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National Statistical Service

## **Surveys of Satisfaction - SOS**

Date: Wednesday 1 August

Time: 9am to 10.30am in the Knibbs Auditorium at ABS House.

This seminar is aimed at people who are planning or are conducting satisfaction surveys for evaluating their services or programs to determine their users perception of quality. The 'SOS' status of satisfaction survey development is significant because the trouble with Surveys of Satisfaction is that they need to be developed from scratch. They are so specific that researchers cannot obtain a satisfaction survey that has already been developed and conducted, and incorporate it into their own area. This seminar will introduce steps to developing an effective satisfaction survey. A focus of the seminar will be on designing an effective satisfaction instrument.

The format of this series will be a 30-40 minute seminar followed by morning tea and then a panel discussion of the seminar topic.

If you would like to attend the seminar, could you please contact Stephanie Hebda by emailing <[stephanie.hebda@abs.gov.au](mailto:stephanie.hebda@abs.gov.au)> or 02 6252 7711 by Friday 20 July.