Client Satisfaction Questionnaire (CSQ-8); 2008 – 2010 summary

Cross sectional data were collected at presently unknown times from 2008 – 10. Initially, data was collected from 9 sites, however Lake Macquarie o and Gold Coast only had 2008 data. 59 cases with significant missing CSQ data (> 3 CSQ items missing, most cases all missing) were removed from the analysis.

A total of **754** valid entries were included for analysis. CSQ items were summed to generate CSQ total, with missing items receiving the average score for that case.

Year

|		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2008	288	38.2	38.2	38.2
	2009	253	33.6	33.6	71.8
	2010	213	28.2	28.2	100.0
	Total	754	100.0	100.0	

Several locations had small numbers for analysis, (Canberra, Blue Mtns, Townsville) and were removed from analysis later to compare large sites only.

Between-Subjects Factors

		Value Label	N
Year	2008		254
	2009		249
	2010		213
Location_Recode	1	Sydney	161
	2	Brisbane	154
	3	Canberra	69
	6	Central Coast	80
	7	Blue Mountains	35
	8	Townsville	59
	9	Morisset	158

The distribution is bimodal, with large peaks at 24 and 32 consistent with a client scoring 3's or 4's across all CSQ items (3*8 = 24, 4*8 = 32). Removing outliers below a total score of 15 did not significantly alter the outcomes. Outliers were retained for analyses.


Histogram

Mean = 25.71
Std. Dev. = 4.617
N = 754
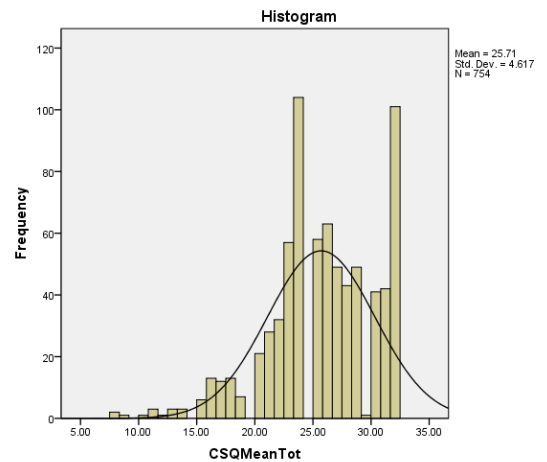
Significant main effect for Year (p = .005) suggests a fall in Satisfaction over the 2008-2010 periods, trending down from 26.5 to 25 (out of a possible 32).

Estimated Marginal Means of CSQMeanTot
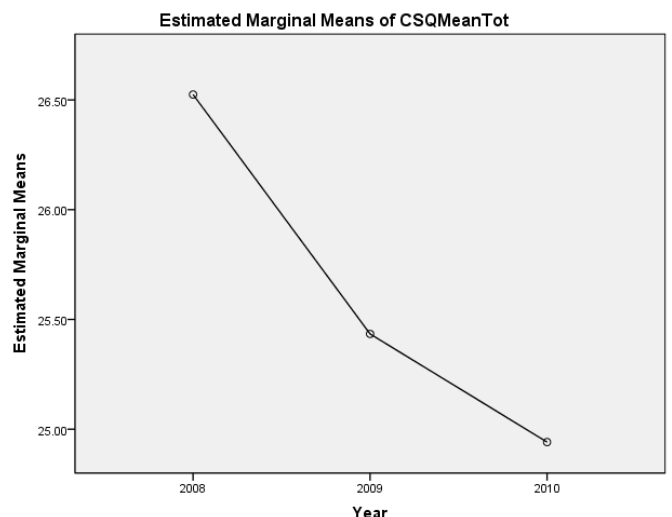
Main effect of location approached significance (p = 0.054) suggesting locations differed in Satisfaction.

Interaction effect (p=.049) suggests locations trended differently over years, with an example of this seen here with Brisbane and Sydney increasing in satisfaction from 2008 – 2009.

Generally, Satisfaction fell across the services measured from 2008-2010, with the exception of Brisbane, which improved.

Estimated Marginal Means of CSQMeanTot
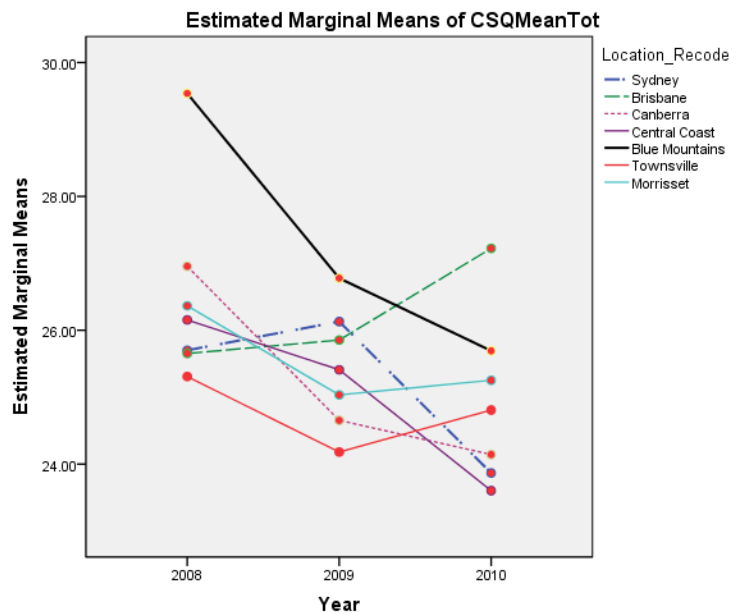
Removing sites with N < 80 removed the main effects of site and year, and only a significant interaction effect remained (p = .016).

Although there was no main effect of year, the mean continued to trend downward for these sites from CSQ total of 26 to 25.

Estimated Marginal Means of CSQMeanTot
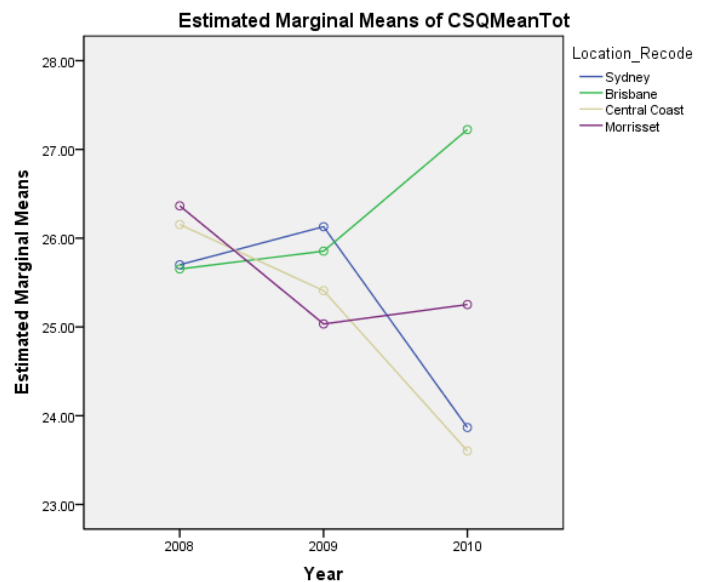
Each site was then subjected to a one way ANOVA. The table summarises the significant differences per site/year.

	08-09	09-10	08-10
Sydney	-	↓p=.013	↓p=.036
Brisbane	-	-	↑p=.044
Central Coast	-	-	-
Morisset	-	-	-

No effects were found for gender or age.

Number of weeks correlates positively with CSQ score, with clients rating higher satisfaction levels staying longer, or vice versa.

Correlations

		CSQMeanTot	Weeks
CSQMeanTot	Pearson Correlation	1	.135**
	Sig. (2-tailed)		.004
	N	716	456
Weeks	Pearson Correlation	.135**	1
	Sig. (2-tailed)	.004	
	N	456	456

**. Correlation is significant at the 0.01 level (2-tailed).

In summary, Client Satisfaction Questionnaire scores decreased overall from 2008-2010, with Brisbane the only centre to increase CS scores over the period. Of the larger sites, only Sydney showed statistically significant reduction in CS scores over time, and Brisbane showed a statistically significant increase.

Clients who stayed longer tended to report higher CS. No gender or age differences to CS were present. There is evidence of clients generalising scores to the CSQ (answering either 3 or 4 to all items), and this could indicate measurement issues such as presentation, placement, etc.