

DPS Customer Surveys

2007 and 2009

Summary of Results

	2007	2009
Total sample size (approx)	4,000	3,200
Total respondents	863	765

Composition of respondents—Refer Page 1.

2007 and 2009 DPS Customer Survey: Composition of respondents

Type of Respondent	2007 Responses		2009 Responses	
	Count	Percent %	Count	Percent %
Minister	8	0.9	2	0.3
Senator or Member	12	1.4	13	1.7
Staff member of a Minister	52	6	42	5.5
Staff member of a Senator or Member	161	18.7	238	31.1
Staff member of the Department of the Senate	79	9.2	64	8.4
Staff member of the Department of the House of Representatives	105	12.2	75	9.8
Staff member of the Department of Parliamentary Services	315	36.5	331	43.2
Press Gallery Member	28	3.2	-	-
Other	103	11.9	-	-
Answered question	863		765	

2009 Results (excluding DPS staff)

	Very satisfied	Satisfied	Total non-DPS staff satisfied or very satisfied 2009	Somewhat satisfied	Dissatisfied	Very dissatisfied	Total Dissatisfied in 2009	Response count 2009 (N.A.s not counted)	% satisfied or very satisfied 2009	Changes in satisfaction levels from 2007
2020 Client Support Help Desk	128	140	268	63	16	4	20	351	76%	2%
Art services	50	48	98	4	2	1	3	105	93%	4%
Building Maintenance Help Desk & Services	50	66	116	17	7	0	7	140	83%	10%
Catering	22	84	106	56	16	8	24	186	57%	15%
Childcare (Capital Hill Early Childhood Centre)	6	13	19	7	0	1	1	27	70%	Not asked in 2007
Cleaning (e.g. inside or outside the building)	37	83	120	33	22	4	26	179	67%	-1%
Communications (e.g. phones and faxes)	74	136	210	24	8	0	8	242	87%	0%
Disabled facilities (e.g. car parks, bathrooms, lifts, wheel chairs)	12	20	32	4	3	0	3	39	82%	Not asked in 2007
Environmental advice (e.g. how to minimise PH's environmental impact)	9	38	45	19	6	2	8	72	63%	Not asked in 2007
Hansard	84	103	187	25	13	1	14	226	83%	-6%
Broadcasting (inc. House Monitoring Service)	82	85	167	20	4	1	6	192	87%	-5%
Health and Recreation Centre	34	48	82	15	5	0	5	102	80%	1%
Information technology (e.g. computers, printers, email access)	58	113	171	47	17	6	23	241	71%	-5%
Library	153	81	234	13	2	2	4	261	93%	-1%
Loading Dock (e.g. delivery and dispatch of goods)	21	40	61	14	0	0	0	75	81%	9%
Non-catered Functions	10	17	27	11	2	0	2	40	68%	7%
Nurses Centre	63	35	98	8	0	0	0	106	92%	8%
Pass Office	124	111	235	11	3	1	4	250	94%	7%
Project delivery (e.g. building, security, IT)	21	29	50	20	1	1	2	72	69%	22%
The Parliament Shop	68	87	155	18	0	0	0	173	90%	2%
Visitor services (Parliament House Guides)	67	46	113	9	4	2	6	128	88%	0%

2007 Results (excluding DPS staff)	Very satisfied	Satisfied	Total non-DPS staff satisfied or very satisfied 2007	Somewhat satisfied	Dissatisfied	Very dissatisfied	Total Dissatisfied in 2007	Response count 2007 (N.A.s not counted)	% satisfied or very satisfied 2007
2020 Client Support Help Desk	92	99	191	44	17	5	22	257	74%
Art services	17	17	34	3	0	1	1	38	89%
Building Maintenance Help Desk & Services	31	45	76	17	8	3	11	104	73%
Catering	23	59	82	64	37	14	51	197	42%
Childcare (Capital Hill Early Childhood Centre)									Not asked in 2007
Cleaning (e.g. inside or outside the building)	44	62	106	32	14	3	17	155	68%
Communications (e.g. phones and faxes)	89	114	203	24	5	2	7	234	87%
Disabled facilities (e.g. car parks, bathrooms, lifts, wheel chairs)									Not asked in 2007
Environmental advice (e.g. how to minimise PH's environmental impact)									Not asked in 2007
Hansard	100	73	173	18	1	2	3	194	89%
Broadcasting (inc. House Monitoring Service)	85	71	156	13	1	0	1	170	92%
Health and Recreation Centre	26	41	67	11	5	1	6	84	80%
Information technology (e.g. computers, printers, email access)	47	82	129	30	7	4	11	170	76%
Library	164	84	248	13	2	0	2	263	94%
Loading Dock (e.g. delivery and dispatch of goods)	24	43	67	18	5	2	7	92	73%
Non-catered Functions	16	35	52	26	6	2	8	86	60%
Nurses Centre	43	30	73	9	1	3	4	86	85%
Pass Office	104	98	202	23	5	2	7	232	87%
Project delivery (e.g. building, security, IT)	8	12	20	13	5	4	9	42	48%
The Parliament Shop	59	79	138	17	1	1	2	157	88%
Visitor services (Parliament House Guides)	35	31	66	6	3	0	3	75	88%

2009 Survey Results (DPS staff only)

	Very satisfied	Satisfied	Total DPS staff satisfied or very satisfied 2009	Somewhat satisfied	Dissatisfied	Very dissatisfied	Total Dissatisfied in 2009	Response count 2009 (N.A.s not counted)	% satisfied or very satisfied
2020 Client Support Help Desk	75	113	188	39	17	5	22	249	76%
Art services	14	33	47	19	1	3	4	70	67%
Building Maintenance Help Desk & Services	49	72	121	26	4	1	6	152	80%
Catering	16	70	86	57	29	4	33	176	49%
Childcare (Capital Hill Early Childhood Centre)	6	17	23	10	4	0	4	37	62%
Cleaning (e.g. inside or outside the building)	23	89	112	62	23	7	30	194	68%
Communications (e.g. phones and faxes)	48	121	169	23	11	0	11	203	83%
Disabled facilities (e.g. car parks, bathrooms, lifts, wheel chairs)	8	31	39	8	2	1	3	50	78%
Environmental advice (e.g. how to minimise PH's environmental impact)	11	56	67	30	10	5	15	112	80%
Hansard	9	34	43	16	4	3	7	66	66%
Broadcasting (inc. House Monitoring Service)	23	49	72	17	1	2	3	92	78%
Health and Recreation Centre	78	75	153	14	1	2	3	170	90%
Information technology (e.g. computers, printers, email access)	37	117	154	35	18	3	21	210	73%
Library	53	69	122	20	3	3	6	148	82%
Loading Dock (e.g. delivery and dispatch of goods)	27	60	87	22	4	1	5	114	76%
Non-catered Functions	4	24	28	15	1	1	2	45	62%
Nurses Centre	50	68	116	14	3	0	3	133	87%
Pass Office	59	104	163	19	3	1	4	186	88%
Project delivery (e.g. building, security, IT)	16	33	49	19	22	13	35	103	48%
The Parliament Shop	59	80	139	14	1	0	1	164	90%
Visitor services (Parliament House Guides)	34	41	75	9	3	4	7	91	82%

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Building Maintenance Help Desk & Services	32	51	83	20	5	2	7	110	75%
Catering	9	49	58	43	18	11	29	130	45%
Childcare (Capital Hill Early Childhood Centre)									Not asked in 2007
Cleaning (e.g. inside or outside the building)	23	61	84	33	7	2	9	126	67%
Communications (e.g. phones and faxes)	64	82	146	8	1	0	1	155	94%
Disabled facilities (e.g. car parks, bathrooms, lifts, wheel chairs)									Not asked in 2007
Environmental advice (e.g. how to minimise PH's environmental impact)									Not asked in 2007
Hansard	12	22	34	9	1	0	1	44	77%
Broadcasting (inc. House Monitoring Service)	23	35	58	8	2	0	2	68	85%
Health and Recreation Centre	57	49	106	10	1	0	1	117	91%
Information technology (e.g. computers, printers, email access)	34	64	98	21	3	2	5	124	79%
Library	66	45	111	5	1	0	1	117	95%
Loading Dock (e.g. delivery and dispatch of goods)	23	45	68	11	6	3	9	88	77%
Non-catered Functions	0	0	0	0	0	0	0	0	n/a
Nurses Centre	50	40	90	7	0	1	1	98	92%
Pass Office	49	62	111	12	4	0	4	127	87%
Project delivery (e.g. building, security, IT)	8	19	27	14	12	7	19	60	45%
The Parliament Shop	34	47	81	9	1	0	1	91	89%
Visitor services (Parliament House Guides)	28	15	41	6	1	0	1	48	86%