

Enrollment (Online)

2025-01-01 to 2025-12-31

Respondents Total

Total Respondents:

1

Demographic Profile

A. Age		B. Sex		C. Customer Type	
19 or Lower	1	Female	0	Citizen	1
20–34	0	Male	1	Business	0
35–49	0			Government	0
50–64	0				
65 or Higher	0				

Citizen's Charter Responses

CC1	CC2	CC3
1. I know what a Citizen's Charter is and I saw this office's Citizen's Charter.	1. Easy to see	1. Helped very much
2. I know what a Citizen's Charter is but I did not see this office's Citizen's Charter.	2. Somewhat easy to see	2. Somewhat helped
3. I learned of the Citizen's Charter only when I saw this office's Citizen's Charter.	3. Difficult to see	3. Did not help
4. I do not know what a Citizen's Charter is and I did not see one in this office.	4. Not visible at all	4. N/A
	5. N/A	

Citizen Charter Summary & Interpretation

CC1 Awareness

- 100.0% aware of the Citizen's Charter (responses 1–3)
- 100.0% fully aware and have seen it (response 1)
- 0.0% not aware at all (response 4)

CC2 Visibility

Metric	Mean	Interpretation	Responses
CC2 – Visibility	3.00	Moderately Visible	1

Total: 1 | Valid: 1

CC3 Helpfulness

Metric	Mean	Interpretation	Responses
CC3 – Helpfulness	1.00	Not Helpful	1

Total: 1 | Valid: 1

Client Satisfaction Matrix

SQD Item	5	4	3	2	1	N/A
SQD1 – Responsiveness	1	0	0	0	0	0
SQD2 – Reliability	0	1	0	0	0	0
SQD3 – Access and Facilities	0	0	1	0	0	0
SQD4 – Communication	0	0	0	1	0	0
SQD5 – Costs	0	0	0	0	1	0
SQD6 – Integrity	0	0	0	0	0	1
SQD7 – Assurance	1	0	0	0	0	0
SQD8 – Outcome	0	1	0	0	0	0

SQD Weighted Mean & Interpretation

SQD Item	Mean	Interpretation	Responses
SQD1 – Responsiveness	5.00	Very Satisfied	1
SQD2 – Reliability	4.00	Satisfied	1
SQD3 – Access and Facilities	3.00	Neutral	1
SQD4 – Communication	2.00	Dissatisfied	1
SQD5 – Costs	1.00	Very Dissatisfied	1
SQD6 – Integrity	—	—	1
SQD7 – Assurance	5.00	Very Satisfied	1
SQD8 – Outcome	4.00	Satisfied	1
Overall Average	3.43	Satisfied	8
Overall Valid Responses		7	
Overall Total Responses (incl. N/A)		8	