



OLAF IT Satisfaction Survey 2017

Organised and reported by
OLAF.C.2 - Information Systems Infrastructure and Development

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INTRODUCTION

The annual IT user satisfaction survey is a tool to assess users' perception of the quality of IT services offered in OLAF. The results are compared with those of past years to observe trends and propose corrective actions wherever needed.

The survey was published on the EUSurvey¹ platform from 17 July to 10 September 2018.

Users' participation rate reached 55% of OLAF statutory population and has evolved during the last 4 years as shown below:

Year	Responses	Staff ²	% Participation
2014	190	503	38 %
2015	300	502	60 %
2016	229	480	48 %
2017	245	442	55 %

The survey was composed of 29 questions grouped in 3 parts:

1. Horizontal IT services (5 questions for helpdesk and infrastructure);
2. Business Information systems (15 questions for OCM and 1 for AFIS);
3. Communication and general (3 questions).

The questionnaire consisted of questions used in the previous surveys and of some new questions related to OCM.







This year's survey allowed staff to give free text feedback to almost all questions.

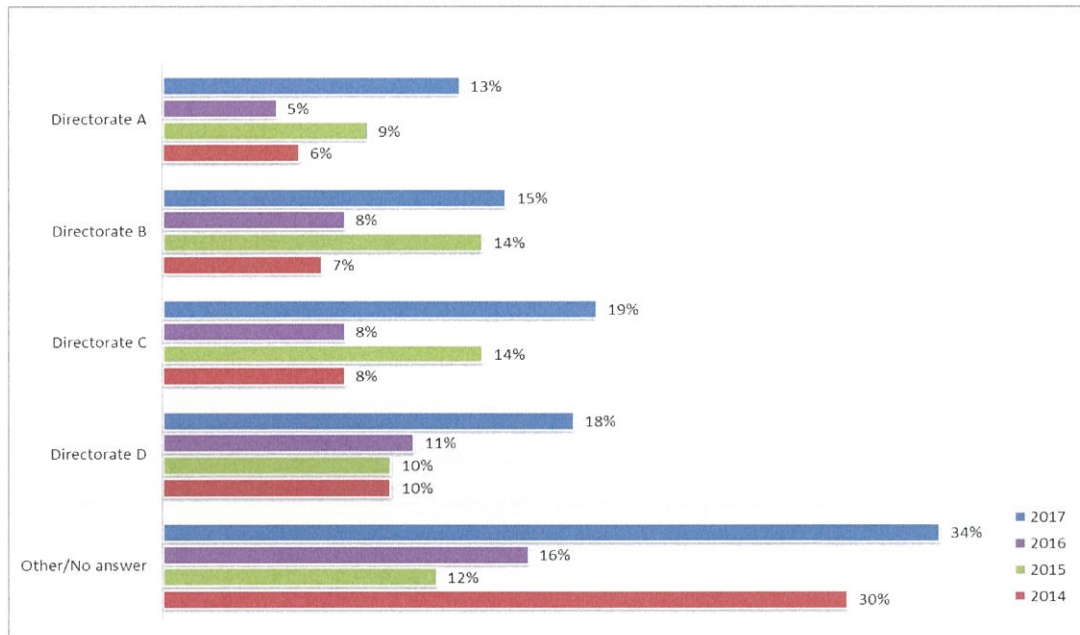
¹ <https://ec.europa.eu/eusurvey>

² The list of OLAF staff is provided automatically by the EUSurvey. It is different to the list appearing in the OLAF Report, as it includes external service providers and stagiaires.





PROFILING THE SURVEY'S AUDIENCE

Participation to the survey has increased compared to previous years for all OLAF entities as shown in the diagram below.






		Answers	Ratio
Directorate A		33	13.47 %
Directorate B		38	15.51 %
Directorate C		47	19.18 %
Directorate D		45	18.37 %
Other (DG Office, 01, 02)		26	10.61 %
No Answer		56	22.86 %



Participants' age:

		Answers	Ratio
Less than 35 years		23	9.39 %
Between 35 and 50 years		117	47.76 %
More than 50 years		65	26.53 %
No Answer		40	16.33 %

Participants' number of years working for OLAF:

		Answers	Ratio
0-3 years		49	20 %
3-6 years		42	17.14 %
6-9 years		18	7.35 %
More then 9 years		92	37.55 %
No Answer		44	17.96 %