

FMU 2018 Staff Satisfaction Survey Summary

February 2019



University of
South Australia



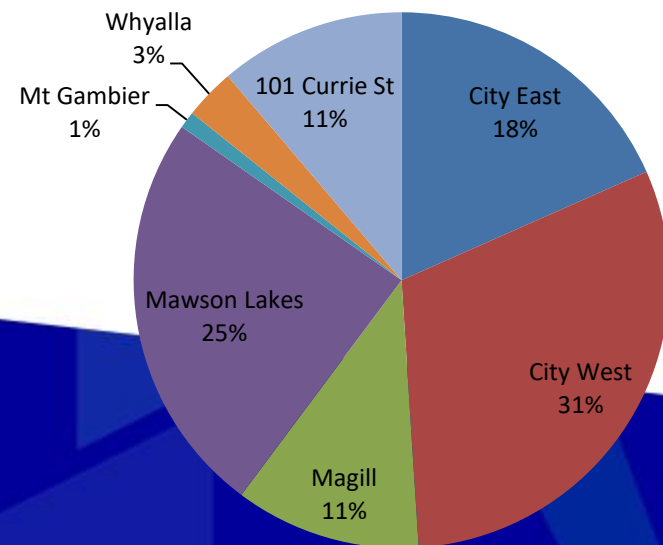
Overview

Delivered using the same method as 2016 survey

- **Online**
- **Easy to access and use**

806 responses (up 20%)

67% female (in line with 2016)



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Most Satisfied

Respondents were most satisfied with

- Security



- Chauffeured Vehicles



- Porter

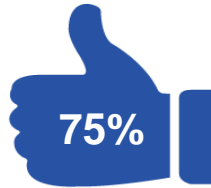


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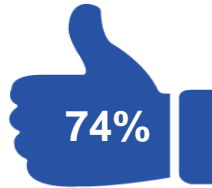
Least Satisfied

Respondents were least satisfied with

- Food and Beverage



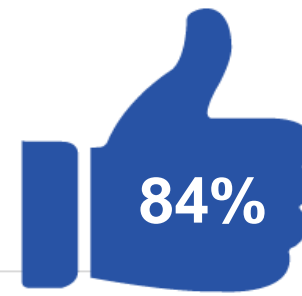
- Bike Facilities



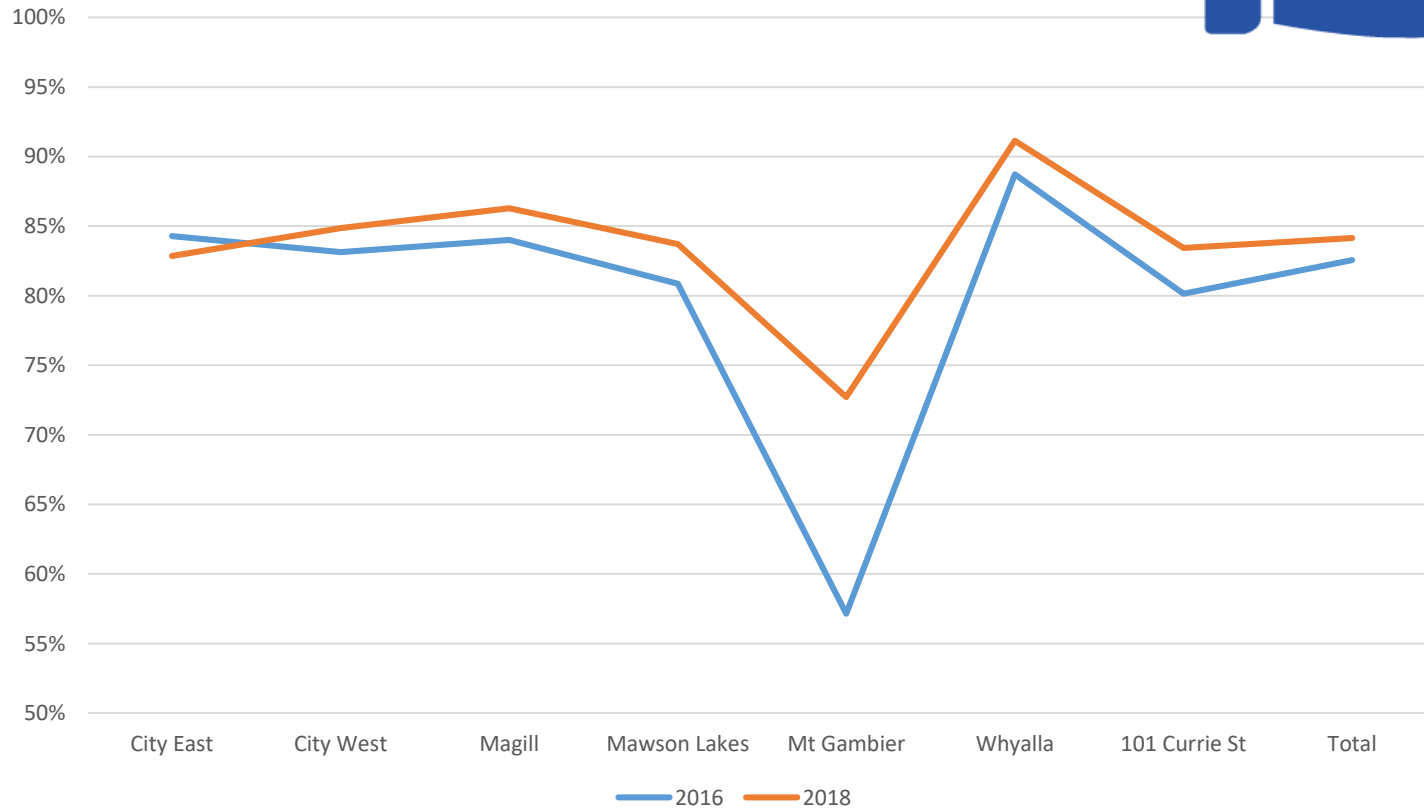
- Cleaning



Overall Satisfaction



Overall
satisfaction
with FMU
Services



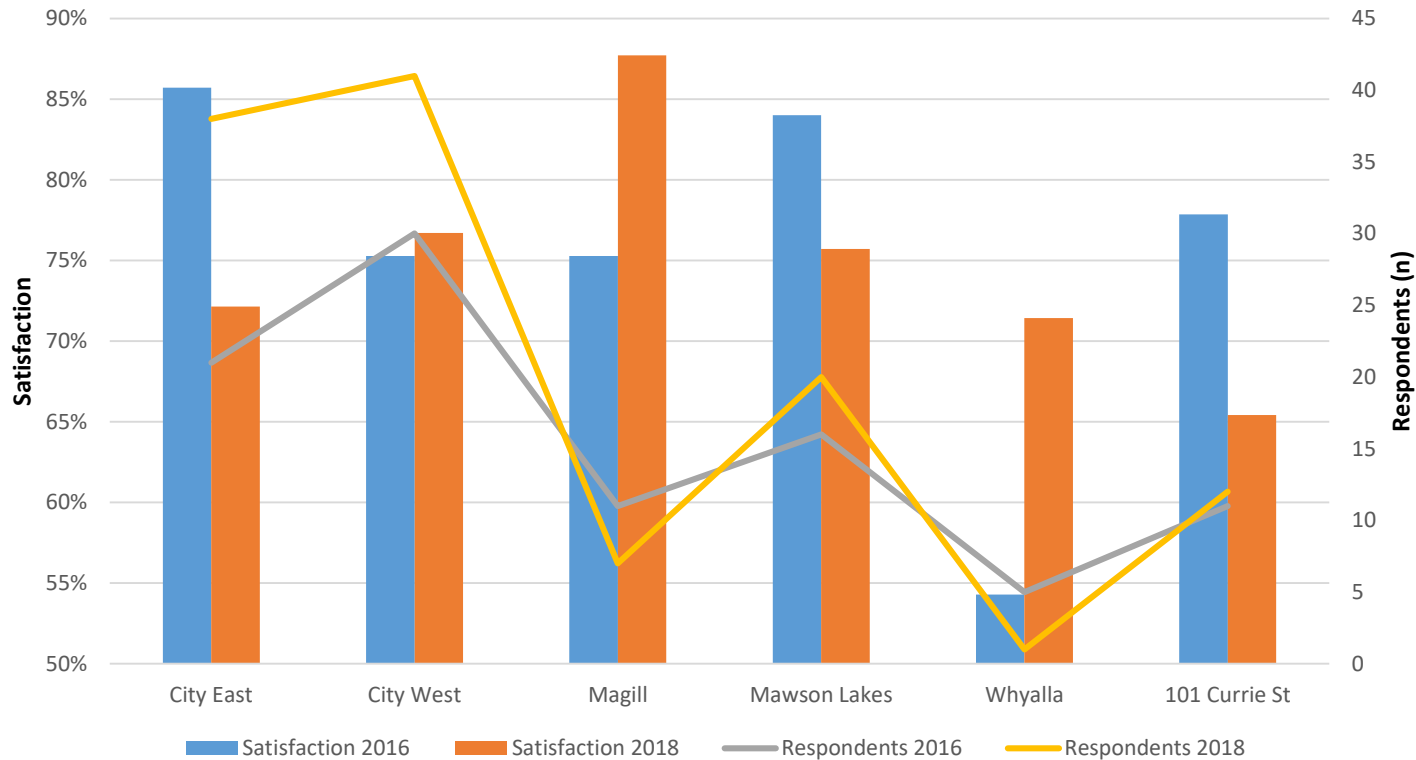
2012	82%
2014	88%
2016	83%
2018	84%

Service Categories



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Bike Facilities



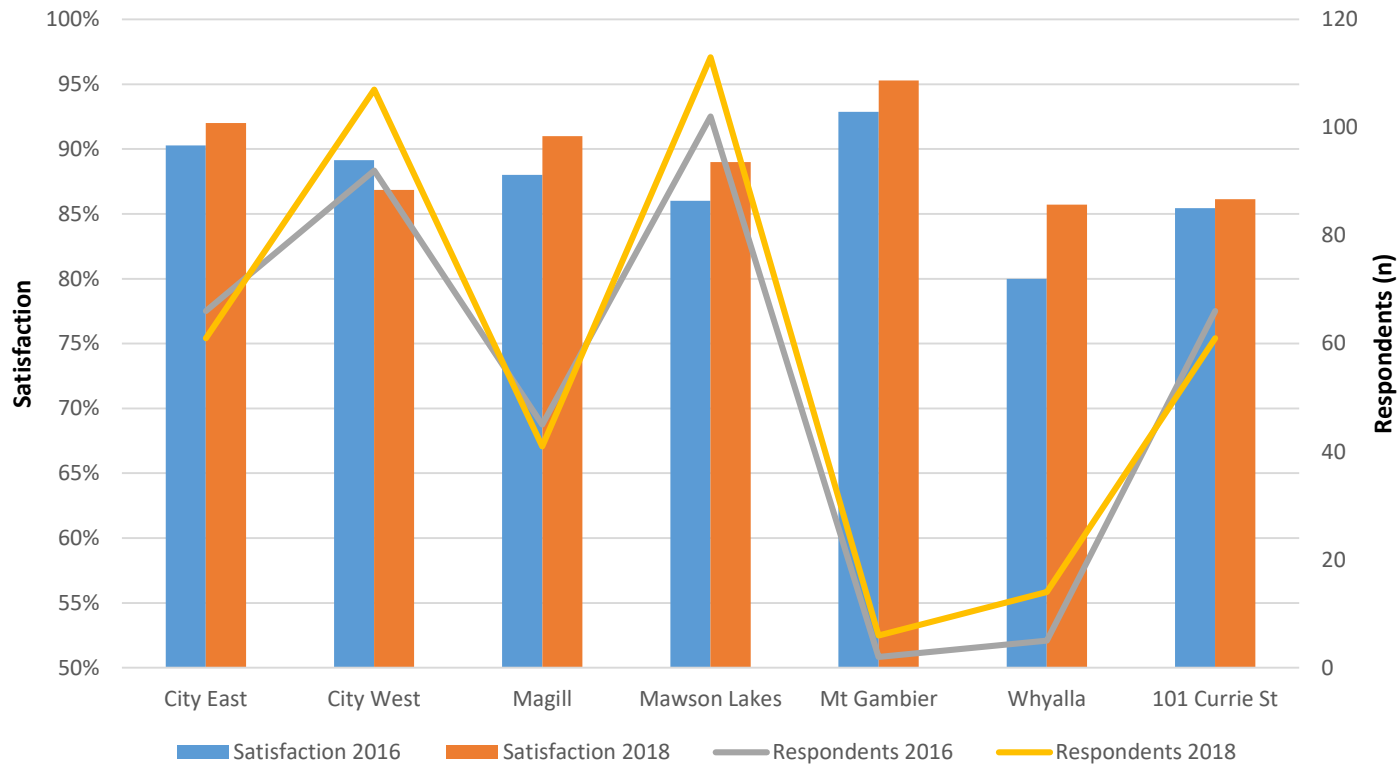
Importance
Rating
40%

Satisfaction
Rating
74%

Utilisation
15%

	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	2	1.64
Mostly Dissatisfied	7	5.74
Somewhat Dissatisfied	12	9.84
Neither Satisfied or Dissatisfied	6	4.92
Somewhat Satisfied	27	22.13
Mostly Satisfied	52	42.62
Completely Satisfied	16	13.11
Total Respondents	122	100.00

Chauffeured Vehicles



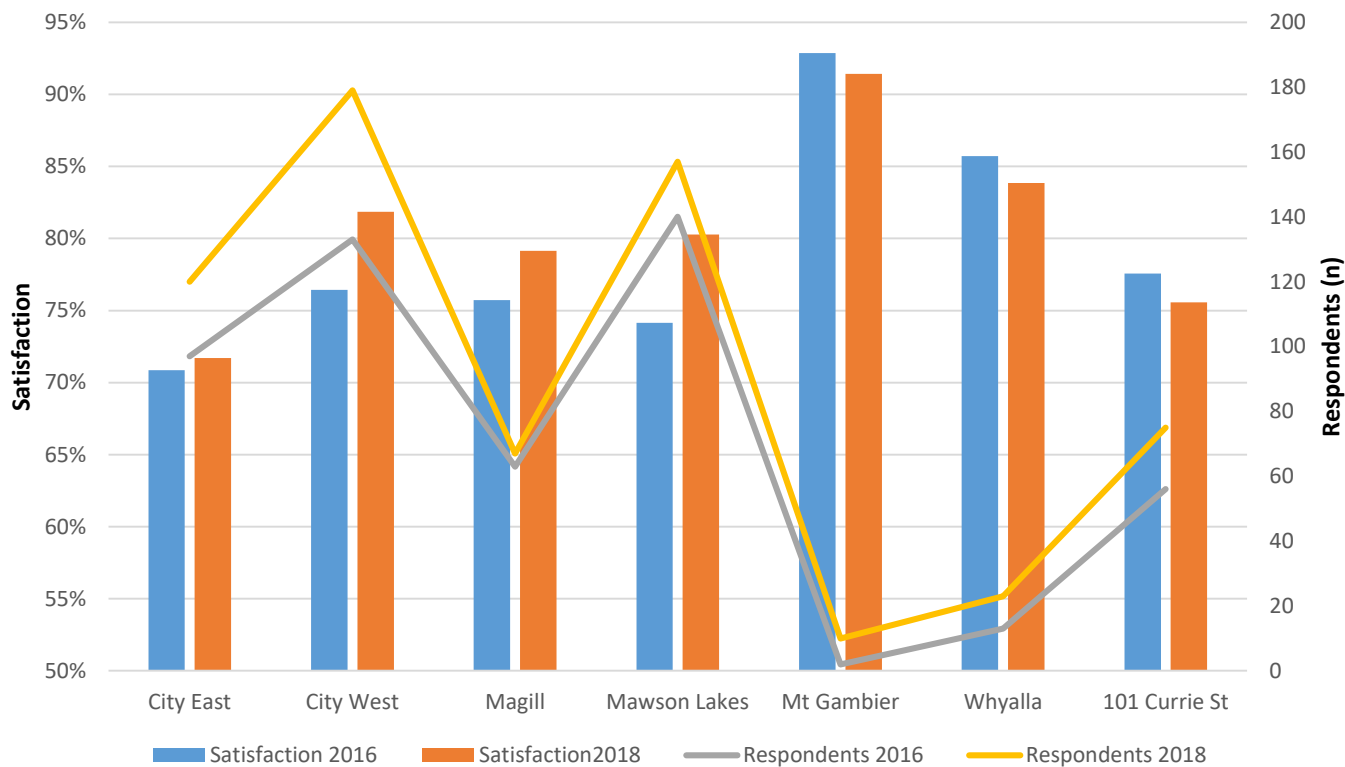
Importance
Rating
46%

Satisfaction
Rating
89%

Utilisation
50%

	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	6	1.49
Mostly Dissatisfied	3	0.74
Somewhat Dissatisfied	8	1.98
Neither Satisfied or Dissatisfied	9	2.23
Somewhat Satisfied	27	6.68
Mostly Satisfied	156	38.61
Completely Satisfied	195	48.27
Total Respondents	404	100.00

Cleaning



Importance
Rating
86%

Satisfaction
Rating
79% 

Utilisation
78%

	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	7	1.11
Mostly Dissatisfied	18	2.85
Somewhat Dissatisfied	44	6.96
Neither Satisfied or Dissatisfied	32	5.06
Somewhat Satisfied	117	18.51
Mostly Satisfied	305	48.26
Completely Satisfied	109	17.25
Total Respondents	632	100.00

FM Assist Enquiry



Importance
Rating
76%

Satisfaction
Rating
87%

Utilisation
82%

	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	7	1.06
Mostly Dissatisfied	5	0.76
Somewhat Dissatisfied	15	2.28
Neither Satisfied or Dissatisfied	31	4.70
Somewhat Satisfied	42	6.37
Mostly Satisfied	278	42.19
Completely Satisfied	281	42.64
Total Respondents	659	100.00

Food and Beverage



Importance
Rating
68%

Satisfaction
Rating
75% 

Utilisation
77%

	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	14	2.25
Mostly Dissatisfied	31	4.98
Somewhat Dissatisfied	45	7.22
Neither Satisfied or Dissatisfied	38	6.10
Somewhat Satisfied	136	21.83
Mostly Satisfied	294	47.19
Completely Satisfied	65	10.43
Total Respondents	623	100.00

Grounds



Importance
Rating
73%

Satisfaction
Rating
84%

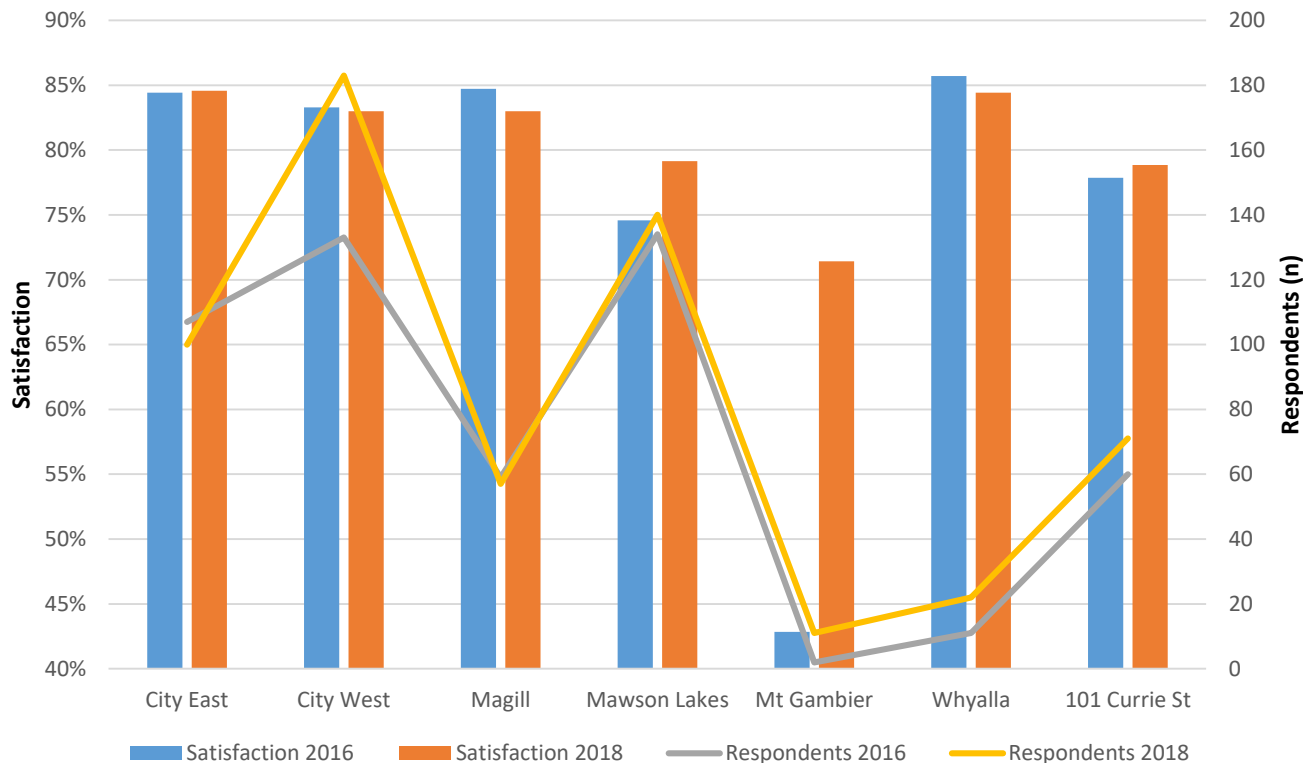
Utilisation
66%

	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	1	0.19
Mostly Dissatisfied	6	1.13
Somewhat Dissatisfied	15	2.82
Neither Satisfied or Dissatisfied	32	6.02
Somewhat Satisfied	59	11.09
Mostly Satisfied	273	51.32
Completely Satisfied	146	27.44
Total Respondents	532	100.00



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Mail and Courier



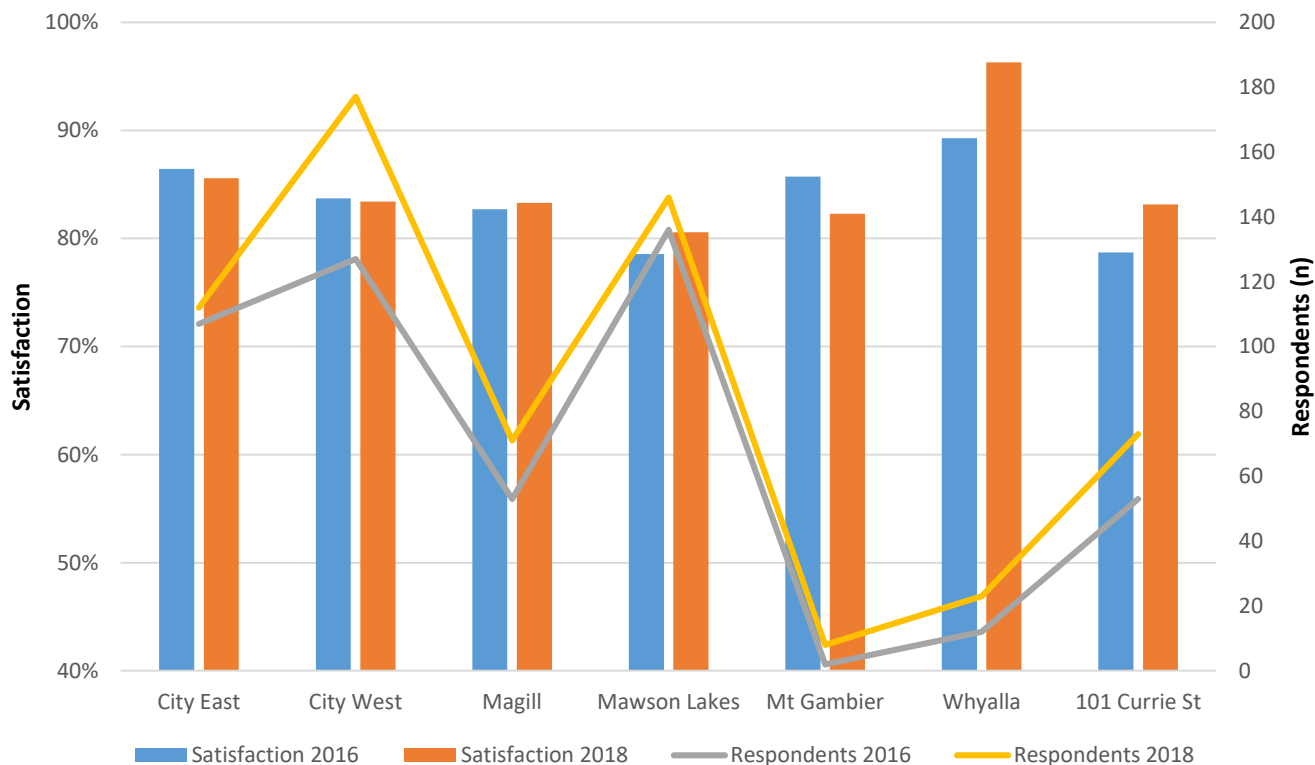
Importance
Rating
68%

Satisfaction
Rating
82%

Utilisation
73%

	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	1	0.17
Mostly Dissatisfied	10	1.71
Somewhat Dissatisfied	21	3.58
Neither Satisfied or Dissatisfied	60	10.24
Somewhat Satisfied	88	15.02
Mostly Satisfied	254	43.34
Completely Satisfied	152	25.94
Total Respondents	586	100.00

Maintenance



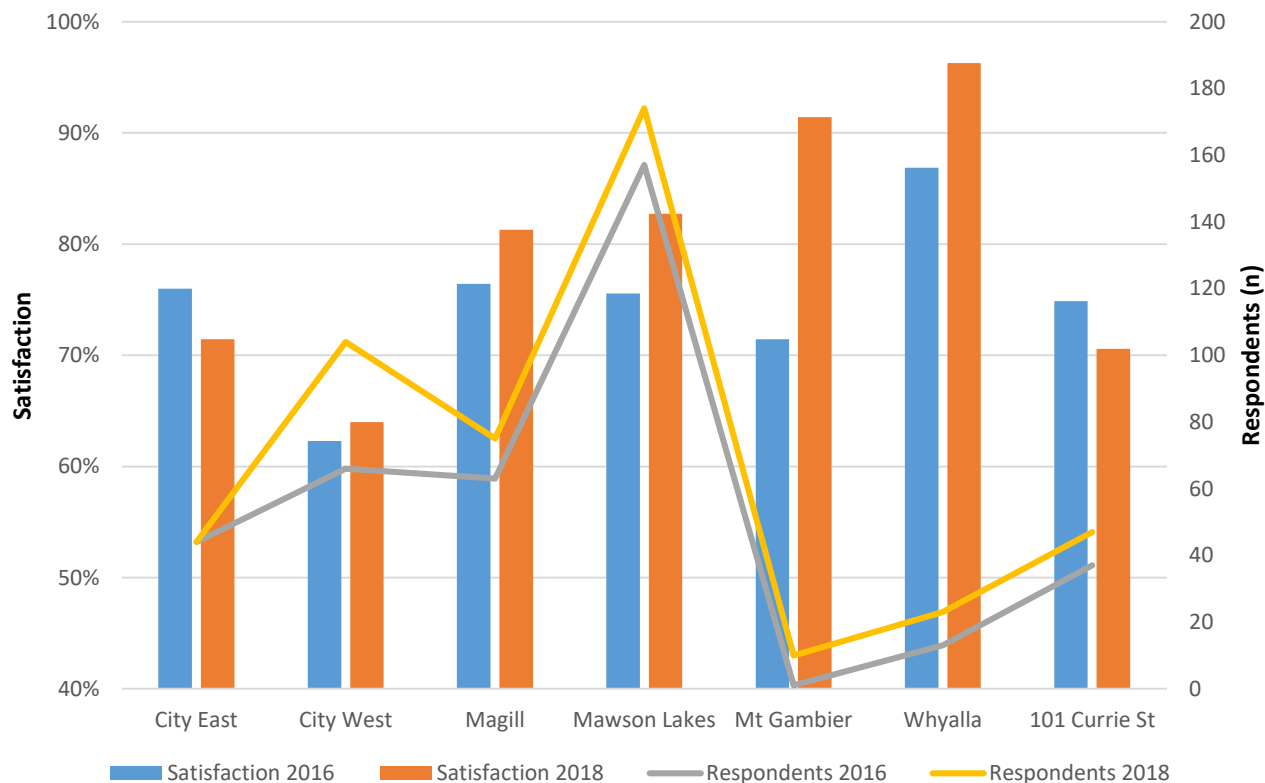
Importance
Rating
84%

Satisfaction
Rating
84%

Utilisation
76%

	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	1	0.16
Mostly Dissatisfied	4	0.65
Somewhat Dissatisfied	30	4.91
Neither Satisfied or Dissatisfied	43	7.04
Somewhat Satisfied	83	13.58
Mostly Satisfied	264	43.21
Completely Satisfied	186	30.44
Total Respondents	611	100.00

Parking



Importance
Rating
67%

Satisfaction
Rating
76%

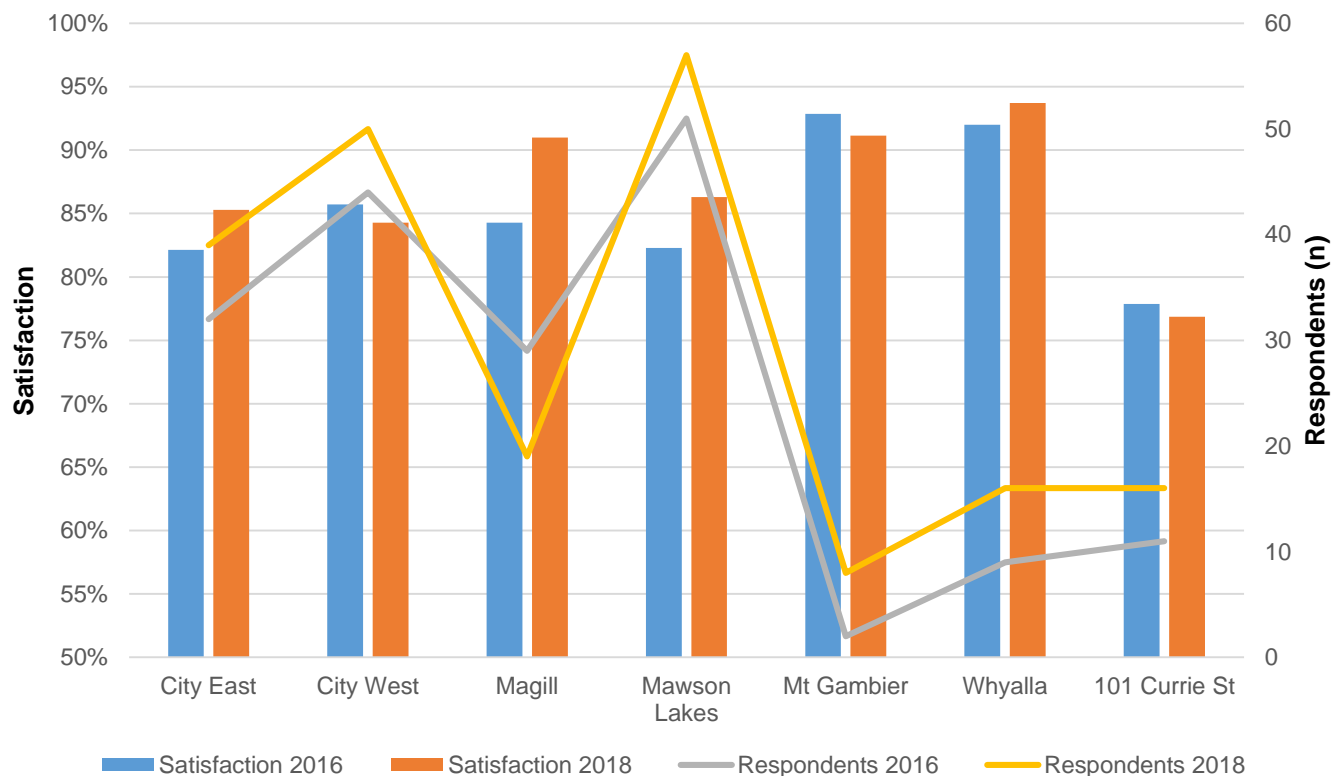
Utilisation
60%

	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	19	3.95
Mostly Dissatisfied	16	3.33
Somewhat Dissatisfied	40	8.32
Neither Satisfied or Dissatisfied	46	9.56
Somewhat Satisfied	67	13.93
Mostly Satisfied	176	36.59
Completely Satisfied	117	24.32
Total Respondents	481	100.00



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Pool Cars



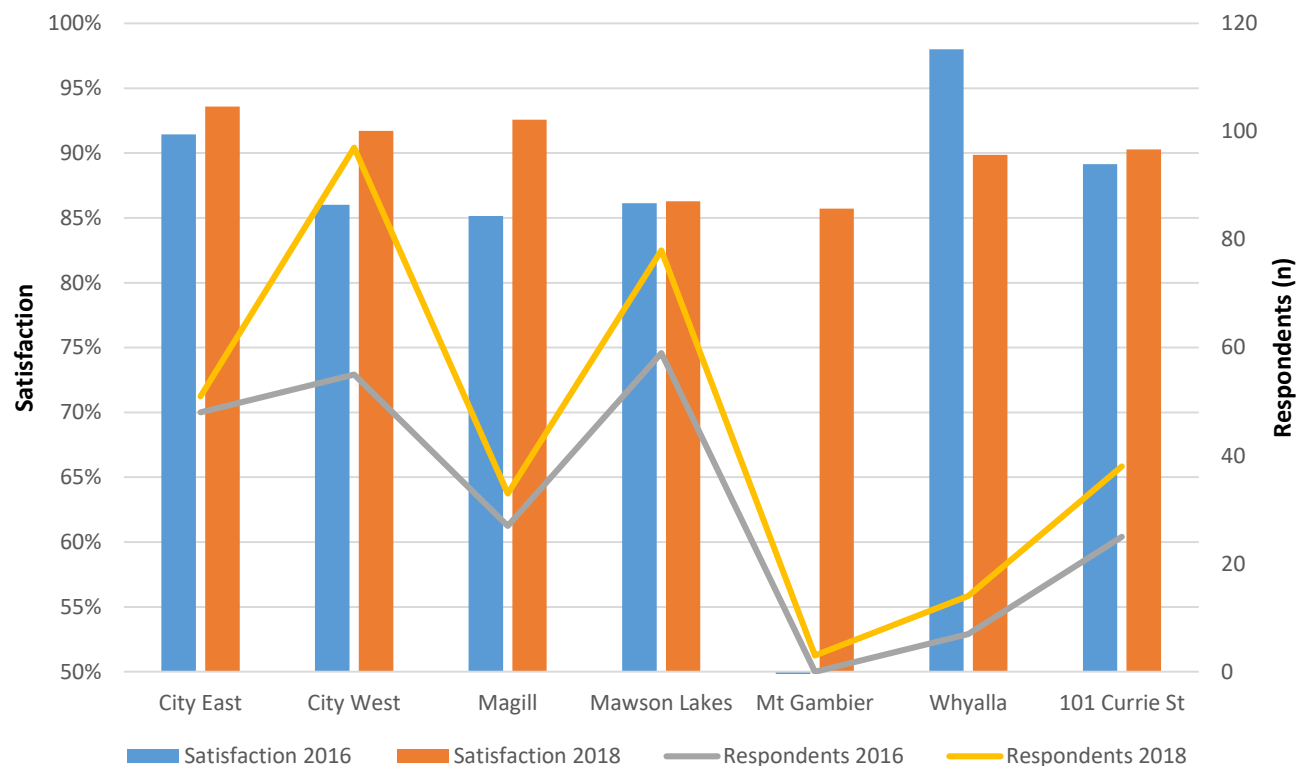
Importance
Rating
45%

Satisfaction
Rating
86%

Utilisation
25%

	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	1	0.49
Mostly Dissatisfied	2	0.98
Somewhat Dissatisfied	1	0.49
Neither Satisfied or Dissatisfied	23	11.22
Somewhat Satisfied	13	6.34
Mostly Satisfied	85	41.46
Completely Satisfied	80	39.02
Total Respondents	205	100.00

Porter



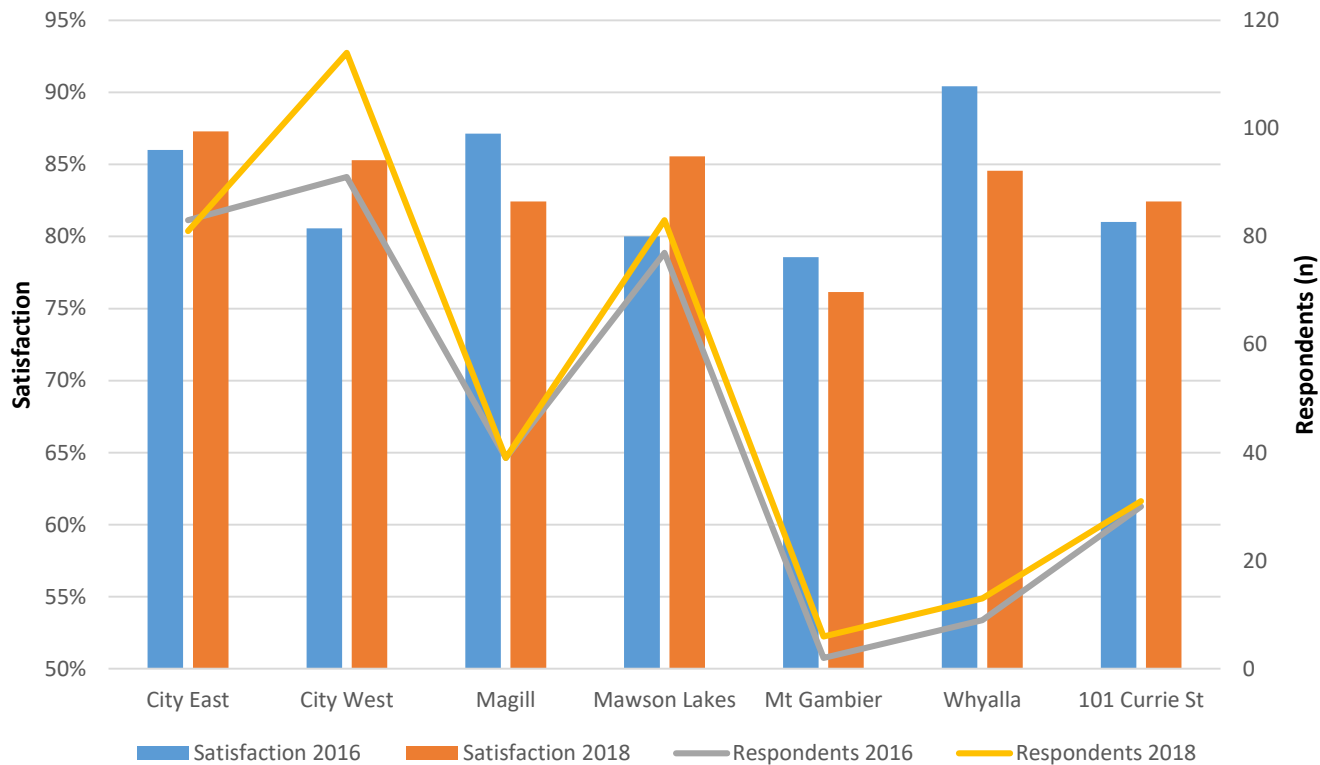
Importance
Rating
52%

Satisfaction
Rating
90%

Utilisation
39% 

	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	0	0.00
Mostly Dissatisfied	1	0.32
Somewhat Dissatisfied	3	0.99
Neither Satisfied or Dissatisfied	16	5.10
Somewhat Satisfied	17	5.41
Mostly Satisfied	111	35.35
Completely Satisfied	166	52.87
Total Respondents	314	100.00

Printing (UniPrint)



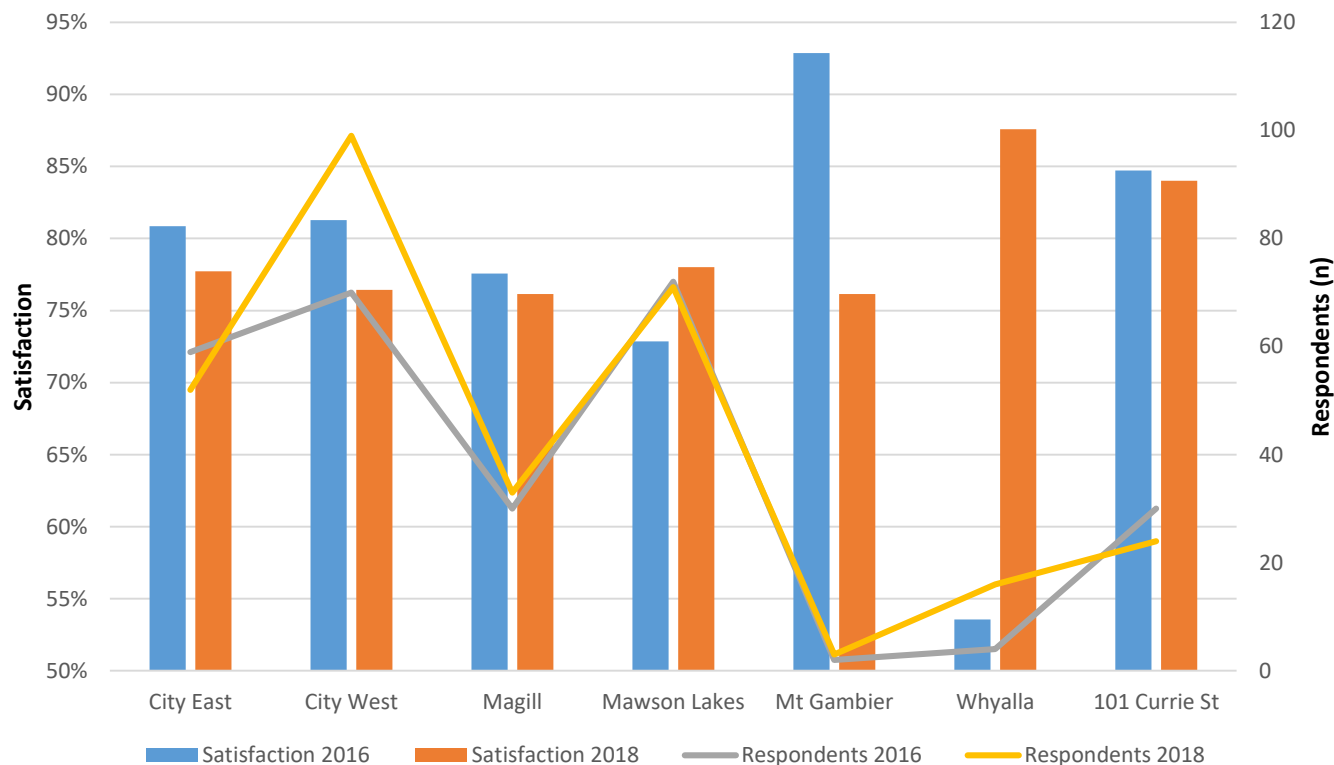
Importance
Rating
59%

Satisfaction
Rating
85%

Utilisation
46%

	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	3	0.80
Mostly Dissatisfied	2	0.54
Somewhat Dissatisfied	6	1.61
Neither Satisfied or Dissatisfied	38	10.19
Somewhat Satisfied	35	9.38
Mostly Satisfied	149	39.35
Completely Satisfied	140	37.53
Total Respondents	373	100.00

Refurbishment and Building Projects



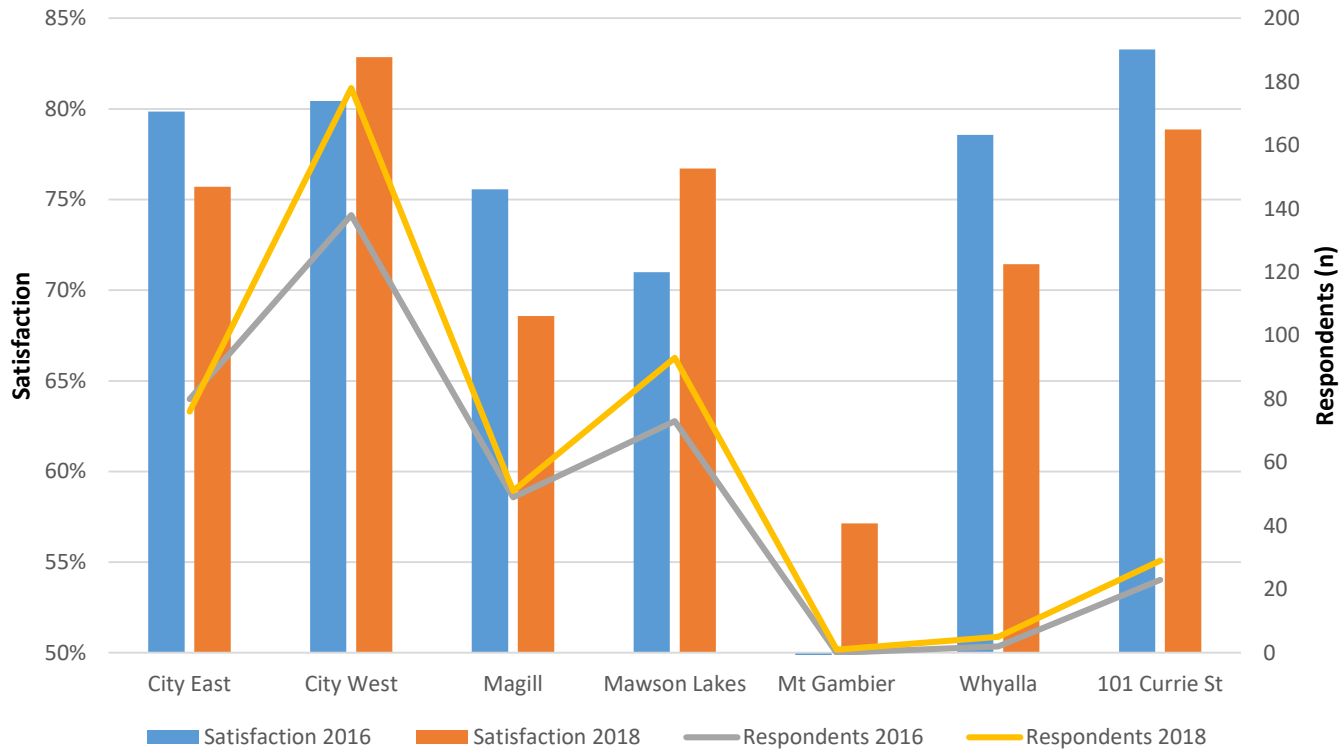
Importance
Rating
69%

Satisfaction
Rating
78%

Utilisation
37%

	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	7	2.34
Mostly Dissatisfied	5	1.67
Somewhat Dissatisfied	13	4.35
Neither Satisfied or Dissatisfied	31	10.37
Somewhat Satisfied	53	17.73
Mostly Satisfied	139	46.49
Completely Satisfied	51	17.06
Total Respondents	299	100.00

Retail Stores



Importance
Rating
57%

Satisfaction
Rating
78%

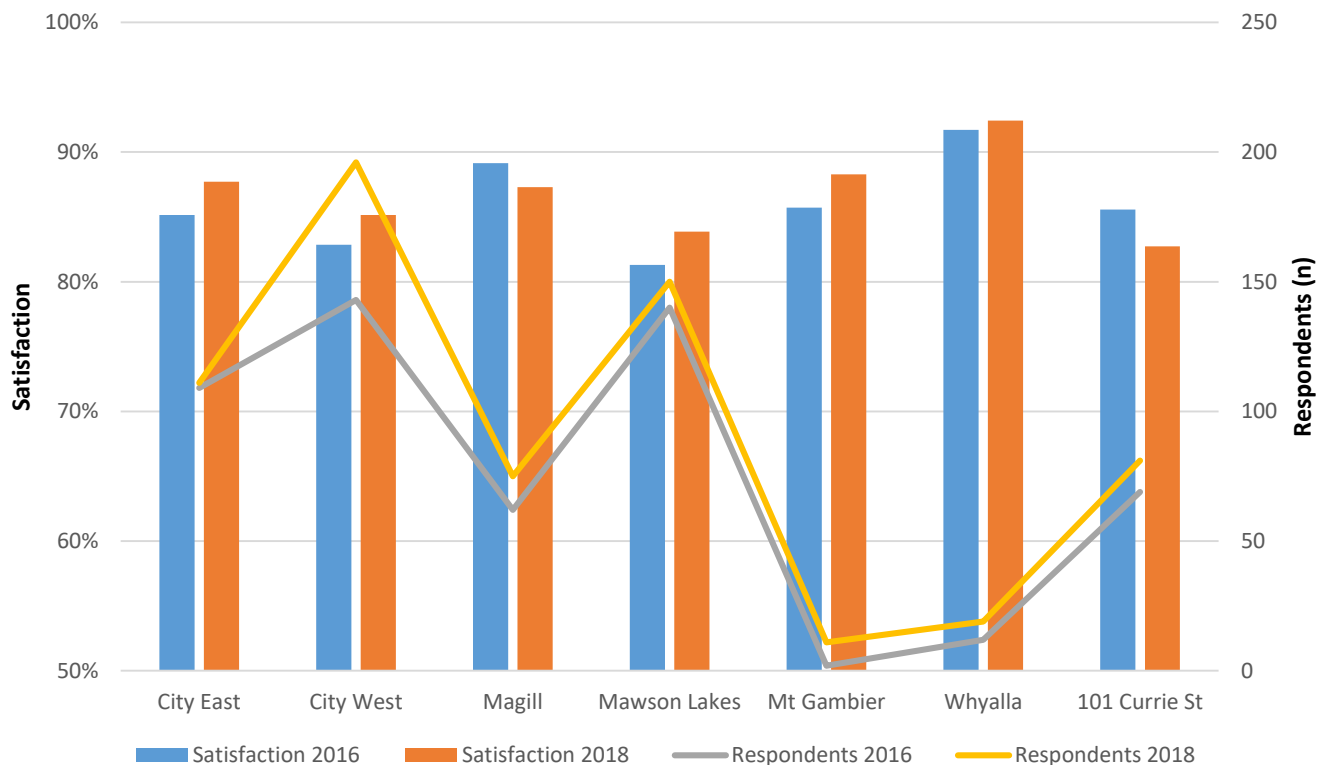
Utilisation
54%

	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	4	0.92
Mostly Dissatisfied	9	2.07
Somewhat Dissatisfied	17	3.91
Neither Satisfied or Dissatisfied	70	16.09
Somewhat Satisfied	59	13.56
Mostly Satisfied	200	45.98
Completely Satisfied	76	17.47
Total Respondents	435	100.00



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Room Bookings



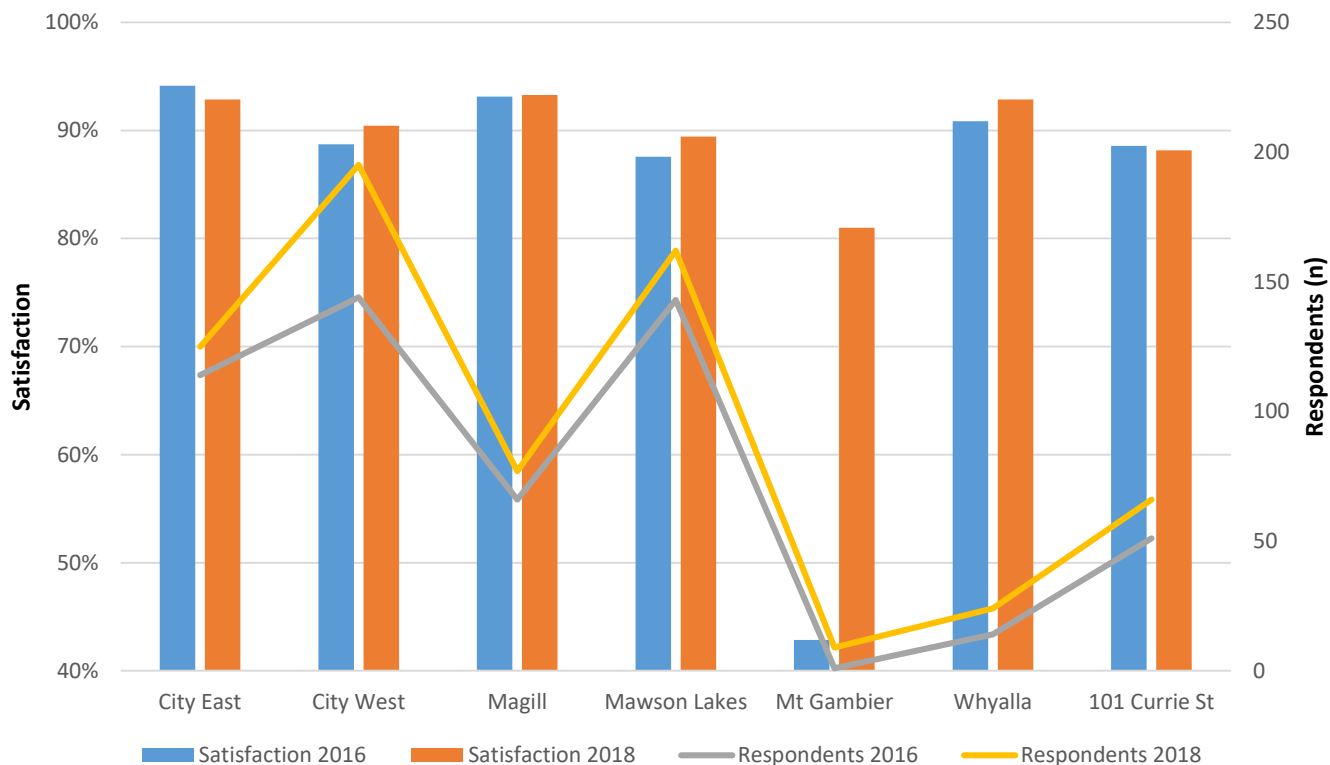
Importance
Rating
78%

Satisfaction
Rating
85%

Utilisation
80%

	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	5	0.77
Mostly Dissatisfied	11	1.70
Somewhat Dissatisfied	14	2.17
Neither Satisfied or Dissatisfied	36	5.57
Somewhat Satisfied	77	11.92
Mostly Satisfied	256	39.63
Completely Satisfied	247	38.24
Total Respondents	646	100.00

Security



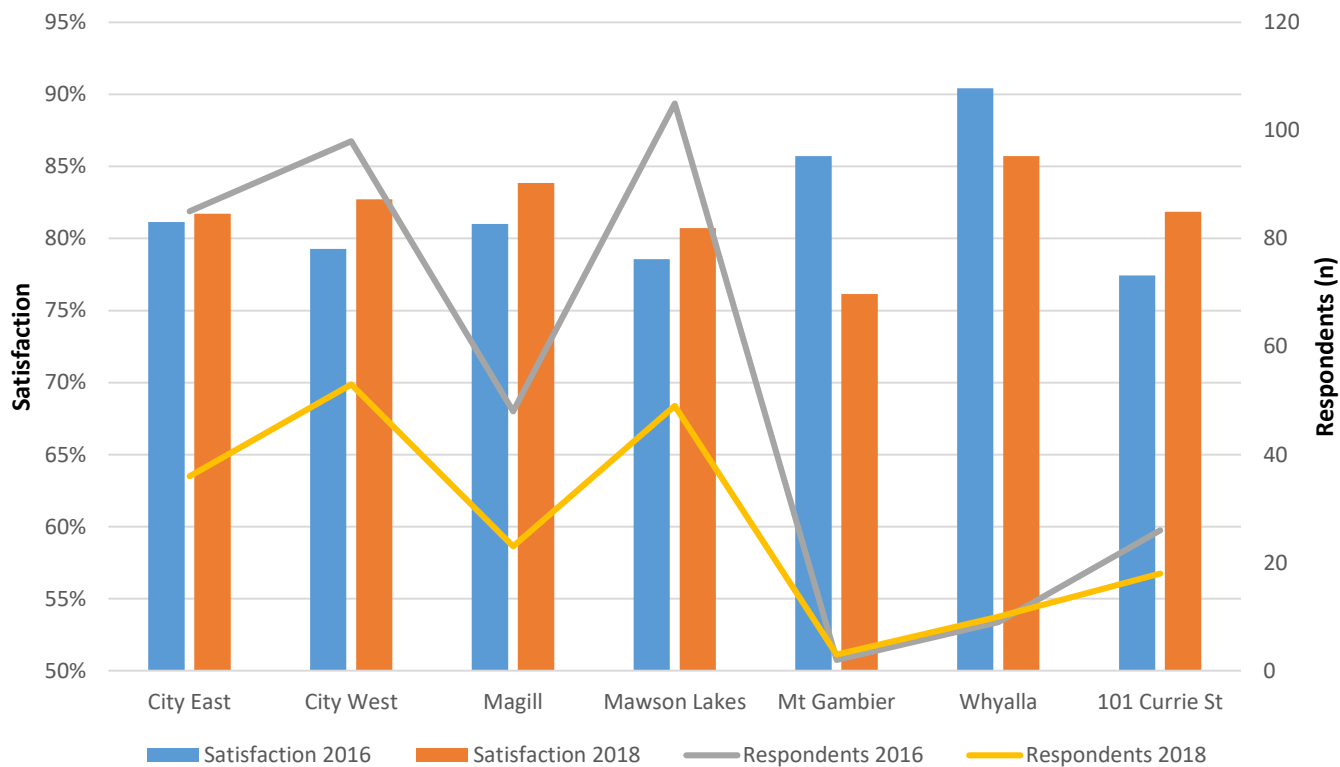
Importance
Rating
88%

Satisfaction
Rating
91%

Utilisation
82%

	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	2	0.30
Mostly Dissatisfied	0	0.00
Somewhat Dissatisfied	4	0.61
Neither Satisfied or Dissatisfied	23	3.48
Somewhat Satisfied	50	7.58
Mostly Satisfied	235	35.61
Completely Satisfied	346	52.42
Total Respondents	660	100.00

Signage



Importance
Rating
55%

Satisfaction
Rating
82%

Utilisation
24%

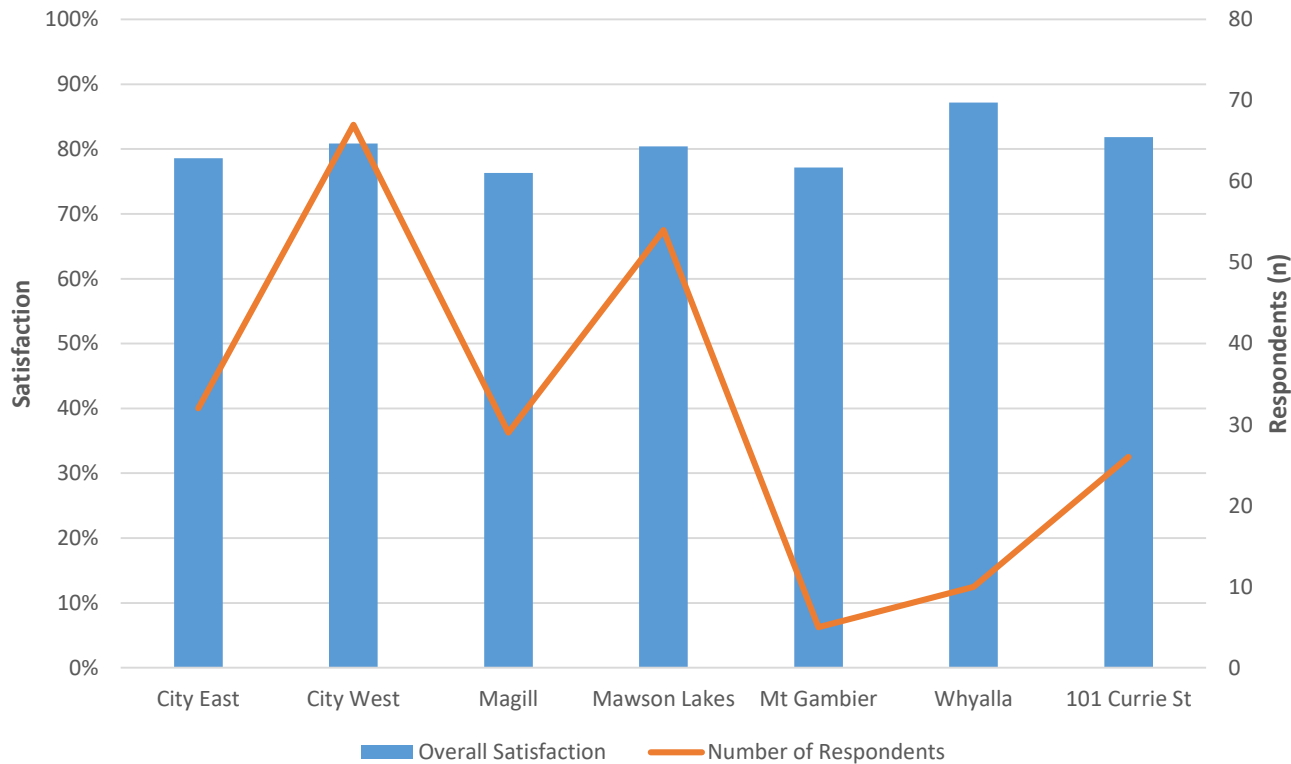
	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	0	0.00
Mostly Dissatisfied	1	0.52
Somewhat Dissatisfied	3	1.55
Neither Satisfied or Dissatisfied	30	15.46
Somewhat Satisfied	26	13.40
Mostly Satisfied	83	42.78
Completely Satisfied	51	26.29
Total Respondents	194	100.00

Physical/Digital Signage (New in 2018)

Importance
Rating
59%

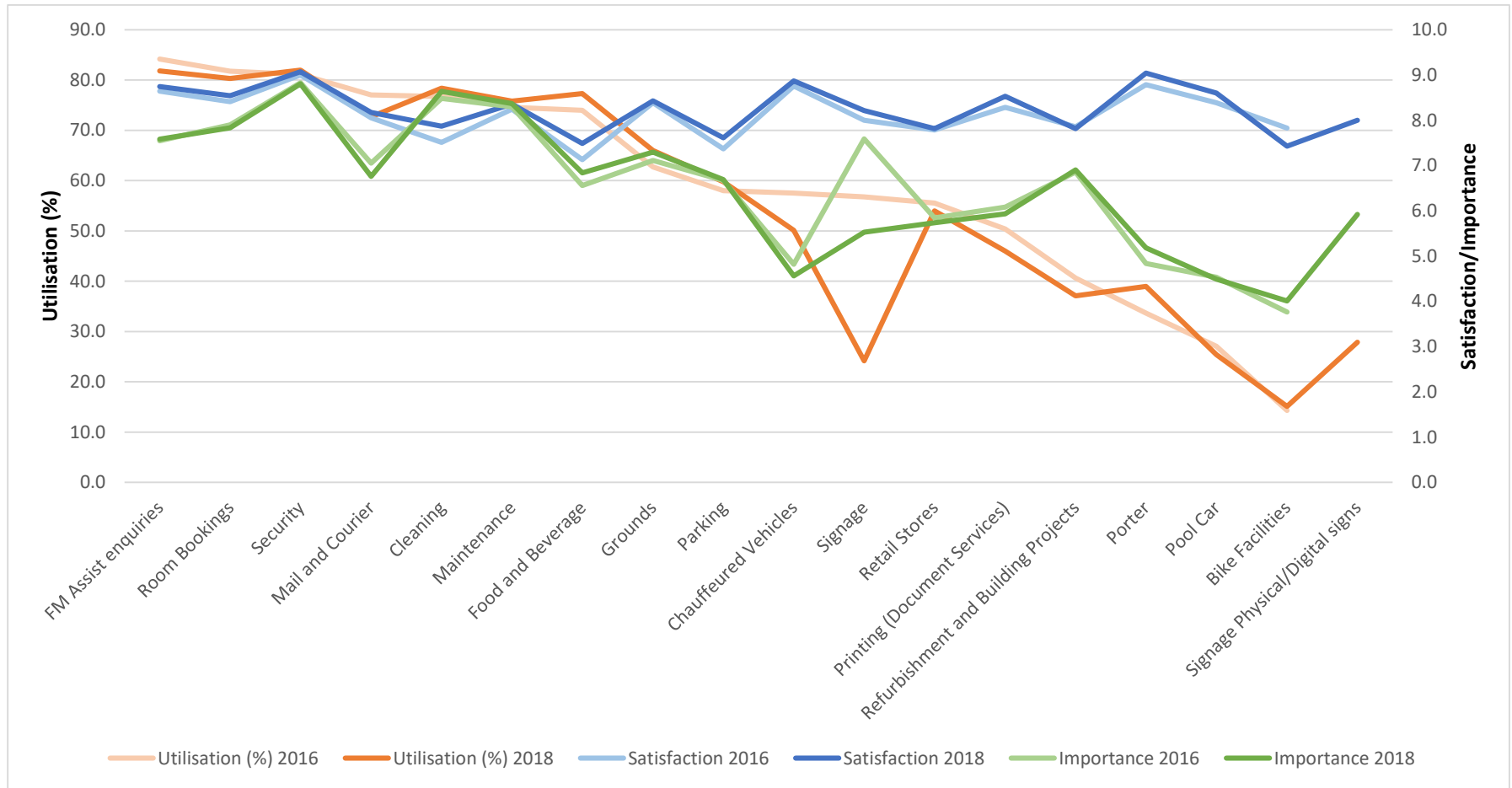
Satisfaction
Rating
80%

Utilisation
28%



	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	1	0.45
Mostly Dissatisfied	2	0.89
Somewhat Dissatisfied	9	4.02
Neither Satisfied or Dissatisfied	35	15.63
Somewhat Satisfied	31	13.84
Mostly Satisfied	94	41.96
Completely Satisfied	52	23.21
Total Respondents	224	100.00

Comparison of Utilisation, Satisfaction and Importance



Next Steps

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

