**Cultural Heritage Online Portal User Satisfaction Review**

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

**Research Insights Report**

**May 2022**

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# Research Background & Objectives

## BACKGROUND

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP) 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 DSDSATSIP to undertake an online survey. This report shows the findings of the quantitative research from 2017 to 2022.

## RESEARCH OBJECTIVES

The key objective of the survey was to evaluate the Cultural Heritage Online Portal and measure users’ experience and satisfaction.

# Methodology & Interpretation

## METHODOLOGY

Online survey invitations were sent between 13 April and 8 May 2022 to a list of 435 portal users provided by DSDSATSIP.

A total of 102 surveys were completed with a response rate of 23%.

|  |  |
| --- | --- |
| **ORGANISATION OF USER** | **n =** |
| Queensland Government | 41 |
| Other Organisations | 61 |
| TOTAL | 102 |

## REPORT INTERPRETATION

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 statically different from each other.

# Portal Usage & Satisfaction

## FREQUENCY OF USE

Overall, a quarter of users (27%) access the portal at least several times a week. Four in ten (41%) use it several times a month. Three in ten users (32%) access the portal several times a year or less.

**Portal Usage in Past 12 Months**



Base: All 2022 respondents (n=102, QLD Gov Dpt n=41, 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. There has been a slight decline over the past year, although this is not significant and four in five users (78%) continue to be satisfied with the online portal. Users from Queensland Government departments are significantly more satisfied overall than users from other organisations.

**Overall Satisfaction with the Cultural Heritage Online Portal**

⯅ are significantly greater than ⯆

% satisfied (4) or very satisfied (5)

Base: All respondents (2022 n=102, QLD Gov Dpt n=41, Other Orgs n=61, Very Frequent n=27\*, Frequent n=42, Infrequent n=33)

Q3. Overall, how satisfied are you with the Cultural Heritage Online Portal?

\*Caution small sample size

## POSITIVE ASPECTS OF THE PORTAL

Positive aspects for government users include the ease of use and navigation, the results produced and the timeliness of search results and reports.

Users from other organisations also appreciate the timeliness, as well as the search functions and parameters, and the results produced.

GREEN figures are significantly greater than RED figures

Base: All 2022 respondents (n=102, QLD Gov Dpt n=41, Other Orgs n=61)

Q7. What aspects of the Cultural Heritage Online Portal worked well for you and why?

## PORTAL ACCESSIBILITY

Accessibility of the portal remains high with around four in five users (79%) finding it easy to access. There has been a slight decline over the past year, although this is not significant. Users from Queensland Government departments are significantly more likely find the portal easy to access than users from other organisations.

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

⯅ are significantly greater than ⯆

% satisfied (4) or very satisfied (5)

Base: All respondents (2022 n=102, QLD Gov Dpt n=41, Other Orgs n=61, Very Frequent n=27\*, Frequent n=42, Infrequent n=33)

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

\*Caution small sample size

## PORTAL EASE OF USE

Overall, ease of use is in line with the previous wave, with around four in five users (81%) agreeing that the online portal is easy to use. Again, users from Queensland Government departments are significantly more likely to find the portal easy to use than users from other organisations.

*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**

⯅ are significantly greater than ⯆

% satisfied (4) or very satisfied (5)

Base: All respondents (2022 n=102, QLD Gov Dpt n=41, Other Orgs n=61, Very Frequent n=27\*, Frequent n=42, Infrequent n=33)

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

\*Caution small sample size

## DESIRABLE OUTCOME

Most users (more than nine in ten) often or always get the information or outcome they need from the online portal in 2022.

**Frequency Of Gaining the Information or Outcome Needed From The Portal**

% often (4) or always (5)

Base: All respondents (2022 n=102, QLD Gov Dpt n=41, Other Orgs n=61, Very Frequent n=27\*, Frequent n=42, Infrequent n=33)

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

\*Caution small sample size

# Query Resolution

## CONTACT WITH DSDSATSIP

In the past 12 months, half the users (49%) sought assistance to use the online portal and quarter (25%) requested additional information following a search.

**Sought Assistance To Use The Online Portal**

**Requested Additional Information Following A Search**

Base: All respondents (2022 n=102, QLD Gov Dpt n=41, Other Orgs n=61, Very Frequent n=27\*, Frequent n=42, Infrequent n=33)

Q4a. In the past 12 months, did you contact the Department to seek assistance to use the Cultural Heritage Online Portal

Q4b. In the past 12 months, did you contact the Department to request additional information following a search request?

\*Caution small sample size

## RESOLUTION TIMELINESS

In the past two years more enquiries took 1 or 2 business days to resolve rather than being resolved in less than a day. In 2022, the vast majority of enquiries (84%) continue to be resolved within 2 business days.

**Length of Time To Resolve Enquiry**

GREEN figures are significantly greater than RED figures

Base: Respondents who contacted with the Department (2022 n=57)

Q5. Thinking about your most recent contact with the Department, how long did it take for your enquiry to be resolved?

## STAFF PERFORMANCE

Most (nine in ten) 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.

*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**

% satisfied (4) or very satisfied (5)

Base: Respondents who had contact with the department (2022 n=57)

Q6. Thinking of your most recent contact with the Department, how much do you agree with the following…?

# Portal Improvements

## SUGGESTIONS FOR IMPROVEMENT

Recurring themes to improve the portal include:

**More and easier to use mapping features**

*“A mapping layer which provides the area of each group in the region based on the area being searched.”*

*“Map searches, rather than the need to have Lat/Longs etc. More features on map attached to report.”*

*“Interactivity, ability to draw or superimpose project alignments or boundaries, road/ aerial base map with cadastral data shown, exportable data.”*

*“The mapping software needs to be updated - a system like Qld Globe or GeoResGlobe is much more user friendly. Information about what the layers mean would be useful.”*

**Faster interface without bugs are automatic password reset**

*“The portal is so cumbersome - make it more intuitive. I can no longer download reports because of the "bug" - even with the most updated version of google chrome.”*

*“Ability to reset your password straight away after it expires.”*

*“I don't think it yet has the capability to search for 2 or 3 lots in the same search? As some of the State land leases we conduct searches for have more than 1 parcel of land in the lease.”*

*“Easier access to the search functions, preferably through a secure API to enable the development of tools for ArcGIS, MapInfo or QGIS.”*

**More accurate, complete or up-to-date site information**

*“Aboriginal party contact details kept up to date.”*

*“There are likely some gaps in the spatial locations of the sites recorded and errors due to age and changes in the legislation. Sites probably need some cross-referencing.”*

*“Greater level of detail on the sites in the search area. Access to the site cards themselves.”*

Base: All respondents (2022 n=102)

Q8. What improvements would you like to see made to the Cultural Heritage Online Portal?

# Respondent Profile

## DEMOGRAPHICS

GENDER

AGE

Base: All 2022 respondents (n=102)

## FIRMOGRAPHICS

ORGANISATION TYPE

ROLE WITHIN ORGANISATION

Base: All 2022 respondents (n=102)