Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

Cultural Heritage Online Portal
User Satisfaction Review

Research Insights Report – Wave Five

May 2021
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Research Background & Objectives

BACKGROUND

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (ATSIP) provide information from the Aboriginal and Torres Strait Islander Cultural Heritage Database and Register to land users seeking to comply with their cultural heritage duty of care. The Cultural Heritage Online Portal enables all land users, who have registered for special access, to undertake cultural heritage search requests. These search requests provide land users with information about Aboriginal or Torres Strait Islander areas and objects of traditional, customary and archaeological significance to assist land users in meeting their duty of care under the Aboriginal Cultural Heritage Act 2003 and Torres Strait Islander Cultural Heritage Act 2003.

Enhance Research was commissioned by ATSIP to undertake an online survey. This report shows the findings of the quantitative research from 2017 to 2021.

RESEARCH OBJECTIVES

The key objective of the survey was to evaluate the Cultural Heritage Online Portal and measure users’ experience and satisfaction.
Online survey invitations were sent between April 28 and May 16 2021 to a list of 392 portal users provided by ATSIP. A total of 114 surveys were completed with a response rate of 29%.

<table>
<thead>
<tr>
<th>ORGANISATION OF USER</th>
<th>N =</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queensland Government</td>
<td>53</td>
</tr>
<tr>
<td>Other Organisations</td>
<td>61</td>
</tr>
<tr>
<td>TOTAL</td>
<td>114</td>
</tr>
</tbody>
</table>

Please note the following when reading this report:

- Where question response percentages do not sum to 100%, this is due either to rounding or a question allowing multiple responses
- Caution is needed in interpreting data with small base sizes of around n=30 or less
- The base note included on each page throughout this report represents the number of respondents who answered the particular question

Statistical significance testing has been used to examine changes over time. Statistical significance between years will be displayed on line charts with the use of a dotted line.

Due to the small sample size, the probability of differences between waves being statistically significant is reduced. This means that figures appearing to have a large difference between them may not be statistically different from each other.
Frequency of Use

Overall, three in ten users (29%) access the portal at least several times a week. Another three in ten (33%) use it several times a month. Four in ten users (38%) access the portal several times a year or less.

**Portal Usage in Past 12 Months**

- **Daily**
  - Overall: 4%
  - QLD Gov Dpt: 4%
  - Other Orgs: 3%

- **Several times a week**
  - Overall: 25%
  - QLD Gov Dpt: 28%
  - Other Orgs: 23%

- **Several times a month**
  - Overall: 33%
  - QLD Gov Dpt: 32%
  - Other Orgs: 34%

- **Several times a year**
  - Overall: 35%
  - QLD Gov Dpt: 32%
  - Other Orgs: 38%

- **Once**
  - Overall: 3%
  - QLD Gov Dpt: 4%
  - Other Orgs: 2%

Very Frequent
- 29% Overall
- 32% QLD Gov Dpt
- 26% Other Orgs

Frequent

Infrequent
- 38% Overall
- 36% QLD Gov Dpt
- 40% Other Orgs

Base: Base: All 2021 respondents (n=114, QLD Gov Dpt n=53, Other Orgs n=61)

S1. How many times in the past 12 months have you accessed the Cultural Heritage Online Portal?
Overall Satisfaction

Overall satisfaction remains high and consistent with previous waves. Four in five users (82%) are satisfied with the online portal.

Due to the small sample sizes, the probability of changes between waves being found to be statistically significant is reduced.

Overall Satisfaction with the Cultural Heritage Online Portal

<table>
<thead>
<tr>
<th>Year</th>
<th>Overall</th>
<th>QLD Gov Dpt</th>
<th>Other Orgs</th>
<th>Very Frequent</th>
<th>Frequent</th>
<th>Infrequent</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>90%</td>
<td>90%</td>
<td>78%</td>
<td>85%</td>
<td>97%</td>
<td>79%</td>
</tr>
<tr>
<td>2018</td>
<td>86%</td>
<td>85%</td>
<td>75%</td>
<td>88%</td>
<td>91%</td>
<td>71%</td>
</tr>
<tr>
<td>2019</td>
<td>82%</td>
<td>93%</td>
<td>74%</td>
<td>92%</td>
<td>89%</td>
<td>83%</td>
</tr>
<tr>
<td>2020</td>
<td>85%</td>
<td>89%</td>
<td>78%</td>
<td>85%</td>
<td>81%</td>
<td>81%</td>
</tr>
<tr>
<td>2021</td>
<td>82%</td>
<td>89%</td>
<td>77%</td>
<td>86%</td>
<td>84%</td>
<td>81%</td>
</tr>
</tbody>
</table>

Base: All respondents (2021 n=114, QLD Gov Dpt n=53, Other Orgs n=61, Very Frequent n=33, Frequent n=38, Infrequent n=43)
Q3. Overall, how satisfied are you with the Cultural Heritage Online Portal?
Positive Aspects of the Portal

The portal’s user friendliness, that it provides the necessary data, and timely results are the most commonly mentioned positive aspects about the portal.
Portal Accessibility

Accessibility of the portal remains high, with around four in five users (86%) finding it easy to access.

Ease of Accessing the Cultural Heritage Online Portal

Base: All respondents (2021 n=114, QLD Gov Dpt n=53, Other Orgs n=61, Very Frequent n=33, Frequent n=38, Infrequent n=43)

Q1a. To what extent do you agree with the following statements...It was easy to access the Cultural Heritage Online Portal?

% satisfied (4) or very satisfied (5)
**Portal Ease of Use**

Overall, ease of use is in line with the previous wave, with around four in five users (85%) agreeing that it is easy to use. Other Organisations agreement that the portal is easy to use has increased slightly from last wave, though not significantly.

*Due to the small sample sizes, the probability of changes between waves being found to be statistically significant is reduced.*

**Ease of Using the Cultural Heritage Online Portal**

<table>
<thead>
<tr>
<th>Year</th>
<th>Overall</th>
<th>QLD Gov Dpt</th>
<th>Other Orgs</th>
<th>Very Frequent</th>
<th>Frequent</th>
<th>Infrequent</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>71%</td>
<td>84%</td>
<td>82%</td>
<td>77%</td>
<td>82%</td>
<td>71%</td>
</tr>
<tr>
<td>2018</td>
<td>73%</td>
<td>85%</td>
<td>84%</td>
<td>82%</td>
<td>83%</td>
<td>80%</td>
</tr>
<tr>
<td>2019</td>
<td>77%</td>
<td>84%</td>
<td>84%</td>
<td>83%</td>
<td>84%</td>
<td>81%</td>
</tr>
<tr>
<td>2020</td>
<td>74%</td>
<td>85%</td>
<td>84%</td>
<td>85%</td>
<td>85%</td>
<td>81%</td>
</tr>
<tr>
<td>2021</td>
<td>80%</td>
<td>89%</td>
<td>80%</td>
<td>81%</td>
<td>91%</td>
<td>91%</td>
</tr>
</tbody>
</table>

Base: All respondents (2021 n=114, QLD Gov Dpt n=53, Other Orgs n=61, Very Frequent n=33, Frequent n=38, Infrequent n=43)

Q1b. To what extent do you agree with the following statements...It was easy to use the Cultural Heritage Online Portal?
Desirable Outcome

Most users often or always get the information or outcome they need from the online portal in 2021. This is in line with previous waves.

Frequency Of Gaining the Information or Outcome Needed From The Portal

- Overall
- QLD Gov Dpt
- Other Orgs
- Very Frequent
- Frequent
- Infrequent

Base: All respondents (2021 n=114, QLD Gov Dpt n=53, Other Orgs n=61, Very Frequent n=33, Frequent n=38, Infrequent n=43)

Q2. How often did you get the information or outcome that you needed from the Cultural Heritage Online Portal?
QUERY

RESOLUTION
Contact With ATSIP

In the past 12 months, two-fifths of users (41%) sought assistance to use the online portal. A third (31%) requested additional information following a search. Users from Other Organisations and those who use the portal infrequently are more likely to have contacted the Department for assistance.

Sought Assistance To Use The Online Portal

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Queensland Government Department</th>
<th>Other Organisations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>41%</td>
<td>26%</td>
<td>54%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Frequency</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Frequent</td>
<td>27%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequent</td>
<td>42%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infrequent</td>
<td>51%</td>
<td></td>
<td></td>
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</tbody>
</table>

Requested Additional Information Following A Search

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Queensland Government Department</th>
<th>Other Organisations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>31%</td>
<td>23%</td>
<td>38%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Frequency</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Frequent</td>
<td>48%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequent</td>
<td>21%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infrequent</td>
<td>26%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

GREEN figures are significantly greater than RED figures.
Resolution Timeliness

Compared to previous waves, in 2021, significantly more enquiries took 1 or 2 business days to resolve and significantly fewer were resolved in less than a day. In line with previous waves, the vast majority of enquiries (89%) were resolved within 2 business days.

Length of Time To Resolve Enquiry

- **Less than 1 business day**
  - 2017: 53%
  - 2018: 50%
  - 2019: 54%
  - 2020: 37%
  - 2021: 31%

- **1 - 2 business days**
  - 2017: 33%
  - 2018: 28%
  - 2019: 39%
  - 2020: 29%
  - 2021: 29%

- **3 - 5 business days**
  - 2017: 5%
  - 2018: 13%
  - 2019: 14%
  - 2020: 8%
  - 2021: 6%

- **More than 5 business days**
  - 2017: 10%
  - 2018: 3%
  - 2019: 8%
  - 2020: 3%
  - 2021: 3%

**GREEN** figures are significantly greater than **RED** figures

Base: Respondents who contacted with the Department (2021 n=62)
Q5. Thinking about your most recent contact with the Department, how long did it take for your enquiry to be resolved?
Staff Performance

Most users who contacted the Department in the past 12 months are satisfied with the attentiveness, knowledge and competency of staff, and their ability to answer enquiries. There is a slight decline in satisfaction with being kept informed this wave, although it is not statistically significant.

Due to the small sample sizes, the probability of changes between waves being found to be statistically significant is reduced.

Staff Performance on Most Recent Contact

- Kept informed
- Attentiveness
- Knowledgeable and competency
- Able to answer query

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Base: Respondents who had contact with the department (2021 n=62)
Q6. Thinking of your most recent contact with the Department, how much do you agree with the following...?
PORTAL IMPROVEMENTS
Suggestions For Improvement

Suggestions for improvements relating to the functionality of the portal include:

**Improve log-in and password functionality**

“The log-in details seem to drop out regularly and this requires calling the office to have them reinstated.”

“An electronic way or quicker way to recover your password instead of calling the Department.”

**Ability to see previous searches**

“A record of past searches in log-in account (the searches completed, with date stamp/parameters searched).”

“It would be helpful to have a user interface which displays your recent searches so you can quantify the frequency of compliance with the Guidelines from an organisational perspective.”

**Ability to create a single report**

“Multiple lot/plans available in 1 report without having to search 1 lot/plan at a time.”

*When searching for a proposed development area (for e.g. comprising multiple lots) it would be helpful to be able to select each lot and group and generate a single report.”*

Suggestion for improvements relating to the content of the portal are available in a separate excel verbatim document.
RESPONDENT PROFILE
Demographics

GENDER

♂  51%
♀  49%

AGE

- 18 - 24 years: 1%
- 25 - 39 years: 26%
- 40 - 54 years: 45%
- 55+ years: 27%

Firmographics

ORGANISATION TYPE

- Queensland Government Department: 46%
- Heritage Consultant: 21%
- Local Government: 11%
- Other private sector organisation: 6%
- Legal firm: 4%
- Government-owned corporation: 4%
- Mining or resources sector: 2%
- Other: 6%

ROLE WITHIN ORGANISATION

- Senior Manager: 13%
- Manager: 7%
- Supervisor/Team Leader: 19%
- Employee: 55%
- Other: 5%

Base: All 2021 respondents (n=114)