

INSIGHTS FROM THE CLIENT SATISFACTION SURVEY JUNE 2025

[Link to full report](#)

"I'm extremely grateful we have an Arts Council and I feel in my experience it is a strong advocate for the arts in NI. I have benefitted greatly from it and the real dedication I have witnessed from its officers. But obviously financial constraints and perhaps certain inefficiencies limit its ability to deliver." Survey respondent

Satisfaction

64%

Client satisfaction is closely tied to funding outcomes.
80% for those who received funding.
28% for those who didn't

*How satisfied or dissatisfied are you as a client of the Arts Council? %Very satisfied + satisfied n=602

ACNI commissioned Social Market Research to conduct an online survey to undertake a client satisfaction survey. 602 people answered the survey (23% response rate). The sample included respondents who had received funding from us (68% of the sample), and those who had applied but were not successful. Most respondents were individual artists (73%), v arts organisations (27%).

STAFF PROFESSIONALISM

Satisfaction with staff's

1. Expertise: 88%
2. Handling queries effectively: 85%
3. Getting back to them when said we would: 84%
4. Responsiveness to queries: 82%
5. Able to contact the right member of staff: 81%



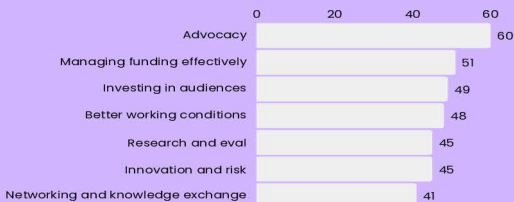
Overall staff professionalism: Thinking about Arts Council staff you engaged with, please say how satisfied or dissatisfied you were with each of the following? n=453

VIEWS ABOUT HOW WE WORK



Please say to what extent you agree or disagree with each of the following statements about the Arts Council? (base=602) (% agree + strongly agree)

VIEWS ABOUT WHAT WE DO



Please say how satisfied or dissatisfied you are with the role of the Arts Council in relation to each of the following? (base=602) % Satisfied + Very satisfied

"I found the application and reporting process took too much time away from the time available to me to make art".
Survey respondent

"Even though financial support is not possible at the time, we do value the Arts Council of Northern Ireland as an important partner now and for the future".
Survey respondent