

FMU 2021 Staff Satisfaction Survey Summary

December 2021

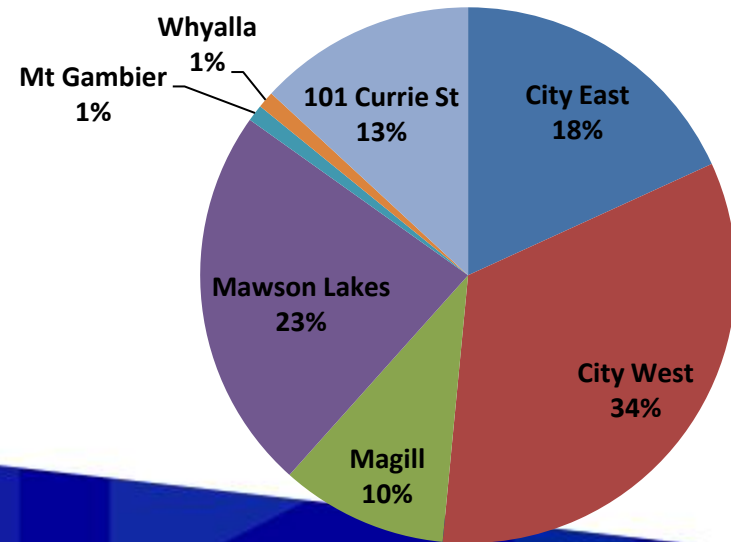


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Overview

- **Online staff survey, released in September 2021**
- **Survey open for 2 weeks**
- **Same methodology as 2016 and 2018 surveys**
- **555 completed responses**



Methodology

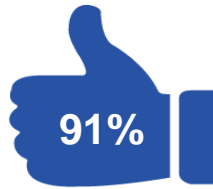
- Respondents were asked to rate the importance of all services offered, and their satisfaction with each service they utilised
- Seven point Likert scale used
- Overall satisfaction ratings were calculated using a weighted average of all responses



Most Satisfied

Respondents were most satisfied with

- Security



- Porter



- Chauffeured Vehicles



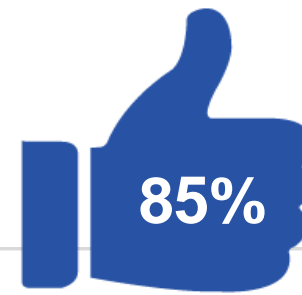
Least Satisfied

Respondents were least satisfied with

- Parking  76%
- Bike Facilities  76%
- Cleaning  74%

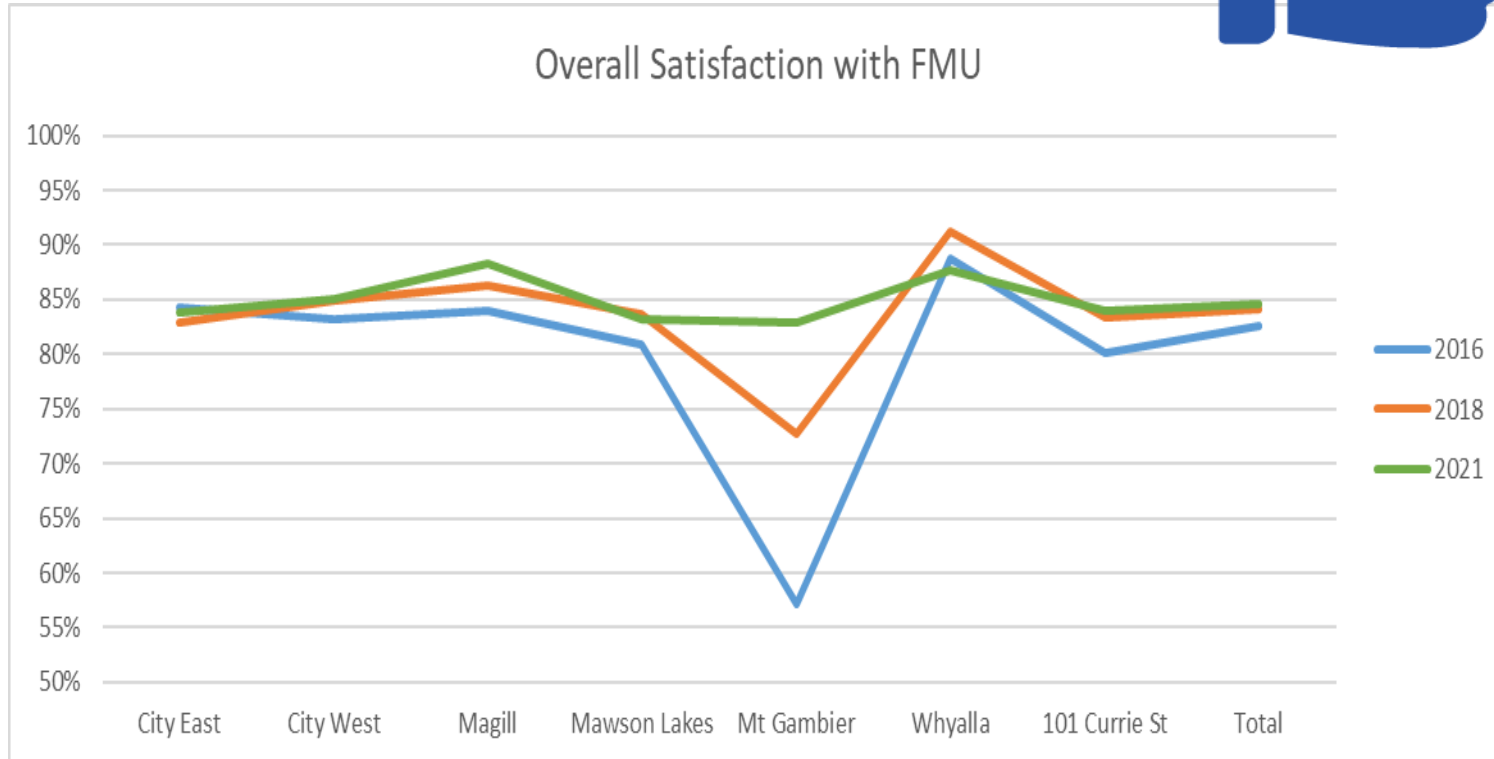


Overall Satisfaction



Overall satisfaction with FMU Services

Overall Satisfaction with FMU



2016	83%
2018	84%
2021	85%

Service Categories



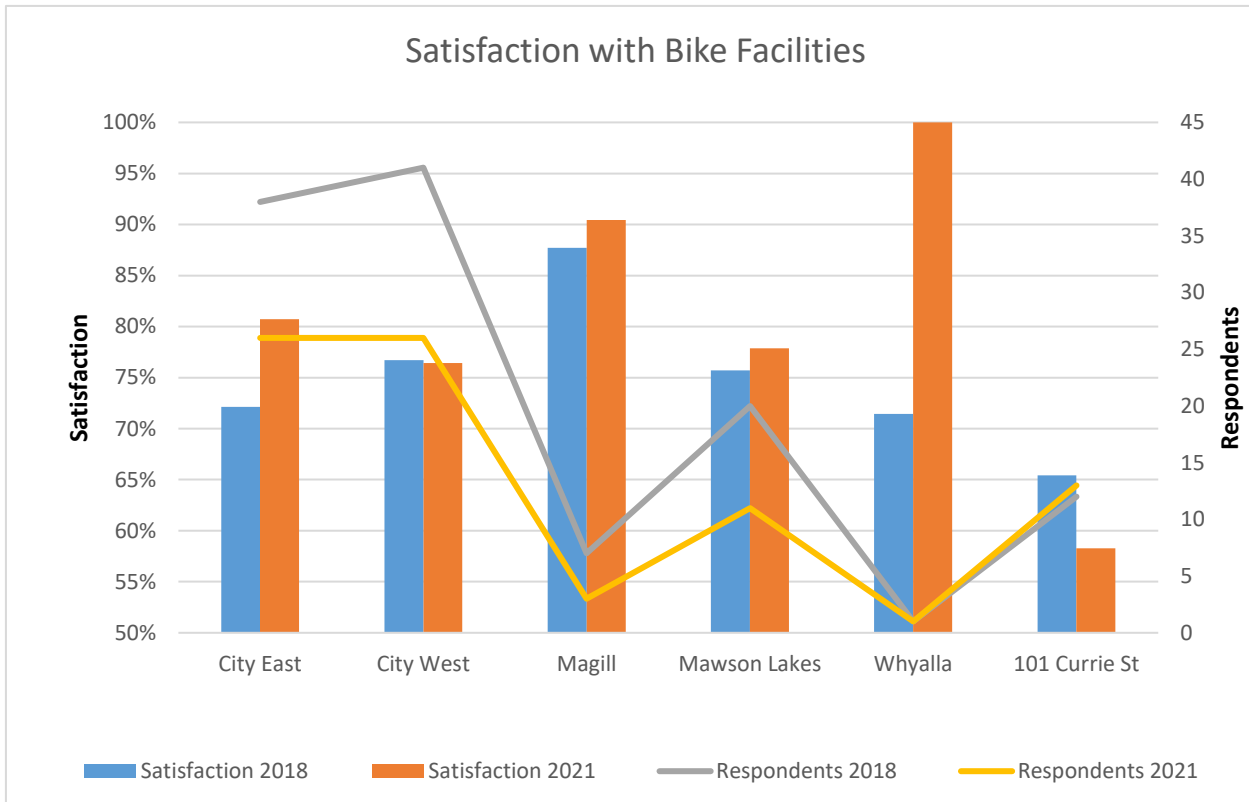
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Bike Facilities

Importance Rating
38%

Satisfaction Rating
76%

Utilisation
15%



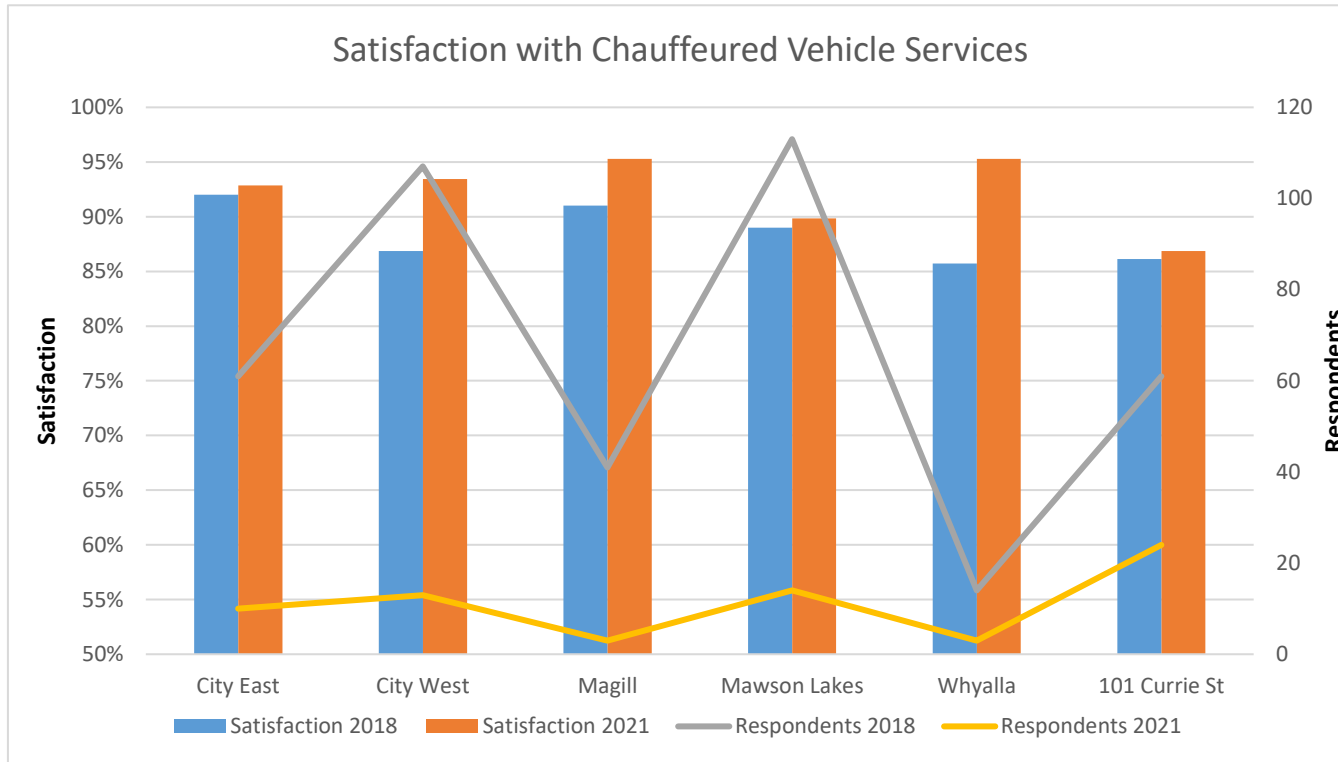
	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	2	2.41
Mostly Dissatisfied	5	6.02
Somewhat Dissatisfied	5	6.02
Neither Satisfied or Dissatisfied	4	4.82
Somewhat Satisfied	14	16.87
Mostly Satisfied	42	50.60
Completely Satisfied	11	13.25
Total Respondents	83	100.00

Chauffeured Vehicles

Importance Rating
31% 

Satisfaction Rating
90%

Utilisation
13% 



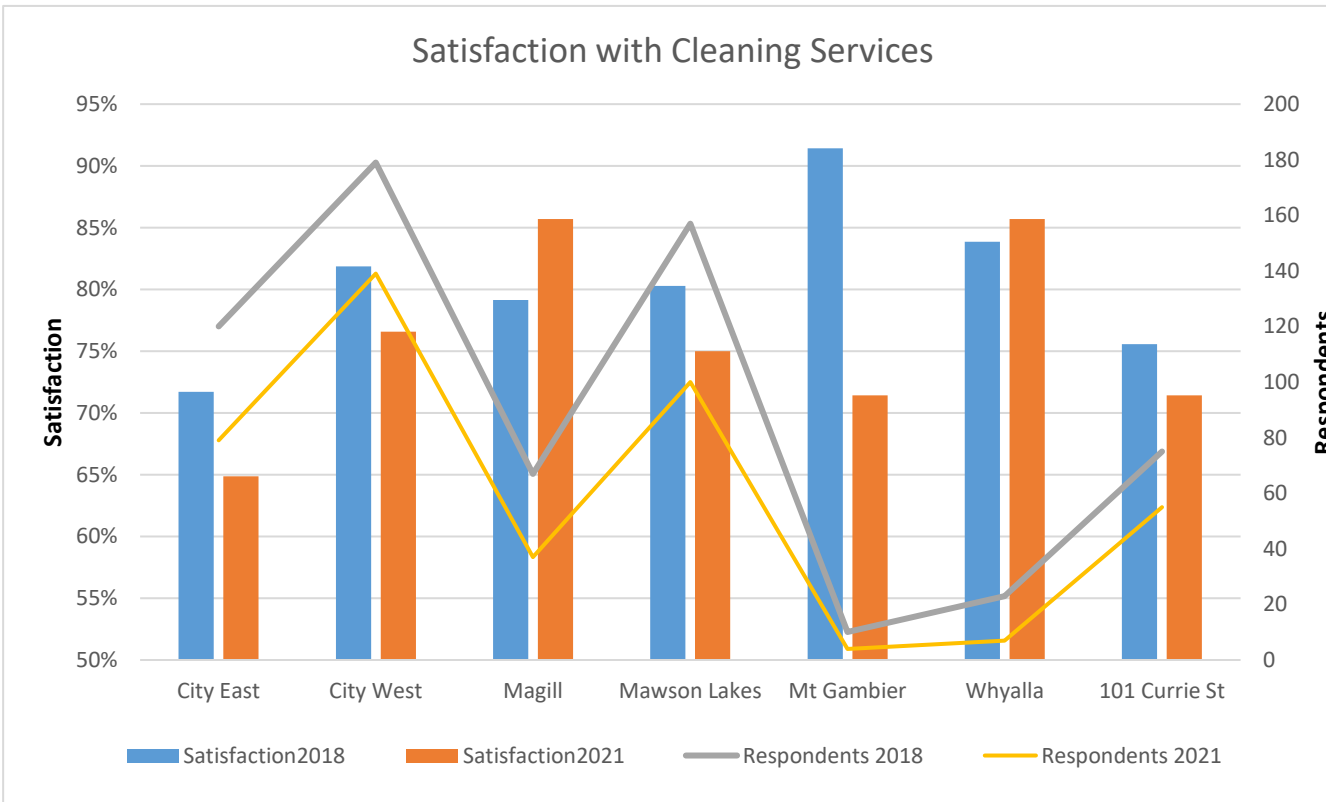
	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	0	0.00
Mostly Dissatisfied	0	0.00
Somewhat Dissatisfied	0	0.00
Neither Satisfied or Dissatisfied	4	5.80
Somewhat Satisfied	5	7.25
Mostly Satisfied	25	36.23
Completely Satisfied	35	50.72
Total Respondents	69	100.00

Cleaning

Importance Rating
88%

Satisfaction Rating
74%

Utilisation
77%



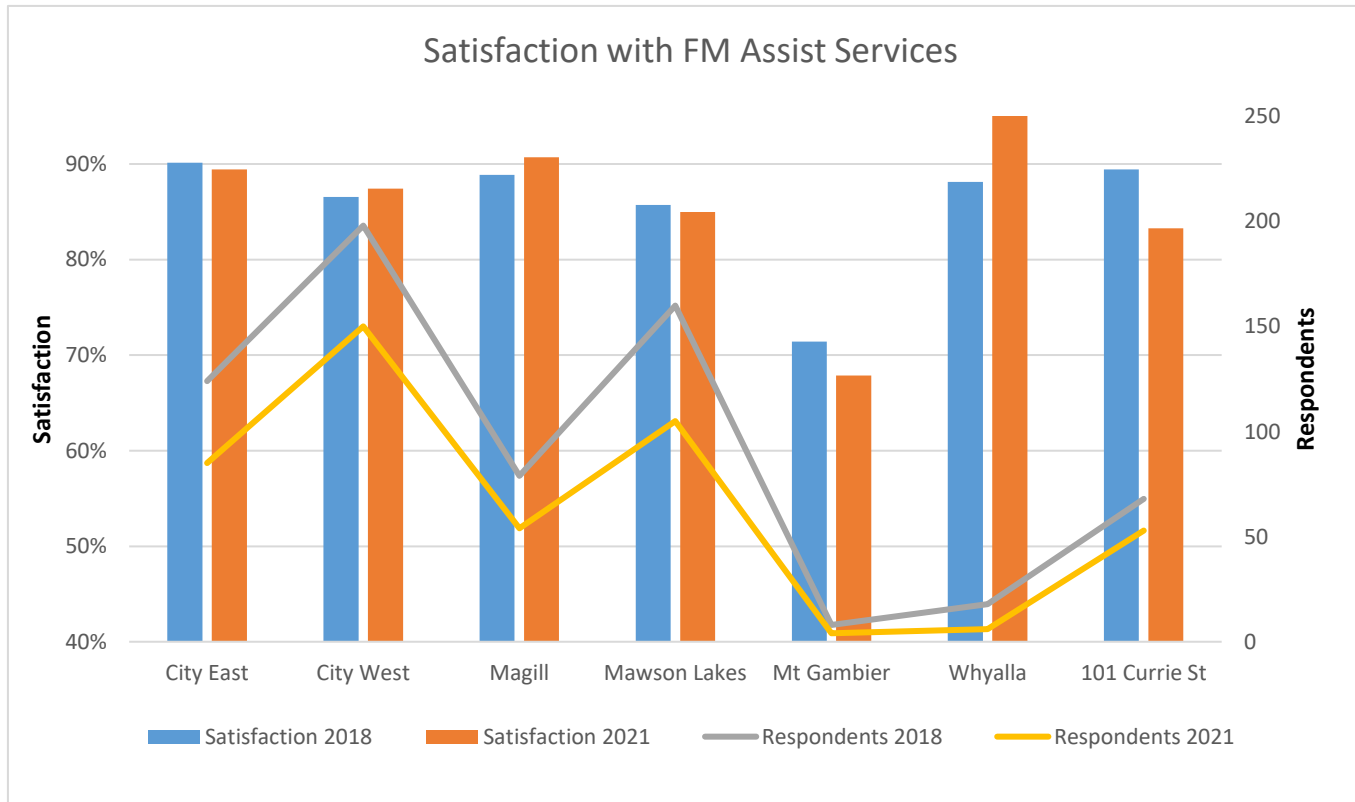
	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	10	2.35
Mostly Dissatisfied	13	3.05
Somewhat Dissatisfied	56	13.15
Neither Satisfied or Dissatisfied	23	5.40
Somewhat Satisfied	90	21.13
Mostly Satisfied	169	39.67
Completely Satisfied	65	15.26
Total Respondents	426	100.00

FM Assist Enquiry

Importance Rating
77%

Satisfaction Rating
87%

Utilisation
84%



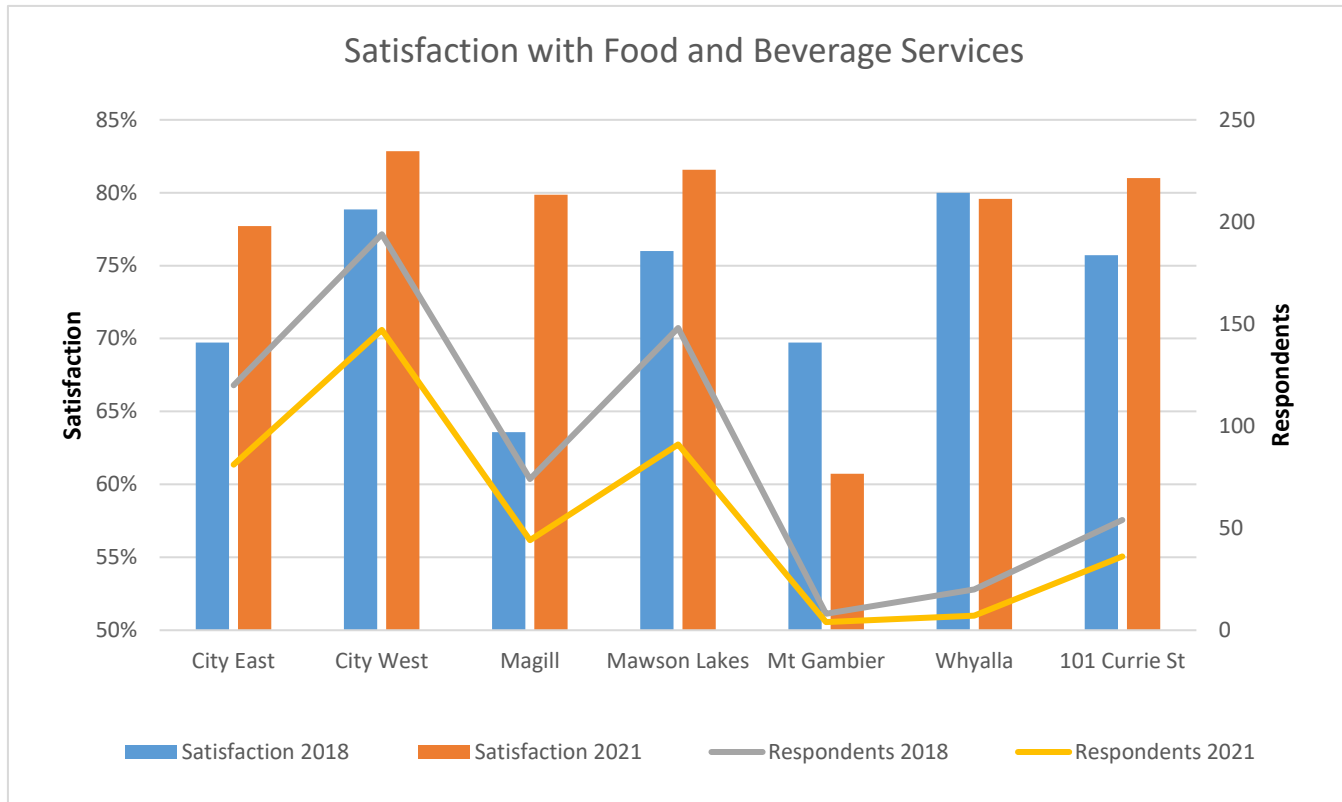
	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	3	0.65
Mostly Dissatisfied	6	1.30
Somewhat Dissatisfied	15	3.25
Neither Satisfied or Dissatisfied	12	2.60
Somewhat Satisfied	38	8.23
Mostly Satisfied	204	44.16
Completely Satisfied	184	39.83
Total Respondents	462	100.00

Food and Beverage

Importance Rating
67%

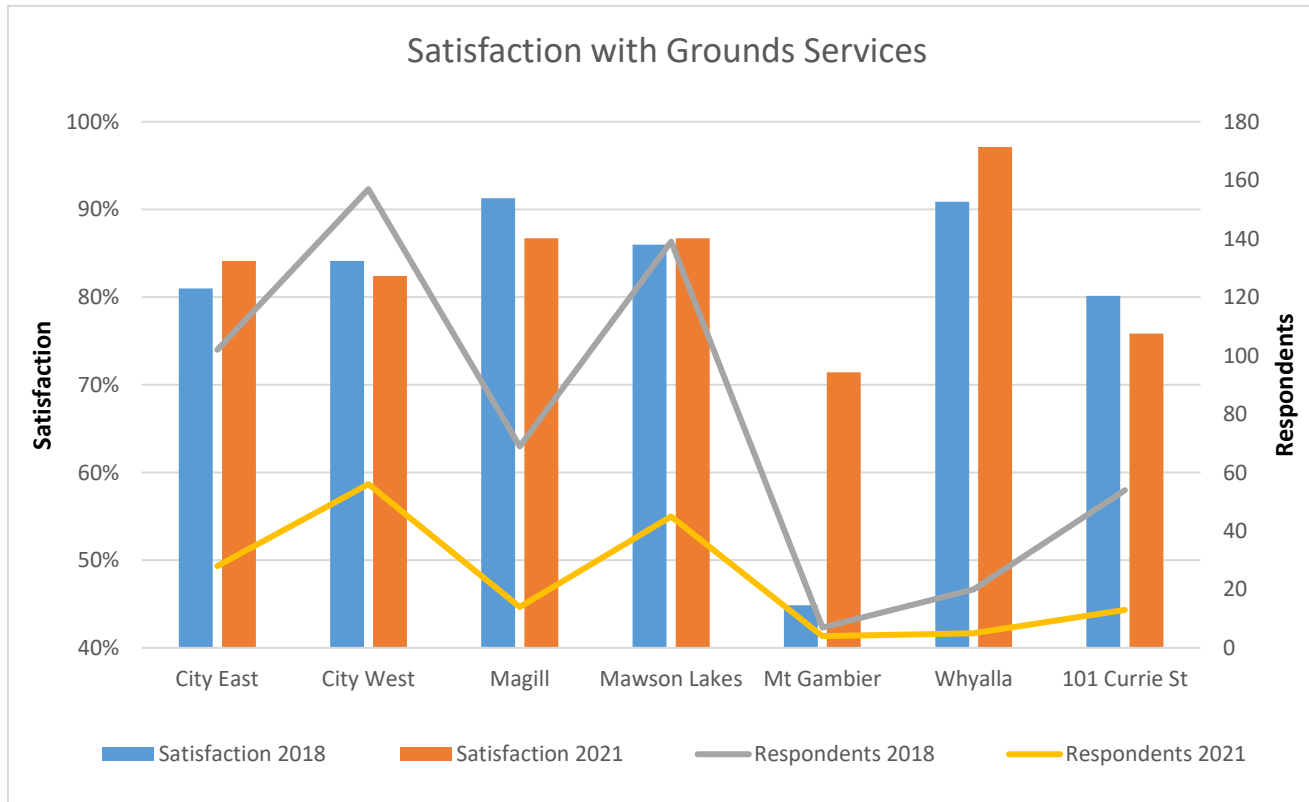
Satisfaction Rating
81% 

Utilisation
75%



	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	1	0.24
Mostly Dissatisfied	13	3.13
Somewhat Dissatisfied	17	4.10
Neither Satisfied or Dissatisfied	27	6.51
Somewhat Satisfied	64	15.42
Mostly Satisfied	209	50.36
Completely Satisfied	84	20.24
Total Respondents	415	100.00

Grounds Support



Importance Rating
65%

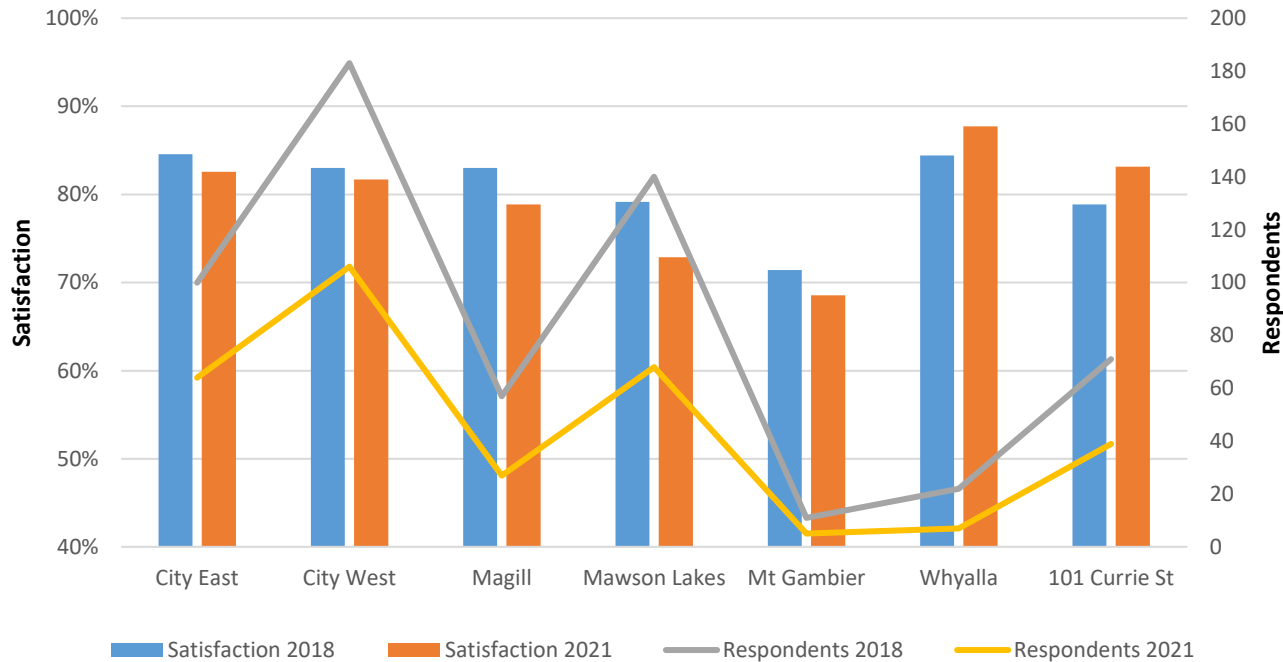
Satisfaction Rating
84%

Utilisation
30%

	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	0	0.00
Mostly Dissatisfied	2	1.20
Somewhat Dissatisfied	2	1.20
Neither Satisfied or Dissatisfied	20	12.05
Somewhat Satisfied	18	10.84
Mostly Satisfied	73	43.98
Completely Satisfied	51	30.72
Total Respondents	166	100.00

Mail

Satisfaction with Mail Services



Importance Rating
59%

Satisfaction Rating
80%

Utilisation
58%

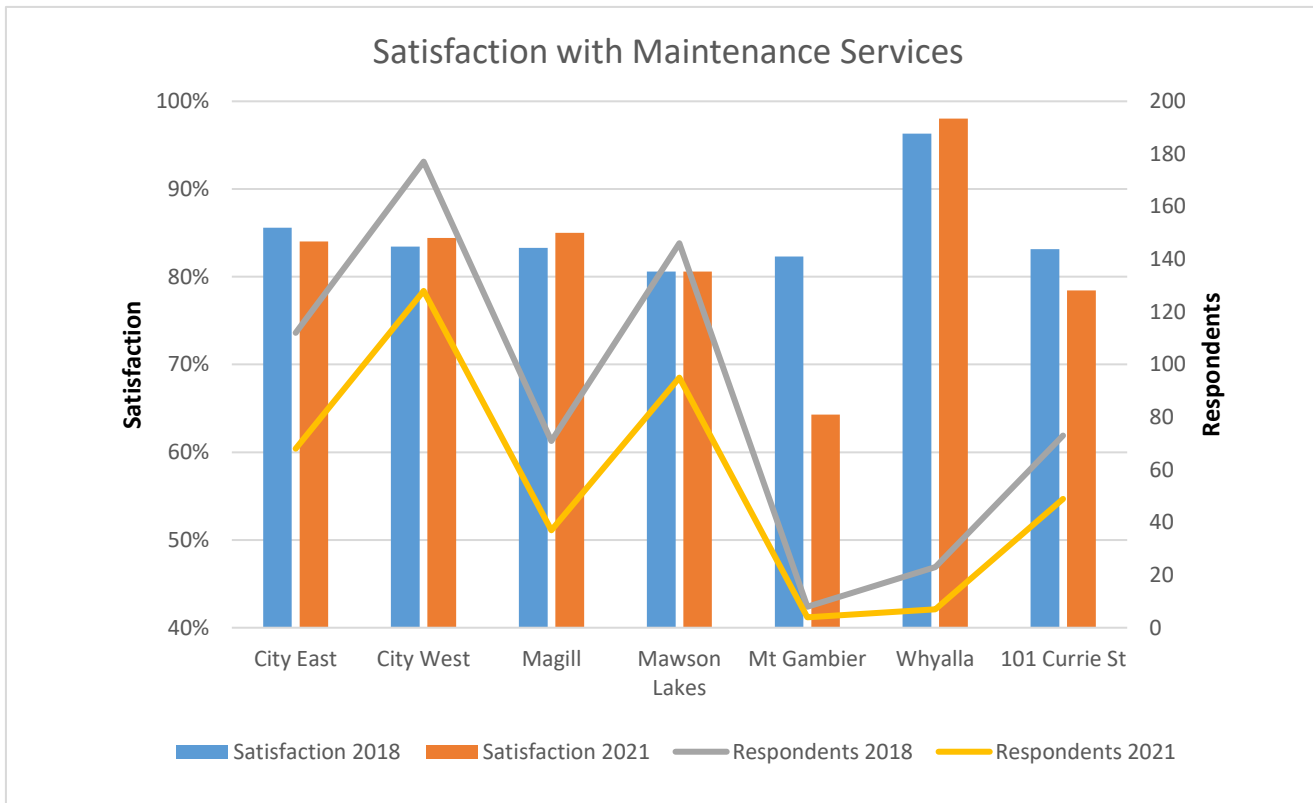
	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	3	0.94
Mostly Dissatisfied	5	1.57
Somewhat Dissatisfied	13	4.08
Neither Satisfied or Dissatisfied	45	14.11
Somewhat Satisfied	50	15.67
Mostly Satisfied	123	38.56
Completely Satisfied	80	25.08
Total Respondents	319	100.00

Maintenance

Importance Rating
83%

Satisfaction Rating
83%

Utilisation
71%



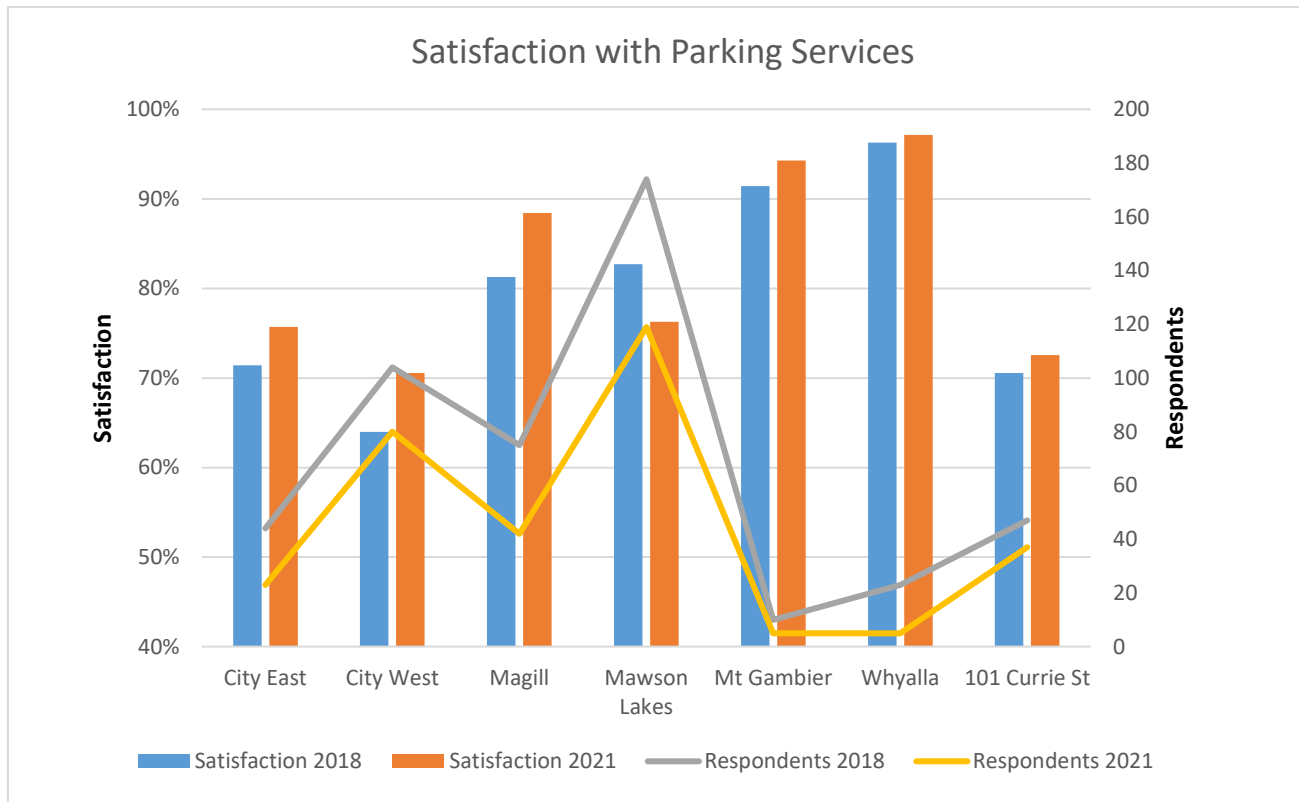
Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	4	1.02
Mostly Dissatisfied	3	0.77
Somewhat Dissatisfied	13	3.32
Neither Satisfied or Dissatisfied	32	8.16
Somewhat Satisfied	57	14.54
Mostly Satisfied	174	44.39
Completely Satisfied	109	27.81
Total Respondents	392	100.00

Parking

Importance Rating
66%

Satisfaction Rating
76%

Utilisation
58%



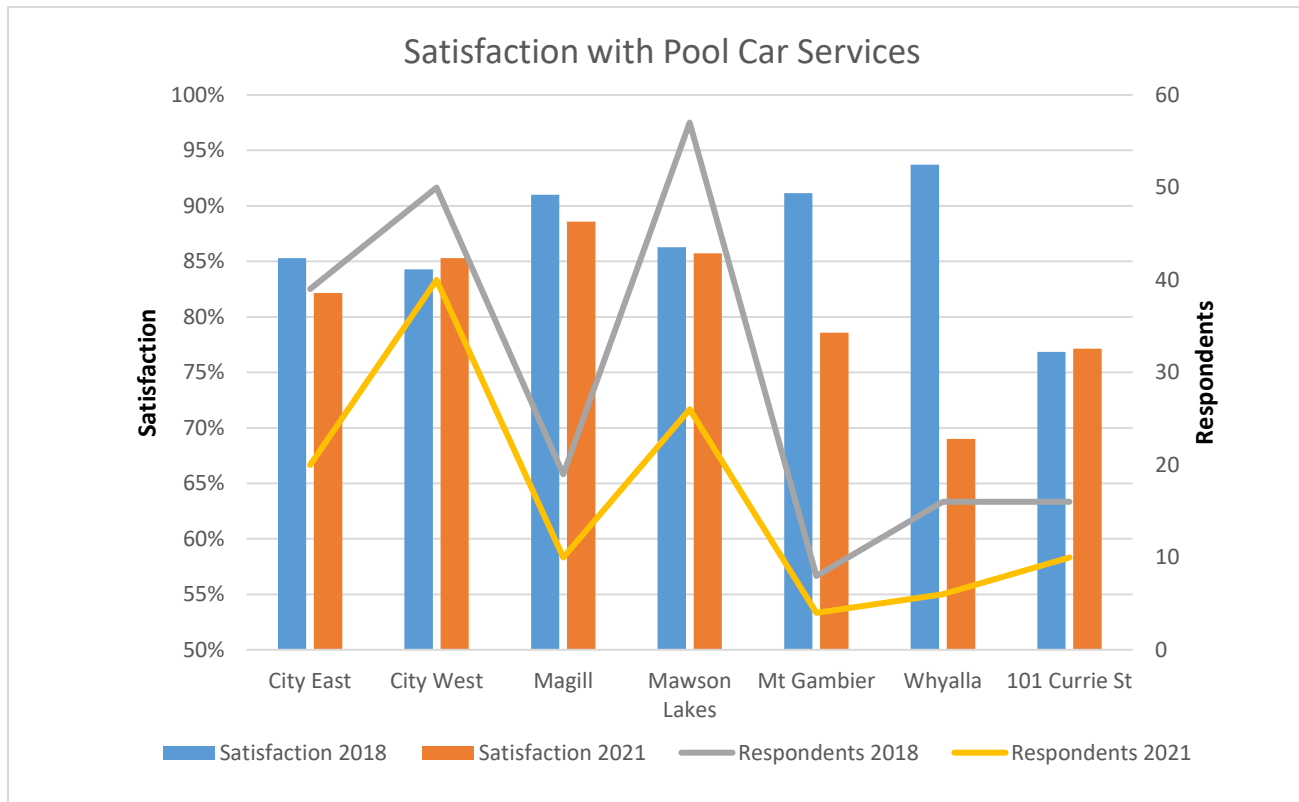
	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	12	3.80
Mostly Dissatisfied	13	4.11
Somewhat Dissatisfied	10	3.16
Neither Satisfied or Dissatisfied	39	12.34
Somewhat Satisfied	64	20.25
Mostly Satisfied	99	31.33
Completely Satisfied	79	25.00
Total Respondents	316	100.00

Pool Cars

Importance Rating
42%

Satisfaction Rating
83%

Utilisation
22%



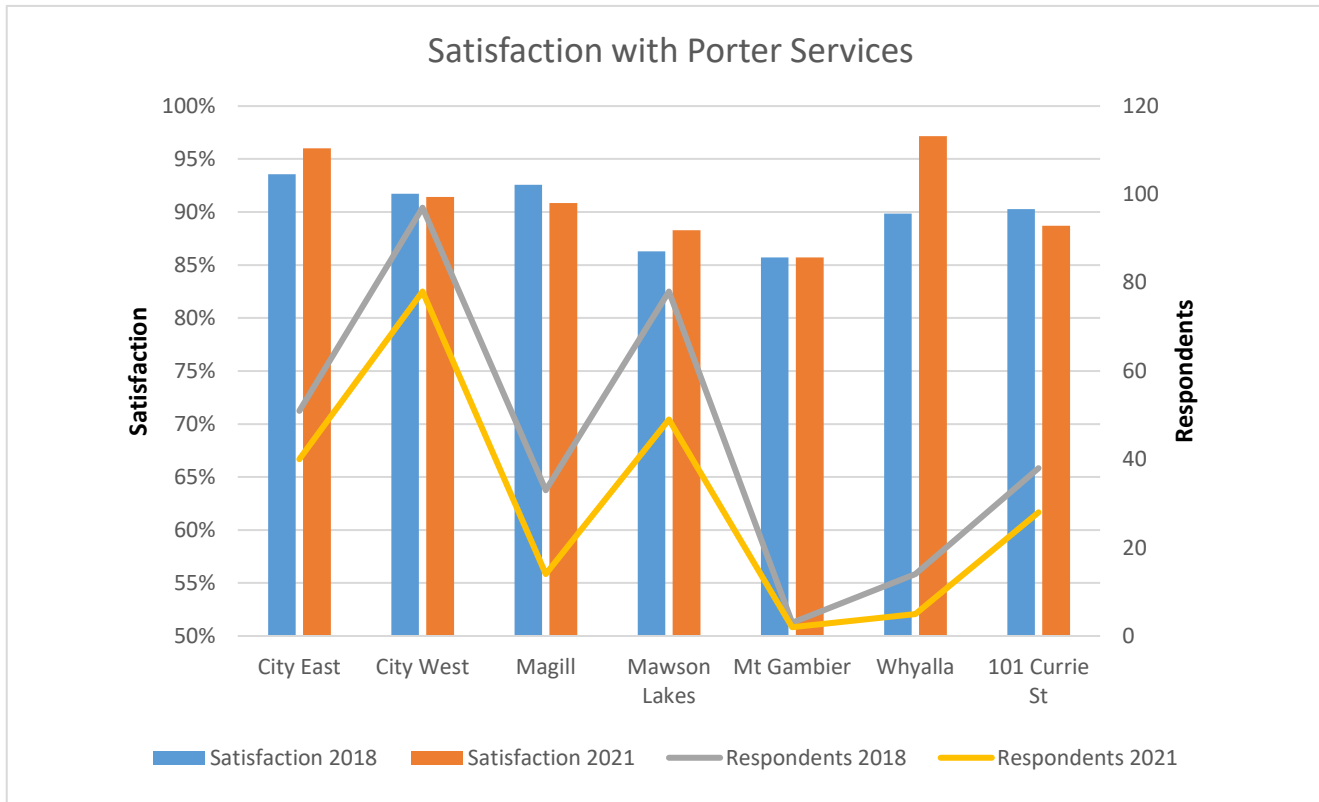
Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	1	0.85
Mostly Dissatisfied	0	0.00
Somewhat Dissatisfied	4	3.42
Neither Satisfied or Dissatisfied	16	13.68
Somewhat Satisfied	12	10.26
Mostly Satisfied	44	37.61
Completely Satisfied	40	34.19
Total Respondents	117	100.00

Porter

Importance Rating
53%

Satisfaction Rating
91%

Utilisation
39%



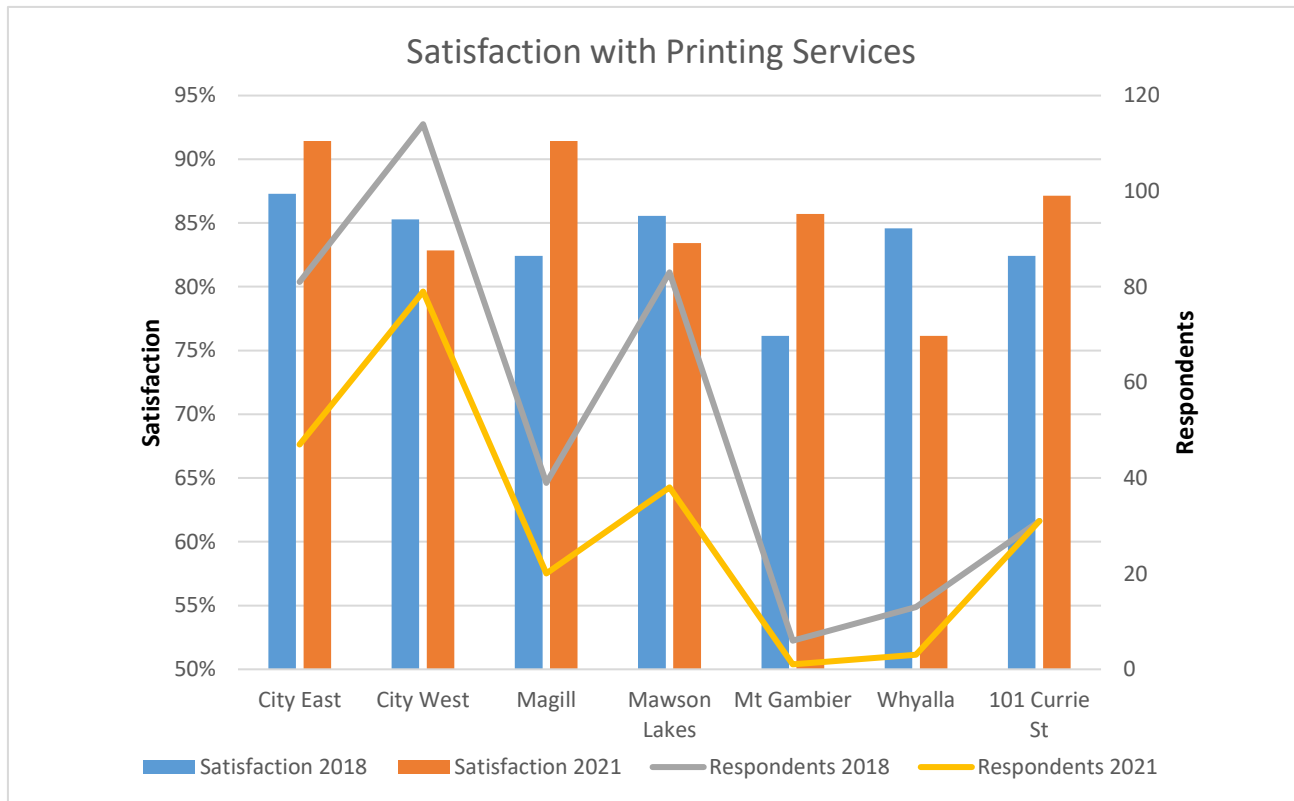
	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	1	0.46
Mostly Dissatisfied	0	0.00
Somewhat Dissatisfied	1	0.46
Neither Satisfied or Dissatisfied	6	2.75
Somewhat Satisfied	12	5.50
Mostly Satisfied	83	38.07
Completely Satisfied	115	52.75
Total Respondents	218	100.00

Printing (UniPrint)

Importance Rating
57%

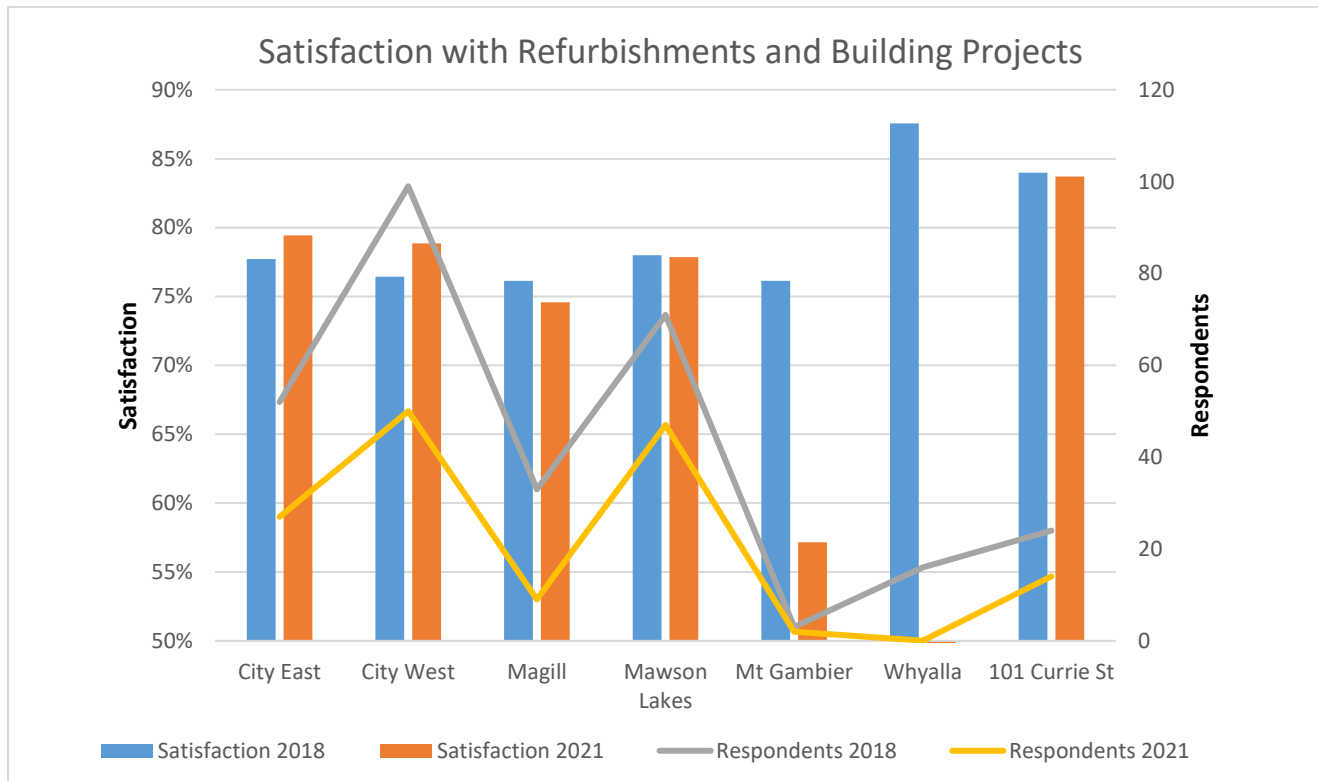
Satisfaction Rating
86%

Utilisation
41%



Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	0	0.00
Mostly Dissatisfied	0	0.00
Somewhat Dissatisfied	3	1.35
Neither Satisfied or Dissatisfied	23	10.31
Somewhat Satisfied	26	11.66
Mostly Satisfied	85	38.12
Completely Satisfied	86	38.57
Total Respondents	223	100.00

Refurbishment and Building Projects



Importance Rating
67%

Satisfaction Rating
79%

Utilisation
28%

Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	0	0.00
Mostly Dissatisfied	1	0.67
Somewhat Dissatisfied	5	3.33
Neither Satisfied or Dissatisfied	24	16.00
Somewhat Satisfied	28	18.67
Mostly Satisfied	72	48.00
Completely Satisfied	20	13.33
Total Respondents	150	100.00

Retail Stores



Importance
Rating
44% 

Satisfaction
Rating
87% 

Utilisation
30% 

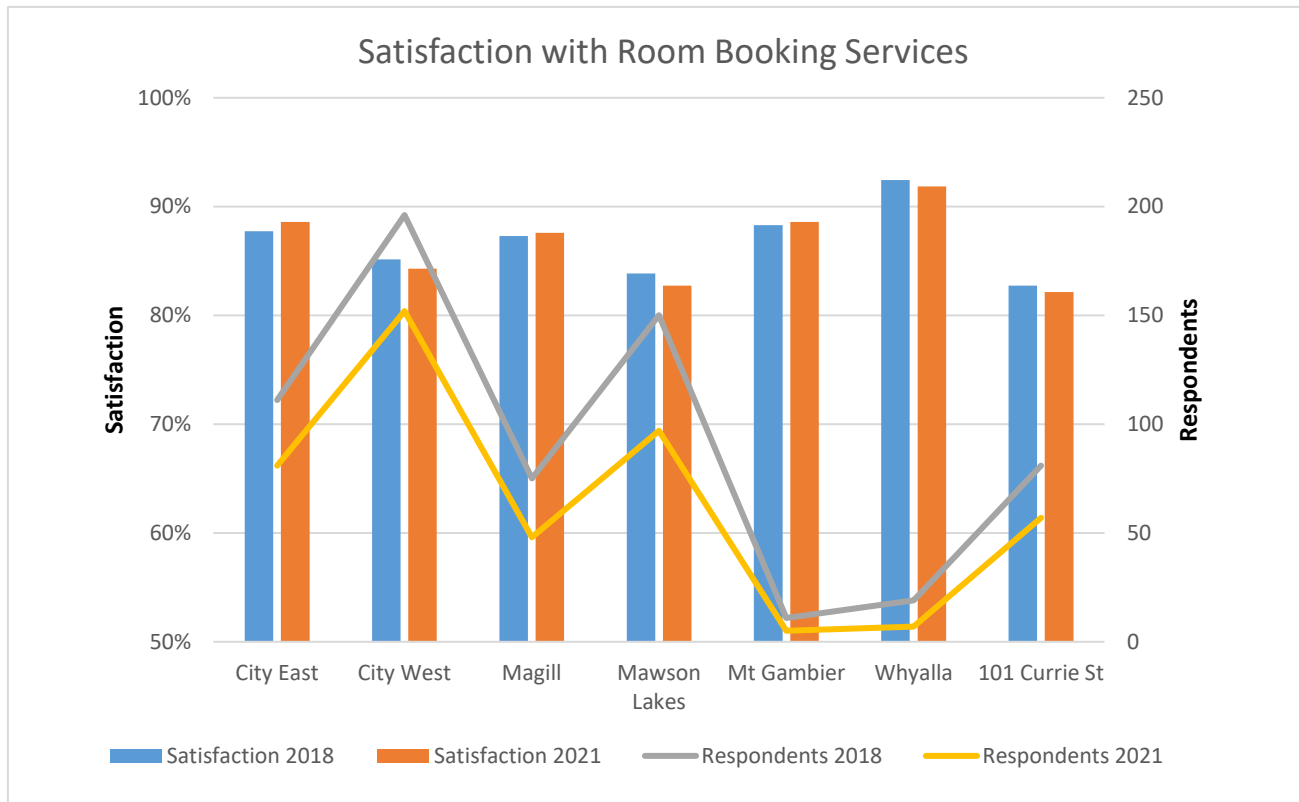
Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	0	0.00
Mostly Dissatisfied	2	1.20
Somewhat Dissatisfied	2	1.20
Neither Satisfied or Dissatisfied	17	10.18
Somewhat Satisfied	14	8.38
Mostly Satisfied	57	34.13
Completely Satisfied	75	44.91
Total Respondents	167	100.00

Room Bookings

Importance Rating
80%

Satisfaction Rating
85%

Utilisation
83%



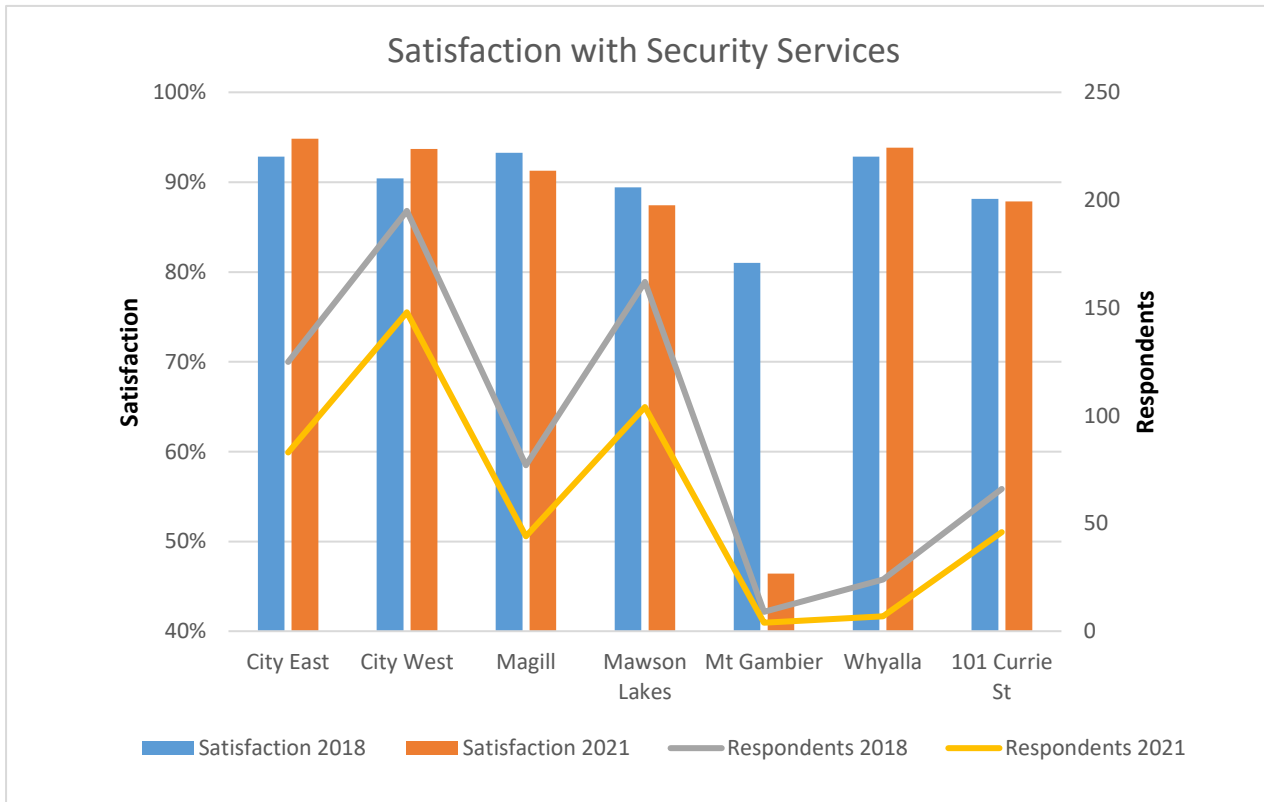
	Respondents	
Satisfaction Rating Description	(n)	(%)
Completely Dissatisfied	5	1.10
Mostly Dissatisfied	8	1.77
Somewhat Dissatisfied	15	3.31
Neither Satisfied or Dissatisfied	14	3.09
Somewhat Satisfied	60	13.25
Mostly Satisfied	191	42.16
Completely Satisfied	160	35.32
Total Respondents	453	100.00

Security

Importance Rating
88%

Satisfaction Rating
91%

Utilisation
81%



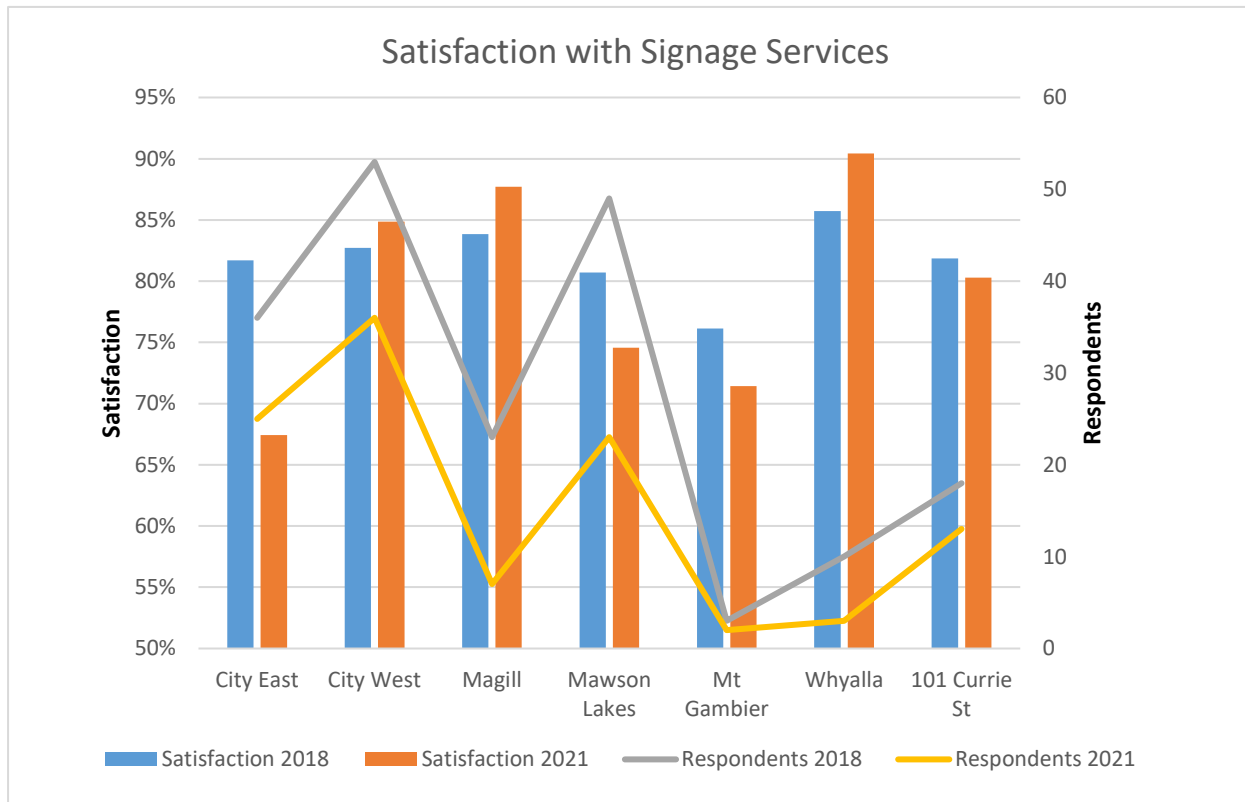
Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	1	0.23
Mostly Dissatisfied	3	0.68
Somewhat Dissatisfied	4	0.91
Neither Satisfied or Dissatisfied	16	3.64
Somewhat Satisfied	21	4.77
Mostly Satisfied	147	33.41
Completely Satisfied	248	56.36
Total Respondents	440	100.00

Signage

Importance Rating
55%

Satisfaction Rating
78%

Utilisation
20%

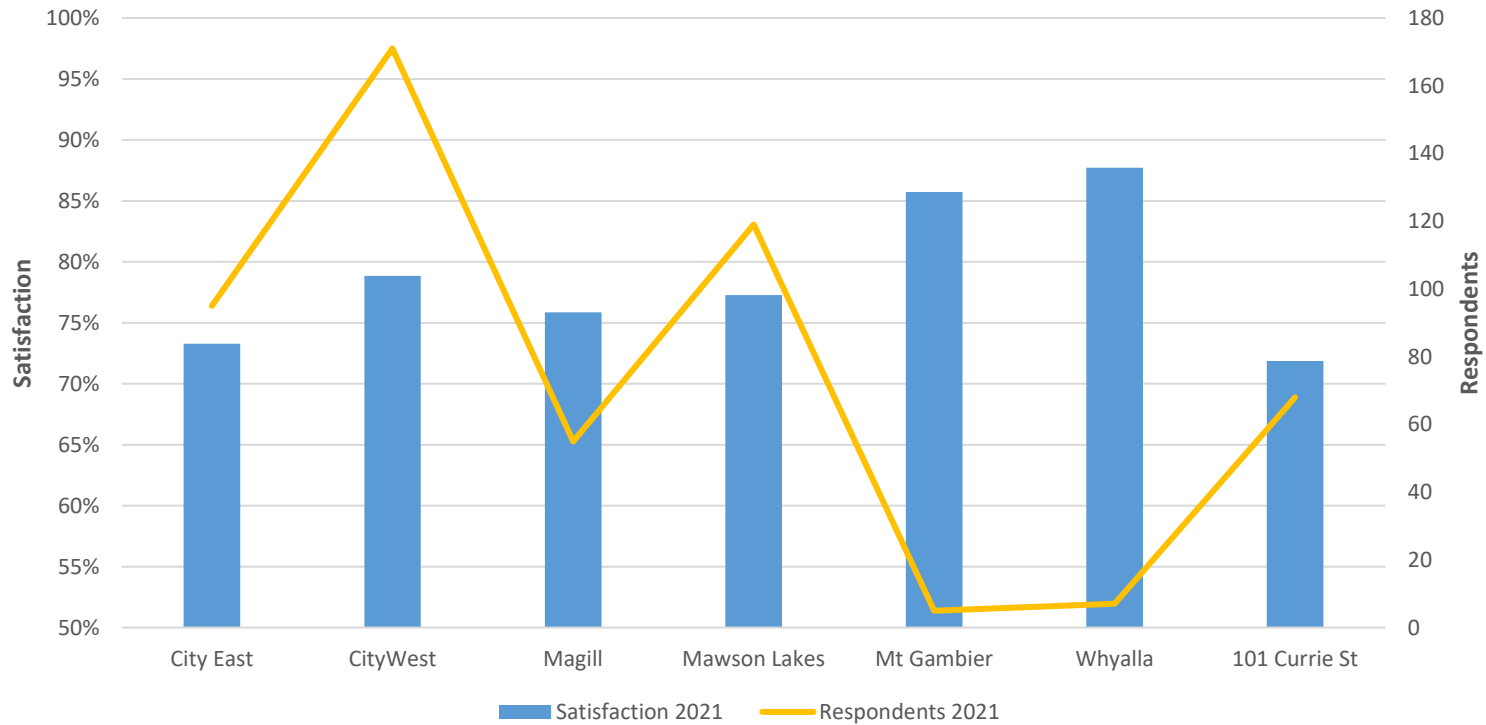


Satisfaction Rating Description	Respondents	
	(n)	(%)
Completely Dissatisfied	0	0.00
Mostly Dissatisfied	3	2.75
Somewhat Dissatisfied	4	3.67
Neither Satisfied or Dissatisfied	16	14.68
Somewhat Satisfied	24	22.02
Mostly Satisfied	39	35.78
Completely Satisfied	23	21.10
Total Respondents	109	100.00

Building Amenity (New in 2021)

Satisfaction
Rating
76%

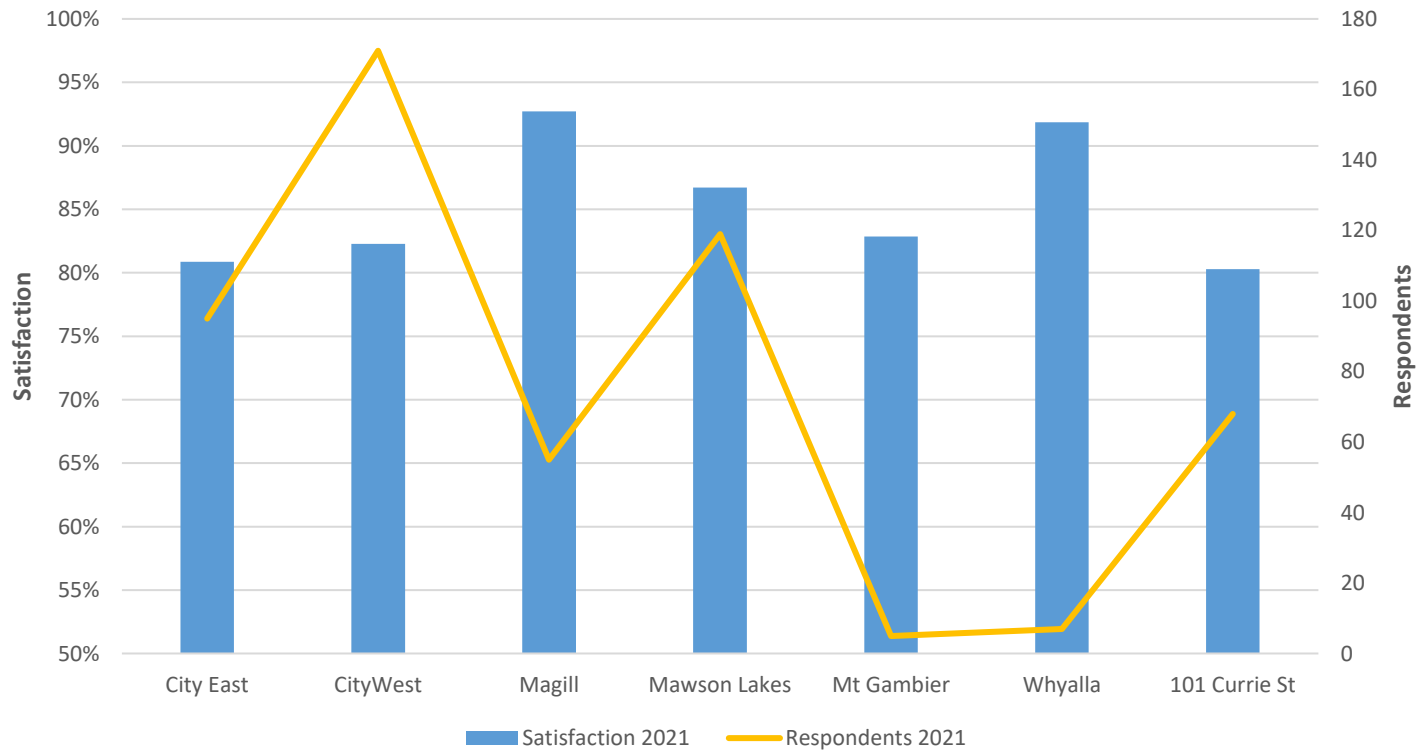
Satisfaction with our campus Buildings



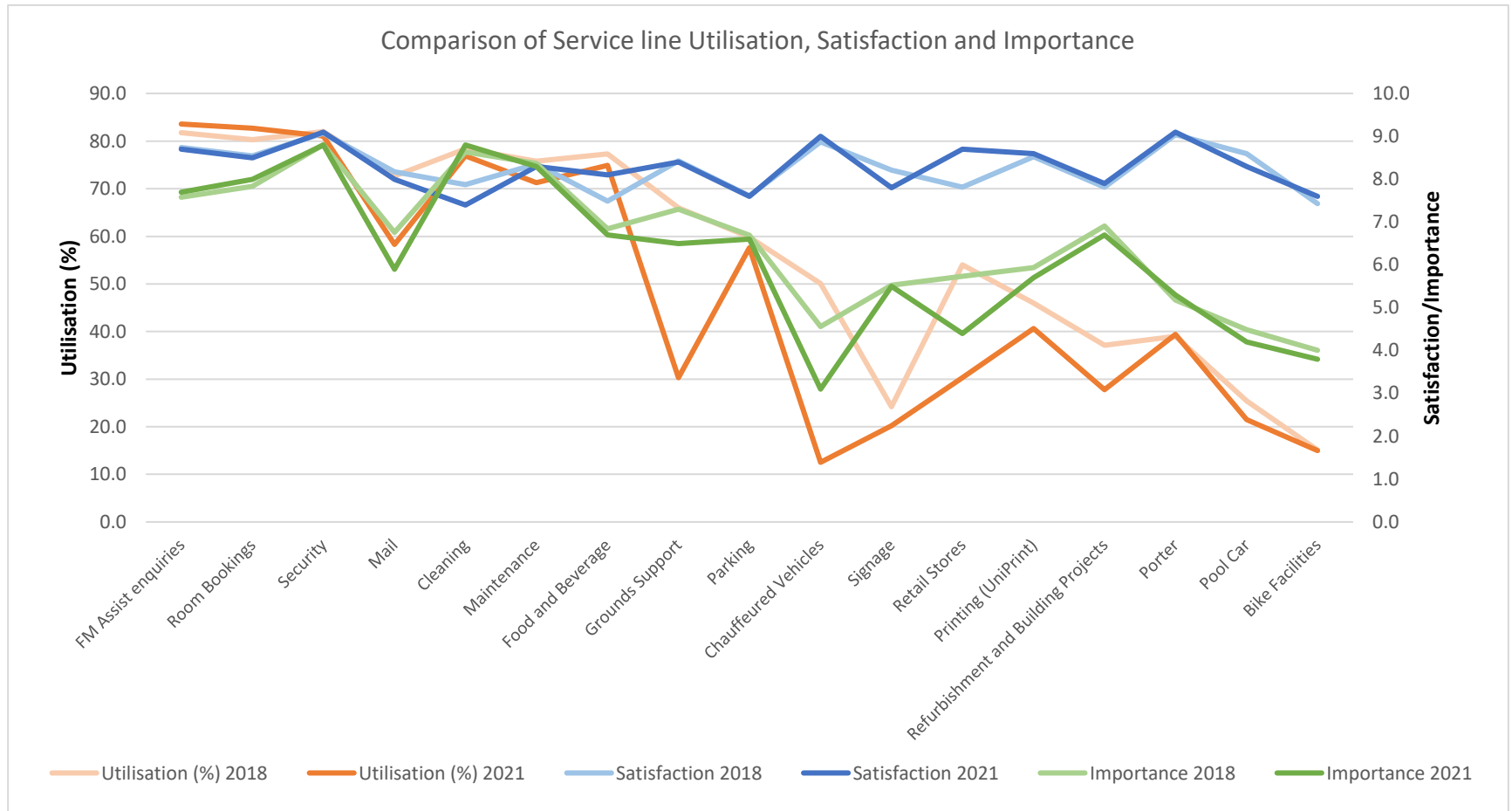
Grounds Amenity (New in 2021)

Satisfaction
Rating
84%

Satisfaction with our campus Grounds



Comparison of Utilisation, Satisfaction and Importance



Observations

- **All highly utilised or high importance service lines received satisfaction levels > 80%, with the exception of Cleaning (74%)**
- **Satisfaction and Importance were very consistent between the 2018 and 2021 surveys. Utilisation experienced more variation, however this was influenced largely by changes to the question set and COVID-19 impacts**
- **The percentage of respondents who provided qualitative feedback was very consistent with previous surveys (i.e. 2016, 2018 and 2021)**

Next Steps

- **All qualitative responses reviewed to identify trends**
- **Where required, key recommendations for improvement developed**
- **Where possible, improvement opportunities will be implemented**

Thank you for your valuable feedback!



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