



Unique communication solutions from real insights

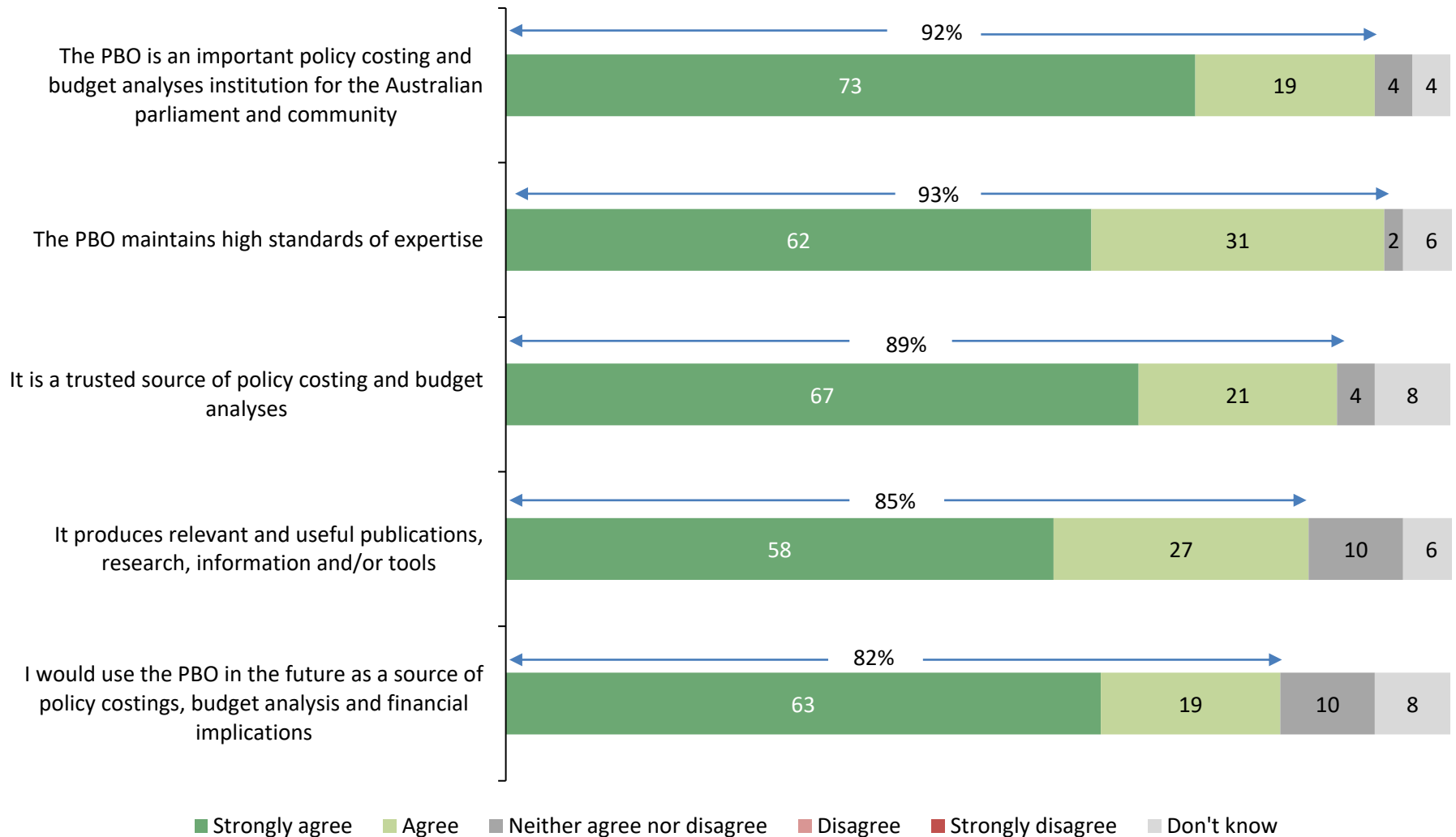
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**P**arliamentary Budget Office  
**S**takeholder Survey Report – Summary snapshot

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July 2021

# Overall PBO performance on key attributes



## Results compared to previous surveys

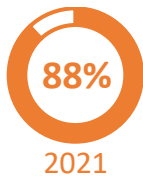
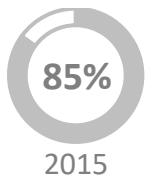
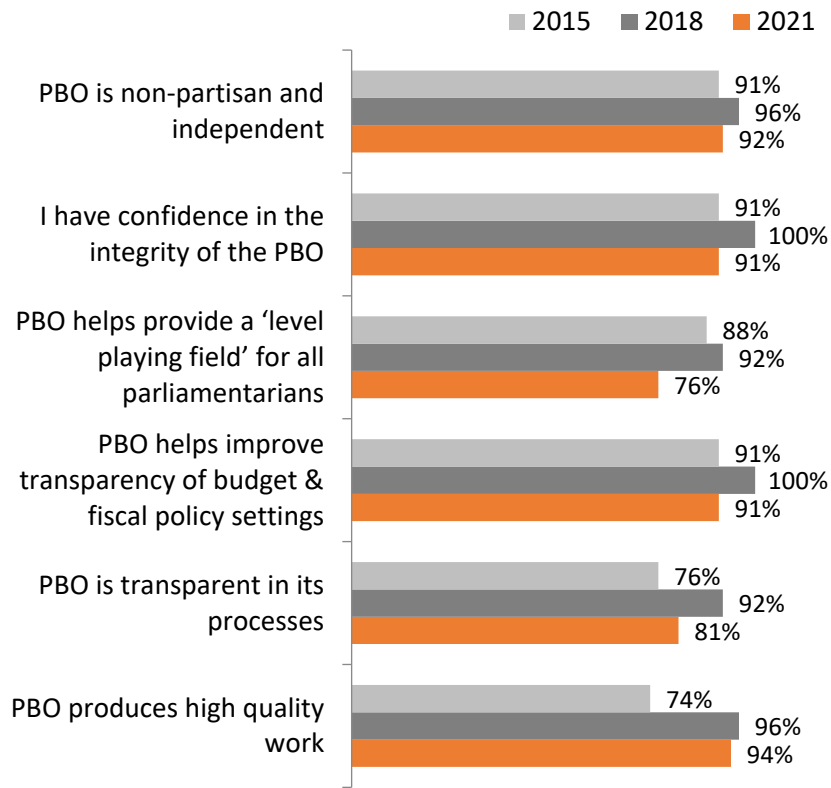
### Approach compared to previous surveys

Year	In-depth interviews	Survey	Total sample
<b>2021</b>	9 senators, members and staff 11 secondary stakeholders*	38 senators, members and staff 47 secondary stakeholders	85 <sup>^</sup>
<b>2018</b>	N/A	9 senators, members and staff 16 secondary stakeholders	34
<b>2015</b>	N/A	49 senators, members and staff 10 secondary stakeholders	63

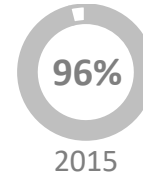
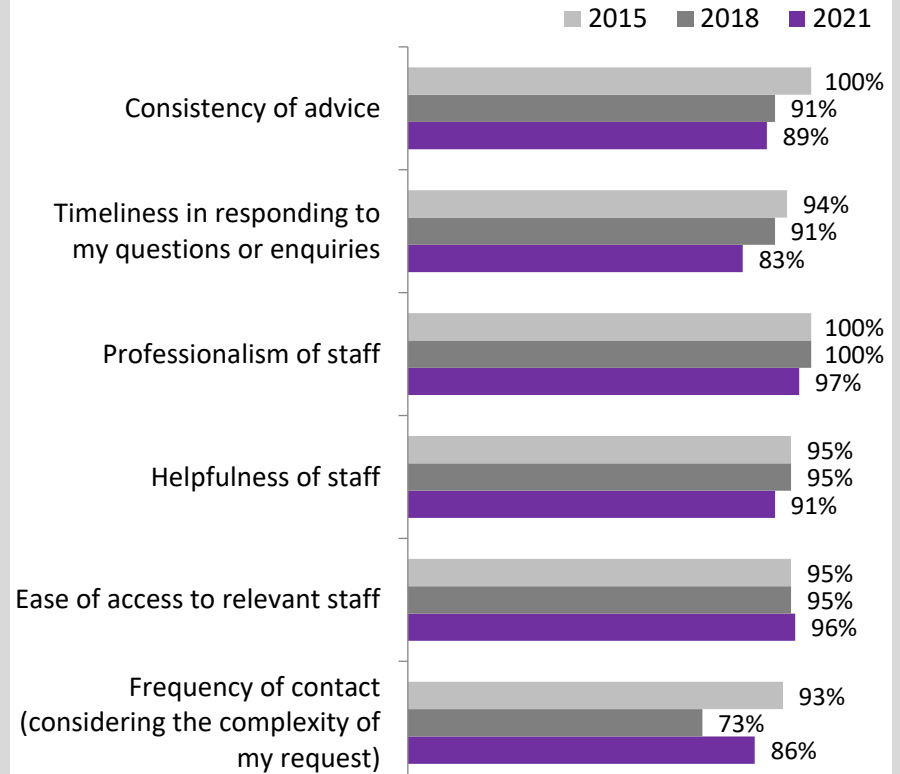
\* Secondary stakeholders includes parliamentary and government department staff, economists, media and research institutions.

<sup>^</sup> Interview responses were used to complete the online survey for interviewed stakeholders.

## Overall impressions

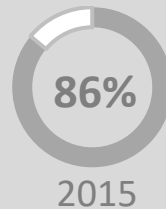
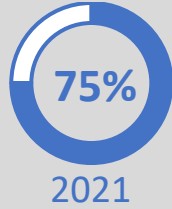


## Customer service



## Overall satisfaction... (combined in 2015)

With the PBO role



With the PBO work

