

Overview of MCA's Small Business Market Research on Postal Services

Prepared for the Malta Communications Authority (MCA)
by the National Statistics Office (NSO)

Contents

- Introduction
- Survey Findings

Introduction

- The target population for this survey consisted of small enterprises consisting of 1 – 20 employees
- The research contained in this report is based on a survey by the National Statistics Office (NSO) of 420 small businesses
- The survey was conducted by mail during the month of November 2006

Survey Findings

- Change in addressed letters received / sent each week
 - 66% (277) stated that the number of addressed letters **received** has remained the same
 - 11% (44) have experienced a decrease in the amount of addressed letters **received**
 - 64% (267) stated that the amount of addressed letters **sent** each week has remained the same
 - 24% (101) said that the amount of addressed letters **sent** has decreased

Main reason for the decrease in addressed letters sent	
E-mail	56.4% (57)
Online e-commerce/Internet services	15.8% (16)
Other reason	27.7% (28)

- Use of Post Office services / facilities during the past 12 months

	No.	%
Yes	335	79.8
No	85	20.2
Total	420	100

Post letters	62.1% (208)
Buy stamps	68.1% (228)
Post parcels	26.3% (88)
Register letters	63.6% (213)
Pay bills	90.4% (303)
Other	50.7% (213)

- 93% were satisfied overall with the services / facilities provided by the Post Office

- Use of Maltapost's Registered Mail service during the past 12 months

	No.	%
Yes	165	77.5
No	48	22.5
Total	213	100

- 73% (155) of those who used Maltapost's Registered Mail service were satisfied
- Use of Maltapost's Parcel Post service during the past 12 months

	No.	%
Yes	88	21.0
No	332	79.0
Total	420	100

- 76% (67) of those who used Maltapost's Parcel Post service were satisfied

- Satisfaction with Maltapost’s Postal Services (1)

	very satisfied	satisfied	neither satisfied nor dissatisfied
Courtesy of postman	49.5% (208)	35.7%(150)	9.3% (39)
Reliability of postman	45.5% (191)	37.1% (156)	9.8% (41)
The time the post is delivered each day	36.9% (155)	36.0% (151)	18.1% (76)
Ability to buy postage stamps	24.3% (102)	30.2% (127)	23.3% (98)
Availability of letter box	35.5% (149)	30.0% (126)	17.4% (73)

- Satisfaction with Maltapost's Postal Services (2)

	very satisfied	satisfied	neither satisfied nor dissatisfied
Latest collection time for next day delivery	23.3% (98)	36.9% (155)	28.3% (119)
Time it takes Maltapost to deliver letters	18.8% (79)	38.1% (160)	27.4% (115)
Information available about the services	16.2% (68)	35.7% (150)	22.6% (137)
Range of services	17.6% (74)	42.1% (177)	32.1% (135)
Cost of postage stamps	13.1% (55)	24.3% (102)	36.2% (152)

- Awareness of appropriate letterbox standard size
 - 68% (286) stated that they were not aware of a letterbox standard size
 - Only 32% (134) stated that they were aware of the appropriate letterbox standard size of which 95% (127) stated that their letter box conforms to the letterbox standard size

- Complaint Handling (1)

- Only 16% (68) are aware of Maltapost's complaint handling procedures

	No.	%
Yes	68	16.2
No	352	83.8
Total	420	100.0

- 72% (49) are satisfied with the complaint handling procedure provided by Maltapost

	No.	%
Yes	49	72.1
No	19	27.9
Total	68	100.0

- Only 13% (56) stated that they had made a personal complaint to Maltapost over the last 12 months

	No.	%
Yes	56	13.3
No	364	86.7
Total	420	100.0

- Complaint Handling (2)

Rating of the way their complaint was dealt with	
Very well	12.5% (7)
Fairly well	33.9% (19)
Fairly badly	30.4% (17)
Very badly	12.5% (7)
Average	10.7% (6)

- The most common type of complaints include:

	No.	%
Loss or substantial delay	15	26.8
Mis-delivery	12	21.4
Delay	10	17.9
Registered Mail	5	8.9

- 86% (48) were not appropriately compensated for loss, damage or delay of postal items or for non-compliance with established quality of service standards

- Opinion on whether the services provided by Maltapost have changed over the last 12 months

Opinion on whether the services provided by Maltapost have changed	
Same	63.3% (266)
Better	24.0% (101)
Much Better	3.1% (13)
Worse	7.9% (33)
Much Worse	1.2% (5)

- Opinion on the overall quality of postal services provided by Maltapost

Opinion on the quality of postal services provided by Maltapost	
Very good	18.1% (76)
Fairly good	61.7% (259)
Fairly bad	17.9% (75)
Very bad	1.9% (8)



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