

Introducing CIPFA's

finance user survey

How effective is your finance function?

CIPFA Research has launched a survey for users of your finance function helping you to gain insight into your budget setting process, identify any finance function issues, and plan for the future allocation of resources.

The service will help you better understand the strategic delivery of your department's service, becoming an important part of your continuous improvement process. In addition, it will not only help you to identify your own position but enable you to benchmark against other organisations.

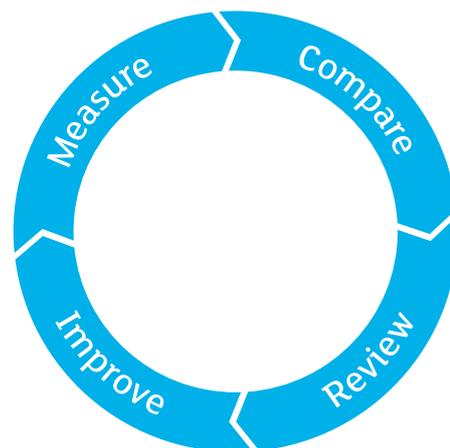
Why undertake a survey?

Your organisation will gain information that will help identify the strengths and weaknesses of your current finance service, helping you to make informed decisions about the future of your service.

The research survey will enable you to:

- Identify any issues or concerns regarding the service provided by your finance function
- Understand any difficulties your users experience regarding budget setting
- Understand your users' attitudes and perceptions of the finance service
- Review the level of user engagement
- Measure user satisfaction

The survey can be undertaken online or on paper and can be adapted to suit your local requirements. You can create the online survey yourselves or use CIPFA's services.



Surveying your service users

We can provide advice and support on the best ways to maximise returns from your users.

Experienced team of researchers

All research relies on the quality of the questions asked – CIPFA Research has the expertise and capabilities to provide you with the right question bank and ensure that the questionnaire is tailored to your service and your needs.

CIPFA Research can also:

- create your online survey
- print your questionnaires
- log survey responses
- process the survey data
- analyse and report on the survey results

We can translate all open ended responses into key themes and issues and will include key comments in your written report. This adds real value to the survey data as it helps to put the survey findings into context. We can also benchmark your results against other organisations.

Further information

To receive a copy of our free questionnaire and manual of guidance, or to find out more about how we can support you:

T: **020 7543 5600** E: research@cipfa.org
cipfa.org/services/research

As well as offering bespoke research services we also provide well established comparable national customer research for:

- UK archive visitors
- UK archive distance users
- Library users (adults and young people)