

RevenueSA

Summary of Customer Satisfaction Survey Results

	How satisfied were you with the...						In your dealing with RevenueSA...								Overall Average			
	overall quality of service?		accessibility of the service?		amount of time it took to get the service?		you were treated fairly?		you were informed of everything required in relation to your query in order to comply with state taxation legislation?		staff were knowledgeable and competent?		staff went the extra mile to make sure you got what you needed?				did you get what you required?	
	%	Mean	%	Mean	%	Mean	%	Mean	%	Mean	%	Mean	%	Mean			%	Mean
2018	81.1%	4.06	81.1%	4.06	80%	4	80.7%	4.04	79.5%	3.98	80.4%	4.02	75.6%	3.78	92.1%	4.61	81%	4.07
2017	81.5%	4.07	80.5%	4.02	80.7%	4.03	79.7%	3.98	79.7%	3.98	80.5%	4.02	75.8%	3.79	82%	4.74	82%	4.08
2016	82.9%	4.15	83.8%	4.19	82.3%	4.11	80.6%	4.03	79.9%	3.99	80.7%	4.04	75.7%	3.79	95.3%	4.76	83%	4.13
2015	77.8%	3.89	78.7%	3.93	76.8%	3.84	75.9%	3.80	76.1%	3.81	77.3%	3.87	70.5%	3.53	94.4%	4.63	78.4%	3.91
2014	81.2%	4.06	82.4%	4.12	80.8%	4.04	80.4%	4.02	79.6%	3.98	79.8%	3.99	73.6%	3.68	96.4%	4.82	82%	4.09
2013	81.6%	4.08	80.8%	4.04	78.4%	3.92	82.8%	4.14	80.2%	4.01	80.2%	4.01	74.4%	3.72	92.4%	4.62	81.4%	4.07
2012	83.1%	4.15	84.0%	4.20	82.1%	4.11	83.1%	4.15	82.4%	4.12	81.6%	4.08	77.3%	3.87	95.9%	4.79	83.7%	4.18
2011	78.8%	3.94	80.4%	4.02	79.0%	3.95	81.7%	4.08	80.6%	4.03	80.8%	4.04	75.1%	3.76	95.7%	4.78	81.5%	4.08
2010	78.7%	3.94	79.5%	3.98	78.1%	3.90	85.5%	4.27	84.2%	4.21	85.5%	4.27	79.2%	3.96	95.7%	4.78	83.2%	4.16
2009	79.5%	3.99	79.9%	4.00	78.3%	3.92	82.2%	4.11	82.5%	4.12	81.8%	4.09	76.5%	3.82	95.2%	4.77	82.0%	4.10
2008	78.1%	3.91	78.7%	3.94	76.0%	3.80	75.2%	3.76	74.1%	3.70	75.0%	3.75	70.3%	3.52	96.1%	4.80	77.9%	3.90
Overall Change# since 2008	3.8%	0.15	3.0%	0.12	5.3%	0.20	7.3%	0.28	7.3%	0.28	7.2%	0.27	7.5%	0.26	4.2%	0.21	4.0%	0.17

#change indicates the increase/decrease in actual (not rounded) percentage using 2008 as the base percentage, i.e. an increase from 70% to 75% is an increase of 7.1% on the original (base) 70% $((0.75-0.70)/0.70 = 0.071)$.