

# Negari

## Government Service Feedback System

### Sentiment Analysis Report

Office: All Government Offices  
Period: all time to present

#### Executive Summary

Analysis of 8 citizen reviews for All Government Offices from all time to present reveals important insights into service delivery performance. The sentiment breakdown shows 13% positive feedback, 88% neutral responses, and 0% negative experiences.

The most frequently mentioned concern was "Long Waiting Times" which appeared in 13% of all feedback. These categories represent the primary areas where citizens are experiencing challenges.

With 13% positive sentiment, the overall feedback indicates citizen satisfaction with services, though the 0% negative feedback highlights areas for continued improvement. This analysis provides data-driven insights to guide service improvement initiatives.

#### Sentiment Breakdown

Total Reviews: 8  
Positive Feedback: 1 (13%)  
Neutral Feedback: 7 (88%)  
Negative Feedback: 0 (0%)

#### Top Issues

1. Long Waiting Times: 1 mentions (13%)

#### Key Insights

- 13% of feedback was positive, indicating low citizen satisfaction with services.
- The most common issue was 'Long Waiting Times' (13%).
- Total of 8 reviews were analyzed for this reporting period.

#### Recommendations

- Address the primary concern of 'Long Waiting Times' through process improvements and staff training.
- Establish regular staff training on customer service best practices to increase satisfaction.
- Implement a real-time feedback system to capture citizen experiences and enable rapid response to issues.

#### Trend Analysis

The sentiment analysis reveals a 13% positive, 88% neutral, and 0% negative feedback distribution. The positive to negative feedback ratio stands at 1:0.

The predominance of positive feedback (13%) over negative feedback (0%) indicates overall citizen satisfaction with services.

The most frequently mentioned issue, "Long Waiting Times" (13%), represents a key area requiring immediate attention.

The current sample size of 8 reviews provides initial insights, though a larger sample would strengthen trend analysis.

## **Full Analysis**

This analysis examines 8 citizen reviews for All Government Offices from all time to present. The sentiment distribution shows 13% positive, 88% neutral, and 0% negative feedback.

### **SENTIMENT ANALYSIS SUMMARY:**

Positive feedback (13%): Citizens expressed satisfaction with services received.

Neutral feedback (88%): Citizens provided balanced or mixed feedback.

No negative feedback recorded in this period.

### **ISSUE ANALYSIS:**

1. Long Waiting Times: Mentioned in 1 reviews (13% of total feedback)

### **SAMPLE FEEDBACK:**

1. "jchsjkdhc" (neutral)

2. "aw" (neutral)

3. "sdjncjsdjkl" (neutral)

### **RECOMMENDATIONS FOR ACTION:**

Based on this analysis, the following actions are recommended:

1. Address the primary concern of 'Long Waiting Times' through process improvements and staff training.
2. Establish regular staff training on customer service best practices to increase satisfaction.
3. Implement a real-time feedback system to capture citizen experiences and enable rapid response to issues.

This data-driven analysis provides a foundation for targeted service improvements to enhance citizen satisfaction and address identified concerns.