

Lessons learned from one of New Zealand's most challenging civil engineering projects: rebuilding the earthquake damaged pipes, roads, bridges and retaining walls in the city of Christchurch 2011 - 2016.

Face-to-face survey questions

Story: Independent Research Informs Communications and Engagement

Theme: Communications and Community

A document containing the research questions asked by Opinions Market Research Ltd when carrying out face-to-face surveys about SCIRT work.

This document has been provided as an example of a tool that might be useful for other organisations undertaking complex disaster recovery or infrastructure rebuild programmes.

For more information about this document, visit www.scirtlearninglegacy.org.nz



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4158: Survey Among Residents in Areas Undergoing Works for SCIRT - Completed Work

READ OUT: Good morning/ afternoon/ evening, my name is.....from Opinions Market Research in Christchurch. We’re conducting a very important survey regarding your perceptions of the rebuild of pipes, roads and bridges by SCIRT, the Stronger Christchurch Infrastructure Rebuild Team. The results from the survey will be used to help ensure the rebuilding process is managed in a way that meets communities’ needs.

All responses will remain confidential; no details from your response will be passed to SCIRT in a manner that will identify you. The survey will take no more than 10 - 15 minutes to complete. READ OUT TIME AS APPROPRIATE.

Could I just check, do you work for SCIRT or any of the following companies: City Care, Downer, Fletcher, Fulton Hogan or McConnell Dowell? IF YES, THANK AND CLOSE.

Are you aged 18 years or over? IF NOT, ASK TO SPEAK TO A MEMBER OF HOUSEHOLD AGED 18 YEARS OVER

You are being surveyed because READ OUT DELIVERY TEAM has been working in your street recently repairing the READ OUT NATURE OF WORK as part of SCIRT. IMPORTANT: SHOW WORK NOTICE AND ENSURE PARTICIPANT IS AWARE OF THE WORK YOU ARE QUESTIONING THEM ABOUT.

Q1. Practice 1 Survey 2

Q2. Is this a business or residential property? CODE ONE ONLY

- Business..... 1
- Residential..... 2
- Both..... 3

Q3. Were you aware of this work happening? CODE ONE ONLY

- Aware..... 1
- Not aware..... 2

Q4. Did you receive information from ...READ OUT DELIVERY TEAM about this work? CODE ONE ONLY

- Received information..... 1
- Did not receive information..... 2

CARD A

ASK OF THOSE IDENTIFIED AS BUSINESS PREMISES AT Q1

Q5. SCIRT has a number of types of communication for use with businesses. Which of the following are you aware of? IF NOT AWARE CODE NOT AWARE AND IF AWARE READ OUT FOR EACH: And, how effective do you consider...READ OUT to have been, would you say it was very effective, effective, neither effective nor ineffective, ineffective or very ineffective? SHOW CARD. CODE ONE FOR EACH

	Very effective	Effective	Neither	Ineffective	Very ineffective	Not aware
Work Notices showing the nature, location and duration of work in your area SHOW WORK NOTICE	1	2	3	4	5	6
Follow up Work Notices with progress updates	1	2	3	4	5	6
Signage on the road for the business stating 'Best way to x' or 'Open for business' or 'car parking'	1	2	3	4	5	6
A5 flyers that can be given to customers	1	2	3	4	5	6
0800 cards from crew on the ground	1	2	3	4	5	6
Face to face meetings or conversations with the project team	1	2	3	4	5	6
Phone calls from SCIRT about how the work is going	1	2	3	4	5	6
Email updates from SCIRT	1	2	3	4	5	6
One point of contact as a 'go to person'	1	2	3	4	5	6
Advice about ways to help your business, for example, about updating your Facebook page, time of day to open, co-ordinating delivery times	1	2	3	4	5	6
Information via email	1	2	3	4	5	6
Freecall hotline	1	2	3	4	5	6
SCIRT e-newsletter sent monthly to people who have registered to receive it	1	2	3	4	5	6
Weekly traffic update email sent to people registered to receive it	1	2	3	4	5	6
SCIRT website	1	2	3	4	5	6
Another website SPECIFY _____	1	2	3	4	5	6
The Future Christchurch Update which is a publication delivered to your letterbox	1	2	3	4	5	6
On the radio	1	2	3	4	5	6
In the newspaper	1	2	3	4	5	6
News in the local paper	1	2	3	4	5	6
On TV	1	2	3	4	5	6
Information at a community hub such as the library	1	2	3	4	5	6
Telephone	1	2	3	4	5	6
Twitter	1	2	3	4	5	6
Advertisement	1	2	3	4	5	6
Open days	1	2	3	4	5	6
Meetings	1	2	3	4	5	6
Displays	1	2	3	4	5	6
From my neighbour	1	2	3	4	5	6
Local community group newsletter	1	2	3	4	5	6
Signage	1	2	3	4	5	6
Facebook	1	2	3	4	5	6
Other SPECIFY _____	1	2	3	4	5	6

ASK IF INEFFECTIVE AT Q5

- Q6. You saidREAD OUT ELEMENT FROM Q5 was ineffective. Why was it ineffective? ASK Why else?
 UNTIL NOTHING FURTHER MENTIONED
 REPEAT FOR EACH ELEMENT CONSIDERED INEFFECTIVE AT Q5

WRITE IN ELEMENT FROM Q5	Q6. WHY INEFFECTIVE? RECORD WHAT PARTICIPANT SAYS VERBATIM

CARD B

ASK TO THOSE IDENTIFIED AS BUSINESS PREMISES AT Q1

- Q7. How far do you agree or disagree that signage provided during the works was enough to make sure customers were aware you were open for business? READ OUT. CODE ONE ONLY.

- Strongly agree..... 1
 Agree..... 2
 Neither agree nor disagree..... 3
 Disagree..... 4
 Strongly disagree..... 5
 Don't know..... 6
 N/A..... 7

CARD C

ASK OF THOSE IDENTIFIED AS BUSINESS PREMISES AT Q1

- Q8. How satisfied or dissatisfied were you with the following. ASK: And, is that very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied? SHOW CARD. READ OUT. CODE ONE FOR EACH

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
I believe that SCIRT cares about the success of my business	1	2	3	4	5	6
SCIRT listened to me	1	2	3	4	5	6
SCIRT did all they could to manage the impact on my business	1	2	3	4	5	6
SCIRT demonstrated an understanding of the impact on my business	1	2	3	4	5	6
SCIRT tried hard to meet my needs	1	2	3	4	5	6
I knew who to contact if I had a problem	1	2	3	4	5	6
SCIRT encouraged people to use my business	1	2	3	4	5	6
The crew did all they could to minimise the impact to my business	1	2	3	4	5	6
The crew moved cones when needed	1	2	3	4	5	6
The crew kept as many parking spaces available as possible	1	2	3	4	5	6
The crew did not park in my business parking	1	2	3	4	5	6
The crew worked outside of my business peak hours	1	2	3	4	5	6
The crew worked hard to get the job done as quickly as possible	1	2	3	4	5	6
And, how satisfied were you... with the accuracy of the information you received	1	2	3	4	5	6
...With the timeliness of the information you received, I mean it was given to you at the appropriate time, and for example, you had enough warning of the project starting	1	2	3	4	5	6
...With the information about the explanation of impacts	1	2	3	4	5	6
...That you had enough information to keep you informed throughout the project	1	2	3	4	5	6
...With the clarity from the information you received as to who to contact if you needed more information	1	2	3	4	5	6

ASK IF DISSATISFIED WITH ANY ELEMENT AT Q8

Q9. You said you were dissatisfied with....READ OUT EACH ELEMENT DISSATISFIED WITH AT Q8. What could have been done to improve your experience? ASK What else? UNTIL NOTHING FURTHER MENTIONED. REPEAT FOR EACH ELEMENT DISSATISFIED WITH AT Q8

WRITE IN ELEMENT FROM Q8	Q9. WHY DISSATISFIED? RECORD WHAT PARTICIPANT SAYS VERBATIM

ASK OF THOSE IDENTIFIED AS BUSINESS PREMISES AT Q1

Q10. Can you identify one thing that SCIRT did that most **minimised** the impact on your business? WRITE IN

CARD A

ASK ALL RESIDENTIAL AT Q1, BUSINESS PREMISES AT Q1 SKIP TO Q15

Q11. From which information sources did you find out information about this project? READ OUT EACH. IF NOT AWARE CODE NOT AWARE AND IF AWARE ASK: And, how effective do you consider ...READ OUT to have been, would you say it was very effective, effective, neither effective nor ineffective, ineffective or very ineffective? SHOW CARD. CODE ONE FOR EACH

	Very effective	Effective	Neither	Ineffective	Very ineffective	Not aware
Work notices in your letterbox	1	2	3	4	5	6
SCIRT E-newsletter	1	2	3	4	5	6
Face to face meeting or conversations with the project team	1	2	3	4	5	6
Advertisement	1	2	3	4	5	6
News in the local paper	1	2	3	4	5	6
Newspaper	1	2	3	4	5	6
TV	1	2	3	4	5	6
Radio	1	2	3	4	5	6
The Future Christchurch Update which is a publication delivered to your letterbox	1	2	3	4	5	6
Email	1	2	3	4	5	6
Information at a community hub such as the library	1	2	3	4	5	6
Telephone	1	2	3	4	5	6
Twitter	1	2	3	4	5	6
Website SPECIFY _____	1	2	3	4	5	6
Open days	1	2	3	4	5	6
Meetings	1	2	3	4	5	6
Displays	1	2	3	4	5	6
From my neighbour	1	2	3	4	5	6
Local community group newsletter	1	2	3	4	5	6
Signage	1	2	3	4	5	6
Facebook	1	2	3	4	5	6
Other SPECIFY _____	1	2	3	4	5	6

ASK IF NOT VERY OR NOT AT ALL EFFECTIVE AT Q11

Q12. You said ...READ OUT COMMUNICATION FROM Q11 was ineffective. In what way was it ineffective?
ASK How else? UNTIL NOTHING FURTHER MENTIONED

REPEAT FOR EACH COMMUNICATION CONSIDERED INEFFECTIVE AT Q11

WRITE IN ELEMENT FROM Q11	Q12. WHY INEFFECTIVE? RECORD WHAT PARTICIPANT SAYS VERBATIM

CARD C

ASK IF RESIDENTIAL AT Q1

Q13. How satisfied or dissatisfied were you with the following... READ OUT. CODE ONE FOR EACH. ASK: And, is that very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied? SHOW CARD. CODE ONE FOR EACH

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	Don't know
I believe that SCIRT cares about me	1	2	3	4	5	6
SCIRT listened to me	1	2	3	4	5	6
SCIRT did all they could to manage the impact on me	1	2	3	4	5	6
SCIRT demonstrated an understanding of the impact on me	1	2	3	4	5	6
SCIRT tried hard to meet my needs	1	2	3	4	5	6
I knew who to contact if I had a problem	1	2	3	4	5	6
The crew did all they could to minimise the impact on me	1	2	3	4	5	6
The crew moved cones when needed	1	2	3	4	5	6
The crew kept as many parking spaces available as possible	1	2	3	4	5	6
The crew did not park in my parking space	1	2	3	4	5	6
The crew worked appropriate hours	1	2	3	4	5	6
The crew worked hard to get the job done as quickly as possible	1	2	3	4	5	6
And how satisfied were you... with the accuracy of the information you received	1	2	3	4	5	6
...With the timeliness of the information you received, I mean it was given to you at the appropriate time, and for example, you had enough warning of the project starting	1	2	3	4	5	6
...With the information about the explanation of impacts	1	2	3	4	5	6
...That you had enough information to keep you informed throughout the project	1	2	3	4	5	6
...With the clarity from the information you received as to who to contact if you needed more information	1	2	3	4	5	6

CARD C
ASK ALL

Q18. Overall, how satisfied were you with the communication about this project? SHOW CARD. READ OUT. CODE ONE ONLY.

- Very satisfied..... 1
- Satisfied..... 2
- Neither satisfied nor dissatisfied..... 3
- Dissatisfied..... 4
- Very dissatisfied..... 5
- N/A..... 6

Q19. Do you have any further comments you would like to make regarding the communication you received? ASK: What could have been done to improve your experience? ASK: What else? UNTIL NOTHING FURTHER MENTIONED.

NOTE: IF THE PARTICIPANT COMMENTS ABOUT THE WORK OR SITE THEN TELL THEM YOU WILL BE ASKING THEM ABOUT THIS NEXT AND ASK: Do you have any further comments to make regarding **the communication** you received and what could have been done to improve your experience?

CARD C

Q20. I am now going to ask you about the **work** that...READ OUT DELIVERY TEAM did as part of the rebuild in your street. How satisfied or dissatisfied were you with.... READ OUT EACH ELEMENT BELOW. And, is that very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied? SHOW CARD. CODE ONE FOR EACH

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	Not applicable
Access to your property during construction	1	2	3	4	5	6
The impacts of construction i.e. noise, dust and vibrations	1	2	3	4	5	6
The way traffic around the project site was managed	1	2	3	4	5	6
The detours were easy to follow	1	2	3	4	5	6
The traffic signage was clear	1	2	3	4	5	6
Traffic management cones were well placed	1	2	3	4	5	6
Traffic management arrows were clear	1	2	3	4	5	6
The tidiness of the site during construction, e.g. the site was fenced, safe and left in a tidy state at the end of each work day	1	2	3	4	5	6
The approachability and helpfulness of the construction team	1	2	3	4	5	6

ASK IF DISSATISFIED WITH ANY ELEMENT AT Q20

Q21. You said you were dissatisfied with.....READ OUT ELEMENT FROM Q20 when the work was being conducted. What could have been done to improve your experience? ASK What else? UNTIL NOTHING FURTHER MENTIONED.

ASK FOR EACH ELEMENT DISSATISFIED WITH AT Q20

WRITE IN ELEMENT FROM Q20	Q21. WHY DISSATISFIED? RECORD WHAT PARTICIPANT SAYS VERBATIM

CARD C

ASK ALL

Q22. How satisfied or dissatisfied were you with ...READ OUT ELEMENT. And, is that very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied? SHOW CARD. CODE ONE FOR EACH

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	Don't Know
That the repairs were completed as stated	1	2	3	4	5	6
That the repairs were completed to an acceptable standard	1	2	3	4	5	6
That the repairs were completed in the timeframe stated	1	2	3	4	5	6

ASK IF DISSATISFIED WITH ANY ELEMENT AT Q22

Q23. You said you were dissatisfied with....READ OUT EACH ELEMENT DISSATISFIED WITH AT Q22. What could have been done to improve your experience? ASK What else? UNTIL NOTHING FURTHER MENTIONED

ASK FOR EACH ELEMENT DISSATISFIED WITH AT Q22

WRITE IN ELEMENT FROM Q22	Q23. WHY DISSATISFIED? RECORD WHAT PARTICIPANT SAYS VERBATIM

CARD C

ASK ALL

Q24. And, how satisfied or dissatisfied were you with the construction process overall? SHOW CARD. READ OUT. CODE ONE ONLY.

Very satisfied.....	1
Satisfied.....	2
Neither satisfied nor dissatisfied.....	3
Dissatisfied.....	4
Very dissatisfied.....	5
Don't know.....	6

Q25. What do you think could have been done to improve your experience of the rebuild in this area? ASK: what else? UNTIL NOTHING FURTHER MENTIONED

CARD D

Q26. How would you rate your current level of patience with the Christchurch rebuild overall? READ OUT. CODE ONE ONLY

Very patient.....	1
Quite patient.....	2
Neither patient nor impatient.....	3
Quite impatient.....	4
Very impatient.....	5
Don't know.....	6

Q27. Why is that? ASK Why else? UNTIL NOTHING FURTHER MENTIONED.

Q28. Do you have any further comments you would like to make about the work that ...READ OUT DELIVERY TEAM did as part of the rebuild in your street? ASK: what else? UNTIL NOTHING FURTHER MENTIONED.

Demographics

READ OUT: I would like to ask you a few questions to make sure we speak to a good cross section of residents.

D1. Gender. DO NOT READ OUT. CODE ONE ONLY

Male..... 1
Female..... 2

CARD E

D2. Finally, can you please tell me into which of these age groups you fall...? CODE ONE ONLY.

18-24.....	1	45-54.....	4
25-34.....	2	55-64.....	5
35-44.....	3	65+.....	6

May I please take your first name and phone number, in case my supervisor calls to confirm I conducted the survey correctly? IF RELUCTANT, READ OUT: The name is for verification purposes only, and is always deleted at the end of the project.

D3. Participant Name: _____

D4. Participant Phone Number: _____

READ OUT: Once again thank you for participating. We understand that SCIRT work can be challenging at times and SCIRT would like to take this opportunity to thank you for your patience during the rebuild process.

My name is..... and the company I work for is Opinions Market Research Ltd. If you have any queries regarding the research please contact the office during our office hours on Christchurch 374 9794 or email info@opinions.co.nz

NOTE: IF PARTICIPANT HAS A SIGNIFICANT ISSUE THAT IS UNRESOLVED THEN PROVIDE CORRECT DELIVERY TEAM CONTACT.

INTERVIEWER TO COMPLETE ALL REMAINING DETAILS FROM SAMPLE SHEET:

D5. House Number: _____

D6. Street Name: _____

D7. Suburb: _____

D8. Delivery team: City Care..... 1
Downer..... 2
Fletcher..... 3
Fulton Hogan..... 4
McConnell Dowell..... 5

D9. Work status: Work completed..... 1
Ongoing work..... 2

D10. Length of project:

- Less than 1 to up to 1 week..... 1
- 1 – 2 weeks..... 2
- 2 – 3 weeks.....3
- 3 - 4 weeks..... 4
- 4 – 12 weeks..... 5
- 3 – 6 months..... 6
- 6 – 12 months..... 7
- 12 months or more..... 8

D11. Delivery Team Project Number. PLEASE ENTER THE SCIRT CONTRACTOR PROJECT NUMBER FROM SAMPLE SHEET. _____

D12. Project type: CODE ALL MENTIONED

- Wastewater..... 1
- Storm water..... 2
- Water supply..... 3
- Bridge..... 4
- Footpath or path..... 5
- Road..... 6
- Kerb and channel..... 7
- Retaining wall..... 8
- Pump station, lift station..... 9
- Other SPECIFY _____

INTERVIEWER DECLARATION: I declare that the participant was unknown to me until the interview. I confirm that, before returning the questionnaire, I have checked that it meets and was carried out in accordance with company policy and the instructions supplied to me for this research. I understand that the information given to me during the interview must be kept confidential.

Signed:
Interviewer Name:

Date:
Interviewer No: