

Public Service Provision Survey

CATI Fieldwork : 29th June - 1st July 2012

Absolutes/col percents

Table 1
Q. Some public services are provided by a variety of different organisations such as the government, businesses or charities, while other services are provided by just one provider, such as the government. Bearing this in mind, to what extent do you agree or disagree with each of the following statements about public service provision? Generally, a variety of different organisations providing a public service would be more successful than just one provider at REDUCING THE COST OF THOSE SERVICES TO THE TAXPAYER
Base: All respondents

	Gender		Age							Social Grade				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1003	446	557	72	160	171	197	164	239	344	194	183	282	265	264	247	140	87
Weighted base	1003	491	512	120	161	191	171	150	210	271	291	211	231	255	265	252	145	87
Net: Agree	656 65%	311 63%	346 68%	85 71%	114 71%	111 58%	113 66%	95 63%	138 65%	159 59%	204 70%	138 66%	155 67%	159 62%	171 65%	174 69%	92 64%	59 68%
Agree strongly	219 22%	121 25%	98 19%	28 23%	34 21%	43 22%	33 19%	29 19%	53 25%	47 18%	70 24%	46 22%	56 24%	49 19%	67 25%	58 23%	29 20%	16 18%
Agree	437 44%	189 39%	247 48%	57 48%	80 50%	69 36%	80 47%	66 44%	85 40%	111 41%	134 46%	92 44%	99 43%	110 43%	104 39%	116 46%	63 43%	43 50%
Disagree	174 17%	91 19%	83 16%	16 13%	28 18%	37 20%	29 17%	32 22%	31 15%	53 20%	41 14%	46 22%	34 15%	46 18%	43 16%	37 15%	35 24%	13 15%
Disagree strongly	89 9%	61 12%	28 5%	5 4%	9 5%	20 11%	20 12%	12 8%	24 11%	32 12%	25 9%	12 6%	20 9%	31 12%	21 8%	17 7%	9 6%	10 12%
Net: Disagree	264 26%	152 31%	111 22%	21 17%	37 23%	58 30%	49 29%	44 29%	55 26%	85 32%	66 23%	58 28%	54 23%	77 30%	64 24%	54 22%	44 31%	23 27%
Don't know	83 8%	28 6%	55 11%	14 12%	10 6%	22 11%	8 5%	12 8%	18 9%	27 10%	21 7%	14 7%	22 9%	18 7%	29 11%	23 9%	8 6%	4 5%

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Table 2
Q. Some public services are provided by a variety of different organisations such as the government, businesses or charities, while other services are provided by just one provider, such as the government. Bearing this in mind, to what extent do you agree or disagree with each of the following statements about public service provision? Generally, a variety of different organisations providing a public service would be more successful than just one provider at IMPROVING THOSE SERVICES FOR THE END USER
Base: All respondents

	Gender		Age							Social Grade				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1003	446	557	72	160	171	197	164	239	344	194	183	282	265	264	247	140	87
Weighted base	1003	491	512	120	161	191	171	150	210	271	291	211	231	255	265	252	145	87
Net: Agree	699 70%	345 70%	354 69%	91 76%	117 73%	128 67%	116 68%	102 68%	144 69%	177 65%	208 72%	149 71%	164 71%	172 67%	187 70%	183 73%	101 70%	56 64%
Agree strongly	194 19%	115 23%	79 16%	21 17%	25 15%	40 21%	29 17%	32 21%	48 23%	48 18%	65 22%	35 16%	47 20%	52 20%	55 21%	48 19%	25 18%	14 16%
Agree	504 50%	230 47%	275 54%	70 58%	92 57%	88 46%	87 51%	70 47%	96 46%	129 47%	143 49%	114 54%	118 51%	120 47%	131 50%	136 54%	76 52%	41 48%
Disagree	176 18%	86 17%	90 18%	22 18%	28 17%	32 17%	30 18%	31 21%	32 15%	53 20%	52 18%	35 17%	35 15%	46 18%	45 17%	44 18%	22 15%	18 21%
Disagree strongly	60 6%	38 8%	21 4%	2 2%	9 6%	14 7%	15 9%	8 5%	12 6%	21 8%	16 5%	11 5%	12 5%	21 8%	14 5%	6 2%	12 8%	7 8%
Net: Disagree	236 23%	124 25%	112 22%	24 20%	37 23%	46 24%	46 27%	39 26%	44 21%	74 28%	68 23%	46 22%	47 20%	67 26%	59 22%	50 20%	34 24%	25 29%
Don't know	69 7%	23 5%	46 9%	6 5%	7 4%	16 9%	9 5%	9 6%	22 10%	20 7%	14 5%	16 8%	19 8%	16 6%	19 7%	19 7%	9 6%	6 7%

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Table 3
Q. Some public services are provided by a variety of different organisations such as the government, businesses or charities, while other services are provided by just one provider, such as the government. Bearing this in mind, to what extent do you agree or disagree with each of the following statements about public service provision? Generally, a variety of different organisations providing a public service would be more successful than just one provider at COMING UP WITH NEW WAYS OF DOING THINGS
Base: All respondents

	Gender		Age							Social Grade				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1003	446	557	72	160	171	197	164	239	344	194	183	282	265	264	247	140	87
Weighted base	1003	491	512	120	161	191	171	150	210	271	291	211	231	255	265	252	145	87
Net: Agree	752 75%	354 72%	398 78%	93 77%	129 80%	143 75%	132 78%	115 76%	141 67%	201 74%	218 75%	160 76%	173 75%	186 73%	190 72%	206 82%	104 72%	65 75%
Agree strongly	239 24%	119 24%	120 23%	31 26%	41 25%	55 29%	35 20%	32 22%	44 21%	62 23%	76 26%	45 21%	55 24%	61 24%	64 24%	71 28%	29 20%	14 16%
Agree	513 51%	235 48%	278 54%	61 51%	88 55%	87 46%	98 57%	82 55%	97 46%	139 51%	141 49%	115 55%	118 51%	125 49%	126 48%	135 53%	76 52%	51 59%
Disagree	127 13%	73 15%	53 10%	12 10%	22 13%	22 11%	17 10%	21 14%	33 16%	35 13%	38 13%	24 11%	31 13%	37 15%	31 12%	24 10%	23 16%	11 13%
Disagree strongly	50 5%	35 7%	16 3%	5 4%	3 2%	10 5%	13 8%	5 3%	14 7%	17 6%	12 4%	11 5%	10 4%	16 6%	16 6%	5 2%	7 5%	6 7%
Net: Disagree	177 18%	108 22%	69 14%	18 15%	24 15%	32 17%	30 18%	26 17%	47 22%	52 19%	50 17%	36 17%	40 18%	53 21%	48 18%	30 12%	31 21%	17 19%
Don't know	74 7%	29 6%	44 9%	10 8%	7 4%	16 8%	8 5%	10 7%	23 11%	18 7%	23 8%	15 7%	17 8%	16 6%	27 10%	16 6%	10 7%	5 6%

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Table 4
Q. Some public services are provided by a variety of different organisations such as the government, businesses or charities, while other services are provided by just one provider, such as the government. Bearing this in mind, to what extent do you agree or disagree with each of the following statements about public service provision? Generally, a variety of different organisations providing a public service would be more successful than just one provider at ENSURING GOOD CUSTOMER SERVICE
Base: All respondents

	Gender		Age							Social Grade				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1003	446	557	72	160	171	197	164	239	344	194	183	282	265	264	247	140	87
Weighted base	1003	491	512	120	161	191	171	150	210	271	291	211	231	255	265	252	145	87
Net: Agree	710 71%	345 70%	366 71%	84 70%	121 75%	127 66%	129 76%	104 69%	146 69%	184 68%	207 71%	153 73%	166 72%	175 69%	181 68%	197 78%	96 66%	61 70%
Agree strongly	237 24%	121 25%	115 23%	28 23%	36 22%	42 22%	33 19%	39 26%	59 28%	61 22%	72 25%	47 22%	57 25%	60 24%	64 24%	63 25%	31 21%	19 22%
Agree	473 47%	223 45%	250 49%	56 47%	85 53%	85 45%	96 57%	64 43%	86 41%	123 46%	135 46%	106 50%	109 47%	115 45%	117 44%	134 53%	65 45%	42 48%
Disagree	153 15%	78 16%	75 15%	21 17%	26 16%	31 16%	20 11%	25 17%	32 15%	52 19%	40 14%	30 14%	31 13%	38 15%	41 15%	28 11%	31 22%	15 17%
Disagree strongly	72 7%	42 9%	30 6%	4 3%	10 6%	18 10%	18 11%	10 7%	12 6%	18 7%	22 8%	18 8%	14 6%	25 10%	20 7%	13 5%	10 7%	4 4%
Net: Disagree	225 22%	120 24%	105 21%	25 21%	35 22%	49 26%	38 22%	35 23%	44 21%	70 26%	63 22%	47 22%	45 20%	63 25%	60 23%	42 17%	41 28%	19 21%
Don't know	68 7%	27 5%	41 8%	11 9%	4 3%	15 8%	4 2%	12 8%	21 10%	17 6%	21 7%	10 5%	19 8%	16 6%	23 9%	13 5%	8 5%	8 9%