

# FMU 2016 Staff Satisfaction Survey Summary

February 2017



University of  
South Australia



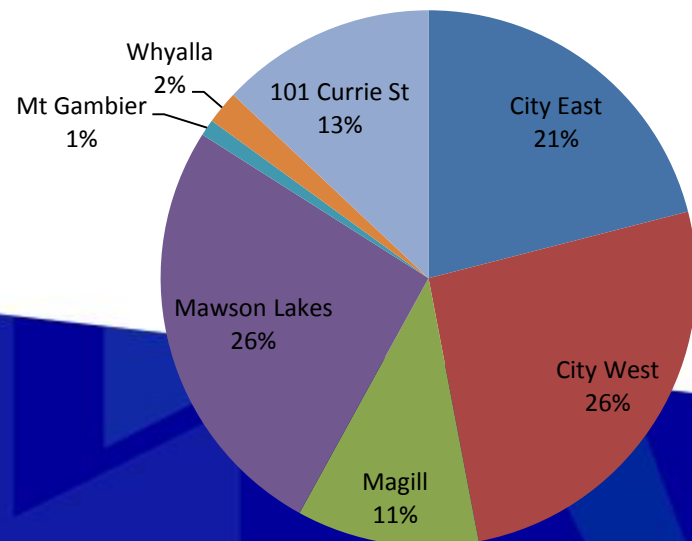
# Overview

## Significant change in survey method

- Internal admin
- Survey Monkey
- Shorter
- Different Scale

**657 responses (up 20%)**

**68% female**



# Most Satisfied

Respondents were most satisfied with

- Security



- Chauffeured Vehicles



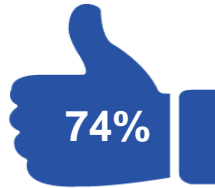
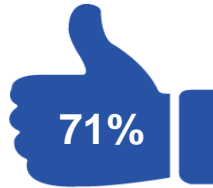
- Porter



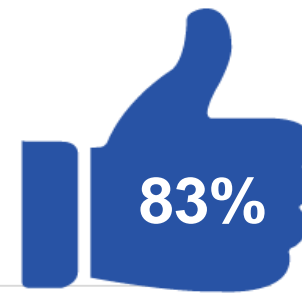
# Least Satisfied

Respondents were least satisfied with

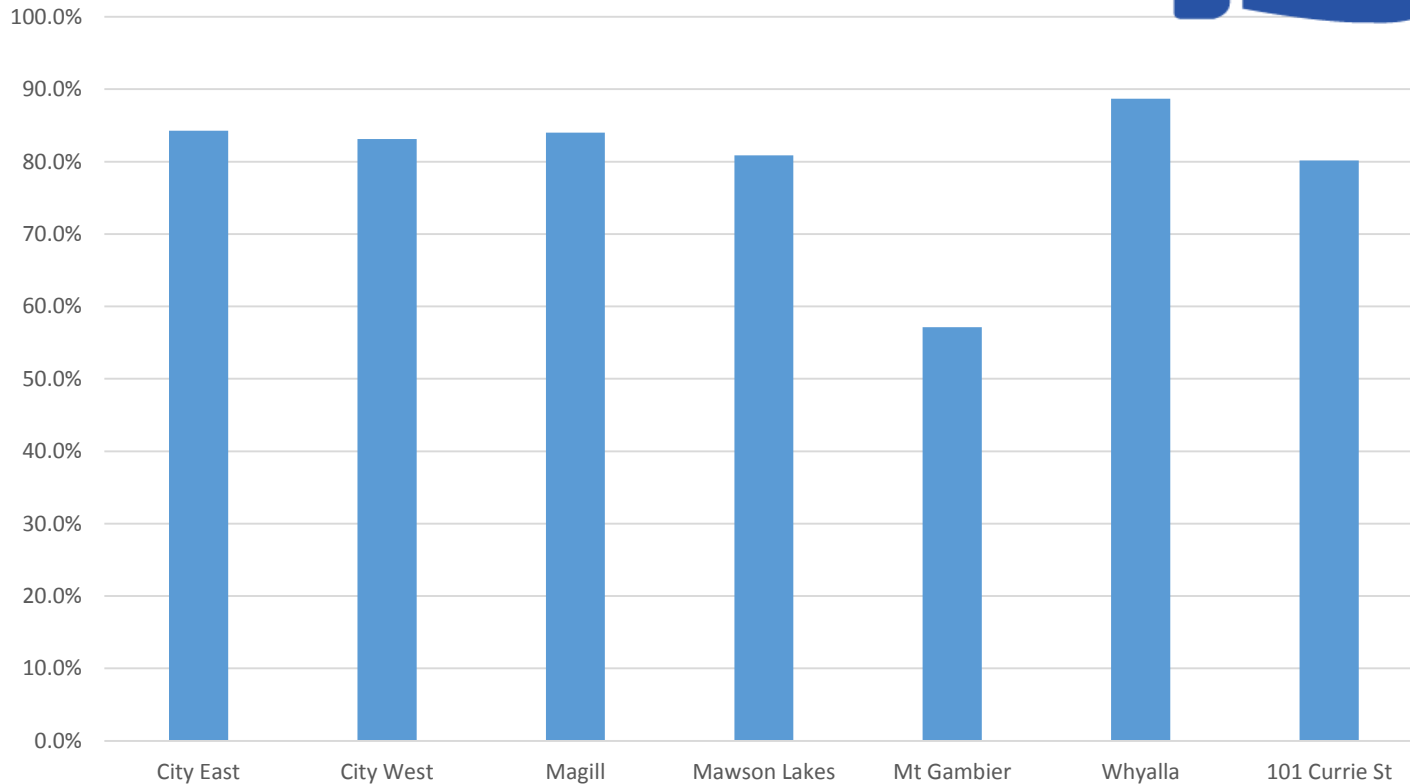
- Food and Beverage
- Parking
- Cleaning



# Overall Satisfaction



Overall satisfaction with FMU Services



2012	82%
2014	88%
2016	83%

# Service Categories



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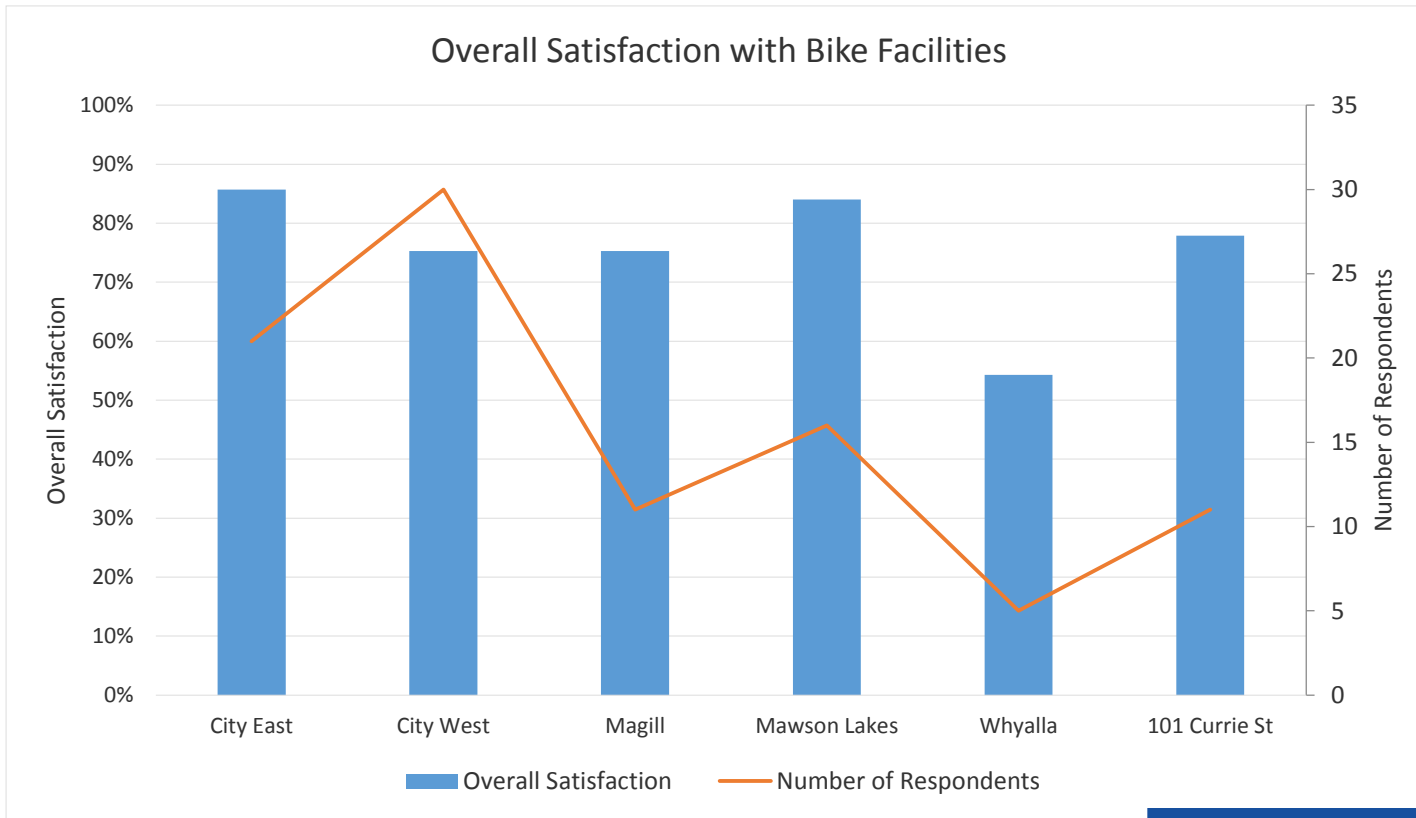


# Bike Facilities

Importance Rating  
38%

Satisfaction Rating  
78%

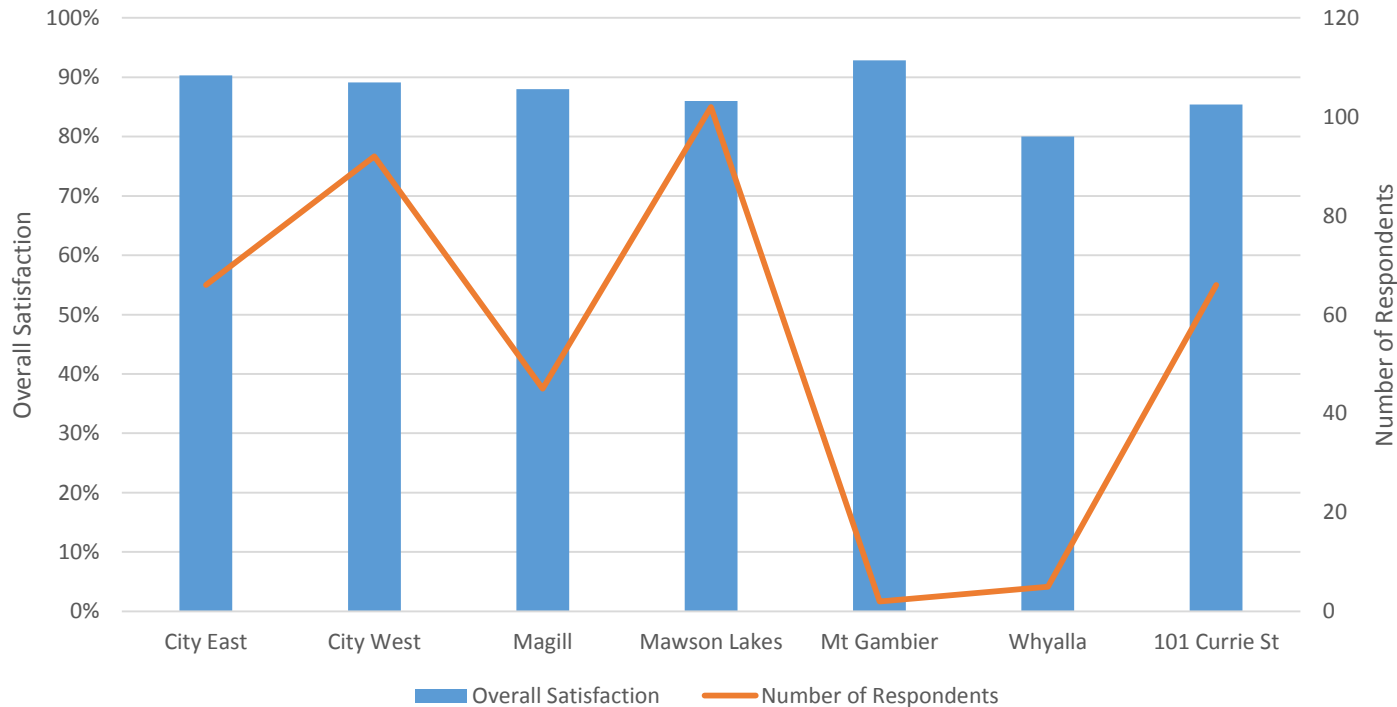
Utilisation  
14.3%



Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	3	3.19
Mostly Dissatisfied	0	0.00
Somewhat Dissatisfied	8	8.51
Neither Satisfied or Dissatisfied	3	3.19
Somewhat Satisfied	18	19.15
Mostly Satisfied	48	51.06
Completely Satisfied	14	14.89
<b>Total Respondents</b>	<b>94</b>	<b>100.00</b>

# Chauffeured Vehicles

Overall Satisfaction with Chauffeured Vehicle Services



Importance Rating  
48%

Satisfaction Rating  
88%

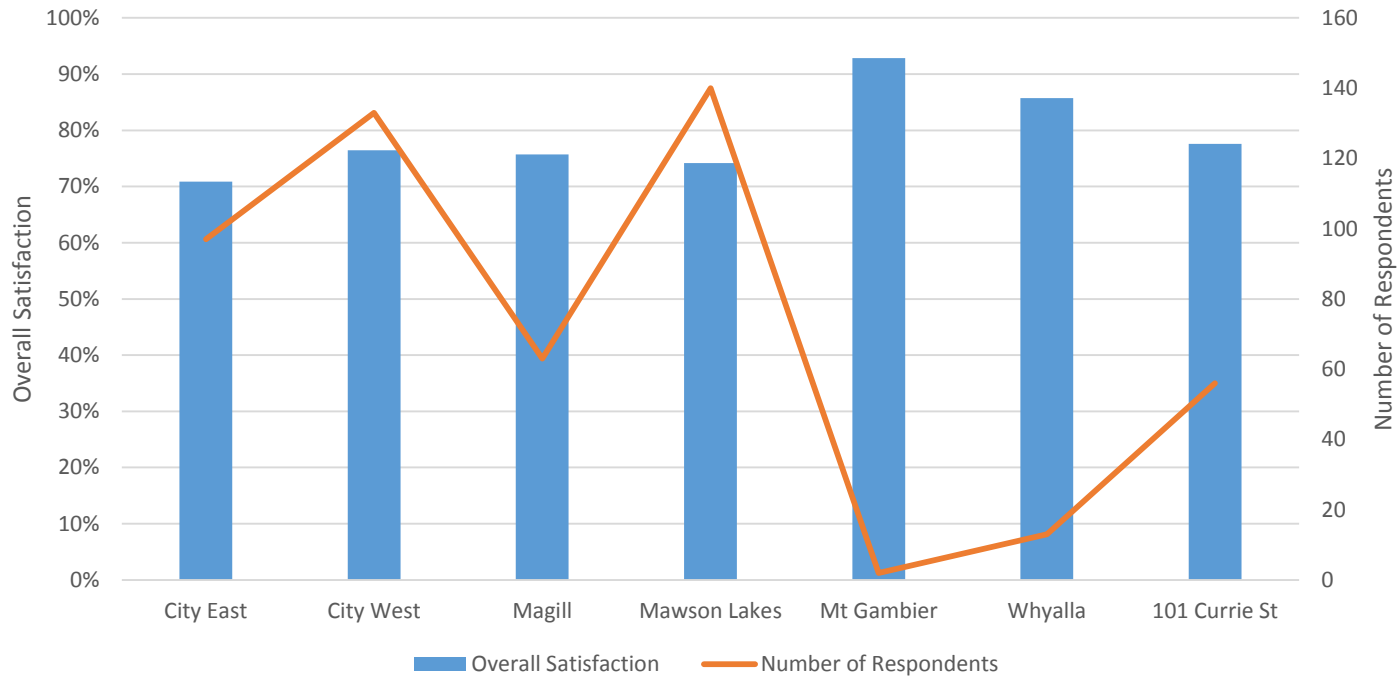
Utilisation  
57.5%

Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	1	0.26
Mostly Dissatisfied	5	1.32
Somewhat Dissatisfied	3	0.79
Neither Satisfied or Dissatisfied	23	6.08
Somewhat Satisfied	28	7.41
Mostly Satisfied	160	42.33
Completely Satisfied	158	41.80
<b>Total Respondents</b>	<b>378</b>	<b>100.00</b>



# Cleaning

Overall Satisfaction with Cleaning Services



Importance Rating  
85%

Satisfaction Rating  
75%

Utilisation  
76.7%

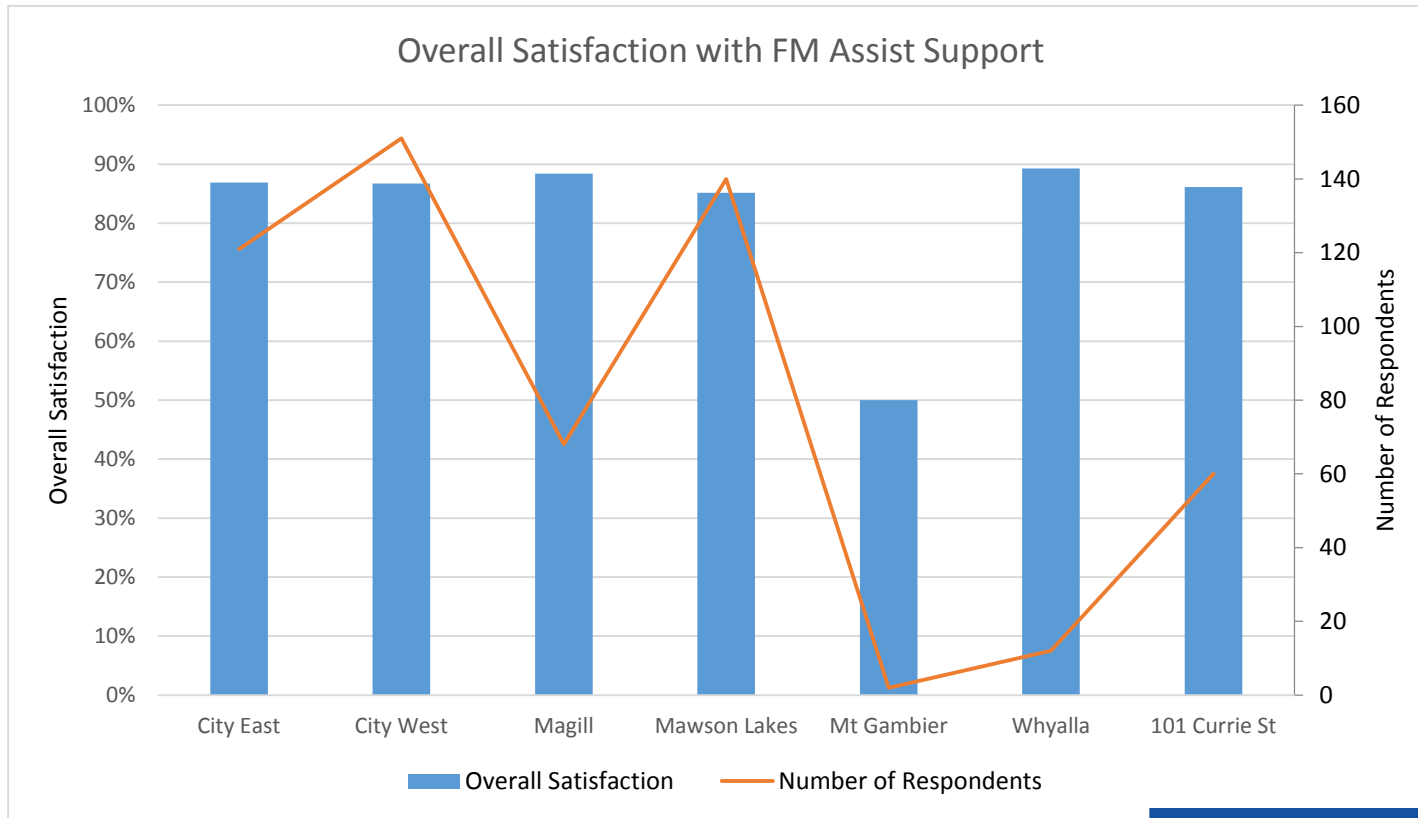
Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	9	1.79
Mostly Dissatisfied	19	3.77
Somewhat Dissatisfied	50	9.92
Neither Satisfied or Dissatisfied	36	7.14
Somewhat Satisfied	102	20.24
Mostly Satisfied	218	43.25
Completely Satisfied	70	13.89
<b>Total Respondents</b>	<b>504</b>	<b>100.00</b>

# FM Assist Enquiry

Importance Rating  
75%

Satisfaction Rating  
86%

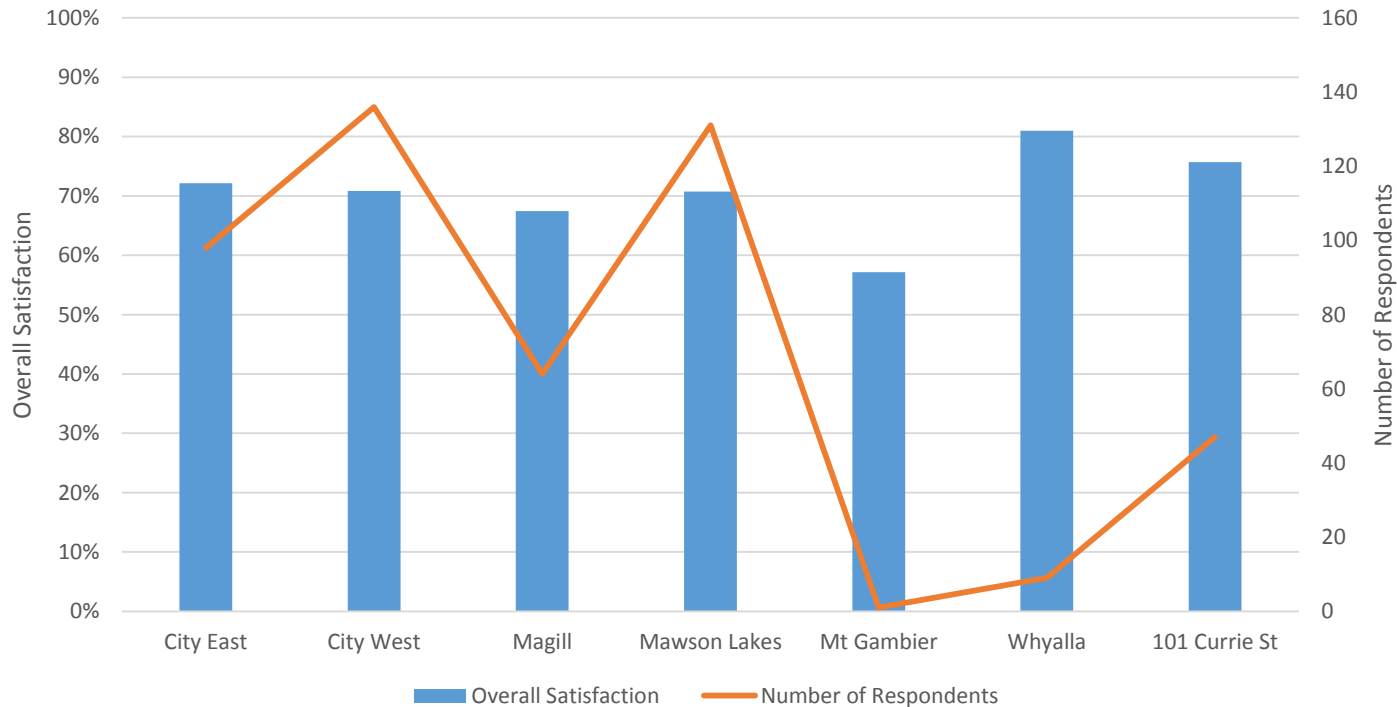
Utilisation  
84.2%



Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	6	1.08
Mostly Dissatisfied	9	1.62
Somewhat Dissatisfied	17	3.07
Neither Satisfied or Dissatisfied	17	3.07
Somewhat Satisfied	37	6.68
Mostly Satisfied	252	45.49
Completely Satisfied	216	38.99
<b>Total Respondents</b>	<b>554</b>	<b>100.00</b>

# Food and Beverage

Overall Satisfaction with Food and Beverage Services



Importance Rating  
66%

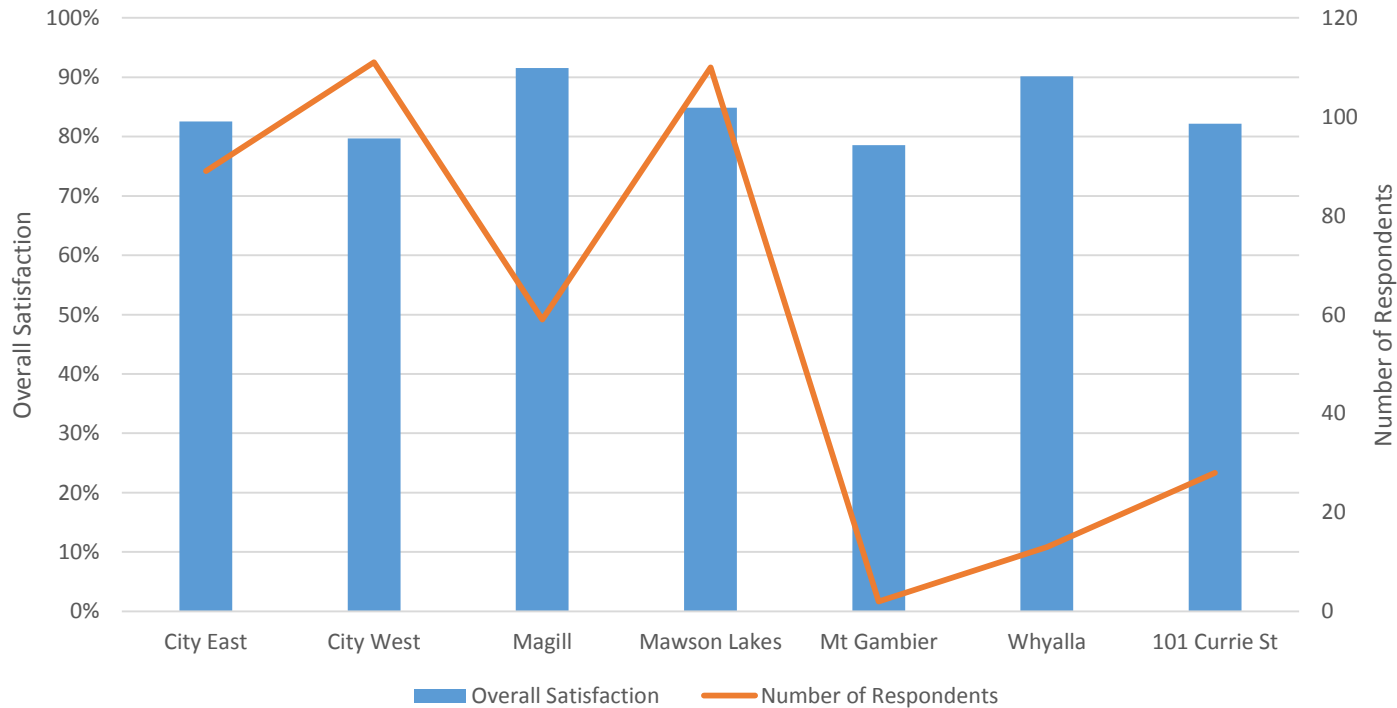
Satisfaction Rating  
71%

Utilisation  
74.0%

Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	9	1.85
Mostly Dissatisfied	24	4.94
Somewhat Dissatisfied	50	10.29
Neither Satisfied or Dissatisfied	48	9.88
Somewhat Satisfied	137	28.19
Mostly Satisfied	185	38.07
Completely Satisfied	33	6.79
<b>Total Respondents</b>	<b>486</b>	<b>100.00</b>

# Grounds

Overall Satisfaction with Grounds Services



Importance Rating  
71%

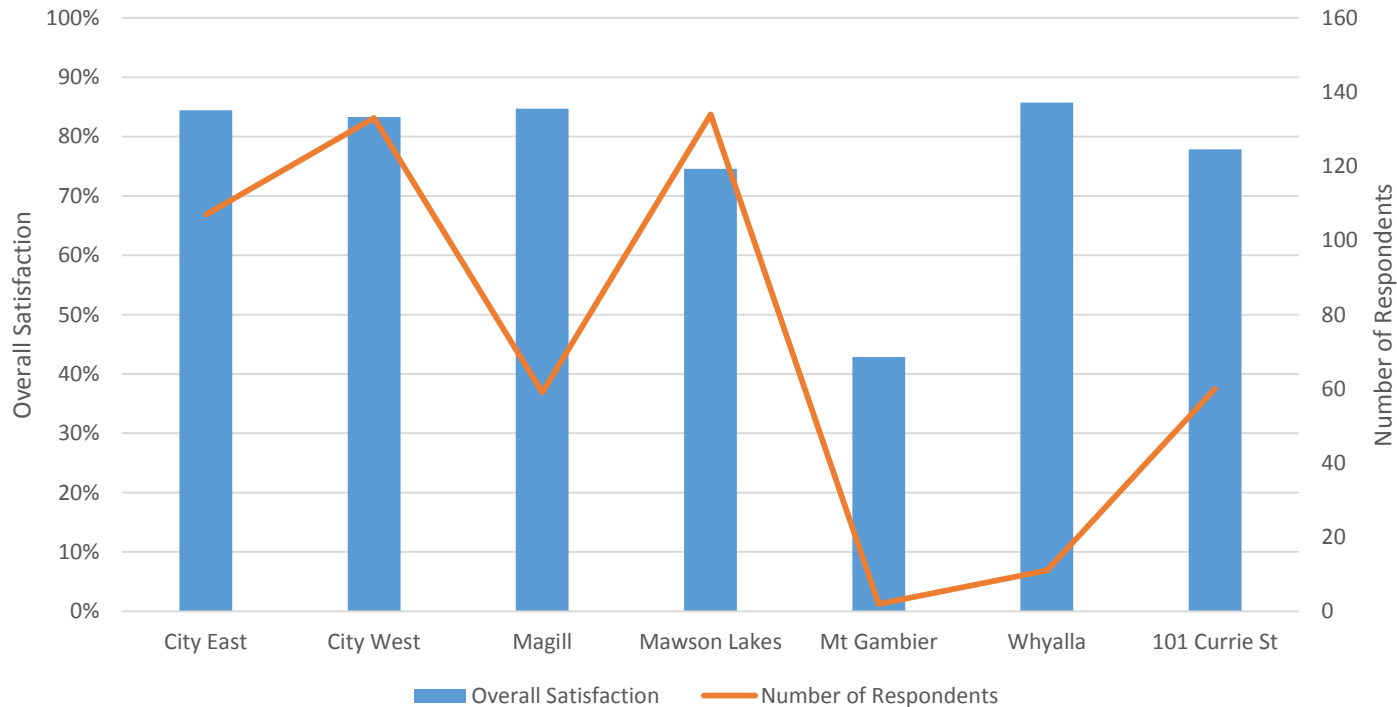
Satisfaction Rating  
84%

Utilisation  
62.7%

Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	0	0.00
Mostly Dissatisfied	5	1.21
Somewhat Dissatisfied	9	2.18
Neither Satisfied or Dissatisfied	25	6.07
Somewhat Satisfied	51	12.38
Mostly Satisfied	228	55.34
Completely Satisfied	94	22.82
<b>Total Respondents</b>	<b>412</b>	<b>100.00</b>

# Mail and Courier

Overall Satisfaction with Mail and Courier Services



Importance Rating  
71%

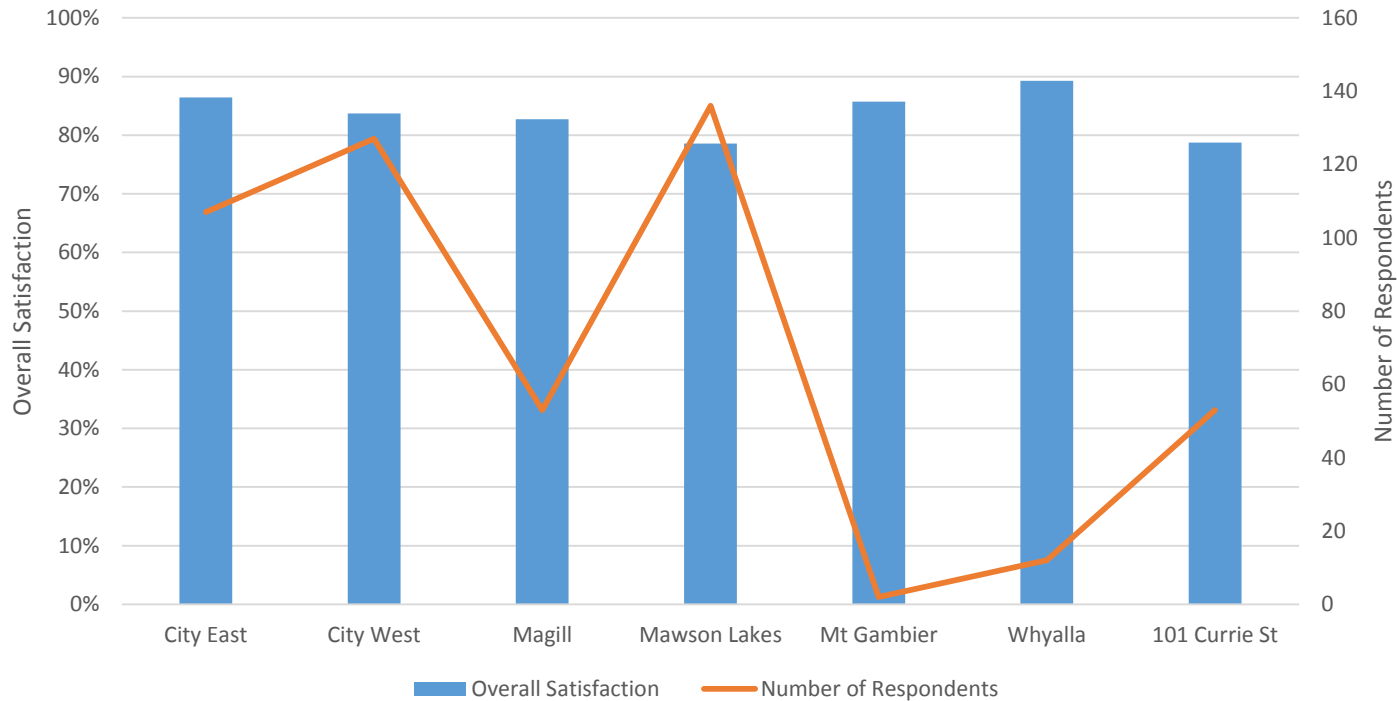
Satisfaction Rating  
81%

Utilisation  
77.0%

Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	8	1.58
Mostly Dissatisfied	6	1.19
Somewhat Dissatisfied	21	4.15
Neither Satisfied or Dissatisfied	50	9.88
Somewhat Satisfied	70	13.83
Mostly Satisfied	235	46.44
Completely Satisfied	116	22.92
<b>Total Respondents</b>	<b>506</b>	<b>100.00</b>

# Maintenance

Overall Satisfaction with Maintenance Services



Importance Rating  
83%

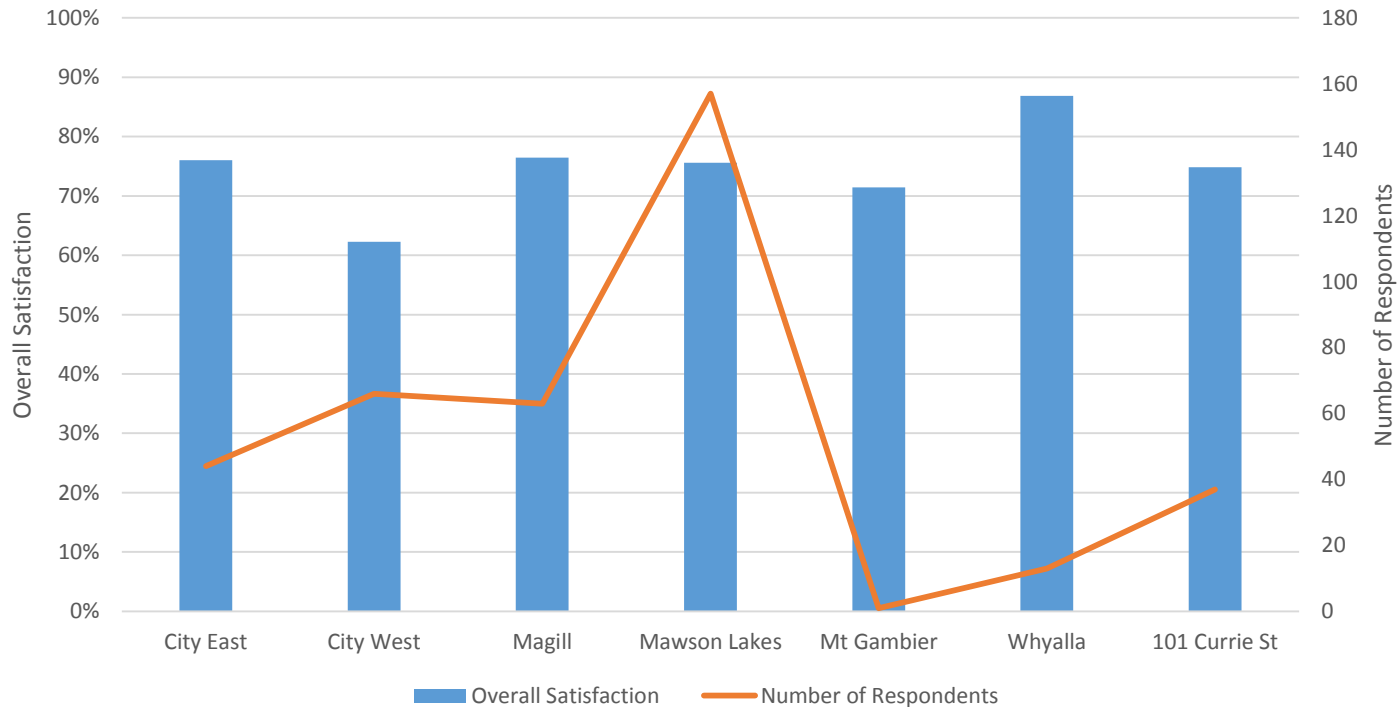
Satisfaction Rating  
82%

Utilisation  
74.6%

Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	4	0.82
Mostly Dissatisfied	8	1.63
Somewhat Dissatisfied	19	3.88
Neither Satisfied or Dissatisfied	35	7.14
Somewhat Satisfied	63	12.86
Mostly Satisfied	234	47.76
Completely Satisfied	127	25.92
<b>Total Respondents</b>	<b>490</b>	<b>100.00</b>

# Parking

Overall Satisfaction with Parking Services



Importance Rating  
67%

Satisfaction Rating  
74%

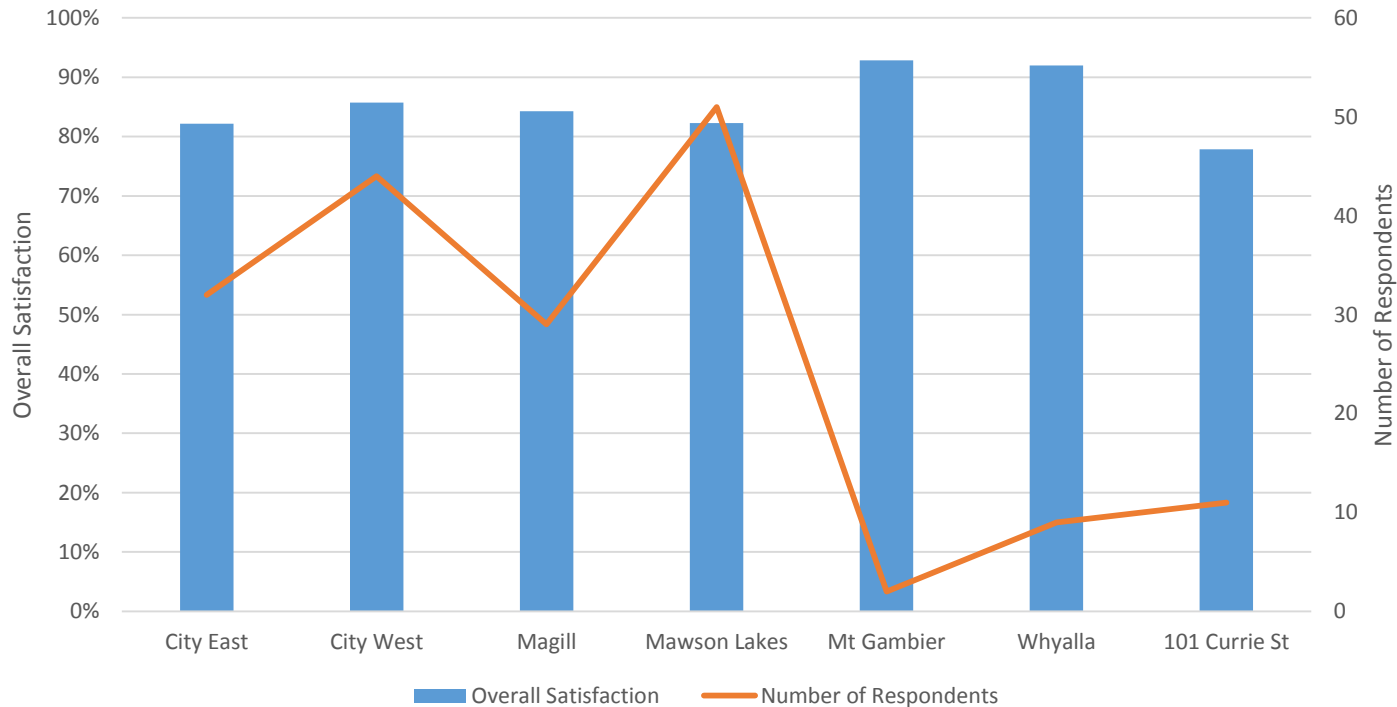
Utilisation  
58.0%

Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	17	4.46
Mostly Dissatisfied	18	4.72
Somewhat Dissatisfied	29	7.61
Neither Satisfied or Dissatisfied	43	11.29
Somewhat Satisfied	69	18.11
Mostly Satisfied	125	32.81
Completely Satisfied	80	21.00
<b>Total Respondents</b>	<b>381</b>	<b>100.00</b>



# Pool Cars

Overall Satisfaction with Pool Car Services



Importance Rating  
45%

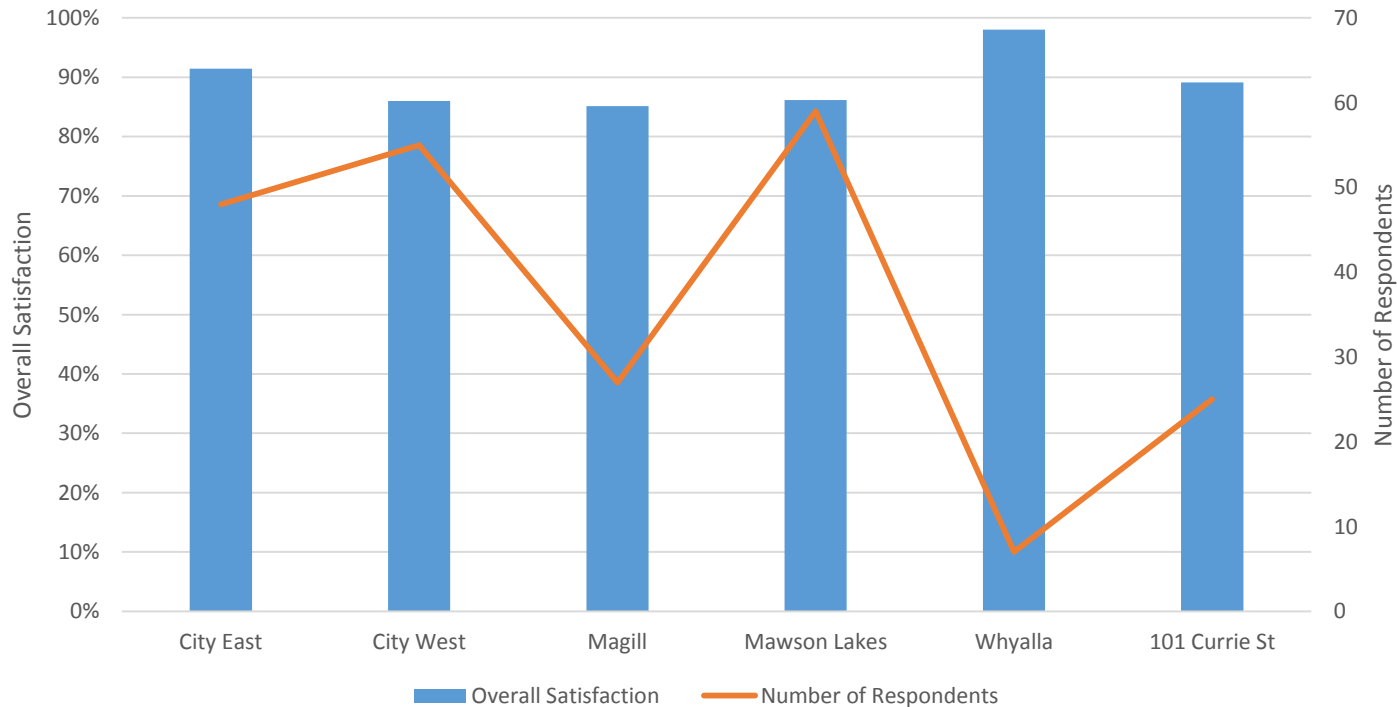
Satisfaction Rating  
84%

Utilisation  
27.1%

Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	0	0.00
Mostly Dissatisfied	5	2.81
Somewhat Dissatisfied	3	1.69
Neither Satisfied or Dissatisfied	23	12.92
Somewhat Satisfied	10	5.62
Mostly Satisfied	76	42.70
Completely Satisfied	61	34.27
<b>Total Respondents</b>	<b>178</b>	<b>100.00</b>

# Porter

Overall Satisfaction with Porter Services



Importance Rating  
48%

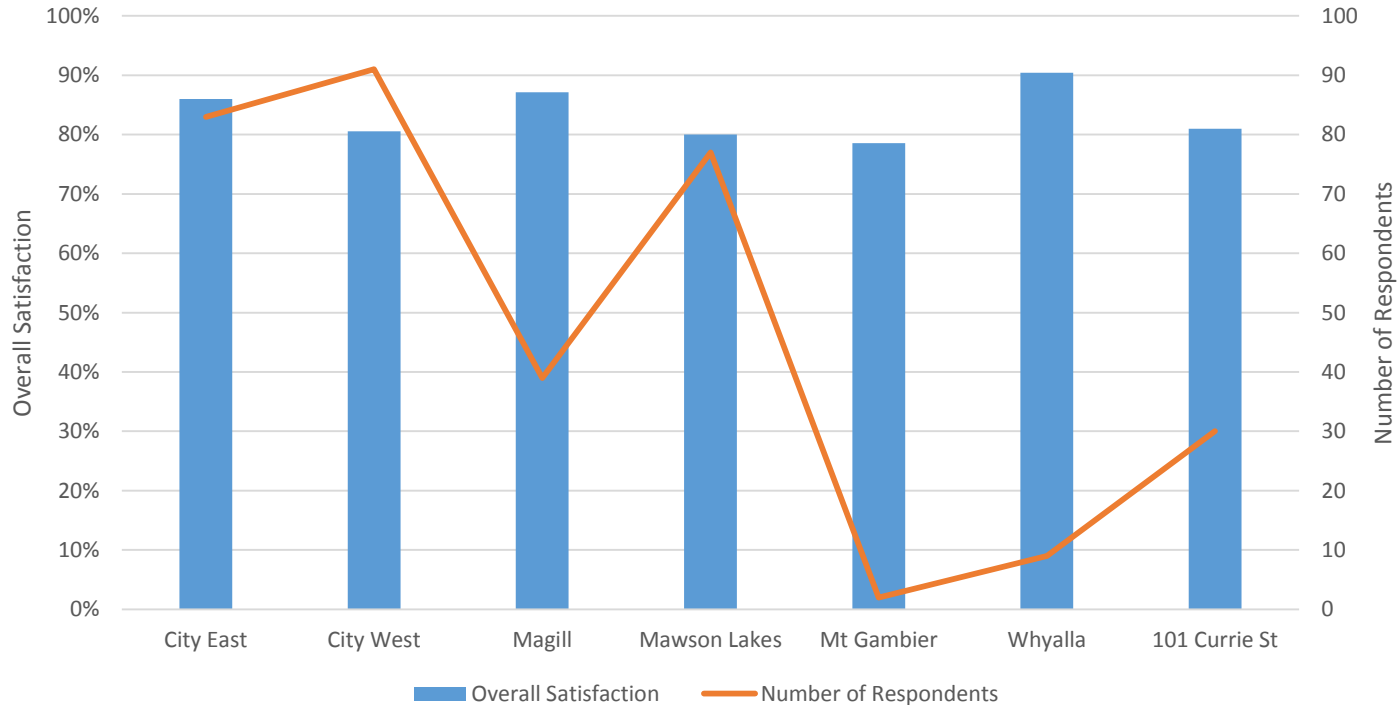
Satisfaction Rating  
88%

Utilisation  
33.6%

Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	1	0.45
Mostly Dissatisfied	1	0.45
Somewhat Dissatisfied	2	0.90
Neither Satisfied or Dissatisfied	15	6.79
Somewhat Satisfied	18	8.14
Mostly Satisfied	88	39.82
Completely Satisfied	96	43.44
<b>Total Respondents</b>	<b>221</b>	<b>100.00</b>

# Printing (Document Services)

Overall Satisfaction with Printing Services



Importance Rating  
61%

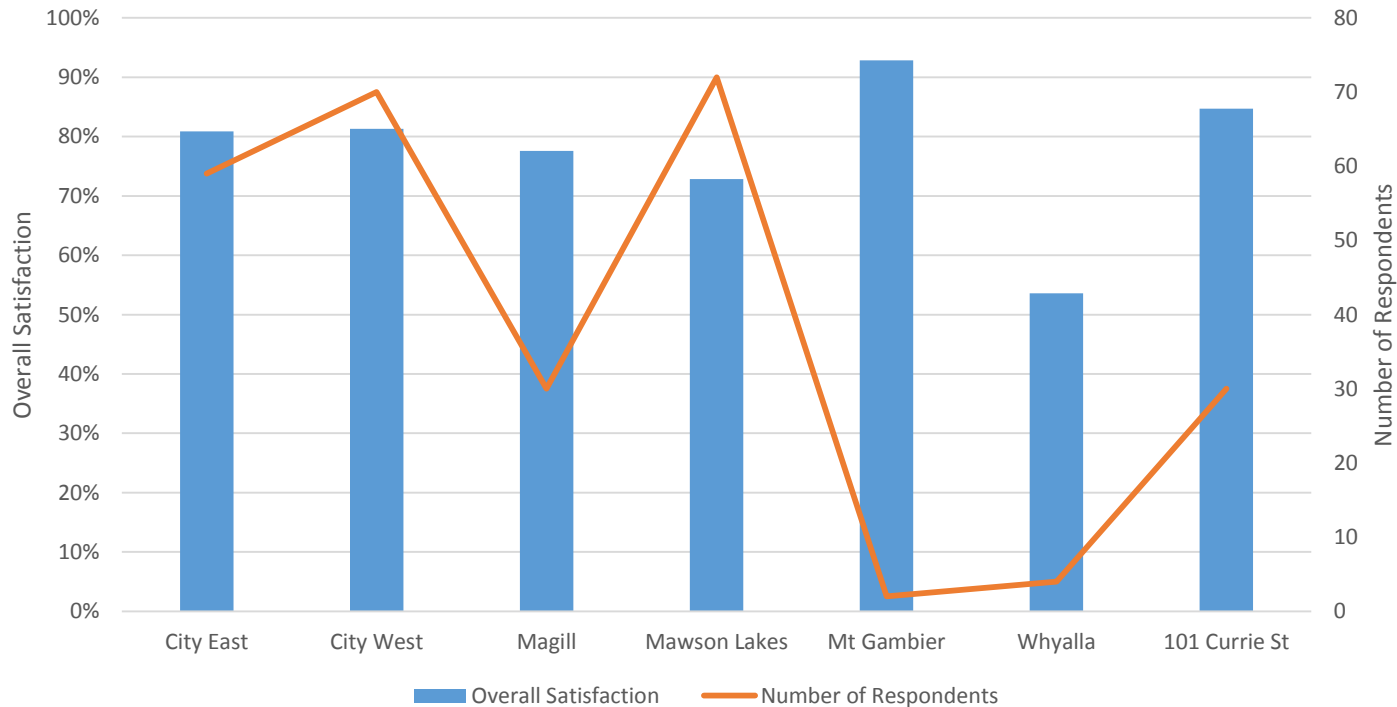
Satisfaction Rating  
83%

Utilisation  
50.4%

Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	2	0.60
Mostly Dissatisfied	3	0.91
Somewhat Dissatisfied	20	6.04
Neither Satisfied or Dissatisfied	31	9.37
Somewhat Satisfied	38	11.48
Mostly Satisfied	121	36.56
Completely Satisfied	116	35.05
<b>Total Respondents</b>	<b>331</b>	<b>100.00</b>

# Refurbishment and Building Projects

Overall Satisfaction with Refurbishment and Building Projects



Importance Rating  
69%

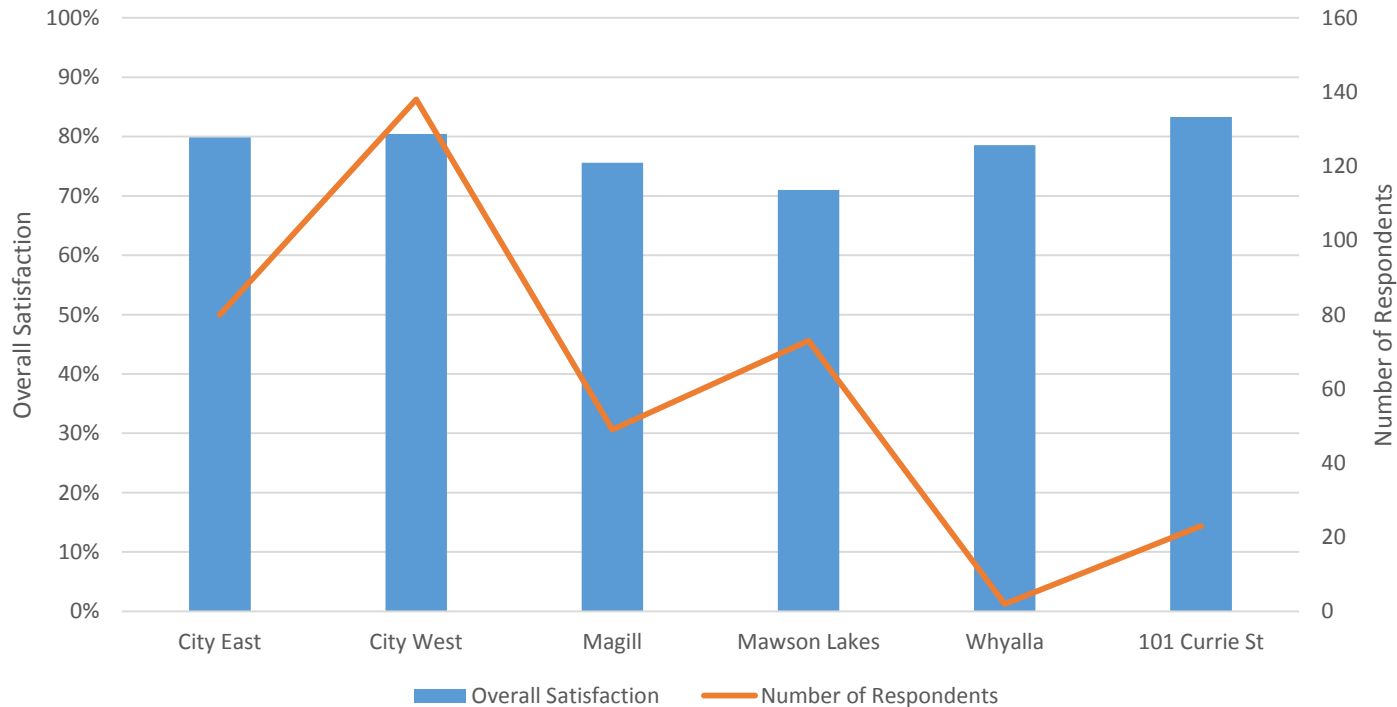
Satisfaction Rating  
79%

Utilisation  
40.6%

Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	2	0.75
Mostly Dissatisfied	8	3.00
Somewhat Dissatisfied	11	4.12
Neither Satisfied or Dissatisfied	34	12.73
Somewhat Satisfied	45	16.85
Mostly Satisfied	113	42.32
Completely Satisfied	54	20.22
<b>Total Respondents</b>	<b>267</b>	<b>100.00</b>

# Retail Stores

Overall Satisfaction with Retail Stores



Importance Rating  
58%

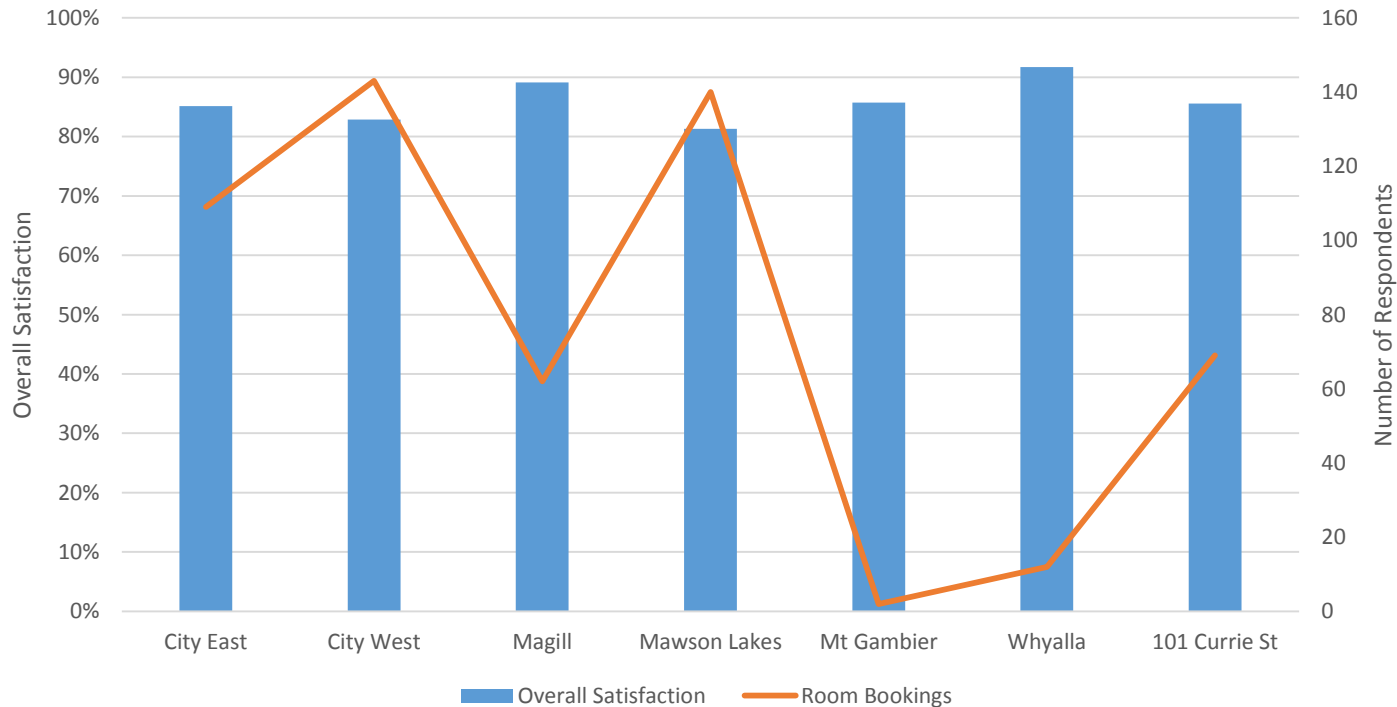
Satisfaction Rating  
78%

Utilisation  
55.6%

Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	5	1.37
Mostly Dissatisfied	10	2.74
Somewhat Dissatisfied	14	3.84
Neither Satisfied or Dissatisfied	58	15.89
Somewhat Satisfied	53	14.52
Mostly Satisfied	148	40.55
Completely Satisfied	77	21.10
<b>Total Respondents</b>	<b>365</b>	<b>100.00</b>

# Room Bookings

Overall Satisfaction with Room Booking Services



Importance Rating  
79%

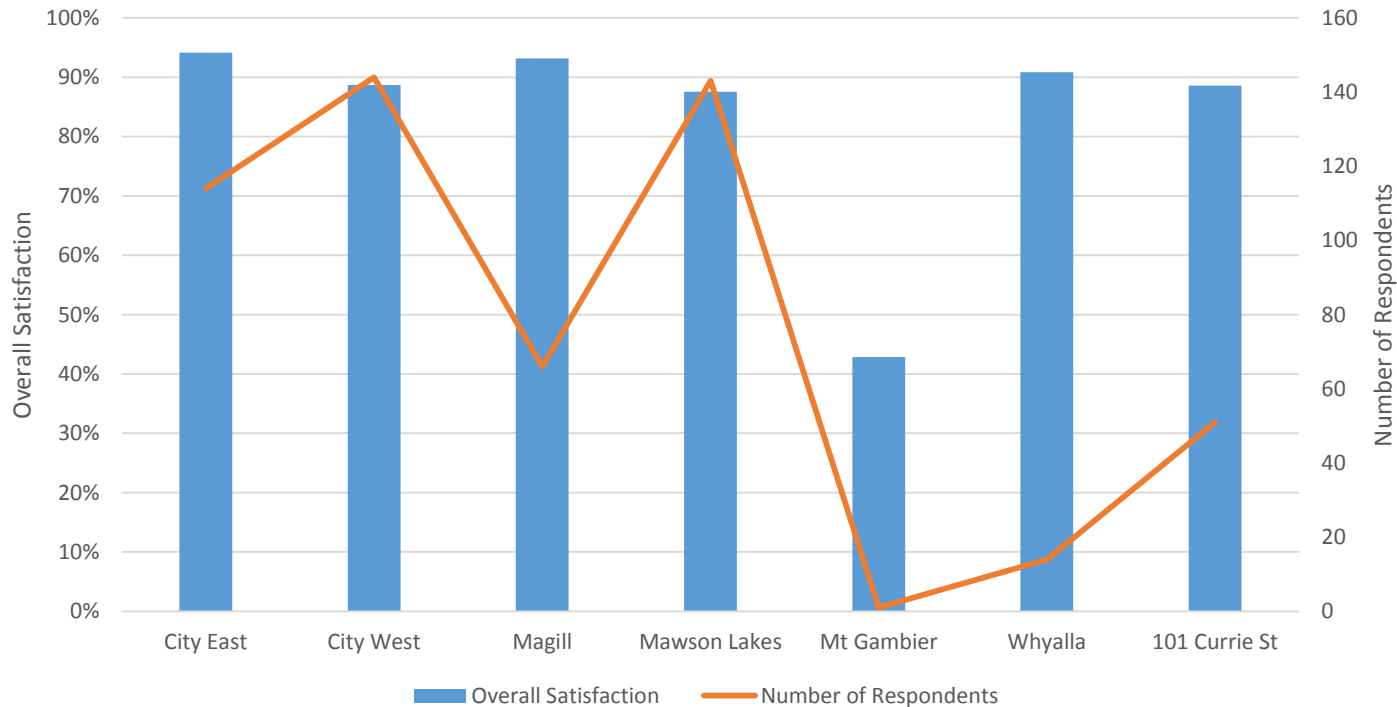
Satisfaction Rating  
84%

Utilisation  
81.7%

Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	1	0.19
Mostly Dissatisfied	12	2.23
Somewhat Dissatisfied	17	3.17
Neither Satisfied or Dissatisfied	33	6.15
Somewhat Satisfied	71	13.22
Mostly Satisfied	219	40.78
Completely Satisfied	184	34.26
<b>Total Respondents</b>	<b>537</b>	<b>100.00</b>

# Security

Overall Satisfaction with Security Services



Importance Rating  
88%

Satisfaction Rating  
90%

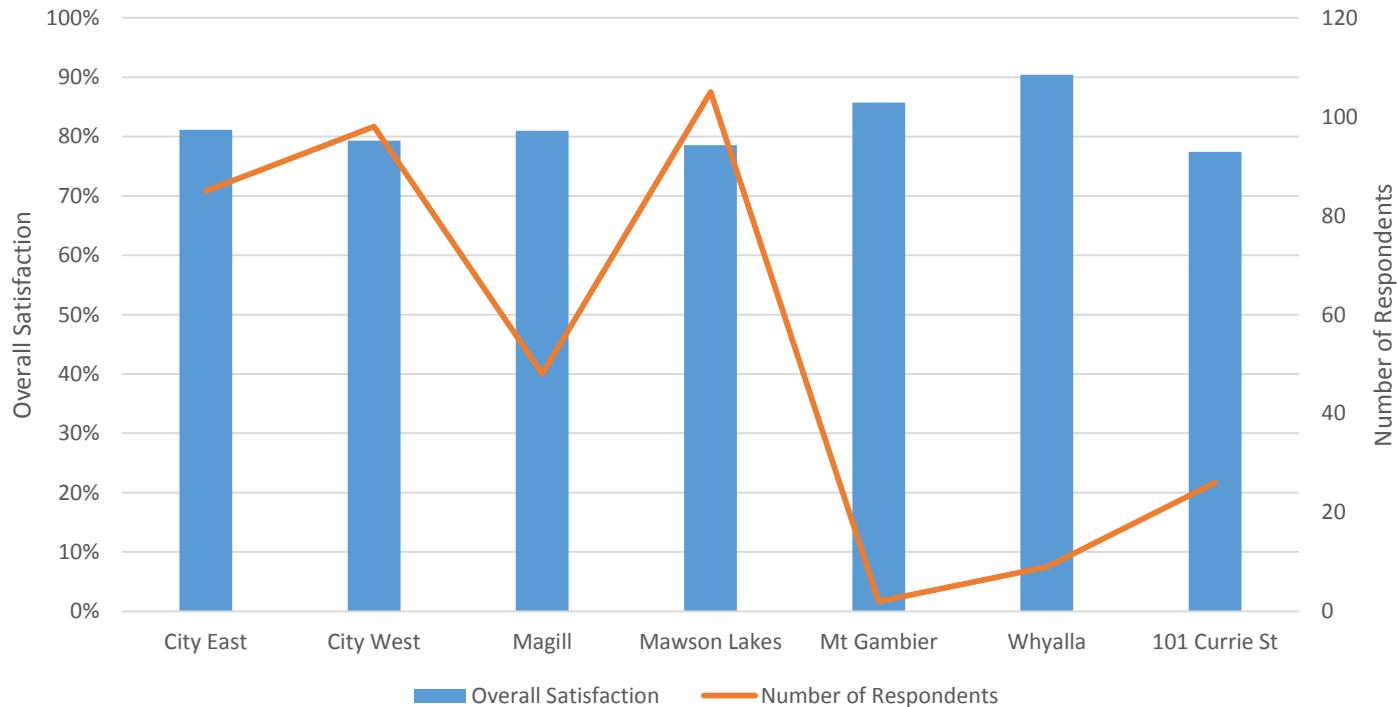
Utilisation  
81.1%

Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	0	0.00
Mostly Dissatisfied	4	0.75
Somewhat Dissatisfied	12	2.25
Neither Satisfied or Dissatisfied	17	3.19
Somewhat Satisfied	31	5.82
Mostly Satisfied	190	35.65
Completely Satisfied	279	52.35
<b>Total Respondents</b>	<b>533</b>	<b>100.00</b>



# Signage

Overall Satisfaction with Signage Services



Importance Rating  
76%

Satisfaction Rating  
80%

Utilisation  
56.8%

Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	2	0.54
Mostly Dissatisfied	6	1.61
Somewhat Dissatisfied	16	4.29
Neither Satisfied or Dissatisfied	45	12.06
Somewhat Satisfied	57	15.28
Mostly Satisfied	169	45.31
Completely Satisfied	78	20.91
<b>Total Respondents</b>	<b>373</b>	<b>100.00</b>

# Next Steps

- Review Feedback
- Identify Opportunities
- Prioritise Actions
- Implement Changes
- Review



For more information please  
contact FMU via our online  
feedback form

<http://i.unisa.edu.au/staff/facilities/contact-us/feedback/>



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