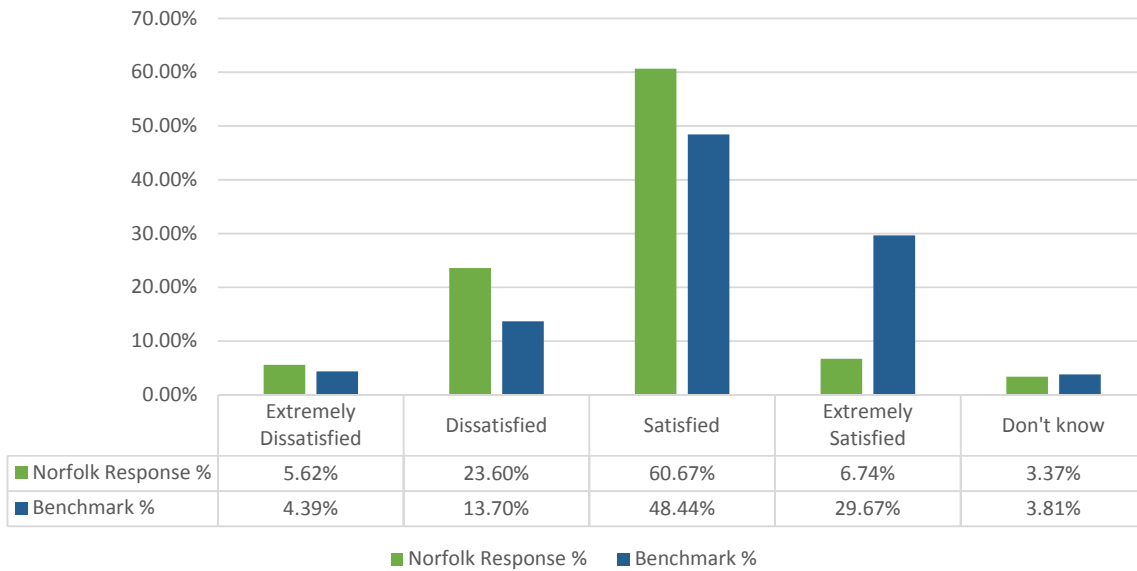
Q15. Frequency	How often does your department require services from the Procurement Office?
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Answer Choices	Norfolk Response Count	Norfolk Response %	Benchmark %
Daily	11	12.50%	14.32%
Weekly	21	23.86%	27.24%
Monthly	24	27.27%	23.70%
Occasionally	28	31.82%	25.10%
Semi-Annually	3	3.41%	3.02%
Annually	1	1.14%	6.61%
<i>answered question</i>	88	100.00%	100.00%
<i>skipped question</i>	2		

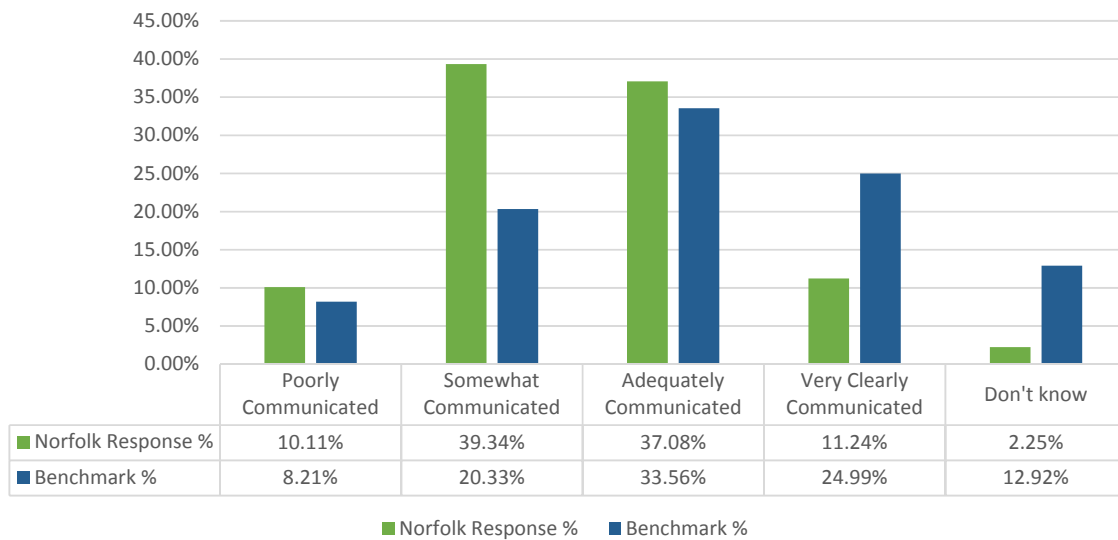
Q16. Description		Which category best describes your position?		
Answer Choices		Norfolk Response Count	Norfolk Response %	Benchmark %
Director		2	2.38%	9.99%
Manager		25	29.76%	16.60%
Supervisor		10	11.90%	11.91%
Administrative Support		24	28.57%	32.88%
Other (please specify)		23	27.39%	28.62%
<i>answered question</i>		84	100.00%	100.00%
<i>skipped question</i>		6		

Q17. Employees		Please indicate the number of employees in your department.		
Answer Choices		Norfolk Response Count	Norfolk Response %	Benchmark %
1-10		7	8.05%	21.38%
11-40		16	18.39%	28.81%
41-100		32	36.78%	20.42%
101-500		25	28.73%	24.05%
501-1000		4	4.60%	3.53%
Over 1000		3	3.45%	1.82%
<i>answered question</i>		87	100.00%	100.00%
<i>skipped question</i>		3		

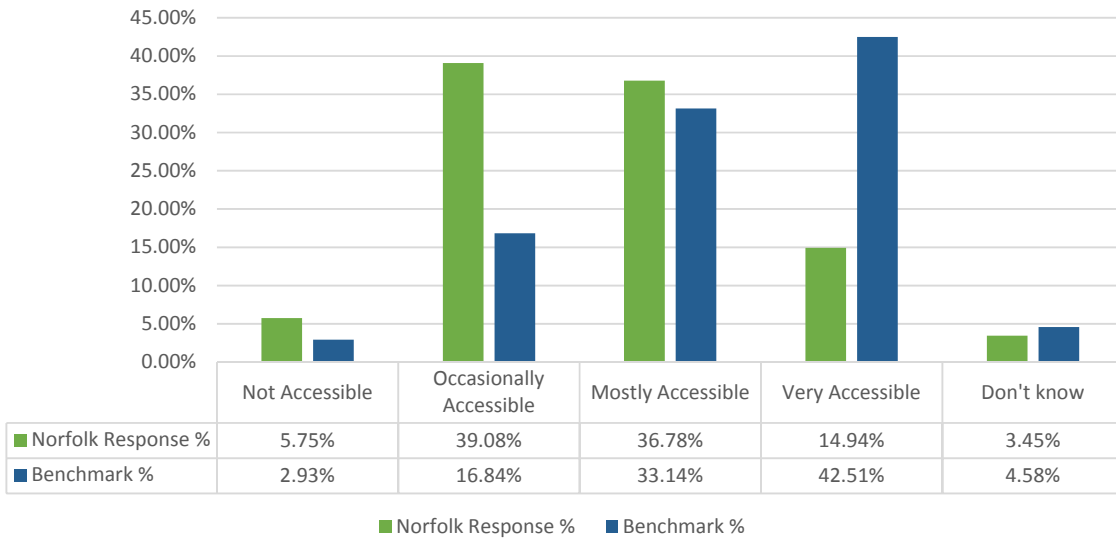
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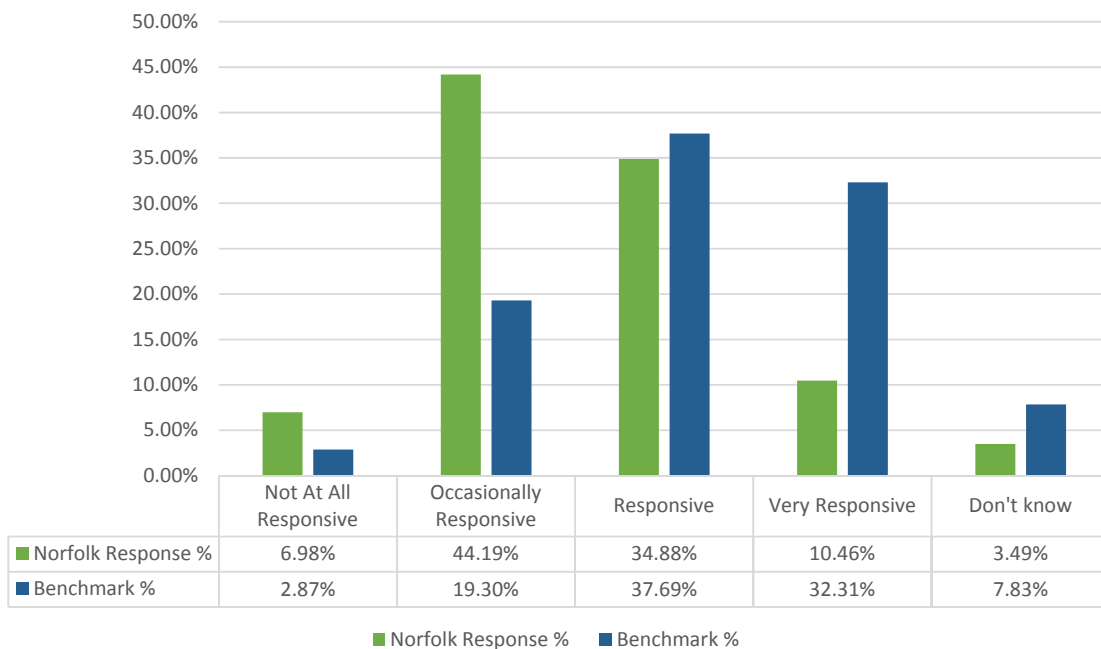
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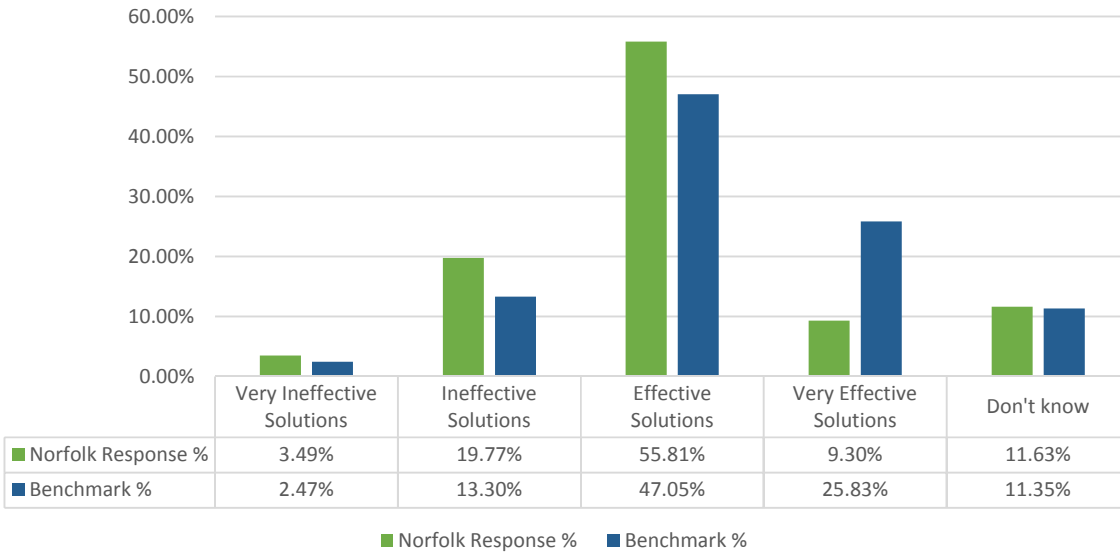
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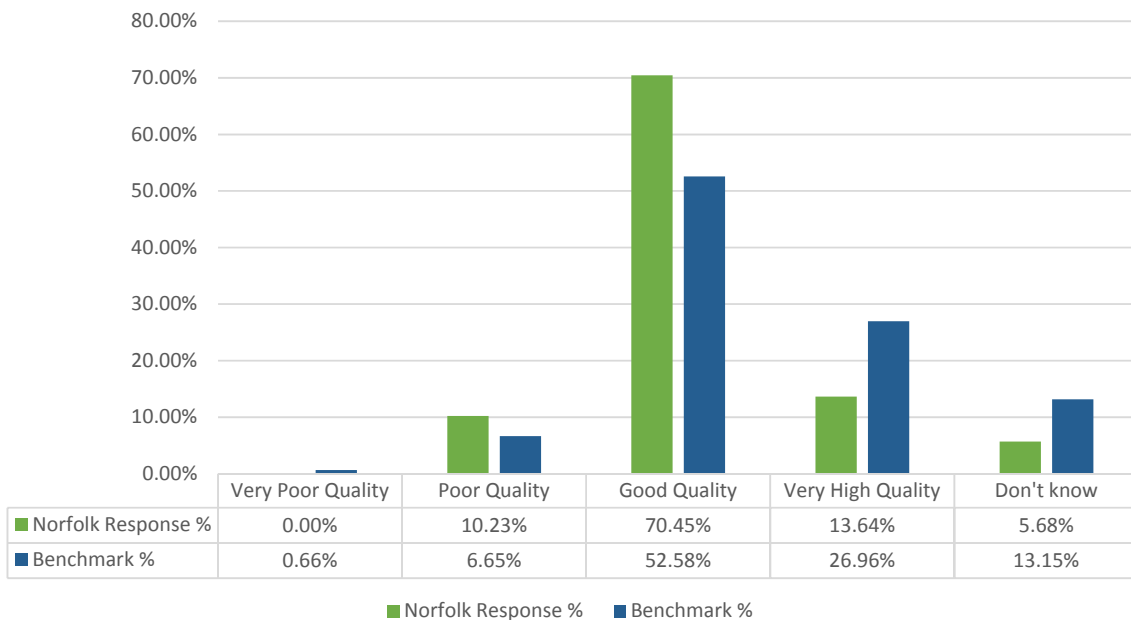
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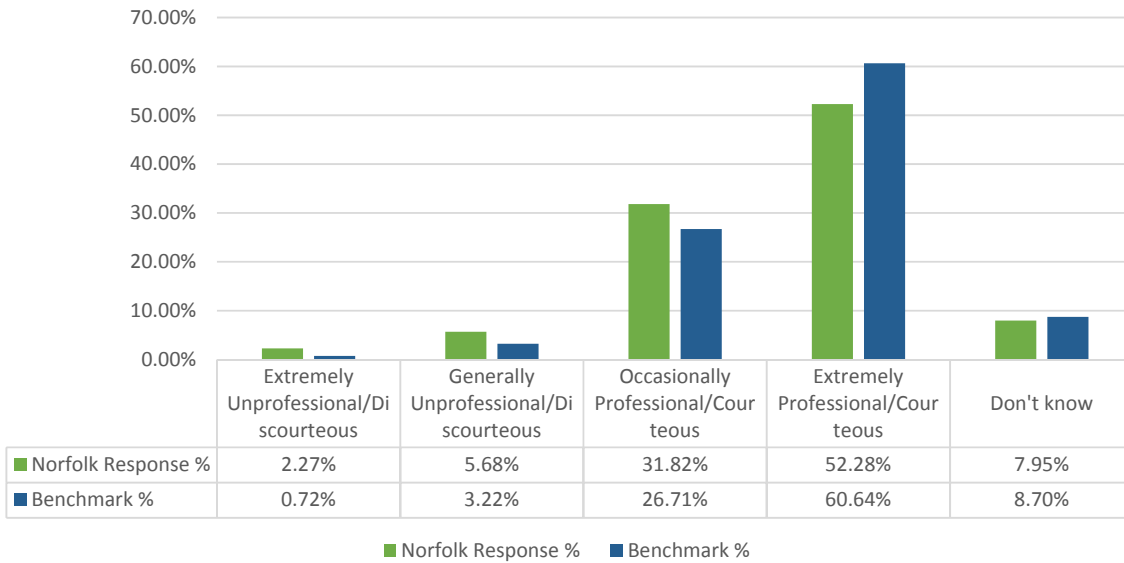
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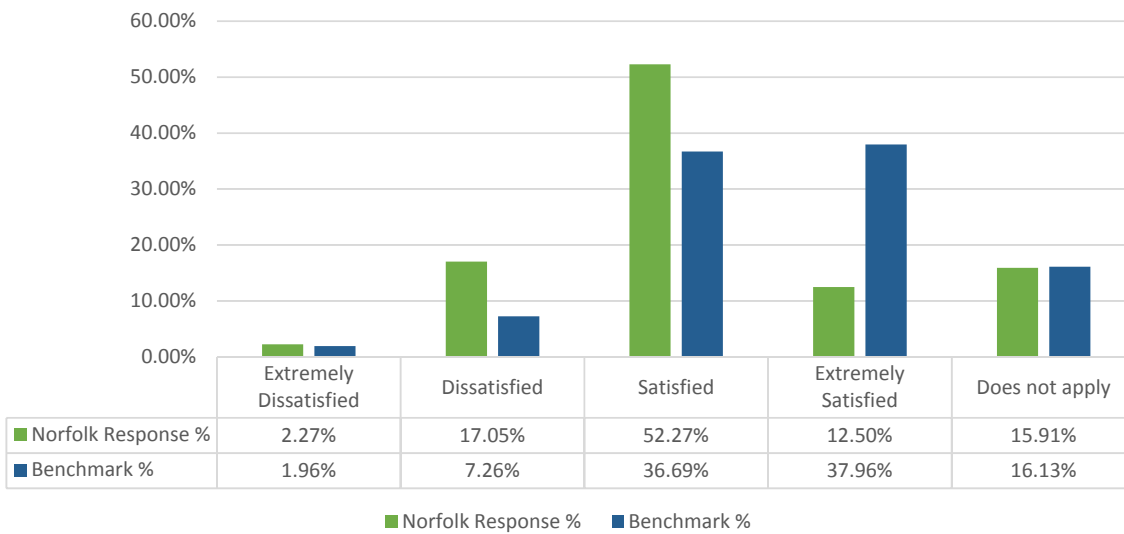
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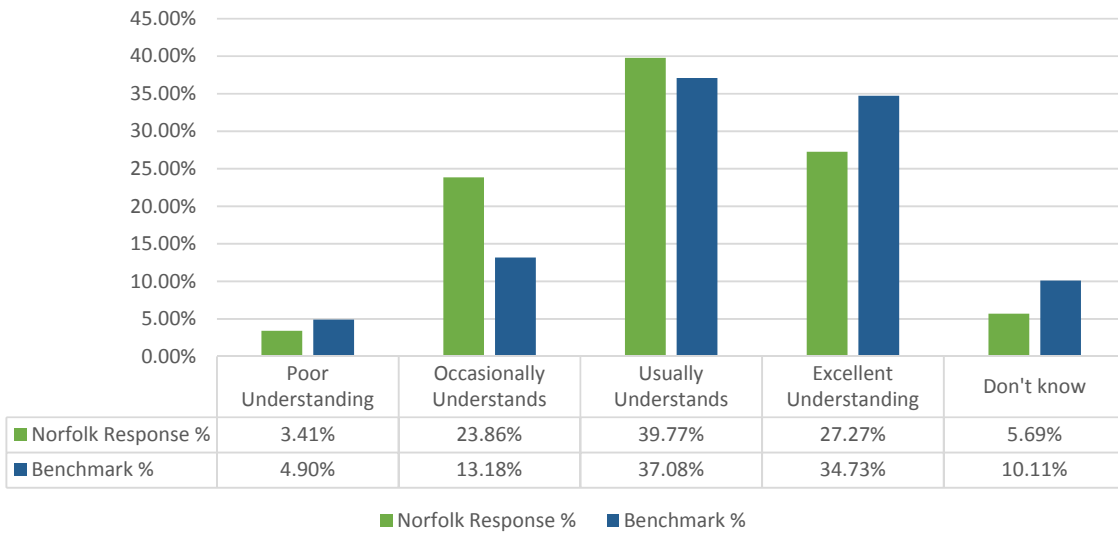
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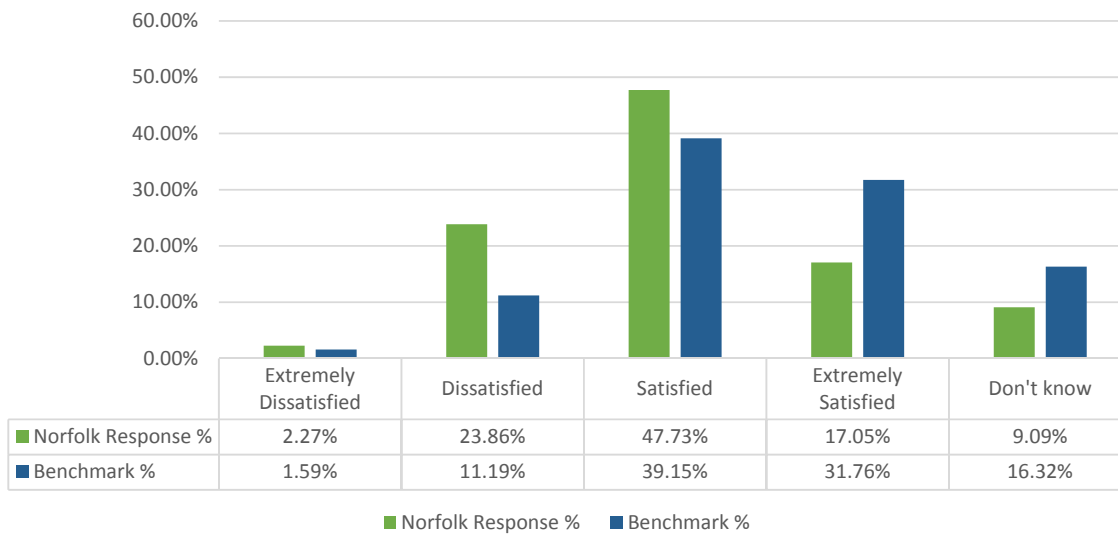
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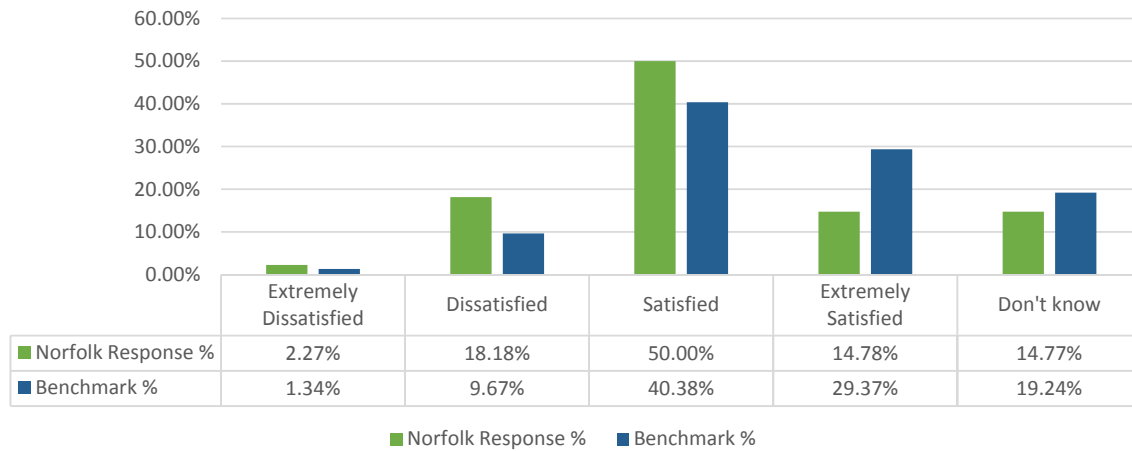
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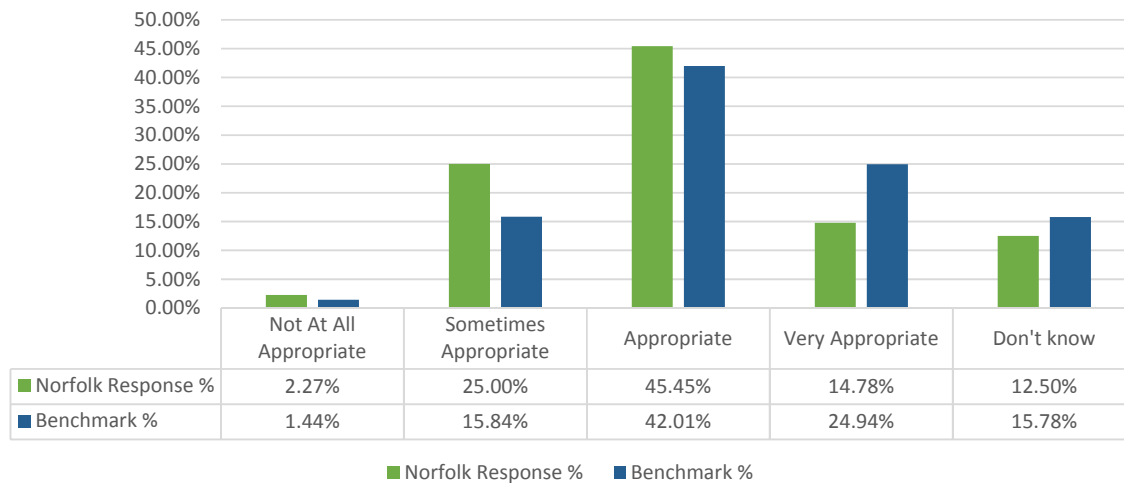
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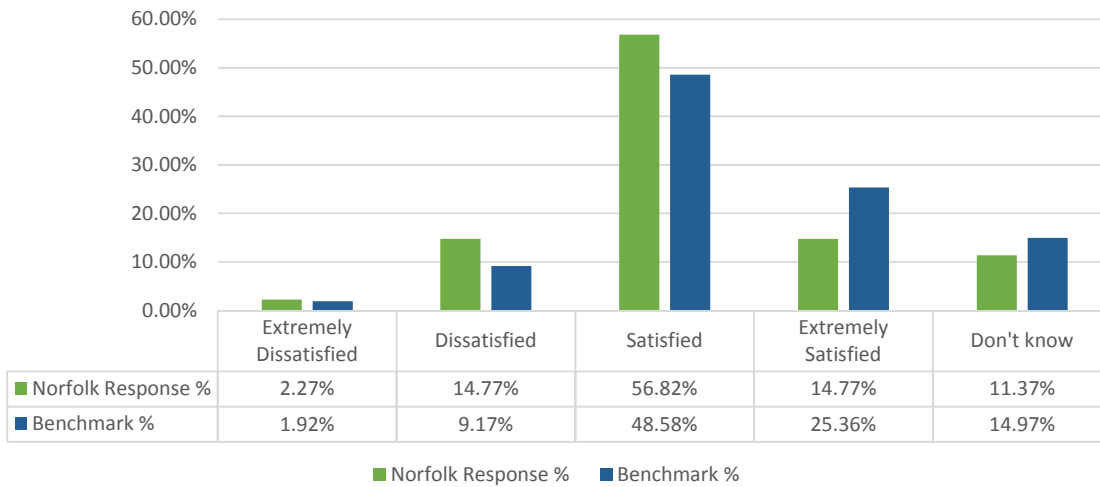
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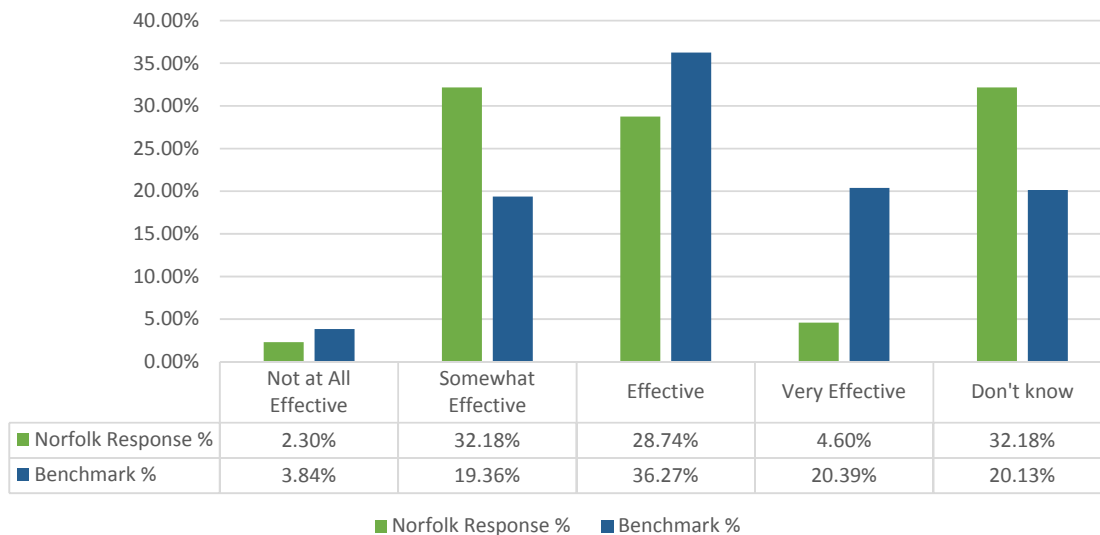
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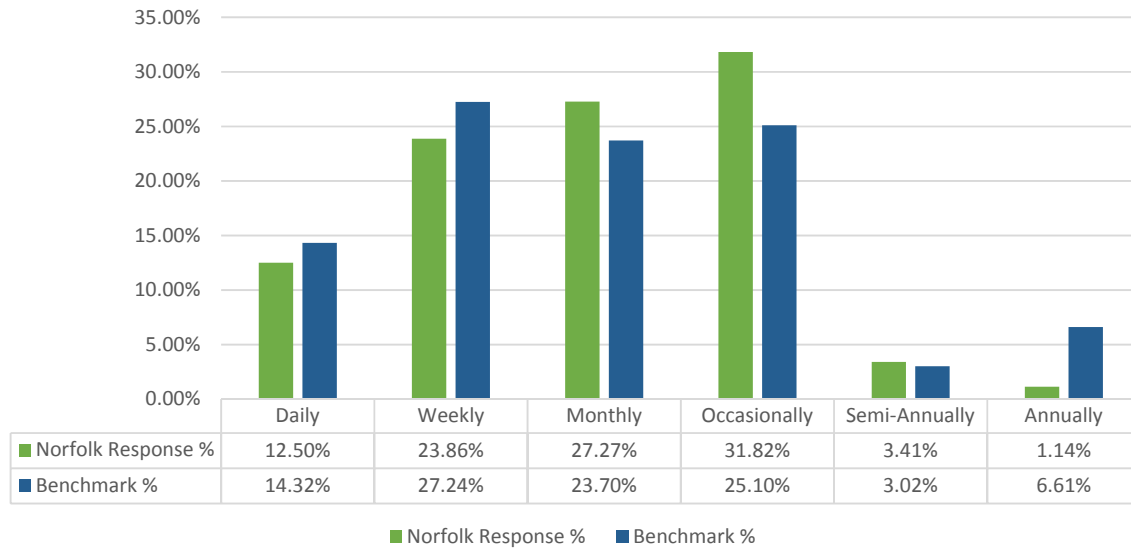
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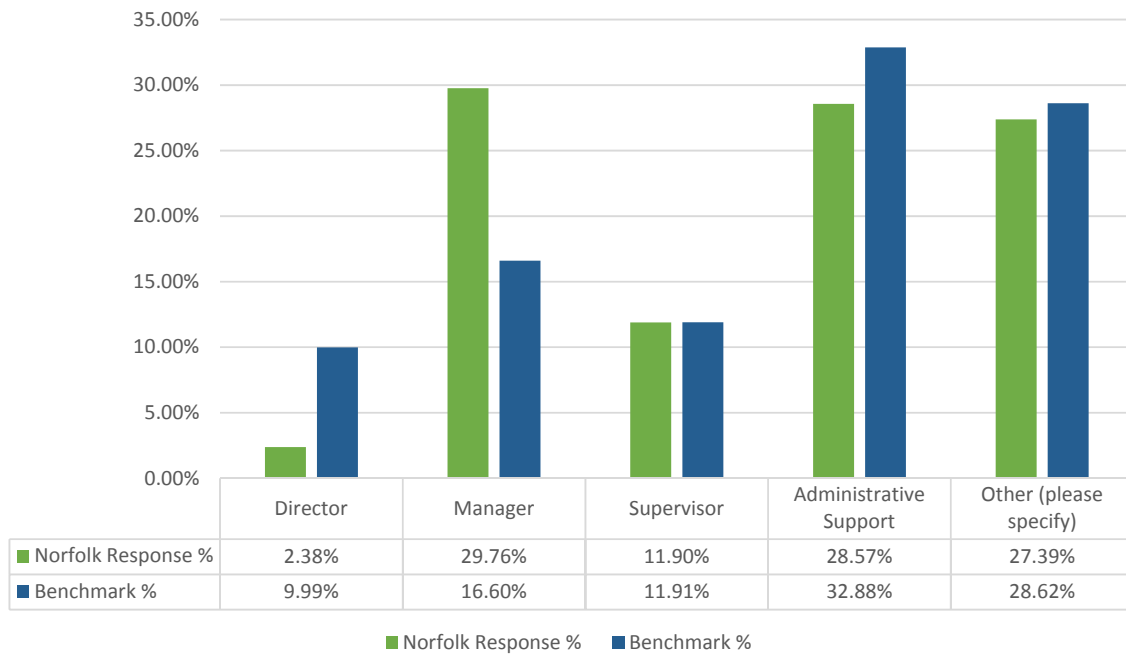
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Q16. Description: Which category best describes your position?



Q17. Employees: Please indicate the number of employees in your department.

