

REPORT FOR

**QUEENSLAND SPATIAL  
INFORMATION INFRASTRUCTURE  
COUNCIL**

**QSIIC**

**SURVEY OF QSID CLIENTS**

BY

SMS CONSULTING GROUP LIMITED



# REPORT

**Queensland Spatial  
Information  
Infrastructure  
Council (QSIIIC)**

Survey of QSIIIC Clients  
April/May 2000

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## ENDORSEMENTS

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## 1. Executive Summary

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### 1.1 Background

With a view to improving services, providing better information access and reducing support and maintenance costs, the Queensland Spatial Information Infrastructure Council (QSIIC) is considering providing the meta-data from the existing Queensland Spatial Information Directory (QSID) CD-ROM product solely on the Internet. To assist in its decision making, the QSIIC Data Committee decided to undertake a survey of its existing QSID clients to assess the impact on clients of discontinuing the QSID CD-ROM Product.

A telephone survey was undertaken over a period of 4 days. An attempt was made to interview 217 of the total 218 clients using a specifically designed questionnaire. Where clients were not immediately available, they were called again, in some cases up to 4 times. In total 70 clients completed the survey and a further 43 clients indicated their limited use of the QSID product. As a result 113 of the 218 total clients were surveyed representing an overall population sample of 52% for the survey.

Of importance to QSIIC was the need to concentrate on ensuring that an adequate response was obtained from clients located in Regional areas of Queensland. This focus was actioned throughout the survey process with a 54% population sample surveyed for Coastal Queensland and a 43% population sample of Provincial clients. These figures represent a 51% sample of the QSID client population of regional (non-Brisbane) Queensland.

Also of importance to QSIIC was the need to ensure an adequate response from Non-Government (industry) organisations. A high percentage population sample was achieved for industry across all locations. The survey achieved a 75% population sample of industry in Provincial locations as well as a 66% sample in Coastal Queensland. These figures represent a 67% sample of the QSID client population of industry from regional Queensland (ie. Regional non-government clients).

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### 1.2 Conclusions

- The respondents to the survey indicated very clearly both in their responses to questions and in general comments that QSIIIC could **discontinue** the support and maintenance of the existing QSID CD-ROM product and that they would now strongly prefer provision of the same service via the Internet.
- Regional, non-government organisations are the most supportive of a move to an Internet based Meta-data Search product. This is surprising given the supposed poorer access to the Internet in the bush.
- The impact of discontinuing the QSID CD-ROM product would be minimal provided a similar Internet based meta-data search product is available.
- The impact upon regional, Non-Government organisations of discontinuing the QSID CD-ROM product would be the least significant of all organisational impacts, provided a similar Internet based meta-data search product is available. Again this is surprising given the supposed poorer access to the Internet in the bush.
- The survey was successful in adequately representing the population of QSID clients – 113 of 218 clients surveyed (52%).
- A total of 308 individual persons in the whole population use QSID.
- 86%, 81% and 87% of QSID users surveyed (70) are satisfied with QSIIIC's functionality, data coverage completeness, and timeliness respectively.
- 70% (49) of clients surveyed (70) are aware of the Australian Spatial Data Directory, however only 24% (17) have actually accessed it.
- 97% (68) of QSID users surveyed (70) have access to the Internet.
- 100% of regional, Non-Government (the focus group) QSID users have access to the Internet.
- 91% (64) of QSID users surveyed (70) would prefer to have an Internet based Meta-data Search tool.
- Federal Government and State Government QSID users represented the highest percentages (still only 14% to 15%, 1 of 7 and 2 of 13 resp.) preferring a CD-ROM based product.
- The following three hypotheses were tested by the survey, but only Hypothesis 1 was confirmed as true:

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*That the majority of existing QSID users including those in regional, Non-Government organisations:*

*1. Will not be significantly disadvantaged by ending QSID CD development and support, so long as the current ASDD remains available.*

*2. Desire increased functionality of web based spatial meta-data search tools compared to the current ASDD.*

*3. Prefer increased currency and coverage of meta-data over increased functionality and speed of the tool.*

- Although two of the three hypotheses were not confirmed as true, the survey project has been quite successful in providing adequate information from which decisions can be made. The information collected is accurate and timely and will enable QSIIC to plan and make informed decisions about the future of the QSID product in the best interests of all stakeholders.
- QSIIC now has an intelligent database containing this information, a database from which it can baseline and build further enquiry for the future if necessary. QSIIC now has valuable knowledge about its QSID clients.

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## 2. Purpose

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The QSIIC Data Committee is considering having the meta-data from the Queensland Spatial Information Directory (QSID) product provided to clients over the Internet rather than by CD-ROM. Representing the Data Committee, the Department of Natural Resources (DNR) engaged SMS Consulting Group Limited in a consultancy to undertake a survey to establish the impact on clients of discontinuing the further development and support of the QSID CD based product. It was intended that this survey would also gather some information about client requirements for a spatial meta-data search tool, requirements for data coverage, and awareness of broader meta-data issues such as the Australian Spatial Data Directory (ASDD).

Resulting from the survey, QSIIC required the production of a report, which would provide quantitative and qualitative research on the level of impact of the cessation of the QSID CD product. It was important to QSIIC and the accuracy of the survey, that this study be undertaken by professional personnel with experience in spatial information and with a knowledge of the QSID product and its background.

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## 3. Objectives

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The overall objectives of the project were:

- To establish the impact on clients of the discontinuing of the further development and support of the QSIIIC CD ROM Product.
- To obtain some information on client requirements for a special meta-data search tool.
- An assessment of awareness of ASDD Use.

To test the following hypotheses:

- That the majority of existing QSIIIC users including those in regional, Non-Government organisations:
  - will not be significantly disadvantaged by ending QSIIIC CD development and support, so long as the current ASDD remains available.
  - desire increased functionality of web based spatial meta-data search tools compared to the current ASDD.
  - prefer increased currency and coverage of meta-data over increased functionality and speed of the tool.

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## 4. Scope

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The scope of the project was:

- To survey known QSIC users.
- To cover the market segments (Brisbane, Provincial, Coastal, Other) and selected Demand Sectors (Academic, Federal, State, etc.).

This involved conducting and analysing the results of a telephone survey of clients of QSIC's QSIC product, with a view to testing the above hypotheses.

Market segments have been defined as:

Brisbane – this includes all of the metropolitan area as well as the nearby cities of Caboolture, Logan, Ipswich, Redcliffe, Gold Coast and Stradbroke Island.

Coastal – all of the major and minor cities in the coastal belt East of the dividing range, including Sunshine Coast and Toowoomba but excluding the Gold Coast.

Provincial - all areas West of the Dividing Range but excluding Toowoomba.

Other – all interstate and overseas clients.

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## 5. Survey Information

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QSIIC's QSID population list numbers 218. They include organisations and business areas within the larger organisations.

All clients were classified according to Demand and Location.

### Demand:

- Academia, Industry, Federal Government, State Government, Local Government, Other .

### Location:

- Brisbane, Coastal, Provincial, Other (Please refer to definitions in Section 4.).

QSIIC requested a focus of the survey to ensure adequate response from regional, Non-Government organisations.

### Regional:

- Included Provincial and Coastal classifications.

### Non-Government:

- Industry classification.

The survey was conducted between 27<sup>th</sup> April 2000 and 2<sup>nd</sup> May 2000.

A total of 217 of the 218 Clients were attempted to be called by telephone. We were unable to obtain a correct phone number for one client.

Of the remaining 217 clients, all were called at least once.

Depending on availability at the time of the call, some clients were called up to 3 times to obtain a successful survey.

Provincial clients (where the numbers of clients is low), were specifically targeted at QSIIC's request and were called up to 4 times.

Some clients use answering machines to answer their calls. In these cases, the client was called up to 3 times. In a few cases messages were left, but none returned our call.

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Note. The total number of clients and client information originally given to the consultant was 365 clients. During the course of the consultant's survey it was found that this list represented a merged list of both the Queensland Land Information Directory (QLID) and QSID clients and required considerable amendment. Some time was spent in the correction of this list. The decision was then made to move the original scope of this survey from surveying the list representing 190 clients (50% approx.) out of the then 365 total, to census 100% of the remaining 218 clients.

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## 6. Survey Methodology

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A QSIIC Project manager was appointed and a project brief prepared. A list of QSID clients to be surveyed was established and a questionnaire was drafted. From the current Corporate Services Agency Panel Contract for QSIIS (CSA 156), QSIIC sought a quotation for a short consultancy to undertake this survey from one company on the Panel Contract, choosing SMS Consultancy Group Limited. This choice was made on the basis of the experience and knowledge of QSIIS and QSID, held by particular consultants offered by SMS Consulting Group Limited to the Panel Contract. A quotation was supplied by SMS and accepted by QSIIC. SMS consultants met with the Project Owner and Project Manager, the project was established and commenced following an agreed methodology with three hypotheses to be tested by the survey.

The objectives were achieved through a simple and pragmatic Project Management Methodology – Prepare, Act, Complete, Evaluate. These steps are outlined below:

### Prepare

- Meet with QSIIC Project Manager.
- Discuss and confirm the purpose and scope of this exercise.
- Confirm Timeframes.
- Develop Brief Project Charter

Output – A brief project charter and overall plan.

### Act

- Decide and develop Data Input and Storage repository for Questionnaire Information.
- Trial the Questionnaire with 10 to 20 clients and amend the Questionnaire as necessary.
- Conduct a telephone survey of a 50% sample. This would involve calling and following up as necessary, a minimum of 190 clients. All calls to be logged. To reduce costs to QSIIC, a smaller sample may be surveyed if so desired.
- Input and document the results of the survey.

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- Meet with QSIIC Project Manager to discuss survey.
- Analyse the survey information.

Output – Notes from interviews, Amended Questionnaire, Telephone Survey Information, Survey and Client Database, Analysis of Survey.

### Complete

- Complete and tidy up all documentation.
- Prepare a draft final report detailing quantitative and qualitative findings on the level of impact of the cessation of QSID.
- Meet with QSIIC Project Manager to review the draft final report.
- Prepare final report after amendment.
- Hand over of all documentation and information including computer files.

Output – Final Report, All other documentation and information completed and tidied up.

### Evaluate

- To ensure that the best possible outcome was obtained for QSIIC, check with key stakeholders that QSIIC is satisfied with SMS consultancy performance, processes used, documentation and overall project success.

Output – An assessment of QSIIC satisfaction with this project..

Total work effort required was 9 days 6 hours.

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## 7. Value Adding

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Value was added to this project by SMS Consulting Group with the following services which were provided additional to QSIIC requirements and at no extra cost.

- SMS developed an intelligent Microsoft Access database of the current QSID client information and further designed and input the resultant survey information into this database. This new database now contains valuable client information which, will provide benefits to QSIIC, enabling intelligent inquiry and the ability to conduct further analysis from a baselined tool. The database also allows extended analysis of core data through more complex analysis (eg. Cross tabulation queries).
- SMS provided skills transfer on the use of the database to appropriate QSIIC staff.
- As a result of fine tuning of the original questionnaire, SMS consultants collected and included additional survey coverage into the questionnaire seeking extra valuable information from clients with regard to the quality, completeness and timeliness of QSID information.

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## 8. Survey Results

### 8.1 Geographical Statistical Composition

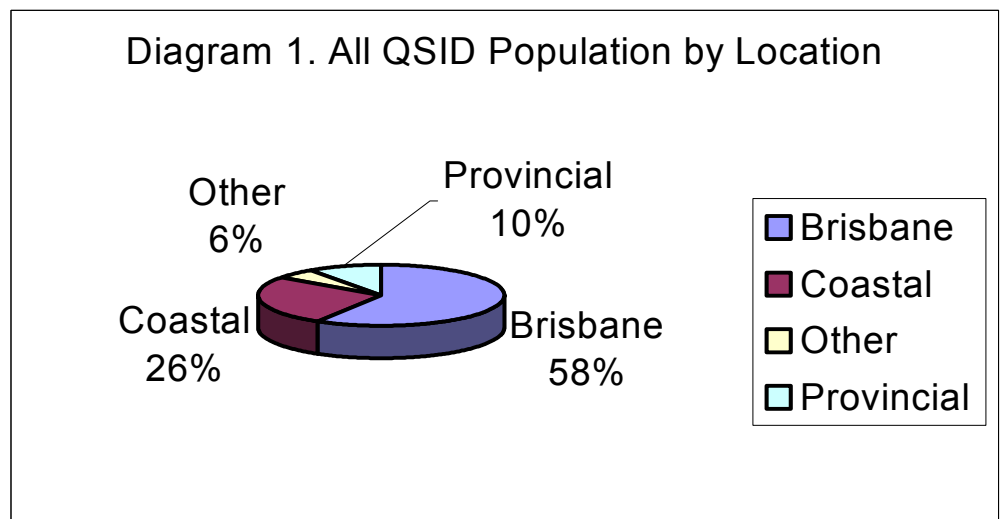
A total of 218 Clients were on QSIC's list of clients to be surveyed. A total of 217 of the 218 Clients were attempted to be called by telephone. The Project Team was unable to obtain a correct phone number for one client. Of the remaining 217 clients, all were called at least once. Depending on availability at the time of the call, some clients were called up to 3 times to obtain a survey.

Regional clients (where the numbers of clients is lower), were specifically targeted at QSIC's request and were called up to 4 times.

Some clients had answering machines engaged to answer their calls. In these cases, the client was called up to 3 times. In a few cases messages were left, but no clients returned calls.

Table 1. Total Population (All Clients) – Location by Demand

Location	Total	Academia	Federal	Industry	Local	Other	State
Brisbane	128	6	13	80	4	5	20
Coastal	57	3	4	29	5		16
Other	12	1	5	4			2
Provincial	21	1		4	7	1	8
<b>TOTAL</b>	<b>218</b>	<b>11</b>	<b>22</b>	<b>117</b>	<b>16</b>	<b>6</b>	<b>46</b>

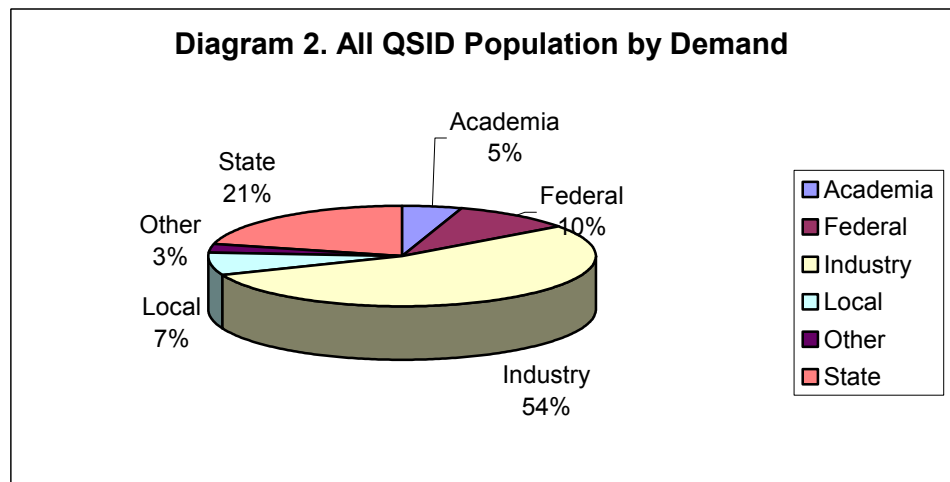


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## 8.2 Data From Completion of Questionnaire

Table 2. No. of Clients - Complete Questionnaire – Location by Demand

Location	Total	Academia	Federal	Industry	Local	Othe	State
Brisbane	41		5	28	1	1	6
Coastal	21	1	1	11	2		6
Other	3	1	1	1			
Provincial	5			2	2		1
<b>TOTAL</b>	<b>70</b>	<b>2</b>	<b>7</b>	<b>42</b>	<b>5</b>	<b>1</b>	<b>13</b>

Table 3. No. of Clients – Incomplete Questionnaire – (“Not Using QSID therefore No Impact”) - Location by Demand

Location	Total	Academia	Federal	Industry	Local	Other	State
Brisbane	26	3	1	17	1		4
Coastal	10			8			2
Other	3		1	2			
Provincial	4			1	1		2
<b>TOTAL</b>	<b>43</b>	<b>3</b>	<b>2</b>	<b>28</b>	<b>2</b>		<b>8</b>

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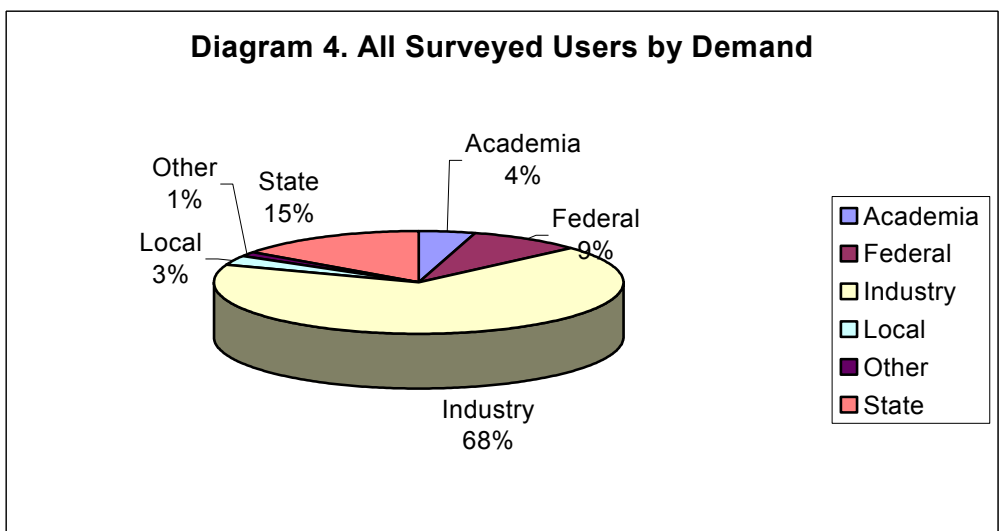
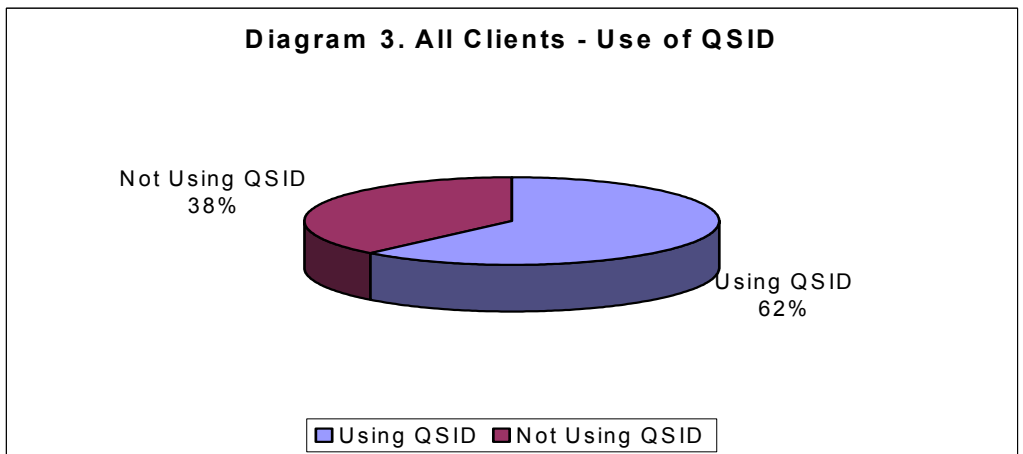
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Table 4. No. of Clients – All Surveyed Users - Complete Surveys Added to Incomplete Surveys (“Not Using QSID therefore No Impact”) – Location by Demand

Location	Total	Academia	Federal	Industry	Local	Other	State
Brisbane	67	3	6	45	2	1	10
Coastal	31	1	1	19	2		8
Other	6	1	2	3			
Provincial	9			3	3		3
<b>TOTAL</b>	<b>113</b>	<b>5</b>	<b>9</b>	<b>70</b>	<b>7</b>	<b>1</b>	<b>21</b>



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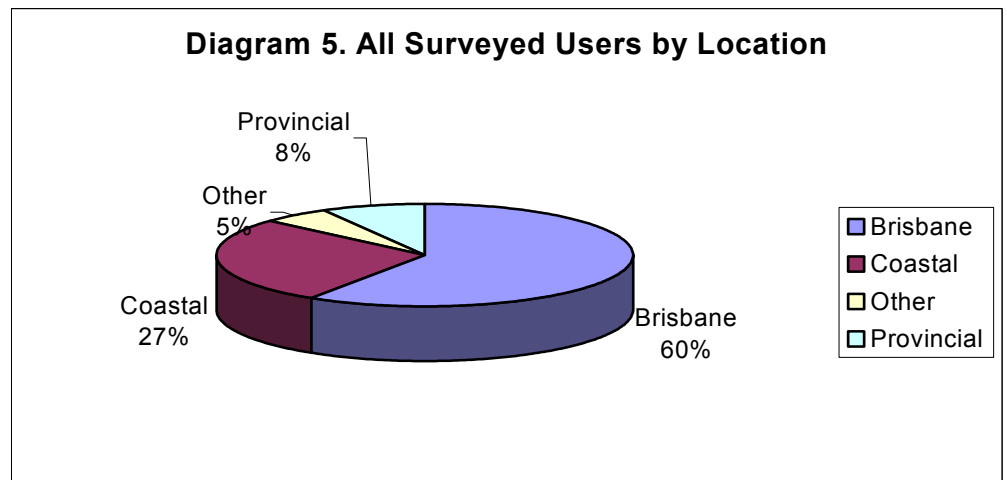


Table 5. No. of Clients – All Surveyed Users - Complete Surveys Added to Incomplete Surveys (“Not Using QSID therefore No Impact”) expressed as a Percentage of Total Population (All Clients) – Location by Demand with Sample Size

Location	Sample Size	Academia	Fed	Industry	Local	Other	State
Overall	52%	46%	41%	60%	44%	17%	47%
Brisbane	52%	50%	46%	56%	50%	20%	50%
Coastal	54%	33%	25%	66%	40%	-	50%
Other	50%	100%	40%	75%	0%	-	0%
Provincial	43%	0%	-	75%	43%	0%	38%

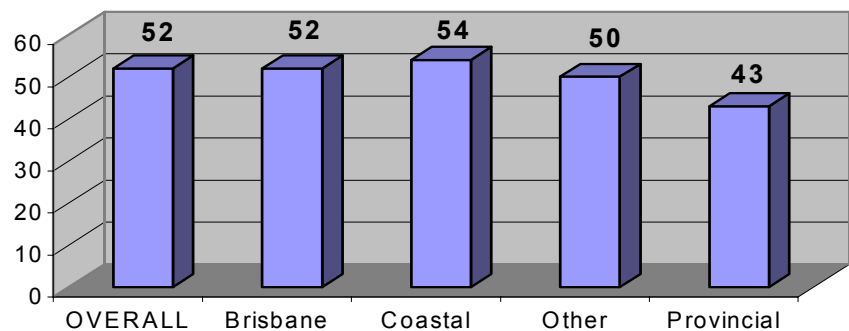
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**Diagram 6. Survey Sample Size as a % of the Total Population by Location**



## **Conclusions:**

- The sample population surveyed is representative of the actual locational proportions of the population. Refer and compare Diagrams 1, 2, 3 & 4.
- A 52% (113 of 218) sample size was achieved overall with the Provincial sample being 43% (9 of 21). Refer to Diagram 5.
- Of the 113 organisations which gave some response, 70 organisations (62%) indicated that they use QSID. Refer to Diagram 4.
- Of concern is that a very significant number (43) of organisations (38%) which have copies of QSID are not using it at all. Refer to Diagram 4.

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### 8.3 Survey Responses

A total of 70 organisations answered all questions completely.

#### Question 1. How often is your copy of QSIIIC used?

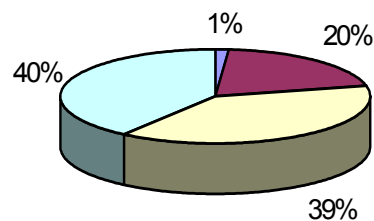
**Points to Note:**

- Data presented in this question is not mutually exclusive as more than one user can be attributed to a single survey response
- Responses are only from the successful surveys (70)
- Responses are expressed in total number of users

Possible Answers

a) Once a day or more	2
b) More than once a week but less than once a day	32
c) More than once a month but less than once a week	62
d) Less than once a month	64
<b>Total</b>	<b>160</b>

**Diagram 7. Frequency of QSIIIC Use - from the 70 Completed Surveys**



- Once a day or more
- More than once a week but less than once a day
- More than once a month but less than once a week
- Less than once a month

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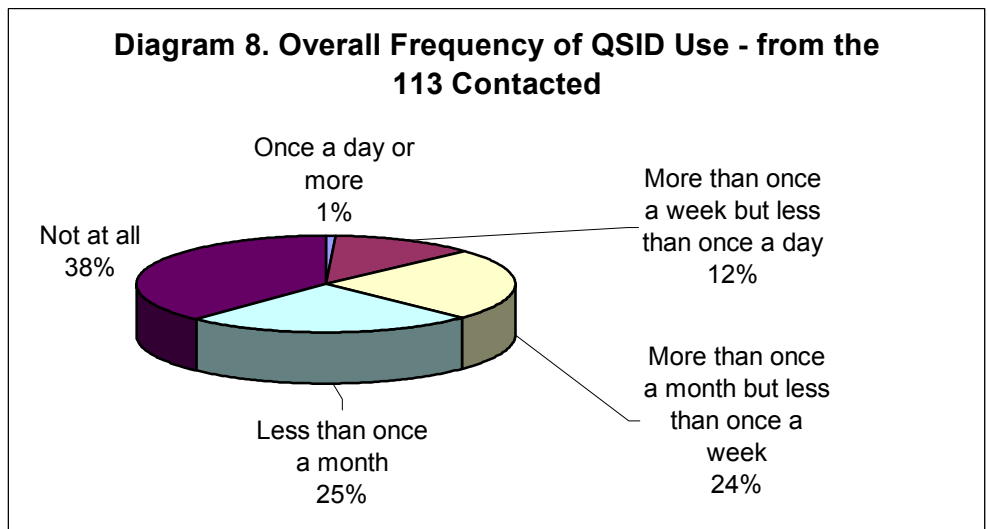
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It follows that 126 (79%) of the 160 persons use QSID less than once per week and only 34 (21%) of the 160 persons use QSID more than once per week. When these figures are added with the 43 organisations who stated that they are not using QSID at all, this gives a total of 113 organisations (being 52% of the population), the frequency of use figures become even more apparent as below:

Table 6. Overall Frequency of QSID Use – from the 113 Clients Contacted.

Once a day or more	1
More than once a week but less than once a day	14
More than once a month but less than once a week	27
Less than once a month	28
Not at all	43
Total	113



In extrapolating the sample figures to the full population, the original 34 individuals calculates to a total population of 65 individuals using QSID more than once per week. Translating the results from the 52% sample into actual numbers for the whole population (100%), there is a total market of 308 individual persons in the whole population use QSID.

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**Conclusions:**

- The 70 successfully surveyed organisations indicated that there are actually 160 users of the QSID CD-ROM product.
- The above figure relates only to the 52% of the population surveyed, for the whole population, this translates to there being no more than 308 individuals who use QSID at all and only 65 individuals in the whole population use QSID more than once a week..
- Only 1% of all client organisations (219) use QSID more than once per day.
- 37% of all client organisations (219) use QSID more than once a month.
- 25% of all client organisations (219) use QSID less than once per month.
- 38% of all client organisations (219) don't use QSID at all.

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**Question 2. When locating information with the QSIIIC search tool, what % of use do you have for these types of searches?**

- a) Graphical Search.
- b) Textual Search.
- c) Combination Text and Graphics.

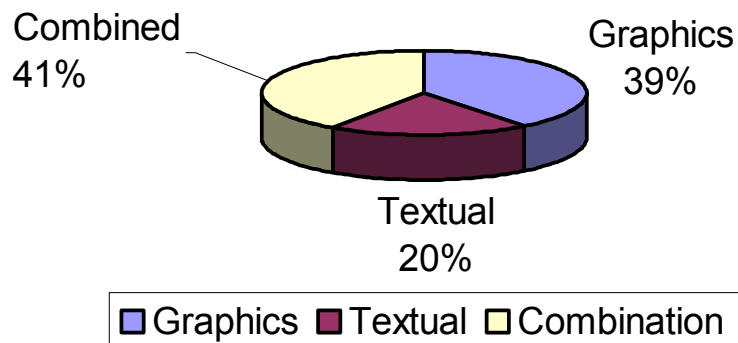
**Points to Note:**

- Responses are from the successful surveys (70).
- Choices were expressed as a percentage breakdown of time spent searching.

Table 7. Method of Searching

Usual Search Method	Graphical	Textual	Combination
	39%	20%	41%

### Diagram 9. Method of Searching



**Conclusions:**

- Conducting searches using either a Graphical search tool or a combination of graphical and text search tools in QSIIIC is undertaken in approximately 80% of search occasions.
- The Textual search tool and a combination of graphical and text search tools is used in approximately 60% of search occasions.

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- The Graphical search tool is used significantly more often than the Textual.

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### Question 3a. If QSID were discontinued, what would be the impact on you?

**Points to Note:**

- Responses are only from the successful surveys (70).
- Responses are expressed as numbers of organisations.

Table 8. Impact of Loss of QSID by Location – Organisations that Completed Survey (70) – No. / Percentage.

<b>Q3a Impact of Loss of QSID</b>	<b>Total Client ID</b>	<b>Brisbane</b>	<b>Coastal</b>	<b>Other</b>	<b>Provincial</b>
Don't know	<b>1</b> <b>2%</b>		1 5%		
No problem whatsoever	<b>17</b> <b>24%</b>	6 15%	8 38%	1 33%	2 40%
Slight inconvenience	<b>50</b> <b>71%</b>	33 80%	12 57%	2 66%	3 60%
Inability to function without	<b>2</b> <b>3%</b>	2 5%			
<b>TOTALS</b>	<b>70</b>	<b>41</b>	<b>21</b>	<b>3</b>	<b>5</b>

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Table 9. Impact of Loss of QSID by Demand

Q3a Impact of Loss of QSID	Total Client ID	Academia	Federal	Industry	Local	Other	State
Don't know	1 2%						1 7%
No problem what so ever	17 24%		1 14%	13 31%	1 20%		2 15%
Slight inconvenien	50 71%	2 100%	6 86%	27 64%	4 80%	1 100%	10 78%
Inability to function without	2 3%			2 5%			
<b>TOTALS</b>	<b>70</b>	<b>2</b>	<b>7</b>	<b>42</b>	<b>5</b>	<b>1</b>	<b>13</b>

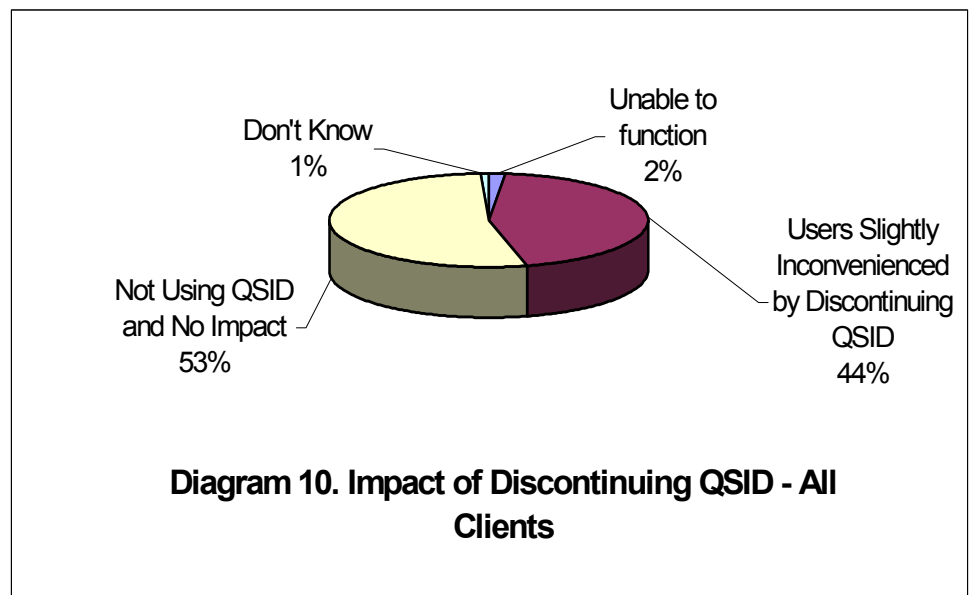
Of all 113 clients of the QSID product, 43 incompletely surveyed clients indicated that they were not using QSID at all. For these clients then, it can be assumed that there would also be no impact should QSID be discontinued. Of the completed survey clients 17 also advised that there would be no impact should QSID be discontinued. These results can be legitimately merged to provide a new diagram showing the impact of discontinuing QSID on all clients.

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### Conclusions:

- If QSIC chooses to discontinue QSID, 53% (60) of all clients (113) said they will not be impacted by the loss.
- 44% (50) of all clients (113) said they will only be slightly inconvenienced.
- Only 2% (2) of all clients will be seriously impacted.
- Of Regional clients surveyed (10) and incompletely surveyed (14), 60% (24 out of the 40) indicated that they would not be impacted by the discontinuance of QSID.

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### Question 3b. Other Comments on Loss of QSID

#### Use ASDD

- Because we can get to ASDD we can get it there.
- Now go to ASDD.

#### Ring up DNR etc.

- Probably have to phone.
- If withdrawn we would ring DNR a lot more often.
- Would use BLINMAP .

#### Use Atlas, Road Maps

- Can use World Wide Maps or DNR counter as alternatives.
- Mainly interested in the mapping facility on it. Even though it was only vector data - Copy he has is all he needs at them moment.
- Handy but can use atlas or road maps etc. Uses it specifically to find Shire Boundaries.

#### Web Would be OK

- If there is a web engine working equally well it would be fine.
- Would probably use it on the Web.

#### Other Ways

- Has other methods.
- Various other ways of getting the info.
- Would have to go to office counters.

#### Miscellaneous

- Useful but not critical.
- A lot harder for us.
- Handy to quickly measure distances etc. finding out what maps are around the area and photography as well.
- We are a data conversion and SW development company. Interested in the technology not the content.

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- Would be disappointed if discontinued.
- Prefer it to stay.
- Its got what he wants in the CD.
- Built up a data sourcing spreadsheet of his own - knows what data sets are out there. Goes to source. Uses QSIIIC as a back up to see if any other out there.
- I find that it doesn't have a lot of pertinent information for what I want. Lets me know that there are certain things out there. If I didn't have it I would go to the source. Would find the information there.
- Would effect us in terms of the ease of searching data.

### **Conclusions:**

- Many comments indicate that although QSIIIC is not used that often, clients believe that QSIIIC is “handy to have around”.
- Other comments indicate that many clients have access to and are aware of alternative sources of information.

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## Question 4. Are you aware of the Australian Spatial Data Directory (ASDD)?

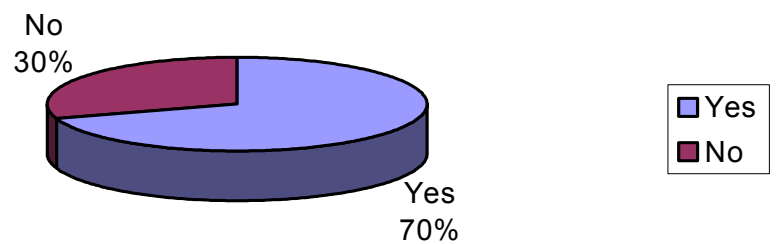
### Points to Note:

- Responses are only from the successful surveys (70).
- Responses are expressed as numbers of organisations.

Table 10. Awareness of ASDD by Location – No. / Percentage

Q4 Aware of ASDD	Total	Brisbane	Coastal	Other	Provincial
Yes	49 70%	28 68%	16 76%	3 100%	2 40%
No	21 30%	13 32%	5 24%		3 60%
	70	41	21	3	5

### Diagram 11. Awareness of ASDD



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Table 11. Awareness of ASDD by Demand – No. / Percentage

Q4 Aware of ASDD	Total	Academia	Fed	Industry	Local	Other	State
Yes	49 70%	2 100%	5 71%	29 69%	4 80%	1 100%	8 62%
No	21 30%		2 29%	13 31%	1 20%		5 38%
	70	2	7	42	5	1	13

**Conclusions:**

- Client awareness of ASDD is high with 70% (49) of clients surveyed (70) being aware of the ASDD. Refer to Table 11 and Diagram 7.
- 69% (18) of Regional clients surveyed (26), are aware of the ASDD. Refer to Table 10.
- 69% (29) of Non-Government clients surveyed (42) are aware of the ASDD. Refer to Table 12.
- Only 62% of State organisations (the lowest figure) are aware of the ASDD.

# REPORT

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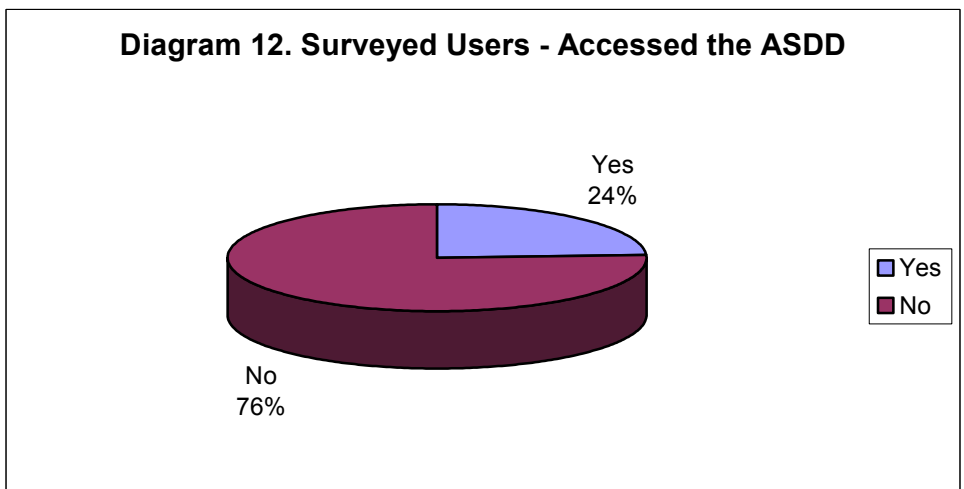
## Question 5. Have you accessed the ASDD?

**Points to Note:**

- Responses are only from the successful surveys (70).
- Responses are expressed as numbers of organisations.

Table 12. Accessed the ASDD by Location – No. / Percentage

Q5 Accessed the ASDD	Total	Brisbane	Coastal	Other	Provincial
Yes	17 24%	11 37%	4 19%	2 66%	
No	53 76%	30 63%	17 81%	1 33%	5 100%
	70	41	21	3	5



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Table 13. Accessed the ASDD by Demand

Q5 Accessed ASDD	Total	Academia	Fed	Industry	Local	Other	State
Yes	17 24%	2 100%	3 43%	9 21%	2 40%		1 8%
No	53 76%		4 57%	33 79%	3 60%	1 100%	12 92%
	70	2	7	42	5	1	13

### Conclusions:

- Although 3 out of 4 (76%) of the organisations surveyed (70) are aware of the ASDD, only 1 out of 4 (24%) have actually accessed it.
- 15% (4) of the 26 regional organisations have accessed the ASDD.
- 21% (9) out of 42 Non-Government organisations have accessed the ASDD.
- Only 8% of State organisations (by far the lowest figure) have accessed the ASDD.

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## Question 6. Do you presently have access to the Internet?

**Points to Note:**

- Responses are only from the successful surveys (70).
- A total of 88 clients are known to have Internet access.(Some of the 43 clients who indicated that they do not use QSID stated that they do have internet access).
- Responses are expressed as numbers of organisations.

Table 14. Access to the Internet by Location – No. / Percentage

Q6 Access to the Internet	Total	Brisbane	Coastal	Other	Provincial
Yes	68 97%	39 95%	21 100%	3 100%	5 100%
No	2 3%	2 5%			
	70	41	21	3	5

Table 15. Access to the Internet by Demand

Q6 Access to the Internet	Total	Academia	Fed	Industry	Local Auth	Other	State
Yes	68 97%	2 100%	6 86%	42 100%	5 100%	1 100%	12 92%
No	2 3%		1 14%				1 8%
	70	2	7	42	5	1	13

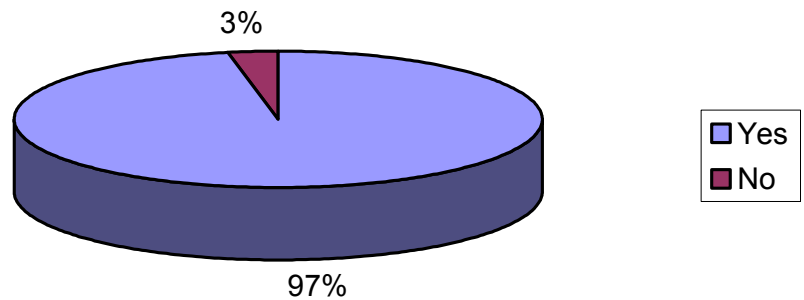
# REPORT

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**Diagram 13. Internet Access**



**Conclusions:**

- Access to the Internet is predominant at 97% (68 out of 70 surveyed).
- 100% of Regional clients (completed surveys) have access to the Internet.
- 100% of Non-Government clients (completed surveys) have access to the Internet.

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## Question 7. What type of meta-data is most convenient for use?

**Points to Note:**

- Responses are only from the successful surveys (70).

Table 16. Most Convenient Meta-data type by Location

Q7 What type of meta-data is most	Total	Brisbane	Coastal	Other	Provincial
CD-ROM	6 9%	3 7%	3 14%		
Internet (Advanced)	13 19%	6 15%	5 24%	2 66%	
Internet (Basic)	51 72%	32 78%	13 62%	1 33%	5 100%
	70	41	21	3	5

# REPORT

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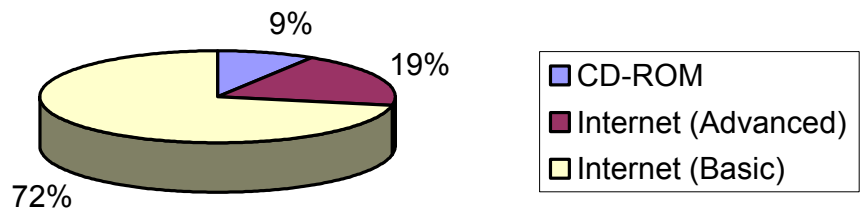
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Table 17. Most Convenient Meta-data type by Demand

Q7 Meta-data convenience	Total	Academia	Fed	Industry	Local Auth	Other	State
CD-ROM	6 / 9%		1 14%	3 7%			2 15%
Internet (Advanced)	13 19%	1 50%	3 43%	4 10%	1 20%		4 31%
Internet (Basic)	51 71%	1 50%	3 43%	35 83%	4 80%	1 100%	7 54%
TOTAL	70	2	7	42	5	1	13

Diagram 14. Preferred Meta-Data Access



**Conclusions:**

- Most (nearly 75%) QSIIIC users now prefer to have basic Internet access to Meta-data.
- 88% (23 out of 26) of Regional clients surveyed now prefer to have Internet access to Meta-data. This indicates that the web must be working well in the bush.
- 93% (39 out of 42) Non-Government clients surveyed now prefer to have Internet access to Meta-data.

# REPORT

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## **Question 8. Any other comments about Meta-data search tools?**

### Positive Internet

- QSIIC should reproduce what is on CD-ROM onto the Internet.
- Would use it on the Internet - if user friendly. Don't have a technical person design pages.
- If web based easier to update.
- Good move to move to Internet.
- Would like to have both CD-ROM and Internet options.
- Keep (internet) equivalent to CD-ROM.
- Prefer to have as many options as you can - good to have both CD and Internet.
- But not critical if we move to the Internet anyway.
- The reality is the Internet is the way to go.
- Internet would be good. - Should get ACS to put it on XYZ.au.com.
- See Jdelange@ csq. He also maintains a legislation library. Create a link to his site.
- As long as the speed was good.
- Provide through a portal like our ACS site. Client is a member of ACS - likes the ACS site - as a portal/home page. Like it offered through.
- What is there now would do the job (on the internet).
- Put same as CD-ROM on the internet.
- Would find it better on the Internet.
- Must be available from QLD.gov domain. If outside that not accessible by Queensland Police.
- Probably better off using the Internet.
- 10 times the use if on the Internet.
- Want it to be quick. But if you could emulate existing QSIIIC (Internet would be OK).
- Basic internet search interface would be fine - would like the search speed improved.

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## Queensland Spatial Information Infrastructure Council (QSIIIC)

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### Negative Internet

- Would be concerned about speed on Internet.
- Sometimes the Internet is down - can be a problem.
- Files can be quite large – slow on Internet. Would be prepared to wait for CD-ROM.
- CD-ROM needs to be more user friendly. Internet directories can be too slow.
- Don't really need Internet because we have Intranet.
- Some remote offices may not have the Internet. Internet can also be quite slow. Would prefer to have CD-ROM product maintained as well. Most computers will have a CD Drive but not Internet.

### Current QSIIIC Metadata Tool

- Current OK - Improve options.
- Speed is important. Functionality is fine.
- Needs more explanatory info – searching.
- Good package. Problem with reports printing - handling that aspect.
- Interested in the mapping side of it. Hobby mainly.
- CD-ROM handy - but need all the roads. Not all there though.
- Use to look for topo maps and ortho photos.
- Organisation is now winding up - has not used it for some time.
- QSIIIC Not user friendly.
- QSMAC was very handy.
- Had different expectations - wanted more detail.
- Difficult to use.
- Front end very clunky.
- The only Spatial info directory - but limited need for this and limited budget in this business area.
- Not a good search engine. A bit confusing.
- Wasn't up to date. Then sent a new one out. Static. Search criteria was tricky.

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## Comments about ASDD

- Had no idea how to use the ASDD (when tried to use it).
- ASDD a bit confronting for people who have not used it.
- ASDD handy - interdatabase queries good but can give a lot of other rubbish.

### **Conclusions:**

- Comments indicate a very favourable reaction by clients to a move to providing QSID information via the Internet.

# REPORT

## Queensland Spatial Information Infrastructure Council (QSIC)

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### Question 9. Client Satisfaction

**Points to Note:**

- Responses are only from the successful surveys (70).

### Question 9a. Are you satisfied with the QSID's Functionality?

Table 18. Satisfaction with QSID Functionality by Location

Satisfaction with QSID Functionality by Location	Total	Brisbane	Coastal	Other	Provincial
Dissatisfaction	3 4%	1 2%	2 10%		
Requires Improvement	7 10%	4 10%	3 14%		
OK	31 44%	23 56%	5 24%	1 33%	2 40%
Good	26 37%	10 24%	11 52%	2 66%	3 60%
Excellent	3 4%	3 7%			

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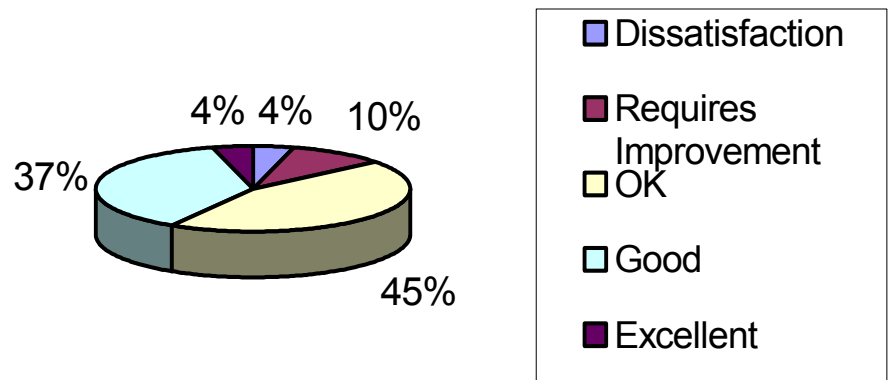
Survey of QSIIIC Clients

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Table 19. Satisfaction with QSIIIC Functionality by Demand

Satisfaction with QSIIIC Functionality	Total	Academia	Fed	Industry	Local Auth	Other	State
Dissatisfaction	3 4%			3 7%			
Requires Improvement	7 10%		2 29%	2 5%			3 23%
OK	31 44%	2 100%	1 14%	19 46%	1 20%	1 100%	7 54%
Good	26 37%		3 43%	16 39%	4 80%		3 23%
Excellent	3 4%		1 14%	2 5%			

**Diagram 15. Client Satisfaction with QSIIIC Functionality**



**Conclusions:**

- 86% of users (60 out of 70 surveyed) are satisfied with QSIIIC’s functionality.
- 4% (3 out of 70) expressed dissatisfaction.
- 10% (7) advised that they felt that QSIIIC requires improvement.

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## Question 9b. Are you satisfied with the QSID's data coverage completeness?

**Points to Note:**

- Responses are only from the successful surveys (70).

Table 20. Satisfaction with QSID Data Coverage Completeness by Location

<b>Satisfaction with QSID Data</b>	<b>Total</b>	<b>Brisbane</b>	<b>Coastal</b>	<b>Other</b>	<b>Provincial</b>
Dissatisfaction	2 3%		2 10%		
Requires Improvement	11 16%	7 17%	4 19%		
OK	27 39%	19 46%	6 29%		2 40%
Good	27 39%	14 34%	8 38%	3 100%	2 40%
Excellent	3 4%	1 2%	1 5%		1 20%

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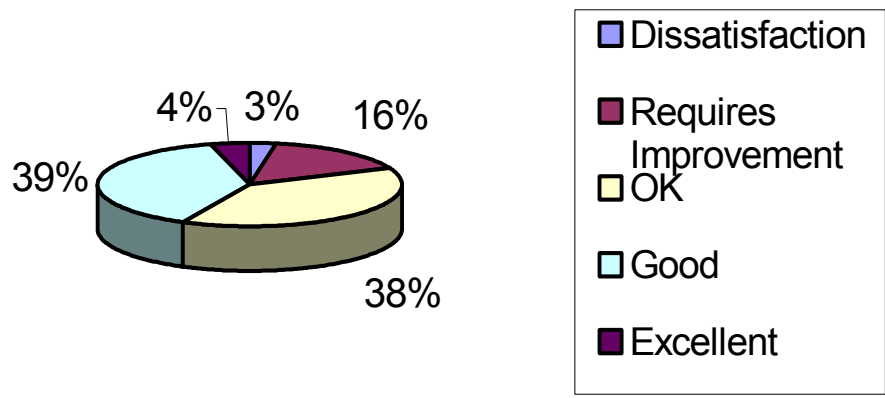
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Table 21. Satisfaction with QSID Data Coverage Completeness by Demand

Satisfaction with Coverage Completeness	Total	Academia	Fed	Industry	Local Auth	Other	State
Dissatisfaction	2 3%			2 5%			
Requires Improvement	11 16%			4 10%	1 20%	1 100%	5 38%
OK	27 39%	1 50%	4 57%	18 43%			4 31%
Good	27 39%	1 50%	3 43%	16 38%	3 60%		4 31%
Excellent	3 4%			2 5%	1 20%		

**Diagram 16. Satisfaction with Data Coverage Completeness**



**Conclusions:**

- 81% of QSID users (57 out of 70) are satisfied with Data Coverage Completeness.
- 3% (2) are dissatisfied.

# REPORT

## Queensland Spatial Information Infrastructure Council (QSIC)

Survey of QSID Clients

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### Question 9c. Are you satisfied with the Timeliness of QSID data?

**Points to Note:**

- Responses are only from the successful surveys (70).

Table 21. Satisfaction with Timeliness of QSID data by Location

Satisfaction with Timeliness of	Total	Brisbane	Coastal	Other	Provincial
Dissatisfaction	2 3%		2 5%		
Requires Improvement	7 10%	6 15%	1 5%		
OK	46 66%	25 61%	15 61%	1 33%	5 100%
Good	15 21%	10 24%	3 14%	2 66%	

Table 22. Satisfaction with Timeliness of QSID data by Demand

Satisfaction with Timeliness	Total	Academia	Fed	Industry	Local Auth	Other	State
Dissatisfaction	2 3%			2 5%			
Requires Improvement	7 10%			6 14%			1 8%
OK	46 66%	2 100%	4 57%	24 57%	4 80%		12 92%
Good	15 21%		3 43%	10 24%	1 20%	1 100%	

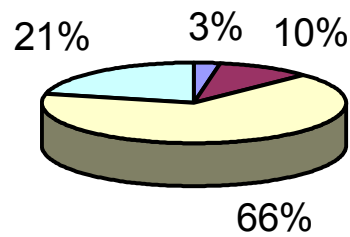
# REPORT

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## Diagram 17. Satisfaction with Timeliness of QSID Data



### Conclusions:

- 87% of QSID users (61 out of 70) are satisfied with the Timeliness of QSID data.
- 3% (2) are dissatisfied.

# REPORT

## Queensland Spatial Information Infrastructure Council (QSIC)

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### Question 9d. Supporting Comments?

#### General Comments about QSID

- QSID only partially helpful for what they use it for – client needs to be able to see what areas are actually covered for orthophotos - handy to have system record what we have already purchased.
- Use QSID for looking for larger scale photography.
- Found it quite useful.
- Had exposure since its earliest versions - come along way since then. Became used to it.
- Quite happy with it.
- Very useful product to have available.
- Got information on QSID through Dave Tuefel - Scouting Movement.
- Get more private sector stuff in there.
- Brilliant product

#### Negative Comments about QSID and its use.

- Didn't quite meet up to what the promises were in the advertising.
- When dealing with a locality - don't need to deal with the rest of Queensland .
- Wording of the themes is a little confusing.
- Wanted to use for thematic purposes - didn't get down sufficiently into detail - no road mileages or other details of use - did not serve the purpose.
- Got it to have a look at. Into urban development. Thought that there would be access to real property info.
- Trouble figuring out how to find things - a lot of people - takes too much time - better to go to DNR counter sometimes.
- Also slow to bring up the data.
- Very hard to use. But eventually worked out how. A lot of people have difficulty in using spatial data. Used it for finding a river etc.
- If you put any more data on it, it may not fit on CD.
- QSID didn't allow me to look at adjacent maps.

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- Seems to come up with a longer list of items than it used to.
- When searching in a specific area it will often bring up a huge map covering most of Australia.
- Need at least weekly update.
- Would like it to do more for our use. Used to locate geographic boundaries and to determine how countries areas linked together. Looked at distances. Terrain. Day respite services should be added.
- Better if streets were named. Uses it for location of houses hit by lightning - re insurance.
- Possibly too much in it for me - too many key words.
- Had hoped that it had more detailed info. Product didn't live up to its hype. But having looked at it is not surprised at this.
- Found some of the data found should not be in QSIIIC - info contributed by organisations who were not the custodian. Should always be the custodian of the data who contributes. Need QA step to ensure this.
- Not compatible with MS Encarta - had to reinstall world atlas and QSIIIC caused errors etc. Not interested in the meta-data component to any great extent.
- Probably more data out there that could be added to it.
- Some areas weren't covered. Not really QSIIIC's fault.
- Probably not being used. People don't like coming to the library to use CD-ROM products.
- Haven't used it yet.
- Not used.
- Haven't used newer version.
- No longer has copy.
- Probably can't justify comments too much based on our infrequent use.
- Uses QLID mainly for aerial photography aspects. Hasn't used QSIIIC that much.
- Probably should give the CD-ROM a proper trial but haven't had the time.

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- Has not used it enough for these comments to be fully justified.
- Haven't had a significant amount of use to fully justify comments.
- Original contact moved on. New one as noted above has not used it yet. But is intending to look at it.
- Haven't really used it.
- No body has used it as yet. Usually get a BLINMAP. Do a radial search of plans - get PSMs shown on BLINMAP. Also use CITEC to get titles. Contaminated land register – CITEC.
- Tend to go directly to the source that we know.
- Haven't used it yet.
- Not used yet.

### Internet Comments

- Not comfortable with timeliness of CD. Get it on the web and we will use it a lot. We think it (QSIIIC) is a great thing.
- Would probably use (QSIIIC) on the Internet.
- Would work with it if it was on the Internet.
- Would use QSIIIC on Internet.
- Will look at it again when we get it on the Internet if we give them notice of it being there.
- Good tool - having it on the Internet CSIRO can link people to us through their CSIRO work.
- Days of CD-ROM are over. Internet is the way to go in the year 2000.
- Suggestion - Increase awareness of it (QSIIIC) by approaching Main Roads to run a series of messages on the intranet.
- On Internet much easier. Centralised Internet facility. Historical old data is important. Not to be replaced by new stuff.
- Needs more categories to differentiate the data types. If it gets onto the Internet it will be a good thing.
- If you put it on the Internet it would probably be used - Encourages the use of the Internet.

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- Supportive of Internet move.
- Would be of benefit on Internet.
- Unsatisfied with what it did. Difficult to store. May use it on the Internet as it would not be static.
- When up on web timeliness problems solved.
- If on the web and told about it, it should be good.
- Haven't had any problems with QSIIIC. But Internet is probably the way to go.

### Other Related Comments

- Concerned about the way the data base structure (of QSIIIC) was set up. Didn't make sense with the relational database.
- QSMAC was one of the best tools on the market - guards his copy from all. Need electronic reproduction of this book.

### **Conclusions:**

- Several comments indicate a “difficult to use” perception of QSIIIC by clients.
- Comments again indicate positive support for Internet meta-data tools and a move to the internet.

# REPORT

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## 9. Testing the Hypotheses

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The following three hypotheses were established to be tested by the survey.

**That the majority of existing QSID users including those in regional, Non-Government organisations:**

- **Will not be significantly disadvantaged by ending QSID CD development and support, so long as the current ASDD remains available.**
- **Desire increased functionality of web based spatial meta-data search tools compared to the current ASDD.**
- **Prefer increased currency and coverage of meta-data over increased functionality and speed of the tool.**

### Hypothesis 1.

**That the majority of existing QSID users including those in regional, Non-Government organisations:**

- **Will not be significantly disadvantaged by ending QSID CD development and support, so long as the current ASDD remains available.**

This hypothesis is proven correct by the following statements:

- If QSIIC chooses to discontinue QSID, 53% (60) of all clients (113) will not even be impacted. Refer to Diagram 8;
- 44% will only be slightly inconvenienced - Refer to Diagram 8;
- Only 2% will be seriously impacted. - Refer to Diagram 8; and
- Of Provincial clients surveyed (5) and incompletely surveyed (4), 66% (6 out of the 9) indicated that they would not be impacted by the discontinuance of QSID. Refer to Table 3 and Table 6.

***Conclusion: This hypothesis is true.***

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### Hypothesis 2.

**That the majority of existing QSIIIC users including those in regional, Non-Government organisations:**

- **Desire increased functionality of web based spatial meta-data search tools compared to the current ASDD.**

This hypothesis is supported by the following statements:

- 72% of the 70 clients who completed the survey would prefer to have a Basic Internet based Meta-data search tool. Refer to Diagram 10; and
- 62% of Coastal and 100% of Provincial clients prefer to have a Basic Internet based Meta-data search tool. Refer to Table 23.

This hypothesis is disproved by the following statement:

- Only 24% of the 70 clients who completed the survey have accessed the ASDD and consequently a majority cannot confirm that they desire increased functionality of a web based spatial meta-data search tool compared to the current ASDD. Refer to Diagram 8.

***Conclusion: This hypothesis has not been proven by this survey.***

### Hypothesis 3.

**That the majority of existing QSIIIC users including those in regional, Non-Government organisations:**

- **Prefer increased currency and coverage of meta-data over increased functionality and speed of the tool.**

This hypothesis is disproven by the following statements:

- 86% of QSIIIC users are satisfied with QSIIIC's functionality and 14% are dissatisfied. Refer to Table 11;
- 87% of QSIIIC users are satisfied with QSIIIC's Timeliness and 13% are dissatisfied. Refer to Diagram 13; and
- 81% of QSIIIC users are satisfied with QSIIIC's Coverage Completeness and 19% are dissatisfied. Refer to Diagram 12.

***Conclusion: This hypothesis has not been proven by this survey.***

# REPORT

## Queensland Spatial Information Infrastructure Council (QSIIC)

Survey of QSID Clients  
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## 10. Summation

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Although 2 of the 3 hypotheses were not confirmed as true, this survey project has been quite successful in providing adequate information from which decisions can be made.

The information collected is accurate and timely and will enable QSIIC to plan and make informed decisions about the future of the QSID product in the best interests of all stakeholders.

QSIIC now has an intelligent database containing this information, a database from which it can baseline and build further enquiry for the future if necessary.

QSIIC now has valuable knowledge about its QSID clients.

### Summary of Conclusions

- The survey was successful in adequately representing the population of QSID clients – 113 of 218 clients surveyed (52%).
- The survey was successful in covering QSIIC's request that regional, Non-Government clients be adequately surveyed (67% or 22 of 33).
- Only 62% (70 of 113) of QSID client organisations actually use QSID at all. 43 organisations (38%) which have copies of QSID are not using it at all.
- 53% (60 of 113) of client organisations stated that they would not be impacted at all should QSIIC discontinue its QSID service completely.
- The 70 client organisations successfully surveyed indicated that there are 160 individual users of QSID.
- 79% (126) of these 160 persons use QSID less than once per week.
- Only 21% (34) of these 160 persons use QSID more than once per week.
- Translating the above figures into actual numbers for the whole population, a total of 308 individual persons in the whole population use QSID.
- 65 individuals use QSID more than once per week.
- 41% (29) of client organisations who use QSID (70) use a combination of graphics and text search tools when searching with QSID.
- The graphics search tool is used significantly more often than the textual search tool.

# REPORT

## Queensland Spatial Information Infrastructure Council (QSIIIC)

Survey of QSIIIC Clients

April/May 2000

- 86%, 81% and 87% of QSIIIC users surveyed (70) are satisfied with QSIIIC's functionality, data coverage completeness, and timeliness respectively.
- 70% (49) of clients who use QSIIIC (70) are aware of the Australian Spatial Data Directory, however only 24% (17) have actually accessed it.
- 97% (68) of QSIIIC users surveyed (70) have access to the Internet.
- 100% of Provincial (5) and Coastal (21) QSIIIC users have access to the Internet.
- 100% of Industry QSIIIC users (42) have access to the Internet.
- It follows that 100% of regional, Non-Government (the focus group) QSIIIC users have access to the Internet.
- 91% (64) of QSIIIC users would prefer to have an Internet based Meta-data Search tool.
- Federal Government and State Government QSIIIC users represented the highest percentages (still only 14% to 15%, 1 of 7 and 2 of 13 resp.) preferring a CD-ROM based product.
- Only one of the three hypotheses put forward was able to be confirmed as true:

Hypothesis 1. "That the majority of existing QSIIIC users including those in regional, Non-Government organisations will not be significantly disadvantaged by ending QSIIIC CD development and support, so long as the current ASDD remains available".