

Overview of MCA's Household Market Research on Postal Services

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

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Introduction

- The target population for this survey consisted of private households from selected localities in Malta and Gozo
- The research contained in this report is based on a survey by the National Statistics Office (NSO) of 583 households
- The survey was conducted by telephone during September 2006

Survey Findings

- Change in addressed letters received / sent each week
 - 78% (453) stated that the number of addressed letters **received** has remained the same
 - Only 9% (52) have experienced a decrease in the amount of addressed letters **received**
 - 79% (458) stated that the amount of addressed letters **sent** each week has remained the same
 - Only 16% (92) said that the amount of addressed letters **sent** has decreased

Main reason for the decrease in addressed letters sent	
E-mail	51.1% (47)
Online e-commerce/Internet services	14.1% (13)
Other reason	34.8% (32)

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

	No.	%
Yes	507	87.0
No	76	13.0
Total	583	100

Post letters	70.2% (356)
Buy stamps	67.1% (340)
Post parcels	25.6% (130)
Register letters	47.3% (240)
Pay bills	71.0% (360)
Other	3.7% (19)

- 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	240	41.2
No	343	58.8
Total	583	100

- 92% (221) 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	130	22.3
No	453	77.7
Total	583	100

- 85% (110) 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	69.0% (402)	17.0% (99)	8.6% (50)
Reliability of postman	67.8% (395)	20.2% (118)	8.7% (51)
The time post is delivered each day	69.0% (355)	17.0% (145)	8.6% (58)
Ability to buy postage stamps	51.6% (301)	16.6% (97)	15.8% (92)
Availability of letter box	58.0% (338)	18.5% (108)	9.8% (57)

- Satisfaction with Maltapost’s Postal services (2)

	very satisfied	satisfied	Neither satisfied nor dissatisfied
Latest collection time for next day delivery	45.8% (267)	29.5% (172)	16.5% (96)
Time it takes Maltapost to deliver letters	32.6% (190)	33.1% (193)	20.9% (122)
Information available about the services	38.6% (225)	35.0% (204)	18.4% (107)
Range of services	42.9% (250)	39.6 (231)	13.7% (80)
Cost of postage stamps	18.0% (105)	27.4% (160)	24.0% (140)

- Awareness of appropriate letterbox standard size
 - 84% (488) stated that they were not aware of a letterbox standard size
 - Only 16% (95) stated that they were aware of the appropriate letterbox standard size of which 91% (86) stated that their letter box conforms to the letterbox standard size

- Complaint Handling (1)

- Only 12% (70) were aware of Maltapost's complaint handling procedures

	No.	%
Yes	70	12.0
No	513	88.0
Total	583	100.0

- 70% (49) were satisfied with the complaint handling procedure provided by Maltapost

	No.	%
Yes	49	70.0
No	21	30.0
Total	70	100.0

- Only 13% (78) stated that they had made a personal complaint to Maltapost over the last 12 months

	No.	%
Yes	78	13.4
No	505	86.6
Total	583	100.0

- Complaint Handling (2)

Rating of the way their complaint was dealt with	
Very well	24.4% (19)
Fairly well	39.7% (31)
Fairly badly	17.9% (14)
Very badly	10.3% (8)
Average	7.7% (6)
Total	100 (78)

- The most common type of complaints include:

	No.	%
Mis-delivery	19	24.4
Delay	14	17.9
Mail Delivery or Collection	14	17.9
Loss or substantial delay	13	16.7
Registered Mail	8	10.3
Damage	5	6.4

- 91% (71) stated that they 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	66.0% (385)
Better	25.0% (146)
Much Better	0.3% (2)
Worse	8.1% (47)
Much Worse	0.5% (3)

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

Opinion on the quality of postal services provided by Maltapost	
Very good	12.0% (70)
Fairly good	65.7% (383)
Fairly bad	20.6% (120)
Very bad	1.7% (10)



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