CUSTOMER SATISFACTION SURVEY

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This is a first initiative

Response rate (despite warning, reminders and 2 extensions) rather disappointing: 51 respondents only (out of some 90 programmes)

Results (answers received)

Proposed action plan
Results (answers received)
Are you representing...
Would you consider your programme as located in...
What is your general level of satisfaction with the service provided by DG REGIO as a whole?
What is your level of satisfaction with the service currently provided by the two cooperation Units within DG REGIO?
What kind of assistance would you expect from the Commission services in the 2014-2020 perspective?
Providing on a regular basis information crucial for programme implementation
Assistance in developing linkages with other programmes and in the framework of the macro-regional strategies
More proactive approach in the monitoring committees

- No need at all
- Maybe could be useful
- Useful
- Needed
- Absolutely necessary
More active participation in the project selection and establishment of selection criteria
Transfer of good practices

- No need at all
- Maybe could be useful
- Useful
- Needed
- Absolutely necessary
Proposed Action Plan
1. Better gateway to information

"REGIO colleagues have been very helpful whenever we have asked for help, yet this is more an ad-hoc approach; in long-term perspective something more streamlined would be good to have - e.g. regular communication with latest developments from REGIO (legal changes, new / updated guidance)"

"Too many separate documents, it is difficult to keep track of all requirements for programming the period 2014-2020"

"What is an improvement in information flow are the REGIO D2 Flash news"
Better gateway to information – actions envisaged:

- **CBC Flashnews**, targeted at CBC programmes, will be continued, probably on Yammer, and sent upon identification of important information to share (with enhanced coordination with Interact)

- ETC related information on **Inforegio** will be revisited and programmes will be invited to provide feed-back

- **Notification** facility will be explored, so that you could receive notification of updates

- Longer term projects: **wiki, open data**
2. Coordinated guidance

"I would appreciate clearer and unified guidance from the COM to the programmes, e.g. that the different officers will not have different opinion on the same matter"

"In countries having several different desk officers for different programmes this can be very confusing"
Coordinated guidance – actions envisaged:

- Desk officers weekly policy coordination meetings established
- Q+A database shared between all ETC desk officers
- Every desk officer informed on new developments in a uniform manner
- Every desk officer writes mission reports and shares with all REGIO colleagues
- Every desk officers will be reminded to clearly point out whether the interpretation he or she makes is his/her personal view or the final EC position
3. Participation in the monitoring committees

"More contact with the programmes"

"Please do not force the desk officers to pick out only one or two meetings per programme per year (for example). They are our main contact to the EC and therefore fulfil a very important function at the meetings"

Comment:

Point taken. Actual follow-up conditioned by existing budgetary constraints (Commission missions budget decreased by 12.6 % over the last 4 years)
4. Project selection

"Input could be useful in the establishment of criteria. Selection should be left to the MA"

"This should not be the business of the Commission; it is a responsibility of the member states. The ongoing efforts to gain control in every possible way is not constructive"

**Action envisaged:**

Selection procedures should ensure transparency and equal treatment – guidance will be drafted in collaboration with Interact (ideally) before the first MC
5. **Transfer of good practices and scientific evidence to the policy**

"It would be interesting to get feedback based on the Commission view and knowledge of many similar programmes"

"There are so many answers to what role cooperation plays (...) How it works? When it works? OECD study, studies carried out for INTERREG EUROPE and Peace programme are a good start. Studies similar to OECD could be extended to areas like labour mobility, accessibility, risk management, etc"

"INTERACT takes care of this issue for ETC Programmes"

**Action envisaged:**
We will discuss these two issues with Interact and work out an action plan
6. Future

"We would have appreciated issue of regulations prior to programming process and delivery of clear and joint advisory from the EC"

"Guidelines should be prepared before programmes decide on crucial issues not after"
Future - actions envisaged

(we cannot change the past but we can draw conclusions for the future)

- Reflection process for the post 2020 programming period still to be started already in 2014

- Programmes' **concrete** ideas for future improvement/adjustment to be communicated to REGIO (a dedicated functional mailbox or yammer group to collect programmes input)
Thank you for your attention!

Slides and data will be made available