



PCG#10 (03) 20

Agenda item 8.1

Chairman's Satisfaction Survey 2002

3GPP Mobile Competence Centre

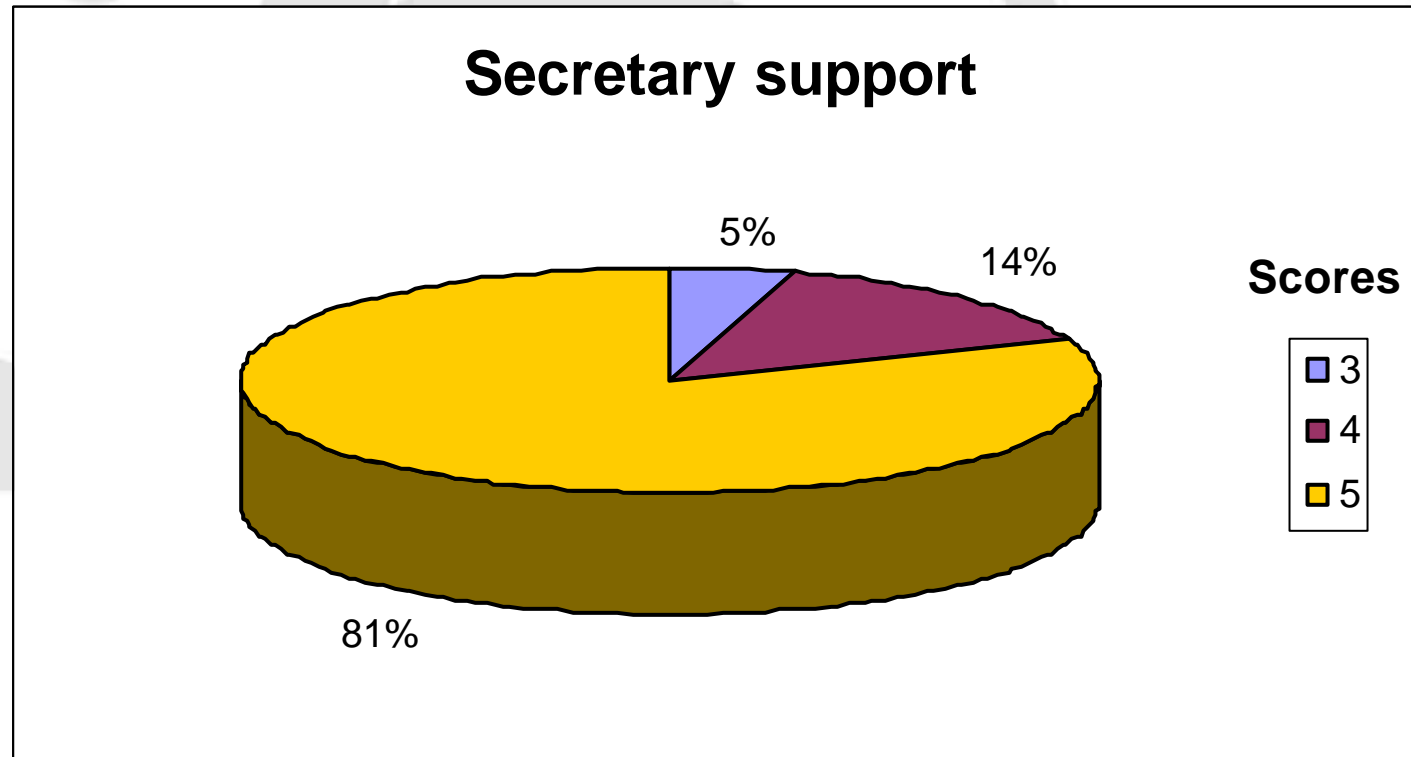
A GLOBAL INITIATIVE

Survey Response

- **On line survey conducted during February 2003**
- **Addressed to 59 TSG and WG Chairmen and Vice Chairmen**
- **42 replies received (representing a 71% response)**
- **Scores rated from 1 to 5 (where 1 is very poor and 5 is very good)**

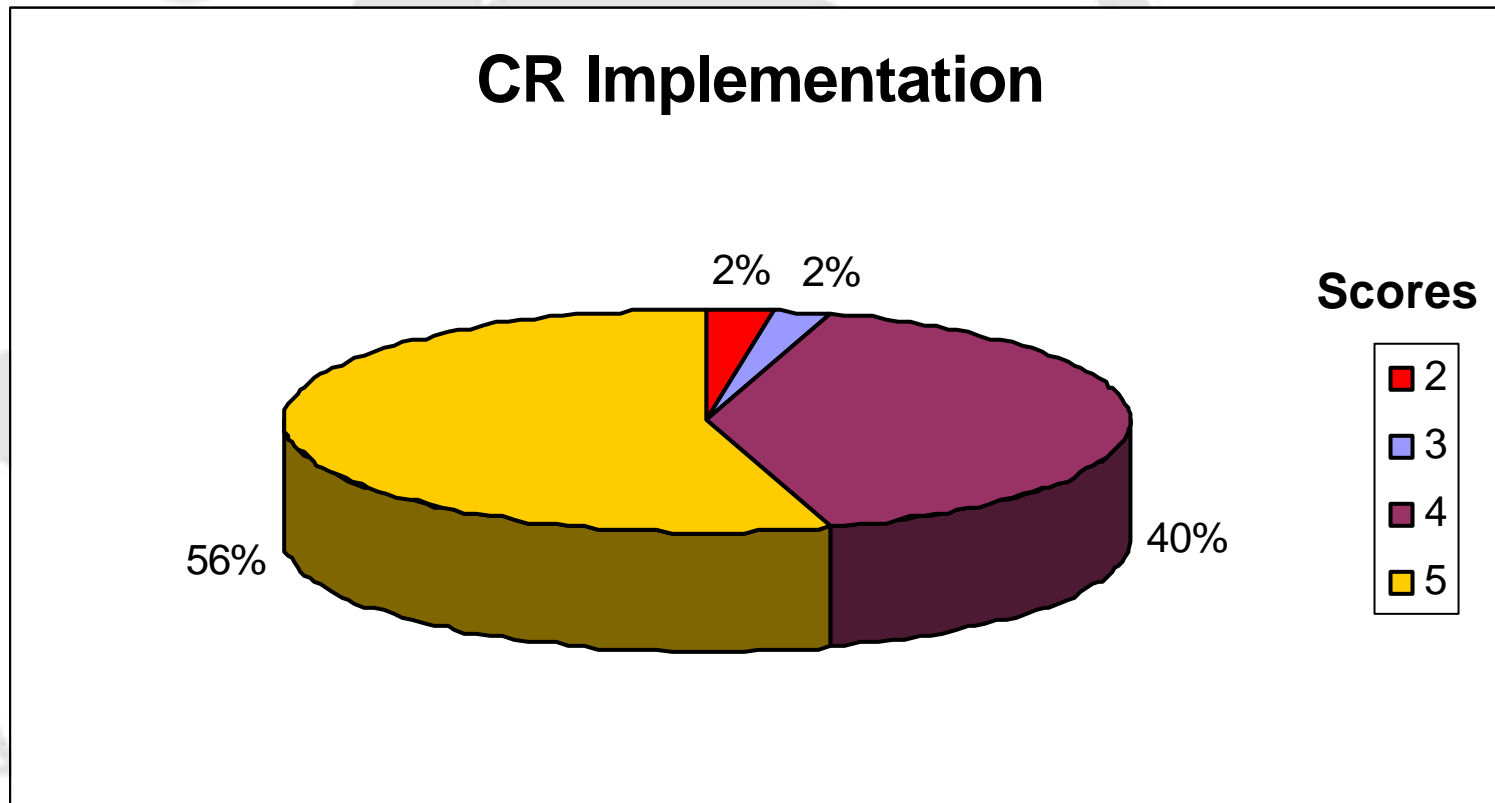
How satisfied are you with the support you receive from your TSG/WG Secretary?

(Score = 4,76)



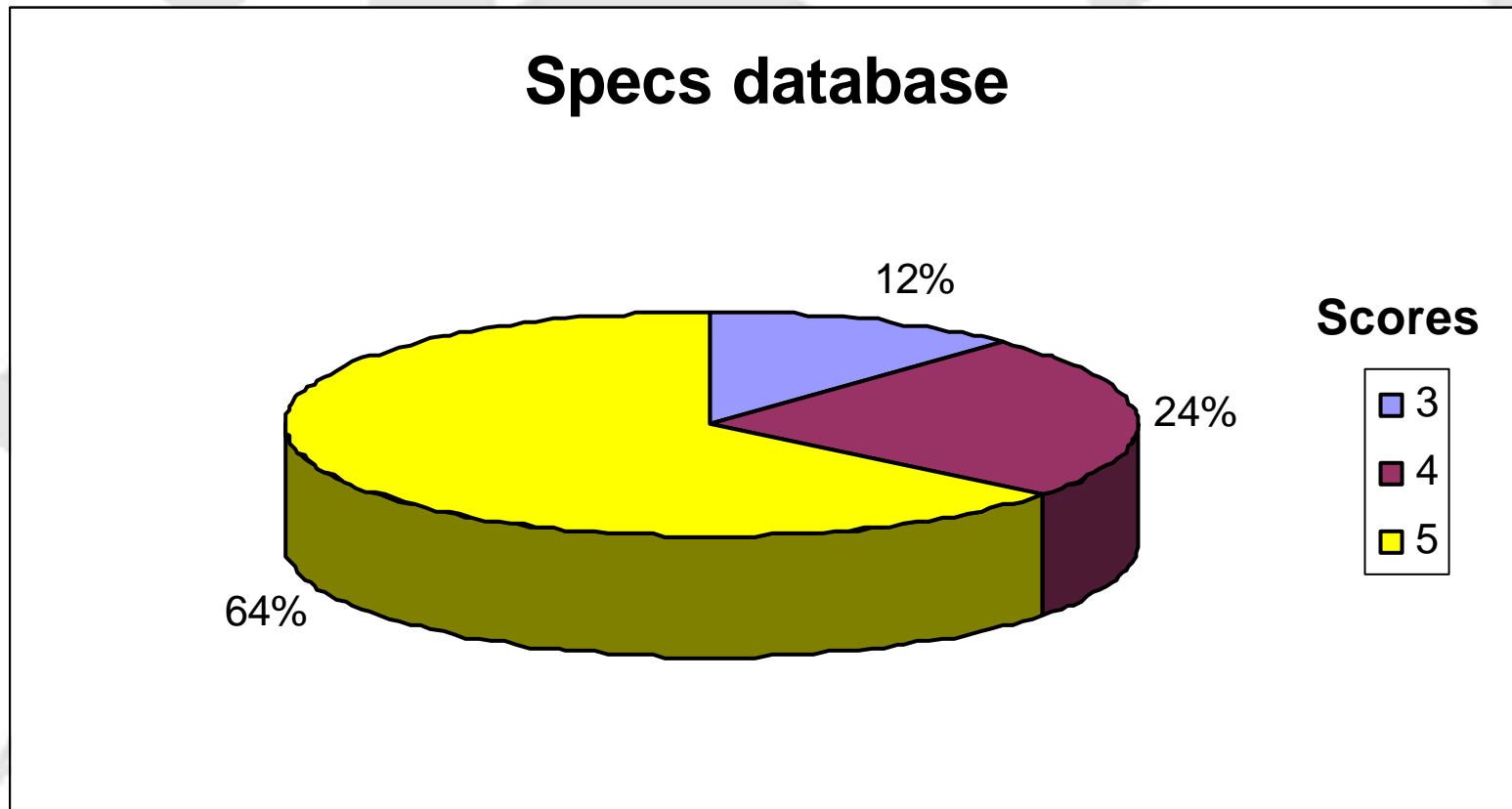
How satisfied are you with the implementation of CRs approved by your TSG/WG?

(Score = 4,5)



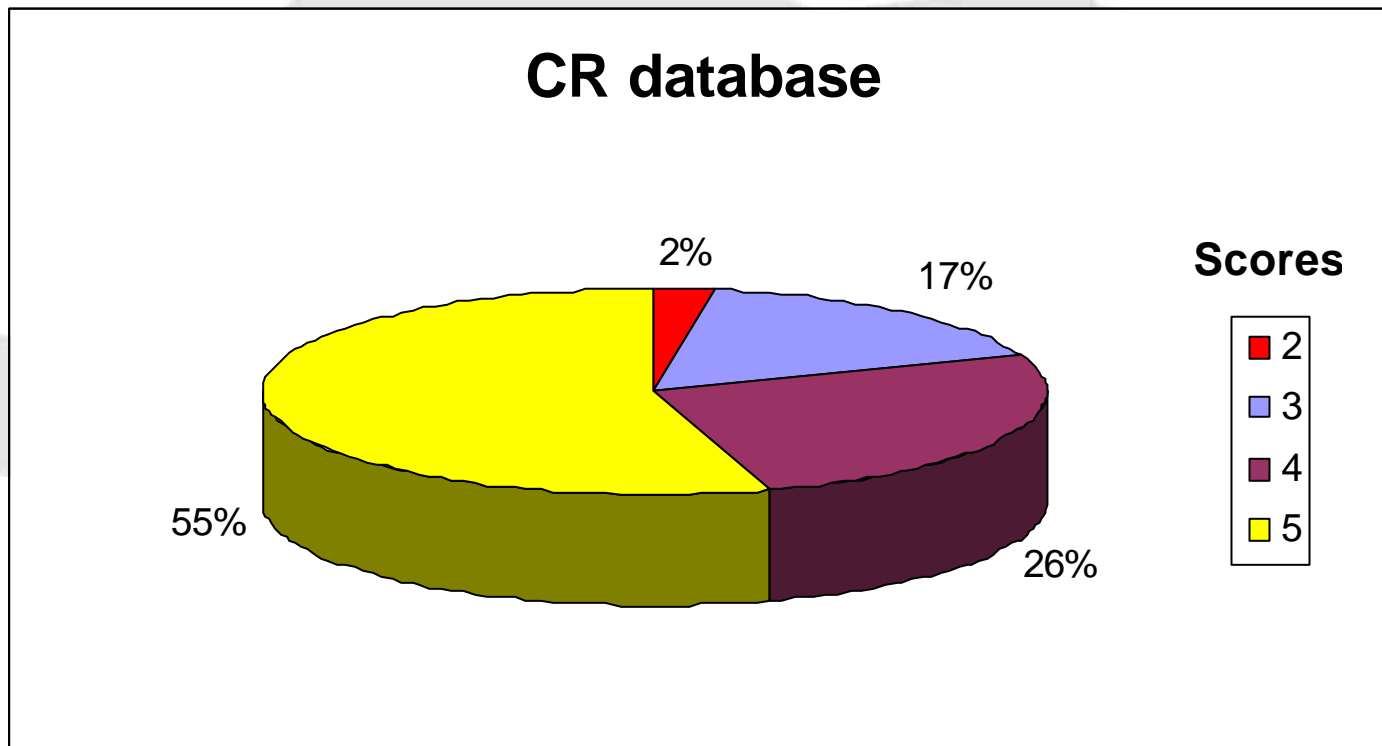
How satisfied are you with the information provided by in the Specifications Status database?

(Score = 4,52)



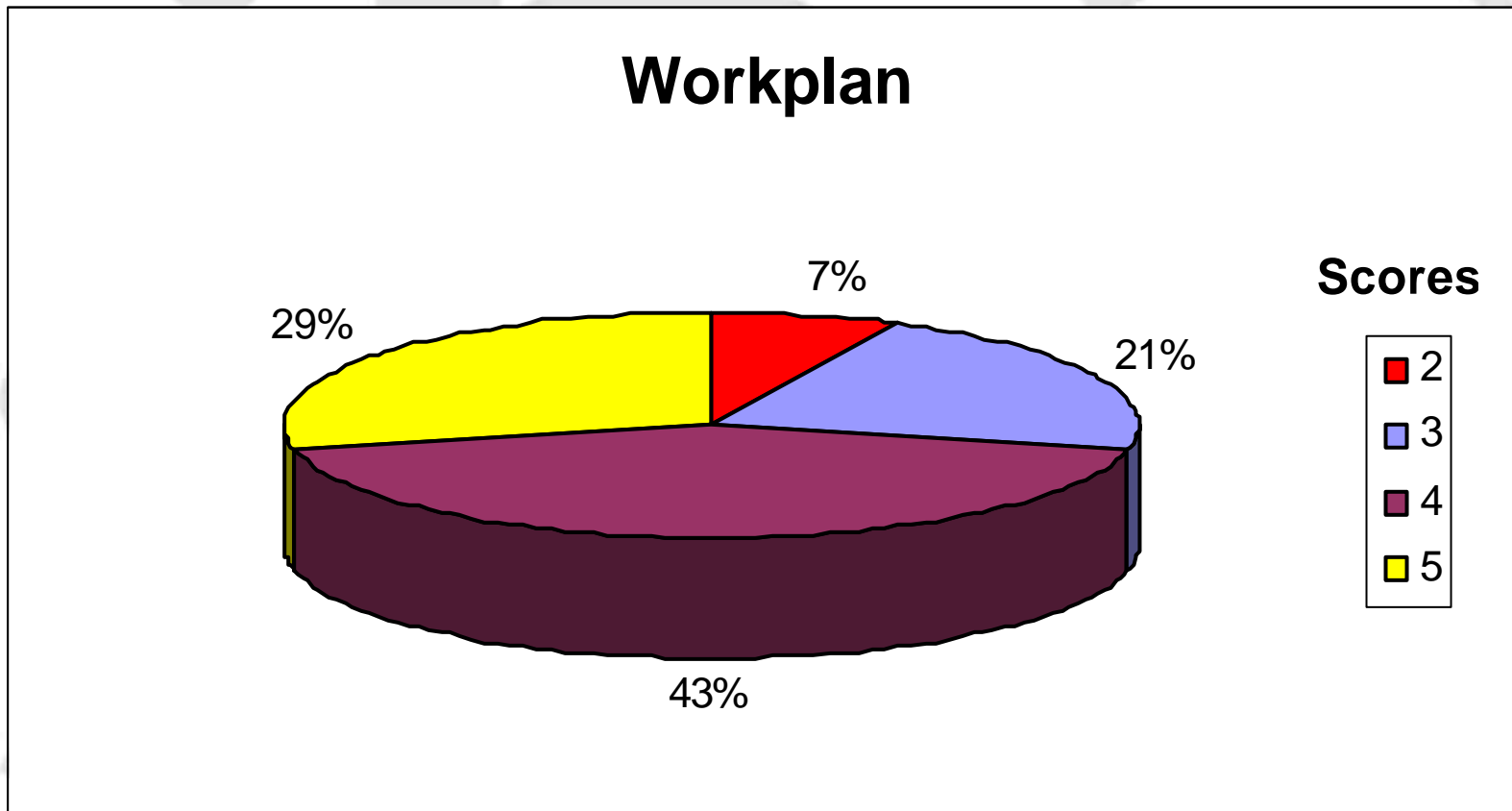
How satisfied are you with the information provided in the CR Database?

(Score = 3,79)



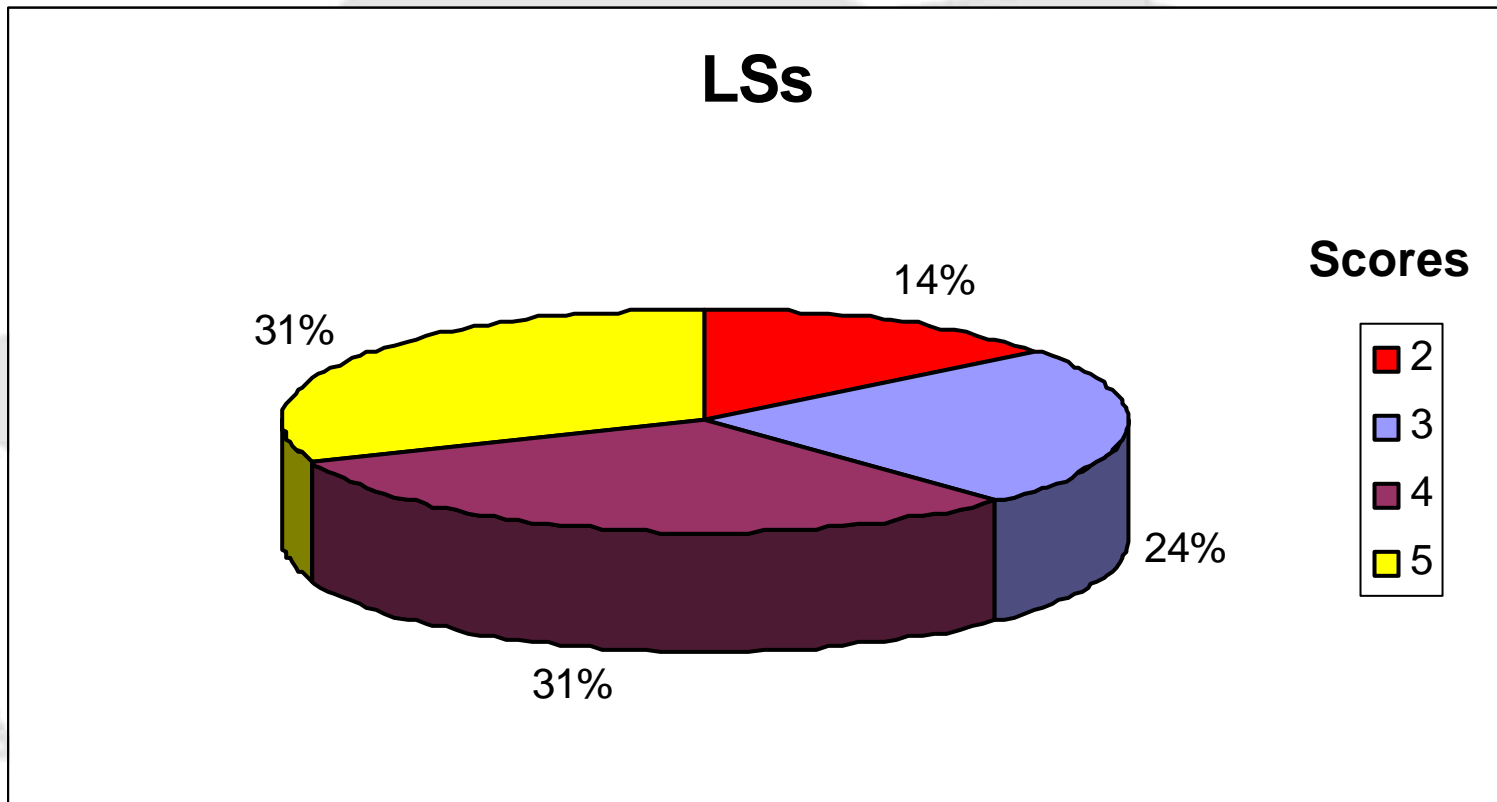
How satisfied are you with the information provided in the 3GPP Workplan?

(Score = 3,94)



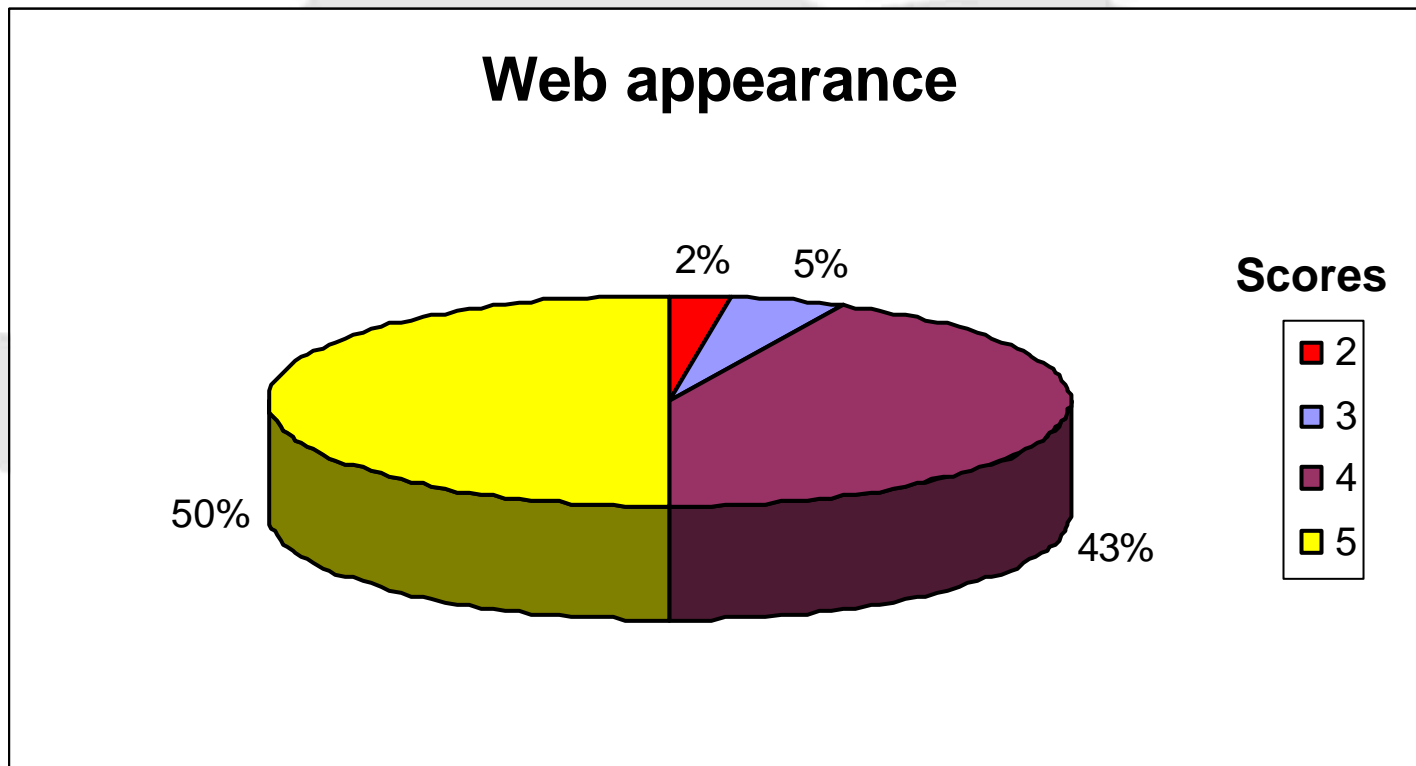
How satisfied are you with the distribution and tracking of Liaison Statements?

(Score = 3,79)



**How satisfied are you with the 3GPP Website?
Appearance**

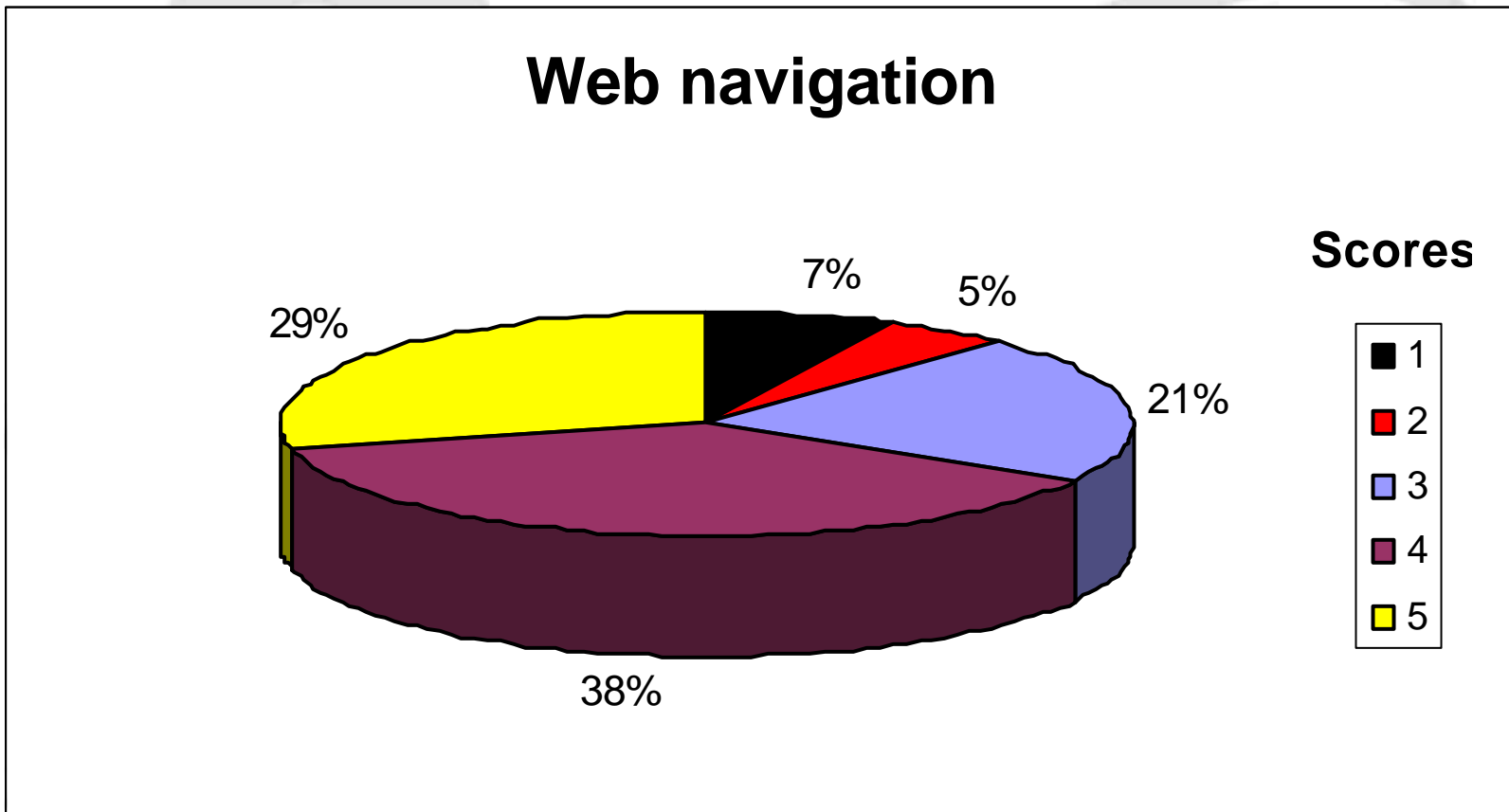
(Score = 4,41)





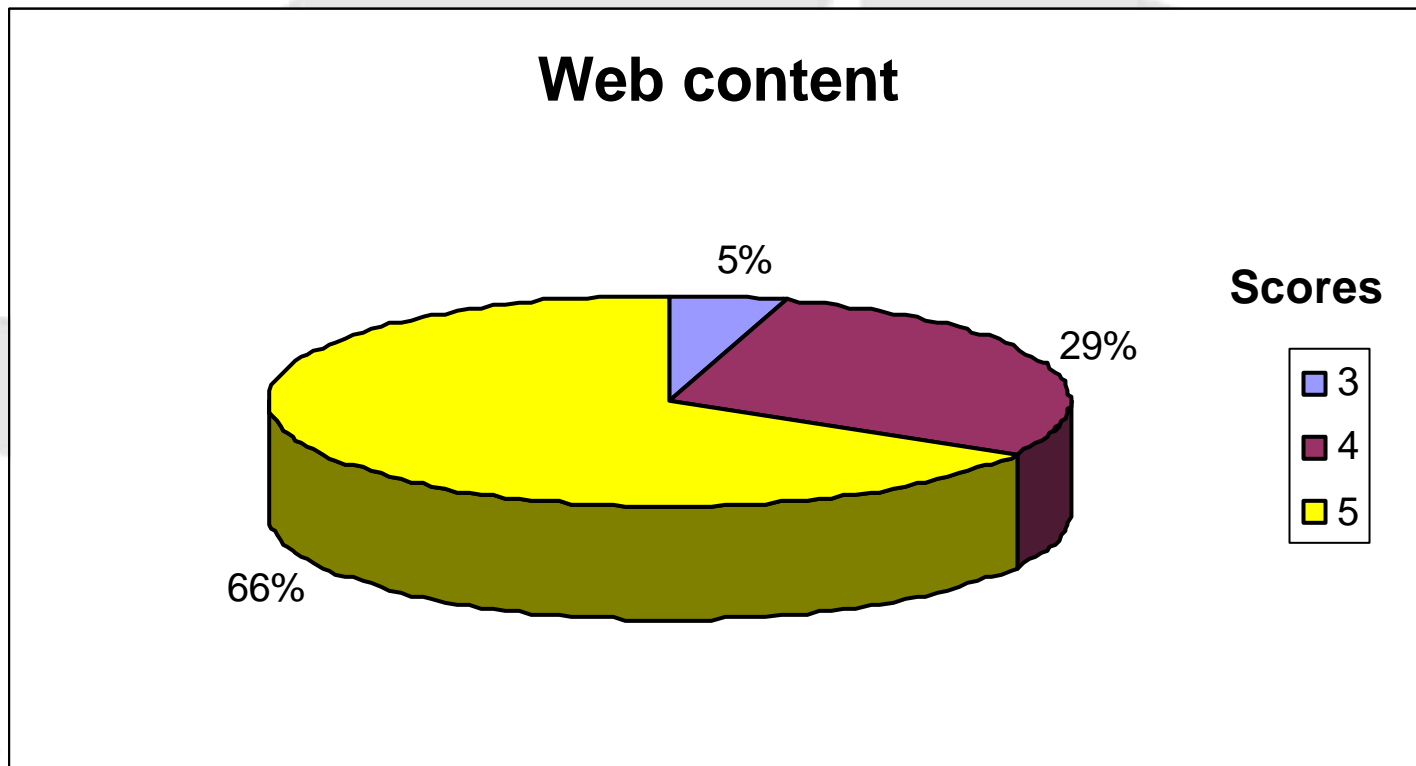
How satisfied are you with the 3GPP Website Ease of navigation?

(Score = 3,77)



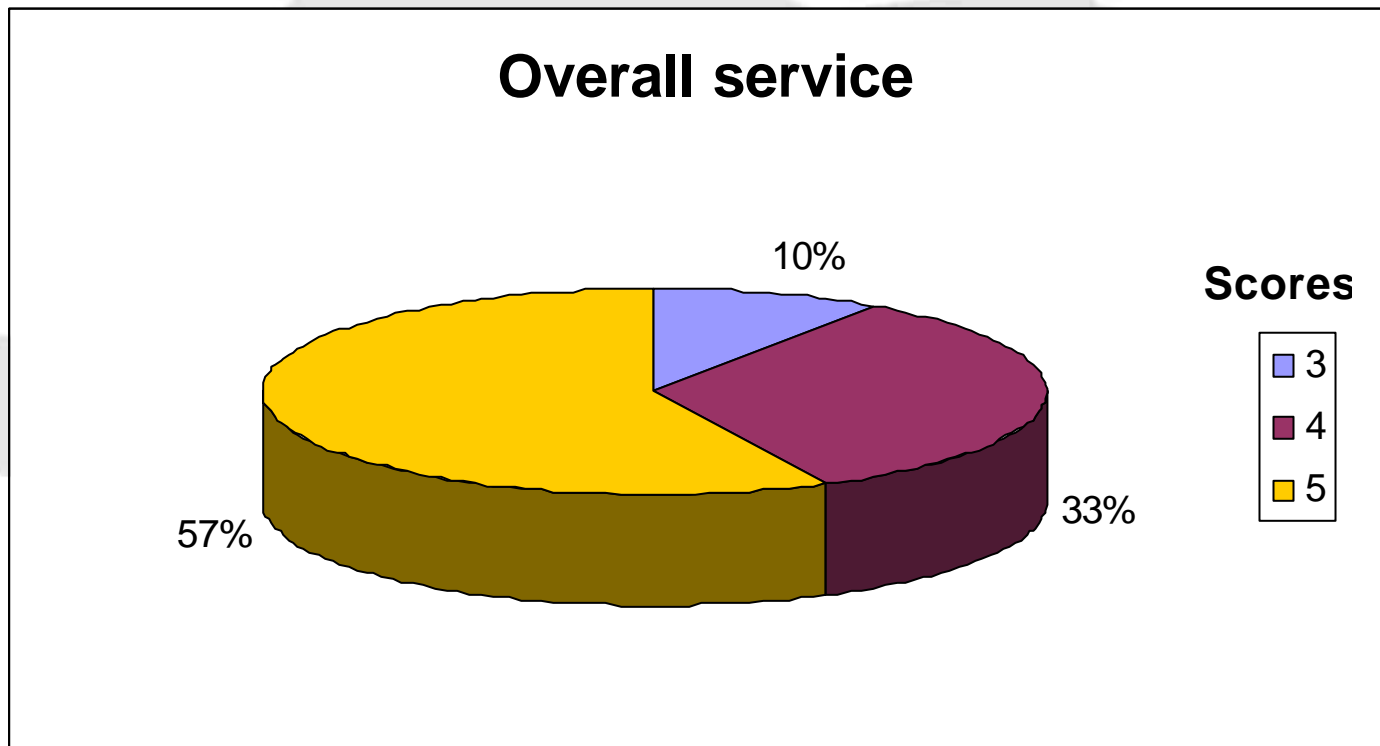
How satisfied are you with the Usefulness of the 3GPP Website content?

(Score = 4,61)



How would you assess the overall service provided by MCC?

(Score = 4,47)



Major Improvement Actions

- **Investigate improvements to CR and Specs database presentation and ease of use**
- **Investigate process improvements for handling Liaison Statements**
- **Investigate improvements to 3GPP work plan presentation and ease of use**
- **Investigate improvements to 3GPP Website navigation**

Conclusions

- **Good response to the Survey**
- **Improvement actions identified**
- **Overall satisfaction is high**
- **Satisfaction trend is improving year on year**
 - (2000 satisfaction score = 79,3%)**
 - (2001 satisfaction score = 81,5%)**
 - (2002 satisfaction score = 89,4%)**