

ARI Client Survey Summary

December 2017

Background

As a service provider, the ARI Management Committee identified the need for reliable client feedback to address any specific delivery issues, drive improvement in project delivery and gather information for KPIs. The first survey was conducted in September 2013, with follow ups in 2014, 2015 and 2016. This fifth survey was sent to a client list of 100, spread across the Biodiversity Division, other DELWP divisions and external investors.

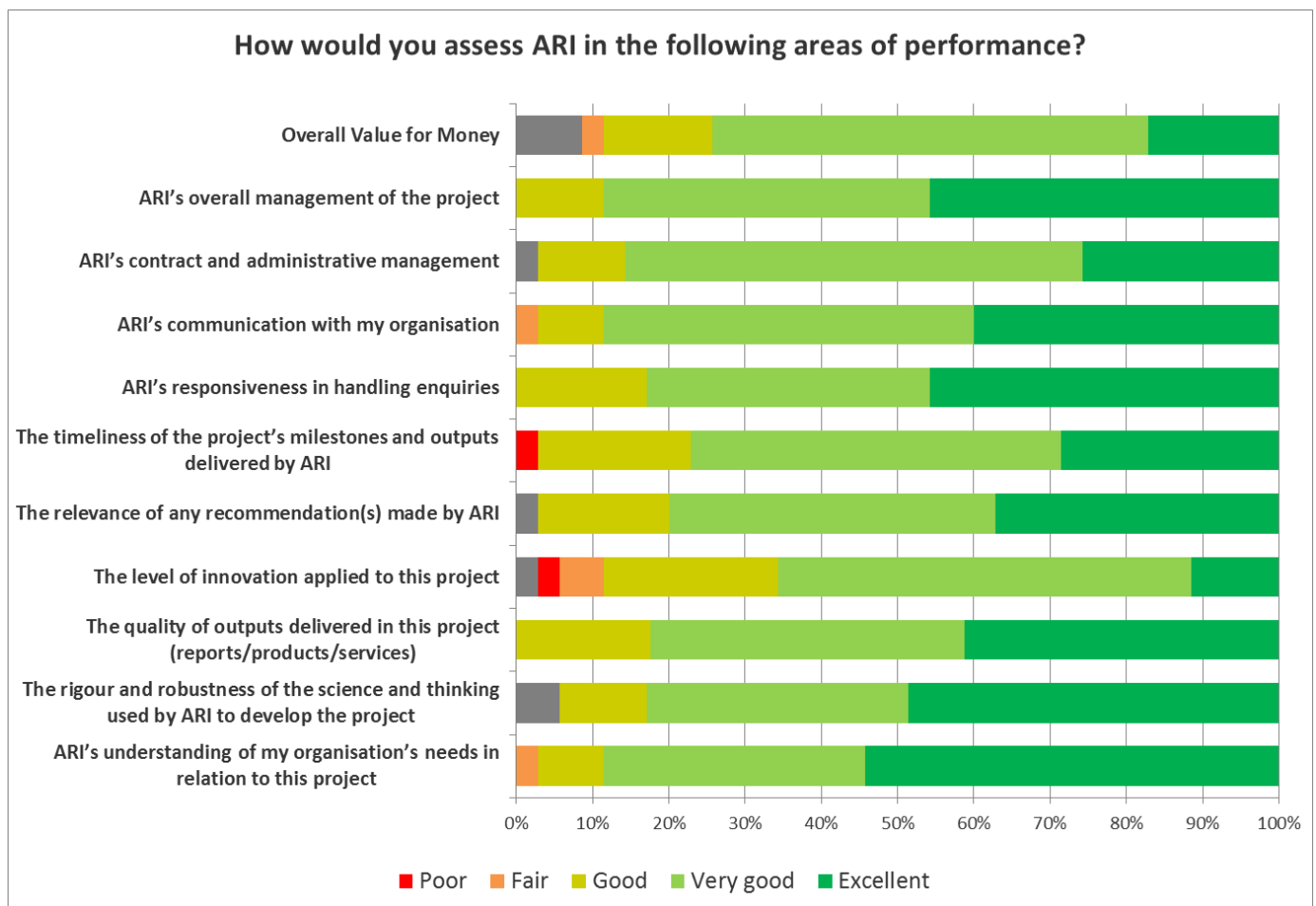
Design

The survey is designed to capture information regarding satisfaction, relationships with ARI, types of research required and the impact of research on client decision making, policy development or on ground actions. Performance information was broken down into key areas. Level of Innovation was added to the 2015 survey, following a review of ARI's Value Proposition.

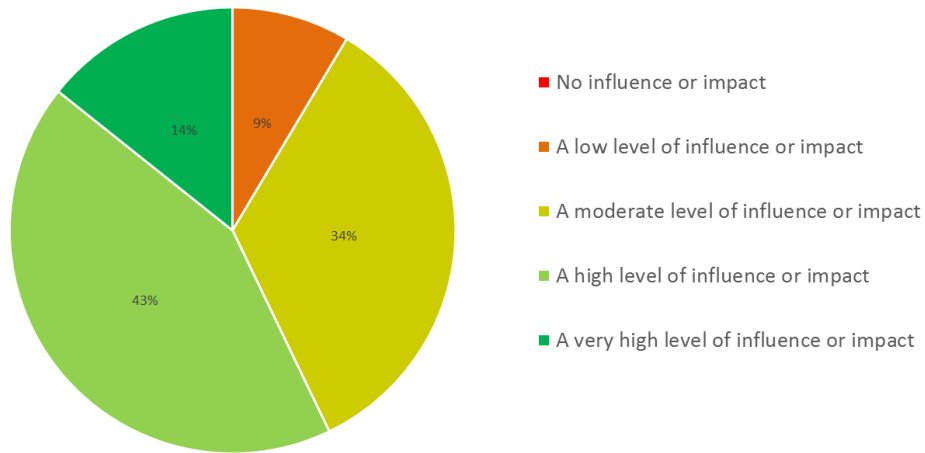
Response

35 responses were received in 2017, down from 40 in the 2016 survey. The resultant margin of error means the results are indicative rather than definitive. As individual responses are linked to a specific project, they also provide highly valuable feedback to ARI program and project leaders and management.

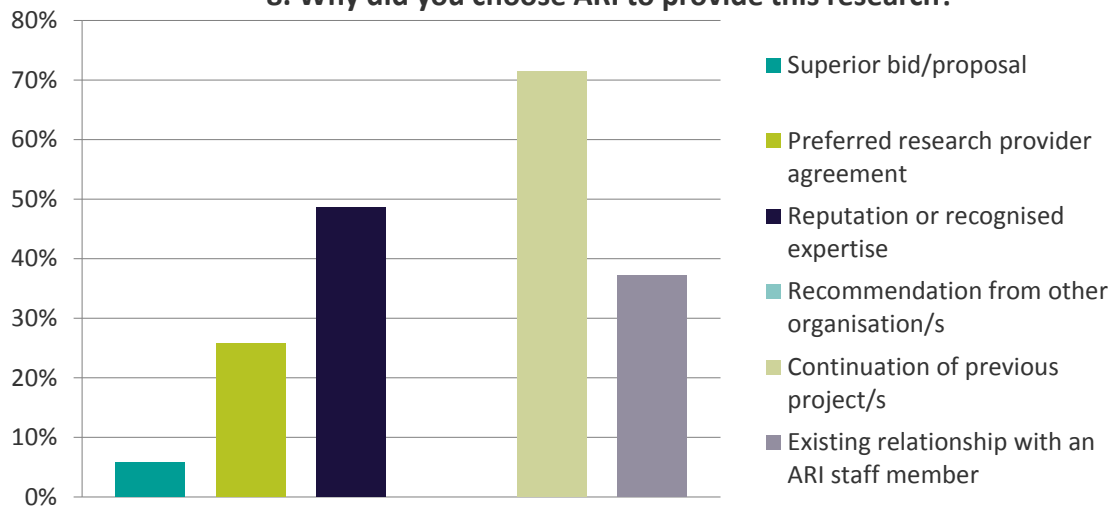
Results



10. Overall, please rate the level of influence or impact this work has had or will have for your organisation?



8. Why did you choose ARI to provide this research?



Based on your experience with ARI on this project, what is your overall satisfaction with the work performed?

