

ARI Client Survey – October 2016

Comparisons & Comments

Comparison with the 2015 Survey

This was the fourth client survey for ARI. Responses were slightly up on the previous year (up to 40 from 36), and gave a valid representation of client sentiment. The very high overall satisfaction scores from 2015 were maintained (4.08/5), with slightly higher averages recorded for all service categories except Value for Money which had a very slight decrease.

The average “Impact” score showed an increase over 2015, (up to 3.48/5 from 3.24). 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 75% to 85%. The proportion of shorter projects was much lower in 2016 (15%) than the previous year (33%). The proportion of projects over 2 years’ duration increased from 5.6% to 37.5%, reflecting the Institute’s focus on longer term projects.

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-15	Oct-16	Trend
Superior bid/proposal	2.8%	20.0%	Up 17.2%
Preferred research provider agreement	19.4%	10.0%	Down -9.4%
Reputation or recognised expertise	66.7%	57.5%	Even -
Recommendation from other organisation/s	2.8%	7.5%	Even -
Continuation of previous project/s	52.8%	32.5%	Down -20.3%
Existing relationship with an ARI staff member	47.2%	47.5%	Even -
Other	11.1%	12.5%	Even -

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

** New

	Rating Average (/ 5)		
	Oct-15	Oct-16	Trend
ARI’s understanding of my organisation’s needs in relation to this	3.72	3.88	Even -
The rigour and robustness of the science and thinking used by ARI	4.00	4.10	Even -
The quality of outputs delivered in this project	3.81	4.03	Even -
The level of innovation applied to this project	3.45	3.58	Even -
The relevance of any recommendation(s) made by ARI	3.69	3.94	Even -
The timeliness of the project’s milestones and outputs delivered by	3.79	3.80	Even -
ARI’s responsiveness in handling enquiries	4.00	4.21	Even -
ARI’s communication with my organisation	3.89	4.03	Even -
ARI’s contract and administrative management	3.75	3.77	Even -
ARI’s overall management of the project	3.82	4.03	Even -
Overall Value for Money	3.61	3.53	Even -
Average rating across all areas	3.78	3.88	Even -

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

	Percentage		
	Oct-15	Oct-16	Trend
Poor	0.0%	0.0%	Even -
Fair	2.8%	2.5%	Even -
Good	22.2%	12.5%	Down -9.7%
Very Good	38.9%	60.0%	Up 21.1%
Excellent	36.1%	25.0%	Down -11.1%
Average Satisfaction Score (Out of 5)	4.08	4.08	Even -

Comments

Clients were asked for feedback relating to the service delivered and areas for improvement. Overall around 35 comments were captured, each linked to a project. This was well up on 2015.

These comments were shared verbatim across the Institute and will be used as the basis for improvement in project design, science, administration and stakeholder management. A sample of comments is listed below (with any staff names omitted).

“Staff have been excellent to deal with”

“ARIs flexibility, adaptiveness and responsiveness has really allowed us to shape this project as it progresses...”

“Staff are very approachable and willing to explain technical detail...”

“...The work on this project so far has been excellent - it has been particularly notable for bringing together a range of state and independent science and management experts and gaining consensus...”

“...have always been very enthusiastic and engaged very well with the project.”

“Collegiate staff who had a difficult task and worked hard to address needs of project”

“made every effort to be flexible within available timelines to attain as much useful data (survey efficiency) as was possible...”

“ARI could help me to find more money, so I could engage them for more work ...”