



Customer Satisfaction Survey Result

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Version 0.13

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Property
NSW

Executive Summary

The bi-annual customer satisfaction survey has now been completed for Property NSW. While the results demonstrate service and customer perception is getting better, there are a few areas which will need focus.

Achievements

1. **58%** Response Rate, with 2/3 of these are Band 1 or above
2. Combined satisfaction score of **69**
3. The improvement on PNSW performance is represented by **40%** of respondents rating PNSW as **getting better** and **58%** rating it as the same
4. **60%** of respondents believed that Property NSW **delivers value for their business**
5. **69%** of respondents believed that Property NSW **delivers value for the State of NSW**

Focus Areas

1. There are a high number of respondents who have rated PNSW “average” on customer satisfaction
2. A high number of respondents raised **operational reporting** as an issue
3. Availability of **information** is an issue, 23% rated it as below average
4. The **speed of response** is an issue
5. Customers are wanting a more **strategic relationship**
6. **Staff continuity** has been noted as turnover of staff and handover are not satisfactory
7. **Jones Lang LaSalle** has been raised as an issue
8. The monthly transaction **cost**

Next Steps

1. Directors brief at next leaders forum
2. Customer service improvement plans for all areas by 30/07/2018
3. Customer playback of survey results and service improvement plans by 31/08/2018

Perception of Property NSW “40% think Property NSW are getting better”

- 57 respondents answered this question (1 Skipped)
 - 1.75% perceive Property NSW as **GETTING WORSE** (this equates to 1 respondent)
 - 57.89% perceive Property NSW as **ABOUT THE SAME** (this equates to 33 respondents)
 - 40.35% perceive Property NSW as **GETTING BETTER** (this equates to 23 respondents)
- This results confirms the service improvement plans in alignment with the customer strategy is having a positive impact on customers

Results

1. The questionnaire asked respondents if they agreed Property NSW delivered **value for their business**:
 - 16.4% Disagreed or Strongly Disagreed; and
 - 60% Agreed or Strongly Agreed
2. The questionnaire also asked respondents if they agreed Property NSW delivered **value for the State of NSW**:
 - 16.4% Disagreed or Strongly Disagreed;
 - 69.1% Agreed or Strongly Agreed
3. The questionnaire asked respondents their satisfaction level with **Acquisition and Disposal Services (CT)**:
 - 3.7% were Dissatisfied or Very Dissatisfied; and
 - 53.7% we Satisfied or Very Satisfied
4. The questionnaire asked respondents their satisfaction level with **Leasing Services (PMG)**:
 - 22.2% were Dissatisfied or Very Dissatisfied; and
 - 51.9% we Satisfied or Very Satisfied
5. The questionnaire asked respondents their satisfaction level with **Asset Management Services (PMG)**:
 - 12.9% were Dissatisfied or Very Dissatisfied; and
 - 42.6% we Satisfied or Very Satisfied
6. The questionnaire asked respondents their satisfaction level with **Major Projects (MP)**:
 - 5.6% were Dissatisfied or Very Dissatisfied; and
 - 57.4% we Satisfied or Very Satisfied