

ARI Client Survey Comparisons and Comments

December 2019

Comparison with the 2018 survey

This was the seventh client survey for ARI. Responses decreased from the previous year (from 50 to 41), which still gives a valid representation of client sentiment. The overall satisfaction scores remained high in 2019 (4.29 out of 5), roughly even within the margin of error (13.5%) when compared to 2018. Service category averages were also roughly even compared to last year, again within the margin of error.

The average “Impact” score was also maintained within the margin of error in 2019, (3.21 compared to 3.36 in 2018) with clients recording a lower level of very high impact and an increase in high impact. All clients described their overall satisfaction with the work performed as ‘Good’ or better.

Note that the following comparisons show changes within the margin of error as “even.”

Why did you choose ARI to provide this research?	Percentage		
	Dec-18	Dec-19	Trend
Superior bid/proposal	4.0%	9.5%	Up 5.5%
Preferred research provider agreement	20.0%	35.7%	Up 15.7%
Reputation or recognised expertise	42.0%	38.1%	Even -
Recommendation from other organisation/s	4.0%	0.0%	Down -4.0%
Continuation of previous project/s	54.0%	40.5%	Down -13.5%
Existing relationship with an ARI staff member	54.0%	45.2%	Down -8.8%
Other	16.0%	11.9%	Down -4.1%

How would you assess ARI in the following areas of performance?	Rating Average (/5)		
	Dec-18	Dec-19	Trend
ARI’s understanding of my organisation’s needs in relation to this project	4.29	4.19	Even -
The rigour and robustness of the science and thinking used by ARI to develop the project	4.24	4.27	Even -
The quality of outputs delivered in this project (reports/products/services)	3.94	4.21	Even -
The level of innovation applied to this project	3.84	3.85	Even -
The relevance of any recommendation(s) made by ARI	4.02	3.97	Even -
The timeliness of the project’s milestones and outputs delivered by ARI	3.82	3.81	Even -
ARI’s responsiveness in handling enquiries	4.24	4.24	Even -
ARI’s communication with my organisation	4.18	4.12	Even -
ARI’s contract and administrative management	3.88	4.00	Even -
ARI’s overall management of the project	4.10	4.14	Even -
Overall Value for Money	3.75	4.08	Even -
Average rating across all areas	4.03	4.08	Even -

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

	Percentage		
	Dec-18	Dec-19	Trend
Poor	0.0%	0.0%	Even -
Fair	2.0%	0.0%	Down -2%
Good	8.0%	14.3%	Up 6%
Very Good	58.0%	42.9%	Down -15%
Excellent	32.0%	42.9%	Up 11%
Average Satisfaction Score (Out of 5)	4.20	4.29	Even -

Comments

Clients were asked for feedback relating to the service delivered and areas for improvement. Overall, 29 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.

“Appreciated the willingness to directly engage with stakeholders and community and responsiveness to feedback”

“I honestly can’t think of any, its great working with ARI.”

“I have multiple contacts with ARI, and they are all very high quality. It seems a very well-run organisation and was helpful and flexible in achieving what we wanted to do here. The quality of provision was excellent.”

“Work done is great, but costs need to be kept down as much as possible, as investors struggle to understand the relevance and need to pay so much for 'research' ”

“The foxnet modelling completed as part of this project will be invaluable for fox management in Victoria.”

“I recognise the often very difficult field conditions in which the researchers work (flood/heat/insects, etc), and their persistence in safely undertaking monitoring of all sites exhibited their keenness and professionalism.”

“Thanks for the continued collaboration, great teamwork and great outcomes.”

“I have appreciated the courage of staff at ARI to tell it like it is.”