Summary of Taxpayer Satisfaction Results

	2008 Base Year		2009		2010		2011		2012		2013		2014		2015		Overall Change# since 2008		
	%	Mean	%	Mean	%	Mean	%	Mean	%	Mean	%	Mean	%	Mean	%	Mean		%	Mean
How satisfied were you with the…																			
… overall quality of service?	78.1%	3.91	79.5%	3.99	78.7%	3.94	78.8%	3.94	83.1%	4.15	81.6%	4.08	81.2%	4.06	77.8%	3.89	↓	0.4%	0.02
… accessibility of the service?	78.7%	3.94	79.9%	4.00	79.5%	3.98	80.4%	4.02	84.0%	4.20	80.8%	4.04	82.4%	4.12	78.7%	3.93	↓	0%	0.01
… amount of time it took to get the service?	76.0%	3.80	78.3%	3.92	78.1%	3.90	79.0%	3.95	82.1%	4.11	78.4%	3.92	80.8%	4.04	76.8%	3.84	↑	1.1%	0.04
In your dealing with RevenueSA…																			
… you were treated fairly?	75.2%	3.76	82.2%	4.11	85.5%	4.27	81.7%	4.08	83.1%	4.15	82.8%	4.14	80.4%	4.02	75.9%	3.80	↑	0.9%	0.04
… you were informed of everything required in relation to your query in order to comply with state taxation legislation?	74.1%	3.70	82.5%	4.12	84.2%	4.21	80.6%	4.03	82.4%	4.12	80.2%	4.01	79.6%	3.98	76.1%	3.81	↑	2.7%	0.11
… staff were knowledgeable and competent?	75.0%	3.75	81.8%	4.09	85.5%	4.27	80.8%	4.04	81.6%	4.08	80.2%	4.01	79.8%	3.99	77.3%	3.87	↑	3.1%	0.12
… staff went the extra mile to make sure you got what you needed?	70.3%	3.52	76.5%	3.82	79.2%	3.96	75.1%	3.76	77.3%	3.87	74.4%	3.72	73.6%	3.68	70.5%	3.53	↑	0.3%	0.01
… did you get what you required?	96.1%	4.80	95.2%	4.77	95.7%	4.78	95.7%	4.78	95.9%	4.79	92.4%	4.62	96.4%	4.82	94.4%	4.63	↓	1.8%	0.17
Overall Average	77.9%	3.90	82.0%	4.10	83.2%	4.16	81.5%	4.08	83.7%	4.18	81.4%	4.07	82%	4.09	78.4%	3.91	↑	0.5%	0.1

#change indicates the increase/decrease in actual (not rounded) percentage using 2008 as the base percentage, i.e. a 5% increase from 70% to 75% is an increase of 7.1% on the original (base) 70% (0.05/0.70 = 0.071).