

Customer Satisfaction Measurement Results 2023

Customer Services Center - Mazaya

The overall evaluation of the government center









80%

Very satisfied Satisfied 9%

2%

Dissatisfied Very dissatisfied

3% 6%

Employee

1. The employee's efficiency, approach and ability to respond to inquiries



Satisfied

Neutral

Dissatisfied



Very satisfied 81%

8%

6%

0%

Very dissatisfied

6%

2. Timely completion of service without the need for many documents



81%

Satisfied

8%



6%



3%

Service

3. Accuracy in service delivery and availability of the required information without the need to move between offices



3%





Very satisfied

Satisfied

Neutral

Dissatisfied

Very dissatisfied

81%

8%

0%

3%

8%

4. Ease of access to the center's location and suitability of its facilities in general

Very satisfied

Satisfied

Neutral



78%

14%

0%

Dissatisfied

Very dissatisfied

3%

6%



Customer Satisfaction Measurement Results 2023

Customer Services Center - Seef Muharrag

The overall evaluation of the government









center

Very satisfied Satisfied 98%

2%

0%

Dissatisfied Very dissatisfied 0%

0%

Employee

1. The employee's efficiency, approach and ability to respond to inquiries



Satisfied

Neutral

Dissatisfied



Very satisfied 99%

1%

0%

0%

Very dissatisfied 0%

2. Timely completion of service without the need for many documents

Very satisfied

98%

Satisfied

2%

Neutral

0%



0%

Very dissatisfied

0%

Service

3. Accuracy in service delivery and availability of the required information without the need to move between offices







99%

Satisfied

Neutral 0%

Dissatisfied

Very dissatisfied

1%

0%

0%

4. Ease of access to the center's location and suitability of its facilities in general



Satisfied





97%

3%

0%

Dissatisfied 0%

Very dissatisfied 0%