

Customer Satisfaction Survey 2021 Results

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Survey Overview

Description

Customers express their opinions on the customer service they received from Daniel Boone Community Action Agency.

Instructions Provided To Respondents

Answer questions as they relate to you. Please check which best expresses your opinions on the following questions, also circle all services that you received today. THANK YOU!

Respondent Metrics

Respondents: 503

First Response: 2/28/2021 04:05 PM

Last Response: 3/22/2021 07:49 PM

Count **Percent** **Response** (Optimal responses indicated with bold text)

3/29/2021

1. In which county did you receive customer service today?

111	32.20%	Clay
136	27.20%	Laurel
103	20.60%	Rockcastle
100	20.00%	Jackson

2. I was served by more than one person or agency today?

301	60.08%	No
200	39.92%	Yes

3. The services I received were easy to access?

388	77.14%	Strongly Agree
77	15.31%	Agree
20	3.98%	Disagree
18	3.58%	Strongly Disagree

4. All DBCAA staff treated me with respect and courtesy?

351	69.78%	Strongly Agree
120	23.86%	Agree
28	5.57%	Disagree
4	0.80%	Strongly Disagree

5. All services I received met my expectations?

368	73.60%	Strongly Agree
113	22.60%	Agree
16	3.20%	Disagree
3	0.60%	Strongly Disagree

6. I feel that the services I received will help me as I pursue my goals?

366	72.91%	Strongly Agree
116	23.11%	Agree
16	3.19%	Disagree
4	0.80%	Strongly Disagree

7. I will use DBCAA services in the future?

377	75.25%	Strongly Agree
115	22.95%	Agree
6	1.20%	Disagree
3	0.60%	Strongly Disagree

8. I would recommend DBCAA services to my friends and family?

382	76.10%	Strongly Agree
111	22.11%	Agree
6	1.20%	Disagree
3	0.60%	Strongly Disagree

Count **Percent** **Response** (Optimal responses indicated with bold text)

3/29/2021

9. Please circle all the services that you received today.

2	56.29%	CSBG Program (Emergency Services)
271	54.09%	Other
64	12.77%	Home Programs (home building & weatherization)
63	12.57%	WIOA Adult or Dislocated Work Programs
52	10.38%	Transportation
32	6.39%	Unemployment/Employment Services
7	1.40%	WIOA Youth Program
6	1.20%	Adult Education & Literacy
2	0.40%	Career Resource Center

Survey Results

The following is a graphical depiction of the responses to each survey question. Additional comments provided by respondents, if any, are included after each graph.

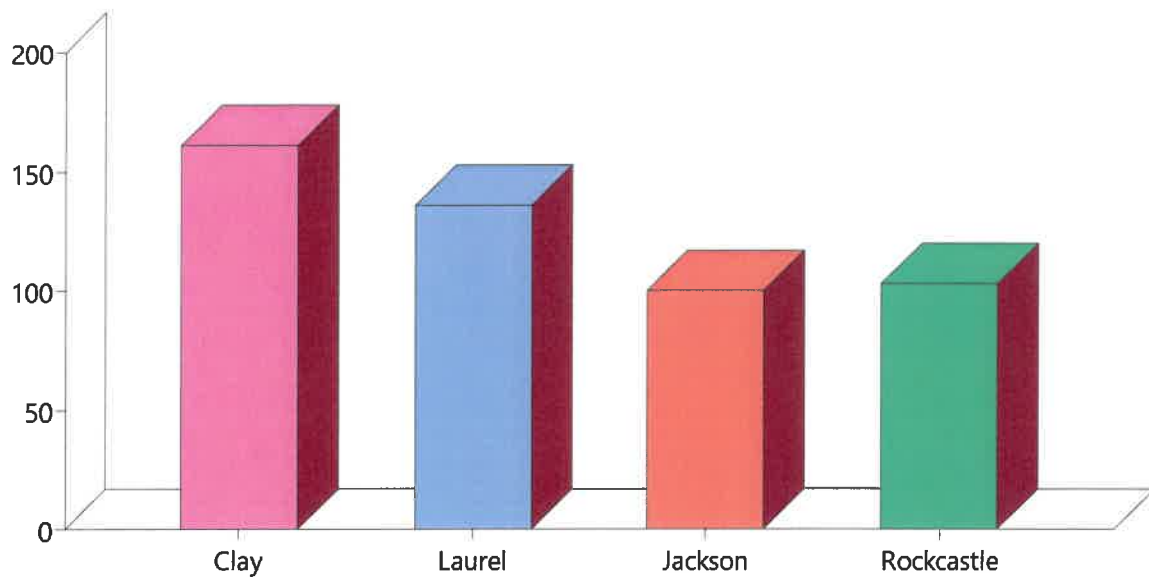
Section - Survey Questions

Instructions Provided To Respondents

Please check which best expresses your opinion on the following questions so that we can improve our services. Thank You!

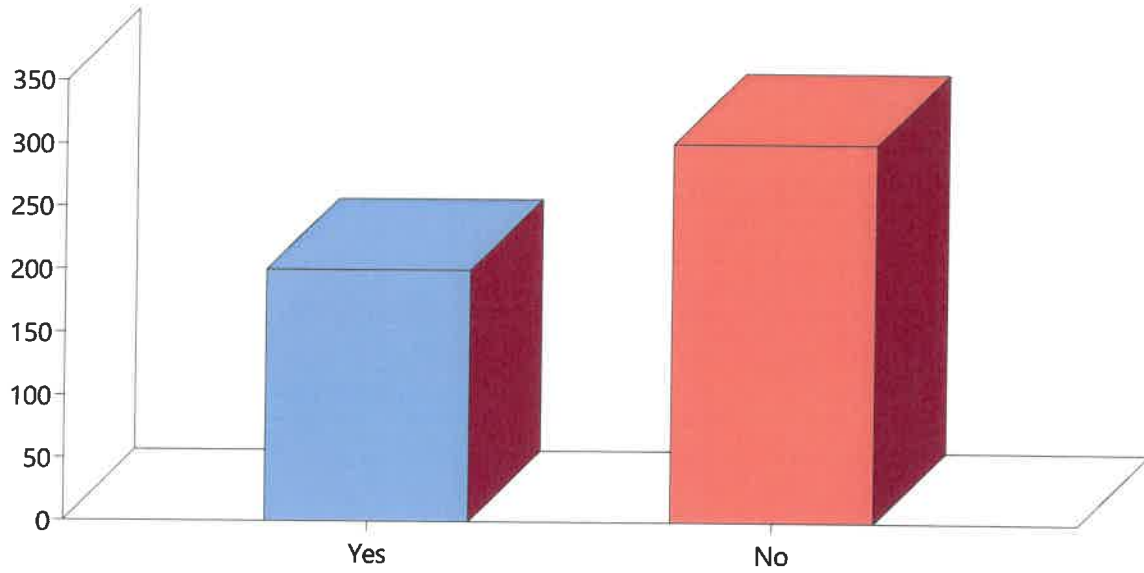
1. In which county did you receive customer service today?

Min: 1.00 Max: 4.00 Mean: 2.29 Mode: 1.00 Median: 2.00 Std Dev: 1.12



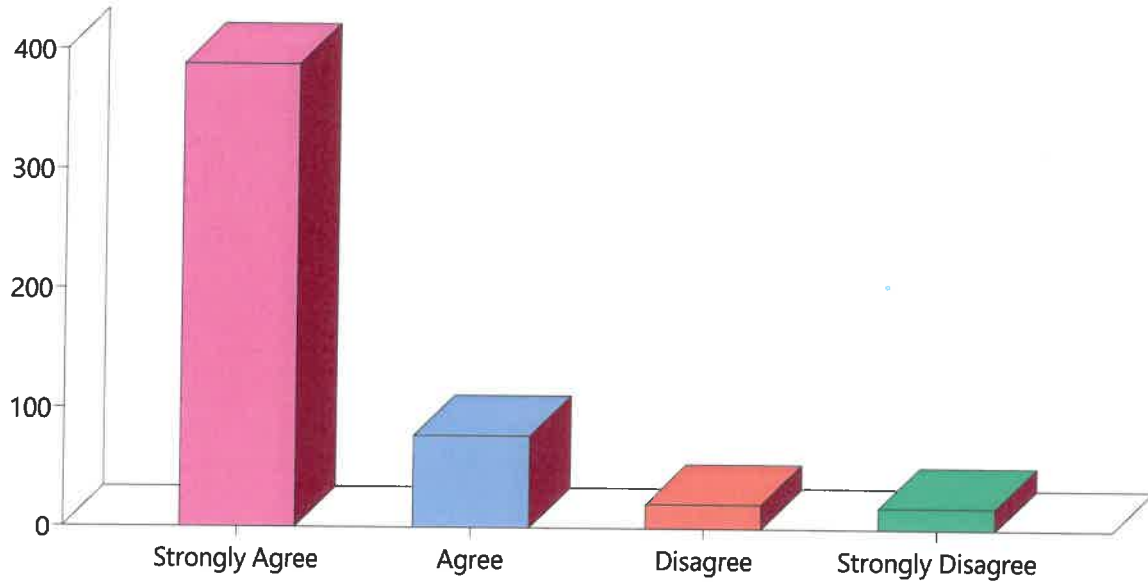
2. I was served by more than one person or agency today?

Min: 1.00 Max: 2.00 Mean: 1.60 Mode: 2.00 Median: 2.00 Std Dev: 0.49



3. *The services I received were easy to access?*

Min: 1.00 Max: 4.00 Mean: 1.34 Mode: 1.00 Median: 1.00 Std Dev: 0.72

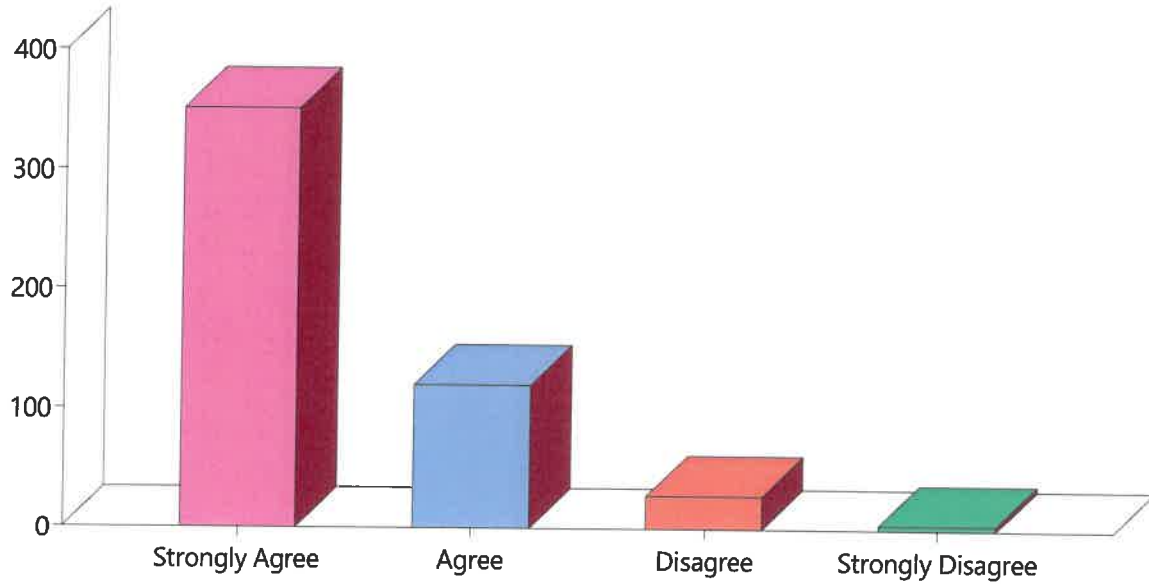


Comments/Notes for "Strongly Agree":

] (0000000946 Anonymous) 3/22/2021

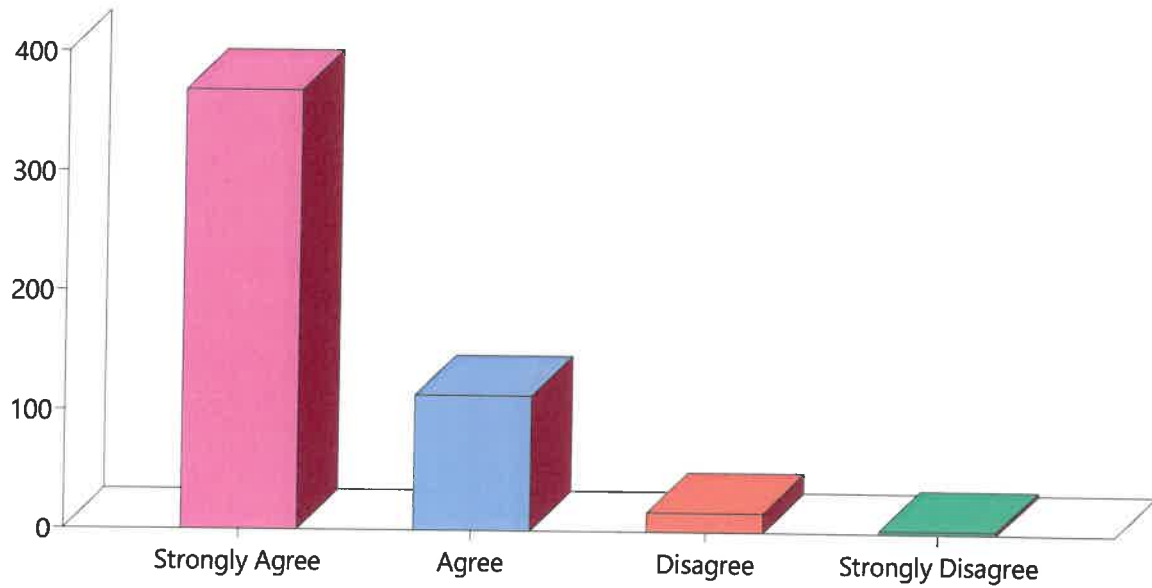
4. All DBCAA staff treated me with respect and courtesy?

Min: 1.00 Max: 4.00 Mean: 1.37 Mode: 1.00 Median: 1.00 Std Dev: 0.63



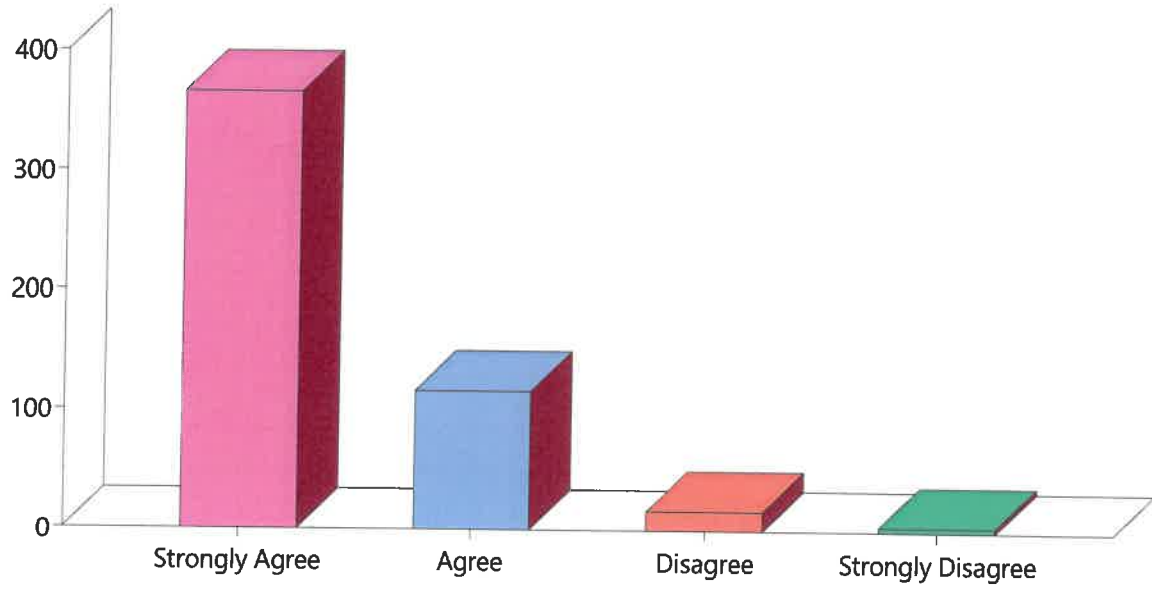
5. All services I received met my expectations?

Min: 1.00 Max: 4.00 Mean: 1.31 Mode: 1.00 Median: 1.00 Std Dev: 0.56



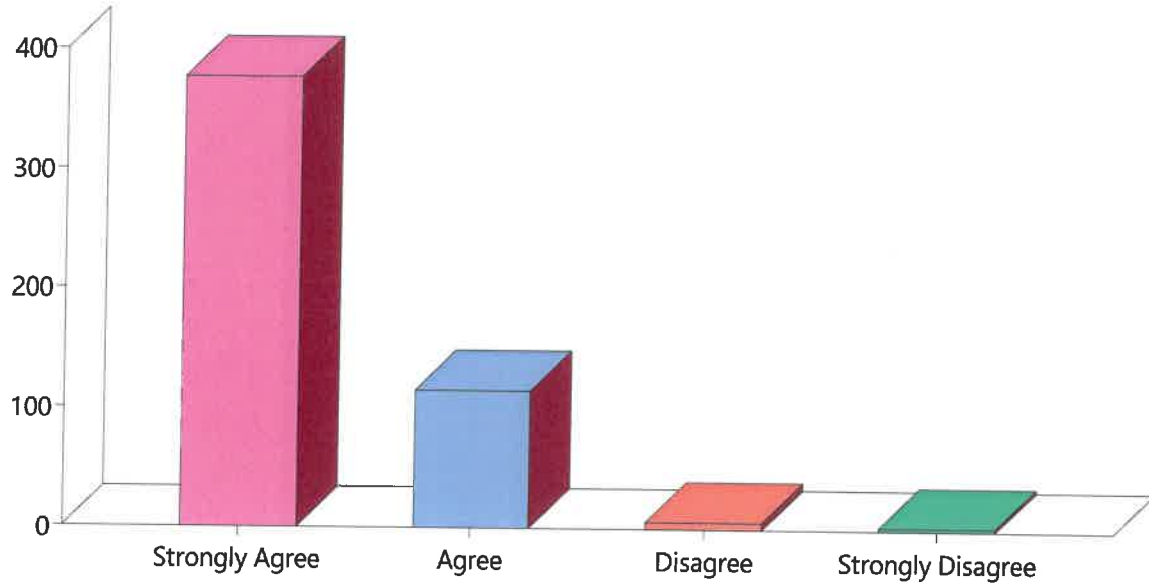
6. *I feel that the services I received will help me as I pursue my goals?*

Min: 1.00 Max: 4.00 Mean: 1.32 Mode: 1.00 Median: 1.00 Std Dev: 0.57



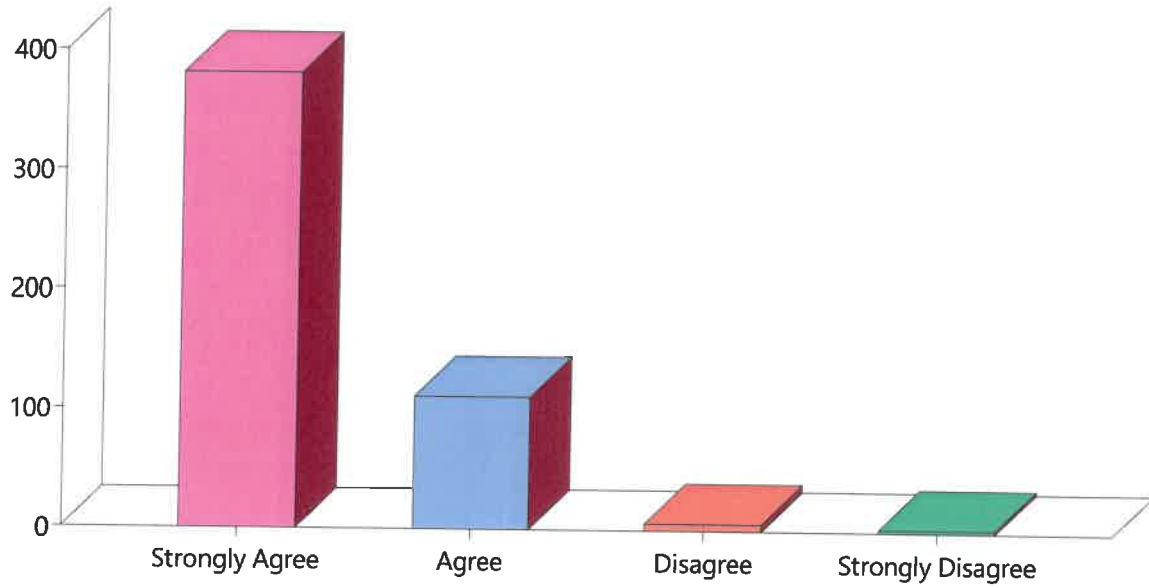
7. I will use DBCAA services in the future?

Min: 1.00 Max: 4.00 Mean: 1.27 Mode: 1.00 Median: 1.00 Std Dev: 0.51



8. *I would recommend DBCAA services to my friends and family?*

Min: 1.00 Max: 4.00 Mean: 1.26 Mode: 1.00 Median: 1.00 Std Dev: 0.50



9. Please circle all the services that you received today.

Min: 1.00 Max: 13.00 Mean: 10.61 Mode: 11.00 Median: 11.00 Std Dev: 2.98

