

## **Customer Satisfaction Measurement Results 2024**

## Customer Services Center - Muharrag

The overall evaluation of the government center



Very satisfied Satisfied









98%

3%

0%

0%

Dissatisfied Very dissatisfied 0%

**Employee** 

Service

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



Very satisfied 98%

Satisfied 2%

Neutral 0%

Dissatisfied

Very dissatisfied

0% 0%

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



Very satisfied 97%

Satisfied

3%



Neutral 0%



0%

Dissatisfied

Very dissatisfied

0%

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



Very satisfied 98%

Satisfied 2%



Neutral 0%

Dissatisfied Very dissatisfied 0% 0%

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

Center

Very satisfied 97%

Satisfied

3%

Neutral

Dissatisfied

0%

0%

Very dissatisfied 0%