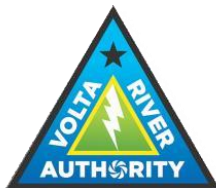




Q1 2024 Internal Customer Satisfaction Survey Report



**VOLTA
RIVER
AUTHORITY**

REPORT OUTLINE



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Conclusion

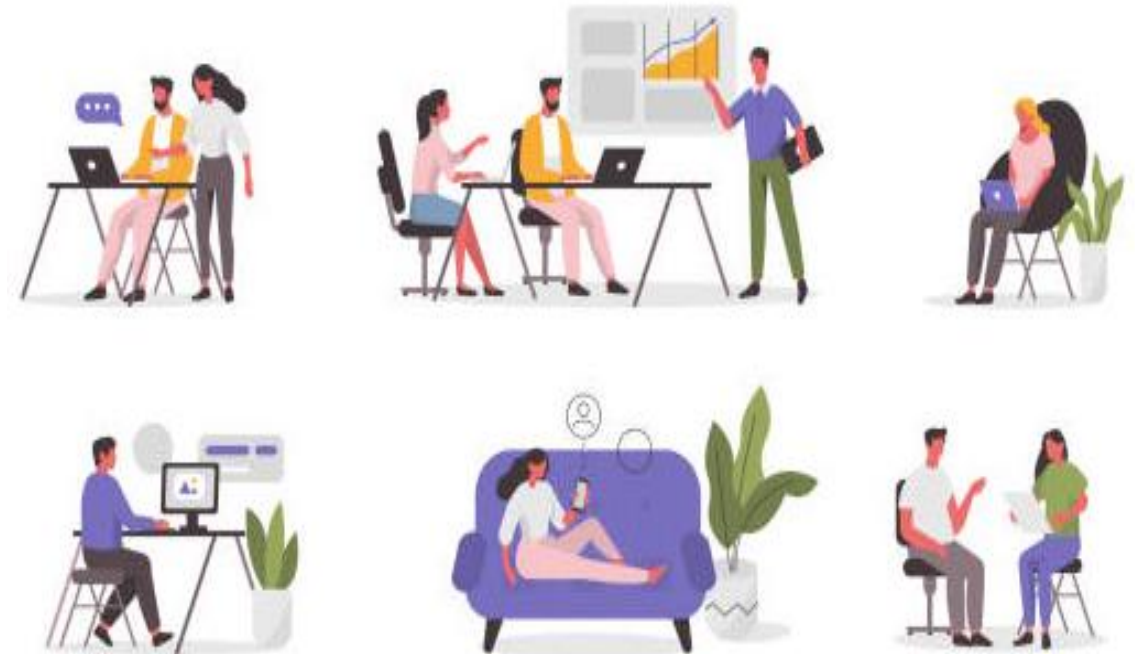
Survey Demographics

24

Number of
Departments/Units

565

Number of
Respondents



ANALYSIS SCALE

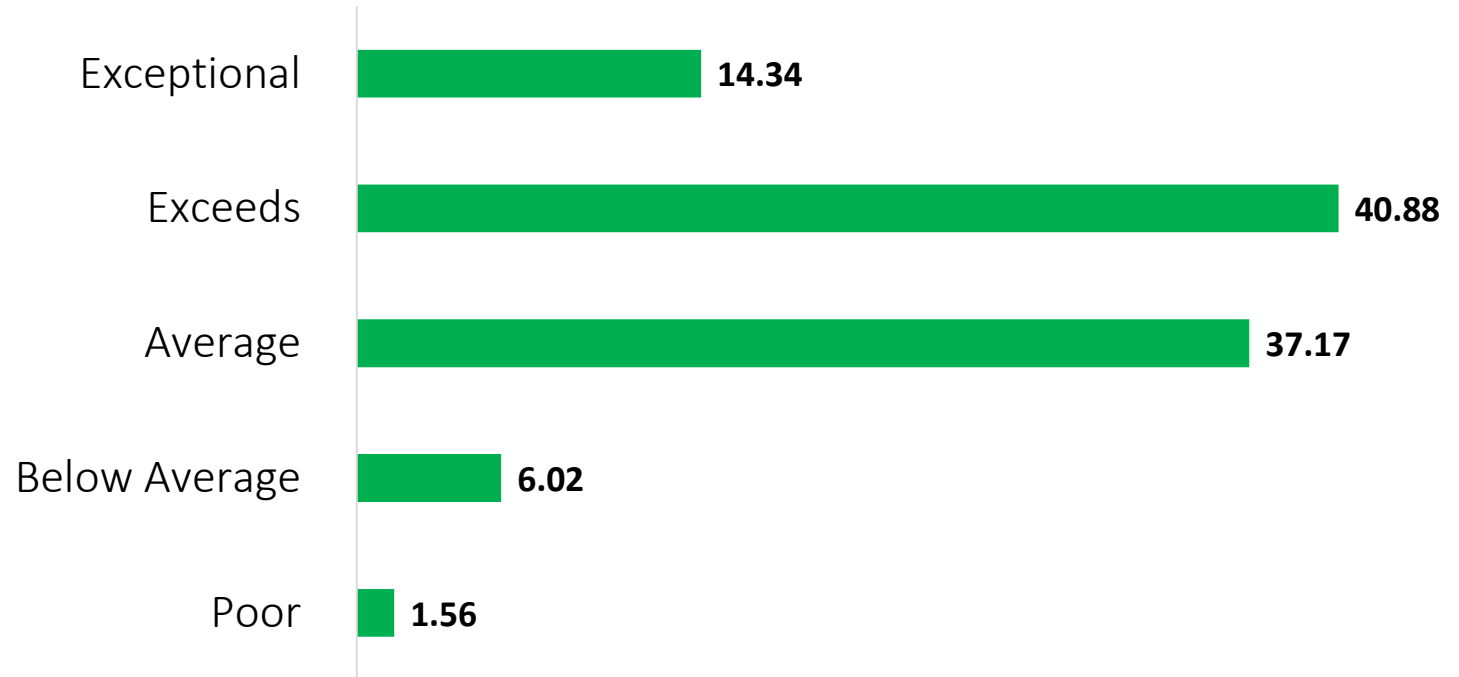
Performance Level	Likert Scale	BSC (%)
Exceptional	5	100
Exceeds (Target)	4	80
Average	3	60
Below Average	2	40
Poor	1	20

Overview of Survey Results

Corporate Score

3.6

Satisfaction Level (%)



- VRA scored 3.6 out of 5 for its Q1 2024 internal customer satisfaction delivery. This was 0.4 points (10%) below the target score of 4.0.
- Most respondents rated their level of satisfaction as either 'Exceeds' (41%) or 'Average' (37%)

Likes about Services Provided

response to queries services are of good response to my enquiry
Quick response Timely response time response to our request
response to issues work **service staff** quality of service
customer service good information prompt response service delivery
Service Desk Good Service staff are friendly

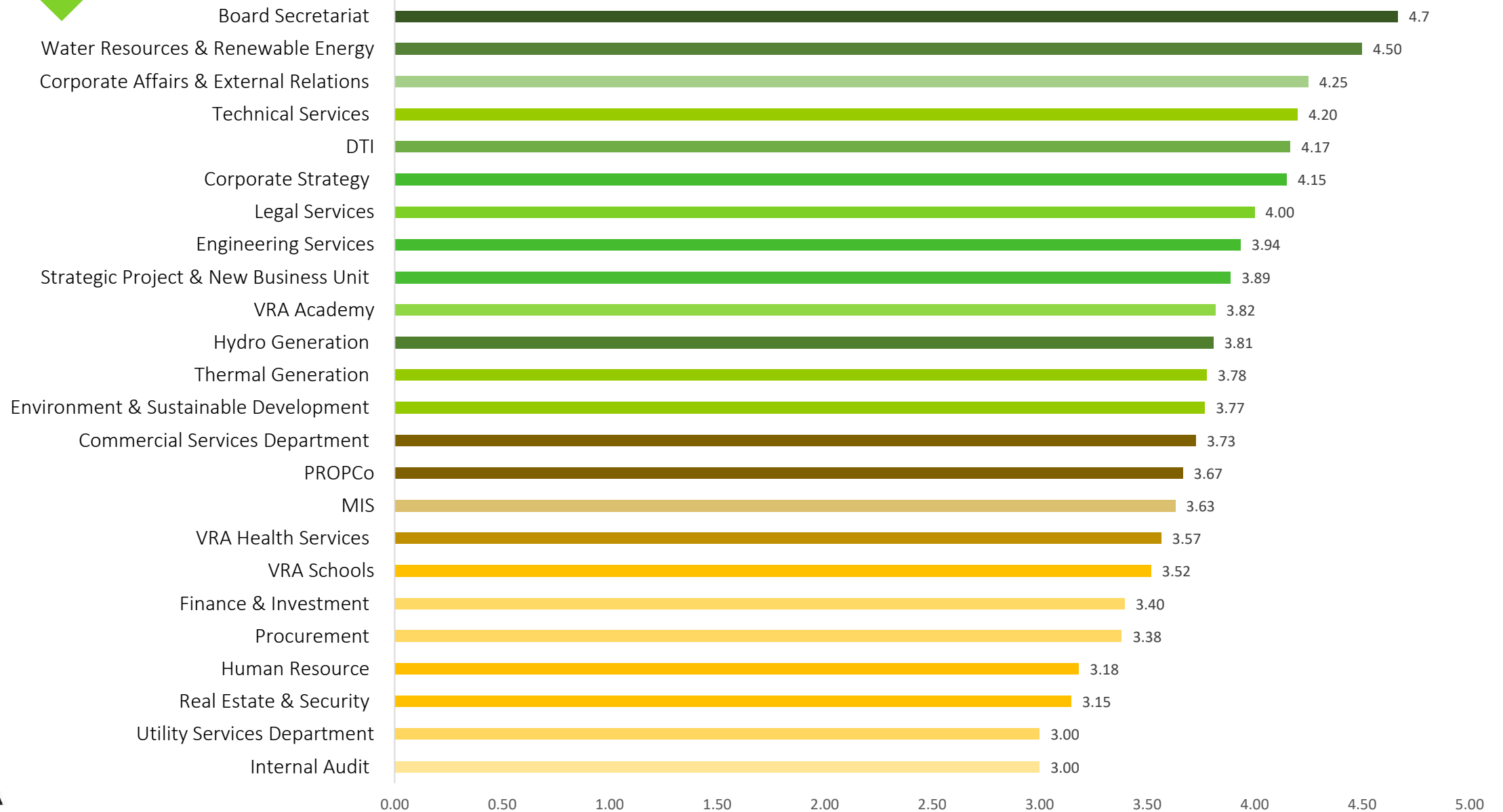
These responses account for the majority (53%) of the positive feedback on the services provided by Departments

Dislikes about Services Provided



Delays were the primary issue identified by Departments, constituting **21%** of the total negative feedback received

Departmental Results





Observations & Recommendations

Observations



The Authority scored 3.6 out of 5 for its internal customer satisfaction delivery which was 0.4 points (10%) below the target score of 4.0

41% of respondents selected 'Exceeds' as their level of satisfaction, followed by 'Average' at 37%.

Delays were the most common negative feedback, cited by 117 respondents, accounting for **21%** of the total responses

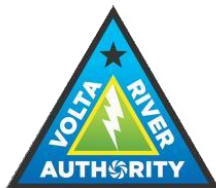
Recommendations

- Although the Authority's internal customer satisfaction delivery score fell below the target of 4.0, 40.88% of respondents reported satisfaction levels above average. VRA must continue to promote a culture of excellence in interdepartmental service delivery among staff through educational initiatives to foster collaboration and further enhance the efficiency and effectiveness of our operations.
- The survey findings indicate that delays are prevalent, with 21% of the respondents citing them as a significant issue. Departments must explore innovative strategies to reduce response times and enhance overall service delivery efficiency. This involves identifying and resolving the root causes for delays and streamlining bureaucratic processes associated with the services rendered.





Thank you



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