



STAKEHOLDER SATISFACTION



SURVEY RESULTS 2024

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Summary

Timing

The survey was initially scheduled to run from 09/07/24 to 09/08/24. However, with a number of Stakeholders on annual leave through the months of July and August, it was agreed to extend the survey for an extra three days. The survey was therefore extended to Wednesday 14th August.

Response Rate

Out of the 34 stakeholder organisations contacted, 20 completed the survey, a response rate of 60%.

Overall Results

Stakeholders were asked to select weightings on questions based on the NIJAC Values from 'Very Satisfied' to 'Very Dissatisfied'.

Stakeholders were also asked to consider if NIJAC met two Long-Term Outcomes based on a rating scale from 'Strongly Agree' to 'Strongly Disagree'

Outcome 1: 100% indicated that they were very/fairly satisfied that NIJAC contributes to increasing public confidence in the judiciary through meritorious appointments and reflecting the community (as far as it is reasonably practicable to do so) - compared to 91.7% in 2023.

Outcome 2: 100% indicated that they were very/fairly satisfied that NIJAC is an open, transparent and well-run organisation and valued by its stakeholders - compared to 95.8% in 2023.

In this survey, 100% of respondents stated that they were overall 'Very Satisfied' or 'Fairly Satisfied' with NIJAC - compared to 93.8% in 2023.

Comparative Results

A number of questions were repeated in the 2024 survey from the 2021, 2022 and 2023 surveys and so comparative charts and tables are provided in the results (where data is available).

About This Report

This is NIJAC’s fourth Stakeholder Satisfaction Survey. The aim of this survey is to better understand how NIJAC as an organisation lives and delivers against its’ core values:

- **Collaboration** | Work together and with others to be a high quality and effective organisation
- **Respect** | Treat others with the same dignity and courtesy as we expect to be treated
- **Integrity** | Honest, independent, fair and professional
- **Openness** | Transparent and responsive in all that we do
- **Innovation** | Forward thinking and embrace opportunities for positive change

Since this survey was issued in 2021, 2022, 2023 and 2024, NIJAC decided to include the same questions to continue to provide comparative data.

Additionally, as part of NIJAC’s strategic objectives a number of outcomes have been set in relation to surveying applicants and key stakeholders on a number of areas. We included two statements to help contribute to the measurement of these strategic outcomes:

- NIJAC contributes to increasing public confidence in the judiciary through meritorious appointments
- NIJAC is an open, transparent and well-run organisation

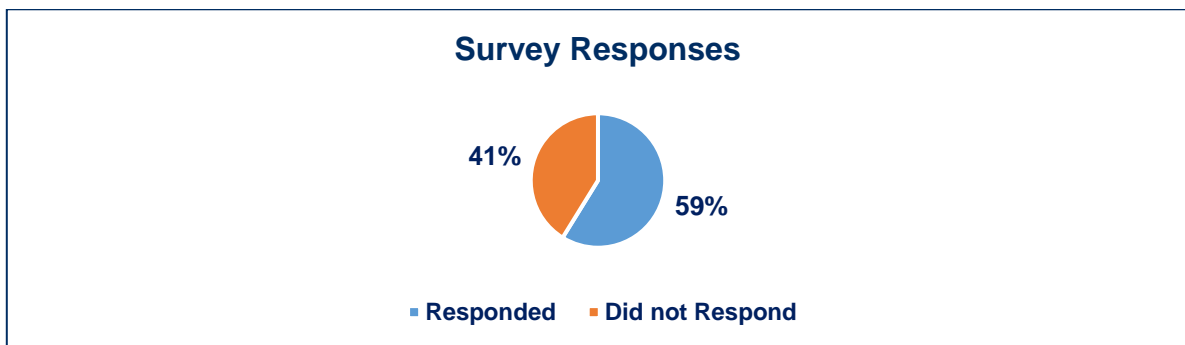
We identified 34 key stakeholder organisations/individuals to be invited to complete the survey. This list was curated based on those NIJAC meaningfully engaged with over the last year. These stakeholders are listed below:

<p>Appeal Tribunals Bar of Northern Ireland, Charity of the Year - NI Chest, Heart and Stroke Charity Tribunal Chief Executives Forum County Court Coroners Criminal Injuries Compensation and Appeals Panel Department for Communities Department for Economy, Department of Justice District Judge District Judge (Magistrates’ Courts) Executive Office Industrial Tribunals and Fair Employment Tribunal</p>	<p>Judicial Appointments Board Scotland Judicial Appointments Commission Judicial Appointments Commission (ROI) Law Society of Northern Ireland NI Audit Office NICTS – Head of Tribunals NICTS – Managements Services Branch NICTS – Lady Chief Justice’ Office NIPSA Northern Ireland Valuation Tribunal Queen’s University Review Tribunal Royal College of Psychiatrists Special Educational Needs and Disability Tribunal Supreme Court UK Victims’ Payments Board</p>
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A formal invitation from NIJAC’s Chief Executive Tonya McCormac to take part in the survey was sent by email on the 9 July 2024. Survey email reminders were issued 3 times. With a number of stakeholders emails indicating that they were on annual leave the survey was extended by 3 more days, closing on Wednesday 14 August 2024.

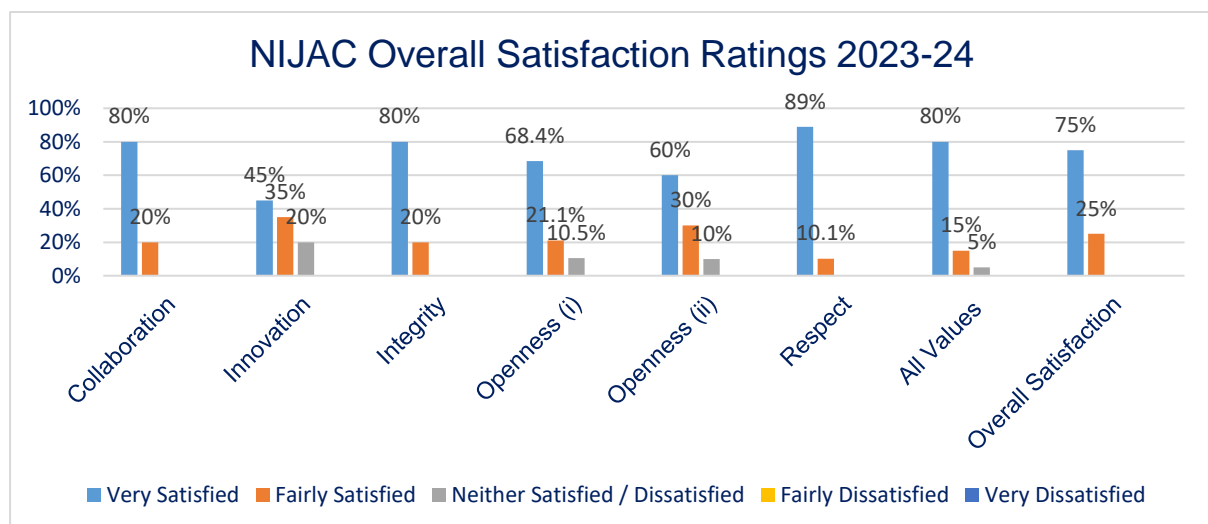
Response Rate

Of the 34 targeted stakeholders, 20 completed the online survey in 2024. This was a response rate of 59%. In the 2023 survey, 75% of stakeholders completed the survey. This response rate decrease may be explained by the timing of the survey during the summer holidays, the timing will be changed for 2025 to avoid this likely cause.



General Results

The summary table below illustrates the survey results and how each value included is assessed and weighted from ‘Very Satisfied’ to ‘Very Dissatisfied’. There is a nil return for both Fairly Dissatisfied and Very Dissatisfied.

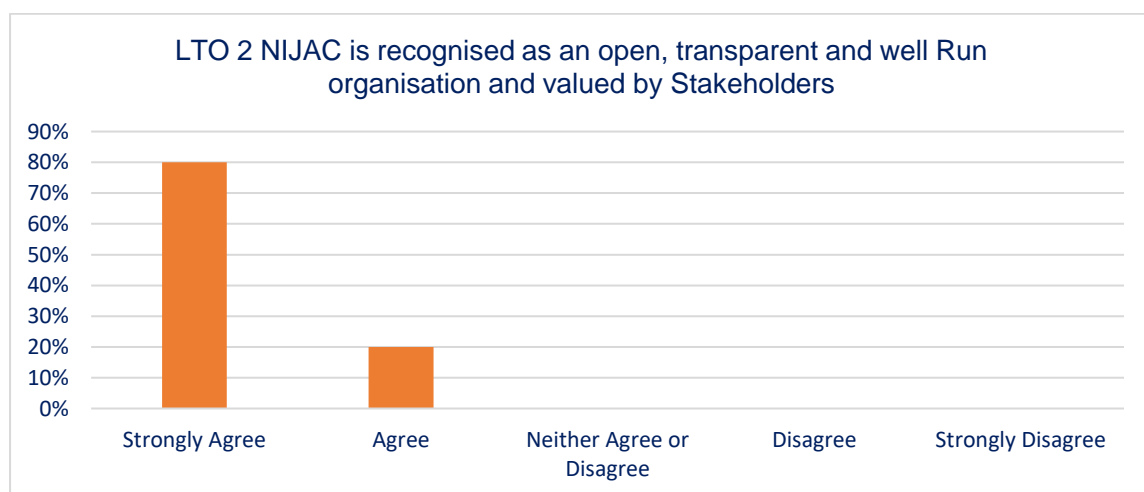
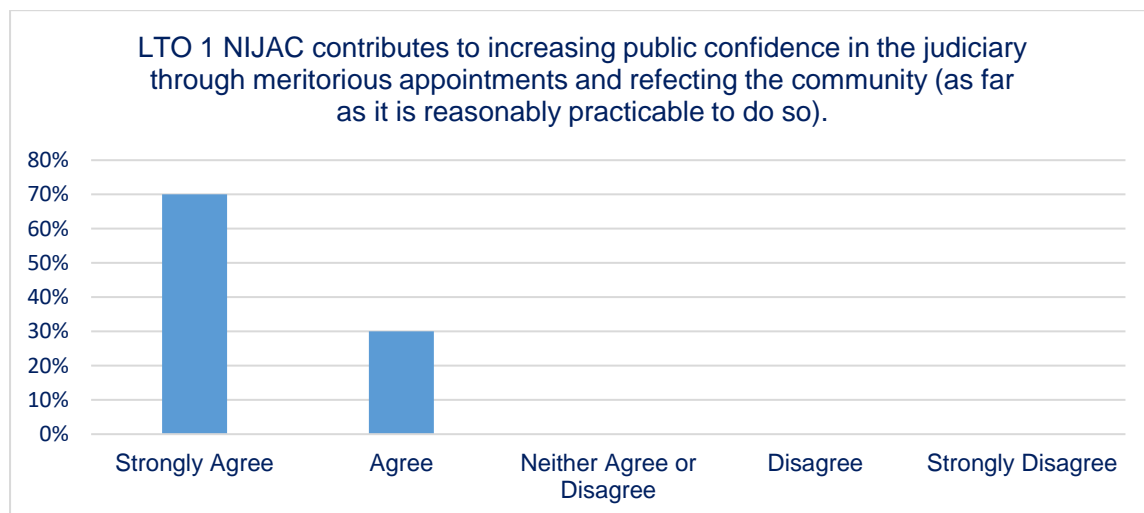


NIJAC's Long-Term Outcomes

On the two strategic outcomes:-

1. NIJAC contributes to increasing public confidence in the judiciary through meritorious appointments, and
 2. NIJAC is open, transparent and well-run and valued by its stakeholders,
- respondents were asked to rate their agreement of the statements.

Long-Term Outcomes (LTO) 1 and 2 Responses – 2024



This represents a 100% satisfaction rating (either Very Satisfied or Fairly Satisfied).

Additional Comments on Long-Term Objectives

Long-Term Outcome 1

- “Some hesitation as possible inconsistency as between different appointment panels.
- “I understand that the process is considered by some potentially good candidates as overly burdensome and weighted in favour of existing judicial offices holders.
- “The whole process is unscrupulously fair, from start to finish. It is designed to test all aspects of the competencies required for the job.
- “I believe a very positive perception exists, broadly, regarding the appointments process.
- “Not aware of any press to the contrary.”
- “My experience is that staff are committed, hardworking and enjoy their work.”

Long-Term Outcome 2

- “I have always found NIJAC to be exactly as described above.
- “The NIJAC staff ensure the process is very well run and communications are regular and relevant to each stage of the process.
- “My experience of and interactions with NIJAC have always been very positive and are much valued.
- “Information is readily available on the website. When we have asked for information, this has always been made available to us.
- “This reflects my own experience as a member of interview panels.
- “My experience is that NIJAC work very well with the recognised Trade Union and engage positively and openly.”

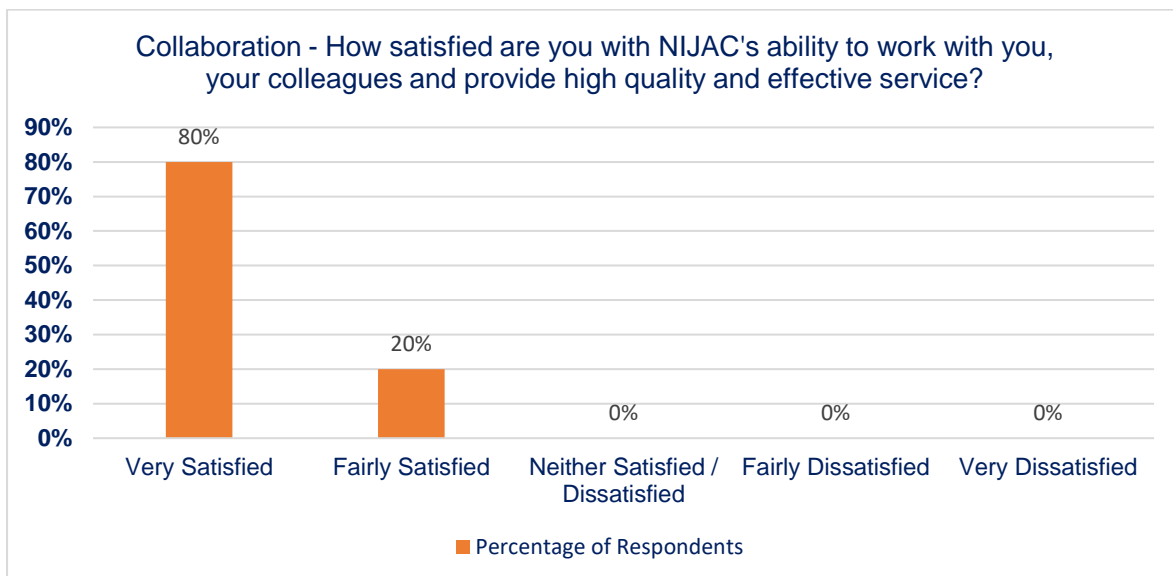


“Work together and with others to be a high quality and effective organisation”

Breakdown of Survey Results – Values Based Questions

COLLABORATION - How satisfied are you with NIJAC’s ability to work with you, your colleagues and provide high quality and effective service?

There were 20 responses to this question:



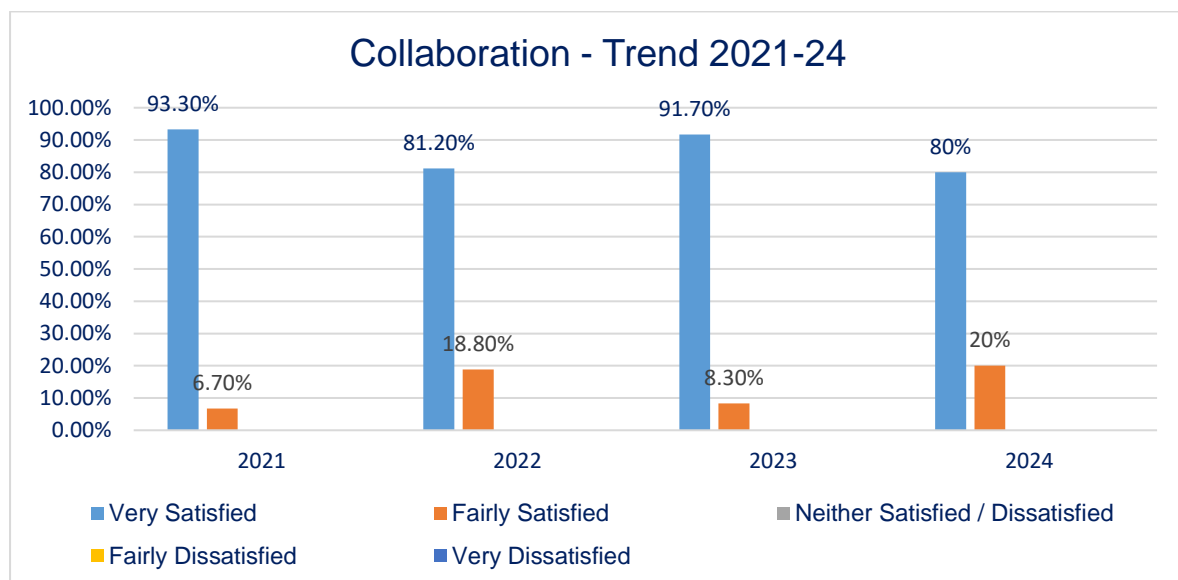
Additional Comments

- “I have seen directly, and benefited from, NIJAC's engagement with key stakeholders.”
- “The combination of the work required from the co-opted legal expert, and the timescale within which to undertake this work and complete the various tasks, is very challenging. This was negated to some extent by the better system of delegation arising from the previous "lessons learned" exercise, but it is still a big challenge.”
- “Again, my experience of and interactions with NIJAC have always been very positive and an excellent service has been provided.”
- “The management team at NIJAC was extremely helpful to us in establishing the new Judicial Appointments body in the Republic of Ireland.”

- “NIJAC has a positive approach to working with JABS and NIJAC. Regular meetings provide good opportunities for collaboration.”
- “I have found NIJAC very willing to collaborate and to prioritise competitions to meet demand.”
- “There was a high degree of engagement with me by NIJAC staff which put me at ease and helped me navigate the competition process.”
- “We have worked through many issues effectively and positively. Trade Union views were listened to and taken onboard.”
-

2021 – 2024 Comparison

The chart below shows the comparison between the results over the past four years:



Across the four years, 2021-2024, 100% of stakeholders have been Very or Fairly Satisfied with NIJAC’s ability to work with them, their colleagues and provide a high quality and effective service.

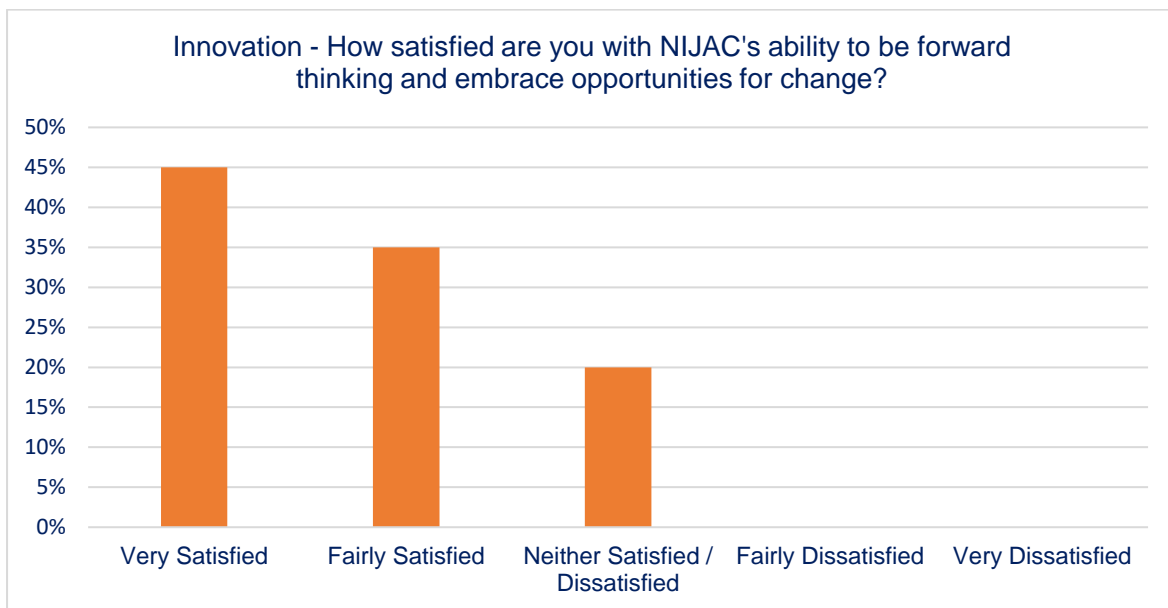
There was no weighting selected below ‘Very Satisfied’ or ‘Fairly Satisfied’ for this question in any of the four years from 2021-2024.



“Forward thinking and embrace opportunities for positive change”

INNOVATION - How satisfied are you with NIJAC’s ability to be forward thinking and embrace opportunities for positive change?

There were 20 responses to this question:-



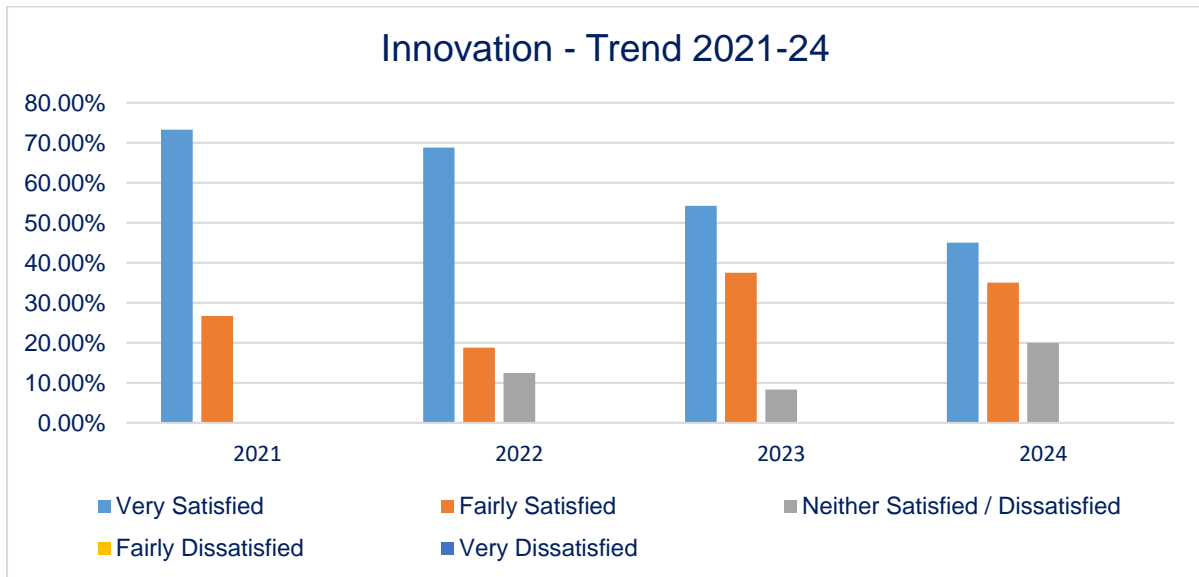
Additional Comments

- “Not completely sure how this is evidenced by NIJAC.
- “This doesn't really apply to my involvement in a specific NIJAC competition, but as I have said above, my involvement as a co-opted legal expert would have been much more onerous had it not been for the outcome of a previous "lessons learned" exercise carried out after a previous competition.
- “I found this a little difficult to answer so I have given a "neutral" answer.
- “NIJAC is always looking for opportunities to improve its service and is willing to share their findings with others.

- “I have nothing to base an informed opinion on.
- “The staffing review was delivered positively with proper consultation with staff and the Trade Union.”

2021 – 2024 Comparison

The chart below shows the comparison between the results over the past four years:



Over the years there has been some fluctuation in satisfaction level on this value.

In 2021, 100% of respondents were either Very or Fairly Satisfied. In 2022 this decreased to 87.6%.

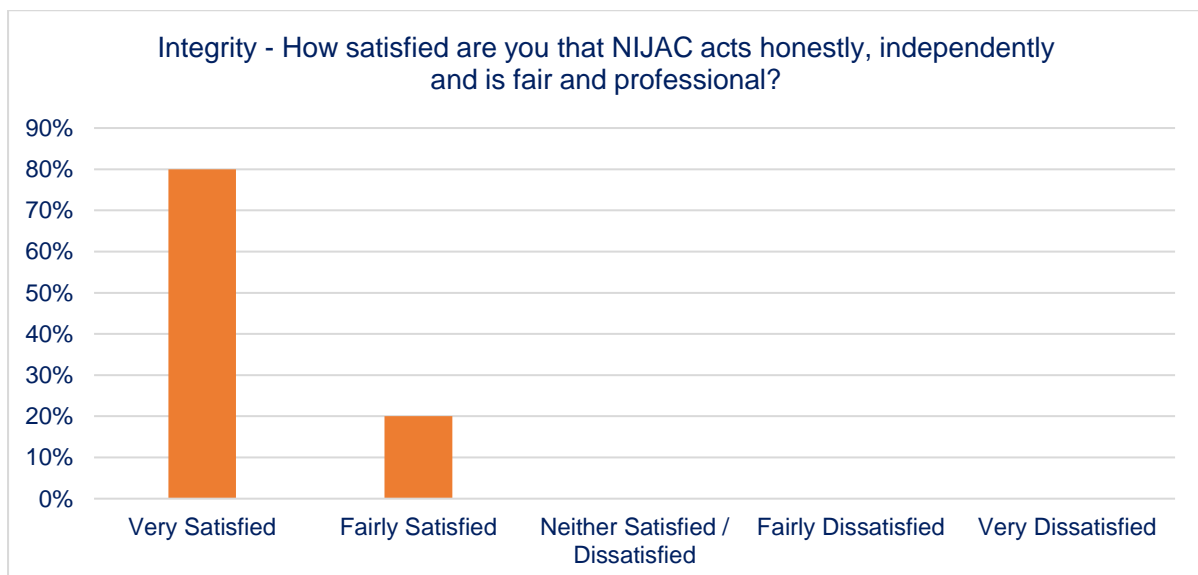
In 2023, the overall rate increased to 91.7%. In 2024, the overall rate has decreased to 80%. It is unknown if this decrease is due to a lack of visibility of NIJAC’s innovation but some of the individual comments may indicate that is the case.



“Honest, independent, fair and professional”

INTEGRITY - How satisfied are you that NIJAC acts honestly, independently, and is fair and professional?

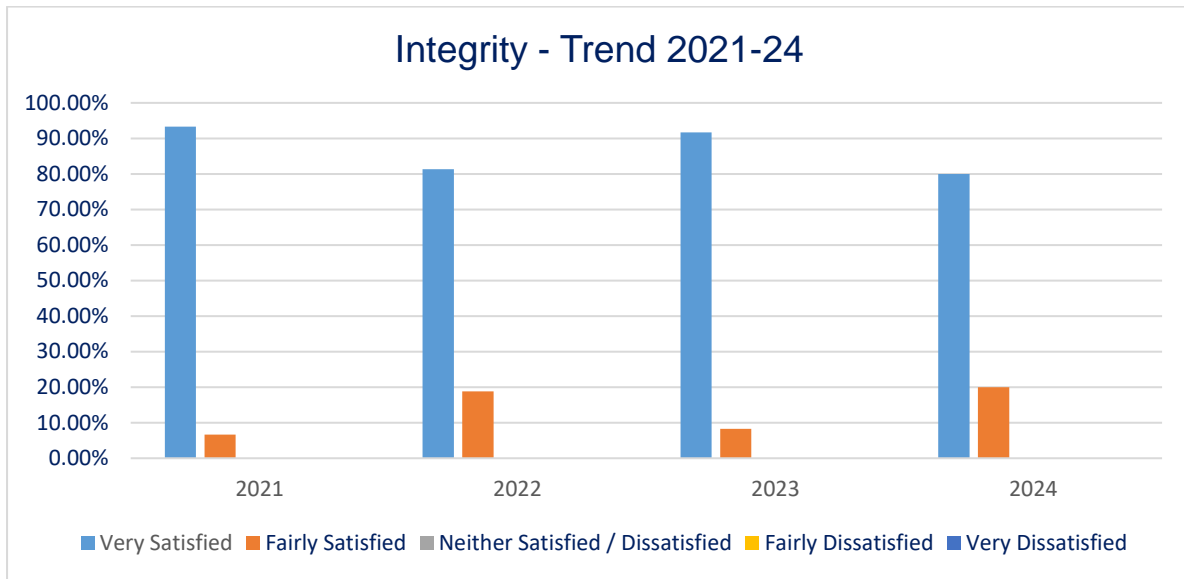
There were 20 responses to this question:



Additional Comments

- "As stated above, the whole process is unscrupulously fair, from start to finish, and the NIJAC staff are extremely professional.
- My experience of and interactions with NIJAC have always confirmed these values are to the fore.
- "All our dealings with NIJAC support the premise that they are honest independent, fair and professional.
- This is my experience working with NIJAC.
- I was assured that the process was open, transparent and based on a merit approach.
- All my engagement with NIJAC has been honest, independent, fair and professional.

The chart below shows the comparison between the results over the past four years:



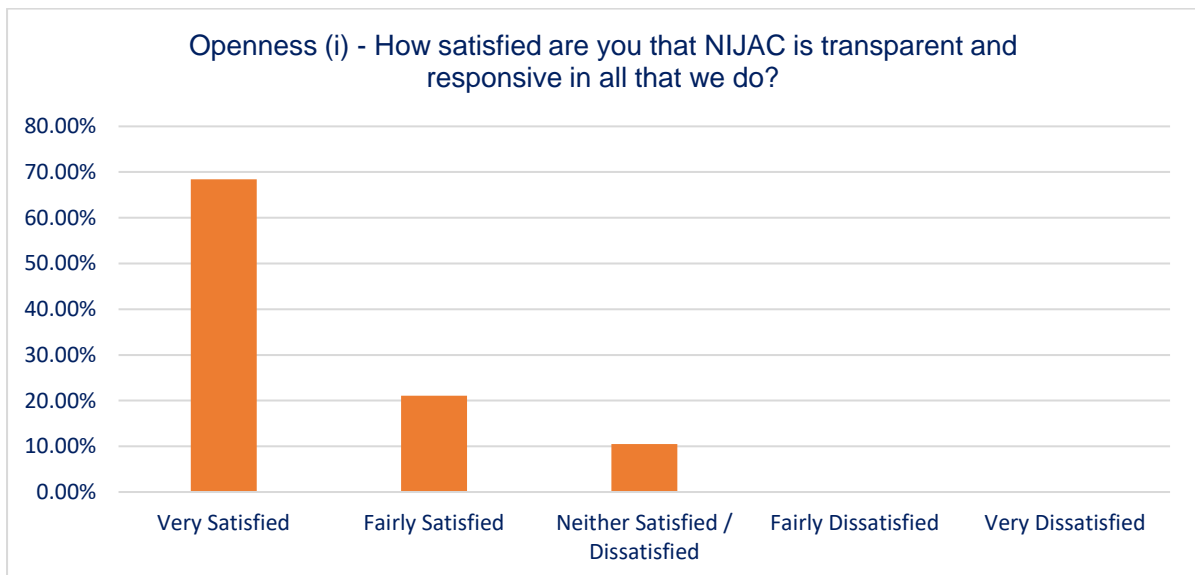
Across the four years, 100% of stakeholders have been either Very or Fairly Satisfied with NIJAC's integrity.

There was no weighting selected below 'Very Satisfied' or 'Fairly Satisfied' in any of the four surveys.



“Transparent and responsive in all that we do”

OPENNESS - (i) How satisfied are you that NIJAC is transparent and responsive in all that we do?

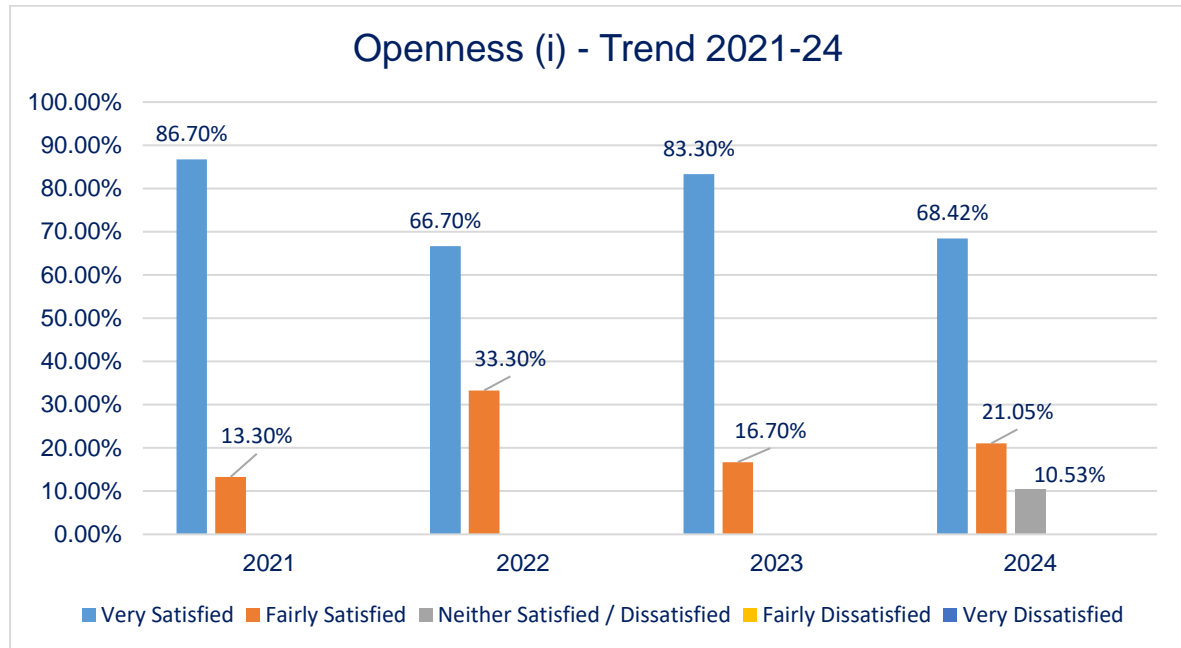


Additional Comments

- “While there may be a good reason, that I am not aware of, I feel that applicants who have been deemed appointable, do struggle with not knowing where they are ranked.
- “Again, my experience of and interactions with NIJAC have always confirmed transparency and responsiveness.
- “This is achieved by feedback to applicants and information provided in advance of competitions. However, not every applicant reads the information given.”

2021- 2024 Comparison

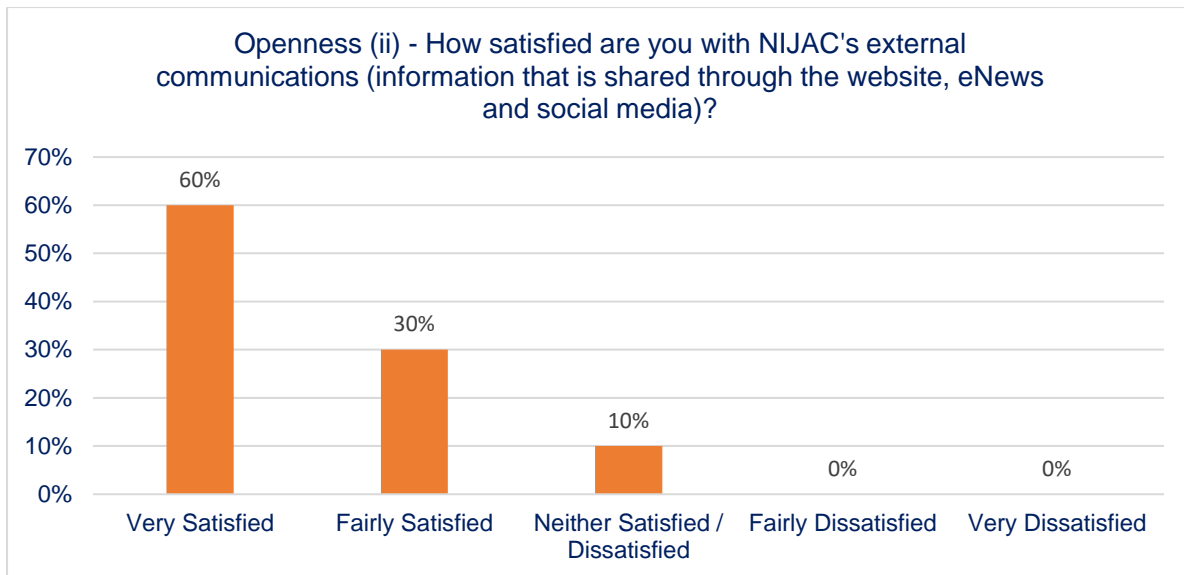
The bar chart below shows the comparison between the results over the past four years:



Over the three years 2021-2023, 100% of stakeholders have been Very or Fairly Satisfied with NIJAC's transparency and responsiveness. In 2024, 10% indicated that they were Neither Satisfied or Dissatisfied. This may be attributable to the comment regarding notification on merit order placing as it reflects one individual response.

OPENNESS - (ii) How satisfied are you with NIJAC's external communications (information that is shared through the website, eNews and social media)?

There were 20 responses to this question:



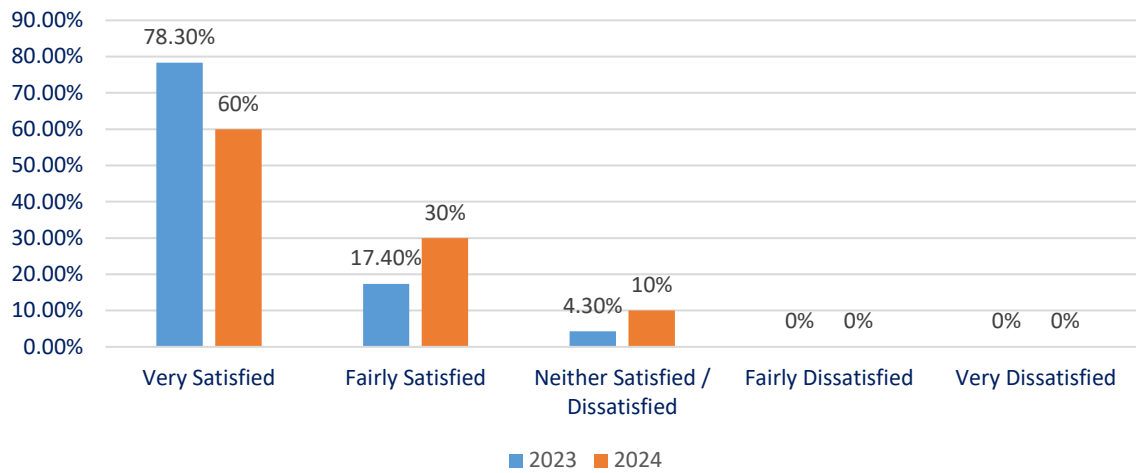
Additional Comments

- "The portal for accessing documents needed for the Selection Committee are excellent."
- "Competitions are advertised widely and the website publishes results, interviews recorded online with existing job holders pre-competition are both informative and in my view effective in attracting candidates."
- "The Trade Union is always kept advised of matters relevant to us."

2023-2024 Comparison

The same question was asked in the 2023 survey. The chart below shows the comparison between the results over the two years, 2023 and 2024.

Openness (ii) - Trend 2023-24



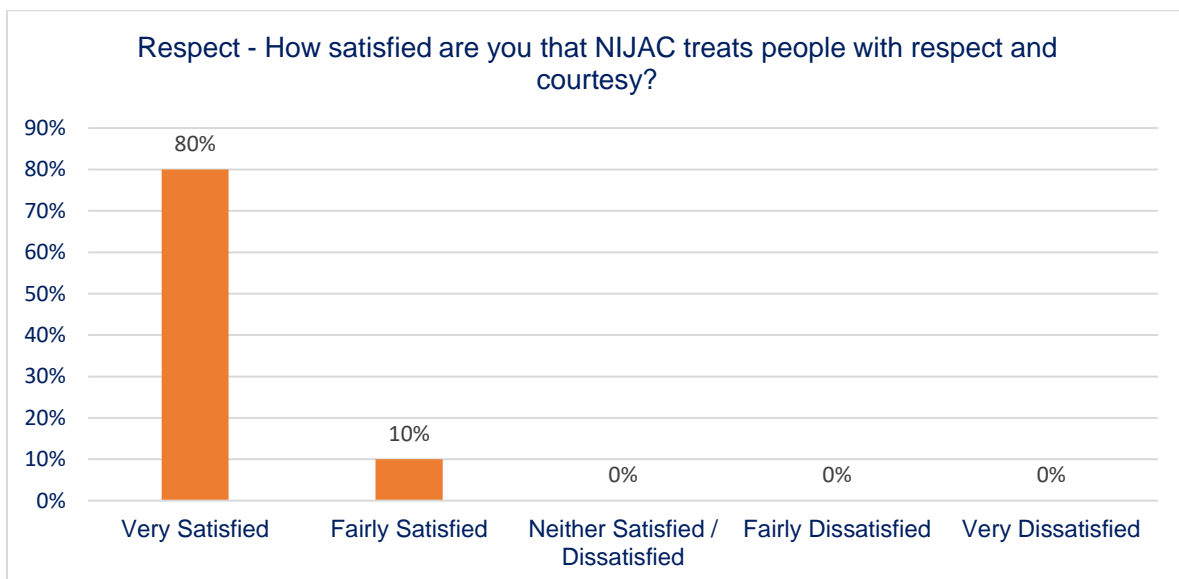
In the 2023 survey, 81.3% of respondents were either Very or Fairly satisfied with NIJAC’s external communications. In 2024, 90% of respondents were either Very or Fairly satisfied with NIJAC’s external communications.



"Treat others with the same dignity and courtesy as we expect to be treated"

RESPECT - How satisfied are you that NIJAC treats people with respect and courtesy?

There were 20 responses to this question:

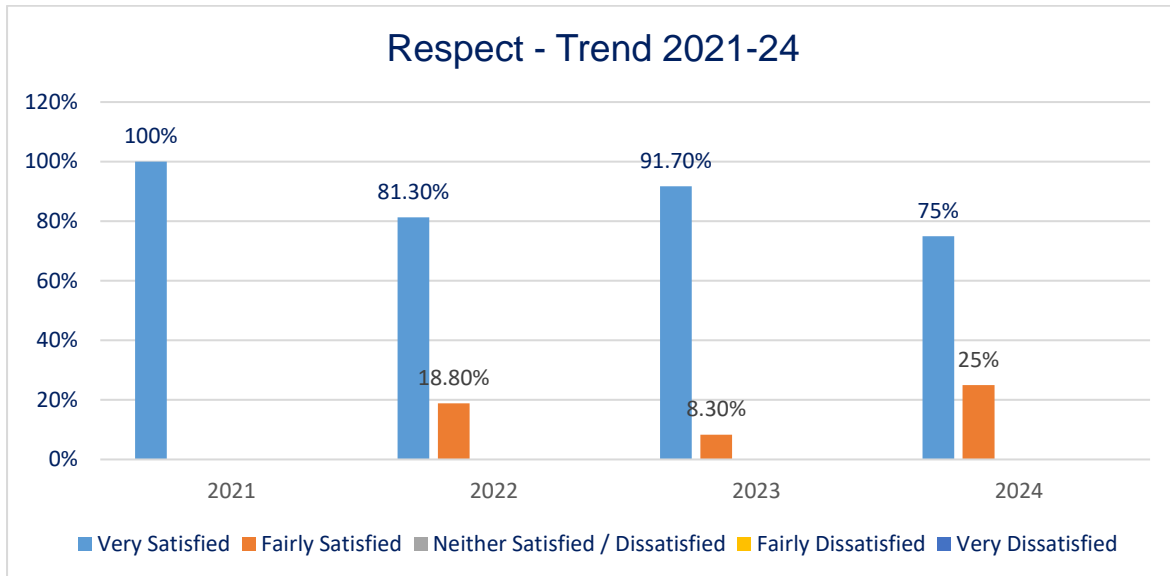


Additional Comments

- "This is a cumulative view of how my impression of NIJAC lives the said values.
- "As per all the reasons above.
- "My experience of and interactions with NIJAC have always confirmed these specific values.
- "See above."

2021 – 2024 Comparison

The chart below shows the comparison between the results over the past four years:-



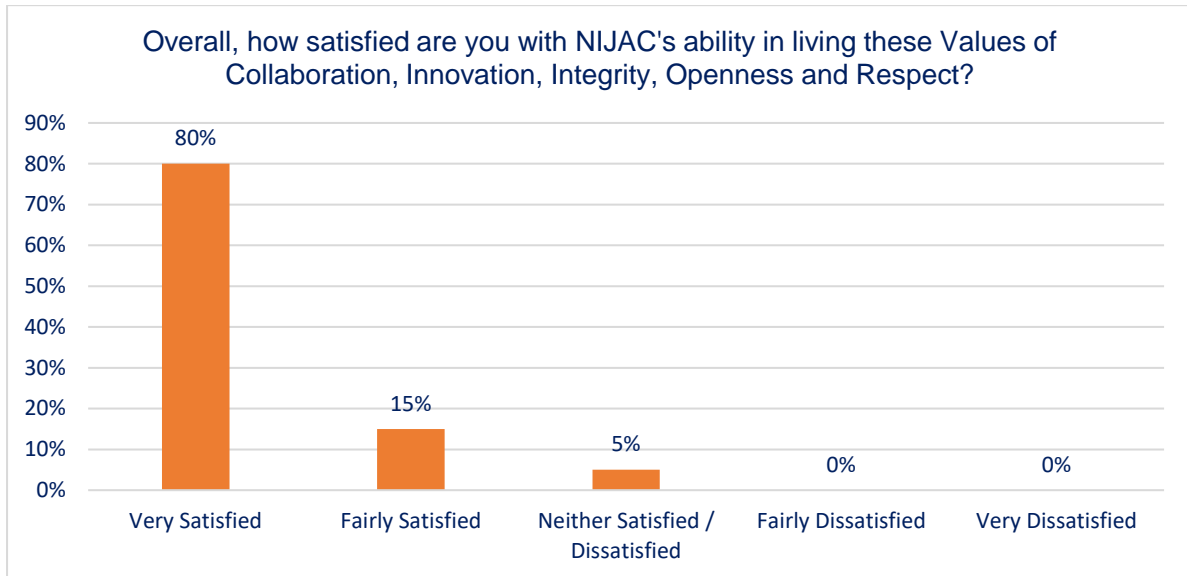
Across the four years 100% of stakeholders have been Very or Fairly Satisfied with NIJAC's treatment of people with respect and courtesy.

There was no weighting selected below 'Very Satisfied' or 'Fairly Satisfied' in any of the four surveys.

Overall Satisfaction

Overall, how satisfied are you with NIJAC's ability in living these Values of Collaboration, Innovation, Integrity, Openness and Respect?

There were 20 responses to this question:-



All Values Comparison 2021-2024

The bar chart below shows the comparison of Stakeholder views on Values over the past four years:

Over the years there has been some fluctuation in results to this question.

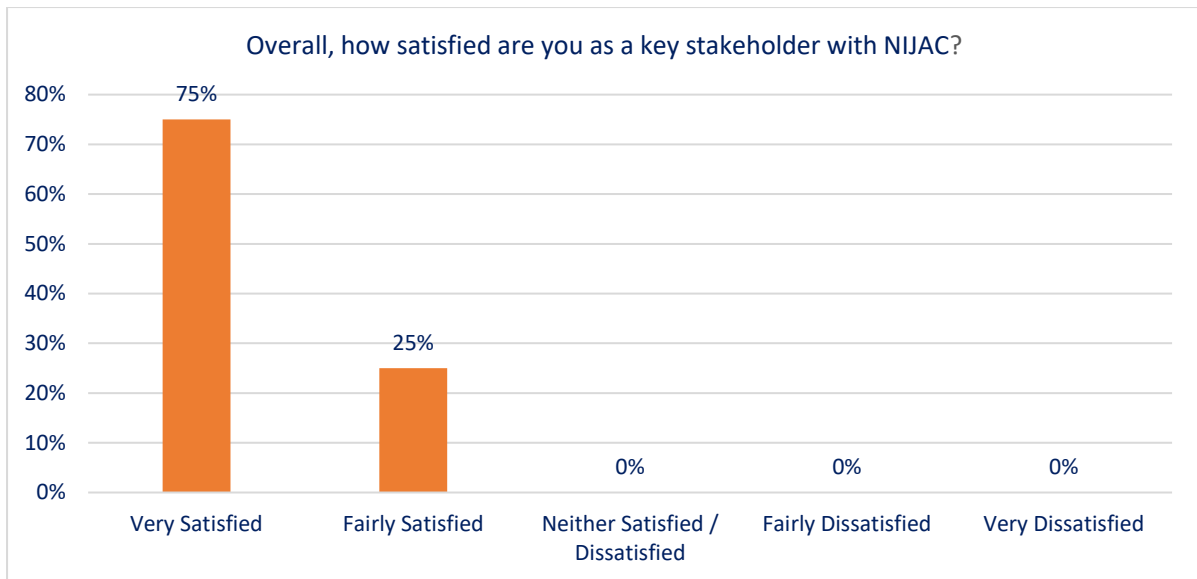
In 2021, 100% of stakeholders were Very or Fairly Satisfied with NIJAC's ability in living these **Values of Collaboration, Innovation, Integrity, Openness and Respect**.

This decreased to 87.6% in 2022. In 2023 the figure increased, back to 100%. In 2024 the figure is 95%.

Overall, how satisfied are you as a key stakeholder with NIJAC?

There were 20 responses to this question

The Overall Satisfaction rate this year was 100% compared to 83.3% in 2023.



Additional Comments

- “As above.”
- “An excellent service has always been provided.
- “Have always found NIJAC staff to be professional and helpful and keen to engage.
- “Very productive, open and fair engagement with Trade Union.”

Respondents were also asked to provide additional comments

If you have any further questions on how NIJAC can improve its service or engagement with you and your organisation, please let us know below:-

Additional Comments

- “Nothing occurs
- “N/A”

If you would like a fuller discussion on any aspects of this questionnaire, please enter your email contact and a NIJAC representative will contact you shortly:-

Comments

- “N/A”
- “Not necessary I think.”

Conclusion

The Stakeholder Survey 2024 has indicated a high level of satisfaction with NIJAC. It is noted however that there has been an increase in qualified responses from some Stakeholders in relation to the Values Statements. The reason for this is not known.

This survey is designed to be flexible in that NIJAC can change or add additional questions. Each time this survey is issued it will be important for us to review what we ask and add other questions or edit existing ones based on business need and what is happening in the world around us.

This collected data will provide NIJAC with insight and help us continually improve what we do, how we work with others and how we deliver our outcomes as an organisation. The data is both quantitative and qualitative which will help inform the Annual Business plan. The feedback will assist NIJAC to ensure a strong values-based culture is at the heart of what we do and help us continue to meet our high-level outcomes.