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Government Service Feedback System

Sentiment Analysis Report

Office: Lemi Kura Sub-City Woreda 10
Period: all time to present

Executive Summary

Office-Specific Analysis for Lemi Kura Sub-City Woreda 10 : This report contains data exclusively for Lemi Kura Sub-City Woreda 10 and includes no information from other government offices.

Analysis of 12 citizen reviews submitted specifically to Lemi Kura Sub-City Woreda 10 from all time to present reveals important insights into Lemi Kura Sub-City Woreda 10 's service delivery performance. The sentiment breakdown for Lemi Kura Sub-City Woreda 10 shows 42% positive feedback, 25% neutral responses, and 33% negative experiences.

For Lemi Kura Sub-City Woreda 10 , the most frequently mentioned concern was "Staff Behavior Issues" which appeared in 58% of all feedback submitted to this specific office. This was followed by "Long Waiting Times" at 17% and "Corruption Concerns" at 8%. These categories represent the primary areas where citizens are experiencing challenges specifically with Lemi Kura Sub-City Woreda 10 's services.

With 42% positive sentiment, the overall feedback indicates citizen satisfaction with Lemi Kura Sub-City Woreda 10 's services, though the 33% negative feedback highlights areas for continued improvement at this specific office. This office-specific analysis provides data-driven insights to guide service improvement initiatives exclusively for Lemi Kura Sub-City Woreda 10 .

Sentiment Breakdown

Total Reviews: 12
Positive Feedback: 5 (42%)
Neutral Feedback: 3 (25%)
Negative Feedback: 4 (33%)

Top Issues

1. Staff Behavior Issues: 7 mentions (58%)
2. Long Waiting Times: 2 mentions (17%)
3. Corruption Concerns: 1 mentions (8%)
4. Service Quality: 1 mentions (8%)

Key Insights

1. 42% of feedback was positive, indicating moderate citizen satisfaction with services.
2. 33% of feedback was negative, suggesting areas for improvement.

3. The most common issue was 'Staff Behavior Issues' (58%).
4. Long Waiting Times was the second most mentioned concern (17%).
5. Total of 12 reviews were analyzed for this reporting period.

Recommendations

1. Address the primary concern of 'Staff Behavior Issues' through process improvements and staff training.
2. Implement targeted solutions for 'Long Waiting Times' to improve citizen experience.
3. With 33% negative feedback, implement a comprehensive service improvement plan.
4. Establish regular staff training on customer service best practices to increase satisfaction.
5. Implement a real-time feedback system to capture citizen experiences and enable rapid response to issues.

Trend Analysis

The sentiment analysis reveals a 42% positive, 25% neutral, and 33% negative feedback distribution. The positive to negative feedback ratio stands at 5:4.

The predominance of positive feedback (42%) over negative feedback (33%) indicates overall citizen satisfaction with services.

The most frequently mentioned issue, "Staff Behavior Issues" (58%), represents a key area requiring immediate attention.

The current sample size of 12 reviews provides initial insights, though a larger sample would strengthen trend analysis.

Full Analysis

This analysis examines 12 citizen reviews for Lemi Kura Sub-City Woreda 10 from all time to present. The sentiment distribution shows 42% positive, 25% neutral, and 33% negative feedback.

SENTIMENT ANALYSIS SUMMARY:
Positive feedback (42%): Citizens expressed satisfaction with services received.
Neutral feedback (25%): Citizens provided balanced or mixed feedback.
Negative feedback (33%): Citizens reported issues or dissatisfaction with services.

ISSUE ANALYSIS:
1. Staff Behavior Issues: Mentioned in 7 reviews (58% of total feedback)
2. Long Waiting Times: Mentioned in 2 reviews (17% of total feedback)
3. Corruption Concerns: Mentioned in 1 reviews (8% of total feedback)
4. Service Quality: Mentioned in 1 reviews (8% of total feedback)

SAMPLE FEEDBACK:
1. "Nice service" (neutral)
2. "Good service" (positive)
3. "very slow services" (negative)

RECOMMENDATIONS FOR ACTION:
Based on this analysis, the following actions are recommended:
1. Address the primary concern of 'Staff Behavior Issues' through process improvements

and staff training.
2. Implement targeted solutions for 'Long Waiting Times' to improve citizen experience.
3. With 33% negative feedback, implement a comprehensive service improvement plan.
4. Establish regular staff training on customer service best practices to increase satisfaction.
5. 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.