



# Questionnaire Analysis

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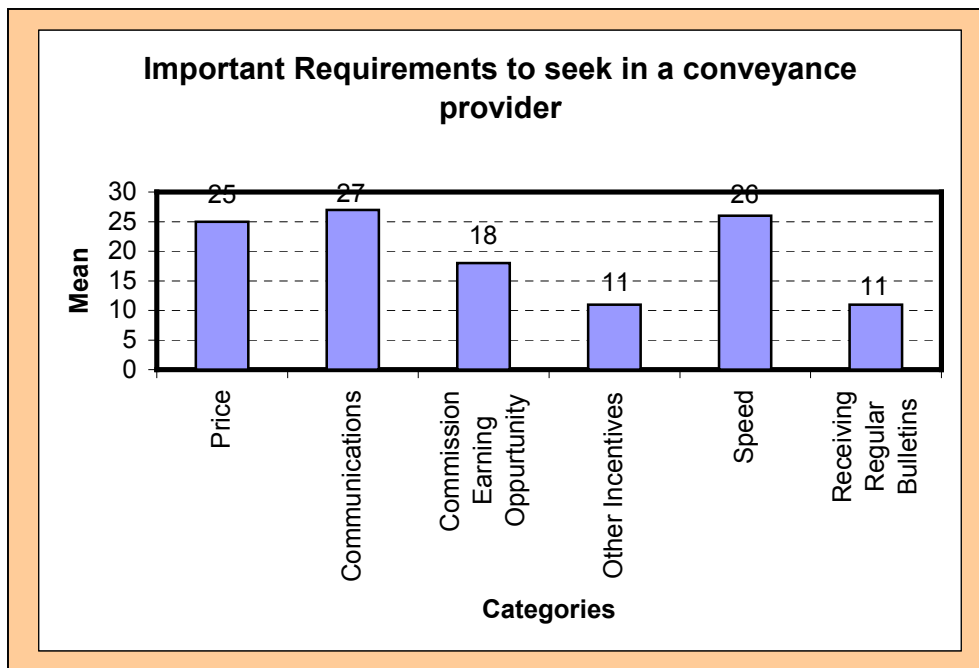
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## 1. Questionnaire Analysis

In the following graphs we have a detailed presentation of client requirements in different fields. The first analysis gives us the holistic picture of the overall requirements of a client.

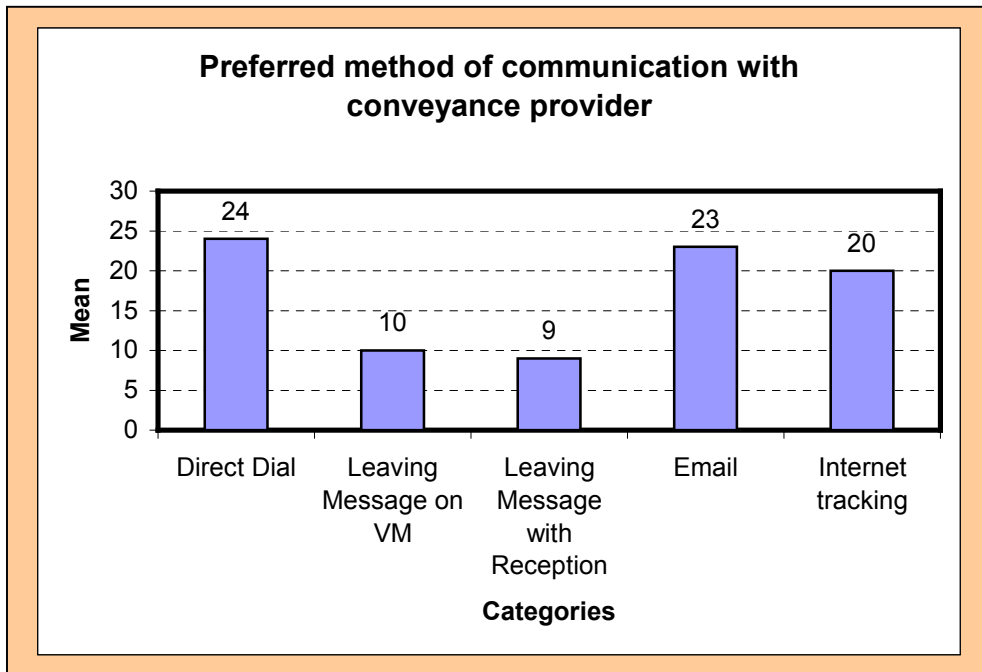
As we are analyzing the best method of matching the client expectations so we have taken into account only the first three categories of responses “Response 1, Response 2, Response 3”.

### 1.1 What are the most important requirements you seek in your Conveyance provider ?



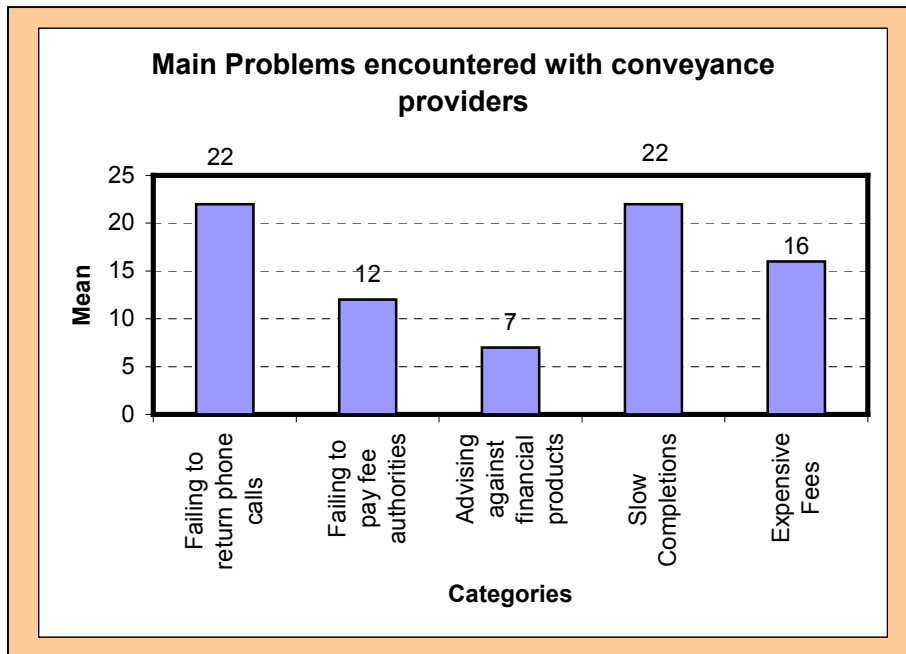
In the above analysis we find that the most important requirement a client looks forward to in the conveyance provider is “**Communications**” followed by “**Speed**” and then “**Price**”

## 1.2 What method of communication with your conveyance supplier do you prefer ?



The most preferred method is "**Direct Dial**" followed by "**E-mail**". These two also happen to be the fastest way of communication and also the effective one. In Question 1 the clients want "**Speed**" from the conveyance providers and hence the preferred method of communication.

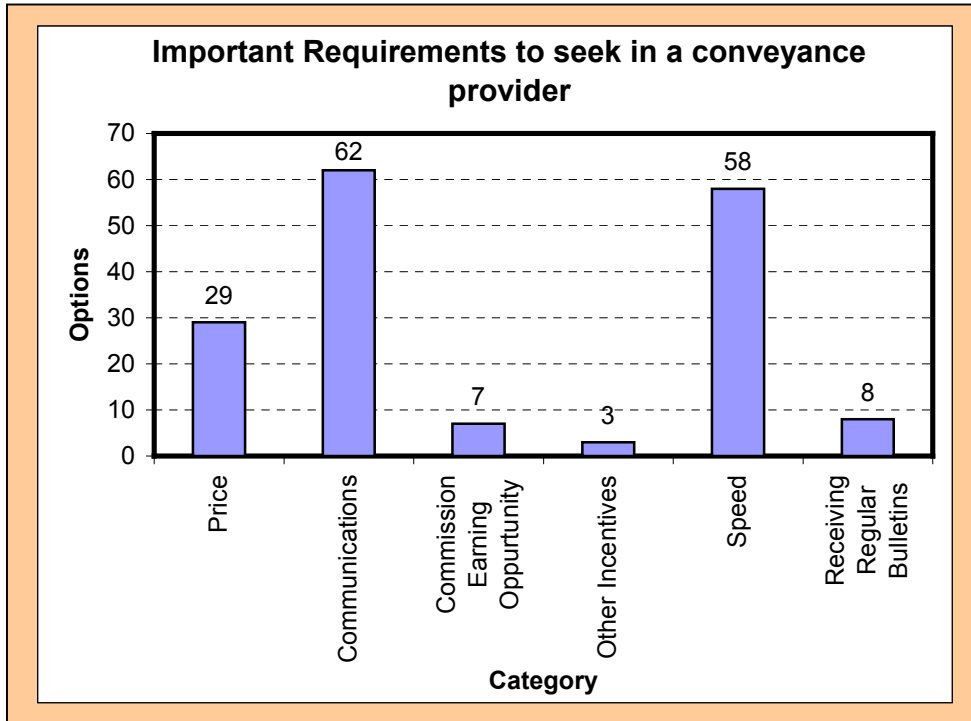
### 1.3 What are the main problems you have encountered with Conveyancers?



Here again the major problems are “**Failing to return phone calls**” and “**Slow Completions**”. This is very much in line with the clients requirement to look for “**Speed**” from the conveyance provider and also the methods of communication which have to be fast.

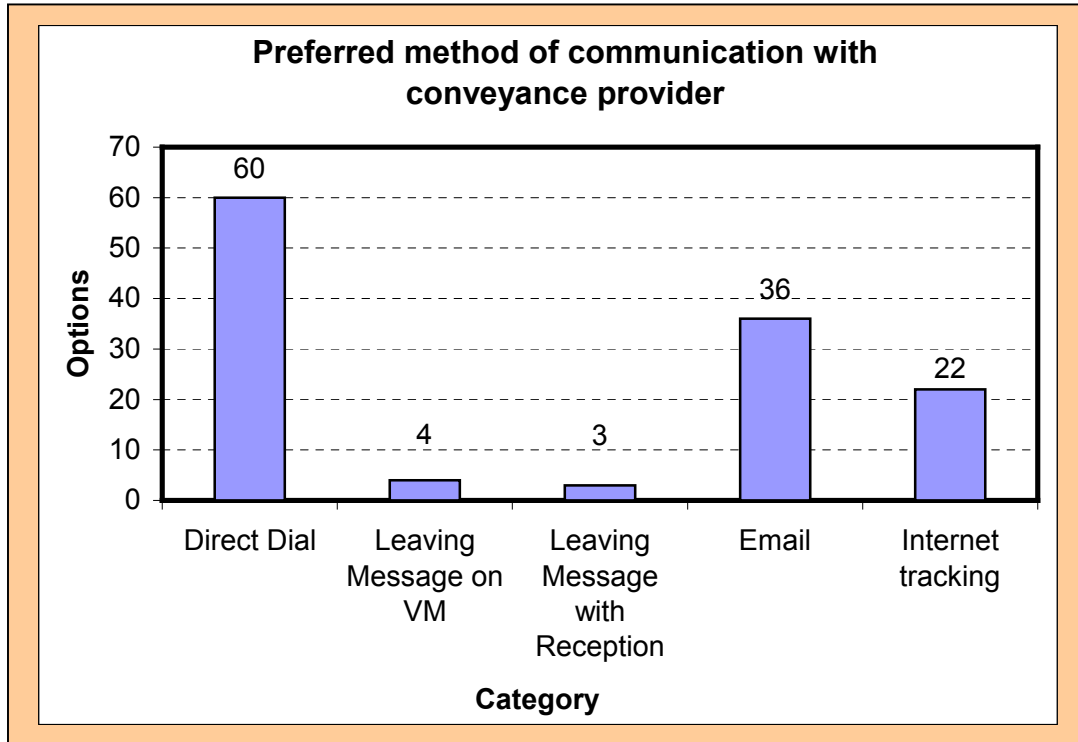
Overall the clients are looking for a shorter completion time and effective communication which can reduce the completions time.

#### 1.4 What are the most important requirements you seek in your Conveyancing provider ?



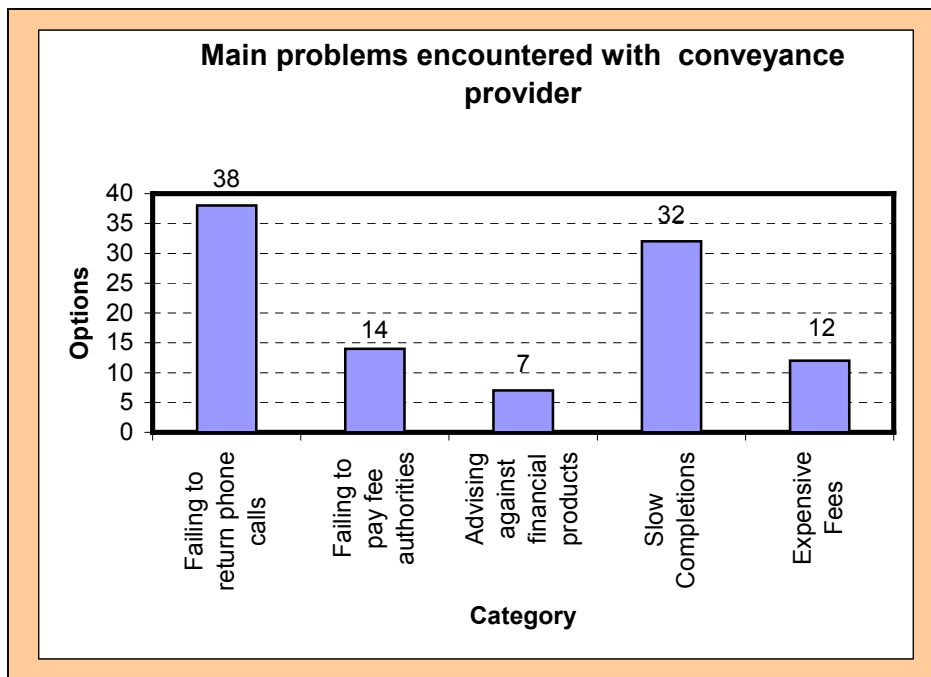
In the above analysis we are only looking at the "Response 1" for the various categories. Not surprising to find that "**Communications**" is the most important factor followed by "**Speed**". This gives us a true picture of the client's requirement in both the analysis.

### 1.5 What method of communication with your conveyance supplier do you prefer ?



Here again if we check “**Response 1**” we get a similar answer to the overall picture. The clients want to communicate through “**Direct Dial**” followed by “**Email**”.

## 1.6 What are the main problems you have encountered with Conveyancers?



The above analysis is the same as in 1.3 where the clients had a concern with regards to “**Failure in answering phone calls**” followed by “**Slow Completions**”. This proves that the single point analysis as well as the overall analysis provides us with the same result.

## 2. Methodology

### Questionnaire Analysis for Client response.

#### **Introduction:**

The analysis has been done based upon the responses to the different questions by the client. The Data has been taken into account both individually and comprehensively to arrive at a conclusive result. Ideally this sort of result should not have more than 5% deviation between the comparisons, which holds true for this analysis. Here the variance is not even 0.1%. The analysis gives us a picture of what the client expects from a conveyance provider vis-à-vis their own requirements. The result is not much different in terms of what they want from a conveyance provider and their own requirements. This is interesting as we have an analysis, which is both comprehensive as well as simplified as it can be broken down even further, and still give us the same result.

#### **1. Comprehensive Analysis (Holistic View)**

**Analysis:** - Here we had six categories, **which** the client had to choose from for the above question. We took a mean for each category for the first 3 Responses i.e. “Response 1, Response 2, Response 3”. We left out the other two responses as we were looking forward to an analysis to find the best positive results from among the positive results. This gave us the analysis with respect to each question where we had the complete data.

#### **2. Individual Analysis (Breakdown Analysis)**

Here we had five different Responses for each Category. We took the first response i.e. “Response 1” for each question covering different categories. This way we were able to view the individual preference of clients for the different categories and then compare it with the result, which we had obtained with the Comprehensive Analysis. If the same study is carried out for the different responses individually we would be getting the same results. This gives us an option to value our analysis across the entire population as well as the individual client preference.

### 3. Data Filtration

We have not taken into account the last two responses i.e. “Response 4” and “Response 5”. This has been done keeping in mind that we need the best responses so that we are able to delight the customers. This data would have turned the results as the mean then would be on the lower side and the difference between two categories would have been blurred.

### Conclusion

The conclusion throws up a very stable response by the clients. There is no variance in their collective response as well as their individual preference with each category. The common concern with them has been speedy completions and effective communication. The means of communication again are typically where it’s instant and there is no delay in communication. Effective communication helps in speedy communication. The clients are unhappy with those conveyance providers who are not able to communicate effectively and hence a late completion.

**“Client Satisfaction is Lawcomm’s business”**