



Government of **Western Australia**
Department of **Mines and Petroleum**

DMP Website User Survey Report

MAY 2016

DMP Website User Survey Report

Introduction

To evaluate user satisfaction, following the launch of the Department of Mines and Petroleum's (DMP's) new website last November, two surveys were conducted; one prior to the launch and one three months after the launch. The first half of this report compares the results of these two surveys, while the second half documents feedback related to specific features of the new website. This information will be used to focus continual improvement initiatives, ensuring that stakeholder expectations and business requirements continue to be met.

Executive summary

There has been positive feedback following the introduction of the new DMP website, with over 75% of stakeholders pleased with improvements in website design, functionality and content quality. The majority of the users are satisfied with how easy and simple it is to find information on the new site. Many users complimented the new search function as one of the main reasons for improvement.

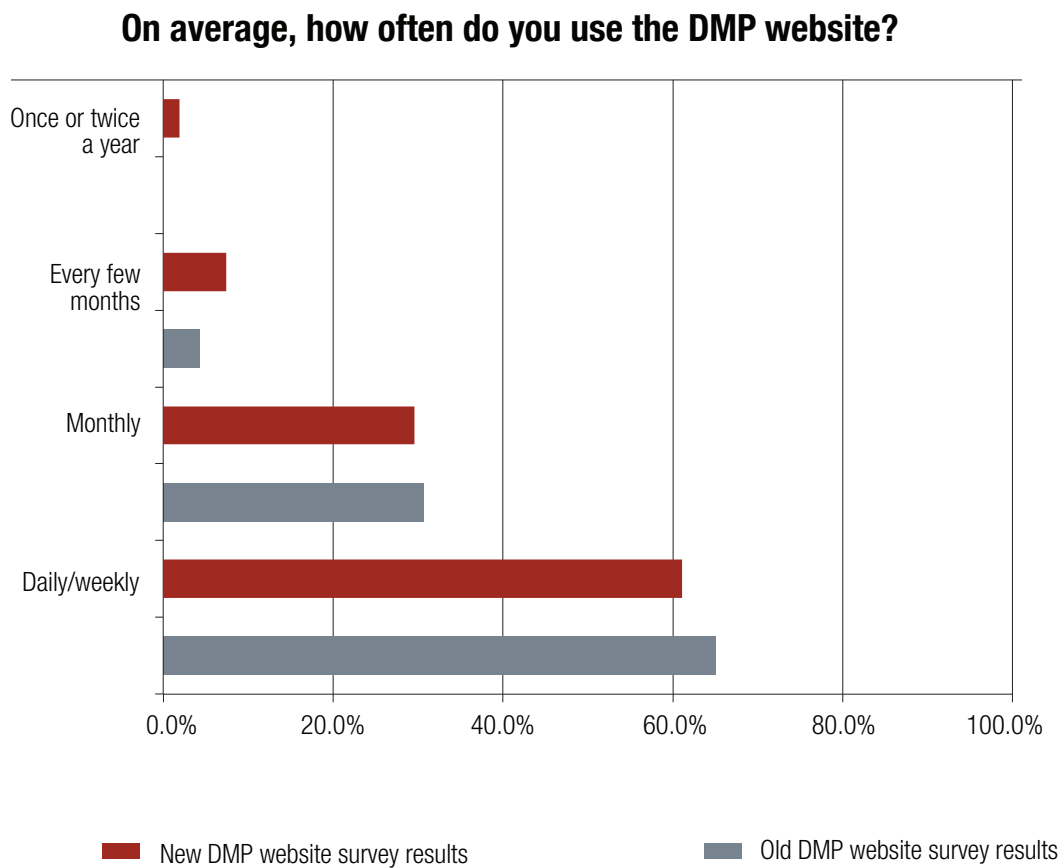
Moving forward there are three key areas of the new website identified for continuous improvement:

- Whilst the search function received positive feedback from stakeholders further improvements can be achieved. The search function is to be refined to focus on keywords, predictive text, sorting and filtering options. For instance it was identified that some key documents and information do not appear at the top of the search results page when searched.
- Some areas of navigation need to be reviewed. Some users still find it difficult to navigate through pages in "How Do I?" and "Legislation & Compliance".
- Online system links need to be continually checked. Some users found broken online system links on the new website.

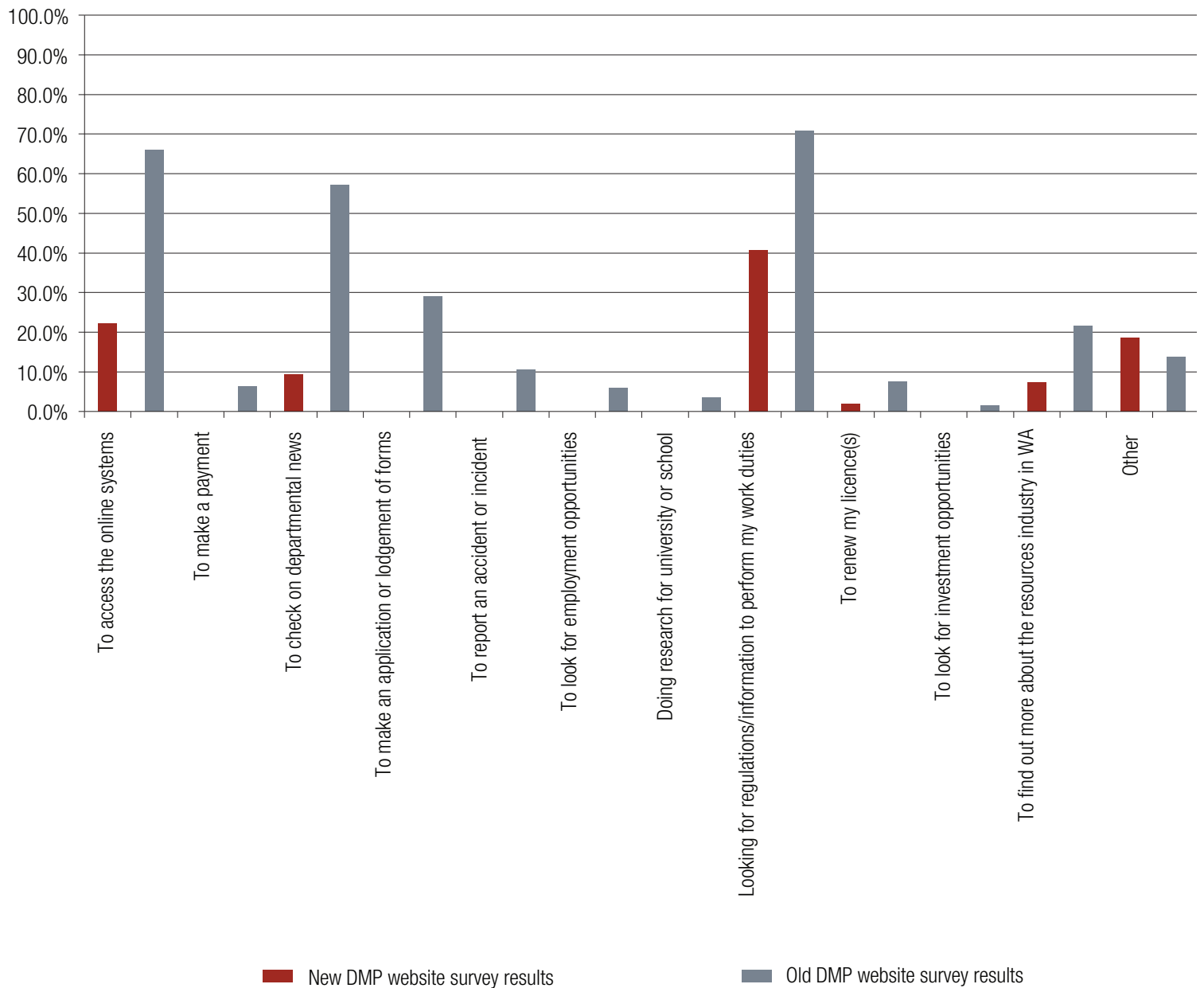
A user satisfaction survey will be undertaken on an annual basis to ensure stakeholder's feedback is reviewed and the DMP website continues to evolve to meet business and community needs.

Part One

The following survey results compare the performances of DMP's previous website to the new website, by measuring the survey responses from users before and after the launch of the new website.

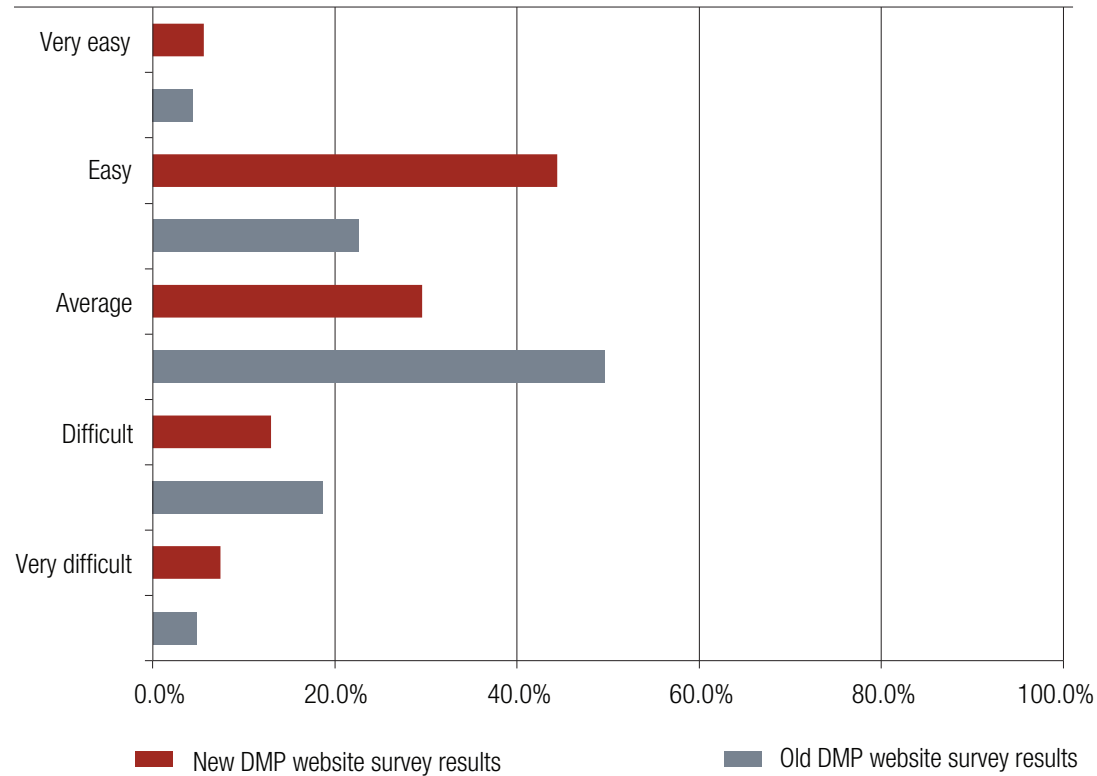


What is the main reason(s) you come to the site? (tick all that apply)

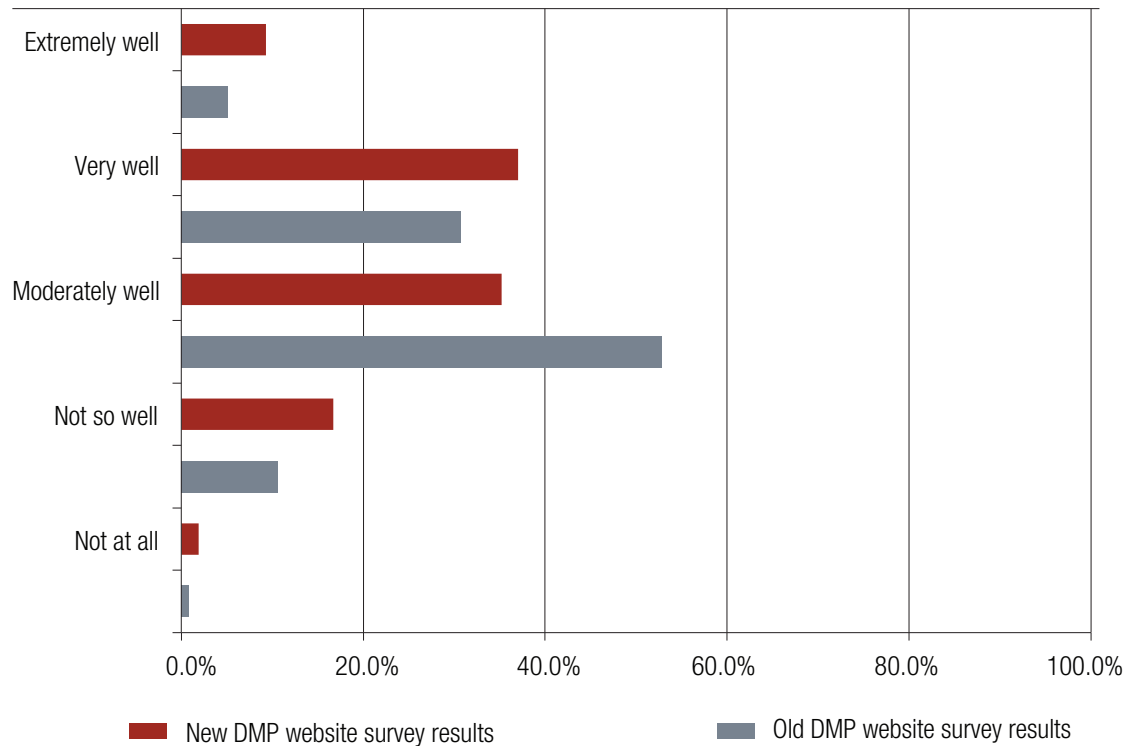




Please tell us how easy it is to find the information you are looking for on the site.

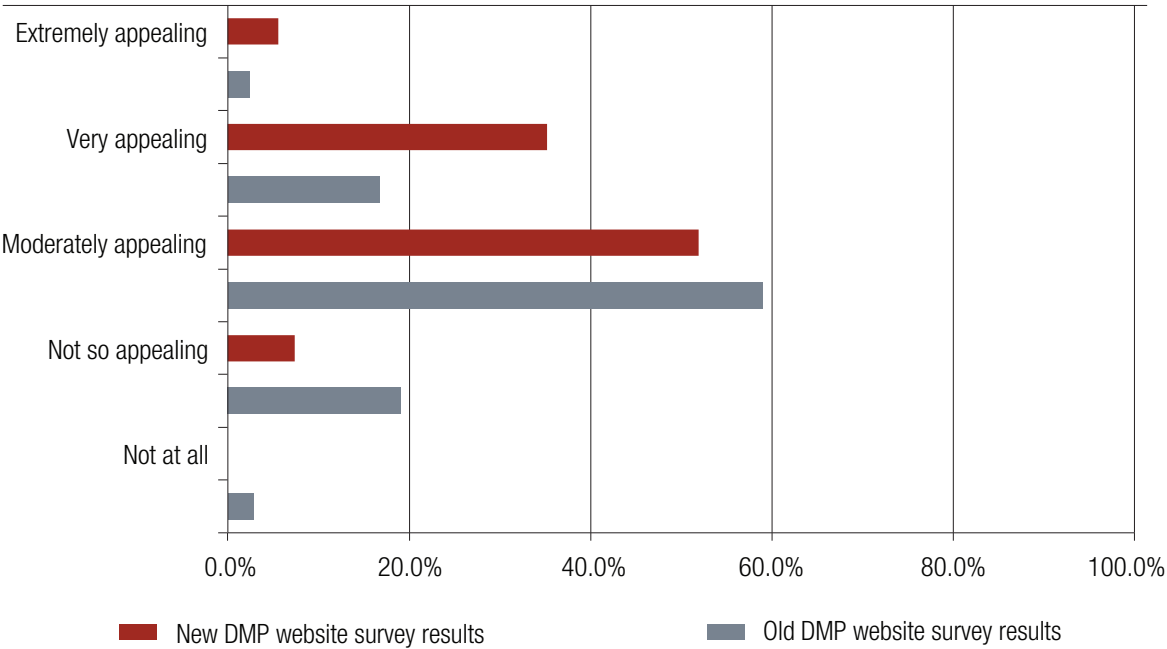


Overall, how well does our website meet your needs?

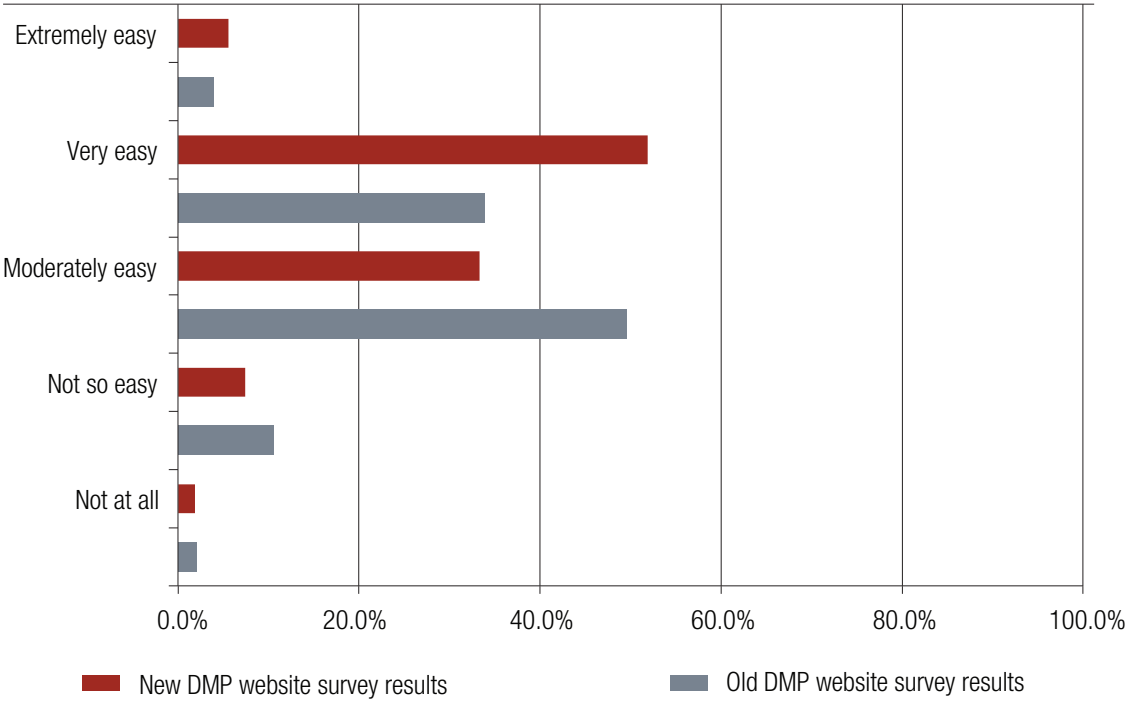




How visually appealing is our website?

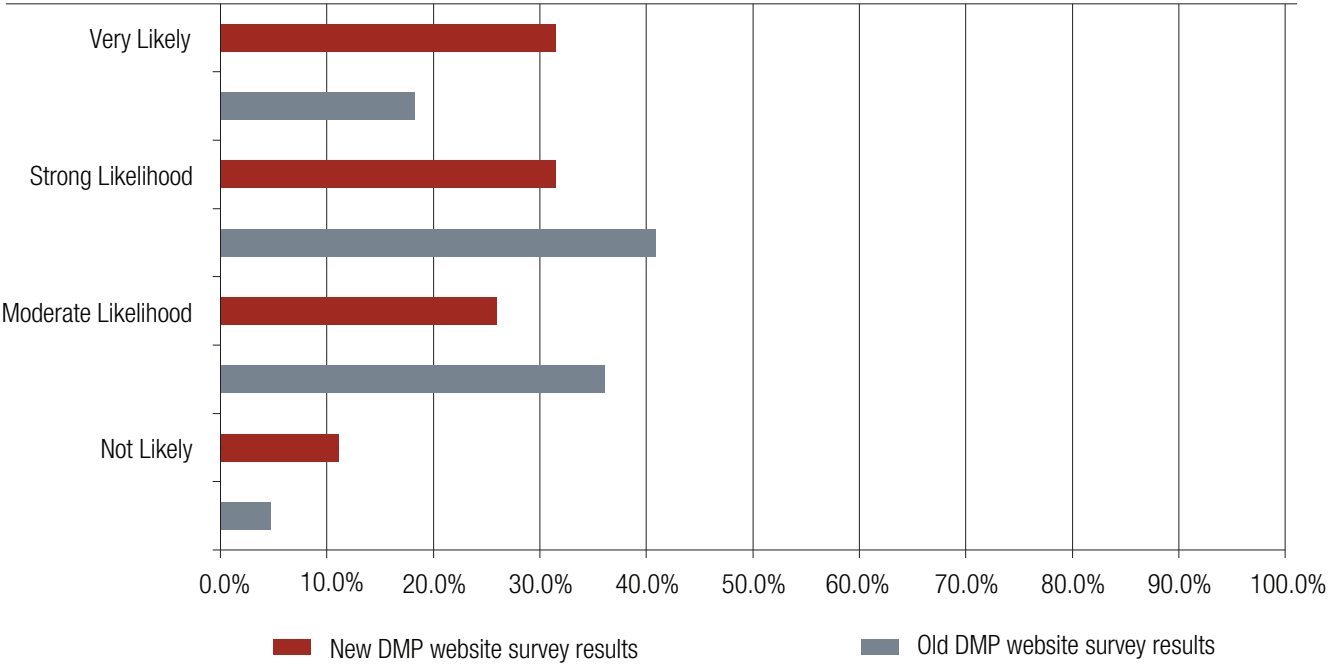


How easy is it to understand the information on our website?

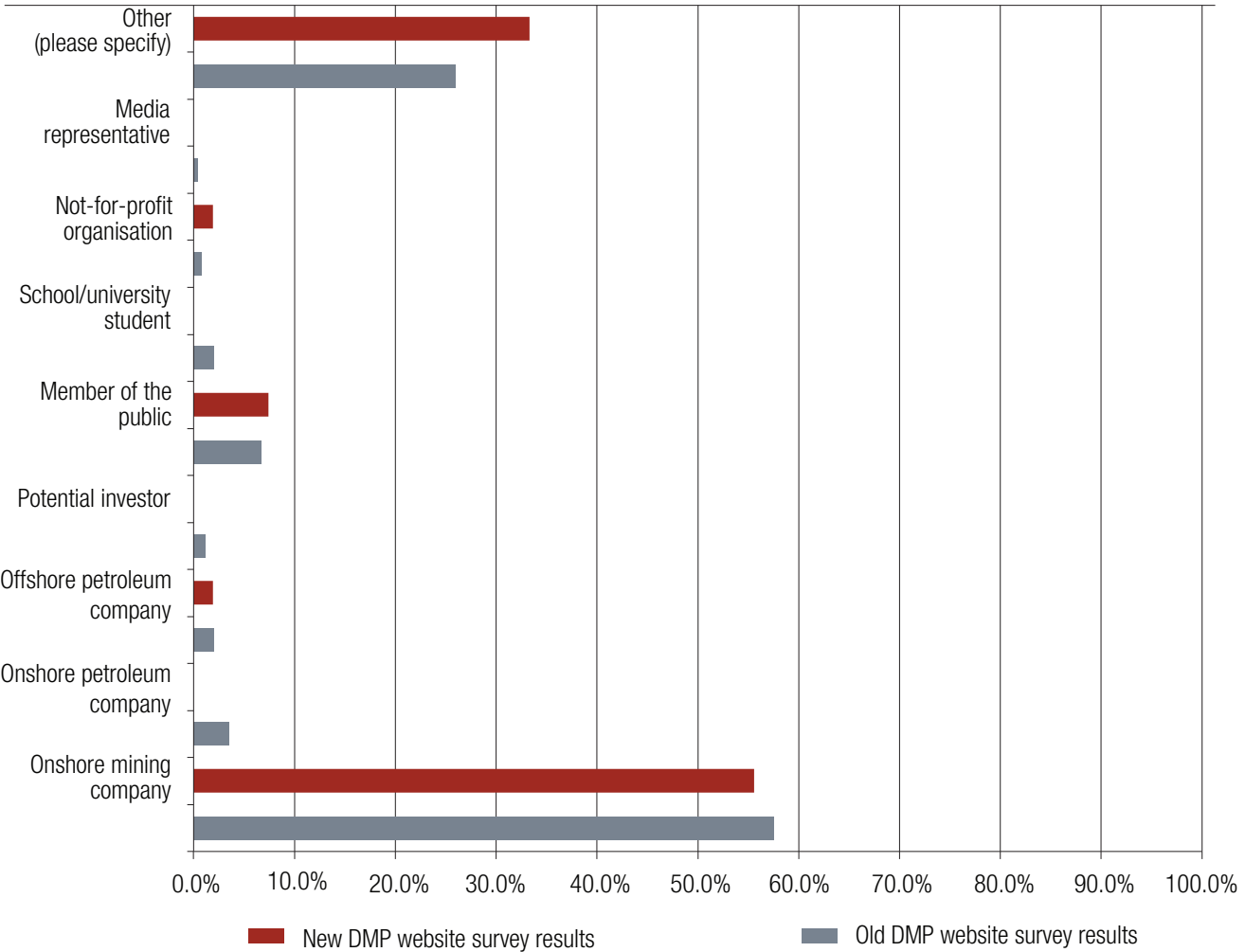




How likely is it that you would recommend our website to a friend or colleague?



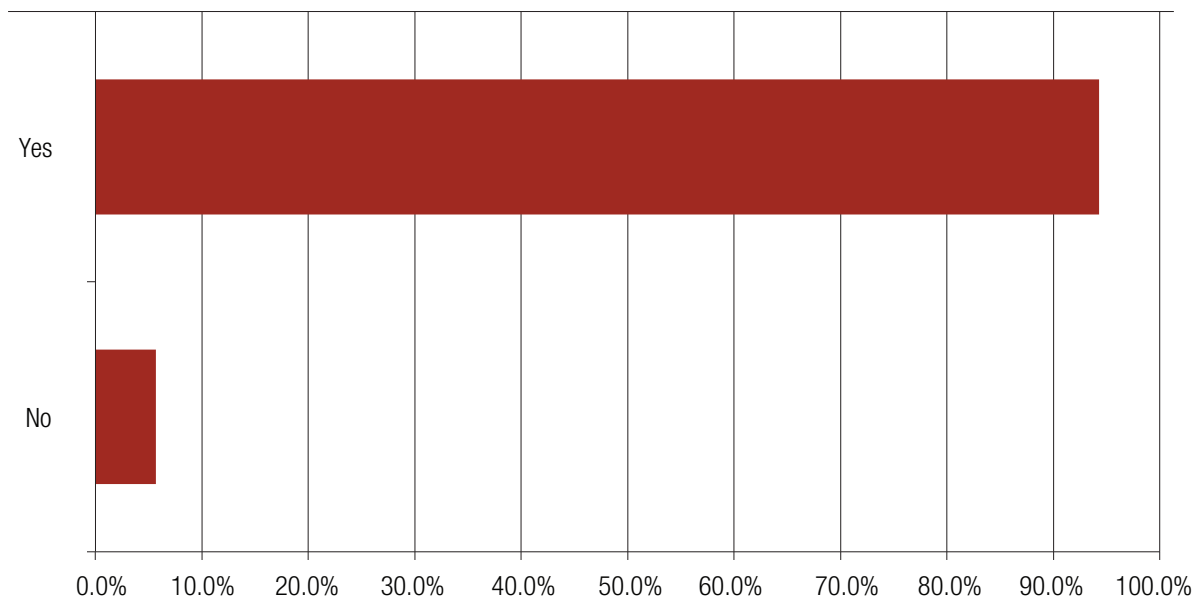
Please describe the type of website user you are:



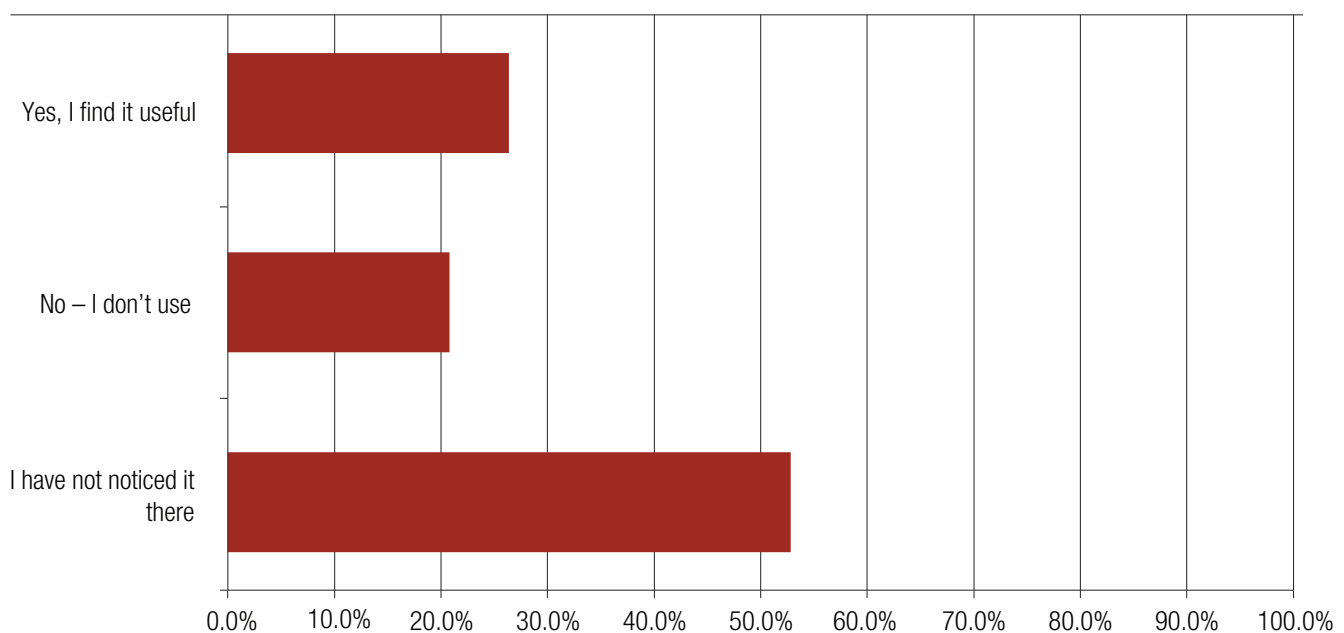
Part Two

The results below refer to the survey responses of users regarding the performance of specific aspects of the new DMP website.

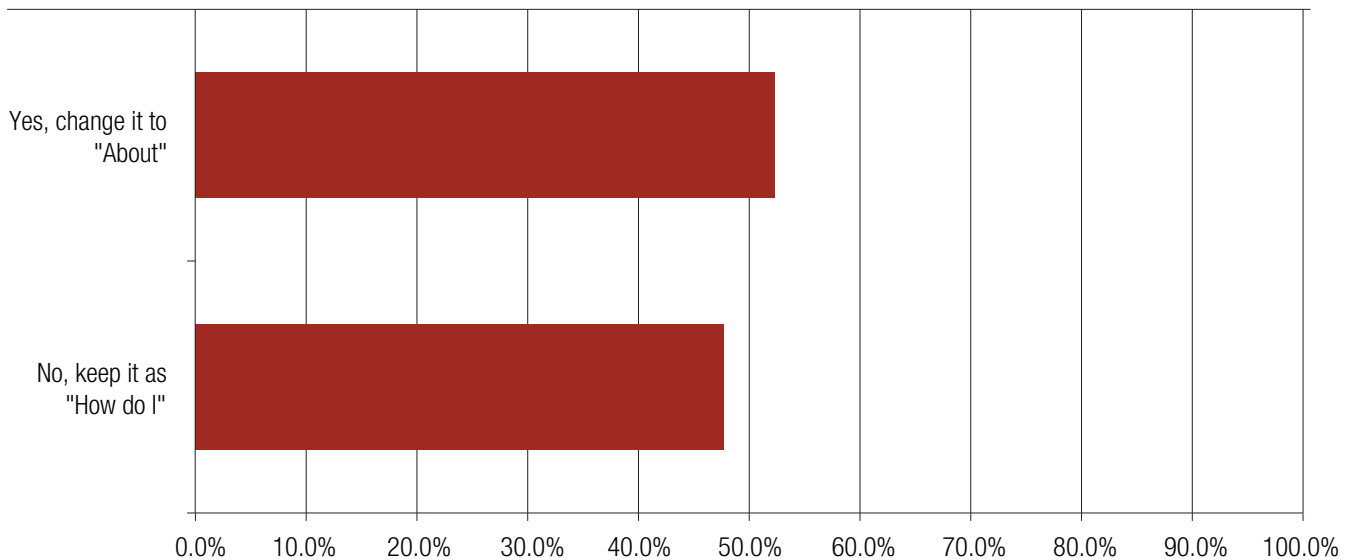
Would you visit the DMP website to find out about mining or petroleum activities around the state?



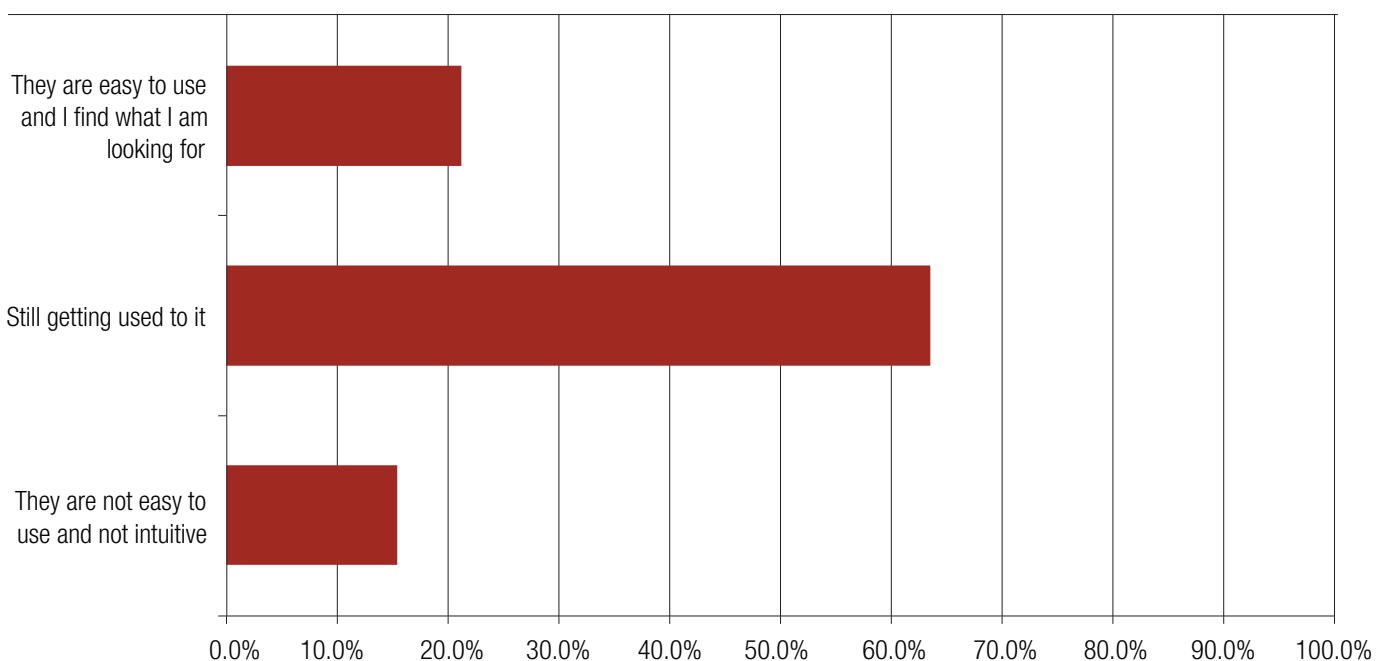
Do you find the 'Recently viewed' section helpful to locate previously visited pages of the website?



**Under the mega menu of the 3 main industry sectors,
i.e. Minerals & Mining, Petroleum, and Dangerous Goods,
there is a topic titled 'How Do I'. This topic was designed to
represent the life stages of the different industry sectors. It has been suggested
to rename these sections of the website to 'About'.
To make the terminology clearer to understand, would you like to see
'How Do I' changed to 'About'?**

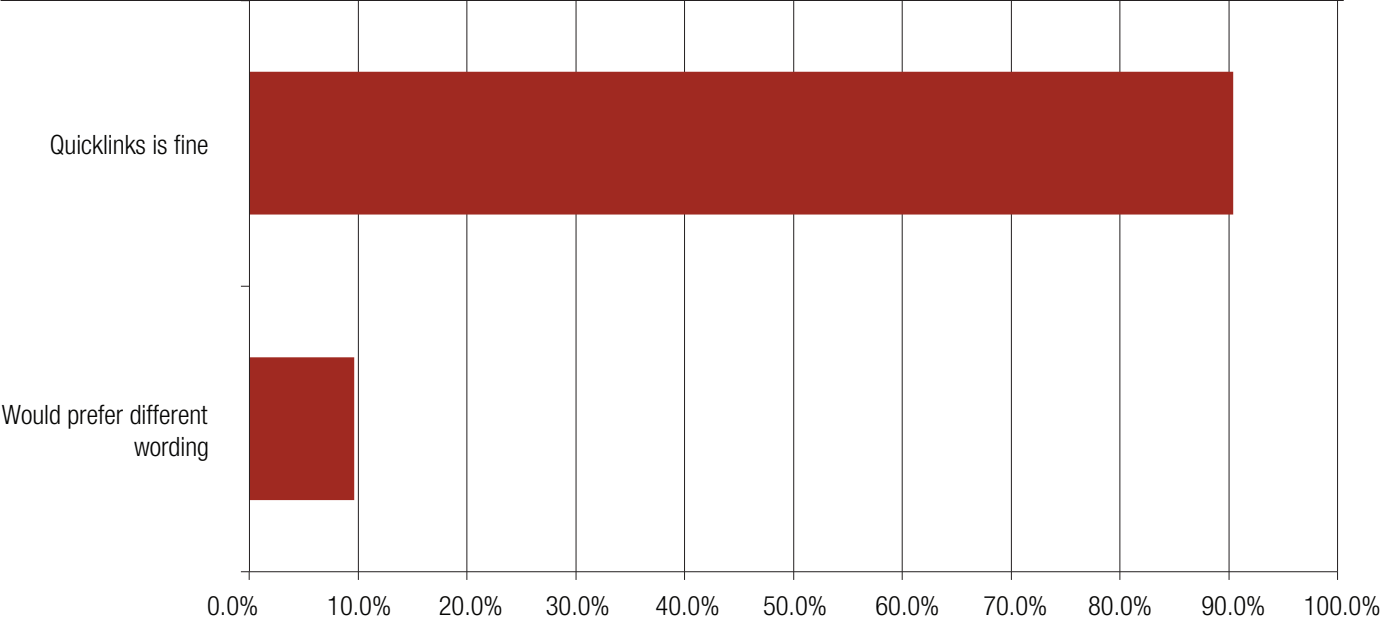


**How do you find the interaction with the
'How do I' sections of the website?**

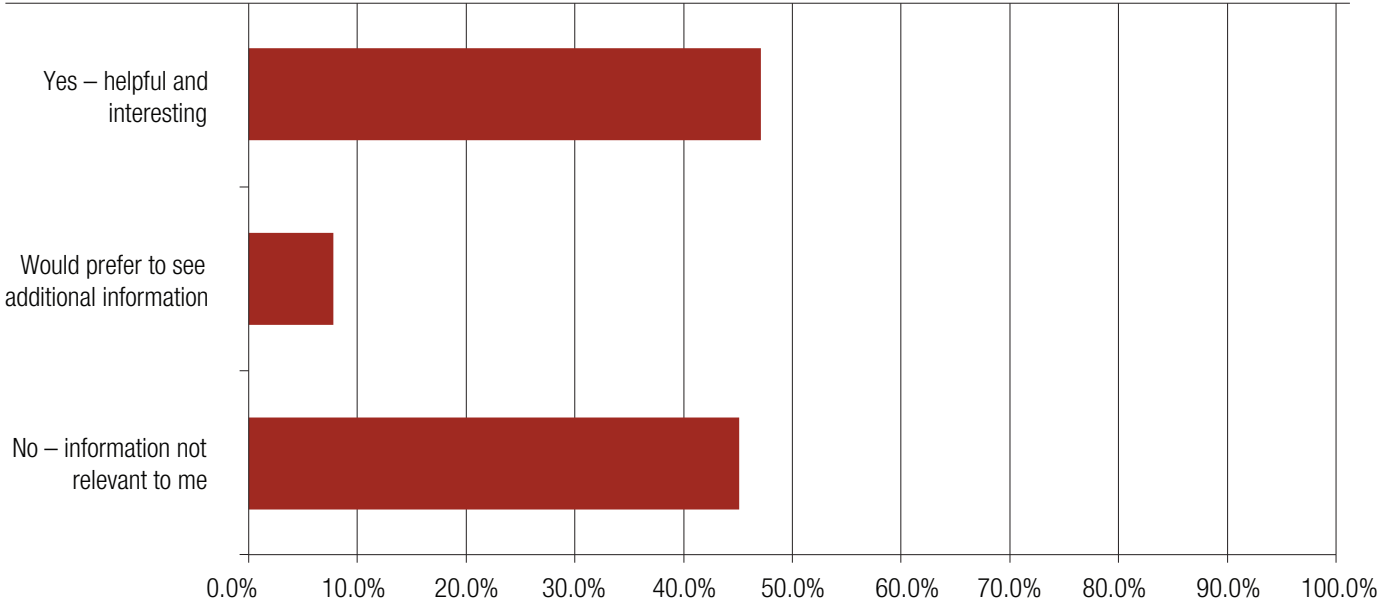




A key feature on the new website is Quicklinks, which is designed to take to you a topic/ form. Does the term Quicklinks make sense to you or would you prefer different terminology?

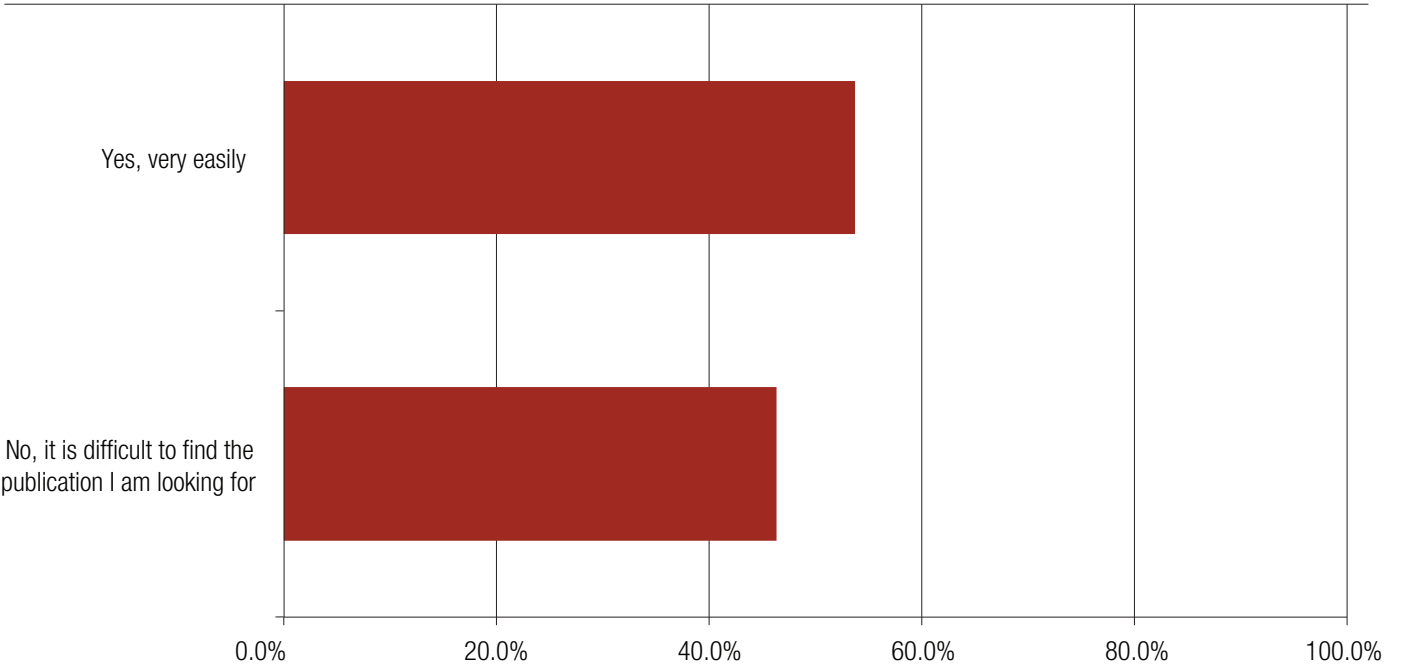


**Do you find the Community and Education section of the website informative?
Is there any other information you would like to see added?**

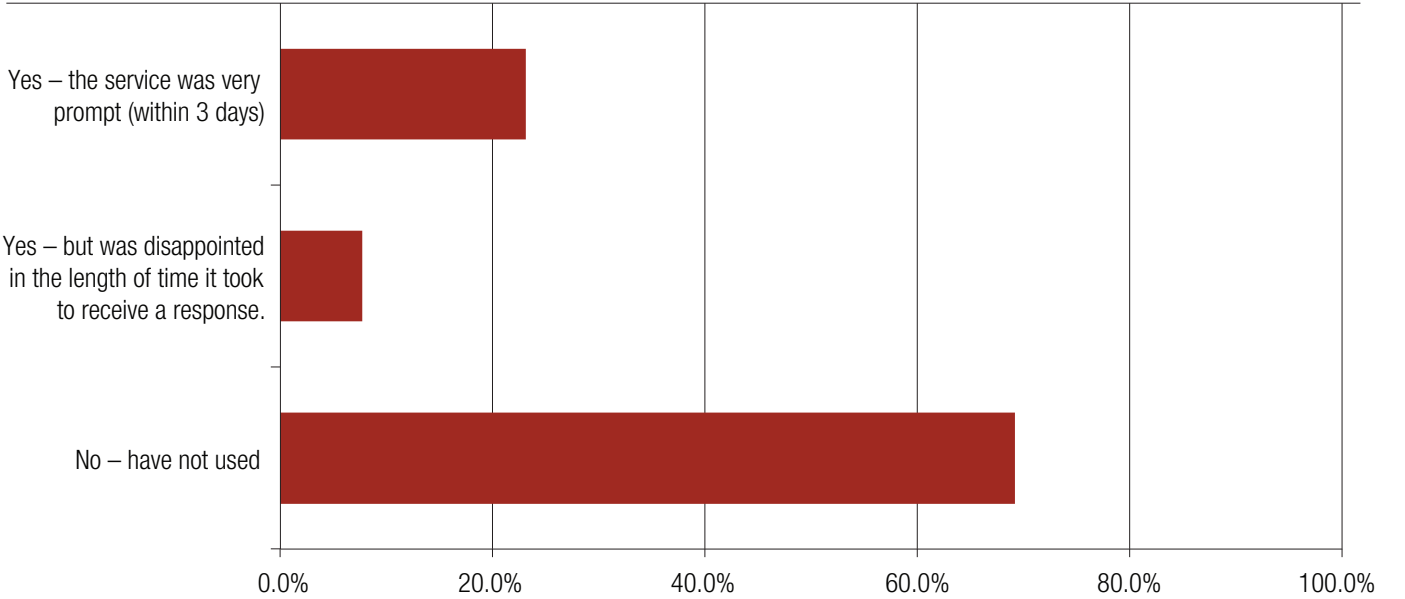




Are you able to locate the publication you want on the new website?

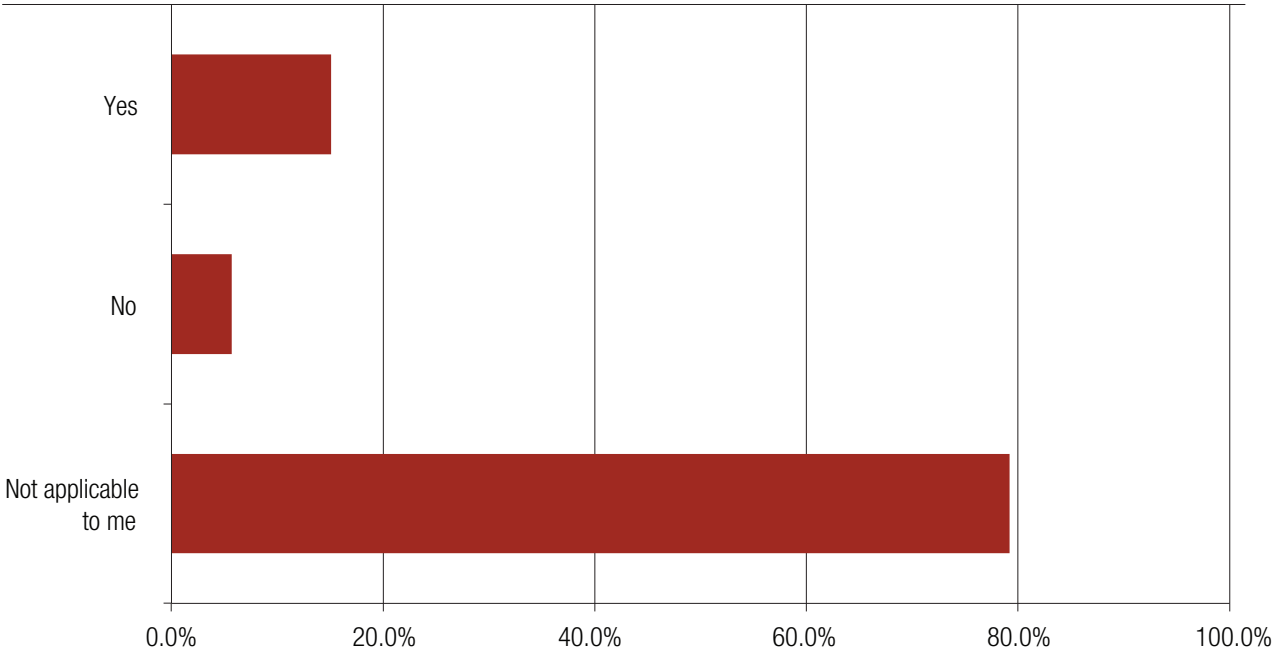


Have you utilised the generic DMP emails to contact a staff member?

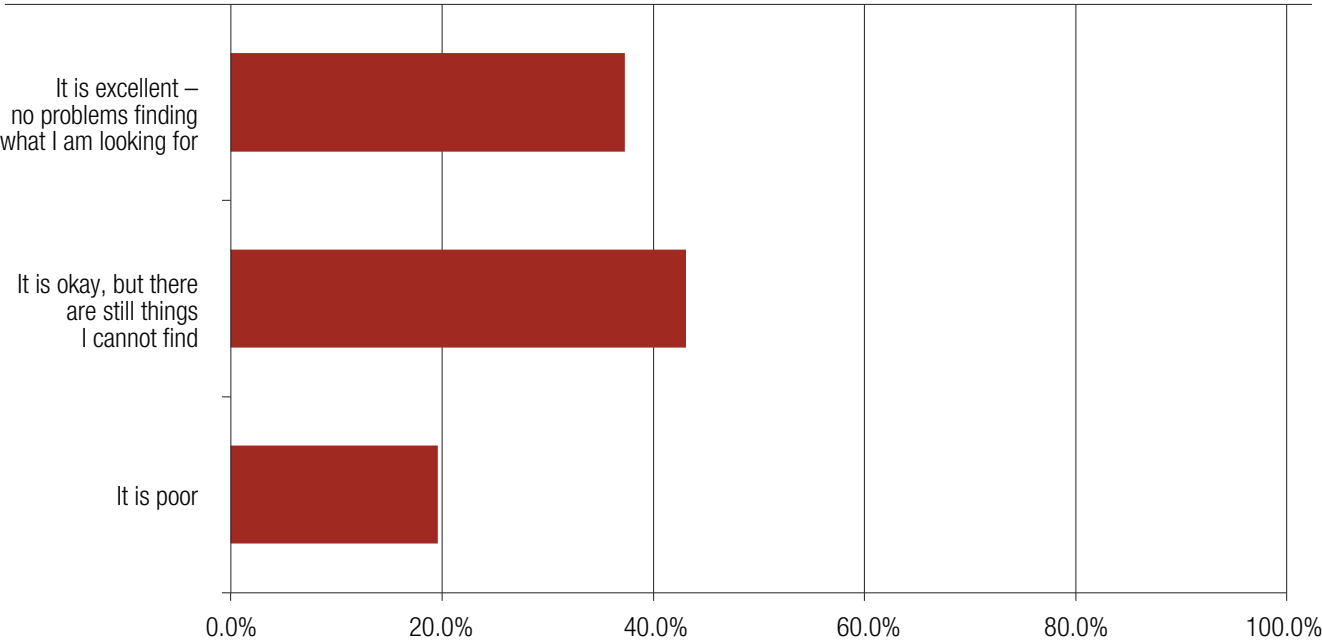




Is the royalty information and royalty online system easily located on the website?

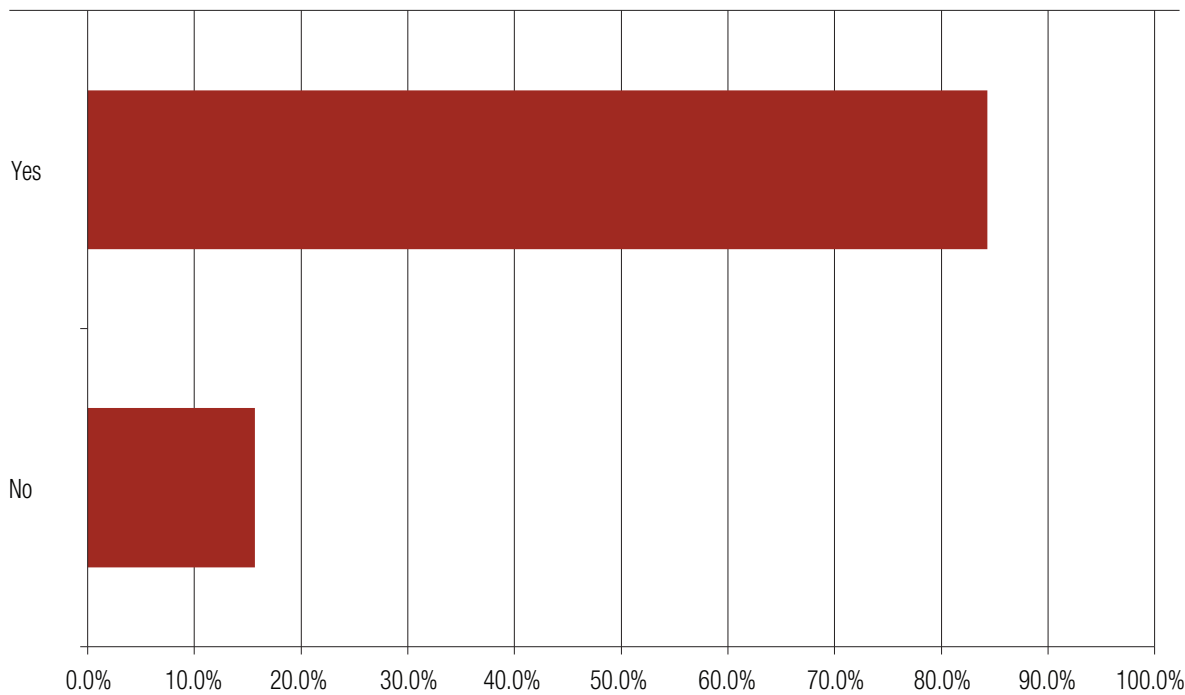


Please rate the effectiveness of the new Search Function.

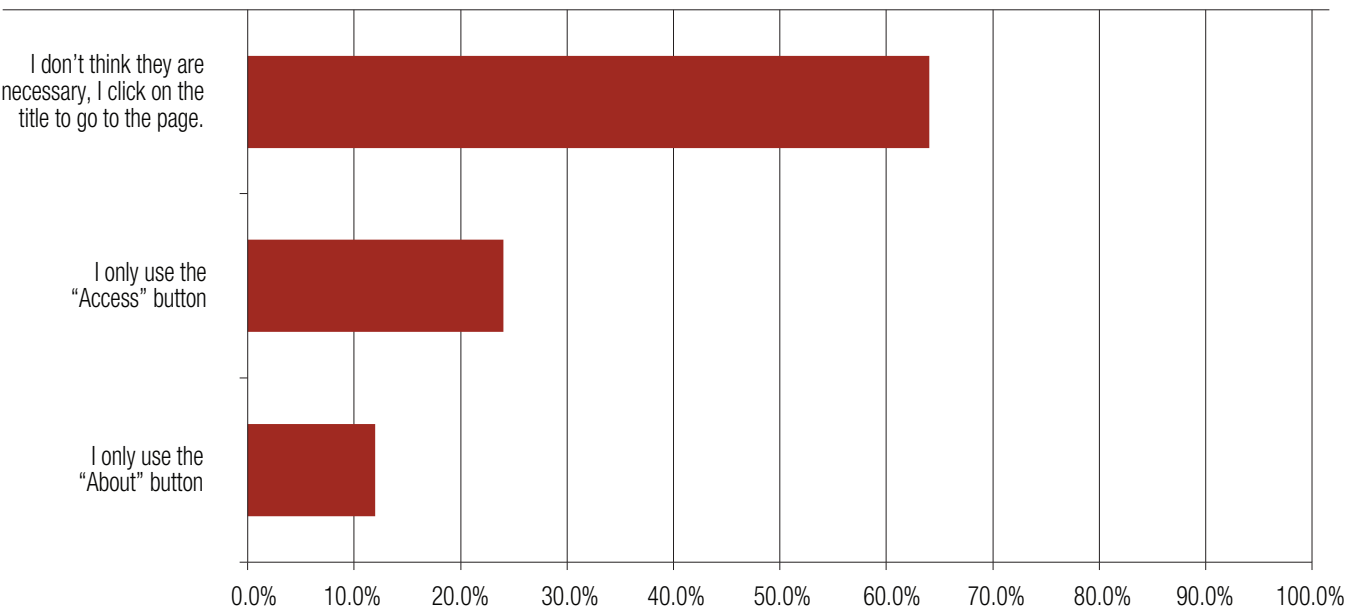




Are online systems easily located on the website?



Are you using the “About” or “Access” buttons on the online system section?



Feedback from the User Satisfaction Survey

Which is your favourite feature on the new website? Why?

1. All of it. It beats the old one hands-down.
2. The search function that actually finds what you're looking for!
3. I do like the easy access to the online systems. Having them listed on the side makes it easier to access. I also like the major projects map on the home page. The information provided there is very interesting.
4. I like the index at the top of the page. Easy to identify what I want and access additional information quickly. The site responds quickly with no hang ups or delays.
5. Information links together effectively without having to go somewhere else for the full story.
6. "Recently Viewed" is probably the best feature for me. I tend to be searching the same area of the site time and time again so it's much easier going to recently viewed.
7. I like that all the online systems can be accessed from the large, prominent drop down menu.
8. The major resource projects map and the search function.
9. Faster navigation and search capability is much better.

Any other comments regarding the new DMP website you would like to add?

1. Far better than it was.
2. Well done.
3. It's great. Top work!
4. The new site is not substantially more intuitive to drive than the old one.
5. Big improvement from the old site – thank you.



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