

ARI Client Survey Comparisons and Comments

December 2017

Comparison with the 2016 survey

This was the fifth client survey for ARI. Responses were slightly down on the previous year (down to 35 from 40), but gave a valid representation of client sentiment. The very high overall satisfaction scores from 2016 increased again to 4.46 out of 5 (from 4.08 last year), with slightly higher averages recorded across all ten service categories.

The average "Impact" score showed an increase over 2016, (up to 3.68 out of 5 from 3.48). with clients recording a higher level of high or very high impact and a decrease in moderate impact. The proportion of clients describing their overall satisfaction as 'Very Good' or better increased from 85% to 94%.

Note that the following comparisons show changes within the margin of error as "even"

Why did you choose ARI to provide this research?

	Percentage		
	Oct-16	Nov-17	Trend
Superior bid/proposal	20.0%	5.7%	Down -14.3%
Preferred research provider agreement	10.0%	25.7%	Up 15.7%
Reputation or recognised expertise	57.5%	48.6%	Down -8.9%
Recommendation from other organisation/s	7.5%	0.0%	Down -7.5%
Continuation of previous project/s	32.5%	71.4%	Up 38.9%
Existing relationship with an ARI staff member	47.5%	37.1%	Down -10.4%
Other	12.5%	12.5%	Even -

How would you assess ARI in the following areas of performance?

	Rating Average (/5)		
	Oct-16	Nov-17	Trend
ARI's understanding of my organisation's needs in relation to this project	3.88	4.40	Even -
The rigour and robustness of the science and thinking used by ARI to	4.10	4.39	Even -
The quality of outputs delivered in this project (reports/products/services)	4.03	4.24	Even -
The level of innovation applied to this project	3.58	3.68	Even -
The relevance of any recommendation(s) made by ARI	3.94	4.21	Even -
The timeliness of the project's milestones and outputs delivered by ARI	3.80	4.00	Even -
ARI's responsiveness in handling enquiries	4.21	4.29	Even -
ARI's communication with my organisation	4.03	4.26	Even -
ARI's contract and administrative management	3.77	4.15	Even -
ARI's overall management of the project	4.03	4.34	Even -
Overall Value for Money	3.53	3.97	Even -
Average rating across all areas	3.88	4.12	Up 0.24

ARI Client Survey Comparisons and Comments

December 2017

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

	Percentage		
	Oct-16	Nov-17	Trend
Poor	0.0%	0.0%	Even -
Fair	2.5%	0.0%	Down -2.5%
Good	12.5%	5.7%	Down -6.8%
Very Good	60.0%	42.9%	Down -17.1%
Excellent	25.0%	51.4%	Up 26.4%
Average Satisfaction Score (Out of 5)	4.08	4.46	Even -

Comments

Staff and Management were asked for feedback relating to the service delivered and areas for improvement. Overall, 14 comments were captured, covering areas for improvement and general comments.

These comments are available verbatim across the Institute and will be used as the basis for improvement service delivery. A sample of comments is listed below.

“ARI is a very high quality research organization, and a pleasure to work with”

“...do a good job at cross collaboration with work we fund and work others are funding...”

“This was a challenging project to deliver for ARI as the objectives were developed and refined along the way. In the end, a great outcome was achieved through ARI staff’s ability to accomodate changes and help develop ways forward.”

“The communication lines were very open and honest discussions about the results ensured that there were 'no supprises'.

“The final report was great...”

“It is extremely helpful in delivering regional projects to have the opportunity to work with biologists of the calibre of those at ARI.

“Such a friendly and enthusiastic team to work with. Huge thanks to all involved and looking forward to the time ahead continuing this work!

“... colleagues delivered a great product as outlined in the contract. ...was professional and punctual with all required milestones and i would be happy to work with ... and the ARI in the future.”