

# Community Satisfaction in Local Government Survey Results 2015

## How to read the survey results

### Calculating the Index Scores

Many survey questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 benchmark survey and measured against the state-wide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis.

The '% RESULT' for each scale category is derived from the number of people who selected a particular importance rating in their response. The '% RESULT' is multiplied by the 'INDEX FACTOR' to produce an 'INDEX VALUE' for each category. The INDEX VALUE's are then summed to produce an 'INDEX SCORE'.

The following real examples come from survey questions relating to Community Consultation and engagement where the results were 78 for importance and 59 for performance.

Question - Q1. *Firstly, how important should 'Community Consultation and Engagement' be as a responsibility for Surf Coast Shire Council?*

Importance Rating	% Result	Index Factor	Index Value
Extremely important	39	100	39
Very important	37	75	28
Fairly important	19	50	10
Not that important	4	25	1
Not at all important	1	0	0
Can't say	1	--	<b>Index Score 78</b>

Question - *ON BALANCE, for the last twelve months, how do you feel about the performance of Surf Coast Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas?*

Performance Rating	% Result	Index Factor	Index Value
Very good	13	100	13
Good	31	75	24
Average	35	50	18
Poor	14	25	4
Very Poor	3	0	0
Can't say	6	--	<b>Index Score 59</b>