

# 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	Citizen
20–34	0	Business
35–49	0	Government
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 2. Somewhat easy to see 3. Difficult to see 4. Not visible at all 5. N/A	0 1. Helped very much 1 2. Somewhat helped 0 3. Did not help 0 4. N/A
2. I know what a Citizen's Charter is but I did not see this office's Citizen's Charter.		
3. I learned of the Citizen's Charter only when I saw this office's Citizen's Charter.	0	
4. I do not know what a Citizen's Charter is and I did not see one in this office.	0	

### 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	<b>5.00</b>	<i>Very Satisfied</i>	1
SQD2 – Reliability	<b>4.00</b>	<i>Satisfied</i>	1
SQD3 – Access and Facilities	<b>3.00</b>	<i>Neutral</i>	1
SQD4 – Communication	<b>2.00</b>	<i>Dissatisfied</i>	1
SQD5 – Costs	<b>1.00</b>	<i>Very Dissatisfied</i>	1
SQD6 – Integrity	—	—	1
SQD7 – Assurance	<b>5.00</b>	<i>Very Satisfied</i>	1
SQD8 – Outcome	<b>4.00</b>	<i>Satisfied</i>	1
Overall Average	<b>3.43</b>	<i>Satisfied</i>	8
Overall Valid Responses			7
Overall Total Responses (incl. N/A)			8